

The image of Al- Shuhada`a Establishment among the families of martyrs, victims of terrorism, war operations and military mistakes

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Abstract

This research (The families of martyrs, victims of terrorism, war operations and military mistakes opinion about Al- Shuhada`a Establishment) came to know and diagnose the mental image the martyrs victims of terrorism carries about the performance of Al- Shuhada`a Establishment and the services it provides to them, and to monitor the contents of that image that they had regarding their privileges and rights that Al- Shuhada`a Establishment supposed to give it to them, according to their law. The research problem was represented by the main question: (What is the image of Al- Shuhada`a Establishment among the families of martyrs, victims of terrorism, war operations and military mistakes), and this research was classified within the descriptive research, the two researchers adopted the survey method in order to achieve the objectives of the research, and they used the tool : the scale as tool for research, as the scale included several questions that were directed to the sample members to answer them. The two researchers chose the intentional sample of the martyrs' families, the category of victims of terrorism, war operations and military mistakes among the other categories which was (200) single. The questionnaire was distributed to them and the results were extracted.

The researchers reached several results, the most important of which were:

- 1- Most of the respondents (93.5%), confirmed that they did not get the privileges stipulated in the laws, similar to the segment of martyrs' families of other groups.
- 2- Most of the respondents (92.5%) agreed that the establishment did not provide them with any job opportunities for those who do not have any job.
- 3- Most of the respondents (89.5%) answered that the institution does not respond to their questions and inquiries.
- 4- All respondents (100%) confirmed that the Foundation did not provide them with loans to set up their projects or build their homes.
- 5- Most of the respondents (96.5%) emphasized that the time to complete their transactions takes longer than it requires.

Opening words: The establishment image, The audience of martyrs' families, The mental image, Al- Shuhada`a Establishment

Chapter one: the methodological framework of the research

First: the research problem

The research deals with knowing and diagnosing the mental image carried by the families of victims and wounded of terrorism about the performance and services provided for them by Al- Shuhada`a Establishment, which was established on 1/1/2005. The institution includes four categories :

- 1-families of the martyrs of the Baath crimes.
- 2- families of the martyrs and wounded of the National mobilization.
- 3- families of the victims and wounded of terrorism.
- 4- Families of martyrs and wounded people of the popular protests / October 2019 (Al-Mada Electronic Newspaper, 11/8/2020).

The establishment offers many privileges and facilities to these different segments, according to Al-Shuhada`a Establishment law. The categories of victims and wounded of terrorism is represented as the unarmed civilians who were martyred as a result of explosions in public places, improvised explosive devices, car bombs, identity killings, and victims of security forces of American occupation through military mistakes.

(Al- Shuhada`a Establishment ,Law No. 2 of 2016, Al-Waqa`i Al-Iraqi newspaper No. 4395, p. 53)

Second: Research questions:

Through the research, the two researchers seek to answer the following questions:

- Q1/ What is the mental image of Al- Shuhada`a Establishment among the families of the victims and wounded of terrorism?
- Q2/ What are the content of the mental image of Al- Shuhada`a Establishment among the families of the victims and wounded of terrorism?
- Q3 / Is there discrimination by Al- Shuhada`a Establishment in dealing with the different segments?
- Q4: Does the establishment deal fairly with the different segments in providing services to them?

Third: the importance of research

The two researchers believe that it is necessary to know the mental image of the institution among the victims and wounded of terrorism, to understand the strengths and weaknesses in the institution's performance, and to realize how the institution deals with its audience, to develop the institution's performance, and develop its methods in dealing with the public, especially since the institution sponsors nearly four million Iraqi citizen, who are the family of 350 thousand martyrs who were martyred as a result of the practices of the former regime, the martyrs of the National Mobilization, Ministry of Interior, Ministry Defense, and the victims of terrorism after 20/3/2003, and the wounded as well. (Owaid 21/1/2021 Iraqi News Agency).

Understanding the contents of the mental image will contribute to the development of the programs and plans that the establishment sets in the future.

Forth: Research Methodology and Procedures:

This research is a descriptive research, which aims to develop an accurate perception of the characteristics of the phenomenon in question, and the two researchers used the survey method for the public of the establishment with a category of victims and wounded of terrorism, to understand and perceive the mental image of the establishment and the contents of this image. As the two researchers distributed a research form to the public at the Establishment main headquarters in Baghdad, which amounted 200 forms.

Field study steps:

1- Choosing the research community:

As for the field study: the two researchers chose the research community from the category of families of victims of terrorism, war operations and military mistakes in the city of Baghdad specifically. Of those who are in the headquarters of the establishment in Baghdad and in a way (a coincidence sample), as the families of the victims visit the main headquarters from all regions, districts in Baghdad, to follow up their transactions, which are many, until they obtain the privileges and rights stipulated in the establishment's law, and a number of the sample reached (200) who were given the scale form, and their results were collected and extracted within the period from (10 February 2021 to 15 May 2021), that is, for a period of three months. The questionnaire included two parts, the first part was related to the data concerning the characteristics of the respondents, and the second part included the scale questions related to the field aspect of the research.

Honesty and reliability (for the scale items):

1- Virtual honesty: Honesty is one of the necessary and necessary conditions for building the questionnaire, and it indicates the extent to which the paragraphs measure the phenomenon to be measured, and that the best way to measure honesty is the apparent honesty that takes place by presenting the paragraphs of the questionnaire to a group of experts, and the scale form was presented to experts in the field of media To judge the extent of its validity, and their views were taken, and adjustments were made to the items of the scale, and the validity of the questionnaire was apparently verified and it was found that it has good apparent honesty and that it is suitable for application to the research community. The percentage of experts' agreement on its items was (96%), which is an acceptable percentage.

2- Stability: It is the consistency in the results of the questionnaire as it gives the same results after applying it twice in two different times on the same individuals. The two researchers distributed the scale form in its initial form to (20) individuals, i.e. (10%) on (February 10, 2021), and after two weeks (i.e. on February 24, 2021) the two researchers distributed to the same sample members (after the researchers asked the sample members for their contact addresses them) and asked the respondents to fill out the form again to know the stability of the scale, and it was found that there is a very high stability rate, as the results of their answers on the scale items was identical by 98%, which is a very high percentage indicating the stability of the scale.

Fifth: previous studies.

The two researchers dealt with the studies closest to the subject of the research, as the studies that dealt with the Iraqi Al-Shuhada`a establishment, and similar Arab institutions in the Arab countries were selected, and they are:

1- Abdel Nasser Alak Hafez and Ibrahim Naseer, using benchmarking to evaluate the performance of employees in achieving quality requirements for human resources - applied research in the Office of the Inspector General / Al-Shuhada`a establishment- Iraq. 2016,(Hafidh& Nasser 2016)

This study aimed to determine the role of employee performance appraisal in achieving quality requirements for human resources in the office of the Inspector General of the establishment, the researchers used the random sample, and the total number of individuals was (75), and the questionnaire was used as a basic tool in collecting data and information, and conducting interviews.

The researchers recommended that the institution should pay more attention and care to the performance system of the employees.

2-Ayed Awad Al-Wareikat and Tariq Qandah, The extent of satisfaction of the families of Palestinian martyrs with the role of the Martyrs' Families Care Foundation in Ramallah and Al-Bireh Governorate 200-2016, (Al-Wareikat and Qandah, 2019)

The researchers dealt with the subject of the extent of the Palestinian martyrs' families' satisfaction with the role of the Martyrs' Families Care Foundation in Ramallah and Al-Bireh governorate during the years from 2000 to 2016. The survey method was used, and a questionnaire was distributed to a regular random sample consisting of (150) family who lives in the Ramallah and Al-Bireh governorate, which constituted 15% of the total community.

The study concluded that there is a strong positive relationship with statistical significance for the care programs (financial, psychological, and educational) on the general satisfaction of the families of the martyrs with the role of the institution. The researchers presented a number of recommendations to the Martyrs' Families Care Foundation, including that the Foundation strives towards independence, by providing sources of support and financial funding for it and providing psychological support programs for the wives and children of martyrs.

3-Dr. HaiderFawzi Al-Ghazi, The Law of Establishment and its electronic and traditional means of communication between Text and Application: A Comparative Study with the Law of the Martyr establishment,' Rights in the Kurdistan Region,.

The study dealt with the legal differences in terms of legislation and application between the Law of Al- establishment, No.2 of 2016 and the Martyrs establishment Law in Kurdistan Region.

The researcher found that there are vast differences between the two laws in social, health, educational and welfare rights.

The law of the Kurdistan region is superior to Law No. 2 of 2016. In addition, the Law of compensating those affected by war operations, military mistakes and terrorist operations No. 20 of 2009 as amended by Law No. 57 of 2015 has grantee a set of rights to the dead of Peshmarka.

Chapter Two: Al-Shuhada`a Establishment foundation and its law.

The Martyrs Foundation was established on 1/1/2005, and it is a governmental institution affiliated to the Iraqi Council of Ministers. Its mission is to address the general situation of the families of the martyrs and the wounded, and to compensate them morally and financially in proportion to the size of the sacrifices they made.

Based on what was approved by the National Assembly in accordance with the provisions of paragraphs (a, b) of Article (33) of the Law of Administration for the State of Iraq for the Transitional Period, and based on the provisions of Article (37) of the Law of State Administration, the Presidency Council decided by a majority, in its session held on 8/1/2006 Issuance of Martyrs Foundation Law No. 3 of 2006 (Al-Waqa'i al-Iraqiya, Law of Martyrs Foundation No. 3 of 2006).

It included the category of martyrs victims of the crimes of the Baath Party, as the martyr was defined according to Resolution 6 of 2006, as: Every Iraqi citizen who lost his life because of his opposition to the former regime in opinion, belief, political affiliation, sympathy with his opponents or aiding them, by an act of the regime in a way Directly or because of imprisonment, torture, or genocide, victims of chemical weapons, crimes against humanity, physical liquidations and forced displacement (Al-Waqa'i Al-Iraqiya, No. 4018 on 6/3/2006).

The institution has aimed to achieve several goals, which are:

- 1- Naming the martyrs according to the provisions of this law.
- 2- Providing many privileges for the categories covered by the provisions of this law through coordination with the various official and unofficial state institutions.
- 3- Providing work and study opportunities in proportion to the competencies of the groups covered by the provisions of this law, and giving them priority in that.
- 4- Providing facilities and assistance that enable them to achieve economic and social well-being for themselves and their families.
- 5- Glorify martyrdom, sacrifice and redemption, and their values in society, and perpetuate them through political and social activities in the fields of culture, arts and various media.
- 6- The Foundation's qualitative work in a manner that secures the attraction and motivation of local, regional and international bodies to provide material and moral support to them (Martyrs Foundation website, 2020).
- 7- The first amendment to the law was issued in 2015, then the second amendment was issued in 2016. The second amendment specified the three categories of martyrs' families, and they are:
 - A. The category of martyrs of the crimes of the Baath Party.
 - B. The category of martyrs of victims of war operations, military mistakes and terrorist operations.
 - c. The Popular Mobilization Martyrs category (Iraqi Gazette, Martyrs Foundation Law No. 2 of 2016, p. 53).

Then a fourth category was added, the category of martyrs of the demonstrations 2020 (Al-Mada newspaper, 1/8/2020).

The foundation departments developed from (3) departments in 2006, to (8) departments in 2016 (Martyrs Foundation website, 2020), these circles are:

- 1- Department of Martyrs of Baath crimes, the annihilated.
- 2- Department of victims of war operations, military mistakes and terrorist operations.
- 3- Popular Mobilization Martyrs Circle.
- 4- The legal department.
- 5- The Financial and Administrative Department.
- 6- Department of Economy and Investment.
- 7- Department of Affairs and Protection of Mass Graves.
- 8- Department of Public Relations and Information (Al-Waqa'i Al-Iraqiya, No. 4395, 25/1/2016, p. 53).

The number of martyrs in Iraq is 350,000 thousand, while the number of martyrs' families is 4,000,000, according to what was stated by the head of the Martyrs Foundation, Dr. KazemAwaid (Dr. KazemAwaid, Iraqi News Agency, 28/1/2021).

The third chapter / analysis of field research data

The analysis and interpretation of field research data on the image of the Martyrs Foundation among the families of victims and wounded of terrorism was as follows:

First: the general data of the respondents:

1- Gender of the sample:

Table No. (1) shows the relative distribution of the research sample members by gender.

Gender	Repetition	percentage	rank
Femail	112	56%	First
Male	88	44%	second
Total	200	100%	

Table (1) shows that the percentage of female respondents ranked first with 112 recurrences and a rate of 56%, and males came in the second place with 88 recurrences and a rate of 44%.

2- Academic achievement of the sample members:

Table No. (2) shows the academic achievement of the sample members

alternatives	Repetition	percentage	rank
Read & write	10	5%	Fifth
Primary	12	6%	Forth
Intermediate	52	26%	Second
Secondary	74	37%	first
Diploma	4	2%	Sixth
Bachelor	46	23%	Third
High education	2	1%	seventh
Total	200	100%	

Table (2) shows that the members of the sample from their academic achievement (secondary) ranked first with 74 recurrences and a rate of 37%, the alternative (intermediate) ranked second with 52 recurrences and a rate of 26%, and the alternative (bachelor's degree) came in the third place with 46 recurrences and a percentage of 23%, and the alternative (primary) ranked fourth at 12 recurrences and 6%, and the alternative (reads and writes) ranked fifth with 10 repetitions and 5%, and in the sixth rank came the alternative (diploma) with 4 recurrences and 2%, and the alternative came (higher certificate) ranked last at a rate of one recurrence and at a rate of 1%.

3- Social status of the sample members:

Table No. (3) shows the social status of the sample members

alternatives	Repetition	percentage	rank
Unmarried	41	20.5%	Third
Married	78	39%	Second
Widow	88	44%	First
Divorced	11	5.5%	fourth
Total	200	100%	

Table (3) indicates the social status of the sample members. The alternative (widowed) ranked first with 88 recurrences, or 44%, and the alternative (married) came in second place with 78 recurrences, or 39%, and the alternative (single) ranked third with 41 recurrences and a percentage of 20.5%, while the alternative (divorced) ranked fourth at 11 recurrences and one at a rate of 5.5%. It is clear from the above table that the widowed alternative is the one who got the highest percentage, which confirms that 44% of the sample members are those who lost their husbands or wives as a result of terrorism, war operations and military mistakes.

4-Relationship of the martyr among the sample members:

Table No. (4) shows the relationship of the next of kin to the martyr among the sample members

alternatives	Repetition	percentage	rank
the fathe	37	18.5%	third
the mother	47	23.5%	first
The wife	42	21%	second
The brother	30	15%	fourth
The sister	18	9%	Fifth
The son	13	6.5%	Sixth
The daughter	5	2.5%	Seven
Total	200	100%	

It is evident from Table (4) that the relationship of the sample members to the martyr was as follows: the alternative (the mother) got the first rank with (47) recurrences and at a rate of (23.5%), and the wife came in the second rank with (42) recurrences and at a rate of (21%) The (father) came in third place with (37) recurrences and at a rate of (18.5%), and in the fourth place came (brother) at (30) recurring and at a rate of (15%), while in the fifth rank came the alternative (sister) by (18). Repeatedly and at a rate of (9%), then in the sixth place came (the son) at a rate of (13) and at a rate of (6.5%), and in the seventh and last place, the alternative (daughter) came with (5) recurrences and at a rate of (2.5%), and this indicates that the mother of the martyr is one of the most sample members who reviewed Al-Shuha'a establishment and the reason is that their sons are the breadwinners for their families and wives.

Second: The results of the respondents' answers to the scale items:

1- Responses of the sample members about the extent to which the establishment treats with respect and appreciation when receiving their transactions according to their point of view.

Table No. (5) shows the extent to which the establishment treats with respect and appreciation when receiving their transactions according to what the sample members see

alternatives	Repetition	percentage	rank
Agreed	5	2.5%	Third
To some extent	7	3.5%	Second
I do not agree	188	94%	First
Total	200	100%	

It is clear from Table (5) that the alternative (I do not agree) occupied the highest percentage of respondents' answers, reaching (188) recurrences at a rate of (94%), followed by the alternative (to some extent) in the second place with (7) recurrences and at a rate of (3.5%). While the alternative (agreed) ranked third with (5) recurrences and at a rate of (2.5%). This result indicates that the establishment did not treat the customers with respect and appreciation when receiving transactions according to the opinion of the sample members.

2- The answers of the sample members about the extent of discrimination in dealing between the families of martyrs victims of terrorism and other groups.

Table No. (6) shows the extent to which the establishment treats with respect and appreciation when receiving their transactions according to what they see as individuals

alternatives	Repetition	percentage	rank
Agreed	189	94.5%	First
To some extent	8	4%	Second
I do not agree	3	1.5%	third
Total	200	100%	

It is evident from Table (6) that the answers of the sample members to the alternatives regarding the distinction in dealing between the segment of the families of martyrs victims of terrorism and the other segments were as follows: Most of the sample members agreed that there is discrimination in dealing with them compared to dealing with other segments, and this seemed clear Through their answers, the alternative (agreed) ranked first with the highest percentage of (94.5%) and (189) iterations, while the alternative (to some extent) ranked second with (8) iterations and (4%), and in the third place came The alternative (I do not agree) at the rate of (3) recurrences and at a rate of (1.5%). This result indicates that an institution deals with bias between the families of the martyrs, and that the category of victims of terrorism sought this discrimination by dealing with the institution directly, and these answers came to confirm this.

3- The answers of the sample members about the intentional neglect by the institution of their transactions, as they are the segment of the families of the martyrs, victims of terrorism.

Table No. (7) shows the extent to which the institution neglects the transactions of the sample members, as they are the segment of the families of the martyrs, victims of terrorism.

alternatives	Repetition	percentage	rank
Agreed	174	87%	First
To some extent	19	9.5%	Second
I do not agree	7	3.5%	third
Total	200	100%	

Table (7) indicates that the answers of the sample members about the intentional neglect by the establishment of their transactions, as they are the segment of the families of the martyrs victims of terrorism, were as follows: To some extent) it came in second place with (19) recurrences and a rate of (9.5%), and the alternative (I do not agree) ranked third with (7) recurrences and at a rate of (3.6%). This result confirms, according to what the sample members believe, that there is a

tangible neglect by the establishment towards the segment of the martyrs' families when they take the procedures to obtain their privileges and rights.

4- The answers of the sample members about the institution following up on their transactions easily and conveniently.

Table No. (8) shows the extent to which the institution follows up the transactions of the sample members easily and conveniently

alternatives	Repetition	percentage	rank
Agreed	8	4%	Third
To some extent	17	8.5%	Second
I do not agree	175	87.5%	first
Total	200	100%	

Table (8) shows that the sample members do not agree that establishment follows up their transactions easily. Their answers came as follows: The alternative (I do not agree) ranked first and with the highest frequencies, amounting to (175) recurrences and at a rate of (87.5%), while the alternative came (to an extent) Ma) came in second place with (17) recurrences and a rate of (8.5%), while the alternative (agreed) ranked third with (8) recurrences and (4%). This result indicates that the Foundation does not facilitate the procedures for dealing with the families of martyrs victims of terrorism to obtain their privileges and rights

5- The answers of the sample members about the time of completing their transactions, whether the time is longer than it requires or not.

Table No. (9) shows whether the time for completing the transactions of the sample members is longer than what is required or not.

alternatives	Repetition	percentage	rank
Agreed	193	96.5%	First
To some extent	5	2.5%	Second
I do not agree	1	0.5%	third
Total	200	100%	

In Table (9), most of the sample members agreed in their answers that the time to complete their transactions takes a longer time than required, as the alternative (agree) obtained the highest percentage and ranked first at a rate of (193) recurring and at a rate of (96.5%), while the alternative came (To some extent) ranked second with (5) recurrences and at a rate of (2.5%), while the alternative (I do not agree) came in third place at a rate of (one repetition) and at a rate of (0.5%). This confirms the delay of the establishment in completing the transactions of the families of martyrs victims of terrorism for a longer time than it required, according to what the respondents said about their suffering in the delay in completing their transactions.

6-The answers of the sample members about their obtain their rights and privileges stipulated in the law, just like the families of martyrs for other categories.

Table No. (10) shows the extent to which the sample members obtain the rights and privileges stipulated in the law, similar to other categories

alternatives	Repetition	percentage	rank
Agreed	2	1%	First
To some extent	11	5.5%	Second
I do not agree	187	93.5%	third
Total	200	100%	

It is clear from Table (10) that the answers of the sample members about their obtaining privileges and rights, similar to the rest of the other categories, were negative, as it became clear through their answers about the alternatives, which were as follows: (187) recurrences, while the alternative (to some extent) ranked second at (11) recurrence and at a rate of (5.5%), and in the third rank came the alternative (agreed) at a rate of (one recurrence) and at a rate of (1%). This result indicates that the establishment did not facilitate the families of martyrs victims of terrorism obtaining their privileges and rights stipulated in the Law of the Al-Shuhada`a establishment, similar to the families of martyrs for other groups, and this was confirmed by the respondents.

7-Answers of the sample members about the availability of job opportunities for them by the establishment for those who did not own any job.

Table No. (11) shows the extent to which the sample members obtained job opportunities provided by the establishment to those who did not own any job.

alternatives	Repetition	percentage	rank
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Agreed	13	6.5%	Second
To some extent	2	1%	third
I do not agree	185	92.5%	First
Total	200	100%	

Among the sample members in Table (11) through their answers about the availability of job opportunities for them by the establishment for those who did not have any job, the alternative (I do not agree) ranked first with (185) recurrences and at a rate of (92.5%), while the alternative (agreed) It came in second place with (13) recurrences and a rate of (6.5%), and in the third place came the alternative (to some extent) with (two recurrences) and at a rate of (1%). This result indicates that the establishment did not provide job opportunities for the families of martyrs victims of terrorism for those who do not have any job, although this is one of their rights stipulated in the Law of Al-Shuhada `a establishment, as confirmed by the respondents' answers.

8-The answers of the sample members about the extent to which the institution directs its employees to complete the transactions of the sample members quickly.

Table No. (12) shows the extent to which the institution directs its employees to quickly complete the transactions of the sample members

alternatives	Repetition	percentage	rank
Agreed	9	4.5%	Third
To some extent	21	10.5%	second
I do not agree	170	85%	first
Total	200	100%	

The respondents' answers in Table (12) about the institution's guidance to its employees in order to quickly complete the transactions of the sample members indicate that the alternative (I do not agree) came in the first place and with the highest frequency (170) iterations and at a rate of (85%), while the alternative came (to some extent)) ranked second with (21) recurrences at a rate of (10.5%), while in the third rank came the alternative (agreed) with (9) recurrences and at a rate of (4.5%). This result indicates, according to the opinion of the sample members, that the establishment does not direct its employees to quickly complete the transactions of the families of martyrs victims of terrorism in order to obtain the privileges and rights stipulated in the law.

9-The answers of the sample members about the extent of the establishment's cooperation with them in answering their questions and inquiries.

Table No. (13) shows the extent of the establishment's cooperation with the sample members in answering their questions and inquiries

alternatives	Repetition	percentage	rank
Agreed	8	4 %	third
To some extent	13	6.5%	second
I do not agree	179	89.5%	First
Total	200	100%	

The sample members in Table (13) confirmed, through their answers about the extent of the institution's cooperation with them in answering their questions and inquiries, that most of them did not agree on the establishment's cooperation with them. %), while the alternative (to some extent) ranked second with (13) recurrences and at a rate of (6.5%), and in the third place came the alternative (agreed) with (8) recurrences and at a rate of (4%). This result indicates that the sample members affirm that the establishment does not cooperate with the families of martyrs victims of terrorism in answering their questions and inquiries regarding how to communicate with the establishment to obtain privileges and rights.

10-The answers of the sample members about the extent to which the establishment provides advice to them in order to obtain rights and privileges.

Table No. (14) shows the extent to which the establishment provides advice to the sample members in order to obtain rights and privileges

Alternatives	Repetition	percentage	rank
Agreed	14	7 %	Second
To some extent	9	4.5%	Third
I do not agree	177	88.5%	First
Total	200	100%	

The answers of the sample members indicated in Table (14) about the extent to which the establishment provided advice to them to obtain rights and privileges, although most of them did not agree on this. The alternative (agreed) ranked second with (14) recurrences and at a rate of (7%), while in the third rank came the alternative (to some extent) with (9)

recurrences and at a rate of (4.5%). This result indicates that the sample members assert that the establishment does not provide them with advice that would help them obtain their rights and privileges.

11-Responses of the sample members about the extent to which the has establishment adopted a specific system to receive their transactions according to the review dates and their sequence.

Table No. (15) shows the extent to which the establishment has adopted a specific system for receiving sample transactions according to the review dates and their sequence.

alternatives	Repetition	percentage	Rank
Agreed	36	18 %	third
To some extent	54	27%	second
I do not agree	111	55.5%	First
Total	200	100%	

The responses of the sample members in Table (15) about the extent to which the institution adopted a specific system to receive their transactions, showed that more than half of the sample members answered the alternative (I do not agree), which ranked first at (111) recurrences and at a rate of (55.5%), while the alternative was (To some extent) came in second place with (54) recurrences and at a rate of (27%), while in the third place came the alternative (agree) with (36) recurrences and at a rate of (4.5%). This result indicates that the sample members were divided regarding the establishment's reliance on a specific system to receive their transactions. Some sample members stated that the establishment adopts the letter system for their review, i.e. according to the first letter of the name of the references, and others mentioned that it depends on the date of the death, i.e. from the oldest to the most recent.

12-Responses of the sample members about the establishment's informing the sample members about the dates of religious and tourist trips on a regular basis.

Table No. (16) shows the extent to which the establishment informs the sample members about the dates of religious and tourist trips on a regular basis

alternatives	Repetition	percentage	Rank
Agreed	8	4%	third
To some extent	18	9%	second
I do not agree	174	87%	first
Total	200	100%	

The responses of the sample members in table (16) about the organization informing them about the dates of religious and tourist trips on a regular basis confirmed that most of them answered negatively on that. The alternative (to some extent) ranked second with (18) recurrences and at a rate of (9%), while in the third place came the alternative (agreed) with (8) recurrences and at a rate of (4%). This result indicates that the sample members confirm that the establish does not adopt a specific system to inform them of the dates of religious and tourist trips, while most of them said that they do not know anything about these trips, their dates, where these trips go, who is responsible for them, how to review and how to register.

13-Answers of the sample members about the extent to which they obtained advances and loans to establish their projects or to build housing units for them.

Table No. (17) shows the extent to which the sample members obtained advances and loans to establish their projects or build housing units for them

alternatives	Repetition	percentage	Rank
Agreed	0	0	
To some extent	0	0	
I do not agree	200	100%	First
Total	200	100%	

The sample members in table (17) unanimously agreed on the extent to which they obtained advances and loans to set up their projects or to build housing units for them, assuming that they answered absolutely negatively to that, the alternative (I do not agree) ranked first with a percentage of (100%) and (200) recurrences.

The other two alternatives were zero and did not record any recurrence. The reason for this is that the segment of the martyrs' families did not obtain any information related to these religious and tourist trips, and most of them confirmed that they did not know anything about these trips, their dates or the mechanism of registration, although it is a right of this segment, similar to the rest of the segments of the martyrs' families.

Results :

1- Most of the respondents (94.5%) confirmed that the Al-Shuhadaa establishment does not deal with them in the same way it deals with other groups.

- 2- Most of the respondents (93.5%) confirmed that they did not obtain the privileges stipulated in the laws, similar to the segment of martyrs' families for other groups.
- 3- Most of the respondents (92.5%) agreed that the establishment did not provide them with any job opportunities for those who do not have any job.
- 4- Most of the respondents (89.5%) answered that the establishment does not respond to their questions and inquiries.
- 5- All members of the sample (100%) confirmed that the establishment did not provide them with advances or soft loans to set up their projects or build their homes.
- 6- The respondents (96.5%) emphasized the length of time to complete their transactions, takes longer than it requires.
- 7- More than half of the respondents (55%) stressed that there is no unified system for receiving their transactions.

Conclusions:

- 1 - The segment of families of victims of terrorism bears a negative image of the establishment, as a result of many reasons, including the unfair treatment that the establishment deals with them during their review to complete their transactions.
- 2- The content of the negative image of the establishment carried by the families of victims of terrorism is discrimination in dealing with them compared to their dealings with the rest of the segments, and their failure to cooperate with them in completing their transactions, not answering their inquiries and questions, and not informing them about important dates related to them.
- 3- Although the families of the victims of terrorism lost important family members, and were subjected to the shock of their absence, and other members of the family were forced to represent their roles in their place, but Al-Shuhada'a establishment, instead of facilitating their affairs to obtain what provides them a decent life, it makes them constantly review the institution, and disappoints them.
- 4- The establishment practices the distinction between the different categories of its public.

Recommendations:

- 1-The establishment need to pay attention to its image and reputation among the public, by not distinguishing between the segments concerning the privileges, and achieving justice, which in turn is reflected in the public's satisfaction with the establishment, and its positive results on the public and society.
- 2-The necessity of paying attention to completing their transactions in a specific and short period of time, with setting exact dates for reviewing the families of the martyrs to reduce the effort and time on them.
- 3-The necessity of having employees with capabilities and experience in dealing with the families of the martyrs and answering their questions and inquiries related to the completion of their transactions.

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