

# Language Use in the Management of Refugees in Jordan: A Textual Analysis

Nashrawan Farouq Helmi Hashem<sup>\*a</sup>, Minah Harun<sup>b</sup>

<sup>ab</sup>*School of Languages, Civilisation and Philosophy, Universiti Utara Malaysia*

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## Abstract

Even though peace is a desired situation, conflicts are inevitable. The language of conflict resolution plays a noteworthy role in not only preventing violence and mitigating conflict escalation but also in addressing the pressing needs of affected and displaced individuals due to wars and conflicts in their homelands. There is thus a critical need to understand how linguistic strategies are employed in managing conflicts for refugees. This paper discusses the study which analyses the linguistic strategies employed in the United Nations High Commissioner for Refugees (UNHCR) documents concerning Syrian refugees in Jordan. Drawing upon Fairclough's critical discourse analysis theory, this qualitative research examined the language of resolution embedded in these legal documents and the impact on the diplomatic management practices of these refugees. The findings revealed that the UNHCR skilfully combines authoritative and emphatic language in an attempt to address the problems and manage their concerns effectively. The study demonstrated not only the significant role of language in managing and resolving conflicts but also in shaping and mobilising international efforts to protect the refugees. The paper concludes with the recommendation that future research should consider the refugees' narratives in conflict resolution and management.

**Keywords:** Conflict resolution, Jordan, linguistic strategies, Syrian refugee, textual analysis

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## 1. INTRODUCTION

Conflict resolution is a fundamental human activity expressed and carried out in many ways that differ greatly across nations and cultures. The differences in approach are based on different interpretations of the essence of conflict and society (Cohen, 2001). Language of conflict resolutions plays a noteworthy role in not only preventing violence and mitigating conflict escalation but also in addressing the pressing needs of displaced populations due to wars and conflicts in their homelands. It has a dual nature, capable of both destroying relations and fostering them to a state of peace. In other words, Language, when used proficiently, has the potential to foster social cohesion, economic advancement, and security. Nonetheless, if utilised improperly, it may lead to conflicts and to the collapse of law and order in a society. Furthermore, when a piece of information is incorrectly encoded, recipients frequently become confused and this, in turn, causes a communication breakdown and results in crises such as lawlessness, loss of lives, and property damage (Gronching, 2005). According to Whitney and Trostenbloom (2010, p.2), "words create worlds", which simply means social change and reality can be achieved by the power of language. Therefore, it is imperative to accept that language is the only tool for peace and conflict resolution (Ani, 2015).

Armed conflicts, civil wars and the abuse of human rights have led to a significant increase of refugees. Humanitarian crises became a recurring occurrence in the subsequent decades as millions of deprived refugees sought refuge in other countries. In this context, it is imperative to understand the interplay between language and the crafting of resolutions that are relevant to the management of refugee populations and the fulfilment of their needs, and the dual role of language in either mitigating or intensifying the difficulties encountered by the refugees. Although conflict resolutions have been studied, the language of conflict resolutions managing refugee

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\*Corresponding author. Tel.: +962-795303990  
E-mail: [nashrawan.hashem123@gmail.com](mailto:nashrawan.hashem123@gmail.com)

crises is rarely examined, particularly the resolutions of the Office of the United Nations for High Commissioner for Refugees (UNHCR). Studying such resolutions can help understand how Language shapes global narratives and influences policy objectives and the diplomatic discourse employed during the issuance of these resolutions. Thus, this paper reports the qualitative research conducted on the UNHCR resolutions managing the Syrian refugees in Jordan in specific.

### 1.1 Language use in conflict resolution

In this piece of research, we argue that language provides an opportunity to resolve conflicts and actively engage in a framework for shaping justice through agreement or judgment. In resolutions, language remains the key to understanding and achieving common goals (Drabarz, Kałużny, & Terrett, 2017). Cohen (2001) remarked that linguistic analysis highlights four key dimensions of conflict resolution that may be observed via considerable conceptual variations expressed in language. These dimensions include *assumptions* concerning the origins and characteristics of conflict; *expectations* regarding the methods and goals of conflict resolution; *comprehension* of what it entails for a conflict to be resolved and a *preparation* of rituals suitable for affirming and demonstrating the return of harmonious relations after the conflict. Väyrynen (2018) stated that conflict resolution employs strategies, including the involvement of a third party to facilitate the cessation of the conflict and to facilitate an agreement regarding the current issue that has sparked the conflict. For example, the United Nations (UN), as a political diplomatic organ, is a mediator that issues resolutions for the sake of peace-building through language (Nassar, 2024).

Peace can be promoted or utilised by using the powerful tool of language; thus, the words that are used in forming the resolutions to unfold conflicts can impact people's perceptions as well as the behaviour of the parties involved. Therefore, language implicitly has the power of forming ideologies. Additionally, van Dijk (2006) argued that language can be used to legitimise the dominant parties' interests. Halliday (1973), on the one hand, asserts that language can be used to form commands, persuasion, requests, and by this, one can control others' behaviour. Pelinka (2007) asserted that "language must be seen (and analysed) as a political phenomenon" and that politics must be understood and reasoned as a linguistic phenomenon (p.129). On a large scale, the use of language in political contexts such as forming resolutions needs to examine the relationship between language and politics. Accordingly, Chilton (2004) contended that conceiving the language of political speakers "imbue their utterances with evidence, authority, and truth" and, thereby, accomplishes legitimacy in particular political contexts (p. 23). From the standpoint that language has a history of being a tool for starting and increasing conflicts as well as for pacifying or controlling their destructiveness, language has an influential role in resolving and managing crises (Osimen, Aniga, & Bateya, 2015). Thus, the use of words can cause war or peace, and this can be achieved by their implications, understanding and context in which their meaning can help those in positions of authority and power to make a good choice of words and language in their speeches to promote peace instead of war. Similarly, Jija (2012) emphasised that in order to promote both individual and group cooperation in social affairs, language should be utilised wisely, responsibly, and pleasantly. In addition, the ability to suppress conflicts requires strong communication skills or capability. According to him, terms seen as linguistically dividing and segregating should be replaced with terms that are more accommodative and uniting. He added that one should refrain from using derogatory language or incorrect or misinterpreted phrases. He believed that using languages that honour and respect human dignity, tolerance, truth, and national integration is the finest means of bringing about peace and resolving conflict. According to Hudson (1978), language should be understood as a strategic resource whereby politicians gain and hold power.

Discourse of UN resolutions is very crucial (Chiluwa, 2021; Smith, 2010; Smith, 1997). However, in order to comprehend the meaning of resolutions and their effectiveness, we should sort out the linguistic features and strategies. Cohen (2001) postulated that language use in texts or speeches lends meaning to individuals, groups, and their social actions, illustrating that meaning is formed through language representation. Consequently, as Smith (1997) stated, in order to advance peace efforts and resolutions, peace process entails discursive techniques that strategically develop negotiations, peace rhetoric, dialogues, tact, and diplomacy. In other words, language can be formed or manipulated to promote peace. Hence, this paper will explore the language of diplomacy as part of resolving conflicts through language use.

### 1.2 Diplomatic language

Diplomatic language is a critical tool in international relations, serving as the primary means through which nations from diverse backgrounds communicate, negotiate, and cooperate on the global stage. It is a specialised form of communication designed to convey messages effectively while navigating complex political landscapes and diverse cultural contexts (Kurbalija & Slavik, 2001). In essence, diplomatic language encompasses the words,

phrases, and tones used by diplomats and government officials in their interactions with foreign counterparts. This form of language is carefully crafted to achieve specific diplomatic goals, whether it is fostering cooperation, signalling intentions, or resolving disputes (Denza, 2016). It is often employed to convey nuanced messages that go beyond the literal meaning of words. This can include subtle hints, coded language, or diplomatic euphemisms that allow diplomats to communicate sensitive or contentious issues more diplomatically (Berridge, 2022). Furthermore, diplomatic language serves as a means of managing conflicts and preventing misunderstandings between states (Gună, 2014). Clear and precise diplomatic language can help to clarify intentions, reduce ambiguity, and avoid misinterpretations that could escalate tensions (Mayer, 2009). Conversely, vague or inflammatory language can have the opposite effect, leading to diplomatic standoffs or even conflict (Brown & Ainley, 2009). In this sense, diplomatic language is a tool for managing the inherent risks and uncertainties of international relations by fostering mutual understanding and trust (Baartman, 2023).

To illustrate, the diplomatic language of international organisations such as the UNHCR whose resolutions are an essential tool that shapes international diplomacy, law and policy, presents crucial linguistic complexity that may pose challenges in comprehension and interpretation. Thus, understanding the linguistic features of resolutions will help provide insights into the strategies and techniques used to help refugees and the host country. The resolutions implemented by the UNHCR give hope to refugees since they represent the international community's commitment to safeguarding the rights and humanitarian values of displaced people (Zieck, 2023). Refugees consider these resolutions as an approach to gaining long-term solutions, including returning securely to their home country, merging into local communities or moving to new places which may provide them security, stability and opportunities they greatly want. Furthermore, legal protections and the ability to get necessary services, including healthcare, education and employment opportunities are guaranteed by UNHCR resolutions (Roberts, 2020). These services are essential for rebuilding ruined communities and promoting resilience among displaced populations. In essence, refugees view UNHCR resolutions not only as symbolic gestures but as practical tools that can bring about positive change and provide much-needed support during the uncertain and unstable experience of displacement (Morris, 2021).

Although several studies have examined the management of the Syrian refugees in Jordan from a political perspective, there remains a significant gap in understanding the linguistic aspect of this matter, particularly within the realm of UNHCR resolutions. Despite the crucial role of language in forming perceptions, policies, and diplomatic discourse, there has been a lack of studies examining the complexity of language in these resolutions. The majority of existing studies have mostly concentrated on political analysis, disregarding the significant impact of language on the formulation, interpretation, and implementation of resolutions concerning refugees. Hence, there is a critical need to explore and analyse the language of UNHCR resolutions pertaining to Syrian refugees in Jordan, in order to gain a deeper understanding of the linguistic strategies employed and their influence on refugee management. The reason for exploring and analysing the language of UNHCR resolutions pertaining to Syrian refugees in Jordan is that the language used in such documents shapes policies and influences the management of those refugees. Understanding the linguistic strategies employed can reveal how specific terminologies, classifications, and narratives may affect decision-making processes, resource allocation, and the overall treatment of refugees. By gaining deeper insight into these strategies, researchers and policymakers can identify any implicit biases, power dynamics, or humanitarian priorities embedded within the language, leading to more informed and effective refugee management practices.

This gap of knowledge creates an urgent problem that leaves scholars with a limited understanding of how language influences the eventual outcomes of the international resolution process. Hence with that in mind, two research objectives guide the inquiry in understanding the language use in managing refugees: (i) to analyse the linguistic features employed in the UNHCR conflict resolution documents about Syrian refugees. (ii) to examine how language choices in these documents reflect the underlying political, social and cultural attitudes towards those refugees.

## **2. METHODOLOGY**

### **2.1 Research design**

This piece of research is part of the larger study, which uses a qualitative research design that focuses on conducting a case study of the management of Syrian refugees by the UNHCR in Jordan. A case study is a study that focuses on an in-depth, contextual analysis of a specific subject, event or phenomenon within its real-life context. Considering a suitable tool for data collection and analysing technique is an essential step for conducting a qualitative study (Akyıldız & Ahmed, 2021). For this paper, the presented case study involves an in-depth examination and textual analysis of UNHCR written documents related to the management of the Syrian refugees

in Jordan. This approach allows for a detailed clarification of the language, policies, and strategies employed in the resolutions to deal with the Syrian refugee crisis. In addition, they will provide a context for understanding the diplomatic dynamics surrounding the Syrian refugee crisis.

## 2.2 Study context and the Syrian refugees

The crisis in Syria, which began in March 2011, escalated the refugee situation in Jordan. Hundreds of thousands of Syrian refugees sought international protection across the border. Over the past decade, UNHCR has been dedicated to ensuring their protection. Currently, around 624,000 Syrian refugees are registered in the UNHCR-Jordan database (UNHCR, 2024). Despite Jordan's support, Syrian refugees still suffer from poor psychological health, social relationships, and economic conditions.

## 2.3 The textual analysis

To explore the language use in managing refugees in Jordan, this paper examines key international resolutions, specifically UNHCR resolution numbers A/RES/76/143 and A/RES/77/198, issued by the United Nations General Assembly (UNGA). These resolutions address questions relating to refugees, returnees and displaced and humanitarian concerns, which comprehensively reflect the diplomatic language characteristic of the United Nations (UN) resolutions.

## 2.4 Data collection and procedures

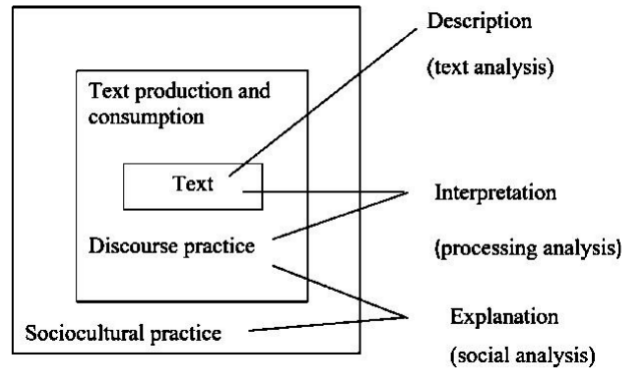
The data for this paper consisted of two of the UNHCR resolutions numbers (A/RES/76/143) consists of eleven pages and (A/RES/77/198) consists of twelve pages that have the title (Report of the United Nations High Commissioner for Refugees, questions relating to refugees, returnees and displaced persons and humanitarian questions) obtained from the official United Nations website. These resolutions represent authoritative documents that outline the strategies and policies employed by the UNHCR in addressing the refugee crisis. Analysing such documents provides an in-depth understanding of the language, approaches, and humanitarian concerns that shape global refugee policies, making it an essential resource for examining the linguistic strategies and their impact on refugee management. To maintain the study's focus and relevance, only the resolutions that specifically address the management and support of refugees were selected. The chosen resolutions provided a comprehensive basis for analysing the linguistic strategies used in formulating the resolution, offering insights into how language shapes the interpretation, implementation and effectiveness of policies in the context of refugee management. Therefore, the documents were selected according to specific criteria; their direct relevance to refugee issues, their potential significant impact on refugee policy and practices, their notable use of language and discourse in addressing refugee rights and protection and the date of issuing places it within a critical period of response and adaptation to ongoing refugee crises.

Table 1. The profiles of the resolutions

Number	Title	Date	Number of Pages
A/RES/76/143	Report of the United Nations High Commissioner for Refugees, questions relating to refugees, returnees and displaced persons and humanitarian questions	6 January 2022	11
A/RES/77/198	Report of the United Nations High Commissioner for Refugees, questions relating to refugees, returnees and displaced persons and humanitarian questions	30 December 2022	12

## 2.5 Data analysis procedures

The data analysis of the UNHCR resolution will be guided by Fairclough's three-dimensional model. The first dimension is analysing the *text, including vocabulary, grammar, intonation and discourse markers*. This is referred to as *Description* or *Text analysis*. The second dimension is the *discourse practice* which gives interpretation to the discourse, thus referred to as *Interpretation* or *Processing analysis*. The third dimension of discourse is the *sociocultural practice* which links the relationship between the textual features (micro-level) and the sociocultural and historical issues, such as hegemony, power, gender, race and ideology (macro-level).



Source: Fairclough's (2013) framework of CDA (2013, p.133).

This method provides a comprehensive understanding of how language functions both in terms of its structure and its impact on social contexts. First, the textual analysis will focus on the linguistic features of the resolution to identify not only what language has been used but also how it has been used to shape the discourse around refugee management. Second, the analysis process will investigate the relationships of these linguistic features in the production and interpretation of the resolutions not only by the UNHCR but also by the possible audience. Finally, the social analysis will focus on the more general social-political impacts of the language used in the resolutions and identify the relationship between the textual features and the sociocultural issues, such as hegemony, power and ideology.

## 2.6 Data analysis and discussion

A study on language and resolution will examine the linguistic patterns and discourse structures found in texts that aim to promote peaceful resolutions to ongoing conflicts (Chilluwa, 2024). As a result, in conducting a discourse analysis of UNHCR resolutions using Fairclough's critical Discourse Analysis framework, the researchers have focused on structure, verb choices, lexical choices, and key rhetorical strategies such as intertextuality, euphemism, politeness strategies, repetition and nominalisation.

**Table 2. Themes and Linguistic Features**

Themes	Linguistic Features
Organisational Structure	Structure of Preambulatory and Operative Clauses
Intentions and Priorities	Choices of Verbs
Degrees of Obligation	Modality
Rights and Needs of Refugees	Lexical Choices
Emphasis on Key Points	Repetition
Diplomatic Language and Cooperation	Politeness Strategies
Continuity and Evolutive of Policies	Intertextuality
Formal and Authoritative Tone	Nominilisation

The next sub-sections will focus on the linguistic aspects used in UNHCR resolutions.

### 2.6.1 Organisation

It is crucial when analysing a text to not only consider and focus on the content (linguistic analysis) but also on its form, organisation and texture (textual analysis) (Fairclough, 2000). Thus, the first level of the analysis will start with the form and the organisation of the resolution. The UN resolutions follow a structured and official framework designed to ensure clarity, formality, and authority. Presented below is a detailed overview of the typical elements and structure of the UN resolution.

Firstly, the resolution begins with a clear and concise title, often including the relevant body such as (*the General Assembly or Security Council*) and a brief description of the issue or topic being discussed. Secondly, the preamble comprises a sequence of clauses that provide context, background details and justification for the resolution (di Carlo, 2013). A participle precedes each clause, followed by a comma. "Recalling," "Recognising," "Expressing concern," "Acknowledging," "and "Noting with deep concern" are typical preambular phrases. Thirdly, the operative part starts with clauses containing a verb in the present tense such as "Encourages, Highlights, Welcomes, Underlines," to introduce concrete actions or recommendations (di Carlo, 2013).

The UNHCR resolutions have a certain format and style characterised by formal, diplomatic and precise terminology. The text refrains from employing informal language and maintains a tone appropriate for international legal and diplomatic discourse. Each sentence, regardless of whether it is preambular or operational, commences on a new line and ends with a comma, and preambular sentences are delimited by commas. Except for the final sentence, which is concluded with a period, operational clauses are sequentially numbered and ended with a semicolon (Alharthi, 2023). This consistency ensures that the resolutions are readable and comprehensible, facilitating cross-referencing and the preservation of a formal record.

Example:

1. *Welcomes* the important work undertaken by the Office of the United Nations High Commissioner for Refugees and its Executive Committee in the course of the year, ..... within its mandate;
2. *Endorses* the report of the Executive Committee of the Programme of the United Nations High Commissioner for Refugees on the work of its seventy-third session;
5. *Requests* the High Commissioner to report on his annual activities to the General Assembly at its seventy-eighth session.

It is obvious from the previous phrases the use of formal and diplomatic language such as: “*Having considered, expressing deep concern, noting with grave concern, .....*”

### 2.6.2 Simple present

Simple present is used abundantly in the resolution to convey explicit performatives (D’Acquisto, 2017). The operative paragraphs start with the simple present form of the verb (Alharthi, 2023). These operative verbs are in the simple present but are directive and action-oriented. Their function is to specify the operations and procedures the resolution aims to implement, e.g. “*urges, calls upon, reaffirms, requests, encourages, stresses.*” At the same time, these verbs are strong verbs indicating that there is no room for leniency (Srouf, 2024).

### 2.6.3 Passive voice

Passive voice indicates that the subject is acted upon (Omenogor, 2021). Simply put, it is a sentence construction characterised by the subject being the recipient of the action rather than the one executing the action (Safarova, 2023). The passive constructions in diplomatic documents are preferred to address delicate subjects (Srouf, 2024). Examining how passive voice is used in the UNHCR resolutions is essential as it can foster an impersonal tone. For example, “*Decisions contained therein, persons of concern to the Office, the gap between needs and humanitarian funding continues to grow,*” are used in the resolutions. If we tackle the sentence “The gap between needs and humanitarian funding continues to grow,” as an example, it is obvious that we are unsure who should solve this conflict or why it remains unsolved. This ambiguity might make assigning responsibility difficult. The sentence “Decisions contained therein,” is another example. It is used instead of “Committee made the decisions,” which indicates that the responsibility is obscure and creates an impersonal tone and entails that issues are less urgent. Using this strategy is not arbitrary. It affects communication clarity and effectiveness (Safarova, 2023).

### 2.6.4 Complex sentences

UNHCR resolutions tend to use long sentences including several clauses, referred to as syntactic complexity. Here is an example:

*Re-emphasizes* that the protection of refugees is primarily the responsibility of States, whose full and effective cooperation, action and political resolve are required to enable the Office of the High Commissioner to fulfil its mandated functions, and strongly emphasises the importance of active international solidarity and burden- and responsibility-sharing;

Using this technique in the resolutions has two facets. It causes difficulty for the reader to follow and understand due to its complexity. In the above example, the need for the states’ “full and effective cooperation, action, and political resolve” is vital but might be missed as it is encompassed by other key data. On the other hand, it facilitates comprehensive and detailed communication by covering many aspects of a subject in a single sentence. The sentence ensures that the necessary information is included to guarantee clarity by defining the conditions under which states should act.

### 2.6.5 Modality

The modal verb “*should*” means an obligation towards a specific action. Hence, the utilisation of this modal signifies the authority that the UN has over the parties mentioned in the resolution, based on an interpretative pragmatic perspective (Srouf, 2024).

For example, “*Notes the activities of the Office of the High Commissioner related to the protection of, assistance to and durable solutions for internally displaced persons, ....., and should not undermine the refugee mandate of the Office, and encourages the High Commissioner to continue his support for States in this regard;*” In this example, the strategic use of “*should*” denotes the authoritative role of the UNHCR by articulating clear requirements and guidelines. It ensures their main duties by preventing their dilution, therefore, guaranteeing that the priority of refugee protection remains uncompromised. Simultaneously, it maintains a diplomatic tone.

### 2.6.6 Lexical choices

In diplomatic resolutions, word choice is very significant. Every choice affects the reader’s interpretation of the text (Srouf, 2023).

#### 2.6.6.1 Fixed expressions

Fixed expressions in diplomatic language are specific phrases, collocations or idiomatic expressions that are routinely used in diplomacy to communicate messages, attitudes or positions in a regulated and frequently delicate manner (Tăriță, 2023).

Example:

“*Expressing deep concern that the number of people who are forcibly displaced owing to, inter alia, conflict, persecution and violence, including terrorism, is increasing.*”

The fixed expression “*inter alia*” which means “among other things” is commonly used in legal diplomatic documents, including UNHCR resolutions. It is usually used before stating examples (conflict, persecution and violence) to indicate that these examples are part of larger sets of issues, and these factors are not the only ones that cause displacement. Using this fixed expression prevents the necessity of a long list while still offering specific examples. Such expressions are employed to ensure clarity, prevent misunderstandings and reflect the complicated nature of international interactions (Tăriță, 2023).

#### 2.6.6.2 Archaic expressions

Archaic denotes old use of words and is generally written in a style that is extremely hard for non-experts to understand. Archaic terminology such as “*therein*”, “*thereto*” or expressions which are derived from Latin, such as “*inter alia*”, serves to demonstrate the sophisticated language used in such discourse categories and the authoritative nature of the terms themselves. In essence, the act of borrowing words, particularly from Latin and French serves the purpose of asserting influence and control. French, being recognised as the language of diplomacy used by the privileged, helps maintain a separation from the ordinary population and classifies this kind of communication and its participants as superior. Additionally, Latin has a religious connotation due to its association with the Bible. Consequently, the reader considers the UN documents as sacred as the Bible (Hasaballah, 2022).

### 2.6.7 Nominalisation

Nominalisation refers to a process of turning verbs into nouns (Billig, 2008; Chomsky, 2002; Halliday & Martin, 2003). Using participle forms and nouns such as “*recognising, expressing, having, displacement, persecution, violence, effect, funding and burden sharing*” reveals the extensive use of nominalisation in the resolutions (D’Acquisto, 2017) to convey complex processes as static entities. Nominalisation denotes that language is abstract. It isolates human actors or the reader from actions and processes as abstract issues (Biber, 2021). It expresses neutrality or objectivity, implying that the procedures are beyond human control or influence. Moreover, it exposes that the language used is formal, technical and prestigious which is common in bureaucratic and legal contexts (Ravelli, 1996). Due to nominalisation and the complexity of language, some readers might find it challenging to understand the underlying processes or actions (Billing, 2008).

### 2.6.8 Euphemism

Diplomatic euphemisms refer to words and expressions used in the language of diplomats to replace undesirable words and expressions to hide, mitigate or distort the meaning of the events and phenomena covered (Knyazyan & Ghukasyan, 2023). It is considered a tool for implementing the strategy of truth evasion and softening harsh realities (Mironina & Porchesku, 2023). For example, “*displaced persons*” is used instead of “*refugees*”. The term refugee often has distinctive legal and political meaning in the context of international law; therefore, the term *displaced persons* might be seen as less precise and perhaps less politically charged. Other examples: “*root causes*” is used instead of “*conflict causes*” to avoid addressing complex and politically sensitive issues. “*Expressing deep concern*” is used instead of “*highlighting grave distress*”. This replacement technique indicates that the situation is less severe and urgent, making it less alarming and highlighting serious issues without using negative language (Qizi, 2021).

### 2.6.9 Intertextuality

Intertextuality indicates adding, coupling and referring to text; it sets up institutional routines and interweaves institutional documents with other documents in cohesive practices (Ngai, Singh & Kwan, 2020). It performs a significant role in constructing identity in terms of discourse strategy (Li & Guo, 2021).

*Resolutions* often refer to previous UN resolutions, publications, and international agreements. The preamble usually includes these references such as “*Recalling its resolution 46/182 of 19 December 1991 on the strengthening of the coordination of emergency humanitarian assistance of the United Nations and all subsequent General Assembly resolutions on the subject, including resolution 76/124 of 10 December 2021,*”. By referring to past resolutions, the evolution of policies and perspectives over time will be obvious. Additionally, it provides historical context and demonstrates adherence to established international standards and agreements. This process underscores the continuity and legitimacy of the resolutions and highlights the previous attempts to solve a problem (Alharthi, 2023).

### 2.6.10 Politeness strategy

Politeness strategies used in UN resolutions are critical for maintaining harmony and displaying respect among member states (Yapparova, Ageeva & Pavol, 2019). For example, substituting “*requests*” for “*demands*” softens the tone and fosters collaboration. Utilising terminology such as “*encourages*” in the sentence “Encourages State to consider ascending to those instruments” instead of explicit instructions, shows how language is carefully constructed to manage diplomatic sensitivities.

### 2.6.11 Repetition

The phrase “*Expressing deep concern*” was repeated multiple times to serve as an important rhetorical and communicative function. The phrase “*deep concern*” describes an extreme degree of worry and anxiety about a certain manner. It implies that the issue is seen as extremely significant and potentially troubling, leading to great attention and consideration.

Repetition intensifies force, making the attitude more desirable and language more powerful. It refers to a strategy for boosting persuasive abilities. Consequently, implementing a well-formed repetition strategy may enhance the efficiency of the message (Salman & Hasoon, 2018). In addition, the recurring use of the phrase “*Expressing deep concern*” throughout the text emphasises the significance and seriousness of the topics under discussion. Additionally, it sends a clear message that these issues and problems are significant and need urgent consideration. By repeatedly emphasising these concerns, the text ensures that readers focus on these significant problems and comprehend their significance. The repeated phrase illustrates the consistent position of the UNHCR, underscoring their continuous dedication to tackling the challenges encountered by refugees and displaced individuals. The repetition used in the resolution serves to reinforce their point by consistently emphasising the importance and broad widespread nature of these challenges, leaving no doubt that collective action is imperative. This strategy is considered an effective tool for establishing a formal tone, conveying emotional significance, structuring the document and indicating policy objectives and priorities. It adheres to diplomatic linguistic rules, which enhances its authority and seriousness (Salman & Hasoon, 2018). Repetition of phrases such as “*deep concern*” demonstrates empathy and emphasises the humanitarian aspect of the UNHCR, therefore, it creates an innate sense of compassion and fairness. Repetition also enhances memory retention, ensuring the concerns remain significant in the reader’s mind (Charteris-Black 2018; Raineri et al, 2022). Additionally, it arranges the content into clear distinct sections making it easier for readers to understand the different points being raised.



### 3. FINDINGS

The analysis of the UNHCR underscores the significant impact of diplomatic language in dealing with the refugee crisis. By using formal, specific terminology, complex syntactic structures and strategic lexical choices, the resolutions are guaranteed to be authoritative and compliant with international standards. Additionally, the use of politeness strategies and the utilisation of fixed expressions, keep an appropriate and collaborative character attitude necessary for international communication. The UNHCR's commitment to thorough and equitable solutions is demonstrated by the language choices that highlight the necessity of both proactive and reactive activities. Furthermore, the many references to previous resolutions and international agreements (intertextuality) provide a feeling of ongoing relationship and legitimacy, strengthening the UNHCR's long-term to protect refugees or displaced persons. This process guarantees that the resolutions are based on approved norms and contribute to a consistent international legal framework.

In addition, the diplomatic language used in UNHCR resolutions fosters international cooperation and solidarity and offers clear and actionable instructions. The UNHCR skilfully combines authoritative and emphatic language to communicate the urgency effectively and the need to address refugee problems. This strategy encourages global efforts and resources to help and protect vulnerable people.

### 4. CONCLUSION

The language of UNHCR resolutions plays a pivotal role in determining their effectiveness in fulfilling the needs and protecting the rights of Syrian refugees in Jordan. Besides, this also pertains to how these resolutions would be comprehended and implemented by the parties concerned. To ensure that these resolutions achieve real and beneficial results for the refugees, it is important to maintain an accurate harmony between clarity, precision and diplomatic tracts. Consequently, an appropriate resolution would instil confidence and certainty among refugees. Conversely, incorrect wording in the resolutions might result in uncertainty, misunderstandings and non-compliance.

The efficacy of these resolutions is closely linked to the language's ability to deal with cultural and contextual gaps, in addition to its application and understanding. Considering the complex socio-political context in which these resolutions function, especially in Jordan, where the Syrian refugee crisis is interconnected with local, regional and international factors, it is essential to utilise language that is easily understood and culturally aware. Consequently, the resolutions should be formulated with clarity and precision, while also being adaptable to include the diverse perspectives and needs of all parties.

The paper concludes with the recommendation that future research should consider the refugees' narratives in conflict resolution and management. Additionally, future research should explore how the language of UNHCR resolutions might develop if the Syrian crisis ended, but some refugees chose to remain in Jordan, raising questions about the extent to which the UNHCR would continue to regard them as refugees.

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## APPENDIX

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