

**A study entitled The Effectiveness of Psychological and Social Support
Programs Provided to the Victims of Fires in the city of Al-Asbaa,
Libya**

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Abstract:

This study examines the effectiveness of psychological and social support programs provided to victims of the fires that affected Al-Asabaa city in Libya. The crisis, which intensified in February 2025, caused widespread fear, anxiety, and social disruption among residents due to the unexplained nature of the fires. The research aimed to assess how psychological and social interventions helped affected families cope with the consequences of the disaster. Using a descriptive-analytical approach, the study surveyed 100 households selected from 368 affected families. Data were collected through a structured questionnaire. The findings showed that psychological support was provided in a timely manner, helped victims manage trauma, reduced stress, and increased their ability to cope with fear. Social support programs also played an important role by providing emergency services, clear information, and material assistance. Overall, participants expressed satisfaction with the services received. The study recommends strengthening support programs and conducting further research to improve disaster response and recovery efforts.

Keywords: Psychological Support, Social Support, Affected People, Fires, Family

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Introduction:

In February 2025, the city of Al-Asbaa was exposed to a wave of fires that broke out in the homes of citizens for no apparent reason, which made people panic and fear of the unknown fate of these fires, and with the flames escalating in front of the women and the hearing of adults and children, women and men, the residents were infected with the phobia of fire, which negatively affected them psychologically and socially, which necessitated the launch of a distress call from the state, and the response of the responsible authorities from the National Safety Authority, the Center for Social Studies and other state institutions quickly

This appeal, not to mention the panic of the cities and neighboring areas who came to the aid and support of the city's residents, who stayed until the rate of fire dropped to one case or no case was recorded, after more than 120 reports were recorded in one day, this situation calls for attention and research to identify the effectiveness of the psychological and social support provided to the families affected by these fires. In this study, we will highlight them in some detail.

1. Study Problem:

Psychosocial support is one of the most important strategies for professional intervention for specialists in the field of social sciences, and it is a basic need for various groups, and it becomes more important and vital for groups that suffer from exceptional situations at the level of mental health, social status, environmental conditions, and others, and it is more urgent and needed during disasters and crises of various kinds, and the disaster of the fires that broke out in the city of Al-Asbaa in the Western Mountains, which affected the private properties of citizens, and left behind a lot of The physical, moral, psychological and social damages, and not only to those whose houses were damaged, but also to the residents of the entire city, because these fires did not differ in the houses, as every family in the city is expected to break out in their house, so it left psychological and social effects, which necessitated intervention, and the importance of psychological and social support was intervened in many fields, including the study of Leila Kanti: entitled Social Support and its Relationship with Psychological Compatibility in Libyan Society among a Sample of Students of the Faculties of Arts and Sciences at Al-Marqeb University. Empirical Study.

A Study by “Ruqayya Ahmed Mohsen &Haila Hussein Nasser”: entitled: Psychosocial Support and its relationship with psychological stress among Students, Faculty of Education, “Zanzibar at Abyan University”, and other studies

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that dealt with the topic of support. The importance of this study lies in the fact that it is the first study of its kind to shed light on this disaster from a psychological and social point of view in this city, and the psychosocial support provided would greatly reduce the psychological and social effects caused by fires, especially when it comes from specialized people.

This study aims to identify the effectiveness of the psychological and social support programs provided to those affected by the fires in the city of Al-Asbaa, and to achieve this goal, it has been translated into the form of a question:

- How effective are the psychological and social support programs provided to those affected by the fires in the city of Al-Asbaa?

2. Basic Concepts of Study:

2.1/ Crisis:

It is an unpredictable and wide-ranging situation, related to the standards of the individual or the management of the organization, and threatens its survival and stability, and requires intervention to confront it and limit its impact. (Al-Badrawi Karar & Al-Khafaji Hamed (2010), p.195). It can also be defined as: “an unexpected and wide-ranging event or situation that relates to the standards of the individual or the management of the organization, and threatens its survival and continuity, and calls for intervention to confront it and limit its impact” (Jadallah, Mahmoud (2010), p.4).

2.2/ Disaster:

There is a general definition that believes that a disaster is a rapid and sudden impact of the natural environment on socio-economic systems (Mahsoub. S & Arbab, M. (1998), p.37). However, The United Nations defines the Disaster as: a sudden event that causes widespread destruction and large loss of life and property, and its effects exceed the ability of the local community to confront it using its own resources, which requires the intervention of external parties to help and relief” (United Nations, (2015)).

2.3 /Psychosocial support:

It is showing interest in the problems and needs of individuals and families, always providing them with all the possibilities available to them, and showing interest and attention to everything, they need to regain their abilities and social performance (Al-Nohi (1999), p.116).

2.4 / Types of Psychosocial Support:

Support is considered a basic process to strengthen strengths, and a tool to prevent the accumulation of pitfalls and gaps that the child faces, which may be a

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major indirect obstacle in the way of other instructions that seem at first glance to be directly related to them (**Psychosocial and Cognitive Methodological Support Manual, (2009), p.1**).

2.5 /Moral Emotional Support:

It is meant to show empathy, caring and affection, love and trust, acceptance and familiarity, encouragement and care for the individual, and making him aware of his or her worth, and is sometimes called the support of warmth, tenderness, or the support of appreciation

2.6 /Tangible Support:

It means the provision of financial assistance, goods or services, also called effective support, and this form of social support includes direct material ways of helping people to each other.

2.7 Information Support:

It is meant to provide advice, guidance, suggestions, and useful information to a person, and this type of information would help others solve their problems.

2.8/ Companionship Support: (Comrades and the Surrounding Environment):

This type of support makes the individual feel a social belonging, and it is also called belonging support, and it can be observed in the presence of friends and engaging in joint social activities with them. (**Abdul Hadi Niven M.S., (2013), p. 15**).

3. A brief about the fires in the city of Al-Asbaa:

3.1 /The city of Al-Asbaa:

It is a Libyan city located in Jabal Nafusa (Western Mountain), about 120 kilometers south of the capital Tripoli, located in the Western Mountain, on two latitudes and longitudes that represent its white geographical location (latitude 32.03 north, longitude 12.86 east).

Since December 2023, the city has witnessed several fires in houses, but they were at intervals that did not attract attention, and they were not of interest even to the residents of the city themselves, and with the beginning of February 2024, these fires began to spread and worsen in an unprecedented way in the history of the city, and not even in the history of Libya in general, and on February 25 in particular, the fires broke out in an indescribable way until they reached more than 50 fires per day. The support was immediately from the cities and neighboring areas of the municipality, including (**Gharyan Municipality, Kakla Municipality,**

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Qawalish Municipality, Mashashiya Municipality, and Zintan Municipality), where the psychological and social support at the official and civil levels was directly from them, the official authorities from the state came with all their weight to help and support the residents in the city, where they were at the forefront of them (the Ministry of Local Government, and the Social Studies Center at the Ministry of Affairs, Social, General Electricity Company, Zintan Airport National Safety Authority Division, National Safety Authority, Acacus Oil Operations Company, National Oil Corporation, Libyan Red Crescent, Criminal Investigation Service, Stabilization Support Agency, Facilities Security Authority, ...) and others who provided in-kind and logistical assistance to try to alleviate the crisis.

Despite all this support from the official and unofficial agencies in the state, they were unable to know the real reason behind the outbreak of the fires, so the speculation was divided between (methane gas, by an active act, witchcraft and sorcery, the extraction of an ancient treasure by some citizens dating back to the Roman era, and woo), where a team of experts from the European Union issued preliminary results, after field visits and technical measurements, stating that the fires "are not caused by environmental pollution or dangerous chemicals or biological substances. Despite the importance of this denial, what was not mentioned is more important than what was said. The team did not provide explanatory alternatives or possible hypotheses but only denied environmental scenarios and left the door open for interpretations.

With the advent of the blessed month of Ramadan, the flames began to recede to reach one or two cases, or none, which made the hypothesis of witchcraft and sorcery more likely, considering that the devils are handcuffed in this month Ramadan. *"If Ramadan comes, the gates of Paradise will be opened, the gates of fire will be closed, and the devils will be slain"* (Sahih Al Boukhari, Hadith 3277), which made the men of the Hussein Committee of the General Authority for Endowments and Islamic Affairs to take the forefront of the arena during the month of Ramadan and after the holy month of Ramadan to treat individuals affected by witchcraft, and it is striking that all the houses that were exposed to fire have an individual infected with witchcraft, which reinforces the hypothesis that witchcraft and sorcery are the cause of the fires in the city.

In terms of psychological and social support, the Center for Social Studies at the Ministry of Social Affairs responded to the call in the early hours of the disaster and entered the field at 12:00 p.m. and continued day and night, where it counted the houses damaged by the fires, cooperated with government and

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emergency agencies, and appealed for support.

3.2/ The Time Frame and the ambiguity surrounding the phenomenon:

The wave of fires in the city of Al-Asbaa (about 120 km southwest of Tripoli) began in February 2025 and continued intermittently and escalated during March and April 2025.

3.3/The Mysterious Nature of fires:

The most striking feature of this disaster is the sheer mystery about the causes of the fires. The fires have sparked widespread terror and anxiety for several reasons:

A. Recurrence: Many homes have burned more than once, suggesting that it's not just accidents.

B. Suddenly spread: The fire broke out suddenly and unexpectedly in different parts of the city.

C. Official Denial of Traditional Causes: After the intervention of international teams (such as the European Civil Protection Mechanism), traditional hypotheses such as gases, pollution, biological materials, or even short circuits were dismissed as the sole causes, deepening the mystery of this phenomenon.

D. Informal hypotheses: Unscientific explanations, including accusations of “Djinn” or “Genies” supernatural powers, have spread among the local population because of the inability to find a logical explanation.

3.4 / Size of Damages and Losses:

Although no significant casualties were recorded (except for suffocation and minor burns), the material and moral damage was extensive due to the length and frequency of the crisis:

A. Direct Material Losses:

▪ **Damaged homes:** The total number of homes damaged exceeded 100, and in some estimates reached 231 by April 2025. Damage ranged from partial to total destruction.

▪ **Property damage:** Vehicles and personal belongings inside homes are heavily damaged.

▪ **Affected families:** More than **100 families** have partially or completely lost their homes, forcing many to evacuate their families and evacuate their homes for fear of renewed fires.

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B. Psychosocial impact:

The psychological impact of the mysterious fires was enormous:

- **Panic and anxiety:** A state of panic and constant fear prevailed among the population because of the inability to identify the source of the danger or stop it.
- **Existential stress:** Losing a sense of security at home, which is supposed to be a haven, has led to deep psychological stress and existential anxiety.
- **Temporary displacement:** Some have resorted to temporary relocation to nearby cities or to relatives in search of safety.

3.5 Response and Investigation Efforts:

Authorities and local authorities have had a hard time dealing with the crisis due to its unusual nature.

A. Immediate Local Response :

- **Al-Asbaa Municipality:** A state of emergency has been declared and has worked around the clock to assess the damage and provide initial support.
- **National Safety Teams:** Fire brigades made continuous efforts, and suffocation injuries were recorded among their members during the fight against repeated fires.
- **Support from neighboring cities:** The city received a large portion of humanitarian and relief aid from residents and municipalities of neighboring cities (such as Zintan), reflecting social solidarity in the face of a lack of official resources.

B. Government Intervention and Investigation :

- **Government of National Unity (Tripoli):** The Ministry of Interior has been tasked with sending teams to investigate the causes, and the Ministry of Social Affairs has harnessed its capabilities to provide support.
- **Committee in charge of Assessing Damages:** The committee began its work in March 2025 to assess the damage to the structures of the houses.
- **Compensation:** A 6-month rental allowance was delivered to 160 affected families, but the payment of final financial compensation for the reconstruction was delayed until April 2025, adding to the suffering of the residents.

C. International Assistance:

Since the cause could not be determined locally, the Libyan government requested international assistance:

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• **EU Civil Protection Mechanism:** The European Union has sent a team of experts from Finland, Estonia and Malta to help analyze the investigative materials and identify measurement methods needed to detect any fuel or gas that contributed to the fires.

▪ **Preliminary findings:** The European team reached a preliminary conclusion in April 2025 that the fires were not caused by gases, pollution or hazardous biological substances.

D. The Most Prominent efforts of the Center for Social Studies in the Crisis of the Al-Asbaa

The role of the Center and similar social institutions can be summarized in the following aspects:

➤ Participate in the evaluation and coordinate the response:

The National Center for Emergency, Crisis and Disaster Management (an entity that works in close coordination with research and social centers such as the Center for Social Studies) participated:

▪ **Rapid response and team formation:** Field teams have been formed to assess the human and social damage caused by fires, and coordinate efforts with relevant authorities to enhance the effectiveness of the response.

▪ **Holding Dialogue Sessions:** The National Center for Emergency and Crisis Management participated in a dialogue session organized by the Center for Social Studies on the fire crisis in the city of Al-Asbaa, with the aim of reviewing efforts and developing unified plans to deal with the crisis.

E. Logistical and relief support (as an entity of the Ministry of Social Affairs)

As the Center is part of the Ministry of Social Affairs' system, its efforts have been included within the broader framework of the Ministry's efforts, which included:

▪ **Sending aid convoys:** The ministry's teams and offices in the area, including social workers, went to support the ministry's branch in the city and sent new aid convoys to support the affected families.

▪ **Counting the Affected:** The Ministry's teams conducted accurate counts of the affected people to ensure delivery of logistical and relief assistance to the beneficiaries.

F. Contributing to the research and social aspect considering the ambiguity surrounding the causes of fires

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(which led to the spread of social and religious explanations such as "elves and magic"):

- **Social Study and Analysis:** The main role of the Center is to analyze the social and psychological repercussions of the crisis, and to provide scientific insights to reduce the spread of rumors and social confusion.

- **Center Recommending Studies:** The Center participated in the recommendations of scientific seminars (such as the seminar organized by Gharyan University) that called for the establishment of a subsequent symposium after completing Sharia, scientific, and social studies on the phenomenon.

4- Methodology of the Study:

Due to the nature of this study, the researcher used the descriptive-analytical method as the most appropriate method for the nature of the phenomenon studied, as it is based on "describing the different characteristics and gathering information about the subject of the study (Ibrahim, Abdel Wahab (1985), p. 40))

4.1/ Study population:

It is represented in all the 368 families affected by the fires in their homes, according to the report record at the Al-Asaba Security Affairs Office of the East Mountain Security Directorate.

4.2/ Study Sample:

The sample consisted of 100 houses whose damages varied between small, medium, and large.

4.3/ Limitations of the study:

The limits were:

- **Spatial Limitations:** This study was conducted in the city of Al-Asbaa in the Western Mountains.
- **Time Limits:** It is the period in which the study was conducted, from 1/9/2025 to 30/9/2025
- **Human Limitations:** It is represented by individuals and heads of households who were affected by the fires referred to in the study community and sample above.

4.4/ Search Tool:

- The first part: The cognitive aspect, as it relied on the library style by reviewing books, scientific theses, reports and periodicals.
- The second part: The practical aspect relied on the questionnaire

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form to obtain the data that helps him to test questions related to the research topic, where the researcher designed a questionnaire form consisting of four main axes distributed as follows:

-Primary Data: It including gender, age, marital status, type of damage, and whether you have received psychological or social support:

- ✓ The first axis: It includes 5 phrases about **the effectiveness of psychological support.**
- ✓ The second axis: It includes 5 phrases about **the effectiveness of social support.**
- ✓ The third axis: It includes 5 phrases about **the satisfaction of the affected people with the services.**
- ✓ The five-step scale (Licarte scale): was used to measure the appropriateness of the item in the axis from the researchers' point of view with the phrase 1 disagree 2 slightly agree 3 agree 4 strongly 5 very agree or disagree to guide the researcher when filling out the form.

The data were statistically processed using the SPSS Statistical program, where the weighted mean was used to determine the direction of the answer for each paragraph, the standard deviation to measure the dispersion of the answers and the extent to which they deviated from the arithmetic average, in addition to the T-test to determine the importance of the differences between the mean answer of the sample members and the mean of the measurement.

4.5/ Consistency of the Questionnaire:

The (Cronbach's alpha) coefficient is used to determine the degree of truthfulness and stability of the statements of each of the axes of the questionnaire, and it is clear from Table (2) that the value of Alpha exceeds the statistically acceptable value, which is (0.05), which indicates the stability of all paragraphs of the questionnaire.

Table (1) shows the results of the (Cronbach's alpha) test for the study axes

Number	Phrases	Number of Phrases	Alfa coefficient value
1	The first axis	5	0.615
2	The second axis	5	0.710
3	The Third axis	5	0.850
4	All Ferries	15	0.790

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From Table (1), we can see that the values of the (Cronbach's alpha) coefficient for each group of statements and for all statements are greater than (0.05) This indicates that there is a strong correlation between the answers of the sample vocabulary on each set of questionnaire statements and for all statements. This increases confidence in the results we will get.

Table (2) Shows the distribution of the sample members by sex

Statement	Repetition	Percentage
Male	100	100%
Total	100	100%

Table (2) above represents the total number of members of the sample that we interrogated. In terms of law, customs and traditions, they are heads of households and fathers responsible for them. This is explained by the fact that all members of our sample are male, as their number reached 100, i.e. 100%. We also record that their number of families reached 100 families, which are nuclear families (fathers, mothers and sons) who were injured in a disaster when their homes were exposed to fires.

Table (3): Shows the distribution of the sample members according to the age variable.

Statement	Repetition	Percentage
Less than 30 years old	1	1%
31-40	5	5%
41-50	45	45%
51-60	40	40%
60 and up	9	9%
Total	41	100 %

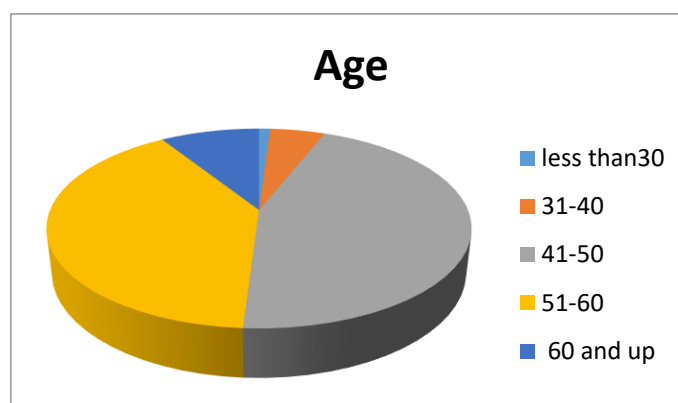


figure (1)

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Through the data shown in Table (3), it was found that most of the sample members are between the ages of 41-50 years with a frequency of 45 individuals and a percentage of 45% of the sample members, followed by the age stage from 51-60 years with a percentage of 40% of the sample members with a frequency of 40 sample members, while of their age between 60 and above the percentage of the sample members reached 9%, followed by 5% of the sample members between the ages of 31-40 years and 1% less than 30 years.

Table (4) shows the distribution of the sample members according to marital status

Statement	Repetition	Percentage
Single	0	0%
Married	100	100%
Divorced	0	0%
Widow	0	0%
Total	100	100%

According to the data shown in the table (4), all participants were 100% married, and we did not find any case of the sample being single, divorced, or widowed. This indicates that all those affected by the fires were stable families.

Table (5): shows the distribution of the sample members according to whether they received psychological or social support

Statement	Repetition	Percentage
Yes	100	100%
No	0	0%
Total	100	100%

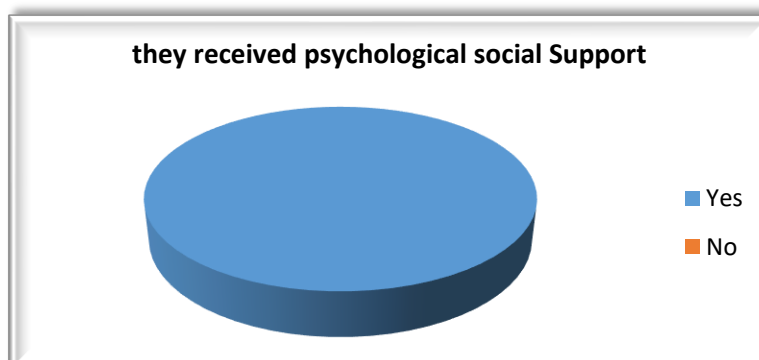


Figure (2)

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Through the data shown in the previous table, all the respondents received psychological and social support, which is 100% of the sample members, and if anything, this indicates the realism and seriousness of the work by the responsible authorities, especially the Center for Social Studies.

5. Data Analysis Results:

5.1/ The first axis: The Psychological Support Effectiveness.

Table (6): Shows the effectiveness of the psychological support provided to those affected by the fires in the city of Al-Asaba

Paragraphs Number	Paragraphs	Arithmetic Average	Standard deviation	Application Level	Ranking
1	Psychological support helped me reduce stress after the fire.	3.8939	0.8494	High	5
2	The specialists helped me cope with the trauma better.	4.4091	0.7093	High	2
3	The psychological sessions provided useful information about coping with fear.	4.1061	0.7741	High	4
4	I felt that the psychologist understood my situation.	4.3864	0.7377	High	3
5	Psychological support was available on time.	4.4394	0.7542	High	1

Through paragraph (05) " Psychological support was available at the right time ", we see that the research sample tended to agree to a great extent, with an arithmetic average of (4.4394), and with a standard deviation of (0.7542), and the researcher believes that this reflects the speed of the psychological response towards those affected after the occurrence of fires, which is an essential element to measure the effectiveness of psychological support, as timely intervention is one of the most important factors in reducing trauma and limiting its development, and some of the previous studies referred to above believe that the speed of providing psychological support in the post-disaster phase is one of the main determinants to reduce the subsequent psychological effects, and compared to the results of the current study.

It is clear that the effectiveness of these programs depends to a large extent

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on the readiness of specialized teams and their ability to reach the affected people during the first hours after the fires, and this is what the Center for Social Studies has done.

Through paragraph (02) "The specialists helped me deal with the trauma better". It turned out that the opinions of the research sample tended to agree, with an arithmetic average of (4.4091) and a standard deviation of (0.7093), and the researcher believes that this reflects the extent to which psychological support programs contribute to raising the efficiency of social and psychological specialists who dealt with those affected by fires, as is evident in the support provided by the social workers affiliated with the Center for Social Studies in order to overcome the crisis.

It was shown through paragraph (04) "I felt that the psychologist was understanding of my situation". The opinions of the research sample tended towards approval with an arithmetic average of (4.3864) and a standard deviation of (0.7377), and the researcher believes that this feeling did not come out of thin air, but came as a result of the speed of response, and the specialist's understanding of the psychology and feeling of the victim, and this is considered one of the good qualities of the specialist.

Through paragraph (03) "Psychological sessions provided useful information about facing fear", we see that the opinions of the sample tended to agree with a high degree with an arithmetic average of (4.1061) and a standard deviation of (0.7741), and this starts by clarifying that fear after fires is not a weakness, but a natural reaction to a traumatic event, and thus this helps the affected people to understand their feelings.

Paragraph (01) states: " Psychological support helped me reduce stress after the fire. The Opinions of the research sample tended to agree to a great degree with an arithmetic average of (3.8939), with a standard deviation of (0.8494), and the researcher believes that it is possible by providing a sense of security and reassurance after fires, reducing the emotional pressure resulting from trauma, in addition to correcting negative thoughts after the disaster.

Table (7) bellow: Show the Results of test on the general average of the respondents' statements related to the effectiveness of [psychological support](#) provided to those affected by the fires.

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Statement	Overall average	Standard deviation	T value	Calculated Moral Significance
The general average of the responses of the study sample to the statements related to the effectiveness of the psychological support provided to those affected by the fires in the city of Al-Asaba	4.352	0.727	20.345	0.000

From Table (7), we can see that the value of the test is 20.345 with a calculated significance of 0.000, which is less than the significance level of 0.05, so we reject the null hypothesis and accept the alternative hypothesis, and since the average answers of the research sample is 4.352, which is about the assumed average (3), this indicates the existence of a kind of psychological support for those affected by the fires in the city of Al-Asbaa, arranged in order of importance as follows:

- Psychological support was available in a timely manner.
- The specialists helped me deal with the trauma better.
- I felt that the psychologist was understanding of my situation.
- Psychological sessions provided useful information about coping with fear.
- Psychological support helped me reduce stress after the fire.

5.2/ The Second Axis: The Social Support Effectiveness.

Table (8): Shows the effectiveness of the Social Support provided to those affected by the fires in the city of Al-Asaba

Paragraphs Number	Paragraphs	Arithmetic Average	Standard deviation	Application Level	Ranking
1	I was contacted by social media after the fire.	0.9545	0.7603	High	5
2	She received social assistance that mitigated the damage.	4.1136	0.9217	High	4
3	The support teams helped me get emergency services.	4.1288	0.6700	High	3

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4	Social authorities provided clear information about the rights of those affected.	4.1970	0.6472	High	1
5	Social support was enough to get through the first stage.	4.1667	0.6074	High	2

Paragraph (04) "Social Authorities Provided Clear Information on the Rights of the Victims" shows that the opinions of the research sample tended to agree to a great extent, with an arithmetic average of (4.1970), and with a standard deviation of (0.6472), at the beginning of the disaster, there was a great deal of confusion about the social agencies providing clear information about the rights of the victims, and they were content with sympathy only, but this soon changed after the criminal investigations revealed that the fires were not an active act, so the rights were successive, starting with the provision of in-kind assistance. to cash (rental allowance) to fully compensate for the damage.

Paragraph (05) states: "Social support was sufficient to pass the first stage. The analysis indicates that the social support provided by both official and informal authorities to those affected by the fires was sufficient to overcome the first stage of the trauma, as it contributed to calming the initial tension, enhancing the sense of security, and providing the necessary psychological and emotional support during that critical period.

Paragraph (03) states: "The support teams helped me to obtain emergency services". The opinions of the study sample tended to agree to a great extent, with an arithmetic average of (4.1288) and a standard deviation of (0.6700), and this is done through roles that aim to respond quickly and meet urgent needs, by directing the affected people to emergency service points, and coordinating with the official authorities represented by the Municipal Council, the Municipality's Crisis Committee, and the Libyan Red Crescent Al-Asaba Branch, assessing immediate needs, and mitigating Congestion and facilitating the process of access, documenting existing problems and difficulties and conveying them to the relevant authorities.

Paragraph (02) states: "I received social assistance that mitigated the damage". The opinions of the study sample tended to agree to a great extent, with an arithmetic average of (4.1136), and a standard deviation of (0.9217), these aids helped many to mitigate the damage caused to them, as a result of the speed of response, and the variety of assistance that was between in-kind, monetary, social

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and psychological, such as food and medicines, compensating for material losses, strengthening social ties, facilitating the access of government medical aid through field teams, and counting Those affected.

Paragraph (01) states: "I was contacted by the social authorities after the fire". The opinions of the research sample tended to agree to a large degree, with an arithmetic average of (0.9545) and a standard deviation of (0.7603), and this was done through the presence of the concerned authorities on the ground immediately after the fire, including the policemen to report the fire, the National Safety Authority for Fire Suppression, the Red Crescent, and the statistics teams of the Center for Social Studies, all in order to provide appropriate support at the right time.

Table (9): Show the Results of the Test on general average of the respondents' statements about the effectiveness of social support provided to those affected by the fires in the city of Al-Asaba

Statement	Overall average	Standard deviation	T value	Calculated Moral Significance
The general average of the respondent's statements related to the effectiveness of the social support provided to those affected by the fires in the city of Al-Asaba	4.278	0.852	29.525	0.000

From Table (9), we can see that the value of the test is 29.525 with a calculated significance of 0.000, which is lower than the significance level of 0.05, so we reject the null hypothesis and accept the alternative hypothesis, and since the average answers of the research sample vocabulary is 4.278, which is about the assumed average (3), this indicates the existence of a kind of social support for those affected by the fires of the city of Al-Asaba, arranged in order of importance as follows:

- Social authorities provided clear information about the rights of those affected.
- Social support was sufficient to get through the first stage.
- The support teams helped me get emergency services.
- Received social assistance that mitigated the damage.
- I was contacted by the social authorities after the fire.

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5.3/ The third axis: The Satisfaction of the affected People with the Services

Table (10): Shows the Satisfaction of the affected people with the services provided to those affected by the fires in the city of Al-Asaba

Paragraphs Number	Paragraphs	Overall average	Standard deviation	Application Level	Ranking
1	I am satisfied with the level of psychological support.	4.4848	0.6237	High	1
2	I am satisfied with the level of social support.	4.2727	0.5538	High	3
3	The services have helped me feel safe.	4.2879	0.6243	High	2
4	The experience increased my confidence in the efforts of the competent authorities.	4.1970	0.6472	High	4

Through paragraph (01) " I am satisfied with the level of psychological support", we see that the research sample tended to agree to a great extent, with an arithmetic average of (4.4848), and a standard deviation of (0.6237), and the researcher believes that this satisfaction reflects the success of the support, psychological and social teams in this task, and that the municipality succeeded in managing the crisis, despite some shortcomings, but it is considered successful as it is a unique and unprecedented incident.

Through paragraph (03) "The services have contributed to enhancing my sense of security". It turned out that the opinions of the research sample tended to agree, with an arithmetic average of (4.2879), and a standard deviation of (0.6243), and the researcher believes that this was done through the provision of a supportive human environment in a difficult situation in which the individual needs a kind word more than before, and helping the affected people to understand what is happening to them, as well as the social support that was provided, which proved the strength of social relations between individuals within the city, all of which made the affected people feel safe In the worst of circumstances.

Paragraph (02) shows that "I am satisfied with the level of social support." The opinions of the research sample tended towards approval, with an arithmetic average of (4.2727), and a standard deviation of (0.5538), and this also indicates the success of the psychosocial support teams and work teams during the disaster, and the municipal council in leading the stage competently.

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Through paragraph (04) " The experience has increased my confidence in the efforts of the competent authorities."We believe that the opinions of the sample tended to agree to a high degree, with an arithmetic average of (4.1061) and a standard deviation of (0.7741), and this made the citizen feel that there are governmental and private agencies and institutions capable of dealing with such disasters at any time and anywhere.

Table (11): Shows the Results of Test on the general average of all answers of respondents' statements related to the Satisfaction of the affected people with the Services provided to those affected by the fires in the city of Al-Asaba

Statement	Overall average	Standard deviation	T value	Calculated Moral Significance
The general average of all answers of respondents' statements related to the satisfaction of the affected people with the services provided to those affected by the fires in the city of Al-Asaba.	4.278	0.852	29.525	0.000

From Table (11), we can see that the value of the test is 29.525 with a calculated significance of 0.000, which is lower than the significance level of 0.05, so we reject the null hypothesis and accept the alternative hypothesis, and since the average answers of the research sample vocabulary is 4.278, which is about the assumed average (3), this indicates the existence of a kind of social support for those affected by the fires of the city of Al-Asaba, arranged in order of importance as follows:

- ✓ I am satisfied with the level of psychological support.
- ✓ The services contributed to enhancing my sense of security.
- ✓ I am satisfied with the level of sociological support.
- ✓ The experience increased my confidence in the efforts of the competent authorities.

❖ **Study Results:**

The study reached several conclusions, which were:

- **The Results of the First Axis:** The effectiveness of the Psychological Support provided to those affected by the fires in the city of Al-Asabaa:
 - Psychological support was available in a timely manner.
 - Specialists have helped affected individuals better cope with trauma.

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- Affected individuals feel that the psychologist was understanding their situation.
- Psychological sessions provided useful information about coping with fear.
- Psychological support helped reduce stress after the fire.

▪ **The Results of the Second Axis:**

The effectiveness of the Social Support provided to those affected by the fires in the city of Al-Asaba:

- Social authorities provided clear information about the rights of those affected.
- Social support was sufficient to get through the first stage.
- Specialists have helped affected individuals better cope with social trauma.
- Support teams have helped affected individuals access emergency services.
- Affected individuals received social assistance that mitigated the damage.
- The affected individuals were*ù contacted by the social authorities after the fire.

▪ **The Results of the Third Axis:**

The Satisfaction of the affected People with the Services provided to those affected by the fires in the city of Al-Asaba:

- There is general satisfaction among affected individuals about the level of psychological support.
- The services contributed to enhancing my sense of security.
- There is general satisfaction among affected individuals about the level of social support.
- The experience increased the confidence of the affected individuals in the efforts of the competent authorities.

- **Recommendations Study:**

1. The need to work on creating the appropriate conditions for those affected by the fires to return and adapt to the new situation for them.
2. Supporting and encouraging employees and workers in government and private institutions concerned with dealing with those affected by fires.

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3. Work to conduct more in-depth and accurate studies and research to develop and improve intervention methods and psychological and social support during fires.

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