

Returnees' Satisfaction with Services Provided at the Camp of the Jordan Red Crescent Society during the Third Gulf War

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ABSTRACT

This study investigates the level of returnees' satisfaction with different services available at the camp of the Jordan Red Crescent Society during the Third Gulf War. The data were gathered from a total of 112 male and female respondents through means of an interview, a questionnaire, and a participant observation. Many statistical methods were used including quantitative statistics "frequencies, percentages, means, and standard deviations", as well as qualitative statistics, including Cornobach's Alpha and one-way ANOVA. For all analyses, the level of significance was set at an alpha level of 0.05.

The results showed that respondents were positively satisfied with all types of services provided to them while being at the camp. The mean value of respondents' general satisfaction with all services provided by the camp was 3.82 on a scale ranging from 1.00 to 5.00. However, the respondents were most satisfied with meals provided (Mean = 4.34) and least satisfied with available activities (Mean = 3.07). Finally, many recommendations were presented upon the results of the study.

Keywords: Returnees, Service Satisfaction, Third Gulf War, Jordan Red Crescent.

1. INTRODUCTION

This study discusses the level of returnees' satisfaction with different services provided by the camp of the Jordan Red Crescent Society during the Third Gulf War, since thousands of migrants crossed the Jordanian border with Iraq fearing the war and its consequences. National Red Cross and Crescent Societies are in charge of implementing Geneva agreements since they are auxiliary to the public authorities in their countries in areas of humanitarian affairs (Absali, 2006). Voluntary return of refugees to their home countries is seen as a positive solution to refugee problems (UNHCR, 1997).

Generally, when returnees and/or refugees return to their home countries, they may represent a huge pressure on available resources (Wood and Phelan, 2006). Victims of war usually suffer from many social and psychological difficulties and traumas (Drumm et al., 2003) and this is more noticeable among children (Macksoud and

Lawrence, 1996; Garbarino et al., 1991). Mclachlan and McAuliffe (1993) found that Mozambican children were traumatized in war as a result of witnessing and/or experiencing killings, being victims of attacks, separated from family and friends, dislocated from their homes, experiencing destruction of property, and being exposed to beatings. According to Bascom (2002), involuntary migration includes four stages: initial flight, resettlement in an asylum area, returning home, and reintegration. Allen and Morsink (1996) indicated that the return of refugees to their country represents a long process of development and reintegration. A study by Bascom (2005) on the reintegration of Eritrean repatriates from Sudan found that there were many challenges to their reintegration which kept them in a state of dependence and poverty.

2. Problem of the Study

The study investigates the level of satisfaction among returnees in the camp of the Jordan Red Crescent Society with regard to different services provided by the camp, such as health, food, and education. The study also determines the relationship between some of respondents'

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qualitative characteristics and their level of satisfaction.

Importance and Justifications of the Study

Understanding the strengths and degree of satisfaction among returnees living in camps established in an asylum country as a result of war is important to understand. Hence, identifying weaknesses and limitations will help in avoiding such limitations and gaps in different areas of service providing under similar conditions in the future. Further, there is a critical shortage in relevant literature on this topic among returnees while being in camps. So this study helps in reducing the gap in this area, hoping that the findings will be helpful to many individuals, researchers, policy makers, as well as interested international organizations, such as the United Nations High Commissioner for Refugees "UNHCR" and the Red Cross and Red Crescent Movement.

3. Purposes of the Study

The study mainly investigates the following topics:

1. The overall level of respondents' satisfaction with living conditions in the camp.
2. Respondents' satisfaction with different components of the Scale of Satisfaction.
3. Respondents' satisfaction with each of the components of satisfaction by their qualitative characteristics.
4. Ranking different components of the Scale of Satisfaction by respondents' level of satisfaction.

4. Literature Review

Different reasons stand behind the return of refugees to their home country. A case in point is the large number of Iraqi families that left to Syria during the years of 1996 and 1997 as a result of sectarian and ethnic conflict. However, many of these families returned to their homes in Iraq for many reasons. Some of these reasons included: lack of basic services related to health and education, limited employment, high living costs, and having new regulations regarding getting residential permits in Syria (Iraqi Red Crescent Organization, 2008). Generally, refugees usually decide to return to their homes when the danger or threat that forced them to leave their place of habitual abode has diminished or the threat of staying where they are has become greater than the risk of returning home.

Often, return may be promoted by factors such as the replacement of a repressive government or the end of a

civil war (University of Minnesota, 2001). Yet, there are different types of programs that help returnees to reintegrate. Some of these include finding temporary accommodation and providing longer-term support for self-sufficient livelihoods. In addition, communities where returnees return to, need help in many areas. Some of these areas included demobilizing combatants, human rights monitoring, designing, as well as the restoration of basic health, education, sanitation, water, and judicial and infrastructure systems. Indeed, when basic conditions for a secure and a safe life are not in place, then people might be forced to migrate again (International Federation of Red Cross and Red Crescent Societies, 2003).

Tober (2007) reported that millions of Afghani people fled since the late 1970s mainly to Iran and Pakistan for different reasons. Some of these reasons included: the Soviet invasion in 1979, harassment and brutality under Taliban rule, lack of security, continuous foreign occupation, control by external forces, including American military existence since the 2003, and drought. Those who fled their country left behind them their possessions, homes, families in search of safety and a better life. Being exiles in host countries, most of them faced death and/or loss of loved ones, resentment, blame and discrimination, a challenge to their culture and traditions, difficulties facing their well-being and health, and poverty. A study by Scott-Villiers et al. (1993) was conducted on the return of 150,000 Sudanese to Sudan from a refugee camp in Ethiopia. The study found that these people were pawns in Sudan's civil war and were manipulated by military forces, the media, as well as the governments. The international community, however, failed to deal effectively with these circumstances, including issues related to the survival of the returnees.

A study by Pessar (2001) on Guatemalan returnees and refugees found that both Guatemalan military officials and the government have won and courted over many male returnee leaders. Both, the military officials and the government have colluded to deny female returnees' access to the different entitlements that they have struggled for while being in exile. A study by Kalumiya (2004) found that UNHCR efforts to help in the return of Angolans from neighboring countries, such as Zaire, Botswana, and Zambia faced many challenges. The main challenges were related to having a voluntary charter of repatriation; ensuring enough legal, physical, and material safety for returnees; ensuring effective monitoring of protection and assistance for them; having

smooth integration and sustainability of returns; and ensuring international assistance and protection in countries of asylum for returns.

The UNHCR created short term and long term plans for Iraqi returnees, including those returning from asylum countries, such as Jordan and Syria. Short term plans dealt with monitoring returnees and providing them with reintegration assistance. Long term plans with partners dealt with development. Such plans intended to clarify conditions benchmarks, as well as operational measures for supporting returnees. However, the mobilization of returnees can be promoted when legal, physical, and material safety conditions are suitable for organized voluntary and sustainable return movements (UNHCR, 2008). Indeed, successful reintegration of returnees in their communities is a key to enhancing and supporting national, regional, and global security (Kibreab, 2002). Sivac-Bryant (1988) showed how returnees established a school in the town of Kozarac in Bosnia. Founding the school is an example of community empowerment in which returnees re-established a basic level school despite challenges that faced them. Some of these challenges included lack of resources, materials, teachers, and a school building. Indeed, local families and volunteers who returned from war re-established the school through community organizing efforts. The previous example shows how basic schooling can provide a sense of hope and focus on a future that helps in minimizing war trauma mainly among children who experienced war and displacement (Sommer, 2002). Different types of refugees suffer from many social and psychological difficulties, including stress and trauma, where it is important to provide them with counseling services, including those in refugee camps (Tribe, 1999; Eleftheriadou, 1999; Kanyangale and MacLachlan, 1995). Such an intervention, especially in the case of trauma, is critical and important mainly for children (Rousseau et al., 2001).

Shakhatra and Victor (1991) conducted a study on Jordanian returnees from neighboring countries as a result of the First Gulf War. The study found that unemployment rate among returnees was about 83%. In fact, their return created a lot of pressure on available services, mainly educational ones, since they included more than 60,000 students which created a lot of pressure on available schools. Major problems that faced returnees as they arrived to Jordan were related to unemployment, housing, and meeting increasing standards of living.

However, emergency relief for returnees should not be separated from the process of development in which an integrated approach combining both components is preferable for long-term sustainable development (Hilhorst, and Van Leeuwen, 2000). Many projects which were implemented to reintegrate returnees have failed. For example, some of these projects were implemented in East Africa, such as in Mozambique, Ethiopia, and Tanzania. Such projects failed even though they were tainted by ideologies related to communal farming. The main causes of failure included misunderstanding of the authorities concerned with the objectives of the programs, extreme dependence on scientific experimentation, and ignorance of local practices (Ergas, 1980; Scott, 1998).

Indeed, the UNHCR and NGOs are sometimes funded by donors who have some political agendas. Political pressure is applied to such international and sometimes local organizations in providing humanitarian help to refugees and returnees. Hence, such organizations do not sometimes comply with their humanitarian mandate, such as agreeing to participate in forced repatriation (Mills, 2005). For instance, such organizations received donations from European countries because they were afraid of mass influxes of refugees in Bosnia (Vayrynen, 2001). On the other hand, local governments may also politicize such international fund (Weiss, 2003).

In general, most of the previous literature on the topic did not deal directly with returnees living in camp due to limited studies on the subject. However, different studies used different methodologies in understanding and analyzing the subject. Further, while some studies had a theoretical understanding of the subject, others were more field oriented. Furthermore, previous studies were conducted in different times, places, and cultures, and under different circumstances. For these reasons, the findings of available literature could not be completely generalized on the subject matter of returnees living in camps.

5. METHODOLOGY

A) Population of the Study

Preparations for the camp by the Jordan Red Crescent Society started about six months before the starting day of the war. The war started on March 18, 2003. The first client "returnee" arrived to the camp on March 21, 2003. The camp was temporary where it was closed on June 23, 2003. The total number of returnees who stayed in the

camp during all or part of the preceding period was 1976 residents.

B) Surveying

The data were gathered from respondents during a three-day period. Each possible respondent was expected to meet two conditions. The first is being in the camp for no less than ten days in order to have enough experience where judging and evaluating his/her satisfaction will be more objective. The second is to consider a household who has one or more accompanying family members as a possible respondent. Under such conditions, there were 117 possible respondents. Names of all residents were obtained from the manager of the camp. Indeed, there were no any resident less than 19 years old living in the camp by him/herself, except children accompanied by other adult households. To get more accurate representation, it was decided that surveying all possible candidates is the most appropriate technique to be used.

C) Instruments

1. Questionnaire

The data were gathered through a questionnaire. The questionnaire included two parts; the respondents' demographic characteristic and the Scale of Satisfaction. The Scale of Satisfaction was divided into eight components. These included 13 health statements, 9 food statements, 8 general services statements, 5 activity statements, 5 education statements, 6 treatment and respect statements, 3 sand storm statements, and 3 general satisfaction statements. The questionnaire was pre-tested on fifteen subjects. The time span between the test and the pre-test was two weeks. It was also tested by using Cornobach's Alpha in which the obtained value was 0.94. This implied that there was a high level of consistency among items "statements" that represented the Scale of Satisfaction.

2. Interview

An interview was used because many respondents were illiterate. Each respondent was interviewed separately in a conversational manner. At the beginning of the interview, each respondent was informed about the purposes of the study that was optional, and all given information will be confidential.

3. Participant Observation:

The researchers lived in the camp with the respondents during the time of gathering data. They also participated in many formal and informal activities with

respondents living in the camp. This created more mutual trust between researchers and respondents.

D) Unit of Analysis:

Any individual returnee (not accompanied by any other family member), or a household of a family (accompanied by one or more of his/her family members) was considered a unit of analysis. Each possible respondent has to be living in the camp for at least ten days.

E) Response Rate:

There were 117 possible respondents in the population of the study. Five participants refused to participate in the study. As a result, the data were gathered from 112 respondents in which the response rate was 95.7%.

F) Difficulties of the Study:

The only difficulty encountered in this study was the absence of previous studies dealing with the same topic. Hence, most of the research reviewed has been only generally-related.

G) Limitations:

The findings of the study cannot be generalized on any other returnees experiencing different social, cultural, political, and geographic conditions. Hence, the findings are limited to the subjects of the study during the period of gathering data.

H) Operational Definitions:

The following concepts are operationally defined only for the purpose of the study:

- * Returnees: Non Iraqi people who fled Iraq as a result of the Third Gulf War and temporarily residing at the Jordan Red Crescent Society camp until they return to their home "original" countries.
- * Scale of Satisfaction: Fifty-two statements designed according to Likert Scale with five response categories and distributed over eight components.
- * Component: any of the components of "Health", "Food", "General Services", "Activities", "Education", "Professionalism", "Sand Storms", and "General Issues."
- * Level of Satisfaction: Respondents' positive, neutral, or negative position toward different statements related to different services provided to them.

I) Statistical Analysis:

The data were analyzed with the SPSS software (Statistical Package for the Social Sciences). Descriptive statistics were used to characterize the survey, including frequencies, percentages, means, and standard deviations.

Cornobach’s Alpha was also used to measure internal consistency of statements “items” of the Scale of Satisfaction. Similarly, one-way ANOVA was employed to test statistical differences between means of

respondents' responses by their qualitative characteristics. For all analysis, the level of significance was set at an alpha level = 0.05 or a level of confidence of 95%.

Table 1. Some Qualitative Characteristics of Respondents

Gender	Freq.	Per.	Latest Profession	Freq.	Per.
Male	91	81.2	Student	35	31.3
Female	21	18.8	In the public sector	13	11.6
Total	112	100.0	In the private sector	56	50.0
Age Category	Freq.	Per.	Unemployed	8	7.1
Less than 20 years	03	02.7	Total	112	100.0
20-less than 30	48	42.9	Nationality	Freq.	Per.
30-less than 40	24	21.4	Moroccan	35	31.3
40-less than 50	26	23.2	Sudanese	31	27.6
50-less than 60	09	0.08	Somali	42	37.5
60 years or older	02	01.8	Other	04	03.6
Total	112	100.0	Total	112	100.0
Educational Level	Freq.	Per.	Residential Period	Freq.	Per.
Illiterate	15	13.4	Less than 2 weeks	07	06.3
Less than secondary	41	36.6	2 weeks-less than 1 month	29	25.8
Secondary	13	11.6	1-less than 2 months	15	13.4
Community college	25	22.3	2 or more months	61	54.5
Bachelor	18	16.1	Total	112	100.0
Total	112	100.0	Company of Family Members	Freq.	Per.
Marital Status	Freq.	Per.	Accompanied by other family members	40	35.7
Married	45	40.2	Not accompanied by other family members	72	64.3
Single	64	57.1			
Widowed	01	00.9			
Divorced	02	01.8	Total	112	100.0
Total	112	100.0			

Table 2. Percentages, Means, and Standard Deviations for Sample’ Responses to Items of the "Health" Component

#	Statement "Item"	Level of Satisfaction					Mean	S.D
		Exc.	Above Ave.	Neutral	Below Ave.	Poor		
01	Quantity of drinking water	35.7	26.8	0.0	24.1	13.4	3.47	1.51
02	Cleanliness of drinking water	35.7	34.8	2.7	11.6	15.2	3.64	1.45
03	Quantity of non drinkable water	42.9	39.3	2.7	10.7	04.5	4.05	1.14
04	Cleanliness of non drinkable water	38.4	40.2	2.7	13.3	05.4	3.93	1.20
05	Cleanliness of showers	15.2	34.8	4.5	23.3	22.3	2.97	1.45
06	Cleanliness of bathrooms	15.2	32.1	7.1	26.8	18.8	2.98	1.40
07	Quantity and quality of cleaning items	25.0	29.5	2.7	27.6	15.2	3.21	1.47
08	Spraying and fighting rodents	16.1	40.2	4.5	25.0	14.2	3.19	1.36
09	Level of quietness	57.1	24.1	2.7	12.5	03.6	4.19	1.18
10	Cleanliness of camp in general	43.8	37.4	0.9	16.1	01.8	4.05	1.12
11	The way physicians and nurses work with patients	51.8	25.0	4.5	10.7	08.8	4.02	1.32
12	Availability of medications	33.0	20.5	5.4	11.6	29.5	3.16	1.68
13	Medical staff management with cases	44.6	29.5	8.9	11.6	05.4	3.96	1.22
All Statements		34.0	31.8	3.8	17.3	12.1	3.60	0.85

Table 3. One-Way ANOVA for Testing the Differences between Averages for the Sample's Responses to the "Health" Component

Nationality	Mean	S.D.	F Value	Sig.
Moroccan	4.21	0.52	19.29	0.001
Sudanese	3.67	0.81		
Somali	3.01	0.75		
Others	3.98	0.47		
Marital Status	Mean	S.D.	F Value	Sig.
Married	4.00	0.78	11.51	0.001
Single	3.29	0.80		
Other	4.10	0.29		
Educational Level	Mean	S.D.	F Value	Sig.
Illiterate	4.09	0.55	6.42	0.001
Less than secondary	3.87	0.85		
Secondary	3.73	0.69		
Community college	3.14	0.79		
Bachelor	3.14	0.83		
Residential period	Mean	S.D.	F Value	Sig.
Less than 2 weeks	3.98	0.38	13.12	0.001
2 weeks-less than one month	4.23	0.54		
1-less than 2 months	3.76	0.87		
2 or more months	3.22	0.82		
Attendants	Mean	S.D.	F Value	Sig.
Have	3.95	0.83	11.48	0.001
Do not have	3.41	0.81		

Table 4. Percentages, Means, and Standard Deviations for Sample's Responses to Items of the "Food" Component

#	Statement "Item"	Level of Satisfaction					Mean	S.D.
		Exc.	Above Ave.	Neutral	Below Ave.	Poor		
14	Number of meals	64.3	22.3	4.5	07.1	1.8	4.40	0.99
15	Quality of meals	46.6	33.9	3.6	15.2	0.9	4.10	1.09
16	Quantity of meals	66.1	19.6	2.7	08.9	2.7	4.38	1.07
17	Cleanliness of meals	75.8	15.2	2.7	06.3	0.0	4.61	0.82
18	Diversity of meals	60.7	24.1	2.7	11.6	0.9	4.32	1.04
19	Quantity of supplies, such as sugar and tea	54.5	31.2	2.7	08.9	2.7	4.26	1.05
20	Serving meals	57.1	29.5	1.8	08.0	3.6	4.29	1.08
21	Feeling with comfort while serving meals	51.8	34.8	4.5	08.0	0.9	4.29	0.94
22	Time of serving meals	58.0	33.0	4.5	04.5	0.0	4.45	0.78
	All Statements	59.4	27.1	3.3	08.7	1.5	4.34	0.68

6. Findings of the Study

The data presented in Table (1) illustrate some of respondents' qualitative characteristics. These included gender, age, educational level, marital status, latest professional status while being in Iraq, nationality, residential period in the camp, and whether respondents were accompanied or not by any of their family members.

In terms of gender, according to Table (1), most respondents were males (81.2%). In relation to professional status, respondents included 56 employed in the private sector (50%), 35 (31.3%) students, and 13 (11.6%) who were employed in the public sector.

Moreover, respondents represented different age strata. Respondents who were younger than 20 years of age totaled 3 (2.7%), and those within the age category "20-less than 30 years" represented 42.9%. Similarly, while respondents within the age category "30-less than 40 years" represented 21.4%, those within the category "40-less than 50 years" represented 23.2%. It was also found that respondents who were 50 years of age or older represented only 9.8%.

Regarding the time span of residential period in the camp, most respondents (54.5%) reported that they have been living in the camp for two or more months. In

relation to latest educational level achieved, illiterate respondents represented 13.4%. On the other hand, respondents who had an education of less than secondary represented 36.6%. However, while respondents who completed their secondary education "high school" represented 11.6% of all respondents, those who

completed a community college represented 22.3%. Finally, respondents who had a bachelor's degree represented 16.1%. It was reported by 64.3% of respondents that they have one or more members of their family accompanying them in the camp.

Table 5. Percentages, Means, and Standard Deviations for Sample's Responses to Items of the "General Services" Component

#	Statement "Item"	Level of Satisfaction					Mean	S.D
		Exc.	Above Ave.	Neutral	Below Ave.	Poor		
23	Available communication system	33.0	23.3	03.6	19.7	20.5	3.29	1.59
24	Quality of prayers place	20.5	24.1	16.1	18.8	20.5	3.05	1.44
25	Quantity of showers	25.0	39.2	05.4	18.8	11.6	3.47	1.36
26	Quantity of available bathrooms	30.4	39.2	04.5	20.5	05.4	3.69	1.25
27	Lighting system	38.3	34.8	00.9	20.5	05.4	3.80	1.29
28	Security system	71.4	20.5	03.6	02.7	01.8	3.57	0.84
29	Quality of tent	61.6	26.8	01.8	08.0	01.8	4.38	0.99
30	Available mattresses and rugs	64.3	23.2	01.8	08.9	01.8	4.39	1.02
All Statements		43.1	28.9	04.7	14.7	08.6	3.83	0.76

Health Component

The first component of the Scale of Satisfaction is the "Health" component." This component included thirteen statements. The percentages, means, and standard deviations for the sample's responses to the "Health" items are presented in Table (2).

The data presented in Table (2) reveal that the mean value for respondent's satisfaction with all items of the "Health" component was 3.60 (S.D.=0.85). Respondents' satisfaction with different services representing this component included, in order form the most to the least satisfied: their satisfaction with the level of quietness in camp (Mean = 4.19, S.D. = 1.18), cleanliness of the camp (Mean = 4.05, S.D. = 1.12), quantity of non-drinkable water (Mean = 4.05, S.D. = 1.14), the way physicians and nurses work with cases (Mean = 4.02, S.D. = 1.32), cleanliness of non drinkable water (Mean = 3.93, S.D. = 1.20), cleanliness of drinkable water (Mean = 3.64, S.D. = 1.45), quantity of drinking water (Mean = 3.47, S.D. = 1.51), quantity and quality of distributed cleaning items (Mean = 3.21, S.D. = 1.47), spraying and fighting rodents (Mean = 3.19, S.D. = 1.36), availability of medications (Mean = 3.16, S.D. = 1.68). On the contrary, respondents were not satisfied with each of the cleanliness of showers (Mean = 2.97, S.D. = 1.45) and bathrooms (Mean = 2.98, S.D. = 1.40). Regarding the findings of one-way ANOVA for testing the differences between averages for the sample's responses to the "Health" component, see Table

(3).

Table (3) shows that each of the variables of nationality, marital status, education, residential period in camp, and having family attendants was statistically significant in relation to the respondents' responses to the "Health" component of the Scale of Satisfaction. To begin with nationality, while Moroccan residents were most satisfied (Mean = 4.21, S.D. = 0.52), Somali residents were least satisfied with the health component (Mean = 3.01, S.D. = 0.75). An obtained F value of 19.29 was statistically significant at an alpha level of 0.001. In terms of marital status, while married residents were the most satisfied (Mean = 4.0, S.D. = 0.78), single residents were the least satisfied with the "Health" component (Mean = 3.29, S.D. = 0.80). An obtained F value of 11.51 indicated that such differences were statistically significant at an alpha level of 0.001.

Regarding education, illiterate residents were the most satisfied category (Mean = 4.09, S.D. = 0.55). Conversely, the least satisfied categories included each "residents with community college education" (Mean = 3.14, S.D. = 0.79), as well as "residents with a bachelor's degree" (Mean = 3.14, S.D. = 0.83). An obtained F value of 6.42 was statistically significant at an alpha level of 0.001. Moreover, while residents who have been residing in the camp for a period ranging from two weeks to less than one month were the most satisfied ones (Mean = 4.23, S.D. = 0.54), residents who have been living in the

camp for two months or longer were the least satisfied with health services (3.22, S.D. = 0.82). An obtained F value of 13.12 was statistically significant at an alpha level of 0.001. Finally, residents who had one or more family members accompanying them in the camp were more satisfied (Mean = 3.95, S.D. = 0.83) than others who were not accompanied by any of their family members (Mean = 3.41, S.D. = 0.81). Since the obtained F value was 11.48, then such differences were statistically significant at an alpha level of 0.001.

Food Component

The second component of the Scale of Satisfaction is the "Food" component" which included nine statements "items". In response to percentages, means, and standard deviations for the sample's responses to items of the "Food" component, see Table (4).

Outputs from Table (4) illustrate that the respondents were highly satisfied with food services. The mean value for the whole component of food was 4.34 (S.D. = 0.68). Eventually, residents were highly satisfied with each of the statements of the component. Respondents' satisfaction included from the most to the least satisfied: satisfaction with cleanliness of meals (Mean = 4.61, S.D. = 0.82), times of serving meals (Mean = 4.45, S.D. = 0.68), number of meals provided (Mean = 4.40, S.D. = 0.99), quantity of meals (Mean = 4.38, S.D. = 1.07), diversity in served meals (Mean = 4.32, S.D. = 1.04), the way meals are served (Mean = 4.29, S.D. = 1.08), feeling of comfort while serving meals (Mean = 4.29, S.D. = 0.94), quantity of supplied food items, such as sugar and tea (Mean = 4.26, S.D. = 1.05), and quality of meals (Mean = 4.10, S.D. = 1.09). The findings of F test did not show any differences with a statistical difference in the food component by any of the qualitative variables that represented the respondents' social characteristics.

General Services Component

The third component of the Scale of Satisfaction was related to "General Services." This component included eight statements "items." In terms of percentages, means, and standard deviations for the sample's responses to items of the "General Services" component, see Table (5).

The data presented in Table (5) show that the respondents were moderately satisfied with the "General Services" component in which the mean value for the whole component was 3.83 with a standard deviation of

0.76. In fact, the mean value was 4.39 for the respondents' satisfaction with the availability of mattresses and rugs in their tents (S.D. = 1.02), 4.38 for the quality of tent (S.D. = 0.99), 3.80 for the lighting system (S.D. = 1.29), 3.69 for the quantity of available bathrooms (S.D. = 1.25), 3.57 for security in the camp (S.D. = 0.84), 3.47 for the quantity of available showers (S.D. = 1.36), 3.29 for the availability of communication system (S.D. = 1.59), and finally, 3.05 for the quality of available place for performing religious prayers (S.D. = 1.44). Regarding the findings of one-way ANOVA for testing the differences between averages for the sample's responses to the "General Services" component by nationality, see Table (6).

Table 6. One-Way ANOVA for Testing the Differences between Averages for the Sample's Responses to the "General Services" Component by Nationality

Nationality	Mean	S.D.	F Value	Sig.
Moroccan	4.00	0.68	5.32	0.01
Sudanese	4.11	0.55		
Somali	3.50	0.79		
Others	3.69	1.23		

According to Table (6), the most satisfied residents were carrying the Sudanese nationality (Mean = 4.11, S.D. = 0.55), followed by residents from Morocco (Mean= 4.00, S.D. = 0.68). However, the Somali respondents were less satisfied than residents from the two preceding nationalities (Mean = 3.50, S.D. = 0.79). Finally, an obtained F value of 5.32 was statistically significant at an alpha level of 0.01.

Activities Component:

The "Activities" component was the fourth component of the Scale of Satisfaction. This component included five statements "items." Regarding percentages, means, and standard deviations for sample's responses to items of the "Activities" component, see Table (7).

The findings from Table (7) indicate that the respondents' overall satisfaction with the "Activities" component was 3.08 which implies that their satisfaction is slightly above average (S.D. = 0.97). The residents were mostly satisfied with entertainment programs organized for children (Mean = 3.30, S.D. = 0.87), as well as with toys freely presented to children (Mean= 3.26, S.D. = 0.89). Similarly, the mean value for residents' satisfaction with the suitability of activities

time was 3.03 (S.D. = 1.30), which is slightly higher than the mean value of satisfaction (3.00). In contrast, the respondents were not satisfied with sports activities (Mean = 2.91, S.D. = 1.36) and cultural activities (Mean

= 2.84, S.D. = 1.47). In terms of findings of one-way ANOVA for testing the differences between averages for the sample's responses to the "Activities" component, see Table (8).

Table 7. Percentages, Means, and Standard Deviations for Sample's Responses to Items of the "Activities" Component

#	Statement "Item"	Level of Satisfaction					Mean	S.D.
		Exc.	Above Ave.	Neutral	Below Ave.	Poor		
31	Entertainment programs for children	10.7	21.4	58.9	05.4	03.6	3.30	0.87
32	Toys distributed to children	10.7	19.7	58.0	08.0	03.6	3.26	0.89
33	Sports activities	14.3	22.3	25.9	15.2	22.3	2.91	1.36
34	Cultural activities	15.2	23.2	23.2	07.1	31.3	2.84	1.47
35	Convenience of activities time	17.0	17.0	34.7	14.3	17.0	3.03	1.30
	All Statements	13.6	20.7	40.1	10.0	15.6	3.08	0.97

Table 8. One-Way ANOVA for Testing the Differences between Averages for the Sample's Responses to the "Activities" Component

Nationality	Mean	S.D.	F Value	Sig.
Moroccan	3.71	0.86	13.32	0.001
Sudanese	3.13	0.79		
Somali	2.50	0.88		
Other	2.90	0.66		
Marital Status	Mean	S.D.	F Value	Sig.
Married	3.47	0.95	8.32	0.001
Single	2.76	0.90		
Other	3.53	0.12		
Educational Level	Mean	S.D.	F Value	Sig.
Illiterate	3.41	0.92	3.23	0.01
Less than Secondary	3.13	0.93		
Secondary	3.55	1.08		
Community College	2.58	0.94		
Bachelor	2.96	0.84		
Latest Profession	Mean	S.D.	F Value	Sig.
Student	2.73	0.93	2.66	0.05
Employee in the Public Sector	3.04	1.05		
In the Private Sector	3.21	0.98		
Unemployed	3.55	0.68		
Residential Period in Camp	Mean	S.D.	F Value	Sig.
Less than 2 weeks	3.86	1.19	9.46	0.001
2 weeks-less than one month	3.52	0.87		
1-less than 2 months	3.42	0.83		
2 or more months	2.67	0.86		
Having Family Attendants	Mean	S.D.	F Value	Sig.
Have	3.41	0.94	7.93	0.01
Do not Have	2.88	0.95		

The findings of F test, as presented in Table (8), show that there are statistical differences between statistical means of respondents' responses to the "Activities" component by each of the variables of nationality, marital status, educational level, latest profession, residential period in the camp, and having family attendants. To begin with the variable of nationality, it was found that Moroccan residents were the most satisfied residents with the activities component (Mean = 3.71, S.D. = 0.86).

Conversely, Somali residents were the least satisfied (Mean = 2.50, S.D. = 0.88). F test value of 13.23 was statistically significant at an alpha level of 0.001. In addition, single residents were less satisfied with the "Activities" component than any other category (Mean = 2.76, S.D. = 0.90).

The respondents who held an education of community college were the least satisfied among respondents with the "Activities" component (Mean = 2.58, S.D. = 0.94).

Further, in terms of occupational status, it was found that students were the least satisfied with the "Activities" component (Mean = 2.73, S.D. = 0.93). Unemployed residents were the most dissatisfied people among respondents with the "Activities" component (Mean = 3.55, S.D. = 0.69). An obtained F value of 2.66 had a statistical significance at an alpha level of 0.05. Furthermore, while residents who have been living in the camp for less than two weeks were the most satisfied (Mean = 3.86, S.D. = 1.19), residents who have been dwelling in the camp for two or more months were the

most satisfied with the activities available at the camp (Mean = 2.67, S.D. = 0.86). An obtained F value of 9.46 implied that such differences were statistically significant at an alpha level of 0.001. Finally, residents who were accompanied by one or more of their family members were more satisfied with the activities of the camp (Mean = 3.41, S.D. = 0.94) than those who were not accompanied by any of their family members (Mean = 2.88, S.D. = 0.95). An obtained F value of 7.93 indicated that such differences were statistically significant at an alpha level of 0.01.

Table 9. Percentages, Means, and Standard Deviations for Sample's Responses to Items of the "Educational" Component

#	Statement "Item"	Level of Satisfaction					Mean	S.D.
		Exc.	Above Ave.	Neutral	Below Ave.	Poor		
36	Effectiveness of kindergarten	11.6	13.4	62.5	5.4	7.1	3.17	0.96
37	Effectiveness of school	16.1	17.0	56.2	6.2	4.5	3.34	0.97
38	Provided stationery for students	22.3	11.6	55.4	6.2	4.5	3.41	1.04
39	Quality and quantity of instructors	19.6	11.6	58.0	6.3	4.5	3.36	1.01
40	Importance of curriculum	16.1	14.3	58.8	5.4	5.4	3.30	0.98
All Statements		17.1	13.6	58.2	5.9	5.2	3.32	0.90

Table 10. One-Way ANOVA for Testing the Differences between Averages for the Sample's Responses to the "Education" Component

Nationality	Mean	S.D.	F Value	Sig.
Moroccan	3.86	0.87	7.40	0.001
Sudanese	3.09	0.65		
Somali	3.08	0.93		
Others	2.75	0.50		
Residential Period	Mean	S.D.	F Value	Sig.
Less than 2 weeks	3.83	1.17	4.32	0.01
2 weeks-less than 1 month	3.68	0.94		
1-less than 2 months	3.38	0.73		
2 or more months	3.07	0.81		
Attendants	Mean	S.D.	F Value	Sig.
Have	3.57	0.99	4.93	0.05
Do not have	3.18	0.82		

Table 11. Percentages, Means, and Standard Deviations for Sample's Responses to Items of the "Professionalism" Component

#	Statement "Item"	Level of Satisfaction					Mean	S.D.
		Exc.	Above Ave.	Neutral	Below Ave.	Poor		
41	Welcoming your arrival in camp	79.4	17.0	1.8	00.9	0.9	4.73	0.63
42	Listening to you needs	52.7	27.7	2.7	11.5	5.4	4.11	1.23
43	Achieving your demands	47.3	29.4	3.6	13.4	6.3	3.98	1.27
44	Respecting your suggestions	50.9	26.8	8.0	08.9	5.4	4.09	1.20
45	Respecting your culture	54.5	28.5	3.6	08.0	5.4	4.19	1.17
46	Organization of employees	75.0	15.1	4.5	05.4	0.0	4.60	0.81
All Statements		60.0	24.1	4.0	08.8	3.9	4.28	0.80

Educational Component:

The fifth component of the Scale of Satisfaction was the related to educational services that included five statements "items." Regarding percentages, means, and

standard deviations for sample's responses to items of the "Educational" component, see Table (9).

As presented in Table (9), respondents' satisfaction with the "Educational" component was above average but

not excellent (Mean = 3.32, S.D. = 0.90). The mean value for the respondents' satisfaction with each of the statements of the "Educational" component were, in order from the most to the least satisfied, 3.41 for supplying students with stationary (S.D. = 1.04), 3.36 for the quality and quantity of instructors (S.D. = 1.01), 3.34 for the effectiveness of available school (S.D. = 0.97), 3.30 for the suitability and importance of kindergarten and school curriculum (S.D. = 0.98), and finally, 3.17 for effectiveness of kindergarten (S.D. = 0.96). Regarding the findings of one-way ANOVA for testing the differences between averages for the sample's responses to the "Educational" component, see Table (10).

According to Table (10), three variables had a statistical significance in relation to respondents' responses to the "Educational" component. These

included nationality, residential period in camp, and being accompanied by one or more family members. The findings of F test showed statistical differences in the component of "Education" according to nationality. Residents from Morocco represented the most satisfied category with the "Educational" component (Mean = 3.86, S.D. = 0.87). Regarding residential period in camp, it was found that the longer the period spent in the camp, the less they were satisfied. An obtained F value of 4.32 was statistically significant at an alpha level of 0.01. Finally, residents who were accompanied by family members were more satisfied (Mean = 3.57, S.D. = 0.99) than residents without other family members (Mean = 3.18, S.D. = 0.82). An obtained F value of 4.93 had a statistical significance at an alpha level of 0.05.

Table 12. Percentages, Means, and Standard Deviations for Sample's Responses to Items of the "Sand Storms" Component

#	Statement "Item"	Level of Satisfaction					Mean	S.D.
		Exc.	Above Ave.	Neutral	Below Ave.	Poor		
47	Volunteers' response to sandstorms	65.1	17.9	1.8	08.9	06.3	4.27	1.24
48	Feeling of security during sandstorms	40.2	32.1	2.7	04.5	20.5	3.67	1.54
49	Protection of residents during sandstorms	47.3	25.0	5.4	11.6	10.7	3.87	1.40
All Statements		50.9	25.0	3.3	08.3	12.5	3.93	1.26

Table 13. One-Way ANOVA for Testing the Differences between Averages for the Sample's Responses to "Sandstorms" Component

Age Category	Mean	S.D.	F Value	Sig.
Less than 20 years	3.89	0.96	2.84	0.05
20-less than 30 years	3.58	1.39		
30-less than 40 years	4.40	0.87		
40-less than 50 years	3.95	1.23		
50-less than 60 years	4.81	0.34		
60 years or older	2.83	2.59		
Family Attendants	Mean	S.D.	F Value	Sig.
Have	4.39	0.99	8.75	0.01
Do not have	3.68	1.32		

Table 14. Percentages, Means, and Standard Deviations for Sample's Responses to Items of the "General Issues" Component

#	Statement "Item"	Level of Satisfaction					Mean	S.D.
		Exc.	Above Ave.	Neutral	Below Ave.	Poor		
50	General satisfaction with the camp	44.6	29.5	2.7	9.8	13.4	3.82	1.43
51	Employees and staff interaction and respect for residents	55.3	25.0	3.6	9.8	06.3	4.13	1.24
52	Achieving the mission of the Jordan Red Crescent Society	73.1	16.1	3.6	6.3	00.9	4.54	0.90
All Statements		57.7	23.5	3.3	8.6	06.9	4.17	1.01

Professionalism Component:

The sixth component of the Scale of Satisfaction was

the "Professionalism" component that included six statements "items." Regarding percentages, means, and

standard deviations for sample's responses to items of the "Professionalism" component, see Table (11).

The findings from Table (11) illustrate that the respondents' overall satisfaction with the "Professionalism" component was high (Mean = 4.28, S.D. = 0.80). Indeed, respondents held excellent attitudes toward the way they were welcomed when they came to the camp (Mean = 4.74, S.D. = 0.63), as well as the cleanliness of employees (Mean = 4.60, S.D. = 0.81). Similarly, the respondents held positive attitudes toward the way employees respect their cultural values and traditions (Mean = 4.19, S.D. = 1.17), the way they listen to the needs of residents (Mean = 4.11, S.D. = 1.23), as well as the way employees respect residents opinions and suggestions (Mean = 4.09, S.D. = 1.20). However, respondents attitudes were above average in term of the way employees achieve their demands (Mean = 3.98, S.D. = 1.27).

Sandstorms Component

The seventh component of the Scale of Satisfaction is the "Sandstorms" component. This component included three statements "items". Regarding percentages, means, and standard deviations for the sample's responses to items of the "Sandstorms" component, see Table (12).

The data presented in Table (12) illustrate that respondents' overall satisfaction with the "Sandstorms" component had a mean value of 3.93 (S.D. = 1.26) that implies a level of satisfaction above average. In fact, the residents reported that they were satisfied with the response of volunteers to sandstorms (Mean = 4.27, S.D. = 1.24). Similarly, respondents reported that they were satisfied with the way residents were protected during sandstorms (Mean = 3.87, S.D. = 1.40), as well as with their feeling of security during sandstorms (Mean = 3.67, S.D. = 1.54). Regarding the findings of one-way ANOVA for testing the differences between averages for the sample's responses to statements of the "Sandstorms" component, see Table (13).

According to Table (13), residents with 60 years of age or older were the least age category satisfied with the "Sandstorms" component (Mean = 2.83, S.D. = 2.59). Conversely, respondents within the age group "50-less than 60 years" were the most satisfied category (Mean = 4.81, S.D. = 0.34). In addition, residents who have one or more of their family members accompanying them were more satisfied (Mean = 4.39, S.D. = 0.99) than others (Mean = 3.68, S.D. = 1.32). An obtained F value of 8.75

was statistically significant at an alpha level of 0.01.

General Issues Component

The last "eighth" component of the Sale of Satisfaction was that of "General Issues." This component included three statements. Regarding percentages, means, and standard deviations for sample's responses to items representing the "General Issues" component, see Table (14).

According to Table (14), respondents were highly satisfied with the "General Issues" component in which the mean value was 4.17 (S.D. = 1.01). Indeed, the respondents reported that they were most satisfied with the way the Jordan Red Crescent Society achieves its humanitarian mission (Mean = 4.54, S.D. = 0.90). Similarly, respondents reported that they were very satisfied with the way employees and staff of the Jordan Red Crescent Society interact and respect them in camp. Finally, the statistical outputs showed that the mean value for respondents' general satisfaction with the camp was 3.82 (S.D. = 1.43). In terms of ranking different components of the Scale of Satisfaction by level of respondents' satisfaction, see Table (15).

Table 15. Ranking Components by Respondents' Level of Satisfaction

Component	Mean	Standard Deviation	Rank
Food	4.34	0.68	1
Respect and organizing	4.28	0.80	2
General issues	4.17	1.01	3
Sandstorms	3.93	1.26	4
General services	3.83	0.76	5
Health	3.60	0.85	6
Education	3.32	0.90	7
Activities	3.07	0.97	8
All components	3.82	0.78	-----

It was found, as Table (15) shows, that respondents were satisfied with all components of the study. Their overall satisfaction with all statements of the Scale of Satisfaction was 3.82. In terms of their satisfaction by component, the respondents were most satisfied with the "Food" component (Mean = 4.34, S.D. = 0.68), followed by "Respect and Organizing" component (Mean = 4.28, S.D. = 0.80). Similarly, the respondents' satisfaction with the component of "General Issues" ranked third (Mean = 4.17, S.D. = 1.01). Moreover, while the respondents' satisfaction with "Sandstorms" component ranked fourth

(Mean = 3.93, S.D. = 1.26), their satisfaction with the component of "General Services" ranked fifth (Mean = 3.83, S.D. = 0.76). Further, the mean value of resident's satisfaction with other components was 3.60 for the "Health" component which ranked sixth (S.D. = 0.85), 3.32 for the component of "Education" which ranked seventh (S.D. = 0.90). Finally, the lowest mean value for the respondents' satisfaction was 3.07 (S.D. = 0.97) for the "Activities" component which ranked eighth.

7. DISCUSSION OF FINDINGS

The study concluded that the respondents were satisfied with all eight components of the Scale of Satisfaction, in which the mean value of satisfaction with all provided services was 3.82. While the respondents were mostly satisfied with the "Food" component (Mean = 4.34), they were least satisfied with the "Activities" component (Mean = 3.07). The respondents were also satisfied with the way they were treated by staff and volunteers at the camp, mainly by the way they were received in the camp. Under such circumstances, volunteers can play a strong role in providing psycho-social support (Al-Zubaidi, 2006; Shtewi, 1993). Respondents also reported that the employees were sensitive enough to their cultural values and traditions while communicating with them. The residents of the camp were not or hardly satisfied with available activities, mainly cultural and sports activities. Hence, the poor quality of such activities should be addressed in the future under such circumstances. Administrators of the camp justified such limitations in activities and other aspects, such as absence of psychiatrists and social workers. They indicated that residents were expected to stay in the camp for a very short period of time, as well as limited available fund to provide such services. Yet, the most available activities did not involve women living in the camp. It was noticed through participant observation and comments from many residents that there is lack in activities in the camp, especially for adult males and females. Indeed, during most of the day, adult men talk with each other in small groups based on nationality and sometimes gender, and that women are hardly seen outside the tents, except when getting meals or using some of the available services, such as those provided by the clinic. Both staff members and volunteers respected the different cultures of residents. This respect for cultural beliefs and practices is important for building

trust between practitioners and clients (Devore and Schlesinger, 1999; Herberg, 1993).

It was also observed that many residents go through a strong psychological stress (Drumm et al., 2003; Tribe, 1999). Many recalled the difficulties they experienced with their families in Iraq when the war started, the belongings they left behind, salaries they did not obtain, bombing of civilians as they watched thefts in their neighborhood due to lack of security, separation of their children from school. Indeed, many residents who were studying in Iraqi universities could not get any official papers proving their academic status, such as transcripts. They were also pessimistic about their future and final occupational status and destination. For example, most of them were very worried about how they will continue their education, secure a job, the status of some of their family members and relative in their home countries. These difficulties emphasize the importance of having counselors and social workers to help returnees and their children cope with such psycho-social difficulties as reported by Mikovic (1999). Early intervention with such cases, including children is strongly recommended by specialists (Alkhatib and Alhadidi, 2005; Sommers, 2002; Rousseau et al., 2001).

Recommendations

The following recommendations are presented to improve future delivery of services to returnees in similar circumstances:

- * Improving the quality of some health services, such as cleanliness of showers and bathrooms, as well as making needed medications available in health clinics.
- * Activities at the camp should be improved, in terms of quality and diversity, including activities related to women. For example, most respondents reported that there were no activities related to adult women.
- * Somali residents were less satisfied than Moroccans and Sudanese. So, future services should take into consideration the cultural differences between different nationalities. Indeed, employees and services provided should be culturally sensitive.
- * It was reported that the illiterate, as well as married residents, were more satisfied with health services and available activities than residents with a community college education and higher. Consequently, future services should meet the expectations of more educated and single people to

improve their integration with the camp's life.

- * Allowing residents to conduct more frequent and longer free calls, under similar circumstances, with their home countries since they were allowed to call their home countries for no longer than one minute during each call. Limiting calls to one minute, as reported by staff of the camp, was due to limited funds.

- * Most residents reported that they were worried about their future due to their current status. Some reported that they were depressed. Hence, future camps should include some social workers and psychiatrists to provide guidance and counseling to residents.
- * There is a critical need to conduct future studies on returnees after their arrival to their final destination, including their home countries.

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