

Turkish NGOs' Assistance to Refugees: What Can Malaysia Learn?

Bantuan Kemanusiaan Terhadap NGO: Apakah yang Boleh Dipelajari Malaysia?

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ABSTRACT

Until 2020, the refugee statistics are climbing due to the humanitarian crisis in their countries and regions, specifically the Syrian civil war crisis, the denial of Rohingya citizenship in Myanmar, and the Saudi Arabia-Yemen war. Based on the statistics shown by UNHCR, Turkiye hosts 3.8 million refugees and has been the largest refugee-hosting country in the world for the past eight years, most of whom are from Syria. Out of a sense of responsibility and concern about the plight of refugees in Turkiye, various actors, particularly NGOs, appeared to support them. Progressive NGOs have been influential in distributing humanitarian assistance to refugees and ensuring access to education, employment, and healthcare services. Like Turkiye, Malaysia is becoming a place in refugees' hearts to seek shelter and a better life. Thus, by comparing the roles and assistance between Turkish NGOs and Malaysian NGOs toward refugees through the discourse of previous studies, this study aims to untangle how Malaysian NGOs can learn from Turkish NGOs to empower assistance toward refugees further. Our research perceives Malaysian NGOs could implement humanitarian assistance to refugees, including teaching them how to be independent through vocational training and employment, education (English and local language), health (clinic and psychological treatment), shelter, legal aid, and intermediary.

Keywords: Humanitarian assistance; Malaysia; NGOs; refugees; Turkiye.

ABSTRAK

Sehingga tahun 2020, statistik pelarian semakin meningkat berikutan krisis kemanusiaan di negara dan wilayah mereka, khususnya krisis perang saudara Syria, penafian kewarganegaraan Rohingya di Myanmar, dan perang Arab Saudi-Yaman. Berdasarkan statistik yang dipaparkan UNHCR, Turkiye menampung 3.8 juta pelarian dan telah menjadi negara yang menempatkan pelarian terbesar di dunia sejak lapan tahun lalu, kebanyakannya berasal daripada Syria. Timbul rasa tanggungjawab dan keprihatinan tentang nasib pelarian di Turkiye, pelbagai pelakon, khususnya NGO, tampil memnghulurkan sokongan kepada mereka. NGO dengan tindakan progresif telah berpengaruh dalam mengagihkan bantuan kemanusiaan kepada pelarian dan memastikan akses kepada pendidikan, pekerjaan dan perkhidmatan penjagaan kesihatan. Seperti Turkiye, Malaysia menjadi tempat di hati pelarian untuk mencari perlindungan dan kehidupan yang lebih baik. Justeru, dengan membandingkan peranan dan bantuan antara NGO Turkiye dan NGO Malaysia terhadap pelarian melalui wacana kajian lepas, kajian ini bertujuan untuk menguraikan bagaimana NGO Malaysia boleh belajar daripada NGO Turkiye dalam memperkasakan bantuan terhadap pelarian dengan lebih lanjut. Kajian ini berpendapat NGO Malaysia boleh melaksanakan bantuan

kemanusiaan kepada pelarian, termasuk mengajar mereka cara berdikari melalui latihan vokasional dan pekerjaan, penyediaan pendidikan dalam Bahasa Inggeris dan bahasa tempatan, kesihatan (rawatan klinik dan psikologi), tempat tinggal, bantuan guaman dan perantara.

Kata kunci: bantuan kemanusiaan; Malaysia, NGOs, pelarian, Turkiye.

INTRODUCTION

Humanitarian assistance actions by NGOs categorize a few types of beneficiaries, such as victims of natural disasters, poverty, famine, orphans, the elderly, and people who have no place to live, including refugees. The refugee issue is gaining more attention from governments at the international level and international relations experts - the problem is a more complex assortment than other global issues. Refugees are an individual problem, but on the other hand, it shows issues appear on societal, government, and international levels. Refugees consist of humanitarian, moral, security, and development issues (Hakovirta 1993). For instance, in Loescher's study (2002), he found the primary concern of refugees is about security weaknesses in the countries that are being occupied; Turkiye, Syria, and Kenya. The human rights record in the three countries is terrific. Refugees face detention, persecution, and deportation from the country when authorities arbitrarily harass, detain, and arrest them. About 15% of those fleeing Syria in Turkiye are in refugee camps, and some are in cities. Some other Syrian refugees live in rural areas, making it difficult for humanitarian organizations to access and send aid- forced to live in congested with limited food supplies and other necessities (Al-Natour, Al-Ostaz & Morris 2018).

Until 2020, the refugee statistics are climbing due to the humanitarian crisis in their countries and regions, especially the Syrian civil war crisis, the denial of Rohingya citizenship in Myanmar, and the Saudi Arabia-Yemen war. Based on the statistics shown by UNHCR, Turkiye is the highest-receiving country hosting refugees, with a total of 3.8 million, and most refugees are from Syria. Out of a sense of responsibility and concern about the fate of refugees in Turkiye, various non-governmental actors, notably NGOs, have appeared to help this vulnerable group's survival. Until 2022, NGOs in Turkiye are seen to have sprouted rapidly, whether originally established in Turkiye or external NGOs that expanded their branches here. The two factors cause Turkish NGOs to grow are that Turkiye is a country adjacent to Syria, which causes many aid funds from foreign countries, especially Europe, to go through Turkiye. Second, most Syrians fled to Turkiye, causing civil organizations there to act immediately to resolve the issue.

Like Turkiye, Malaysia is becoming a place in refugees' hearts to seek refuge and a better life. History shows Malaysia has been the most sought-after destination for refugees since the crises of the Vietnam, Bosnia, and Myanmar wars. Until January 2023, UHNCR Malaysia recorded the number of refugees as 183,790 (details in figure 1). Most of the refugees' view Malaysia as the immigrant-friendly ambience, safe, and culturally adaption.

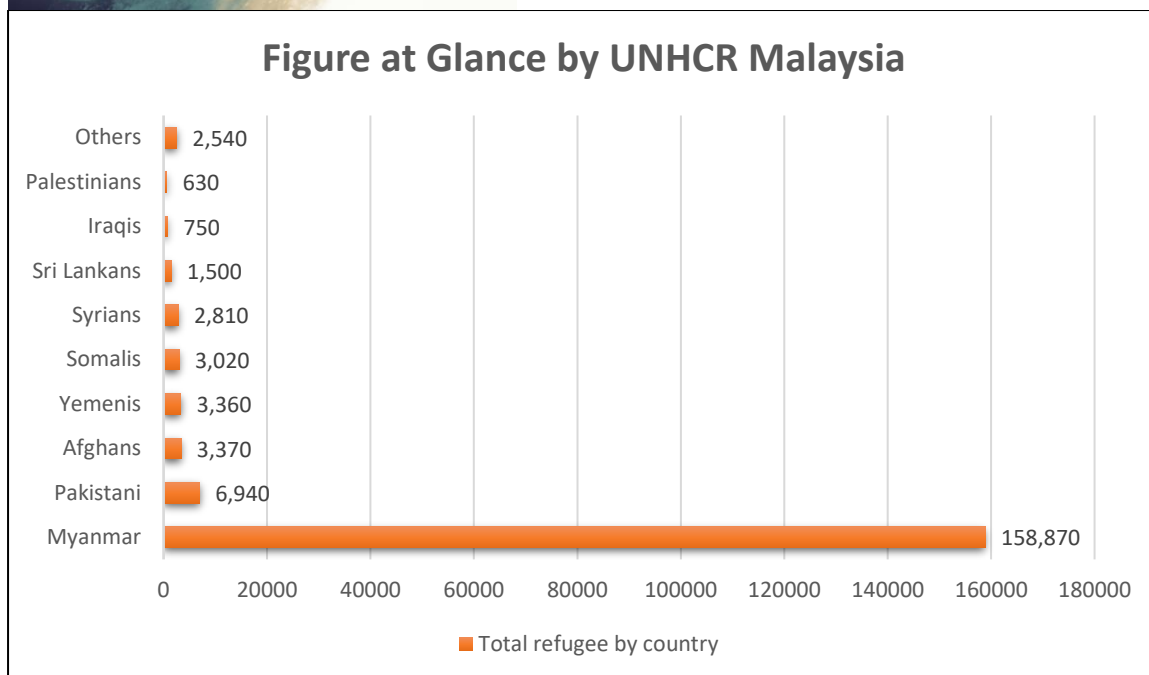


Figure 1: Statistic of refugees in Malaysia.
 Source: (UNHCR Malaysia 2023).

Malaysia's tolerance of receiving and resettling refugees to third countries increases this arrival yearly. Due to the growing number of refugees in Malaysia, besides the incapability of UNHCR to comprehensively manage, particularly in survival assistance; thus, NGOs in humanitarian relief have thrived in recent years to assist the refugees. NGOs have become the most significant actors in meeting the needs of refugees in Malaysia. Hence, by comparing the roles and assistance of Turkish NGOs and Malaysian NGOs toward refugees through the discourse of previous studies, this study aims to untangle how Malaysian NGOs can learn from Turkish NGOs to empower assistance toward refugees further.

TURKISH NGOs ASSISTANCE TO REFUGEE

Although Turkiye is a party to the 1951 Refugee Convention and its 1967 Protocol and maintains the geographical limitation, the country still confronts the worst humanitarian catastrophe. It is the first secure destination for people fleeing war. In the last three years, taxpayers spent more than \$6 billion on refugees. Fortunately, there is not a primary public reaction against these vulnerable groups. Nevertheless, it is unrealistic to expect Turkiye to overcome this crisis alone. Erdogan's Turkiye is continuously on the edge of chaos. Numerous previous studies discuss the current circumstance of refugees in Turkiye, especially Syrian refugees, and the role of civil society in handling them, notably NGOs. Since the Syrian refugees first arrived in Turkiye, civil society is rose significantly, playing a crucial role in channelling support to and advocating for the rights of refugees. Their efforts have been influential in distributing humanitarian assistance to refugees and ensuring access to education, employment, and healthcare services (Zihnioğlua & Dalkıran 2022). Therefore, in this part, we will focus on the type of NGO assistance for refugees in Turkiye.

Kargin's study (2016) explored the circumstances of Syrian refugees in Turkiye and their impact on the Turkish people. Although his research is more focused on the presence of

Syrian refugees in Turkiye, which negatively impacts the lives of Turkish people, he also explains the role of NGOs in providing services such as food and clothing to the refugees there. According to the data obtained by Kargin through his interviews with Syrian refugee informants, the food and clothing resources provided still need to be improved. In addition, NGOs' involvement in the health field provides medicines for patients. NGOs were involved in education by building learning centres for Syrian refugee children and providing volunteer teachers to teach.

NGO participation in educating Syrian refugees in Turkiye can be examined more thoroughly in McCarthy's study (2017). The study examines the humanitarian operations of NGOs in the measures taken to educate Syrian children in Turkiye. He has chosen NGOs with Islamic religious patterns in areas with many Syrian residents, such as in Hatay, Istanbul, Adana, Sanliurfa, and Gaziantep in 2016. On September 16, 2013, the Turkish Ministry of Education entirely controlled education for Syrian refugees provided by NGOs inside or outside the refugee camp. The chairman of the NGO AY-DER explained that the goal of his organization in the involvement of providing education to Turkish refugees is to provide Syrian refugees with the knowledge that can help them gain goodness, improve their skills level and qualifications to become valuable individuals and build a bridge between Syria and Turkiye through joint program Turkish students. The role of humanitarian NGOs in the education sector in Turkiye can be summarized as the construction of temporary education centres; 1) school renovation and renewal, 2) providing teacher salary incentives, 3) developing, publishing, and distributing educational materials, 4) providing financial support to families, 5) providing Turkish language courses and vocational training, and 6) providing transportation to students. NGOs in Turkiye are also trying to support Syrian refugees by providing shelter, especially for groups that have just arrived from the border. This discussion can be examined in the study of El-Khani et al. (2018). A local NGO in Turkiye has turned a building that was originally a wedding hall into a temporary housing location. The families involved are supplied daily with essential items such as food, hygiene products, and baby milk.

Meanwhile, Yilmaz (2019) criticizes Turkiye's humanitarian movement, ignoring the employment field in humanitarian aid programs and social policies. NGOs solely focus on vocational training courses; for Syrian refugees to obtain jobs in Turkiye is alarming. In addition, Moustafa (2015) also criticized the actions of NGOs in Turkiye were found to have their interests when carrying out humanitarian aid activities. Initially, Moustafa's study attempted to provide a framework for understanding Syrian refugees' mental health care challenges. NGO had built a medical clinic for Syrian refugees in Kilis, Turkiye. However, the medicines in the clinic still need to be improved for Syrian refugees. He also explained which NGOs are interested in choosing a place to carry out humanitarian aid activities. The selection is to facilitate the work of NGOs, while others are deprived areas, alas, ignored.

Blow by blow, Aras and Duman (2018) divided into four subsections of services I/NGOs: (I) registration, (II) legal assistance and repatriation, (III) education and language, and (IV) employment and livelihood.

i. Registration

I/NGOs assist Syrian refugees in Turkiye in applying for their Temporary Protection ID card, which is necessary to access public services. The card ensures that the cardholder is registered in the country's residence system.

ii. Legal assistance



Turkiye needs a long history of hosting refugees, and it took a few years to prepare the legal foundation for Syrian migration. The Turkish government first referred to the incoming Syrians as 'guests,' which has no legal connotation. Eventually, the Temporary Protection Law was issued on October 13 2014, and state Turkiye provides Syrians temporary protection based on the following three elements:

- Admission to the country's territory, e.g., an open border policy.
- Protection from forced return.
- Meet the basic and urgent needs of incoming people.

The Human Rights Association in İzmir (İHDİ) has offered Syrian refugees protection and legal support. I/NGOs provide legal assistance to Syrian refugees with issues such as deportation.

iii. Education and language

I/NGOs assist in finding education and training programs for Syrian refugees; they play a vital role in guiding refugee communities to educational and vocational programs that may help integrate them into society and help them secure jobs and incomes.

iv. Employment and livelihood

Another service provided by I/NGOs is to help Syrians find jobs to earn an adequate income and live in decent conditions.

The massive influx of refugees, mainly Syrian, and its impacts on the socio-political scenario of Turkiye compelled the government to provide more accommodations collaborating with other agencies working in the same direction worldwide. Turkiye facilitates large humanitarian organizations, notably NGOs working inside Turkiye, to bring more support and financial assistance in these chaotic conditions. The above discussion shows that most Turkish NGOs contribute to the various fields of rehabilitation, such as food baskets, education, and healthcare facilities. Nevertheless, Turkish NGOs have reached an extraordinary level when involved with humanitarian assistance, from guaranteeing continuity of life, registration ID, and legal aid, and generating their income through vocational training or assisting them in looking for a job.

REFUGEES IN MALAYSIA AND THE CONTRIBUTION OF NGOs

For refugees living in countries that signed the 1951 Refugee Convention and the 1967 protocol, their lives are more secure; they get several benefits, such as the right to work and access to free health and education. Nonetheless, the situation is not for refugees in non-member countries because many shortcomings and hindrances make life fragile. Four main formidable challenges often surround the life of refugees in continuing to live with refugee status, especially the Rohingya in Malaysia. In the view of Voothayakumar and Alavi (2019), the obstacle is that Rohingya refugees are in a vain place to live, affecting their social well-being. In addition, the Rohingya's status as refugees, it is difficult for this group to find employment and access to proper health care and education.

Syrian refugees are also found to be difficulties encountered in Malaysia. Based on the study of Nazri, Khalid, and Sulaiman (2019), four elements of jeopardy Syrian refugees: are personal, political, economic, and community. Syrian refugees lack a platform to inform if they experience any problems involving human security issues. Among the cases mentioned in their study is the issue of being a victim of sexual harassment that happened to a boy aged around 12 years old when he had suffered paedophilia from his Pakistani school teacher. At one point,

the teacher disturbed this child until at home. His family members feared filing a complaint with the police for being arrested due to only having a UNHCR card. For them, the UNHCR card ruled out confirmation of presence in Malaysia.

Meanwhile, a young man, around 19, committed suicide by jumping from the 10th floor of his residential building in Kajang. The accident occurred because the youth involved had psychological problems due to the stress of life and the trauma of the war in Syria. Being detained by law enforcement is often a challenge confronted by refugees despite having documents to stay legally in Malaysia. Besides, detention happens when refugees drive and have a valid international license to drive in Malaysia; alas, they are still detained by law enforcement because the license was refused in Malaysia. Some irresponsible police officers will take advantage by asking for a bribe if the arrested fugitives are reluctant to be treated. Many refugees do not have permanent work, making it more difficult for those with only a UNHCR card to work legally in Malaysia. Language differences between Syrian refugees and Malaysians also limit them from finding local private-sector work. As for Syrian refugee children, some are underfinanced from attending classes in learning centres either because the centres provided by NGOs are far from home or they are incapable of sending them to private schools.

The difficulties encountered by refugees in Malaysia have drawn the attention of many parties, specifically the government or NGOs. Ahmad, Rahim, and Mohamed (2016) have studied Malaysia's experience in managing refugees. The uniqueness of this study is that they have discussed many aspects of refugee challenges, Malaysia's measures to manage them, and the involvement of NGOs also play a role in helping refugees in Malaysia. The study has divided Malaysia's experience managing refugees into four groups who have been and are currently refugees in Malaysia: Vietnamese, Bosnian, Rohingya, and Syrian. In the situation of Vietnamese refugees, the Malaysian government and several agencies have developed Bidong Island, a Vietnamese refugee settlement; the island has longhouses, hospitals, clinics, temples, churches, post offices, vocational schools, and shops that can be used.

While in the case of Syria, the organization Malaysian Social Research Institute (MSRI) had previously helped refugees from Afghanistan and Somalia and recently helped Syrian refugees. The NGO has received special funds from UNHCR for refugee learning centres operations. A special fund has been launched through the "Syrian Immigrant Humanitarian Fund" in collaboration with NGOs: Humanitarian Care Malaysia (MyCARE), Syria Care Malaysia, Malaysian Humanitarian Aid and Relief (MAHAR), Angkatan Belia Islam Malaysia (ABIM), and IMAM Response and Relief Team (IMARET). However, in the case of Bosnia and Rohingya, the involvement of NGOs in helping refugees comprehensively and only explained how the Malaysian government manages the refugees involved.

Studying aspects of education and looking at the challenges of Palestinian refugees discussed by Muhammad and Rokis (2019) debated the hindrances for Palestinian refugee children to get an education during their time in Malaysia. First, economic problems cause obstacles to arise. Numerous families are less able to cover the cost of sending their children to learning centres, and some children are forced to work to bear the family expenses due to their father having health issues.

The second is the institutional obstacle caused by the learning centres, such as MSRI, unsystematic organized education - the teachers who teach are recruited from among the refugees. Refugee children consider receiving an education in a government school is superior; it is systematic, but because they do not have the right, in the end, only NGO learning centres are chosen. The last obstacle is that their parents need more awareness about the significance of education. For parents waiting to resettle to a third country, education for their children is

unnecessary and can be completed once they are there. However, the issue of human trafficking and often being detained by law enforcement without reason is the most complicated problem. For this reason, legal services must be provided to refugees. Wahab and Khairi (2020) found there are four main obstacles in the provision of legal aid services to vulnerable non-citizens such as:

- a) Limited scope of legal aid protection.
- b) Financial constraints.
- c) Limits on the participation of private lawyers in the legal aid scheme.
- d) Lack of awareness.

Their study concluded that the failure of social institutions, especially legal aid institutions, to provide adequate access to legal aid among refugees indicates an unfair trial in Malaysia. Nevertheless, Prabandari and Adiputera (2019) criticized Malaysia's initiative to create a particular program for Bosnian and Syrian refugees, considering it a double-standard action. The Malaysian government determines its criteria regarding who can or cannot have a special visa, who should or should not be given workplace access, and who accepts international refugees' admission as legal migrants. Simultaneously, refugees are already in countries such as the Rohingya, Afghanistan, and Iraq, which are not given the privilege of legal status. Nevertheless, Malaysia's double-standards practices are unfair because Bosnia and Syria's selection of migrants based on the worsening situation in the countries involved urges the government to take immediate action.

Prabandari and Adiputera's research also discusses NGO involvement, Human Aid Selangor, and Malaysia Life Line for Syria (MLLFS) helping refugees in Malaysia. Human Aid Selangor provides accommodation and health services and builds learning centres to pursue education for Rohingya and Burmese Muslim children. Human Aid Selangor also stated that its organization has informal cooperation with UNHCR but received a certificate of appreciation from UNHCR for its work in protecting Rohingya refugees. In contrast, MLLFS carries out functions in the field of education and health but specifically for Syrian, Palestinian, and Yemeni refugees in Malaysia. There are several projects and programs MLLFS works closely with the Malaysian government, UNHCR, and several other NGOs in special programs for Syrian refugees.

While Abdullah (2014) specifically analyzed the involvement of NGOs in helping the Rohingya ethnic community in Malaysia. The Rohingya Information Centre organization is famous in Taman Bukit Teratai, Johor, and the centre has established many collaborations with various charities in Malaysia. Among other organizations are the Rohingya Solidarity Democratic Movement, the Ethnic Rohingya Human Rights Organization, and Community Rohingya Islamic Pro-Democracy Organization. Although this organization has its headquarters outside Malaysia and only in certain places, according to Azlinariah, it still strives to help the nearly 15,000 Rohingya refugees in Malaysia regardless of their state and district. The Rohingya ethnic group used the existing network of organizations to ensure the survival of their identity as well as possible. Abdullah, Dali, and Razak (2018) go deeper into the involvement of NGOs in the issue of refugee children's education in Malaysia. The initiative of Yayasan Salam, ABIM, Yayasan Tzu Chi Malaysia, and Pertubuhan Kebajikan Muslim Malaysia (PERKIM) to empower the educational well-being of the Rohingya ethnic group can be traced back to 1998 in collaboration with UNHCR Malaysia. Various obstacles surround the lives of Rohingya refugees, while this community has lived in Malaysia for a long time and

has grown and multiplied. Hence, the Malaysian government grants them citizenship rights, identity cards, and access to education in government schools.

Based on the discussion above, NGOs' humanitarian assistance to refugees in Malaysia, which is pioneered chiefly, is subsistence, food packs, health care, and education. Despite Malaysian NGOs being active in helping refugees in Malaysia, this marginalized group is still faced with various threats and obstacles. Ironically, the number of international refugees entering Malaysia to become a protection hub or a transit country has continued to increase from 2013 until 2020.

WHAT CAN MALAYSIA LEARN FROM TURKIYE?

Our study notes that it might need to be more logical to compare Turkiye and Malaysia because of the difference in both commitments to participate in the 1951 convention. Assuredly, the refugees living in Turkiye, members of the convention, have many advantages in particular livelihood (right to work, free access to health and education), and vice versa. All of these are obstructed for refugees in Malaysia. Nevertheless, we are persuasive that there is still much Malaysian NGOs can learn from Turkish NGOs in empowering humanitarian aid to refugees. Based on the discussion between humanitarian assistance NGOs in Turkiye and Malaysia, we have found out what Turkish NGOs have implemented and what Malaysian NGOs still need to fulfil.

In general, we would like to reprimand Malaysian NGOs paying heed to help refugees in urban areas, especially around the Klang Valley. In reality, refugees living on the sidelines still need attention in other states such as Kedah (Sungai Petani, Bukit Pinang); Pulau Pinang (Bukit Mertajam, Bagan Ajam); Johor (Kulai Besar). If we glance at Turkish NGOs, their aid is not solely focused in the urban areas – Istanbul but mobilized in inland areas such as Hatay, Adana, and Gaziantep. The findings also show that most aid activities help Rohingya, Syrian and Palestinian refugees more than other ethnic/nations. While referring to UNHCR statistics, Pakistani refugees are the second highest group in Malaysia, but the findings of NGO humanitarian aid show that the group is left out as beneficiaries. In addition, the NGOs assistance was channelled more to Muslims than non-Muslims. However, numerous non-Muslim refugees, such as Chins and Christians from Myanmar, or other persuasions, such as Shiites from Syria, have dropped out of NGO assistance because their existence in Malaysia is deemed unacceptable. NGOs should not be partial in the distribution of aid by looking at religion as a measure - the original goal of its establishment is to protect human life regardless of the beneficiaries' background.



Figure 2: A suggestion for refugees' humanitarian assistance to Malaysia from Turkiye

In greater detail (figure 2), first, we would criticize the actions of Malaysian NGOs' excessive focus on food aid instead of teaching them how to live independently and earn their income. When the refugees are used to receiving assistance, they become dependent without self-effort to make a living - compared to Turkish NGOs started to teach independent living at the school level by conducting vocational training. Vocational training could be implemented for all ages. For men, among the training that could be carried out is repairing electrical equipment, including air conditioners, washing machines, or televisions. In comparison, self-training among women, such as cooking at home, including baking, heavy meals, and sewing. Vocational training eventually helps women earn their income from home and reduce the risk of being caught by the enforcement authorities. In training refugees to be independent, NGOs could assist them in finding jobs - they may need to learn about the channels, and language barriers make it difficult to find work. NGOs are more aware of the characteristics of less risky jobs from the authorities' arrest.

We also assert that apart from food aid, there is an issue that needs to be paid attention which is shelter - one of the primary needs of concern - understandable since shelter is essential for survival, personal safety, dignity, and protection from physical attacks (Kumssa et al. 2014). A local NGO in Turkiye has turned a building that was originally a wedding hall into a temporary settlement for newly arrived Syrians in Reyhanli, Southern Turkiye, close to the Bakhshen refugee camp. In the case of Malaysia, temporary shelters are crucial for refugees who have just arrived in the country but have no acquaintances to contact, leaving them with no direction. Ultimately, they had to live on the sidewalks, asking for donations in the streets,

mosques, and night markets. In addition, temporary shelter is necessary for refugees who are incapable of afford to rent a house, and some of them are forced to leave the house when ordered by the landlord suddenly without giving a period.

From the health aspect, NGOs should build private clinics instead of making accessible health care by providing doctors in the refugee areas – called mobile clinics. The construction of a clinic helps refugees get treatment at any time, incredibly when sick, compared to mobile clinics with limited times. In health treatment, it is also seen that only medical check-ups are done, while there is a necessary treatment that NGOs could carry out, which is psychological treatment. Based on the previous discussion, scholars display that refugees are traumatized - which harms their mental and emotional health due to the loss of country, culture, language, profession, family, and friends and the destruction of the future. Refugees have bad experiences in their own country before migrating to foreign countries on factors such as being victims of war, being detained and imprisoned for political or religious reasons, being tortured or exposed to physical and mental attacks, being sexual victims, and witnessing a murder. Our research believes that implementing psychological treatment by a Malaysian humanitarian NGO is significant in helping refugees deal with emotional disorders and trauma.

Next is education - a tool for searching best-fit job according to qualifications or making life meaningful, which plays a crucial role in today's environment. Education updates a person with knowledge that could be applied in a job/business/life. It all depends on the person and what aims while pursuing the education. Allude to Turkiye; the NGOs oblige refugee children to learn the national language; alas, the Malay language in Malaysia is excluded from the school teaching syllabus. Language classes are not created in schools only but can be implemented for adults. Language skills can be mobilized by teaching the local language and English. The language gap between refugees and Malaysians also causes them to be limited in finding work in the local private sector and need help interacting with the Malaysian community. Moreover, providing English classes is significant for refugees to resettle in the host country.

At the edge of other suggestions, we perceive legal aid as another essential assistance that should implement. Legal aid provides services to people incapable of accessing legal counsel in the justice system and is therefore considered a vital aspect of the right to justice. In Malaysia, refugees are among the most vulnerable populations facing unequal treatment and discrimination and ineffective mechanisms to guarantee their justice rights (Wahab & Khairi 2020). Numerous refugees often face detention and arrest at police lockups or immigration depots, and most of them do not know the mechanism to be free from arrest. In addition, issues involving legislation such as marriage, childbearing, divorce, and death require refugees to act based on Malaysian law, but most do not know the steps to take. Thus, NGOs' legal assistance can guide and facilitate all refugee issues.

For the last contribution, NGOs could act as intermediaries between refugees and UNHCR in card registration, loss, and expiration. This action is to facilitate and speed up the management of cards for refugees because NGOs need to use channels directly to UNHCR to ensure the process takes a long time. This action mainly benefits refugees who have just arrived in Malaysia and need the finances to go directly to the UNHCR office. In terms of language, the UNHCR has provided translators according to the language of each country.

CONCLUSION

Classically, humanitarian assistance is always defined as aid given suddenly and in the type of basic needs such as food, drink, and health care. Paradoxically, after this study explored the types of NGO humanitarian assistance and the needs of refugees in Malaysia, we perceived

humanitarian assistance as no more extended emergency aid and not only about basic needs. Based on the discussion of refugee needs above, our research found that NGOs could implement five other types of needs in humanitarian assistance because it is essential for refugees in Malaysia. The five requirements involve independence through vocational training and employment, education (English and local language), health (clinic and psychological treatment), shelter, legal aid, and intermediary. Therefore, we slightly reformulate the definition of humanitarian assistance – "aid given to any human being in need, at any time, without bound by a period and in various types as long as the relief could benefit the beneficiary to continue their life."

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