

Evaluation of the Opinions of Turkish Citizens Living in Kilis on Syrian Refugees

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Abstract

This research was carried out to determine the views of Turkish citizens living in Kilis about Syrian refugees. In the research, the phenomenology method, one of the qualitative research methods, was used and an interview form consisting of semi-structured questions was applied. The sample of the research consists of 42 Turkish citizens living in Kilis and having social contacts with asylum seekers. The data obtained through interviews were interpreted by dividing them into themes and sub-themes using content analysis methods. As a result of the research, it was determined that the problems in areas such as economic, social and education reached high levels due to the fact that Turkish citizens living in Kilis live in the provinces of Syrian refugees. Results such as the emergence of classes with a large number of students in schools, not speaking Turkish, problems of adaptation and attendance to schools, cultural and social incompatibility have been achieved.

Keywords: Syrian Refugees, Kilis, Turkish Citizens

1. Introduction

Migration movements can be expressed as a situation that has been continuous since the first periods of human societies. The acceleration or deceleration of migration in certain time periods is considered as a phenomenon that occurs due to many reasons. It is possible to say that the causes of migration in the past periods continue today without much change. It is possible to state that migrations, which started for reasons such as wars and natural disasters, especially for economic reasons, were effective in certain periods in all geographies of the world. Today, it is observed that the countries of emigration and immigration have become clear and the direction of migration movements has not changed for a long time. As in the past, economic reasons and wars continue to be the main reasons for migration (Sarvan and Efe, 2020).

It is known that throughout history, humanity has faced many problems and difficulties such as disasters, epidemics, and economic crises, as well as violence-oriented situations such as war, massacre and internal turmoil, which we will show among the most severe and tragic situations

(Bayir and Aksu, 2020). Due to this war, massacre and internal turmoil, it is seen that humanity is being swept away with many deaths, loss of living places, and many social, economic and social problems (Doğan and Gürbüz, 2018). For this reason, it is a known fact that Turkey is faced with migration mobility due to the internal turmoil that started in Syria in 2011 (Duruel, 2017). Migration can be defined as a collective crossing of the citizens of one country, for any reason, through the international borders of another country (Taş and Tekkanat, 2018).

First, the response and internal activity that started in many countries under the name of the Arab spring, and then the situation that continued as the Arab spring, which spread to Syria, turned into internal turmoil and war in Syria (Efe, 2015). The confusion that started in 2011 caused many people to leave their homes and cause great migration movements (Gülyaşar, 2017). Turkey has been the country most affected by these great migration movements, and as a result of the migrations, the number of Syrian refugees in Turkey as of April 21, 2022 has been stated as 3 million 711 thousand 683 people. (Immigration Administration, 2022). The province of Kilis draws attention as the province with the highest number of asylum seekers in Turkey. It was determined that there are 145 thousand 826 Turkish citizens and 107 thousand 491 Syrian refugees living in Kilis, and the density of the number of refugees in Kilis was determined as 42.4% (Migration Administration, 2022). While only a small part of these numbers live in asylum centers, it is seen that most of them interact with the public in many areas such as social, economic, cultural and education (İçduygu, 2017). This intertwined interaction has had or is thought to have an impact in many areas such as social, cultural, economic and political (İncili & Akdemir, 2017). It is thought that there are some conflicts and problems between the Syrian refugees and the local people due to the differences in some areas such as language, race, nationality, cultural and social areas (Kahraman and Taniyici, 2018).

Turkey's regulations regarding refugees or asylum seekers are based on the 1951 Geneva Convention and 1967 Geneva Protocol (Karataş, 2015). When these contracts and regulations are examined, are Syrians refugees? Refugee? Or is it a guest? When the answer is sought from the definition confusion, when the relevant articles are examined, it has been found that it is more appropriate from a legal point of view to define the "Syrian Asylum Seeker" in this study (Dulkadir, 2017).

The large number of Syrian refugees throughout the country has brought along various problems and different discussions. The emergence and gradual increase of problems in the economic, social and cultural fields has led to the intensification of political debates. The increasing number of immigrants in other provinces, especially in the provinces on the Syrian border (Kilis, Urfa, Hatay), has brought new dimensions to the problem, as the risks of creating not only economic and social but also demographic problems have arisen. In this context, in Kilis, which is among these provinces and where the number of Syrian refugees is seen to be quite high and which is thought to be more than the local population according to unofficial figures, the problems experienced in the economic, social and educational fields that have emerged with migration and asylum seekers constitute the problem of our research (Sarvan and Efe, 2020).

1.1 Purpose of the research

In this research, it is aimed to get the opinions of Turkish citizens about Syrian refugees. For this purpose, answers were sought to the questions of Turkish citizens living in Kilis about Syrian refugees.

1. How do you feel about the Syrian refugees living in your city?
2. Have you had any legal or administrative problems with Syrian refugees? What are you experiencing?
3. Do you think that Syrian refugees create problems in your city in terms of economic, social and adaptation?
4. What do you think about the return of Syrian refugees to their countries?

1.2 Importance of Research

After the internal turmoil in Syria as of 2011, It is of vital importance to determine the views of Turkish citizens on the interaction of Syrian refugees with Syrian refugees, since Syrian refugees who come to Turkey interact with the cities in an irregular and uncontrolled manner, and then interact in terms of social, cultural, psychological and economic areas. In addition, the result of the research is also important in terms of shedding light and guiding the decisions about the problem areas such as social, cultural, economic and education to be taken in the future regarding Syrian refugees. It is also important that the research is carried out in Kilis, where Syrian refugees live heavily and where current debates are constantly expressed in the press and broadcasting organizations.

1.3 Assumptions of the Research

It is assumed that they sincerely answered the questions in the "Interview Form with Syrian Refugees" used in the research and that the data obtained was limited to the questions in the interview form.

2. Method

In this section, the research model used in the research, the study group, sampling, data collection tool and techniques used in data analysis are given.

2.1 Research Model

In this study, which examines the views of Turkish citizens living in Kilis about Syrian refugees, the phenomenology method, one of the qualitative research methods, was used. Phenomenology argues that in order to understand the behavior of the individual, it is necessary to know his or her unique life and perception (Yazıcıoğlu & Erdoğan, 2011).

2.2 Working Group

The study group of the research consists of 42 Turkish citizens living in the center of Kilis and having communication and connection with Syrians. Maximum diversity sampling method, which is a purposeful sampling type, was used in the research. While forming the working group, age, time of meeting with Syrian refugees, duration of residence in Kilis and diversity of meeting with Syrian refugees were taken into consideration. In the maximum diversity approach, it is aimed to reflect the diversity of individuals who may be a party to the problem studied at the

maximum level and thus to reveal the different dimensions of the problem (Yıldırım and Şimşek, 2013). The study group of the research is shown in Table 1.

Table 1 Table of variables of participants' gender, acquaintance time, residence time and meeting style

Variables		f	%
Gender	Woman	19	%45
	Male	23	%55
	Total	42	%100
with Syrian refugees Your dating time	0-10	22	%52
	11-20	12	%28
	21-and over	8	%20
	Total	42	%100
Your duration of residence in Kilis	0-10	13	%29
	11-20	11	%27
	21-and over	18	%44
	Total	42	%100
	My relative	7	%17
	My neighbor my tenant my colleague Other	9 6 5 15	%21 %14 %12 %36
Total	42	%100	

According to Table 1, 19 female and 23 male Turkish citizens living in Kilis participated in the research. It is seen that the duration 0-10 years of Turkish citizens to meet with Syrian refugees is 22 (%52), the duration 11-20 years of Turkish citizens to meet with Syrian refugees is 12 (%28), the duration 21 and above years of Turkish citizens to meet with Syrian refugees is 8 (%20). Duration 0-10 years of residence in Kilis was determined as 13(%29), Duration 11-20 years of residence in Kilis was determined 11 (%27), 21 and over is 18(%44). Finally, looking at the way they met with Syrian refugees, 7(%17) were my relatives, 9(%21) were my neighbors, 6(%14) were my tenants, 5(%12) were colleagues, and 15(%36) were other.

2.3 Data collection tool

A semi-structured interview form was developed and applied to collect data in the study, which aims to determine the views of Turkish citizens living in Kilis about Syrian refugees. In the interview form, four questions were asked to determine the feelings of Turkish citizens living in Kilis due to living in their provinces, whether they experienced any legal or administrative problems, whether they caused an economic or social problem, and about their return to their country. The interview questions used in the research were prepared by considering the literature review and expert opinion. Data were collected by paying attention to the appropriate conditions (time, place, etc.) for the interviews to be valid and reliable. Interviews with Turkish citizens were made face-to-face and each interview lasted approximately 25-30 minutes. At the end of

the interview, the written statements were read to the participants again and the statements were confirmed by asking whether their own perceptions were reflected correctly.

2.4 Analysis of Data

The data obtained with the interview form were arranged in accordance with the qualitative research techniques and according to the sub-problems (objectives). The data obtained are divided into themes and sub-themes according to content analysis.

Approaches to qualitative data analysis differ in terms of the purpose of the analysis. The purpose of qualitative data analysis; It can be in the form of description, understanding, interpretation and explanation (Kuş, 2006). In order to reflect the views of the individuals interviewed in this research in a striking way, direct quotations were made and descriptive; Frequency analysis was conducted to reveal the frequency of the content and the items found in the research in order to reach the concepts and relationships by explaining the collected data. (Bilgin, 2006; Yıldırım and Şimşek, 2006). In order to increase the reliability of the study, the opinions of the participants were tried to be conveyed as they are without any changes. While the participant's opinions were conveyed, the personal information of the participants was given by coding. The generated codes are as follows: Your time of meeting with Syrian refugees: 0-10 years (1), 11-20 years (2) and 21- and above (3), Your residence time in Kilis: 0-10 years (a), 11-20 years (b) and 21- and over (c), the way you met Syrian refugees: My relative (A), neighbor (B), tenant (C), colleague (D), other (M), Gender variable is Female (K), Male (E) coded as. Ex. The expression "1.a.A.K" was coded as a female Turkish citizen, who had an acquaintance period of 0-10 years and lived in Kilis between 0-10 years, whose form of acquaintance was a neighbor.

Qualitative analysis methods were used in the study. Qualitative data analysis can be in a descriptive form that directly conveys the data text, or it can be carried out in a systematic inference (content analysis) by creating themes and relationships between themes (Yıldırım and Şimşek, 2017). Thus, the data goes through the process of description, analysis and interpretation. Content analysis is the systematic examination of some texts in order to categorize and interpret the basic elements of their content. In other words, it is a technique of deciphering various types of texts by coding and thus making some inferences (Bilgin, 2014).

2.5 Ethics of Research

Ethics committee approval was obtained from Dicle University Social and Human Sciences Ethics Committee in order to conduct the study.

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3. Results

In this part of the research, the data obtained through semi-structured interviews were interpreted by dividing them into themes and sub-themes using content analysis methods. The views of Turkish citizens living in Kilis towards Syrian refugees are presented in tables in the form of themes and codes.

Table 2 Table of theme, category, code and frequency information for the question How do you feel about the Syrian refugees living in your city?

Theme	Category	Code	f	%
The feelings of Syrian refugees due to living in your city	Positive	Economy	4	%10
		Kinship	2	%5
		Respect	2	%5
		Help	3	%7
		Quarrelsome	1	%2
		Density (Class, School, Hospital, etc.)	10	%24
		Theft	1	%2
	Negative	family and society crowd and noise	6	%14
		House for Rent/For Sale	2	%5
		Lack of Amenities	2	%5
		Agreement and Communication	1	%2
		Economic	2	%5
		Tenant	3	%7
		Disrespect	1	%2

Considering the theme, category, code and frequency information for the first question, the opinions of Turkish citizens about the economy code belonging to the positive category are as follows.

Participant; 1/c/D/E “I am pleased that the Syrian refugees live in our city. There has been a liveliness and movement in our city as an economic and social life.” another participant in the same category with a kinship code; 3/c/A/K “We have close relatives from Syria. We didn't want them to be with us like this, but helping them and making them feel like we were there was a source of happiness for me.” expressed an opinion. Considering the opinion about the respect code belonging to the positive category: The participant; 1/a/D/E “I am a teacher in a camp where Syrian refugees live. I am very pleased with the respect and love of Syrian students...” Another participant in the same category with the aid code 3/c/C/E said, “...it is a pity that people have to leave their country like this. I tried to help them by sharing my house and belongings with them...” Another participant with the code 2/c/B/K said, “I do not have any negative views about Syrian refugees. We could be in their situation. We had to help humanitarially.” appears to have expressed an opinion. Help code 1/b/E/E participant “It's a difficult situation for people. We also have separate cultures after all. It is also very difficult for them to get used to. I agree, there was a very intense Syrian influx for Kilis. But we must help

them.” he expressed his opinion. 2/c/D/E participant with economy code “My real estate agent friends expressed negative things like However, I think it is a fact that they add vitality to our economy. Some even have construction companies here.” is of the opinion. Contributor 3/c/A/K with help code “I remember when they first came. They were devastated and in need of help. They didn't know what to do. Although it is claimed that they have some disadvantages, I am happy that we helped them.” he expressed his opinion. Economy coded 2/b/B/K participant “My shop neighbor is a Syrian. We're getting along well. They also sell their own culture of dress and clothing culture. It is positive for us that there is more human potential in the market economically.” is of the opinion. Economy coded 1/a/E/E participant “I am also a financier like my colleague. My friend said that they have established a shopping scheme among themselves. However, there is also a positive side to this situation. They are not a burden to anyone. There are also Syrians who open shops and are directly intertwined with the people.” he expressed his opinion. Respect coded 1/a/E/E participant “I am the manager of the building. The cleaning staff who come to our building are very respectful and hardworking.” is of the opinion. Kins code 2/b/C/E “We have a relationship dating back centuries. We are also related to each other. It was our duty to help.” expressed his opinion by saying.

Considering the opinions of Turkish citizens about the belligerent code belonging to the negative category;

1/a/E/K “...I can't get along with Syrian students at all. Fighters and I don't understand a thing of what they're saying. Sometimes they group among themselves and disturb us as well....”. In the same category, under the code of crowd and noise 2/b/B/K “They are extremely noisy because they are very crowded and many families live together. In addition, as a culture, they tend to talk loudly and make noise....” expressed an opinion. Rental house code 1/a/E/E “...When I first got married, we were in a hurry to find a house. However, we had a hard time finding a house because of the Syrian refugees. At the same time, the rental prices had increased considerably due to the shortage of houses....”. Intensity coded 2/b/D/K “...We work at the same school as my colleague. My friend gave a positive opinion, but I do not agree. The presence of Syrian students caused the already insufficient number of classes to create even more crowded classes.....” expressed an opinion. Under the theft code 3/c/E/E “...I can't say if it's mostly caused by them. However, I think there has been an increase in theft incidents since they arrived....”. 1/a/E/K stated that “...After the Syrian refugees came, some Turkish men here divorced their wives and married a Syrian woman....” and it was placed under the code title of family and society. 1/a/B/K participant with the code of inadequacy in facilities “We should not think only in terms of Syrians. I would like to evaluate it in terms of all foreigners in general. Actually, I don't have a negative opinion because of the foreigners living in our city. However, the sudden and intense settlement of Syrian refugees caused inadequacy in some areas.” appears to have made an assessment.” 1/c/E/E participant with agreement and communication code “I am a teacher at the same school as my colleague, my teacher drew attention to the problems he usually had with students, but I want to approach the situation from the parents' perspective. We cannot contact the parents when I want to raise a situation about the students or to make an assessment about the students. Many of their Syrian parents do not speak Turkish. Also, they don't make any effort to learn.” expressed an opinion. 1/b/E/E participant with the inadequacy

code in facilities said, "As the principal of the school, I can actually talk about many problems. In fact, there are many negative situations such as fights from time to time and communication problems sometimes. I think that the main reason for this is that there are too many immigrants in Kilis and that this situation is insufficient for Kilis opportunities." expresses an opinion. Economic coded 1/a/D/K participant "I don't know who pays their salaries. However, the assigned Syrian teachers come here and sit in the teacher's room. I don't think they are doing anything. I also think that it is not right to assign 3-4 Syrian teachers to a school in this economic crisis." he stated his opinion. The participant with the density code 1/a/E/E "My doctor at the state hospital, the density has increased since the day the asylum seekers arrived." expressed his opinion. Another user with family and community code 1/c/E/K said, "When we go to the market, I think there are more beggars now than before. It bothers me a lot that they come across like this everywhere." expresses an opinion. Intensity coded 1/a/E/E participant "I do not discriminate between students. For this reason, I try to contact each student and try to eliminate their academic deficiencies. However, I think that I am not efficient enough for Syrian students due to the busy classes and communication problems. As a teacher, this bothers me a lot." he states the opinion. Tenant code 2/c/C/K participant "I rented out my house. When they were one they became two, when they were two they became three. I rented my house to a family, but they kept increasing." expressed his opinion. Economic coded 2/c/D/E participant "I am a financier. Every day, I give the approval of many workplaces, whether online sales or regular physical stores. I noticed this in some Syrian sellers. They only sell among themselves using communication tools such as WhatsApp and Instagram. I noticed that they do not shop at Turkish stores. Of course, I don't know if it's all like that." expressed an opinion. Rental house code 3/c/C/E participant "I have been a real estate agent for almost 10 years. With the arrival of Syrian refugees, house rents have increased a lot." appears to have expressed an opinion. 1/c/E/E participant with family and society code "Like my colleague, I am a real estate agent. As a different opinion, I would like to express the following. Sometimes, Turkish citizens have requests such as not selling a house to Syrian refugees in the building they are in, or not buying a house from that building and not being a tenant if there are Syrian refugees. Even though I don't come across it often, I meet it there." appears to have expressed his opinion.

Family and society coded 1/a/E/K participant "I think that so many refugees coming to Kilis at once will cause negative demographics." appears to be an opinion. 1/c/B/K participant with family and society code "I think that since the Syrian refugees came, situations such as begging have increased." expressed his opinion. Family and society coded 2/a/D/K "I agree with my wife. I think begging activities are increasing. When I left the mosque and the shopping stores, I started to encounter beggars more often in almost everywhere in the bazaar." he stated his opinion. The opinion of the participant with the density code 3/c/D/E "I think the density in hospitals is too high." was in the form. The participant with the density code 3/c/A/K said, "My acquaintance with Syrians dates back to a long time because my wife is engaged in trade and they are also my relatives. I also agree with my wife. The density in hospitals has increased. At the same time, the number of doctors who can not stand this intensity and ask for appointment is very high. Every time I go to the hospital, I see a new doctor take over." expressed his opinion. Participant with tenant code 2/b/C/E "They use the house we rented very dirty." he stated his opinion. 3/c/A/K participant with tenant code "My tenant is Syrian. They hammered nails all

over the house. They are filthy and abused.” he stated his opinion. Participant with rental house code 1/a/D/E “I have just been assigned here. I can say that the rental house prices are a little higher than Maraş.” is of the opinion. Density coded 1/b/B/K participant “I have seen and heard that doctors working in obstetrics and gynecology often ask for appointments.” is of the opinion. For Rent/For Sale house code 1/c/E/E participant “There was a significant problem with the demand for a house, especially when they first arrived. For this reason, house prices have increased a little.” expressed an opinion. Density coded 2/b/E/E participant “I am a healthcare professional. There are those who come saying that I am so sick. It's not time for our Kilis people.” he expressed his opinion. 1/a/E/K participant with the disrespect code “When we go to the hospital, they burst in. They're being disrespectful.” is of the opinion. Density coded 2/b/E/K participant “I'm having trouble getting an appointment for the hospital. Also, I can't find the doctor I went to again. The hospital is very busy.” he expresses his opinion. Crowd and noise coded 2/b/B/K participant “I don't want to be in our building as my neighbor. Very loud and crowded.” expresses an opinion. Density coded 3/c/E/E participant “The queues at banks and ATMs got longer. Sometimes we wait in line too much. Especially the Ziraat Bank is very busy on certain days of the month.” He expressed his opinion. Family and community coded 2/b/E/K participant “Since the Syrians came, the number of paper collectors has increased. They are constantly searching the trash cans of the streets to find something. It is not clear who they are.” is of the opinion.

Table 3 Table of theme, category, code and frequency information for the question Have you had any legal or administrative problems with Syrian refugees? What are you experiencing?

Theme	Category	Code	f	%
Have you had any legal or administrative problems with Syrian refugees? What are you experiencing?	legal problems	Theft	2	%5
		Family and Society	1	%2
	Administrative problems	Fight	1	%2

Considering the answers given to the second question, 38 participants who participated in the study stated that they did not have any problems.

2/b/D/K under the fight code in the category of administrative problems “...My students stated that some Syrian students here were disturbed by their violent behavior. For this reason, we had to punish some Syrian students, first by class change and then by school change.....”. 3/c/E/E under the heading of theft code in the category of legal problems “...As I mentioned before, I think that incidents such as theft increased after they arrived. I heard that a neighbor here is suffering from this situation....”. In the category of legal problems, family and society coded 2/b/B/K “I hear that there are many Turkish citizens around me who marry Syrian women. I think that this is not suitable for our family and society structure.” expressed an opinion. In the category of legal problems, under the heading of theft code 1/c/E/K “There has been an incident in the last few weeks. I had heard that he was scouting to steal the iron in the empty building next door. Some neighbors noticed. He reported it to the police. I didn't have a problem, but I wanted to say I heard it.” is of the opinion.

Table 4 Table of the theme, category, code and frequency information for the question Do you think that Syrian refugees create economic, social and adaptation problems in your city?

Theme	Category	Code	f	%	
Do you think that Syrian refugees create economic, social and adaptation problems in your city?	Economical problems	House for rent	6	&14	
			3	%7	
		job shortage	3	%7	
	Social and adjustment problems	positive opinion	Insufficient facilities	2	%5
			School Culture	4	%10
			Family Culture and Lifestyle	6	%14
			Family and Society	6	%14
			Intensity	4	%10
			Communication and language	2	%5
			Adaptation to society	4	%10
	Economy	2	4%		

Considering the opinions of Turkish citizens about the school culture code belonging to the category of social and adaptation problems in the third question;

1/a/M/K stated that “...Syrian students exhibit an aggressive attitude towards us and do not adapt to the school and classroom order....”. Again in the same category, under the code of family culture and lifestyle 2/b/B/K “They act quite contrary to our family culture and lifestyle. I think they couldn't adapt to our comfortable and quiet neighborhood relationship.....”. Under the code of school culture, another participant 2/b/D/K said, “... Apart from the fact that they cause the classes to be too crowded, I can state that they avoid speaking Turkish, that they cannot establish friendships with Turkish students as much as I expected, and that they sometimes go out of their way to group themselves among themselves as problems I have observed.” expressed his opinion. Another participant in the same category, with the family and society code 1/a/E/K, stated that “...The fact that some Turkish men here divorce their wives and marry a Syrian woman after the Syrian refugees arrive is one of the most important social problems for me.....”. 2/b/E/E with family and community code stated that “I am a healthcare professional. There are those who come saying that I am so sick. It's not time for our Kilis people.” With the code of family and society 1/a/E/K “When we go to the hospital, they burst in. They're being disrespectful.” expressed an opinion. With the code of family culture and lifestyle 2/b/E/K “I don't want it in our building as my neighbor. Very loud and crowded.” expressed an opinion. Density code 3/c/E/E “..We are waiting in line at ATMs too much.” is of the opinion. Density coded 2/b/E/K “Due to the intensity experienced, doctors in hospitals are constantly asking for appointments.” is of the opinion. Density coded 1/a/B/K “In recent years, I try not to go to the hospital much due to the pandemic. Previously, I was having trouble getting an appointment due to the busy schedule. I hope it has improved.” opinion expressed. Communication and language coded 1/c/E/E “I have trouble communicating with my student's parents because they do not know our language.” is of the opinion. Intensity code 1/a/E/E “Teaching is very difficult in such crowded classrooms.” he commented. Family-society coded

1/c/E/K “I think that so many beggars suddenly increasing is a social problem. I am quite uncomfortable with this situation.” expressed his opinion. Family culture and lifestyle coded 2/c/C/K “It really bothered me that my tenant abused my house.” expressed his opinion. Family and community coded 2/c/D/E “Maybe they are selling online, but the fact that they do this by selling to each other shows that there are still Syrians who cannot join us.” in view. Family and society code 1/a/E/K “The number of Syrians here is almost close to Turkish citizens. This density may have negative consequences for the demographic structure.” is of the opinion. Family culture and lifestyle coded 1/c/B/K “It is disturbing to have so many begging people around us.” expresses his opinion. Density coded 3/c/D/E “The fact that the hospitals are so busy will make the sick sick more, as well as the healthy ones.” expressed his opinion.

When we look at the opinions of Turkish citizens about the job distress code belonging to the economic problems category;

3/c/E/E “...I told you before. An increase in undesirable events such as some thefts has been observed. I think that the most important reason for this is that some of the Syrian refugees who come here experience economic problems due to their inability to adapt to social and economic life....” Another participant in the same category with the code for rented house 1/a/E/E stated that “...When I was in a hurry to find a house because I got married, the very high rents and the inability to find an empty suitable house made me very uncomfortable economically.....”. Insufficient possibilities coded 1/b/E/E “I am the principal of our school. As the number of students increased, the difficulties and problems increased. Our classrooms are inadequate.” expressed his opinion. Job shortage code 1/a/D/K “Our appointment process as a teacher is difficult. It's also evident in our salary. And yet, I do not find it right to send Syrian teachers to schools. Besides, I haven't seen them do much.” is of the opinion. Rental house code 3/c/C/E “The prices of rental houses have increased due to so many refugees arriving all of a sudden.” It is seen that he expresses his opinion in the form. Rental house code 2/b/C/E “I rented out my house, but when I rented it out to a family, the numbers kept increasing.” is of the opinion. Insufficient facilities coded 1/b/B/K “The number of doctors was very insufficient due to the large population.” expressed an opinion.

2/c/B/K in the category of positive opinion with the code of adaptation to society “I don't think they have any problems in adapting. Now I can see their own bread and traces of their coffee culture in the bazaar.” is of the opinion. Economy code 2/b/B/K “I own a neighboring shop from Syria. They came and started working.” expressed his opinion. Economy code 1/a/E/E “They opened many businesses here. They even sell online.” is of the opinion. Respect code 1/a/E/E “Our cleaner comes and works like a master. He is asking about our condition. Very respectful.” expressed his opinion. Social integration code 1/b/E/E “Criminals are also in Turkish citizens. It's normal to have them too. Judging by the tram they live in, I think they adapted quickly.” is of the opinion. Economy code 2/c/D/E “... as I said, they even opened a construction company here. I think it has positive contributions to our economy.” he expressed his opinion. Economy code 3/c/A/K “I think they have brought vitality to our city economically.” presents his opinion. Respect code 2/b/C/E “Very respectful.” is of the opinion.

Table 5 Table of the theme, category, code and frequency information for the question What do you think about the return of Syrian refugees to their countries?

Theme	Kategori	Code	f	%
What do you think about the return of Syrian refugees to their countries? Please explain.	they should not go	economic vitality	2	%5
		Relative	2	%5
		safe zone	11	%25
	let them go	in any way	10	%24
		Relative	4	%10
	Let them go or stay	Adequate facilities	5	%12
		Help	5	%12
		Demographic structure	3	%7

When we look at the theme, category, code and frequency information for the last question, the opinions of the participants about the economy vitality code belonging to the category they should not go are as follows.

Participant; 1/c/D/E “When the conditions in Syria are favorable for asylum seekers, they may be sent. However, I think that this situation will be a gain for our city due to the economic vitality and mobility they have added to the province of Kilis. For this reason, I think that leaving should be left to their decision, but those who can adapt to our culture and society should stay.” expressed as. Relative coded 2/b/C/E “I have very close relatives. They are to us, we are used to them.” is of the opinion. Relative coded 3/c/A/K “I also have loved ones and relatives. I don't want them to go.” expressed their opinion. With the code of economic vitality 2/c/D/E “Some Syrians open construction companies and work in various sectors. I am of the opinion that the problems experienced will be resolved in time and it will be more positive for us if they do not go away rather than go away.” he said.

A participant with a relative code in the category Let them go or stay, 3/c/A/K “They are my relatives, let them go if they want, stay if they want. How they will be happy is theirs to decide.” expressed an opinion. Enough facilities in the same category are coded 1/a/D/E “I don't have any problems because they are here, but we have some difficulties due to the high number of students in the class. For this reason, if a few new schools are built that will eliminate this class density, I will not insist that they go. It is up to them to go or stay.....” 3/c/C/E Another participant, with the help code, “...can be sent when conditions in Syria are favorable for them. There is no problem with them staying. I helped them and I will continue to do so.....” and it was indicated with the help code. With the help code 1/b/E/E “How we will help them is their decision.” expressed an opinion. Adequate opportunities coded 1/c/E/E states that “I think it will not be a problem for them to stay after a sufficient Turkish education is given in order to get along well with them”. Again with the same code 1/b/E/E “I don't see any problem in staying as an educator if problems such as meeting the opportunities in schools and reducing the class density are resolved.” is of the opinion. Again with the same code 1/a/E/E “I agree with my manager. I believe that the number of classrooms should be increased.” Again with the same code 1/a/E/E “The number of doctors is insufficient due to the density, if a solution is found for this, they can stay.” is of the opinion. With the help code 3/c/C/E “I remember that when they

first came, there were two or three families left in one room, we have to help them, of course, it's their decision." He gave his opinion. With the kin code 1/c/E/E "We are related by lady, I think I am doing my kinship duty, it is their decision to go or stay." is of the opinion. With the demographic structure code 1/a/E/K, "It is not right to gather so many Syrians in one region, I think that some problems will disappear if they are distributed to different regions." is of the opinion. Again with the same code, 3/c/D/E is of the opinion that "As my friend stated, a solution should be found for the density in hospitals, this is necessary for both their health and ours". With the help code 1/a/D/E "I had trouble finding a house when I was first appointed as a teacher, but it's okay for me now, it's their decision." is of the opinion. With the demographic structure code 2/b/B/K "If they fix their communication with us, they can stay if they take some positive steps like learning our language and getting to know our culture." is of the opinion. With the help code, 1/a/E/E states the view that "We did our best for them, even though there are some negativities, respectful and hardworking people decide to go or stay".

In any way, code 1/a/E/K belonging to the category of Let them go has expressed an opinion as "...Let them be sent...". In the same category and at the same level, the last participant with the code 1/a/E/K "...Let them be sent anyway. Get their country in order. Our soldiers do not have to serve there. Let them go and fight for their own country. ..." commented. In the same category, safe zone code 2/b/B/K "I know that our country has created safe zones in Syria. They can be placed in these regions there...." In the same category and code, 1/a/E/E stated, "...I think they should be sent when the situation in Syria becomes safe for them....." Again with the same category and code, 2/b/D/K stated "...I think they should be sent as soon as the situation in Syria improves.....". In the same category, 3/c/E/E with the same code stated, "...I think that their posting will contribute positively to the elimination of the difficulties we experience in social life....". With the safe zone code 1/c/E/E "I support their repatriation with the creation of adequate conditions for them." The opinion was expressed. In any way, with the code 2/b/C/E "The Syrians I have hired as tenants have damaged me financially and morally every time." is of the opinion. With the safe zone code 1/c/B/E "I think that some beggars have trouble finding a job and lack the financial means to support themselves. I believe that living in their country will provide a better future for them." is of the opinion. In any way, with the code 1/c/B/K "I don't agree with my neighbor, they can find a job if they want, I think most of them are begging arbitrarily." is of the opinion. In any way, with the code 2/c/C/K "Three or four families cannot live in a house. I rented the house to one family, but then they all came. They do not act in our society". Again with the same code 1/a/D/K "I don't think it is right to assign Syrian teachers when they are having such difficulties in being appointed. If they live here at the same time, they should learn Turkish anyway, they should be sent." is of the opinion. With the safe zone code 1/c/E/K "My heart hurts when I see these little children begging. Hopefully, the conditions in their country will improve and they will return to their countries." is of the opinion. With the safe zone code 2/b/E/K "I talked about some thefts, but actually we have this one too. Conditions are difficult for them. It is better for them to live in their country." is of opinion. Again with the same code 3/c/E/E "There is a queue everywhere, there is more density everywhere. Conditions are starting to be positive for them in Syria right now, I think they can return." is of the opinion. Again with the same code 2/b/B/K "I don't understand them and they don't understand me. If we can't agree, I think they should go." is of the opinion. Again with the same code 2/b/E/K "I'm

having trouble getting an appointment for the hospital. Kilis can't handle that much density. Our state has done what is necessary there, they can return.” is of the opinion. Again, with the same code, 1/a/E/K “Shopping also does not fit the queue culture anywhere in the hospital. I don't have a major problem, but I still think they should go to safe areas.” is of the opinion. Again with the same code 2/b/E/E “My opinion that our soldiers should be sent as soon as news of martyrdom comes out weighs more heavily.” He is in his opinion. Again with the same code 1/a/E/E “There is a language problem between us, we can't get along. Some of them are not trying to learn, they can be sent when conditions allow.” is of the opinion.

4. Conclusion and Discussion

The extraordinary developments in our region, the political and economic crises, and the wars and conflicts that followed, leave nations and countries face to face with great destruction and problems. The conflicts that broke out after the events in Syria, our last border neighbor, resulted in many people being injured, maimed and killed, as well as displacing many people from their homes and countries. The first address of Syrian refugees trying to escape from this destruction has been Turkey and our country has come under a heavy burden. Turkey's efforts are appreciated and gratefully received in many national and international platforms. However, it is of vital importance to determine the views of Turkish citizens regarding this situation. After almost 10 years of events, the realization of this research in Kilis, where Syrian refugees live heavily, has a special importance in terms of carrying a different point of view.

First of all, when the demographic characteristics of the participants participating in the research were examined, it was determined that 55% were male and 45% female. It is seen that 52% of Turkish citizens participating in the research have a time to meet with Syrian refugees 0-10 years, 28% 11-20 years, 20% 21 and over. In this respect, it can be stated that Turkish citizens participating in the research know Syrian refugees well and their comments are valuable. Considering the duration of residence of Turkish citizens participating in the research in Kilis, it was determined that 29% of them were 0-10 years, 27 of them were 11-20 years, 44 of them were 21 and over. From here, it is possible to say that most of the Turkish citizens participating in the research have been residing in Kilis for a long time and had a relationship with Syrian refugees before the events and knew each other very well. Finally, when we look at the way they meet Syrian refugees, 17% are my relatives, 21% are my neighbors, 14% are my tenants, 12% are my colleagues and 36% are other. Considering these results, it is seen that a substantial proportion of research participants have a kinship relationship with Syrian refugees. In addition, it can be said that other participants are in communication with Syrian refugees in their daily lives.

The first sub-problem of the research, “How do you feel about the Syrian refugees living in your city?” Considering the answers given to the question, only 11 of the participants who participated in the research expressed a positive opinion. It is observed that answers are formed in the positive category with the codes of economy, kinship, respect and assistance. In addition, it is seen that kinship relations and their willingness to provide humanitarian assistance have an effect on the positive responses.

Having 31 people in the negative category, it is understood that Turkish citizens living in Kilis are uneasy about Syrian refugees. It is seen that the answers given in the negative category generally focus on the variable coded density. It can be mentioned about the negativities experienced due to the high number of Syrian refugees coming to Kilis from here. The fact that this density is social areas such as education, hospital and bank that the people use in their daily life, makes this effect even more evident. In addition, when we look at the common characteristics of other variables, it can be said that density is a factor that indirectly affects these variables. It is possible to say that the inability to find a rental house due to the large number of Syrian refugees negatively affects the opportunities provided in social and economic life.

The second sub-problem of the research, "Have you had any legal or administrative problems with Syrian asylum seekers? What are you alive?" Considering the answers given to the question, it can be stated that although 31 Turkish citizens have negative opinions in the first sub-problem, these negative opinions do not turn into a problem in general.

The third sub-problem of the research, "Do you think that Syrian refugees create problems in your province in terms of economic, social and adaptation?" When we look at the answers given to the question, the answers of 12 people are seen in the economic problems category with the codes of rented house, job shortage and insufficient opportunities. 6 of the participants pointed out the problem of finding a house by giving the answer of rented house. It is understood that some citizens in need have difficulty in finding a job, as 3 people respond to the job shortage code. Again, it is understood that 3 people are faced with insufficient opportunities.

The answers of 22 Turkish citizens can be seen in the category of problems in social and adaptation. Here, the answers given by 6 people with the code of family and society show that the people are uneasy because of the marriages with Syrian refugees in Kilis. It can be stated that 6 people registered with the density code are of the opinion that the large number of Syrian refugees in social and daily life reflects negatively on them. At the same time, when the answers of 10 people given in the codes of school culture, family culture and lifestyle, communication and language are examined, it is seen that Syrian refugees have difficulties in learning Turkish or the difficulties caused by not learning Turkish.

Having 8 people in the positive category, it can be said that Turkish citizens living in Kilis generally have a negative opinion about Syrian refugees. When we look at the answers given in the positive category, it is seen that Turkish citizens stated that Syrian refugees brought some economic gains. At the same time, the answer given by 2 people in the same category with the code of respect states that Syrian refugees are respectful individuals.

The fourth sub-problem of the research, "What do you think about the return of Syrian refugees to their countries? Please explain." It is seen that they are gathered in the category of whether they should go, let them go, let them go or stay. It can be said that Turkish citizens living in Kilis generally think that Syrian refugees should be sent. The fact that there are 11 people out of 21 in the Let's Go category, on the condition of the safe zone code, states that they think they should be sent, but this can only happen after the humanitarian and security conditions of the Syrian refugees are improved. It is seen that the 10 people whose answers are grouped in any way with

the code, generally advocate the view that the situation in Syria is now normal and they should be sent. It is stated that 17 Turkish citizens in the category "Let them go or stay", and 8 people with sufficient opportunities and demographic structure code, are of the opinion that the density of Syrian refugees causes some deficiencies in the social, social and cultural areas, but they can stay if these deficiencies are eliminated. It can be said that the gathering of the remaining 9 people with their kinship and assistance codes is an indication of the humanitarian approach to the situation.

According to Yıldız (2013), Turkey was naturally caught unprepared regarding the refugees. In addition, such an intense influx of refugees has caused problems in many social, economic, health and social areas. Again, according to Seydi (2014), such an intense reception of refugees and sending the refugees from the camps to the cities had a negative impact on the society in many areas. Seydi (2014) states that one of the most important reflections of this is in education, and that Syrian refugees cannot receive adequate education. Again, this density caused the classes to be crowded. In addition to this situation, it is stated that although there have been negative experiences, due to the cultural and historical relations of our country's geography, Syrian refugees are accepted with extraordinary hospitality. According to Dugan and Gürbüz (2018), it has been observed that Syrian refugees have difficulty in adapting to different cultures due to the psychological, economic, social and social destruction experienced in the war. However, it is stated that the social projects implemented by the municipalities to eliminate this incompatibility and adaptation problem, and the positive effects of the Turkish courses opened to accelerate the harmony and communication, have reached a level where they can meet the daily needs of the Syrian refugees. However, according to Dugan and Gürbüz (2018), the problem of adaptation to different cultures also manifests itself in neighborhood relations. According to Şimşek (2017), the sudden and intense influx of refugees showed itself especially in areas such as health and education. Again, this intense influx of refugees has not only led to the emergence of cheap labor, but also to a working environment that is uninsured and deprived of health opportunities. In addition, these negativities reveal the perception that crime statistics, which are normally at a normal level in daily life and according to research, are caused by Syrian refugees. Again, in Kızmaz (2018), although the crime statistics say the opposite, it is tried to show that the rate of crime has increased due to the perception and prejudices and the reason for this is Syrian refugees. However, contrary to this situation, Syrian refugees have shown themselves in many areas of trade, and it is seen that they have a positive effect in terms of employment and economic power. According to Koç, Görücü and Akbıyık (2016), the use of Syrian refugees as a labor exploitation in the economic field should be prevented. Topkaya and Akbağ (2016) state that all these problems are due to the sudden and intense influx of Syrian refugees, that necessary measures should be taken to ensure social cohesion in order to eliminate these negative effects, and actions to eliminate this intensity should be put forward.

5. Results

It is seen that Turkish citizens living in Kilis are disturbed by the influx of Syrian refugees and the social, social and cultural density they face in their daily lives and the negative and inadequate opportunities that this density brings to their lives. However, although this is the case,

it has been concluded that these discomforts of Turkish citizens do not turn into a problem in general. It has been concluded that Turkish citizens living in the church are in constant communication with Syrian refugees due to kinship and other ties. It is also reached from the data obtained that Turkish citizens living in Kilis, due to Syrian refugees, experience high levels of Economic (finding a job, low wages, increase in house prices and rents) and Social (Integration, Culture, language, Marriages) problems. Another conclusion reached is that Syrian refugees tend to be sent back to a large extent, but they emphasize that they should be sent after a safe environment is established due to kinship ties.

6. Suggestions

1. Activities and practices (new schools, health centers, living spaces to be built in different places) can be developed to determine the places where the Syrian refugees are concentrated throughout the province and to eliminate the problems (crowded schools, classrooms, hospitals, etc.) caused by this density.
2. Activities aimed at solving social cohesion and communication problems based on kinship and other ties (increasing dialogue and recognition) should be carried out by the Governorship, Municipality and Non-Governmental Organizations.
3. Measures should be taken to reduce the economic problems that increase with the Syrian refugees. For example, support for rent and housing prices, contribution to food and other consumer goods.
4. After Syrian asylum seekers are informed about their legal rights, they have temporary asylum status, and appropriate conditions are created by conducting international studies, the issue should be discussed by the stakeholders and new alternatives should be found for their return.

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