

A historical map of the Dorset Islands, showing various islands and coastal features. The map is sepia-toned and includes labels such as 'Winnismet', 'HOG ISLAND', 'DORSET ISLANDS', 'CASTLE ISLAND', 'SPECTACLE ISLAND', and 'THOMPSONS ISLAND'. A white paperclip is attached to the top right edge of the map. The title text is overlaid on a dark, textured horizontal band across the middle of the map.

Migrant policies and practice in selected countries

Edited by Ondrej Botek

TRNAVSKÁ UNIVERZITA V TRNAVE



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MIGRANT POLICIES AND PRACTICE IN SELECTED COUNTRIES

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EDITORS NOTE

Migration has long been one of the frequently discussed topics both in the professional and lay public. The intensity of these discussions and scientific interest has increased significantly in recent years. The reason was mainly the migration crisis in Europe in 2014, but also the increase in migration to the USA in recent years. However, much less attention has been paid to migration crises in Asia and the African continent. This is also why we decided that in this monograph we will bring views of migration policy and its practice in selected countries not only in Europe, but also in Asia, Africa and America. When creating the individual chapters, the authors used different research methods in order to bring different perspectives on migration policy and its practice. We consider this heterogeneity to be very important for a comprehensive perception of the problems and challenges that migration brings in the contemporary world. Considering the relative reduction of distances caused by globalization, we can assume that various forms of migration will continue to be a challenge. These challenges undoubtedly differ in countries of origin, transit countries and countries of destination.

Although countries such as Syria and Iraq are perceived primarily or exclusively as countries of origin (especially in the European context), the issue of internally displaced persons plays an important role within these countries. A chapter mapping the issue of migration in Nigeria is also devoted to this area. Another interesting part of this monograph is the chapter mapping migration policy and practice in Jordan, a country that has long been an important destination country for a large number of migrants from neighbouring countries.

Other chapters deal with the situations of countries that have long been seen primarily as transit countries, but the war in Ukraine has brought about significant changes. As a result, countries such as Slovakia, the Czech Republic and Hungary also became target countries, which also had a significant impact on migration policies and practice in these countries. Another country that is part of this monograph is Denmark, which has long been perceived as a target country and within the chapter presents migration policies and current trends in the migration challenge. The final chapter presents the current situation in the field of migration policies and practice in the USA, where migration, like in other parts of the world, is a urgent challenge, but in significantly different contexts than currently perceived in field of migration in Europe.

1 SOCIAL WORK WITH MIGRANTS – PERSPECTIVE FROM CZECH REPUBLIC

VERONIKA MIA RACKO

Introduction

In the early 1990s, an unknown phenomenon was recorded – a large increase in migration. The Czech Republic responded to these waves of foreigners by providing for their material needs. It was necessary to create conditions for solving social problems of both individuals and whole families. These were problems of settlement, but also employment. This phenomenon gave rise to a completely new area of social work, which had no tradition in our country and required the help of qualified social workers. The aim is to influence these minority groups so that they adapt best in the new environment. It is also necessary to constantly work on the majority society to accept them among themselves.

Recently, the concept of social work with foreigners has been greatly affected by two major events – the global pandemic of the COVID-19 disease and the refugee crisis caused by the war in Ukraine.

This chapter will describe the basic aspects of social work with migrants in the Czech Republic. First, demographic and statistical data on the lives of foreigners in the Czech Republic will be presented, with a focus on refugees. The basic legislative documents that anchor the issue of migrants and refugees will be briefly introduced. Furthermore, key approaches to social work in working with foreigners will be introduced, such as the concept of international social work, the Antipressive approach or the Multicultural Sensitive approach. Last but not least, the methods of social work with migrants used by social workers in the Czech Republic will be described. Specifically, it is field social work, streetwork and empowerment as a method of social work with foreigners. Finally, examples of good practice of social work with refugees in the Czech Republic will be given.

Key words: *Social Work, Migrant, Refugee, Czech Republic, Multicultural Social Work*

1 Demographic aspects of the life of foreigners

In the Czech Republic, the number of legally settled foreigners gradually increased in the 1990s. Between 1994 and 1999, it more than doubled from around 100,000 to around 200,000 foreigners. In 2000, the number of foreigners in the Czech Republic decreased by 30,000, and this development is generally attributed to changes in legislation. On 1 January 2000, Act No. 326/1999 Coll., On the Residence of Foreigners in the Czech Republic, entered into force, in its original form, which significantly tightened the entry and residence regime of most foreigners in the Czech Republic (CZSO, ©2023). Some provisions of this Act were relaxed only by an amendment in force since 1 July 2001, which resulted in a slight increase in the number of settled foreigners.

With the accession of the Czech Republic to the EU in 2004, the categories of residence were expanded, in addition to permanent stays and visas over 90 days, a distinction is also made between long-term stays (stays following visas over 90 days) and temporary stays for EU citizens and their families (MICR, ©2023).

Between years 2001 and 2008, the growing trend regarding the number of foreigners legally settled in the Czech Republic continued. In 2008, approximately 438 thousand CZK was registered in the Czech Republic by the Directorate of the Alien Police Service. foreigners, of which 39% were foreigners with permanent residence. Since 2009, in connection with the economic crisis and the continuing recession, the numbers of foreigners living in the Czech Republic have begun to decline year on year.

Since 2001, the number of foreigners who have obtained permanent residence in the Czech Republic has been growing continuously. This trend is also evident during the economic crisis and recession, ie in the years 2009 – 2010. As of 31 December 2010, a total of 188,952 foreigners with permanent residence were registered in the Czech Republic, which is 119,136 more than in 2001. In contrast, the numbers of foreigners with other types of residence, ie visas over 90 days, long-term and temporary residence, more or less copy the trend of the overall development of foreigners (MICR, ©2023). Thus, there is a significant decrease in the years 2008 – 2010 (by 30,035 persons, to 235,339 in 2010).

The last two columns are crucial, showing a huge increase in the number of foreigners in a single year, from a total of 660,849 (data as of 31 January 2021) to 1,116,154 (data as of 31 January 2022), almost double increase. In this number, those who have a permanent residence in the Czech Republic slightly predominate over those who live here temporarily. There are more than 545.6 thousand men and 570.5 thousand women, and while men in our country more

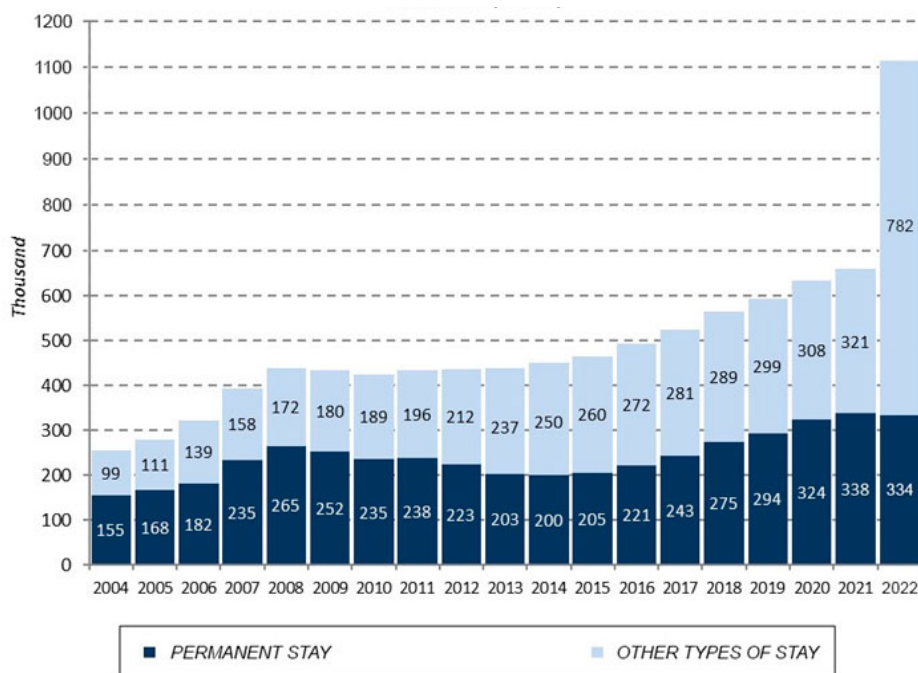


Figure 1.1 Development of the number of foreigners by type of residence (2004 – 2022)

Source: The Ministry of the Interior of the Czech Republic, 2023 (author's edit)

often have only permanent stay (175,9 vs. 158,2 thousand), women are more likely to have other types of stay (369,7 vs. 412,3 thousand) (MICR, ©2023).

Refugees and the World

According to the most recent aggregate data available from the UN, the number of international migrants is 281 million. For perspective, this is roughly equivalent to the population of the fourth most populous country in the world, Indonesia. Approximately one in every 28 people on the planet is an international migrant. These figures mean that the vast majority of the world's population – 96.4% – live in the same country in which they were born. On the other hand, however, it is true that migration affects the lives of hundreds of millions more in one way or another through its social, economic and political consequences (Eurostat, ©2023). It probably comes as no surprise that the total number of migrants has risen steadily over the past decade: it has increased by about 110 million over the past 20 years, and even between the last two censuses in 2019 and 2020, the increase was significant – about 9 million. In relative terms, the increase in the volume of migration has been somewhat less consistent.

Refugees and the Czech Republic

Despite the dramatic global context, the number of people coming to Europe as a result of wars and persecution has been gradually declining since the crisis years of 2015-2017. However, part of the Czech public is still following this development with concern. Refugeism has become one of the main topics of social discussion, but sometimes basic facts and figures are missing.

Consequently, foreigners made up 6.2% of the Czech Republic's population. This number should be seen from two perspectives: historical and regional – Central European. Since the formation of the independent state, the number of foreigners in the Czech Republic has grown at a more or less consistent rate: in 1993, the number of foreigners was around 46 000. Migrants made up less than one percent of the population at the time. In comparison to its neighbors, the Czech Republic's current share of foreigners is typical.

Foreigners make up a relatively substantial proportion of the population in compared to Slovakia (about 2.5%) and Poland (2%), but the Czech Republic's reputation as a destination place for migrants pales in comparison to traditionally immigrant Austria and Germany (17%). The arrival of a large number of Ukrainian migrants in 2022 will drastically alter the scenario. It is unclear to what degree the redrawing of the migratory map in Central Europe will be permanent. However, it is already clear from recent data that the majority of foreigners are Ukrainians (see Chart 2) (CZSO, 2022).

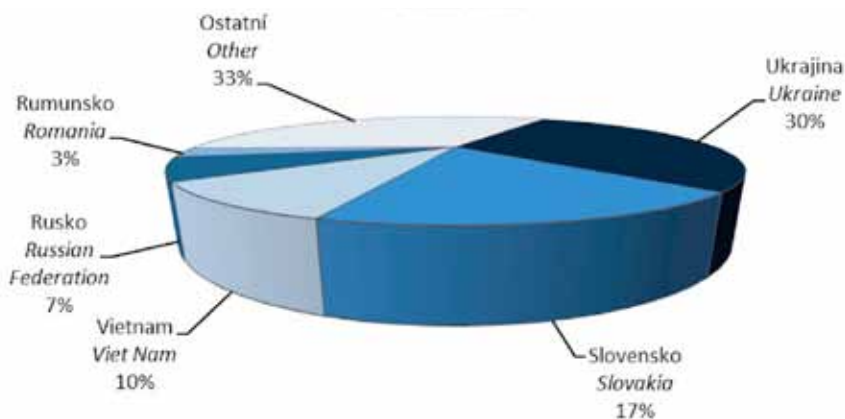


Figure 1.2 The most frequent frequent citizenship of foreigners (all) in the Czech Republic 31. 12. 2021

Source: Czech Statistical Office (CZSO), 2022

It is also interesting to compare applicants for international protection in the Czech Republic by continent. In 2021, most applicants for international protection (ie asylum or subsidiary protection) in the Czech Republic came from Asia (51%), followed by Europe (41%) and Africa (6%), Americas (1%) and other (1%) (CZSO, ©2023).

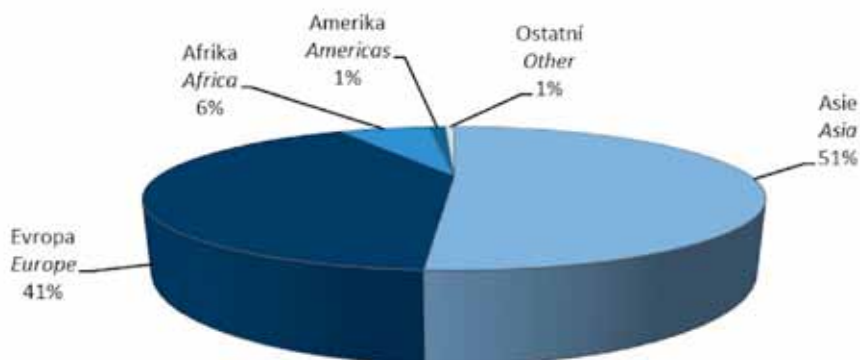


Figure 1.3 Applicants for international protection in the Czech Republic by continent 2021
Source: Czech Statistical Office (CZSO), 2022

For the purposes of CZSO (2022) report, the overall number of foreigners who have previously gained international protection is more essential than the actual number of applications. According to Ministry of Interior data, there were 1 922 such persons in the Czech Republic by the end of 2020, and 1 923 a year later. When we look at nationality again, we see that Syria had the most international protection holders in 2020, followed by Ukraine, Russia, and Belarus.

While the main push factors in Syria and Ukraine have been the armed conflicts there for several years, oppression by the undemocratic regimes there, whether for political (opposition activities), religious, or other reasons, plays a key role. The only significant change in the national composition of international protection holders in 2021 was a sharp increase in the number of asylum seekers originating in Afghanistan, reflecting the mass flight of the country's population in the aftermath of the radical Taliban movement's August takeover (MICR, ©2023).

In the Czech Republic, the proportion of successful applications in the overall number of judgments has traditionally been low. It was less than 8% in 2020. That was even less than 7% a year ago. The Czech Republic is one of the most restrictive EU countries in this regard. In 2020, Ireland had the

greatest proportion of favorable first-instance rulings in the EU (74%). Austria, Luxembourg, and the Netherlands also scored much above 60% (MICR, 2022). The authorities of five other EU nations approved between 40% and 60% of applications (perhaps surprisingly for some, this includes Slovakia, whose asylum policy does not differ much from that of the Czech Republic). In 2021, however, we see a rather significant change: out of a total of 1 642 decisions, 311 persons were granted protection (19%). The main reason for this was the high success rate of applications from citizens Afghan citizens – out of 145 applications, 118 were granted (of which 117 in the form of asylum) (Eurostat, n.d.).

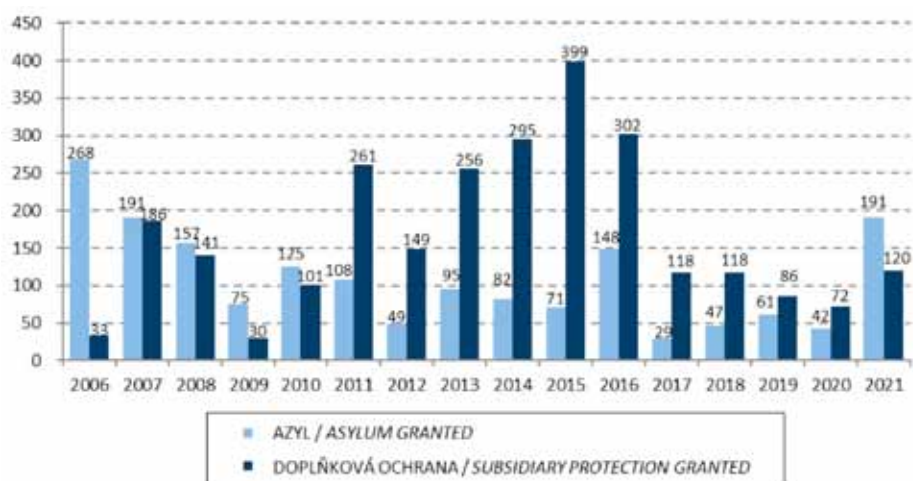


Figure 1.4 Number of asylum granted and subsidiary protection GRANTED 2006 – 2021

Source: Eurostat, 2022; The Ministry of the Interior of the Czech Republic, 2022

2 Legislative framework

This section will describe the legislative framework for asylum and migration policy issues. These are the norms of international, EU and national law. The stay of foreigners in the Czech Republic is governed in particular by Act No. 326/1999 Coll., On the stay of foreigners in the Czech Republic and on the amendment of certain acts, as amended, and for specific groups of foreigners by Act No. 325/1999 Coll., On asylum, as amended, Act No. 221/2003 Coll., on temporary protection of foreigners, as amended (application of this institute is conditioned by the fact that temporary protection of foreigners will be declared by a decision of the Council of the European Union – such a situation has not yet occurred).

In the UN Recommendations on Foreign Migration Statistics of 1998, a stay of 3 months to 1 year is considered as a short-term stay which does not constitute a change of the country of usual residence. Entry, stay and departure from the territory of the Czech Republic is in the competence of the Ministry of the Interior, the Ministry of Foreign Affairs and the Police of the Czech Republic. A foreigner may stay in the Czech Republic temporarily or permanently.

The reasons for not granting a long-term visa or other residence permit (temporary or permanent) are defined by Act No. 326/1999 Coll. The Ministry of Foreign Affairs decides on issuing a short-stay visa (ie a visa for a stay of up to 90 days), this area is regulated by Regulation (EC) No 810/2009 of the European Parliament and of the Council on the Community Code on Visas (Visa Code); the police (Alien Police Department) then decides on the extension of the stay for a short-stay visa. The police (Directorate of the Alien Police Service) also decide on the issuance of a short-stay visa at a border crossing.

A significant change took place on 1 January 2011, when an amendment to the Act entered into force, No. 326/1999 Coll., implemented by Act No. 427/2010 Coll. This change transferred powers in some key areas from the police to the Ministry of the Interior, in particular decisions on issuing long-stay visas (ie visas for stays of more than 90 days) and long-term stays of third-country nationals and on the agenda of temporary stays of EU citizens and their family members. The agenda of permanent residences was transferred to the Ministry of the Interior earlier, as of 1 January 2009.

3 Migration and Integration policy of the Czech Republic

Migration policy

Migration policy is understood as a set of laws and regulations concerning the movement of migrants across national borders and residence in the destination country where they want to settle. Migration policies in Western countries are mainly associated with immigration. Policies can be divided into immigration and integration. Immigration policies primarily regulate the arrival of foreigners and determine under what conditions and which foreigners can settle in a given country. Integration policies then aim to support the integration of immigrants in a given country and also to ensure the mutually beneficial coexistence of the majority society and foreigners. As part of integration policy, closed communities of foreigners should be eliminated and isolation or social exclusion should be eliminated. Both of the above-mentioned policies have the

main goals of adapting migrants in a given country, political and social cohesion of society.

Migration policy seeks the successful integration of foreigners into society. The objectives of migration policy include: maintaining and developing integration policy, supporting the inclusion of foreigners with regard to their rights, preventing social exclusion and informing foreigners and the public about migration issues. (Migration and Asylum Policy of the Czech Republic: Strategy of Migration Policy of the Czech Republic [online], available from: <http://www.mvcr.cz>)

At present, “The priority of national activities in the field of migration is the formulation of effective measures that will support managed legal migration and at the same time minimize illegal migration.” Thanks to the accession of our country to the European Union in 2004, the migration policy of the Czech Republic has changed, or is being resolved using European law. The year 2004 is also significant for the development of integration policy in the Czech Republic. The main change consisted mainly in the transfer of responsibility for integration policy from the Ministry of the Interior to the Ministry of Labor and Social Affairs. During this period, much greater emphasis began to be placed primarily on the social integration of foreigners, and not only on ensuring the rights of foreigners, as was the case until then. Integration was defined as a two-way process aimed at uniting the majority population with migrants into one functioning society. Another significant change came into force on January 1, 2009, when all foreigners who wanted to obtain a permanent residence permit in the Czech Republic had to pass a certified language exam. In 2009, an anti-discrimination law was also adopted. Until then, there was no institution that dealt only with discrimination and related matters.

Integration policy

Integration is a complex dynamic process, spanning many areas. The integration of foreigners is key to maintaining the country’s social cohesion and economic development. Integration directly determines the success of immigration – it cannot be resigned. Integration is a two-way process in which both foreigners and the majority society enter. It must be based on mutual benefit for both parties – the foreigner and the majority (MICR, 2016). Only mutual understanding and respect, while aware of the mutual benefits and the need for integration, can prevent the emergence or escalation of problems in mutual relations (Integration Policy, 2015).

The aim of the integration policy is to support the integration of legally

residing foreigners into society and to ensure non-conflict and mutually beneficial coexistence between foreigners and the majority, to prevent the creation of closed communities of foreigners, their social isolation or social exclusion of foreigners (Koldinská et al., 2016; MICR, 2020). The purpose of integration measures is to act as a prevention of the emergence of an economically, socially and culturally divided society (Association for integration and migration, 2014).

The target group of integration are citizens of so-called third countries (countries outside the EU / EEA and Switzerland) legally residing in the Czech Republic. In cases of personal critical situation, the target group may also be EU / EEA and Swiss citizens. Holders of international protection will be able to use relevant integration tools according to their needs, in direct connection with the State Integration Program (Valentová, 2018; Association for integration and migration, 2014). The target group of the integration is also the majority society.

The concept of integration of foreigners

The Concept of Integration of Foreigners (hereinafter referred to as the “Concept”) is a basic document of the policy of the Government of the Czech Republic. The first Concept was adopted in 2000. It was based on the Principles of the Concept of Integration of Foreigners in the Czech Republic (1999). The concept is updated over a period of five years (2006, 2011, 2016). Every year, the Government of the Czech Republic, by its resolution on the Procedure for the Implementation of the Concept, sets specific tasks for the following year (Integration Policy, 2015; Association for integration and migration, 2014).

The government was entrusted with the coordination of the implementation of the Concept by the Ministry of the Interior. However, a number of ministries are also involved in the implementation of the Concept, which are responsible for the implementation of integration policy within the scope of their responsibilities (Ministry of the Interior, Labor and Social Affairs, Education, Youth and Sports, Finance, Industry and Trade, Local Development, Health, Culture) . Other actors also play an important role in the implementation of integration – non-governmental non-profit organizations, organizations of foreigners, regional and local administration, academia, etc. The concept thus responds to the fact that the integration of foreigners is a complex issue that affects many areas (MICR, 2016).

The concept is focused on several key areas – knowledge of Czech, economic self-sufficiency, orientation of foreigners in society and relations between foreigners and the majority society; further emphasizes the strengthening of awareness of foreigners and the public, the implementation of integration policy

at the level of regions and municipalities (including the development of the Center system to support the integration of foreigners and municipal projects), intercultural education of workers in contact with foreigners, etc (Koldinská et al., 2016; MICR, 2020).

The target group of the Concept are citizens of third countries (ie countries outside the EU, EEA and Switzerland) residing legally in the Czech Republic, but also the majority society, in exceptional crisis cases also EU citizens. Holders of international protection will be able to use relevant integration tools according to their needs, in direct connection with the State Integration Program. The target group of the integration is also the majority society (MICR, 2016). Support for the integration of foreigners in practice is also provided through individual approaches and methods of social work.

4 Approaches to social work with minorities

Antioppressive approach

The key approach when working with the target group of migrants is the so-called anti-oppressive approach. The anti-oppressive approach seeks to improve the integration of minorities into society and thus prevent their social exclusion. The social worker strives to equalize minorities with the majority society. These approaches are also referred to as anti-discrimination. The advent of these models is associated with an increase in social problems that affect the relationship between the majority society and socially excluded ethnic minorities. The aim of these interventions is to change the situation of socially excluded minorities both in terms of status and cultural exclusion (Navrátil, 2003).

Many terms are used to express the meaning of the anti-oppressive approach, such as “empowerment”, which helps people take control of their lives. This approach can be used to increase support for clients’ ability to meet their life goals. Another term, the anti-oppressive approach, is “social justice”, where we consider the equality of all to be the main feature of the anti-oppressive approach (Janebová, 2014).

The social worker should be aware of situations where the client is at risk of discrimination or oppression. If this is not the case, social work interventions may exacerbate oppression. The basic features of the anti-oppressive approach include: the application of the so-called imperatives of justice, equality and participation. The principle of justice is that everyone will be treated according to fundamental human rights, their rights will not be restricted or denied. The

principle of equality means that everyone is entitled to equal opportunities according to their needs. The principle of participation is an important feature of the antioppressive model. The principle of participation seeks to involve clients in mutual communication (eg planning, coordination, evaluation of services, etc.). This participation of the client is important in choosing the goals and means of collective effort (Navrátil, 2003).

Multiculturally sensitive approach

In the context of social work with migrants, an approach that also focuses on cultural and ethnic barriers, conflicts and differences in societies, respects the identity of individuals and responds to oppression due to cultural and ethnic differences is also essential.

The multiculturally sensitive approach includes cultural competences and cultural diversity and supports responses to the cultural and ethnic diversity that occurs in society (Payne, 2020).

The aim of social workers is to prevent the difference between cultural groups. They strive to improve the integration of minorities into the majority society and the equal redistribution of power in society. They use anti-discriminatory approaches that have been developed due to the growing social problems related to the relationship between the majority society and socially excluded ethnic minorities. The aim of these interventions is to change the situation of socially excluded minorities both in terms of status and cultural exclusion.

5 Methods of social work with migrants in the Czech Republic

Various approaches to working with foreigners have been mentioned above, but if a social worker, as a person familiar with the conditions in society, gets closer to this minority group of citizens and gains their affection, it is the first step to successfully managing the client's situation. Citizens of a minority group believe in the social worker that he knows the ways in which the interests of the minority can prevail over the majority in the majority society (Musil, Navrátil, 2001).

Foreigners focus on practical issues that are associated with staying in the Czech Republic. During the initial phase of their stay, they rely most on their compatriots or foreigners who find themselves in a similar life situation. Over time, informal contacts with the domestic population become more important,

but also the establishment of social contacts at work (Rákoczyová, Trbola. 2009). In order for a social worker to be able to help and support foreigners appropriately, he or she must be able to define a problem in cooperation with a foreigner, clarify their life situation and agree on a suitable intervention (Baláž 2012). Social work with foreigners should always respect the sociocultural and psychological specifics of the clientele. It is important not to push the refugee into the position of victim. When working with this group of individuals, it is necessary to keep in mind that every emigration is a highly stressful and at the same time traumatic experience. Maximum sensitivity and patience are therefore needed.

The aim of social work with foreigners is to inform individuals and increase the awareness of target groups about social services in the Czech Republic. The specific goal is always set by the social worker and the client (Maliňáková, Tůma. 2014).

In the Czech Republic, social work with refugees is mainly linked to asylum seekers living in residential or integration centers, as well as to asylum seekers. Residential integration centers operate four types of facilities. They also differ in the way and focus of work with clients, according to the type of facility and mainly according to the type of clientele located in the facility (SUZ MV 2014).

Furthermore, social work is performed by NGOs. It operates in a number of areas related to the integration of foreigners. They significantly contribute to the concept of integration of foreigners. Until the establishment of 26 regional centers to support the integration of foreigners, it could also be said that they replace the absence of state-coordinated system support. NGOs focus mainly on providing social services, educational activities, leisure activities. The activities of NGOs are irreplaceable, especially in the provision of social and legal counseling, which is aimed at defending the client's rights, but also at raising awareness and informing about the obligations, opportunities and direction for integration.

Field social work, streetwork

Field social work is enshrined in the current legislation by the Act on Social Services, which states that field social services are implemented through field forms, in the client's natural environment (Act No. 108/2006 Coll., § 33).

Social work with foreigners is performed in the facilities of the Ministry of Interior and through non-profit organizations. Employees of non-profit organizations mostly work mainly in the field. This method of social work is based primarily on mutual trust and cooperation between the social worker and

the client. This service is provided to clients who are actively trying to improve their life situation. Field social work can be provided to individuals as well as to the community. The community is connected by place of origin, nationality. The task of a field social worker is the basic diagnostics and subsequent directing of the client to a contact point or person who provides a service and helps the client in his situation. Field social work is the domain of non-governmental non-profit organizations. These include the Organization for Aid to Refugees, People in Need and others. These organizations offer foreigners basic social services in the field of basic or professional social counseling. Specifically, it is advice and assistance in the field of legislation concerning the residence of foreigners, granting asylum. Another area of assistance can be from the area of employment, housing, family. It is this information that foreigners need (Maliňáková, Tůma, 2014).

Compared to other target groups, the field social worker who works with foreigners requires knowledge of the language and also the culture of foreigners who occur in the given locality. Knowledge of the language is an important component for establishing mutual contact, but it is also important to control non-verbal communication, as the foreigner or social worker does not always know the language of the other person with whom he needs to communicate. Knowledge of the culture and customs of the country where the foreigners come from will then enable the social worker not only to better orient himself, but can also help to gain the trust of foreigners. Workers must be very well informed in cases where they have and do not have a reporting obligation. This applies, for example, to people who work illegally in the Czech Republic. In this case, the social worker has no reporting obligation. The task of a social worker who works in the field is, for example, escorting to authorities or other organizations such as health facilities and others.

The social worker must realize that the foreigner, although he often does not understand, is a self-employed person and the social worker cannot make any decisions for him. At such times, the social worker serves as support and in most cases also as an interpreter (Maliňáková, Tůma. 2014). Furthermore, the task of the field worker is counseling and it is therefore necessary for him to orientate himself in all areas that could be useful for foreigners. As part of meeting clients in their natural environment, employees can gather information about the situations of foreigners in a given locality, find out what their needs are, what their relationship with the majority society is and many other useful information that they will work with and which would during the provision of services only within the organization were not able to obtain.

Streetwork began to develop in the Czech Republic in the 1990s. It focused

mainly on homeless people, people from socially excluded localities and people at risk of addiction. Streetwork focuses on the protection of the most vulnerable people and, most importantly, respects the fundamental rights of individuals. Emphasis is placed on prevention, informal education and risk reduction. Streetwork is implemented in the Czech Republic through field forms of social services. Field services are services that are provided to a person in his or her natural environment (Organization for Aid to Refugees 2013). According to the Concept of Integration of Foreigners, field social work is one of the tools providing foreigners with the first information support. Through streetwork, the government of the Czech Republic wants to continuously monitor the development of the position of foreigners in individual regions and localities in order to effectively solve emerging problems (Organization for Aid to Refugees 2013).

Empowerment as a method of social work with foreigners

Empowerment, is a very important method in social work with migrants. Under the method, a social worker tries to increase the capital of his clients. The aim of the method is for the client to be able to take responsibility for his life to the extent possible. It is migrants who often do not have enough self-confidence in the new country and feel that they are unable to manage their lives. At such a moment, this method is an important helper for the social worker. In the Czech Republic, this is still a relatively new method, but it has become a very popular tool for social workers with foreigners in their work (MCP, 2018). Within the method, the greatest possible degree of responsibility is transferred to the client himself, where the goal is always to make the client as dependent as possible on the social services that are provided to him. It is foreigners who are often very dependent on the services of social workers, as they are often their only contact with the outside world in a new country. Thus, a foreigner can easily become dependent on the help of others. To prevent this from happening, the basic principles that social workers must follow are important in the empowerment method (MKC, 2018).

- The social worker is always only a counselor, informant and support. The decision that the client makes must be respected. The social worker can only inform the client about possible ways of solving his situation,
- the social worker must realize that the client, although he often does not have to speak or understand Czech, is not a small child. Very often there is a tendency for people to talk to foreigners as small children. However, this is unacceptable. The client is an adult, responsible for his life and so he must

be approached. An integral part is also yelling and addressing the client by surname or by mutual agreement on behalf of,

- the social worker always supports the client to act independently, he does not try to make the client dependent on him, on the contrary. The effort is about the ability to take responsibility for one's life, which of course includes making independent decisions.

An interesting direction for social work with migrants (and foreigners in general), which is expanding worldwide, is the concept of international social work.

The concept of international social work

In the twentieth century, the idea of international social work as working with individuals, families or communities originating in a country other than the one where the social worker practices began to develop. This is social work carried out with service users who are not in their home country (Cox, Pawar, 2006; Dominelli, 2010; Lough, 2009; Roßkopf, Heilmann, 2021 etc.). In this sense, the authors consider social work services provided to different types of migrant populations to be international, because the nature of the needs encountered by these groups and the causes of these needs transcend national borders (war, famine, natural disasters, etc.). The most visible example would be social work with refugees and forced migrants (Cox, Pawar, 2006).

Migrant communities are also part of this dimension of international practice because they too may have special needs arising from their experience of migration and settlement, ethnic differences from the majority population in their new country, etc. A variation of this approach therefore defines international social work as practice. social work with immigrants or refugees. Sanders and Pedersen (1984) favor this definition and point out that social work training should include more international content in order to enable 'domestic' social workers to properly understand the cultural background of immigrants and refugees and thus be more sensitive to their needs. Here, too, I consider it important to reflect that social work with refugees and other migrants often involves addressing issues of racism and other forms of discrimination (Choi, Choi, 2005; Dominelli, 2010) and that social workers therefore need to examine their own ethnic identity (Nash, Trlin, 2004; Carten, Goodman, 2005). Working with people from different cultural backgrounds is not just a matter of knowing factors such as cultural or religious heritage, but of understanding deeper cultural issues and recognizing that language can be a clear problem to be addressed

(eg working properly with interpreters, where clients are not from the majority language culture).

The concept of international social work is used more abroad, in the context of the Czech Republic it is a new concept and is still evolving.

6 Examples of good practice

In the last subchapter of this part, selected examples of good practice will be given, ie a brief description of the activities of various organizations, through which the improvement of living standards and the process of integration of foreigners into society in the Czech Republic is actively supported.

Migration Awareness

The Migration Awareness Programme focuses (People in Need, 2021) on the issue of migration, how they are perceived by the Czech public, and the life of migrants in the country. The main aim of the programme is to provide objective information about migration to the public through a range of different media channels. They realize that the Czech public lacks awareness of the successful integration of migrants in the country and abroad, and of the ways to achieve this goal. Therefore, they do what they can to share new findings arising from our own analytical work.

The Migration Awareness Programme works with journalists to widen the scope and improve the quality of reporting on migration and migrants in the Czech Republic. The programme also aims to raise the awareness of the public and local administration regarding the problems that migrants come up against in their everyday life which make their integration into Czech society more difficult. They conduct our own analytic studies and support public debate on the topic of migration policy and the ongoing refugee crisis. They also work with migrants themselves in an effort to facilitate communication between them and the media and by extension with the general public. The aim is to present the actual lives and experiences of migrants to the rest of Czech society in order to paint a more balanced image of migrants in the media and ultimately allow them to engage in public debate and social activities without discrimination.

Organization for Aid to Refugees

The Organization for Aid to Refugees (OPU, online) is a non-profit, non-

governmental and humanitarian organization that was founded in Prague in 1991 as a civic association. Since 2014, OPU has been an association under the Civil Code.

OPU has been helping refugees and foreigners in the Czech Republic for 25 years. OPU is a non-profit and non-governmental, humanitarian organization. OPU's main activities include providing free legal and social counselling to applicants for international protection and to other foreigners in the Czech Republic, organizing training programmes for both professionals and the general public, and other activities aimed at promoting integration of foreigners. One of the OPU's main goals is to fight against xenophobia and racial and ethnic intolerance. Our projects¹ are implemented in the Czech Republic and also abroad.

Association INFO-DRÁČEK z.s.

Association INFO-DRÁČEK z.s.² It arose from the need to communicate to Vietnamese living in the Czech Republic basic information about life in this country, in a simple and comprehensible form. One of the main goals of the association is to help overcome communication barriers for all ages and, through various activities, to help the Vietnamese people to fully integrate into the society of the Czech Republic.

An important task of the association is to get to know each other's cultures, thoughts and ways of life, life habits, approach to various life situations. Vietnamese communities living in the Czech Republic are opening up to Czech societies, which can be observed especially among Vietnamese growing up here, who tend more towards European values. As part of its activities, the association also strives for the visibility of the Vietnamese, for the involvement of the Czech part of our society in these activities and for the creation of mutual understanding between two different cultures.

The association also remembers a strong family bond and a close relationship with children, immediate family members. In 2015, the INFO-DRÁČEK section for children was established, which focuses on leisure activities for children and youth, such as short-term and long-term stays, stays of parents with children, integration trips to zoos in the Czech Republic, farms and parks. By organizing sports competitions, the association wants to support sports activities for children and youth, Vietnamese, Czech and multiethnic.

¹ For more informations see: <https://www.opu.cz/en/projekty/>

² For more informations see: <https://www.info-dracek.cz/>

The association cooperates with the state administration and municipal self-government, as well as with other non-profit organizations with which it shares basic goals, to cooperate on individual projects, exchange experiences and to improve cooperation within Vietnamese communities in the Czech Republic.

META

META is a non-governmental non-profit organization that has been supporting foreigners in equal access to education and work integration since 2004. Through social services, it helps families find their way in the Czech education system. Implements Czech courses of various formats, specializations and levels. It provides pedagogical staff with methodological support and counseling in the field of education and inclusion of children and pupils with different mother tongues. The long-term goal is to ensure a smooth integration process, during which pupils from different linguistic and cultural backgrounds receive appropriate support anchored in the Czech education system. Through activities for the public, they help to develop an open dialogue and understanding between foreigners and the majority society.

They help parents with migration experience and their children to orientate themselves in Czech education and integration into society. It offers courses in Czech as a second (foreign) language for children and adults. They provide teachers and schools with counseling in the education of children who have no or sufficient knowledge of Czech. It offers seminars, methodological support and teaching materials. Since 2009, they have been managing the *Inkluzivní škola.cz* – portal, where they publish information and materials for teachers. They design and promote systemic changes that reflect the needs of schools and children with different mother language and that develop their potential. Through activities for the public, they help understanding between foreigners and the majority society.

As part of their mission, they also implement a number of differently focused projects, with Bilingual teaching assistants³ being one of them. The teaching assistant plays an important role in the education of pupils with a different first language (DFL). In addition, if the assistant speaks the same language as the pupils, it can make the learning process easier. That's why they have created the concept of bilingual teaching assistants (BTA). Since 2012, They have been providing BTA with education and helping schools to involve BTA in the education system.

³ For more inspirational projects see: <https://meta-ops.eu/pribeh/community-interpreters/>

Conclusions

Since the number of foreigners in the Czech Republic has been constantly growing since 1990 and foreigners represent and will form an increase in the number of economically active inhabitants, the issue of integration and the associated social work with foreigners is very current.

For the successful social integration of foreigners into our society and for satisfying their needs, it is very important that social workers in the Czech Republic working in organizations focused on this target group know how to work with foreigners and how to help them. That is why it is very important for social workers to have adequate education, to constantly show interest in improving their profession and to have an overview of the various social situations in which foreigners may find themselves and the possibilities of solutions in our state.

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2 COUNTRY PROFILE: DENMARK

SHOUKA PELASEYED

Overview

Denmark is a constitutional monarchy and a parliamentary democracy with one of the oldest Constitutions in the world. The Head of State is the Queen, and a Prime Minister leads the Government. As of April 2021, the population of Denmark was 5,807,787- an increase in recent years, due to higher birth rates and immigration.⁴

The country is a unitary State organized on a decentralized basis. It has three levels of governance: central, regional and municipal. Prior to 2007, the Danish territorial organisation consisted of the State, the Counties and the Municipalities.

A major reform, ‘Structural Reform’, was agreed in 2004 and resulted in the dissolution of the Counties, and the creation of five regions and the reduction of the municipalities (*kommuner*) from 271 to 98 in 2007. It also modified the division of powers among the different levels of governance. Only municipalities are considered local authorities.

In addition, Denmark has two special autonomous regions: the Faroe Islands and Greenland (not members of the EU). Greenland is recognized as having the Overseas Countries and Territories status at the EU level. In addition to the overseas agreement, Greenland has a number of agreements with the EU such as the Fisheries Agreement.

Local self-government is enshrined in the Constitution (section 82), although there is no indication of how it should be organised. Local and regional authorities are responsible for matters of their interest, which are not expressly bestowed to the State. The regions and the municipalities do not hold legislative powers and must act within the confines of the applicable law. There is no hierarchy between the regions and the municipalities.

The municipalities depend on the Local Government Act and are under the responsibility of the local council with the mayor at its head. Each municipality

⁴ <https://www.dst.dk/Site/Dst/Udgivelser/GetPubFile.aspx?id=28924&sid=dkinfigures2019>

decides its management structure and the organisation of the different departments and units. The regions depend on the Regional Government Act. Each of the five regions is governed by a regional council with the chairperson at its head and is required to establish a business committee and a contact committee. Similarly to the municipalities, the regions decide upon their own structure and organisation. The regions do not have the power to levy taxes; they are financed by way of State and municipal contributions.

Central level:

The central government has general legislative powers in the following areas: Police, Defence, and administration of justice, foreign affairs and development aid. Additionally, it is responsible for:

- Higher education, secondary education, vocational training and research;
- Sick pay, child benefits and elderly pensions;
- Unemployment insurance and labour inspection;
- Certain cultural activities;
- Trade and industry subsidies;
- Citizen service-taxation and collection in cooperation with State tax centres;
- Food control, and
- Administration at national level, over and above administrative responsibilities exercised at regional and local level.

Regional level:

- Regions have responsibilities in the areas of:
- Public health and healthcare;
- Hospital provision;
- Health insurance;
- Mental health treatment;
- Social services and special education;
- Regional development;
- Business promotion;
- Environment and nature;
- Soil pollution;
- Culture;
- Employment;
- Transport.

Local level:

Municipalities are responsible for:

- Social services: total regulatory, supply, and financing responsibility;
- Unemployed service (local job centres) and labour market involvement;
- Childcare;
- Primary education, including special education for adults;
- Care for the elderly;
- Social psychiatry;
- Healthcare preventive treatment, care and rehabilitation, home care and treatment of alcohol and drug abuse, dental care;
- Integration and language education for refugees and immigrants;
- Environmental protection and waste management, water and preparation of local plans;
- Industrial and economic development;
- Rural development;
- Local business service and local tourism;
- Local roads;
- Culture and sports;
- Utilities and rescue services.

1 Danish Health System

The Danish health system is based on decentralized responsibility for primary and secondary health care. However, important negotiation and coordination channels exist between the state, regions and municipalities, and the political focus on controlling health care costs has encouraged a trend towards more formal cooperation and a stronger influence of the central authorities.

State level

Responsibility for preparing legislation and providing overall guidelines for the health sector lies with the Ministry of Health. Each year, the Ministry of Health, the Ministry of Finance and the regional and municipal councils – represented by Danish Regions and Local Government Denmark – take part in a national budget negotiation to set targets for health care expenditure. These targets are not legally binding. The National Board of Health, a central body established in 1803 and now connected to the Ministry of Health, is responsible for supervising health personnel and institutions, and for advising different ministries, regions and municipalities on health issues. Furthermore, the

National Board of Health is responsible for planning the distribution of medical specialties among hospitals.

Regional level

The regions own and run hospitals, prenatal care centres and community psychiatric units and they finance GPs, specialists, physiotherapists, dentists and pharmaceuticals. Reimbursements for private practitioners and salaries for employed health professionals are agreed through negotiations between Danish Regions and the different professional organizations. The Ministry of Health, the Ministry of Finance and Local Government Denmark also participate in these negotiations.

Municipal level

The municipalities are responsible for providing services such as nursing homes, home nurses, health visitors, school health care, dental care for some groups, municipal dentists, prevention and health promotion, and institutions for people with special needs (i.e. people with disabilities, treatment for drug- and alcohol-related problems, and school health services).

Social Services

The National Board of Social Services is a government agency under The Ministry of Social Affairs. The Board aims to actively contribute to knowledge-based Social Policy, for effective social initiatives to benefit citizens.

The Danish Parliament decides the political social and welfare initiatives to be implemented in Denmark. The National Board of Social Services is the government agency under the Ministry of Social Affairs charged with ensuring that such initiatives are put into practice in Denmark's municipalities as intended by the Parliament. In addition, the board offers specialist consultancy and specialist assessments in complicated and specialized individual cases in the field. In such cases, the board also offers specialist consultancy to citizens. The National Board of Social Services works to obtain the best knowledge available of effective methods and practice within the field of social work, as well as communicating and distributing this knowledge to ensure its use in practice. This is done through comprehensive counseling of municipalities, the Danish Regions and individual citizens on questions related to social work and by supporting the municipalities when implementing social methods and practices.

Furthermore the National Board of Social Services manages the national audit function in terms of providing supervision in the social area to local authorities. The National Board of Social Services is responsible for a variety of tasks and projects including:

- Children, young people and families;
- Disabilities, aids and psycho-social initiatives,
- Adults with social problems.

Social work in Denmark

Social work started as a professional education in Denmark in 1937. The Danish education in Social Work has been developed in accordance with the Bologna Process and is a combination of academic and hands-on practice.

Employment of Danish Social workers is broad in the public sector within the state, in the municipalities and administration, and in the private sector and NGO's. Most of the Danish social workers are members of a Trade Union: Danish Social Workers' Union (Dansk Socialrådgiverforening). There are approximately 16.500 members of the trade union (DS), out of which around 975 are seniors and retired from the labour market (Henriksen, 2015). Today, they work with a wide range of Social Services such as adoption, alcohol addiction and/or substance abuse, counselling in housing associations, employment and rehabilitation in both the public and the private sector, homelessness, children and families in need in both the public and the private sector and NGOs, in psychiatry, with treatment for children and adults, in foster care/ residential care, in the labour union movement, in relation to children and adults with disabilities, with integration in both the public and the private sector and NGOs, and in women's rescue centers. Social workers also work in the state administration and in the hospitals as advisors in social affairs. They work in NGOs such as the Danish Red Cross, in patient organizations such as The Movement against Cancer, The Movement to work for the rights and possibilities of elderly people, and Save the Children. Currently, there is a lack of educated social workers in many cities in Denmark so many students today are offered study jobs or employment before they finish their education.

Immigration

In Denmark, the central government is responsible for the overall immigration and asylum policy. In 2016, with governmental changes, the Ministry for Immigration and Integration was created.

Policies include:

- Immigration matters, including matters relating to asylum, humanitarian residence permits, family reunification and EU citizenship, including those for the functional area of institutions, etc.;
- Integration of refugees and immigrants in the labour market and the education system, including the introductory course and the integration program and benefits attached thereto, as well as cases relating to residence based on employment, including the green card scheme, au-pair program, job cards, study permits, etc.
- Integration policy and integration tests;
- Public housing, student and youth housing, retirement housing, private rental and urban renewal;
- Lessons in Danish as a second language;
- Mainstreaming integration policies with other sectors (labour, social and vocational training.);
- Danish citizenship;
- Prevention of extremism and radicalization.

Local level:

Municipal authorities are responsible for the reception and integration of migrants and Danish language education for migrants. Dispersal mechanisms enforce municipalities to have adequate reception capabilities.

In 2010 there were 5,115 asylum seekers in Denmark. However, the number of asylum seekers peaked in 2015 when 21,316 people applied for asylum. In the years that followed, the number of asylum seekers decreased significantly and counted 1,515 people in 2020. Among these, only 601 individuals were granted asylum in Denmark, which was the lowest number in 30 years.⁵ From 2015 onwards, the Danish government implemented several policies, which made it harder for immigrants to seek asylum in Denmark. Subsequently, the number of asylum seekers as well as the number of successful grants of asylum decreased in the past years. Syrians and Eritreans accounted for the highest number of people receiving asylum in 2020, followed by Moroccans and Iranians.

In the bigger picture, the number of people who are granted asylum in Denmark is remarkably low when compared to other groups of immigrants. In 2015, most immigrants to Denmark came from other European countries,

⁵ Statista Research Department, Mar 19, 2021

reaching almost 32,000 people. Furthermore, approximately 12,000 workers and roughly 9,000 students received residence permits that year. Asylum seekers thus constitute the group of immigrants, which are granted the fewest permits in the country.⁶

2 Refugee laws and conventions

A. Refugee (Convention) Status

Denmark was the first signatory to the 1951 Geneva Convention Relating to the Status of Refugees and its 1967 Protocol. Ratification was made through the Danish Aliens Act. Asylum is given to those who qualify as refugees under the Convention, which defines a refugee as a person who, 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 nationality and is unable or, owing to such fear, is unwilling to avail himself of the protection of that country; or who, not having a nationality and being outside the country of his former habitual residence as a result of such events, is unable or, owing to such fear, is unwilling to return to it.

B. Protection Status

Asylum seekers who do not qualify as refugees may receive protection status (also known as subsidiary protection) “if returning to their home country would mean they face capital punishment, torture or inhumane or degrading treatment or punishment.”

C. Temporary Protection Status

Denmark also grants temporary protection status “to individuals who face capital punishment, torture or inhumane or degrading treatment or punishment due to severe instability and indiscriminate violence against civilians in their home country.”

⁶ <https://www.statista.com/statistics/1171340/number-of-asylum-seekers-in-denmark/>

D. Humanitarian Protection

In rare cases, such as when an asylum seeker is suffering severe illness, asylum seekers may receive humanitarian protection. This protection is temporary and only lasts as long as the humanitarian grounds for protection, e.g., the illness, persists.

3 Refugee Application Process

A. Quota Refugees

Denmark receives refugees through the United Nations High Commissioner for Refugees (UNHCR) relocation program. The Danish Parliament annually decides how many refugees to accept through this program. The Danish government has approved the acceptance of 1,500 quota refugees over a three-year period. In 2015 Denmark accepted 356 quota refugees. Quota refugees receive renewable five-year residency permits. This is proposed to change in 2016. Under the new proposal, residency will be given for three years instead of five. In addition, changes to the selection procedures are proposed, adding a requirement that the selection of quota refugees should be based on the refugee's potential for integration.

UNHCR as well as the Danish Immigration Service screen quota refugees. After UNHCR makes an initial screening and a suggestion of which refugees should be relocated to Denmark, the Danish Immigration Service conducts interviews with the refugees before they are relocated to Denmark. Municipalities and the Dansk Flygtningehjælp (Danish Refugee Council) are also allowed to participate in these interviews.

B. At the Border

In addition to receiving quota refugees, Denmark also accepts asylum applications by individuals who arrive at the Danish border. Application is then made at either a local police station or at the reception center in Sandholm asylum centre. In 2015 approximately 18,000 persons sought asylum in Denmark in this manner. Denmark does not allow for asylum applications at Danish embassies or consulates. Asylum seekers arriving at the border must report to the police. As part of their application they provide fingerprints. These fingerprints are entered into the *Eurodac* system.

C. Unaccompanied Minors

Denmark received approximately 1,700 unaccompanied minors in 2015. Unaccompanied minors have the right to special representation (through a guardian) and receive temporary residence permits ranging from one to five years that are renewable.

D. Family Reunification

Denmark allows for family reunification. In 2015 more than 14,000 persons sought family reunification in Denmark. The Danish government has proposed changes to the Danish family reunification regulations, which would mean that individuals granted temporary protection status would have to wait three years until family reunification could be sought.

4 Benefits for asylum seekers

A. Housing

Asylum seekers are housed in asylum centers or tents. After six months of applying for asylum, asylum seekers are allowed to find their own housing until their application has been processed. However, they may not buy real estate property. Moreover, unlike asylum-center housing, which is financed by the state, an asylum seeker must finance his/her own housing and does not receive extra monetary benefits to cover his or her expenses in such housing. If an asylum seeker finances his/her own housing he or she must contract with the Danish Immigration Service and promise to leave the country if he or she is denied asylum.

B. Monetary Benefits

Asylum seekers receive cash benefits while their applications are pending if they are unable to support themselves. The cash benefit in 2015 was DKK 54.04 (about US\$7.89) per day for a single person living rent-free at an asylum center, which does not include meals. Spouses who share accommodations receive DKK 42.79 (about US\$6.24) each if they live in an asylum center where meals are not included. In addition, asylum seekers receive between DKK 9.02 (about US\$1.32) and DKK 31.54 (about US\$4.60) per day depending on the stage of the application process.

Caregivers of children also receive an additional DKK 63.06 (about US\$9.20) or DKK 85.57 (about US\$12.49) per child per day depending on whether the Danish authorities have found that Denmark is the country where asylum should be sought or not. Caregivers of children receive a smaller allowance for their third and fourth child of DKK 45.05 (about US\$6.57) per child per day. Asylum seekers may in addition receive other benefits/assistance from the government such as hygiene products or baby-care products.

C. Health Care

Asylum seekers have the right to urgent health care. Asylum seekers under the age of eighteen have the same right to health care as Danish children.

D. Schooling

Asylum seekers aged seven to sixteen have the right to attend school free of charge either at the asylum center, remotely, or at local schools.

Path to Citizenship

Danish Citizenship is acquired through law, meaning a law is adopted by Parliament listing the names of the individuals who will receive Danish Citizenship through naturalization. To become a citizen through naturalization a person must be a permanent resident of Denmark. Special rules allow refugees to receive citizenship after eight years of continuous residence, compared to nine years for other foreigners.

In addition to meeting the permanent residence requirements, a person seeking to become a citizen of Denmark must pass a language test as well as history and civics tests. The person must also swear allegiance to Denmark, not have a criminal record, and meet self-sufficiency requirements.⁷

Monitoring by Security Police

The role of the Danish Security and Intelligence Service (Politiets Efterretningstjenestes, PET), is regulated in law. The Danish Immigration Service can forward information about a foreigner without the foreigner's prior consent to the PET for analysis. The Justice Minister can deport a person on grounds of national security. A person who cannot be deported from Denmark

⁷ <https://www.uim.dk/arbejdsomraader/statsborgerskab/udenlandske-statsborgere/betingelser/>

receives a *tålt ophold*, which means that he or she will have to reside in a special place and report to the police.

Travel Restrictions

Person/s who have been granted asylum in Denmark cannot travel to the country from which they sought asylum. This ban is in place for at least ten years. Persons who have not received permanent residence in Denmark will always lose their residency permit if they travel to their home country, even if they received a temporary permit more than ten years ago. Once a person receives permanent residency the time spent in Denmark with temporary status counts toward the ten-year requirement. In December 2015 the government proposed changes to the travel restrictions requirements, which would provide that even for permanent residence holders a visit to the country from which they sought refuge would create a presumption that they no longer needed asylum in Denmark and thus allow their residence permits to be revoked.

5 Response to the Refugee Crisis

A. Legislative Changes and Proposals

In 2015, The Danish government and coalition parties presented a thirty-four item list of proposed measures intended to stem the influx of asylum seekers to Denmark by making Denmark a less attractive destination for asylum seekers. Measures include shorter residency permits and more restrictive family reunification policies. In 2016, eleven of these measures were implemented by Parliament.

One controversial measure is the seizing of valuables from asylum seekers. The Ministry of Immigration, Integration and Housing has explained the measure by noting that the Danish welfare state is intended to help people who do not have the financial capacity to help themselves, not those who can, and that this principle includes asylum seekers. The measure now means that the police can seize valuables worth DKK 10,000 (about US\$1,459) or more. Certain items such as wedding and engagement rings are excluded. In the initial proposal the value threshold was DKK 3,000 (about US\$438). The new rules also apply to asylum seekers already in the country. Most of the new rules entered into force on February 4, 2016.

B. Border Controls

On January 4, 2016 (when Sweden started requiring ID checks on all public transportation going into Sweden), Denmark initiated a temporary border control along its German border. The border control was coupled with an amendment to the Aliens Act that prescribes ID controls of passengers travelling by bus, train, and boat, and requires that the operators conduct these ID checks before allowing passengers to travel into Denmark. Unlike the Swedish border control, this Danish law prescribes fines for transporters who do not also check whether the person travelling into Denmark has valid travel documentation (i.e., a visa) that allows travel to Denmark. As a result, the number of asylum seekers sharply decreased.

Social benefits and protection

According to Zagorskis (2018), all Danish citizens, as well as legal residents of Denmark that are part of the Danish labour system and meet particular criteria, have access to social protection benefits. Refugees and asylum seekers need to go through several steps to gain access to social protection in Denmark. The Danish Parliament's *Immigration and Integration Committee* "works with asylum and refugee policies, foreign nationals and integration" to grant asylum and decide on the refugee status of foreign nationals.

After arriving in Denmark, asylum seekers must register, have their fingerprints taken, and complete an official asylum form. This is followed by an interview by the Immigration Office (Benedixen, 2018). The result of this interview influences their immediate eligibility for social protection.

Once this process is complete, *four outcome scenarios include:*

1. The **Dublin Regulation** comes into effect, and the asylum seeker is redirected to the EU country, which is responsible for his/her case. The social protection is limited to very low cash benefits, food in the canteen, no internship or school allowed, and stay at the reception centre in Sandholm.
2. **Åbenbart Grundløs-sager (ÅG)** (no obvious reason behind seeking asylum): In these cases, the applicant either comes from a country where asylum is almost never awarded, or the asylum motive is obviously weak. Mostly, this ends in rejection, which affects the refugee's status and access to social protection enormously. ÅG applicants receive no benefits and must stay at centres with access to the canteen.
3. If neither of these two scenarios are the outcome, the asylum seeker is processed in the so-called "**normal procedure**", which consists of a second interview with the Immigration office.

- a. If the *application is denied*, the case is automatically forwarded to the Refugee Board (Flygtningenævnet) to review the decision again. The refugee is provided with an attorney by the Danish state. Once the Refugee Board has made the decision, it is final. The asylum seeker is then sent home. If they do not cooperate in this regard, the social protection status worsens again dramatically: They are required to live in return centres without pocket money or money for cooking, no right to an internship or education, and face risk of imprisonment amongst other risks.
- b. If the *application is accepted*, then refugee status assigned individual must move to his/her attributed residence community. This community takes care of the integration process for the next three years.

The role of municipalities:

Integration

The Danish Immigration Service in conjunction with the municipalities determines the relocation of persons who have received asylum, from the asylum centers to the municipalities. The number of asylum recipients sent to each municipality is meant to reflect the population of the municipality. Municipalities are also responsible for the costs of health care for their inhabitants.

The processing of refugees to Danish municipalities seems rather impersonal and anonymous. However, if the correct application is submitted, personal circumstances, such as employment opportunities as well as health conditions, are considered. Particular connections to a municipality to enable family renunciation are also accounted for (The Danish Immigration Service, 2018).

The official transfer of refugees to municipalities sees their social protection increase tremendously compared to pre-asylum status. Education is an important first step to provide refugees with the necessary skills to enter the Danish job market.

The first social protection programme starts as soon as refugee status is granted: In 2016, a working group of government, the Red Cross, and language schools developed a standard package for a four-week-long course in Danish culture and society, as well as “turbo Danish”. In particular, the latter is considered a valuable asset for finding a job. It is also a necessary skill for integration into everyday life and administrative procedures linked to social protection (such as doctor’s appointments, access to information about professional education, and insurance).

Final arrival to the designated municipality therefore sees the start of a three-year integration programme, which requires the municipality to provide

permanent residence/housing, access to a language school, job centre support and activation.

Social protection

Refugees with the right to reside in Denmark have access to the social protection schemes of the Danish welfare state. Despite rules on social protection, it is incumbent upon each municipality to provide for the integration process including social protection, which varies greatly between the municipalities. While some municipalities try to help as much as possible, others spend the bare minimum on integration programmes for refugees. Another important factor is the staff capacity in municipalities. Even high-performing municipalities in the integration process lack sufficient personnel. This poses a problem for refugees to benefit from all the support on offer, which can undermine their integration into Danish society.

The most important social protection programme – free access to health care – is granted to all accepted refugees in their municipalities, on par with Danish citizens and residents. Nonetheless, in contrast to Danish citizens and permanent residents who receive full cash benefits (kontanthjælp) from the government, since 2015, refugees are only eligible for a so-called ‘Integration Allowance’ if they are job-hunting (integrationsydelse). The Integration Allowance is merely half of the regular cash benefits and leaves refugees, after tax and other expenses, with about one sixth of the calculated minimum amount for survival in Denmark for covering transport, dentist, food, phone etc. Other benefits, such as an increase in cash assistance, family allowance, or rent support, depend on the refugee’s determination and success in language education.

The Danish government is merely one pillar in the social protection network for refugees: The role of other stakeholders in providing support should not be underestimated. The following examples of good practice show the importance of other actors involved in the process of integration of refugees in Denmark.

6 Examples of good practice

The Integrative Training Programme (*Integrationsgrunduddannelsen – IGU*), set up by the Ministry for Immigration and integration and is implemented through businesses and municipalities. The programme was initially set up for 2 years (2016-2019) but was extended until June 2022. The programme is implemented by businesses with the support of municipalities and within

a framework consisting partly of a specific law on IGU and partly of collective agreements between the social partners.

The aim of the programme is to help more newly arrived refugees enter the labour market. The main target groups are Refugees and families reunified with refugees between the age of 18 and 40 and with less than 5 years of residence in Denmark. The IGU is a two-year programme during which the refugee has a contract with an employer and is paid as an apprentice, based on the collective agreements between the social partners. For the two year duration, the refugee will undergo 20 weeks of education, including language training, while working and learning at the workplace.

As of 2019, around 2,000 IGU-contracts were made between refugees and businesses. The belief is that this model can function as a stepping- stone to further education or regular employment.

“Friends Pave the Way: Integrating refugees into communities”

This project was set up and implemented by the Danish Red cross in cooperation with the Danish Refugee Council and 93 municipalities. The project ran from 2016-2018, but was extended for the period 2019-2022. The Friends Pave the Way project is aimed at newly arrived refugees (with a residence permit in Denmark), and volunteer friends and families within the local community. It links refugees with members from the host community. Through this link, the refugees gain a better understanding of values such as democracy and rule of law, enabling them to join the workforce and become active citizens. In return, the volunteer friends learn about the life story of the refugees, and this increases their understanding of the root causes of forced migration, its humanitarian impact and global interdependencies.

The project addresses the individual (promoting integration) as well as the community (creating social cohesion). The project operates in 95 out of the 98 Danish municipalities and covers 93 % of the country. The project is offered throughout the whole country. The project is monitored from the head office of the Danish Red Cross and the Danish Refugee Council but carried out by local volunteers and volunteer managers supported by professional, regional consultants from both organisations. At the end of 2017, 7,900 refugees were matched with a voluntary friend within their local community. Of these 7,900 refugees, 1,706 were matched in 2017. To put this into perspective, municipalities in Denmark received 2,200 new refugees in 2017.

The belief is that integration of refugees is more likely to succeed if they establish a network and connect with local citizens shortly after their arrival.

Refugees with frequent contact with locals feel more welcome in their communities, gain a better understanding of values such as democracy, equality and rule of law, and they are more prepared and motivated to participate in society as workers, taxpayers, consumers and citizens.

Volunteers treat refugees with dignity. They open their lives and hearts to the refugees for a couple of hours a week and help them write job applications, practice the language, translate letters from the authorities, etc. They do this, not because they are being paid or are obligated to by law; but because they want to. This creates the trust, legitimacy and recognition essential to break down social and cultural barriers in order to make refugees feel safe and to motivate them to acquire the knowledge and skills needed to take an active part in society.

An impact study of the project from 2018 conducted by an independent evaluator showed that 85 % of the municipalities in the project assess that refugees gain a stronger attachment to society and a greater knowledge about cultural norms and values. 56 % assess that the refugees' relationships with their volunteer friends helped them find a job.

The main challenge is voluntarism. This is both the cornerstone and the vulnerable point of the project. 44 % of the volunteer managers have reported that difficulties related to recruitment is the main reason for the project not to reach its final goal of offering all newly arrived refugees a voluntary friend from the local community.

To meet the demands of volunteers, national recruitment campaigns have been organised in collaboration between the Danish Red Cross and the Danish Refugee Council along with local supported recruitment initiatives initiated by the volunteers.

A pivotal reason for the project's success is the unique and innovative formal collaboration between the Danish Red Cross and the Danish Refugee Council on local cooperation between volunteer managers and the consultants supporting them. By joining forces and pooling resources, it has been possible to motivate municipalities and volunteers to participate and to ensure national coherence and consistency. This is also one of the main conclusions of the midway evaluation of the project from January 2018. The cooperation between the organisations has also allowed for more targeted and large-scale recruitment of dedicated and suitable volunteers.

9 out of 10 municipalities and volunteer managers agreed that refugees with a voluntary friend obtain a greater understanding of national and local values, overcome language barriers more easily and become a stronger network within the local community. The interviewed refugees also agreed and highlighted the

importance of Danish connections upon arrival, as the process up until then was lonely and isolated.

Another innovative feature of the project is that, during its implementation, it has collected knowledge and learning and translated these into best practice models and methods for building partnerships between municipalities and volunteer organisations. Lastly, the project has developed customized training for volunteers engaged in friendships with refugees in their community. Moving forward, volunteer managers can order professional training for volunteers, when they see a demand for it.

Industry Packages (*Branchepakker*)

Industry packages is a concept originally developed by a consultancy firm (LG Insight) and the Municipality of Vejle on the basis of experience from other projects aiming to help refugees find their first ordinary job in Denmark. By 2018, approximately 25 % of all Danish municipalities had implemented the whole or part of the concept in cooperation with LG Insight and The Association New Dane.

Industry packages target unemployed refugees and reunified families with no formally approved education, guiding them toward the most direct route to their first job in Denmark within industries with a shortage of unemployed labour and thus good job opportunities.

This is done through an initial assessment of the needs and requirements of the local labour market and then – in cooperation between businesses and local municipalities – building a training scheme for specific job positions within industries that are relevant to refugees with little education and work experience. By following the training scheme, the refugee will focus on training relevant skills and acquiring useful knowledge to increase employability and thus gradually progress towards regular employment within the specific industry and with the aim of making the refugees become self-supporting.

Partners involved in the implementation and collaboration around industry packages are:

- The consultancy firm supporting and facilitating the implementation of Industry Packages (LG Insight/The Association New Dane);
- Local project manager within the local Job centre;
- The local municipality represented by the local Job centre represented by integration caseworkers (integration authority) and business consultants (responsible for facilitation of the training activities in collaboration with local companies);

- The local language school responsible for the refugees' Danish language education;
- Local companies training and hosting the refugees during industry specific internships. The implementation takes 6 months and includes the establishment of a local steering committee, as well as a local working group;
- Local kick-off event for all relevant partners and stakeholders;
- Training of relevant local integration professionals (e.g. caseworkers, business consultants, language trainers etc.);
- Development of a local introductory course ensuring that the participating refugees choose a relevant industry;
- Defining the local roles and responsibilities and development of local workflows making sure that everybody knows what to do and when.

Implementing the concept enables the organisation to coordinate multiple Industry Packages trails for a large number of refugees and reunified families. The refugee goes through the following activities as a part of Industry Packages:

- Introductory course introducing the different Industries with good job opportunities (4 – 6 weeks);
- Practical training (PT) 1, focusing on basic skills training (until skill level is acquired, usually 4 – 13 weeks);
- PT 2, Individual and industry specific skill training (until skill level is acquired, usually up to 13 weeks);
- PT 3, specialized industry specific skill training (until employed in first job).

Although no formal evaluation of the overall concept has yet been carried out, the concept has shown positive results in many municipalities, as well as broad support from municipalities and businesses alike. At the local level, results have shown a significant increase in the number of refugees and reunified families getting their first job or starting their education within the first 3 years of coming to Denmark. The best performing municipalities have raised the percentage of self-supporting refugees and reunified families (measured after 3 years in Denmark) for 15 to more than 50 % within two years after implementing Industry Packages as the main labour market integration initiative.

MOVE Beyond Project

Another project worth mentioning is a collaboration between the Danish Red Cross and sports club umbrella DGI working together to put the value of sports and social clubs back on the table as “deep integration” tools for refugees in

Denmark. This pilot initiative in Rudersdal municipality, north of Copenhagen, is part of ISCA's EU-supported MOVE Beyond project.⁸ The aim is to bring key actors from the community together- sports and social clubs, humanitarian workers, municipal staff and volunteers- to pool their ideas and resources and match clubs with refugees in accordance with their interests.

Learning Points from Denmark

When working with the integration of refugees, these points from the Danish experience could prove useful. This includes:

Clear distribution of competence and responsibility:

In Denmark, the state provides a financial and legal framework, where the municipalities are responsible for providing integration programmes, and civil society and businesses provide networks and jobs. Despite differences in levels of support offered among the various municipalities, there is still a certain level of security and standards. Leaving the responsibility to the local level implies a need for close dialogue between State authorities and the local level, and a responsibility for the State to monitor results and help steer the municipalities whose results should be better. This approach also calls for the sharing of best practices and cooperation between municipalities. Furthermore, working across different sectors and administrative levels can be viewed as a good prerequisite for success in integration projects.

Role given to social partners:

The tripartite agreement between the Government, the employer's organisations and the trade unions formed the basis for the re-orientation of the approach to integration, the integrative training programme (IGU), is the result of an agreement between the employer's Confederation and the Confederation of Trade Unions.

The resources and strengths of civil society play a vital role in integration. Thus it is useful to set up strategies for the involvement of and support to NGO's etc. and to set up formal agreements between authorities and civil organisations to match expectations and avoid uncertainty with regard to roles and responsibilities.

⁸ <https://irts.isca.org/movebeyond/>

Clear focus on employment:

This requires businesses to take responsibility and it demands that the responsible authorities provide the right guidance and training, and at the same time make clear to newcomers that they are expected to contribute and to become self-supporting as soon as possible.

Despite the above, there is still work to be done in Denmark including but not limited to:

- Inclusion of more female refugees in the labour market and finding ways around cultural barriers;
- Draw from the positive experience related to newly arrived refugees over the past few years in order to implement the same approach towards large groups of refugees and immigrants who have resided in Denmark for years with modest progress in terms of integration;
- Follow up on the refugees who are successful in finding a job to help them keep their job, obtain further qualifications and to ensure that they learn the language at **the same time**.

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3 PRESENTATION OF THE GUARDED ASYLUM RECEPTION CENTER (MŐBK) OF THE NATIONAL DIRECTORATE GENERAL FOR ALIENS POLICING IN NYÍRBÁTOR AND THE RELATED DUTIES OF SOCIAL WORKERS FROM THE POINT OF VIEW OF A GRADUATED SOCIAL WORKER STUDENT

DÓRA VITAI

1 Literature review

Clarification of terms related to the paper:

The primary aim of this paper is to clarify the concepts related to this topic. Nowadays it is not commonly known what the official term is for (1) people who apply for international protection, (2) people who have been admitted as refugees/who have been admitted for subsidiary protection/ asylum seekers/ already admitted and (3) who are migrants. These concepts are often used incorrectly, and it is often not clear where asylum seekers come from and why they have left their country of origin.

A country outside the territory of the European Union is considered to be a *third country*. “This term refers to all countries that are not members of the European Union. The meaning of the term is clear in cases when it refers to relations between two member states, or between a member state and an EU institution, or when it is about a relation between a member state and a non-EU member state, i.e. a third country. The definition of a *third-country citizen* is defined in Article 3.1, in the so-called Return Directive (Directive 2008/115/EC of the European Parliament and of the Council (December 16, 2008) on common standards and procedures used in the Member States for the return of illegally staying third-country nationals):

Third-country national means any person who is not a citizen of the Union within the meaning of Article 17 (1) of the Treaty and who is not a person enjoying the Community right of free movement, as defined in Article 2(5) of the Schengen Borders Code ([http1](#), [http2](#));

Migration, including legal and illegal migration, means the change of residence. Its causes and consequences are the subject of a multifaceted analysis. In addition to the evident underlying background of migration, spatial mobility should also be emphasized. In terms of the types of migration, the paper aims to explore external (international) moving and, within this, the phenomena related to mass migrations carried out due to escape. (http1)

”**Migrants**” are persons, who voluntarily leave their countries, based on reasons other than those defined in the refugee definition, in order to settle down somewhere else.

Maybe they want to emigrate for the sake of change, or out of a desire for adventure, or for family or other personal reasons. If someone is motivated exclusively by economic considerations, that person is regarded as an economic migrant and not a refugee.

The difference between an **economic migrant** and a refugee is sometimes as difficult as the distinction between economic and political measures in the applicant’s country of origin. Racial, religious or political goals and intentions against a specific social group can be hidden behind the economic measures that significantly influence the life of the individual. Where the economic measures make it impossible for a certain segment of the population to economically exist (e.g. the withdrawal of trade rights or other discriminatory measures or the introduction of heavier taxation to the detriment of certain ethnic or religious groups), then, taking the specific circumstances into consideration, the victims of the measures – if they can prove it, or at least they can make it probable that they will be persecuted for the fleeing due to this reason, they can become refugees by leaving their country of origin”. (http3)

A **detainee** is someone whose asylum detention was ordered by the refugee authority, and whose asylum detention was extended by the court.

By applying the linear thought process, the key concept of this topic has been reached.

”A **refugee** is a person who is unable or unwilling to return to and is unable or unwilling to avail himself or herself of the protection of, that country because of persecution, or a well-founded fear of persecution, on account of race, religion, nationality, membership in a particular social group, or political opinion”. (http2)

Race: According to the definition, race must be applied in the broadest sense, including all ethnic groups that public mind considers as race. It often includes a specific social group based on common descent as a minority within a larger population.

All over the world, racial discrimination is considered a flagrant violation of human rights. Racial discrimination is therefore an important element in defining the concept of persecution.

Racial discrimination often constitutes persecution under the 1951 Convention if it results in the violation of the human dignity of the person concerned to such an extent that it is incompatible with the most basic inalienable human rights, or where the disregard of racial limits leads to serious consequences (UN, 1992).

Religion: The UN Universal Declaration of Human Rights (Article 18), the International Covenant on Civil and Political Rights (Article 18), and the Charter of Fundamental Rights of the European Union (Article 10) declare freedom of thought, conscience and religion, which include the individual's right to freely change his or her religion, to undertake/declare his or her religion individually or communally by teaching it and practicing religious worship as well as participating in holy masses.

Persecution for religious reasons has many forms, for example banning someone from being a member of a specific religious community, practicing or teaching their religion individually or publicly, taking measures with serious consequences against those who practice their religion or are members of a specific religious community.

The mere fact of belonging to a specific religious congregation is usually not sufficient in itself to support the claim to be accepted as a refugee. At the same time, there may be special circumstances when the community membership of the denomination is sufficient in itself. (UN, 1992)

National affiliation: In this context, "nationality" cannot be defined only as citizenship. It can also mean belonging to an ethnic or language group, and in some cases it can overlap with "race". Persecution due to national affiliation includes a negative opinion and action that is specifically directed against a national (ethnic, language) minority, and under certain circumstance. The fact of belonging to this minority alone serves as a basis for fear of persecution.

In countries where two or more national (ethnic, linguistic) groups live together, conflicts, persecution or the threat of persecution may arise. It is often not easy to make a distinction between persecution based on nationality and political belief when the conflict between national groups aggravates with

political movements, especially when the political movement is defined as a specific “national” movement. Although the members of national minorities worry the most about persecution due to nationality, there are many examples on several continents where the members of the majority group may worry about persecution by the dominant minority. (UN, 1992)

Belonging to a specific social group: The term “specified social group” usually includes persons with similar background, habits or social status. Accordingly, the fear of persecution can often overlap with the fear of persecution for other reasons, like race, religion or nationality.

Belonging to a specific social group can be the root of persecution. Its reasons can be if they do not believe in the loyalty of a certain group to the government, or because of the group’s political approach, the background of its members, economic activity, or because the existence of the group as such is seen as an obstacle to the implementation of the government policy.

Being the member of a specific social group itself is usually not sufficient to establish refugee status. At the same time, there might be special circumstances under which this membership alone may be a sufficient basis for fear of persecution. ([http2](#))

Political belief: If somebody’s political beliefs differ from those of the government cannot serve alone as the basis of a claim for refugee status. In such cases the applicant should prove his or her fear of persecution because of that belief. This assumes that the political beliefs of the applicant are not tolerated by the authorities because they are critical of their policies and methods. It presupposes that the applicant’s opinion comes to the attention of the authorities, or it is attributed to him or her. A teacher’s or a writer’s political beliefs may be more obvious than those of a less conspicuous person. The relative weight or permanency of the applicant’s convictions is truly significant.

It is not always possible to find a causal link between the expressed conviction and the measures the applicant suffered from or feared of.

These measures are rarely based on specific convictions. Much more often, these measures take the form of criminal sanctions for “crimes” committed against the existing power. It is therefore necessary to explore what political convictions are behind this applicant’s motives, because this is the fact that led, or may lead, to the fear of persecution that serves as the basis of his or her application.

If the applicants refer to persecution due to their political convictions, it is not necessary to prove that the authorities of the country of origin were

already aware of their political convictions before before left the country. They might have hidden their political opinions and never suffered from any kind of discrimination or persecution. At the same time, the mere fact that they do not wish to place themselves under the protection of their government, or that they refuse to return, reveals the applicants' direct intentions and may give rise to a fear of persecution. In such circumstances, the test of well-founded fear may be based on an assessment of the political consequences that the applicant would face upon his or her return. This applies especially to the concept of those who later become refugees. (http2)

When someone is subject to criminal proceedings or punishment for committing a political crime, a distinction must be made according to whether the proceedings/punishment is based on a political conviction or a politically motivated act. If the subject of the criminal proceedings is an act committed with a political motive, and the expected punishment is in accordance with the general legal order of the given country, the fear of such persecution does not in itself justify the recognition as a refugee. It depends on many other factors. Persecution due to a crime can be evaluated depending on the personal circumstances underlying the individualized investigation, such as whether or not it served as an excuse for punishing the offender for his or her political opinions or their expression. On the other hand, there may be reason to believe that the perpetrator of the political crime would be subject to excessive or arbitrary punishment for the alleged crime. Such excessive or arbitrary punishment should be classified as persecution. (http2)

The following factors should also be taken into account: the applicant's personality, political convictions, the motive behind the act, the nature of the committed act, the nature and motives of the criminal proceedings, and finally the nature and quality of the law establishing the criminal proceedings. These components can prove that the person concerned is afraid of persecution, and not of the legal consequences of the act he or she committed. (http2)

2 Legal background

Hungary's refugee policy is determined by the relevant provisions of the international law and the asylum legislation of the European Union (asylum *acquis*) and knowledge of them is necessary for understanding hungarian asylum regulations. Brief descriptionS of significant legal actions concerning asylum:

2.1 International documents concerning the legal status of refugees

1948. Universal Declaration of Human Rights

While it is a declaration and not a binding treaty, since 1948 most of its provisions have been included in binding international treaties, thus its legal binding force is unquestionable. Its legal application is also evident in that the entire content of the declaration has become part of customary international law. It was accepted in Hungary as a generally recognized rule of international law and is found in paragraph (3) of article Q of the Basic Law.

Article 14. Every person has the right to seek asylum from persecution in another country and to enjoy asylum granted by another country. This right cannot be invoked: sufficiently justified persecution for ordinary crimes in the case of activities contrary to the goals and principles of the United Nations organization. (This geographical restriction existed until March 1, 1998, when Hungary withdrew its reservation.) ([http3](#))

1951. Geneva Convention Relating to the Status of Refugees (supplemented by the 1967 Protocol).

It was announced in Decree No. 15 of 1989. Hungary originally made an exception to this, saying that it considered only European refugees as refugees. Later this exception was withdrawn. ([http4](#))

The statutory decree provides for the acceptance of the Convention on the Status of Refugees adopted on July 28, 1951 as well as for the promulgation of the Protocol on the Status of Refugees created on January 31, 1967.

Rules of the Geneva Convention:

“A refugee who, due to his well-founded fear of persecution due to race, religion, nationality, belonging to a specific social group, or political conviction, is outside the country of his citizenship and does not know, or does not wish to return to that country due to fear of persecution to use its protection.” ([http4](#))

A refugee is any person who is outside the country of such person's nationality or, in the case of a person having no nationality, is outside any country in which such person last habitually resided. In addition, it is a person who is unable or unwilling to return to and is unable or unwilling to avail himself or herself of the protection of, that country because of persecution, or a well-founded fear of persecution, on account of race, religion, nationality, membership in a particular social group, or political opinion.

Its elements:

- being outside the country
- well-founded fear of persecution (taking the objective and subjective factors, especially the available up-to-date country information into account while mapping the well-founded fear)
- persecution (prospect of a serious disadvantage, strong psychological pressure, high degree of discrimination). It is considered to be persecution if the state is unable to provide effective protection for its citizens. Persecution can be caused by race, nationality, religion, political opinion, belonging to a social group) (http4)

The basic principles of the Geneva Convention regarding refugees:

Non – refolement principle: It prohibits States from transferring or removing individuals from their jurisdiction or effective control when there are substantial grounds for believing that the person would be at risk of irreparable harm upon return, including persecution, torture, ill- treatment or other serious human rights violations. (Article 33 of the 1951 Geneva Convention)

It is a widely accepted point of view that the prohibition of refolement is an unwritten law of international law, meaning that states that are not parties to the Geneva Convention are also obliged to respect this requirement. This protection does not apply to those who have been legally convicted of a serious non-political crime; and to those who pose a a national security threat to the state providing protection.

Principle of family unity: Although the 1951 Geneva Convention and the 1967 Protocol do not explicitly include the principle of family unity, the states party to the convention accept and apply it. In the final document of the Conference that accepted the 1951 Convention, the UN recommended that governments of the signatory countries take the necessary steps to protect the family unity of refugees.

The principle of family unity covers at least the spouse and minor children. In practice, however, other dependents are also included, for example the refugee's elderly parents are also usually regarded as refugees if they live in the same household. (UNHCR Handbook) Accordingly, if one member of the family is a refugee, the refugee status should be extended to at least the core family members (spouse, minor child, parent, or, in the case of a minor, the foreign person who accompanied with him or her and who is responsible for him or her according to Hungarian law). In justified cases national law can extend this family unity principle to other individuals for the applicant/refugee.

Principle of non-discrimination: unjustified differences between refugees should not be made. ([http4](#))

The Geneva Convention includes the following grounds for excluding recognition as a refugee:

- if there are good reasons to assume that the person committed crime against peace, war, or humanity
- if there are good reasons to assume that before the admission the person committed a serious, non-political crime
- if there are good reasons to assume that the person is guilty in a criminal activity in conflict with the goals of the UN (e.g.: diplomatic and military measures taken by a state leader can be included) ([http4](#))

Article 1D is another important provision of the 1951 Geneva Convention:

“This Convention shall not apply to persons who are at present receiving from organizations or agencies of the United Nations other than the United Nations High Commissioner for Refugees protection or assistance. ([http4](#), [http5](#))

If such protection or assistance ceases for any reason without permanently having settled the situation of these persons in accordance with the appropriate resolutions of the General Assembly of the United Nations, they shall be entitled to the benefits provided by the Convention. ([http4](#), [http5](#))

A lasting solution to the problems of refugees can be imagined with one of the following:

- Voluntary return home, (ideal and preferable), if the precipitating circumstance of the escape has disappeared and it is possible to return home.
- Integration in the host country, if returning home is not possible, (most common)
- Relocation to a third country ([http4](#))

2.2 Hungarian documents regulating the legal status of refugees:

The Fundamental Law of Hungary, which was adopted by the Parliament on April 18, 2011 and entered into force on April 25, 2011, provides for the following according to Article XIV. paragraph (4).:“Hungary shall, upon request, grant asylum to non-Hungarian nationals who are persecuted in their country or in the country of their habitual residence for reasons of race, nationality, the membership of a particular social group, religious or political beliefs, or have

a well-founded reason to fear direct persecution if they do not receive protection from their country of origin, nor from any other country. A non-Hungarian national shall not be entitled to asylum if he or she arrived in the territory of Hungary through any country where he or she was not persecuted or directly threatened with persecution.” (http6)

Act LXXX of 2007 on Asylum (MET)

The law contains, among other things, ”the content of the asylum granted by Hungary, the criteria of recognition as a refugee, a beneficiary of subsidiary and temporary protection and a person with tolerated stay (hereinafter referred to as “recognition”) and the procedure aimed at expulsion ordered by the refugee authority, as well as the recognition and the revocation thereof.” (http7)

MET entered into force on 1st January, 2008. ”The provisions of this Act shall apply to foreigners who are subject to the Dublin procedure, have submitted applications for recognition or who enjoy asylum.”

According to the amendment of MET effective from 1st January, 2019, a foreigner under the scope of this law may reside in Hungary with one legal title. If the person under the scope of this law applies for a residence permit in Hungary under a different legal title in addition to the title entitling them to stay in Hungary defined in this law – not including the repeated submission of the asylum application -, the client must be informed in writing that at the same time as the newly requested permit is granted for residence the client’s previous legal title will be revoked. (http7)

Implementing Government Decree 301/2007 (XI. 9.) of Act LXXX on Asylum contains the following implementing and detailed rules:

(<https://www.refworld.org/docid/524544c44.html>)

- Application of the provisions on safe third countries and safe countries of origin
- Application of the provisions to persons in need of special treatment
- Rules applicable to persons seeking recognition, refugees, beneficiaries of subsidiary and temporary protection and persons with tolerated stay
- Common rules relevant to the material conditions of reception, provisions and benefits of persons seeking recognition, refugees, beneficiaries of subsidiary and temporary protection and persons with tolerated
- **Provisions and benefits granted upon reception**
- Provisions and benefits of persons seeking recognition, refugees, beneficiaries of subsidiary and temporary protection and persons with tolerated stay
- General conditions for the use of provisions and benefits in the context of reception

- Provisions and benefits to refugees, beneficiaries of subsidiary or temporary protection and persons with tolerated stay
- Procedure aimed at recognition as refugee or beneficiary of subsidiary protection
- Procedure aimed at recognition as beneficiary of temporary protection
- General rules of asylum procedures
- **Rules applicable in the event of a crisis caused by mass immigration (http8)**

Rules for asylum detention:

- Met. 31/A. - 31/I. §
- Metvhr. 36/A. - 36/F. §
- 29/2013. (VI. 28.) BM decree on the rules for the implementation of asylum detention and asylum bail
- 39/2019 (XI. 15.) BM decree on on the public health requirements. public health inspections, the reception station of the community accommodation maintained by the immigration enforcement body for the execution of asylum detention, as well as the guarded accommodation maintained by the police for the execution of detention ordered in the immigration enforcement procedure, and the cooperation with the state health administration body
- Measure No. 14/2019 on the operating regulations of the reception center for the implementation of asylum detention: it defines the reception centre, how the contact with the detainees is carried out, it describes the reception process and the internal instructions of the reception institution. It also describes the order of eating, the handling of the money and deposit items, the order of cleaning. It contains how to provide external contact, staying in the open air and leisure activities, the order of transit, the termination of detention, the order of dismissal, the procedure due to an extraordinary event, rules related tot he enforcement of the right to legal remedies, rules related to the registration of the detainee's data. (http9)

2.3 Hungarian documents regulating the tasks of social workers working in the OIF (National Directorate General for Aliens Policing) BISZIO (Professional Management Department of Asylum Reception Institutions) NYÍRBÁTOR MÓBK (Guarded Asylum Reception Center)

70/2011. (XII. 30.) Minister of the Interior (BM) decree on detailed rules for the provision of the work protection tasks, and occupational health and safety activities of the law enforcement bodies under the control of the Minister of the Interior. (http10)

Law XLII of 2015 regulation of employment of professional staff personnel performing law enforcement tasks

Hungary expects employees performing law enforcement tasks to fulfill their constitutional obligations, to ensure the independence and the maintenance of the legal order of Hungary, the protection of the population and the country's material assets within the framework of the legislation and in accordance with the public interest.

The fulfillment of these obligations requires a high level of professional knowledge as well as unconditional respect for laws and other legislation, the impartial and ethical fulfillment of obligations, the acceptance of professional obligations, unswerving loyalty to Hungary and a courageous commitments from the professional staff performing law enforcement tasks.

The professional service legal regulation is a special civil service legal regulation. Parliament, based upon the objectives of the state reform program, in order to introduce the career model for those employed under the special public service legal regulation (recognizing the extent of the sacrifices associated with professional service and the justification of the corresponding moral and financial appreciation, while also ensuring interoperability between other public service career paths) created this law on the professional service regulation concerning personnel performing law enforcement tasks.

This law contains all the necessary information and concepts from the beginning of the employment to its termination (e.g.: employment conditions, salary categories, additional benefits, rules related to exemption, termination, etc.). ([http11](#))

Law CXII of 2011 on the right of self-determination and the freedom of information. Its purpose is to define the basic rules for the handling of data in the subject areas under its scope in order to ensure that the privacy of individuals is respected by the data controllers, and that the transparency of public affairs is realized by enforcing the right to know and distribute public data in the public interest. ([http12](#))

29/2013. (VI. 28.) Minister of the Interior (BM) decree on the rules for the implementation of asylum detention and asylum bail, (the most important points)

- a) *asylum detention reception center*: an institution maintained by the National Directorate General for Aliens Policing, which serves to carry out asylum detention (hereinafter: detention);
- b) *residential area*: a building or part of a building suitable for long-term human stay for the accommodation and safe custody of a foreigner who has been detained and is seeking recognition as a refugee or a beneficiary of subsidiary

protection (hereinafter referred to as: the applicant for recognition), which includes living quarters, dining rooms, community rooms, washrooms shower, toilet and separation rooms;

- c) *extraordinary event*: a natural disaster affecting custody, as well as any event, activity or omission that endangers the life, physical integrity, or health of the person requesting recognition, harms the life, physical integrity and health of the persons responsible for the guarding, escorting, transportation and care of the applicant for recognition, as well as the management of the staff performing these tasks and the inspection persons, violates or seriously endangers the order of the asylum guarded reception center, so in particular
- ca) crime, escape, or attempted crime committed by the applicant in the reception center in asylum custody,
 - cb) group resistance to the lawful procedure of the employees of the reception center in asylum custody,
 - cc) group disruption of the order of the asylum guarded reception center,
 - cd) suicide attempt or intentional harm to health, or death of the applicant for recognition, as well as
 - ce) crime committed to the detriment of the applicant for recognition (http13).

Code of ethics for social work:

The Code of Ethics for Social Work prepared by the Union of the Social Professional Organisations contains the professional ethical standards defining the practice of social work, which presents the following, the observance of which is very important in our work:

- I. Principles
- II. Relationship between the client and the social worker
- III. Relationship between the social worker and the profession
- IV. Relationship between the social worker and the colleagues
- V. Relationship of the social workers to their workplace and society
- VI. Final provisions for the Code of Ethics (http14)

3 Introduction of the Guarded Asylum Reception Center (MÖBK), which operates under the professional supervision and management of the Professional Management Department of Asylum Reception Institutions (BISZIO) of the National Directorate General for Aliens Policing (OIF)

The *Guarded Asylum Reception Center* is an organizational unit within the *National Directorate General for Aliens Policing*, under the management and professional supervision of *Professional Management Department of Asylum Reception Institutions*. The *National Directorate General for Aliens Policing* is managed by the director. The director of the centre is a government official with the rank of senior department head who is substituted – if unavailable for any reason – by the deputy director of department head rank, or by the head of the financial department with regard to economic and financial matters. Other premises of a closed refugee reception centre are supervised by a government official. The closed refugee reception centre performs its professional duties under the supervision of the Directorate of Refugee Affairs.

In the tasks and responsibilities of the Guarded Asylum Reception Center:

- a) to execute detention of the foreign national seeking asylum so as to ensure his/her availability in the course of the asylum procedure;
- b) to provide accommodation and services in accordance with the relevant legislation for asylum-seekers, or those seeking subsidiary or temporary protection held in custody;
- c) to fulfil its statutory obligation to provide information and the obligation of reporting relating to the centre's residents as provided for by legislation and the Office;
- d) to ensure the rights of the centre's residents and the execution of detention, and keep records in accordance with the relevant legislation for the purpose of assessment of eligibility for aid and support provided under the relevant legislation;
- e) to make arrangements for health screening and primary healthcare services for the centre's residents as prescribed by the public health authority;
- f) to provide assistance 24 hours a day through social workers and information and guidance to help solve the everyday problems of the centre's residents, as well as advisory services relating to life management, and providing help where appropriate for children to partake in public education, and perform its delegated duties in child protection;

- g) to organise programmes for the centre's residents for spending their free time efficiently;
- h) to provide a common room, principally for the purpose of worship;
- i) to provide means of communication for the asylum-seeker in custody;
- j) to co-operate with the national and international government, local government and civil society and other organisations, churches providing services for the centre's residents, and also with the law enforcement agencies and the national security services in order to perform its tasks delegated by law;
- k) to promote voluntary repatriation or departure to third countries. (http9)

The Guarded Asylum Reception Center currently operates in Nyírbátor, a small town close to the Ukrainian-Romanian-Hungarian borders. The Reception Center has 105 beds and welcomes single men, single women and married couples. The distribution by nationality and age of the detainees housed at the Site is also very broad.

4 Presentation of the detainees' daily routine and the tasks of the social workers

4.1 Daily routine of the detainees

For those applying for recognition as refugees or beneficiaries of subsidiary protection to the reception institution of the National Directorate General for Aliens Policing, which is used for the implementation of asylum detention. (http9)

4.2 General duties of social workers:

- Their job duties are governed by legislation and public law organizational regulatory instruments – with particular regard to Hszt. and its implementing regulations, as well as the internal standards governing the performance of tasks, the Organizational and Operational Rules of the *National Directorate General* for Aliens Policing, and the Asylum Directorate's Rules of Procedure.
- Social workers should learn and apply the provisions of the effective accident prevention, occupational safety and environmental regulations, case management, data and classified data protection regulations, as well as

Table 3.1. Daily Routine of detainees

Activity	Time
Breakfast	07:00-08:00
Checking the number of people and the living space	08:30-09:15
Elevenes (for children)	–
Lunch	12:00-13:30
Snacks (for children)	–
Dinner	18:00-18:30
Being in the open air	06:00-23:00
Use of a telephone (at the expense of the applicant)	06:00-23:00
Welcoming of visitors (after prior consultation)	08:00-16:00
Use of cultural and leisure opportunities	06:00-23:00
Use of Internet service (based on prior registration)	06:00-23:00
Submission of an objection, request, complaint, report	08:00-16:00
Asylum reception hours	08:00-16:00
Surgery hours of a GP	10:00-11:00
Surgery hours of a psychologist /psychiatrist	On weekdays
Surgery hours of a General Pediatrician	–
Programs for children	–
Deposit management /management of deposited items	08:00-16:00
Cash withdrawal	08:00-16:00
Shopping	08:00-16:00
Distribution and receipt of personal toiletries	08:00-20:00 Every day
Distribution and receipt of clean bed linen	Every other week (individually)
Night rest	23:00-06:00

Source: <http9>

the internal standards concerning the procedural tasks of the organizational element, and apply them in the performance of their job duties.

- Social workers should continuously develop their professional and general knowledge and its characteristics, their skills and abilities, they should perform their work professionally and to a high standard, they should assume

responsibility for their activities and decisions, as well as for complying with the requirements for quality work.

- Social workers should spend their working time efficiently, striving for results, with active work that meets quality and quantity expectations, with honesty, care and good faith, legality, professionalism, objectivity, accuracy, speed and compliance with deadlines.
- Social workers should engage in continuous internal and external cooperation, they can make comments and suggestions to their superiors in connection with their duties and responsibilities.
- Social workers should prepare proposals falling under their tasks and authorities for a substantive decision, and ensure their implementation.
- Social workers should provide the information necessary for effective work performance to managers, colleagues and other stakeholders involved in the execution of professional tasks at the appropriate time and in the appropriate manner, and to the necessary extent.
- Social workers can pursue other jobs only in accordance with the provisions of the applicable legislation. In relation to other legal relationships associated with work, as well as membership legal relationships subject to individual notification obligations, social workers must fill out a declaration every year.
- Social workers are obliged to inform their immediate superior and the personnel department about extraordinary events that have happened to them, changes in marital status, and changes in address and telephone number both orally and in writing
- Based on the instructions of their superiors, in addition to the tasks specified in the job description, social workers are obliged to carry out all the ad hoc tasks that are not specifically named, but are related to the department's responsibilities, that are based on their theoretical preparation, professional knowledge and experience make them suitable. Regarding their position, education, age, state of health or other circumstances, it cannot result in disproportionate harm to the social workers.

4.2.1 Special job tasks:

- to inform the arriving people about the policy of the site, the applicable fire safety regulations, and the rights and obligations of the asylum detainee orally and in written form, as well as to complete their documentation.
- to record the personal identification data of those arriving at the site according to § 84 in Act LXXX of 2007.

- during the admission process to record the detainee's data in the registry program, which is constantly checked to ensure it is currently correct.
- to take a photograph of the detainee and to prepare the on-site registration card for him or her
- to take over money, valuables and other deposited items received and deposited by the social worker on duty for safekeeping as well as to receive the related forms.
- to place the person in custody in the residential area, to distribute individual toiletries, bed linen, and any necessary clothing, as well as to document this process.
- to monitor the replacement of bedclothes, the provision of hygiene packages, and the provision of seasonal clothing for detainees.
- to constantly monitor the way of life of the persons in custody, to send reports to the management and the medical staff of the site if necessary, to write case reports.
- to organize programs (cultural, sports), taking the detainee's citizenship, cultural diversity, and age into consideration, to keep records of the programs.
- to report to the site management if the available sports and leisure facilities are filled up
- to assess purchasing needs, to collect written requests, and to participate in purchasing.
- In relation to the detainees' food requirements, to prepare a staff report including their health status and dietary requirements of detainees' religion.
- to regularly check the order and cleanliness of the rooms used by the detainees, to distribute devices used for cleaning, and to take them back after checking their condition.
- to assist in performing medical examinations, to inform the detainee about the necessary tasks and expected examinations.
- to prepare a daily schedule for internet use.
- to keep a record of visitors when ensuring external contact.
- to receive postal and non-postal parcels, to document everything.
- to maintain contact with colleagues in other areas of asylum process, with other social work professionals.
- to refer and accompany the asylum seeker to the staff of the asylum authority in case of questions related to ongoing cases.
- to maintain contact with the asylum department, to participate in procedures when detention is ordered or terminated.
- at the detainee's request, to provide assistance in the preparation of various submissions, if the detainee is unable to do so on his/her own, to take over

the asylum detainee's application in a documented way and to ensure that it is forwarded to the site management.

- in the case of a voluntary return home, to provide assistance in filling out the IOM forms and making contact.
- to participate in escorting detainees to medical appointments, to the hospital, or to withdrawing money.
- to write an escort order for the purpose of receiving health care and withdrawing money for the detainee.
- to close the data forms of those who leave the site, to send the data forms of those transferred to other sites and the case reports to the new place of detention, to send the medical report in a sealed envelope and to hand them over to the detained person in case of release.
- to draw the attention of the site management to the hindering factors and conditions, and to make comments aimed at performing work more efficiently. Social workers are obliged to act similarly if, during their work, they get information that threatens the safety of life or property.
- to regularly inform the site manager about emerging problems and events.
- to send a written report to the supervision of the OIF in the case of an extraordinary event.
- to inform the site management if there is a need for behavior management
- to inform his/her direct superior immediately in case of noticing an epidemiological event in relation to those staying in the MÓBK (Guarded Asylum Reception Center)
- to keep records and statistics of the work performed, to write reports, and to keep account of time worked.
- to take part in training and further training organized by the employer, as well as at the meetings called by the site manager, in addition to develop his/her knowledge within the framework of professional self-training.
- to closely cooperate with his/her direct colleagues, as well as with the professional staff of the police and the members of the armed security guard while performing tasks.
- to make reasonable and economic use of the available devices. to protect their condition, to control their use, and to keep an inventory.
- to be responsible for order and cleanliness in the room he/she uses, and for the proper use of the devices issued for personal use.

4.2.2 Responsibility:

- Social workers are obliged to preserve the classified data that they have

learnt, and to handle personal data with the exclusion of unauthorized access. During the course of work, they may disclose classified and personal data to other persons or bodies only with special permission during the existence of their legal relationship and thereafter. In case of violation of the obligations described in this point, social workers may be held responsible by means of disciplinary, violation of rules, or criminal proceedings.

- It is obligatory to use the technical devices made available by the employer for the performance of their duties as intended, and to use them carefully.
- Social workers are responsible for receiving, accounting for, professional use and preserving the provided inventory materials and tools.
- Social workers are responsible for compliance with work, fire and environmental regulations.
- Social workers cannot leave their workplace without permission.
- Social workers are liable for the damage caused by culpable violation of their duty arising from the legal relationship based on the current legislation.
- Social workers are liable for committing disciplinary breach related to their obligations related to his legal relationship

4.2.3 Social workers' rights

- Based on management decision, social workers are entitled to inspect the classified data belonging to their job with a user permit, and to exercise the disposal rights included in the user permit.
- Based on management decision, social workers are entitled to use intranet applications in connection with the performance of their service and job duties.
- Social workers are entitled to participate in education and further training aimed at acquiring the knowledge or special training that are needed to perform the tasks requiring specialist knowledge required in the job description
- The authority of social workers extends to learning the information necessary to fulfill their job duties.

5 The knowledge I did not receive during my studies

I graduated as a social worker in Hungary. I acquired useful theoretical knowledge at the university and I got to know different fields of social work. The curriculum included visits and field practice at various social work-related

field sites, which encompassed a wide range of social work from children to the elderly.

However, the curriculum did not include refugees as potential clients. I received no knowledge or practice in this field. It is still a relatively new social area in Hungary, it does not have the same historical past as other areas. It can be the reason why social work with refugees was not a part of the curriculum and this is the reason why I would like to draw attention to the following few shortcomings, so that by remedying them, social work graduates who may wish to find a job in this field will be able to fulfill their tasks with less difficulties in the future:

- During my studies I learned the theory of individual case management very precisely, however, I could not try it in practice. This is why at the beginning of my career I did not really know how to start conversations with the clients so that they open up to me, so that we can write down the problems that may make them frustrated, restless or aggressive, and be able to work out a solution together, to solve the difficulties by the specified deadline.
- Social work requires various forms to be completed. Therefore, during education, emphasis should be placed on learning how to fill in forms with the help of practical examples so that it can be easier to complete them later when we start working at a new workplace.
- At the university research methodology taught me that interviews and questionnaires are the best methods to get as much information as possible about clients. By getting as much information as possible social workers are able to help them more effectively with the problems that arise. It was also taught what questions can and cannot be asked during an interview. It also meant difficulty for me at the beginning of my work, as most of our clients are usually men, most of them are Muslims. I had to learn how to initiate conversation with a detainee as a woman, so that he can open up to me, so that I cannot hurt or embarrass him with my questions and how to make him answer me, because it is well known that in their culture women are not respected as much as in ours and thus they do not always cooperate with us in the beginning. In addition to theoretical education, more practical training would be needed, where students can meet clients face-to-face, can conduct various types of interviews with them and can make them complete various questionnaires.
- Learning the laws, regulations, and measures applied in refugee care should be included in studies in the future at least at the same level as the other areas.
- More emphasis should be put on practicing group work with the other group mates instead of preferring individual work like various small

presentations and reports. This method would be very effective for learning how to work in a team, how to solve certain work processes together rather than individually.

- Social work with communities should also be involved in the curriculum. Breaking through practice satisfying needs within an institutional framework, social workers enter a field that is not their own, but that of the community, and it can enable them to solve and manage local problems individually, where community members play an important role as the social workers themselves.

In addition to these shortcomings, the positive yield of the acquired knowledge should also be mentioned. The most important is my language knowledge as I have to use English and German regularly during my work. It cannot be emphasized enough what an advantage it is in my current work that passing intermediate language exam was compulsory to obtain my diploma. In addition, I know how to apply the Code of Ethics in practice in my work.

6 Presentation of my personal work experience

I have been working at the Nyírbátor site of OIF BISZIO MŐBK for nine years. In my work I enforce human rights and the principle of equal treatment in all cases, in addition to complying with the provisions of the ethical code of social work.

There are continuous online trainings at my workplace where I can acquire new knowledge and skills.

I like working here very much. I like that I can work with detainees of different nationalities. I can get to know their cultures, their different religious customs, for example Ramadan.

I experience every day that the foreigners arrive at our institution in a different state of mind. I consider it important to show a high degree of empathy beyond the everyday help. My experience is that in many cases, despite the detailed information previously received here, they still do not understand why they have to be at the National Directorate General for Aliens Policing in Nyírbátor and how much time they will spend here. It can cause and aggravate their frustration. In such cases it is also important to provide appropriate assistance and helpful conversations.

The foreign detainees are different, they have different attitudes and mentalities. In most cases it can be said that they are basically cooperative and

respectful. I try to resolve possible tensions with helpful conversations and community programs.

Supportive conversations can effectively help to smoothe out conflicts between the detainees, although there are rare extraordinary events. According to my experience, regular contact with their loved ones and friends are considered to be the most important for the detainees. These options are of course provided in our institution. They can be phone conversations, meetings online or in person. Personal contact was suspended due to the COVID virus, thus, during that time they contacted with relatives and friends via the Internet, via Skype and Facebook. The World Wide Web is suitable for recreation, for listening to music, watching movies, playing online games, etc.

Many of the detainees would like to learn Hungarian. We with my colleagues give them basic Hungarian lessons, they learn the Hungarian alphabet, basic Hungarian words and basic sentences.

Detainees like community programs. These programs implemented in the framework of community social work. The aim of these programs is to help the detainees to relax and enjoy themselves. It is a good tool to prevent various conflicts and problems between the detainees of different nationalities. I often play table tennis with them. This is very popular with all detainees regardless of nationality. They also like football, card games, foosball and badminton.

It is very good to help detainees to solve their everyday problems. There was a detainee who learned here how to use different types of washing machines and the correct way to put the duvet into its cover.

Detainees of different nationalities are able to taste Hungarian dishes in the canteen, thus gaining an insight into the gastronomy of Hungary.

The pandemic presented a new challenge. Caution was even more important than usual. I used the prescribed protective equipment, and I also kept the appropriate distance and hygiene rules to protect the health of the detainees and myself. In addition to the staff, the OIF also continuously provided protective equipment for the detainees, e.g. mask, rubber gloves, hand sanitizer, soap.

Overall, I can say that my workplace is a very interesting area, as I always gain new impulses and new knowledge.

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4 FORCED DISPLACEMENT IMPACTS ON HUMAN BEINGS AND THE COMPLEXITY OF THE SOCIAL WORKER TASK: POST-TRAUMATIC STRESS DISORDERS, IRAQI EMIGRATES OF ISIS AS A MODEL

BAHNAM SHAWQI SABAH

Introduction

The experience presented in this research paper is based on my real lived experience with refugees and IDPs, especially since I was one of them for years (2014_2017), where difficulties and mental health problems began to appear on the displaced in general and minorities among them in particular, in a way in which it became serious for calling for the intervention of all parties and individuals who are related to the rehabilitation of the displaced as ordinary individuals who can return to engage in life with all its activities and most importantly, that they can overcome the constant nightmare that they began to live and cope with to the extent that after the end of the distress, they lost the ability to understand its end and continued to live its consequences that hindered, and in many cases, stopped their lives and became incapable of living normally as they feared adversity and their abilities to live normally.

The scientific material discussed in the research paper is based on a personal experience first, as I am a minority displaced due to ISIS's invasion of large areas in northern Iraq. It is a humanitarian experience above all, and it is what prompted me to develop this human experience through scientific research due to my closeness to the displaced and my serious desire to overcome this distress experienced by the displaced in Iraq and their return from the life paralysis that afflicted them to a normal state.

For that, the sequence of this research paper will be as follows:

1. What are the tasks of the specialist, social and psychological?
2. The side effects experienced by the displaced and refugees
3. Post-traumatic effects and symptoms on displaced people and refugees.
4. Case study
5. Conclusions.

Therefore, my goal of this research paper is to clearly and consciously indicate a problem that did not exist in Iraq, and it gradually occurred with the beginning of the year 2003, resulting in generations of people who are least diagnosed with it that they are deprived of the natural human mechanisms that make the people understand the meaning of the freedom to practice their life as well. He pleases not how much he molded – and badly – to live it.

1 What are the tasks of a social worker?

“Do you want to be a social worker?” Some authors wrote that a social worker is a person who seeks, through a set of programs and activities directed at a specific group of society, to help them adapt again to the natural external environment and work on their social compatibility with the prevailing social systems in a way that enables them to contribute again in all aspects related to the different life in society (FAHMY, 2000). Zastrow says that feelings are not a secret that can be kept secret or unique, as it is clear that individuals help relationships feel this way.

Here we can ask the question: What are the experiences that must be acquired and developed in order to be a successful social worker? Van Rooyen & Combrink point out that an assistant specialist is not a mechanic, but rather someone who works in close contact with his humanity. Therefore, basic personality traits are essential for social workers to perform their tasks. Despite the fact that the work of the aforementioned authors may not be recent, their opinions remain particularly relevant in this context (LAMBERT, 1999).

Job duties of a social worker:

The social worker plays important and basic roles for the individual and society. These tasks can be mentioned as follows:

- Assessment and response to the needs of the refugee or displaced in the camps or complexes.
- Ensuring that work is in accordance with the laws, regulations and procedures followed in the institution or organization in which you work.
- Providing counseling to individuals, families and groups.
- Participate in preventive work and awareness activities.
- providing individuals with services and resources appropriate to their needs.
- Acting as an advocate on behalf of those who are unable to take advantage of these available services.
- Communicating with volunteer groups and various services such as health

and nursing services to ensure effective service provision.

- Monitoring the quality of services and ensuring that the service provided is of the highest standard.
- Supervising and following-up the procedures for requesting services and fees for services.
- Cooperating with the administration in the services to ensure access to the best possible care.
- Following-up cases from time to time, according to the type of the case.
- Referring some mental or health cases to psychologists and doctors (Al-AJLANI, 2005).

The role of the social worker in assisting the displaced who faced crises and trauma during their displacement:

The social worker plays a large, important and essential role for the individual and group that has suffered from displacement. Here, we can say that the work of the social worker is to diagnose and study the situation of the refugee or displaced. He can also monitor and diagnose social, psychological and health problems, in addition to relying on the technique of continuous listening with the individual within the framework of psychological and social tracking. Also, he establishes social, psychological and educational workshops in order to strengthen intellectual growth, support good behaviors, and restore social ties with their positive aims.

Here we can review in this framework some areas of the social worker, in which he plays important roles, including:

1. The role of the social worker within health institutions:

The role and mission of the social worker within health institutions is highlighted in supporting and assisting the patient and his/her family to carry out the tasks and activities required of them to achieve the goals of treatment, through following-up and social and psychological accompaniment by helping the patient to alleviate the psychological and environmental pressures surrounding him, and to help the patient to control his painful feelings, as we realize the importance of social and psychological factors and their impact on the patient, and the need to understand the social conditions that he suffered from, diagnose his condition accurately and provide the necessary services. The task of a social worker in hospitals can be defined in:

- Assist the treating physician in diagnosing the disease and implementing the treatment plan by studying the patient's personal and environmental conditions, and following-up his condition after discharge from the hospital,
- Acting as a mediator between the treatment team and the patient and his family by clarifying the patient's condition, attitudes, behaviors, and feelings that make the patient suffer from psychological frustrations, as well as providing the patient and his family with the treatment team's instructions,
- Knowing the resources and capabilities available in the hospital and the local community and using them appropriately for the benefit of the patient.

2. The role of the social worker in the refugee and displaced camps:

The social worker is considered the focus of educational, rehabilitation and psychological activities inside the camps through his participation and cooperation with the targeted victims, and his vocational communication with his workers in social and psychological work, due to the tasks he relied on (such as following-up the case, visiting families and providing psychological, social and moral support for the displaced and refugees who have suffered from psychological trauma, whether mild or severe). Here it can be said that the social worker plays a central and main role that is enhanced by his qualities and skills, whether personal, mental or cognitive.

The social worker follows case management skills, and we can summarize the concept of case management as:

The main objective of case management is to protect the individual in order to enhance the well-being of clients by reducing protection risks and ensuring that individuals have access to prevention and response services, including formal services (such as case management) that are linked with the client protection system. This operational procedure improves the quality of formal case management services. In addition to that, case management services are coordinated and standardized. Case management should focus on the individual and family client's needs, ensuring that concerns are systematically addressed and treated, and considering the best interests of the client, and building the natural resilience of the individual and the family.

Case management: It is a method for organizing and implementing work to address the needs of the individual and his family in an appropriate, regular and timely manner, through direct support or referral, and in accordance with

the objectives of the project or program. Case management in emergency and development settings can be provided to address a range of issues, including child protection concerns. Case management services can be provided as part of programs that meet the needs of individuals with specific vulnerabilities or risks, or they can be set up as part of programs or services that meet a wide range of care of individuals and social protection concerns. Having case management procedures in place ensures quality, consistency, and coordination of services.

2 The side effects experienced by the displaced and refugees

Human societies are severely affected by wars and displacement, especially on residential areas, public infrastructure, and hospitals, and the foundations of human existence are destroyed which the human existence is based on. The population faces many difficulties and challenges to meet their basic needs. The refugees and internally displaced Iraqis in Nineveh surrendered to the massive attacks launched by the Islamic State due to the impact of ISIS fighters using light and heavy weapons to occupy their offensive that ended with the occupation of Nineveh completely, which led to the death and injury of hundreds of innocent citizens.

Wars then bring unexplainable tragedies as well as political, economic and social instability, and people's lives and daily life that are threatened, and it will be difficult to find jobs or normal living in a calm atmosphere. What happened to the Jews, the people of Rwanda and the rest of the minorities in the world is a terrible reflection of the tragedy of wars, which brings emotional and physical harm to life. The physical and psychological effects that Yazidis and Christians experienced led to the formation of severe psychological pressures that may lead to a disturbance in the composition of their psychological and social balance that leads to the loss of their physical and psychological endurance, which may lead to the depletion and destruction of their energy. Wars, conflicts, crises and disasters have made a person face since ancient times in his daily life pressures that are still continuing with him until the present, reflecting the nature of the anxiety he suffers from in his beliefs and life patterns, such as feeling fear, panic, sadness, frustration, failure, depression, tension, anxiety about the unknown future, fear of sources of danger and lack of reassurance of others and easiness of infection with physical diseases.

Certainly, the forcibly displaced individuals may be subjected during the exercise of their lives to various psychological pressures as a result of the bad

conditions they went through by forcibly abandoning their homes, property and the source of their livelihood, or through being subjected to intimidation and murder, or one of their family members being killed or kidnapped, or as a result of the bad conditions in which they live. It has been recently observed that environmental stresses such as war or natural disasters are strongly linked to the onset of symptoms (Rada et al 1978).

Consequently, humans must avoid wars at all costs, and it is clear that these are only direct effects. What will be the remote effects? One can only speculate. The many shortcomings and painful impacts that children were introduced to, the disintegration of families, the profound social and ethical changes resulting from the invasion, and the war related to the civilian population, present a variety of aspects: evacuation with or without bombing, family dispersal, lack of news, and lack of services. These factors have different effects on an individual. All will produce the immediate or late effects of fear from both physical and psychological perspectives, and an attempt will be made to formulate conclusions about the late effects of war (MERCIER and DESPERT 1943)

3 The Concept of Trauma and the Effects of Post-Trauma

Trauma: Definition

The trauma is not identical to the harmful event itself. The definition of trauma requires the inclusion of both objective and subjective components of the traumatic experience. Moreover, trauma is not only confined to a traumatic situation, but is better defined as: (a social and psychological process that can be completed in time).

Traumas do not match or are not limited to a harmful event. Trauma can be an experience associated with both the subjective and objective elements of the situation, and accordingly, trauma can be defined as the experience of the vital contradiction between the threatening factors in the situation and the capabilities of individual confrontation. Trauma is not just a localized phenomenon, but a long socio-psychological process that develops in time and follows the trauma training course (FISCHER and RIEDESSER, 1999).

Trauma is an event in a person and it is determined by its intensity and by the person's feeling of helplessness in which he finds himself, and by what it arouses in the psychological organization of the disorder and lasting disease-producing effects. The trauma is characterized by a lot of excessive excitement,

in terms of the person's ability to endure and his competence in controlling these excitements and their symptoms psychologically.

Trauma and traumatic are terms early used in medicine and surgery. The word (trauma), which means wound in Greek and derives from a puncture, refers to the wound with a fracture, and of its synonyms in French is (TRAUMATISME), which is strictly intended to talk about the effects of a wound caused by external violence, and does not always bring up the idea of rupture or injury of the cutaneous membrane, as the event becomes known for example (closed cranial-cerebral trauma) as noted that the terms (Traumatisme) and (Trauma) are used in medicine as synonyms (KHAYRBAK, 2008).

Post-Traumatic Stress Disorder (PTSD)

Post-traumatic stress disorder as a term did not exist in the psychiatric dictionary before 1980. Before this date, scientists used special phrases such as the shock of bombardment or battles and wars. The term (PTSD) is used to indicate a special psychological disorder after the occurrence of trauma, and after seven years American Psychiatric Association returned and made some amendments, and there are two important amendments that must be noted:

First: it focuses on Avoidance, which is a key indicator of PTSD (avoiding things, thoughts, and feelings associated with the event, and avoiding situations that can awaken memories of the event).

Second: it deals with post-traumatic stress disorder in children for the first time (retrieving a traumatic event through repeated trauma-related play as well as decreased desire for certain activities and skills including speech) (KHAYRBAK, 2008)

Human life is always exposed to the threats of the environment in which the human being is present, and in reality the person is aware of the objectivity of these threats and their reality, and also realizes that the hopes of survival and resistance to symptoms are much greater than the probabilities of his death, and thus the idea of postponed death gets entrenched in him indefinitely. He sees his ability to overcome the dangers, threats and traumatic events, and the greatest trauma that a person can receive is the one in which he experiences the shock of sudden death. The trauma removes from his personal death the idea of postponement, and leads him to think about the possibility of his death at any moment, or within a certain period of time, which is called the traumatic neurosis (KHATIB, 2007).

Post-traumatic stress disorder symptoms can be classified into primary and secondary symptoms as follows:

First: The Initial Symptoms

1. The Traumatic Experience Recurrence

Restoring and suffering related experience can take several forms:

- Suggested thoughts, feelings, images and memories.
- Remembering the incident recurrently causes inconvenience and disorder.
- Recurrently disturbing dreams and nightmares.
- The individual lives the accident, tricks and hallucinations and retrieving the memories bar for the second time.
- Discomfort as a result of exposure to incidents that symbolize trauma or remind the individual of it.

2. Avoidance

Avoidance can be an avoidance of the outside world and caution in responding to the avoidance behavior, and doing that is as follows:

- Avoid the outside world and numbness in response, and this includes the following aspects:
 - Decreased interest in important activities.
 - Narrow range of conscience.
 - Feelings of separation and aversion.
 - Forgetfulness for psychological reasons.
- Avoidance behavior is shown in the following:
 - Making an effort to avoid thoughts or feelings associated with trauma.
 - Making an effort to avoid activities or situations that arouse the remembrance of trauma.
 - Inability to recover important aspects of trauma (ABDULKHALIQ, 1998).

3. Numbness

Numbness is a primary or major characteristic of PTSD and appears to be one of the ways in which the patient can control the symptoms of the disorder. Horowitz reported that there are 65% of individuals with from post-traumatic stress disorder pressures who suffer from numbness and lethargy in reactions to

external stimuli, and numbness appears through reduced attention to activities that were in the patient's life. Social isolation or withdrawal is a clinical symptom that has been observed in the victims of arrest and torture, and recession also occurs in the domain of emotional and sexual life so that the patient does not want or feel the desire in emotional participation and love with another person. This affirms that the individuals with this disease do not have any feeling of love and tenderness and have died emotionally. The death of emotion and feeling in these people is a defensive means used by the person to restore internal peace, but this means remains negative and destructive because it kills the meaning of life and hope (HOROWITZ et al., 1980).

(LITZ) described emotional numbness as complex, and its best description is a selective deficit in the emotional process, and this emotional deficit appears mainly during the disease and is characterized by symptoms in nature, and lead to equal responses and excessive activity of negative events and can be associated in some cases with fear that enhances the outbreak of anger (symptoms of increased arousal) that many victims speak about. This type of explosion is more common in men who have participated in military combat than women with post-traumatic stress disorder. It is not entirely common in women, but they are more fearful when they are not consistent with their behavior and perception of themselves before trauma (LITZ and GRAY, 2002).

4. Hyperstimulation or Arousal

Abdul Khaliq stated that this symptom of over-stimulation or arousal includes the following elements:

- Sleeping difficulty.
- Memory impairment and concentration difficulties.
- Irritability, explosions of violence and outbursts of anger.
- The severity of the physiological response to events that remind the individual of trauma or indicate it.
- Response to startling (intimidating a person suddenly).
- High arousal and increased attentiveness.

With regard to the presentation of physiological arousal and precaution, the patient suffers from muscle spasm, heart palpitations and blood pressure, especially when he is excited and remembers the trauma. Abdul Khaliq also mentioned that the excessive excitement of the independent nervous system is sufficient evidence to distinguish between people with disorder and those without it.

5. Threat and fear

The threat and fear of the main symptoms of the disorder can be as follows:

- Threat or danger to the person himself.
- Threat to physical unity and fear of distortion.
- Threat or danger to a child, wife, family member or to relatives.
- Sudden threat to home or neighborhood.
- Seeing another person killing or attempting to kill, or is severely injured.
- Physical violence.
- Be aware of sever harm or serious damage or of a serious threat to the family or to one of its members or relatives.

Second: Secondary Symptoms

A group of symptoms is commonly found with the disorders and is not part of the diagnostic acts, but secondary symptoms interact with the initial symptoms. In the following, some secondary symptoms are mentioned:

1. Depression

Abdul Khaliq (1998) mentioned that depression is a common symptom in people who have been victims of trauma over the years, and is included as one of the features associated with post-traumatic stress disorder in diagnostic acts according to the third diagnostic and statistical evidence. Depressive features are also an essential part of the general factorial structure. There is a study that revealed the emergence of high percentages of depressive features in patients suffering from stress pressure. The following symptoms are founded among more than 75% of those who studied depression:

- Feeling depressed.
- The feeling of depletion and decreasing energy.
- Easy crying.
- Sadness.
- Feeling disinterested in things.
- Feeling hopeless for the future.

2. Anxiety of Death

Jacob indicated that some survivors of torture and disasters believe that they will not outlive and that their lives are in constant danger. They are the image

of death that haunts them. They also live in a state of constant internal terror, and anxiety of death can be termed as the stigma of death or death anxiety to denote this suffering. The imprint of death is characterized by fixed memory-related effects of death. The result of a traumatic accident can lead to loss of life, leading to a significant impact of experiences related to death. Jacob said that the imprint of death is indelible. It is one of the basic features of survivors after disasters or trauma. It has been shown that the trauma of death is related to fantasies that break into the mind of the patient about the disorder of post-traumatic stress, which is a break into images related to feelings of threat or the end of life. Anxiety of death or imprint of death includes the actual death anxiety and the anxiety related to death, i.e. whatever leads to destruction, especially what's related to self-dissociation or disintegration so that an image of death and fantasies come to a person. It is common to produce death anxiety (permanent internal terror), and in this concept, there is a fear that the trauma will recur (JACOB, 1999).

3. General psychological and physical symptoms.

Re-experience is one of the most important psychological symptoms related to trauma and is in the form of thoughts that break into the mind of the patient, or in the form of dreams or nightmares, or many recalls of the traumatic incident and its retrievals, for example, many victims of rape indicate that they are repeatedly violated, and that these thoughts break into their minds. Also, defending against these thoughts for people with post-traumatic stress disorder may make them have an emotional withdrawal and avoid anything that can remind them of the trauma. Survivors from concentration camps who have suffered from this disorder have revealed emotional numbness and have avoided talking about their experiences in places of concentration camps (PORTER, 1996).

Diagnosis of Post-Traumatic Stress Disorder

After reviewing several sources and references, it has become clear that, with respect to the term post-traumatic stress disorder (PTSD), it was mentioned with more than one term before reaching its current designation, since it was referred to after the First World War by the term „shock of bombardments“, then the term shock neurosis came, and the first designation of this term was in 1980, which combines a number of causes, evidence, and observations that led the American Psychiatric Association (APA) to unify an independent diagnosis that combines the symptoms of this disorder that had been observed many centuries

ago and treated under different names. The name that was put by this association is (post-traumatic stress disorder (PTSD)), and has been considered one of the diagnostic sub-categories of anxiety disorders.

This disorder arises in response to a traumatic event that causes distress, renunciation of life and hardship beyond the normal human experience, or as a delayed response to an incident or very stressful situation, of a threatening or disastrous nature, causing psychological distress to almost everyone who is exposed to it, for example, a man-made disaster, a battle, a traumatic event, or seeing the death of another (s) in an incident of violence, or an individual may be a victim of torture, terrorism, or rape, or any other crime, and the presence of preparatory factors of personality traits, or an earlier history of neurological diseases may help develop or reactivate this disorder, but it is not necessary or sufficient to explain its occurrence. It is essential that the traumatic event produces feelings of terror, panic, helplessness and lack of trick, and that the anxiety produced and suffered by the individual who endures it is beyond the normal range, where the intensity of these events and their violence reaches the level of threatening the life of the individual and his presence or anyone who is interested in (OMAR, 2010).

Diagnosis of post-traumatic stress disorder is carried out in a number of ways, including: psychological measurements, diagnostic interviews, and physiological measurement methods. All these methods are based on the formulation of diagnostic acts, which are the basic criteria and conditions that must be met to launch the diagnosis of the disorder.

4 Case study

Relying on the above and my being a dual stance, I am a social researcher and an exodus from the displaced of minorities inside Iraq. I have chosen cases from the camps for displaced minorities in Iraq, where I will shed light on cases of displaced Yezidis and Christians.

4.1 The Yezidis

After the disaster of August 3, 2014, Yezidis suffered the most heinous attacks by the Islamic State (ISIS), as they committed many massacres against this peaceful minority, which consisted of displacement, killing, kidnapping and raping women and girls and a demand for a change of their religion and a declaration of their conversion to Islam, as we mentioned earlier.

There is no doubt that the psychological collapse that afflicted Al-Yezidi community, especially Sinjar, paralyzed it, suffering from physical and psychological disabilities, and we do not exaggerate if we add spiritual suffering.

All physical and material effects affect the psyche of an individual, so what about a person with multiple effects accumulated and gathered in front of his/her eyes, leaving a painful and severe psychological trauma that may take a long time to heal.

The Yezidi individual has suffered from the loss of many elements of mental health, where he lives under psychological pressure that exceeds his capabilities and exceeds his psychological and material capabilities, so that a large percentage of those who escaped from the hands of the Islamic State (ISIS), have become subject to a range of mental illnesses and problems, in addition to changing their thinking styles when dealing with life variables.

4.2 The Christians

The crisis of forced displacement in general and the period that followed in particular caused painful psychological, social and health effects on society, reflected on the psychological stability of their members and their social harmony, such as fear, panic, sadness, frustration, failure, depression, stress, anxiety about the unknown future, fear of other sources of danger not feeling content about others, and the easiness of being infected with physical diseases. Certainly, forcibly displaced persons may be subjected to various psychological pressures in the course of their lives as a result of the bad conditions they experienced through the abandonment of their homes, properties and their livelihoods, or through intimidation and murder, or a family member got killed or kidnapped or as a result of the bad conditions in which they live, and the thing that exacerbated the problems that the displaced experienced is their life difficulties. The most important problems facing IDPs are the need for shelter, followed by employment and food. The majority of IDPs live in rented houses, but their financial resources are dwindling over time and rental prices are rising. Many displaced live with families or friends in crowded conditions, others live in collective settlements or public buildings, but they are vulnerable to eviction by local authorities or property owners. Hundreds of thousands live in camps.

In addition, lack of basic criteria and basic services such as clean water, sanitation, health and electricity has made it a major factor in the humanitarian crisis facing IDPs and the deterioration of health care for these IDPs, which increases their incidence of serious illnesses. These problems facing the forcibly displaced people certainly increase the psychological stress factors.

These stresses have the capability of erupting a mental disorder that may be acute and lasts a long time. Different stressful situations vary depending on the psychological structure of the individual. Some individuals have the ability to endure the most violent situations with a great deal of balance and some do not have this ability so that soon they suffer from physical collapse and some emotional illnesses.

The Method Adopted to Conduct the Research

As interviewers, we depended on direct in-person interviews with personalities who suffered the difficult circumstances that we mentioned earlier. For the Yezidis, the interviews were conducted in Shariyah camp as it is the largest Yezidi camp in Iraq from the. Each sample of Yezidis was interviewed separately and at an open time for each sample.

The Christians were interviewed in the city of Baghdadi-Qaraqosh in the houses of interviewees (samples) who returned back home after the forced displacement in the same way followed with the Yezidis.

We would like here to point out that all the samples, when the discussion reaches a turning point that irritates the memories, begin to suffer from obvious psychological symptoms such as trembling of hands and legs, or vibrating sound, or despondency and silence. It should be noted that we had to stop the interviews on more than one occasion due to this. The interviews were subsequently resumed after calm returned to the interviewee.

As interviewers, we asked specific open-questions to guide the interviews in the direction that serves the research requirements. Therefore, the research questions relate to the conditions of ISIS detention (for Yezidis), the participant's thoughts and feelings at that time, the memory of experiences in detention, the current thoughts and feelings about the experience, and the current problems related to the experience. Each question was followed up with appropriate investigations aimed at obtaining more details about the respondent's experience.

Types of Treatment

The support team is not required to be specialized in all types of treatment, but is required to support immediately after intermediate traumatic events, often in difficult circumstances and with limited resources, for example in refugee camps, in destroyed or semi-destroyed cities, or neighborhoods. They all make their task difficult and arduous, but activists and volunteers are kind-hearted and humane, so they dedicate themselves to supporting others and feel pleasure in

it, and that is what drives them to give more.

I. Psychotherapy

Psychotherapy is important in post-traumatic situations, in particular rape and torture, and the support team can communicate with psychotherapists in the nearby areas of the refugee camps or the nearest place to the afflicted cities, so that visits are organized to them, and treatment plans are set, and consumed and supervised by the support team, each according to their specialization and the training they get, and in general, psychotherapy is at several levels:

- Anxiety management: victims suffer from high levels of anxiety, and this is normal as they have doubts about the possibility of repeating what happened, and regain the details of their suffering so that there must be relaxation exercises, deep breathing, and trying to restore self – confidence and self – esteem.
- Cognitive therapy: It is about getting rid of irrational negative thoughts that usually accompany PTSD.
- Individual therapy: It aims to help the victim to face the circumstances, people and feelings that recall the incident or situation, so as to work to vanish those situations gradually or reduce their impact.
- Group therapy: This depends on the classification of cases, as the researcher mentioned earlier, so that it forms groups for each case of those who faced similar situations, so that it is easier to focus on their situation and measure the success of each plan.
- Drug therapy: currently available medications are not intended for PTSD, but depression and anxiety medications and mood enhancer's drugs can be beneficial, emphasizing that any prescription for therapeutic treatment should be medically supervised, to estimate the side effects of each drug and to determine the dosages and their schedules. No medication is dispensed except by the doctor, and the psychosocial support team has no right to do so at all (JACOB, 1999).

II. Therapeutic Therapy

Medical therapeutic therapy is the primary stage in the treatment of PTSD in order to relieve painful symptoms and facilitate psychotherapy. Studies have shown the usefulness of tricyclic antidepressants, selective serotonin reuptake inhibitors and monoamine oxidase inhibitors (MAOI). This helps to curb excessive physiological activity, improve sleep cycle and disturbed dreams and

reduce anxiety such as: imipramine, paroxynin and phenelzine. The same doses that are used in the treatment of depressive disorders are taken, and there should be continuation of taking the drug for 8 weeks, and for patients who respond to the drug should continue taking it for at least a year before considering withdrawal. Some studies suggest that drug therapy is more effective in treating depression, anxiety, and it should be overused in treating avoidance, denial, emotional numbness or dullness. There are also some useful drugs such as antiepileptics (carbamazines and valproate) and antipsychotics (Haloperol), but the latter are used for a short time to control severe aggression and agitation (Social Development Office, 2001).

III. Cognitive Behavioral Therapy

CBT strategies follow the methods or model of knowledge to deal with the distress. This therapy is used with survivors of war and torture. People with post-traumatic stress disorder cannot think reasonably about the situation they go through, and their recognition is confused and unclear at understanding or recognizing the reality of danger and threat. Methods of dealing with them and their treatment are influenced by their psychological situation, as CBT can be divided into two parts:

- **Cognitive Reconstruction:** This method focuses on the impact of thoughts and beliefs on the behavior of the individual and his feelings, and these are the ideas that explain the event or attitudes to the individual, that occurred to him and that are directly related to the occurrence of disorder to some and to the non-occurrence to others despite being affected by the same traumatic incident, and through this way the negative mechanical thoughts and silent assumptions are identified that contribute to his emotional disorder by replacing them with more adaptive beliefs, ideas and social skills, and to identify errors, falsifications or cognitive distortions. The patient may think that he is the only responsible one for all the pain that occurred to his friends who died in the battle, for example, and here the responsibility should be distributed among the individuals who caused what happened. This method is used in association with inundation and, especially after the end of the session. It is clear that this method depends on building more logical ideas than the irrational thoughts that the patient thinks of.
- **Improving Confrontation Methods:** It means learning a comprehensive and flexible category of confrontation skills, whether cognitive and behavioral, that can be applied over time, and in order to provide effective response to crises, there are conditions that must be met, and they are:

- Exploring reality and its problems and searching for adequate information.
- Expressing freely both positive and negative feelings with frustration endurance.
 - Seeking help from others.
 - Dividing problems into units that can be dealt with and treated at a certain time.
 - Treating fatigue and tendency to disturbance during the making of efforts and regulation and control of feelings.
 - Accepting feelings with flexibility and desire for change.
 - Having confidence in the self and others with optimism in the results of making efforts to confront the crisis (SUE et al., 1990).

IV. Drawing Therapy

Drawing is one of the successful types of treatment that relieves the stresses resulting from many mental disorders, especially for young age groups of children and adolescents, and it is easy to apply, especially if it is applied within the collective treatment of victims. It has been observed that children draw faces of victims or of violators so that they release their negative feelings, and they are seen drawing those horrible faces that have caused them terror in their own way, and then they tear them up. They avenge them to relax their conscience and calm their tired souls, and with the drawing we ask them to talk about their drawings, talk to them and ponder over them. We do not interrupt them, but we listen with interest, and make our comments brief, and at the end of the session, we hold an exhibition of all these drawings so that everyone takes part in the commentary and exchange of views. Drawing is the act of magic on children and adolescents, if it is invested well by specialists.

Handicrafts and Recycling of Environmental Waste

It is a field subordinate to drawing, but it focuses on handicrafts, and it is a field particularly likable for girls. Embroidery, needle works and sewing bring them the desire to express themselves and relieve stresses, and use environmental waste to recycle them for achieving beautiful handicrafts. Metal and paper cans, stick, sponge remains etc. can be turned into beautiful works that contribute to the reconciliation and rapprochement of the disordered individual with his family gradually, and the tranquility gradually returns to their delicate souls.

V. Music Therapy

Music and rhythm are an appropriate treatment for children with post-distress disorder and can take the following forms:

- Playing musical instruments.
- Forming musical bands and benefiting from talented musicians.
- Joyful Songs.
- Expressive dancing (if the interested and trainees are available).

VI. Sports Programs

The sports programs are a productive and endearing field for children, adolescents and youth of both sexes with a focus on:

- Interest in group games: Because team playing reintegrates the individual with society, makes the individual feel that he is not alone, and reduces his psychological congestion, and of collective games are: football, basketball, and volleyball etc.
- Competitive nimble games: such as running competitions, high climbing, tracing and so on.
- Fun games: The so-called games (Alkermes) are small fun games and a lot of these games can be identified through scouts and other programs.
- Sports competitions: such as a league between groups of children and young people within the camp, which raises their enthusiasm, restores joy to their souls and contributes to the speed of recovery.

5 Conclusions

Many respondents in our sample were subject to the loss of relatives and cultural heritage, and these losses were strongly implicated in the causes of the war, the savage of displacement, captivity, and murder. They suffered from starvation, killing, kidnapping, displacement and flight from their homes, searching for a place to protect them, as they faced crowded, unsanitary and abusive conditions, and separation from close family members who feared their death. However, the Yezidis suffered more than the Christians from this matter due to the reasons we mentioned earlier in our research and the death of many family members and close friends often in their presence. They also suffered more from poverty, isolation, apnoea, isolation, and marginalization. Yezidis were beaten and physically abused. Thousands died and were buried in mass

graves. For women, there was more insult and trauma resulting from rape and sexual assault. It is assumed that the longer a person spends an indefensible situation, the more deeply one will withdraw. And if the symptoms increase severely instead of decreasing over time, it is imperative that they cause severe distress, often to an individual who is exposed to it (such as natural or man-made disasters, battles, dangerous accidents, witnessing violent death of other people, or be a victim of torture and rape) (KHAIRBAK, 2008).

However, as mentioned earlier, responses to trauma reactions were prominent in interview discussions such as other topics that emerged such as physical concerns, poverty, unemployment, dissatisfaction with the current situation in the Nineveh Plain and Sinjar areas, and clear psychological symptoms among respondents. Consequently, concerns about the impact of public discourse on trauma may dilute the reality of the participants' live experiences. According to the behavioural theory, the traumatic event is like an unconditional stimulus that shows fear and anxiety associated with the unconditional or natural response, and the abnormal stimulus becomes an experience that is not associated with the traumatic event such as loud sounds, fire engines or other stimuli, a conditional stimulus that shows conditional responses of fear and anxiety, and the patient feels it after rest, and leads him to behave in a negative avoidance behaviour (DAVID, 1983). This is what we saw in the respondents' samples, where they showed clear symptoms of anxiety and fear of things that were previously negatively affecting their lives.

The fact that respondents voluntarily expressed PTSD symptoms, that is, without asking specific questions to assess the presence or absence of psychological symptoms, suggests that it is likely to be a real concern for individuals who have suffered abuse in detention in some of the respondents with the Islamic State (ISIS). It is important to consider the most urgent problems in this sample such as social isolation or withdrawal, and this is a clinical symptom that has been observed among victims of arrest and torture. There is also a decline in the field of emotional and sexual life so that the patient does not want or feel the desire or ability to participate emotionally and love with another person. This confirms that the injured have no sense of love and tenderness or have died emotionally. The death of emotion and feeling among these people is considered a defensive means used by the person to restore inner peace, but this method remains negative and destructive because it kills the meaning of life and hope (HOROWITZ et al., 1980). Nevertheless, although trauma symptoms have not been formally evaluated. Their expression by individuals in this sample suggests that PTSD may indeed be a terrible phenomenon in Yezidi and Christian minorities. Therefore, the symptoms of PTSD symptoms

may not be rooted in the traumatic event. The evaluation form did not allow the determination of a specific type of PTSD incidence and the sample was not large enough to provide data on rates of expression of these symptoms. However, it is important that symptoms such as those mentioned above have automatically volunteered the criteria specified in the Diagnostic Statistical Manual.

Feelings of separation are prominent in the respondents' description of their problems. These feelings took the form of not enjoying mixing or communicating with others. The emotional importance of social withdrawal is of great importance in a cultural context that emphasizes the interconnectedness of people and life in general. Moreover, in the context of respondents' willingness to break out of their isolation and mixing with normal life, this isolation is even more important. Thus, for those who answered social isolation, their daily activity and their associated community ethics were associated with a paradoxical experience in social distance.

Some respondents reported excessive alert disorder or arousal, such as difficulty concentrating and an inability to think correctly. It is best to look at these symptoms carefully, context of synergy in the discussion between the researcher and the respondent, as the patient suffers from muscle spasm, heart palpitations and blood pressure, especially when he is agitated and remembers the trauma. He also mentioned that the increased excitement of the autonomic nervous system is sufficient evidence to differentiate between the infected and the uninfected (ABDULKHALEQ, 1998). Some respondents reported that seeing a black uniformed policeman raised memories of their experiences at the time ISIS entered their areas and at the time of their detention or kidnapping as slaves, and raised feelings of anger and hatred. These experiences included a feeling that the traumatic event was repeated. Anger is also part of the PTSD symptom group. Many respondents reported thinking about the abuse they had experienced, and in some cases suffered rape at the time of their detention. Additionally, feeling unreal was part of some respondents describing their current symptoms. One respondent reported nightmares about their experience in detention. Memories of the experience of the ill-treatment caused by the Islamic State (ISIS) were also evident in the sample. Although the extent of the disability caused by trauma symptoms has not been formally evaluated, the thrust of the interview discussions conveyed a sense that respondents experienced at least some weakness in their performance and quality of life. From the interviews, the sense that respondents attributed to these symptoms seemed to approximate the presence of major psychiatric effects and disorders rather than clinical ones.

After all of what has been presented, it can be said that religious minorities, especially Yezidis and Christians, need a lot of assistance in all respects,

especially with regard to treatment and psychological support, in order that they become able to face life and live in a way befitting them. They also need the collaboration of all institutions in order to support and protect them, to contribute in rebuilding what has been spoiled and restore hope in the future.

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5 THE ROLE OF NGOS IN PROVIDING SERVICES TO REFUGEES IN JORDAN

(A Story of Compassion and Hope)

MAIN AL-DALAHMEH
MAIS HATAHET

These groups operate independently of government control and work tirelessly to provide support to those who have been forced to flee their homes due to conflict, persecution, and crises. This title sheds light on the invaluable role of NGOs in meeting the immediate and long-term needs of refugees and their unwavering commitment to making a difference in the lives of some of the world's most vulnerable people.

Definitions

We will include some basic definitions for the most important words used in this study below in order to form a simple and fixed interpretation of these terms. Any of these concepts are based primarily on the literature review, considering the circumstances of this study.

***NGO:** “An NGO is a non-governmental organization that is typically a non-profit, volunteer-based group operating at the local, national, or international level.” They are task-oriented and driven by individuals who share a common interest. NGOs serve a variety of functions, including providing services and humanitarian aid, bringing citizen concerns to governments, advocating for policies, monitoring policies, and promoting political participation through the provision of information. Some NGOs are focused on specific issues such as human rights, the environment, or health. They also provide analysis and expertise, act as early warning mechanisms, and assist in monitoring and implementing international agreements”.*

***Civil society organizations:** “Civil society organizations are more than just NGOs or charities.” “Civil society encompasses informal organizations, such as neighbors, clans, and tribes, as well as organizations formed around a common interest, such as workers, students, or people with a shared identity.”*

Informal organization: “An informal organization refers to the social structure of an organization, in contrast to its formal structure.” It determines how an organization operates in practice. “The informal organization may work in conjunction with the formal structure, parallel to it, or even in opposition to it.”

The refugee status: “Refugee status applies to an individual who, due to a well-founded fear of persecution based on factors such as race, religion, nationality, membership in a particular social group, or political opinion, is outside their home country and unable or unwilling to seek the protection of their home country.” (Zimmermann, 2011; UNHCR, 2020)

Humanitarian Protection: “Humanitarian protection is the effort to protect the fundamentals.” “The well-being of individuals caught up in certain conflicts or “man-made” emergencies has moved from the periphery of world affairs to center stage over the past few decades” (UNHCR, Handbook on Procedures and Criteria for Determining Refugee Status, 2019, p.95)

1 Introduction

Jordanians have a long history of generosity toward refugees from neighboring countries and beyond. Prior to the founding of the Kingdom of Jordan, specifically at the end of the 19th century and the beginning of the 20th century, during the era of the Ottoman Empire (Hamed-Troyansky, 2018). Muslim refugees from Chechnya and Circassians arrived between 1878 and 1914 (Hamed-Troyansky, 2017). After that, Christian Armenian refugees arrived in 1915 (Hamed-Troyansky, 2021) hundreds of local farmers and nomads petitioned Russian authorities to allow them to become Christians. Most of them were Muslims and specifically requested to join the Armenian Apostolic Church. This article explores religious conversions to Armenian Christianity on Russia’s mountainous southern border with the Ottoman Empire and Iran. It demonstrates that tsarist reforms, chiefly the peasant reform and the sedentarization of nomads, accelerated labor migration within the region, bringing many Muslims, Yazidis, and Assyrians into an Armenian environment. Local anxieties over Russian colonialism further encouraged conversions. I argue that by converting to Armenian Christianity many rural South Caucasians benefited from a change in their legal status, which came with the right to move residence, access to agricultural land, and other freedoms. Russia’s Jewish communities, on the other hand, saw conversion to Armenian Christianity as a legal means to circumvent discrimination

and obtain the right to live outside of the Pale of Settlement. By drawing on converts' petitions and officials' decisions, this article illustrates that the Russian government emerged as an ultimate arbiter of religious conversions, evaluating the sincerity of petitioners' faith and how Armenian they had become, while preserving the empire's religious and social hierarchies.”, "author": [{"dropping-particle": "", "family": "Hamed-Troyansky", "given": "Vladimir", "non-dropping-particle": "", "parse-names": false, "suffix": ""}], "container-title": "Comparative Studies in Society and History", "id": "ITEM-1", "issue": "1", "issued": {"date-parts": [{"2021", "1", "1"}]}, "page": "242-272", "publisher": "Cambridge University Press", "title": "Becoming Armenian: Religious conversions in the late imperial South Caucasus", "type": "article", "volume": "63", "uris": [{"http://www.mendeley.com/documents/?uuid=c320b5e5-09c1-3de7-8d75-b7837cd05f92"}], "mendeley": {"formattedCitation": "(Hamed-Troyansky, 2021. And then there was the massive influx of Palestinian refugees in 1948 and 1967 (Chatelard, 2010). Then the kingdom has received Iraqi refugees after the U.S. invasion of Iraq in 2003 (Al-Qdah & Lacroix, 2011)a community organization in Amman, Jordan. The study identified key problem areas requiring immediate intervention on the part of social workers. We raise issues for working with refugees in protracted situations, and questions for future research. © The Author(s), and lastly, Syrian refugees after the revolution since 2011 to this day. In addition to receiving a small number of refugees from other Arab, Asian, and European countries (Alshoubaki & Harris, 2018)currently totaling to the alarming number of 1.2 mln people. Addressing the need of Syrian refugees has drained the resources of Jordanian government and has had its substantial impact on Jordanian society overall. In an effort to better understand the humanitarian, political, economic, sociocultural and environmental challenges to Jordan and its government, this study has developed a comprehensive analytical framework. The comprehensive analytical framework has been developed based on the system thinking approach and the systematic review of gray literature and peer-reviewed articles. This framework provides a better capacity to discover the potential consequences of a massive refugee influx and covers the vital factors based on the realistic criteria regarding the burden of refugees on the formulation of policies. The analytical framework is applied to Jordan as the receiving state since the influx of Syrian refugees into Jordan in 2011 to 2015 and it potentially could be used as a comparative analytical tool for other receiving states.”, "author": [{"dropping-particle": "", "family": "Alshoubaki", "given": "Wa'Ed", "non-dropping-particle": "", "parse-names": false, "suffix": ""}], [{"dropping-particle": "", "family": "Harris", "given": "Michael", "non-dropping-particle": "", "parse-names": false, "suffix": ""}], "container-title": "Journal

of International Studies”, ”id”: ”ITEM-1”, ”issue”: ”2”, ”issued”: {”date-parts”: [[”2018”]], ”page”: ”154-179”, ”title”: ”The impact of Syrian refugees on Jordan: A framework for analysis”, ”type”: ”article-journal”, ”volume”: ”11”}, ”uris”: [”http://www.mendeley.com/documents/?uuid=fbd0fbd4-74c7-3baf-b271-6114b84e5b6b”]}, ”mendeley”: {”formattedCitation”: ”(Alshoubaki & Harris, 2018).

The ability of Jordan to accommodate and incorporate waves of refugees from various parts of the Middle East has been truly remarkable and has been tested throughout history. For numerous refugees, Jordan has become their new home, a place where their children will grow up and build their lives. The impact of these refugees on Jordan’s history is significant, as they have shaped its society, economy, and even stability, adding to its rich and diverse character. As we face the ongoing Syrian refugee crisis, it’s important to acknowledge Jordan’s history and the leadership that has emerged from its refugee population (Hamed-Troyansky, 2014).

Boulby (2018) it is clear that the constant influx of refugees into Jordan has placed increasing strain on the country’s resources and infrastructure each year. One might expect that this would lead to a breakdown in relations between refugees and host communities, but in reality, Jordan has consistently welcomed these large numbers of refugees with open arms, both at the popular and government levels.

Though Jordan is not a signatory to the 1951 Refugee Convention, the government of Jordan and UNHCR have a memorandum of understanding covering asylum seekers and refugee issues (Miqdadi, 2015).

In this study, we will shed light on the role of non-governmental organizations (NGOs) in providing services to refugees in Jordan, as well as on refugee service programs and resettlement with collaborative agencies in Jordan.

Many experts, researchers, and NGOs working in these agencies frequently express how difficult it is to work not only in the infrastructure of the refugee resettlement system but also to understand the cultures, diversity, and expectations of some of these refugees who come to Jordan, so programs in Jordan aim to understand best practices in terms of refugee resettlement and refugee service management, particularly in collaboration with the UNHCR (the UN agency for refugees) or even the specific agencies dealing with Palestinian refugees, such as the UNRWA. But also with other Jordanian organizations, such as the Jordanian Alliance Against Hunger, an NGO founded by Princess Basma that coordinates many programs each year, with the benefit of learning best practices such as how to understand, serve, and operate in the heart of the Middle East and Arab context. At the same time, bridge that with international knowledge. The reality

in Jordan reflects a lot of situations in different countries (Banks & Hulme, 2012) NGOs have played an increasingly prominent role in the development sector, widely praised for their strengths as innovative and grassroots-driven organisations with the desire and capacity to pursue participatory and people-centred forms of development and to fill gaps left by the failure of states across the developing world in meeting the needs of their poorest citizens. While levels of funding for NGO programmes in service delivery and advocacy work have increased alongside the rising prevalence and prominence of NGOs, concerns regarding their legitimacy have also increased. There are ongoing questions of these comparative advantages, given their growing distance away from low-income people and communities and towards their donors. In addition, given the non-political arena in which they operate, NGOs have had little participation or impact in tackling the more structurally-entrenched causes and manifestations of poverty, such as social and political exclusion, instead effectively depoliticising poverty by treating it as a technical problem that can be ‘solved.’ How, therefore, can NGOs ‘return to their roots’ and follow true participatory and experimental paths to empowerment? As this paper explores, increasingly, NGOs are recognised as only one, albeit important, actor in civil society. Success in this sphere will require a shift away from their role as service providers to that of facilitators and supporters of broader civil society organisations through which low-income communities themselves can engage in dialogue and negotiations to enhance their collective assets and capabilities.

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NGO programs also aim to encounter dialogue and engagement at the local level in order to improve services and values, as well as to assist in how we can reflect some of our own deepest values as a Jordanian society as global citizens in line with the values and expectations of populations worldwide and the struggles for justice of populations worldwide, particularly in refugee areas in Jordan, that we have been working toward in vain (Taş, 2013).

Thus, the local and international NGOs in Jordan are there to listen mostly but also engage in a true dialogue that will lead to many possible positive

results, both for the refugees themselves and the NGOs serving them (Schulpen & Habraken, 2013).

2 Theoretical framework

2.1. Non-Governmental Organizations (NGOs)

Non-Governmental Organizations (NGOs) imply all voluntary work carried out by members of civil society who have shared common goals, interests, principles, and values. NGOs offer services such as assisting certain classes of individuals, schooling, culture, and environmental sustainability, all with the purpose of conveying a certain point of view or updating and improving a specific idea. Moreover, some of these NGOs intend to affect public policy by influencing legislators and policymakers, as well as foreign policy (Fisher, 1997; Baillie Smith & Jenkins, 2012).

Cooper (2018) indicated that civil society encompasses a diverse variety of non-profit and non-governmental organizations that have a public profile in the community and share the interests, principles, and values of their members or others, based on cultural, social, ethical, scientific, spiritual, or charitable considerations. Civil society is a broad concept that includes a diverse range of organizations and groups that are independent of the government and operate in the public sphere, including NGOs (non-governmental organizations). NGOs are a type of civil society organization that is typically non-profit and focused on addressing specific social or environmental issues, advocating for certain causes, or providing services to marginalized communities. In short, all NGOs are part of civil society, but not all civil society organizations are NGOs.

There are organizations defending the rights of specific groups in terms of goals, such as teachers, workers, journalists, lawyers, farmers, etc (OHCHR, 2016). Certain NGOs have a religious or missionary nature, while others work to defend wildlife and the environment. Private clubs for bird lovers, as well as several organizations dedicated to numerous sporting events, such as soccer, tennis, cycling, or sailing, are examples of organizations founded based on hobbies that are shared by a class of citizens. Other NGOs are dedicated to bringing major changes to a range of matters that they believe to be important to society, politics, and economics in general.

Those organizations, in general, include several human rights organizations that advocate for various human and political rights of society as well as specific social classes, such as women's protection organizations, youth organizations,

or various minorities' rights. Other NGOs are dedicated to having a substantive impact on a wide range of matters deemed critical on a general (macro) political, economic, or social level (Bob, 2007).

Charities and non-governmental organizations play a significant role in fostering growth in many countries around the world, whether through employment generation or cultural development, as is apparent in developing countries (Kennedy & Dornan, 2009).

Civil society is not restricted to individuals volunteering exclusively for the purpose of social benefit or building charities for individuals engaging in shared recreation or sports, but also includes the right to create institutions and enterprises for purposes of commerce, agricultural activity, or industrial production. The growing number of joint-stock companies formed by parent organizations, for example, will increase job opportunities. Business organizations put less pressure on the government to provide jobs for anyone who would otherwise be unemployed. This encourages the government to commit more funds to education, from primary school to university education, as well as good preparation for young people to successfully engage in the labor market. The state is responsible for infrastructure such as transportation, railways, and postal services, whereas civil society is a collective unity and social solidarity that involves everyone, including the worker-employer relationship (Principi et al., 2012).

Informal agreements organizations, such as those formed by organizations and neighbors to address a specific problem or organize an event celebration, are also classified as civil society organizations. In certain communities, clans play a major and successful role in providing services, as well as having a strong impact on their members, in addition to trying to achieve interdependence and unity in the face of challenges and contributing to the provision of voluntary donations in many cases, so we can conclude that the tribes are one of the most influential examples of informal civil society organizations in many communities, in terms of ability and power (Boege, 2006).

2.2 The Role of Local and international NGO in providing services to refugees in Jordan

During humanitarian crises, civil society organizations often play an important role. This can involve existing organizations contributing to the humanitarian response, or new organizations and charities being formed specifically to address the crisis and provide targeted services to a particular group of people (Calhoun, 2008).

The Red Cross is an example of an organization that existed before crises and

has contributed to many humanitarian situations globally, including providing assistance to Syrian refugees. On the other hand, there are newly formed organizations that are specifically designed to serve a particular group of people, such as the Syrian refugee community. These organizations offer services that are tailored to the needs of this group (Fiddian-Qasmiyeh & Pasitto, 2019).

The Syrian crisis is one of the worst humanitarian crises since World War II, and many heroic acts have emerged to assist those affected by the crisis. Local Syrians, such as the White Helmets, have provided aid and relief work. At the regional level, neighboring countries like Jordan have received a large number of Syrian refugees, and some organizations and charities that existed before the crisis have expanded their services to serve refugees. Additionally, new organizations have formed specifically to assist Syrian refugees (Al-Dalahmeh & Dajnoki, 2021).

Table 5.1: List of the main organizations that provide their services to the refugees in Jordan, with links to their official websites

	Name of Organization	Link
1	JOHUD International Committee of the Red Cross	https://www.johud.org.jo/?l=en https://www.icrc.org/ar
3	Eid charity	http://www.eidcharity.biz/en/site/web/index.php
4	Al U'rwah al wuthqa	http://www.uw-jo.org/AR/Page.aspx?ID=2
5	United Nations High commissioner for Refugees	https://www.unhcr.org/
6	King Salman Humantarian AID & Relief Centre	https://www.ksrelief.org/home/index
7	International Islamic Charity Organization	https://www.iico.org/ar/about/us.html
8	Jordan Hashemite Charity Organization	https://www.jhco.org.jo/subdefault.aspx?pageid=95&NewsId=243&MenuId=17
9	Altkaful	http://alkaful.net/
10	Medecins sans frontierse	https://www.msf.org/
11	Jordan River Foundation	https://www.jordanriver.jo/en
12	Arabian medical relief	https://amr.org.jo/english/
13	Al kitab & Al sonna association	http://www.ktabsona.com/index.php?pg=5G9tZQ==

Source: Author's own Compilation (2021)

3 Services provided to the refugees in Jordan

JOHUD (which stands for “effort” in Arabic) is one of the oldest and largest nonprofit organizations in Jordan. It was established in 1977 with the goal of promoting social and human development and promoting equality for all people living in Jordan, regardless of their nationality. JOHUD is considered to be one of the best organizations in Jordan, playing a major role in providing social support and promoting social justice for refugees. It’s worth noting that the term “refugees” in Jordan encompasses not just Syrians but also Palestinians, Iraqis, and individuals from other nationalities. JOHUD works directly with those who are in need of support, whether they need guidance, someone to talk to, or a source of comfort. The organization believes that every person living in Jordan deserves to have a secure livelihood, to live in peace, to have the ability to make decisions, and to enjoy a high quality of life. Despite challenges such as poverty, the refugee crisis, and social injustice, JOHUD is committed to working towards social justice and breaking down these barriers, one step at a time (Johud, 2021).
Top of Form

Jordan is home to 51 Community Development Centers (CDCs), all of which share a common goal: to provide the best possible resources, skills, and support to promote human development, particularly for women, children, and marginalized groups. These centers host various programs and training sessions, primarily aimed at refugees, women, and children, with the aim of enhancing their social and economic participation and promoting social justice. The sponsors of these initiatives have stipulated that at least 30% of the participants should be Jordanian in order to foster a diverse and inclusive environment, reduce tensions between the host community and refugees, and ensure the effectiveness of the training programs, starting with basic life skills training, time management, awareness workshops for dealing with social and family issues like abuse, drug use, and other problems, plumber workshop with equipment’s box for each participant, community programs help ease communal tensions between refugees and local Jordanians, sport gym, dance and music lessons, technology center, library, ” I have a story” program for women who suffer from violence or sexual abuse, gardening programs, self-defense trainings, entertainment activities and programs, computer advance and basic skills training, and many other programs. Individuals are entitled to participate in these programs voluntarily, without any restrictions. They simply need to visit one of the CDCs and register, after which they will be notified of any programs that are appropriate for their age group. Participants are free to join or leave the program at any time. Many of the programs offer meal

and transportation allowances to all participants. These programs are run and supported by a variety of organizations, including USAID, UNHCR, the United Nations, UNESCO, and Generation for Peace.

3.1. Learning for Development

There are plenty of programs executed in the 51 centers directed at using information technology for learning and development, but as is known, access to ICT is not always available in rural and unprivileged areas like refugee camps, specifically for women, because even when there is a cafe or public place where there is a possibility of using computers and the internet, women are not so welcome because of the mentality and way of thinking of the society in which they consider those places to be typically for men. However, Princess Basma Centers for Development have launched two major programs considering the importance of ICT for empowering communities and reinforcing social connections. The first initiative is the knowledge stations, which are distributed in 24 centers all over the country, focusing on learning the basics and advanced technologies and computer skills, ensuring that the majority of the local community has access to the internet and can utilize it, and keeping people empowered, skilled, and actively participating in building society. The other major program is “Offer computer clubs for talented people.”

Intensive training on advanced technologies, coding, graphic design, and robotics. Those programs are vulnerable to anyone who discovers a talent and to people of all ages. Moreover, they partnered with the global clubhouse network, which can connect participants online via virtual conferences and workshops, enabling them to build social connections outside the community.

3.2. Community Development

JOHUD believes that every person who lives in Jordan should never worry about where to get the next meal, how to keep warm in the winter, or how to access clean water, medicine, or clothes. Although most of the programs are focused on providing sustainable long-term solutions and empowering self-reliance in fighting poverty, sometimes in-kind urgent aid and assistance would be prioritized.

The Goodwill Campaign (GWC), which was launched in 1999, is the major program in terms of community development; it is a massive campaign that eventually covers all citizens, beginning with medical care, schooling, scholarships, in-cash and in-kind assistance, start-up projects for poor families,

and providing place, equipment, materials, and any other types of assistance they may require to start a sustainable long-term project. Economic empowerment is regarded as one of the best long-term solutions to poverty by providing refugees and Jordanians with the opportunity to earn a sufficient and stable income through employment. Basic and advanced professional and career training are conducted in the centers. In response to market needs, the CDC tries to provide all needed training and equipment in order to meet the requirements of the domestic market and keep up to date.

The programs offer training mainly for women and youth in trade, manufacturing, agriculture, tourism, and hospitality, in addition to skills concerning CV writing, teamwork, time and self-management, and effective communication strategies, so that participants are ready for the actual market and workplace. Moreover, the CDC has connections with other institutions and agencies that can offer stable jobs for the candidates who have successfully passed the professional training program.

3.3. Natural Resources Management and Sustainability

Jordan is considered the country with the lowest water supply on earth per capita, in addition to the huge influx of refugees and immigrants, which has also negatively affected the distribution of natural resources among all people who live in Jordan. In this context, JOHUD has focused on the management of natural resources, agriculture, and water. There are several programs and initiatives held through the CDC's network. People can participate in training to improve their skills in several domains, such as harvesting methods and technologies, water consumption, and grey water reuse. The programs also encourage refugees to use available land in their area to plant seeds and produce the basic vegetables they require. Moreover, they offer gardening tools, equipment, seeds, and plants; the CDCs also offer a place where people can sell their production without paying any fees. Those strategies help community members have self-efficacy, participate actively in the labor market, and maintain a good quality of life.

4 Participation and rights

4.1. Women Empowerment

Women are the basic component of most of the programs and initiatives; they believe that communities would never be able to develop and reach

their full potential without women's participation. The CDCs focus on women's empowerment and rights through different approaches, starting from awareness workshops about their basic rights to helping them build up their own businesses. Refugees' women are also entitled to most of the programs running under the participation and rights umbrella; furthermore, they can be part of a women's committee where every woman has the right to lead the committee and start managing and developing local community initiatives and programs; in addition, the CDCs offer a friendly, comfortable environment where any issue can be freely discussed and negotiated.

Psychiatric support and rehabilitation are also one of the programs held at the CDCs for refugee women who suffer from post-traumatic disorders or any kind of psychiatric disorders. A specialized team works together with social workers to help them overcome their fears or stressors and cope with the new environment and community.

4.2. Youth training

Youth refugees have also become part of the programs where they can build their skills, enhance or discover their hobbies or talents, actively participate in local community development programs, and find their own career. There are also youth committees, and each participant has the opportunity to lead the committee and be responsible for using their full potentials to develop and launch initiatives in local communities to build a better future and better opportunities.

A wide range of trainings and workshops are held throughout the CDCs all over the country, especially in disadvantaged areas and refugee camps. These include career preparation, basic science, self-management, leadership skills, advanced technology, debates, coaching skills, and many others.

5 Social support

5.1 Work with Refugees

Community Development Centers (CDCs) are located in disadvantaged areas where many refugees reside. These areas often face challenges such as limited resources and opportunities, and the presence of additional competition for these resources from refugees can create tension between them and the local host communities. To address this issue, CDCs have implemented a variety

of programs, activities, and initiatives aimed at fostering direct or indirect interaction between the communities, promoting unity, and reducing conflict.

At the CDCs, Syrian, Palestinian, Iraqi, Somali, and Sudanese refugees, as well as members of the Jordanian local communities, are given equal opportunities to participate in community committees and various programs. They also receive comprehensive support, including social, medical, psychological, and financial assistance, delivered by a professional team in partnership with NGOs. It's worth noting that the number of Syrian refugees is higher compared to other nationalities. To ensure that both Syrian refugees and Jordanians are able to live together in peace and harmony, the CDCs have implemented various initiatives, such as sports clubs with a mandatory 30% representation of Jordanians and 70% representation of Syrian refugees and other nationalities on each team. There are also music clubs, art and craft centers, technology centers, and activities for the elderly, all aimed at fostering social interaction and building a unified community.

Social support teams are always ready, prepared, and available to provide any kind of help for refugees. Also, there are mobile teams that go in many cases to the refugees' camps to make case evaluations and provide help and support for those who cannot go to the centers. JUHOD also launches a model preschool and learning center for early child development and children with special needs. They provide continuous and extensive support for the children with any kind of disability in addition to counseling and awareness programs for the parents and family. They believe that children's education and development is an investment; furthermore, different ways of teaching and learning approaches throughout the learning process have been adopted and are successfully administered via well-trained teachers and rehabilitation teams, such as the "learning through play" strategy, which becomes one of the most adopted strategies for all preschool programs, especially in the remote schools inside the camps.

This institution exists to serve disadvantaged and poor communities and any person who lives in Jordan and is going through hard times. Refugees and migrants have become the foundation stone for all the initiatives and programs; they are on the top priority list. Most refugees and immigrants, as well as their children, have benefited from the programs, even if they just want to come and spend time in a safe, free place with their friends. Every center has a playground where all children can use and play for free, and women can also participate in entertainment programs inside the centers, such as gym or dance workshops or evening gatherings in the center's yard, which women are not allowed to go to in most cases. In addition, the CDCs frequently organize a trip inside Jordan where anyone can join freely and travel via private buses owned by the institution,

and sometimes outside the country in conjunction with other NGOs on a totally covered trip.

The team who works at the CDCs is a multidisciplinary team from different specialties; however, people who work there should not have a specialized certificate in social work or sociology or any related specialty; it is enough to have passion and related trainings and workshops, to have participated in volunteer work, and to love helping others without any kind of discrimination.

Conclusion

The main focus of the study is to shed light on the role of non-governmental organizations (NGOs) in providing services to refugees in Jordan. The study also discusses refugee status, humanitarian protection, and the history of refugees in Jordan. It aims to provide an understanding of the best practices in refugee resettlement and refugee service management, particularly in collaboration with the UNHCR and other Jordanian organizations. Moreover, the article discusses the services provided to refugees in Jordan by JOHUD, one of the oldest and largest non-profit organizations in the country. JOHUD works towards social justice and provides support to refugees, women, children, and marginalized groups through various programs and training sessions at 51 Community Development Centers (CDCs) throughout Jordan. These programs include basic life skills training, time management workshops, awareness workshops for dealing with social and family issues, self-defense training, and access to information technology.

JOHUD also offers in-kind and cash assistance through its Goodwill Campaign and economic empowerment programs, including job training and connection with domestic markets. In addition, JOHUD focuses on natural resource management and sustainability to address the challenges faced by refugees and the local community. The article emphasizes the importance of social justice, inclusivity, and self-reliance in promoting human development and equality in Jordan.

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6 SITUATIONAL REPORT OF INTERNALLY DISPLACED PERSONS (IDPS) IN NIGERIA

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Abstract

This article focuses on the plight of Internally Displaced Persons (IDPs) in Nigeria. Specific attention in terms of the situational report of the main issue of discourse in this article is centred on the rising number of Internally Displaced Persons (IDPs), as a result of the conflict and acts of terrorism melted down by the Boko Haram group. This terrorist organization have been operating in the country for over a decade and have created a situation in the northeast, where people have had to flee from their homes in order to be safe and far away from immediate danger. This terrorist crisis has led to an increase in IDPs as well as IDP camps in the country.

These camps have been for most of the displaced individual a place of relative safety. However, because of the growing number of IDPs it is becoming growingly difficult for government and non-governmental agencies and organisations alike to cater for the various needs of these people who have displaced from their homes as result of terrorist. Also, in this article, attention is also given to other factors aside, terrorism that has led to the displacement of people from their homes and communities across Nigeria, into IDPs for shelter and safety. In addition, there is a look at the various factors surrounding Internally Displaced Persons (IDPs) in the country Nigeria. This means taking a situational analysis from the few point of the non-governmental organisations, civil society, government agencies and policies as well as situational viewpoint from the angle of the Internally Displaced Persons (IDPs).

Introduction

The struggle of Internally displaced Persons (IDPs) and refugees has continually increased over a number of years (Ladan, 2013).

Additionally, in this time frame we have seen a drastic increase in the overall numbers of Internally Displaced Persons (IDPs) and(or) refugees. The numbers

are put forward to be around 50 million, globally and a huge percentage of this number is made up of people from Africa and Asia (Okpeh, 2008; CRISE, 2007).

Conflict or war-like states before the Cold War were between two or more sovereign countries. However, after this period saw the rise in armed conflicts from non-sovereign entities within a country (Laqueur, 2004).

This basically interprets that after the period of the Cold War conflicts and war became more internal. Such conflict would be between a group rising against the government or two ethnic or culturally separate entities having a dispute over issues that overlap between politics and(or) economics. Sadly, both has been the case for Nigeria since gaining its independence in 1960 from the British government (Okpanchi, 2010).

In this manner, the most pulverizing impacts of these revolts everywhere on the world have been the high number of humanitarian crisis in the shape of Internally Displaced People (IDPs), increasing number of refugees, food weakness, spread of odious illnesses, sex and sexual based violence (Hughes, 2012).

Conceptual Framework

The Internally Displaced Persons (IDPs) are a group of people dislodged inside a topographical area. This displacement makes them to endure a few outcomes as their methods for livelihood, for example, farming and trading are cleared out because of rough clashes or calamity of violence (Ladan, 2011).

Such IDPs frequently experience demolishing circumstance of food uncertainty and malnutrition, having been uprooted from their methods for occupation. The United Nations Guiding Principles (1998) characterized Internally Displaced Persons as; „people or gatherings of people who have been constrained or obliged to escape or to leave their homes or places of home and residency specifically, because of or to stay away from the impacts of furnished clash, circumstances of summed up viciousness, infringement of basic liberties or regular or humanmade catastrophes, and who have not crossed a globally perceived state line or border“ (Nnadi et al, 2020).

These circumstances among others make the requirement for a philanthropic and humanitarian reaction. The African Union Convention for Protection and Assistance of Internally Displaced Persons in Africa (Kampala Convention, 2009) additionally characterized Internally Displaced Persons, in accordance with that of the United Nations Guiding Principles. Inside Displaced Persons (IDPs) are consequently, residents of a country who are a dislodged inside the

area of a country because of catastrophic events like disintegration/flooding, desertification, and so forth. Individuals could likewise be uprooted because of man-made calamities like common war, inner outfitted clash, illegal intimidation, terrorism etc, like the cases in Nigeria. In these circumstances, individuals are left with the choice of escaping their homes and common living spaces for wellbeing (Nnadi et al, 2020).

Durosaro and Ajiboye distinguished two significant segments of the IDPs, first, the coercive or in any case compulsory character of movement and the way that such movement happens inside national boundaries. The most distinguished normal reasons for compulsory movements are; equipped clashes, brutality, basic freedoms infringement and fiascos. The second part of the IDPs is the movement inside national boundaries. Since IDPs remain lawfully under the protection of public and state authorities of their country of origin, they are required to receive similar rights as the rest (citizens who are not displace) of the populace (Durosaro and Ajiboye, 2011).

In circumstances of relocations, these displaced people face untold financial difficulty, mental injury and social separation. In such manner, they need the help of the public authority and other humanitarian organisations that could mediate to pad the impact of difficulty to carry aid to the IDPs. NEMA was set up as a central government organization to bargain in addition to other things, with the issue of inside removal of residents of the country (Durosaro and Ajiboye, 2011).

The marvels of insurgency in Nigeria have been apparent since her freedom in 1960, going from the twelve-day upheaval by AdakaBoro (1964), to the Civil War(1967-1970), to the different ethnic volunteer armies, for instance, the O'odua People's Congress (OPC), the Movement for the Actualization of the Sovereign State of Biafra(MASSOB), the Movement for the Emancipation of Niger Delta(MEND), the Niger-Delta defiance and the latest famously known as Boko Haram which has been working in Northern Nigeria since the mid-2000, with its inception connected with a large amount of social, economic and religious instability among specific communities in the North. Whose exercises have released horrible crisis and social insecurity in North Eastern Nigeria (Fwatshak and Larab, 2007; Ikelegbe, 2010).

The United Nations High Commission for Refugees (UNHCR) portrays IDPs as „likely the biggest group of vulnerable individuals on the planet“ (UN, (1998:1). The National Commission for Refugees, Migrants and Internally Displaced Persons (NCREMIDS) recorded an expanding number of IDPs in Borno, Yobe and Adamawa (North east Nigeria) which in 2014 remained at 102,560 in Adamawa State; 257,694 in Borno State, and 76,354 in Yobe State. In 2015, Borno state alone had around 1,000,000 500 IDPs as per the National

Emergency Management Agency (NEMA) (UNDP, Human Development Report, 2018).

The Islamic extremist group which is rather known by its Hausa name „Boko Haram“ was an extremist Salafist bunch which later changed into a Salafist-Jihadist extreme terrorist-based group after year 2009. The expression Boko Haram is gotten from a mix of both a Hausa word Boko (book) and Arabic word, Haram (illegal) signifying „Western educational institutionalization is taboo“. The Boko Haram is likewise called Jama‘tu Ahlis Sunna Lidda‘awati wal-Jihad which implies in English „Individuals Committed to the Propagation of the Prophet’s Teachings and Jihad“ (Cook, 2013).

Nigeria likewise seems to have borne the full brunt of numerous long periods of disregard and primary disparities stemming generally from the inability to address woeful everyday environments and absence of monetary freedoms, especially in the North East. As the state proceeded to withdraw and the economy dwindled, the nation got found a little tip top that was profoundly saturated with prominent utilization to the detriment of the lion’s share being managed by selected few in political or economic position of power. Amidst far reaching and bountiful destitution, a prolific climate was accordingly made for Boko Haram to flourish (Kashim, 2012).

More so, religion when placed in a society such as Nigeria (with political and economic instability) can be used as a tool for individuals to carry out their wrongdoings. It is to say that the impacts of disappointment support defiance and lack of care among most of the populace and achieves revolt, fretfulness, psychological oppression, viciousness and such like enemy of social exercises. In such undesirable conditions, individuals will in general recognize all the more intimately with their religion and religious beliefs as a link to seeking out hope of getting out of their current predicament; including a craving to acquire support; ascend against the systemic oppression; plan strategically for their own security (UNDP, Human Development Report, 2018).

This condition of illicit relationships to an absence of political authenticity to which he continues to fix the vast majority of the emergencies, violent acts of terror and particularly, the powerlessness to achieve real advancement on the idea that these acts come in a reaction to the government being unable to cater satisfactorily to the requirements and desires of the majority. There is a believes that tribalism and the control of strict estimations, just as regionalism have been utilized to legitimize inconsistent turn of events which has simply resulted terrorist activities by the Boko haram group, resulting in people being displaced and forced to flee their homes and become refugees or move into IDP camps (Imasuen, 2015).

Boko Haram Insurgency in Nigeria Placed into Context

The year is 2011 and a bomb has just been detonated by a suicide-bomber at the UN building the capital of Nigeria, killing around twenty-one people and wounding several others. The attack was orchestrated by the now already infamous and well dreaded insurgency group known as Boko Haram. This was another of their terrorist attack in the country dating as far back as 2009, when the group started to gain more infamous prominence from their terrorist activities mostly carried out in the northern part of the country. The group had been existence prior to the aforementioned year but their activities were not as dangerous (Cook, 2013).

Relations between Boko Haram and other Nigerian revolutionary gatherings are hazy. Albeit most eyewitnesses express that the gathering's name is really Jama'at ahl al-sunna li-da'wa wal-qital and that it is the descendent of the gathering that in 2002 was alluded to as the Nigerian Taliban, it isn't sure beyond a shadow of a doubt that these gatherings are the equivalently the same (Cook, 2013).

Boko Haram has had the option to extend control over the north-eastern part of Nigeria, where the police and armed force have viably let completely go of their control. They have not, be that as it may, prevailing with regards to going past their capacity to force fear upon the capital of Borno State, Maiduguri, into really endeavouring the power in the state. However, Boko Haram has unquestionably had the option to take advantage of discontent among northern Muslims, who have not been happy with the burden of Shari'a during the years since 2000 (individuals expected that the draconian disciplines would shorten defilement and wrongdoing; Boko Haram offers a more straightforward and brutal arrangement). There are reports that even northern Muslim military personnel shipped off to invade the gathering have gone along with it by joining the group. Resistance from significant Muslim strict figures in the north proposes that Boko Haram has nearby resistance that it needs to make quiet in order to keep up its control (Cook, 2013).

Boko Haram's change into the utilization of self-destruction assaults like suicide bombers proposes that the gathering may have associations with other major Salafi-jihadi associations. The arrival of an affliction video in September 2011, a media occasion not related with local extremist Islamic gatherings, proposes associations with either AQIM or al-Shabab, both of whom utilize this technique. It is fascinating, nonetheless, that no major philosophical articulation can be related with Boko Haram that expresses the gathering's destinations or program. The gathering, as its name suggests, is just characterized by what it

remains against instead of a big motivator for it. It is intriguing, notwithstanding, that its objectives have been unmistakable, and that in contradistinction to other Muslim gatherings Boko Haram has just once in a while assaulted Christian. By far most of its objectives have been either clearly official or in accordance with a “purificationist” plan toward Muslims (Cook, 2013).

Based on the impact of the terrorist group, there has been negative implications on the population, specifically women and children. This is quite clear to see in the increasing number of orphans and widows in areas or states in northern Nigeria, for example, in places like Borno, Adamawa and Yobe. The increase in sexual and gender related assaults has also experienced a great rise as a result of the violent acts of the group dating back to 2009. This sort of violent acts is perceived to have its common victims to be women who are among the internally displaced persons (IDPs). In fact, it happens even among the various IDP camps and in the local communities in the area (Imasuen, 2015).

As indicated by the Human Rights Watch (2014), Boko Haram insurrection has prompted the high pace of casualties, as a large number of death related cases have been recorded between 2009 to 2014. This have transformed greater part of womenfolk into widows and kids into orphans in Borno, Yobe and Adamawa states. As per the Nigerian Security Tracker 2014, there have been 64 occurrences of violent assaults of terror by the Boko Haram organization in the North East district of the country between 2009-2014, with various strategies for assaults going from armed assaults, bombing and explosions, midnight/terror assaults, mass homicide/suicide attack, planned murder, assassinations and kidnapping. These assaults have killed at the very least 2,000 300 and twenty individuals in 2009 and 3,000 out of 2010. In 2011, not under 3,000 500 and sixty lives lost and 3,000 700 of every 2012. 4,000 400 and twenty lives lost in 2013 and in 2014, at the very least 5,000 lives have been lost (Imasuen, 2015).

Finally, as far as the political and administration frameworks, the report is unequivocal that the Boko Haram rebellion is from a critical perspective, a reaction to the outcomes of reformist disappointment of government administration and input; especially to the extent that Nigeria’s North East is concerned.

A key disappointment referred to is the tirelessness of government administrative deficiencies that seem to obliterate or baffle the opportunity of political decision. However, the report has additionally made reference to the philosophical supporting of Boko Haram specifically; the lively exertion to deliver it as a strong counter-contention and resistance to inescapable government administrative deficiency and resultant low degrees of improvement in the country, again specifically in the northern part.

At the point when the impression of terrible administration is combined with far reaching destitution, the young have gotten exceptionally doubtful about a vote and election-based framework that has brought them little advantage and just serve the interests of a little political tip top. Sadness and dissatisfactions because of joblessness and broad destitution have in this manner baited the generally young populace to accept obstruction.

The solid philosophical direction and thought in certain quarters that Western Education is the reason for defilement, disparity and foul play tormenting the general public and henceforth should be illegal makes Boko Haram especially engaging and is constantly seeming appealing to the young and youthful in that region to join (UNDP, Human Development Report, 2018).

Other Major Factors Contributing to Internally Displaced Persons (IDPs) in Nigeria

Apart from the acts of violence perpetrated by the Boko Haram terrorist organization that has resulted in a huge number of people being displaced from their homes and communities, there has been other important factors which has led to the increase of Internally Displaced Persons (IDPs) in the country that are worth mentioning in this report. This is because these other factors are just as important to the fuelling rise of Internally Displaced Persons (IDPs).

Fulani Herdsmen

Because of the threat of Fulani militants Nigeria was positioned as the world third most terrorized country. Assailants from the Fula ethnic gathering are perceived to have killed in around 1,229 individuals in Nigeria in 2014.

Subsequently, in 2013, the Fulani herdsmen had killed 80 individuals and in 2014 their casualties rose to 1,229. Likewise, 710 were slaughtered inside the main quarter of the year 2015. Between May 2015 and May 2016, 525 or more, were murdered by the roaming cow herders (Gbenro and Jesusegun, 2016; Nwaoga et al, 2017).

At first, a financial trade of dairy items for grain was the connection between these Herdsmen and their host local communities, however, these herders have transformed into local armies and civilian army development (Blench, 2010).

In this way, the quiet conjunction has become a fantasy. All the more as of late is the exercises of Fulani herders in southern Kaduna of Nigeria which has left quite a number of individuals dislodged and displaced or even worst, killed.

Further reports from media houses suggest that the assaults by presumed

Fulani herders in Southern Kaduna towns around evening time have been going here and there over the course of the last five years. They have their underlying foundations in the savagery that followed the 2011 presidential and governorship political race in some Northern states in which the herders were enormously influenced. Moreover, on Christmas Eve of 24 December 24, 2016, and on Christmas day Fulani herders who were armed, assaulted and obliterated Goska town in southern Kaduna, killing, mutilating and burning down houses in the area (Moses, 2016).

Natural Disasters

In Nigeria, there is flooding in the North, crevasse and gully erosion in the East and oil spillage that has continued to trouble the Niger Delta region (South-south Nigeria). As indicated by the National Emergency Management Agency Report (2015) as at January 2015, 66,087 IDPs were uprooted by cataclysmic and naturally related disasters and events (Nwaoga et al, 2017).

This is another important aspect of dealing with IDPs in the country. This is one problem that is not restricted to any region. The tropical and sub-Saharan nature of the country makes it very possible for people to live their homes because of natural disasters like erosion, excessive flooding from heavy rain and storms. All these have contributed to the displacement of persons from different areas of the country.

Non-Governmental Organizations (NGOs) Aid with Internally Displaced People in Nigeria.

From 2009, the violent acts of the Boko Haram militias group have sparked an increment in the displacement of persons from various Northern states in the country, in the shape of Internally Displaced Persons (IDPs), who are running to find place of relative safety within the nation and refugees leaving their homes to neighbouring nations like Niger, Cameroon and Chad. It has also been documented that majority of these people, constitute women and children (International Regional Information Network, 14th March 2014).

In the first place, The IDPs are confronting serious food uncertainty and nourishment issues with worldwide intense lack of healthy sustenance (GAM) level of 27.3%. Once more, 12, 871 youngsters under five years old were distinguished to experience the ill effects of extreme intense lack of healthy sustenance. In 2013, the Nigerian government made authority assertion of crisis on nourishment (Gwadabe et al, 2018).

Second, in the wellbeing area, a large portion of the clinical infrastructural offices have been shut because of the shortfall of specialists who escaped for security reasons, shortage of medications and clinical hardware (Sambo, 2017).

Reports showed that endemic intestinal sickness, intense respiratory diseases and watery loose bowels are basic wellbeing concern upsetting the IDPs; with jungle fever highlighting in half of all the wellbeing related cases in the camps (WHO, 2018).

Moreover, compounding to the wellbeing emergency is the issue of water, sterilization and hygiene (WASH). In this regard of the enormous number of IDPs in camps, the accessibility of water and disinfection facilities and structures became insufficient to cater for the fundamental necessities of the IDPs. This absence of WASH expands the danger of the spread of infections, parchedness and other related diseases (UNICEF, 2016; Gwadabe et al, 2018).

There is a shortage of waste management and insufficient arrangement of fundamental utility like consumable water and electricity. This condition of poor hygiene and sterilization and cleanliness clarified the recurrence of various episode of sicknesses like cholera and related illnesses.

The IDPs that live away from the camps generally remained in the surrounding communities or in religious centres such as temples, churches, mosques, and in deserted buildings without water supply that are not humanly tenable (Sambo, 2017).

Since this period, we have witnessed an influx of various types of NGOs coming into the country and also within neighbouring countries with the aim of helping in whatever capacity they can.

Firstly, the International Committee of the Red Cross, have strengthen its activities in the region by providing more community-based first-aid programmes, the activation of immediate sanitation, clean water, common household items as well as medical aid provision for the IDPs and refugees (International Committee of the Red Cross, 31st July 2013).

Additionally, the main NGOs asides from the ICRC in the country are homologous in their activities and they include; Doctors without Borders, WHO, UNHCR and UNICEF, amongst others which are not international organizations. All of these NGO activities have been increased because of the crisis over the past 10 years (Eweka and Olusegun, 2016).

Secondly, while other NGOs are focused on providing health-based assistance and aid, other organizations like the Interfaith Mediation Centre (IMC), is focused on trying to make sure that the Christians and Muslims in Nigeria live peacefully together without having to have any sort of religious clash with the aim of social cohabitation and tolerance. They are able to spread

their activities across with their message of religious cohabitation through the help of international organizations such as; U.S. Agency for International Development (USAID). The USAID, has been a major sponsor for the activities of IMC, in Nigeria (Roelofs, 2020).

In addition, certain NGOs and civil societies are focused on counselling as method of helping individuals, groups and society deal with the different types of attacks they have received. In recent times apart from the materialist help and assistance coming from international and local NGOs focus is switching to mental and psychological help.

Counselling for the most part is a helping and healing mechanism with the hope of tending to people's, societal problems which maybe psychological, cultural while trying to improve them inwardly, intellectually, mentally, socially and monetarily.

Truth be told separated from food, asylum, attire and actual prosperity, a vital need of IDPs is guiding help. The unexpected encounters of vagrancy, loss of friends and family, properties, living in uncertain states and so on makes arrangement of mental issues, for example, Post Traumatic Stress Disorder (PTSD), sleep deprivation, misery, mind flights or hallucinations, dietary problems among others and chaperon impacts that if counselling is not given some of them may get insane, psychotic or even become suicidal. In this manner, the difficulties of IDPs represent a great deal of implications for the counselling process of IDPs (Akuto, 2017).

Governmental Aid Response and Support for the IDPs

There has been an African Union IDPs convention signed by the Nigerian government to protect and provide aid to the IDPs, especially in North-eastern Nigeria.

Secondly, agencies such as National Emergency Management Agency (NEMA) and the State Emergency Management Agency (SEMA), have coordinated efforts to provide emergency relief support to the IDPs along with the support of health professional in the country. Also, they have been focused on providing agricultural inputs to farmers in order to able to have a link to the food supply chain, with the aim of providing food for the IDPs in the region (Imasuen, 2015).

In addition, a Regional Refugee Response Plan (RRRP) was set up in 2016, after there was an influx of refugees from the North-eastern part of the country into neighbouring countries like Cameroun, Niger and Chad.

The RRRP treaty has Nigeria as one of the signatories and beneficiary to this

plan. The idea behind this treaty is to offer support and healthcare to the refugees from Nigeria and the Lake Chad basin. Eventually, it was through this treaty that various refugee camps were set up for IDPs and refugees alike in Niger and Chad as well as Cameroun (Nwaoga et al, 2017).

Declarations from members of the academic and international community alike suggest that the nation has fizzled in its commitments towards its IDPs and suggestions are that where a state neglects to meet its commitments and will not acknowledge outside help, the global community ought to attest its anxiety and step in, intentionally or unwittingly come into full execution.

This is unique in relation to the Nigerian situation where government offices (NEMA/SEMA) facilitate different organizations and are progressively overseeing any activity of the international aid societies or organizations in this case mostly NGOs, UNHCR is scarcely active (Eweka and Olusegun, 2016).

The Current Predicament of Internally Displaced Persons (IDPs)

Assistance in Continuation of Education and Schooling Process

As indicated by the National Emergency Management Agency, there exist a disturbing number of kids among the IDPs whom education was shortened by their dislodging and displacement as well as most of them are unaccompanied because of the passing of their parents or dislodging during the contention and conflict. The obstruction and stoppage of the educational system in upper north east Nigeria was quickened by the annihilation and destroying of schools, kidnapping of killing of students and their teachers. Additionally, the use of school structures by the dislodged and displaced populace as safe haven further influences IDPs educational process especially students. In addition, in certain camps and networks where the dislodged youngsters are getting a certain a degree schooling, the quality is poor and far underneath the norm because of the shortfall of a favourable climate for educating and learning also, the shortfall of instructing materials. More often, the educating is carried out by inept volunteer educators (Gwadabe et al, 2018).

Feeling of Unsafety in the Camps

Once more, the risky and feeling of the IDPs of being not fully protected in the upper North east of the country presented them to numerous assurance issues; going from various form of exploitation, youngster and sexual based violence, human trafficking, family partition and detainment with no thought of

the standard of law. In addition, the IDPs are shielded under the most uncaring condition: packed camps; with few overstretched infrastructural equipment and blemished or lacking non-food things (NFI), like covers, basins, mosquito nets amongst others (Obaji & Aloba, 2016).

The Matter of Impermanent Solutions

Another issue of concern is that the military are making strides against the Boko Haram radicals; yet all things considered, the IDPs communicated dread to get back to their homes and communities, as there is no affirmation and guarantee for their safety, no feasible method or strategy has been set up for them.

Then again, other areas or populaces of people and individuals affected by the conflict that took solace in other nations bordering Nigeria are intentionally or persuasively getting back to Nigeria.

These returnees are probably going to out-weigh the already deficient resources and broaden the amount of people that need assistance and support. Therefore, it might add to the burden of the current IDPs and returning displaced people who are presently IDPs as well as increasing the burden of agencies governmental and non-governmental (Gwadabe et al, 2018).

Specific NGO Problems Associated with Dealing with IDPs

First of all, the problems associated with the management of Internally Displaced Persons, specifically in Nigeria can be grouped into two categories of problems related to IDPs in the country.

These categories are one of structurally related problems and the other is that of culturally related problems.

Funding

According to a peace and conflict study by Eweka and Olusegun establishes that the organizations dealing with IDPs get financed predominantly through income, worldwide financial support and assistance, gifts, the subsidies they get are usually insufficient to meet the expanding needs of IDPs in the country. Need or inadequacy of assets brings about lack in labour, products, framework, hardware and mobilizing processes. The study has definitely noticed the utilization of unskilled workers by IDPs the organizations and offices. Additionally, staff and individuals from numerous foundations, including the

UNHCR, are not adequately able to execute existing arrangements for ensuring the societies for whom they are responsible for, quite clearly because of the financial constraints (Eweka and Olusegun, 2016).

Again, from the study, most of the respondents thought that where financial support is inadequate with regards to provision of the important facilities will then become inaccessible and the organizations will then become more or less incapacitated to carry out its objectives. This is quite plainly linked to the situation that the administration in Nigeria does not have sufficient hardware set up to address IDPs issues and the associations made by the public authority have insignificant ability to deal with IDPs related issues. Associated with deficiency of assets is the issue of low planning for crisis. A few respondents supported this point by explaining that crisis is one of the down-scaled segments in the spending plan of key partners both inside and outside the public authority circle (Eweka and Olusegun, 2016).

Corruption

Also, from the aforementioned study, corruption was pinpointed as a major challenge in regards to dealing and in the management of IDPs. In fact, in the study, they place this as the most challenging problems when it comes to the management of IDPs in the country.

They again emphasised that bad office holders in government, and in IDPs, the boards and organizations the same, have on a few events been discovered redirecting finances and help materials implied for IDPs for their own gain and benefit, a circumstance that lessens the proficiency of the offices worried in overseeing IDPs. Different respondents, in this study who discovered that government-related aid (cash/alleviation) gets redirected and never gets to the actual IDPs, similarly followed corruption practices to camp authorities and heads of IDPs who may likewise change over and sell items that were made available for IDPs which goes against the 24(2) UN Guiding Principle on Internal Displacement (Eweka and Olusegun, 2016).

Policies

This has also been viewed as a problem when it comes to dealing with and the management of IDPs, in regards to policies that may hinder or create a slow bureaucratic process, when it comes to providing any form of support to the IDPs.

Inappropriately characterized and defined overlapping policies and establishments have been recognized by respondents as troublesome challenge

to IDPs management process and organisation as they create obstructions and limitations in application of their obligations. Another eventuality factor is a clash of interests. It was found that a portion of the IDPs executive offices is fairly oblivious of the specificities of their duties and limits while others grumbled about augmentation and cover of obligations and support endeavours. Obviously, absence of being clarified about jurisdiction would cause delay and hinder the speed of work and furthermore result in lacunae (Eweka and Olusegun, 2016).

In addition, nonappearance of humanitarian laws and policies structure in Nigeria to unmistakably characterize the jobs and obligations of philanthropic and humanitarian agencies hampers the coordination of different helpful endeavours. The absence of systematic data and information assortment keeps on presenting genuine test of trouble in assessing the specific allout number of displaced and deprived individuals just as the absence of admittance to provincial zones by different humanitarian agencies because of its unpredictability (Imasuen, 2015).

Host Community

From the major findings the host community and its locals are typically cordial with IDPs until items are provided to the IDPs. As per some key witnesses, individuals from the host local area try to share from the products and not having the option to accomplish this objective may make them disappointed and antagonistic towards the IDPs. The antagonism is said to take various structures going from isolation to theft and different types of assault. Subsequently, the organizations in order not to jeopardize their own lives and that of the IDPs. The management and organizations are normally committed to cater, to a degree, for individuals from the host community area by allowing them to have a portion of materials implied for the IDPs, in this manner shorting what is meant for the IDPs. This situation compares with the discoveries that the friction between the IDPs and host communities which is because of convergence of help to IDPs and shortage of resources for appropriation are significant obstructions to IDPs organisational management (Ladan, 2013).

Unpreparedness

This is an area lacking and unpreparedness on the part of the government and non-governmental organizations alike. Since this has to do specifically with displacement of persons as a result of the terrorist related crisis, no one has an idea of when or where the displacement of persons will occur next.

In most cases, the displacement of persons which is unpredictable throws them unaware and catches them unprepared. If an attack does happen and persons are displaced, both government agencies and humanitarian organizations are unsure of the amount of manpower, funds and resources that will be required (Eweka and Olusegun, 2013).

Crisis readiness is the fourth component in the Disaster Risk Management Policy Framework for crisis the board proposed by Ramirez and Rubiano (2009) and versatile to IDPs the executives. As per the pair, activities which would incorporate early admonition frameworks, coordination, correspondence and preparing ought to be intended to create reaction limit and guarantee powerful crisis reaction – for this situation, to guarantee viable IDPs the management if there should be an occurrence of removal. He further buttressed the requirement for pioneers to be more proactive consistently as it identifies with IDPs the management specifically and crisis/catastrophe as a rule. Relevantly, readiness suggests measures taken ahead of time to guarantee a powerful reaction to the effect of calamity which regularly may result in the outcome of displacement of persons (Ladan, 2013)

Conclusion

It has been made clear that Nigeria's situation of having to deal with various acts of group militias violence and also handling the large amount of IDPs and refugees coming into the country or Nigerians crossing for safety in nearby countries, stems from its plurality of ethnicity and more specifically the pre-existence of two extreme viewpoints in the religious sphere in the country who are seemingly finding it difficult to co-exist, recently in the northern part of the country.

It is a country with over 200 million people and there is bound to be various instances of disagreement between certain groups. This disagreement has led to various clash and violent acts across the country's history. The main viewpoint has been the mismanagement of this clash throughout history by the various governments who have been in charge in all these instances throughout history.

On the other side of things, in respect to the effort being put in by the NGOs locally and internationally, such efforts cannot be measured because of the huge impact these organizations have had in providing all kinds of aid and support to the locals in this region.

There has been support in the areas of healthcare access, food and shelter as well as all forms of community-based development support programs. Although, the government does have an overseeing feature into the activities

of these organizations which makes it difficult for both local and international NGOs to perform their duties and have a proper reach to those in aid and in need of support in the country.

In summary, the country requires a proper collaboration from both governmental agencies and non-governmental agencies in order to reduce the daunting number of IDPs and refugees.

It is only then will a true and proper outreach be achieved. It is also important that both types of agencies and organizations focus on also, trying to achieve a sense of cohabitation in the region that transcends the lines of religion and ethnicity as well as cultural differences. This is a task that has plagued the country since it was amalgamated and continues to be its nemesis, when it comes to true unification.

Recommendations

It is quite clear that Nigeria is having a hard time dealing with the aftermath of terrorist attacks on of which is the management of Internally Displaced Persons (IDPs). It is very important that no matter the organisation be it government or non-governmental organisations, that the priority remains straight forward and clear with the aim of providing the best possible and available care to these individuals who have lost their homes, source of livelihood and in some cases, even family members.

As a result, there are critical areas that have to be addressed and restructured in order to provide the best possible solution and care to the Internally Displaced Persons (IDPs). The main focus should be on the IDPs and giving them the best mental, psychological physical and social support, they require to be able to feel safe and secure after the trauma they might have experience from the loss of material things and even close family members and relative.

Clarification on Policies

On point that has been re-established in other research works and papers is the need for clear policies from the Nigerian government when it comes to dealing with Internally Displaced Persons (IDPs).

Having such clearly defined policy frameworks when it comes to the rules of engagement in dealing with Internally Displaced Persons (IDPs), can go a long way in helping civil societies, non-profit organisations as well as government agencies, in defining their path and procedures for dealing with and managing Internally Displaced Persons (IDPs).

The advantage of having this sort of clear policies is that it helps every party involved in the management of Internally Displaced Persons (IDPs) in knowing their roles and jurisdiction when it comes to the care and safety of IDPs in the country.

Legal Humanitarian Framework in Eliminating Corruption

This measure should also be put in place in order to make sure that any material or financial benefit meant for the Internally Displaced Persons (IDPs), is not syphoned and does not reach its intended target. Such frameworks for dealing with humanitarian assistance and especially in the case of materialistic or financial aid will go a long way in reducing and eliminating the risk of corruption in the process.

Also, having a clearly defined framework for humanitarian aid from local and international organisation, will help to bring about clarity of purpose to the government and the public regarding the intentions and activities of the various humanitarian agencies or organisations associated with aid and support to Internally Displaced Persons (IDPs) in Nigeria.

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7 SOCIAL WORK WITH MIGRANTS WHO ASKED FOR INTERNATIONAL PROTECTION AND WITH MIGRANTS WITH GRANTED INTERNATIONAL PROTECTION IN SLOVAK REPUBLIC

MARTINA ŽÁKOVÁ

Introduction

Migration and the related need for social work with migrants appeared in the Slovak Republic only after the establishment of the independent Slovak Republic in 1993. In the Slovak Republic, the term migrant is not enshrined in legislation, only the term foreigner is defined in the legislation, and that is in Act No. 404/2011 Coll. about the stay of foreigners. According to this act, a foreigner is anyone who is not a citizen of the Slovak Republic. The institution that has the task of solving the issue of migration to the Slovak Republic at the state level is the Migration Office, which organizationally belongs to the Ministry of the Interior of the Slovak Republic. Although the issue of migration and refugees has recently gained more public attention, we must state that in the Slovak Republic the terms refugee, migrant and asylum seeker are often confused even at the highest political level and very often in the media, so we consider it necessary to define the basic terms. According to Act no. 480/2002 Coll. on asylum and on the amendment of certain laws, an asylum seeker is a foreigner to whom the Slovak Republic has granted asylum, i.e., protection from persecution, while asylum can be granted based on the definition of a refugee. According to the 1951 Convention on the Status of Refugees and the 1967 Protocol on the Status of Refugees, a refugee is a person who is in the territory of another state and has a well-founded fear of persecution because of his race, nationality, religion, membership of a certain social group or holding certain political views and because of them he does not want or cannot go back. These reasons also include the granting of asylum for humanitarian reasons and for reasons of family reunification (Act No. 480/2002 Coll. on Asylum).

Foreigners who do not have the right to be granted asylum but have faced serious injustice in their country of origin and therefore also need international protection, are foreigners granted supplementary protection. Both refugees and

asylum seekers and foreigners with granted supplementary protection are persons that we call migrants in one term, although migrants are most often understood as persons who left their country of origin voluntarily, usually mainly due to the search for better economic conditions for their lives (Potocky-Tripodi, 2002). In the current situation, in connection with the already mentioned war in Ukraine, we often encounter the temporary refuge. A temporary refuge is a foreigner who has been granted temporary refuge (Act No. 480/2002 Coll. on Asylum). We can use one name for foreigners with granted asylum, or with subsidiary protection or for a temporary refuge – migrants with granted international protection.

1 Legislative framework

Although it is the duty of states to protect their citizens, this is not always the case. If states are unwilling or unable to provide protection to their citizens, there may be serious violations of the human rights of individuals and their subsequent departure from such a country. In case of non-provision of national protection, the international community enters the situation and provides them with international protection. International protection mainly consists in promoting and defending the rights of such persons based on special international standards that most democratic countries have adopted and implemented into national legislative standards (Protection, www.unhcr.org).

All international documents relating to the protection of human rights and freedoms apply to the protection of refugees and asylum seekers. However, host countries decide which rights and obligations granted to their citizens do not apply to refugees (Jastram, Achiron, 2001).

Legislation in human rights represents a broad framework in the context of which the provisions of refugee law should be perceived. The International Convention on Civil and Political Rights is often interpreted as a ban on returning to a situation where there is a threat of torture.

Refugees are entitled to two overlapping sets of rights granted to them as individuals and guaranteed under international human rights standards and national legislation, and to specific rights related to their refugee status.

Two international agreements play a particularly important role, namely the Convention against Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment and the Convention on the Rights of the Child.

The Convention against Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment provides protection against refoulement. This provision is absolutely in contrast to the Convention on Refugees, where the

connection of protection is with the fear of persecution due to race, religion, nationality, social affiliation, group or political belief. In addition, no exceptions are allowed (not even perpetrators of serious crimes, etc.).

The Convention on the Rights of the Child states that every child seeking asylum has the right to protection and humanitarian assistance subject to the validity of all the rights set forth in this document and in other agreements to which the state in question has acceded.

However, humanitarian law can only protect refugees where this law applies, i.e., in situations of international or internal armed conflict. If a refugee flees an armed conflict but obtains asylum in a country that is not involved in an international or internal conflict, humanitarian law will not apply to that refugee (Jastram, Achiron, 2001).

The legal framework of migration and the provision of international protection regulates the relationship between the person who moves, and the receiving community represented by the state (Kováts et al., 2007). Special acts connected with an issue of migration and asylum the Czechoslovak Federal Republic joined the countries that have a tradition in dealing with asylum issues after 1989. The Geneva Convention in 1992 and the New York Protocol in 1991 were ratified by the President of the Republic.

In the Slovak Republic, the issue of migration and refugees is regulated in two basic acts at the national level – the Act on the Residence of Foreigners and the Act on Asylum. Based on the pre-accession activities of the Slovak Republic to the European Union, we adopted a new Asylum Act. This act is in line with the legal norms of other European Union Member States, it was approved on 20 June 2002 and came into force on 1 January 2003 – Act No. 480/2002 Coll. This act regulates the procedure for asylum, subsidiary protection and temporary shelter, the obligations of asylum seekers, foreigners who have applied for subsidiary protection or temporary shelter (Kállay, Žáková in: Pfaller-Rott, Kállay, Boehler, 2019).

Based on the pre-accession activities of the Slovak Republic to the European Union we also adopted a new act about migration – Act No. 48/2002 Coll. on Residence of Foreigners, which was amended several times and a new version of this law was adopted in 2011 – Act No. 404/2011 Coll. This act regulates the competence of the Police Force in ensuring control of the borders of the Slovak Republic and in the stay of foreigners in the territory of the Slovak Republic, the competence of public authorities in visas, the conditions for the entry of foreigners into the territory of the Slovak Republic and the conditions for the departure of foreigners from the territory, the conditions of stay, the issuing of documents for foreigners etc.

Legal migration represents the movement of persons across state borders for the purpose of short-term, long-term, and permanent residence in the territory of the host state, subject to the fulfilment of the conditions established by normative legal acts and international agreements. The conditions of entry and stay of foreigners are regulated by legal regulations. A foreigner may enter and stay on our territory only with a valid passport through the border crossing. The movement of people across the border is controlled (members of the PZ police department) (Act No. 404/2011 Coll. on Residence of Foreigners).

On the territory of the Slovak Republic, legal migration issues are governed by Act No. 404/2011 Coll. on the stay of foreigners, the so-called foreign act. The purpose of this law is the regulation of the migration process, the elimination of unauthorized stays of foreigners in our territory, as well as the protection of their rights from a social and humanitarian point of view.

Act No. 404/2011 Coll. on the residence of foreigners, as amended, establishes three types of residence – temporary, permanent, and tolerated. Permanent residence entitles a foreigner to stay in our territory and to travel abroad and back during the time for which the permit was granted. A temporary residence entitles a foreigner to stay in our territory and to travel abroad and back to the territory of the Slovak Republic during the period for which this permit was granted. Temporary residence is possible for the purpose of business, employment, study, activities according to special regulations, family reunification and the fulfilment of official duties by the civilian components of the armed forces. A temporary residence permit is granted for a varying length of time, it can be granted for a period to achieve its purpose, which depends on the purpose for which the temporary residence is granted. For example, for the purpose of doing business, temporary residence is granted for a maximum of three years, to employment, again for a maximum of 2 years. In the case of studies, temporary residence is granted for a maximum of 6 years. A foreigner with a long-term residence in another country of the European Union can receive a temporary residence for a maximum period of five years. A migrant with supplementary protection is granted temporary residence for one year and can subsequently be repeatedly extended for two years (Act No. 480/2002 Coll. on Asylum).

The institute of tolerated residence was introduced into the category of temporary residence. It is granted to a foreigner, if there is an obstacle to his administrative expulsion, who has been granted temporary refuge in our territory, whose departure is not possible and at the same time there is no reason to secure it, about a minor child found on the territory of the Slovak Republic.

A tolerated stay is granted for a maximum period of 180 days. This stay can be repeatedly extended. After the expiration of three years, the police

department can grant temporary residence for the purpose of employment at the request of a foreigner who was granted a tolerated residence due to an obstacle to administrative expulsion (Migrácia a azyl v podmienkach Slovenskej republiky, 2003). For migrants fleeing the war from Ukraine, a tolerated residence is granted for a different period, until March 24, 2024 (Užitočné informácie pre občanov Ukrajiny k zamestnaniu, www.upsvr.gov.sk). The issue of asylum seekers and migrants is also dealt with by other regulations, if e.g., regulations of the Minister of the Interior of the Slovak Republic, etc. (Omed, 2004).

2 Demographic aspects of migrants

Migration Office of the Ministry of the Interior is a key institution focused on migration issues in the Slovak Republic. At current days, we see an increase in the number of immigrants, mainly due to the need for a labour force, especially when foreign companies operating in the Slovak Republic declare that we do not have enough labour and have been allowed to bring them from abroad. The Slovak Republic has described as a “risky country”. Its location for entry into the Schengen area has been a gateway to the European Union for many migrants. In our conditions, it means that migratory routes are mainly directed across the eastern border and are concentrated in the capital.

Even though the Slovak Republic is not perceived as a country that would be sought after by foreigners, as the country of destination it is not a country where foreigners not come. Nevertheless, the foreigners come to Slovakia and settle here. According to the Census from 2011, approximately 0.5% of non-Slovak citizens lived in Slovakia (Statistical Office of the Slovak Republic, Population Census, 2011). In 2021, new census was in Slovakia, but there are not results yet. Except foreigners with Slovak citizenship, foreigners who have one of the possible types of valid residence permits live in our country. Their number increased after our accession into the EU (in 2004) from 22,108 to 167,519 last year (in 2021) (Overview of Legal and Illegal Migration in the Slovak Republic 2021, www.minv.sk). They represent small part of the total population of Slovakia (Statistical Office of the Slovak Republic, www.statistics.sk). Since the accession of Slovakia into the EU, the number of legally living foreigners in Slovakia has increased more than six times. Out of all the EU countries, Slovakia has the third lowest proportion of foreigners. Only Poland (0.94%) and Romania (0.72%) have lower proportion of foreigners in the total population. Out of the neighbouring countries, Czech Republic (5.49%) and Austria (16.55%) all have a higher proportion of migrants. (Migrácia na Slovensku, www.iom.sk).

The increase of foreign population in Slovakia in years 2004 – 2008 was the second highest among the EU states. The number of foreigners is slowly, yet continuously increasing in 2018, there were about 16,813 more foreigners living in Slovakia than the year before, which means an increase of 16% and in 2019 there was a highest increase about 21 881 than 2019 (Bureau of Border and Foreigner Police of the Presidium of the Police Force. Statistical Overview of Legal and Illegal Migration in the Slovak Republic 2012 – 2021, www.minv.sk).

The number of foreigners from EU countries was higher than the number of foreigners from third countries since 2004. However, in 2018 there was a change, in Slovakia for the first time there was a higher number of foreigners from the so-called third countries. The change in the number of foreigners is mainly related to filling vacancies on the Slovak labour market (Bureau of Border and Foreigner Police of the Presidium of the Police Force. Statistical Overview of Legal and Illegal Migration in the Slovak Republic 2004 – 2021, www.minv.sk).

However, these figures do not give us exact figures about the number of foreigners living in Slovak Republic. Information about their exact number is very complicated to find out. Data on the number of foreigners in Slovak Republic are not systematically processed in long term. Available are data from the Office of the Border and Foreigner Police. We present the number of foreigners with permitted residence because they are in frequent and long-term contact with the inhabitants of Slovak Republic. For the past 10 years, we have

Table 7.1 Residence permit

Year	Third countries nationals	EU nationals and UK nationals	Together
2012	25 019	42 858	67 877
2013	26 157	45 492	71 649
2014	29 171	47 544	76 715
2015	35 261	49 526	84 787
2016	41 232	52 015	93 247
2017	50 395	54 056	104 451
2018	65 381	55 883	121 264
2019	85 827	57 248	143 075
2020	90 806	59 206	150 012
2021	111 427	56 092	167 519

Source: own processing according to statistics UHCP 2011-2021

seen an increasing number of residence permit, with more than half of the stays given by European economic area citizens (Kállay, Žáková in: Pfaller-Rott, Kállay, Boehler, 2019).

However, these figures do not give us exact figures about the number of foreigners living in Slovakia. Information about their exact number is very complicated to find out. Data on the number of foreigners in Slovakia are not systematically processed in long term. Available are data from the Office of the Border and Foreigner Police, which provides all types of stays, as well as the number of migrants found illegally in our territory. We present the number of foreigners with permitted residence because they are in frequent and long-term contact with the inhabitants of Slovakia.

As we can see, in the Slovak Republic, the number of legally settled foreigners gradually has increasing trend in the last ten years. Between 2012 and 2021, it more than quadruple from around 25,019 to around 111 427 foreigners. The highest number of foreigners received temporary residence (from 14,080 in 2012 to 85,286 in 2021) but the number of foreigners with permanent residence is also growing (from 10,681 in 2012 to 26 066 in 2021). This trend was related to the increase in the need for labour force from abroad for vacant positions that could not be filled by citizens of the Slovak Republic. It is interesting that the number of foreigners with temporary and permanent residence had a growing trend even in 2020 and 2021, in which strict measures were in place to prevent the possible spread of the COVID-19 disease.

Table 7.2 Number of valid residences permits for third country nationals by type of residence

Type of residence	Temporary residence	Permanent residence	Tolerated residence	Together
2012	14 080	10 681	258	25 019
2013	14 561	11 342	254	26 157
2014	16 642	12 297	232	29 171
2015	21 089	13 270	902	35 261
2016	26 590	14 347	295	41 232
2017	34 570	15 589	230	50 395
2018	48 316	17 050	15	65 381
2019	66 964	18 812	51	85 827
2020	69 978	20 775	53	90 806
2021	85 286	26 066	75	111 427

Source: own processing according to statistics UHCP 2011-2021

Numbers of valid residences permits for third country nationals are increasing for last ten years. While in 2012, 14,080 migrants had temporary residence, in 2021, 85,286 already had temporary residence. The increase in the number of migrants who obtained permanent residence had a more moderate increase than the increase in the number of migrants granted temporary residence. While in 2012 there were 10,281 migrants who obtained temporary residence, in 2021 there were already 26,066. The number of migrants with a tolerated stay has neither an increasing nor a decreasing tendency for the period 2012 to 2021 (Bureau of Border and Foreigner Police of the Presidium of the Police Force. Statistical Overview of Legal and Illegal Migration in the Slovak Republic 2012 – 2021, <http://www.minv.sk/?rocenky>).

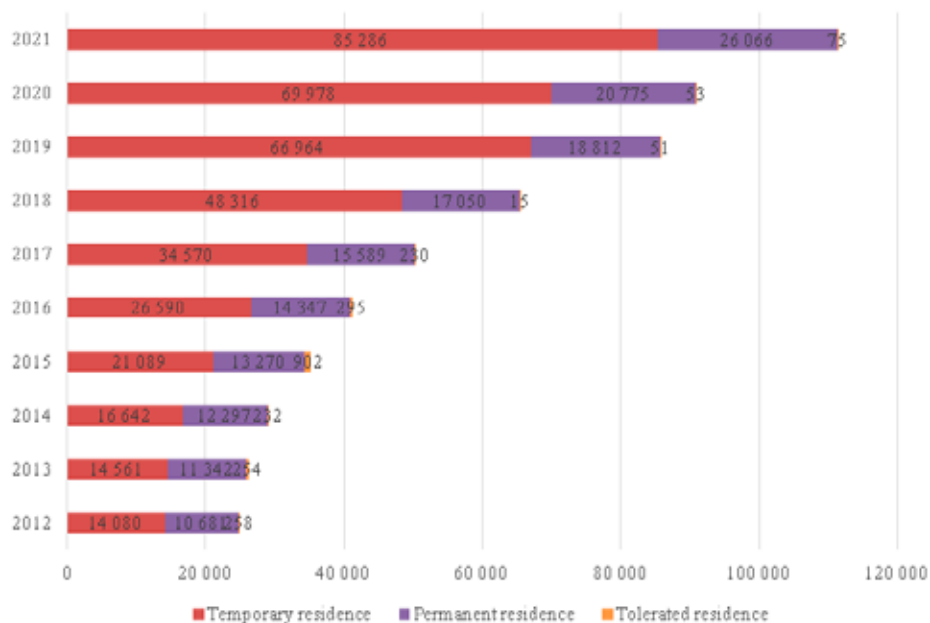


Figure 7.1 Number of valid residences permits for third country nationals

Source: own processing according to statistics UHCP 2011-2021

From the above, it can be said that Slovak Republic is also a country where, apart from traditional national minorities, there are also minorities that are not familiar to us coming from countries that are far from our country and their customs, way of life or religion are other. For this reason, it is necessary to pay attention to the systematic education about migration of population and professionals, mainly in the health care, social services, and education.

3 Demographic aspects of migrants with granted international protection

Situation regarding refugees is completely different in the last 10 years. The numbers have different trend.

We can see a low number of granted asylum in Slovakia, except for 2016, which is related to the migration flow/refugee crisis. However, we can also see a low number of asylum applications. It was the accession of the Slovakia to the European Union and the Schengen Area that caused more significant changes. During the period since 2004, the illegal and asylum migration has decreased and the legal migration has increased more than four times, which may be related to better security of the eastern border (with Ukraine), but it may also be related to the information of smugglers that Slovakia rarely gives asylum. We have been criticized for that for a long time.

Table 7.3 Overview of asylum applications and granted asylum and subsidiary protection (SP)

Year	Asylum applicant	Granted asylum	Provided SP	Negative decisions	Stopped proceedings
2012	732	32	104	264	340
2013	441	15	34	137	292
2014	331	14	99	99	137
2015	330	8	41	72	128
2016	146	167	12	56	35
2017	166	29	25	34	73
2018	178	5	37	46	69
2019	232	9	19	51	179
2020	282	11	27	40	177
2021	370	29	13	90	212
Together	3 208	319	411	889	1 642

Source: own processing according to statistics Migration Office SR 2012-2021

In 2019 the most frequent nationality of migrants with international protection was Iran, 13 Iranians granted asylum or supplementary protection. Second nationality was Ukraine, 5 Ukrainians granted asylum or supplementary protection.

Table 7.4 The most frequent nationality of holders of international protection in the Slovak Republic in 2019

Nationality	Number of applications for international protection	Granted asylum	Rejected applications as manifestly unfounded	Rejected as inadmissible	Asylum not granted	Granted SP	SP – not granted	Stopped proceedings
Afghanistan	90	1	0	12	17	0	15	65
Armenia	14	0	6	0	1	1	0	8
Bangladesh	13	0	0	0	0	0	0	12
India	9	0	0	1	1	1	0	6
Iraq	1	1	0	0	2	1	0	3
Iran	46	3	0	1	10	10	0	45
Morocco	3	0	2	0	0	0	0	1
Myanmar	4	0	0	0	0	0	0	4
Pakistan	5	0	0	1	2	1	1	5
Russia	5	0	0	0	0	0	0	3
Sudan	5	0	0	0	0	0	0	5
Syria	6	0	0	0	0	0	0	1
Turkey	5	0	0	0	5	5	0	4
Ukraine	11	1	3	2	4	4	0	2
Other countries	15	3	2	3	16	10	3	15
Together	232	9	13	20	60	33	19	179

Source: own processing according to statistics Migration Office SR 2019

In 2020 the most frequent nationality of migrants with international protection was Iran again, 7 Iranians granted asylum or supplementary protection. Second nationality was Libya, 6 Libyans granted asylum or supplementary protection.

Table 7.5 The most frequent nationality of holders of international protection (all) in the Slovak Republic in 2020

Nationality	Number of applications for international protection	Granted asylum	Rejected applications as manifestly unfounded	Rejected as inadmissible	Asylum not granted	Granted SP	SP – not granted	Stopped proceedings
Afghanistan	50	3	0	3	22	0	19	37
Algeria	25	0	3	1	0	0	0	15
Bangladesh	16	0	0	0	0	0	0	12
India	10	0	2	3	0	0	0	7
Iran	15	0	0	1	7	7	0	8
Libya	11	5	0	0	1	1	0	4
Morocco	41	0	7	0	0	0	0	24
Pakistan	5	0	0	0	2	2	0	4
Sri Lanka	11	0	0	0	0	0	0	11
Syria	38	0	0	0	8	1	7	25
Tunisia	8	1	0	0	0	0	0	6
Turkey	18	1	0	0	2	2	0	2
Other countries	34	1	1	5	11	8	1	22
Together	282	11	13	13	53	21	27	177

Source: own processing according to statistics Migration Office SR 2020

In 2020 the most frequent nationality of migrants with international protection was Afghanistan again, 21 Afghans granted asylum or supplementary protection. Second nationality was Iran, 8 Iranians granted asylum or supplementary protection.

Table 7.6 The most frequent nationality of holders of international protection (all) in the Slovak Republic in 2021

Nationality	Number of applications for international protection	Granted asylum	Rejected applications as manifestly unfounded	Rejected as inadmissible	Asylum not granted	Granted SP	SP – not granted	Stopped proceedings
Afghanistan	97	16		6	6	5		41
Algeria	24		8	5	3		3	15
Bangladesh	3				4		4	5
India	20		10	2	1		1	6
Iran	1	8						1
Yemen	3	3						
Cameroon	4			1				2
Libya	14		2		1	1		12
Morocco	116		39	6	3		3	57
Pakistan	11		5		1	1		5
Sri Lanka	9							
Syria	13				4	4		18
Tunisia	9		2					9
Turkey	12	1	1	1	1		1	23
Other countries	34	1	1	5	4	2	2	18
Together	370	29	68	26	28	13	14	212

Source: own processing according to statistics Migration Office SR 2021

4 Migration and Integration Policies for migrants and migrants with granted international protection

The Slovak Republic adopted documents of a legislative and non-legislative nature in connection with the solution to the issue of migration and asylum. The documents of a non-legislative nature include the Migration Policy of the Slovak

Republic with a view to 2025. The integration of persons granted international protection is also partially regulated in this document, which is also partially regulated in the Asylum Act. The integration of migrants granted international protection was also regulated in the Integration Policy of the Slovak Republic (2014), but there is currently no comprehensive document.

The Migration Policy of the Slovak Republic with a view to 2025 is the basic document of the Slovak Republic, which represents the starting point for building a comprehensive policy of the Government of the Slovak Republic in all areas of migration. The aim of the migration policy is to create conditions in the field of legal migration, considering the priorities, needs and abilities of receiving foreigners, including their integration into society. The migration policy of the Slovak Republic with a view to 2025 promotes regulated labour mobility, which is intended to prevent social, economic, and environmental tensions and at the same time preserve the security of the Slovak Republic and the rights of citizens, as well as the rights of foreigners staying on our territory. Migration flows are to be supported in accordance with the needs of Slovak society.

The document Migration policy of the Slovak Republic with a view to 2025 also set other goals, e.g., the fight against illegal migration, smuggling, abuse of migrants, human trafficking, as well as strengthening the protection of the external Schengen border and implementing a return policy in relation to migrants who are in our territory illegally.

The migration policy must also be ready to respond to new challenges related to the prevention and resolution of extraordinary events, such as the migration crisis in 2015 or the COVID-19 pandemic. Their impact was mainly manifested in the lack of helping professions, including social work and health professions, including ensuring the necessary mobility of human resources and labour. It is very likely that such situations will be repeated. Appropriate solutions, including proposals for measures, should therefore be reflected in the relevant crisis plans (Migration Policy of the Slovak Republic with a view to 2025).

With the arrival of migrants, it is also necessary to address their integration into society. Integration represents a long-term and complicated process influenced by a wide complex of individual factors such as psychological predispositions of the individual, socio-cultural differences, and various situational factors, among which we can include the asylum policy of the host country, the approach of the citizens of the given state.

Integration is the main goal of working with migrants. A specific integration into a new society is preceded by a process of adaptation, which includes a phase of orientation and comparison.

The integration of migrants into society represents a complex of mutual relations of individuals with the social environment of the host country, economic and legislative conditions and factors influencing the dynamics of this process.

For successful integration, the help of the state is needed at the very beginning, because these are migrants in an unfamiliar environment, without social contacts and the material and financial means necessary for living.

More attention is paid to migrants who have been granted international protection. On the other hand, a migrant who has successfully integrated into society is gainfully employed, not dependent on state aid, on the contrary, he himself produces values for society and is an economic benefit.

The Migration Office carries out conceptual, normative, and operational activities to ensure optimal conditions for the integration of migrants granted international protection.

The conceptual solution of integration is based on a systemic approach, considering material and financial conditions, socio-economic development of the regions of the Slovak Republic, valid legislation, institutional base, and available qualified human resources. As part of its activities, the Migration Office cooperates with all governmental and non-governmental entities involved directly or indirectly in solving the issue of integration of migrants granted asylum.

Migrants who have been granted asylum are provided with an integration offer that will allow them to take the first step towards independence in the new conditions of the host country. The integration offer primarily represents the acquisition of accommodation and a job opportunity. The integration offer also includes language training and the possibility of retraining.

If the integration offer is rejected, the asylum seeker is obliged to provide accommodation and work on his own. After leaving the facility of the Migration Office, the asylum seeker is responsible for his own life situation. In urgent cases, he can turn to the Migration Office, which will provide him with professional advice or guidance. This form of contact is also a source of information for the Migration Office about integration and its problems. He obtains further information about integration through organized meetings with asylum seekers or from other sources.

Ensuring the integration of asylum seekers into society takes place at 2 levels – at the national level and at the departmental level. At the national level, the government of the Slovak Republic approves the relevant financial amount of special purpose funds for the integration. At the departmental level, the Ministry of the Interior, in cooperation with interested ministries, municipalities and non-

governmental organizations, ensures the solution of all issues connected with successful integration (Žáková, 2006).

The integration system includes the teaching of the Slovak language, education, the search for suitable job opportunities and possible retraining, possibilities and assistance in securing accommodation, social security, the provision of health care, creating conditions for accepting asylum seekers into the communities of municipalities and suitable selected locations (SR a utečenci, www.ludiaakomy.sk).

The aim of the integration policy is to propose and execute the integration measures preventing the risk of occurrence of economically, socially, and culturally divided society and creation of closed migrant communities. After the granting of asylum or subsidiary protection, the second stage occurs during which the refugee is preparing for integration into society. Integration of refugees into society represents a complex of mutual relations of individuals with the social environment of the host country, economic and legislative conditions and factors influencing the dynamics of the process (Kuric, 1997).

The conceptual solution for integration is based on a system approach that considers the material and financial conditions, the socio-economic development of the Slovak regions, the valid legislation, the institutional base, and the available qualified human resources. Within the framework of its activities, the Migration Office cooperates with all governmental and non-governmental organizations.

The system of integration includes language teaching, education and retraining, the possibility of finding suitable employment opportunities, and helping to ensure adequate social housing, social security, health care provision, creating conditions for the admission of refugees to community communities. Integration offer is offered to foreigners with granted asylum are that will allow him to take the first step to independence in the new conditions of the host countries. The integration offer is primarily the acquisition of accommodation and job opportunities. Part of the integration offer includes language training and retraining. If the integration offer is rejected, the asylum seeker is obliged to provide accommodation and work by his/her own means. If such a migrant with an international protection does not have a job, his income is secured based on his registration at the Office for Labour, Social Affairs and Family and he is also provided with social security to the extent of the citizen of the Slovak Republic, which results from the Convention on the Status of Refugees of 1951 (SR and refugees, www.ludiaakomy.sk, 2006).

If the asylum seekers decide not to go to this integration centre, in this case, the integration assistance is provided by social workers from non-governmental

organizations receiving an integration grant. There is no integration centre for foreigners with supplementary protection provided in the Slovak Republic and they cannot go to the Integration Centre in the city Zvolen. The non-governmental organizations focus on providing comprehensive services, including basic and specialized social counselling and social assistance, assistance in finding suitable accommodations, job search and counselling assistance, assistance in recognition and handling various documents, help with their adaptation in the cultural area, creation of an individual integration plan, services for the integration of vulnerable people to contribute to better information; orientation of asylum seekers and migrants with subsidiary protection provided in our territory (Knošková, Vargová, 2014).

The system of integration includes education, training, education of Slovak language, the finding employment opportunities, and adequate accommodation, social security, and health care provision, creating conditions for the admission of migrants with granted international protection to community (Kállay, Žáková in: Pfaller-Rott, Kállay, Boehler, 2019).

A migrant with granted asylum status can ask a social worker for accommodation in an integration centre. The Integration Centre is a facility of the Migration Office intended for the temporary accommodation of migrants with granted asylum. The integration centre is in central Slovakia in Zvolen.

If the application of migrant with granted asylum has been approved, he will be provided with accommodation based on the “Accommodation Agreement” between him and the Migration Office for a certain period, but no more than half a year. The migrant with granted asylum is obliged to contribute to the costs associated with the stay. Accommodation is provided in housing units, where each apartment unit has a separate entrance.

If, after the 6-month period from the conclusion of the accommodation contract, the migrant with granted asylum does not have other accommodation secured, the Migration Office may exceptionally extend the contract at his request. In this case, however, he must already pay the amount of rent and fees associated with the use of the apartment unit in accordance with applicable regulations, just like citizens of the Slovak Republic. If necessary, the Migration Office can arrange a Slovak language course in the integration centre for the migrants with granted asylum. Every migrant with granted asylum must realize that accommodation in the integration centre is temporary and his new existence here will depend to a decisive extent mainly on his efforts and active participation in integrating into society (Migrácia a azyl v podmienkach Slovenskej republiky, 2003).

Teaching the Slovak language and ensuring education and possibly retraining

Adequate knowledge of the Slovak language is the most important for the integration of migrants with granted international protection into society. In the residential camp, both applicants and migrants with granted international protection are provided with Slovak language lessons for adults and children. Slovak language lessons can also be organized in the integration centre (SR a utečenci, www.ludiaakomy.sk).

The aim of these lessons is to be able to communicate at appropriate level to migrants with granted international protection can exist independently in our country. Because migrants with granted asylum who do not speak the language of the country where they want to live have difficulty integrating into society. To be able to speak Slovak is also necessary in official communication, e.g., when communicating with the employer. That is why we think that it is in the interest of every asylum seeker to learn the Slovak language.

From the point of view of the possibility of education and obtaining a new qualification, migrants granted international protection and their children are fully provided with care in this area as well. Free kindergarten attendance is already provided for children in the residential camp. The peculiarity is that parents can spend time together with their children here. The educational program is essentially the same as other kindergartens. At the same time, children here learn the Slovak language in a playful way (*Migrácia a azyl v podmienkach Slovenskej republiky*, 2003).

For children who have reached the age of six, they start free compulsory school attendance. They attend the nearest elementary school every day. The school principal assigns the children to the appropriate year after determining the level of mastery of the Slovak language or the previous level of education.

If enough children with asylum were granted in one location, the school director can establish a separate department of the school club, which would be focused on improving the Slovak language. After the end of compulsory schooling, children of asylum seekers can continue their studies at secondary school. Young people who have started attending secondary school in their country of origin are allowed to continue at the same or a related type of secondary school. After graduating from this school, they will receive a certificate of completion of their studies and qualifications, just like children of Slovak citizens. If a foreigner expresses interest in studying at a university, he is subject to the Act on Universities.

In the field of education, we can also include the offer of retraining, implemented by the Ministry of the Interior in cooperation with non-governmental organizations. Retraining courses have the task of supplementing and expanding the possibilities of further employment of asylum seekers in the labour market and the subsequent securing of sufficient financial resources (Žáková, 2006).

Search adequate accommodation and job opportunities

Migration Office closely cooperates with non-governmental organizations that actively search adequate accommodation. The object of the search is houses or hostels. Permanent housing is sought for families with children. In the case of childless families, or asylum seekers – individuals, with the participation of non-governmental organizations, temporary accommodation is sought in organizations' hostels or in workers' hotels under the same conditions as citizens of the Slovak Republic. A prerequisite for the success of activities in searching accommodations is the permanent exchange of information between all participating entities.

A foreigner who has been granted asylum has the same rights as a citizen of the Slovak Republic. This ensures compliance of the relevant provisions of the law with the Geneva Convention and the New York Protocol. Even according to Act no. 5/2004 Coll. on employment services and on the amendment of certain laws is perceived as a disadvantaged job seeker. Based on this act, a foreigner who granted asylum can be employed on the territory of the Slovak Republic without an employment permit. The competent territorial labour authority for a foreigner who has received asylum is the territorial labour office in whose district he has a place of residence. The place of residence is understood as the place of residence indicated in the residence permit card (Act No. 480/2002 on asylum).

The asylum seeker must apply for employment mediation to the relevant labour office. Based on the application, the asylum seeker will be included in the register of job applicants. A job seeker for whom the labour office does not provide suitable employment, or who did not have the possibility of retraining for a new, suitable job for him, will be provided with material unemployment insurance. An asylum seeker is entitled to material security in the same amount as a citizen of the Slovak Republic. The suitability of the job is also assessed according to the level of knowledge of the Slovak language. Since foreigners granted asylum have problems securing employment on their own, the Migration Office develops activities aimed at searching for, or securing employment for asylum seekers in the following way:

- cooperates with the Ministry of Labour, Social Affairs and Family of the Slovak Republic in the field of employment policy, has a representative in the Interdepartmental Commission for Employment established by this ministry,
- cooperates with territorial labour authorities, which provide overviews of vacant jobs. Places
- in cooperation with labour offices and non-governmental organizations, ensures the retraining of asylum seekers,
- helps asylum seekers join the system of activities provided by employment offices (counselling activities, work clubs, information centres, etc.),
- ensures that labour office workers are informed about asylum seekers as a type of client who needs special help and a special approach when providing services,
- cooperates with non-governmental organizations in the field of finding and securing work for asylum seekers,
- establishes cooperation with non-state entities that provide services for the labour market,
- prepares reports and keeps records of employed and unemployed asylum seekers,
- as part of the provision of social-psychological services, it focuses on.
- identification of the needs of asylum seekers from the point of view of the labour market,
- elimination of adaptation problems that slow down or disrupt the process of inclusion in work process,
- motivating clients to take personal responsibility,
- imparting new skills, habits, abilities, and knowledge that will enable the asylum seeker to increase the chances of employment on the labour market,
- and providing advice in the field of the labour market (SR a utečenci, www.ludiaakomy.sk).

Social security and health insurance

From the point of view of health insurance and social security, persons granted asylum are considered as citizens of the Slovak Republic. Asylum seekers are persons with mandatory public health insurance. Applicants for international protection are provided only with urgent medical care and medical care indicated by a doctor as necessary. To provide health insurance, the General Health Insurance Company was established, which issues an insured card to the asylum seeker. Just like a citizen of the Slovak Republic, the state pays insurance for a foreigner with asylum granted who is unemployed and at the same time

registered at the labour office, for minor children, women on maternity leave, pensioners or persons receiving social benefits. In the case of an employed asylum seeker, his employer pays for his health insurance. If the asylum seeker is self-employed and runs a business, he pays for his own health insurance. (Act No. 580/2004 Coll. on health insurance and on amendments to Act No. 95/2002 Coll. on insurance and on amendments to certain acts).

Social security is a set of institutions, facilities, measures, and relationships that ensure the prevention, mitigation, and elimination of the consequences of social events in which people find themselves, or they could find themselves. The right to social security is guaranteed to all citizens who have permanent residence on the territory of the Slovak Republic, i.e., also foreigners with granted asylum. Social security includes social insurance (a system based on merit ensures income compensation for the insured at the time when the situation foreseen by the law occurs), state social support (a system of financial assistance especially for families with children) and social assistance (a system of providing monetary and in-kind benefits (social services) for the most vulnerable persons, e.g., disabled persons, seniors, single parents, etc.).

Social services are part of the valid social security system guaranteed by the state for all citizens, including foreigners with asylum. Social services are provided as assistance to citizens whose living needs are not sufficiently secured by income from work, pension or sickness insurance benefits, or other incomes; assistance to citizens who need it due to their health and age; assistance to citizens who cannot overcome a difficult life situation or unfavourable living conditions without the participation of society (Act No. 448/2008 Coll on social services).

The purpose of providing benefits and services is to help citizens in an unfavourable life situation or in a social event that they are unable to manage on their own. Benefits are provided depending on social dependency. As a result of proof of social dependency, the citizen, i.e., also the foreigner with granted asylum, is paid social welfare benefits to ensure food, personal needs, and necessary household expenses. In doing so, it is considered whether the citizen has applied for the benefits of health insurance, pension insurance, state social benefits, alimony or wage labour law claims in order to ensure his life needs (Access to social security is crucial for foreigners, as it has a significant a great influence on the possibilities of their integration in the new country, as well as on the degree of their vulnerability (*Migrácia a azyl v podmienkach Slovenskej republiky*, 2003)).

5 Creation of conditions for the acceptance of applicants for international protection and migrants who granted it into collectives of municipalities and selected localities by municipal authorities and citizens

Social workers responsible for the implementation of the integration process examine the conditions of integration of migrants with international protection in selected municipalities from the point of view of citizens' willingness to accept migrants with international protection, while the Migration Office positively influences citizens by organizing public interviews in the presence of migrants with international protection who will integrate in the municipality.

From the point of view of the state, the process of integration of migrants with international protection into civil life can be considered completed by the implementation of the basic conditions of the integration process, which are represented by the integration offer within six months at the latest. After the expiration of this period, asylum seekers are obliged to secure employment and housing independently. However, if it is not possible to offer housing and employment to the asylum seeker within this period, his stay in the integration centre will be extended by the time necessary to prepare the integration offer (SR a utečenci, www.ludiaakomy.sk).

Social work with applicants for international protection and migrants who granted it

Care for applicants for international protection and migrants who granted it in our territory is carried out at the state and non-governmental level. State care for the mentioned clients is provided by the Migration Office of the Ministry of the Interior of the Slovak Republic. Non-governmental organizations are changing, it depends on which of them gets the so-called integration grant. Most often, applicants for international protection and migrants who granted international protection are taken care of by the staff of the Slovak Humanitarian Council and the League for Human Rights.

A social worker can often be the client's only contact with the new world they have found themselves in. He often acts as an intermediary between the client and the Slovak company, which is represented by officials, neighbours, etc. The client and the social worker are confronted with a new culture, habits, and customs, which may be completely different from those they are intimately familiar with. It is advisable for the social worker to be well acquainted with the Slovak environment, the relevant legislation, to be fluent in some world

language, and it is most appropriate if he is familiar with the culture from which the given client comes.

Knowledge of culture and customs is a prerequisite for respect for differences, and respect is a prerequisite for establishing a quality relationship between the client and the social worker. A quality relationship helps to get rid of the client's insecurity, which accompanies his position, it also helps him to cope with the traumas he has experienced and take a responsible and active relationship with himself and his acquaintances.

Social work with migrants with granted international protection or with who asked for it is defined as a relatively broad complex of targeted activities, which are aimed at finding a permanent solution to the situation of individuals, families, and the migrant community, with international recognition, i.e., primarily their adaptation and possibly integration into the new society. In addition, social work with applicants for international protection and those who have been granted international protection also includes help, support and finding solutions to problems even during the process of assessing the application for international protection, i.e., persons who are placed in detention or residence camps.

Robert E. Park (in: Uherek 2002) claims that such an applicant for international protection and migrant who granted it has four basic needs:

- a refuge, a home, where he can safely return and where he can rest,
- new positive experiences and experiences that will gradually replace the past, mostly negative ones,
- feeling of belonging and recognition by the given community, society; a feeling of usefulness, that it co-creates certain social values and is not just a part of the economic and social machinery,
- a close partner, an intimate relationship for reinforcement, refuge and a sense of affection and love.

To fulfil these basic needs, the state is limited by its financial limits, but there is room for the implementation of social work by non-governmental organizations.

In Slovakia, social work with applicants for international protection is provided by social workers of the Migration Office and social workers of non-governmental organizations. Social workers of non-governmental organizations also provided care of migrants who granted it.

Social workers of the Migration Office carry out analytical evaluation and decision-making activities related to handling the agenda, provide counselling and psychological services in the field of social assistance, search for asylum seekers requiring special care, especially vulnerable groups, organize free

time, convey information and carry out practical skills training, cooperate with organizations, institutions and schools in the provision of activities, prevent the emergence of crisis situations, solve crisis situations, etc. (Blažejová et al., 2020).

The activities of the Migration Office and non-governmental organizations complement each other, and thanks to this, the care of the given group of clients is at a higher level and to their greater satisfaction. The effort is primarily to remove, or at least minimize the resulting traumas and help acclimatize as best as possible to the new culture, customs, language, i.e., integrate into the new society (Kompetencie sociálnych pracovníkov pri predchádzaní a riešení krízových situácií).

Our country, as a part of the European Union, will gradually become a target country for a larger number of applicants for international protection and migrants with international protection granted, so handling this situation will require various measures, not excluding the area of social work in this field. We think that the inclusion of the subject social work with refugees in the study programs of some universities is a good sign of improving the readiness of social workers to work with this clientele. Experiences from foreign social workers are also a good way of education.

Social work is oriented towards the applicants for international protection being able to help themselves in the future. Social workers try to motivate, direct, and support their clients' abilities to independently manage their problems. Social workers accompany clients, provide them with the necessary information, try to create a feeling of safety and trust, and try to help clients regain control over their lives (Blažejová et al., 2020).

The basic methodological procedure in social work with applicants for international protection and migrants granted international protection can be divided into seven operations:

- getting to know the client and the social environment from which he comes, obtaining initial information from which further steps and procedures are based.
- ascertaining the causes of a social event (war, torture, humiliation of human dignity, rape, lack or absolute absence of personal freedom, etc.).
- ascertaining the relevance and seriousness of a social event,
- determination of the diagnosis and the choice of specific tools of action,
- social assistance and social therapy plan, 6. implementation of assistance and therapy,
- evaluation of the effectiveness of the therapy and possible further cooperation agreement.

The most important is the first contact with the client. This stage of working with a client is often very problematic, when working with a client who does not understand our language and whose language we do not understand, building a relationship based on trust requires a longer period.

In addition, the applicant for international protection may be stressed by the environment as well as by the events he experienced in his former environment. Elements of non-verbal communication can be very helpful here, such as a smile, calm speech, and gestures, etc. When working with asylum seekers, one must be prepared that the applicant himself or his community will not accept the efforts of the social worker (Maslen, Brnula, 2004).

The initial activities include getting to know the clients, creating a relationship of trust, familiarizing the clients with the environment, passing on information, interpreting the rules and realizing the clients' expectations (Blažejová et al., 2020).

However, Kuric (1997) also draws attention to some specifics of working with this clientele. These specifics, which should be considered, also include the difference in the meanings of gestures in non-verbal communication, the different perception of the role of men and women in the country of origin, and the change in the social status of the individual – the position of a refugee represents almost the lowest status.

When working with asylum seekers, one cannot forget (as we have already mentioned) their past experiences. The client must be given space to talk about his past, to express his feelings about the past but also about the changes he is experiencing right now. A social worker can act as a provider of information and material assistance, can be an accompanying person, mediator and negotiator, defender of client rights, listening therapist, legal advisor, and contact with the camp community (Brnula 2008).

Applicants for international protection and migrants with granted international protection are initially in a kind of provisional life. They do not know what awaits them in that country, they cannot return home, they are worried about the future.

In the case of ensuring basic life needs, the main task of the social worker's work should be the provision of quality advice and support. An important output of social work should be, among other things, the awareness of the entire society about the issue of refugees and the prevention of xenophobia, intolerance, and racism. Asylum seekers should not be forced into the position of victims. It is important to realize that every person can cope in some way with adverse situations that we encounter in life. During the work with the asylum seeker, the social worker should ensure that the so-called camp system

does not develop (manifested by passivity, apathy, occasional aggression, and psychosomatic problems), which is a consequence of the fact that the applicants cannot live in the camps in the usual way of life. In the camps, the application of traditional male and female roles is partially limited. The possibility of work is also limited. The regime in the camps is characterized by a significant degree of stereotyping (Günterová in: Matoušek, 2005).

The work of the social worker of the Migration Office, i.e., the one who is in individual asylum facilities, could thus be divided into five activities:

- administrative activities – it mainly involves documentation, keeping records of migrants who ask for international protection, registration of migrants who ask for international protection, writing various reports, etc.,
- informing the migrants who ask for international protection about their rights and obligations and about the operation of the camp,
- provision of basic material needs – such as hygiene needs, clothes, etc.,
- programs and activities for migrants who ask for international protection – sports activities, cultural events, trips, search, and mediation of various courses,
- activities aimed at solving the individual problems of the migrants who ask for international protection – the social worker helps and supports the migrants who ask for international protection in overcoming and coping with trauma (especially through interviews, counselling, etc.) If the social worker is unable or unable to help the migrants who ask for international protection, he contacts other experts and accompanies client during their visit (Žáková, 2006).

The most common methods of work of social workers are observation, interview, and counselling, and it is not different in the case of work with applicants for international protection and with those who have been granted it. Social workers must also be culturally oriented (Blažejová et al., 2020).

Possibilities of improving social work with applicants for international protection and migrants who granted it

Current social work is at a better level than it was a few years ago. The Migration Office adopted a clause according to which no applicant other than a graduate of social work, with at least a first-level university education, can be hired for the position of social worker in the camp. However, the problem is that not all departments of social work teach the subject of social work with migrants who ask for international protection, and therefore even university graduates are not well prepared for this work. We consider it essential that social workers have further education.

We do not consider this activity to be less important, but a university-educated social worker is not necessary to perform it, an employee with a high school education is sufficient for it. A university-educated social worker should primarily provide social counselling and social therapy.

Improvements in programs and activities for applicants for international protection and migrants who granted it

To social workers working in camps, we would recommend more frequent involvement of applicants for international protection and migrants who granted it in any various work in camps. As for catering, it would be appropriate to provide several types of meals to satisfy the requests of the clients as much as possible. In the present age of the Internet, it would be appropriate if applicants could also use this service free of charge in the camps. In this way, clients could quickly access all the necessary information, e.g., regarding the situation in the country of origin and thus would not have to obtain information from social workers or camp management.

To get to know each other better and at the same time to improve communication between clients, it would be appropriate to include free discussions. The social worker can initiate a group that discusses any topic, preferably as suggested by the clients. If there is a tight and timid applicant in the group, the pleasant atmosphere can encourage him to express himself and speak. It is possible that some personal problems that he kept secret and refused to talk about will also be revealed. The discussion does not only help the clients, but also the social worker himself. The worker can learn something new about the countries of origin, its culture, and the everyday life of the people (Žáková, 2006).

Of course, it is necessary that every discussion has certain rules that all its members must follow. If a member of the group does not speak the language in which the discussion is taking place, it is important to have someone interpret for him. In detention camps where there are no kindergartens, it is necessary for the social worker to pay extra attention to the children. However, it would be most appropriate for there to be a teacher in every such facility (SR a utečenci, www.ludiaakomy.sk).

Activity aimed at solving the problems of applicants for international protection and migrants who granted it

These are primarily various health problems and conflicts, whether within the family, between individual applicants or with the camp management. Every

refugee brings with him a lot of negative experiences. The social worker should reveal these negative experiences and help solve them.

Not all applicants' problems are connected to trauma and the past. In the field of social work with this group of clients, we often encounter the term "managerial trauma", which is comparable to case management. The main idea of this trauma is that the social worker should not focus too much on the negative experiences themselves and their consequences. Constantly discussing their problems is very stressful and traumatizing.

Psychological problems

One of the most important and elementary tasks of a social worker is helping to manage and overcome various negative psychological states, traumas, and feelings. The most common problems include feelings of guilt, grief and sadness, loneliness, even hostility and hostility, depression, anxiety, low self-esteem, and sometimes even paranoia.

The language barrier is a limitation in such cases. In such a case, the social worker most often uses observation, where he finds out whether the given applicant can cope with the situation on his own. When solving psychological problems, a social worker can use negotiation, persuasion, exemplification, narrative therapy, reality therapy, social therapy (that is, activity aimed at improving, restoring, or alleviating the social situation in which the applicant finds himself. It is about finding and highlighting the strengths of the applicant, forming his opinions, etc.), bibliotherapy, etc. (Potocky-Tripoldi, 2002).

Physical problems

When solving health problems, the possibilities of applying a social worker are considerably limited. It can be used especially in the field of prevention, where together with the medical staff, it can inform about the prevention of diseases. Various materials and media can be used in this activity.

During hospitalization, the social worker should visit the client as often as possible and thus provide psychological support. Likewise, the social worker should pay attention to the doctor's dealings with the applicant. Differences in cultures have a major impact on the applicant's understanding of their own health. Many cultures explain deterioration of health as punishment, imbalance in social relations, dishonour of dead ancestors, etc.

O'Connor (In: Potocky-Tripoldi, 2002) lists five concepts that are common in many healing systems of other cultures:

1. the concept of “health as harmony or balance” in Hispanic, Haitian, and Middle Eastern cultures, as well as its analogies in many Asian cultures,
2. the concept of “integration of body, mind and soul”,
3. the concept of “vital/life energy”, which is typical especially for Chinese, but also Haitian and Hispanic culture,
4. the concept of “magical and supernatural elements”.
5. the concept of “envy and other strong emotions as etiological factors”, which is characteristic of Islamic, Anglo-Celtic, African, and Asian cultures. Often, the treatment of diseases by applicants is based on the use of various herbs, the use of acupuncture, and minerals. The treatment usually includes prayers, meditation, or reading sacred texts, etc.

Family problems and conflicts

In the case of family conflicts and misunderstandings, it is mainly marital disagreements that can result in domestic violence. Dealing with domestic violence is a very complex and delicate matter for a social worker. Suitable methods for helping the family are:

Bowen’s systems theory – is based on the identification of transgenerational patterns. What happened in the client’s past is important, the intention is to increase the difference between individuals in the family and to reduce individual anxiety and emotional reactivity by removing the client’s perception of himself as a patient and directing it to past and present family members. Attention is paid to facts and patterns, not feelings. The social worker looks for the most accessible member who will be able to change and through him then works with the resistance of the other members.

Structural family therapy – I focused on changing the structure that forms the basis of family interactions. Attention is paid mainly to the boundaries of the family, its patterns and the relationship between the family and its wider environment. The symptoms of individuals are understood as the result of the family’s failure to adapt its structure to the changed demands of development and environment. The responsibility for change rests primarily with the social worker, who can use the following strategies – examining symptoms, examining family reality, and examining family structure. The therapy is directed so that the social worker overcomes the boundaries of the family and reveals the hidden forces of the family, which will have a therapeutic effect.

The social worker helps to redefine family boundaries and its stratification by actively reshaping family interaction. This approach is in the process of acculturation.

Strategic family therapy – the social worker works with present problems instead of addressing hypothetical patterns of interactions. Problems are understood as the result of a bad family setup and continue due to inappropriate solutions. The goal is to design tactics that would break down resistance and force people to behave differently. The solution often paradoxically consists in intensifying the problems through the technique of “prescribed symptoms”. In this way, the social worker gains control over the symptoms, while the clients stop managing them.

Milan’s systemic approach – it is about 3 concepts – neutrality, circulation, and hypothesis (assumption), which are also interventions helping to achieve change in the system. The social worker accompanies the family in the process of researching and getting to know the problem. After the information is collected, an assumption is formed, which assumes the behaviour of all persons, and which forms the basis of the intervention. Family members comment on their beliefs about differences or perceptions of each other, thereby enabling the social worker to piece together a picture of the family, the meaning they attribute to events and how they imagine individual “things”. This allows the social worker to understand the situation from the perspective of the family, which is a better alternative than adjusting behaviour and events into a preconceived framework that may reflect culture.

Other suitable therapies include Virginia Satirova’s family therapy, Riegro’s family island therapy, narrative therapy, or paradox therapy (Potocky-Tripoldi, 2002).

Conflicts between applicants for international protection and migrants who granted it

Solving problems between individuals or groups of migrants is not easy, especially in the case of conflicts between peoples and nationalities, between which there are fights, but there are constant disturbances, and these disturbances were the cause of their departure from the country of origin.

Our social workers try to prevent such conflicts by placing applicants from hostile ethnic groups as far apart as possible. Also, as we have already mentioned, upon arrival at the facility, they are warned that any conflicts are reported to the Ministry of Internal Affairs, which may harm them when deciding whether to grant asylum. If a conflict has arisen, the social worker should try to resolve it by some suitable method. Suitable methods include interview, discussion, mediation, negotiation, persuasion, etc. (Potocky-Tripoldi, 2002).

Conclusion

With our work, they tried to describe the asylum issue in Slovakia from the point of view of social work. The work also includes suggestions for improving the current state of social work with asylum seekers and asylum seekers. We found that the work is at a better level than it was in our early days.

The situation has also improved thanks to the efforts of the Migration Office to hire only qualified social workers for this position. We think that the activities of the social workers of the Slovak Humanitarian Council are of great benefit, because thanks to the projects it develops, it has received funding to hire additional social workers who are in the camps non-stop, that is, they are always there when the asylum seeker needs them.

Thanks to the constant presence of social workers in the camps, social work is gradually changing from simple administrative tasks to such social work as it is understood abroad (especially in the Western countries of Europe and the USA).

To be completely satisfied with its level, we think that it is necessary to incorporate the subject of social work with asylum seekers in all departments of social work. We think that this subject should be a mandatory part of study programs, as many social workers meet asylum seekers or asylum seekers at their workplaces, either as curators for minor foreigners who came to the territory of our republic without their parents, legal or usual representatives, or at the Labour, Social Affairs and Family Offices when they apply for retraining or employment.

Refugees have experienced a lot of bad things, a lot of violence, maybe the death of a loved one, they can have many psychological problems, and therefore it is necessary that everyone who meets them knows how to properly approach them and how to help them. Our society is xenophobic and therefore we would also recommend to all those who work with refugees to pay more attention to the prevention of intolerance, discrimination, or racial riots. Slovakia is a catholic country, and the catholic faith rejects such behaviour.

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8 THE CHALLENGES OF THE FIELD SOCIAL WORKERS DEALING WITH IDPS IN SYRIA

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Abstract: This paper aims to identify the challenges of the field social workers dealing with IDPs in Syria, such as challenges related to teamwork, problems of funding and access to work in addition to the problems related to dealing with the internal displaced people directly, such as cultural and religious differences, emotional reactions, and the diversity of their responses to activities. Qualitative research was done using semi-structured interviews as a tool. The participants answered 19 questions. Content analysis was used to obtain the results. The results showed a comprehensive picture of the challenges facing the field social workers in Syria in light of the war from several important perspectives related to work conditions, team spirit and difficulties with the internal displaced people in terms of cultural difference, response, and cooperation. Overall, a set of new challenges facing the field social workers in Syria appeared in this research different from those faced in other countries, such as cultural differences with the beneficiaries, the dangerous security situation and poor funding for activities, highlighting the full situation of the social workers inside Syria and the negatives of this profession through the absence of its own academic department or other security and financial challenges. Summarized the suggestions of the studied sample to improve the current situation of the profession in Syria.

Keywords: Field social worker, Immigrants, Syria, Internal Displaced people, Challenges

1 Introduction

Crises have continued the globe since the beginning of history, and each crisis extended within a specific period and then ended, leaving behind many negative consequences and influences. Speaking of the Syrian conflict, it is necessary to shed light on the consequences of this catastrophic war, which are represented as 6.8 million Syrians are refugees or asylum seekers, with another 6.7 million internally displaced (Reid, 2021). To increase knowledge, internally displaced people (IDPs) are defined as those who have remained within the borders of their country of origin in search of peace. Unlike refugees, these people often remain under the protection of the state government itself, but they are in places where it is difficult to deliver aid to them, according to the United Nations (UNHCR, 2022). Despite the increasing in the numbers of refugees and internally displaced people, humanitarian organizations and government institutions worked to establish a specific mechanism that would contribute to

helping these people and alleviating their problems. Field Social Work inside Syria became an essential part of social and voluntary work with humanitarian and governmental organizations at the same time. As a result, the number of hurdles relating to this field that we must overcome inside Syrian society has expanded, especially in dealing with IDPs in shelters or schools (BASW, 2018). This topic aims to give an authentic opinion of field social workers about their own experience in dealing with IDPs through the humanitarian work in Syria, my study will evaluate and shed a light on various points of views of field social workers that have been accessed to governmental and non-governmental organizations as professional working or volunteering.

The importance of this study lies in identifying the main problems experienced by field social workers dealing with IDPs in Syria and how they deal with these obstacles, to work together to find appropriate solutions to improve the social reality of this humanitarian profession and reach its main goals in spreading peace and justice in society.

Background

Migration comes with its own set of difficulties. Some migrants are abused, and their human rights are violated; integration in destination nations can be challenging; and migration can deprive home countries of key talents. For all these reasons and more the migration is important (Koser & Wilkinson, 2007). Migrant is an individual who migrates from his or her standard house, whether interior a nation or over a worldwide boundary, for several reasons, whether incidentally or for all time. Since the conclusion of the Cold War, forcible immigration – comprising refugee flows, asylum seekers, and IDPs – has grown significantly in volume and political significance (Castles, 2003).

The difficulties that immigrants face on their journey do not end when they arrive at their intended destination; rather, they begin a new journey of problems that include difficulty adapting to new societies, encountering racism and rejection from some members of the host community, difficulty finding a job opportunity, especially if immigration is illegal, and lack of access to civil or social and economic rights in many of the countries to which immigration is made (Martinez et al., 2015). Most common problems could face the immigrants can be counted as language disparity, scarcity of job opportunities, living quarters, access to medical services, culture shock, raising children and prejudice (Ward, Bochner, & Furnham, 2020).

During the migration trip, refugees may be exposed to extra traumatic events. Many migrants have experienced physical abuse, attempted rape, communicable

infections, bribery, and people trafficking. Finally, relocation is a risk factor for mental health, as evidenced by people displaced after a natural disaster and refugees transferred for political reasons (Alegria, Alvarez, & DiMarzio, 2017). Post-migration issues have a substantial influence on mental health and income, PTSD and depression were the most frequent mental illnesses encountered by this demographic, according to most research, with prevalence rates ranging from 30-40 percent, in addition to the traumatic episodes that occurred before or during the move among refugees. Because of the dynamic interaction of earlier traumatic events, everyone has a unique psychosocial problem that must be addressed at the individual, family, and community levels (Renner et al., 2021).

The social work is a professional activity which based on the ethical principles of the responsibility of social workers. All people's dignity, values, and rights should be respected, and their physical, mental, emotional, and moral well-being should be protected by social workers. They must be anti-discriminatory (in terms of age, gender, sexual orientation, ethnicity, culture, religion, handicap, economic condition, and other factors) (Viola, Biondo, & Mosso, 2018).

Immigrant and refugee support are an important practice area for social workers. Individuals and communities dealing with the special obstacles of immigration regulations, such as limited family visits, family separation, family reunion, and emotional and social concerns coming from adapting into a new society, are helped by social workers in this sector (Russell & White, 2001).

Social work practice is categorized into three levels based on the types of clients served and the missions that the social worker must complete at each level. Micro (individual), mezzo (group), and macro (community/government) are the three levels of analysis (Bartkevičienė & Raudeliūnaitė, 2013).

The challenges of the social workers dealing with immigrants are not similar to any other normal job, because it requires a complete readiness to integrate with clients' problems, bear all kinds of negative energy, and listen to problems that may be impossible to solve in some cases (Schiller, 2017). Elements like the emotional stress that comes with witnessing extremes of injustice and abuse are among the most difficult aspects of working as a social worker, also working with disadvantaged and marginalized client populations presents a unique set of challenges, in addition to the stress and physical traumas, as well as the failure to solve every situation or save every client is a simple example about the challenges of social workers profession (EASSW, 2017).

2 Materials and methods:

Research objectives

The result of the study will demonstrate the comprehensive view about the challenges of the field social workers dealing with IDPs in Syria through real experiences, and to measure the extent of the field social workers' satisfaction with their profession in Syria.

One fundamental objective is to demonstrate the genuine reasons of getting to be a field social worker and what are the most trainings that they had to reach this point of career.

Other points to shed a light on are the real sources of the stress for these field social specialists amid their everyday work, and to portray how can they handle and get over it.

My study intends to illustrate a depth investigate the challenges of working conditions for field social workers who bargain with the IDPs from a few headings related to how to get to shelters and to conversation the teamwork conditions, in expansion to the challenges related to subsidizing and accessible tools to realize the best comes about.

Moreover, the research addresses with the individual challenges of the field social workers by focusing on such problems related to different cultures in some cases or through some challenges related to the ethical and religious aspect, in addition to the challenges related to the response of the IDPs to the activities and their acceptance. Also, to discuss how do specialists control their emotions when they deal with some of the tragic stories of the displaced people specially that they are living the same conditions in some cases.

As a matter of fact, there are barely few reliable or considerable research published related the study's subject. Moreover, my research heads on demonstrating a point of view that has not been published or insight before in Syria.

Methods

A qualitative study inducted by in-depth semi-structured interviews, in order to reach the principle, aim and the underlying objective. This type of interviews is considered as the most prevalent qualitative source of information dedicated to administrative members within certain programs, whether with salary or volunteering (Adams, 2015), besides, semi-structured questions are considered as the best choice of methods for researchers to find out the perception and demands

of certain groups especially regarded some fields related to social working. The conducted interviews enrich the research with profound visualization about the subjects' opinions and perceptions (Magaldi & Berler, 2020).

The research is conducted qualitative grounds, the purpose of applying the qualitative method is that it interprets and leads to gain in-depth insight into distinct prospective of my study which to figure out the challenges of field social workers about certain aspects of dealing with IDPs in Syria. Inductive reasoning has been used as a strategy, which uses a pyramid technique to logically steer the investigation from individual data to broad generalizations. It ties the study's goal to the essential meaning date gleaned from the original dialogue. Furthermore, it is the proper method for obtaining dependable and legitimate findings (Buschle, Reiter, & Bethmann, 2021).

Area of conducting the research

The study was conducted in Syria in 2022 with several models of field social workers working in the cities of Damascus, Homs, and Aleppo, where the field work is the most targeted destination by the new generation of young people who grew up in the war since 2011 and began to work with organizations and humanitarian associations inside Syria as volunteers or employees. Emphasis was placed on that the social workers in the sample come from different cultural, scientific, and literary backgrounds in order to obtain diverse opinions regarding the subject of the research.

Demographic data

Demographic data was obtained from the interviewees concerning gender, age, city, duration of work, education background, and religion. Five of them reside mainly in Homs city where most of the IDPs are, they are social workers for 3 years and they have different education background: Pharmacy, medicine, and sociology. Other three social workers are residents of Damascus city; they are working for 5 years, and they are all pharmacists. The last two social workers were in Aleppo city, and they worked for 7 years, both studied English literature in the past. The interviews have done with eight females and two males from different levels of education including bachelor, master. The group's age is ranged between 26-30 years (Table 1).

Table 8.1 Main socio-demographic characteristics of the sample

Participant	NA	MI	SB	SI	RN	RA	BS	NW	FA	NE
Gender	F	F	M	F	F	F	M	F	F	F
Age	29	28	26	27	28	27	26	29	30	30
City	Homs	Homs	Homs	Damas	Damas	Damas	Homs	Alepp	Allep	Homs
Duration of work(year)	3	3	3	5	5	5	3	7	7	3
Education background	Pharm	Pharm	Medicine	Pharm	Pharm	Pharm	Pharm	English litreture	English Letriture	Sociology
Religion	Muslim	Christian	Christian	Muslim	Christian	Muslim	Christian	Christian	Muslim	Christian

Source: Author

Study Process

The interviewees have been done on 10 field social workers dealing with IDPs in Syria. Participants have been chosen based on their experience that it must be more than 2 years of working in this field. They were selected by a sampling process that began by recruiting 2 potential field social workers who had an experience in the main subject of study. Then, the sample size increased to 10 interviewees, by using a snowballing technique, to get the purposeful data needed. After the interviews, the answers were grouped, collected, and transcribed.

A set of interviews, composed of 19 questions, were performed with the field social workers dealing with IDPs in Syria. More precisely, the nineteen questions can be clustered into five main groups. 1) The first group of questions was formed about the general questions related to the social working and why they choose this field of job. 2)The second set has illustrated the stress sources for the social workers during their daily life working. 3) The next group of questions focused on the challenges from 2 main points of view (The working condition challenges, Individual Challenges) covering several levels. 4) The last collection of questions was gathered to explore more deeply the impression and overall assessment about their experiences observed by the social workers, concerning their notion about better performance.

3 Data results and analysis

Statistical analysis along with interpretations of the content meanings is proposed to find the patterns to display the trends and draw the outcomes this framework serve the main purpose of the research, by exploring data never been discussed or analyzed before in order to produce new data and assist the design of research to generalize the convert the raw collected data into generalized meaningful data. Hence, the conversations were briefed after being transcribed into meaningful units. These units of the written material were coded categorized then patterns and trends were observed and collected into 3 main themes. Thus, the results presented themes and sub-categories. The extract aims to examine the underlying meaning by applying the latent approach of content analysis (Bengtsson, 2016).

While conducting the in-depth interviews, respondents were able to share and unfold their experience in dealing with the IDPs inside Syria and they talked about their challenges. Thereby, they give holistic impressions about their experiences. Several aspects of participants’ perceptive related the main concepts of the research were clustered into organized themes as the following, a table was added. themes and sub-categories were illustrated by the figure (8.1) below:



Figure 8.1 An overview of themes, categories conducted content analysis.

- **General Knowledge about the social working**

Reasons for choosing this field.

All the participants in my research have unanimously agreed that the main reason for choosing the field of social work in Syria is the start of the war in 2011 and the deterioration of the social situation of the Syrian population internally,

and because they share the same suffering with each other, so they decided to start humanitarian work. MI replied, “What encouraged me the most is the great need for workers in this field in the beginning of the war which I personally find it very important”.

However, one participant told me a special sentence about this field, NA replied “In the beginning, this field of “humanitarian work”, was obscure to me and I wanted to explore it closely”. And she continued to talk about the importance of the war impact about her decision of going through this field as her career. However, the answers to the first question showed a clear focus on the main reasons for choosing this humanitarian field, with differences stemming from the personal experience of each participant in the research sample, and this made the answers more varied and richer.

– *Special Trainings they have made.*

In general, the participants had a variety of answers to this question, due to the different humanitarian organizations they work with, and therefore the difference in the program for preparing the social worker among them. But all the participants gathered on three main types of courses that they all obtained, and which are considered essential in preparing a social worker for organizations, which are: A) Effective communication skills and how to deal with people according to the age group. B) Ambulance initial psychological skills and how to deal with feelings of loss and grief. C) Improve social networking skills and building bridges of peace.

Given that the participants in the humanitarian work in Syria are from different scientific backgrounds, and as in the sample here, they come from a variety of medical and social backgrounds, so it was not easy for them at first to receive such new and different courses in dealing with children and war victims. RN replied, “ It was so difficult in the begging to engage with these courses because we have to control our emotions when we deal with the IDPs, and this was hard for me during the training”.

Only the participant who has a background in sociology considered that these exercises are familiar to her through her field of study, and this is what helped her a lot in engaging in humanitarian work without difficulties unlike other participants. NE replied, “I studied a lot about the human being personality during my university subjects and we had a lot of experience how to control and treat the loss of other people by using the phycological techniques, this helped me a lot during these courses but also I have got many new skills to use them in future from the professional trainers.”

– *General experience dealing with IDPs in shelters.*

Throughout the conversation made with the interviewees about experiences, more comprehensive image was drawn about the important points they focused on, and the general themes considered meaningful for the most of them. The answers to this question differed because of the diversity of experiences and the length of time they worked with the internally displaced people. Most of the answers focused on individual problems and the sad stories they heard from the displaced and the people. FA explained about her experience saying, “It was and still an experience full of challenges, painful stories, and accomplishments. No matter how safe the shelter is, they keep searching for their homes in every detail and longing to return to settle in their homes. They need someone who listens and gives them hope for a better tomorrow.”

One of the important points that must be mentioned, is that the status of the shelter varies according to the funding of the organization responsible for its establishment, and therefore the general condition of the shelter varies in terms of services provided to the displaced who live in it. SB explained about what he saw in these shelters depends on his experience and said, “I worked with IDPs in three different shelters, and I noticed that what they have in common is the very difficult 22 living conditions, although they were very proactive in all the activities that took place in those shelters.” Then he added “Whatever the shelter has good services for the displaced, it remains a shelter and not their original home”.

• **Challenges of the field social workers**

This section is the main objective of the research and focuses on the special challenges that the field social worker faces from other professions. These challenges have been divided into two main sections, which are challenges related to general working conditions. The second section is related to the personal challenges of each participant through his experience.

– *The working condition challenges*

Challenges to reach the shelter of IDPs.

By collecting and analyzing the opinions of all the respondents, I concluded that most of the studied sample complained about the difficulty of accessing the shelters, because they are built in places relatively far from the city, and because of the difficulty of securing public transportation for these shelters and the high

prices of private transportation. In addition to some security risks because of the clashes that took place inside the city earlier, which were preventing some social workers from reaching their places of work. NA mentioned, “ The road to the shelter was difficult, expensive and fraught with dangers, as most of the time the shelters are in remote areas that are not reached by public transportation, and they are in areas where the buildings and streets have been exposed to many missiles and shells, so it is a dangerous environment filled with the remnants of war”. In addition to the security instability at that time, which leads to the emergence of sudden dangerous events that may lead to a change of the work plan as MI said, “ In addition to the security instability at that time, which leads to the emergence of sudden dangerous events that may lead to a change of the work plan.”

Challenges with the teamwork

Social work is based on team spirit and cooperation in order to accomplish the humanitarian mission to the fullest, and for this reason, we must focus on working as a team and highlight the challenges related to this issue. The participants answered the questions specialized in this context, focusing on several problems in the work team, including focusing on personal achievements and forgetting the spirit of the group by some, or through the incompetence of some facilitators and their negative impact on activity with the displaced, in addition to the cultural differences to some extent among members the team and this affects the harmony between them. NW referred to this point, “ Non cooperative, selfishness and lack of experience could be the most common problems with the teamwork”.

Challenges with funding issues and provided materials

10 out of 10 of the sample agreed on the idea of the importance of good funding in raising the quality of activities related to the displaced and using this money in the right way through the necessary tools and equipment in order to make the scheme fully successful and deliver the basic idea to them. BS who was working for 2 different non-governmental organizations, he mentioned that “Good funding is very important part of good quality activities, the more money we spend buying new tools and gifts to the children the better and positive reactions they give to us, and they can be more cooperative, since they are in need people, and we must understand this point very well”. Other participants answered about this question and mentioned new types of challenges such as, a) The difficulty of delivering the budget to Syria, b) Market fluctuations and material prices almost daily, c) Exchange rate instability, d) Lack of purposes and tools available in the market, which limits the ability to be creative in activities.

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– *The individual challenges*

Cultural-related issues

As a result of the cultural and religious diversity that exists in Syria, it was necessary to face problems related to this issue by the beneficiaries and the facilitators of the activity as well. These challenges are represented through activities in which children of both sexes are gathered in one room in order to conduct the session, for example. The majority of the studied sample mentioned problems and challenges related to the cultural diversity of the displaced people and their lack of acceptance of some topics to be talked about, such as early marriage or sexual awareness and other things that all children should know at a certain age. This cultural difference sometimes led the displaced to refuse to participate in the activity with a sense of the subject, and here there was difficulty in convincing the child to return to the activity or to end it. SB mentioned a story from his experience,” In one activity we were doing with 15- 18 age group children , one of the children refused to get into the room because I am working there and she was so shy girl and have so limited dealing with a strange boys, she refused to participate until I got out of the room and this was because of her culture that she cannot deal with strange boys if not cousins and relatives because she came from conservative environment”. This example can give us a clear idea about the effect of culture differences. From an opposite point of view, FA stated that she was able to use this cultural diversity as a means to better communicate the required ideas to the displaced children, and because they belong to a similar environment in general, this led to the generation of trust among them, where this trust was used to better accomplish the activity.

Religious or ethical issues

“The religious fanaticism that exists among some of the IDPs, as well as the state of war, pressure and painful situations that they experienced during the displacement cause them a shock that may push them to change their morals and behavior” with these words, RN explained her opinion about the religious challenges among the IDPs. Working in the humanitarian field forces us to respect all the religious and cultural diversity of all the displaced and their different affiliations, and we must be impartial in all matters related to religion to prevent any personal problems or disputes during the course of work. Within this kind of respect, RA mentioned one of the challenges related to this topic, saying:” We always must respect all kind of religions and specially in Some religious holidays, for example we suffered a lot to let the children make activities during Ramadan Month because they are fasting all day and it was difficult to them to participate with us, so we had to stop working during this period”.

The beneficiary's response to the activities

Five out of 10 of the studied sample spoke about challenges they faced related to the beneficiaries' response during the activity and cooperation with them during the awareness sessions. In contrast to the remaining five of the sample who stated that they did not face any kind of challenges mentioned in this context. And these differences depend most of the time on the experience and skill of the social worker in dealing with these problems and how to respond to them.

NE explained her opinion, "I faced difficulty in obtaining answers from the beneficiaries during the holding of awareness sessions on topics that the beneficiaries consider that it is not permissible to talk about them, such as adolescence, physical changes, sexual harassment, violence or equality between men and women, where participation becomes very weak in this type of sessions and this What makes it difficult for me to complete the activity". On the other hand, MI said, "I didn't have any difficulties with beneficiaries' response to the activities. They were always active in the activities".

Many of the participants in the interviews said that sometimes when the activities are related to reading a story or a specific book, the response of the beneficiaries is also weak, as a result of the war and displacement, which led to their dropping out of school for long periods while they are in a sensitive educational foundation stage. This leads to an educational gap for children of age puberty and consequently they lose their ability to read, write and absorb stories deeply.

Emotional reactions

After reading and analyzing the answers of all the participants in the sample, they all agreed that it is not true that the social worker is not affected by the stories told by beneficiaries, but this influence must be controlled by rules so as not to negatively affect the work and the personal life of the social worker. BS mentioned, "It's always hard to see somebody suffer and it always affect me, but I make myself busy of trying to help as possible".

All of them focused on the fact that the Syrian war affected all members of the community, and in some cases the social worker suffers from the same problems of internally displaced persons, some of them have also been displaced outside their original home, and others have lost close people due to the war, but they must professionally separate their personal problems away from the work environment and not affecting the beneficiaries or the quality and efficiency of the activity.

A very special sentence being mentioned by SI that, "Some of the beneficiaries have special needs and not all of them can deal with our activities normally, and

our organization has no special support for in need or disabled children, so we had to exclude them from the activities, and this was so painful to us and them “.

- **Overall assessment**

- *Satisfaction about the experience*

All participants in the research showed great credibility in their answers and a detailed explanation of their personal experiences such as Field Social Workers over the years, where it was taken into account that the difference in answers is due to the difference in experience and time period working in this field and also through the type of beneficiaries who were dealt with, It is difficult to generalize an oasis answer for all participants due to the diversity of cultures among the internally displaced and the different experiences with them.

The experiences that informants undergone draw let them evaluate the total profession as field social workers. The more they help the beneficiaries the more satisfied they were and vice versa, it was clearly notable that there is a positive correlative relationship between the number of experiences and giving good feedback about this profession. However, field social workers who have spent a long time in this field had quite a better assessment.

Therefore, the two interviewees have spent the longest time in this field have a higher number of experiences; consequently, they gave very positive overall feedback. FA, who has been as field social worker for 7 years, mentioned that „ I am satisfied with my personal experience of working with the IDPs in Syria, and it must be clear that any positive change, no matter how small, is an achievement in light of the war“.

On the other hand, Field Social Workers, who have practiced the profession for only 3 years, explained that the reality of the profession differs somewhat from their prior expectations. Where their expectations did not include all these difficulties they faced, starting from the atmosphere of working as a team and access to remote shelters, in addition to the challenges related to each individual beneficiary and the sensitivity of dealing with people who have suffered from the war and its negative effects.

- *Recommendations*

The participants had important opinions about the recommendations related to the field social work profession inside Syria. Through their personal experiences and the challenges, they faced during these years, they became aware of the

weaknesses that need support in order to raise the level of this humanitarian profession in Syria.

More than half of the sample (seven out of ten) suggested that a specialized branch should be added in Syrian universities to teach social work and make it more professional, not only dependent on various courses offered by organizations, but rather it should be supported by the Syrian state due to the important role of social Work in Syria during the war. BS said, „ I support the idea of creating a special university field with special curriculum to teach all people who wants to become a social worker in a professional way and get certificate like any other important field in Syria, the most important thing is to improve the academic ways to educate the students who want to learn this specialization“.

Three out of ten of the studied sample suggested amendments related to providing facilities for the work of humanitarian organizations inside Syria and urging the Syrian government to ease the conditions that allow these organizations to operate. Everyone also stressed the need to ensure the efficiency of workers in this field and their ability to bear its burdens in the correct manner and not to make this specialization to all unemployed people only or to anyone who conducts a training course, but the criteria for selecting workers in the field should be high and relevant Professional level to prevent the mistakes.

The last suggestion confirmed by the studied sample is to define the needs of the displaced in a more accurate manner and to strive to implement them in the best way to prevent the irrational waste of money and to achieve the greatest benefit for these displaced people in addition to urging the state to speed up the process of returning the displaced to their original cities and financial compensation for some losses as much as possible. NW referred to these points in her own words,“ We must focus on the problems of the displaced in a precise manner and not spend the organizations money irrationally and encourage the state to achieve some compensation for losses and speed up the return of these displaced people to their homes“.

4 Discussion

This research is the first to evaluate the challenges of the field social workers dealing with the IDPs in Syria through the perspective presented by professional field social workers, besides, there were narrative studies related evaluating the situation of the social working and IDPs theme publish by scholars. Therefore, several new findings are proposed within this research.

Unexpectedly results indicated that, the interviewees have different sources of stress and challenges regarding dealing with IDPs in Syria. The main source is from the work atmosphere and individual experience with each social worker. Unexpected share of the field social workers, 4 participants, have the adequate knowledge about most of the challenges, precisely: cultural related issues and religious or ethical issues. As the one objective of this study is to explore adequacy of information that the social workers have and provide a general understanding of the sources and factors led to explore unaware sides about the social work situation in Syria and the benefit gained of this profession in these war years. That has not been pointed out in the evaluation of current situations and challenges for the field social workers in Syria (Adra, 2020), (FSU, 2019).

Respecting the research purpose of indicating the main reasons of becoming a field social worker in Syria and what are the courses they take to become; the data suggests that there are 3 basics training every social worker must take as the first step of this profession. On the other hand, there is a lack in the academic learning of social working in Syrians universities and no special profession to teach. When my study was compared to other previous studies done on the same topic, the overall findings coincide with reference about some challenges like the instability in raising the children inside the shelters and the difficulties of being in different culture, (Ward, Bochner, & Furnham, 2020), but the new finding here that even if the displacement is inside the original country, they suffer from culture shock in some cases as the results showed.

Speaking about one of the aims of my research to shed light on the challenges related to the emotional and psychological reactions that the field social worker faces while dealing with the internally displaced, the results showed that all the participants in the research suffer from difficulty controlling their feelings as a result of listening to the tragic stories of the displaced and because they suffer from the same problems in their private lives because they live in Syria as well. Where the field social worker in Syria exerts great energy in order to control this psychological trauma and separate it from his work, and this is consistent with another study conducted on the same subject regarding psychological trauma for the field social worker (Webber, 2018).

The results showed a new type of challenges facing the field social worker inside Syria from his peers in other countries, which is the difficulty of access to work inside the shelter and the great challenge he faces in moving between areas under security threat and as a result of the lack of complete stability in areas under siege or Armed confrontations, which sometimes endanger his life or negatively affect the work plan due to the postponement of some sessions , as this type of challenge was not mentioned in a previous study on the same topic.

In order to display research objective appraises the worthiness of the social work profession in Syria and the local challenges , the data illustrates main in-depth suggestions by interviewees of; tools to providing facilities for the work of humanitarian organizations inside Syria and urging the Syrian government to ease the conditions that allow these organizations to operate , their answers represent a response about defining the needs of the displaced in a more accurate manner and to strive to implement them in the best way to prevent the irrational waste of money and to achieve the greatest benefit for these displaced people.

Conclusion

Our research aims to identify the challenges of the field social workers dealing with IDPs inside Syria and to give a comprehensive idea about the reality of social work profession in Syria comparing with other countries. Based on my research analysis, it can be concluded that there is a wide range of challenges that they are suffering from starting from the community itself and going through the working conditions and the insecurity, arriving to the individual challenges related to religious and cultural issues. I hope this research contributes to providing new insight about social work in Syria that hasn't been evaluated before. However, further related research is needed to identify the real causes and solutions behind these challenges.

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9 WORKING WITH REFUGEES IN THE US

THOMAS R. LAWSON

1 Theory, Policy and Foundations Concerning Immigrants and Refugees

Before a discussion about working with refugees in the US it is critically important to (1) distinguish between three groups of non- US Citizens, migrants, immigrants, refugees and (2) examine the conditions under which a country responds to anyone coming to live in the US from a foreign country. The legal status of a person with respect to entry into the U.S. is significantly different depending upon the reason for entering and subsequently determines the ability of anyone to enter the US that is not a citizen. This paper will not include tourists who are simply traveling for a short period of time. The definitions below are official ones and are currently used by the Center for Disease Control when working with health problems that might arise in individuals or groups coming to the US and mirror those used U.S. government.

Who is a migrant?

A migrant is a person who moves away from his or her place of usual residence, whether within a country or across an international border, temporarily or permanently, and for a variety of reasons as defined by the International Organization for Migration as an umbrella term, not defined under international law. The term, migrant, includes a number of well-defined legal categories of people, such as migrant workers; persons whose particular types of movements are legally defined, such as smuggled migrants; as well as those whose status or means of movement are not specifically defined under international law, such as international students.

Who is an immigrant?

An immigrant is an individual admitted to the United States as a lawful permanent resident. Permanent residents are also commonly referred to as immigrants; however, the Immigration and Nationality Act (INA) defines an immigrant as any person legally admitted for permanent residence in the United States, except for persons legally admitted under specific nonimmigrant categories.

Who is a refugee?

A refugee is any person who is outside the country of such person’s nationality or, in the case of a person having no nationality, is outside any country in which such person last habitually resided. In addition, it is a person who is unable or unwilling to return to and is unable or unwilling to avail himself or herself of the protection of, that country because of persecution, or a well-founded fear of persecution, on account of race, religion, nationality, membership in a particular social group, or political opinion. Refugees are required to apply for Legal Permanent Resident status 1 year after entry into and physical presence in the United States. (Center for Disease Control and Prevention, 2022).

Once the definitions of the specific types of individuals who are non-citizens to the US, we must understand the process driving a person or a family to move from one’s homeland to another country. This process is twofold (1) the reasons for the person wanting to come to the US and (2) the factors that influence the acceptance and development of policy affecting entry into the US. The model below helps to clarify this process. (Cappiccie, 2006)

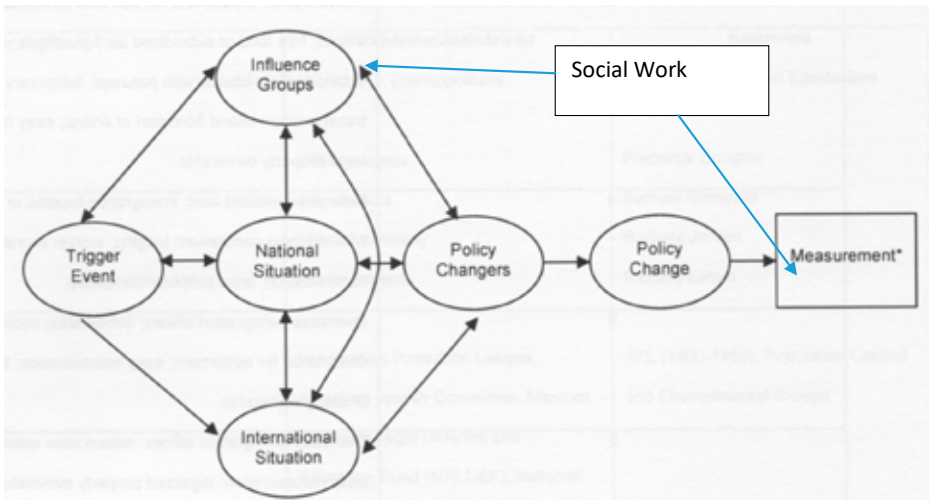


Figure 9.1 The process driving a person or a family to move from one’s homeland to another country

Source: Cappiccie, 2006

Elements of the model:

Trigger Event – An event that creates triggers movement away from home nation and movement to the new country. This may result in a change in immigration policy with level of impact determined by:

1. Causality (who is responsible and how sensational is it)

2. Severity (what is level of stress on the system – more severe more likely change)
3. Incidence (number of times event is repeated)
4. Proximity (how close to individuals it is)
5. Crisis (the overall effect of all above combined) (Chandler, & Tsai, 2001)

Influence Groups – A group that influences immigration policy without an official position to write and implement policy. Examples – media, political parties, lobbyists, religious groups, labor groups

National Situation – The “mood of the nation is set by characteristics such as the government structure, status quo beliefs, employment level, economic conditions, inflation, and regional differences

International Situation – The “mood” of the international situation is set by characteristics such as economic conditions, international policy agreements, legal policy, ethical policy, and monetary aid

Policy Changers- Local, state, and national actors who by nature of their official job (position) influence the writing and implementation of immigration policy

Policy Change – Outcome Change +/- or no change in immigration policy (Cappiccie, 2006). A Proposed Evolution of Immigration Model Applied to the United States, Germany and Russia. (Unpublished doctoral dissertation) University of Louisville.

Let’s first talk about what can be termed a trigger event. A trigger event is not necessarily one that is rapid and immediate, it can be an event that occurs over time and increases in intensity. Trigger events can be divided into those events that push people to leave their homes, those that pull people to a place other than their homeland and those that are a combination of both push and pull.

- Increasing difference between affluent economies/wealthy and underdeveloped/economically poor nations-----
 - Pulled to the place with the best jobs
 - Pushed from the countries with the worst economies
- Rising working age population in more developed countries
 - Pulled to the countries where they are few young workers
 - Pushed from countries with lots of young workers
- Globalization and increased urbanization leading to closer links between countries
 - Both Push and Pull
- Rising effects of ecological factors, people moving from bad areas to good areas
 - Primarily Push

- Threat to life to include war, terror, crime etc. (**this is the factor that is paramount to determination of refugee or asylum status for the U.S.**)
– Primarily Push

One of the difficulties in accepting refugees is to determine their motivation for leaving their own country. In most countries, as seen in the definitions above, there is a distinction between migrants, immigrants, and refugees/asylum seekers. It becomes critical to determine the person's motivation for seeking entrance to the country. Often, as noted in the model, there is more than one motivator. Even if the person is fleeing their homeland in fear of losing their life, they are also likely also fleeing the country to find a better economic situation. To achieve refugee/asylum status in the US the fear for life must be the reason for coming to the country. The person must be in imminent danger of being severely injured or killed in their home country. Residing in a war-torn country as a civilian you are caught in the battle between two warring groups would be seen as being in grave danger and one in which you can be classified as a refugee fleeing for your life. Such a situation can be found today in many parts of the world.

A more difficult situation to access exists when a person is fleeing, or their children are being sent away from situations that are violent or potentially violent where it is difficult to determine if there is a *direct* threat to the life of their person other than living in a crime infested area. Other situations are also difficult for authorities to determine motivation for example, where there is extreme hunger and lack of food or significant deficiencies in health care. In these conditions, the government may determine that these individuals are not refugees but need assistance in their home country and will not allow entrance based upon refugee status. Thus, motivation becomes the primary factor in determining the status of an individual – whether they are a potential refugee, immigrant, or migrant worker. These decisions are not easy and other factors often become part of the process of determination whether refugee or immigrant – which will be discussed in characteristics of people seeking status and those determining status.

We can talk about two types of characteristics of the refugee, ascribed characteristics and acquired characteristics. Ascribed characteristics are those that are determined at birth, race, gender, age, and nationality unless that is changed by the individual and those that are acquired, for example, education, religion, income. (Chandler & Tsai, 2001) Clearly, acquired characteristics are often highly correlated with ascribed characteristics in that many of the acquired characteristics are influenced by the ascribed characteristics. For example, if

you are born into a Muslim family or roman catholic family there is a high correlation that your religion will also be the same as your parents. The same is also true of income in that the income of parents is highly correlated with the income of their children. The ascribed characteristics however are very difficult to change, and some cannot be changed at all, for example, race or age.

Not only are there ascribed and acquired characteristics of the refugee but also ascribed and acquired characteristics in the individuals who comprise the nation into which the refugee is seeking asylum. The important aspect of these characteristics is the intersection of those characteristics of the refugee and the characteristics of the accepting nation. You need to look at the overall characteristics of the nation – what is the majority population, how big is the majority and how powerful is the majority with respect to the similarity and difference of the population characteristics and the refugee characteristics. The closer the refugee’s characteristics are to the nation the greater the acceptance of the refugee/asylum seeker. The more divergent the less accepting the nation is to the person. The ascribed characteristic match is a more powerful indicator of acceptance than the acquired characteristics match. For example, differences in race, family background and religion are more powerful in determining a higher probability of acceptance of the refugee than amount of education. Certainly, age is also a determination in that there is usually a greater concern for children who are refugees, next women and finally men. One must also consider the characteristic of those in power to make judgements with respect to the refugee. Clearly, those in power can use the difference in characteristics between themselves and the asylum seeker as a basis for acceptance or denial of status.

It is important to have a brief look at the history of immigration into the US (which has included some periods of allowing refugees/asylum seekers to enter) to understand the “mind-set” of Americans toward those who want to come to the country. Even with the emblazoned words at the Statue of Liberty by Emma Lazarus (Lazarus, 1883) -

*Not like the brazen giant of Greek fame,
With conquering limbs astride from land to land,
Here at our sea-washed, sunset gates shall stand
A mighty woman with a torch, whose flame
Is the imprisoned lightning, and her name
Mother of Exiles. From her beacon-hand
Glows world-wide welcome; her mild eyes command
The air-bridged harbor that twin cities frame.
“Keep, ancient lands, your storied pomp!” cries she
With silent lips. “Give me your tired, your poor,*

*Your huddled masses yearning to breathe free,
The wretched refuse of your teeming shore.
Send these, the homeless, tempest-tossed to me,
I lift my lamp beside the golden door!"*

The "New Colossus" was written at a most interesting point in American history. The year before Lazarus's poem was first read in New York, in 1883, the Chinese Exclusion Act became the first federal law that limited immigration in a particular group. Although this law was to be in effect for 10 years. It was amended and extended and permanent until the mid-1940's. Only 1 year later the countries of Europe met to divide up the African continent into colonies. (Hunter, 2018).

The history of America is replete with examples of discrimination toward specific groups of potential immigrants and refugees/asylum seekers. During the 1840 and 50 there were many Asians (typically Chinese) who came to the western part of the US to work in the gold mines and the building of the railroad to link the west coast to the east coast. This led to the fear in the US of the "Yellow Peril" – the potential population of the US and balance of controls moving to Asians. It was at this time that the first immigration law was passed specifically aimed at a racial group. The fear of Asians was also prominent in Europe where immigration of Asians who were seen as a new wave of the Mongols who might ruin Western society was also resisted. Later in the 1880's and 90' concern arose among the white, Anglo-Saxon Protestants (WASPs) that too many immigrants trying to enter the US were Roman Catholics (Ireland, Southern Europe). This resulted in the founding of the American Protection Association and the Know Nothing Party who worked to legislate immigration laws to prohibit them from entering the US. The progressive movement of the early 20th century was a continuance of the idea of ridding the US of anyone who was not in support of the WASP immigration policy. The Ku Klux Klan (KKK) was and still is against any immigration or refugee/asylum seekers entering the US.

The American Labor Unions have been against entry of foreigners to the US because they see them as threats to their jobs. The election of John F. Kennedy in 1960 shattered the tradition of a Roman Catholic not being able to be elected president even as it was a major issue in the election. During the election of Joe Biden in 2020 there was virtually no mention of a problem with him being a Roman Catholic, in fact his strong moral concerns were seen as positive compared to his opponent. Finally, With the election of Barak Obama a black man was elected, but there has been much backlash after his election and political activists have continued from the inception of his declaring for the

presidency, through his presidency and after his presidency, to try to stop his initiatives by subtly calling into play he is black and promotes black people.

The creating of fear and anti-refugee/asylum seekers beliefs and activities as has occurred at the southern border of the US has been seen in media world-wide. Those against individuals entering from along the southern (Mexico) border have used the following arguments to develop opposition against those claiming asylum status and the pressure to build a gigantic wall to stop all asylum seekers and potential illegal immigrants.

- (1) There are so many coming illegally they will take over all the jobs.
- (2) Hispanics will become the majority in the U.S., and you will lose your rights
- (3) They are not really seeking asylum they are only seeing jobs
- (4) They are gangsters, rapists and criminals coming to be criminals in the US and to rape, steal and deal illegal drug.

For those wishing to come to America as refugees from other war-torn countries, particularly Iraq, Afghanistan, Syria, anti-refugee groups have continuously evoked 9/11 and other terrorist attacks to sway public opinion to support political decisions and laws to severely limit the inflow of refugees. “Make America Great Again” can be viewed as saying America should return to its earlier times when there were many more WASPs and significantly fewer minorities. We are presently seeing this argument continued for all who want to come to America whether as an immigrant, migrant or refugee/asylum seeker. The following charts help to depict the sentiments, feelings and prejudices of many Americans that have impacted and continue to influence America’s policy toward immigrants and refugees/asylees.

A major change is taking place in the demographics from a majority white population to a majority non-white population. This change is greatly affecting both US immigration policy as well as the refugee/asylee policy. As shown below in some of our major institutions the impact of minority populations in the recent past has changed those institutions dramatically and will continue to do so in the future to an even greater degree.

From the previous charts we know that the composition of the population is much more multiethnic in the younger age groups and the attitude toward WASPs is likely to change in the future as more of these former minority groups become elected to political office. In such situations then the immigration and refugee/asylee policies are likely to change to more inclusive from the present more exclusive one.

The demographic change from a white majority to a non-white majority is abundantly apparent when one compares the percent of while to non-whites across the different age groups.

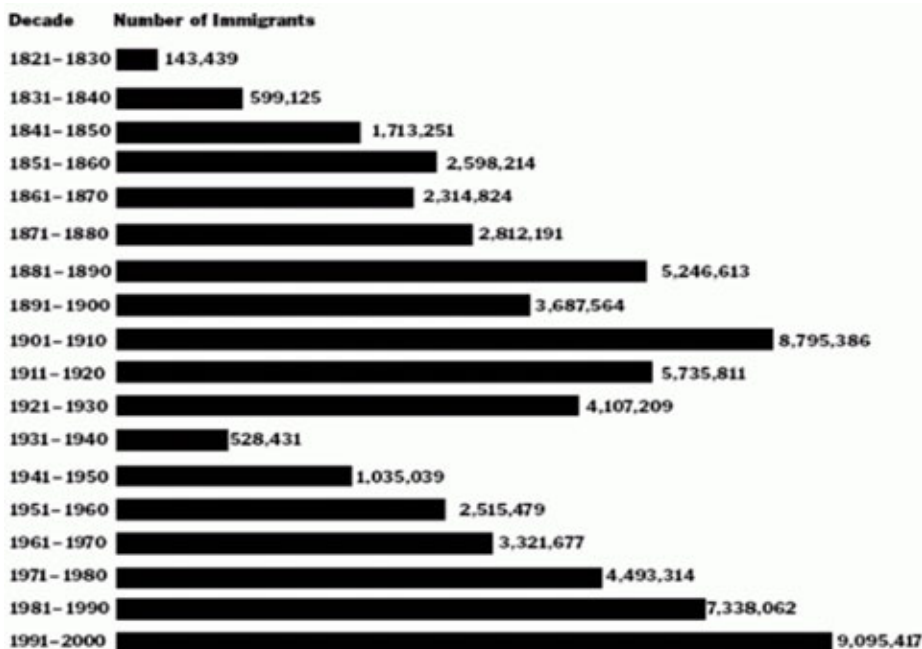


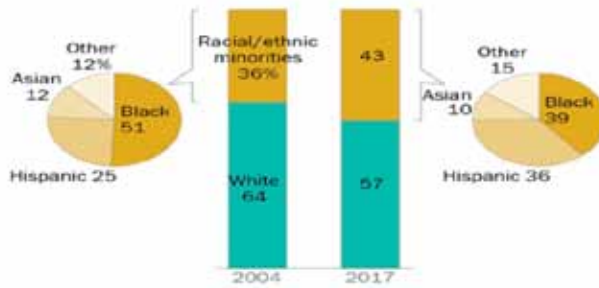
Figure 9.2 Number of Immigrants Entering the US by Decade
 Source: U.S. Government, (2001). Statistical Yearbook of Immigration and Naturalization Service.



Figure 9.3 U.S. Flag Showing number of Immigrants from Foreign Countries
 Source: U.S. Citizenship Podcast (Saturday June 21, 2008) Flag of U.S. Immigration: Americas International Roots. Blog of U.S. Immigration: America's International Roots.

Demographic shifts in today's military show growing representation of racial and ethnic minorities

% of active duty forces that are ...



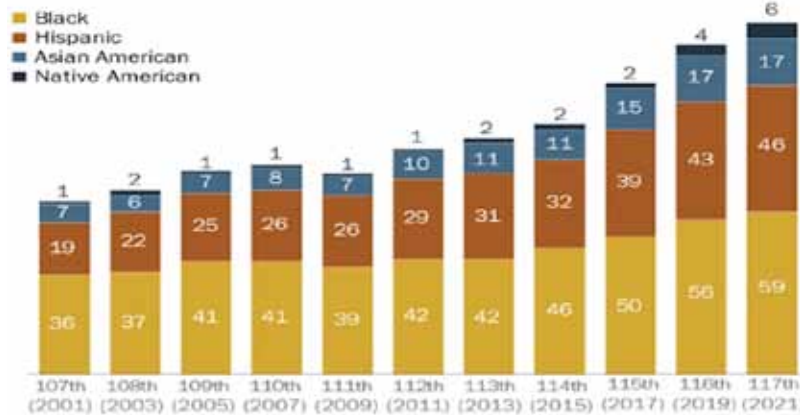
Note: Includes only the four military branches of the Department of Defense. "Other" includes American Indian, Native Hawaiian or Pacific Islander, multiracial, and other/unknown. The army does not report "multiracial." White, black, Asian and "other" include those who are non-Hispanic. Hispanics are of any race. Source: U.S. Department of Defense 2004 and 2017 annual Demographics Reports.

Figure 9.4 US Military Racial and Ethnic Minorities

Source: U.S. Department of Defense (2014, 2017). <https://militaryonesource.mil/12038/MOS/reports/2017-demographics-report>

Growing racial and ethnic diversity in Congress

Number of non-White House and Senate members by race/ethnicity



Note: Nonvoting delegates and commissioners are excluded. Figures for the 117th Congress are as of Jan. 26, 2021. Asian Americans include Pacific Islanders, and Hispanics are of any race. Members who have more than one racial or ethnic identity for the above groups are counted in each applicable group.

Figure 9.5 Change in the US Congress with respect to minorities and women

Source: Congressional Research Service CQ Roll Call Brookings Institution

Women make up more than a quarter of the 117th U.S. Congress' membership

Women members of Congress, by party

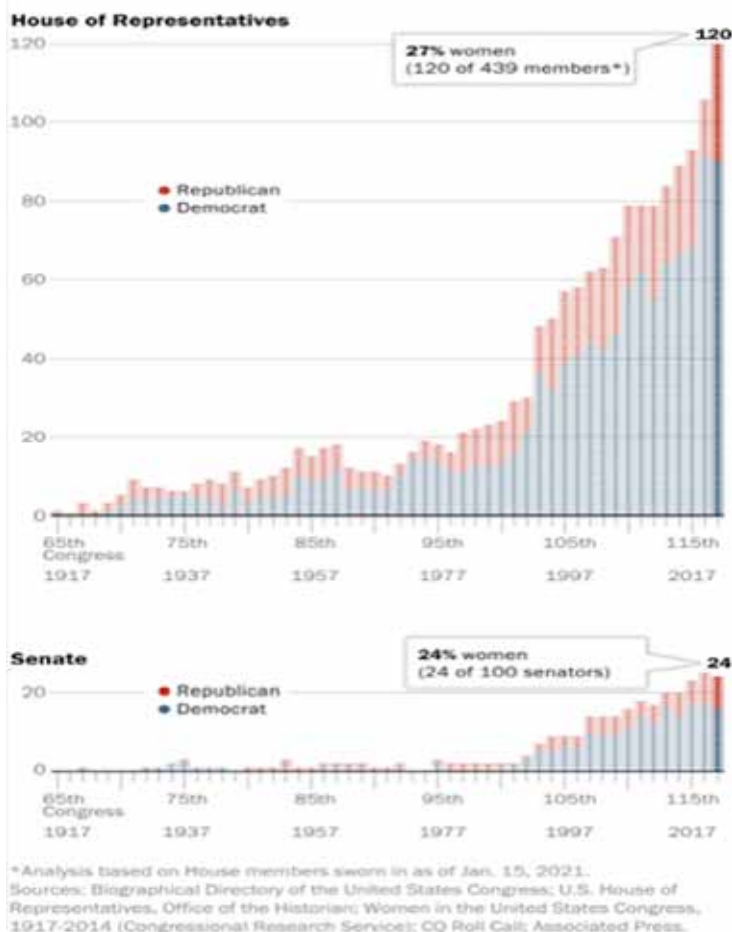


Figure 9.6 Women in the US Congress

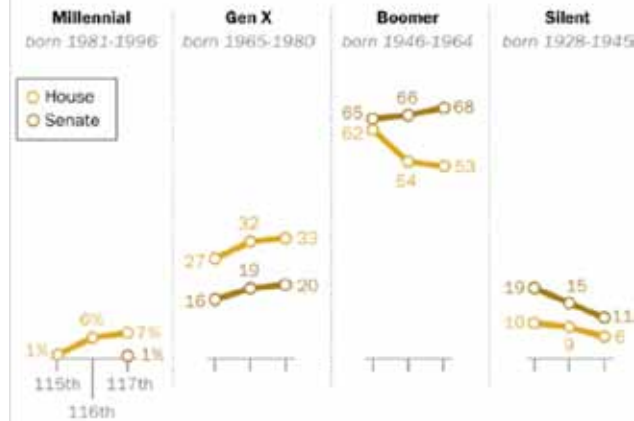
Source: U.S. Congressional Roll Call (2017).

The percent of the population that is white in those over 56 years of age is 75%. That percent is reduced by 1/3 to 51% in Americans who are below 18 years old. America has changed and will change more in terms of background and then the following changes that will occur in policy and political decisions in the future.

The next charts indicate the demographic changes occurring in the United States that are creating some of the anti-immigration and refugee responses in the white population and those areas of the country which are changing more

Younger generations make up an increasing share of the U.S. Congress

Generational composition of the House of Representatives and Senate, as of the start of each Congress



Note: Data for the 117th Congress is for 432 voting members as of Feb. 8, 2021. For the 116th Congress, the generational makeup of the House is calculated as shares of 432 seats; our previous analysis of this data was published on Nov. 21, 2018, when several races had yet to be called. The makeup of the 115th Congress is calculated as shares of all 435 seats.
 Source: Pew Research Center analysis. Birthdate data from Biographical Directory of the United States Congress, Inside Elections, campaign offices, various published sources.

Figure 9.7 Composition of US Congress 2021

Source: Membership of the 117th Congress A Profile (2021)

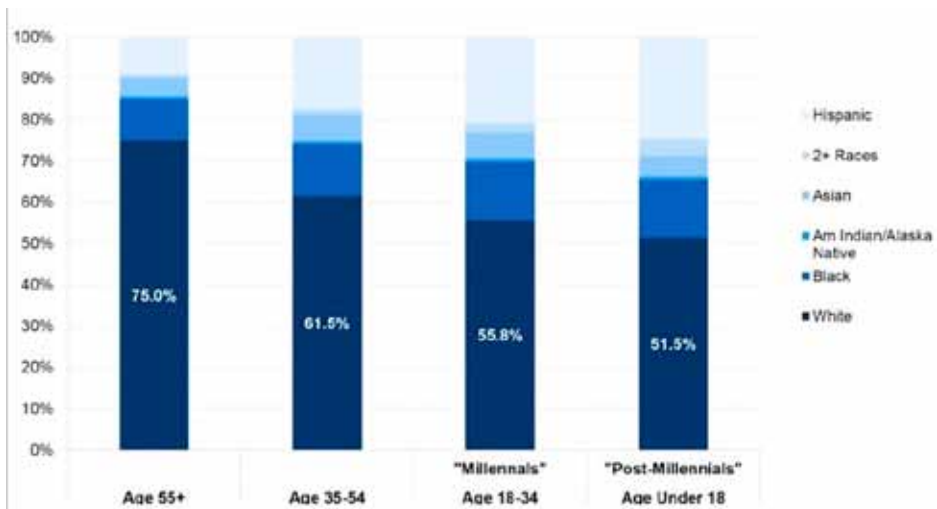


Figure 9.8 US Race-Ethnic Profiles for Age Groups 2015

Source: Brookings Institute (2021) The Metropolitan Policy Program, Mapping America's Diversity.

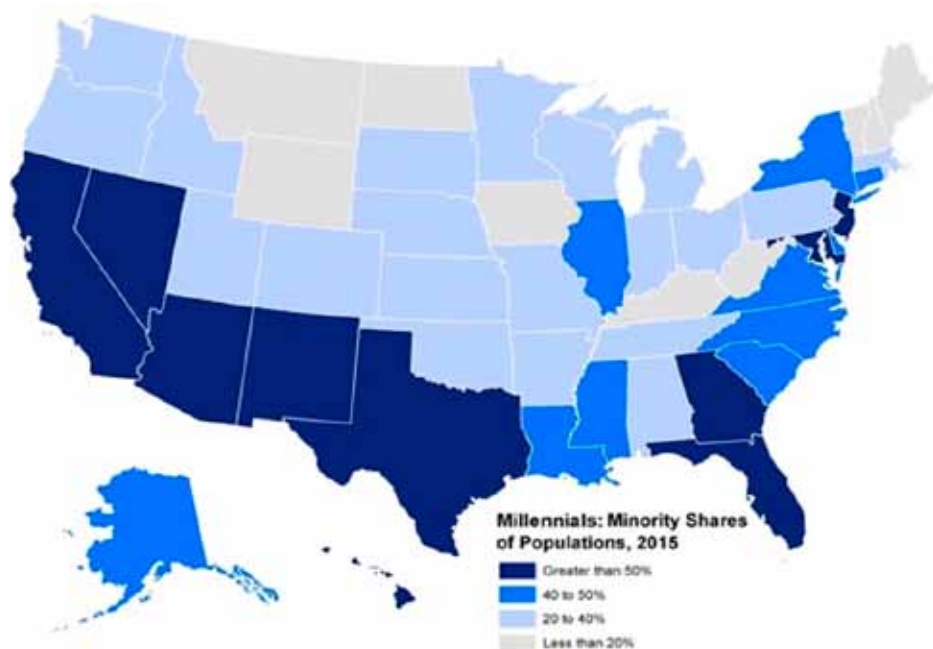


Figure 9.9 Millennials: Minority of State Populations 2015

Source: Brookings Institute (2021) The Metropolitan Policy Program, Mapping America's Diversity.

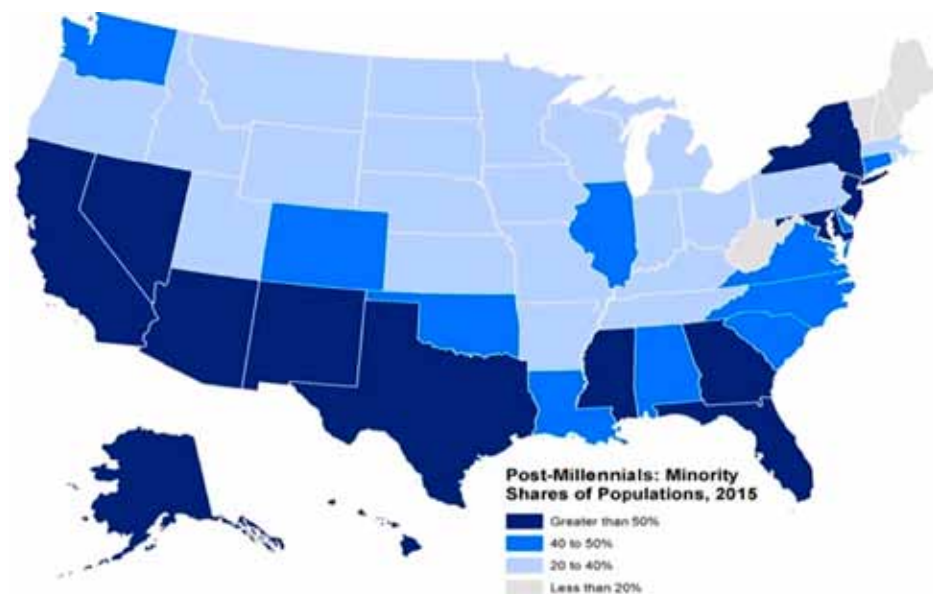


Figure 9.10 Post-Millennials: Minority Shares of State Populations, 2015

Source: Brookings Institute (2021) The Metropolitan Policy Program, Mapping America's Diversity.

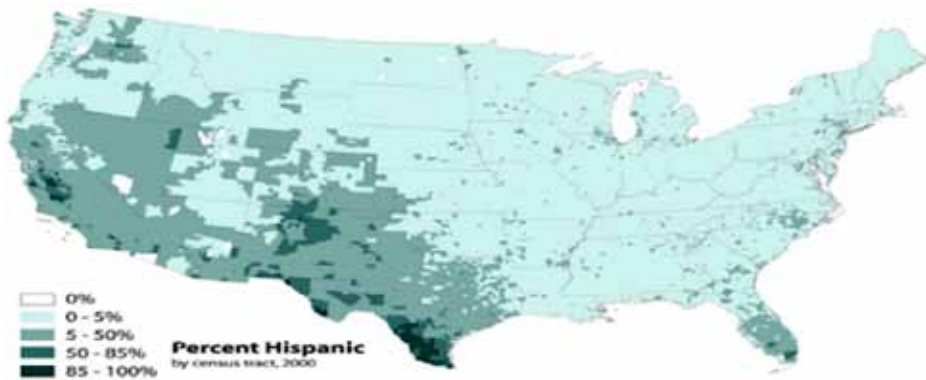


Figure 9.11 Distribution of Hispanic Population in the US

Source: Brookings Institute (2021) The Metropolitan Policy Program, Mapping America's Diversity.

dramatically. With Millennials (those born between 1981 and 1996 there is a dramatic increase in the minority share of the population in the American South and Southwest, primarily because of the increase in the Hispanic population.

As seen in the two maps above the increase in minority population spreads across the south and upward toward the center of the US as the birth rate of minority populations exceeds the birth rate of the white population. The second map clearly identifies in the 2020 Census where the Hispanic population was living and is further support for the changes seen in the minority population across the South and Southwest.

Table 9.1 Top State "Racial Generation Gaps" in the US

State	Percent White		Difference "Gap"
	Age 55+	Under Age 35	
Arizona	77	43	34
Nevada	69	40	29
New Mexico	56	28	28
Florida	71	45	26
California	55	29	26
US	75	54	21

Source: U.S. Census Bureau (2021). The US. Census 2020.

We have already identified the preferences and prejudices of Americans who they prefer as immigrants and refugees. The following data demonstrate the reluctance toward admitting immigrants, refugees, and asylum seekers particularly those arriving at the southern border who are Hispanic.

2 Data on Refugees and Asylum Seekers to the United States

Now let us focus specifically on how America given its historic response to immigrants and refugees and the recent changes in the demographic composition of the American population has affected the American response to refugees and asylum seekers in the most recent past.

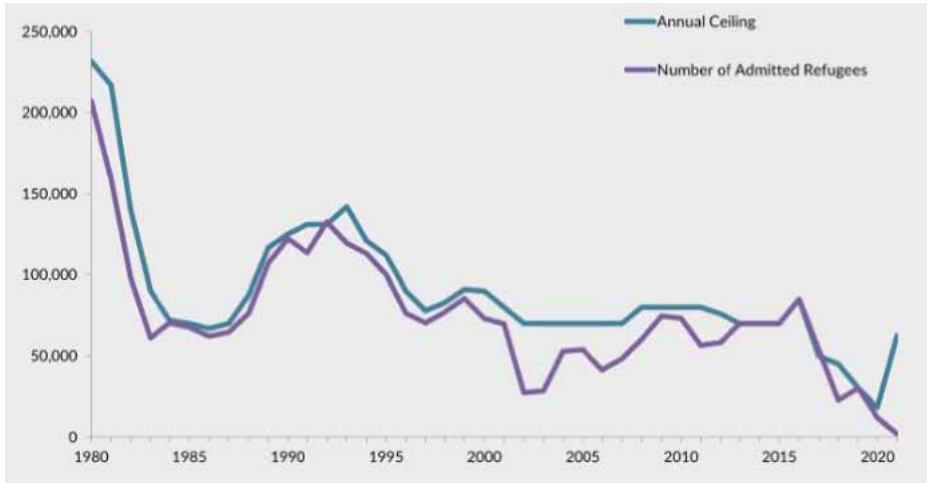


Figure 9.12 Annual Ceiling and Number of Admitted Refugees 1980 – 2020

Source: Morin & Batalova (2021). Refugees and Asylees in the United States.

Since 1980 the United States has admitted more than 3.7 million refugees and asylees. As shown in the chart there was a very high level of admissions prior to 1980 especially following the Viet Nam war when the US allowed many from southeast Asia to enter as refugees or asylees. There have been periods of high admissions over the past 40 years, during the early 90's when there was influx of those from Russia and later following the war in the Balkans. After 9/11 there was a steady decrease in admissions resulting from the aforementioned prejudices with respect to refugees in general and specifically those from Muslim countries. Admissions then reached a new peak in 2016 under the Obama administration specifically targeting refugees from the war-torn countries in the middle east. A decline has subsequently occurred under Trump.

As shown in the graph above the majority of those allowed into the United States are from Cuba. Cuba holds a unique place with respect to America. It was historically closely linked to the America and following the Cuban revolution

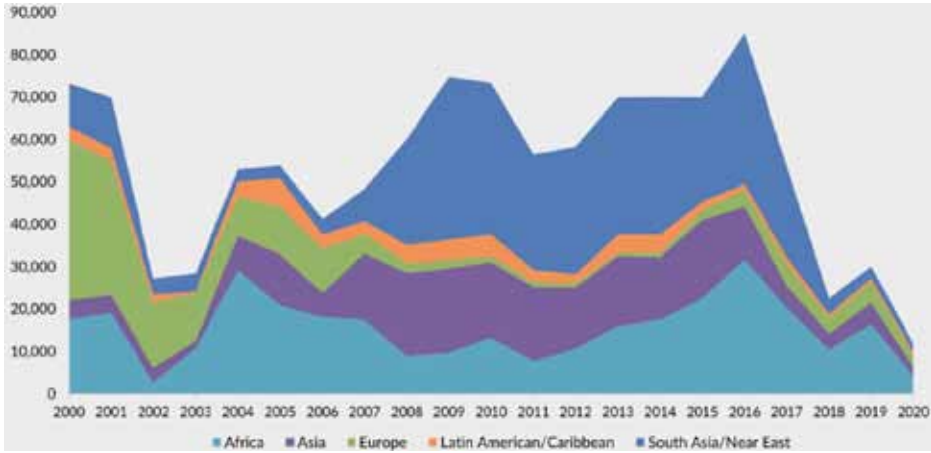


Figure 9.13 Regions of Origin of US Refugee Arrivals 2000 – 2020

Source: Morin & Batalova (2021). Refugees and Asylees in the United States.

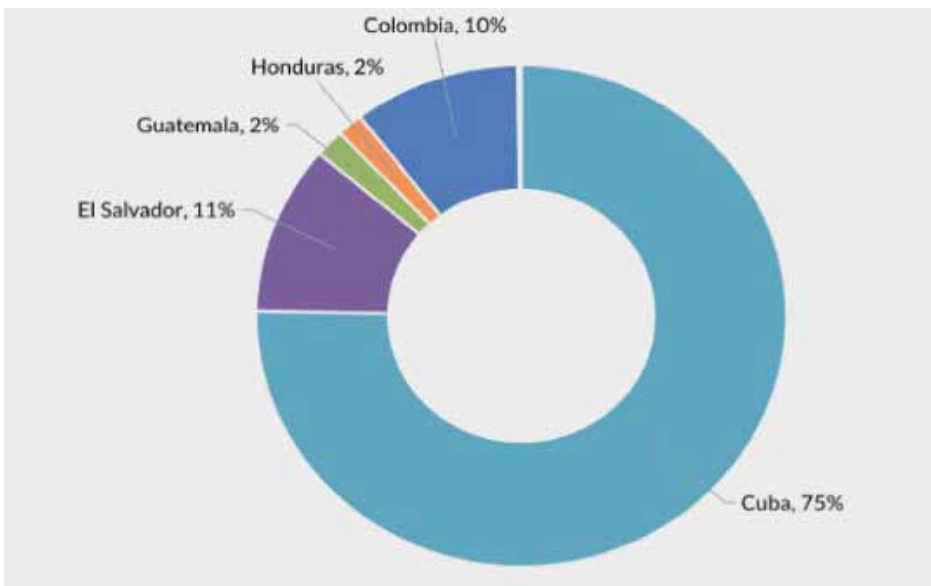


Figure 9.14 Asylum seekers from the Caribbean and Central America

Source: Morin & Batalova (2021). Refugees and Asylees in the United States.

which changed political power in Cuba to a communistic one, Americans have been very open to accepting Cubans into the country. Indeed, even prior to the revolution in the 1950’s many Cubans lived in Florida which at the southern top is only about 150 miles from Cuba. There have always been close links to the U.S. in many ways to include families, culture, and commerce. The same is not

found with countries from Central America, which are held in much less esteem culturally, politically, and educationally compared to the Cubans in the minds of most Americans. This is clearly seen in the policies and admissions differences between Cuba and the Central American countries.

The 2019 Refugee and Asylees Annual Flow Report, authored by the Office of Immigration Statistics (OIS) in the Department of Homeland Security (DHS), presents information on persons admitted to the United States as refugees, those who applied for asylum in the United States, and those granted asylum in the United States in Fiscal Year (FY) 2019.

A total of 29,916 persons were admitted to the United States as refugees during 2019. The nationality for refugees with the most admissions were the Democratic Republic of the Congo (Congo), Burma, and Ukraine. Additionally, 46,508 individuals were granted asylum, 27,643 affirmatively, and 18,865 defensively by the U.S. Department of Justice (DOJ). The nationality of the most individuals granted affirmative or defensive asylum were the People's Republic of China (China), Venezuela, and El Salvador. (Baugh, R. 2020)

In the United States it is important to understand there is a major distinction between refugee and asylum seeker in terms of policy, law, acceptance, and admission. Therefore, it is critical to specify these two types of individuals who are applying to come to the United States based upon personal threat. To be eligible for refugee or asylum status, the individuals must meet the definition of a refugee found in the Immigration and Nationality Act (INA), which states in part that a refugee is a person who is unable or unwilling to return to his or her country of nationality because of persecution or a well-founded fear of persecution on account of race, religion, nationality, membership in a particular social group, or political opinion. Those applying for refugee status are individuals who are outside the United States, while individuals applying seeking asylum are either in the United States or arriving at a U.S. port of entry (POE). To be considered a refugee the individual typically must be outside their own country, or a person can be considered without a state (stateless) if they are outside of the country in which they have basically always resided. An example of this type of person is a refugee from a war-torn country who has fled their home country and living outside that country in a refugee camp in another country. The law provides the President with the authority to designate countries whose nationals may be processed for refugee status within their respective countries. In 2019, certain nationals of Eurasia and the Baltics were redesignated for in-country processing, as were qualified Iraqis with ties to the United States. In-country processing can occur for individual protection cases for which resettlement consideration is requested by a U.S. Ambassador in any location.

The United States has a long history of refugee resettlement. The modern era of resettlement was initiated through The Displaced Persons Act of 1948 to address the migration crisis in Europe resulting from World War II, wherein millions of people had been forcibly displaced from their home countries and could not return. By 1952 the United States had admitted over 400,000 displaced people. New legislation followed to extend commitments to refugees – the Refugee Relief Act of 1953 and the Fair Share Refugee Act of 1960. The United States also used the Attorney General’s parole authority to bring large groups of persons into the country for humanitarian reasons, including over 38,000 Hungarian nationals beginning in 1956 and over a million Indochinese starting in 1975.

The United States agreed to the United Nations Protocol (1968) that prohibit returning a refugee to a country where their life would continue to be in danger. By 1980 a new act was passed that established formal refugee and asylum programs in the United States.

Table 9.2 Proposed and Actual Refugee Admissions by Regions 2017-2019

Region	2017		2018		2019	
	Ceiling	Admissions	Ceiling	Admissions	Ceiling	Admissions
Total	110,000	53,691	45,000	22,405	30,000	29,916
Africa	35,000	20,232	19,000	10,459	11,000	16,366
East Asia	12,000	5,148	5,000	3,582	4,000	4,946
Europe/Central Asia.	4,000	5,205	2,000	3,612	3,000	4,994
Latin America/Caribbean	5,000	1,688	1,500	55	3,000	809
Near East/South Asia	40,000	21,418	17,500	3,797	9,000	2,801
Unallocated Reserve	14,000	–	–	–	–	–

Source: Baugh, R. (2020) Refugees and Asylees in the U.S. Annual Flow Report Sep 2020.

The countries with the most refugees arriving in America in the last 10 years were Myanmar, Iraq, Bhutan, Democratic Republic of the Congo, Somalia, Iran and Syria.

Since the inception of the refugee program, the nationalities of refugees and asylum seekers admitted to America has changed as U.S. Policies changed and new conflict arose around the world. The earliest data collected by country specifically was not initiated until 2000. Since that time America has admitted 1.1 million refugees: 16% from Myanmar (Burma) 13% from Iraq and 10% from Somalia.

Table 9.3 Refugee Country of Origin Arriving in the US 2010 – 2020

FY 2010			FY 2020			FY 2010-2020 Total		
Origin	Number	Percent	Origin	Number	Percent	Origin	Number	Percent
Iraq	18,016	24.6	Dem. Rep. Congo	2,868	24.3	Myanmar	125,137	20.8
Myanmar	16,693	22.8	Myanmar	2,115	17.9	Iraq	109,412	18.2
Bhutan	12,363	16.9	Ukraine	1,927	16.3	Bhutan	77,409	12.9
Somalia	4,884	6.7	Afghanistan	604	5.1	Dem. Rep. Congo	70,447	11.7
Cuba	4,818	6.6	Iraq	537	4.5	Somalia	54,211	9.0
Iran	3,543	4.8	Syria	481	4.1	Iran	22,573	3.8
Dem. Rep. Congo	3,174	4.3	Eritrea	475	4.0	Syria	22,163	3.7
Eritrea	2,570	3.5	El Salvador	365	3.1	Cuba	20,020	3.3
Palestine	1,053	1.4	Moldova	364	3.1	Ukraine	19,237	3.2
Vietnam	891	1.2	Sudan	254	2.1	Eritrea	18,223	3.0
All other countries, including unknown	5,306	7.2	All other countries, including unknown	1,824	15.4	All other countries, including unknown	62,028	10.3
Total	73,311	100.0	Total	11,814	100.0	Total	600,860	100.0

Source: Baugh, R. (2020) Refugees and Asylees in the U.S. Annual Flow Report Sep 2020.

Table 9.4 Arrivals to the US by Country of Nationality: Fiscal Years 2017-2019

Country of nationality	2017		2018		2019	
	Number	Percent	Number	Percent	Number	Percent
Total	53,691	100.0	22,405	100.0	29,916	100.0
Congo, Dem Rep.	9,377	17.5	7,878	35.2	12,958	43.3
Burma	5,078	9.5	3,555	15.9	4,932	16.5
Ukraine	4,264	7.9	2,635	11.8	4,451	14.9
Eritrea	1,917	3.6	1,269	5.7	1,757	5.9
Afghanistan	1,311	2.4	805	3.6	1,198	4.0
Syria	6,557	2.2	62	0.3	563	1.9
Iraq	6,886	12.8	140	0.6	465	1.6
Sudan	980	1.8	76	0.3	382	1.3
El Salvador	1,124	2.1	725	3.2	311	1.0
Colombia	233	0.4	128	0.6	298	1.0
All other countries, including unknown.	15,964	29.7	5,132	22.9	2,601	8.7

Source: Baugh, R. (2020) Refugees and Asylees in the U.S. Annual Flow Report Sep 2020.

More than half of the refugee in 2019 were resettled in the top ten resettling states as shown in the table below. Texas, Washington, and New York resettled the most refugees while Kentucky, Idaho and Washington resettled the most per capita.

Table 9.5 Refugee Arrivals in the US by State of Residence: 2018-2019

State of residence	2017		2018		2019	
	Number	Percent	Number	Percent	Number	Percent
Total	53,691	100.0	22,405	100.0	29,916	100.0
Texas	4,765	8.9	1,669	7.4	2,433	8.1
Washington	2,920	5.4	1,537	6.9	1,945	6.5
New York	3,098	5.8	1,281	5.7	1,845	6.2
California	5,160	9.6	1,362	6.1	1,841	6.2
Ohio	2,867	5.3	1,408	6.3	1,426	4.8
Kentucky	1,618	3.0	896	4.0	1,421	4.7
North Carolina	1,916	3.6	934	4.2	1,255	4.2
Arizona	2,249	4.2	998	4.5	1,216	4.1
Georgia	1,869	3.5	833	3.7	1,182	4.0
Michigan	2,536	4.7	651	2.9	1,146	3.8
Other	24,693	46.0	10,836	48.4	14,206	47.5

Source: Baugh, R. (2020) Refugees and Asylees in the U.S. Annual Flow Report Sep 2020.

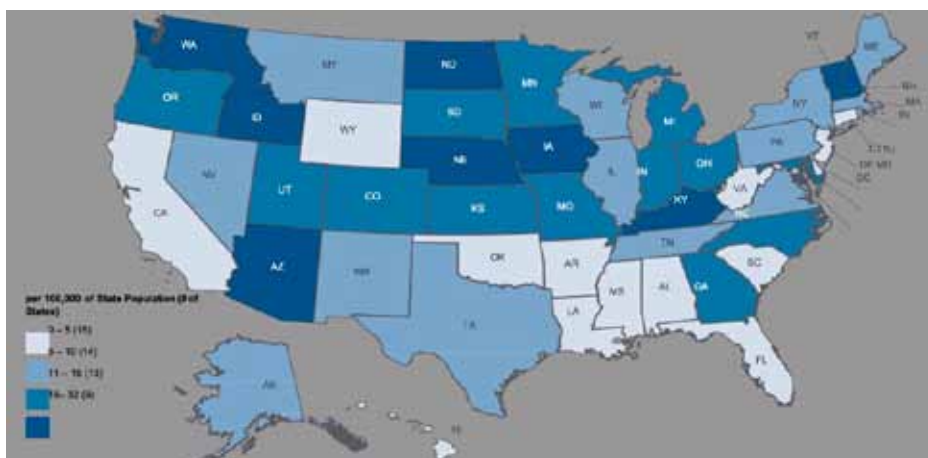


Figure 9.15 Per Capita Refugee Resettlement by State of Residence in the US in 2019

Source: U.S. Department of State and U.S. Census Bureau

The U.S. refugee resettlement program focuses on admitting (1) highly vulnerable populations and (2) those that have the best prospects for long-term integration. Refugees that have critical medical conditions or disabilities, and families with young children are prioritized for resettlement. During the years 2010 to 2020, 64 percent of all refugees admitted to the United States were either children under age 14 or women. In looking specifically at 2019, more than 75% of those admitted were under the age 35 and 43% were children under the age of 18. About 50% of those admitted were males and 50% were females, and 26% of the adult refugees were married upon arrival.

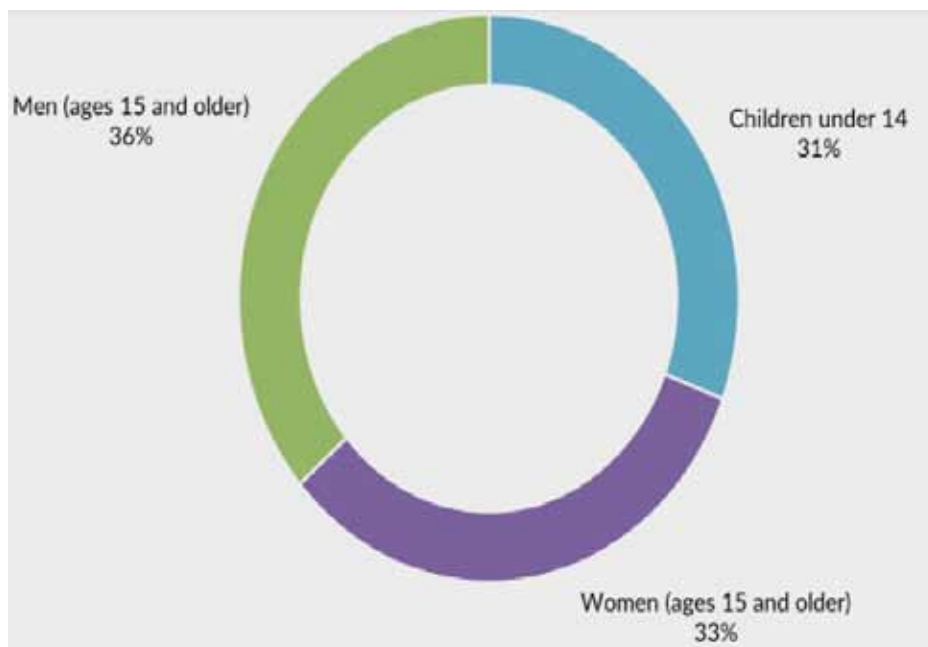


Figure 9.16 Gender and Ages of Refugees Entering the US During the Years 2010 – 2020

Source: U.S. Department of Homeland Security.

The chart above clearly shows the change in refugee preference following the election of President Trump. You can see a significant decrease in Muslims approved for admission as well as reductions in other religions with a major increase in admission of those who are Christian.

Now a quick look at the asylee process. There are two types of asylee processes. One (affirmative) is for individuals who are requesting asylum either as they come across a border to the US and meet with government officials to declare their petition for asylum or those who are already within the United States, for example a tourist, businessperson, or student. The other is for individuals who

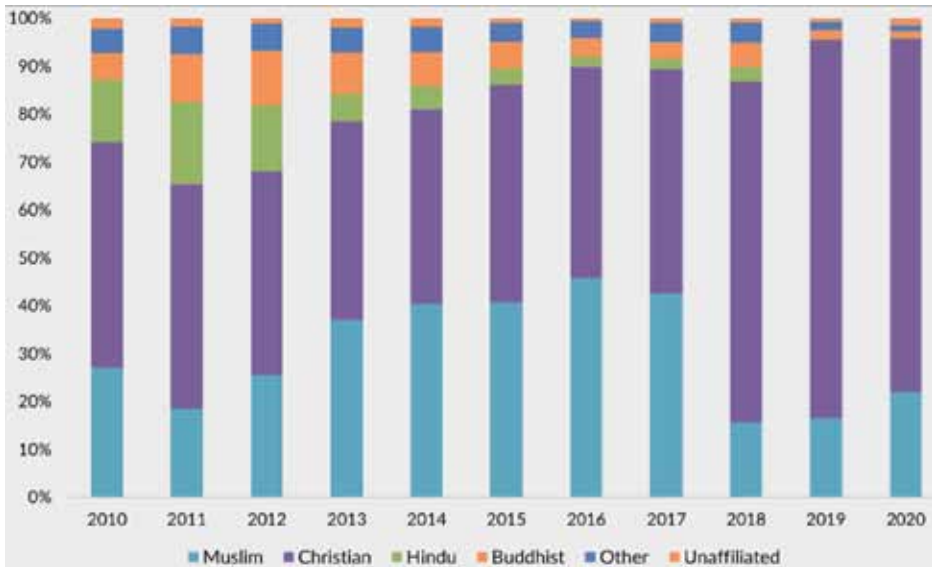


Figure 9.17 Religion of Refugees Admitted to the US 2010 -2020

Source: Baugh (2020) Refugees and Asylees in the U.S. Annual Flow Report Sep 2020.

are already in the US and are facing deportation and request asylum so they will not be deported. It is important to look at the Affirmative Asylum cases to determine the country of origin of those who arrive at the border of the US and request asylum or potentially at an embassy. Most of the affirmative asylees are individuals from countries to the south of the US and arrive at the border with Mexico. Here is where the problem exists for determination of motivation of the individual to come to the US. Are they seeking entrance with legitimate fear for their lives upon return to homeland or is the primary motivation to seek a better life? This is the dilemma that faces the immigration service as they try to interpret the US law and one that has become a major political division both within the American people and with America's image worldwide.

It is important that the reader understands that refugee resettlement in America is conducted by non-governmental agencies. While the laws and policies are developed by the government and while there is some assistance provided by the government the bulk of activity and assistance is provided through NGO's. There is not enough time and space to detail what the various resettlement organizations do as they vary from location to location and state to state. As noted earlier in this paper Kentucky is one of the primary states for resettlement and the web sites for the two major resettlement agencies in Kentucky are provided. These agencies are Kentucky Refugee Ministries and

Table 9.6 Affirmative Asylum Cases Filed (USCIS) by Country of Nationality: Fiscal Years 2017 to 2019

Country	2017		2018		2019	
	Number	Percent	Number	Percent	Number	Percent
Total	139,917	100.0	106,128	100.0	96,952	100.0
Venezuela	27,576	19.7	28,426	26.8	25,210	26.0
Guatemala	12,185	8.7	10,192	9.6	9,684	10.0
China, People's Republic	16,810	12.0	8,181	7.7	9,640	9.9
El Salvador	11,941	8.5	9,140	8.6	5,951	6.1
Honduras	7,005	5.0	6,143	5.8	5,609	5.8
Mexico	11,931	8.5	6,618	6.2	4,588	4.7
Haiti	3,872	2.8	2,958	2.8	3,278	3.4
India	4,039	2.9	2,571	2.7	2,957	3.0
Colombia	2,659	1.9	2,571	2.4	2,897	3.0
Nigeria	2,238	1.6	3,325	3.1	2,760	2.8
All other countries	39,661	28.3	25,665	24.2	24,378	25.1

Source: Baugh (2020) Refugees and Asylees in the U.S. Annual Flow Report Sep 2020.

Catholic Charities. The overall delivery of services can be found at the website of the city of Louisville.(Kentucky Refugee Ministries (2021), Catholic Charities (2021), City of Louisville (2021)).

3 Social Work Role with Refugees and Asylum Seekers

A social worker has the same basic role and goals no matter where they are working or who they are assisting. This role and these goals define the profession and direction of their work for individuals, families or groups and are the same for all-

- **To improve the quality of life**
- **To change systems that inhibit or prevent achieving potential**
- **To ensure that adequate resources are provided**

Then one should ask what the difference is when a social work is working with refugees, asylum seekers and immigrants? The differences are not in the basic goals rather it is related to the needs and problems that are associated with this client group. It might help to make a comparison with the medical profession.

Medicine

All physicians who must have a basic understanding of anatomy, physiology, chemistry and the multitude of problems that can cause the individual to be ill or injured as well as the basic treatments for such conditions

Social Work

All social workers must have a basic understanding of bio-psycho-social problems

Medicine

Has specializations, like orthopedic and internal medicine that help patients with more specific problems

Social Work

Has specializations that work with identified groups who have problems that require specific knowledge beyond the basic knowledge that all social workers must have, for example, elderly or substance abuse or refugees

Some of the most common problems confronting refugees are:

- Discrimination
- Stigmatism
- Lack of specific services for refugees
- Normal Services available to others often not available for them
- Accessing services that are available
- Language
- Getting jobs
- Education
- Knowledge of the local culture, people and services

The most immediate concern for all social workers in assisting refugees/asylum seekers is the difference in culture and language. This is particularly acute in the US where the ability to speak a language other than English is not as common as in the rest of the world. If a non-English language is spoken it is Spanish which over the most recent past (except for those coming to the border of the American Southwest as asylees) is not the language of refugees. Thus, language is a major difficulty. Not only is language a major problem but the great difference in culture is also readily apparent. Since the US is separated by large bodies of water and adjacent to only two other countries, Canada and Mexico, there is much less interaction with diverse cultures than in almost any other place in the world. Therefore, the lack of language skills and knowledge of culture is particularly lacking in American social workers.

However, for social workers in any country world-wide, awareness of the cultural patterns of the refugee are critically important. Here I stress that it is cultural awareness not cultural competence because no one is ever totally

competent in a culture that is not their own. Therefore, it is incumbent on the social worker to continually improve their cultural awareness of the refugees they are working with.

It is important for the social worker to be honest with the refugee by telling them they do not know a lot about their culture, and to indicate a willingness to learn while at the same time admitting their mistakes. Trying to act like you understand when you do not, not asking questions about cultural aspects in a respectful way to learn and then using that knowledge to improve your ability to interact are all requisite skills for the social worker who engages in activities with refugees.

Culture is a two-way street. The social worker must learn about the culture of the immigrants to show respect for their history and background. In addition, they must also be a “good” representative of their culture and not impose their culture on the new refugee. Not impose but demonstrate and show the refugee aspects of this “new” culture and that understanding and that different cultures are acceptable within the broader culture. The aspects that are acceptable differences and those that are problematic need to be discussed and clarified with patience and understanding. The foundation of interaction is a respect for all cultures and peoples and is critically important for people to co-exist in a multi-cultural environment. *All cultures need to be respected and valued.* **Remember – we all have similar histories, families, children, dreams, dreams, needs, problems, and successes, the common ground is bigger than differences.**

The most pressing problems when refugees are first arriving center on food shelter and medical care – often provided in a very minimal way with temporary housing of large groups of people in small spaces, food that is not typical to the refugee, and only very basic medical care and assistance. Language is frequently a major problem from the very beginning. The first task of the social worker is to make sure that these first problems are addressed then the worker can move into solutions for problems that can be expected over the time of adjustment to the new culture, nation and living conditions.

The next section of this paper provides some brief points that are important to the resettlement tasks facing a social worker working with refugees. These points refer to refugee groups because in most communities it is not a single refugee or a single refugee family that arrives it is typically a group of refugees or families that arrive, albeit not always at the same time. Therefore, these suggestions are aimed at groups. You can alter or adapt them as needed to a single person or family.

- **Conduct a Needs Assessment**
Work with formal and informal leaders in both the refugee and local community to find out what the needs of the DIFFERENT refugee groups require
- **Refugee groups are different and need different things**
Determine the most immediate needs and work together with the refugees to attempt to meet these needs
- **Creating a Plan and Overall Program**
The first role for social work is as a planner and developer and finally an implementer.
The social worker in this role must critically analyze the assets and liabilities of the refugees and of the community. To do this the social worker will have to have an excellent knowledge of all the resources currently available in the community and secondly what resources in the community may be developed if they are not already there.
- **Next the social worker will have to develop a relationship with both the informal and formal leaders within the refugee groups.**
After developing this relationship, the social work with the assistance of refugee leaders can conduct a needs assessment of the various groups to develop an overall plan that is appropriate for the groups.
- **Developing a Place**
It is critical that there be a place established near to the community where the refugees live that can serve as a center for activities and information.
This place at first does not have to be a complete community center but is vital to provide “outreach” to the refugees where they do not have to initially come to an established center.
As programs and activities are added it is really a good idea if there can be a dedicated community center for activities within the area that can be provided to the refugees.
- **Language**
Social workers themselves need to learn a few words in the refugees’ language. Learning a few words helps to build a relationship with the refugee and demonstrates to them that you respect their language and are trying to work with them.
Learn new ways to communicate with people we typically only communicate with the spoken word. You can communicate with pictures and drawings using your own language and have them use the word in their language. You can understand each other, and you both learn this way

You can also communicate with your body, with hand gestures and by pointing to things.

Don't be afraid to attempt new and different ways to communicate!

Need bi-lingual translators to work with the population especially for legal, medical, government and business purposes

Need to establish the country's language as a Second Language Programs for refugees

- Work with the school systems and colleges to develop language teachers
- Develop language programs in the formal educational system in the schools for
- children between ages of 3 and 18.

Develop after school language programs for children to assist in the school programs. Use of volunteers would be good for this program.

Develop evening and weekend language programs for adults. Volunteers can be used after training by language teachers

- Education

- Involving the educational system in ways that will specifically assist the refugee
- Developing programs that assist the refugee to learn in your educational system
- Recognizing that there are differences in the refugees' background and including it in the educational process

- Adult Education

- The educational level of refugees may vary from post-graduate to grammar school, and it is possible that those that much education are not able to communicate in your language.

- Develop programs within the educational system to assist those without education to obtain advanced education.

- For those with higher education develop programs wherein they can transfer their education while at the same time improve their language skills.

- Children's Education

- Include in the school programs cultural activities that draw upon the cultural differences that allow all the children from the local culture and refugee culture to share their cultures.

- Recognize differences and celebrate them not stigmatize them

- Cultural Integration of Refugee Groups together

- Work the various refugee groups to have them share and work together

Do not create situation where they fight against each other. Have them cooperate as the common problems they all have.

Create unity between refugees and unity with the local culture

Creation of venues and meetings where the refugee and local culture can share common activities

Music, art, crafts, food are all ways that sharing common culture this can be accomplished.

- Medical Assistance

There are many cultural differences to medical care and treatment

Work to understand that how we approach illness, and the treatment of sick is different. In the US many refugees arrive with significant trauma both physical and mental. Helping refugees to understand, and to use particularly mental health services is a major aspect of social work services. (Ballard-Kang, Lawson 2017)

Accept differences and work toward common ways to approach illness by sharing experiences.

Provide ways to access medical treatment.

Help the medical system to understand cultural and language differences.

Develop ways that the local medical system can provide care to refugees

Work with refugees to understand the local medical system

- Business and Financial Assistance

Create opportunities for the refugees to understand the way business and money systems operate in their new country

Make sure the local system knows that if refugees become working members of the local community, then they can also support the local society in business and taxes

Develop ways that the refugees can work and obtain jobs in the local economy

- Jobs

The more people work the better the local life is All working is the best

How to create new jobs and employment opportunities for all. Have the refugees and local business work together for creation of new jobs, new markets, new growth in the local economy using the refugees in this process

- Sporting Activities

Examples within the refugee community may be that an international team can be developed. That is a team composed of individuals from different countries.

Exhibition events can be played against other teams

- **Festivals and Special Events**

Develop unique and special events that utilize the talents of the new refugee population.

One example are musical fairs where each country can perform their music and dance for free in an open setting

Another is an international food fair where food from the refugee's country is prepared and sold at cost of preparation to those attending the food fair or have a sponsor purchase the ingredients and the food is then given free to those attending.

At the festivals there can be information available to all those attending both the new arrivals and old residents. Information can include how to access medical and other services. Community resource booths, educational opportunities are posted, as well as information about the other festivals and opportunities in the city and region.

Festivals and special events are wonderful ways to bring the whole community together and to celebrate diversity. To not divide but to bring together.

- **Fund Raising**

Social workers must learn and know ways to create funds for programs

Be able to write grants to obtain money for programs. This is critical with refugees as there is often minimal funding to assist them to become part of the society.

Conclusion

Working with refugees and immigrants can be one of the most rewarding jobs a social worker can have. It brings into play all the skills in working with people, calling upon your ability to be able to deal with numerous systems. You must understand, ascertain and effectively obtain assistance for medical, and mental health problems, housing and food, education and employment while at the same time facing cultural barriers and stigmatization of the people you are trying to help. While this is a daunting task, it is also tremendously rewarding because you find that you are able to cross multiple boundaries that converge in social work as well as those boundaries of language, culture, religion and beliefs. This makes you as a social worker more needed but at the same time creates a feeling of fulfillment in your professional work.

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