

**“THE IMPLEMENTATION OF TURKISH OPEN DOOR POLICY  
CASE STUDY: REFUGEES FROM SYRIA IN TURKEY (2011-2019)”**

Alya Rengganis

*This research describes the implementation of Turkish open door policy – case study: refugees from Syria in Turkey (2011-2019). The researcher uses the concept of refugee management by Alexander Betts as the theoretical framework to show that Turkey implements an open door policy through two ways. First, it opens to refugee by giving temporary protection, provisioning refugee camps, providing access to public services such as education and health care, and permitting participate in workplace. Second, it opens to cooperation by working closely with International Community and Non-Governmental Organizations (NGO). Both ways show that the government of Turkey to manage the refugees from Syria deliberately and openly.*

**Keyword(s): Turkey, Refugee from Syria, Open Door Policy, Refugee Management, Migration.**

## A. Background

Turkey is a country that has a unique geographical location which is surrounded by a variety of different regions. This strategic geographical condition causes Turkey to interact with many regions which have different political patterns. This also affected Turkish foreign policy (Hardiyan, 2014).

The government of Turkey continues to introduce and promote its foreign policy. The foreign policies are "active" and "humanist". Turkey's priorities through active and humane foreign policy include strengthening the stability and security of the Turkish citizens' rights protection area, strengthening strategic relationships, enhancing trade networks and energy security and enhancing soft power diplomacy. In addition, at the global level, Turkey is committed to working together to fight terrorism, improve relations

around the world, and actively work together in the region and international organizations (Fitriyanti, 2018).

In achieving its foreign policy, Turkey has opened 15 embassies and one general consulate throughout the world, including in four ASEAN countries, namely Myanmar, Cambodia, Laos and Brunei Darussalam. Previously, the diplomatic functions of the four countries were concurrently through Turkish embassies in China and Malaysia. Afterwards, humanist policies were shown among others by accommodating almost four million Syrian refugees. Turkey is committed to ending the conflict in the neighboring country peacefully through a political agreement based on United Nations' parameters (Fitriyanti, 2018).

Turkey is basically a sending and transit country, both for asylum seekers and migrant workers traveling to Europe. However, since the mid-1990s, changing political conditions and escalating conflict in the Middle East, thousands of refugees, mainly from Iraq, Iran and Afghanistan, began arriving and settling in Turkey. From here, Turkey has seen steady growth in the arrival of refugees (Demi, 2017).

In the other hand, Turkey is a signatory to the 1951 Geneva Convention and their additional Protocol 1967 relating to refugee status. However, Turkey maintains geographical restrictions on the convention which is only European citizens can become refugees in Turkey. Since 1994, people from outside Europe have been permitted to apply for temporary protection in Turkey. In addition, non-refoulement is being applied in which they are not

sent back to the country from which they are escaped (Jauhiainen, 2018).

In 2011, Turkey had refugees from Syria. The arrivals were the result of a war between the opposition and the government of Bashar Al-Assad in Syria. The war even continued into civil war. As the war in Syria continues, the number of Syrians has increased in Turkey from year to year. The prolonged war in Syria means that Syrians cannot return safely to their country. The short stays and transit travel of Syrians are transforming into longer stays without guarantees of their ending. Therefore, many Syrians have started to consider Turkey as a country in which they will spend the rest of their lives (Jauhiainen, 2018).

Turkey has implemented a policy to keep the border to Syria open so that those who escape war and persecution can come to Turkey. People who flee from war often seek

refuge in their home country. It is easier to flee to the nearest country than to travel further abroad, but some people may flee directly to farther destinations if there is a functioning port and airport (Jauhiainen, 2018).

Turkey shares land borders the southern along 900 kilometers with Syria. From this location, Syrian refugees can quickly enter Turkey. Turkey becomes favorite destination for refugees because Turkey accepts refugees well compared to other countries. From Turkey, thousands of refugees mostly try to find profits in European countries through long and dangerous trips. However, not all countries accept these refugees with open arms. Britain, Germany, Hungary, Macedonia all are still very closed in accepting these refugees, causing families and children to become uncertain lives. They could not return to Syria but were refused by the destination country. The situation

is very complicated, while the refugees can no longer live properly (Suparman, 2015).

Since the conflict in 2011, Turkey has committed to helping Syrian refugees by implementing an open door policy. An authentic open-door policy means an open-door policy for refugees, where refugees are given permission and authority to live within Turkey's domestic territory (Ayşegül AKDEMİR, 2019). However, it should be noted that the open-door policy does not merely emerge as such a policy, but this policy is also a form of Turkish policy that goes through a long process of implementation.

Turkey seeks to open its borders for Syrian refugees from various lines, children to adults and is ready to embrace these refugees despite different religions and ethnicities. However, when this policy was first applied, these refugees were

considered as "guests," not refugees. It is because of the geographical limitation to the 1951 Geneva Convention relating to the Status of Refugees maintained by Turkey restricts the refugee status only to those coming from Europe.

According to UNHCR report, turkey hosts the world's largest refugee population, which currently stands around four million registered refugees. Although the number of non-Syrian refugees has risen sharply since 2010, the vast majority of refugees are coming from Syria, ravaged by its civil war since 2011. Over 3.6 million Syrian refugees are registered in Turkey, and the actual figure could be much higher (Armandhanu, 2015). While Turkey has received a critical immigration influx in the past, the scale and the pace of the mass arrival of Syrians is unprecedented for Turkey, its government, and society. Over the last

seven years, Turkey has put in place several policies to address this challenge.

## **B. Analysis**

This research uses the concept of refugee management by Alexander Betts as the theoretical framework. Refugee management is about how one state controlling and maintaining the refugees in order to not causing the problem or reaching its goals (Crisp & Dessalegne, 2002).

According to Alexander Betts (2011), states have a legal obligation to support refugees on their own territory, but they have no legal obligation to support refugees on the territory of other states. Support is not only by offering financial assistance. They may also contribute to durable solutions for refugees or IDPs in terms of supporting resettlement, local integration, or repatriation (Betts & Loescher, 2011).

The government of Turkey implements the open door policy as the form of support for refugees who are stay in Turkey's domestic territory. Those supports are realized by accepting the refugees, giving temporary protection, provisioning camps, accessing to public services until permitting to workplace. The step for opening the border is based on the Geneva Convention 1951 and Their Additional Protocols 1967 that has been sign by Turkey. Technical matters than regulates in Turkey's national law within managing the influx of refugees.

Turkey as refugee host states may adopt characteristics of a rentier state with regard to their management of forced migration or refugees, given that their governments are able to derive similar forms of unearned external income from a specific resource namely, the presence of refugee populations within a state's

borders. A state that hosts forcibly displaced population group and relies financially on external income linked to its treatment of these refugees (Betts & Loescher, 2011).

The government of Turkey at first refused external assistance. However, along with the increasing number of refugees who are staying in Turkey, Turkey has begun to open up to work with other parties. In dealing with refugees, Turkey works closely with the International Community such as the United Nations High Commissioner for Refugee, the World Food Program and others. Besides that, Turkey also collaborates with NGO like Turkey's Red Crescent.

Thus, the government of Turkey implements an open door policy through two ways. There are open to refugee in which adopt several other policies related to refugee and open to cooperation in which collaborated with international community and

Non-Governmental Organization (NGO).

### **C. The Government of Turkey's Open to Refugee**

Turkey's contribution to refugees from various countries, especially from Syria is quite large. It is starting from acceptance openly, provision of shelter, and access to public facilities such as education and health care until access to the workplace. What has been done by the Turkish government has received a lot of praise from various parties such as the Macedonian president. Gjorge Ivanov expressed his respect for Turkey for showing his humanity by opening the door to 4 million Syrian citizens (Rufinaldo, 2019).

Apart from the many compliments received by the Turkish government, it cannot be denied that Turkey also feels a significant obstacle in implementing open door policy, but the Turkish government

continues to improvise every aspect to be able to facilitate refugees from Syria and other asylum seekers as well. The efforts made by the Turkish government in implementing the open door policy for refugees from Syria are as follows.

#### **Giving Temporary Protection**

At first, Turkish officials refer to the refugees from Syria strictly as "guests," lest they inadvertently suggest that the Syrians were refugees with Geneva Convention rights. On October 2011, the Turkish government declared that it would recognize them as people under Temporary Protection (TP). With Turkey having begun to establish its own structure for managing the Syrians, Turkish officials began to use the terms "refugees" and "guests". In general, Turkish media often refer to Syrians people as "refugees" (Batalla & Tolay, 2018).

On the part of the temporary protection regime in October 2011, Ankara has been committed to welcoming all those who crossed the Syrian border in search of safety in Turkey. Therefore, the Turkish government will provide for their basic needs and will not force them to return to their country. Turkey upholds that promise despite having a difficult time due to the large number of Syrian citizens.

Ankara inaugurated a temporary protection regime with article 91 of the Law on Foreigners and International Protection which was passed in April 2013 (The Government of Turkey, 2013). Temporary Protection (TP) provides registration procedures, and then issues Temporary Protection Identification Documents to TP beneficiaries at the time of registration. Syrians under TP are granted a legal stay in Turkey and are

protected against non-refoulement. With this status they can also enjoy free access to health, education, social aid, and translation services, as well as access to the labor market (Batalla & Tolay, 2018).

### **Provisioning Refugee Camps**

Turkey provides refugee camps called Temporary Shelters Centers (TSCs) for refugees who roam from settlements which are totally or partially damaged houses in their area of origin. At the start of the crisis, most refugees were placed in unused schools, sports buildings, warehouses and factories. When the number of refugees continued to increase, AFAD established camps for refugee homes. Temporary accommodation centers or temporary shelter centers are refugee camps equipped with the best equipment in the world. According to the report, the camps were built to a high standard on the advice of technicians from UNHCR. Existing

facilities in the camp included clinics, schools, markets, mosques, electricity, football pitch, three playgrounds and a child protection center, food cooked to the famous washing machine (Tas, 2019).

The camps received a lot of international praises and recognition of the quality, both of housing and the services. As of 2015, AFAD runs 25 camps in 10 cities with a total capacity of 330,000, housing approximately 272,000 refugees out of the 1,650,000 refugees that the agency has registered. AFAD ensures that each camp has doctors, teachers, and imams who are already civil servants working for the Turkish state. For instance, the Religious Affairs Administration appoints imams, the Agriculture Ministry is responsible for organizing food deliveries, the Ministry of Education provides teachers, and local governors are

responsible for the day-to-day running of the camps (Kanat & Ustun, 2015).

Syrians can obtain passes to enter and leave the camp, and if they have sufficient resources, they can leave the camps indefinitely. For example, approximately 80,000 Syrian refugees were granted permits to return temporarily to Syria to visit relatives during the main Muslim religious festival season, after which they were readmitted to Turkey and returned to their places in camps (Batalla & Tolay, 2018). As of 10 October 2019, there were six such large-scale camps spread accommodating a total of 59,027 temporary protection beneficiaries, across five provinces in Southern Turkey in the larger Syria border region. The cost of operation of the camps and service provision therein is significant (Asylum Information Database, 2019).

## **Providing Access to Education**

Education is prominent thing for everyone as well as for Turkey. As stated in Turkish national law that all children, including a foreign national have the right to benefit from free basic education. Basic education, which is up to grade 12, is mandatory under Turkish law. In the other side, LFIP article 89 also mention about “Applicant or international protection beneficiary and family members shall have access to primary and secondary education” (The Government of Turkey, 2013). Additionally, the right to education is also recognized by Article 42 of the Turkish Constitution, which stipulates that “no one shall be deprived of the right of learning and education”. Furthermore, the Basic Law No: 1738 on National Education also explicitly guarantees non-discrimination in extension of education services to children, “regardless of language, race, gender,

religion” (Asylum Data Information, 2015).

Since the beginning of the crisis, Turkey has implemented a dual education system for refugees. Initially, Ankara opened access to Turkish public schools for Syrians by following the Turkish curriculum. But then since September 2014, Ankara began building Temporary Education System Centers (TECs) which are available in urban areas and in some refugee camps by following a modified Syrian curriculum in Arabic with the majority of Syrian teachers (Batalla & Tolay, 2018).

On September 23, 2014, the Turkish Ministry of Education released a circular No.21 / 2014 concerning "Educational Services for Foreign Citizens". The circular aims to better guide and frame the application process for all migrant children to have access to education services and certain options for Syrian

refugee children. (İçduygu & Şimşek, 2016).

The Turkish education system can be divided into three strategic phases, which are:

Impromptu Emergency (2011-2014)

During 2011-2014, Turkish teachers, managers and members of the Syrian community began operating a number of community-based Temporary Education Centers (TECs). The curriculum used is the Syrian curriculum which has been modified by using Arabic as the language of instruction (Cloeters, Osseiran, Bieh, Hohberger, Üçkardeşler, & Paker, 2018).

Systematic Emergency and Regulatory (2014-2016)

During this phase, the Ministry of National Education (MONE) intensifies its regulatory function and adopts stronger

emergency measures. The 2014 Circular of the Ministry of National Education emphasizes the responsibility of public authorities with regard to international agreements on children's rights and the right to education. This means that procedures regarding education services are provided to all non-citizens in Turkey. Enrollment in public schools is sufficient to use foreign identification documentation. The Circular regulated the curricular, educational, and managerial processes in TECs and public schools in order to ensure all activities would comply with national standards (Cloeters, Osseiran, Bieh, Hohberger, Üçkardeşler, & Paker, 2018).

Institutional and Long-Term (2016-now)

Turkey is implementing a long-term vision for refugee policy,

which aims to integrate the entire Syrian school-age population into the national education system. In 2016, the MoNE founded the Migration and Emergency Education Department (MEED) within the Directorate General for Lifelong Learning (DGLLL). The MEED is the main unit responsible for planning, law, implementation and coordination of education and complementary services for all refugees living in Turkey (Cloeters, Osserian, Bieh, Hohberger, Üçkardeşler, & Paker, 2018).

In the other hand, there are also early childhood education, higher education, language training and technical vocational education.

#### Early Childhood Education and Care

Child-Friendly Spaces (CFS) is a safe place for children in emergencies, and a safe place for parents to leave their children if

needed. Most CFS offer Turkish language courses, catch-up classes, art and plays activities, and organizes social events such as national day celebrations for refugees and host community children. CFS was supported by UNICEF and UNHCR in Istanbul, Gaziantep and Sanliurfa (UNHCR, 2016).

#### Higher Education

In the 2017/2018 academic year, around 20,700 Syrian students were enrolled in Turkish universities. Syrian people are registered as international students and must apply individually at the university. According to Turkish regulations, each university determines the number of international students they accept in which the number must not exceed the number of Turkish students. Since 2013, the Turkish government has waived school fees

for Syrian students at state universities. In 2014, Türkiye Bursları (the State scholarship program) had issued scholarships for Syrians covering 5,000 full scholarships over a five-year period. In addition, civil society and international and foreign organizations also contribute in facilitating access to Turkish universities for Syrian citizens. The examples are providing scholarships, Turkish and English language courses, or counseling. To handle an increasing number of applicants in the future, distance learning programs will play a more important role, not only in Turkey but also globally (Cloeters, Osserian, Bieh, Hohberger, Üçkardeşler, & Paker, 2018).

#### Turkish Language Training

Learning Turkish is very important for Syrians to attend public schools, to continue to

tertiary education, to get a job, and generally to live a productive life in Turkey. In 2015, UNHCR established two special Turkish language teaching centers in Southeast Turkey to enable Syrian children to integrate in Turkish schools. In addition, UNHCR is also working with TÖMER (a Turkish language and cultural training institution) to enable promising students to learn enough Turkish to gain access to universities (UNHCR, 2016).

#### Technical Vocational Education and Training (TVET)

The Turkish government has established “Special Provincial Commissions for Increasing Access of Syrians under Temporary Protection to TVET.” To facilitate the registration of Syrian youth’s enrollment at TVET, a new legal framework was established in 2017. Students can obtain a

vocational diploma after four years of training and education. During this time, Syrian students will receive social insurance and pocket money. After fulfilling the requirements for their degree, students are allowed to open their own shops or apply for jobs. The Ministry of National Education and the Ministry of Family, Labor and Social Services (MoFLSS), in collaboration with international organizations, have worked to improve work to improve competency and validate previous learning and non-formal learning for refugees (Cloeters, Osserian, Bieh, Hohberger, Üçkardeşler, & Paker, 2018).

### **Providing Access to Health Care**

Refugees from Syria under Temporary Protection are entitled to the same health care as Turkish citizens covered by national health insurance. Medical services in

emergencies are also given to unregistered refugees. This has applied since 2011 in eleven cities in southern Turkey. In addition, Syrian people also have the right to access free health care services provided by community health institutions, both for primary and secondary care. A subsidy of 80% applies to medical expenses that were covered by AFAD, starting from March 2018, covered by DGMM (Batalla & Tolay, 2018).

In September 2013, AFAD expanded access to health services for refugees from Syria nationally but was bound to access Syrian refugee registration with the authorities. Then for certain medical treatments have procedures that require them to get the approval of the provincial governor (Cloeters, Osserian, Bieh, Hohberger, Üçkardeşler, & Paker, 2018).

In 2016, the Ministry of Health (MoH) collaborated with the World Health Organization (WHO) in

developing a fast-track training course for pacifiers and Syrian nurses who were trained and worked as medical professionals in Syria. The course makes it possible for the MoH to employ these professionals in the Migrant Health Centers (MHCs) that are run across Turkey with EU funding. According to the Sihat Project, as of November 2017, 90 clinics were operational, with the target of making a total of 178 operational clinics in the near future. The MoH has trained almost all health professionals out of the 1,580 expected participants. Syrian health professionals working at MHC offer primary health services for Syrians and other Arabic-speaking refugees. Each MHC is expected to offer primary care to 2,000-4,000 patients. In 2017, it was estimated that one million consultations were given at MHC. With 158 clinics now in operation, the number of consultations

was expected to increase in 2018. In addition, MHC also facilitates patient access to secondary and tertiary medical services (public, research and university hospitals). In the other hand, MoH and WHO have trained more than 960 bilingual system guides that will be assigned to government clinics and hospitals to help patients' access medical services. Efforts to train Syrian health professionals and complementary staff continue as part of a strategy to develop existing capacity and increase the resilience of health care institutions (Cloeters, Osserian, Bieh, Hohberger, Üçkardeşler, & Paker, 2018).

Beside primary health care services and public hospitals, Syrian residents can also approach one of 170 Migrant Health Centers, usually located in the provinces with high refugee population density. The centers are managed by doctors and surgeons, as well as bilingual Turkish-Arabic

medical staff. The costs of construction, furniture and operation of many centers are funded by the EU. In May 2018, 1,515 medical staff (75% became Syrian refugees, 16% of Syrian Turkish citizens) provided primary health care services in 169 migrant health centers supported by the project (Batalla & Tolay, 2018).

Syria under the TP can also utilize mental health services provided by public health care institutions. More than 124,000 refugees have received support and care in this area delivered through various partners. In addition, some NGOs also offer mental health and psychological support in various locations around Turkey. In 2017, the first community mental health center was opened by the Ministry of Health, with funds coming from the Facility. Nine more centers are expected to open in the near future (Batalla & Tolay, 2018).

## **Permitting to Workplace**

In 2011, Syrian refugees and their employers were asked to apply for work permits through the same process as all other foreigners working in Turkey. Regulations for work permits maintain limits on the work of foreigners, where they cannot work in certain sectors or provinces depending on the economic situation. In addition, the work permit system uses a quota system. For example, foreign employees can comprise not more than 5% of the workforce in a particular workplace and include certain conditions regarding minimum salary, social security, etc. Due to conditions that need to be met and labor restrictions in certain sectors and locations, the majority of Syrian refugees in Turkey work across different sectors without official permission. TP regulations were issued in October 2014 stipulate that people under TP have the right to

work in Turkey only if they obtain the appropriate authorization (Cloeters, Osseiran, Bieh, Hohberger, Üçkardeşler, & Paker, 2018).

The TP regulation maintained limitations on Syrians' access to labor markets based on sector and location. While the regulation legalized Syrians' right to work in Turkey, the process to apply for work permits as persons under TP did not come into effect until 2016 (Cloeters, Osseiran, Bieh, Hohberger, Üçkardeşler, & Paker, 2018).

In January 2016, the Turkish government through the Ministry of Labor and Turkish Social Security issued a regulation related to labor markets, namely the Turkish government gave work permits to Syrian refugees (Cloeters, Osseiran, Bieh, Hohberger, Üçkardeşler, & Paker, 2018). In 2016, the MoFLSS issued a Regulation on Refugee Work Permits in Temporary Protection,

which includes the rights, conditions and processes for Syrians and their employers to apply for work permits. While the regulation makes it possible for applicants and their employers to apply online, Syrians can apply for their work permits independently if they first establish and register a company in Turkey. The regulation uses restrictions on employment and quota systems (Syrians under the TP must amount to less than 10% of the workforce at any workplace). The decision of the MoFLSS to grant permits still depends on the sector, province and location where the application was made. However, those who work as seasonal agricultural workers or on farms are exempt from applying for a permit. Because of the restrictions, many Syrians continue to work without permission in many different sectors and provinces. According to several sources, more

than 20,000 work permits have been issued so far (Batalla & Tolay, 2018).

In 2018, there were around 25,000 work permits granted to Syria under the TP. This represents a small portion of the more than 1.5 million Syrian refugees between the ages of 19 to 64 who are part of the workforce in Turkey. There are two main reasons for this low number. Firstly, employers do not have sufficient incentives to employ Syrians in the formal labor market and prefer to employ them informally. This is due to avoid taxes and social security payments. Secondly, Syria is wary of accepting formal employment contracts because it will make them not claim state benefits. In this case, there are general disincentives on both sides to resolve formalities. To overcome this problem, the government has implemented measures such as reducing the cost of work permits from 600 to 250 Turkish

liras to promote work for refugees but more incentives are needed to reduce this problem. Encouraging Syrian refugees to move to the formal economy is also important to reduce the perception of unfair competition in an economy where the employment rate among Turkish citizens is around 10% (Batalla & Tolay, 2018).

While in some cases, Syrians are seen as competitors for work, they have also proven their entrepreneurial talent by starting economic activities that enhance their own and others' livelihoods. According to the Turkish Chamber and Commodity Exchange (TOBB) "Syria has invested nearly \$ 334 million in 6,033 new formal companies since 2011 and they rank number one among the founders of new foreign companies every year since 2013". It is estimated that Syrian investment in Turkey is around 463,000 USD (Batalla & Tolay, 2018).

Thus, facilitating access to the labor market by removing existing barriers is crucial for Syria's integration into society and ensuring sustainable livelihoods for themselves and their families. Encouraging the process of starting a business in Turkey, as well as easing the investment environment can be a way of expanding employment opportunities for refugees (Batalla & Tolay, 2018).

#### **D. Open to Cooperation with International Community and Non-Governmental Organizations (NGO)**

Although Turkey is a country that has a fairly good capacity, but managing more than three million refugees is not easy. Therefore, Turkey works closely and coordinates with the International Community and NGO.

#### **Turkey's Cooperation with United Nations High Commissioner for Refugee (UNHCR)**

The core of UNHCR's duty is to be responsible for protection over the years. This is an ongoing effort to promote and expand the international legal framework, to develop and strengthen asylum systems, to improve protection standards, to find durable solutions, and many other activities designed to ensure the safety and welfare of refugees. In addition, UNHCR is mandated by the United Nations to monitor and protect stateless people throughout the world, helping countries and individuals (UNHCR, 2016).

UNHCR works in a very systematic approach to coordinating various institutions in Turkey and providing financial assistance from the larger international community. Since the

start of the Syrian crisis, UNHCR has supported Turkey through the provision of core aid items, field monitoring and technical advice. UNHCR in Turkey is working closely with the authorities to develop a new asylum system. It supports all relevant ministries, as well as the Disaster and Emergency Management Authority that deals with emergency response for Syrian refugees and DGMM (Wahab, 2016).

The role undertaken by UNHCR in dealing with Syrian refugees especially in Turkey is as a determinant of the refugee status of every person who enters and enters the Turkish state, as an initiator and facilitator of humanitarian assistance and protection for Syrian refugees in Turkey (Patunru, 2014)

In the process of providing humanitarian assistance and

protection, UNHCR will previously determine the status of everyone including refugees as stipulated in the 1951 convention or not. The process of determining refugee status is important so that the distribution of aid can be right on target. In carrying out this role, UNHCR through its staff in Turkey opened refugee registration posts which are generally located on the border between Syria and Turkey which will then be processed for further treatment. UNHCR generally cooperates with the local state (Turkey) which in this case is carried out by the Turkish Directorate of Disaster and Emergency Management (AFAD) (Patunru, 2014).

UNHCR strives to be a pioneer in the delivery and distribution of humanitarian assistance by the global community through the United Nations to be

provided to Syrian refugees in the country. As the initiator and facilitator of the protection and assistance of refugees, UNHCR is actively working to collect global financial assistance and channel it in the form of construction of tents, distribution of food and clothing for refugees. Refugees who are housed in refugee camps located in Turkey by UNHCR are given protection and humanitarian assistance in the form of: building camps for Syrian refugee families; providing and distributing various basic and secondary necessities for Syrian refugees; providing access to education for Syrian refugee children.

In providing protection and providing assistance to Syrian refugees in Turkey, besides collaborating with the local country, UNHCR also actively cooperates with other international

organizations so that the burden borne by this problem can be lighter (Patunru, 2014).

### **Turkey's Cooperation with World Food Program (WFP)**

The World Food Program is part of the United Nations which is carrying out its mission "Fighting hunger throughout the world". This is the largest humanitarian organization in the world focused on food security across borders. WFP is the main actor in the rehabilitation of Syrians at its border which provides facilities for 4.25 million people who need it every month. Since October 2012, WFP has successfully carried out a major project "E-food card" among Syrian refugees in Turkey with the support of Turk Kizilayi and AFAD. The e-food card program operates in 11 of 25 camps, and allows 150,000 Syrians to buy food items from 26 contracted shops so they can prepare traditional

food for their families. In addition, in mid-2015, WFP and Kizilay launched a similar program to support the most vulnerable Syrians living in urban and suburban areas. So far, WFP has reached around 20,000 Syrians with the help of e-food cards in Hatay, Gaziantep and Şanlıurfa, with plans to raise the figure even higher (Wahab, 2016).

#### **Turkey's Cooperation with Rizk**

Rizk is an NGO affiliated with the Syrian Forum that actively works among Syrian refugees in Turkey that provides employment and livelihood facilities. Rizk works as an intermediary between Syrian job seekers and Turkish business owners with sophisticated publication methods. As it grows, the NGO is supported by the Syrian Forum, a consortium of well-known NGOs formed in 2011. The group's aim is to build the capacity of Syrian individuals and institutions and to

build and support civil society organizations aimed at Syrians. The major setback he faced was the issue of legal wages for Syrians working in Turkey. But their efforts have had a profound impact on the daily lives of large numbers of underprivileged refugees. Rizk managed to find work for around 1,400 Syrian refugees in 2014 and for another 900. This has a huge impact on the refugee community and an important dripping effect, if we calculate that each Syrian worker earns an average of \$ 500, reports they analyze. It also contributed a lot to the Turkish economy with a broad impact on the job market (Wahab, 2016).

#### **Turkey's Cooperation with Caritas Turkey**

This is a larger group of humanitarian activists in Turkey with support from various units abroad. It has worked among refugees and migrants since 1991. Among his

activities are assistance projects in securing personal documentation, providing food assistance to those in need and responding to emergencies such as floods, earthquakes and waves of refugees. With the outbreak of the Syria, refugees attended by Caritas are not only received medical assistance, food and supplies, but also support and solidarity from their staff. Caritas Turkey's main areas of work include emergency response, disaster preparedness, social development, care for the elderly and disabled, support for refugees, assistance for the poor and needy (Wahab, 2016).

### **Turkey's Cooperation with Turkish Red Crescent**

The Turkish Red Crescent, better known as Turk Kizilayi is part of the International Federation of Red Cross and Red Crescent Societies (IFRC). The Turkish Red Crescent continues to monitor and assess the needs of those who seek refuge in

Turkey, in close coordination with the National Disaster Management Agency (AFAD) and other authorities. It offers food programs in partnership with WFP, housing, educational and recreational activities and psychosocial support to refugees. The IFRC has requested 44.6 million Swiss francs to enable the Turkish Red Crescent to meet the needs of the 250,000 most vulnerable people displaced by fighting and hosted in Turkey (Wahab, 2016).

### **E. Conclusion**

More than seven years Syrian conflict still continues today. This makes Syrian people go abroad to save themselves from conflict and find safer places. Turkey has faced the current unprecedented migration challenge. Until November 2019, nearly 4 million refugees from Syria were scattered throughout the Turkish city.

Since the beginning of the conflict, Turkey has implemented an open door policy to help refugees from Syria because of a sense of humanity and Muslims brothers. The government of Turkey implements open door policy through two ways. First, it opens to refugee by giving temporary protection, provisioning refugee camps, providing access to public services such as education and health care, and permitting participate in workplace. Second, it opens to cooperation by working closely with International Community and Non-Governmental Organizations (NGO).

Besides, Turkey has also implemented several other policies related to refugees, coordinated among different actors, and provided various responses. Turkey has been managing the refugee with calmness and openness.

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