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Syrian refugees in Turkey: exploring the role of I/NGOs in refugee crisis

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ABSTRACT

This article analyses the role that nongovernmental organisations (NGOs) and civil society organisations play in managing Syrian refugees' basic needs and access to public services. This research is based on a qualitative approach. We collected information on the role of the NGOs through interviews (from 42 respondents, with NGOs and civil society organisations, selected on a snowball basis) in Turkey. We found that the NGOs play an important role in substantiating the government's efforts in providing various kinds of basic services to the refugees. However, these NGOs suffer from insufficient funds and uncertain funding commitments. On top of this, there has been a lack of cooperation between the NGOs. This study touches upon the importance of NGOs in terms of structural and practical difficulties. Cooperation and collaboration among the NGOs have appeared as important issues in dealing with the refugee crisis in Turkey. This research has crucial policy implications for the NGOs and the governments of the destination and origin countries.

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Introduction

More than 68.5 million people – roughly one in every 110 people in the world – had been displaced from their homes by the end of 2017, either as Internally Displaced People (IDPs) or refugees, as a result of armed conflict, persecution, famine or natural catastrophes (Braithwaite, Salehyan, and Savun 2019; Ullah 2014). This number is growing exponentially because the triggering factors are escalating, such as fomenting intolerance, rising volition to cling to power, and expanding forms of persecution (Bilici 2021). For many decades, wars and conflicts have been driving people out of their own countries, and, tragically, children and young people have been disproportionately affected (Ullah 2018b).

When anti-Assad protests erupted in 2011, they quickly turned into a full-fledged war between the Syrian government and opposition groups. Three independent campaigns

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