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THE SOCIAL SAFETY NET (SSN) PROGRAMME

BENEFICIARY SATISFACTION AND FEEDBACK SURVEY

MAY' 25

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Results Report – 1st Round

MAY' 25

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ACRONYMS AND ABBREVIATIONS

ATM	Automated Teller Machine
CEA	Community Engagement and Accountability
CCTE	Conditional Cash Transfer for Education
C-ESSN	Complementary Emergency Social Safety Net
ESSN	Emergency Social Safety Net
SSN	The Social Safety Net Programme
EU	European Union
IFRC	International Federation of Red Cross and Red Crescent Societies
MoFSS	Ministry of Family and Social Services
M&E	Monitoring and Evaluation
PM	Protection Mainstreaming
SASF	Social Assistance and Solidarity Foundation
SMS	Short Message Service
TRY	Turkish Lira

THE SOCIAL SAFETY NET (SSN) PROGRAMME AT A GLANCE

Türkiye hosts the largest refugee population in the world with nearly 4 million registered refugees[1].

Currently, around 1.5 million refugees living in Türkiye with Temporary Protection, International Protection and Humanitarian Residence receive monthly cash assistance under the SSN Programme.

As the priority target, SSN Programme focuses on supporting the most vulnerable refugees to meet their basic needs. Refugees who meet the eligibility criteria receive monthly cash assistance through KIZILAYKART, a bank card that can be used at POS machines and ATMs in Türkiye. The Programme is also designed with a combined humanitarian and development approach that enhances beneficiaries' self-reliance by enabling pathways to **"protection"** and **"livelihood opportunities"**.

Thus, SSN Programme aims to bridge the gap between humanitarian response and long-term recovery, thereby also reducing aid dependency of the affected population.



1 Türkiye ratified the 1951 Geneva Convention in 1961 with a geographical limitation. According to this reservation, Türkiye grants refugee status only to individuals coming from member states of the Council of Europe. Asylum seekers from non-European countries are classified under the Law on Foreigners and International Protection (LFIP) No. 6458 as either "conditional refugees" or under "temporary protection" status. These individuals cannot obtain permanent refugee status in Türkiye; instead, they remain under temporary protection until they can either voluntarily and safely return to their country of origin or be resettled in a third country (1951 Geneva Convention, Art. 1(B); LFIP No. 6458, Arts. 62-63; Temporary Protection Regulation, 2014).

The SSN Programme is funded by the European Union and implemented in cooperation with the Ministry of Family and Social Services and Türk Kızılay. The Directorate General of Migration Management and the General Directorate of Population and Citizenship Affairs support the Programme. The contract for SSN Programme was signed with the European Union on 17.07.2023. With the signing of the SSN Programme, the continuation phases of the ESSN Project (ESSN IV) and the C-ESSN Project (C-ESSN II) were combined under a single contract.

The C-ESSN (has been implemented in Türkiye since 2021) framework includes **"households in the most vulnerable situations that cannot be referred to livelihood opportunities"**. On the other hand, the ESSN (has been implemented in Türkiye since 2016) provides assistance based on a specific criterion that takes **"dependency rates"** into account. In this context, the focus is on stabilizing and gradually reducing the number of the ESSN beneficiaries by referring them to livelihood opportunities. Additionally, through the SSN Programme, beneficiaries requiring further support are referred to specialized protection services, while those willing and able to work are referred to job opportunities.

Türk Kızılay

The Türk Kızılay (Turkish Red Crescent) is the largest humanitarian organization in Türkiye, helping vulnerable individuals for years, both in-country and abroad, including during and after disasters. Millions of people currently receive support through Türk Kızılay's Programmes in cooperation with the Turkish government. Türk Kızılay supports vulnerable people impacted by disasters and other groups in need of humanitarian assistance and is a member of the International Federation of Red Cross and Red Crescent Societies (IFRC).

Ministry of Family and Social Services

The Ministry of Family and Social Services (MoFSS) is a government ministry office of the Republic of Türkiye. While acting with the mission of developing and implementing holistic and fair social service models for strengthening individuals, families and society, MoFSS has the vision of providing effective social services and social development by reaching every member of the society.

Executive Summary of the Report

The SSN Programme Satisfaction and Feedback Survey, conducted in July 2024, represents the first assessment within the SSN Programme framework. Jointly executed by the Ministry of Family and Social Services (MoFSS) and Türk Kızılay, the survey seeks to evaluate the satisfaction levels of applicants with the various stages and components of the SSN Programme.

The survey's specific objectives are as follows:

- To assess applicants' understanding of the Programme's components and processes;
- To ascertain their satisfaction levels and preferred communication channels for information sharing, Programme updates, and feedback mechanisms;
- To gather general suggestions from applicants regarding the Programme, thereby facilitating their active participation in decision-making; and
- To maintain enhanced communication with affected populations.

The survey focused on three distinct groups: The ESSN beneficiaries, the C-ESSN beneficiaries, and the applicants that applied for the Programme but were found ineligible.

A total of 429 ESSN beneficiaries and 404 C-ESSN beneficiaries participated in the survey. Additionally, 396 participants were from the ineligible group.

The SSN Programme Satisfaction Survey participants (beneficiaries of the ESSN and C-ESSN Projects that constitute the SSN Programme beneficiaries) as well as **"non-recipients"** who applied for the SSN Programme but were not found eligible, were selected from various regions of Türkiye. A simple random sampling technique was employed to select respondents aged between 18 and 59, ensuring each participant had an equal and independent chance of inclusion. The selected provinces are shown in detail on the map on page 11. Data collection was carried out through telephone-based interviews conducted by the operators at the 168 Kızılay Call Centre.

Introduction

The **"SSN Programme Satisfaction and Feedback Survey"** is conducted annually, targeting both the ESSN and the C-ESSN beneficiaries, as well as households that are ineligible for the Projects. This survey is a key activity aimed at evaluating the Programme's performance and placing the affected populations at the heart of the Programme cycle. The survey has three primary objectives: **(1)** to enhance Programme efficiency while fostering trust and acceptance among beneficiaries; **(2)** to gather supplementary feedback and complaints beyond the regular communication channels; and **(3)** to acknowledge the affected populations as partners, rather than just sources of information.

Survey Objectives

The purpose of the survey is to understand applicants' overall satisfaction with the ESSN and C-ESSN Projects to obtain feedback from both eligible and ineligible respondents on their preferences and improvements they would like the Programme to adopt.

The objectives of the study include:

- Assessing the knowledge levels of all applicants about the ESSN and C-ESSN projects to identify information gaps and needs
- Understanding applicants' satisfaction levels with both project processes
- Exploring applicants' communication preferences
- Understanding applicants' general perception of the projects
- Identifying barriers to access or participation in the projects
- Evaluating the impact of the projects on beneficiaries' daily lives
- Exploring feedback on the projects' effectiveness in meeting beneficiaries' needs

Survey Design

The survey utilized a cross-sectional design, which was selected for its ability to capture and analyse data at a specific point in time. This approach involves the development of data collection instruments, gathering and processing data, and presenting findings exactly as observed, without any experimental manipulation or alteration during the study period.

Sample Size and Sampling Technique

Within the scope of the ESSN project, respondents were selected from 120 districts across 37 provinces in Türkiye. As for the Non-Recipients, respondents were selected from 132 districts across 43 provinces. For the C-ESSN beneficiaries, respondents were selected from 124 districts across 44 provinces in Türkiye. A simple random sampling technique was used to select the respondents for the study, giving each participant aged between 18 and 59 an equal and independent chance of inclusion.

ESSN recipients and ineligible households are presented on the same sampling map, as both groups followed the same application process to access the programme. Households that met the eligibility criteria were enrolled as project beneficiaries, while those who did not meet the criteria were deemed ineligible. Since the application procedures were identical for all applicants, both groups are included in the sampling map to ensure an accurate representation of the applicant population.

Sampling Map of the Survey - ESSN Recipients and Non-Recipients

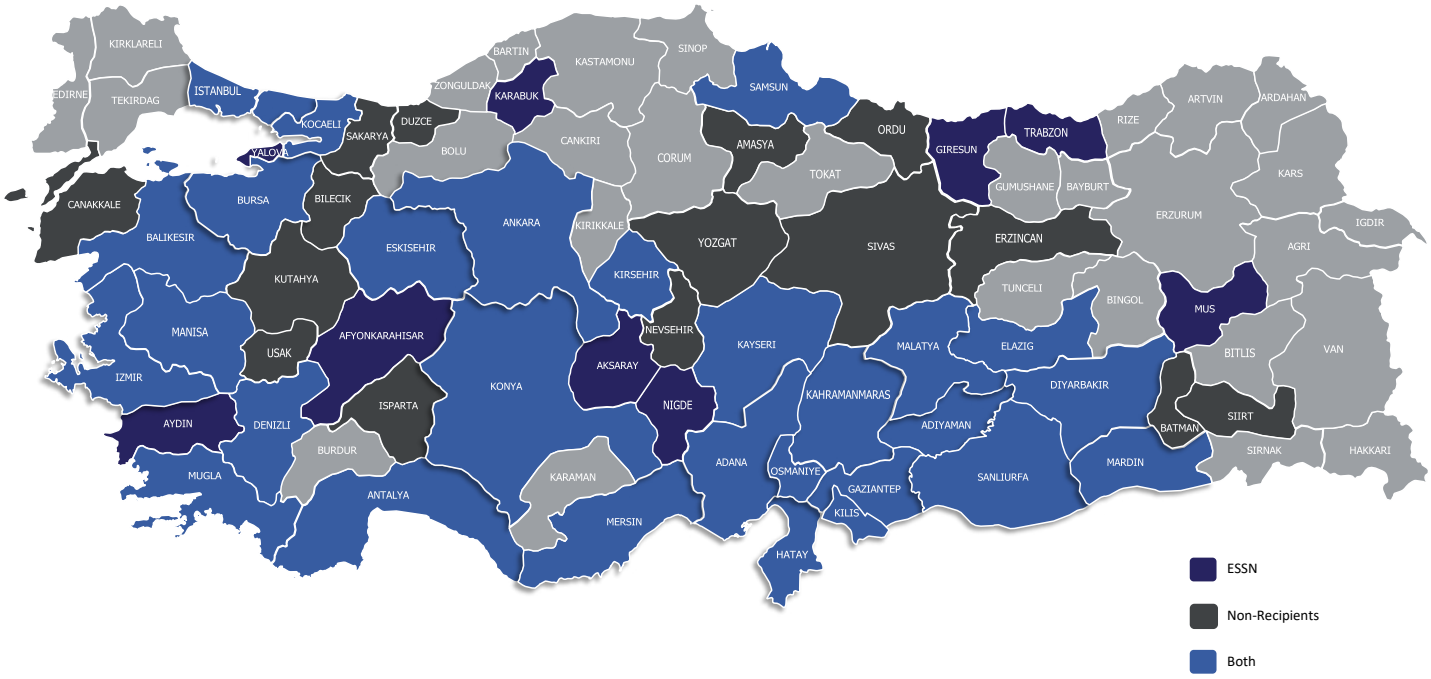


Figure 1 *Sampling Map of the Survey – ESSN Recipients and Non-recipients*

Sampling Map of the Survey - C-ESSN Recipients

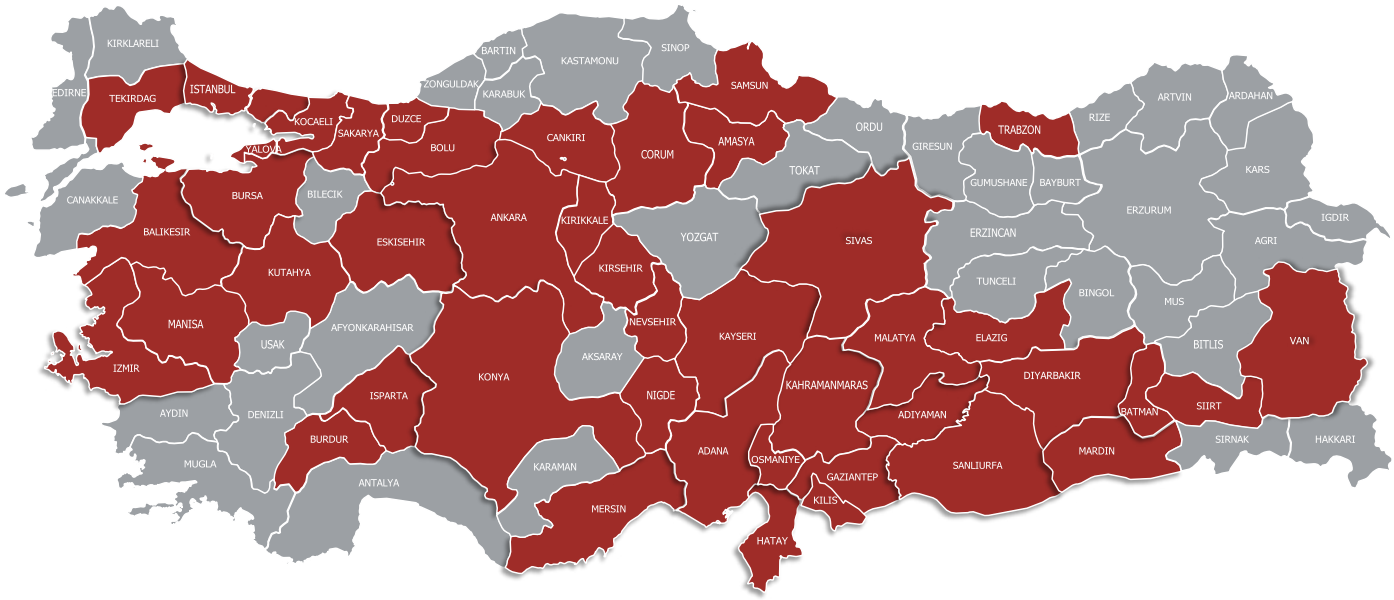


Figure 2 *Sampling Map of the Survey – C-ESSN Recipients*

The sample size was determined using statistical parameters, specifically a 5 percent margin of error and a 95 percent confidence interval. This calculation yielded a total sample of 1,299 respondents, comprising 429 ESSN recipients, 396 non-recipients, 404 C-ESSN recipients primarily of Syrian nationality (as illustrated in Figure 3).

This methodological approach ensured that the findings would provide a representative and reliable snapshot of the target population within the specified parameters.

Data Collection

The data collection for the survey was carried out during the last two weeks of July 2024, facilitated through outbound calls made by 168 Kızılay Call Centre operators. Prior to the full-scale survey, a comprehensive pilot survey was conducted to meticulously assess and refine the data collection process. This pilot phase played a crucial role in ensuring the accuracy, clarity, and consistency of the survey questions, allowing for a more robust and reliable dataset. By carefully evaluating the responses and the operational workflow during the pilot, adjustments were made to enhance the overall effectiveness of the survey, ensuring a higher level of data integrity and participant engagement in the final survey round.

Additionally, before both the pilot survey and the main survey, the operators underwent trainings facilitated by the Türk Kızılay Community Engagement and Accountability (CEA) and Quality Unit. This training encompassed a wide range of key areas, including data collection planning and techniques, data quality assurance measures, the use of research tools, and the ethical guidelines that govern the process.

A significant focus was placed on communication practices, which were carefully designed to ensure that operators could effectively and empathetically engage with respondents. The training emphasized the importance of clear, transparent, and culturally sensitive communication, ensuring that participants understood the purpose of the survey, the process, and how their input would be used. Additionally, operators were trained on active listening skills and how to handle sensitive topics, ensuring that respondents felt heard and respected.

Furthermore, before the survey began, every respondent was thoroughly briefed on the confidentiality of their information. They were assured that all data collected would be securely stored and handled, and that their responses would not influence their eligibility for projects.

Data Analysis

During the analysis key analytical techniques were applied to ensure the accuracy and integrity of the collected data. The methodology included methods such as Descriptive and Content Analysis, Exploratory Factor Analysis (EFA), Confirmatory Factor Analysis (CFA), Regression, Correlation, t-tests, and Reliability Testing. These techniques allowed for a comprehensive analysis of the survey data and ensured that results were presented on a reliable basis.

Quantitative data were analysed using SPSS software and presented using frequency distributions with comparisons reflected between SSN Programme recipients and ineligible applicants. Qualitative data were analysed using MAXQDA software for content analysis whereby responses were transcribed, translated and organised into themes and subthemes as they emerged.

Protection

Protection mainstreaming (PM) is the process of incorporating protection principles and promoting meaningful access, safety and dignity in humanitarian aid.

According to PM, the following four principles should be considered in all humanitarian activities:

- **Prioritize safety and dignity and avoid causing harm:** Prevent and minimize as much as possible any unintended negative effects of the intervention that can increase people's vulnerability to both physical and psychosocial risks.
- **Meaningful access:** Arrange for people's access to assistance and services – in proportion to need and without any barriers (e.g., discrimination). Pay special attention to individuals and groups who may be particularly vulnerable or have difficulty accessing assistance and services.
- **Accountability:** Set up appropriate mechanisms through which affected populations can measure the adequacy of interventions and address concerns and complaints.
- **Participation and empowerment:** Support the development of self-protection capacities and assist people to claim their rights, including – not exclusively – the rights to shelter, food, water and sanitation, health and education.

Türk Kızılay as a member of the International Federation of Red Cross and Red Crescent Societies (IFRC) carry out its activities in line with the seven Fundamental Principles of the ICRC movement. Türk Kızılay base its actions in the SSN Programme on three main pillars: **"No one left behind"**, **"No one left out"** and **"No one left unsafe"**.

The SSN Programme design considers the potentially harmful effects of its activities and ensures affected communities linked to the Programme can access assistance safely and without any negligence. PM focuses not only on immediate risks and consequences, but also on the potential root causes of such risks. As mainstreaming protection is linked to the **"Do no harm"** principle, SSN Programme prioritizes safety, dignity, avoiding harm, ensuring meaningful access, ensuring accountability, and participation and empowerment.

During the entire process of SSN Programme surveys, protection mainstreaming was meticulously integrated and applied at every stage.

SSN Programme Satisfaction Survey Results

This survey aimed to assess satisfaction levels across two distinct participant groups: ESSN (The Emergency Social Safety Net Project) and C-ESSN (The Complementary Social Safety Net Project). Given the differences in criteria and payment amounts between the two projects, the sampling was tailored accordingly to reflect these distinct beneficiary groups. As a result, the findings provide valuable insights into the experiences and needs of both groups, highlighting the effectiveness of communication channels, accessibility, and overall service delivery within the Programme.

The survey included not only ESSN and C-ESSN recipients but also non-recipients[2]. The purpose of including this group was to gain a more comprehensive understanding of their awareness of the SSN Programme, their experiences with the application process, and how they are affected by communication activities. This approach allowed for a comparative analysis of the Programme's impact on both current beneficiaries and potential applicants.



2 Findings related to non-recipients are included in the ESSN Findings section of this report.

Key Findings of the SSN Programme

- Survey participants from the ESSN and C-ESSN Projects demonstrate a strong preference for the 168 Kızılay Call Centre when reporting sensitive issues. Notably, **48 percent** of ESSN beneficiaries and **58 percent** of C-ESSN beneficiaries reported using this channel. The proportion of participants who chose to report sensitive issues through Türk Kızılay Service Centers remains consistent at **18 percent** for both groups. However, a divergence appears in the preference for Social Assistance and Solidarity Foundations (SASFs), with **21 percent** of ESSN participants opting for this channel compared to 18 of C-ESSN participants. This difference in preference may be attributed to the challenges faced by C-ESSN beneficiaries, such as mobility limitations due to disability, old age, or single parenthood, which could hinder their ability to visit physical service points.



The higher preference for the 168 Kızılay Call Center among the ESSN beneficiaries may be influenced by factors such as accessibility, perceived confidentiality, and efficiency in addressing sensitive matters. Additionally, educational attainment and the level of vulnerability of participants could play a role in their choice of communication channels. Participants with lower education levels or those in more vulnerable situations may find 168 Kızılay Call Centre more approachable and less intimidating compared to in-person reporting at Türk Kızılay Service Centre or SASFs. This highlights the importance of tailoring communication strategies to the diverse needs of beneficiaries, ensuring both accessibility and trust across all channels.



- The ESSN and C-ESSN application processes were largely reported as smooth and accessible by most beneficiaries, with **98 percent** of ESSN and **97 percent** of C-ESSN respondents indicating they faced no challenges during the application process. However, the small proportion of applicants who experienced difficulties revealed important areas for improvement.

  For ESSN applicants, the key issues reported included the complexity and length of the application process, delays in receiving results, and language barriers, which sometimes impeded understanding of requirements. Additionally, overcrowding at application centres was noted as a concern, contributing to longer wait times and frustration for individuals visiting the centers.

Similarly, for C-ESSN, the primary concern among the **3 percent** of dissatisfied respondents was the complexity and duration of the application process, though specific barriers such as language or overcrowding were not emphasized as prominently as in ESSN feedback.

These findings suggest that while both systems perform well in providing accessible application experiences, targeted improvements addressing process efficiency, clarity of communication, and potential structural challenges could further enhance user satisfaction and accessibility for the most vulnerable groups.

- The assessment of participants' knowledge of project criteria in the C-ESSN and ESSN surveys reveals noteworthy insights. While **64 percent** of C-ESSN respondents reported being aware of the project criteria, only **51 percent** of ESSN participants indicated the same. Although awareness of ESSN criteria has improved, its technical nature, coupled with changes in payment criteria for male participants aged 18-59 and their exclusion from the project, appears to contribute to a lower recognition rate compared to C-ESSN. This underscores the need for clearer and more transparent communication of project criteria to both target groups to enhance understanding and engagement.

The satisfaction levels with the financial assistance provided under the ESSN and C-ESSN Projects reveal key insights into the differing needs and perceptions of their beneficiaries.



Among C-ESSN participants, **17 percent** reported being **"very satisfied,"** and **50 percent** stated they were **"satisfied"** with the assistance amount. While these figures suggest a general appreciation for the support provided, the relatively low percentage of **"very satisfied"** respondents might be explained by the heightened vulnerability of this group. Being more fragile and facing more significant financial and social challenges, C-ESSN beneficiaries may find the assistance less adequate in meeting their comprehensive needs.

For ESSN beneficiaries, satisfaction was slightly higher, with **69 percent** expressing overall contentment with the assistance received. However, **18 percent** reported that the cash assistance was insufficient to cover their basic needs, indicating that even within this Programme, there are unmet financial demands.

The discrepancy in satisfaction levels may point to the need for a more tailored approach in addressing the specific vulnerabilities of C-ESSN beneficiaries. Ensuring the adequacy of assistance for both Projects remains critical in enhancing their impact and overall beneficiary well-being.

- The awareness levels of the SSN Programme donor among beneficiaries highlight differing levels of information dissemination and recognition between the ESSN and C-ESSN Projects.



35% of ESSN beneficiaries and **28%** of non-eligible individuals reported being aware of the project's donor. This marks an increase from the previous survey results, where awareness levels stood at **27%** for beneficiaries and **18%** for non-eligible participants. Taken together, overall donor awareness among all participants improved from **22%** in the previous survey to **28%**, reflecting a significant enhancement in donor visibility.

In contrast, only **29 percent** of C-ESSN participants were aware of the donor, and a mere 5 percent incorrectly identified Türk Kızılay as the donor. A significant **59 percent** of C-ESSN respondents admitted to having no knowledge about the donor. This indicates a clear opportunity for enhanced sensitization and more robust communication strategies to improve donor visibility and recognition within the C-ESSN Project.

These findings suggest that while ESSN beneficiaries demonstrate growing awareness of their project's donor, C-ESSN could benefit from targeted information campaigns to bridge the gap in donor recognition and strengthen transparency and engagement with the beneficiary community.

- The effects of last year's policy (2023) of excluding adults' males aged 18-59 from the scope of project were observed in the survey responses and requests were expressed for this age group to be included in the scope of assistance again, indicating that beneficiaries consider the current amount of assistance to be insufficient and continue to expect improvements.

> *"I would be happy to increase the assistance, they excluded my husband from the card, I would be happy to add it back."*



- According to the factor analysis conducted on the variables influencing application centre satisfaction, **"staff behaviour at the application centre"** was identified as the most significant factor, explaining **65 percent** of the variance in overall satisfaction with the application centre.

- The survey collected data from households in the ESSN, C-ESSN, and non-recipient groups, focusing on the number of children under the age of 18 residing in the household and the number attending school. Excluding children aged 0-6, who are not of school age, the findings indicate that school attendance rates are significantly higher among children in ESSN and C-ESSN beneficiary households compared to those in non-recipient households.



The detailed results are as follows:

- In C-ESSN beneficiary households, the total number of children under 18 was 1,238, of whom 779 were attending school, corresponding to a **63 percent** attendance rate.
- In ESSN beneficiary households, 1,660 children under 18 were identified, with 963 attending school, reflecting an attendance rate of **58 percent**.
- In non-recipient households, there were 1,661 children under 18, of whom only 532 were attending school, yielding an attendance rate of **32 percent**.

These findings underscore the critical role of ESSN assistance in improving school attendance rates among children, aligning with the Programme's objectives to enhance educational access and social outcomes for beneficiary households.

A. SURVEY RESULTS FOR ESSN BENEFICIARIES AND REJECTED HOUSEHOLDS UNDER THE "ESSN PROJECT"

The ESSN Project is a cash-based humanitarian assistance project designed to make a dignified contribution to meeting the daily basic needs of vulnerable individuals living in Türkiye under Temporary Protection, International Protection and Humanitarian Residence Permit Holders. Currently, about 1.2 million people benefit from the Project.

Individuals that meet the Project's eligibility criteria and are included in the payment calculation receive a monthly assistance through the KIZILAYKART payment system. Periodic top-up payments are made on a quarterly basis within the scope of the ESSN Project.

The key findings of the survey conducted for the households benefiting from the ESSN Project and the ineligble respondants can be outlined in 7 bullets.

Key Findings

1- The Project application process received strong satisfaction scores, with **97 percent** of the ESSN recipients and **96 percent** of non-recipients reporting they were satisfied or very satisfied. Additionally, **97 percent** of all respondents indicated that they found the application process to be clear and easy to follow.



2- The overall satisfaction levels for the application centres reflect a strong performance, with both Türk Kızılay Service centres and the Social Assistance and Solidarity Foundations[5] (SASFs) achieving satisfaction rates of **97 percent** and above, indicating that the majority of applicants are pleased with the services provided.

100 percent of the ESSN recipients were satisfied or very satisfied with the debit card distribution process, and an overwhelming majority had no difficulties withdrawing money from automated teller machines (ATMs). **100 percent** of respondents were satisfied with card delivery process in Türk Kızılay Service Centres, while **99 percent** with bank card delivery.

3 Introduction and Survey Results regarding ESSN Project and non-recipients can be found on pages **16-41**

4 Introduction and Survey Results regarding C-ESSN Project can be found on pages **42-64**

5 Social Assistance and Solidarity Foundations (SASFs), which are established in 1003 provinces in Türkiye, are private law legal entities established within the framework of the "Law on Encouraging Social Assistance and Solidarity" and whose mission is "to assist citizens in need and, if necessary, those who have been admitted or have come to Türkiye by any means, to ensure the fair distribution of income distribution by taking measures to reinforce social justice, to encourage social assistance and solidarity".

Within the scope of the SSN Programme, the SASFs operate from the beginning to the end of the Programme processes on the field, starting from receiving Programme applications to monitoring the current situation of the beneficiaries, making regular household visits, and providing assistance to them in line with their needs.

3- The Programme communication channel most recognized by respondents was the 168 Kızılay Call Centre, with **53 percent** recognition, followed by short message service (SMS) with **20 percent**. This result is consistent with the fact that the majority of respondents, **48 percent**, stated that 168 Türk Kızılay Call Center was their preferred channel for reporting sensitive incidents.

4- **51 percent** of the Project applicants do not know the eligibility criteria for the Project. The percentage of project beneficiaries who are aware of the project criteria stands at **49 percent**, compared to **55 percent** in the previous ESSN survey. This decline highlights the technical nature of the project's criteria. Beneficiaries often have a general understanding of certain aspects, such as dependency rates, but lack a comprehensive grasp of the more technical details. The complexity of the criteria may contribute to this gap in awareness.



5- In the current survey, **35 percent** of ESSN beneficiaries and **28 percent** of ineligible participants were aware of the project donor, showing an increase compared to the previous survey[6], where **27 percent** of ESSN beneficiaries and **18 percent** of ineligible participants demonstrated awareness. Overall, the total awareness among participants rose from **22 percent** in the previous survey to **28 percent** in the current one, indicating a notable improvement in donor visibility.

Additionally, **36 percent** of total survey participants indicated that they were aware of the implementing partners, while **64 percent** lacked accurate information about the Programme's implementing partners. The overall percentage of respondents selecting **"I don't know"** regarding both the donor and implementers decreased compared to the previous round, which can be attributed to active information dissemination efforts and enhanced visibility. At the same time, it shows the natural fact that any information that is not in the first interest of our vulnerable beneficiaries can only be embedded in their consciousness through long-term regular info sharing which is provided by the ESSN communication activities on daily basis.

6 The previous survey refers to the sixth round of the ESSN Satisfaction and Feedback Survey, conducted between 21 August and 7 September 2023, with a sample of 812 participants (414 ESSN recipients and 398 ineligible applicants) from 196 districts across 56 provinces in Türkiye.



6- The response to the question **"What is your level of satisfaction with the amount of assistance provided by the project?"** shows that **69 percent** of participants expressed satisfaction with the amount of assistance received while **18 percent** of the ESSN recipients thought that the cash assistance amount was insufficient to cover their basic needs.

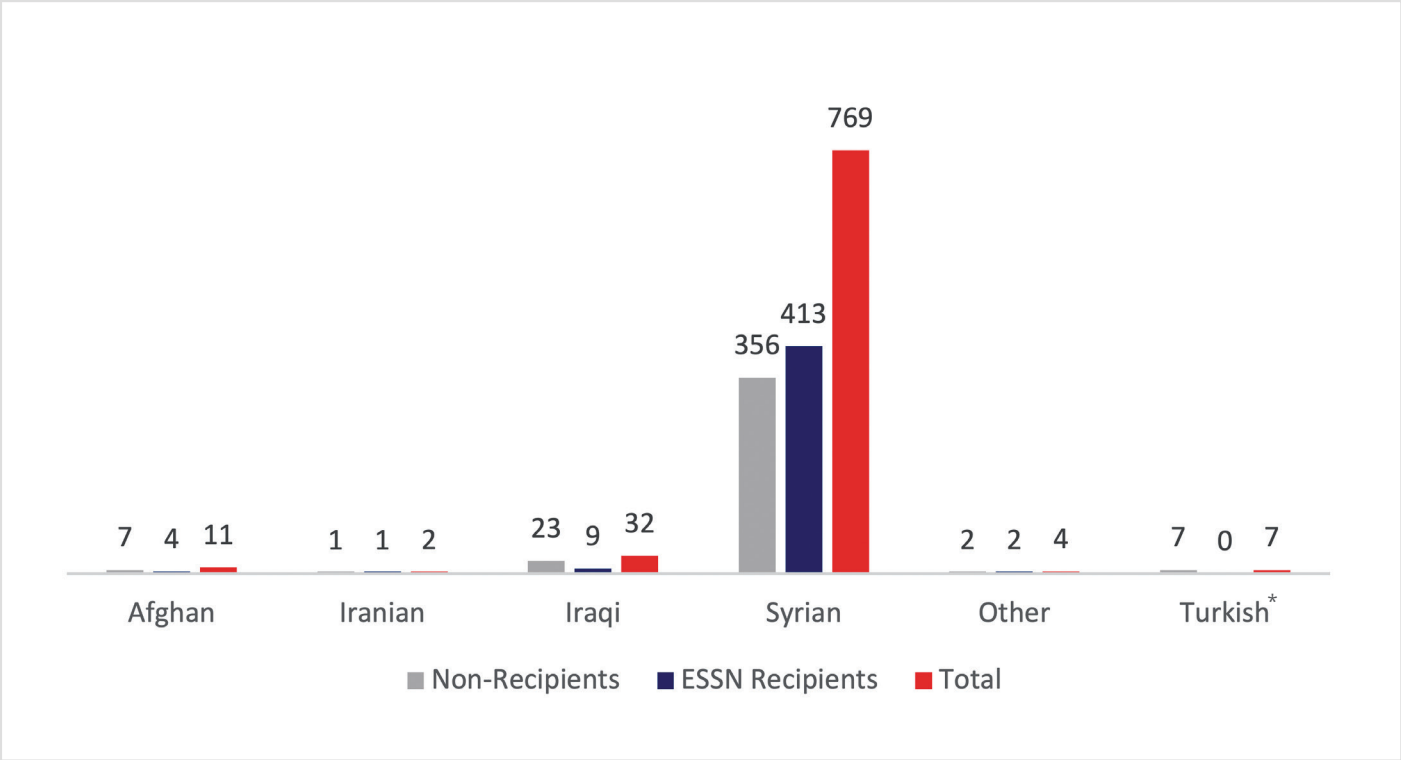
7- Compared to the previous survey round, there was a decline in both the submission of formal complaints and feedback and satisfaction levels among the ESSN applicants. Of the **9 percent** of total participants stated that they submitted a complaint or feedback regarding project related issues.

Among the ESSN recipients, **11 percent** reported filing complaints or giving feedback, with a significant portion expressing satisfaction with the response they received. In contrast, **8 percent** of non-recipients had submitted feedback or complaints, with a certain percentage also satisfied with the response. When asked why they had not submitted any complaints or feedback, **98 percent** of participants stated they did not feel the need, suggesting that the existing communication channels sufficiently met their expectations.

Demographic Analysis

Due to the sampling method adopted for this Satisfaction Survey, the gender distribution among respondents varied across groups. Within the scope of the ESSN Beneficiary part of the Survey, **60 percent** of eligible respondents (258 individuals) were male, while **40 percent** (171 individuals) were female. Among non-recipients, **32 percent** (125 individuals) of respondents were male, and **68 percent** (271 individuals) were female. All respondents were chosen as heads of households, since such people have the most experience in the registration and processes of the ESSN Project. Gender equality was carefully considered in the sample. However, complete gender balance could not be achieved due to the household structure.

Nationality Breakdown



Turkish*: Participants who identified themselves as Turkish.

Figure 3 *Nationality Breakdown (ESSN)*

As Figure 3 illustrates, below are the data reflecting various demographic characteristics of the participants' households, such as the number of children, school attendance, elderly population, and the ability to speak Turkish. These insights provide a more comprehensive understanding of the household structure and language proficiency.

Demographic Characteristics of Survey Respondents

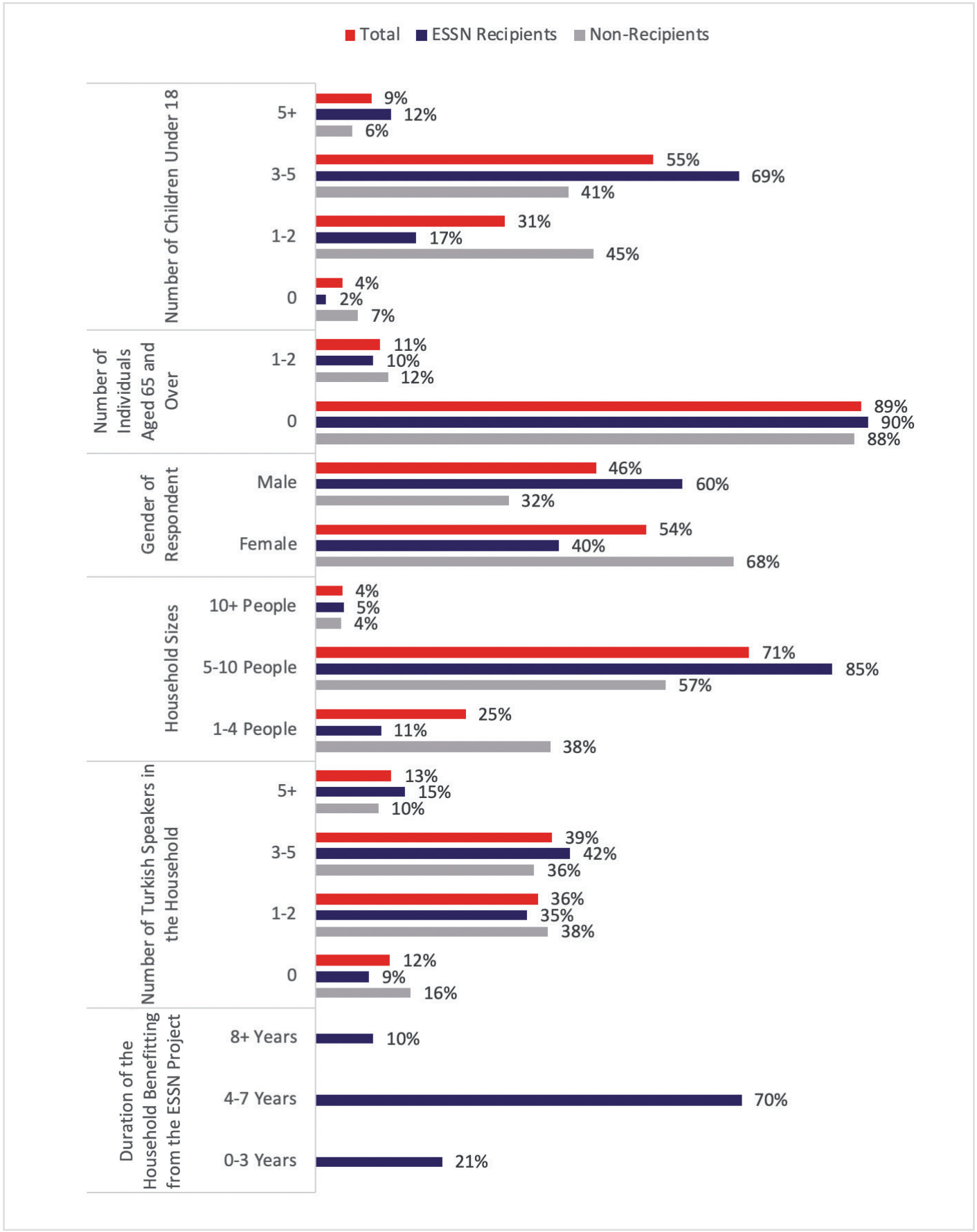


Figure 4 Demographic Characteristic of the Survey Respondents

The data reveals the distribution of households according to the duration of their benefit from the ESSN Project. A notable **21 percent** of households have been part of the project for 0-3 years, suggesting that there is still a steady intake of new participants and that the beneficiary pool remains dynamic which can also be attributed to individuals continuing to meet the Project vulnerability criteria, allowing them to maintain eligibility for support. The largest group, comprising **70 percent** of participants, falls into the 4-7 years category. These findings show that the vulnerabilities of beneficiaries in this group persist over time, emphasizing the ongoing need for support and the importance of the Project continuation.

However, only **10 percent** of households have been benefiting for over 8 years, indicating that the number of long-term beneficiaries may be relatively small. It is important to note that these households likely continue to qualify for assistance due to the ongoing nature of their vulnerability. However, considering the length of time, it is also possible that some individuals no longer meet the Project eligibility criteria, or their needs may have changed due to adjustments in the Project criteria over time.

To further understand the Project impact, it would be important to examine the evolving needs and outcomes of beneficiaries over different timeframes.

When the gender breakdown of the participants is considered, 54 percent of the total participant group consists of women, indicating that women represent the majority within the community. This can be attributed, in part, to the Project criteria, which exclude male participants between the ages of 18 and 59, thereby reducing the number of eligible male participants. As a result, social roles and needs within the community may be more focused on women, suggesting that support and assistance Programmes could be tailored to better address their specific needs. On the other hand, 46 percent of the participants are men, which, while a smaller proportion compared to women, still underscores the importance of considering and addressing the unique needs of male participants in the Project.

According to the survey, **89 percent** of beneficiaries' households do not include individuals aged 65 or over, indicating that the households benefiting from the project are predominantly composed of younger age groups. Only **11 percent** reported having 1-2 elderly individuals in their households. This may primarily be attributed to the dependency ratio of the ESSN Project's households with elderly individuals might have a higher economic vulnerability and therefore align more closely with the C-ESSN Project's eligibility criteria.

The demographic patterns suggest that ESSN recipients are more likely to belong to larger households, have a higher Turkish proficiency, and a greater number of children under 18, which may correlate with Project eligibility criteria emphasizing vulnerability. Meanwhile, non-recipients feature smaller households, more female respondents, and slightly less Turkish language proficiency. This differentiation helps identify characteristics that might influence Project accessibility and future targeting strategies.

Knowing the native language of the target population plays a crucial role in the design and adaptation of communication channels and content. When participants were asked about their native languages, the results revealed that **89 percent** of respondents identified Arabic as their native language, **6 percent** Turkish, **3 percent** Kurdish, and **1 percent** mentioned other languages.

Native Language of the Respondent

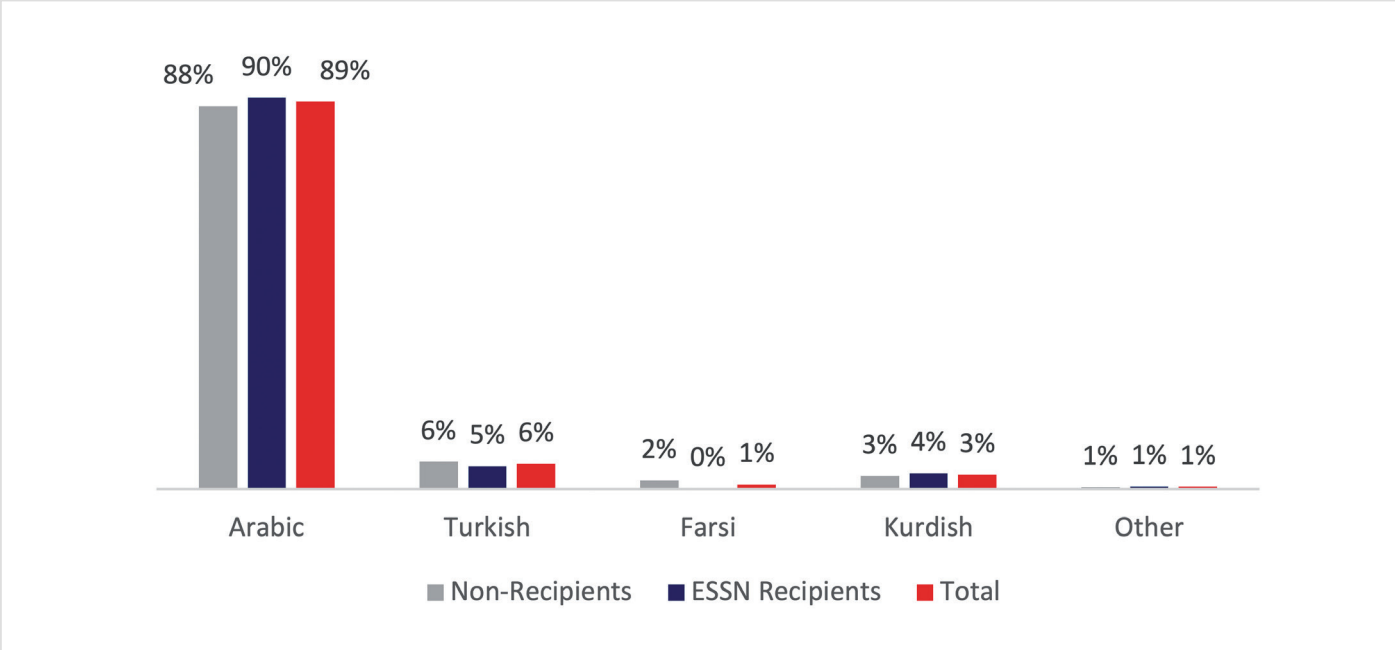


Figure 5 *Participants' Native Languages*

This demographic insight is essential for tailoring communication strategies that ensure effective outreach and engagement, facilitating clearer and more inclusive messaging across diverse linguistic groups.

Education Level

The results of the survey indicate that there are gaps in educational attainment between genders, with overall levels of education remaining relatively low.

A higher percentage of female respondents **(16 percent)** reported being illiterate compared to male respondents **(7 percent)**, indicating that female respondents may face greater barriers to accessing basic education. The majority of respondents have completed primary education, with a similar representation between female **(32 percent)** and male **(38 percent)** respondents.

At the lower secondary level, there is a slight discrepancy in representation between male **(31 percent)** and female **(32 percent)** recipients, indicating a gap in progression beyond primary education. There is a continued lack of access to post-secondary education, with only **3 percent** of males and **1 percent** of females participating in such Programmes. Moreover, there is a notable lack of representation in tertiary education, with only **5 percent** of males and **4 percent** of females enrolled in such Programmes. The data indicate that overall, there is a low level of education across the entire sample, and that there are also gender inequalities in education.

Gender Breakdown of Education Level (ESSN)

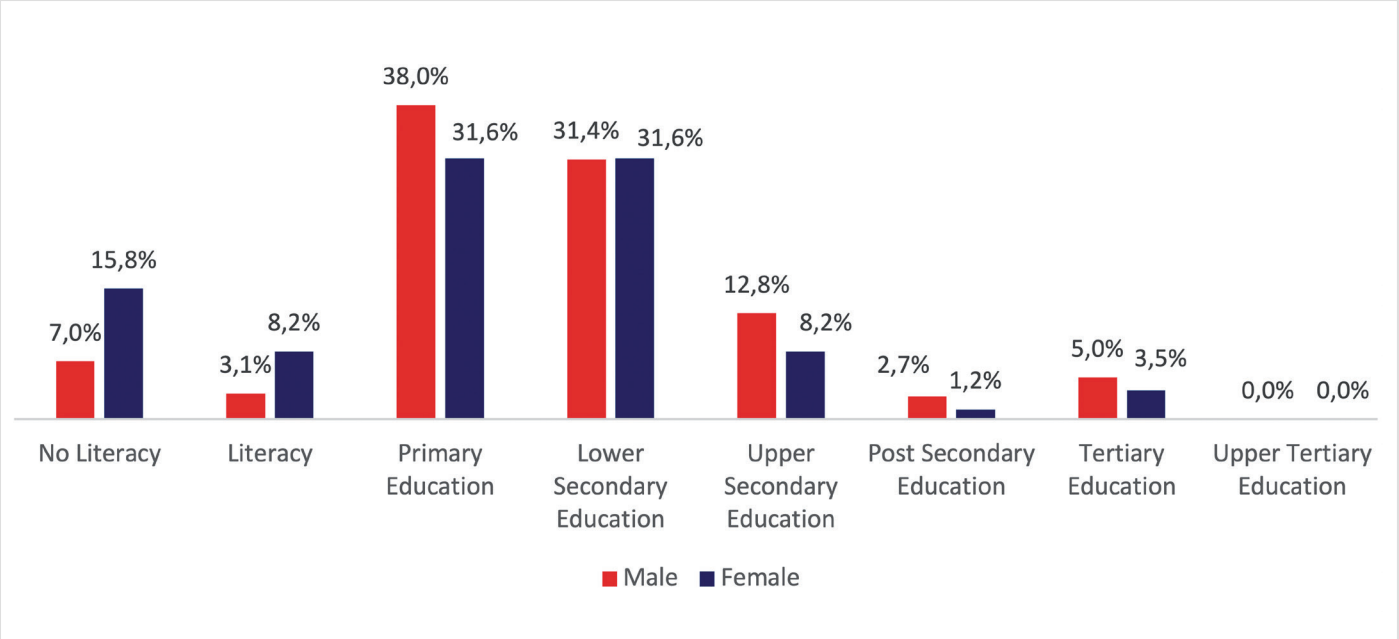


Figure 6 Education Level of Participants

Knowledge Level on the ESSN Project

In the survey, participants were asked whether they were aware of the project criteria. Among the ESSN respondents, **49 percent** indicated that they knew the project criteria. Those who responded affirmatively were then asked to specify which criteria they were familiar with. Of the 215 participants who answered positively, 97 individuals (approximately **45 percent**) were able to identify a specific criterion, providing valuable insight into their level of awareness regarding the project.

Respondents demonstrate a partial understanding of the criterion, primarily being familiar with key components such as the dependency ratio and family demographic structure. While they may not fully comprehend the intricate technical aspects of the criterion itself, their awareness of these fundamental elements suggests a basic recognition of the factors that contribute to its formation.

This indicates that respondents possess a general awareness of the core components of the criterion, even if they lack a comprehensive understanding of its overall structure and application.

Do You Know Why You Are Eligible for the ESSN Project?

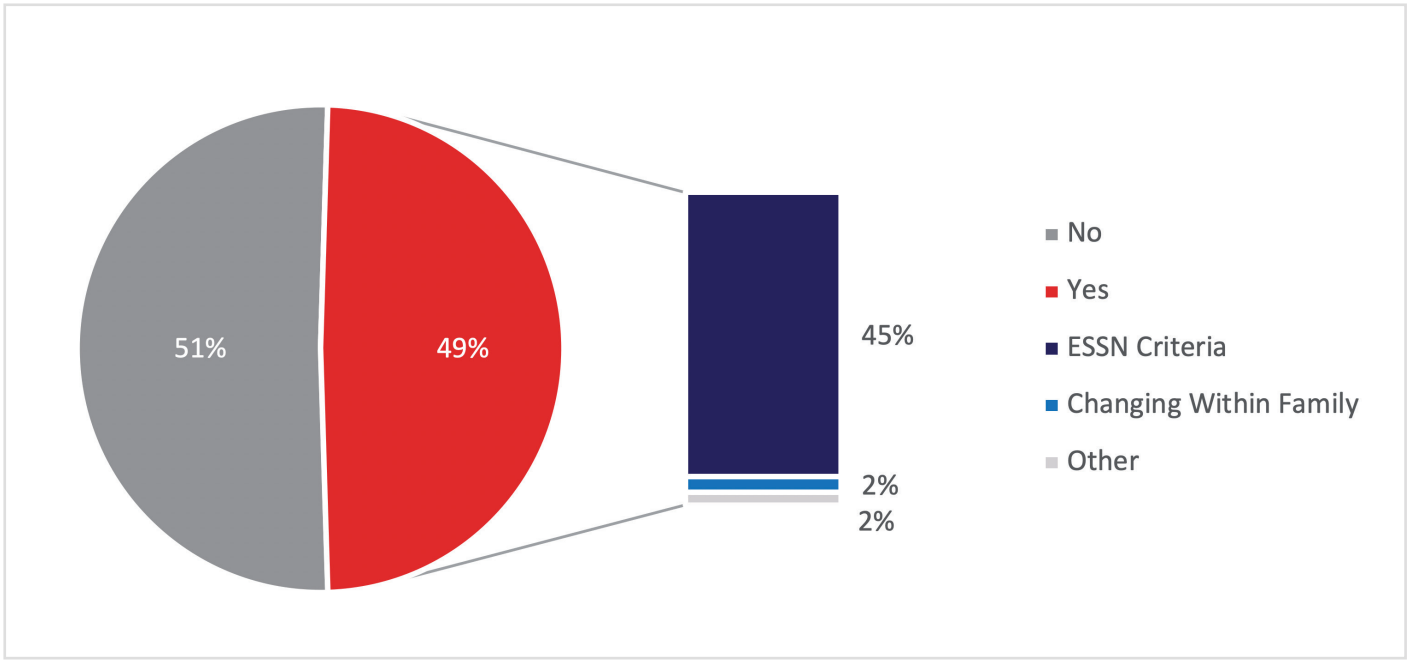


Figure 7 *Awareness of the ESSN Eligibility Criteria*

Despite the technical complexity of the project's criteria, the **45 percent** of respondents who indicated awareness is a positive outcome. This reflects a relatively strong level of understanding among participants, considering the intricate nature of the requirements. It suggests that, even with the detailed and multifaceted aspects of the criteria, efforts to communicate and educate the target population have been somewhat effective.

Knowledge About the Donor

The survey results indicate an increase in awareness regarding the project's funding source. When asked about the donor, **28 percent** of all respondents correctly identified the European Union as the funding institution, marking an improvement from **22 percent** in the previous survey. However, a detailed breakdown reveals differences between participant groups.

Among ESSN recipients, **35 percent** correctly identified the European Union as the donor, whereas this rate was **21 percent** among non-recipients. Compared to the previous survey, where donor awareness was **27 percent** among ESSN recipients and **18 percent** among non-recipients, both groups showed an increase in recognition of the European Union as the funding institution.

These findings suggest that being a beneficiary has a positive impact on donor awareness compared to non-recipients, as they are exposed to information about the Project more frequently through regular communication activities which always include the donor information. However, despite this increase, a considerable proportion of participants remain unaware of the specific donor, highlighting the need for continued communication efforts.

Do You Know Which Instituation Is Funding the ESSN?

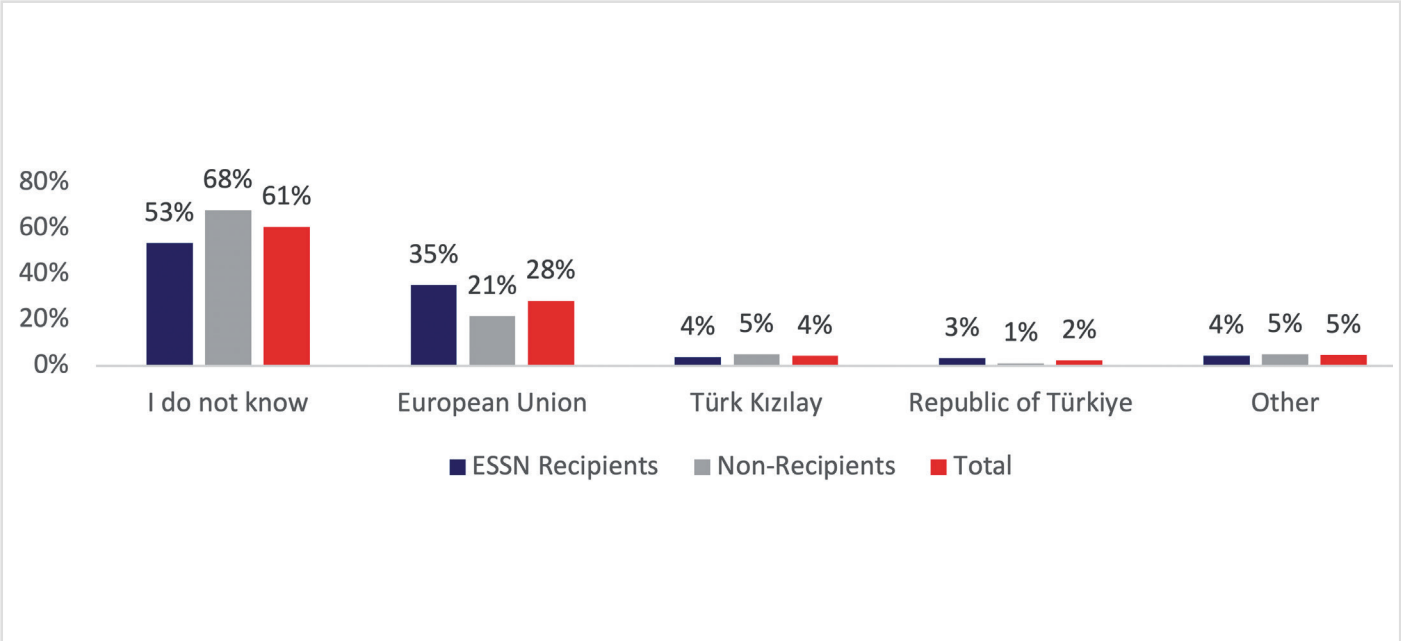


Figure 8 *Awareness of the Donor Organization*

While understanding and acknowledging the donor's role is important, the findings indicate that beneficiaries primarily prioritize operational aspects of assistance. Specifically, they value timely updates regarding changes in the amount of assistance, project eligibility criteria, and potential removal from the project. Nonetheless, maintaining beneficiaries' awareness of the donor's contributions is crucial for fostering trust.

Considering approaches that align donor visibility with the practical needs and priorities of beneficiaries could support perceptions of transparency, enhance appreciation for the donor's role, and contribute positively to the project's overall reputation.



This result shows the natural fact that any information that is not in the first interest of our vulnerable beneficiaries can only be embedded in their consciousness through long-term regular info sharing; which is provided daily by the communication activities of the Project.

Knowledge About the Implementers

Survey data on awareness of the project implementers indicates that Türk Kızılay is the most recognized institution among respondents. **31 percent** of ESSN recipients and **24 percent** of non-recipients correctly identified Türk Kızılay as an implementing institution, leading to an overall recognition rate of **28 percent**.

Additionally, **4 percent** of all participants recognize the Turkish Government as an implementer (**6 percent** of ESSN recipients and **3 percent** of non-recipients), while **3 percent** mention the European Union (**5 percent** of ESSN recipients and **1 percent** of non-recipients). Lastly, **1 percent** of respondents refer to other entities.

Despite these levels of recognition, awareness of the programme's implementers remains limited overall, with 56 percent of ESSN recipients and **71 percent** of non-recipients stating that they did not know which institutions were responsible for implementation. In total, **64 percent** of respondents lacked awareness of the implementing organizations.

Which Institutions Are Implementing the ESSN?

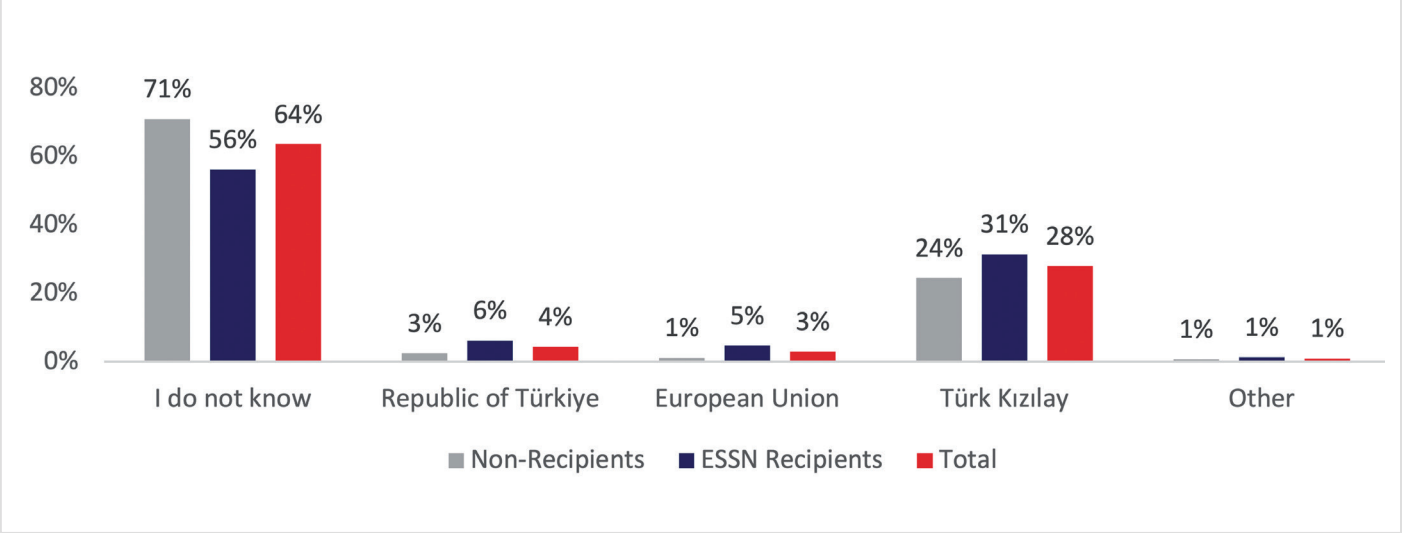


Figure 9 *Awareness of the Programme Implementers*

These findings suggest that ESSN participants generally have a higher level of awareness compared to non-recipients, likely due to their direct engagement with the programme. However, overall awareness of the project implementers remains low, with Türk Kızılay being the most recognized organization among respondents. The lower recognition of the Turkish Government highlights potential gaps in awareness that could be addressed through targeted communication efforts. Enhancing the visibility of all implementers may contribute to better understanding and engagement with the project.

Satisfaction with the ESSN Processes

As part of the survey, participants were asked questions to assess their satisfaction with the application process at the the Social Assistance and Solidarity Foundations (SASFs) and Türk Kızılay Service Centers. These questions focused on various aspects, including the quality of information provided by the staff, the availability and effectiveness of language and translation support, the behaviour and approach of the staff toward applicants, and the physical conditions of the center. Based on the responses, the overall satisfaction rate among project beneficiaries was **97 percent**, while the satisfaction rate among non-beneficiaries stood at **96 percent**.

How Satisfied Are You with the ESSN Application Process?

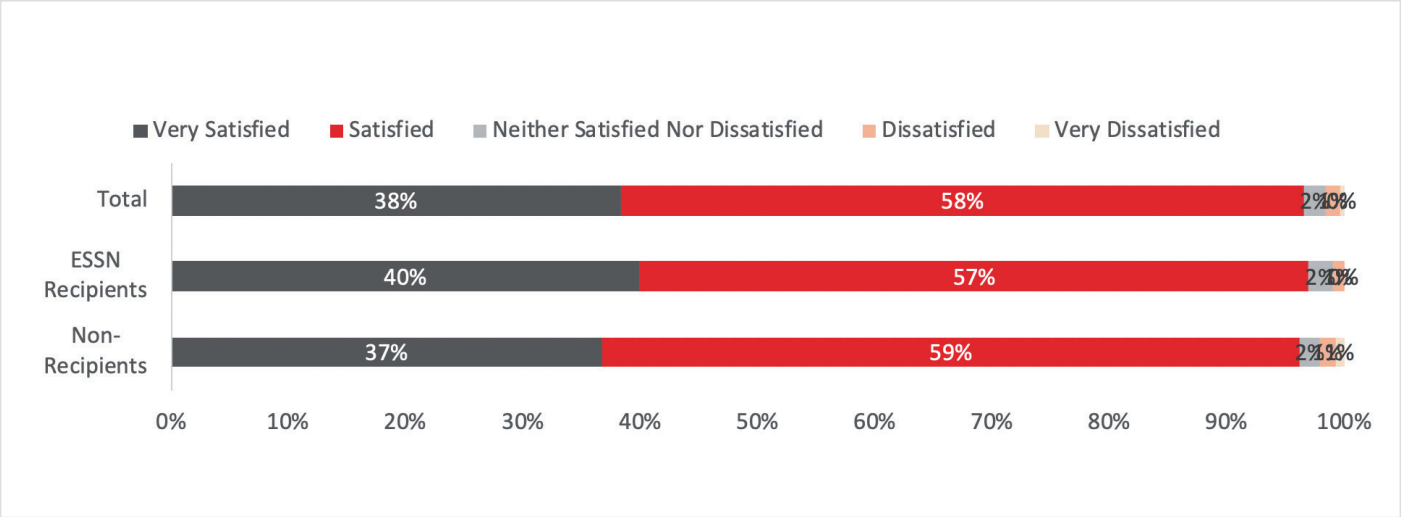


Figure 10 *Satisfaction with the ESSN Application Process – Overall Rates*

These high satisfaction rates suggest that the services provided at the SASFs and Türk Kızılay Service Centers well-received by both project beneficiaries and non-beneficiaries, indicating a strong alignment with participants' needs and expectations.

The minimal gap in satisfaction between the two groups highlights the Centers' consistent service quality, which fosters trust and positive engagement across all visitors. This also underscores the effectiveness of the support mechanisms in place, such as staff training, language assistance, and facility management, in ensuring an inclusive and efficient application process.

Application Process Satisfaction Rates

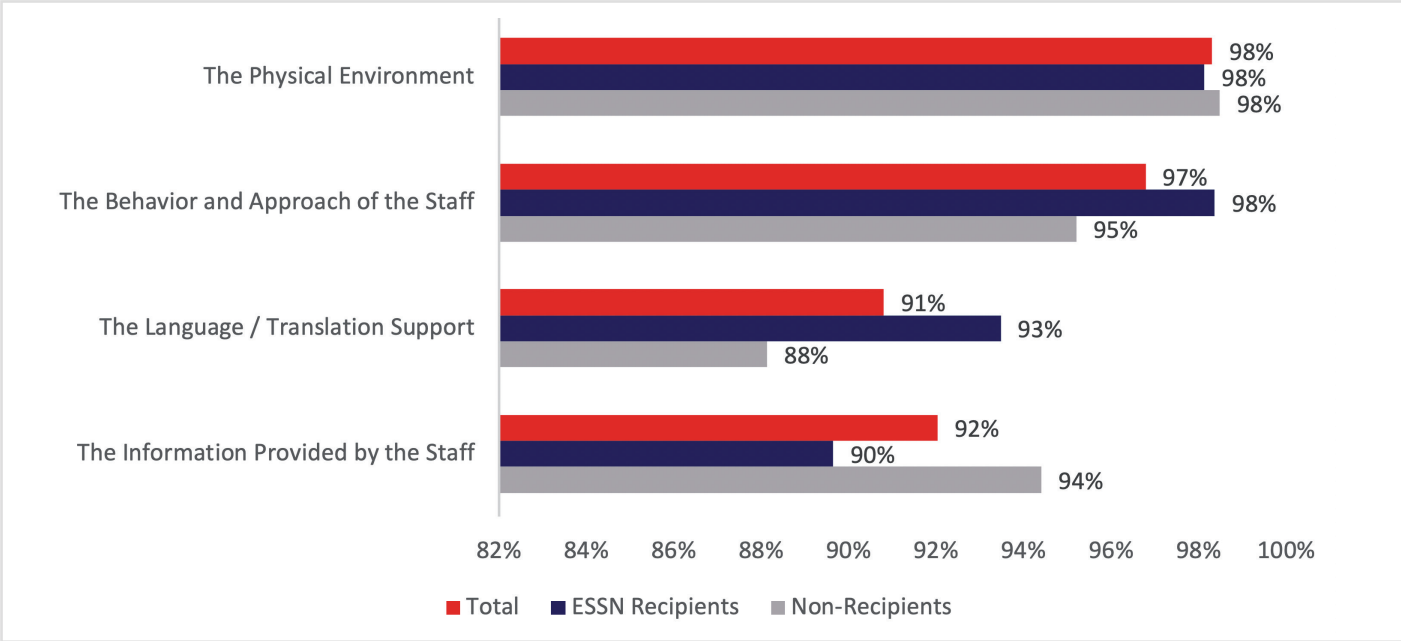


Figure 11 Satisfaction with Factors Related to the ESSN Application Process

As it can be seen on Figure 11, the satisfaction analysis highlights several key insights regarding participants' experiences with the services provided at the Social Assistance and Solidarity Foundations (SASFs) and Türk Kızılay Service Centers. Overall, satisfaction levels are high across all categories, with notable variations in specific areas. The physical environment received the highest satisfaction rate at **98 percent**, suggesting that participants highly appreciate the well-maintained facilities and accessibility. Similarly, the behaviour and approach of the staff achieved a near-perfect satisfaction score of **95 percent**, reflecting the professionalism, empathy, and supportive engagement of the personnel.

Although the **91 percent** satisfaction rate for translation support is relatively high, it indicates that there is still room for improvement in this area. Considering that a significant portion of applications are processed through Social Assistance and Solidarity Foundations (SASFs), which primarily serve Turkish citizens, the availability of adequate translation services could be a factor filling this gap. Ensuring sufficient employment of qualified interpreters could help bridge this gap, particularly in centers where linguistic diversity among applicants is more prevalent. This would enhance the inclusiveness and accessibility of services, further improving the overall satisfaction levels in this category.

SSN Programme staff's treatment of applicants. Specifically, **92 percent** of respondents expressed satisfaction with the information provided by the staff, highlighting effective communication. Furthermore, the behaviour of the staff was rated highly, with **97 percent** of respondents indicating satisfaction, reflecting a professional and respectful approach to applicants. Notably, **100 percent** of participants expressed satisfaction with the Türk Kızılay staff, which is an excellent outcome, indicating strong rapport and trust with this key service provider. Additionally, **98 percent** of respondents were satisfied with the bank staff, suggesting a high level of service and efficiency in the banking aspects of the ESSN process and the satisfaction level from Social Solidarity and Assistance Foundation (SASF) is **97 percent**.

These results demonstrate a high level of satisfaction with the staff involved in the ESSN Project. The positive feedback project related staff reflects strong service quality, suggesting that the staff are well-trained, approachable, and efficient. The high ratings also suggest that applicants feel well-supported and valued throughout their interactions, contributing to the overall success of the Project. However, maintaining these standards of service will be essential for continued positive perceptions and ensuring smooth operations for future beneficiaries.

When participants were asked whether they faced any challenges during the application process, **98 percent** of project beneficiaries and **96 percent** of non-beneficiaries reported that they did not encounter any problems. This high percentage of satisfaction suggests that, for the majority, the application process was smooth and efficient. However, a small proportion **(3 percent)** of participants reported experiencing difficulties. The issues most frequently mentioned included the complexity and length of the application process, as well as the delayed receipt of results, which may have caused frustration for some participants.

Language barriers were also identified as a challenge, which could have hindered their ability to fully understand the application requirements and communication. Additionally, overcrowding at the application centers was highlighted as a concern, leading to longer wait times and potentially affecting the overall experience.

Have You or Any of Your Household Members Faced Any Problems During the ESSN Application Process?

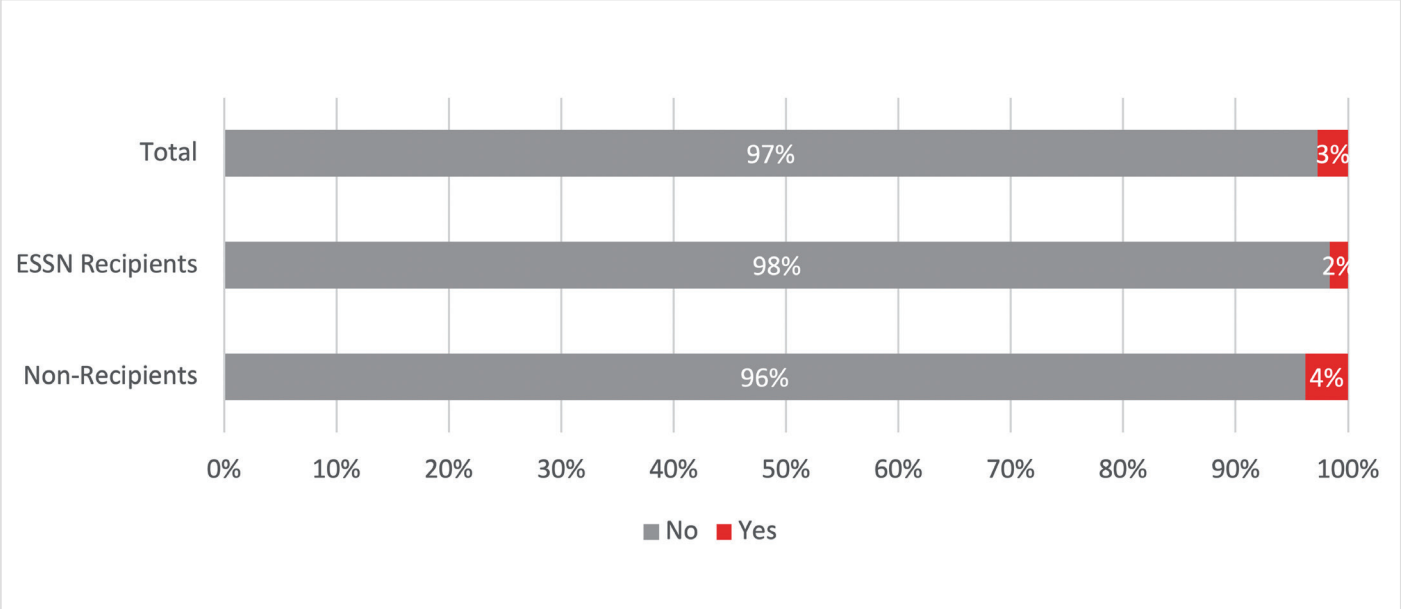


Figure 12 *Barriers to Accessing the C-ESSN Application Process*

These findings suggest that while the majority of applicants had a positive experience, addressing these specific issues could enhance the efficiency, accessibility, and overall satisfaction with the application process moving forward.

There was a high level of satisfaction with the KIZILAYKART delivery service provided through Türk Kızılay and Halkbank. Most ESSN recipients **(99 percent)** reported being satisfied with the delivery experience at the bank, while **100 percent** expressed satisfaction with the card delivery process managed by Türk Kızılay under the ESSN Project (Figure 13).

Satisfaction Levels with the KIZILAYKART Delivery Service

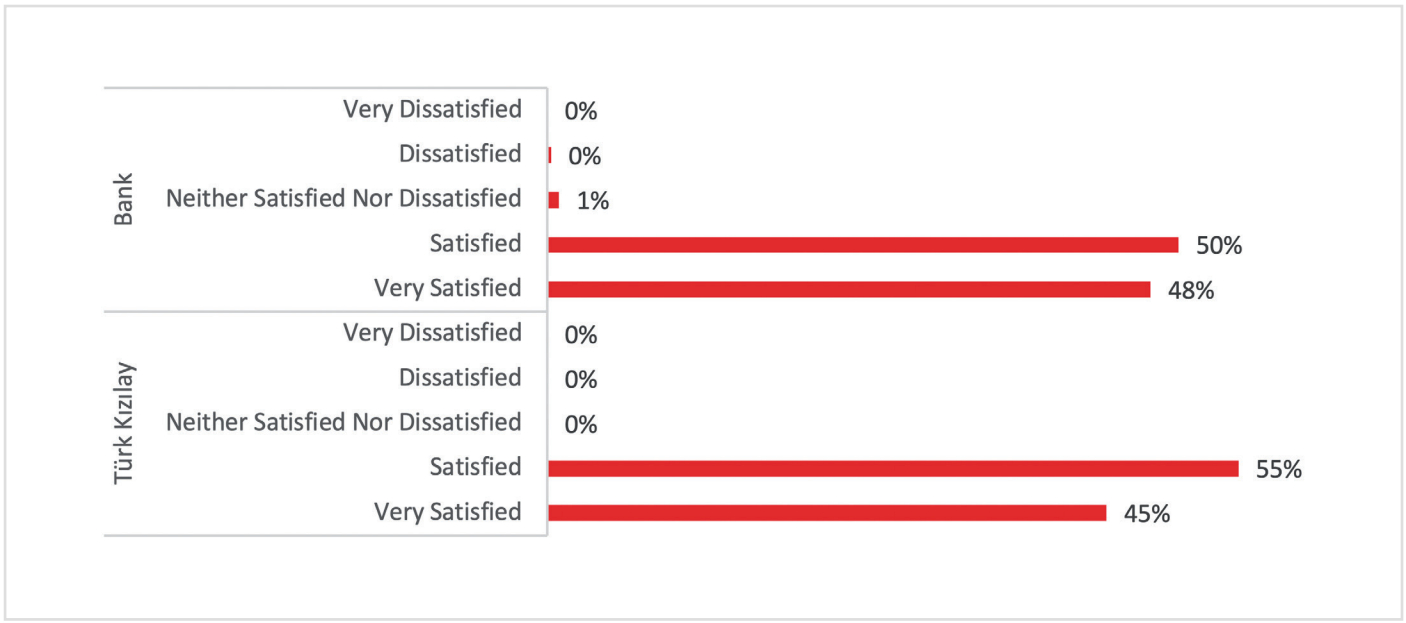


Figure 13 *Satisfaction with KIZILAYKART Delivery Service*



These results indicate that the KIZILAYKART delivery process was implemented smoothly, on time, and in a manner that met recipients' expectations.

Withdrawing cash from ATMs holds particular significance in the context of this survey, as it is a primary method through which recipients access their financial assistance. Any difficulties encountered during this process directly impact their ability to meet essential needs in a timely manner. Smooth and reliable access to cash is crucial for ensuring that beneficiaries can utilize the provided support effectively, without unnecessary delays or complications. Hence, understanding and addressing ATM-related challenges is vital to improving the overall efficiency and accessibility of assistance Project.

To better understand these challenges, the survey explored the specific issues recipients faced during ATM transactions.

Did Your Household Ever Have Any Difficulties When Redeeming Your Cash Assistance From the ATM?

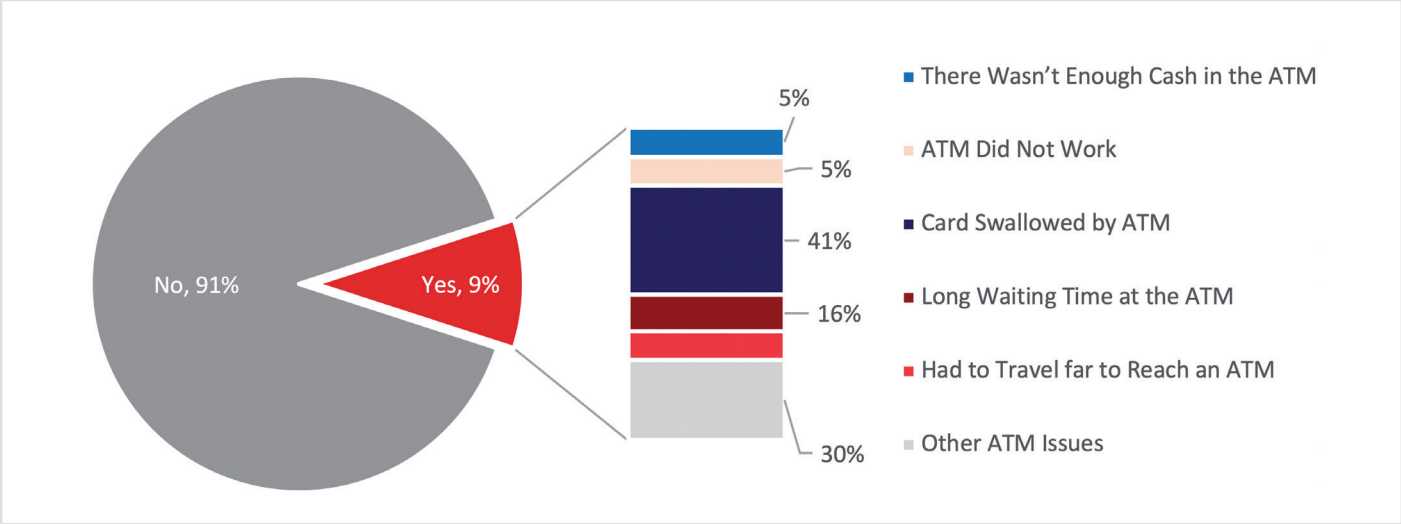


Figure 14 *Challenges in Withdrawing ESSN Cash Assistance from ATMs*

When withdrawing cash from ATMs, **9 percent** of recipients reported encountering difficulties (Figure 14). Among those who faced challenges, **41 percent** stated that their card was swallowed by the ATM, **16 percent** cited long waiting times, and **5 percent** reported that the ATM was either out of service or lacked sufficient cash. Additionally, **30 percent** of participants identified other issues, such as being unable to withdraw the full amount in a single transaction, encountering password problems, or lacking knowledge on how to use the card.

Communication Channels: Awareness and Preferences

Understanding the awareness of project communication channels among beneficiaries is essential for assessing the effectiveness of communication efforts and ensuring beneficiaries can readily access necessary support and information.

When survey participants were asked about their knowledge of the project's communication channels, **53 percent** reported being aware of the 168 Kızılay Call Centre, **26 percent** indicated awareness of Social Assistance and Solidarity Foundation (SASF), **20 percent** noted SMS communication, **18 percent** mentioned Kızılay Service Centers, and **11 percent** identified the Facebook page. However, **28 percent** of respondents indicated they were not aware of any communication channels. This is in line with the finding from the field observations that some participants are aware of certain communication channels but may not identify them as formal means of communication due to their educational background. Enhancing awareness efforts and presenting channels more clearly can help bridge this gap.

Which Official Communication Channels of the Project Do You Know?

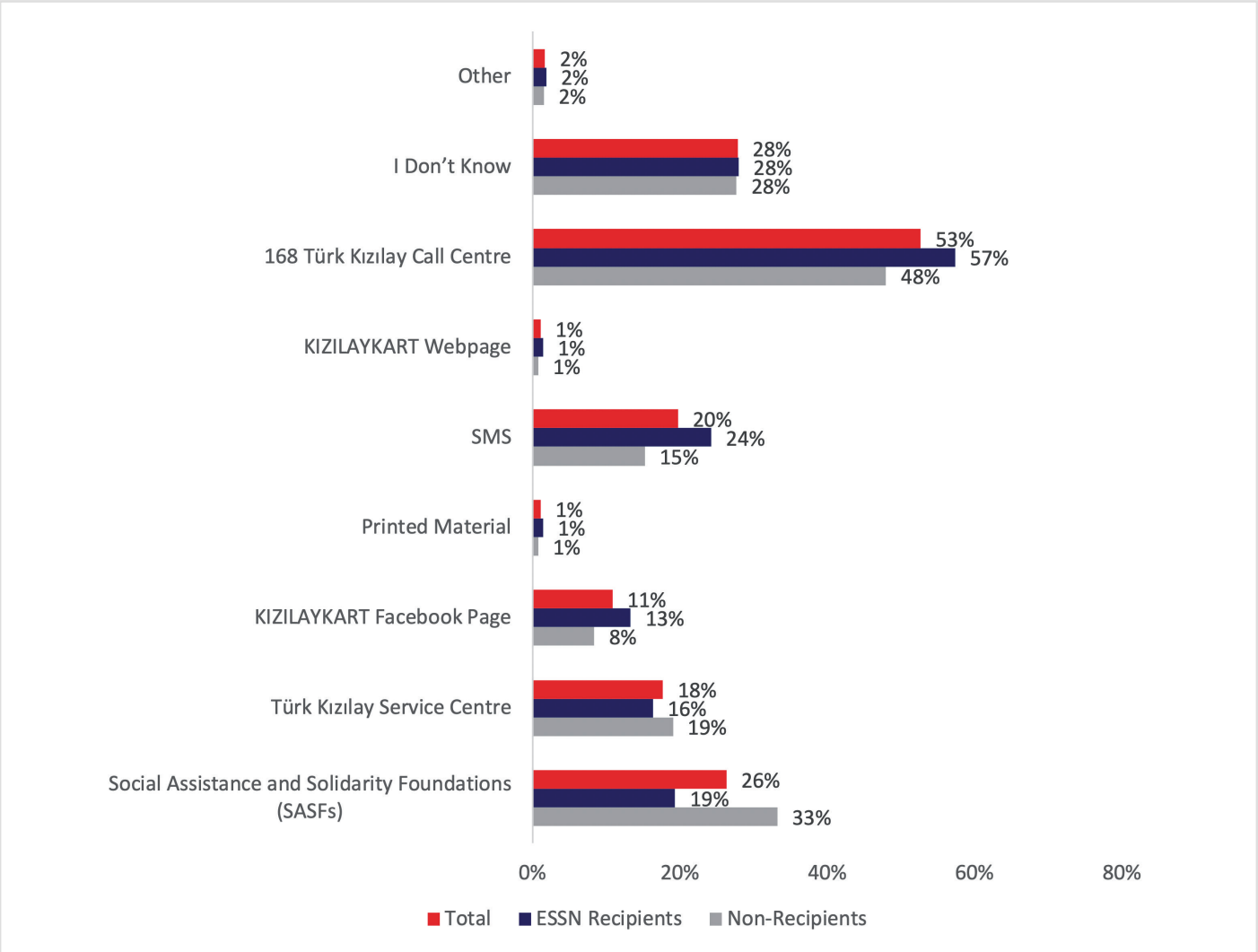


Figure 15 Awareness of Communication Channels

The results suggest that while the 168 Kızılay Call Centre is relatively well-known, there is significant room to increase awareness of other communication channels, such as Kızılay Service Centers, SMS, and Facebook. Targeted awareness efforts, improved outreach, and integrating communication channels into broader community engagement strategies could address this gap.

Addressing the **28 percent** of respondents who indicated unfamiliarity with the channels is highlighted as a priority to ensure inclusive access to project information and services.



When participants were asked about the channels they use to obtain information and provide feedback, 25 percent reported visiting Social Assistance and Solidarity Foundations (SASFs), while **17 percent** stated that they go to Service Centers for assistance. A significant portion, **50 percent**, indicated that they rely on the 168 Kızılay Call Centre as their primary communication channel. Additionally, **14 percent** of respondents preferred using SMS for communication, and **24 percent** expressed a lack of awareness regarding any of the available channels.

These findings highlight the varied preferences among beneficiaries and suggest that there may be a need for increased awareness and promotion of all communication channels to ensure more comprehensive access.

Which Official Communication Channels of the Project Do You Use?

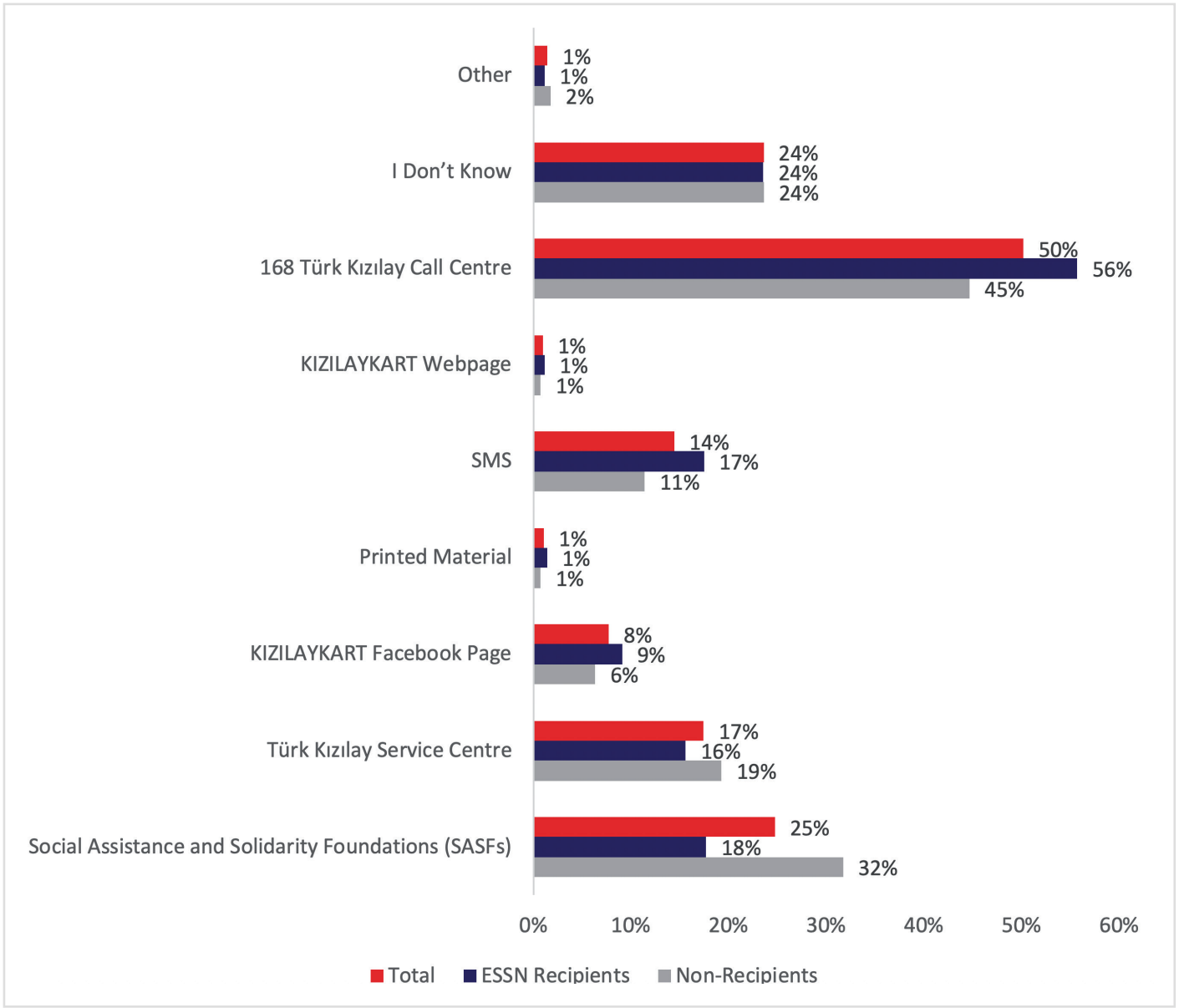


Figure 16 Preferred Communication Channels

Which Communication Channel Would You Use to Report a Sensitive Issue About the Project?

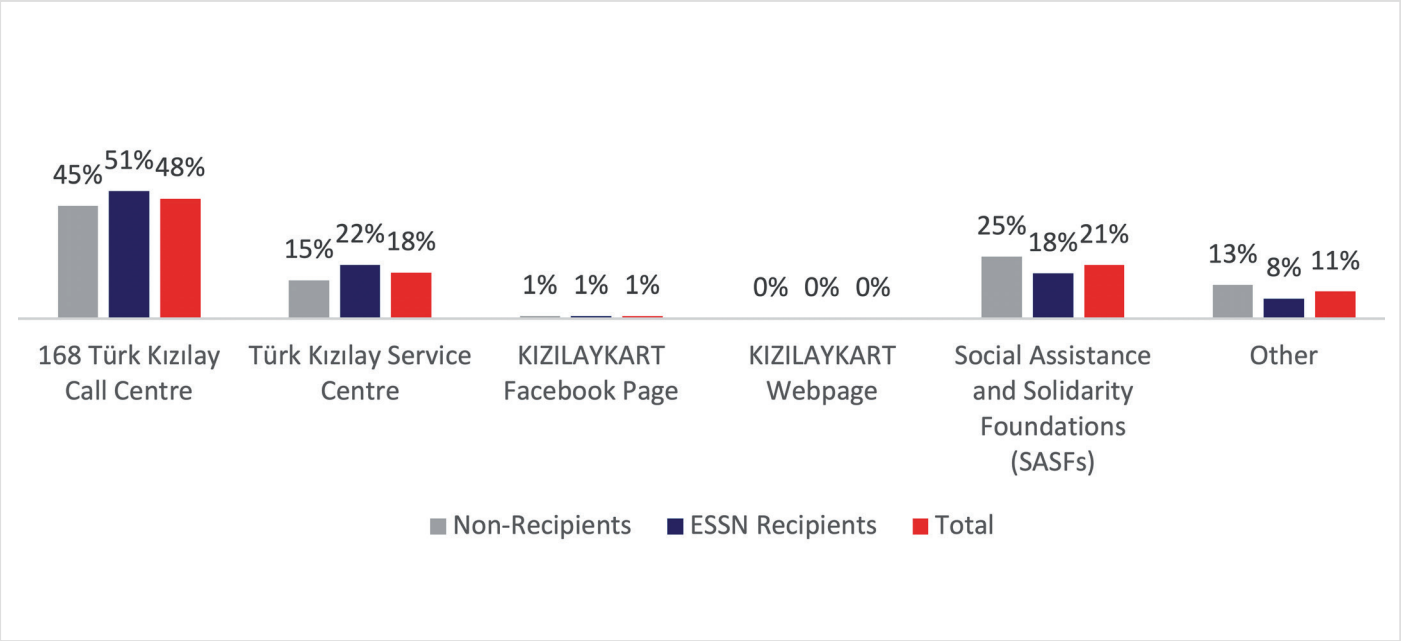


Figure 17 *Preferred Channels for Sensitive Issues*

When survey respondents were asked which means of communication they would use to report a sensitive issue, their answers were very much in line with other responses. The 168 Türk Kızılay Call Centre was the most preferred option **(48 percent)**, followed by Türk Kızılay Service Centers **(18 percent)** and SASF **(21 percent)** (Figure 17). This preference suggests that the call centre is viewed as a trusted and accessible channel for reporting sensitive concerns, possibly due to its anonymity, ease of access, and the perceived professionalism of the service.

The choice of communication channel for sensitive issues can often reflect the level of trust that beneficiaries feel toward the available options. Ensuring that these channels are perceived as secure and responsive is crucial for maintaining participants' confidence and encouraging the reporting of issues that might otherwise remain unaddressed. This trust is integral to fostering strong engagement and supporting the overall success of the Project (Figure 17).

Satisfaction Levels Regarding Communication Channels

The survey assessed the satisfaction levels with the communication channels used by participants. Among those who are not recipient of the project, 87 percent expressed satisfaction (satisfied or very satisfied) with the available channels, while **92 percent** of project beneficiaries reported being satisfied. This indicates that satisfaction is slightly higher among those directly involved in the project.

While the overall satisfaction rates are positive, the findings suggest that there is potential for improvement in raising awareness of all communication channels. Ensuring that all beneficiaries are fully informed about the available options could further enhance their ability to access information and provide feedback, leading to increased engagement and better overall project outcomes.



How Satisfied Are You with the Project's Official Communication Channels?

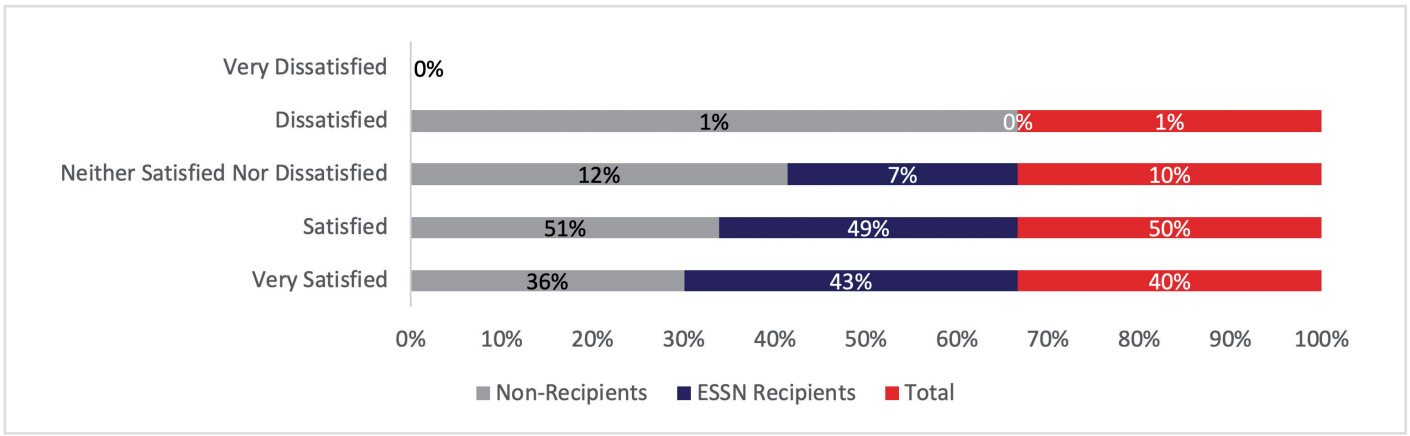


Figure 18 Overall Satisfaction with Communication Channels

Regarding the satisfaction levels with communication channels, survey participants reported a high degree of satisfaction across various channels. Satisfaction with Kızılay Service Centers and SMS communication channels was **92 and 91 percent**, while satisfaction with Social Assistance and Solidarity Foundations (SASF) was **90 percent**. Satisfaction with the Facebook page was reported at **88 percent**. In comparison, the satisfaction rate with the 168 Kızılay Call Centre was at **93 percent**.

Satisfaction with Communication Channels

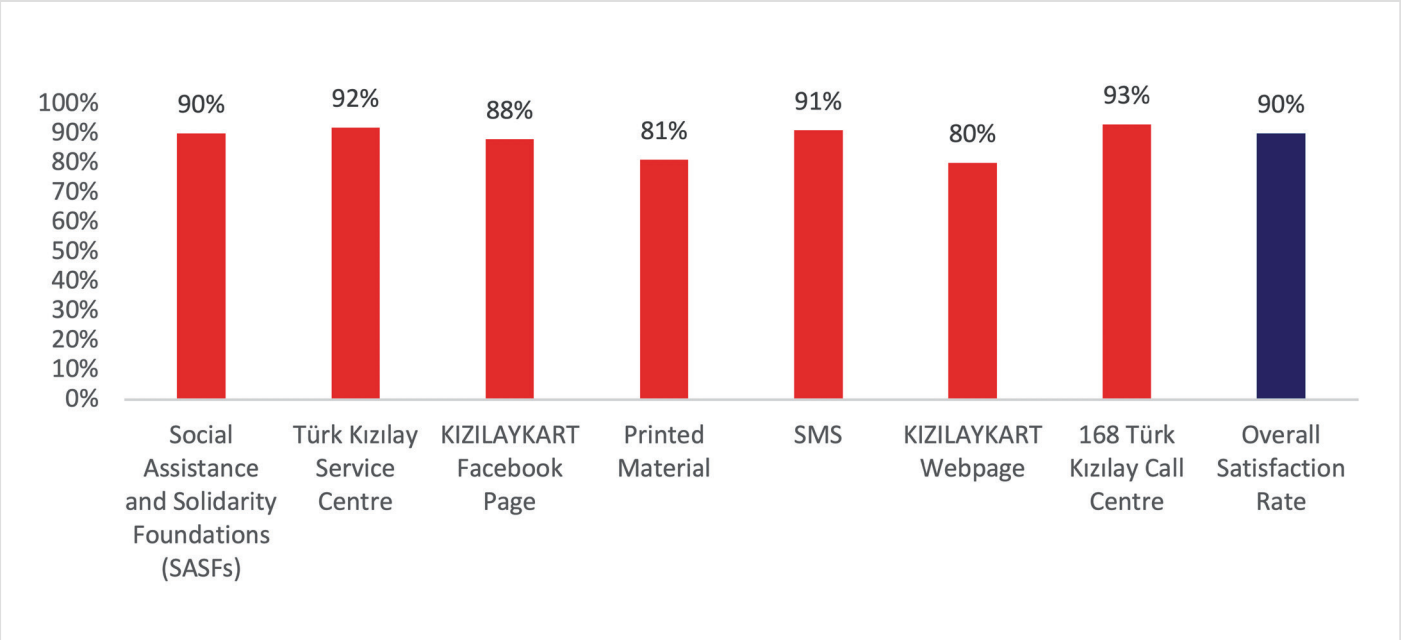


Figure 19 *Satisfaction with Communication Channels*

When asked about their preferred channels for receiving Project updates beyond their satisfaction with communication channels, the majority of respondents indicated that the existing channels were sufficient. Others expressed a preference for the 168 Türk Kızılay Call Centre or SMS, while some were unsure of their preferred method.

Have You Ever Given Feedback or a Complaint About KIZILAYKART or Project Processes?

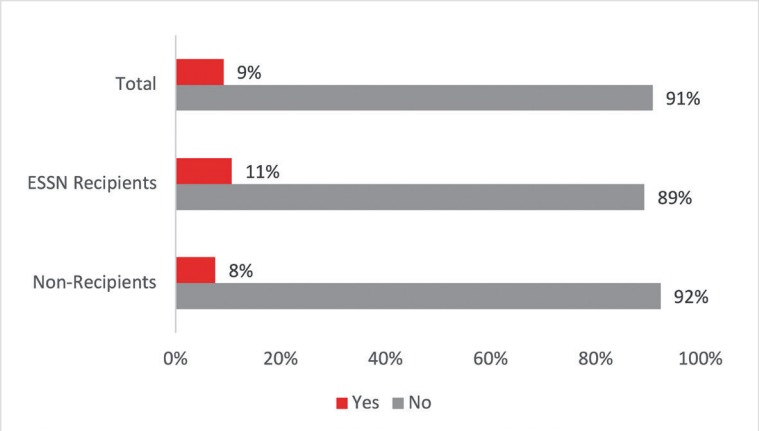


Figure 20 *Frequency of Complaints and Feedback*

9 percent of respondents had made a complaint or given feedback about the ESSN Project. The survey explored whether SSN Programme applicants had ever filed any complaints or provided feedback to the Project, as well as whether they were satisfied with the associated response. **11 percent** of ESSN recipients reported they had filed a complaint or provided feedback, and **98 percent** of these were satisfied with the response received. **8 percent** of non-recipients had filed a complaint or provided feedback, and **83 percent** of them were satisfied with the response received (Figures 19 and 20).

Among ESSN beneficiaries, the most commonly used channel for submitting complaints and feedback was the 168 Türk Kızılay Call Center, cited by **65 percent** of respondents. This was followed by in-person visits to Türk Kızılay Service Centres **(15 percent)** and contact with the Social Assistance and Solidarity Foundations (SASFs) **(15 percent).** Only a small proportion of respondents reported using the KIZILAYKART webpage **(2 percent)** or other channels **(2 percent),** while none mentioned using the KIZILAYKART Facebook page.

The 168 Türk Kızılay Call Center was also the most preferred channel among non-recipients, although it was used by a lower proportion **(47 percent)** compared to recipients. Notably, **40 percent** of non-recipients reported reaching out to SASFs - a significantly higher rate than among recipients - while **13 percent** visited Türk Kızılay Service Centres. None mentioned using the Facebook page, and only **1 percent** reported using the KIZILAYKART webpage or other methods.

If yes, through which channel?

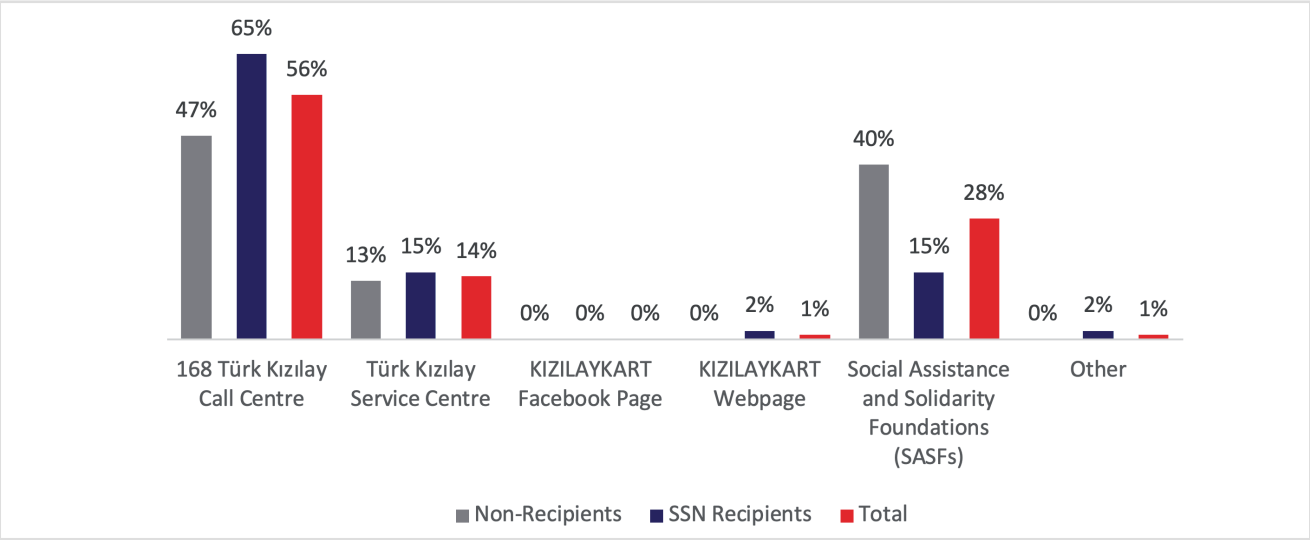


Figure 21 *Complaints and Feedback Channels*

What Is Your Level of Satisfaction with the Channel Where You Submitted the Complaint / Feedback?

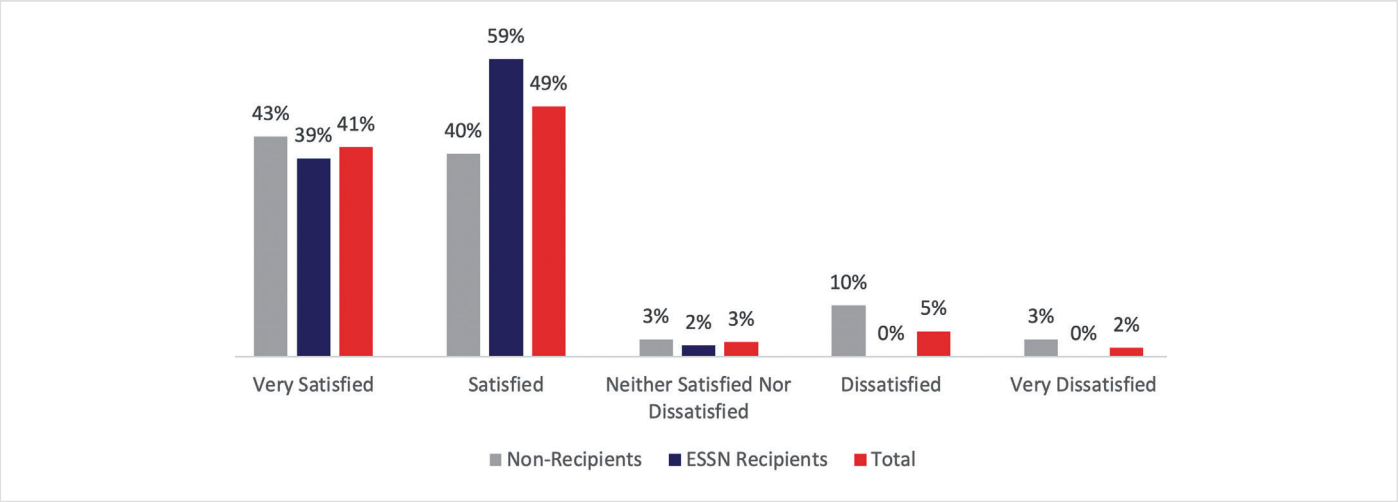


Figure 22 Satisfaction with Complaint and Feedback Submission Channels

When participants were asked about their satisfaction with the channels used to submit feedback and complaints, 77 percent of non-beneficiaries expressed satisfaction, compared to **95 percent** of beneficiaries.

The difference in satisfaction levels may partly reflect the expectations of non-beneficiaries, who might have anticipated different outcomes from their interactions with the Project. Despite equal access to information and feedback mechanisms, the perception of exclusion or ineligibility could have shaped their responses.

What Is Your Level of Satisfaction with the Response You Received?

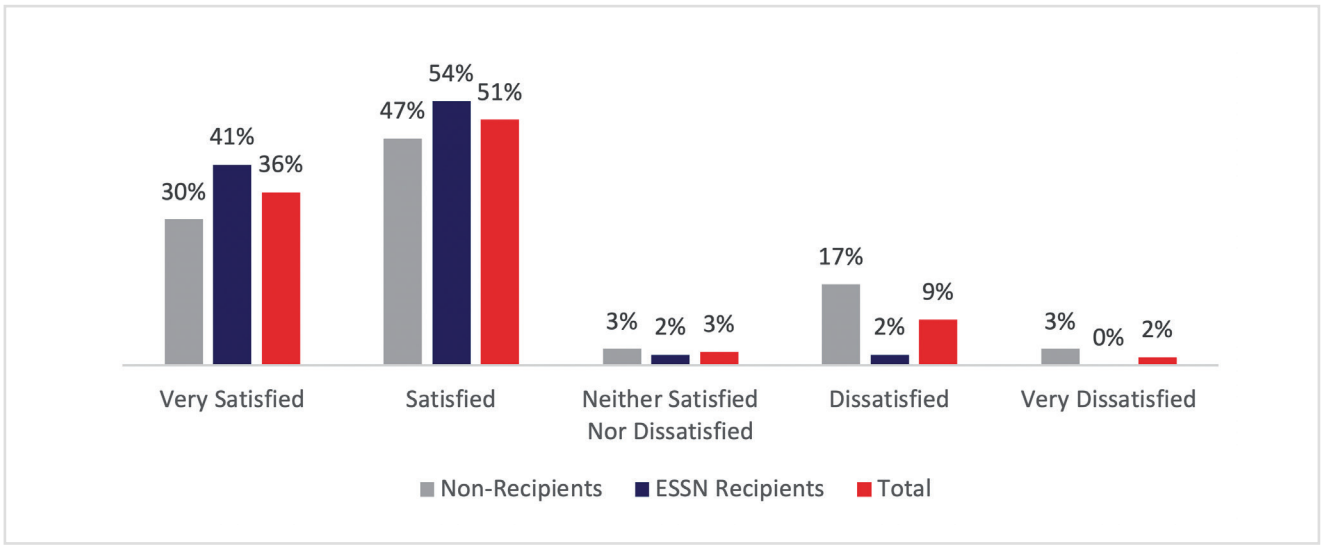


Figure 23 Satisfaction with Responses to Complaints or Feedback

When participants who stated they had not submitted any feedback or complaints were asked about the reasons, 98 percent explained that they did not feel the need to do so, suggesting that the existing communication channels adequately met their expectations.

Meanwhile, 2 percent provided other reasons, including responses that were "not relevant," indicating either unrelated answers or misunderstandings of the question, as well as a lack of awareness of the available complaint mechanisms.

Adequacy of the Cash Assistance Amount

Beneficiaries were asked to evaluate their satisfaction with the amount of ESSN assistance they receive. The results show that **17 percent** of participants stated they were **"very satisfied,"** while **52 percent** indicated they were **"satisfied."** This indicates that most beneficiaries appreciate the assistance but note that it does not fully meet their needs.

Participants who identified as **"satisfied"** frequently expressed gratitude, stating sentiments such as, **"It's not enough, but I am thankful for what we receive."** This highlights a general acknowledgment of the support's value, despite its limitations. On the other hand, **16 percent** of respondents described themselves as **"dissatisfied,"** and **2 percent** as **"very dissatisfied."** This group emphasized that the assistance falls short of meeting their essential needs, particularly in light of rising inflation and the increased cost of living.

How Satisfied Are You with the Amount of ESSN Assistance Provided?

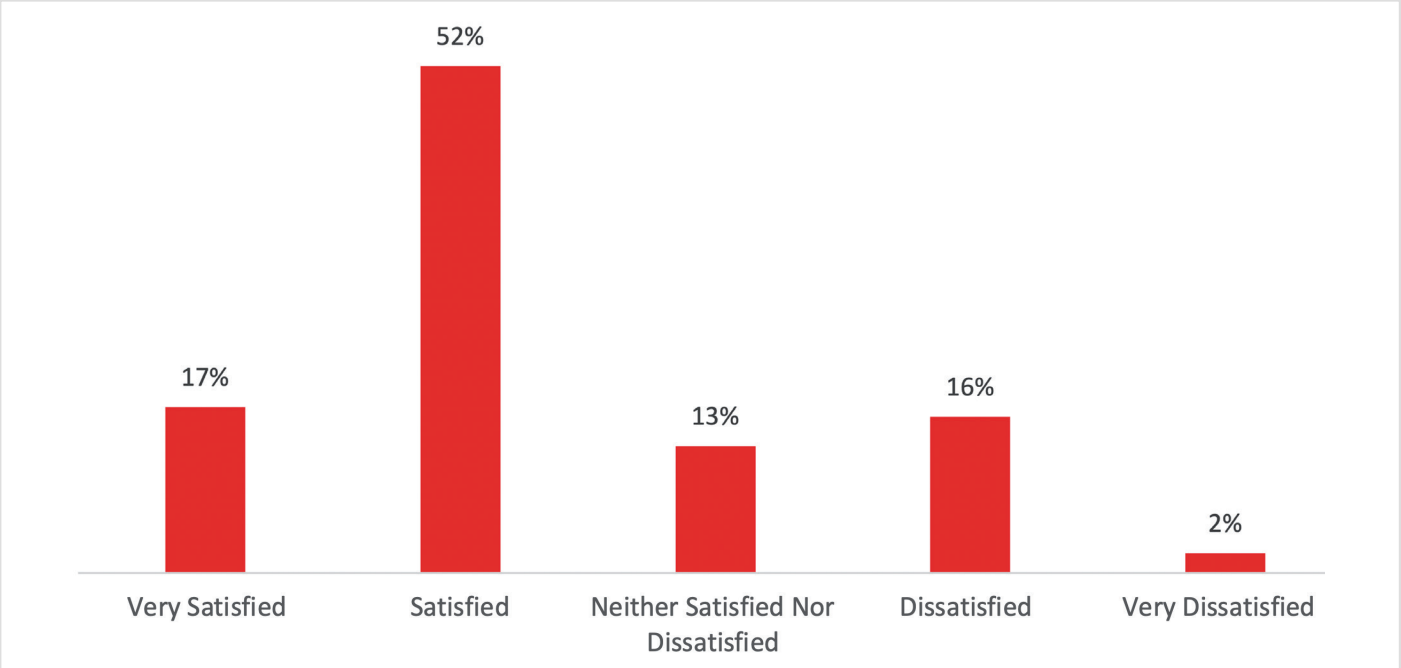


Figure 24 *Adequacy of the Cash Assistance Amount*

The results underscore a dual dynamic: while the assistance is valued and perceived as beneficial by the majority, a significant portion of respondents expressed concern over its limited capacity to address growing economic challenges. This disparity highlights the importance of adapting the level of support to the evolving financial realities faced by beneficiaries. Addressing this gap will be important to enhancing the overall impact and sustainability of the Project.

B. SURVEY RESULTS FOR BENEFICIARIES OF THE "C-ESSN PROJECT"

The C-ESSN Project provide support to most vulnerable individuals residing in Türkiye under Temporary Protection, International Protection or Humanitarian Residence Permit, who cannot be directed to livelihood programmes and remain outside the scope of formal social security systems. The project provides essential assistance to help ensure a minimum standard of dignified living for this population group.

The study had a sample size of 404 respondents (project recipients) with a **5 percent** margin of error and **95 percent** confidence interval. The survey was conducted in July 2024 and had sample size of 404 respondents. All of the respondents were selected from eligible C-ESSN households. The respondents were selected from 124 districts, spread across 44 provinces in Türkiye. Simple random sampling technique was used to select the respondents for the study, giving each participant an equal and independent chance of inclusion.

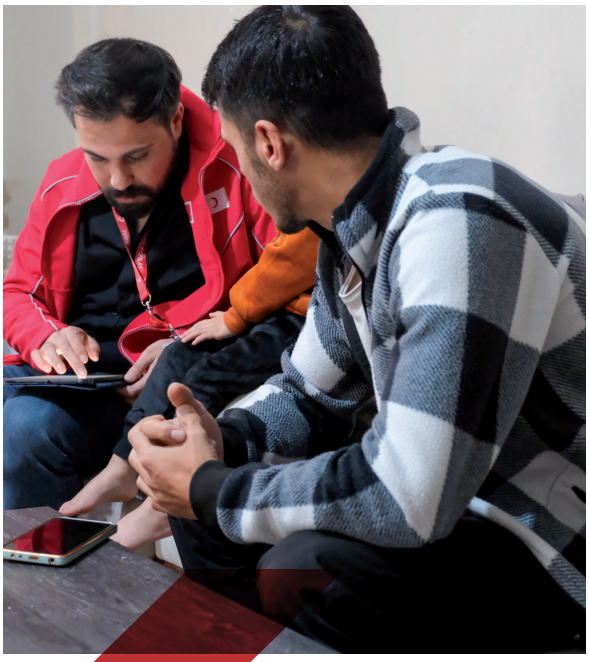
The data was collected through phone-based interviews held by 168 Türk Kızılay Call Centre operators.

The key findings of the survey conducted for the households benefiting from the C-ESSN Project and the ineligble respondants can be outlined in 8 bullets.



Key Findings

1- 97 percent of C-ESSN were satisfied or very satisfied with the Programme application process; **97 percent** of respondents said that they did not encounter any problem during the process. **97 percent** stated that there are satisfied or very satisfied with the Türk Kızılay staff and SASF staff.



2- 168 Kızılay Call Center stands out as the most recognized communication channel among recipients, having a **59 percent** recognition rate. In the analysis, recipients were asked to evaluate their overall satisfaction with the project's official communication channels, with **89 percent** reporting they were **"satisfied"** or **"very satisfied"**. Furthermore, an average of the satisfaction ratings across all communication channels revealed an overall satisfaction rate of **92 percent**.

3- However, among the respondents the majority, **58 percent**, preferred to report sensitive cases to the 168 Kızılay Call Centre.

4- A significant **64 percent** of respondents have a noteworthy understanding of the project's eligibility criteria, indicating a high level of knowledge. This is particularly impressive considering that the project's criteria were not publicly disclosed or widely disseminated.

5- The donor of the project was recognized by **29 percent** of respondents; **5 percent** of C-ESSN applicants considered Türk Kızılay as the donor. **59 percent** of C-ESSN recipients and did not have knowledge about the donor which indicate that there is a space that further sensitization and information dissemination can be conducted about the donor visibility. Nevertheless, while understanding information about the donor is indeed valuable and important, it can be argued that for the recipients, the primary focus tends to be on practical matters directly affecting their immediate needs.

Specifically, issues such as the amount of assistance provided and the timely disbursement of assistance are of greater concern. This suggests that, while donor information is certainly of value, it is secondary to the more pressing aspects of the support they receive.

6- The implementers of the project were recognized by **30 percent** of respondents; **3 percent** of C-ESSN applicants considered European Union as the implementer. **64 percent** of C-ESSN recipients did not have knowledge about the implementers, indicating a gap where further sensitization and information dissemination can enhance the implementers' visibility. While understanding the role and identity of the implementers is important, it is also essential to acknowledge that recipients' priorities may lie elsewhere, particularly on Project aspects such as the amount of assistance received and its timely delivery. Moreover, the presence of multiple implementers may contribute to this gap, as it can make the process appear complex or harder to comprehend, especially when considering the recipients' education levels and perceptions.



7- Beneficiaries were asked to rate their satisfaction levels with the amount of assistance provided under the C-ESSN Project. According to the results, only **17 percent** of participants stated that they were **"very satisfied,"** while **50 percent** indicated they were **"satisfied."** The high satisfaction rate appears to be related to the fact that beneficiaries are predominantly individuals with high levels of need, and the assistance provided partially meets their requirements.

Respondents who identified themselves as **"satisfied"** used phrases such as **"thank God, it is not enough but I am satisfied"**, reflecting a general attitude of gratitude among beneficiaries for the existence of the C-ESSN Project. On the other hand, the **17 percent** who expressed dissatisfaction highlighted that the assistance amount was insufficient, citing reduced purchasing power due to inflation. They further explained that while the assistance previously enabled them to pay their rent, they now struggle to cover even their utility bills.

As a result, it was observed that the beneficiaries were satisfied with the assistance, but the amount of assistance was not sufficient. This indicates that economic conditions directly influence satisfaction levels regarding the assistance amount.

8- The survey findings reveal that **63 percent** of recipients express their confidence in utilizing the project's feedback channel to submit complaints. Additionally, **94 percent** of respondents reported receiving feedback in response to their complaints. Moreover, the data strongly indicate that project recipients possess knowledge on how to submit complaints and exhibit a sense of assurance in providing their feedback and grievances.

Demographic Analysis

Demographic Characteristics of Survey Respondents

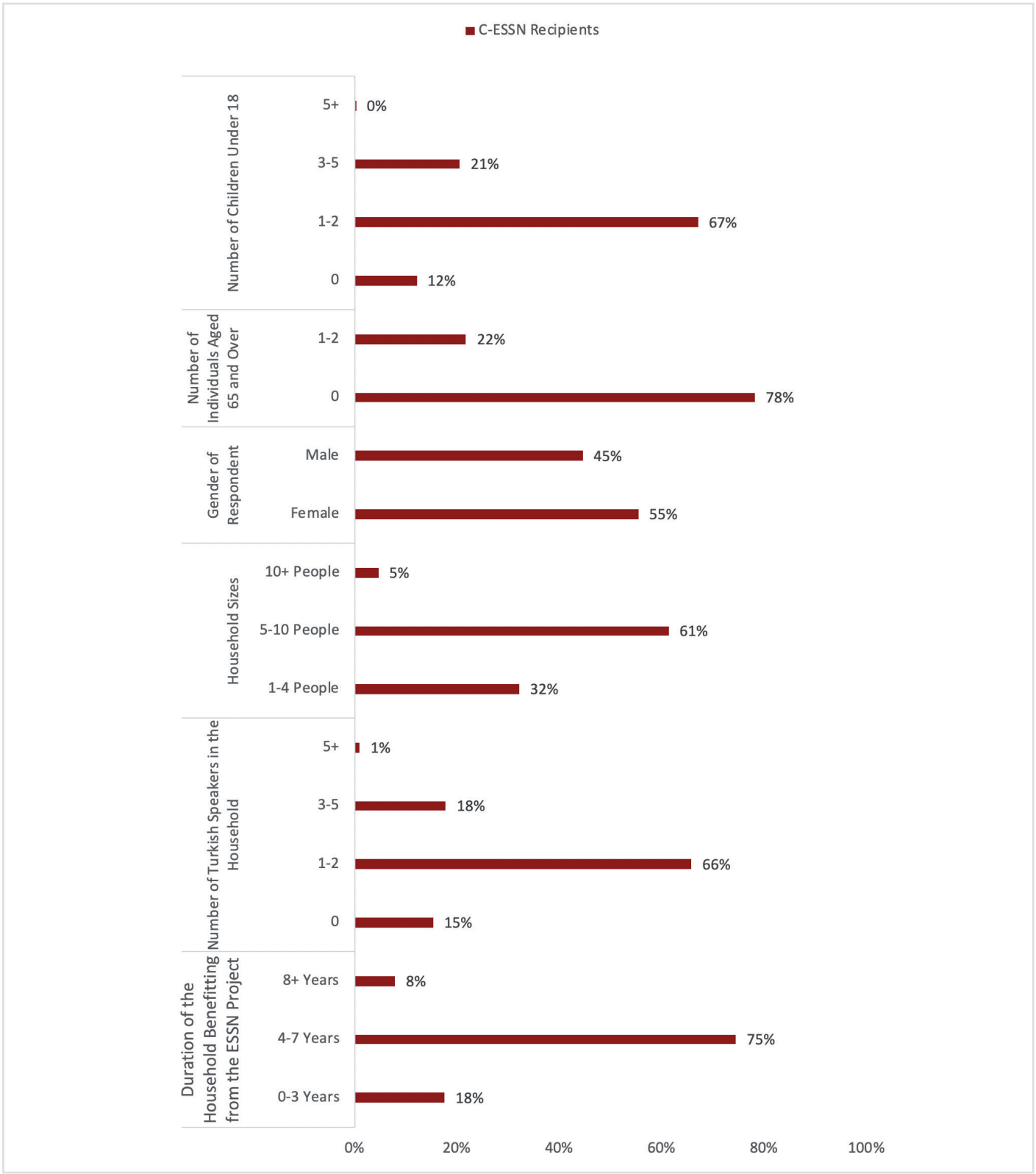


Figure 25 Demographic Characteristics of the Survey Respondents

Due to the sampling method adopted for this survey, **45 percent** of respondents were male, while **55 percent** were female. Equal attention was paid to gender distribution while sampling. Given the emphasis on the criterion of woman-headed households, it resulted in a higher representation of female household members during the data collection process. For that reason, for the next round there should be a more focus on the gender equality while working on the sampling of the round.

In terms of household size, **61 percent** of respondents were from families of 5-10 members while **32 percent** of the respondents coming from households with 1-4 members or more and **5 percent** of the respondents comes from families with more than 10 members. Survey showed that **78 percent** of the households did not include individuals aged 65 and above. This finding suggests that the majority of beneficiaries qualify for the Project primarily under the criteria of having a disabled household member or being a single-parent household.

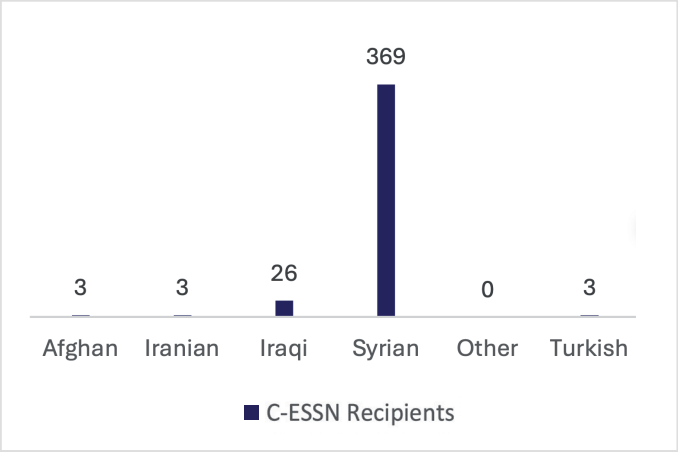


Finally, **75 percent** of respondents have been part of the Project for 4-7 years. Although the C-ESSN Project started in July 2021, the majority of eligible beneficiaries were automatically transitioned from the ESSN Project without the need for a new application. This explains why a significant proportion of recipient's report having benefited from the Project for 4-7 years. This alignment indicates that the observed data is consistent with the transitional dynamics and the composition of the beneficiary population, which reinforces the Project implementation context.

However, considering that most of the project beneficiaries were transferred from the ESSN Project most of the recipients have already observed and got involved in its different stages which means that they may have contacted project staff and to have used its various communication channels. This therefore indicates that the observations of these respondents can be regarded as well established.

The results of the survey indicate that there are significant disparities in educational attainment between genders, with overall levels of education remaining relatively low.

As Figure 26 illustrates, the nationality breakdown of C-ESSN recipients shows a significant predominance of Syrian nationals, who account for the vast majority of participants **(369 individuals).** Smaller numbers of respondents identified as **Iraqi (26), Afghan (3), Iranian (3), or Turkish* (3),** while no participants reported a nationality categorized as **"Other."** These figures highlight the demographic concentration of Syrians among the Project target group and offer valuable insight into the diverse, albeit predominantly Syrian, composition of the beneficiary population.



Turkish*: Participants who identified themselves as Turkish.

Figure 26 *Nationality Breakdown (C-ESSN)*

Regarding the languages spoken in the households of C-ESSN recipients surveyed, Arabic emerges as the predominant language, accounting for **88 percent** of the total, aligning with the number of households where Arabic is spoken.

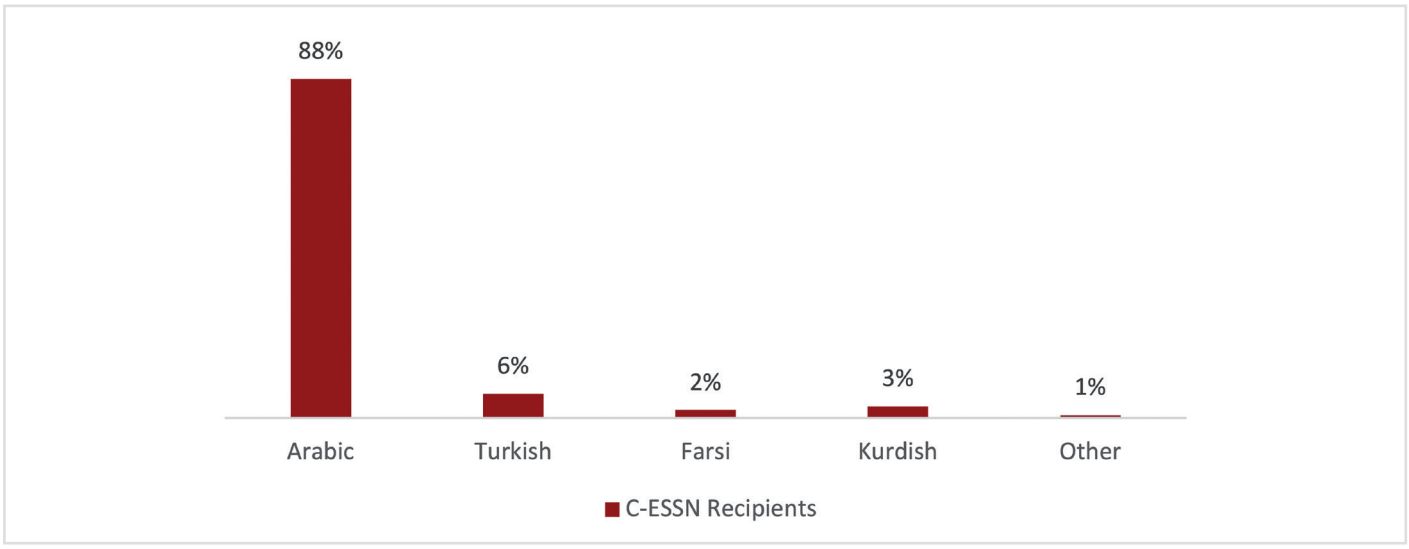


Figure 27 *Participants' Native Languages*

Among the C-ESSN beneficiaries who participated in the survey, **85 percent** reported having at least one or two individuals in their household who can speak Turkish. On the other hand, **15 percent** of recipients, which is 60 households, were reported to have no members with the ability to speak Turkish.

Education Level

A higher percentage of female respondents **(16 percent)** reported being illiterate compared to male respondents **(9 percent)**, indicating that female respondents may face greater barriers to accessing basic education. The majority of respondents have completed primary education, with a similar representation between female **(34 percent)** and male **(33 percent)** respondents.

At the lower secondary level, there is a slight discrepancy in representation between male **(34 percent)** and female **(26 percent)** recipients, indicating a gap in progression beyond primary education. There is a continued lack of access to post-secondary education, with only **3 percent** of males and **1 percent** of females participating in such Programmes. Moreover, there is a notable lack of representation in tertiary education, with only **6 percent** of males and **5 percent** of females enrolled in such Programmes.

It is noteworthy that there is a relatively high proportion of women in upper-level tertiary education **(0.4 percent)**, which may be related to the higher proportion of female-headed households among C-ESSN beneficiaries. The data indicate that overall, there is a low level of education across the entire sample, and that there are also gender inequalities in education.

What Is Your Educational Level?

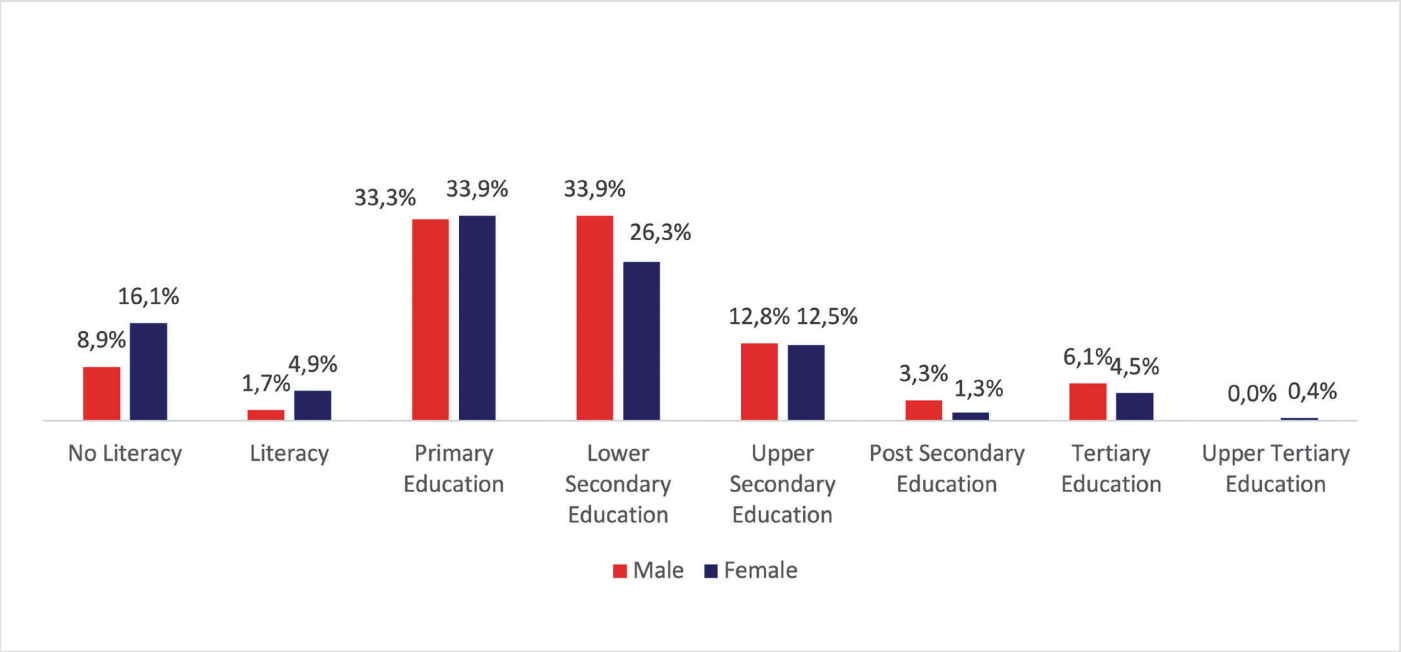


Figure 28 Education Level of Participants

Knowledge Level on the C-ESSN Project

More than a half **(64 percent)** of C-ESSN recipients are aware of the C-ESSN eligibility criteria Among C-ESSN recipients, **36 percent** were not aware of the Project eligibility criteria. Among the recipients who stated that they knew the eligibility **(64 percent)** criteria, the most well-known part of the criteria was;

- Households with a person with disability member
- Households with a head of household over 60 and no adults aged 18-59 in the household
- Households with a single parent accompanying children under the age of **18 percent** of respondents reply the criteria question as **"other".**

Based on the respondents' answers to the criteria questions, it is evident that despite the criteria not being publicly announced, there is still a significant level of awareness and understanding regarding the criteria. This can be linked to transition of most of the C-ESSN beneficiaries from ESSN Project.

Do You Know Why You Are Eligible for the C-ESSN Project?

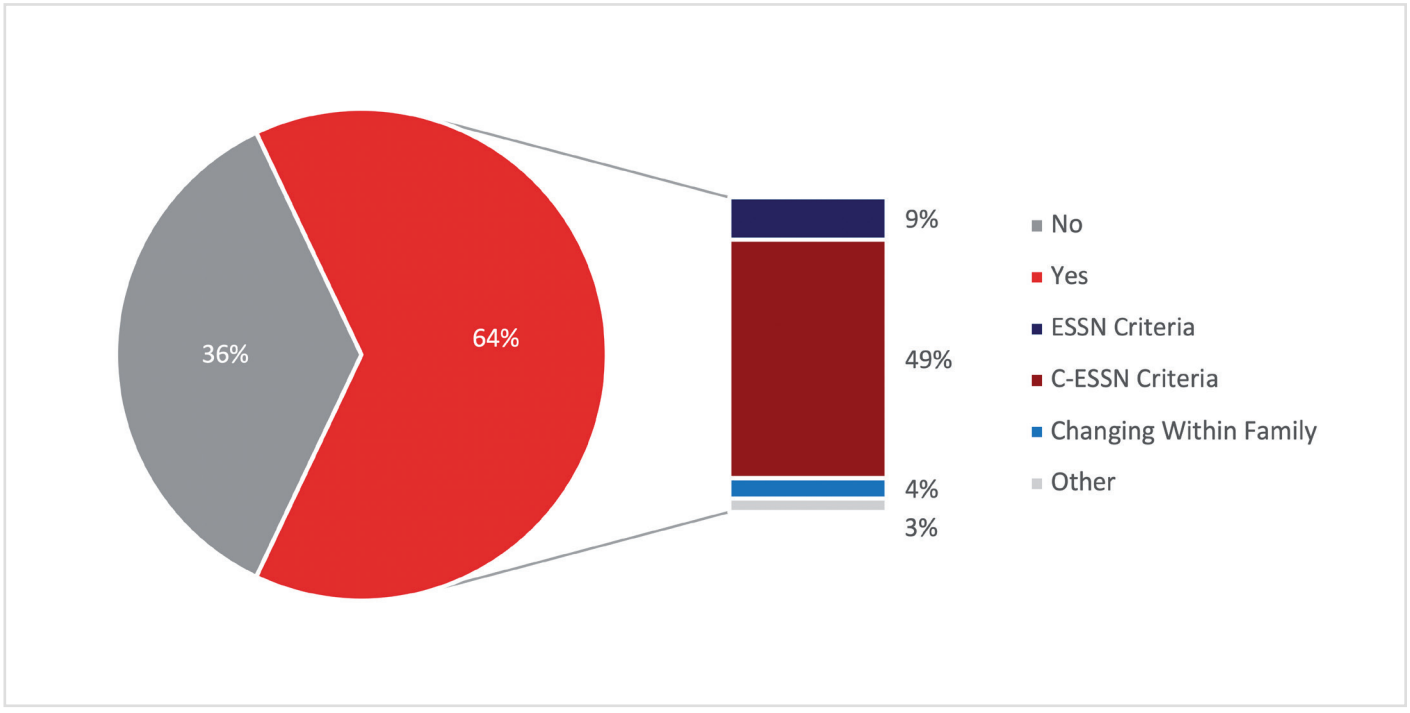


Figure 29 *Awareness of C-ESSN Eligibility Criteria*

Knowledge About the Donor

In terms of knowledge about the donor, **59 percent** of the C-ESSN beneficiaries did not know who the funder of the Project is. Only **29 percent** of C-ESSN beneficiaries were aware that EU is the sole funder of this Project. Although somewhat poor knowledge of who the Programme donor does not impact the outcome of the C-ESSN Project directly, it is still important to continue raising the visibility of the donor in order to prevent misinformation among both the affected population as well as the host community.

These findings suggest that being a beneficiary has a positive impact on donor awareness compared to non-recipients, as they are exposed to information about the Project more frequently through regular communication activities which always include the donor information. However, despite this increase, a considerable proportion of participants remain unaware of the specific donor, highlighting the need for continued communication efforts.

Do You Know Which Institution Is Funding the C-ESSN?

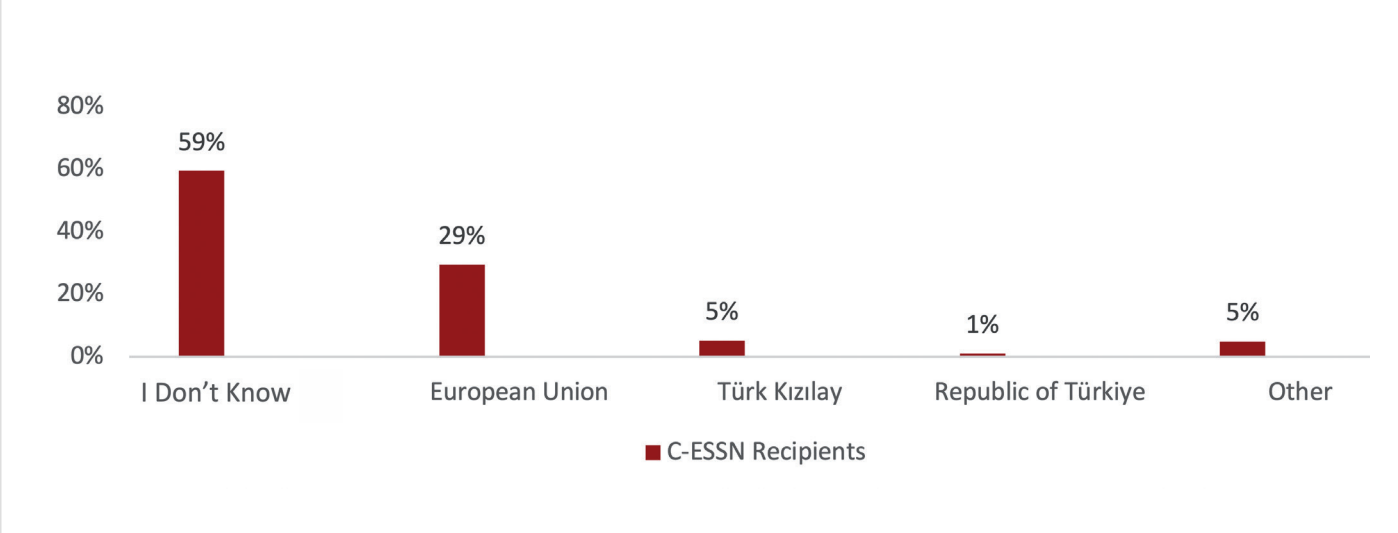


Figure 30 *Awareness of the Donor Organization*

This result shows the natural fact that any information that is not in the first interest of our vulnerable beneficiaries can only be embedded in their consciousness through long-term regular info sharing; which is provided daily by the communication activities of the Project.

Knowledge About the Implementers

In terms of knowledge about the Project implementers, **64 percent** of recipients did not know the implementer of the C-ESSN Project. While **26 percent** of recipients identified Türk Kızılay as the implementer a significant improvement compared to the previous survey where only **18 percent** of recipients were aware of Türk Kızılay's role, this increase can be attributed to Türk Kızılay's active presence and visibility in the field. **4 percent** of the beneficiaries recognized the Ministry of Family and Social Services (MoFSS) as the implementing partner of the Project.

Which Institutions Are Implementing the C-ESSN?

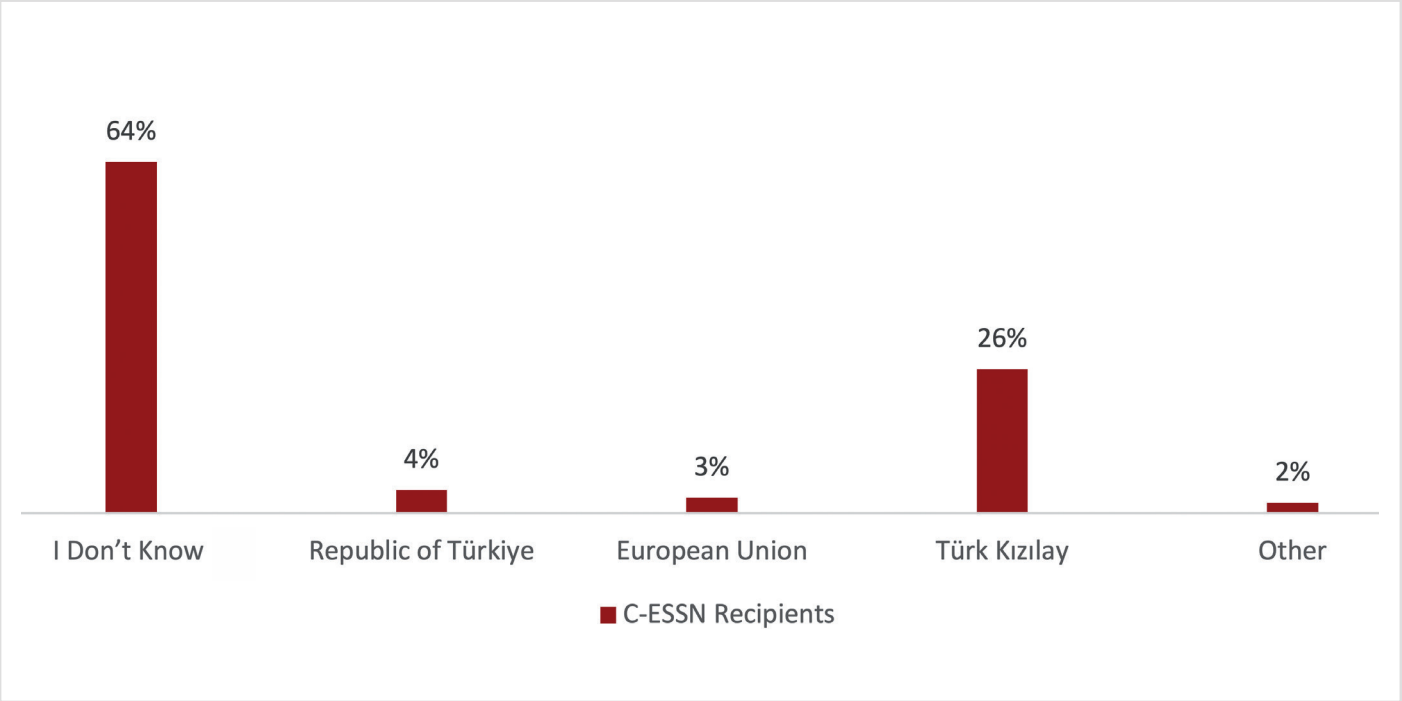


Figure 31 Awareness of the Programme Implementers

The primary reason for this situation is that although the MoFSS is the main implementing partner at the headquarters, it carries out its activities in the field through **"Social Assistance and Solidarity Foundations"**, which operate under the Ministry's General Directorate of Social Assistance. Survey results show that both the awareness and satisfaction of SASFs by beneficiaries is above **90 percent**. In all communication activities for beneficiaries, from social media to visibility materials, the logo of the Ministry of Family and Social Services is placed just before the Turkish Red Crescent logo and just below the flags of Türkiye and the European Union. However, beneficiaries recognize the field staff who communicate directly and one-to-one with them as implementers.

Satisfaction with the C-ESSN Processes

The satisfaction level of **96 percent** indicates that the project application requirements and steps was overwhelmingly positive. Minority of the respondents expressed dissatisfaction with the application processes. Based on the feedback received, this can be attributed to delayed awareness, which is understandable given that the project did not have a direct application process like ESSN's.

Application Satisfaction Rates

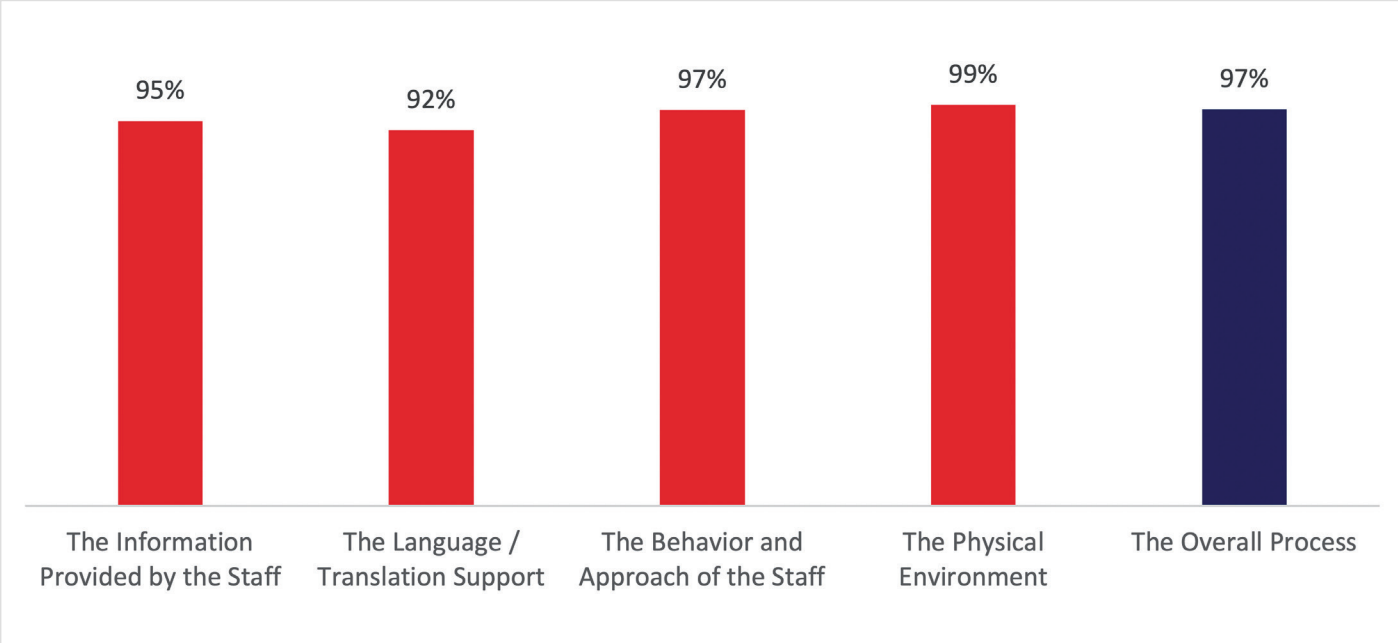


Figure 32 *Satisfaction with the C-ESSN Application Process*

Beneficiaries' satisfaction with the application process was evaluated across five diffrent factors, with overall satisfaction levels also assessed separetely. **The analysis revealed that the general satisfaction rate among C-ESSN beneficiaries for the application process was 96 percent.**

Satisfaction with language and translation support was measured at **92 percent**, which, although a relatively high rate, was slightly lower compared to other factors. This may be attributed to the fact that applications were processed at two main points : Türk Kızılay Service Centers and SASF.

It was observed that lower satisfaction levels regarding language and translation support were more commonly reported by those who applied through SASFs.

Given that SASFs primarily serve Turkish citizens and interpreter capacities may vary between locations, this finding highlights the potential need to enhance language support services across application centers. Adressing this would likely further improve the overall satisfaction levels of beneficiaries.

97 percent of C-ESSN recipients are not facing any barriers accessing the C-ESSN application.

This survey also aimed to understand if there were barriers in accessing the C-ESSN Project since the project aims most vulnerable migrants in Türkiye. The respondents were asked if they had experienced any problems during the application process. Only **3 percent** of respondents **(13 individuals)** reported they had experienced problems, while **97 percent** had no problems during this process.

This showed there were very few barriers for the applicants to access the project. When respondents who were dissatisfied with the application process were asked about their reasons, the primary concern highlighted was the length and complexity of the process.

Have You or Any of Your Household Members Faced Any Problems During the C-ESSN Application Process?

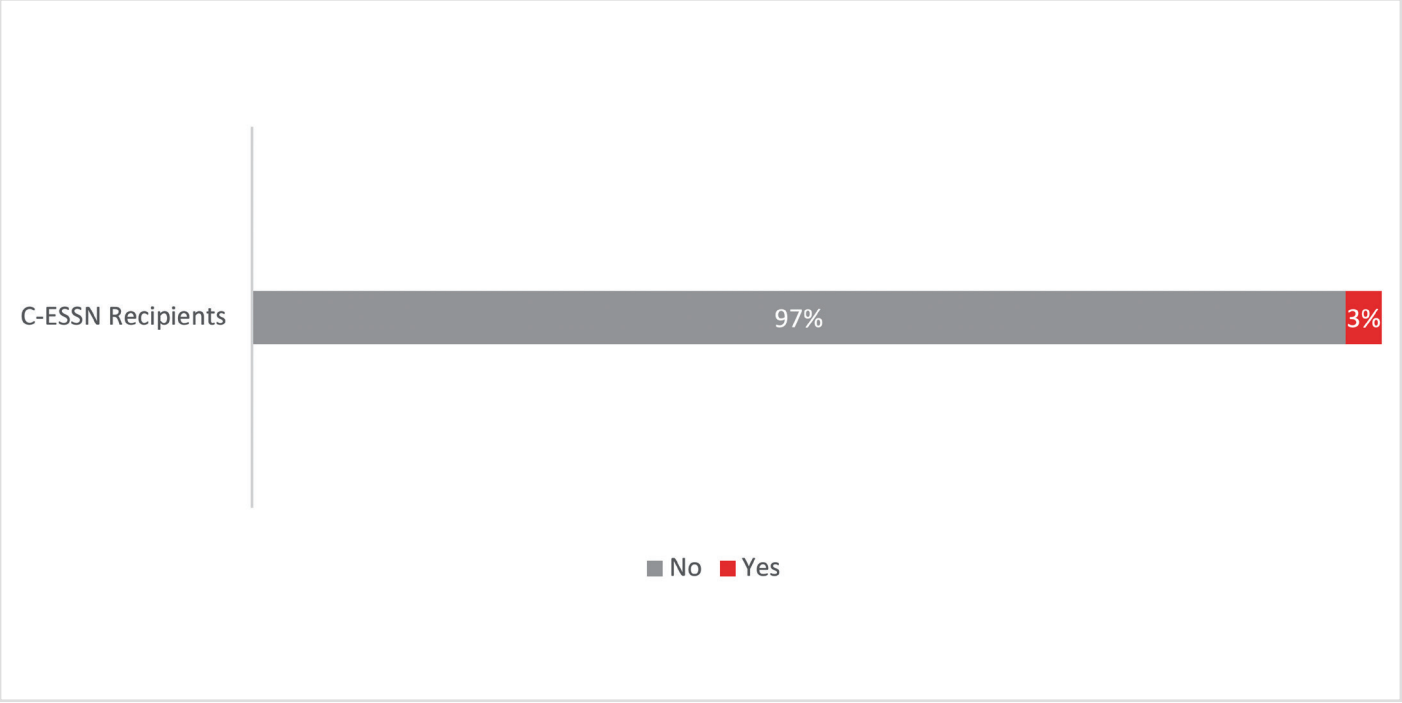


Figure 33 *Barriers to Accessing the C-ESSN Application Process*

91 percent of C-ESSN recipients are facing no difficulty in redeeming cash assistance.

When it comes to withdrawing cash from the ATMs, **9 percent** of recipients (43 individuals) reported facing difficulties. Among those who had difficulties, 11 recipients cited 'Other ATM issues', 15 reported that their card was swallowed by the ATM, 5 complained about long waiting lines, and 4 mentioned that the ATM was out of order. Most reported difficulties were technical issues related to ATM operations rather than accessibility or user-related factors. This suggests that improvements in ATM functionality and maintenance could help further these challenges for beneficiaries.

Did You Ever Have Any Difficulties When Redeeming Your Cash Assistance from the Atm?

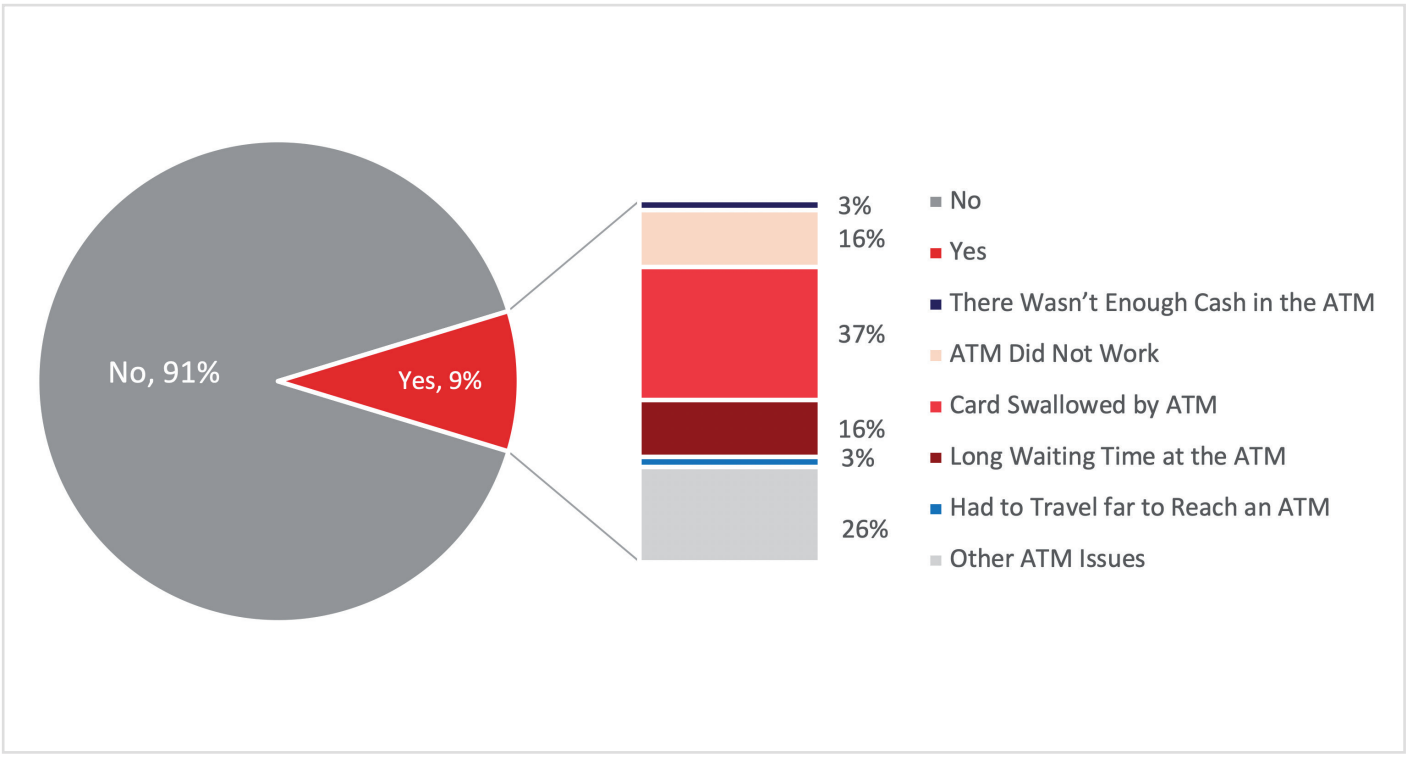


Figure 34 *Challenges in Withdrawing C-ESSN Cash Assistance from ATMs*



The Satisfaction rates for the KIZILAYKART delivery service are exceptionally high.

Among participants who received their cards through the bank, **99 percent** reported being satisfied with the service. For those who received their cards directly from the Türk Kızılay Service Centers, the satisfaction rate was **100 percent**.

Satisfaction Levels with the KIZILAYKART Delivery Service

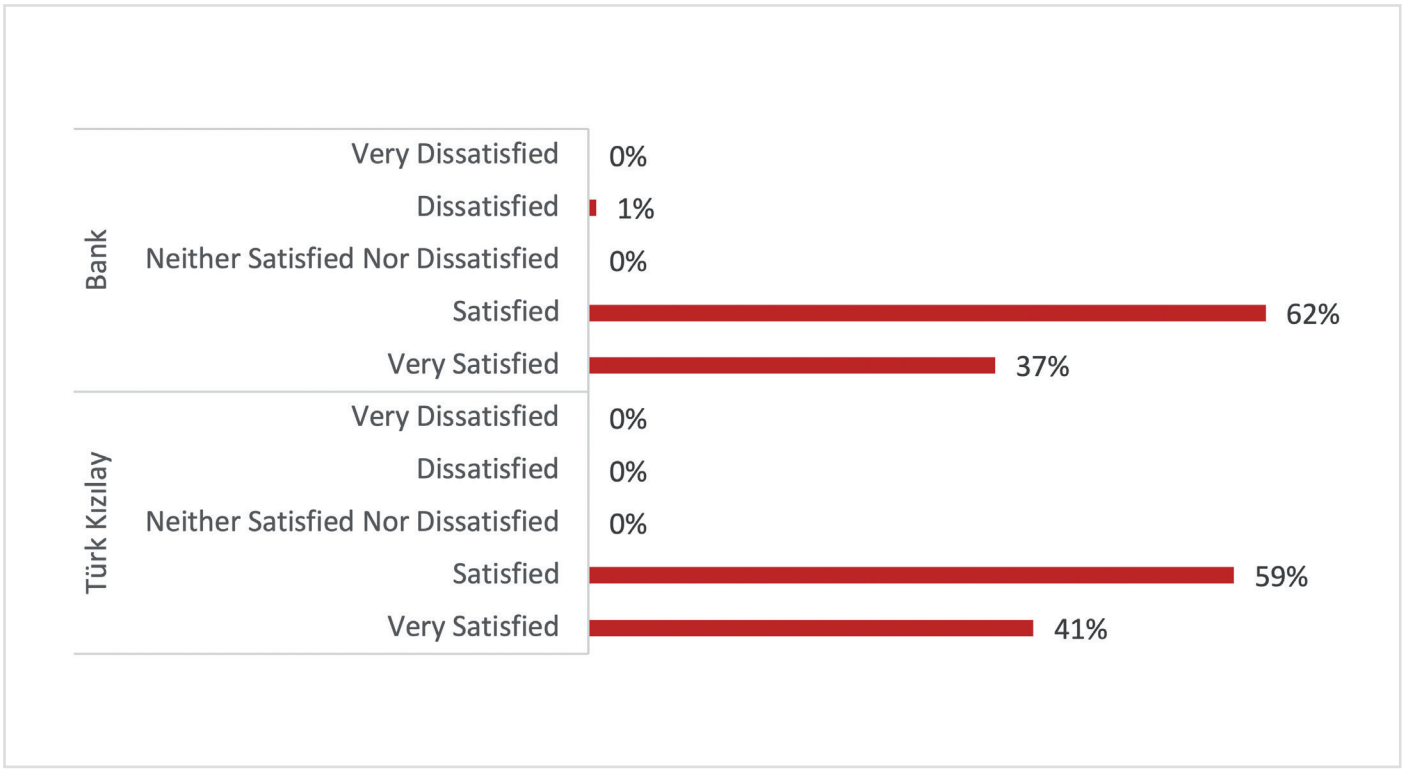


Figure 35 Satisfaction with KIZILAYKART Delivery Service

Communication Channels: Awareness and Preferences

Among the SSN Programmes' official communication channels that C-ESSN recipients are aware of, the 168 Türk Kızılay call centre is the most known channel with **59 percent**, followed by SMS with **16 percent**. **28 percent** from of recipients did not know about the official communication channels. The preferred method of communication among C-ESSN recipients for project information updates was by SMS.

Which Official Communication Channels of the Project Do You Know?

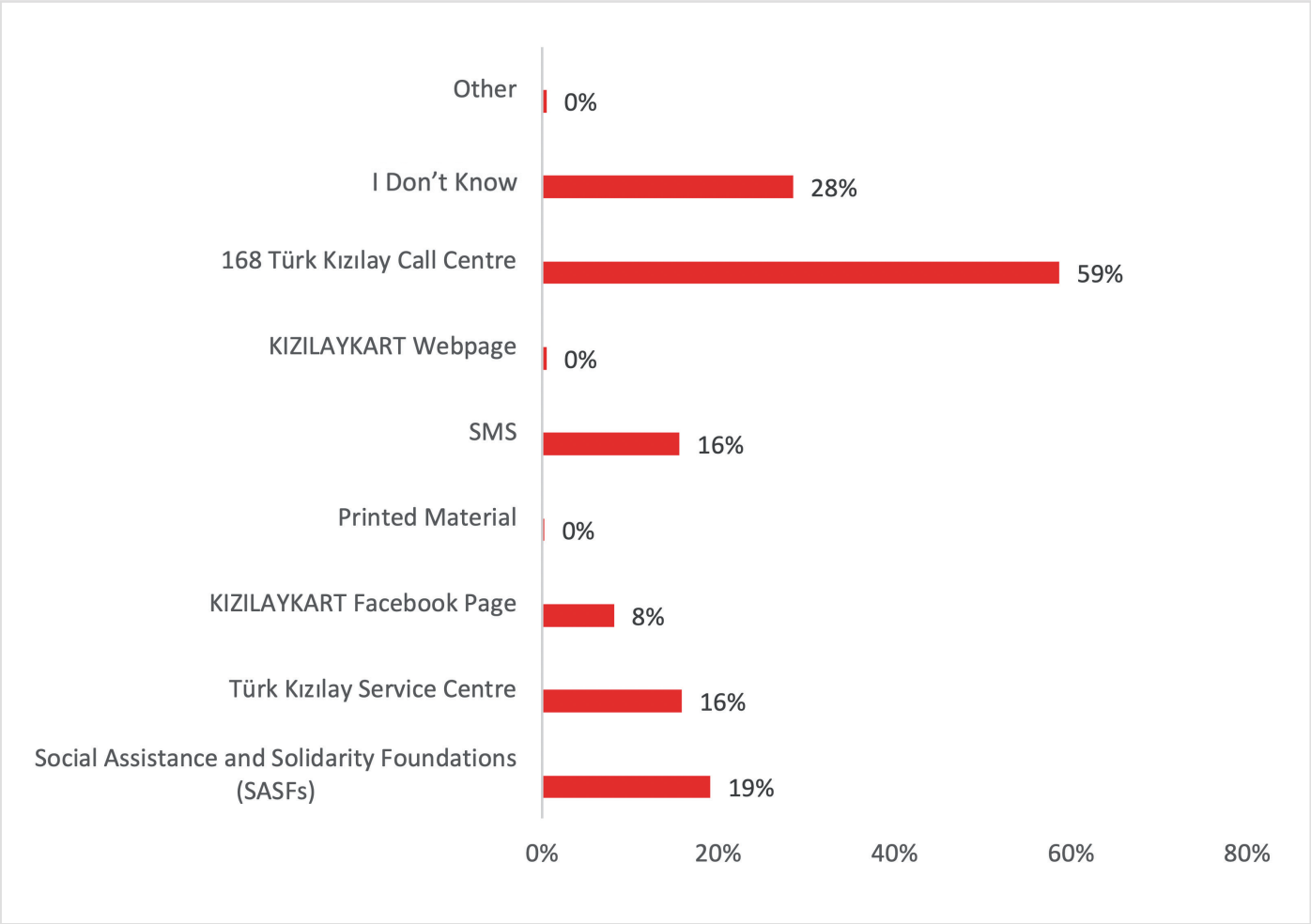


Figure 36 *Awareness of Communication Channels*

Which Official Communication Channels of the Project Do You Use?

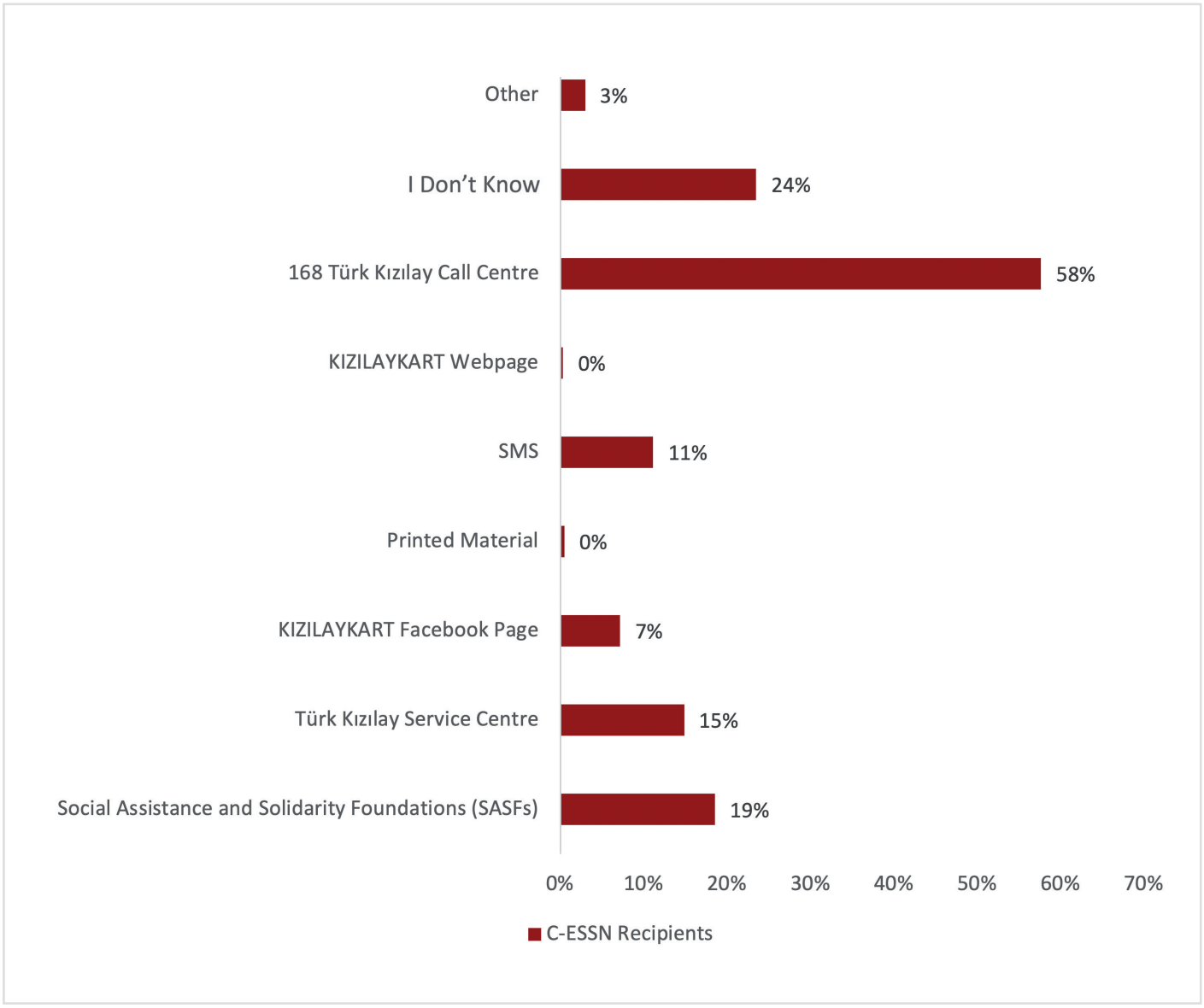


Figure 37 *Preferred Communication Channels*

When the participants were asked about their preferred alternative channels for receiving updates, 380 out of 419 responses indicated that the existing channels were sufficient. SMS services were particularly highlighted as a key strength, enabling recipients to receive updates quickly and easily. Additionally, a significant number of recipient households stated that they prefer using the 168 Türk Kızılay Call Ccentre, a dedicated and free of charge line accessible during working hours on weekdays and for a half day on Saturdays. However, some participants expressed a preference for additional channels such as WhatsApp Channel, Youtube, and Instagram for receiving information. Furthermore, the suggestion to develop a mobile application for KIZILAYKART emerged as a recommendation.

Which Channels, Other Than the Official Communication Channels, Do You Prefer to Receive Updates And Information About KIZILAYKART? (823)

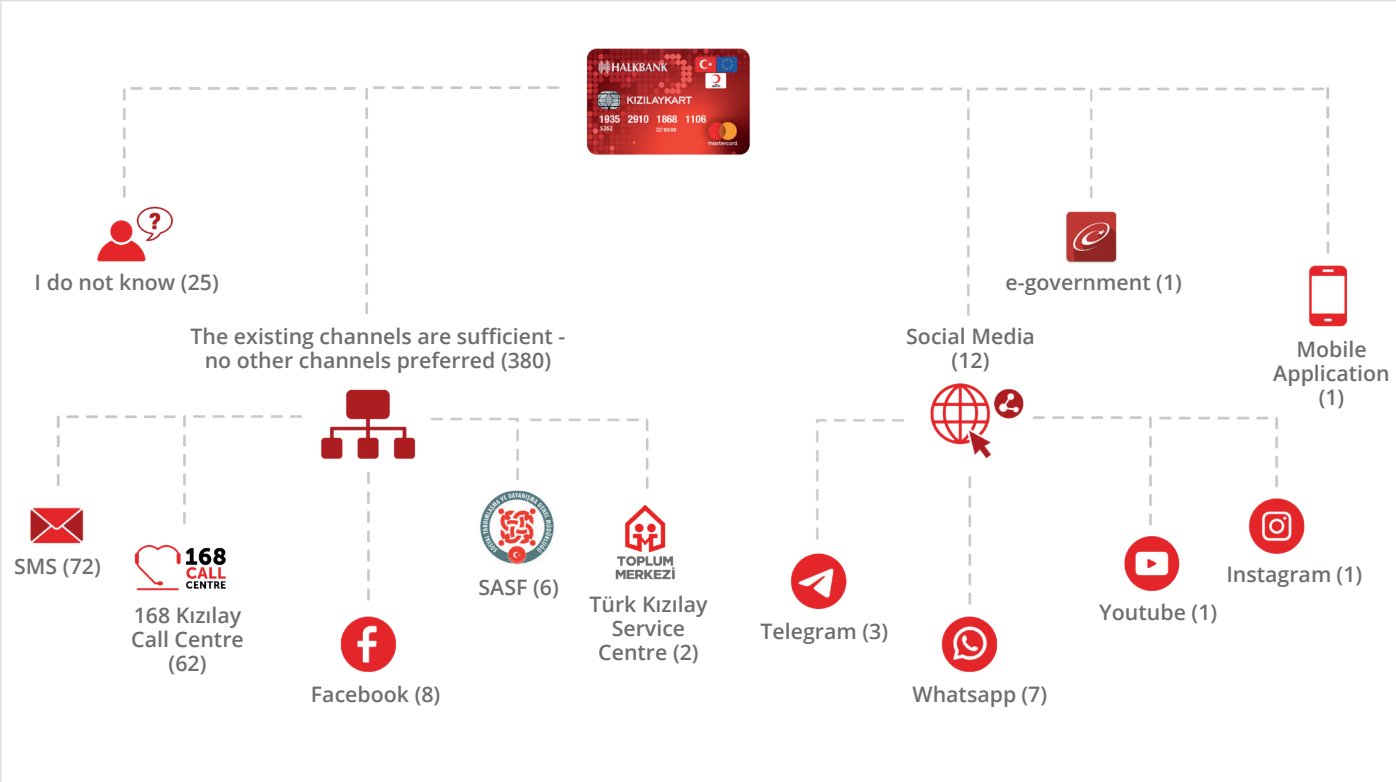


Figure 38 *Preferred Channels for Receiving Updates*

When survey participants were asked which means of communication they would use to report a sensitive issue, their answers were very much in line with other preferred channels, with the 168 Türk Kızılay call centre being the preferred option **(58 percent)**. At this point, it can be said that there is room for improvement for dissemination of information regarding possible communication channels, especially considering that approximately 25 individuals responded with **"do not know"** to this question. The data also indicates that although respondents are using the communication channels actively, they are not 'aware' of them as communication channels.



What stands out from the analysis above is that C-ESSN recipients feel confident to contact with 168 Kızılay Call Centre for sharing sensitive issues. This emphasizes the essential nature of continued quality services from the 168 Türk Kızılay Call Centre.

Which Communication Channel Would You Use to Report a Sensitive Issue About the Project?

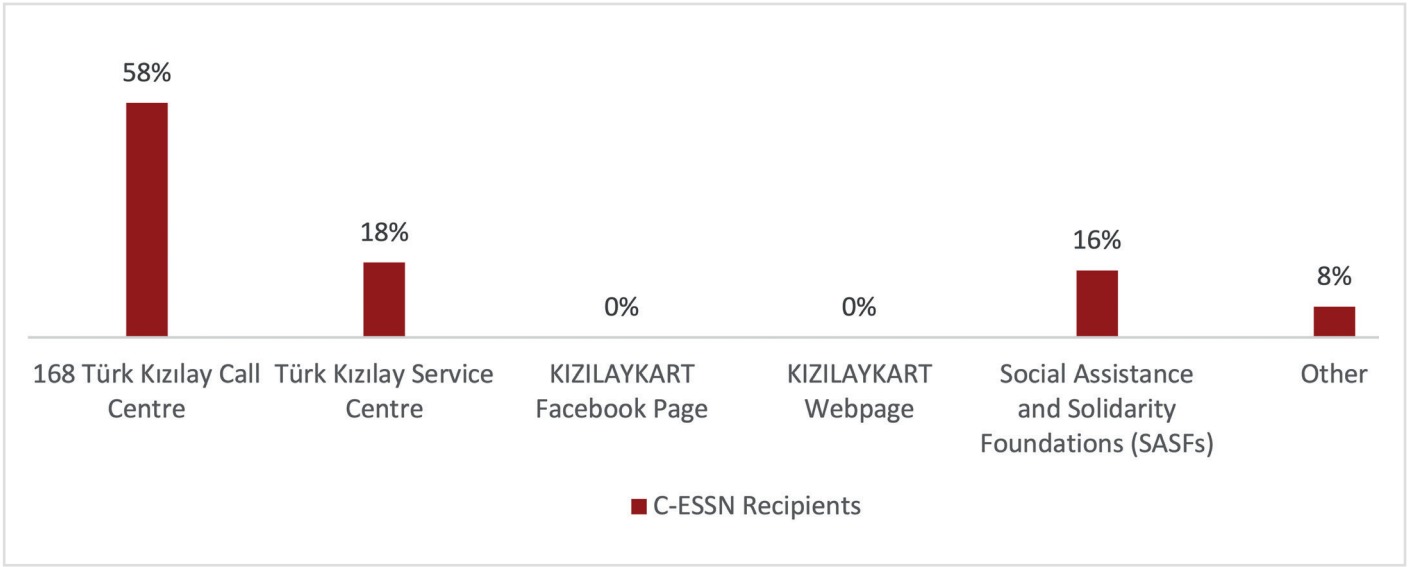


Figure 39 *Preferred Channels for Sensitive Issues*

Satisfaction Levels Regarding Communication Channels

The survey results show high satisfaction levels across the communication channels evaluated. Printed Materials and the Webpage received **100 percent** satisfaction, while SMS achieved **94 percent**, and the 168 Türk Kızılay Call Centre scored **92 percent**. The SASF channel and the Facebook Page followed with satisfaction rates of **90 percent** and **91 percent**, respectively. The overall satisfaction rate, calculated as the average of all channels, is **92 percent**, indicating that the communication channels are effectively addressing user needs.

Satisfaction with Communication Channels

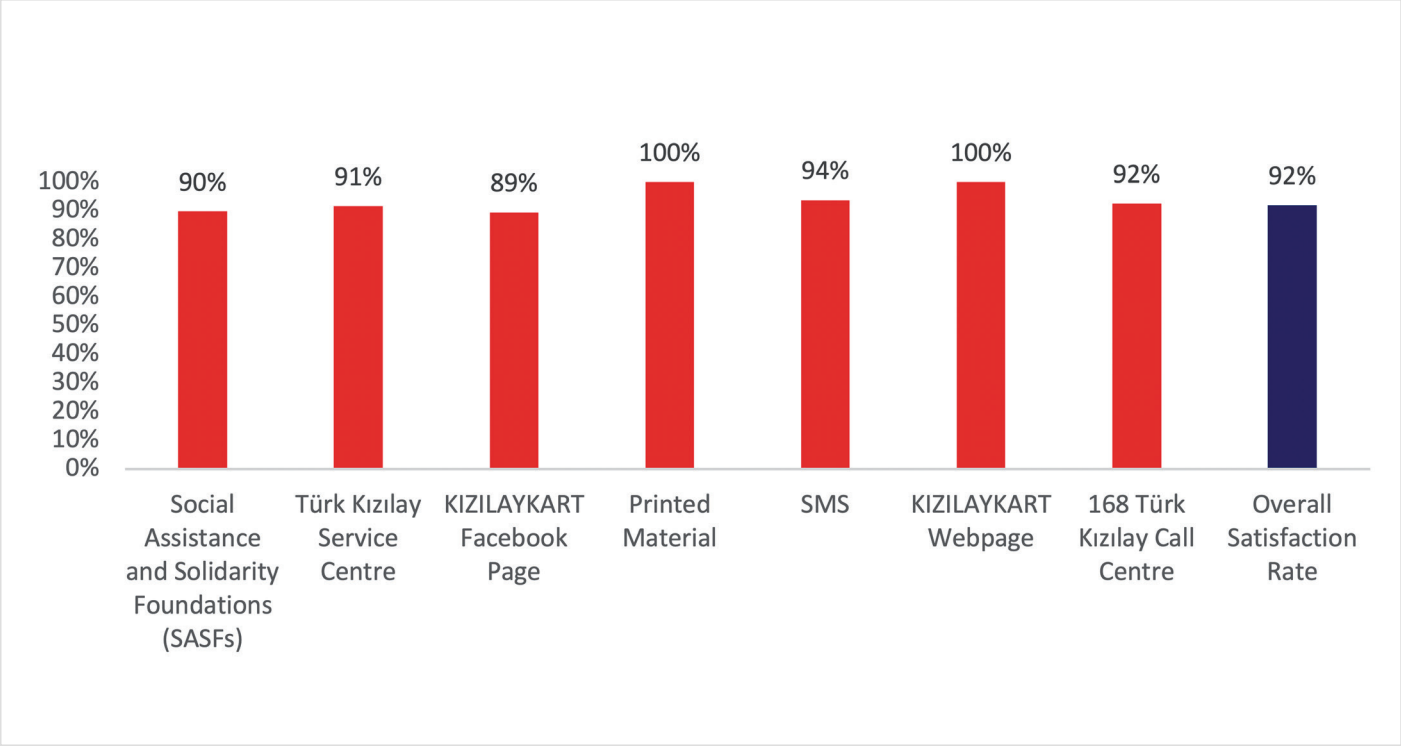


Figure 40 *Satisfaction with Communication Channels*

Beneficiaries were also asked about their overall satisfaction with the project's official communication channels. It was observed that **89 percent** of the beneficiaries expressed satisfaction with the project's official communication channels.

How Satisfied Are You with the Project's Official Communication Channels?

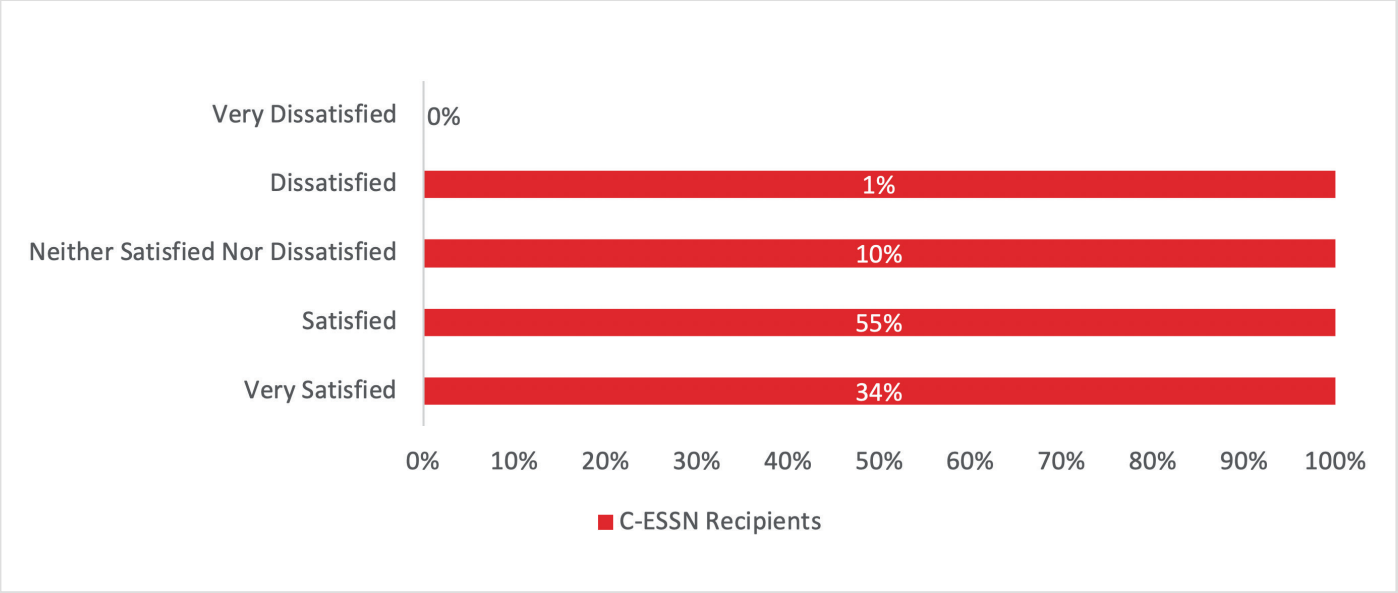


Figure 41 *Overall Satisfaction with Communication Channels*

The **1 percent** of beneficiaries (3 individuals) who expressed dissatisfaction with the communication channels reported concerns about the long waiting times when attempting to connect to the 168 Kızılay Call Center.

Have You Ever Given Feedback or a Complaint About KIZILAYKART or Project Processes?

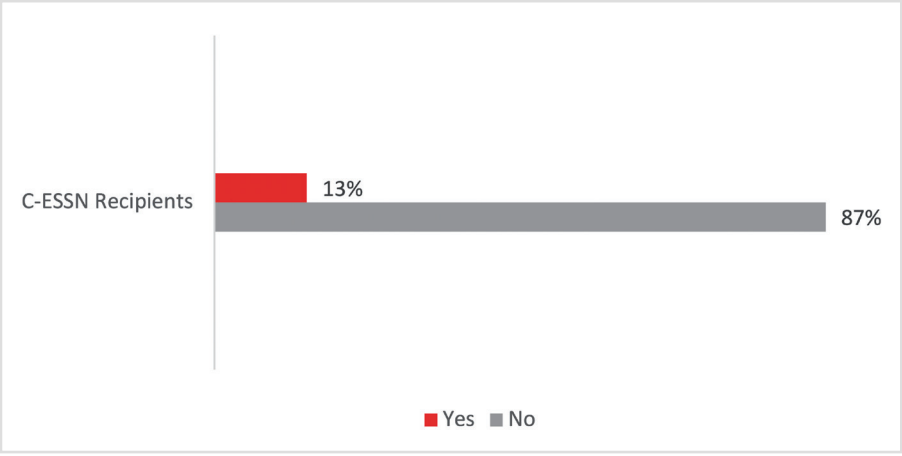


Figure 42 *Frequency of Submitting Complaints and Feedback*

13 percent of respondents made a complaint about the C-ESSN Project.

The survey also explored whether C-ESSN recipients had ever filed any complaints or provided feedback to the Project, as well as whether they were satisfied with the associated response and reported channel. **13 percent** of C-ESSN recipients reported that they had filed a complaint and **89 percent** of those were satisfied with the response received.

If Yes, Through Which Channel?

76 percent of the participants reported they submitted complaints and feedback through the 168 Kızılay Call Center. **13 percent** reached to the SASF, while **11 percent** visited Türk Kızılay Service Center in person to report their feedback.

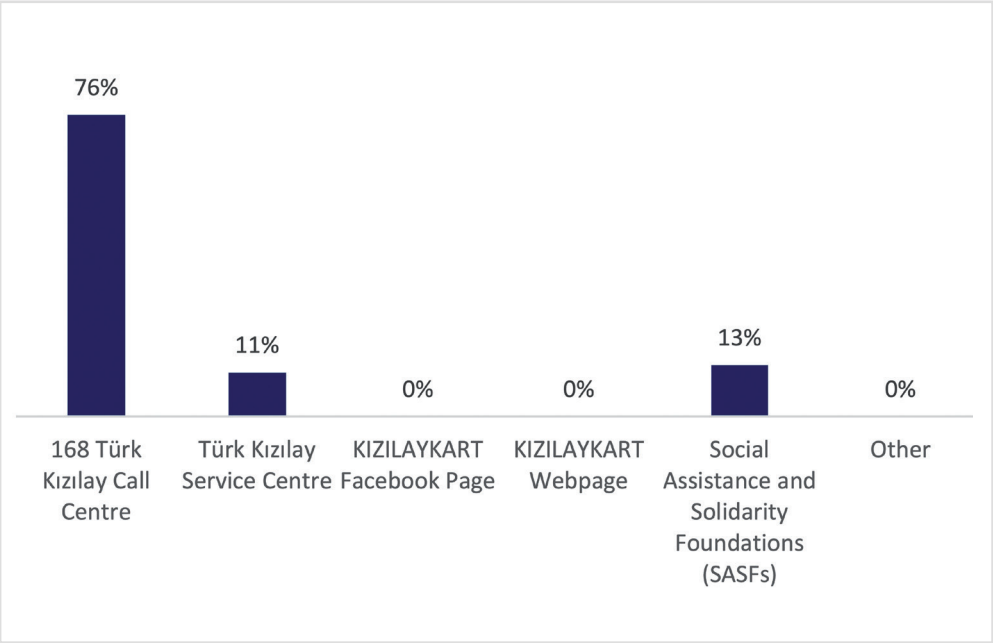


Figure 43 *Complaints and Feedback Channels*

The satisfaction rate regarding the channels through which participants submitted their complaints and feedback was measured as **91 percent**. One beneficiary has expressed dissatisfaction with the channel, citing long waiting times as the primary reason. The majority of participants who submitted their complaints and feedback **(89 percent)** expressed satisfaction with the response they received. However, **9 percent** of respondents expressed dissatisfaction. Those dissatisfied with the responses indicated that they would have liked to have seen a follow-up after their complaints were submitted. This group comprises five individuals.

What Is Your Level of Satisfaction with the Channel Where You Submitted the Complaint / Feedback?

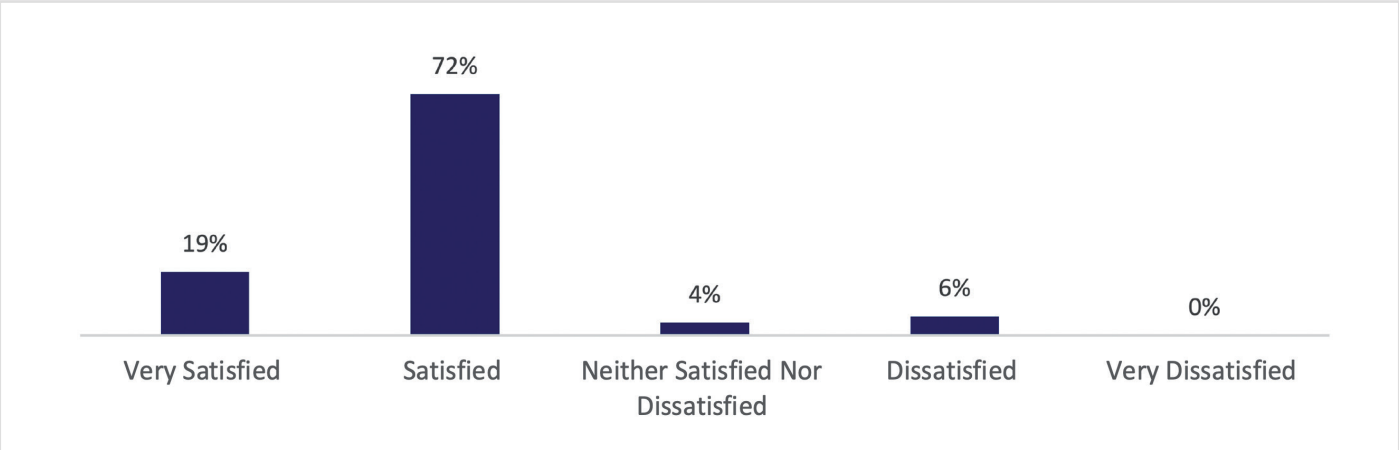


Figure 44 *Satisfaction with Complaint and Feedback Submission Channels*

What Is Your Level of Satisfaction with the Response You Received?

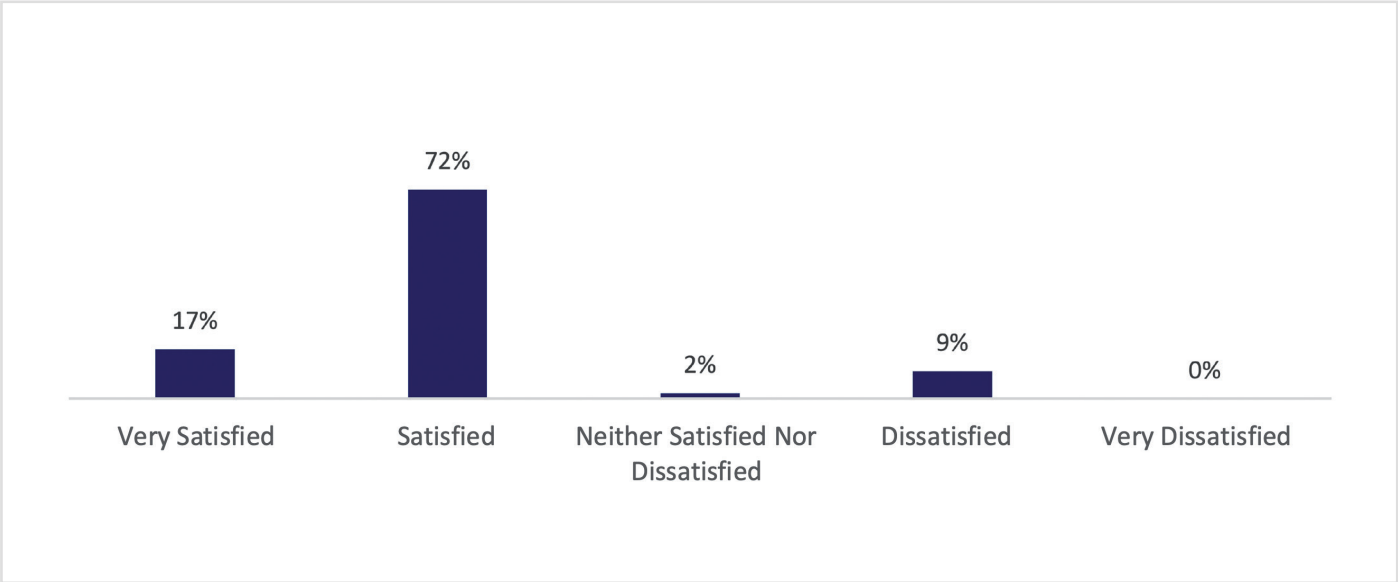


Figure 45 *Satisfaction with Responses to Complaints and Feedback*

The responds strongly indicate that project beneficiaries feel confident to submit their complaint through communication channel.

Among the **87 percent** of recipients who did not file any complaint, most expressed that they had no complaint or feedback to report.

Adequacy of the Cash Assistance Amount

Beneficiaries were asked to rate their satisfaction levels with the amount of assistance provided under the C-ESSN Project. According to the results, only 17 percent of participants stated that they were **"very satisfied,"** while **50 percent** indicated they were **"satisfied."** The high satisfaction rate appears to be related to the fact that beneficiaries are predominantly individuals with high levels of need, and the assistance provided partially meets their requirements.

Participants who described themselves as "satisfied" used phrases such as **"Thank God, it's not enough, but I am satisfied,"** reflecting a generally grateful attitude observed among the beneficiaries. On the other hand, the **17 percent** who expressed dissatisfaction highlighted that the assistance amount was insufficient, citing reduced purchasing power due to inflation. They further explained that while the assistance previously enabled them to pay their rent, they now struggle to cover even their utility bills.

How Satisfied Are You with the Amount of C-ESSN Provided?

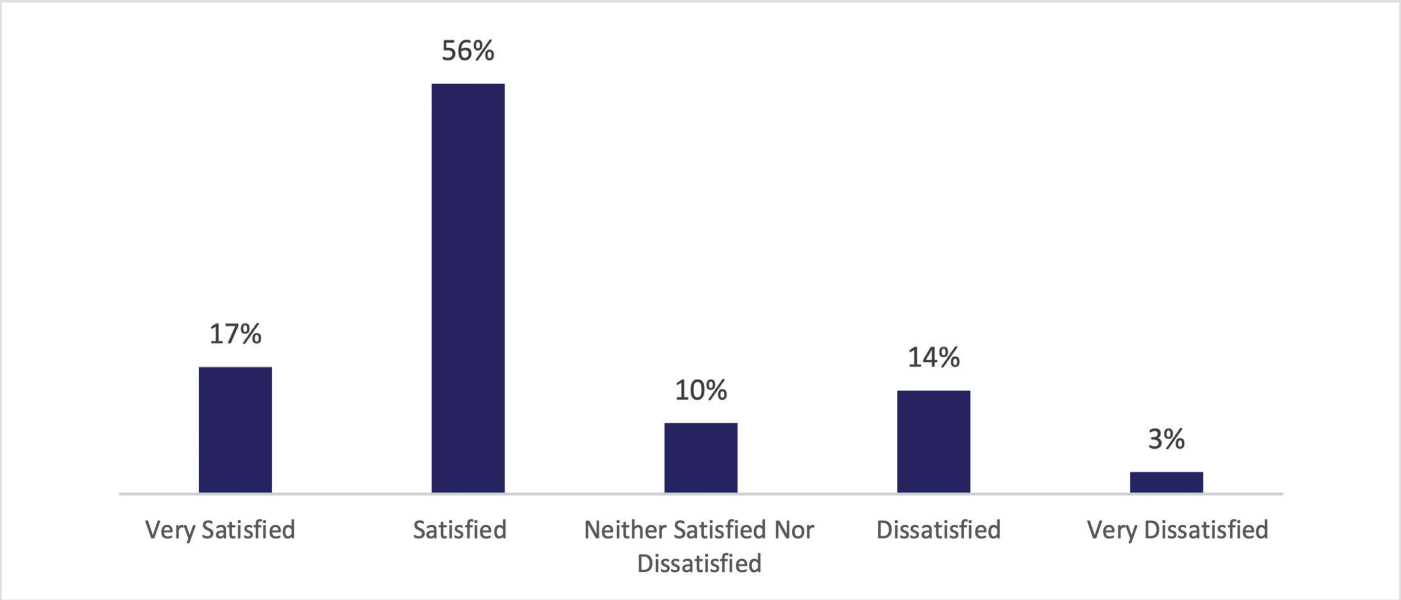


Figure 46 *Adequacy of the Cash Assistance Amount*

As a result, it was observed that the beneficiaries were satisfied with the assistance, but the amount of assistance was not sufficient. This indicates that economic conditions directly influence satisfaction levels regarding the assistance amount.

C- FEEDBACK AND SUGGESTION ON THE SSN PROGRAMME

This section highlights the general perceptions, expectations, and suggestions of participants regarding the Programme. It provides an overview of the key trends and feedback that reflect participants' experiences, which can offer valuable insights into the Programme's effectiveness and areas for potential improvement.

Application Process Suggestions on the Programme

In the survey, recipients were asked for their suggestions regarding the application process. While most participants stated that they did not have specific suggestions or feedback, certain issues were highlighted. In particular, the application process was found to be long and complex, suggestions for simplifying and speeding up the process were noteworthy. The long time it takes to finalize the applications was also frequently emphasized by the participants and suggestions were made to improve the process in this regard. Participants who were excluded from assistance due to reasons such as address changes reported having to reapply, a process that often took several months to finalize, causing significant challenges.

Additionally, participants who were excluded from assistance due to reasons such as address changes reported having to reapply, a process that often took several months to finalize, causing significant challenges. Furthermore, the prolonged duration of processing applications was frequently emphasized, with participants offering suggestions for improving this aspect of the process.

> *"I had to go back and forth a lot of times until my application was accepted, and I was very tired."*

> *"We had to go many times during the application process. I went back and forth 3 times, and we also had a very difficult time getting in line because it was very crowded, once we went at 5 o'clock in the morning to get in line."*

Most Important Information

Respondents were asked about the most important areas of information they needed to be informed about within the Programme. The responses show that the desire to be informed about updates related to the Programme. Notably, the preference to receive these updates via SMS can be seen as a significant finding, emphasizing the importance and effectiveness of this communication channel.

> *I would like SMS to be sent in case of any changes.*

Among the findings, there is a demand for clear information about the duration of the Programme. It was observed that uncertainties about the future of the Programme caused concern among the participants, and therefore, information about the continuity was expected.

> *I'd like to know that the project is ongoing.*

> *I would like to be informed about all updates directly from you, not through others.*

Beneficiaries stated that they would like to be informed when any additional in-kind or cash assistance is provided, regardless of whether it is within the scope of the Programme or not. This can be interpreted as a reflection of the vulnerability and ongoing need for support among C-ESSN beneficiaries.

> *I would like to be informed if there is any additional help or if there is any help with school stationery.*

> *If there is any help other than the KIZILAYKART, I would like to be informed about it.*

In addition to sharing information on any changes to project criteria or assistance amounts, participants requested that they be informed in advance in the case of assistance exclusions and that the reasons for exclusion be clearly communicated to them.

Some recipients stated that there are too many rumours about the Programme and that they would like to access accurate information through projects official communication channels. This shows that respondents have a conscious approach to accessing accurate information about the project. These demands are in line with the demands for transparency and accessibility in Programme processes.

> *I would like to be informed when we change our address or when there is an update or under what conditions our assistance is stopped.*

Service Improvement Suggestion on the Programme

Beneficiaries were asked about the services they would like to see improved changed within the Programme.

The findings that the majority of respondents requested an increase in the amount of assistance and the provider of additional assistance. In particular, when C-ESSN beneficiaries are considered, requests for medical equipment and additional cash assistance for widows and orphans stand out as significant needs. Additionally, the demand for Turkish language course support can be considered a notable feedback.

> *Additional disability allowance should be given to all disabled people who have treatment and need expenses, because even though my daughter does not have a severe disability report, I meet all her needs, she has a lot of expenses such as diapers, ointments, etc.*

> *People with severe disabilities and those who use materials such as diapers should receive more assistance.*

> *I would like to attend a language course.*

In addition to their requests for additional assistance, beneficiaries also shared their views on the application process and project criteria. Some participants suggested that exclusion from assistance for reasons such as change of address should be prevented, while others emphasized the need for prior notification in case of exclusion from project.

> *The amount of assistance should be increased, assistance should not be stopped when the address is changed.*

> *I find the amount of assistance insufficient, and we would be pleased if improvements were made.*

Most Satisfying Service

When participants were asked about the services they were most satisfied with within the scope of the Programme, they stated that they were generally satisfied with the Programme.

> *"The assistance is paid regularly every month. Türk Kızılay helps people in need and the staff is kind."*

In particular, the regular payment of assistance and the fact that information about the assistance is provided without delay are among the main reasons for satisfaction. In addition, the adequacy of information access channels such as Türk Kızılay Service Centers, SASFs and 168 Türk Kızılay Call Centers, and the accessibility of information were other points with which recipients were satisfied.

> *"SMS and uploads are done on the day, everything is in perfect order and even problems are solved very regularly."*

Beneficiaries also expressed satisfaction with the language skills, communication effectiveness, and overall attitude and behaviour of Programme personnel. They appreciated the communication channels and the surveys, as well as the inclusion of their opinions during these processes. Beneficiaries stated that being contacted and having their views valued made them feel good, reflecting the importance of the Programme's community-engaged approach.

> *"We are very pleased with the calls we receive from time to time from SASF and the staff at the 168 Kızılay Call Center asking about our situation."*

To maintain the trust and satisfaction established with beneficiaries, it is essential to continue using effective communication channels and preserving personnel quality.

Additional Information Request on the Programme

The **"Do you have any feedback, suggestions or questions you would like to share with us?"** questions were assessed under three main themes: level of support, requests for additional support and overall satisfaction with the Programme. However, the majority of respondents indicated that they did not have any additional feedback or suggestions.

Beneficiaries frequently stated that the current level of cash assistance was insufficient to cover their basic needs and that assistance should be increased. In addition to cash assistance, respondents also requested additional support in areas such as education, health, and employment. The importance of medical equipment supports and support for children's education was particularly emphasised.

> *"I would like to see an increase in the amount of assistance. I would like to see support for people with disabilities and their parents who take care of them, because I cannot work because I have a disabled child, so I need special support."*

In addition, the regularity of the Programme and its main contributions were welcomed and expressed with gratitude by the beneficiaries. Beneficiaries emphasised the positive contribution of cash transfers to their family budgets and expressed their satisfaction with the regularity of this assistance.

> *"I would like to express my thanks and good prayers."*

THE SOCIAL SAFETY NET (SSN) PROGRAMME

BENEFICIARY SATISFACTION AND FEEDBACK SURVEY

Results Report – 1st Round

MAY' 25

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