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The Relationship Between New Media and the Stereotype of Syrian Refugees in the Middle East

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Abstract

The current study aims to study the impact of social media on the perceptions of Syrian refugees within Jordanian society. It also sheds light on how stereotypes about refugees are manufactured and promoted through various platforms on the Internet, which leads to the spread of misleading information, biased reports and sensational narratives. The study followed the descriptive quantitative approach in its procedures by relying on the questionnaire as a tool for collecting data from the sample using a random sample approach consisting of (203) individuals from the communities of Mafraq and Irbid cities, selected from students at Al al-Bayt and Yarmouk Universities. The results show: One of the most important mechanisms for shaping the image of the Syrian refugee in social media in Jordanian society is that they are partners in society and have become part of it, and that there are effects of the historical link and tribal extension between the two peoples. The results did not show negative stereotypes towards the Syrian refugee, which may be due to their achievements in various fields, and the return of this is due to their efforts and rapid integration into the societies in which they live. The process of integrating refugees also has many positive repercussions on the host community, including projects that may contribute to the prosperity of the host country's economy.

Keywords: Stereotype, Social Media, Syrian Refugee, Jordan, Host Communities.

Introduction

New media contribute to the construction of stereotypes through several mechanisms, such as media framing, in which words, titles, and images are carefully chosen to guide viewers toward a particular understanding (Habes et al. 2024). Additionally, new media sometimes portray refugees in humanitarian and positive contexts, such as showcasing their success stories and contributions to host communities (Schwark 2017). On the other hand, some media platforms may portray refugees in negative contexts, such as focusing on unemployment or crime, which reinforces negative stereotypes (Alhayek 2014). Asylum issues have become one of the most important issues on the international scene today (Coleman 2024). The refugee crisis is no longer a passing humanitarian crisis, but rather a complex strategic situation in which the political, economic, social, cultural, security and legal aspects overlap (Aldamen 2023). In light of the growth of this crisis and the diversity of its inputs and outputs, social media has become involved

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in addressing and discussing it, and has often been a biased party and contributing to the perpetuation of negative stereotypes towards refugees as a new element in society, and considering that the asylum issue has a major impact on host societies(Alghizzawi, Ezmigna, et al. 2024). In light of the spread of social media networks and the expansion of their influence, these networks are no longer just websites and electronic spaces for getting to know or communicating with individuals, but have become tools for spreading cultures that are considered the most important in this vast and extended era in which contradictions of values and intellectual trends have spread, some of which are sound and some of which are extremist, which in turn reflects on the security of societies; Therefore, the culture of peace and rejection of violence, hatred and stereotyping is a very sensitive matter that can affect the peace of societies(Basturk 2024). In light of the mass influx of Syrian refugees witnessed by the Middle East in general and Jordan in particular, and the multiple changes in the demographic structure of Jordanian society, in addition to the economic, social, cultural and security challenges, social media sites have highlighted stereotypical images of the Syrian refugee in periods that were fed by tapping on the strings of sensitivities as a result of their contribution to incitement or fanning feelings of fear, mutual caution, discrimination, or stigmatization, or presented fragmented or unfair images(Al-Ariqi 2008). Therefore, this study comes to identify the type of stereotypical images that social media has created for the Syrian refugee in the Jordanian mentality, and whether those images were formed in light of urgent, unstudied emotions and judgments, or were they intentional and systematic, and whether there are positive images formed stereotypically with an emotional or affective impact(Pandir 2019). All of this comes within the context of the importance provided by this study(Lokot 2018). Hence, the study sought to identify the extent of the presence of a stereotype about Syrian refugees in the Jordanian host society and how social media contributed to creating, perpetuating or strengthening it, and how these stereotypes were reflected on society negatively or positively, and to try to identify their types and whether they worked to develop racism, or consolidate the majority or marginalize the minority, or violate the rights of certain groups, and if there were any positive ones, did they take on a steadfast stereotypical character, since the stereotype is a reduction of groups and their general characteristics with a simplification that may be misleading or exaggerated.

Literature Review

Syrian refugees, in many communities of the countries of asylum that hosted them after the outbreak of the Syrian war, faced negative campaigns against them on social media by some citizens of these countries, which fueled feelings of fear of them and their behavior, or planted concerns about coexistence with them. Rather, these ideas extended and established topics such as: that Syrian refugees are behind the economic or social crises experienced by the host country, as the Syrian crisis had a major impact on Jordan economically, socially, and at the level of resources, infrastructure, and other things, which led to the existence of many challenges and increasing negative repercussions from the effects of asylum on Jordan and its citizens(Bye 2020). As a result of these circumstances, many negative stereotypes have been formed that are circulated about Syrian refugees on social media everywhere, expressing opinions that may be simplistic or superficial or emotional positions or inaccurate judgments(Midberry, Partain, and Vaughn 2024). These media, due to their characteristics, spread, and influence, have greatly exaggerated them and imprinted them in the minds of recipients, which sometimes Several are considered hate speech or incitement that is manufactured and perpetuated in society and whose effects are feared. In general, there are historical roots to stereotypes about refugees, and they are intractable problems(Ghazal Aswad 2019). Despite all the efforts made internationally on

the media and cultural levels, social integration programs, and the efforts of international and national organizations, most people in the world still have stereotypes, most of which are negative, repulsive, and reductive about refugees, describing them as groups of poor people who crowd the borders between countries, reside in tents on the outskirts of cities, opportunists, waiting for food aid and relief from the governments and organizations of the host countries, and negatively affecting the countries in which they are present (Alnaser et al. 2024; Lutterbach and Beelmann 2021). This image may be exaggerated, as global experiences of asylum in many countries have shown and proven that refugees integrate and become influential, good, and useful citizens, and hold the nationality of the country in which they reside, and may reach important scientific, political, and economic ranks in the host countries (Gissi 2019).

Stereotype

The concept of stereotype is one of the concepts that go back to sociology, which represents any preconceived judgment about a group of people (Çelik 2025). This judgment is deeply rooted in the thinking and emotions of the speaker and is often within the limits of the subconscious. Here, it must be noted that Walter Lippmann was the first to link between mental image, communication, and media (David 2023). He explained that the media “mediate between man and the surrounding environment, as man has a limited ability to recognize the world around him, stressing that the mental image that forms in man is nothing but a simplified representation of an unreal environment due to the lack of opportunities available to man to know what is going on around him and the lack of time until he recognizes these facts himself.” (Çoksan, Erdugan, and Öner-Özkan 2020). Lippmann explained in his famous book (*Public Opinion*) in his reference to the fact that man cannot encompass the entire world through his talents, so he resorts to forming images in his imagination about the world that he cannot perceive it through direct experience through his senses and this image is acceptable to him, as the stereotype “is nothing but a simplified representation of an unreal environment and this representation is produced due to the limited time that man has in this life on the one hand and the limited opportunities available for direct personal recognition of the facts of the world around him on the other hand.” (Al-Jabouri, 2010) While Webster's Dictionary, in its second edition, defined the image as: "The mental presentation of anything that cannot be presented to the senses directly, or it is a revival or simulation of a sensory experience that may have been associated with certain emotions, and it is a retrieval of what is stored in memory or an imagination of what the senses of sight, hearing, touch, smell, or taste have perceived" (David 2023) (Lippmann) was the first to link the mental image with communication and the media, explaining that the media "mediate between the human being and the surrounding environment, as the human being has a limited ability to recognize the world around him, stressing that the mental image that forms in the human being is nothing but a simplified representation of an unreal environment due to the lack of opportunities available to the human being to know what is going on around him and the lack of time until he recognizes these facts himself (Alnjadat et al. 2019). When talking about stereotypes, it is necessary to refer to the dimensions of the mental image and its components (Huda et al. 2021). The first of these dimensions is the cognitive component, which means “the information through which the individual perceives a topic, issue, or person. This information is the basis on which the mental image is built, which the individual forms about various topics. Based on the accuracy of this information and knowledge that the individual obtains from others, a certain accuracy of the mental image is formed (Kilani 2020). Errors in the mental image formed are the result of errors in the knowledge and information presented to him or obtained from individuals. As for the affective dimension (affective component), it is the

positive or negative inclination towards a topic, issue, person, or institution within the framework of the group of mental images that individuals form, which form the conscience from the cognitive aspect. With time, the cognitive dimension or information disappears and the affective aspect remains. The person's composition, which represents his/her orientation towards topics or issues (Källbäck 2019; Wan Othman, Apandi, and Ngah 2016).

The behavioral component comes to reflect the individual's behavior of the nature of the mental image formed in him/her in various aspects of life, as the importance of the mental image in one of its dimensions is that it enables the prediction of individuals' behavior, as individuals' behaviors are supposed to reflect their orientations in life. (Abu Sana, 2015, pp. 367-368) Negative or positive stereotypes may exist in societies, "however, despite the possibility of positive stereotypes, they are primarily negative. People produce negative stereotypes if they are asked to do so much more than they produce positive stereotypes, on the one hand, and on the other hand, expressing positive stereotypes carries a negative aspect." (Nusairat et al. 2021; Saleem, Khan, and Magd 2022) When talking about the stereotype and its danger, it can be said that the stereotype represents false assumptions and ideas, whether this image is positive or negative, because it is illogical for a characteristic or trait to exist equally and without difference in every individual of the group described by the stereotype, and these images are a reason and a means of distinguishing between human groups, and their danger lies at the level of our Arab context according to Hassan's study through "their ability to distort and change Arab identity and culture, and they are considered Cartoons that offend Arabs and their image are among the most dangerous means of propaganda, because when they are directed at children and young people, they establish their awareness and contribute effectively to distorting the image of Arabs, spreading the idea of violence, aggression, fear, lack of appreciation and respect, indifference, bad behavior of oil rich people, arrogance, jealousy, selfishness, dependence and bad values such as love of sex, which are seen as morally unacceptable (Chinnasamy 2017). In another study related to deconstructing the stereotypical image of the future, it is necessary to look at the important influences in its formation originally, and the circumstances that contributed to its emergence. The stereotypical image of the Western other is related to Orientalism. The East is the other face of the West and is closer to the European imagination than to the reality of the East. Orientalists, especially the English and French, used various means to project the West's desires and its repressed instincts onto the East, so a stereotypical image was formed that was created or fabricated by the institution of Orientalism. These images have not yet been erased, but rather they continue in novels and documentary films, in addition to the Western media that preserved this image (Andéhn, Nordin, and Nilsson 2016; Chebli and Gharbi 2014).

Stereotype Study Methods

(Stefan et al.) classify stereotype study methods into three methods: "(The checklist method, which depends on obtaining a group's consensus on certain characteristics of a group, the percentage method, where the examinees are asked to state the percentage of availability of a certain percentage in a group, and the diagnostic method, which seeks to determine the characteristics that distinguish a group from other groups (Çelik 2025; Gissi 2019). There are those who believe that stereotypes are more complex than images. What an individual hold about others in terms of ideas, beliefs, attitudes, and images, and what a group holds about a group or a people about another people affects behavior toward individuals and groups, and facilitates or hinders interaction with them (Schwark 2017)." The same study confirms that revealing stereotypes facilitates cultural communication processes and distances individuals and groups from relying on ethnic centering standards and increasing reliance on the prevailing social

standards in the society in question, when judging the behaviors of individuals or Groups in it, and fanaticism may prevail in many bilateral relationships and form incorrect images and behavioral patterns, causing fanaticism in ethnic, racial, national, religious, and other relationships, unlike tolerance from the authentic Arab and Islamic values socially and religiously, Islam has dealt with minorities with the utmost justice and social integration, but (Eber) believes that: “Fanaticism and intolerance may be a means of self-defense and preserving identity, especially when the self is threatened(Çoksan et al. 2020; David 2023).”

In discussing the dangers of stereotypes in societies, they lie, according to Salman’s study, in two aspects: “The first lies in the fact that stereotypes affect national belonging because they sow division among the components of the nation because they focus on the differences between these components, which makes each component isolated from the other(Lutterbach and Beelmann 2021). The other danger lies in not judging individuals through what distinguishes each individual in terms of mental or physical abilities or distinctive qualities, but rather through the stereotype of the component to which this individual belongs. The useful and good individual may be judged as bad through this stereotype”(Ghazal Aswad 2019; Midberry et al. 2024) . To identify the types of stereotypes, this can be summarized in the presence of images of a (religious) nature, such as accusing one religion rather than another of being a religion of terrorism, as if all individuals belonging to this religion are equal in their affiliation to a terrorist group. Some images also accuse and generalize the characteristic of being agents and subservient to another country, or describe the followers of a religion with characteristics Related to the customs followed or negative characteristics such as ignorance, backwardness, etc., and there are stereotypical (sectarian) or sectarian images that sow division among the followers of sects and present unfair judgments on others, so that there are now established images in people's minds that are invoked when the name of the opposing sect is mentioned, in addition to stereotypical images related to (nationalism) where many who belong to other nationalities other than the prevailing nationality in society are accused. In connection with the subject of the mental image formed about the Syrian refugee, it is necessary to talk about the negative effects of asylum; which invoked, created, manufactured, or even consecrated these images(Bye 2020; Lokot 2018). The effects of asylum can be summarized according to the study of (Al-Saud) that the economic field and development processes in the host countries were among the most affected fields; The large numbers of refugees constitute a fierce competitor to the native citizens for the available job opportunities in the country. Jordan also suffers from a Syrian labor crisis that competes with Jordanian and expatriate workers alike, and constitutes a challenge to public policies in replacing workers and creating new job opportunities for Jordanians, in addition to the employer’s preference for Syrian workers over Jordanians(Alghizzawi, Omeish, et al. 2024). At the level of educational impacts, asylum has constituted a major burden on schools, as Syrian students are treated the same as Jordanians in obtaining educational opportunities, which has contributed to overcrowding in school classrooms(Al-Ariqi 2008; Pandir 2019). There is also great pressure on government and private health facilities and an increase in drug consumption rates and bed occupancy rates in hospitals, especially in the northern governorates. As for the population and demographic impacts, the Syrian refugee crisis has caused an increase in the crowding of the poor in the various governorates for aid and reduced the opportunities for needy Jordanians to obtain it, as a result of it being directed by international or local organizations to Syrian families, which has generated Disputes between Syrians and Jordanians over the role of associations and the extent of their commitment to providing assistance to both parties (Basturk 2024).

New Media and Stereotypes

New media, including social media, blogs, and electronic news sites, are among the most important tools that influence the formation of stereotypes of individuals, groups, and societies. These media play a pivotal role in transmitting news, information, and images, and determining how the public receives and interprets them (Alhumaid et al. 2022; Habes, Ali, and Tahat 2022). The concept of stereotype refers to preconceived ideas and perceptions that are formed about a certain group of people or a certain topic, and these perceptions are often reductive and inaccurate, and may be positive or negative (Al-rahimi, Othman, and Musa 2013). Through framing. Framing is the way in which information and events are presented to the public, new media can choose certain angles to cover the news and ignore others, which leads to the formation of a stereotype about a certain topic. For example, if the media focuses on the negative aspects of a certain group of society, it may create a negative stereotype about this group. New media also sometimes contribute to reinforcing traditional stereotypes about women by presenting them in specific roles, such as caring for beauty and fashion or doing housework only (Ahmed and Qazi 2011; Doghmi et al. 2013). It can also contribute to breaking these stereotypes by supporting women's issues, empowering them, and highlighting their success stories in various fields. Social media campaigns also contribute to spreading awareness and providing alternative narratives that break negative stereotypes. For example, hashtags and video campaigns are used to spread positive stories that change misconceptions. In the study of Al Faqeeh (2018), which aimed to identify the motives of Syrian refugee women in Jordan to use social networking sites and the nature of the satisfactions they achieve, the results showed that Facebook topped the list of the first and highest social networking sites followed by refugee women, and their most prominent ritual motives for use were "curiosity and exploration," while the motive of "escaping from daily life problems such as sadness, psychological state, or anxiety" came in last place, while their highest utilitarian motives were "conducting conversations and sending messages to family in Syria and countries of asylum." The study by Al-Hababsa and Al-Shamaila 2022 also showed that the most important preventive measures to limit extremist thought are: creating quality educational outcomes in Syrian refugee schools that lead to preparing a generation capable of confronting the threat of extremist thought, using the security card in Syrian refugee communities to prevent the emergence of incubators for groups with extremist thought, and coordinating between security agencies and humanitarian organizations to create conditions that counter the adoption of extremist thought within the Syrian refugee community. It recommended the need to improve the social, economic, and cultural housing conditions of Syrian refugees and shelter services, and holding training workshops and awareness lectures in various visual and audio media and social media applications for Syrian refugees in refugee camps to raise their awareness of the danger of this thought to human security and stability. So the New media is a double-edged sword when it comes to stereotypes. On the one hand, it can contribute to reinforcing negative stereotypes by spreading misinformation and interacting with negative content. On the other hand, it provides an opportunity to break stereotypes and promote understanding and community coexistence through awareness and spreading positive stories.

Methodology

This study was based on the descriptive type of studies, and it relied on the descriptive analytical correlational approach. To achieve the study objectives, the study relied on the questionnaire as a tool for collecting data. The questionnaire is: "A specific formula of paragraphs or questions that aims to collect data from study individuals" (Elareshi, Habes, and Ali 2025; Habes et al.

2025; Kreishan et al. 2024; Tahat et al. 2024)The researcher resorted to building and developing an electronic questionnaire with the help of scientific heritage literature and previous studies directly related to the subject of the study (Al-Ramahi et al. 2024). The questionnaire was distributed in the governorates of Mafraq and Irbid because they are among the most Jordanian host communities affected by the Syrian crisis and the consequences of asylum, in addition to the presence of large refugee camps in the city of Mafraq. A random sample of (203) individuals was drawn from the community of the cities of Mafraq and Irbid, chosen from students of Al al-Bayt and Yarmouk Universities from various specializations and educational levels. The tool was distributed electronically through the WhatsApp application, where the sample was chosen from the original community according to the study variables. Table No. (1) shows the distribution of individuals in the study sample according to their demographic characteristics:

The changes	Category	(%) percentage	repetition
gender	male	37.9	77
	feminine	62.1	126
Academic year level	first	4.9	10
	second	19.7	40
	Third	26.1	53
	Fourth and above	49.3	100
College	Humanity	73.9	150
	Scientific	26.1	53
Place of residence	village	43.8	89
	city	41.9	85
	desert	14.3	29

Table (1) Demographic Variables

The majority of the study sample members were females, with a percentage of (62.1 %), while I reached The percentage of males (37.9 %) The highest percentage of the study sample members' distribution according to the variable of the academic year level was (49.3 %) for the academic year level (fourth and above), while the academic year level (first) was in the lowest rank and reached (4.9 %) . The highest percentage of the study sample members' distribution according to the college variable was (73.9 %) for the category of colleges (humanities), while the lowest percentage was (26.1 %) for the category of Colleges (scientific) The highest percentage of the study sample members' distribution according to place of residence was (43.8 %) for the category of place of residence (village), while the lowest percentage was (14.3 %) for the category of place of residence (desert).

Validity of the Tool:

To verify from True Indicators, the tool Done Show It On Group from Arbitrators with academic and professional experience in the field of media; to ensure from extent The indicators are appropriate to their field, linguistically clear, and provide appropriate feedback and are capable of The Tool on Investigation Goals The study, as well as Attached Questions the Study and its goals with The tool has been modified. Questionnaire Building on Notes and amendments Incoming from Before The arbitrators; to go out with the best possible tool on Representation What I prepared from Yes Measured, the scale was designed for most of the axes with a three-

point scale (agree, neutral, disagree) and numerical scores were given as follows: (3, 2, 1). The validity and reliability of this scale were verified using the method of apparent validity and internal consistency. To verify the validity of the tool's construction, it was applied to a preliminary sample of (30) individuals from the original community, in order to calculate the values of Pearson 's correlation coefficients for the relationship of the paragraphs to the field to which they belong, as in Table (2).

Pearson correlation coefficient	's	Pearson 's correlation coefficient
.601 **		.792 **
.749 **		.771 **
.710 **		.610 **
.796 **		.693 **
		.732 **

Table (2) Pearson Correlation

Data from Table (2) indicate that: until the correlation coefficients For the field (the most used social networks by the respondents) they ranged between (.601 ** - .796 **), which are statistically significant values.

Questionnaire Reliability

The stability of the study tool means the stability, reliability, and ability to predict the results, i.e. the extent of agreement or consistency in the results of the questionnaire if it is applied more than once in similar conditions (Obaidat and Dhuqan, 2016). The internal consistency test Cronbach Alpha was used, as it measures the degree of consistency in the answers of the study sample members to all the questions in the scale. Alpha can also be interpreted as the internal consistency coefficient between the answers, and its high value indicates the degree of high stability and ranges between (0.0-1) and its value is acceptable at (0.6) and above, and in other studies it is acceptable at (0.7) and above. To verify the stability of the study tool, the study tool was applied to a sample consisting of (30) individuals, and Cronbach Alpha was calculated as an indicator of internal consistency, and Table No. (3) shows this:

field	Cronbach's alpha
First field	0.824
The second field	0.827
The third field	0.818
Fourth field	0.853
Fifth field	0.847
The tool as a whole	0.876

Table (3) Cronbach Alpha

Data from Table (3) indicate that: The internal consistency coefficients according to Cronbach 's alpha equation for the first field reached (0.824), and for the second field it reached (0.827), and for the third field it reached (0.818), and for the field The fourth field reached (0.853), and for the fifth field it reached (0.847), and the stability coefficient for the tool as a whole reached

Results

To answer this question, the arithmetic means, standard deviations, and ranks were calculated for the items of the field “ Which forms of social media are most used in the host society and through which the image of the Syrian refugee is presented? ”, taking into account their descending order according to their means, and Table No. (4) shows that.

The means	SD	AM
WhatsApp	0.77	2.41
Instagram Instagram	0.93	2.38
Facebook.	0.83	2.27
Snapchat	1.01	2.22
YouTube	0.89	1.88
Telegram	1.03	1.46
TikTok	1.17	1.43
Twitter	1.01	1.06
LinkedIn	1.00	0.76
The kidney	-	0.48
		1.76

Table (4): Arithmetic Means and Standard Deviations for The Items in the Field of Syrian Refugee is Presented”

The data in Table (4) indicate that the arithmetic means ranged between (0.76 - 2.41) , the highest of which was for paragraph No. (4) , which stipulates the use of the “WhatsApp” application, with an arithmetic mean of (2.41) and with a high degree , followed by the paragraph with the number (5) which provides for the use of the tool “ Instagram With an arithmetic mean of (2.38) at a high level, and in last place came paragraph No. (8) , which stipulates the use of LinkedIn tool With an arithmetic mean of (0.76) with a low degree , and the overall arithmetic mean for the field was (1.76) Average.

What are the mechanisms for shaping the image of the Syrian refugee on social media in Jordanian society?

To answer this question, means, standard deviations, and ranks were calculated for the items in the domain. “What are the mechanisms for shaping the image of the Syrian refugee in social media in Jordanian society,” taking into account their descending order according to their circles, and Table No. (5) shows that.

Paragraphs	SD	AM
Syrian refugees are considered partners in .society and have become part of it	0.68	2.46
There are those who call for finding a balance .that protects everyone's rights	0.69	2.36
A rise in negative ideas about Syrian refugees	0.67	2.29
Syrian refugees contribute effectively to .building the national economy in Jordan	0.75	2.29
It is reported that Syrian refugees have strained .infrastructure, health, and education	0.76	2.19
There is a sense of fear and mistrust of Syrian .refugees	0.80	2.10
.Racist ideas are being fed about Syrian refugees	0.75	2.08
There is cursing and insulting between Syrian .refugees and Jordanian citizens	0.78	1.99
Syrian refugees are cited as a cause of health .crises	0.77	1.96
.There is incitement against Syrian refugees	0.74	1.90
Syrian refugees are portrayed as a security .threat to Jordanian society	0.81	1.88
TOTAL	0.38	2.14

Table (5)

Arithmetic means and standard deviations of the items in the field of “ Mechanisms for shaping the image of the Syrian refugee in social media in Jordanian society ”

The data in Table (5) indicate that the arithmetic averages ranged between (1.88 - 2.46) , the highest of which was for paragraph No. (10) , which states that “ Syrian refugees are referred to as partners in society and have become part of it,” with an arithmetic average of (2.46) at a high level , which indicates that there is no hatred for the Syrian refugee, and no obstacles to integration, tolerance and embrace. Here it is necessary to point out the effects of the historical link and tribal extension between the two peoples. This was followed by paragraph No. (7) which states that “there are those who demand finding a balance that protects the rights of all.” With an arithmetic average of (2.36) And to a high degree, which is a logical proposal in light of the huge economic and developmental challenges facing both parties, and the pressure on infrastructure and public services, specifically in the health, education and housing sectors, and the existence of limited job opportunities and the growing level of unemployment in Jordanian society. In last place came paragraph No. (8) , which states that “Syrian refugees are portrayed as posing a security threat to Jordanian society ” with an arithmetic average of (1.88) with an average degree , and the total arithmetic mean for the field was (2.14) with an average degree. This paragraph comes to express Jordan’s endeavors and efforts with regard to finding a balance between its security and fulfilling its obligations towards refugees.

3- What are the types of stereotypes that Syrian refugees are presented with on social

media in Jordanian society?

To answer this question, the arithmetic means, standard deviations, and ranks were calculated for the items in the field “What are the types of stereotypes that the Syrian refugee is presented with in social media in Jordanian society,” taking into account their descending order according to their means, and Table No. (6) shows that.

Paragraphs	SD	AM
Successful Initiatives / Success Stories / Humanitarian Stories by Syrian Refugees in Jordanian Society	0.66	2.44
Topics related to enhancing the confidence of Syrian refugees and their integration into society	0.65	2.44
It is noteworthy that the Syrian refugee workforce is the cause of unemployment among Jordanian youth and the scarcity of job opportunities	0.73	2.36
Social networks present Syrian refugees as having the cheapest dowry and the most suitable for marriage	0.71	2.29
A kind of hatred flourishes between Syrian refugees and Jordanian citizens in the event of economic or social crises in society	0.73	2.20
Criticism of Syrian refugees, especially in the crises affecting Jordanian society, and accusations that they are behind them	0.76	2.12
Presenting the Syrian refugee as someone whose legal status in society is questionable	0.75	2.05
Social networks indicate that Syrian refugee men are a cause of increased security risks in society	0.72	1.93
TOTAL	0.38	2.23

Table (6)

Arithmetic means and standard deviations for the paragraphs in the field of “ What are the types of stereotypical images that the Syrian refugee is presented with in social media in Jordanian society ?”

The data in Table (6) indicate that the arithmetic averages ranged between (1.93 - 2.44), the highest of which was for paragraphs (1, 2). The questionnaires included pictures showing “ successful initiatives , success stories , humanitarian stories carried out by Syrian refugees in Jordanian society” and “ topics related to enhancing the confidence of Syrian refugees and their integration into society ” with an arithmetic mean of (2.44) to a high degree, indicating that the results did not show negative stereotypes towards the Syrian refugee, and this may be due to their achievements in various fields, and the result of this is due to Their efforts and rapid integration into the societies in which they live , and the process of integrating refugees has many positive repercussions on the host society, including projects that may contribute to the prosperity of the host country’s economy . Moreover, the host country’s embrace of refugees and their integration enriches the society, due to its openness to new cultures, customs and ideas, followed by paragraph No.

4- Are the stereotypes of Syrian refugees on social media in Jordanian society based on political, social, economic, intellectual, and psychological contexts?

Paragraphs	SD	AM
Syrian refugee men force their daughters/sisters into marriage at a young age to protect them or to get them out of the camps	0.35	1.86
There are Syrian refugees who belong to political groups such as (.opposition, groups, militias, ISIS , etc)	0.44	1.74
Syrian women have influenced Jordanian women because they are more ,capable in the fields of food manufacturing, sewing, beauty, agriculture .or successful home projects	0.46	1.70
It is noted that not all Syrian refugees are Arabs and that among them are, for example, (Kurds, Druze, Turkmen, Circassians, Chechens, etc.)	0.46	1.69
The Syrian refugee is a simple housewife, humiliated, deprived of her .rights, and satisfied with little	0.49	1.59
,Syrian refugees belong to various sects or religions, for example (Sunni (.Shiite, Christian, etc	0.50	1.56
Syrian refugee women tend towards peace, while refugee men tend .towards violence and abuse	0.50	1.55
TOTAL	0.33	1.65

Table (7)

Arithmetic means and standard deviations of the items in the field of “Are the stereotypical images of Syrian refugees in social media in Jordanian society

The data in Table (7) indicate that the arithmetic means ranged between (1.55 - 1.86), the highest of which was for paragraph No. (7), which states that “Syrian refugee men force their daughters/sisters to marry at a young age to protect them or to get them out of the camps,” with an arithmetic mean of (1.86) at a medium level. Here, it is necessary to attribute this paragraph to the social and psychological context that formed this stereotype, as early and forced marriage among girls from Syrian refugee communities in Jordan has grown since the outbreak of the Syrian crisis. This is due to poverty and the growing fear among Syrian refugee communities of the risk of exposure to sexual violence, as well as the feeling of parents that they have no choice but to marry off their daughters in order to protect them. This was followed by Paragraph No. (2), which states: “There are Syrian refugees who belong to political trends such as (the opposition, groups, militias, ISIS, etc.)” With an arithmetic mean of (1.74) At a medium level, and here the political context for forming stereotypes emerged , and paragraph No. (4) came in last place , which states that “Syrian female refugees tend towards peace, while male refugees tend towards violence and harm,” with an arithmetic mean of (1.55) at a low level, which indicates the existence of contexts that build these images (psychological, intellectual and social), due to the presence of pressures and frustrations in men that drive violence and harm according to... Effects Pressures and cultural norms or social norms related to gender , and the overall arithmetic mean for the field was (1.65) with a low degree.

What kind of discourse is needed on social media about Syrian refugees to reduce negative

Paragraphs	SD	AM
Focusing on the common bonds between the two parties, such as religion, history, Arabism, and neighborhood, through the .proposals and content of social media networks	0.54	2.62
Providing balanced discourse or content that avoids hatred and .encourages acceptance of others	0.56	2.61
Focus on the human aspects of the harsh experience of Syrian .refugees and do not obscure their suffering	0.58	2.61
Do not share materials that are not from reliable sources or .moderate pages	0.59	2.58
Justice in addressing refugee issues and the issues and challenges of Jordanian society	0.60	2.58
Building a different culture that reshapes attitudes toward Syrian .refugees and encourages acceptance of others	0.62	2.52
Not dealing with inaccurate content about refugees leads to .misunderstanding or misjudgment	0.60	2.51
Do not burden Syrian refugees with the consequences of deteriorating services or economic and social crises in Jordanian .society	0.67	2.41
TOTAL	0.42	2.56

Table (8)

Arithmetic means and standard deviations for the paragraphs in the field of negative stereotypes in Jordanian society.

in the table indicate (8) The arithmetic averages ranged between (2.41 - 2.62) , the highest of which was for paragraph No. (8) , which states: “ Focusing on the common links between the two parties, such as religion, history, Arabism, and neighborhood, through the proposals and content of social media networks, with an arithmetic average of (2.62) And to a high degree , followed by paragraphs (1,2) Which states that " Providing balanced discourse or content that avoids hatred and encourages acceptance of others , and “ focusing on the human aspects of the harsh experience of Syrian refugees and not obscuring their suffering, ” with an arithmetic average of (2.61) with a high degree, and in last place came paragraph No. (5) which states “not to burden Syrian refugees with the consequences of the deterioration of services or economic and social crises in Jordanian society” with an arithmetic mean of (2.41) with a high degree , and the overall arithmetic mean of the field was (2.56) Highly.

Study Hypotheses

There are statistically significant differences in the images that social media displays about Syrian refugees and variables. Study (gender, academic year level, place of residence)

Table (9) results of the (t) test to reveal the significance of statistical differences between the average responses of the study sample members to (what social media shows of images about

the Syrian refugee) attributed to the variable (gender)

Category	S	N	T value	SD	AM	number
M	0.657	193	0.444	0.30	1.66	73
F				0.34	1.64	122

Table No. (9)

Indicate that the value of (t) is not statistically significant, and this indicates that there are no statistically significant differences at the level of statistical significance ($\alpha = 0.05$) attributed to the gender variable.

/Level Category	SD	AM
First	0.37	1.74
second	0.33	1.70
Third	0.31	1.67
Fourth and above	0.33	1.61

Table (10)

Arithmetic means and standard deviations for (the images of Syrian refugees displayed on social media) attributed to the variable (academic year level)

The data in Table No. (10) indicate the presence of an apparent discrepancy between the arithmetic means and standard deviations of the images that social media presents about the Syrian refugee, attributed to the variable (level of academic year). To reveal the significance of the statistical differences, one-way analysis of variance (One-Way- ANOVA) was used, and Table (15) shows that.

significance	F	mean squares	N	sum of squares	Source of variance
0.366	1.064	0.115	3	0.344	Between groups
		0.108	191	20,604	Within groups
			194	20,948	the total

Table (11)

Results of the One-Way ANOVA for the average estimates of the study sample members regarding the images that social media displays about the Syrian refugee, attributed to the variable (academic year level).

Table. (11) indicate that the value of statistical significance attributed to the variable (level of academic year) is not statistically significant, and is greater than the level of statistical significance ($\alpha = 0.05$) ; which indicates that there are no statistically significant differences attributed to the variable of level of academic year .

SD	AM	Level/Category
0.35	1.65	village
0.32	1.65	city
0.30	1.64	desert

Table. (12)

Arithmetic means and standard deviations for (the images of Syrian refugees displayed on social media) attributed to the variable (place of residence)

The data in Table No. (12) indicate the presence of an apparent discrepancy between the arithmetic means and standard deviations of the images displayed by social media about the Syrian refugee, attributed to the variable (place of residence). To reveal the significance of the statistical differences, one-way analysis of variance (One-WAY- ANOVA) was used, and Table (17) shows this.

Statistical significance	F	mean squares	N	sum of squares	Source of variance
0.992	0.008	0.001	2	0.002	Between groups
		0.109	192	20,946	Within groups
			194	20,948	the total

Table (13)

Results of the One-Way ANOVA for the average estimates of the study sample members regarding the images that social media displays about the Syrian refugee, attributed to the variable (place of residence).

In Table No. (13) indicate that the value of statistical significance attributed to the variable (place of residence) is not statistically significant, and is greater than the level of statistical significance ($\alpha = 0.05$) ; which indicates that there are no statistically significant differences attributed to the variable of place of residence.

Conclusion

The study sought to identify the extent to which stereotypes about Syrian refugees exist within the Jordanian host community, and how social media has contributed to creating, perpetuating, or reinforcing them. It also sought to identify how these stereotypes have impacted society, both positively and negatively. The study also sought to identify their types and whether they have fostered racism, consolidated the majority, marginalized the minority, or violated the rights of certain groups. If positive stereotypes exist, has they taken on a deeply ingrained stereotyped character? The stereotype is a simplification of groups and their general characteristics, which may be misleading or exaggerated. The results showed that one of the most important mechanisms shaping the image of Syrian refugees on social media in Jordanian society is that

they are partners in society and have become an integral part of it. The study also highlighted the influence of the historical bond and tribal ties between the two peoples. Furthermore, the results did not reveal negative stereotypes toward Syrian refugees, which may be due to their achievements in various fields. The outcome of this is due to their efforts and rapid integration. In the communities in which they live, the process of integrating refugees has many positive repercussions for the host community, including projects that may contribute to the prosperity of the host country's economy. Stereotypes related to Syrian refugees in Jordanian society through social media reveal a complex interplay between the narratives that shape public perception. Addressing these stereotypes requires a concerted effort from various stakeholders, including media institutions, policymakers, NGOs, and refugees themselves. Therefore, promoting narratives that emphasize the humanity, resilience, and contributions of Syrian refugees can help combat harmful stereotypes and promote more inclusive attitudes within Jordanian society. Engaging in dialogue, fostering empathy, and advocating for balanced representation of refugees on social media can combat artificial stereotypes and build bridges between communities, ultimately contributing to a more cohesive social fabric. Social media can also be a double-edged sword; While they can perpetuate stereotypes, they can also provide a platform for sharing success stories and positive contributions, and challenging negative narratives. However, these efforts are often overshadowed by prevailing stereotypes, making it difficult to change public perceptions over time.

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