THE ROLE OF CONTACT IN LOCALS` ATTITUDES TOWARDS

REFUGEES IN TURKEY

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ABSTRACT

THE ROLE OF CONTACT IN LOCALS` ATTITUDES

TOWARDS REFUGEES IN TURKEY

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The present study aims to give an understanding on citizens` attitudes towards refugees in Turkey. Specifically, the main purpose is to explain the role of contact in positive and negative attitudes towards refugees. Attitudes Towards Refugees Scale (ATRS) which is a 5-point Likert-Type scale and consisting of two subscales was developed for the current study. The data for current study were collected from locals in several cities where refugees live intensely and interact with locals. 377 participants who properly completed the scale used in the study were included in the study. Data analysis was performed by using SPSS for Windows, version 23 (SPSS Inc., Chicago, IL, United States). According the results of the study, following contact with at least one refugee, 81 (77.9%) participants reported their attitude changed positively while 6 (5.8%)

participants' attitude changed negatively. Besides, Tolerance subscales scores were significantly higher in female participants. Dissatisfaction subscale scores were higher in participants who did not know any refugee or did not work with refugees but Tolerance and total ATRS scores were higher in participants who know at least one refugee or worked with refugees. The participants who have slightly deep, slightly natural, totally pleasant, totally cooperative and totally close relationships with refugees have on average the highest ATRS scores. The participants who think they are slightly similar with refugees and have slightly similar economic status have on average the highest ATRS scores. The results of the study were discussed in the light of the literature.

Keywords: Refugees, Contact, Attitudes Towards Refugees

ÖZ

TÜRK VATANDAŞLARININ MÜLTECİLERE YÖNELİK
TUTUMLARINDA TEMASIN ROLÜ

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Bu çalışma Türkiye'de vatandaşların mültecilere ilişkin tutumlarında Temas Teorisi'nin rolünü incelemeyi amaç edinmiştir. Mültecilere İlişkin Tutum Ölçeği mevcut çalışma için geliştirilmiştir. Çalışma kapsamında veriler Türkiye'nin farklı illerinde yaşayan 377 katılımcıdan toplanmıştırç Veriler SPSS (SPSS Inc., Chicago, IL, United States) ile analiz edilmiştir. Çalışmada katılımcılara sorulduğunda, 81 (77.9%) kişi mültecilerle tamastan sonra tutumlarının olumlu olarak değiştiğini belirtirken 6 (5.8%) kişi tutumdan sonra olumsuz bir değişiklik olduğunu not etmiştir. Katılımcılar arasında kadınların Tolerans Alt Ölçeği sonuçları erkeklerden istatistiksel olarak anlamlı bir şekilde yüksek çıkmıştır. Hiçbir mülteci tanımayan katılımcıların Memnuniyetsizlik Alt Ölçeği skorları tanıyanlardan anlamlı biçimde yüksekken, en az bir mülteci tanıyanların Tolerans ve toplam ATRS skorlarının tanımayanlardan anlamlı şekilde daha yüksek olduğu görüldü.

Bunlara ek olarak, mültecilerle biraz derin, biraz doğal, tamamen keyif verici, tamamen işbirliği içinde ve tamamen yakın ilişkilere sahip olan katılımcıların ortalama olarak en yüksek ATRS puanlarına sahip oldukları görüldü. Katılımcılardan kendilerini mültecilere biraz benzer görenler, en yüksek toplam ATRS puanlarına sahip olmuştur. Aynı şekilde, ekonomik statülerini mültecilere biraz benzer gören katılımcılar da en yüksek ATRS puanlarına sahip olmuştur. Sonuçlar literatür ışığında tartışılmıştır.

Anahtar Kelimeler: Mülteciler, Temas, Mültecilere İlişkin Tutum

To the nation of the displaced…

To my maternal grandmother who made me the person I am today…

To my paternal grandfather who kept me remember where I belong…

ACKNOWLEDGMENTS

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CHAPTER 1

INTRODUCTION

I come from no country, from no city, no tribe. I am the son of the road... all tongues and all prayers belong to me. But I belong to none of them.

Amin Malouf

1.1. General Introduction

Who decides on one`s nationality? Can nationality be changed at some point of the life? Although countries may adopt various definitions of citizenship, two models are mainly accepted which are jus sanguinis and jus soli. As per jus sanguinis model, nationality is inherited from one generation to other automatically through blood or culture. In other words, newborns have the nationality of their parents just because blood relation no matter where their place of birth is. Nevertheless, as per the jus soli model, individuals receive the citizenship of the country in which territory they are born in. In that model of citizenship, regardless of one`s ancestors` nationality, a newborn has the citizenship of the country solely because of being born in its territory. Countries all over the world adopt either one of the models or their combination.

On the other hand, a third model has been added to the literature. According to jus domicile model of citizenship, citizenship can be possessed by ones who passed a particular time period in a country.

In addition to definitions of citizenship, nationality is defined in two different concepts: ethnic and civic. Ethnic nationality including some factors such as race and religion comes from one`s ancestors whereas civic nationality is owned due to gathering around common goals and ideals.

Does a person necessarily identify himself/herself with nationality s/he has?

1.2. National Identity

As per Bilali (2014), national identity supports positive intergroup attitudes in shared group. It helps people who identified themselves with a national identity to act as one single unit while decreasing conflicts in the group. In this manner, it has positive effects on in-group members whereas it might (or might not) have some negative outcomes in managing inter group relations as explained in following paragraphs.

It has been claimed that knowing one`s level of national identification helps to predict his/her attitudes towards ones from different nations. According to Hopkins (2001), nationalism might be regarded as an ideology of people who identify themselves with a nation rather than gender, religion etc. In addition, it is worth to note that identifying self with a nation might or might not predict negative behaviors and/or attitudes towards people with other nationalities. Condor and Gibson (2007) come up with the term 'active citizenship' and argue that healthy democracy depends on it. However, they regard inactivity of citizens appropriate under certain circumstances. Young citizens, for example, are sometimes politically inactive which Condor and Gibson (2007) regard as expected given the political atmosphere they are brought in and live in. To associate both ideas, it can be supported that although nation is determinant on people`s attitudes towards people from other nations, it is also normal that young people are not bound to their nation and therefore their national identity is not so effective on their attitudes towards people from other nationalities. On the other hand, it can be supported that the level of

identification of one`s with his nationality gives clue about his/her nationality towards others.

Hopkins et al. (2015) add by telling that identifying self with a nation is indeed a subjective phenomenon since it still has risk of being regarded `alien` by the members of this specific nation. Therefore, it may be interpreted that not only other nationals but also people who has the same national identity may be discriminated. For example, civic nationality is not taken for granted and judged by some group of people.

Furthermore, there are many ways to differentiate `us` and `them` (Pehrson and Green, 2010). Nationalism is only one way to decide who are welcomed and who unfortunately are not. In that way, it has potential to become an invisible social border between nationals and refugees. In parallelism with this, Katz and Braly (1933) in their article mentioned *personification.* As they suggest, people tend not to regard people from other nationalities as single human beings but as a personified symbol of the national group they are identified with. With regard to this, it can be supported that in a country citizens might be prone to disregard importance of individual differences and a refugee community sharing same nationality as identical and representatives of their national identity.

After repeating the term `refugee` several times in previous paragraphs, it might be helpful to give definition of the term.

1.3. Who is refugee?

Geneva Convention (1951) Article 1 defines the refugee as

> Someone who owing to a well-founded fear of being persecuted for reasons of race, religion, nationality, membership of a particular social group or political opinion, is outside the country of his nationality, and is unable to, or owing to such fear, is unwilling to avail himself of the protection of that country (p.3).

Turkey has been a part of the convention since 1961. 1951 Geneva Convention limits refugee definition to the events before 1951 in Europe. 1967 Protocol has expanded the

scope of the refugee definition by removing the time and geographical limitations. Turkey signed 1967 Protocol in 1968 but chose to maintain the geographical limitation regulated in the 1951 Geneva Convention.

The definition of refugee is often confused with the definitions of asylum seeker and migrant. To clarify, asylum seeker is someone who claims he or she is a refugee, but whose claim has not yet been definitively evaluated. Discrepantly, migrants are the ones who choose to leave their country of origin and migrate to another one in order to have better living conditions. According to a research (A Survey of Public Attitudes toward Refugees and Immigrants, 1984) conducted by United States Committee for Refugees, a few participants were aware of the difference between the terms migrants and refugee. Putting aside the refugee population in Turkey including Afghans, Iraqis, Iranians and other nationalities, in 2011 Syrians fled to Turkey in masses.

1.4. Syrians, as the biggest refugee community in Turkey

Millions of people from Syria have been displaced and had to leave their homes. Although Syrian people heading to European countries following regular/ irregular routes have become more salient on media, most of the displaced people fled to Turkey, Lebanon and Jordan (Betts et al, 2017). Having that knowledge, it is also worth to note chronological order of mass influxes from Syria to Turkey. Very first entrance of Syrian people in groups of hundreds happened in April and June 2011.

In April 2013, Turkey adopted the Law on Foreigners and International Protection. Article 61 defines refugee as

> A person who as a result of events occurring in European countries and owing to well-founded fear of being persecuted for reasons of race, religion, nationality, membership of a particular group or political opinion, is outside the country of his nationality and is unable or, owing to such fear, is unwilling to avail himself or herself of the protection of that country; or who, not having a nationality and being outside the country of his former residence as a result of such events, is unable or, owing to such fear, is unwilling to return it, shall be granted refugee status upon completion of the refugee status determination process.

In 2014, Directorate General for Migration Management became operational and has been holding authority and responsibility in management of refugees and asylum seekers. In 2015, people crossing Mediterranean Sea by following dangerous routes took place on social media all over the world. In addition, as number of people losing their lives due to dangerous routes increased, need for collaborative political effort increased. In Mach 2016, EU-Turkey deal is signed. As per the deal, resettlement of one Syrian refugee to Europe is promised for each Syrian returned from Greece to Turkey. It has been documented that deal has deterrent effect on refugees and as of the first day that the deal implemented the number of people crossing Mediterranean Sea by following dangerous routes has dramatically decreased. Positively, the number of people who lost their lives in pursuit of flight to Europe through Mediterranean Sea also diminished.

By 22 May 2019, according to data shared on United Nations High Commissioner for Refugees (UNHCR) Turkey`s website, 356,700 non-Syrian asylum seekers and refugees are registered in Turkey. Afghanistan (N = 170,000), Iran (N = 39,000), Iraq (N = 142,000) and Somali (N = 5,700) take the lead among the motherlands of refugees.

Similar to UNHCR`s data, 114,537 asylum seekers and refugees are registered in Turkey according to the data shared by Directorate General of Migration Management (DGMM) in Turkey. In addition, 3,606,737 Syrians are registered with Directorate General of Migration Management in Turkey. Law on Foreigners and International Protection Article 91 defines protection status of the foreigners who crossed the borders in masses or individually during period of mass influx. In October 2014, Temporary Protection Regulation entered into force within the scope of the Law on Foreigners and International Protection Article 91.

Temporary Protection Regulation involves Syrians who were forced to leave their country, arrived at or crossed our borders in masses or individually during a period of mass influx to seek emergency and temporary protection and whose international protection request cannot be taken under individual assessment. According to Directorate General of

Migration Management, the first mass influx happened on 29 April 2011 when 300-400 Syrians approached to Cilvegozu Entry Gate in Hatay, Turkey.

In Turkey, locals` attitudes towards Syrian refugees has been a popular topic for researchers. In one of the latest theses, Karaoglu (2015) studied on locals` prejudices towards Syrian refugees in Turkey. In her research, she focused on the subjects of Negative Out-Group Affect, Social Distance, Social Dominance Orientation, Threat and Empathy in order to understand the prejudices towards Syrian immigrants in Turkey. Furthermore, she discussed at the end that the study although was not hypothesized in the beginning served understanding locals` attitudes towards refugees.

This summary of increase in number of refugee population in Turkey in the past 6 years in a nut shell might help in understanding background of Turkish citizens` attitudes towards refugees. Following theories which have been studied by researchers for years to understand and explain intergroup relations are considered to be vital to support for the subject of the present study. Therefore, the below theories will be visited respectively to understand citizens` attitudes towards refugees in Turkey;

- Social Identification Theory
- Threat Theory
- Contact Theory.

1.5. Social Identification Theory

As Social Identity Theory (SIT) suggests that human beings are prone to classify themselves and feel a part of a specific class. According to Tajfel& Turner (1985), the above-mentioned classification might be due to age, gender, membership of a social group, ideology, economic status etc. Thus, it can be claimed that people need to belong to a group, but why? As Ashforth and Mael (1989) suggest there are several reasons behind this phenomenon. First, classifying oneself in a group helps an individual to have a mental representation of `us` and `them`, which then guide the one to have a general

understanding of people like him/her. Roets and Hiel (2011) in their paper supports that human beings are also in need of having knowledge about people around them, actually not only people but also different groups. In other words, human beings need to know about their social surrounding in order to deal with what is going on. In addition, identifying oneself with a social group assists individuals to describe themselves with certain characteristics which may also be prototypical traits of the group that s/he belongs to.

As per Wohl and his colleagues (2006) group members tend to implement different standards to their in-group and out-group members. Therefore, one of the functions of belonging to a group is protecting oneself from double standardization of other groups. Because people tend to discriminate their in-group members positively.

Social Identity Theory is more than helpful to examine individuals` identification with others similar to themselves. In that point, citizens and refugees might form two different groups in scenario that classification is made based on nationality. In other words, when people choose to be categorized with people who have the same nationality rather than gender, education level etc.; they may regard people with other nationalities as out group members. Likewise, they have some mental schemas about the other different nationals which might or might not turn into prejudices. In order to build a bridge between SIT and subject of the present study – citizenships` attitudes towards refugees-, it is apparent that nationality difference is one of the salient factors in both citizenships` and refugees` group formation.

Furthermore, SIT gives more clues to understand attitudes between these two groups of residents in a country. As per Ashforth and Mael (1989), human beings are in need of feeling supported, a part of a meaningful organization and being belong to a group or groups. In case that social identity is based on nationality, citizens are more likely to seek support from other citizens whereas refugees seek assistance from their nationals.

Meanwhile, it may be turn into polarization and groups might feel threatened by other groups.

1.6. Threat Theory

Realistic Group Conflict Theory (Sherifs, 1966) simply suggest that dividing a cluster of people in groups creates a realistic intergroup conflict due to conflict of interest. That conflict serves group members to increase positive attitudes of groups members towards each other and enhances group`s cooperation to deal with perceived conflict with another group. On the other hand, it also leads group members to have antagonistic relations with the other group, which also results in group members to get closer against a common threat.

Theory of Intergroup Conflict, in accordance with SIT, claims that people define themselves according to the group that they identify themselves with and they care how other group members regard them (Tajfel & Turner, 1979). Tajfel and Turner also suggest that people benefit from their group`s prestige to maintain their self-esteem. In addition, people care about their group`s position in a society since the group they belong to important to define their social identity. When people compare their group with other groups, outcomes may be either positive or negative. In other words, it satisfies people when they evaluate their group more positively than other groups and vice versa. In compliance with aforementioned statements, Labianca and colleagues (2008) argue that in times of intergroup conflict, in-group members tend to evaluate out-group only with their cons and discrepant characteristics while they tend to regard only pros and favorable characteristics of their in-group members. In that point, it might be noted that inter-group conflicts serve in-group members to get closer whereas they become distanced from out-group. Therefore, it is most likely that the more citizens regard themselves from refugees the more close they consider themselves to each other. It is important to note that that phenomena is directly related to one`s perception of intergroup conflict. In addition,

perceptions do not always reflect reality and may serve people to perceive their heterogeneous groups as homogenous as or more homogenous than it actually is.

According to Threats Theory, realistic threats occur when out-group members threat in-group members` physical and economic well-being for example (Stephan et al., 2002). In other words, in order to mention about realistic threat, out-group members must be threatening in-group members` possessions tactually. On the other hand, out-group members might also be threatening in-group members` norms and values. Therefore, it can be supported that not only realistic but also symbolic threats are perceived by in-group (Stephan et al., 2002). Both realistic and symbolic threats may result in negative feelings and discomfort in in-group which may then evolve in stereotypes and prejudices towards out-group. One possible outcome of these might be avoiding contact with other group. It is obvious that either realistic or symbolic threats cause tension between groups which is named intergroup anxiety in the literature.

Scheneider (2008) in his paper follows a similar approach and states that while studying on threat perceived by in-group members it is better to focus on two measures; first, to what extent out-group members threaten in-group members` social and economic prosperity and second, what is cultural discrepancy between in-group and out-group members. As per ethnic threat theory, attitudes towards other group members are shaped according to presence of social and economic competition and/or cultural discrepancy.

As per Realistic Conflict Theory, competition over scarce resources and values create conflict of interest and increase negative attitudes of in-group members towards out-group (Savelkoul et al., 2010). The authors added by claiming that Realistic Conflict Theory can be adapted to conflicts between ethnic groups and/or people`s negative attitudes towards ethnic minorities in their countries. In their study, they arrived in two significant results completing each other. First, they collected supportive data for their hypothesis that as size of out-group increase, in-group members perceive less threat. In accordance with that statement, they also found out that the higher number of out-group members increase the

more easily in-group members get used to out-group. Returning back to Schneider's study (2008), he has supportive claims in this point about the effects of out-group`s size on in-group attitudes. Schneider (2008) claims that proportion of out-group members in society matters. As per ethnic competition theory, the larger the out-group`s size the more intergroup competition. The reasons behind competition for goods are listed as conflict over physical sources, social status on one hand and cultural values on the other hand. Furthermore, how intense out-group members threat in-group members socio-economically and/or culturally determines how high the in-group members feel threatened by out-group members. Socio-economic and cultural threats in context of intergroup relations between locals and migrants have been popular phenomena for researchers. It has also been mentioned in Schneider`s study, citizens perceive threats from immigrants with high socio-economic status more than immigrants with low socio-economic status.

It has been known that perceived threat from out-group members has crucial importance on people`s enthusiasm to have contact with out-group members. As per Zomeran and his colleagues (2007), people do not seek contact with other group members when they feel threatened. Besides, they are prone to avoid contact initiated by other group members. They also suggest that intergroup anxiety cause people to develop prejudices towards other group members and might be lack of knowledge about out group members. Intergroup anxiety help people to keep an eye on the object of anxiety and seek information about the group that creates anxiety. Zomeran and his colleagues conclude that the higher intergroup anxiety the more threatening the other group is.

Blair and his colleagues (2003) support that people`s emotional responses towards other group shall not be limited to anxiety. More emotions such as frustration and jealousy might also be involved in creation of prejudices towards the other group. The authors also claim that anxiety turns into desire to avoid contact with other group which may then make emergence of positive contact difficult and even impossible. In addition, due to aforementioned reasons, in-group members interpret intergroup contact as a potential threat. Their study discusses that intergroup anxiety cause people to perceive threat from

the other group and it results in great avoidance to seek intergroup contact with out-group members.

While discussing about treats, biases and stereotypes should also be taken into consideration as underlying factors. Cuddy and colleagues (2007) categorize biases as cognitive, affective and behavioral. Making a small introduction to nature of biases might help in connecting three categories to citizens` attitudes towards refugees in Turkey. First of all, both negative and positive stereotypes are prone to occur even in the minute that the two groups of people become aware of the existence of other. In addition, situational factors may coordinate three categories of biases and they all may take place at the same time. Last, it is argued by Cuddy and his colleagues (2007) that emotions play an important role which is sometimes more crucial than stereotypes. Therefore, it might be argued that if an interaction which may result in emergence of emotions occurs, it is possible that those emotions are much more powerful than the stereotypes which occur before and/or after the interaction.

Social identification theory and threat theory seem to give contact theory a ground to explain intergroup relations. Therefore, having necessary information on those two theories, it is appropriate to move on to Contact Theory to better understand role of contact in intergroup relations. In contrast to threat theory, contact theory has positive expectations from in-group members` exposure to out-group members and their possible contact. On the other hand, threat theory predicts increase in intolerance of in-group members as the salience of out-group members gets higher. To give an example to the difference in two approaches, threat theory suggests increase in number of citizens voting for parties with anti-immigrant allocation whereas intergroup contact approach expects decrease in anti-immigrant attitudes and behaviors where immigrant population is high whereas threat theory suggests increase in as Posta (2013) suggests. In his study, Posta found the variability of validity depending on situational factors. He argues that intergroup contact theory helps to explain citizens` pro-immigrant attitudes in some parts of a country

while threat theory helps to understand anti-immigrant attitudes in other parts of the same country.

1.7. Intergroup Contact Theory

In social psychology literature, there have been many articles showing the effect of intergroup contact to reduce perceived threat from out-group members (Savelkoul et al., 2011) and negative attitudes towards out-group members (Aberson, 2015).

Allport (1954) defined four conditions while explaining optimal intergroup contact: equal status, intergroup cooperation, common goals, and support by social and institutional authorities. Allport first suggests that group members seek contact with people from equal status. In addition, as the theory suggest people decide who to maintain contact according to their status within society. Therefore, it is worth to claim that equal status is important in deciding both before deciding having contact with one and maintaining existing contacts. Equal status will be re-touched in the present study while discussing about relative deprivation theory and intergroup anxiety. Secondly, people may develop some prejudices towards others in a competitive environment. However, when in-group members understand that they do not need to compete with out-group members and they all can co-exist in a non-cooperative environment, prejudices might disappear. Third, in-group members need to trust out-group members if they share a common goal with them. Being in the same sport team might be given as an example of having a common goal. Last but not least, knowing authorities support integration with out-group members and forbid discrimination by laws may increase in-group members effort to have and/or to increase contact with out-group members.

Allport as well as his followers claim the aforementioned four conditions are effective in examining intergroup contact. As claimed in Pettigrew`s (1998) study, contact with other group members might result in both positive or negative change in previous attitudes. Following Allport`s pioneering article, most of the researchers studied on effects of contact on prejudices towards people having different racial or ethnic background. Study

results revealed not only contact with other group members but also conditions of contact are effective on possibility of attitude change. For example, stake holders` arrangements affecting social life and livelihood of both group members have crucial importance while discussing about equal status. On the other hand, it has been claimed by researchers in previous literature that attitude change is observed after contact in most of the cases but contact does not necessarily promise to change attitudes in anticipated direction (Frenkel et al., 1980). Therefore, keeping Allport`s contact hypothesis in mind, it is better to note that contact is helpful to change people`s attitudes although the change is not always in desired direction. Moreover, there may be some which may then lead attitudes to change in opposite directions. Last, as it will be re-visited in discussion, other factors in contact might have confounding effects on attitude change such as parties voluntary or involuntary engagement to contact with each other.

In accordance with lastly mentioned points, as mentioned in early parts of the present study, Turkey has been hosting refugees from different nationalities such as Iranians and Iraqis. However, Syrians entered Turkey with mass influx and citizens developed attitudes towards the State`s open door policy besides their attitudes towards refugees. In addition to above points, as criticized by Pettigrew`s in his article, studies are mostly prone to focus on results on contact but not background of the conditions. In the present study how and why conditions leading to contact between refugees and Turkish citizens will be examined to a feasible extent. In other words, the present study aims to give clues about what have been the conditions of contact between refugees and citizens in Turkey and how they have occurred.

Pettigrew (1998) comes up with four processes which can yield attitude change through intergroup contact. First, being knowledgeable about out-group may help in work on common misconceptions about out-group members. Besides, personal experiences might be quite different than what have been told about out-group and its members. Likewise, instead of indirect knowledge comes to one`s ears, direct knowledge from reliable sources

might change perceptions. In fact, indirect knowledge might be essential source of prejudices towards out-group members.

Secondly, it is suggested that even if in-group members change their behavior without changing their attitudes towards out-group members, attitude change may follow the behavior change. Accordingly, group members might be in a vicious cycle in which the more they avoid contact the more they have prejudices towards out-group members and vice versa. Therefore, when they once broke the leg and contact with out-group members they may feel comfortable and reduce their prejudices. In this case, it may be supported that changing the behavior of contact avoidance may be an opportunity for in-group members to change their negative attitudes. Although the behavior change may serve to unwanted outcomes such as reaching some data supporting prejudices that in-group members already have. Nevertheless, although attitudes cannot change so rapidly, by repeating the behavior may help to see some commonalities and/or some reasons to like out-group members.

While mentioning about like or dislike, it is perfect time to mention about effect of feelings. It is easy to guess that positive contact helps creation of positive feelings such as sympathy towards out-group members. At the same time, when it comes to negative feelings, it has been debated whether negative feeling have determinant role on forming groups and intergroup relations. According to Hodson and Costello (2007), disgust is a basic emotion which leads people to avoidance and aloofness between people. In the paper, avoidance is based on moral and material factors. First, people might be distancing themselves from a group of people due to being afraid of getting a disease. Second, they might be avoiding from a group of people for the sake of keep their soul and moral values just because the other group is not as pure as their in-group according to them. Hodson and Costello add by telling that not only disgust but also fear, hate and paranoia might have powerful effects while trying to explain people`s avoidance from a certain group of people. In accordance with what has been stated about negative emotions in the previous literature, it might also be supported that negative feelings towards refugees in a society

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might be contributing to people`s avoidance to have contact with refugees. At the end of the day, it is predictable to have a vicious cycle in which people avoid contact due to negative feelings which cannot be defeated by having contact between groups. In other words, contact might be a way of fighting with negative attitude towards other group members as Allport (1954) suggested, as to the extent permitted by in-group members' eagerness to have contact with out-group. Likewise, Çakal and his colleagues (2016) found out in their study that intergroup contact between Indigenous groups in Chile and Mexico predicted collaborative political action in the future.

Last, having positive contact with out-group members lead in-group members to review their existing relationships with in-group members. In other words, satisfactory contact with out-group members does not only cause one to work on his/her previous attitudes towards the out-group but also reappraise his/her commitment to in-group. Because, one can no longer feel connected with his/her in-group members if his/her attitudes change after an unexpected positive contact with out-group and attitudes of in-group members stay negative.

By putting all these four processes into same basket, Pettigrew (1998) defines optimal contact condition as the one in which in-group members have friendship potential with out-group members. This argument along with aforementioned four processes to breed changes in attitudes towards out-group members guide us to another point; kinetic nature of group membership. As Allport (1954) states that in-group members are not supposed to be permanent in the group. Therefore, the group members are free to leave the group by identifying themselves with another group.

Last but not least, Hudson (2011) noted that contact has important effects in not only free-choice situations but also under limited-choice circumstances. Thus, it might be supported that ones who communicate with refugees spontaneously benefit from contact as the ones who get in touch with refugees do.

On the other hand, many researchers including Labianca and colleagues (1998) argue that assuming contact to resolve intergroup conflict and result in attitude change in positive way is not always realistic. Instead, intergroup contact may feed intergroup conflict in contrast to contact hypothesis very first propositions made by Allport (1954). Bearing that intergroup contact does not always promise emergence of positive relations between groups, examining the contact conditions (extended, negative and positive) might help readers to have better understanding.

1.8. Extended Contact

Although direct face-to-face contact has been thought as the most optimal condition, presence of bitter experience should also be bear in mind. However, as Everett (2013) stated in his paper, occurrence of positive contact all the time is unlikely, if not impossible. In other words, face-to-face contact - despite being most preferred – are either difficult to establish or even impartible in general. Nevertheless, it has been reported that in absence of positive direct contact, extended contact may play a similar role and due to some certain reasons stated in previous literature, its positive effects in dealing with prejudices might be observed. As Wright and colleagues (1997) first argued, the effects of extended contact in intergroup relations are generally linked with positive attitude changes. Nevertheless, the present study allow for both positive and negative assumptions about out-group due to extended contact.

In some cases, it is possible that in-group members might be neutral towards out-group which means that s/he does not have any positive or negative attitudes. Under these circumstances, in-group members might be more prone to be affected by other group members` negative or positive beliefs. According to Labianca and colleagues (1998), friends tend to look at others from each other`s lenses. Therefore, a neutral group member might adopt another group member`s negative attitude towards out-group and perceive intergroup conflict. However, it is best to keep in mind that it is also related to how much in-group member identifies the self with group members. On the contrary, a neutral in-

group member might easily interiorize another group member`s positive attitudes towards out-group due to following reasons. To Labianca and colleagues (1998), information sharing is one of variable ways for people to shape each other`s mind set on certain issues or related to other groups. To illustrate, people use the information shared by third parties for confirming or magnifying intensity of what they have already been believing. Thus, contact of in-group members with out-group might strengthen limited positive feelings of one as soon as group member`s attitudes due to contact were positive. Referring to the subject of the present study, it can be noted that a person`s welcoming approach for refugees might improve when an acquaintance shares with him/her a good experience with a refugee in a bus station, for example.

As suggested by Everett (2013), knowing in-group members` contact with out-group encourages other in-group members to seek contact with out-group members. Turner and colleagues (2008) claim that extended contact help people to overcome stereotypes. By observing one in-group member to have contact with out-group might help individuals to question their stereotypes. Taking into consideration that people identify themselves with their social groups, extended contact may also help someone to visualize and imagine a direct contact with out-group members. Therefore, one`s anxiety may reduce with relief of experiencing something has been avoided. In addition, it also gives clue that in-group members have positive attitudes towards out-group which enable them to have contact with out-group.

Last, one can feel approval and consent of in-group members for a possible interaction with out-group. In other words, in-group members may get rid of responsibility of being the first to have contact with out-group. Furthermore, other in-group members` contact with out-group members eliminates risk of experiencing discrimination and marginalization by in-group members if it is the case. In other words, one observing contact between his/her group members and out-group members might breathe a sign of relief if s/he has been afraid of being discriminated from his/her group.

Christ et al. (2014) suggests that in-group members` not only attitudes but also behaviors are effective on changing each other`s attitudes and behaviors towards out-group members. To put it all in a simple terms, observing in-group members behaving positively to out-group members might encourage people to behave out-group members in the same way. Behavior change might be followed by attitude change in favorably. Therefore, it can be concluded that you may first change your behavior by imitating your in-group members` behaviors and then your attitudes might also change positively.

At that point, giving a brief summary about cognitive dissonance theory`s assumptions on discrepancy between attitude and behavior might help to understand how group members` behavior affect each other`s behaviors and also attitudes towards out-group. As Festinger claimed (Festinger & Carlsmith, 1959), cognitive dissonance occurs when people feel distress in times that their attitudes and behaviors do not fit. However, it is suggested that people have strong desire to be consistent in their attitudes and behaviors. Thus, in case of cognitive dissonance, people seek to get rid of discomfort. To achieve this they might try to change their perception about their action. If they cannot do this, there remains two other ways; they either appeal to change their behaviors or try to change their attitudes.

Getting back to the issue in hand, it is perhaps appropriate to claim that cognitive dissonance theory is in fact one of the factors contributing in-group members process to influence each other to change their attitudes and/or behaviors in relation to out-group. For example, one might feel uncomfortable when s/he is engaged in racist beliefs while his/her group members behave friendly to people from other nations. The first step for him/her might be to imitate others` tolerating favorable and nondiscriminatory behaviors. By time, change in behavior might be followed by change in attitudes. If so, the individual by time have more positive attitudes towards other nationalities in contrast with before.

In addition, as extended contact`s contribution to in-group members` eagerness to seek contact with out-groups previously, presence of cognitive dissonance due to intolerant

attitudes or behaviors towards out-groups might predict increase in desire to have contact with out-group members.

1.9. Negative Contact

Aberson (2015) argues that negative contact might be one of the reasons behind in-group members` negative attitudes and even stereotypes towards out-group members. When they have a negative experience, bad feelings may emerge as a result of the contact. After then, people avoid repeating contact with out-group members not to experience it again. Likewise, the more they avoid contact the more they feed their stereotypes. In that point, it may be described as a vicious cycle. Also, negative contact may cause in-group member to feel threatened. As mentioned earlier threat constraints people from seeking contact with out-group. As Aberson (2015) stated, people tend to regard an individual from out-group as representative of the whole group. However, it is not the same when talking about positive contact as will be touched in following parts. In addition, when people have a negative contact once they tend to assume that all the contacts from now on will be negative. In this case, in-group members do not give a chance to other out-group members even if they have only one negative contact experience with one member of the out-group.

Also, the more in-group members avoid contact with out-group members as a result of one or more negative contact with one member of out-group, the more they tend to attribute negative characteristics of one member to all group. As named `social contra-identification`, this generalization results in assumption that all out-group members are worthless to have contact.

Labianca and colleagues (1998) did not find mitigating effect of contact on intergroup conflict. In contrast, they found a positive correlation between negative contact (direct or extended) and intergroup conflict. In short, it is appropriate to suggest that when mentioning about intergroup contact it is not correct to assume merely positive contact, as repeatedly suggested in the present study. Negative contact is one of the possible contact

types between groups. In its presence, it is possible to increase in perception of intergroup contact.

1.10. Positive Contact

People seek to have positive feelings such as joy, happiness and love. When a person has a positive interaction with somebody, s/he tends to repeat it. In fact, the interaction is sought to be repeated with not only the same person but also the similar others. One of the easiest ways to come across with similar others is searching for the same group members. Sometimes, a positive contact with an out-group member might help in generalizing all out-group members positively. However, sometimes one positive interaction was experienced with might not be seen as representative of out-group. In that cases, one single experience might not be adequate but more contacts are needed to change attitude. Christ and colleagues (2004) assume in-group members to keep having contact with out-group members when social norms of the group allows and supports it. In other words, in a group where contact with out-group members turned into an approved practice in accordance with social norms of the group, in-group members would be explore the experience of contact with out-groups.

Human beings need to understand what is going on and who are around them. Besides, they feel secure when they collect information about the people that they do not really now. Contributory statements come from studies on intergroup relations in desegregated schools. For example, Niens and Cairns (2005) in their paper claim that segregation cannot be regarded as a reason behind intergroup conflict. However, it prevents people from being exposed to different others. Under these circumstances, human beings tend to feel uneasy to be in an environment for the very first time in where people seem unfamiliar. When they feel uncomfortable with limited or very less information they had previously, they may adopt some ideas from others against the out-group no matter the sources` reliability. As confirmation bias suggested, after having a negative schema, people tend to look for some evidences supporting their schemas. In contrast, a positive contact with

an out-group member might cause people to question their negative schemas. Christ and colleagues (2014) suggests that positive contact provides in-group members with a new way to defeat conflict which has often been attributed to segregation and decrease their prejudices. One of the reasons behind this might be in-group members` for the first time. To make a long story short, contact brings more contact.

Aberson and Haag (2007) studied on role of perspective taking in contact`s effectiveness in decreasing stereotypes. They suggest that not only contact but also exposure to out-group helps in-group members to take out-group members` perspective. They continue by claiming that perspective taking plays a major role in decrease of anxiety (Aberson & Haag, 2007). It is also possible that anxious people do not question the accuracy of their stereotypes and ignore clues pointing out the opposite of the stereotypes. During their study, they found out the mediatory effect of perspective taking in the relationship between contact and anxiety. To illustrate, it is obvious that positive contact reduces anxiety through perspective taking. In other words, the more in-group members keep contact with out-group members, the more certain that their anxiety will reduce and this is accomplished via perspective taking.

As per Dovidio and Gaertner (1999) contact helps people to individualize out-group members by realizing the fact that all out-group members are not the same, indeed they all have various perspectives. To put differently, distance between groups might cause group members to conceptualize other group members as one single unit although it does not reflect pure reality. In this manner, contact helps group members to have a chance for realistic and fair evaluation of other groups` members. In addition, contact with other groups` members help in-group members to have personalized interpersonal relations.

In the final analysis, the present study aims to give an understanding on citizens` attitudes towards refugees in Turkey. Specifically, the main purpose is to explain the role of contact in positive and negative attitudes towards refugees. In addition, perception of threat is

associated with low eagerness for future contact. Due to the summarized points, the present study has the following hypotheses;

Hypothesis 1: Knowing a refugee will make a difference in people`s attitudes

1.a: People who know at least one refugee will have higher positive attitudes than others

1.b: The higher the number of refugees one know, the more positive attitudes towards refugees

Hypothesis 2: Within the group of participants who know at least a refugee, quality of the relationship with refugees will be effective

2.a: Ones who will regard their relationship with a refugee deep will have more positive attitudes than others

2.b: Ones who will consider their relationship with a refugee natural will have significantly higher positive attitudes than others

2.c.: Ones who will evaluate their relationship pleasant will have higher positive attitudes towards refugees

2.d: Ones who will answer to have cooperative relationships will have noticeably higher positive attitudes towards refugees

2.e: Ones who will reply that they have close relationships with refugees will have significantly higher positive attitudes than others

Hypothesis 3: Refugee workers will have positive attitudes towards refugees more than others

Hypothesis 4: People whose source of information about refugees is media will have less positive attitudes towards refugees than others whose information source is their social network or both the media and the social network

Hypothesis 5: Positive attitudes of people who live in provinces where number of refugees are higher will be higher.

CHAPTER 2

METHOD

2.1. Participants

The data for current study were collected from locals in several cities where refugees live intensely and interact with locals. Initially, 477 participants were reached, but 377 of them were included in the study as 100 of them had higher than 5% missing data. The demographic characteristics of the participants are as follows: The age of the remaining 377 participants ranged from 17 to 65 (M = 29.37, SD = 10.08), the mean age for females was 28.77 (SD = 9.32) and the mean age of males was 30.52 (SD = 11.34). 248 (65.8%) of the participants were women, 129 (34.2%) of them were men. In addition, 163 (43.2%) of participants were student, 58 (15.4%) were teachers, 25 (6.6%) of them were engineers and 23 (6.1%) were psychologists. 108 (28.6%) of participants had other occupations. The majority of the participants participated in the study were living in Ankara (N = 181, 48.0%). While 31 (8.2%) of them were living in Istanbul, 76 (20.2%) in Izmir and 46 (12.2%) in Aydın. Lastly, 43 (11.4%) participants were living in other cities of Turkey. 151 (40.1%) participants have graduated from high school, 152 (40.3%) of them had bachelor's degree and 74 (19.6%) of them graduated from a master/PhD program. Demographic characteristics of the participants are given in Table 2.1.

Table 2.1. *Sociodemographic Characteristics of Sample*

Age	M = 29.37	SD = 10.08
	N	*%*
Gender		
Female	248	65.8
Male	129	34.2
Occupation		
Student	163	43.2
Teacher	58	15.4
Engineer	25	6.6
Psychologist	23	6.1
Other	108	28.6
Living City		
İstanbul	31	8.2
Ankara	181	48.0
İzmir	76	20.2
Aydın	46	12.2
Other	43	11.4
Education Level		
High School	151	40.1
Undergraduate	152	40.3
Master/Phd	74	19.6

Among all participants, 88 (28.7%) participants reported that they were received information about refugees by media, 53 (17.3%) of them were informed by social environment and 166 (54.1) of them were informed by both. For the question "which nationalities comes to your mind, when you think about refugees, 353 (93.6%) chose Syrian, 170 (45.1%) chose Afghan, 96 (25.5%) chose Iraqi, 91 (24.1%) chose Somali, and 63 (24.1%) chose Persian. 70 participants did not respond to this question. Among participants who had contact with refugees (N=104, 27.6%), 64 (17%) had a family member or an acquaintance who is refugee. 78 (20.7%) participants worked with refugees

before. 62 (59.6%) participants reported that their attitude toward refugees changed after contact with them. Among these, 27 (26.0%) participants reported that their attitude before contact was positive, 19 (28.3%) reported it was negative and 58 (55.8%) reported that their attitude was neither positive nor negative. After contact, 81 (77.9%) participants reported their attitude changed positively, while 6 (5.8%) participants' attitude changed negatively. 54 (51.9%) participants had contact with more than four refugees. While, 13 (12.5%) of them had contact with three, 18 (17.3%) had contact with two and lastly, 19 participants had contact with just one refugee.

Table 2.2. *Sample's Characteristics*

	N	%
Having a Family Member Who is a Refuge		
Yes	64	17.0
No	313	83.0
Working with Refugee		
Yes	78	20.7
No	299	79.3
Knowing Any Refugee		
Yes	104	27.6
No	273	72.4
Number of Refugees Known		
1	19	18.3
2	18	17.3
3	13	12.5
4+	54	51.9
Information Resource		
Media	88	28.7
Social Environment	53	17.3
Both	166	54.1
Change in Attitude		
Yes	62	59.6
No	42	40.4
Previous Attitude		
Positive	27	26.0
Negative	19	18.3
Neither positive nor negative	58	55.8
Later Attitude		
Positive	81	77.9
Negative	6	5.8
Neither positive nor negative	17	16.3
Nationalities Came to the Participants' Minds When They Think about Refugees		
Afghan	170	45.1
Iraqi	96	25.5
Persian	63	16.7
Somali	91	24.1
Syrian	353	93.6

2.2. Instruments

The following section includes information about the demographic form and the scale used in the online survey.

Attitudes Towards Refugees Scale (ATRS) was developed for the current study. Initially, 5 interviews were conducted prior to generating an item pool. The interviews took 14 minutes on average. 2 female and 3 male volunteers answered the questions. Mean age was 31.4 within the participants. 3 of the participants are currently working with refugees whereas other 2 do not have any working experience in a related field of work. 3 of the participants live in Ankara, 1 of them lives in Istanbul and the last one lives in Nevsehir. 1 of the participants has PhD degree, 2 of the participants has MA degrees whereas the rest 2 are university graduates. None of the participants has history of seeking asylum in another country. Likewise, they do not have acquaintance and/or relatives who took refuge. Interviews used in generation of scale items.

Then, 83 items were generated within a group consisted of 11 Master/PhD students in psychology who have been trained on attitude measurement and scale development. Items including proverbs and idioms were generated in Turkish. The primary item pool includes questions regarding both positive and negative attitudes towards refugees in Turkey. An item (`I am answering the statements by reading`) was added to the item list to test whether the applicants are responding carefully.

The 84 items were rated on a 5 point Likert-type scale (1=Strongly Disagree to 5=Strongly Agree). 29 items were loaded positively whereas 54 items were loaded negatively. Positive items were reverse coded and the overall attitude is calculated by summing the scores of each item in the survey. Thus, the overall high scores indicates high levels of negative attitudes towards refugees.

2.2.1. Validity

2.2.1.1. Item Analysis for Internal Consistency An item analysis on the responses of 467 participants was conducted in order to choose the items which have the maximum internal consistency and to eliminate the items which are not consistent. The items which were highly correlated with many other items were determined.

2.2.1.2. Exploratory Factor Analysis A factor analysis of the 83 items was conducted on the data collected from 467 participants. A principal component analysis revealed that 9 factors had eigenvalues higher than 1 and these factors captured %64 of the original scale development. According to the analysis, 21 items (2, 3, 5, 6, 9, 11, 12, 13, 14, 20, 21, 32, 35, 39, 47, 49, 55, 58, 59, 74, 79, 81) are loaded to more than 1 factor with similar Cronbach`s Alpha Score. Therefore, these 21 items are excluded. Then, the 9 factors were subjected to Varimax Rotation with 3 factors since it was observed on Scree Plot that 3 factors leaded the variation.

According to Varimax Rotation Analysis, 3 factors accounted for the %60 of variance. Rotated Component Matrix showed that 3 items (34, 65, 66) loaded to 2 factors with similar Cronbach`s Alpha Score. Excluding these factors yielded to 3rd factor to have only 5 items. Upon this, 58 items were subjected to Varimax Rotation with 2 factors. 2 factors captured the56 % of the total variance. As a result, 40 items were loaded to the 1st factor whereas 16 items were loaded to the 2nd factor. 2 items did not load to any factor. The factors were named as `Dissatisfaction` (e.g. *Refugees should leave our country*) and `Tolerance` (e.g. *Helping refugees is a human duty*).

The 56-item scale had an overall internal consistency of $\alpha = .972$. Reliability of the scale was analyzed if an item was deleted. Since deleting an item did not have significant effect on internal consistency, a conservative approach

was followed. Thus, 10 items with highest internal consistency per factor were selected and the rest were eliminated.

2.2.1.3. Construct Validity As seen in the Table 2.3, loadings of the first factor named Dissatisfaction range between .77 and .86 whereas loadings of the second factor named Tolerance range between .48 and .84. In addition, as per the correlations in the Table 2.3, a statistically significant positive correlation was found between the two factors ($r = .253$, $p < .001$).

2.2.1.4. Convergent Validity In order to test convergent validity, Social Dominance Orientation Scale (Pratto et al., 1994) and Xenophobia Scale (van der Veer et al., 2011) were administered to the participants as mentioned in the method section. A statistically significant positive correlation was found between the 20-item Attitudes towards Refugees Scale and the 16-item Social Dominance Orientation Scale, $r = .564$ ($p < .001$).

Likewise, a statistically significant positive correlation was found between the 20-item Attitudes towards Refugees Scale and the 10-item Xenophobia Scale, $r = .523$ ($p < .001$). Table 2.4 separately shows the correlations between two factors of the Attitudes towards Refugees Scale (Dissatisfaction and Tolerance) and the scales used to test convergent validity.

2.2.1.5. Discriminant Validity Social Desirability Scale (Kozan, 1983) was used to test whether the scale is measuring another concept rather than attitudes towards refugees or not. A low positive correlation was found between the 20-item Attitudes towards Refugees Scale and Social Desirability Scale, $r = .01$. Please see the Table 2.4.

2.2.2. Reliability

2.2.2.1. Internal Consistency The internal consistency coefficient for the final 20-item Attitudes towards Refugees was found as .91. Cronbach Alphas for

the factor named *Dissatisfaction* was .95 and for the factor named *Tolerance* was .90. Therefore, it was supported that the Attitudes towards Refugees Scale was a reliable scale. Likewise, two factors (*Dissatisfaction* and *Tolerance*) had satisfactory internal consistency scores.

Table 2.3. *Factor Loadings for Attitudes towards Refugees Scale Items*

Item	
Loading	
Factor 1: Dissatisfaction	
Mültecilerin varlığı ülkemize zarar verir.	.86
Mültecilerin ülkemde olmasını tehdit olarak algılarım.	.85
Mülteciler ülkemizin düzeni bozarlar.	.85
Ülkeme mülteci gelmesini istemem.	.84
Mültecilerin ülkemde çalışmasını istemem.	.84
Mülteciler ülkemizi terk etmelidir.	.82
Mültecilerin vatandaşlar için tehdit unsuru olduğuna inanıyorum.	.81
Mülteciler can ve mal güvenliğimize tehdittir.	.81
Mültecilere yapılan maddi yardımlar ülkenin kendi vatandaşının hakkından çalmak demektir.	.79
Mültecilere yapılan maddi yardım beni rahatsız ediyor.	.77
Factor 2: Tolerance	
Mültecilere ekonomik destek sağlanmalıdır.	.84
Milliyet farkı gözetmeksizin mültecilere yardım edilmelidir.	.84
Bir gün bizler de mülteci olabileceğimiz için mültecilerle empati kurmaya çalışırım.	.82
Mültecilere yardımcı olmak insanlık görevidir.	.78
Evini mültecilere kiraya veren ev sahiplerini takdir ediyorum.	.76
Mülteciler zorunda kalmasalar ülkelerini terk etmezlerdi.	.75
Mültecilere iş imkânı sağlanmalıdır.	.75
Sokakta bakıma muhtaç bir mülteci görsem yardım ederim.	.63
Mülteciler ülkenin kültürel zenginliğine katkı sağlar.	.55
Bir mülteci ile evlenebilirim.	.48

Table 2.4. *Correlations between the Attitudes towards Refugees Scale, Social D Dominance Orientation Scale and Xenophobia Scale*

Scale	Mean	SD	1	2	3	4	5	6
Attitudes towards Refugees Scale (1)	2.71	.64	1					
Factor 1: Dissatisfaction (2)	2.63	.87	.826**	1				
Factor 2: Tolerance (3)	2.79	.75	.755**	.253**	1			
Social Dominance Orientation Scale (4)	2.46	.79	.564**	.354**	.557**	1		
Xenophobia Scale (5)	2.40	.75	.523**	.487**	.323**	.851**	1	
Social Desirability Scale (6)	.49	.20	.012	-.113*	.155**	-.040	-.198**	1

** p < .01

*p < .05

2.2.3. Validity and Reliability of ATRS

In the present study, for the whole scale, the Cronbach's alpha coefficient was found to be 0.96. To examine the factorial structure validity of ATRS, the exploratory factor analysis has been performed by using various methods. Kaiser–Meyer–Olkin Measure of Sampling Adequacy (KMO) and Barlett's test of Sphericity were performed. In this study, KMO Sampling Adequacy was found to be 0.97 and Barlett's test of Sphericity $\chi2$ was found to be 6365.529 (p < 0.001). The factor structure of ATRS scales was also explored with an exploratory factor analysis using a condition of Eigenvalues greater than 1 rule for retaining factors. The results indicated a two-factor solution as expected. These two factors accounted for 59.41% and 7.55% of the variance (66.96% cumulatively)

2.2.4. Statistical Analysis

Data analysis was performed by using SPSS for Windows, version 23 (SPSS Inc., Chicago, IL, United States). The variables in the present study were examined with the

Kolmogorov–Smirnov's test of normality and skewness and kurtosis values were observed. Data were shown as mean ± SD for metric discrete variables; number of cases and percentages were used for categorical ones. Because the data were normally distributed, independent samples T-test was used for comparison of groups with two categories and one-way ANOVA was used for groups with more than two categories. A multiple regression analysis was performed to examine the association between relationship levels and ATRS scores. p value less than .05 was considered as statistically significant.

2.3. Demographic Questions

In the present study, the participants were asked their ages, sexes, residential province, occupations, educational level and whether they had any experience in working with refugees. In addition, following basic demographic questions, the participants were asked whether they took refuge in another country (see Appendix A).

2.4. Questions to Reveal Familiarity with Refugee Issue

All the participants were asked which nationalities come to their mind by the word `refugee`. The participants were asked whether they have any family member/acquaintance who was a refugee. They were also asked whether they know a refugee living in Turkey. It was a conditional question. To participants who replied `NO`, it was only asked how they received informed about refugees. To the rest, who answered `YES`, were asked 11 follow up questions.

2.5. Questions Related to Relationship Level

First, they were asked how many refugees they know. Secondly, they were asked how they interpret their relationship. This question had 5 dimensions: from totally superficial to totally deep, from totally forced to totally natural, from totally unpleasant to totally pleasant, from totally competitive to totally cooperative and from totally distant to totally close. Thirdly, it was asked how similar the participants regard themselves with refugees

in general. Then, in the following question, they were asked how similar they regard themselves with refugees economically. In this part of the demographic form, the participants were asked how often they spend time with the refugees they know. Then, they were asked how valuable these interactions are. The participants were then asked how much information they share about themselves in these times. At this stage, in another question the participants were asked how much they enjoy their communication with the refugees they know. At the end of the demographic form, the participants were asked their initial attitudes and later attitudes towards refugees before and after they contact with refugees.

2.6. Procedure

To ensure that the study meets the ethical standards, the official approval (see Appendix E) was obtained from Middle East Technical University Human Subjects Ethics Committee (HSEC) in 2015 while working on development of the Attitudes Towards Refugees Scale (ATRS) and for the second time in 2019 (see Appendix F) in order to collect data from Human Subjects with addition of few demographic questions for the present study`s data collection purposes. The ATRS (see Appendix B) was prepared and distributed online on Qualtrics and Survey Monkey and also was distributed through METU SONA system to students who wanted to get bonus credit by filling out surveys. In addition to SONA platform, the demographic questions and ATRS questions were distributed via Qualtrics and Survey Monkey links on social media. A consent form (see Appendix C) was provided on the first page of the survey and only those who choose the option `Agreed` was directed to the question page. Following the consent form, the participants were requested to start with answering the demographic questions. All the participants were provided with the same questions in the same order: age, sex, residential province, occupation, educational level, experience in working with refugees and nationalities coming to mind when mentioned about the refugees. Following the question of whether the participants have a refugee acquaintance in Turkey, ones who reported to have no acquaintance were referred to a single question while the participants who have a

refugee acquaintance in Turkey were referred to questions related to relationship level. The participants were requested to answer all the questions.

At the end of the Attitude Towards Refugees Scale, the participants were referred to the Debriefing Form (see Appendix D) where the purpose of the study was shared, contact information of the researcher was provided in case of any question or comment and the participants were presented thanks for spending time and filling out the survey. Overall, average duration to fill out the survey was 10 minutes.

CHAPTER 3

RESULTS

3.1. Normality Analysis of the Data

Univariate normality was checked by observing skewness and kurtosis values. According to the results, all skewness and kurtosis values ranged from -0.70 to 0.31. According to Kline (2011), the values above +3 and lower than -3 shows a non-normal distribution. For this reason, it could be stated that the data of the current study were normally distributed. Besides, histograms and Q-Q plots were also examined, and the results showed that the data set of the current study was perfectly normal.

3.2. The Sociodemographic Information of Participants

The data for current study were collected from several cities where refugees live intensely and interact with locals. Initially, 477 participants were reached, but 377 of them were included in the study as 100 of them had higher than 5% missing data. The demographic characteristics of the participants are as follows: The age of the remaining 377 participants ranged from 17 to 65 (M = 29.37, SD = 10.08). 248 (65.8%) of the participants were women, 129 (34.2%) of them were men. In addition, 163 (43.2%) of participants were students, 58 (15.4%) were teachers, 25 (6.6%) of them were engineers and 23 (6.1%) were psychologists. 108 (28.6%) of the participants stated to have other occupations not listed earlier. The majority of the participants in the present study were living in Ankara (N = 181, 48.0%). While 31 (8.2%) of them were living in Istanbul, 76 (20.2%) in Izmir and 46 (12.2%) in Aydın. Lastly, 43 (11.4%) participants were living in other cities of Turkey. 151 (40.1%) participants held a high school degree, 152 (40.3%) of them had bachelor's degree and 74 (19.6%) of them have degrees in a master/PhD program. Demographic characteristics of the participants are given in Table 3.1.

Table 3.1. *Sociodemographic Characteristics of the Sample*

Age	M = 29.37	SD = 10.08
	N	*%*
Gender		
Female	248	65.8
Male	129	34.2
Occupation		
Student	163	43.2
Teacher	58	15.4
Engineer	25	6.6
Psychologist	23	6.1
Other	108	28.6
Living City		
İstanbul	31	8.2
Ankara	181	48.0
İzmir	76	20.2
Aydın	46	12.2
Other	43	11.4
Education Level		
High School	151	40.1
Bachelor`s	152	40.3
Master/Phd	74	19.6

Among all participants, 88 (23.3%) participants reported that their information source is regarding refugees is media, 53 (14.1%) of them reported to be informed by their social environment and 166 (44.0%) of them stated that they were informed by both whereas 70 participants did not answer the question. As a reply to question of "which nationalities comes to your mind when you think about refugees, 353 (93.6%) chose Syrians, 170 (45.1%) chose Afghans, 96 (25.5%) chose Iraqis, 91 (24.1%) chose Somalians, and 63 (24.1%) chose Iranians. 70 participants did not respond this question. Among the participants who had contact with refugees (N=104, 27.6%), 64 (17%) had at least one family member or an acquaintance who is refugee. 78 (20.7%) participants worked with refugees before. 62 (59.6%) participants reported that their attitude toward refugees changed after having contact with a refugee. Among these, 27 (26.0%) participants reported that their attitude towards refugees used to be positive before the contact, 19

(28.3%) reported it was negative and 58 (55.8%) reported that their attitude was neither positive nor negative. Following contact with at least one refugee, 81 (77.9%) participants reported their attitude changed positively while 6 (5.8%) participants' attitude changed negatively. 54 (51.9%) participants had contact with more than four refugees. While, 13 (12.5%) of them had contact with three, 18 (17.3%) had contact with two and lastly, 19 participants had contact with just one refugee.

Table 3.2. *Sample's Characteristics Regarding Information Related to Refugees*

	N	%
Having a family member who is refuge		
Yes	64	17.0
No	313	83.0
Refugee workers		
Yes	78	20.7
No	299	79.3
Knowing a Refugee		
Yes	104	27.6
No	273	72.4
Number of Refugees Known		
1	19	18.3
2	18	17.3
3	13	12.5
4+	54	51.9
Information Resource		
Media	88	28.7
Social Environment	53	17.3
Both	166	54.1
Change in Attitude After Contact		
Yes	62	59.6
No	42	40.4
Previous Attitude		
Positive	27	26.0
Negative	19	18.3
Neither positive nor negative	58	55.8
Later Attitude		
Positive	81	77.9
Negative	6	5.8
Neither positive nor negative	17	16.3
Nationalities Come to the Participants' Minds When They Think about Refugees		
Afghan	170	45.1
Iraqi	96	25.5
Iranian	63	16.7
Somali	91	24.1
Syrian	353	93.6

3.3. The Results of ATRS Scores of Participants in Terms of Gender

An independent samples t-test was conducted to compare ATRS scores in terms of gender. The results revealed that there was not a statistically significant difference between male and female participants regarding the total ATRS scores and Dissatisfaction subscale scores ($p>0.05$), whereas there was a statistically significant difference between male and female participants regarding Tolerance subscale scores [$t(375) = 2.150$, $p= 0.032$, d = 0.23]. Tolerance subscales scores were significantly higher in female participants (M = 34.68, SD = 7.67) compared to the male participants (M = 32.81, SD = 8.64). The results of independent sample t-test are shown in Table 3.3.

Table 3.3. *The Results of Independent Sample T-test for Gender*

	Gender	*N*	*M*	*Sd*	*df*	*t*	*p*	d_{cohen}
Dissatisfaction	Female	248	26.64	9.57	375	-1.534	0.126	-0.167
	Male	129	28.30	10.77				
Tolerance	Female	248	34.68	7.67	375	2.150	**0.032**	0.233
	Male	129	32.81	8.64				
Total ATRS	Female	248	68.04	16.51	375	1.891	0.059	0.205
	Male	129	64.50	18.53				

3.4. The Results of ATRS Scores of Participants in Terms of Knowing a Refugee

An independent samples t-test was conducted to compare ATRS scores between participants who know at least one refugee and who do not. The test results revealed that there was a statistically significant difference between groups regarding the total ATRS scores [$t(375) = 3.475$, $p = 0.001$, $d = 0.40$], Dissatisfaction [$t(375) = -3.654$, $p = 0.000$, $d = -0.42$] and Tolerance [$t(375) = 2.766$, $p = 0.006$, $d = 0.34$] subscale scores (Table 3.4).

Dissatisfaction subscale scores were significantly higher in participants who did not know any refugee (M = 28.35, SD = 9.65) compared to participants who knew at least one refugee (M = 24.20, SD = 10.38).

Tolerance subscale scores were significantly higher in participants who know at least one refugee (M = 35.97, SD = 8.62) compared to participants who do not know any refugee (M = 33.30, SD = 7.72).

Total ATRS scores were significantly higher in participants who know at least one refugee (M = 71.77, SD = 18.15) compared to participants who do not know any refugee (M = 64.95, SD = 16.59).

Table 3.4. *The Results of Independent Sample T-test for Knowing Any Refugee*

	Knowing any Refugee	N	M	Sd	df	t	P	d_{cohen}
Dissatisfaction	Yes	104	24.20	10.38	375	-3.654	0.000	-0.421
	No	273	28.35	9.65				
Tolerance	Yes	104	35.97	8.62	375	2.766	0.006	0.335
	No	273	33.30	7.72				
Total ATRS	Yes	104	71.77	18.15	375	3.475	0.001	0.400
	No	273	64.95	16.59				

3.5. The Results of ATRS Scores of Participants in Terms of Working with Refugees or not

An independent samples t-test was conducted to compare ATRS scores of participants who worked with refugees and who did not. The results revealed that there was a statistically significant difference between groups regarding the total ATRS scores [$t(375)$ = 2.588, p = 0.010, d = 0.33], Dissatisfaction [$t(375)$ = -2.755, p = 0.006, d = -0.35] and Tolerance [$t(375)$ = 2.126, p = 0.034, d= 0.27] subscale scores (Table 3.5).

Dissatisfaction subscales scores were significantly higher in participants who did not work with refugees (M = 27.93, SD = 9.82) compared to participants who worked with refugees (M = 24.45, SD = 10.35).

Tolerance subscales scores were significantly higher in participants who worked with refugees (M = 35.76, SD = 8.81) compared to participants who did not work with refugees (M = 33.59, SD = 7.80).

Total ATRS scores were significantly higher in participants who worked with refugees (M = 71.31, SD = 18.37) compared to participants who did not work with refugees (M = 65.66, SD =16.83).

Table 3.5. *The Results of Independent Sample T-test for Working Experience with Refugees*

	Working With Refugees	N	M	Sd	df	t	p	d_{cohen}
Dissatisfaction	Yes	78	24.45	10.35	375	-2.755	0.006	-0.350
	No	299	27.93	9.82				
Tolerance	Yes	78	35.76	8.81	375	2.126	0.034	0.270
	No	299	33.59	7.80				
Total ATRS	Yes	78	71.31	18.37	375	2.588	0.010	0.329
	No	299	65.66	16.83				

3.6. The Results of ATRS Scores of Participants in Terms of Education Level

One-way analysis of variance was conducted to examine the mean difference in the ATRS score of the participants in terms of their educational level. Before conducting ANOVA, normality and homogeneity of variance assumptions were checked. For three groups of independent variables, skewness and kurtosis values were between -0.82 and +0.92, indicating that normality assumption was not violated, and each level of independent variable is normally distributed (Field, 2013). When Q-Q plots and histograms were examined, it was observed that the data was normally distributed across three groups which were high School, undergraduate and Master/PhD.

Levene's test of homogeneity of variance indicated that homogeneity of variance assumption of ANOVA was violated for Dissatisfaction (F (2,374) = 3.560, p = 0.029), Tolerance (F (2,374) = 6.663, p=0.001) and Total ATRS scores (F (2,374) = 6.198, p = 0.002).

As can be seen in Table 3.6, the results showed that there was a significant difference among three groups of education level in terms of Dissatisfaction (F (2,374) = 5.257, p = 0.006, η^2 = 0.03), Tolerance (F (2,374) = 8.881, p = 0.000, η^2 = 0.05) and Total ATRS scores (F (2,374) = 7.313, p = 0.001, η^2 = 0.04). To determine this difference, Tamhane test was used for making pairwise comparison between groups according to education level and to determine statistically significant differences.

Regarding Dissatisfaction subscale scores, scores of participants with a master or Ph.D. degree (M = 23.91, SD = 8.54) were significantly lower than scores of university graduates (M = 28.32, SD = 11.03) and high school (M = 27.71, SD=9.31) graduates. However, there was no significantly difference between scores of university and high school graduates (p>0.05).

Regarding Tolerance subscale scores, scores of participants with a master or Ph.D. degree (M = 37.50, SD = 6.56) were significantly higher than scores of university graduates (M = 33.28, SD = 9.08) and high school (M = 33.11, SD = 7.16) graduates. However, there

was no significantly difference between scores of university and high school graduates (p>0.05).

Regarding total ATRS scores, scores of participants with a master or Ph.D. degree (M = 73.59, SD = 14.32) were significantly higher than scores of university graduates (M = 64.96, SD = 19.42) and high school graduates (M = 65.40, SD = 15.53). However, there was no significantly difference between scores of university and high school graduates (p>0.05).

Table 3.6. *One-Way Analysis of Variance Results of Participants ATRS Scores in terms of Their Educational Level*

	Educational Level	*N*	*M*	*SD*	*F*	*p*	η^2	*Difference*
Dissatisfaction	High School[a]	151	27.71	9.31				
	Undergraduate[b]	152	28.32	11.03	5.257	0.006	0.03	c<a, b
	Master/Phd[c]	74	23.91	8.54				
Tolerance	High School[a]	151	33.11	7.16				
	Undergraduate[b]	152	33.28	9.08	8.881	0.000	0.05	c>a, b
	Master/Phd[c]	74	37.50	6.56				
Total ATRS	High School[a]	151	65.40	15.53				
	Undergraduate[b]	152	64.96	19.42	7.313	0.001	0.04	c>a, b
	Master/Phd[c]	74	73.59	14.32				

3.7. The Results of ATRS Scores of Participants in Terms of Information Resource

One-way analysis of variance was conducted to examine the mean difference in the ATRS score of the participants in terms of their information resource (media, social environment or both). Before conducting ANOVA, normality and homogeneity of variance assumptions were checked. For three groups of independent variables, skewness and kurtosis values were between -0.71 and +0.57, indicating that normality assumption was not violated, and each level of independent variable is normally distributed (Field, 2013).

When Q-Q plots and histograms were examined, it was observed that the data was normally distributed across three groups.

Levene's test of homogeneity of variance indicated that homogeneity of variance assumption of ANOVA was not violated for Dissatisfaction (F (2,304) = 0.87, p = 0.917), Tolerance (F (2,304) = 0.569, p=0.566) and Total ATRS scores (F (2,304) = 0.568, p = 0.567).

The results showed that there was not a significant difference among three groups of information sources (media, social environment or both) in terms of ATRS scores (p>0.05).

3.8. The Results of ATRS Scores of Participants in Terms of The Number of Refugees Know

One-way analysis of variance was conducted to examine the mean difference in the ATRS score of the participants in terms of the number of refugees known. Before conducting ANOVA, normality and homogeneity of variance assumptions were checked. For four groups (one, two, three, and four and above) of independent variables, skewness and kurtosis values were between -1.67 and +0.57, indicating that normality assumption was not violated, and each level of independent variable is normally distributed (Field, 2013). When Q-Q plots and histograms were examined, it was observed that the data was normally distributed across four groups.

Levene's test of homogeneity of variance indicated that homogeneity of variance assumption of ANOVA was not violated for Dissatisfaction (F (3,100) = 1.898, p = 0.135), Tolerance (F (3,100) = 0.667, p = 0.574) and Total ATRS scores (F (3,100) = 1.281, p = 0.285).

The results showed that there was not a significant difference among four groups in terms of ATRS scores (p > 0.05).

3.9. The Results of ATRS Scores of Participants in Terms of Living City

One-way analysis of variance was conducted to examine the mean difference in the ATRS score of the participants in terms of their educational level. Before conducting ANOVA, normality and homogeneity of variance assumptions were checked. For five groups of independent variables, skewness and kurtosis values were between -1.04 and +0.97, indicating that normality assumption was not violated, and each level of independent variable is normally distributed (Field, 2013). When Q-Q plots and histograms were examined, it was observed that the data was normally distributed across five groups (Istanbul, Ankara, Izmir, Aydın, and other).

Levene's test of homogeneity of variance indicated that homogeneity of variance assumption of ANOVA was not violated for Dissatisfaction ($F(4,372) = 1.315, p = 0.264$). However, it was violated for Tolerance ($F(4,372) = 3.674, p = 0.006$) and Total ATRS scores ($F(4,372) = 3.017, p = 0.018$).

As can be seen in Table 3.7, the results showed that there was a significant difference among groups in terms of Dissatisfaction ($F(4,372) = 4.737, p = 0.001, \eta^2 = 0.05$), Tolerance ($F(4,372) = 4.443, p = 0.002, \eta^2 = 0.05$) and Total ATRS scores ($F(4,372) = 5.011, p = 0.001, \eta^2 = 0.05$). To determine this difference, Bonferroni and Tamhane tests were used for making pairwise comparison between groups and to determine statistically significant differences.

Regarding Dissatisfaction subscale scores, scores of participants living in Aydın (M = 31.80, SD = 10.26) were significantly higher than scores of participants living in Istanbul (M = 22.87, SD = 8.65) and Ankara (M = 26.21, SD = 9.30).

Regarding Tolerance subscale scores, scores of participants living in Istanbul (M = 38.13, SD = 5.99) were significantly higher than scores of participants living in Izmir (M = 33.17, SD = 9.10) and Aydın (M = 30.89, SD = 8.92).

Regarding total ATRS scores, scores of participants living in Istanbul (M = 75.26, SD = 13.93) were significantly higher than scores of participants living in Izmir (M = 65.22, SD = 19.47) and Aydın (M = 59.09, SD = 18.33). Moreover, scores of participants living in Ankara (M = 68.43, SD = 15.46) were significantly higher than scores of participants living in Aydın (M = 59.09, SD = 18.33).

Table 3.7. *One-Way Analysis of Variance Results of Participants ATRS Scores in terms of Living City*

	Living City	**N**	**M**	**SD**	**F**	**p**	**η^2**	**Difference**
Dissatisfaction	Istanbul[a]	31	22.87	8.65				
	Ankara[b]	181	26.21	9.30				
	Izmir[c]	76	27.95	10.73	4.737	0.001	0.05	a, b < c
	Aydın[d]	46	31.80	10.26				
	Other[e]	43	28.30	10.61				
Tolerance	Istanbul[a]	31	38.13	5.99				
	Ankara[b]	181	34.64	7.11				
	Izmir[c]	76	33.17	9.10	4.443	0.002	0.05	a > c, d b > d
	Aydın[d]	46	30.89	8.92				
	Other[e]	43	33.44	8.89				
Total ATRS	Istanbul[a]	31	75.26	13.93				
	Ankara[b]	181	68.43	15.46				
	Izmir[c]	76	65.22	19.47	5.011	0.001	0.05	a > c, d b > d
	Aydın[d]	46	59.09	18.33				
	Other[e]	43	65.14	18.36				

3.10. The Results of ATRS Scores of Participants in Terms of Occupation

One-way analysis of variance was conducted to examine the mean difference in the ATRS score of the participants in terms of their occupation. Before conducting ANOVA, normality and homogeneity of variance assumptions were checked. For five groups

(students, teachers, engineers, psychologists, and other) of independent variables, skewness and kurtosis values were between -1.45 and +2.20, indicating that normality assumption was not violated, and each level of independent variable is normally distributed (Field, 2013). When Q-Q plots and histograms were examined, it was observed that the data was normally distributed across five groups.

Levene's test of homogeneity of variance indicated that homogeneity of variance assumption of ANOVA was violated for Dissatisfaction (F (4,372) = 3.781, p = 0.005), Tolerance (F (4,372) = 3.962, p = 0.004) and Total ATRS scores (F (4,372) = 3.633, p = 0.006).

As can be seen in Table 3.8, the results showed that there was a significant difference among groups in terms of Dissatisfaction (F (4,372) = 11.457, p = 0.000, η^2 = 0.12), Tolerance (F (4,372) = 9.279, p = 0.000, η^2 = 0.09) and Total ATRS scores (F (4,372) = 11.501, p = 0.000, η^2 = 0.11). To determine this difference, Tamhane test was used for making pairwise comparison between groups and to determine statistically significant differences.

Regarding Dissatisfaction subscale scores, scores of psychologists (M = 16.87, SD = 6.57) were significantly lower than scores of students (M = 27.46, SD = 8.85), teachers (M = 31.62, SD = 9.73), engineers (M=30.84, SD=9.04) and participants from other occupations (M = 25.81, SD = 10.02). Moreover, scores of teachers (M = 31.62, SD = 9.73) were significantly higher than scores of participants from other occupations (M = 25.81, SD = 10.02).

Regarding Tolerance subscale scores, scores of psychologists (M = 41.61, SD = 4.59) were significantly higher than scores of students (M = 33.87, SD = 6.74), teachers (M = 30.50, SD = 8.65), engineers (M = 32.36, SD = 8.16) and participants from other occupations (M = 34.97, SD = 8.91). Moreover, scores of teachers (M = 30.50, SD = 8.65) were significantly lower than scores of participants from other occupations (M = 34.97, SD = 8.91).

Regarding total ATRS scores, scores of psychologists (M = 84.74, SD = 10.70) were significantly higher than scores of students (M = 66.40, SD = 14.79), teachers (M = 58.88, SD = 17.80), engineers (M = 61.52, SD = 16.47) and participants from other occupations (M = 69.16, SD = 18.71). Moreover, scores of teachers (M = 58.88, SD = 17.80) were significantly lower than scores of students (M = 66.40, SD = 14.79) and participants from other occupations (M = 69.16, SD = 18.71).

Table 3.8. *One-Way Analysis of Variance Results of Participants ATRS Scores in terms of Occupation*

	Occupation	N	M	SD	F	p	η^2	*Difference*
Dissatisfaction	Student[a]	163	27.46	8.85				
	Teacher[b]	58	31.62	9.73				a, b, c, e > d
	Engineer[c]	25	30.84	9.04	11.457	0.000	0.05	
	Psychologist[d]	23	16.87	6.57				
	Other[e]	108	25.81	10.84				
Tolerance	Student[a]	163	33.87	6.74				
	Teacher[b]	58	30.50	8.65				d > a, b, c, e
	Engineer[c]	25	32.36	8.16	9.279	0.000	0.05	
	Psychologist[d]	23	41.61	4.59				
	Other[e]	108	34.97	8.91				
Total ATRS	Student[a]	163	66.40	14.79				
	Teacher[b]	58	58.88	17.80				d > a, b, c, e
	Engineer[c]	25	61.52	16.47	11.501	0.000	0.05	
	Psychologist[d]	23	84.74	10.70				
	Other[e]	108	69.16	18.71				

3.11. The Relationship Between Relationship Levels, Similarity and ATRS Scores

In order to conduct multiple regression models with relationship levels and similarity levels, which are not continuous variable, their categories were converted into

dichotomous variables with a 0/1 coding (Dummy) and for all the first categories were determined to be the reference category.

ATRS Scores and Totally Superficial to Totally Deep Relationship Levels

Table 3.9 show that participants who have a totally superficial (the reference category) relationship with refugees in our sample have on average an estimated ATRS of 59.30. The participants who have slightly deep relationship with refugees have on average the highest ATRS scores and that is 19.10 points higher than the mean ATRS of participants how have a totally superficial relationship. When regression equations were examined, the results showed that total ATRS scores was significantly predicted by neutral, slightly deep and totally deep relationship levels ($R^2 = 0.195$, $F(4,99) = 6.012$, $p < 0.001$) and these levels explained 20% of the variance in Total ATRS Scores.

Table 3.9. *A Multiple Regression Model for ATRS Scores Including Totally Superficial to Totally Deep Relationship Levels*

Relationship Level	B	SE	β	T	p	Zero-Order	Partial
Constant	59.300	3.712		15.973	0.000		
Totally Superficial	Reference						
Slightly Superficial	5.256	6.664	0.082	0.789	0.432	-0.123	0.079
Neutral	13.585	4.368	0.376	3.110	0.002	0.062	0.298
Slightly Deep	24.867	5.394	0.521	4.610	0.000	0.314	0.420
Totally Deep	19.100	8.301	0.226	2.301	0.023	0.083	0.225

R = 0.442

$R^2 = 0.195$

F = 6.012

$p = 000$

Dependent Variable: Total ATRS Scores

ATRS Scores and Totally Forced to Totally Natural Relationship Levels

Table 3.10 show that participants who have a totally forced (the reference category) relationship with refugees in our sample have on average an estimated ATRS of 56.37. The participants who have slightly natural relationship with refugees have on average the highest ATRS scores and that is 19.22 points higher than the mean ATRS of participants how have a totally forced relationship. When regression equations were examined, the results showed that total ATRS scores was significantly predicted by slightly forced, slightly natural and totally natural relationship types ($R^2 = 0.116$, $F (4,99) = 3.240$, $p < 0.05$) and these levels explained 12 % of the variance in Total ATRS Scores.

Table 3.10. *A Multiple Regression Model for ATRS Scores Including Totally Forced to Totally Natural Relationship Levels*

Relationship Level	*B*	*SE*	*B*	*T*	*p*	*Zero-Order*	*Partial*
Constant	56.375	6.154		9.161	0.000		
Totally Forced	Reference						
Slightly Forced	29.054	9.008	0.403	3.225	0.002	0.203	0.308
Neutral	10.438	7.537	0.209	1.385	0.169	-0.117	0.138
Slightly Natural	19.216	7.186	0.435	2.674	0.009	0.110	0.260
Totally Natural	15.841	6.619	0.438	2.393	0.019	**0.024**	0.234

R = 0.340

R² = 0.116

F = 3.240

p = 0.015

Dependent Variable: Total ATRS Scores

ATRS Scores and Totally Unpleasant to Totally Pleasant Relationship Levels

Table 3.11 shows that participants who have a totally unpleasant (the reference category) relationship with refugees in our sample have on average an estimated ATRS of 47.800. The participants who have totally pleasant relationship with refugees have on average the highest ATRS scores and that is 29.75 points higher than the mean ATRS of participants how have a totally competitive relationship. When regression equations were examined, the results showed that total ATRS scores was significantly predicted by neutral, slightly pleasant and totally pleasant relationship level ($R^2 = 0.143$, F (4,99) = 3.133, $p < 0.005$) and these levels explained 14 % of the variance in Total ATRS Scores.

Table 3.11. *A Multiple Regression Model for ATRS Scores Including Totally Unpleasant to Totally Pleasant Relationship Levels*

Relationship Level	B	SE	B	T	p	Zero-Order	Partial
Constant	47.800	7.663		6.238	0.000		
Totally Unpleasant	Reference						
Slightly Unpleasant	14.486	10.033	0.201	1.444	0.152	-0.141	0.144
Neutral	21.700	8.277	0.544	2.622	0.010	-0.080	0.255
Slightly Pleasant	26.594	8.223	0.685	3.234	0.002	0.099	0.309
Totally Pleasant	29.752	8.297	0.739	3.586	0.001	0.199	0.339

R = 0.378

$R^2 = 0.143$

F = 4.133

p = 0.004

Dependent Variable: Total ATRS Scores

ATRS Scores and Totally Competitive to Totally Cooperative Relationship Levels

Table 3.12 shows that participants who reported to have totally competitive (the reference category) relationship with refugees in our sample have on average an estimated ATRS of 44.750. The participants who have totally cooperative relationship with refugees have on average the highest ATRS scores and that is 29.87 points higher than the mean ATRS of participants how have a totally distant relationship. When regression equations were examined, the results showed that total ATRS scores was significantly predicted by

neutral, slightly cooperative and totally cooperative relationship level ($R^2 = 0.139$, $F(4,99)$ = 3.999, $p < 0.01$) and these levels explained 14 % of the variance in Total ATRS Scores.

Table 3.12. *A Multiple Regression Model for ATRS Scores Including Totally Competetive and Totally Cooperative Relationship Levels*

Relationship Depth	*B*	*SE*	*B*	*T*	*p*	*Zero-Order*	*Partial*
Constant	44.750	8.587		5.211	0.000		
Totally Competitive	Reference						
Slightly Competitive	7.917	13.117	0.073	0.604	0.548	-0.182	0.061
Neutral	24.513	9.448	0.525	2.595	0.011	-0.066	0.252
Slightly Cooperative	29.536	9.180	0.725	3.217	0.002	0.085	0.308
Totally Cooperative	29.870	8.924	0.826	3.347	0.001	0.152	0.319

R = 0.373

R² = 0.139

F = 3.999

p = 0.005

Dependent Variable: Total ATRS Scores

ATRS Scores and Totally Distant to Totally Close Relationship Levels

Table 3.13 shows that participants who have a totally distant (the reference category) relationship with refugees in our sample have on average an estimated ATRS scores of 57.133. The participants who have totally close relationship with refugees have on average the highest ATRS scores and that is 21.87 points higher than the mean ATRS of participants how have a totally distant relationship. When regression equations were examined, the results showed that total ATRS scores was significantly predicted by neutral, slightly close and totally close relationship level ($R^2 = 0.170$, $F(4,99) = 5.066$, $p < 0.005$) and these levels explained 17 % of the variance in Total ATRS Scores.

Table 3.13. *A Multiple Regression Model for ATRS Scores Including Total Distant and Totally Close Relationship Levels*

Relationship Depth	B	SE	B	t	p	Zero-Order	Partial
Constant	57.133	4.354		13.121	0.000		
Totally Distant	Reference						
Slightly Distant	5.200	8.146	0.067	0.638	0.525	-0.129	0.064
Neutral	13.564	5.252	0.350	2.583	0.011	-0.040	0.251
Slightly Close	20.143	5.363	0.500	3.755	0.000	0.190	0.353
Totally Close	21.867	5.701	0.486	3.835	0.000	0.201	0.360

R = 0.412

R^2 = 0.170

F = 5.066

p = 0.001

Dependent Variable: Total ATRS Scores

ATRS Scores and Totally Different to Totally Similar Similarity Levels

Table 3.14 shows that participants who think they are totally different (the reference category) from refugees in our sample have on average an estimated ATRS of 59.300. The participants who think they are slightly similar with refugees have on average the highest ATRS scores and that is 24.87 points higher than the mean ATRS of participants who think they are totally different from refugees. When regression equations were examined, the results showed that total ATRS scores were significantly predicted by neutral, slightly similar and totally similar similarity levels ($R^2 = 0.195$, F (4,99) = 6.012, $p < 0.001$) and these levels explained 20 % of the variance in Total ATRS Scores.

Table 3.14. *A Multiple Regression Model for ATRS Scores Including Totally Different to Totally Similar Levels*

Relationship Depth	*B*	*SE*	*B*	*t*	*p*	*Zero-Order*	*Partial*
Constant	59.300	3.712		15.973	0.000		
Totally Different	Reference						
Slightly Different	5.256	6.664	0.082	0.789	0.432	-0.123	0.079
Neutral	13.585	4.368	0.376	3.110	0.002	0.062	0.298
Slightly Similar	24.867	5.394	0.521	4.610	0.000	0.314	0.420
Totally Similar	19.100	8.301	0.226	2.301	0.023	0.083	0.225

R = 0.442

R^2 = 0.195

F = 6.012

p = 0.000

Dependent Variable: Total ATRS Scores

ATRS Scores and Totally Different to Totally Similar Economic Status Level

Table 3.15 shows that participants who consider their economic status is totally different from refugees in our sample have on average an estimated ATRS of 72.47. The participants who regard their economic status as slightly similar with refugees have on average the highest ATRS scores and that is 3.806 points higher than the mean ATRS of participants who think their economic status are totally different from refugees. When regression equations were examined, the results showed that total ATRS scores were not significantly predicted by economic status levels ($p > 0.05$).

Table 3.15. *A Multiple Regression Model for ATRS Scores Including Totally Different to Totally Similar Economic Status Level*

Relationship Depth	*B*	*SE*	*B*	*t*	*p*	*Zero-Order*	*Partial*
Constant	72.467	2.732		26.526	0.000		
Totally Different	Reference						
Slightly Different	-4.582	4.514	-0.110	-1.015	0.313	-0.124	-0.101
Neutral	-0.279	5.334	-0.006	-0.052	0.958	0.010	-0.005
Slightly Similar	3.806	6.164	0.065	0.617	0.538	0.086	0.062
Totally Similar	1.533	7.965	0.020	0.193	0.848	0.031	0.019

R = 0.141

$R^2 = 0.020$

F = 0.499

p = 0.737

Dependent Variable: Total ATRS Scores

CHAPTER 4

DISCUSSION

The current study aims to explain attitudes towards refugees in Turkey with the Contact Hypothesis. In details, it is hypothesized that locals` attitudes towards refugees differ depending on they have contact with refugees or not. Attitudes Towards Refugees Scale (ATRS) was developed for the current study and was used to determine the participants` attitudes towards refugees. The score provided by the ATRS shows how positive the participants` attitudes towards refugees. The scale, as expected, has two factor solution: Tolerance and Dissatisfaction. Therefore, the scale provided a total score, a dissatisfaction score and a tolerance score.

As explained in the previous chapter, 477 people attempted to fill out the survey but the data from 100 of them were not included due to more than %5 missing data. Therefore, the present study`s results is based on 377 participants` data. Going deeper into the participant profile, 248 females and 129 males completed the survey. The age range of the participants was 17-65 and the mean age of the participants was 29.37 (SD = 10.08). Four occupations were distinctive among all: students (N= 163, %43.2), teachers (N=58, %15.4), engineers (N=25, 6.6) and psychologists (N=23, 6.1) whereas 108 participants (%28.6) stated to have other occupations. Since the data were collected electronically, the study has participants from various provinces of Turkey. Nevertheless, four provinces distinguished themselves from others with the highest participation which are Ankara (N=181, %48.0), Izmir (N=76, %20.0), Aydin (N=46, %12.2) and Istanbul (N=31, %8.2) whereas the rest of the participants are from other provinces of Turkey. The main provinces with the highest number of participants differ in terms of registered refugee

population. As per the national law, Syrians can apply for temporary protection in all provinces whereas other nationalities can only apply international protection in determined cities which affects the size of refugee population and the diversity of nationalities. Likewise, Aydin comparing to Izmir, Ankara and Istanbul has the least number of refugees as per the statistics shared online by Directorate General Migration Management (May 2019, Retrieved from http://www.goc.gov.tr/icerik6/gecici-koruma_363_378_4713_icerik).

Regarding the education level, there were 3 groups of participants: high school graduates (N=151, %40.1), university graduates (N=152, %40.3) and Master/PhD graduates (N=74, %19.6). 64 participants (%17) of the participants has a family member or acquaintance who is a refugee in another country. Thus, the number of participants who have a family member and/or acquaintance form an important group by being the 17 percent of the whole participants in the present study. Last, 78 (20.7%) participants reported to have previous or continues experience of working with refugees. Regarding the all participants, this group of participants constitute more than one fifth of the sample of the present study.

In the present study, it was predicted to observe differences in participants` attitudes towards refugees related to the number of refugees they know in Turkey. When the participants were categorized according to the numbers of refugees known by the participants. The categories were as follows, 1, 2, 3, and 4 and more. However, the results did not meet expectations as the difference between groups were not found significant. Total ATRS scores did not reveal a significant increase as the number of refugees known gets higher. In other words, it cannot be concluded that positive attitudes towards refugees increase as the people get to know more refugees.

Before jumping into discussion of whether the results supported the hypotheses, results providing significant information regarding the participants' knowledge on refugee issue in Turkey will be shared in this part. First of all, it was revealed by the results that media and social environment plays an important role to inform people regarding refugees as 88

(23.3%) participants reported being informed regarding refugees from media and 53 (14.1%) of them reported that they are informed about refugees by their social environment whereas 166 (44.0%) of the participants stated both as their source of information. Therefore, it can be stated that people who do not have direct contact with refugees can easily receive information from media and social environment which puts extra responsibility on media to share correct and impartial information regarding refuges. Likewise, one`s social network might be effective on people`s attitudes towards refugees which can be examined in a further study with other dimensions.

Other important finding was that almost all participants (N=353, 93.6%) chose Syrians whereas less than half of the participants chose Afghans (N=170, 45.1%), chose Iraqis (N=96, 25.5%), chose Somalians (N=91, 24.1%), and chose Iranians (N=63, 24.1%) in respective order. Regarding the fact that Syrians are the most crowded refugee population in Turkey as the number of Syrians under temporary protection in Turkey exceeds 3.6 million as shared by Directorate General Migration Management (Retrieved on 15 May 2019, from http://www.goc.gov.tr/icerik6/gecici-koruma_363_378_4713_icerik). It was expected that Syrians are were the most known refugee group in Turkey. However, considering that refugees with other nationalities have older history in Turkey, it was surprising that other nationalities were chosen by much less participants. To illustrate, as took place in the first chapter, Turkey has been providing international protection to refugees from Iraq, Iran, Somali and other countries whereas Syrian refugees in Turkey were not common. However, starting with the Syrian crisis in 2011, the number of Syrians in Turkey has been increasing due to mass influx.

In the present study, average ATRS score was found 66.83 (SD = 17.28) which shows locals` positive attitudes towards refugees in general. Looking into details, the average score for Tolerance subscale was 34.04 (SD = 8.06) and the average score for Dissatisfaction subscale was 27.20 (SD = 10.02); showing that the positive attitudes among locals are more common than negative attitudes towards refugees in Turkey.

ATRS scores show difference according to gender although the difference was not found statistically significant. In accordance, females` scores for Dissatisfaction factor was found lesser than males. When checked the total Tolerance scores, females seem to have higher scores (M = 34.68, SD = 7.67) than males (M = 32.81, SD = 8.64) and the this difference was found statistically significant [t(375) = 2.150, p= 0.032, d = 0.23]. This result shows that means females` attitudes towards refugees is more positive than males.

The results also showed that there is a statistically significant difference between the attitudes of the participants who knew at least one refugee and who did not. This difference was observed in total ATRS scores [t(375) = 3.475, p = 0.001, d = 0.40] as well as Dissatisfaction [t(375) = -3.654, p = 0.000, d = -0.42] and Tolerance [t(375) = 2.766, p = 0.006, d = 0.34] scores. According to these findings, as expected knowing a refugee helps to have positive attitudes towards refugees. In addition, statistically significant difference in Dissatisfaction and Tolerance scores of those knew a refugee and who did not showed that having no contact with refugees predicts more negative attitudes towards refugees.

Conveniently, participants who work with refugees had higher scores in total ATRS and Tolerance factor and lesser scores in Dissatisfaction factor than those who did not have any experience in working with refugees. As per these results, working with refugees create a difference in people`s attitudes towards refugees and this difference seems to be positive. It also supports the hypothesis that the refugee workers` positive attitudes towards refugees was expected to be higher than the others. This hypothesis indirectly supports the previous hypothesis that people in contact with refugees were predicted to have more positive attitudes than people who do not have any contact with refugees. The effect of working with refugees might be studied in further studies by examining the effect of exposure, empathy and sympathy levels of people working with refugees, how much they are involved in refugees` lives and similarities. As the present study did not explore the effect of one of these variables in their positive attitudes towards refugees, this study only shows the relationship between working with refugees and positive attitudes towards refugees. However, a further study will be helpful to clarify the mediators.

In the current study, it was found that positive attitudes towards refugees is the highest when the education level is at the highest degree. According to results, group of people who have master and/or PhD degree have significantly higher positive attitudes than other education groups namely university graduates and high school graduates. Nevertheless, there was not much difference between the university and high school graduates. It partly supports the hypothesis that there is positive correlation between positive attitudes and education level. In other words, it cannot be claimed that positive attitudes do not become higher as the education level increases in all conditions despite positive attitudes towards refugees is highest in the group of master and/or PhD graduates.

Regarding the resource of media, the results did not show a significant difference between attitudes of participants who are informed about refugees from media and who are informed by their social network. Therefore, this result failed to support the hypothesis that participants whose source of information was their social network were expected to have more positive attitudes than those whose information resource was social media. The current study did not aim to reach out people who do not have any contact with refugees but receive information via media only. In such a study, media`s effect on people`s attitudes towards refugees can be examined. This would also help to study effects of various media channels namely press, TV, internet and social media effects separately. Actually, depending on age, gender and education each media channel might have different type of power on different age groups. For example, social media might be found more powerful than others to affect youth`s attitudes towards refugees as it is more commonly used by young people.

In the present study, significant difference between occupations were observed. Regarding all three scores of total ATRS, Tolerance and Dissatisfaction, psychologists have more positive attitudes towards refugees than other occupations. On the other hand, teachers in total ATRS scores, and two factors of Tolerance and Dissatisfaction factors were seem to have significantly higher negative attitudes towards refugees than others. This finding

made the authors thought that in a further study, teachers` attitudes towards refugee students can be studied solely. Such a study would definitely help in assessing social factors in refugee students` education in Turkey.

As per the results regarding relationship quality of the participants with their acquaintance who was a refugee, five dimensions were asked in order to understand the quality of the relationship. All the scores for each dimension was tested to see whether it can be supported that the relationship quality was predicting positive attitudes towards refugees. First, the participants scored their relationship between totally superficial to totally deep. The ones who scored their relationship with the highest scores of deepness got more than average score on ATRS. Therefore, it supports the hypothesis that the deeper the relationship with a refugee the more positive attitudes towards refugees. The second dimension was the relationship`s naturality, to test this the participants were asked to rate their relationship from totally forced to totally natural. Participants who regarded their relationship as slightly natural had highest total ATRS scores supporting that natural relationship with refugees predict positive attitudes. Although Hodson (2011) suggested that contact makes a positive change in both when people choose contact freely and when people face with limited choices, the present study found a difference between forced relations and natural relations.

It was also observed that not only pleasant relationships but also neutral relationships predict positive relationships, but participants who described their relationship as totally pleasant had the highest scores on total ATRS. Thus, it can be supported that people who have pleasant relationships with refugees tend to have most positive attitudes towards refugees. Furthermore, when participants were requested to rate their relationship from totally distant to totally close, participants who report to have totally close relationships with refugees have the highest total ATRS scores showing that positive attitudes towards refugees increases as the people have closer relationships with refugees. Last, the participants rated their relationship form totally competitive to totally cooperative and the ones reporting to have totally cooperative relationships had the highest scores on total

ATRS which indicated that how much people cooperate with refugees have more positive attitudes towards refugees. In conclusion, the replies regarding perceived relationship quality provided that people who have quality relationships with refugees tend to be affirmative towards refugees. As per these results, not only having relationships with refugees matter, but also the relationships` quality plays an important role to predict people`s attitudes towards refugees. The role of relationship quality on attitudes of people, who know at least one refugee, towards refugees might be the research subject of a further study itself.

On the other hand, the participants were requested to rate their similarity with the refugees they have relationship in general and economically. First, participants who regard themselves as slightly similar had the highest total ATRS scores. Likewise, the highest ATRS scores were belong to those who regard their economic status slightly similar to refugees. These two significant findings indicated that positive attitudes towards refugees increase as the people regard themselves generally and economically similar with refugees. There can be other factors contributing to the effect of similarity on people`s attitudes towards refugees such as ease of maintaining the relationship, empathy, mutual understanding etc. Therefore, this subject might be enlightened in a following study to understand similarity can be benefited to increase people`s positive attitudes towards refugees.

Last but not least, it is very important that the results confirmed the expected effect of contact with refugees on changing the locals` attitudes towards refugees positively. This conclusion was not held only by comparing ATRS scores of those who have contact with refugees with scores of ones` who does not, but also the participants were inquired whether they observed any change in their attitudes after contact with refugees. In this point, it is important to note that 104 participants note that they had contact with refugees. Among all, 81 (77.9 %) reported that their attitude towards refugees happened to be positive while only 6 (5.8 %) reported that their attitudes happened to be negative. This finding was important for the study purposes to see the effect of the contact with refugees.

4.1. Limitations and Future Directions

The present study was distributed online as shared in the previous chapters. It might have prevented some possible participants who might have limited access to computer and internet. In case of collecting data through printed material, it might have involved more participants with various profiles.

In addition, students (N = 163) and psychologists (N = 23) consist of almost the half of the participants in the present study. It is common among the psychology researches that students and psychologists have an important place among the participants. The present study also faced with the same limitation in accordance with the general.

In addition, psychologists (N = 23) and professionals working with refugees (N = 78) consists of a specific group of people who have experience in the area and work with professional principles which may affect their general attitudes towards refugees in general. In order to eliminate the effect of social desirability, in the development phase of the ATRS, Social Desirability Scale (Kozan, 1983) was given to the participants as mentioned earlier (see Chapter 2). As shared earlier, low correlation was found between the ATRS and the Social Desirability Scale showing that the ATRS does not measure the social desirability. Nevertheless, there was not any methodology used to eliminate the effect of refugee workers and psychologists` professional considerations on their attitudes. Thus, it may be concluded that both groups of refugee workers and psychologists might be engaging have significantly more positive attitudes than other participants because of their professional principles as well. They may at least have less negative attitudes than others. In that point, a further study might be enlightening to explain how much the professionals in the area including refugee workers and psychologists are under the effect of ethical principles while reflecting their attitudes towards refugees in such studies despite of knowing the data are collected anonymously.

Likewise, another study might focus on professionals` attitudes towards refugees. In this case, this particular study might be qualitative in which in depth interviews are conducted with the participants. This would also help in seeing the attitude difference if any among different occupational groups such as psychologists, social workers, security personnel, support personnel, etc. Also, another added value of such research would be showing the effect of years of service in refugee area on attitude change by comparing the ATRS scores of groups having different years of experience in the field. This scale can even be used in evaluating suitability of one in the refugee work during the recruitment process. To explain, the ones who have low scores on ATRS, high in negative attitudes towards refugees, might be found unsuitable to the job or might be directed to additional process of orientation to work their negative attitudes. Furthermore, it is also possible that refugee workers` attitudes might change in years negatively. In this case, the ATRS scale can help in detect the ones with high negative attitudes towards refugees. This would help in eliminating the possible unprofessional reasons such as personal beliefs and thoughts resulting in under quality service.

On the other hand, in the previous chapter (see Chapter 3), the results showed that a significant difference between provinces were observed. It was found that participants from Istanbul have the highest ATRS scores meaning that they have more positive attitudes than other participants from Ankara, Aydın and İzmir. Ankara, Izmir and Aydın followed Istanbul respectively in terms of positive attitudes towards refugees. It was explained in the present chapter previously that Aydın among all has the smallest refugee population. On the other hand, other provinces namely Ankara, Izmir and Istanbul are as being Turkey`s 3 biggest metropoles have higher refugee populations and diversity in terms of refugees` nationality. In that point, it was interpreted that low positive attitudes towards refugees in Aydın might also be related to the low number of refugees along with less variety of nationality in the province. In a further study, data might be collected from more provinces with the variety of refugee population in terms of numbers and nationalities. This can give more accurate data to compare provinces in terms of refugee

density. The present study is limited to make this comparison among many provinces of Turkey as majority of the participants were from aforementioned four provinces and there was not many participants from others. By doing a further search by collecting data from other 77 provinces if possible, the effect of refugee size in one province might be better discussed. Also, mere exposure effect which was not part of the research object in the present study might be studied. Finally, as given place before, the results showed that as expected 353 (93.6%) participants out of 377 chose Syrians when asked the nationalities came to their mind while talking about refugees in Turkey whereas other nationalities such as Afghans, Iranians, Iraqis and Somalians were chosen by far less number of participants. It was explained that although Turkey has longer history with other group of refugees, Syrians with the larger number are perceived more than others. The contributing reasons such as selective perception, effect on media, and availability of more information in academic studies and other kinds of sources might be effective in this but it also needs further research.

Another area of research might be the effect of extended contact in future studies. Schmid and her colleagues (2012) suggested that having an in-group member who has relation with an out-group member might affects one`s attitudes towards the out-group as suggested earlier by Wright and his colleagues. Schmid and her colleagues added by telling that this relation should not be necessarily very close such being a family member and/or relative. In that point, it is worth to search in Turkey`s context whether extended contact has a power to change people`s attitudes towards refugees in the absence of the direct contact. Nevertheless, it should also be kept in mind that cumulative refugee population in Turkey is nearing to 4 million according to the statistics shared by the Government. In that point, locals who are reachable for the study purpose are generally in metropolitans and might have contact with refugees. In that point, a well-planned field study might give an idea about attitudes of ones who have not had direct contact yet but have some information through the people in their circle who are in relationship with refugees.

In the final analysis, the present study might be informative to show the effect of contact on locals` attitudes towards refugees and further studies might benefit from it to search additional and subsidiary points to better understand the reasons behind positive and negative attitudes. This study might also serve as a reference point to work on strengthening positive attitudes towards refugees. Moreover, by advancing from the present study, further research might be conducted to develop methodology to decrease social tensions between locals and refugees in countries and also to increase social cohesion.

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APPENDICES

Appendix A: Demographic Form

1) Yaşınız:

2) Cinsiyetiniz:

3) Mesleğiniz:

4) Yaşadığınız şehir:

5) Eğitim düzeyiniz: İlkokul mezunu ( )   Üniversite mezunu ( )

     Ortaokul mezunu ( )   Yüksek lisans/doktora mezunu ( )

     Lise mezunu ( )   Diğer (lütfen belirtiniz): _____

6) Ülkeniz dışında başka bir ülkede sığınma başvurusunda bulundunuz mu?

     Evet ( )   Hayır ( )

7) Arkadaşlarınız ve akrabalarınız arasında ülkesi dışında ikinci bir ülkede sığınma

     başvurusunda bulunan biri oldu mu?

     Evet ( )   Hayır ( )

8) Hiç mültecilerle çalıştınız mı/ mültecilerle çalışıyor musunuz?

     Evet ( )   Hayır ( )

9) Mülteci denildiğinde aklınıza hangi uyruklar gelir?

     Lütfen belirtin _____

10) Türkiye'de tanıdığınız bir mülteci var mı?

     Evet ( )   Hayır ( )

11)	Tanıdığınız yoksa hangi kaynaklardan izlenim edindiniz?

Medya

Sosyal çevre

Lütfen belirtin _____

12)	Mülteci tanıdığınız varsa

Kaç mülteci tanıdığınız var? _____

a.	Bu kişi(ler) ile ilişkinizin derecesini nasıl tanımlarsınız? Alttaki her bir sıfat çiftinin arasındaki rakamardan birini işaretleyerek belirtiniz.

Yüzeysel	1	2	3	4	5	Derin
Doğal	1	2	3	4	5	Zorlanmış
Hoşa gitmeyen	1	2	3	4	5	Keyifli
Rekabetçi	1	2	3	4	5	İşbirliği içinde
Uzak	1	2	3	4	5	Samimi

b.	Bu kişiyi/ kişileri kendinize ne kadar benzer buluyorsunuz?

Çok	1	2	3	4	5	farklı Çok benzer

c. Bu kişiyi/ kişileri kendinize ne kadar benzer buluyorsunuz?

Çok farklı | 1 | 2 | 3 | 4 | 5 | Çok benzer

d. Bu kişiyi/ kişileri ekonomik olarak kendinize ne kadar benzer buluyorsunuz?

Çok farklı | 1 | 2 | 3 | 4 | 5 | Çok benzer

e. Bu kişi(ler) ile ne kadar sık vakit geçirirsiniz?

Çok ender | 1 | 2 | 3 | 4 | 5 | Çok sık

f. Bu kişi(ler) ile iletişiminizi ne kadar değerli buluyorsunuz?

Az | 1 | 2 | 3 | 4 | 5 | Çok

g. Kendiniz hakkında ne kadar bilgi paylaşırsınız?

Az | 1 | 2 | 3 | 4 | 5 | Çok

h. Paylaşımınızdan ne kadar keyif alıyorsunuz?

Az | 1 | 2 | 3 | 4 | 5 | Çok

i. Bu kişi(ler) ile iletişiminiz mültecilere ilişkin tutumunuzu değiştirdi mi? Boşlukları "olumlu, olumsuz ve nötr" sıfatlarından biriyle doldurunuz. Sıfatlar iki kere kullanılabilir.

_____ olan tutumum _____ olarak değişti.

Appendix B: Attitudes Towards Refugees Scale (ATRS)

1951 Mültecilerin Statüsüne İlişkin Sözleşmesi, bir mülteciyi, 'ırkı, dini, tabiiyeti, belli bir toplumsal gruba mensubiyeti veya siyasi düşünceleri yüzünden zulme uğrayacağından haklı sebeplerle korktuğu için vatandaşı olduğu ülkenin dışında bulunan ve bu ülkenin korumasından yararlanamayan ya da söz konusu korku nedeniyle yararlanmak istemeyen her şahıs' olarak tanımlar. Mülteci olduğunu öne süren fakat iddiaları henüz kesinliğe kavuşturulmayan kişiyse sığınma başvuru sahibi olarak nitelendirilir. Çalışmada mülteci kelimesi iki terimi de karşılamak üzere kullanılmıştır.

Ölçekteki ifadeler Türkiye'de bulunan mültecilere ilişkin tutumunuzu ölçmek için tasarlanmıştır. Lütfen her bir ifadeyi okuyup o konudaki görüşünüzü 1(Kesinlikle Katılmıyorum)`den 5(Kesinlikle Katılıyorum)`e kadar değerlendiriniz.

	Kesinlikle Katılmıyorum	Katılmıyorum	Ne katılıyorum Ne katılmıyorum	Katılıyorum	Kesinlikle Katılıyorum
1. Mültecilerin varlığı ülkemize zarar verir.	1	2	3	4	5
2. Mültecilerin ülkemde olmasını tehdit olarak algılarım.	1	2	3	4	5
3. Mültecilere ekonomik destek sağlanmalıdır.	1	2	3	4	5
4. Mülteciler ülkemizin düzeni bozarlar	1	2	3	4	5
5. Milliyet farkı gözetmeksizin mültecilere yardım edilmelidir.	1	2	3	4	5
6. Bir gün bizler de mülteci olabileceğimiz için mültecilerle empati kurmaya çalışırım.	1	2	3	4	5

7. Mültecilere yardımcı olmak insanlık görevidir.	1	2	3	4	5
8. Evini mültecilere kiraya veren ev sahiplerini takdir ediyorum.	1	2	3	4	5
9. Ülkeme mülteci gelmesini istemem.	1	2	3	4	5
10. Mülteciler zorunda kalmasalar ülkelerini terk etmezlerdi.	1	2	3	4	5
11. Mültecilerin ülkemde çalışmasını istemem.	1	2	3	4	5
12. Mültecilere iş imkânı sağlanmalıdır.	1	2	3	4	5
13. Mülteciler ülkemizi terk etmelidir.	1	2	3	4	5
14. Mültecilerin vatandaşlar için tehdit unsuru olduğuna inanıyorum.	1	2	3	4	5
15. Sokakta bakıma muhtaç bir mülteci görsem yardım ederim.	1	2	3	4	5
16. Mülteciler ülkenin kültürel zenginliğine katkı sağlar.	1	2	3	4	5
17. Mülteciler can ve mal güvenliğimize tehdittir.	1	2	3	4	5
18. Mültecilere yapılan maddi yardımlar ülkenin kendi vatandaşının hakkından çalmak demektir.	1	2	3	4	5
19. Mültecilere yapılan maddi yardım beni rahatsız ediyor.	1	2	3	4	5
20. Bir mülteci ile evlenebilirim.	1	2	3	4	5

Appendix C: Consent Form

Gönüllü Katılım ve Bilgilendirme Formu

Sayın katılımcı,

Bu araştırma Orta Doğu Teknik Üniversitesi, Psikoloji Bölümü'nde, Prof. Dr. Bengi Öner-Özkan danışmanlığında yürütülen çalışması kapsamında Yüksek Lisans öğrencisi Gülin Kahya tarafından yürütülmektedir. Bu çalışmanın amacı Türkiye`de mültecilere ilişkin tutum hakkında bilgi sahibi olmaktır. 1951 Mültecilerin Statüsüne İlişkin Sözleşmesi, bir mülteciyi, 'ırkı, dini, tabiiyeti, belli bir toplumsal gruba mensubiyeti veya siyasi düşünceleri yüzünden zulme uğrayacağından haklı sebeplerle korktuğu için vatandaşı olduğu ülkenin dışında bulunan ve bu ülkenin korumasından yararlanamayan ya da söz konusu korku nedeniyle yararlanmak istemeyen her şahıs' olarak tanımlar. Mülteci olduğunu öne suren fakat iddiaları henüz kesinliğe kavuşturulmayan kişiyse sığınma başvuru sahibi olarak nitelendirilir. **Çalışmada mülteci kelimesi iki terimi de karşılamak üzere kullanılmıştır.**

Sizden kimliğinizle ilgili hiçbir bilgi istenmemektedir. Vereceğiniz bilgiler kimlik bilgileriniz alınmadan tamamıyla gizli tutularak, yalnızca araştırmacılar tarafından değerlendirilecektir. Çalışmadan elde edilecek sonuçlar sadece bilimsel amaçlı olarak kullanılacaktır. Çalışmaya katılım tamamen gönüllülük esasına dayanmaktadır. Çalışmada sizi rahatsız eden herhangi bir soruyla karşılaşırsanız ya da ankete devam etmek istemezseniz anketi yarıda bırakabilirsiniz. Veri toplama ve analiz sürecinin sonunda elde edilen bulgularla ilgili sorularınız cevaplandırılacaktır.

Yardımlarınız ve katılımınız için teşekkür ederiz.

Çalışma hakkında daha fazla bilgi almak için Psikoloji Bölümü Yüksek Lisans öğrencisi Gulin Kahya (Tel: 05067719481; e-posta: gulin.kahya@metu.edu.tr) ile iletişim kurabilirsiniz.

Bu çalışmaya tamamen gönüllü olarak katılıyorum ve istediğim zaman yarıda kesip çıkabileceğimi biliyorum. Verdiğim bilgilerin bilimsel amaçlı yayımlarda kullanılmasını kabul ediyorum. (Formu doldurup imzaladıktan sonra uygulayıcıya geri veriniz).

Tarih   İmza

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Appendix D: Debriefing Form

Katılım Sonrası Bilgi Formu

Bu çalışma daha önce de belirtildiği gibi ODTÜ Psikoloji Bölümü öğretim üyelerinden Prof. Dr. Bengi Öner-Özkan danışmanlığında Yüksek Lisans öğrencilerinden Gülin Kahya tarafından yürütülmektedir. Bu çalışma bir adet demografik form ve 20 maddelik tutum ölçeğinden oluşur.

Elde edilen bilgiler sadece bilimsel araştırma ve yazılarda kullanılacaktır. Çalışmanın sonuçlarını öğrenmek ya da bu araştırma hakkında daha fazla bilgi almak için aşağıdaki isme başvurabilirsiniz. Bu araştırmaya katıldığınız için tekrar çok teşekkür ederiz.

Yüksek Lisans öğrencisi Gülin Kahya (e-posta: gulin.kahya@metu.edu.tr)

Appendix E: Approval from Middle East Technical University Human Subjects Ethics Committee in 2015

UYGULAMALI ETİK ARAŞTIRMA MERKEZİ
APPLIED ETHICS RESEARCH CENTER

ORTA DOĞU TEKNİK ÜNİVERSİTESİ
MIDDLE EAST TECHNICAL UNIVERSITY

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T: +90 312 210 22 91
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www.ueam.metu.edu.tr

Sayı: 28620816/218 ~ 577

04.05.2015

Gönderilen : Prof. Dr. Nuray Sakallı Uğurlu
Psikoloji Bölümü

Gönderen : Prof. Dr. Canan Sümer
IAK Başkan Vekili

İlgi : Etik Onayı

Danışmanlığını yapmış olduğunuz Psikoloji bölümü öğrencisi Gülin Kahya'nın "**Mültecilere İlişkin Tutum Ölçeği Geliştirme Çalışması**" isimli araştırması "İnsan Araştırmaları Komitesi" tarafından uygun görülerek gerekli onay verilmiştir.

Bilgilerinize saygılarımla sunarım.

Etik Komite Onayı

Uygundur

04/05/2015

Prof.Dr. Canan Sümer
Uygulamalı Etik Araştırma Merkezi
(UEAM) Başkan Vekili
ODTÜ 06800 ANKARA

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Appendix F: Approval from from Middle East Technical University Human Subjects Ethics Committee in 2019

UYGULAMALI ETİK ARAŞTIRMA MERKEZİ
APPLIED ETHICS RESEARCH CENTER

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www.ueam.metu.edu.tr

Sayı: 28620816 / 219

10 Mayıs 2019

Konu: Değerlendirme Sonucu

Gönderen: ODTÜ İnsan Araştırmaları Etik Kurulu (İAEK)

İlgi: İnsan Araştırmaları Etik Kurulu Başvurusu
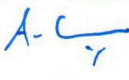
Sayın Prof.Dr. Bengi Öner ÖZKAN

Danışmanlığını yaptığınız **Gulın KAHYA'nın "The Role Of Contact in Locals' Attitudes Towards Refugess in Turkey"** başlıklı araştırması İnsan Araştırmaları Etik Kurulu tarafından uygun görülmüş ve **207-ODTÜ-2019** protokol numarası ile onaylanmıştır.
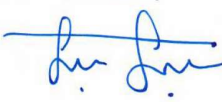
Saygılarımızla bilgilerinize sunarız.

Prof. Dr. Tülin GENÇÖZ
Başkan

Prof. Dr. Tolga CAN
Üye

Doç.Dr. Pınar KAYGAN
Üye

Dr. Öğr. Üyesi Ali Emre TURGUT
Üye

Dr. Öğr. Üyesi Şerife SEVİNÇ
Üye

Dr. Öğr. Üyesi Müge GÜNDÜZ
Üye

Dr. Öğr. Üyesi Süreyya Özcan KABASAKAL
Üye

Appendix G: Turkish Summary

1.   GİRİŞ

Kişinin ulusal kimliğine bağlılık düzeyinin bilinmesinin, farklı uluslardan gelenlere yönelik tutumlarını öngörmeye yardımcı olduğu iddia edilmiştir. Hopkins'e (2001) göre, milliyetçilik, kendilerini cinsiyet, din vb. yerine bir ulusla özdeşleştiren insanların ideolojisi olarak kabul edilebilir. Buna ek olarak, kendini bir ulusla tanımlamanın, diğer uluslardan insanlara ilişkin olumsuz davranış ve/veya tutumlara sebep olabileceği gibi olmayabileceğini de belirtmek gerekir. Condor ve Gibson (2007), 'aktif vatandaşlık' kavramını ortaya atar ve sağlıklı demokrasinin buna bağlı olduğunu savunur. Ancak, belirli koşullar altında vatandaşların "inaktifliğini" uygun görürler. Örneğin, genç vatandaşlar bazen siyasi olarak aktif değildirler ve Condor ve Gibson (2007), içinde büyüdükleri ve yaşadıkları siyasi atmosfer göz önüne alındığında bunu tahmin edilebilir bulur.

Mülteci tanımı genellikle sığınmacı ve göçmen tanımları ile karıştırılır. Açıklığa kavuşturacak olursak; sığınmacı mülteci olduğunu iddia eden kişidir, ancak iddiası henüz kesin olarak değerlendirilmemiştir. Öte yandan göçmenler, daha iyi yaşam koşullarına sahip olmak için ülkelerini terk etmeyi ve bir başka ülkeye göç etmeyi seçen kişilerdir. Amerika Birleşik Devletleri Mülteciler Komitesi tarafından yapılan bir araştırmaya (Mülteci ve Göçmenlere Yönelik Toplum Tutumları Anketi, 1984) göre, katılımcıların sadece birkaçı göçmen ve mülteci terimleri arasındaki ayrımın farkındaydı. Türkiye'deki Afganlar, Iraklılar, İranlılar ve diğer ulusların oluşturduğu mülteci popülasyonu bir kenara konacak olursa, 2011'den bu yana Suriyeli mülteciler Türkiye'ye sığındı.

Suriye'de çatışmalar başladığında, milyonlarca insan yerinden edilmiş ve evlerini terk etmek zorunda kalmıştır. Olağan/olağan dışı yolları takip ederek Avrupa ülkelerine giden Suriye halkı, medyada daha görünür hale gelse de yerinden edilen insanların çoğu

Türkiye, Lübnan ve Ürdün'e sığındı (Betts ve ark., 2017). Suriye halkının kitleler halinde ilk girişi Nisan ve Haziran 2011'de gerçekleşti.

Türkiye'de yerel halkın Suriyeli mültecilere yönelik tutumları araştırmacılar için popüler bir konu olmuştur. En son tezlerden birinde Karaoğlu (2015), vatandaşların Türkiye'deki Suriyeli mültecilere yönelik önyargılarını incelemiştir. Araştırmasında, Türkiye'deki Suriyeli mültecilere yönelik önyargıları kavramak için Olumsuz Grup Dışı Etki, Sosyal Mesafe, Sosyal Baskınlık Yönelimi, Tehdit ve Empati üzerine odaklandı. Ancak çalışmasının sonunda çalışmanın bir hipotezi olmamasına rağmen çalışmanın vatandaşların mültecilere yönelik tutumlarını anlamaya yardımcı olduğunu belirtmiştir.

Sosyal Kimlik Teorisi (SIT), insanların kendilerini sınıflandırmaya ve belirli bir sınıfın parçası olarak hissetmeye eğilimli olduklarını göstermektedir. Tajfel & Turner'a (1985) göre, yukarıda belirtilen sınıflandırma yaş, cinsiyet, sosyal bir gruba üye olmak, ideoloji, ekonomik statü vb. nedenlerle olabilir. Dolayısıyla, insanların bir gruba ait olmaya ihtiyaç duyduğu iddia edilebilir, ama neden? Ashforth ve Mael (1989), bu fenomenin arkasında çeşitli nedenler olduğunu öne sürmektedir. İlk olarak, kendini bir grupta sınıflandırmak, bireyin `biz` ve `onlar`ı içeren zihinsel bir temsile sahip olmasına yardımcı olur ve bu da onun gibi insanlarla ilgili genel bir anlayışa sahip olmasını sağlar. Roets ve Hiel (2011) makalelerinde, insanların çevrelerindeki insanlar hakkında, aslında sadece insanlar değil, aynı zamanda farklı gruplar hakkında da bilgiye sahip olmaları gerektiğini desteklemektedir.

Gerçekçi Grup Çatışma Teorisi (Sherifs, 1966), basit anlamda, bir küme insanı gruplara bölmenin, çıkar çatışması nedeniyle gerçekçi bir gruplar arası çatışma yarattığını öne sürmektedir. Bu çatışma, grup üyelerinin birbirlerine dair olumlu tutumlarını artırmasını sağlar ve grubun bir başka grupla, algılanan çatışmayla başa çıkmada iş birliğini geliştirir. Öte yandan, aynı zamanda grup üyelerinin diğer grupla düşmanca ilişkilere sahip olmalarına yol açar ve bu da grup üyelerinin ortak bir tehdide karşı birbirlerine daha yakın olmalarına neden olur.

Gruplararası Temas Teorisine göre, gruplararası temas, grup dışı üyelerden algılanan tehdidi (Savelkoul ve ark., 2011) ve grup dışı üyelere yönelik olumsuz tutumları azaltır. (Aberson, 2015). Allport (1954), optimal gruplararası teması açıklarken dört koşul tanımlar: eşit statü, gruplararası işbirliği, ortak hedefler ve sosyal ve kurumsal otoriteler tarafından destek. Allport, öncelikle, grup üyelerinin eşit statüden insanlarla temas kurmaya çalıştıklarını öne sürer. Ayrıca, teori, insanların toplum içindeki statülerine göre kiminle temas kurmaya devam edeceklerine karar verdiklerini iddia eder.

Labianca ve ark. (1998) da dahil olmak üzere birçok araştırmacı ise temasın, gruplararası çatışmayı çözeceğinin ve olumlu tutum değişikliğine yol açacağının varsayılmasının gerçekçi olmadığını savunur. Bunun yerine, gruplar arası temas, Allport (1954) tarafından yapılan ilk önermelerin, yani temas hipotezinin aksine gruplar arası çatışmayı besleyebilir.

Doğrudan yüz yüze temas en optimal koşul olarak düşünülse de acı deneyimlerin varlığı da akılda tutulmalıdır. Ancak, Everett'in (2013) makalesinde belirttiği gibi, her zaman olumlu temas oluşması imkânsız değilse de olası değildir. Başka bir deyişle, yüz yüze temasın -en çok tercih edilen olmasına rağmen- oluşturulması genelde zor, hatta imkansızdır. Bununla birlikte, olumlu doğrudan temas olmadığında, dolaylı temasın benzer bir rol oynayabileceği ve literatürde belirtilen bazı nedenlerden dolayı, önyargılarla mücadelede olumlu etkilerinin görülebileceği bildirilmiştir. Wright ve arkadaşlarının (1997) ilk olarak iddia ettiği gibi, gruplararası ilişkilerde dolaylı temasın etkileri genellikle olumlu tutum değişiklikleriyle bağlantılıdır. Yine de bu çalışmada, dolaylı temas nedeniyle grup üyesi olmayanlar hakkında hem olumlu hem de olumsuz varsayımlara yer verilmiştir.

Aberson (2015), negatif temasın grup içi üyelerin olumsuz tutumlarının ve hatta grup dışı üyelere yönelik stereotiplerin ardındaki nedenlerden biri olabileceğini savunur. Olumsuz bir deneyim yaşadıklarında, temas sonucunda kötü hisler ortaya çıkabilir. Bundan sonra, insanlar bunu tekrar yaşamamak için grup dışı üyelerle teması tekrarlamaktan kaçınırlar. Aynı şekilde, temastan kaçındıkça stereotiplerini de beslerler. Bu durum, bir kısır döngü

olarak tanımlanabilir. Ayrıca, negatif temas grup içi üyenin tehdit altında hissetmesine neden olabilir. Daha önce belirtildiği gibi tehdit, insanların grup üyesi olmayanlarla temas kurmasını zorlaştırır. Aberson (2015)'ın belirttiği gibi, insanlar dış gruptan bir bireyi, tüm grubun temsilcisi olarak görme eğilimindedirler.

Nihai analizde bu çalışma, Türkiye'de vatandaşların mültecilere yönelik tutumları hakkında bir fikir sahibi olmayı amaçlamaktadır. Özellikle asıl amaç, mültecilere ilişkin olumlu ve olumsuz tutumlarda temasın rolünü anlamaktıt. Buna ek olarak tehdit algısı, gelecekteki temasa yönelik düşük şevk ile bağlantılı olarak görülmektedir. Özetlenen noktalar nedeniyle, bu çalışma aşağıdaki hipotezlere sahiptir;

Hipotez 1: Bir mülteciyi tanımak insanların tutumlarını etkilemektedir.

1.a: En az bir mülteci tanıyan insanlar mültecilere ilişkin tanımayanlardan daha olumlu tutuma sahiptir.

1.b: Bireyin tanıdığı mülteci sayısı ne kadar fazlaysa, mültecilere ilişkin sergilediği tutum da o kadar çok olumludur.

Hipotez 2: En az bir mülteci tanıyan katılımcı grubu içinde, mültecilerle olan ilişkinin kalitesi onların tutumları üzerinde etkili olmaktadır.

2.a: Mültecilerle derin ilişki kuranların tutumları diğerlerinden daha olumludur.

2.b: Mültecilerle doğal ilişki kuranların tutumları diğerlerinden daha olumludur.

2.c: Mülteciler ile keyifli ilişki kuranların tutumları diğerlerinden daha olumludur.

2.d: Mülteciler ile işbirliği içinde ilişki kuranların tutumları diğerlerinden daha olumludur.

2.e: Mülteciler ile yakın ilişki kuranların tutumları diğerlerinden daha olumludur.

Hipotez 3: Mülteciler ile çalışan katılımcılar mültecilere ilişkin diğerlerinden daha olumlu tutumlara sahiptir.

Hipotez 4: Mültecilere dair bilgi kaynağı medya olan insanlar, mültecilere ilişkin bilgi kaynağı sosyal çevreleri ya da hem medya hem de sosyal çevreleri olan kişilere göre daha az olumlu tutuma sahiptir.

Hipotez 5: Mülteci sayısının daha yüksek olduğu illerde yaşayan insanların tutumları daha olumludur.

2. YÖNTEM

2.1. Katılımcılar

Başlangıçta 477 katılımcıya ulaşıldı. 100 katılımcı soruların %5'inden fazlasına cevap vermediğinden, 377 kişi çalışmaya dahil edildi. Bu 377 katılımcının yaşları 17 ila 65 arasında değişmekteydi (Ortalama= 29,37, Standart Sapma= 10,08).

2.2. Araçlar

Mevcut çalışma için Mültecilere Yönelik Tutumlar Ölçeği (ATRS) geliştirildi. Başlangıçta, madde havuzu oluşturmadan önce 5 görüşme yapıldı. Görüşmeler ortalama 14 dakika sürdü. 2 Kadın ve 3 erkek gönüllü soruları yanıtladı. Katılımcıların yaş ortalaması 31,4'tü. Katılımcıların 3'ü hali hazırda mülteciler ile çalışırken, diğer 2'si ilgili bir çalışma alanında herhangi bir çalışma tecrübesine sahip değildi.

Daha sonra, tutum ölçümü ve ölçek geliştirme konusunda eğitimli 11 Psikoloji Yüksek Lisans/Doktora öğrencisinden oluşan bir grup ile 83 madde oluşturuldu. Atasözleri ve deyimleri içeren maddeler Türkçe olarak üretildi. Birincil madde havuzu, Türkiye'deki mültecilere ilişkin hem olumlu hem de olumsuz tutumlarla ilgili soruları içermektedir. Başvuranların dikkatli bir şekilde yanıt verip vermediğini test etmek için madde listesine "ifadeleri okuyarak cevaplıyorum" maddesi eklendi.

84 madde, 5 puanlı Likert tipi bir ölçekte derecelendirildi (1 = Kesinlikle Katılmıyorum 5= Kesinlikle Katılıyorum). 29 madde olumlu, 54 madde olumsuz olarak yüklendi. Olumsuz maddeler ters kodlandı ve genel tutum, anketteki her bir maddenin puanları

toplanarak hesaplandı. Böylece, genel yüksek puanlar, mültecilere ilişkin yüksek düzeyde olumlu tutuma işaret etmektedir.

467 katılımcıdan toplanan veriler üzerinde 83 maddenin analizi yapıldı. Temel bileşenler analizinde özdeğeri 1'den yüksek olan 9 faktör bulunmuştur ve bu faktörlerin orijinal ölçek gelişiminin %64'ünü kapsadığını ortaya koyulmuştur. Analize göre, 21 madde (2, 3, 5, 6, 9, 11, 12, 13, 14, 20, 21, 32, 35, 39, 47, 49, 55, 58, 59, 74, 79, 81) benzer Cronbach Alfa katsayısına sahip 1'den fazla faktöre yüklendi. Bu nedenle, bu 21 madde dahil edilmedi. Daha sonra, 3 faktörün varyasyona yol açtığı Scree Plot üzerinde gözlemlendiği için 9 faktör, 3 faktör ile sınırlandırılarak Varimax Rotasyonu ile faktör analizi yapılmıştır.

Varimax döndürmesine göre 3 faktörün, varyansın %60'ını açıkladığı saptandı. Döndürülmüş bileşenler analizine göre, 3 maddenin (34, 65, 66) benzer Cronbach Alfa değerine sahip 2 faktöre yüklendiğini gösterdi. Bu faktörler çıkarılınca 3. faktör sadece 5 maddeden oluşmaktaydı. Bunun üzerine 58 madde üzerinde, 2 faktör sınırlandırılması ile Varimax Döndürme kullanılarak faktör analizi yapıldı. 2 faktör toplam varyansın %56'sını açıklamaktaydı. Sonuç olarak, 1. faktöre 40 madde yüklenirken, 2. faktöre 16 madde yüklendi. 2 madde hiçbir bir faktöre yüklenmedi. Faktörler 'Memnuniyetsizlik' (örneğin *Mülteciler ülkemizden ayrılmalı*) ve `Tolerans` (örneğin *Mültecilere yardım etmek insani bir görevdir*).

56 maddelik ölçeğin genel iç tutarlılığı α = .972 idi. Madde silindiğinde ölçeğin güvenirliğinin nasıl etkileneceği test edildi ve bir maddenin silinmesi, iç tutarlılık üzerinde önemli bir etkiye sahip olmadığından, madde silinmedi. Böylece, faktör başına en yüksek iç tutarlılığa sahip 10 öğe seçildi ve geri kalanı silindi.

Memnuniyetsizlik adlı ilk faktörün yüklemesi .77 ve .86 arasında değişirken, Tolerans adlı ikinci faktörün yüklemesi .48 ve .84 arasında değişti. İki faktör arasında istatistiksel olarak anlamlı pozitif bir korelasyon saptandı ($r =.253$, $p < .001$).

Yakınsak geçerliğini test etmek için Sosyal Baskınlık Yönelimi Ölçeği (Pratto ve ark. 1994) ve Zenofobi Ölçeği (van der Veer ve ark., 2011) yöntem bölümünde belirtildiği gibi

katılımcılara uygulanmıştır. 20 maddelik Mültecilere Yönelik Tutumlar Ölçeği ile 16 Maddelik Sosyal Baskınlık Yönelimi Ölçeği arasında istatistiksel olarak anlamlı pozitif bir korelasyon bulundu, $r = .564$ ($p < .001$).

Sosyal İstenirlik Ölçeği (Kozan, 1983), ölçeğin mültecilere ilişkin tutumlardan ziyade başka bir kavramı ölçüp ölçmediğini test etmek için kullanıldı. 20 maddelik Mültecilere Yönelik Tutumlar Ölçeği ile Sosyal İstenirlik Ölçeği arasında düşük pozitif bir korelasyon bulundu ($r = .01$, p>0.05).

Nihai 20 maddelik Mültecilere Yönelik Tutumlar Ölçeğinin tutarlılık katsayısı .91 olarak bulundu. *Memnuniyetsizlik* adlı faktör için Cronbach Alfa .95 ve *Tolerans* adlı faktör için .90 oldu.

2.2.1 İstatistiksel Analiz

Veri analizi, Windows için SPSS, sürüm 23 kullanılarak yapıldı. (SPSS Inc., Chicago, IL, Amerika Birleşik Devletleri). Veriler, metrik ayrık değişkenler için ortalama ± Standart sapma olarak gösterildi; kategorik değişkenler için gözlem sayısı ve yüzdeler kullanıldı. Veriler normal dağılım gösterdiğinden, iki kategoriye sahip grupların karşılaştırılması için bağımsız örnekler T-testi kullanıldı ve ikiden fazla kategoriye sahip gruplar için tek yönlü ANOVA kullanıldı. İlişki düzeyleri ile ATRS puanları arasındaki ilişkiyi incelemek için çoklu regresyon analizi yapıldı. .05'ten düşük *p* değeri istatistiksel olarak anlamlı kabul edildi.

2.3. Demografik Sorular

Bu çalışmada, katılımcılara yaşları, cinsiyetleri, yaşadıkları il, meslekleri, eğitim düzeyleri ve mültecilerle çalışma konusunda herhangi bir deneyimleri olup olmadığı sorulmuştur (bkz. Ek A).

2.4. Mültecilere Aşinalığı Ortaya Çıkaran Sorular

Tüm katılımcılara `mülteci ' dendiğinde hangi ulusların akıllarına geldiği soruldu. Katılımcılara herhangi bir aile üyesi/tanıdıklarının mülteci olup olmadığı soruldu. Türkiye'de yaşayan bir mülteci tanıyıp tanımadıkları soruldu. Bu koşullu bir soruydu. 'HAYIR' cevabını veren katılımcılara, sadece mülteciler hakkında nasıl bilgi aldıkları soruldu. 'EVET` cevabını veren diğer kişilere 11 tamamlayıcı soru soruldu.

2.5. İlişki Düzeyi ile İlgili Sorular

İlk olarak, katılımcılara kaç mülteci tanıdıkları soruldu. İkinci olarak, ilişkilerini nasıl yorumladıkları soruldu. Üçüncü olarak, katılımcıların kendilerini mültecilerle genel olarak ne kadar benzer gördükleri soruldu. Takip eden soruda, kendilerini ekonomik olarak mültecilerle ne kadar benzer gördükleri soruldu.

2.6. Prosedür

Çalışmanın etik standartlara uyduğundan emin olmak için, 2015 yılında Ortadoğu Teknik Üniversitesi İnsan Araştırmaları Etik Komitesi'nden (HSEC) Mültecilere Yönelik Tutumlar Ölçeği'nin (ATRS) geliştirilmesi üzerine çalışırken resmi onay (bkz. Ek E) alındı ve 2019'da aynı onay ikinci kez (bkz. Ek F) bu çalışmanın veri toplama amaçları için birkaç demografik soru eklenerek ODTÜ İnsan Araştırmaları Etik Komitesi'nden veri toplamak için tekrar alınmıştır. ATRS (bkz. Ek B), hazırlandı ve Qualtrics and Survey Monkey üzerinde çevrimiçi olarak dağıtıldı ve ODTÜ SONA sistemi aracılığıyla anketleri doldurarak fazladan kredi almak isteyen öğrencilere dağıtıldı. SONA platformuna ek olarak, demografik sorular ve ATRS soruları sosyal medyada Qualtrics and Survey Monkey linkleri aracılığıyla dağıtıldı. Anketin ilk sayfasında bir onay formu (bkz. Ek C) sunuldu ve yalnızca `Kabul et` seçeneğini seçenler soru sayfasına yönlendirildi.

3.   SONUÇLAR

Toplam ATRS puanları ile Memnuniyetsizlik alt ölçek puanları açısından erkek ve kadın katılımcılar arasında istatistiksel olarak anlamlı bir fark bulunmazken ($p>0,05$), Tolerans

alt ölçek puanlarında erkek ve kadın katılımcılar arasında istatistiksel olarak anlamlı bir fark bulunmuştur [t(375) = 2,150, p= 0,032, d = 0,23]. Kadın katılımcılarda Tolerans alt ölçek puanları (Ort. = 34,68, SS= 7,67) erkek katılımcılara göre anlamlı olarak daha yüksekti (Ort. = 32,81, SS= 8,64).

Herhangi bir mülteci tanıyan katılımcılarla tanımayanlar arasında, toplam ATRS puanlarında [t(375) = 3,475, p = 0,001, d = 0,40], Memnuniyetsizlik alt ölçek puanlarında [t(375) = -3,654, p = 0,000, d = -0,42] ve Tolerans alt ölçek puanlarında [t(375) = 2,766, p = 0,006, d = 0,34] istatistiksel olarak anlamlı bir fark mevcuttu. Hiç mülteci tanımayan katılımcılarda Memnuniyetsizlik alt ölçek puanları (Ort. = 28,35, SS= 9,65) en az bir mülteci tanıyan katılımcılara göre (Ort. = 24,20, SS= 10,38) anlamlı derecede yüksekti. En az bir mülteci tanıyan katılımcılarda Tolerans alt ölçek puanları (Ort. = 35,97, SS= 8,62), hiç bir mülteci tanımayan katılımcılara göre (Ort. = 33,30, SS= 7,72) anlamlı derecede yüksekti. En az bir mülteci tanıyan katılımcılarda toplam ATRS puanları (Ort. = 71,77, SS= 18,15), hiç mülteci tanımayan katılımcılara göre (Ort. = 64,95, SS= 16,59) anlamlı derecede yüksekti.

Mültecilerle çalışan katılımcılarla çalışmayan katılımcılar arasında toplam ATRS puanları [t(375) = 2,588, p = 0,010, d = 0,33], Memnuniyetsizlik alt ölçek puanları [t(375) = -2,755, p = 0,006, d = -0,35] ve Tolerans alt ölçek puanları [t(375) = 2,126, p = 0,034, d= 0,27] istatistiksel olarak anlamlı düzeyde farklılaşmaktaydı. Mültecilerle çalışmayan katılımcıların Memnuniyetsizlik alt ölçek puanı (Ort.= 27,93, SS= 9,82) mültecilerle çalışan katılımcılara kıyasla (Ort.= 24,45, SS= 10,35) anlamlı düzeyde daha yüksekti. Mültecilerle çalışan katılımcıların Tolerans alt ölçek puanları (Ort.= 35,76, SS= 8,81) mültecilerle çalışmayan katılımcılara kıyasla (Ort.= 33,59, SS= 7,80) anlamlı düzeyde daha yüksekti. Mültecilerle çalışan katılımcıların toplam ATRS puanları (Ort.= 71,31, SS= 18,37) mültecilerle çalışmayan katılımcılara kıyasla (Ort.= 65,66, SS= 16,83) anlamlı düzeyde daha yüksekti.

Üç eğitim düzeyi grubu arasında Memnuniyetsizlik (F (2,374) = 5,257, p = 0,006, η^2 = 0,03), Tolerans (F (2,374) = 8,881, p = 0,000, η^2 = 0,05) ve toplam ATRS puanları (F (2,374) = 7,313, p = 0,001, η^2 = 0,04) arasında anlamlı bir fark mevcuttu. Memnuniyetsizlik alt ölçek puanları ile ilgili olarak, Yüksek Lisans veya Doktora derecesi olan katılımcıların puanları (Ort. = 23,91, SS= 8,54), üniversite mezunları (Ort. = 28,32, SS= 11,03) ve lise mezunlarından (Ort.=27,71, SS= 9,31) anlamlı düzeyde daha düşüktü. Ancak üniversite ve lise mezunlarının puanları arasında anlamlı bir fark yoktu ($p>0,05$). Memnuniyetsizlik alt ölçek puanları ile ilgili olarak, Yüksek Lisans veya Doktora derecesi olan katılımcıların puanları (Ort. = 37,50, SS= 6,56), üniversite mezunları (Ort. = 33,28, SS= 9,08) ve lise mezunlarından (Ort.=33,11, SS= 7,16) anlamlı düzeyde daha yüksekti. Ancak üniversite ve lise mezunlarının puanları arasında anlamlı bir fark yoktu ($p>0,05$). Toplam ATRS puanları ile ilgili olarak, Yüksek Lisans veya Doktora derecesi olan katılımcıların puanları (Ort. = 73,59, SS= 14,32), üniversite mezunları (Ort. = 64,96, SS= 19,42) ve lise mezunlarından (Ort.=65,40, SS= 15,53) anlamlı düzeyde daha yüksekti. Ancak üniversite ve lise mezunlarının puanları arasında anlamlı bir fark yoktu ($p>0,05$).

ATRS puanları açısından üç bilgi kaynağı grubu (medya, sosyal çevre veya her ikisi), tanınan mülteci sayısı (bir, iki, üç, dört ve üstü) grupları arasında anlamlı düzeyde bir fark bulunamadı ($p>0,05$).

Sonuçlar İstanbul, Ankara, İzmir, Aydın ve Türkiye'nin diğer şehirlerinde yaşayan katılımcılar arasında Memnuniyetsizlik (F (4,372) = 4,737, p = 0,001, η^2 = 0,05), Tolerans (F(4,372) = 4,443, p = 0,002, η^2 = 0,05) ve toplam ATRS puanları (F (4,372) = 5,011, p = 0,001, η^2 = 0,05) arasında anlamlı düzeyde bir fark olduğunu gösterdi. Memnuniyetsizlik alt ölçek puanları ile ilgili olarak, Aydın'da yaşayan katılımcıların puanları (Ort. = 31,80, SS= 10,26), İstanbul'da (Ort.= 22,87, SS= 8,65) ve Ankara'da yaşayan katılımcıların puanlarından (Ort.= 26,21, SS= 9,30) anlamlı düzeyde daha yüksekti. Tolerans alt ölçek puanları ile ilgili olarak, İstanbul'da yaşayan katılımcıların puanları (Ort. = 38,13, SS= 5,99), İzmir'de (Ort. = 33,17, SS= 9,10) ve Aydın'da yaşayan

katılımcıların puanlarından (Ort. = 30,89, SS = 8,92) anlamlı düzeyde yüksekti. Toplam ATRS puanları ile ilgili olarak, İstanbul'da yaşayan katılımcıların puanları (Ort. = 75,26, SS= 13,93), İzmir (Ort.= 65,22, SS= 19,47) ve Aydın'da yaşayan katılımcıların puanlarından (Ort.= 59,09, SS= 18,33) anlamlı düzeyde daha yüksekti. Ayrıca Ankara'da yaşayan katılımcıların puanları (Ort. = 68,43, SS= 15,46) Aydın'da yaşayan katılımcıların puanlarından anlamlı düzeyde daha yüksekti (Ort.= 59,09, SS= 18,33).

Sonuçlar, öğrenciler, öğretmenler, mühendisler, psikologlar ve diğerlerinin Memnuniyetsizlik ($F(4,372) = 11,457, p = 0,000, \eta^2 = 0,12$), Tolerans ($F(4,372) = 9,279, p = 0,000, \eta^2 = 0,09$) ve toplam ATRS puanları ($F(4,372) = 11,501, p = 0,000, \eta^2 = 0.11$) arasında anlamlı bir fark olduğunu gösterdi. Memnuniyetsizlik alt ölçek puanları ile ilgili olarak, psikologların puanları (Ort. = 16,87, SS= 6,57), öğrencilerin (Ort. = 27,46, SS= 8,85), öğretmenlerin (Ort.= 31,62, SS= 9,73), mühendislerin (Ort. =30,84, SS= 9,04) ve diğer mesleklerden katılımcıların puanlarından (Ort. = 25,81, SS= 10,02) anlamlı düzeyde daha düşüktü. Ayrıca, öğretmenlerin puanları (Ort. = 31,62, SS= 9,73) diğer mesleklerden katılımcıların puanlarından (Ort. = 25,81, SS= 10,02) anlamlı düzeyde daha yüksekti. Tolerans alt ölçek puanları ile ilgili olarak, psikologların puanları (Ort. = 41,61, SS= 4,59) öğrencilerin (Ort. = 33,87, SS = 6,74), öğretmenlerin (Ort. = 30,50, SS= 8,65), mühendislerin (Ort. = 32,36, SS = 8,16) ve diğer meslek gruplarının puanlarından (Ort. = 34,97, SS= 8,91) anlamlı ölçüde daha yüksekti. Ayrıca, öğretmenlerin puanları (Ort. = 30,50, SS= 8,65) diğer mesleklerden katılımcıların puanlarından (Ort. = 34,97, SS= 8,91) anlamlı düzeyde daha düşüktü. Toplam ATRS puanlı ile ilgili olarak, psikologların puanları (Ort. = 84,74, SS= 10,70), öğrencilerin (Ort. = 66,40, SS= 14,79), öğretmenlerin (Ort. = 58,88, SS= 17,80), mühendislerin (Ort. = 61,52, SS= 16,47) ve diğer meslek gruplarından katılımcıların puanlarından (Ort. = 69,16, SS= 18,71) anlamlı ölçüde daha yüksekti. Ayrıca, öğretmenlerin puanları (Ort. = 58,88, SS = 17,80) öğrencilerin (Ort. = 66,40, SS = 14,79) ve diğer mesleklerden katılımcıların puanlarından (Ort. = 69,16, SS = 18,71) anlamlı düzeyde daha düşüktü.

Mültecilerle biraz derin, biraz doğal, tamamen keyifli, tamamen işbirliği içinde ve tamamen yakın ilişkilere sahip olan katılımcılar ortalama olarak en yüksek ATRS puanlarına sahipti. Mültecilerle biraz benzer olduklarını ve biraz benzer ekonomik statüye sahip olduklarını düşünen katılımcılar, ortalama olarak en yüksek ATRS puanlarına sahipti.

4.   TARTIŞMA

Bu çalışmada, yerli halkın genel olarak mültecilere ilişkin olumlu tutum sergilediklerini gösteren ortalama ATRS puanları 66,83 (SS= 17,28) elde edilmiştir. Ayrıntılara bakıldığında, Tolerans alt ölçeğinin ortalama puanı 34,04 (SS= 8,06) ve Memnuniyetsizlik alt ölçeğinin ortalama puanı 27,20 (SS= 10,02) idi; bu da yerli halk arasında Türkiye'deki mültecilere yönelik olumlu tutumların olumsuz tutumlardan daha yaygın olduğunu göstermektedir.

İstatistiksel olarak anlamlı bulunmamasına rağmen ATRS puanları, cinsiyete göre farklılık göstermektedir. Buna göre, kadınların Memnuniyetsizlik alt ölçeği puanları erkeklerden daha düşük bulunmuştur. Toplam Tolerans puanlarına bakıldığında, kadınların erkeklerden daha yüksek puan aldıkları görülmekte ve bu fark istatistiksel olarak anlamlı bulunmuştur. Bu sonuç, kadınların mültecilere ilişkin tutumlarının erkeklerinkinden daha olumlu olduğunu göstermektedir.

Sonuçlar ayrıca, en az bir mülteci tanıyan ve herhangi bir mülteci tanımayan katılımcıların tutumları arasında istatistiksel olarak anlamlı bir fark olduğunu gösterdi. Bu fark, toplam ATRS puanlarının yanı sıra Memnuniyetsizlik ve Tolerans puanlarında da gözlenmiştir. Bu bulgulara göre, beklenileceği üzere, bir mülteci tanımak, mültecilere ilişkin olumlu tutumlara sahip olmaya yardımcı olmaktadır. Buna ek olarak, herhangi bir mülteci tanıyan ve tanımayan kişiler arasında istatistiksel olarak anlamlı olan Memnuniyetsizlik ve Tolerans puanları ile ilgili fark, mültecilerle hiçbir temas kurulmamasının mültecilere ilişkin daha bir olumsuz tutum öngördüğünü göstermektedir.

Buna uygun olarak, mültecilerle çalışan katılımcılar, mültecilerle çalışma deneyimi olmayan katılımcılara göre Tolerans faktörü ve toplam ATRS puanlarında daha yüksek ve Memnuniyetsizlik faktöründe daha düşük puanlara sahiptir. Bu sonuçlara göre, mültecilerle çalışmak, insanların mültecilere ilişkin tutumlarında bir fark yaratmakta ve bu fark olumlu görünmektedir. Ayrıca bu, mültecilerle çalışanların mültecilere ilişkin olumlu tutumlarının diğerlerinden daha yüksek olmasını öngören hipotezi de desteklemektedir. Bu hipotez dolaylı olarak, mültecilerle temas halinde olan kişilerin mültecilerle herhangi bir teması olmayan insanlardan daha olumlu tutumlara sahip olacaklarını öngören önceki hipotezi de desteklemektedir. Mültecilerle çalışmanın etkisi, mültecilerle çalışan insanların maruz kalma, empati ve sempati düzeylerinin, mültecilerin yaşamlarına ve benzerliklerine ne kadar dahil olduklarını inceleyerek ileri araştırmalarda çalışılabilir. Bu çalışma, bu değişkenlerden herhangi birinin mültecilere ilişkin olumlu tutumlarındaki etkisini araştırmadığı için, bu çalışma sadece mültecilerle çalışma ile mültecilere ilişkin olumlu tutumlara sahip olma arasındaki ilişkiyi göstermektedir. Bununla birlikte, arabulucuları açıklığa kavuşturmak için başka bir çalışma yararlı olacaktır.

Mevcut çalışmada, eğitim düzeyi en yüksek seviyede olduğunda mültecilere ilişkin olumlu tutumların en yüksek olduğu bulunmuştur. Sonuçlara göre, Yüksek Lisans ve/veya doktora derecesine sahip grubun, üniversite ve lise mezunlarını gibi diğer eğitim gruplarına göre anlamlı düzeyde daha yüksek olumlu tutuma sahiptir. Bununla birlikte, üniversite ve lise mezunları arasında çok fazla fark görülmemiştir. Bu da, pozitif tutum ve eğitim düzeyi arasında pozitif korelasyon olduğu hipotezini kısmen desteklemektedir. Başka bir deyişle, Yüksek lisans ve/veya Doktora derecesine sahip grubun mültecilere yönelik olumlu tutumlarının en yüksek olmasına rağmen, eğitim düzeyi arttıkça olumlu tutumların her koşulda daha yüksek olacağı iddia edilemez.

Bilgilenme kaynağı ile ilgili olarak, sonuçlar, mülteciler hakkında medyadan bilgi alan ve sosyal çevreleri tarafından bilgi alan katılımcıların tutumları arasında anlamlı bir fark olduğunu göstermemiştir. Bu nedenle, bu sonuç, bilgilenme kaynağı sosyal çevreleri olan

katılımcıların bilgi kaynağı sosyal medya olan katılımcılardan daha olumlu tutumlara sahip olacaklarını öngören hipotezi desteklememiştir. Mevcut çalışma, mültecilerle herhangi bir teması olmayan ancak yalnızca medya aracılığıyla bilgi alan kişilere ulaşmayı amaçlamamıştır. Böyle bir çalışmada, medyanın, insanların mültecilere ilişkin tutumları üzerindeki etkisi incelenebilir. Bu aynı zamanda basın, televizyon, internet ve sosyal medya gibi çeşitli medya kanallarının etkilerinin ayrı ayrı incelenmesine yardımcı olacaktır.

Bu çalışmada meslekler arasında anlamlı bir fark gözlenmiştir. Toplam ATRS, Tolerans ve Memnuniyetsizlik puanlarının hepsiyle ilgili olarak, psikologlar mültecilere ilişkin diğer mesleklerden daha olumlu tutumlara sahiptir. Öte yandan, toplam ATRS puanları ve Tolerans ve Memnuniyetsizlik faktörlerinde, öğretmenlerin diğerlerinde daha yüksek olumsuz tutuma sahip olduğu görülmektedir. Bu bulgu, yazarlara ileri bir çalışmada, yalnızca öğretmenlerin mülteci öğrencilere yönelik tutumlarının incelenebileceğini düşündürmüştür. Böyle bir çalışma, mülteci öğrencilerin Türkiye'deki eğitiminde sosyal faktörlerin değerlendirilmesine kesinlikle yardımcı olacaktır.

Mülteci bir yakına sahip katılımcıların ilişki kaliteleriyle ilgili sonuçlarla ilgili olarak, ilişkinin kalitesinin kavranması için beş boyut soruldu. Her bir boyut için tüm puanlar, ilişki kalitesinin mültecilere ilişkin olumlu tutumları öngördüğünün söylenebilip söylenemeyeceğini görmek için test edildi. İlk olarak, katılımcılar ilişkilerini tamamen yüzeysel ile tamamen derin arasında puanladı. İlişkilerini en yüksek derinlik seviyesinde puanlayanlar, ATRS'de ortalama üzerinde bir puan aldı. Bu nedenle, bir mülteci ile olan ilişki derinleştikçe, mültecilere ilişkin daha olumlu tutumlar olacağı hipotezi desteklenmiştir. İkinci boyut, ilişkinin doğallığıydı ve bunu test etmek için katılımcılardan ilişkilerini tamamen zorlama ve tamamen doğal arasında değerlendirmeleri istendi. İlişkilerini biraz doğal olarak değerlendiren katılımcılar, en yüksek toplam ATRS puanlarına sahipti ve bu, mültecilerle olan doğal ilişkinin olumlu tutumları öngördüğünü desteklemektedir. Hodson (2011), insanlar hem özgürce temas kurmayı seçtiğinde hem de

sınırlı seçeneklerle karşılaştıklarında temasın olumlu bir değişiklik getirdiğini öne sürse de bu çalışma, zorunlu ilişkiler ve doğal ilişkiler arasında bir fark tespit etmiştir.

Ayrıca sadece memnuniyet verici ilişkilerin değil aynı zamanda nötr ilişkilerin de olumlu ilişkiler öngördüğü gözlemlenmiştir, ancak ilişkilerini tamamen memnuniyet verici olarak tanımlayan katılımcılar en yüksek ATRS puanlarını elde etmiştir. Dolayısıyla, mültecilerle memnuniyet verici ilişkileri olan kişilerin mültecilere ilişkin en olumlu tutumlara sahip olma eğiliminde oldukları söylenebilir. Ayrıca, katılımcıların ilişkilerini tamamen uzak ve tamamen yakın arasında değerlendirmeleri istendiğinde, mültecilerle tamamen yakın ilişkilere sahip olduklarını bildiren katılımcılar, en yüksek toplam ATRS puanlarına sahip olmuştur ve bu insanlar mültecilerle daha yakın ilişkiler kurdukça mültecilere yönelik olumlu tutumlarının arttığını göstermektedir. Son olarak, katılımcıların ilişkilerini tamamen rekabetçi ve tamamen işbirliği içinde arasında değerlendirmeleri istendiğinde, tamamen işbirliği içinde olduklarını bildiren katılımcılar, en yüksek toplam ATRS puanlarına sahip olmuştur ve bu, insanlar mültecilerle iş birliği içinde oldukça mültecilere yönelik olumlu tutumlarının arttığını göstermektedir.

Öte yandan, katılımcıların genel ve ekonomik anlamda mültecilerle benzerliklerini değerlendirmeleri istenmiştir. İlk olarak, kendilerini biraz benzer gören katılımcılar, en yüksek toplam ATRS puanlarına sahip olmuştur. Aynı şekilde, ekonomik statülerini mültecilere biraz benzer gören katılımcılar en yüksek ATRS puanlarına sahip olmuştur. Bu iki önemli bulgu, mültecilere yönelik olumlu tutumların, insanların kendilerini mültecilerle genel ve ekonomik olarak benzer gördükçe arttığını göstermiştir.

Appendix H: Thesis Photocopying Permission Form

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<u>YAZARIN</u> / <u>AUTHOR</u>

Soyadı / Surname   : Kahya

Adı / Name   : Gülin

Bölümü / Department : Psikoloji

<u>**TEZİN ADI**</u> / <u>TITLE OF THE THESIS</u> (**İngilizce** / English) : Differentiation of Dual Motivational System in Deviance Regulation by Achievement Goal Orientations

<u>**TEZİN TÜRÜ**</u> / <u>DEGREE</u>**:** **Yüksek Lisans** / Master ☒ **Doktora** / PhD ☐

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