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# SSN

## THE SOCIAL SAFETY NET *Programme*



# Satisfaction Survey 2025 (SSN-2<sup>nd</sup> Round)



**KIZILAYKART**  
Cash Based Assistance  
*Programmes*



# **Satisfaction Survey 2025**

## **(SSN-2<sup>nd</sup> Round)**

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# ACRONYMS AND ABBREVIATIONS

<b>ATM</b>	Automated Teller Machine
<b>CCTE</b>	Conditional Cash Transfer for Education
<b>CEA</b>	Community Engagement and Accountability
<b>C-ESSN</b>	Complementary Emergency Social Safety Net
<b>DGPC</b>	Directorate General of Population and Citizenship Affairs
<b>ESSN</b>	Emergency Social Safety Net
<b>EU</b>	European Union
<b>IFRC</b>	International Federation of Red Cross and Red Crescent Societies
<b>MoFSS</b>	Ministry of Family and Social Services
<b>PIN</b>	Personal Identification Number
<b>PM</b>	Protection Mainstreaming
<b>PMM</b>	Presidency of Migration Management
<b>POS</b>	Point of Sale
<b>SASF</b>	Social Assistance and Solidarity Foundation
<b>SMS</b>	Short Message Service
<b>SSN</b>	The Social Safety Net Programme
<b>TRC</b>	Turkish Red Crescent (Türk Kızılay)
<b>TRY</b>	Turkish Lira

Throughout the document, the term “Programme” refers to the SSN Programme, while the term “Project” refers to the ESSN or C-ESSN Project under the SSN Programme.





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## THE SOCIAL SAFETY NET PROGRAMME AT A GLANCE

Türkiye hosts the largest refugee population in the world, with nearly 3.4 million registered refugees<sup>1</sup>, asylum-seekers<sup>2</sup>, and holders of international protection<sup>3</sup> status, of whom 2.4 million are Syrians under Temporary Protection who fled from the ongoing conflict that has affected their country for over 10 years. Currently, the implementation of the ESSN and C-ESSN Projects supports nearly 1.1 million refugees under Temporary and International Protection, and humanitarian residency holders. The SSN Programme is designed with a combined humanitarian and development approach, focusing on meeting the basic needs of the most vulnerable refugee populations while simultaneously enhancing their self-reliance by establishing referral pathways to protection and livelihood opportunities.

In addition to its core objective of supporting basic needs, the SSN Programme seeks to bridge the gap between humanitarian response and longer-term recovery, thereby reducing the affected population's dependency on assistance.

The SSN Programme is formed by the integration of C-ESSN and ESSN under one umbrella. The C-ESSN framework includes households in the most vulnerable situations that cannot be directed to livelihood opportunities. On the other hand, the ESSN provides assistance based on specific criteria that take dependency ratio into account. In this context, the focus is on stabilizing and gradually reducing the number of ESSN beneficiaries by referring them to livelihood opportunities. Additionally, through this project, beneficiaries requiring further support are referred to specialized protection services, while those willing and able to work are referred to job opportunities.

The SSN Programme is financed by the European Union. The Programme is implemented through KIZILAYKART Platform with the cooperation of the Ministry of Family and Social Services (MoFSS) and Türk Kızılay as the lead implementing partners, and supported by the Presidency of Migration Management (PMM) and Directorate General of Population and Citizenship Affairs (DGPC).

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1 According to the law on foreigners and international protection, the refugee refers to foreigners under International Protection or Temporary Protection. Herein the term is used to refer to their legal status.

2 An individual who is seeking international protection. In countries with individualized procedures, an asylum-seeker is someone whose claim has not been finally decided on by the country in which the claim is submitted. Not every asylum-seeker will ultimately be recognized as a refugee, but every refugee was initially an asylum-seeker.

3 The actions by the international community on the basis of international law, aimed at protecting the fundamental rights of a specific category of persons outside their countries of origin, who lack the national protection of their own countries. See also "protection" below.



## Türk Kızılay (Turkish Red Crescent/TRC)

Turkish Red Crescent (Türk Kızılay) is the largest humanitarian organization in Türkiye, helping vulnerable people 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 (MoFSS)

Ministry of Family and Social Services 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

The SSN Programme Satisfaction and Feedback Survey, conducted in April 2025, represents the second assessment within 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 SSN Programme.

The survey's specific objectives are as follows:

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

## INTRODUCTION

### 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 survey provides valuable insights into beneficiary experience. 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 perceptions of the projects
- Identifying barriers to access or participation in the projects
- Exploring feedback on the projects' effectiveness in meeting beneficiaries' needs

## Survey Design

The survey followed a cross-sectional design, conducted over a two-week period, enabling the collection and analysis of data that reflect participants' experiences at that time. Data collection instruments were carefully developed, and information was gathered, processed, and presented as observed, without any experimental manipulation or alteration.

## Sample Size and Sampling Technique

The survey focused on three distinct groups: ESSN beneficiaries, C-ESSN beneficiaries, and applicants and households that applied for the Programme but were found ineligible. A total of 391 ESSN beneficiaries and 391 C-ESSN beneficiaries participated in the survey. Additionally, 387 participants were from the ineligible group. The survey was conducted with a 5 percent margin of error and a 95 percent confidence interval. 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. Data collection was carried out through telephone-based interviews conducted by the operators at the 168 Kızılay Call Centre.

Within the scope of the ESSN Project, respondents were selected from 128 districts across 36 provinces in Türkiye. For the C-ESSN beneficiaries, respondents were selected from 121 districts across 40 provinces in Türkiye. As for the Non-recipients, respondents were selected from 124 districts across 48 provinces.

## Sampling Map of the Survey



**Figure 1** Sampling Map of the Survey-ESSN





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



**Figure 3** Sampling Map of the Survey-Non-Recipient

## Data Collection

The data collection for the survey was conducted over a two-week period in April 2025, facilitated through outbound calls by 168 Kızılay Call Centre operators. Prior to the full-scale implementation, a comprehensive pilot survey was carried out to assess and refine the data collection process. This pilot phase ensured the clarity, consistency, and accuracy of the survey questions, allowing for the collection of a robust and reliable dataset. Feedback and observations from the pilot were used to make operational adjustments, enhancing both data quality and participant engagement in the main survey.

All operators underwent dedicated training provided by the Türk Kızılay Community Engagement and Accountability (CEA) Unit. The training covered data collection planning and techniques, quality assurance measures, the proper use of survey tools, and adherence to ethical standards. A particular emphasis was placed on clear, culturally sensitive, and transparent communication, ensuring that respondents understood the purpose of the survey, the process, and how their input would be used. Participants were also thoroughly briefed on the confidentiality of their information, and it was clearly communicated that their responses would not affect their eligibility for any programme assistance.

## 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), regression, correlation, t-tests, ANOVA 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 the SSN 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 Considerations

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 and maintain 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 in claiming 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) carries out its activities in line with the seven Fundamental Principles of the ICRC movement.



## Humanitarian Identity of MoFSS and TRC

Anchored in Türkiye's constitutional identity as a social state governed by the rule of law, the Ministry of Family and Social Services (MoFSS) carries a central responsibility to uphold social justice, protect vulnerable groups, and foster social cohesion. This commitment is further reflected in Türkiye's long-standing humanitarian tradition of extending solidarity to those seeking safety on its soil -without discrimination and purely on humanitarian grounds. In line with this constitutional and cultural ethos, the Social Assistance and Solidarity Promotion Law No. 3294 was enacted in 1986, with its very first article mandating support not only for citizens in need, but also for individuals who have been "accepted to or have arrived in Türkiye under any circumstances."

Within this legal framework, MoFSS serves as the lead implementer of the Social Safety Net (SSN) Programme, which is delivered through the Social Assistance and Solidarity Foundations (SASFs) as field-level implementing actors. Through this structure, MoFSS strengthens the national social protection system, safeguards social justice, and translates Türkiye's humanitarian values into institutional action- ensuring that vulnerable refugee families receive protection, stability, and a dignified pathway to rebuilding their lives through the SSN Programme.

Türk Kızılay bases 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 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.



## SURVEY RESULTS

The SSN Programme 2025 Satisfaction Survey results show a consistently positive beneficiary experience across the SSN Programme. Overall satisfaction remains very high for both ESSN and C-ESSN, supported by strong service delivery through SASFs, Türk Kızılay Service Centres and Halkbank branches. Beneficiaries value the regularity and predictability of monthly transfers, and communication channels -particularly SMS and the 168 Call Centre- continue to be widely used and trusted. Satisfaction with service quality, staff behaviour, and cash-out processes stand out as one of the Programme's strongest areas. While requests for increased assistance amounts remain prominent amid rising living costs, the Programme's ability to reach households continues to be recognised and appreciated.

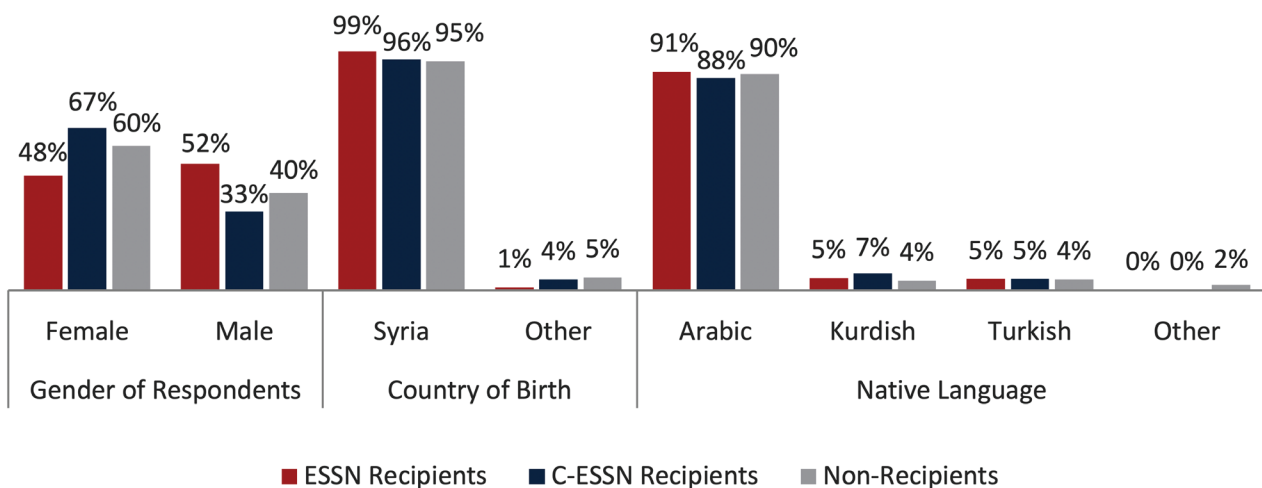
### Top Key Findings

- **Overall Satisfaction Remains Strong:** Over 90 percent of respondents reported being "satisfied" or "very satisfied" with the Programme overall, with mean satisfaction scores of 4.44/5 for ESSN and 4.46/5 for C-ESSN.
- **Factors Linked to Satisfaction:** Within the ESSN sample, satisfaction tends to increase with longer participation in the programme and with the number of Turkish-speaking household members, while it decreases slightly with higher education levels.
- **Demographics and Vulnerability:** The C-ESSN sample includes a higher proportion of women, by design, as the programme targets more vulnerable households. Across groups, the population is relatively young and predominantly Arabic-speaking. Literacy and educational attainment remain limited, with women being at a notable disadvantage.
- **Strong School Enrolment Among Beneficiary Households:** School enrolment remains high among beneficiary groups -85 percent for ESSN and 79 percent for C-ESSN households- both above the 76 percent observed among non-recipients. This suggests that regular and predictable cash assistance helps families sustain children's education by reducing financial pressure.
- **High Satisfaction with Application and Service Experience:** Satisfaction with SASFs and Türk Kızılay Service Centres is extremely high (95-99 percent), particularly regarding staff behaviour and the physical conditions of the facilities.
- **Smooth Application Process:** The application process was reported as smooth by the majority of respondents, with 96-98 percent stating they experienced no difficulties when applying through SASFs and Türk Kızılay Service Centres, which serve as the official application channel.
- **Adequacy of Cash Assistance:** Satisfaction with the amount of assistance stands at 60 percent for ESSN and 66 percent for C-ESSN, showing slight stability or decline compared with the previous round. The most common suggestion remains to increase the transfer amount due to rising living costs.
- **Reliable and Timely Card Delivery:** KIZILAYKART distribution through Halkbank and service centres is consistent and timely, with 97-99 percent satisfaction. 94 percent of users reported no issues with ATMs; the few problems cited were mainly technical (e.g., card capture, cash availability).

- **High Awareness of Key Communication Channels:** Awareness is highest for SMS notifications and the 168 Kızılay Call Centre (ESSN: SMS 97 percent, Call Centre 81 percent; C-ESSN: SMS 95 percent, Call Centre 75 percent), followed by SASFs and Türk Kızılay Service Centres.
- **Priority Information Needs Focused on Payments:** Beneficiaries most frequently seek information on transfer amounts, payment schedules, programme duration and eligibility, and announcements regarding additional assistance. Regular SMS notifications at the time of payments are viewed as highly important and useful.
- **Donor and Implementer Awareness:** Overall awareness of donors shows room for improvement. Among those who responded, the EU is most frequently recognised (ESSN: 30 percent, C-ESSN: 29 percent, non-recipients: 21 percent). However, nearly half of ESSN and C-ESSN respondents (49 percent) and 66 per cent of non-recipients said they “don’t know” who funds the Programme. Awareness of implementing agencies can be further strengthened. “Don’t know” responses were 57 percent (ESSN), 58 percent (C-ESSN), and 67 percent (non-recipients). Among those who answered, Türk Kızılay was the most frequently mentioned implementer (ESSN: 32 percent, C-ESSN: 35 percent, non-recipients: 27 percent), followed by the Republic of Türkiye.

## Demographic Overview

The survey collected detailed demographic information for ESSN and C-ESSN recipients, as well as non-recipients, providing a clear picture of the Programme’s target population and allowing for meaningful comparisons across groups.



**Figure 4** Demographic Profile





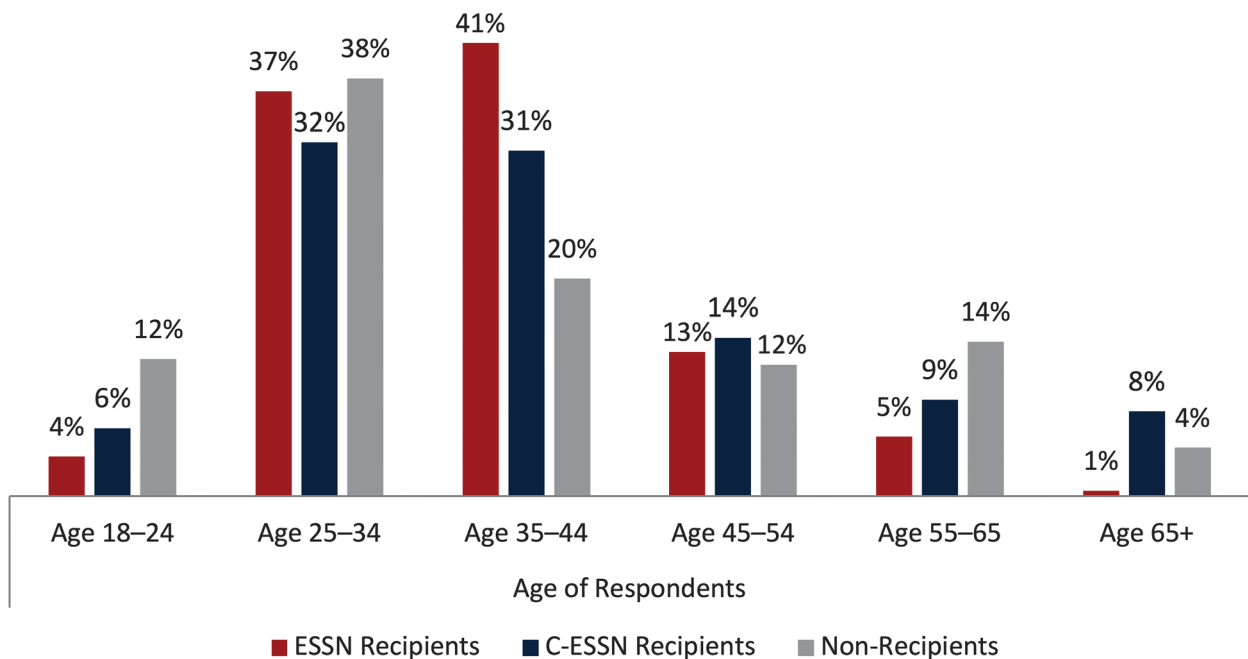
ESSN respondents show a relatively balanced gender distribution, with 48 percent female and 52 percent male participants. In contrast, the C-ESSN group is predominantly female (67 percent), reflecting project design and eligibility criteria that prioritize more vulnerable households, while non-recipients also demonstrate a female majority (60 percent).

Across all groups, the overwhelming majority of participants were born in Syria (ESSN: 99 percent, C-ESSN: 96 percent, non-recipients: 95 percent), with only a small minority originating from other countries (ESSN: 1 percent, C-ESSN: 4 percent, non-recipients: 5 percent).

Arabic is the dominant language for respondents (ESSN: 91 percent, C-ESSN: 88 percent, non-recipients: 90 percent), followed by Kurdish (ESSN: 5 percent, C-ESSN: 7 percent, non-recipients: 4 percent) and Turkish (ESSN: 5 percent, C-ESSN: 5 percent, non-recipients: 4 percent).

These figures reflect the linguistic composition of the Programme's communities and are relevant for assessing communication and outreach strategies.

The population across all groups is relatively young. The 25-34 age bracket represents the largest segment in each group (ESSN: 37 percent, C-ESSN: 32 percent, non-recipients: 38 percent), followed closely by those aged 35-44 (ESSN: 41 percent, C-ESSN: 31 percent, non-recipients: 20 percent). Younger adults aged 18-24 are more represented among non-recipients (12 percent) than among ESSN (4 percent) or C-ESSN (6 percent) participants. Older age groups are smaller overall, with respondents aged 45-54 comprising 13 percent of ESSN, 14 percent of C-ESSN, and 12 percent of non-recipients; those aged 55-65 account for 5 percent, 9 percent, and 14 percent, respectively; and participants aged 65 and above constitute 1 percent of ESSN, 8 percent of C-ESSN, and 4 percent of non-recipients.



**Figure 5** Age of Respondents

This demographic profile emphasizes key differences and trends within and across beneficiary groups. Notably, the higher proportion of women in the C-ESSN sample reflects the project's design, which prioritizes the inclusion of the most vulnerable individuals who are unlikely to be integrated into the labour market. Similarly, the generally young age profile, combined with the predominance of Arabic as the native language, underscores key factors for programme implementation, service delivery, and communication strategies, ensuring that interventions are effectively adapted to the linguistic and demographic characteristics of the target population.

An analysis of household composition provides insights into the living arrangements, language capacity, and age distribution of programme beneficiaries, which are critical for tailoring service delivery and communication strategies.

Household composition and demographic characteristics were further analysed to understand the living conditions of ESSN, C-ESSN, and non-recipient households. In terms of household size, the majority of ESSN households (80 percent) comprise 5-10 members, with smaller households of 1-4 members accounting for 17 percent, and large households of 10 or more members representing 3 percent. In the C-ESSN group, 61 percent of households have 5-10 members, 35 percent have 1-4 members, and 4 percent have 10 or more members. Non-recipient households tend to be smaller, with 49 percent comprising 1-4 members, 48 percent 5-10 members, and 3 percent 10 or more members.

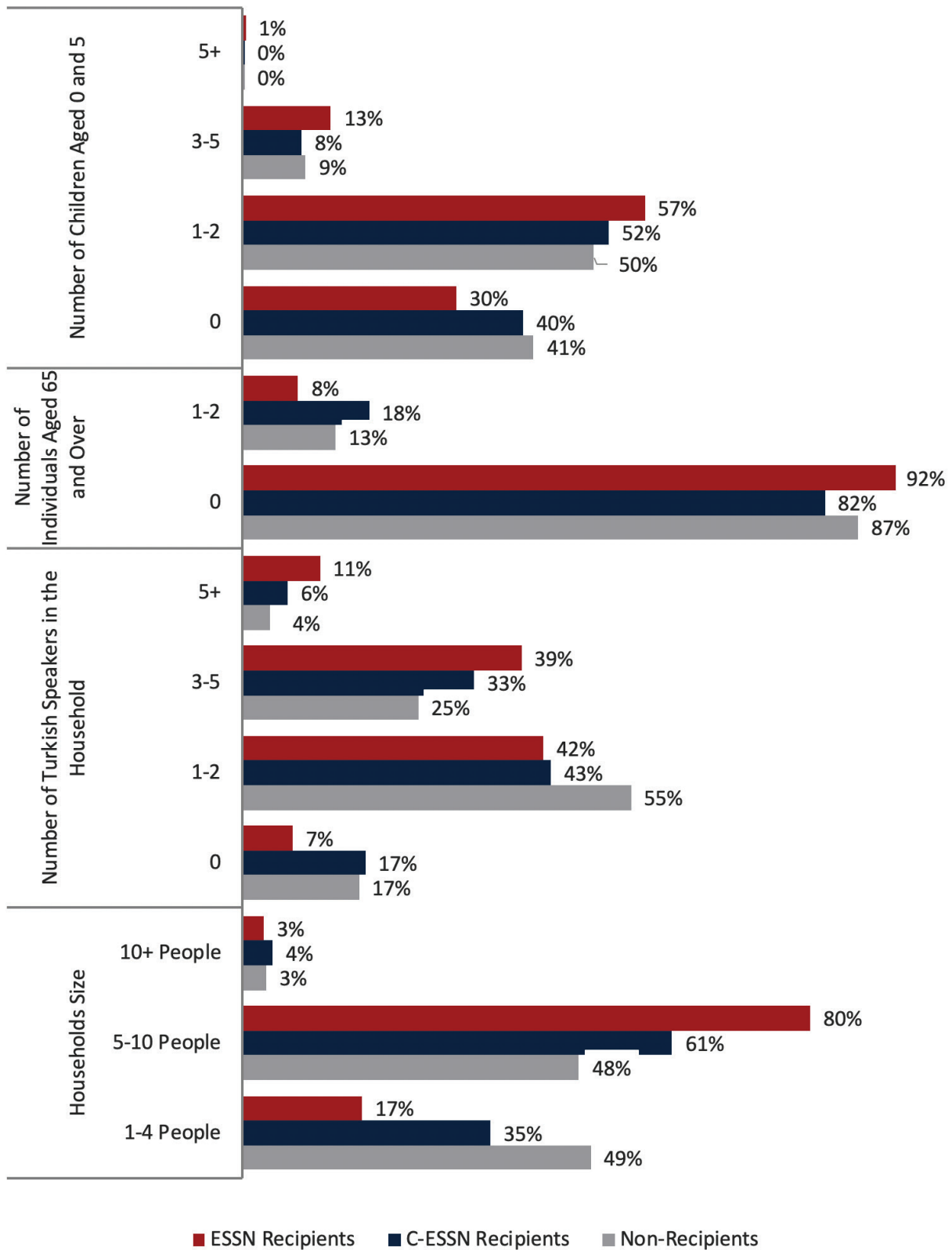


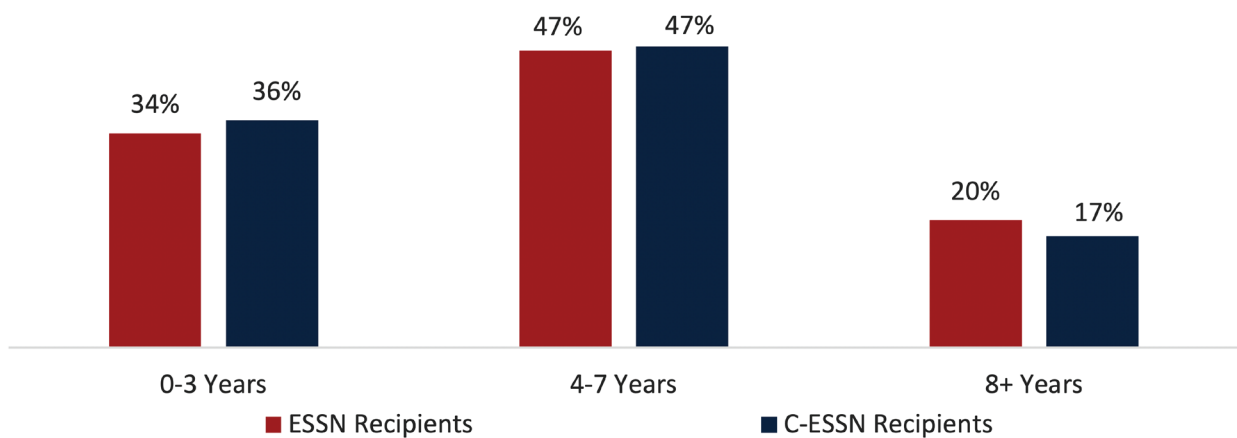
Figure 6 Household Profile



Regarding language capabilities within households, ESSN and C-ESSN samples show a substantial proportion with 1-2 Turkish-speaking members (42 percent and 43 percent, respectively), while 39 percent of ESSN and 33 percent of C-ESSN households have 3-5 Turkish speakers. Households with no Turkish speakers constitute 7 percent of ESSN and 17 percent of C-ESSN households. Among non-recipients, 55 percent of households have 1-2 Turkish speakers, 25 percent have 3-5, and 17 percent have none. The distribution of Turkish-speaking members suggests that ESSN and C-ESSN households tend to have slightly more individuals with Turkish language capabilities compared to non-recipients, which may indicate that programme participation coincides with, or potentially supports, language acquisition within households.

The presence of older individuals (65+) in the household is relatively low, with 92 percent of ESSN and 82 percent of C-ESSN households having none, compared to 87 percent among non-recipients. Households with 1-2 elderly members account for 8 percent of ESSN, 18 percent of C-ESSN, and 13 percent of non-recipient households.

Finally, the number of young children (aged 0-5) per household shows that 57 percent of ESSN, 52 percent of C-ESSN, and 50 percent of non-recipient households have 1-2 children, while 13 percent of ESSN, 8 percent of C-ESSN, and 9 percent of non-recipient households have 3-5 children. Households with five or more children are rare, representing only 1 percent of ESSN households and none among C-ESSN or non-recipients.



**Figure 7** How Long Have You Been Benefiting from the Project?

The distribution of household duration within the Programme shows a relatively similar pattern between ESSN and C-ESSN recipients. 34 percent of ESSN households and 36 percent of C-ESSN households have benefited for 0-3 years. The majority of households fall within the 4-7 years range, accounting for 47 percent in both groups. A smaller proportion, 20 percent of ESSN and 17 percent of C-ESSN households, have been enrolled for 8 years or more.

These findings indicate that while the majority of households have medium-term engagement with the Programme, a notable proportion demonstrates long-term dependency, highlighting both persistent vulnerabilities and the Programme's role in providing continued socio-economic stability.

Education Level	ESSN-Total (n/%)		C-ESSN-Total (n/%)		Non-Recipient-Total (n/%)	
No Literacy	36	9%	38	10%	48	12%
Literate but No Formal Education	25	6%	22	6%	28	7%
Primary Education	166	42%	172	44%	147	38%
Lower Secondary Education	102	26%	94	24%	96	25%
High School	45	12%	42	11%	43	11%
Associate Degree	7	2%	11	3%	10	3%
Bachelor's Degree	9	2%	12	3%	14	4%
Postgraduate (Master's/PhD)	1	0%	0	0%	1	0%
<b>Total</b>	<b>391</b>	<b>100%</b>	<b>391</b>	<b>100%</b>	<b>387</b>	<b>100%</b>

**Table 1** Education Level

Analysis of the educational attainment across ESSN, C-ESSN, and non-recipient households reveals a consistent pattern of limited formal education within the target population. The majority of respondents in all groups have completed primary or lower secondary education (ESSN: 68 percent, C-ESSN: 68 percent, non-recipients: 63 percent), while only a small proportion have attained higher education qualifications, such as an associate degree or above (ESSN: 4 percent, C-ESSN: 6 percent, non-recipients: 7 percent).

Notably, illiteracy and having no formal education remain relevant challenges, affecting 15 percent of ESSN participants, 16 percent of C-ESSN participants, and 19 percent of non-recipients. These figures underscore structural barriers to accessing advanced educational opportunities, which have implications for both employment prospects and socio-economic resilience.

Gender-specific patterns show that illiteracy and lack of formal education are more prevalent among women than men. Within the ESSN sample, 10 percent of women are illiterate compared to 8 percent of men, and 8 percent of women have no formal education despite being literate, versus 5 percent of men. In the C-ESSN sample, these differences are more pronounced, with 11 percent of women versus 6 percent of men being illiterate, and 8 percent of women versus 1 percent of men having no formal schooling. Among non-recipients, 13 percent of women and 11 percent of men are illiterate, while 9 percent of women and 4 percent of men have no formal education.

Education Level	ESSN Female	ESSN Male	C-ESSN Female	C-ESSN Male	Non-Recipient Female	Non-Recipient Male
No Literacy	10%	8%	11%	6%	13%	11%
Literate but No Formal Education	8%	5%	8%	1%	9%	4%
Primary Education	37%	47%	40%	52%	40%	35%
Lower Secondary Education	28%	24%	25%	22%	24%	26%
High School	13%	10%	10%	12%	10%	13%
Associate Degree	1%	2%	3%	3%	1%	4%
Bachelor's Degree	2%	2%	3%	4%	2%	6%
Postgraduate (Master's/PhD)	0%	0%	0	0%	0%	1%

**Table 2** Gender-Based Distribution of Educational Attainment

Men are more likely to have completed primary and higher education levels. For example, 47 percent of ESSN men and 52 percent of C-ESSN men have primary education, compared to 37 percent of ESSN women and 40 percent of C-ESSN women. Higher education attainment (associate degree or above) remains low across all groups but is slightly more common among men, particularly among non-recipients (10 percent of men vs. 3 percent of women).

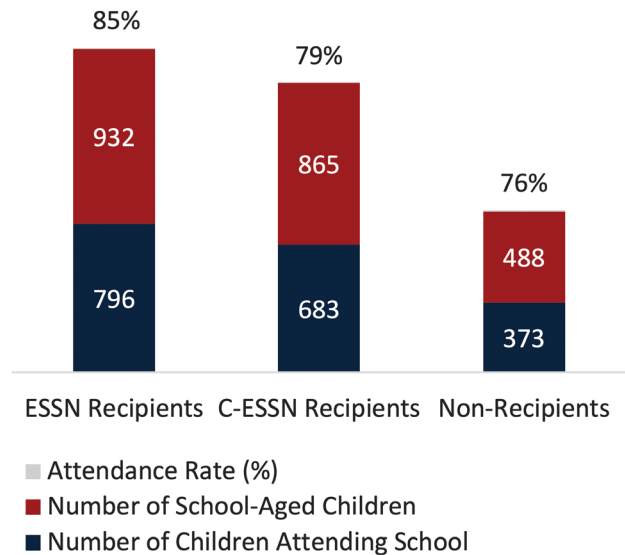
These findings highlight persistent gender disparities in education, which have implications for access to formal employment and socio-economic opportunities. The data suggest the need for targeted interventions addressing both literacy and advanced education, with particular attention to enhancing female participation in education and vocational training programmes.



## >> School Enrolment Remains High Among Beneficiary Groups

School attendance among school-aged children is high across groups. Attendance rates are 85 percent for ESSN, 79 percent for C-ESSN, and 76 percent for non-recipients. This corresponds to 796/932 school-aged children enrolled in ESSN households, 683/865 in C-ESSN, and 373/488 among non-recipients. (Rates reflect self-reported current attendance).

Both ESSN and C-ESSN Projects appear to have a positive influence on school attendance compared to non-recipient households. This pattern suggests that regular and predictable cash assistance helps families maintain children's education by alleviating financial constraints.



**Figure 8** How Many Children Attend School?

The relatively high attendance among non-recipient households may also reflect the indirect impact of the CCTE (Conditional Cash Transfer for Education) Project. Even if households do not benefit from ESSN or C-ESSN, they may still receive conditional education support through CCTE, which likely contributes to sustained school participation across all groups.



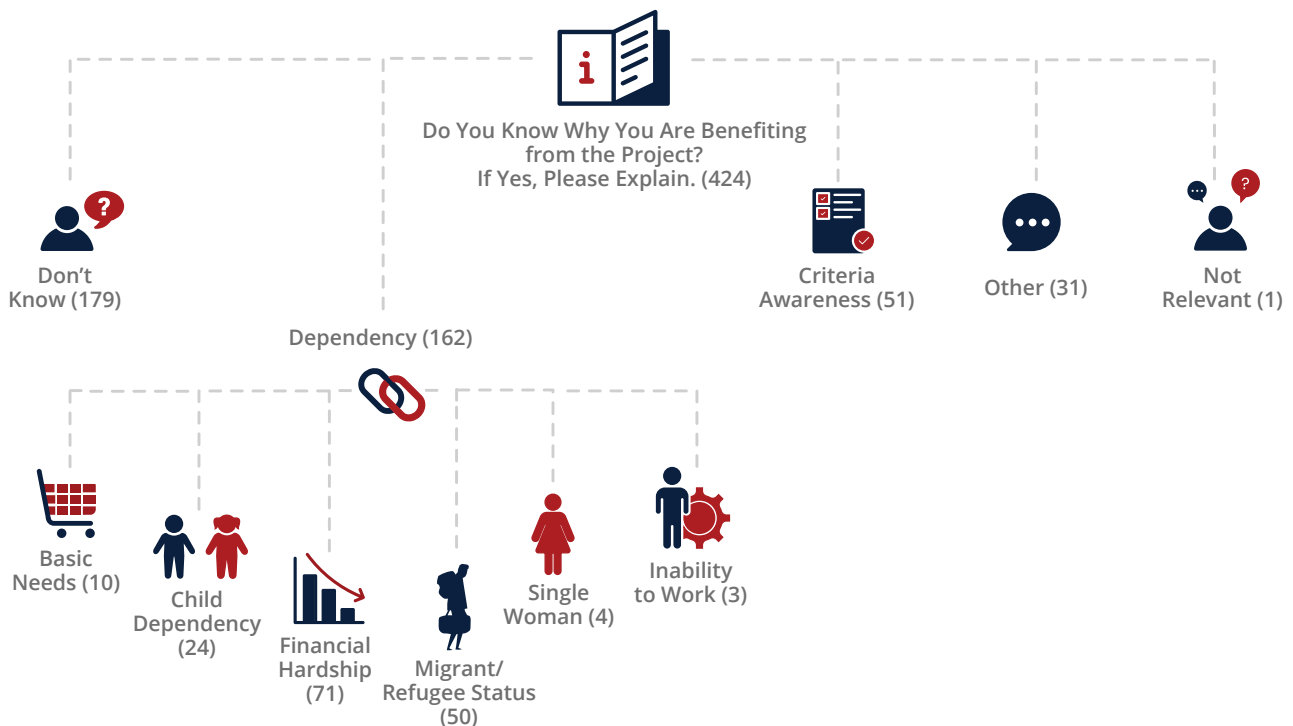


## Awareness And Knowledge

### Knowledge of the ESSN and C-ESSN Projects

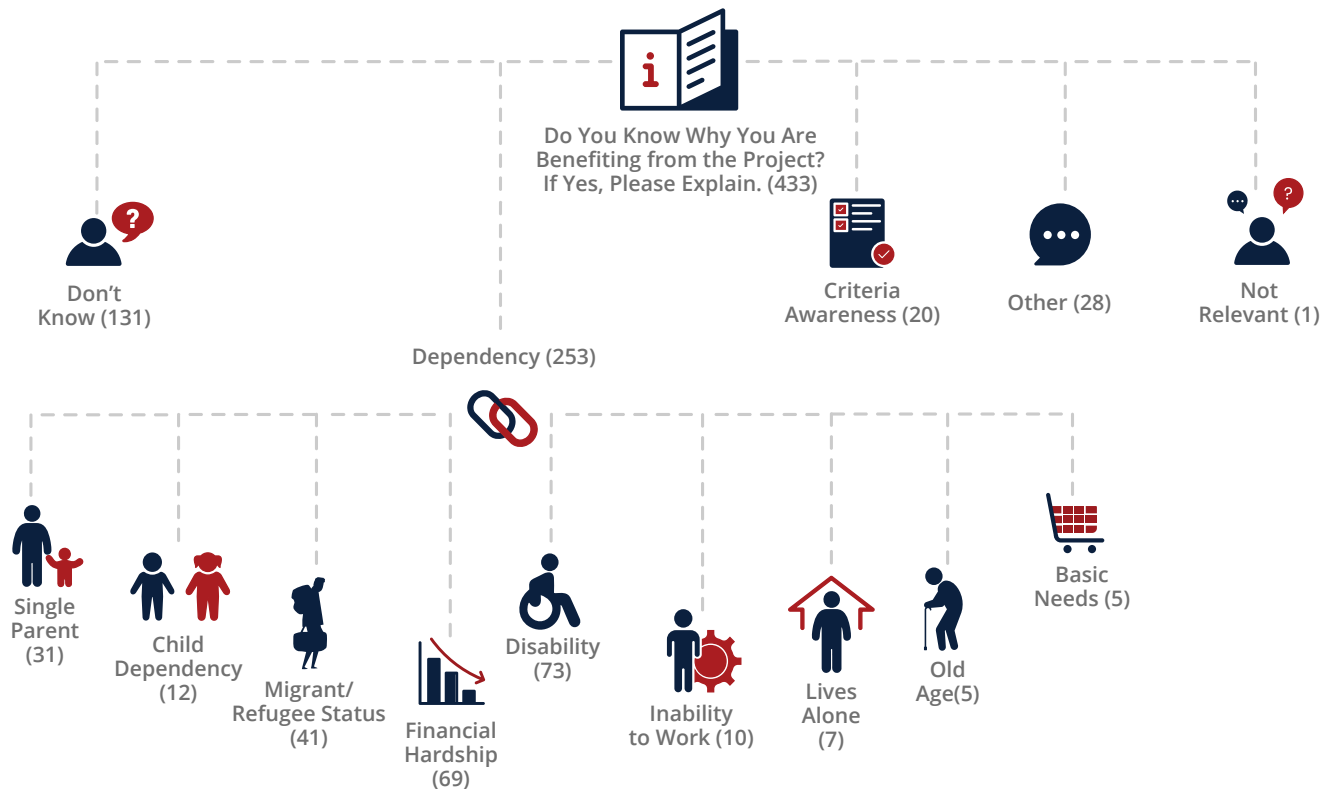
An assessment of responses to the question “Do you know why you are benefiting from the project?” shows that the proportion of “I don’t know” answers is lower among C-ESSN beneficiaries than among those in the ESSN group (C-ESSN: 131; ESSN: 179). This suggests that C-ESSN beneficiaries demonstrate a higher level of awareness regarding the project’s eligibility criteria.

This difference appears to be influenced by the fact that, in C-ESSN applications, the disability criterion must be officially documented through a medical board or disability report. Since there is no such documentation requirement in the ESSN, the level of criteria awareness is relatively lower, and the C-ESSN eligibility conditions are generally perceived as less technical compared to those of the ESSN.



**Figure 9** Awareness of Eligibility Criteria-ESSN

Across both projects, beneficiaries generally described their eligibility in terms of dependency and vulnerability indicators. Disability was the most frequently mentioned reason among C-ESSN beneficiaries, while single parenthood, a high number of dependent children, migrant or refugee status, old age, and the absence of a working-age household member were commonly reported in both projects. In addition, financial hardship, difficulties in meeting basic needs, and living alone were also frequently cited as reasons for benefiting from the Programme.



**Figure 10** Awareness of Eligibility Criteria-C-ESSN

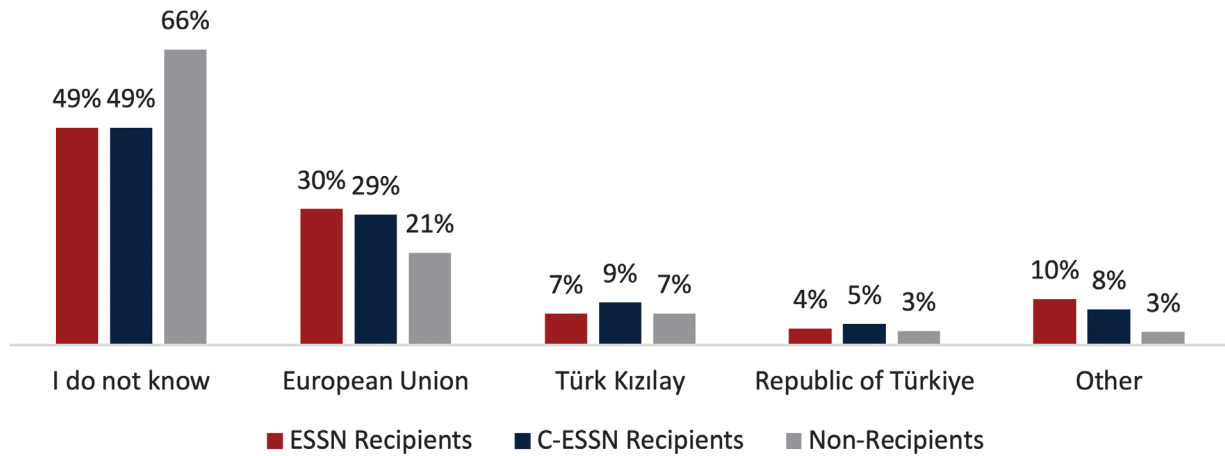
Responses categorized under “criteria awareness” consisted mostly of neutral expressions such as “because we meet the criteria,” suggesting that respondents possess a certain level of awareness, yet are unable to articulate the content of these criteria in detail. In contrast, generic expressions such as “assistance”, found in the “other” group do not allow for a meaningful assessment of participants’ knowledge or awareness of the eligibility criteria.

## Knowledge of the Donor

As part of the survey, respondents were asked whether they knew which organisation funds the SSN Programme, providing insights into their awareness of the donor institution.

When asked which institution funds the Social Safety Net (SSN) Programme, 49 percent of ESSN recipients, 49 percent of C-ESSN recipients, and 66 percent of non-recipients answered “I do not know,” while respondents who knew were presented with predefined response options.

Overall responses: across the full sample, the European Union was identified by 30 percent of ESSN, 29 percent of C-ESSN, and 21 percent of non-recipient respondents; Türk Kızılay was indicated by 7 percent of ESSN, 9 percent of C-ESSN and 7 percent of non-recipients; the Republic of Türkiye by 4 percent of ESSN, 5 percent of C-ESSN and 3 percent of non-recipients, and “Other” by 10 percent of ESSN, 8 percent of C-ESSN and 3 percent of non-recipients.



**Figure 11** Do You Know Which Institutions Is Funding the SSN Programme?

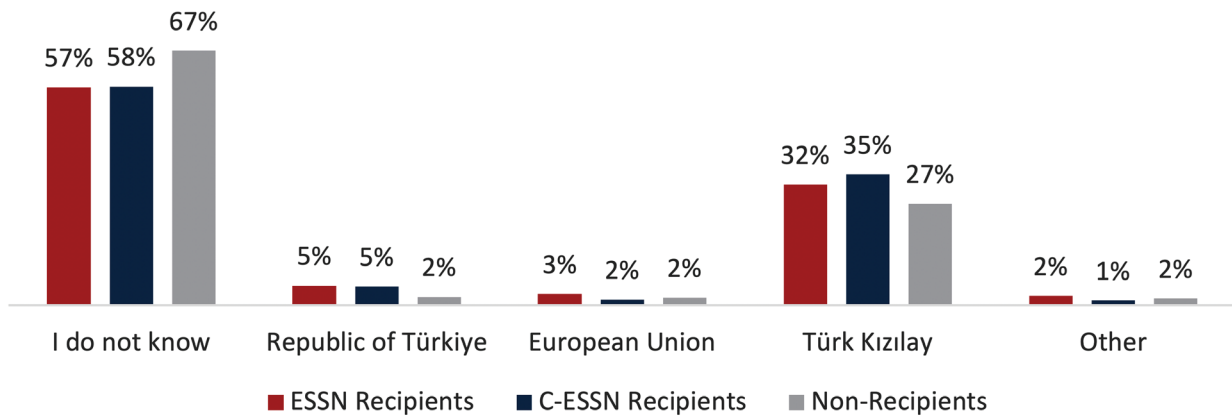
The findings indicate that, among respondents who provided an answer, the European Union was consistently the most frequently recognised funder across all groups, suggesting a certain level of donor visibility. However, overall awareness remains limited, with 49 percent of ESSN recipients, 49 percent of C-ESSN recipients, and 66 percent of non-recipients reporting that they did not know the funder. The results further suggest a link between programme engagement and awareness: beneficiaries of both ESSN and C-ESSN display comparatively higher levels of recognition than non-recipients, indicating that direct involvement in the programme contributes to greater knowledge of its funding structure. These findings highlight the benefits of continuous communication and outreach, helping to further enhance donor visibility and support communities in staying well-informed.

## Knowledge of the Implementing Partners

“To assess respondents’ awareness of the Programme’s institutional framework, participants were asked which institutions are responsible for implementing the SSN Programme. When asked which institutions are responsible for implementing the SSN Programme, a majority of respondents indicated that they did not know (57 percent of ESSN recipients, 58 percent of C-ESSN recipients, and 67 percent of non-recipients). Among those who provided an answer, Türk Kızılay was the most frequently mentioned institution across all groups (32 percent of ESSN recipients, 35 percent of C-ESSN recipients, and 27 percent of non-recipients). A smaller proportion identified the Republic of Türkiye (5 percent, 5 percent, and 2 percent, respectively) or the European Union (3 percent, 2 percent, and 2 percent), while very few selected “Other.”







**Figure 12** Do You Know Which Institutions Are Implementing the SSN Programme?

The findings indicate that Türk Kızılay has relatively higher visibility among respondents, reflecting its consistent presence through the call centre and other outreach and visibility activities since the beginning of the Programme. In contrast, awareness of the 30 percent of ESN, 29 percent of C-ESSN, the Ministry of Family and Social Services, as an implementing partner, appears to be less explicitly recognized, which may be partly explained by respondents' limited familiarity with institutional terminology, as they are more accustomed to using terms such as "the Republic of Türkiye" rather than the formal ministry name. Overall, more than half of respondents in each group reported not knowing which institutions implement the Programme, underlining the importance of continued efforts to strengthen communication about the Programme's institutional framework. However, when asked which information they consider most important, respondents primarily highlighted practical details such as programme updates and timelines, indicating that these are their top priorities. While awareness of the Programme's implementing institutions can be further strengthened, these findings suggest that providing practical, beneficiary-relevant information remains the key priority.

## Application Process

### Satisfaction with the Application Process

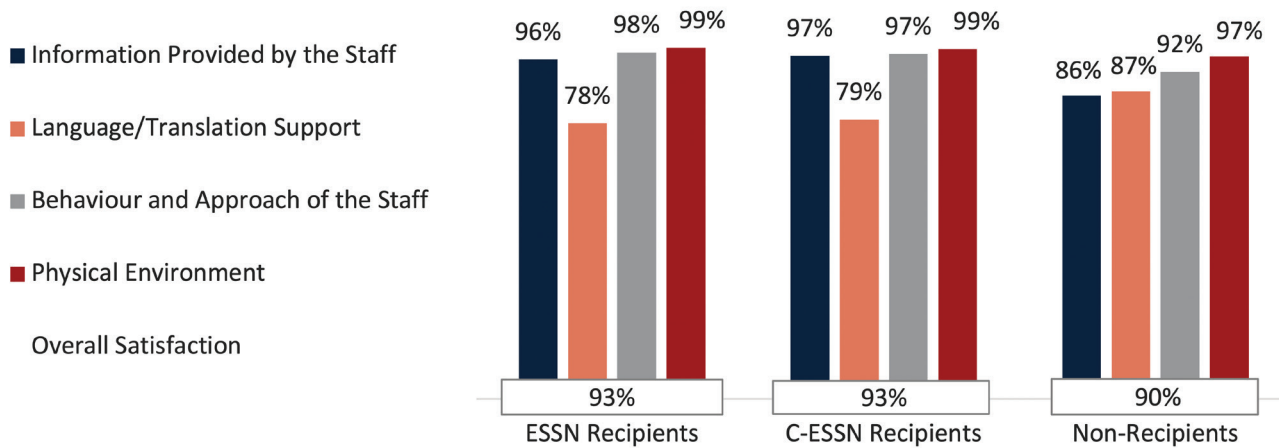
Survey results show that satisfaction levels were generally high across all groups, though some differences can be observed between ESN beneficiaries, C-ESSN beneficiaries, and non-recipients. Regarding the information provided by staff, both ESN and C-ESSN beneficiaries reported very high satisfaction, at 96 percent and 97 percent respectively, while satisfaction among non-recipients was slightly lower, at 86 percent.

When it comes to language and translation support, satisfaction was relatively lower among ESN (78 percent) and C-ESSN (79 percent) beneficiaries, whereas non-recipients reported the highest satisfaction at 87 percent, suggesting that non-recipients may have found the available translation services particularly helpful.

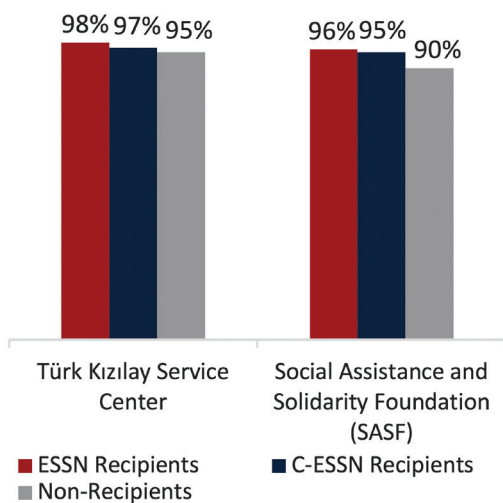
The behaviour and approach of staff received overwhelmingly positive feedback across all groups, with ESSN beneficiaries at 98 percent, C-ESSN at 97 percent, and non-recipients at 92 percent. Similarly, satisfaction with the physical environment was near-universal, with 99 percent of both ESSN and C-ESSN beneficiaries expressing satisfaction and 97 percent of non-recipients reporting the same.

Finally, in terms of overall satisfaction with the application process, ESSN and C-ESSN beneficiaries both reported 93 percent satisfaction, while non-recipients reported slightly lower overall satisfaction at 90 percent. These findings indicate that the Programme is generally well-received, with consistently high levels of satisfaction across different aspects, and particularly strong appreciation for staff behaviour and the physical environment.

The survey results indicate high levels of satisfaction across all three groups regarding various aspects of the Programme, particularly in the application process.



**Figure 13** Satisfaction with Application Process by Factors



**Figure 14** Satisfaction with Application Process by Centre

Survey results indicate consistently high satisfaction among applicants. Applications processed through the Social Assistance and Solidarity Foundations (SASFs) show strong satisfaction levels, with 96 percent for ESSN recipients, 95 percent for C-ESSN recipients, and 90 percent for non-recipients. Satisfaction at the Türk Kızılay Service Centres is similarly high, reaching 98 percent for ESSN recipients, 97 percent for C-ESSN recipients, and 95 percent for non-recipients, reflecting a well-established standard of service across all beneficiary groups.

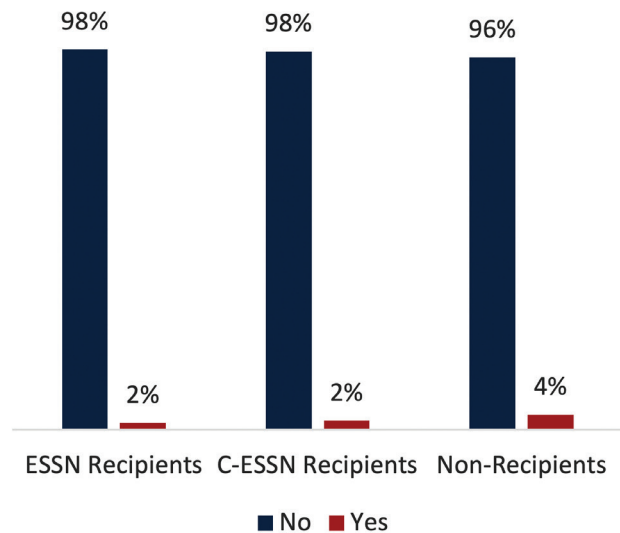
The slightly lower rating among non-recipients may reflect factors such as not being accepted into the Programme, as well as opportunities to further refine communication and manage expectations for applicants who do not qualify.

## Issues Encountered during the Application Process

The vast majority of applicants reported a satisfactory and well-managed application process. Specifically, 98 percent of ESSN recipients and 98 percent of C-ESSN recipients indicated that they did not encounter any issues, while 96 percent of non-recipients reported no problems. Only a small fraction of applicants experienced difficulties, with 2 percent of ESSN and C-ESSN recipients and 4 percent of non-recipients reporting issues.

These findings suggest that the application process is largely effective and user-friendly across all groups, although non-recipients reported slightly more issues, possibly reflecting challenges related to the Programme eligibility or understanding of the process.

A small proportion of applicants who experienced issues reported them to the relevant authorities. Specifically, 2 ESSN recipients, 3 C-ESSN recipients, and 14 non-recipients indicated that they reported the problems, while 2 ESSN recipients, 3 C-ESSN recipients, and none of the non-recipients reported any issues.



**Figure 15** Did You Encounter Any Issues During the Application Process?

Among those who did report issues, the majority used the Türk Kızılay Call Centre (4 ESSN recipients and 3 C-ESSN recipients), followed by the Türk Kızılay Service Centres (1 ESSN recipient and 1 C-ESSN recipient), the SASFs (1 C-ESSN recipient and 1 non-recipient), and through other channels (1 C-ESSN recipient).

These results indicate that while the overall incidence of issues is low, applicants tend to rely on official call and service centres as the primary means of communication when reporting problems.

Among applicants who experienced issues but did not report them, only a few provided reasons for not sharing their concerns. Specifically, 2 ESSN recipients, 3 C-ESSN recipients indicated reasons for not reporting. Responses suggest that some applicants may have considered the issue minor or believed that reporting it would not result in a resolution.

Overall, the data indicate that most applicants who experienced issues either reported them through official channels or chose not to report due to perceived low impact or limited expectation of follow-up. The small number of non-reporting respondents suggests that issue reporting mechanisms are generally known and accessible.

## Satisfaction with Feedback

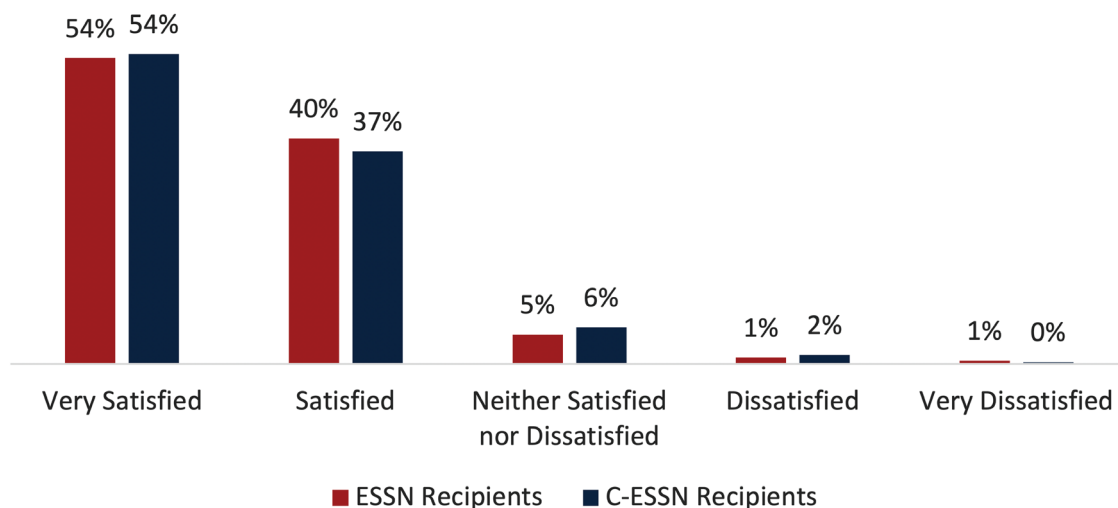
Among those who reported issues, most applicants expressed high satisfaction with the feedback or information they received. 3 ESSN recipients and 3 C-ESSN recipients reported being “very satisfied,” while 2 ESSN recipients, 2 C-ESSN recipients, and 1 non-recipient reported being “satisfied.” Only 1 C-ESSN recipient reported being “very dissatisfied,” and no respondents selected “neither satisfied nor dissatisfied” or “dissatisfied.” These results indicate that the feedback mechanisms in place are largely effective in addressing applicant concerns.

## Satisfaction With The SSN Programme Processes

As part of the survey, beneficiaries were asked about their overall satisfaction with the Programme to understand their general experience and perceptions of the application and service delivery process.

Results regarding satisfaction with the SSN Programme processes indicate that overall satisfaction with the Programme is very high among both ESSN and C-ESSN recipients. Among ESSN recipients, 54 percent reported being very satisfied and 40 percent satisfied, while among C-ESSN recipients, 54 percent were very satisfied and 37 percent satisfied. Only a small proportion of respondents expressed neutrality or dissatisfaction, with 5 percent of ESSN recipients and 6 percent of C-ESSN recipients reporting “neither satisfied nor dissatisfied,” 1 percent of ESSN recipients and 2 percent of C-ESSN recipients reporting “dissatisfied,” and 1 percent of ESSN recipients reporting “very dissatisfied.”

These results demonstrate that the SSN Programme is meeting the expectations of the majority of beneficiaries, with satisfaction levels exceeding 90 percent in both groups. The findings show that negative responses were minimal, with the vast majority of participants expressing satisfaction.

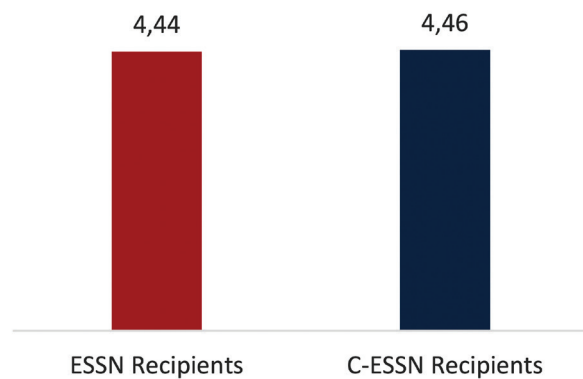


**Figure 16** How Satisfied Are You with the Project?

The overall satisfaction score -constructed from 17 distinct questions in the survey administered to ESSN and C-ESSN beneficiaries- shows significant correlations with satisfaction levels across different programme touchpoints (e.g., transfer amount, application centre experience, and information/communication channels). This indicates that the score holistically represents the concept of satisfaction and can be used as a valid summary indicator.

No comparable calculation was conducted for the ineligible sample. The reason is that the ineligible questionnaire does not include questions about general services experienced by the Programme beneficiaries (e.g., satisfaction with card delivery or transfer amount) and focuses solely on specific services provided to non-recipients.

The overall satisfaction scores were 4.44 for the ESSN sample and 4.46 for the C-ESSN sample.



**Figure 17** Overall Satisfaction Score Based on 17 Questions

These analyses tested whether the overall score differs across demographic variables such as education, gender, and age. The results are as follows:

According to mean-difference testing in the ESSN sample, there is a statistically significant difference between programme duration and the overall satisfaction score, with a medium effect size.<sup>4</sup> Specifically, individuals who have benefited from the Programme for 1-2 years report significantly lower satisfaction than those who have benefited for 6 years or more ( $p < .05$ ). This suggests that satisfaction increases as programme duration lengthens. In the C-ESSN sample, no significant difference was detected, likely because C-ESSN is a relatively newer programme compared with ESSN.

The number of Turkish-speaking persons in the household is significantly associated with overall satisfaction.<sup>5</sup> Individuals living in households with 3-5 Turkish speakers report significantly higher satisfaction than those in households with no Turkish speakers or only 1-2 Turkish speakers. This finding suggests that language proficiency may be a decisive factor in access to services and overall satisfaction. Although project-related services are provided in beneficiaries' own languages, this association may also reflect broader interactions with public institutions and other service providers where communication in Turkish is required.

Descriptive statistics show that satisfaction scores rise as the number of Turkish speakers in the household increases:

- Households with no Turkish speakers: ESSN 4.28 | C-ESSN 4.36
- Households with 1-2 Turkish speakers: ESSN 4.38 | C-ESSN 4.48
- Households with 3-5 Turkish speakers: ESSN 4.49 | C-ESSN 4.51

<sup>4</sup> Duration in programme vs. overall satisfaction (ESSN; one-way ANOVA):  $F(8,382) = 3.552$ ,  $p < .05$ . Effect size  $\eta^2 = .069$

<sup>5</sup> Number of Turkish-speaking household members vs. overall satisfaction (one-way ANOVA): ESSN:  $F(3,387) = 5.045$ ,  $p < .05$ , C-ESSN:  $F(3, 387) = 3.187$ ,  $p < .05$ .

In the ESSN sample, mean-difference analysis indicates a statistically significant association between the number of school-attending children in the household and overall satisfaction.<sup>6</sup> Individuals with 3-5 school-attending children report significantly higher satisfaction than those with no school-attending children ( $p < .05$ ) and those with only 1-2 school-attending children ( $p < .05$ ). In the C-ESSN sample, a similar pattern is observed, but differences between groups do not reach statistical significance.<sup>7</sup> Thus, the direction of the effect is consistent across both samples, but statistical significance is observed only in ESSN.



A multiple linear regression analysis was conducted for the ESSN sample to identify the factors influencing the overall satisfaction score. The model was statistically significant, indicating that the included predictors collectively explained a meaningful portion of the variance in satisfaction levels.<sup>8</sup>

Results revealed that the duration of programme participation, the number of Turkish-speaking individuals in the household, and the education level of respondents had statistically significant effects on satisfaction.

Programme duration was positively associated with satisfaction, suggesting that longer participation corresponds to higher satisfaction levels.<sup>9</sup>

Households with more Turkish-speaking members also reported higher satisfaction scores.<sup>10</sup>

In contrast, education level showed a negative association with satisfaction, indicating that as education increases, satisfaction tends to decrease.<sup>11</sup>

Age, however, did not have a statistically significant effect on satisfaction ( $p > .05$ ).

Overall, the model explains approximately 7.9 percent of the variance in the general satisfaction score, reflecting that socio-demographic and communication-related factors play a modest but significant role in shaping perceptions of programme satisfaction.

No statistically significant differences in overall satisfaction were observed by gender or age group in either sample. Nonetheless, within the framework of CEA, qualitative feedback continues to be monitored to ensure that the specific needs and expectations of different beneficiary groups are addressed in detail.

6 Number of school-attending children vs. overall satisfaction (ESSN; one-way ANOVA):  $F(3, 387) = 6.279, p < .05$ .

7 Number of school-attending children vs. overall satisfaction (C-ESSN; one-way ANOVA):  $F(3, 387) = 2.329, p > .05$ .

8  $F(4, 386) = 8.296, p < .001, R^2 = .079$

9 ( $B = 0.027, p = 0.003$ ).

10 ( $B = 0.064, p = .024$ )

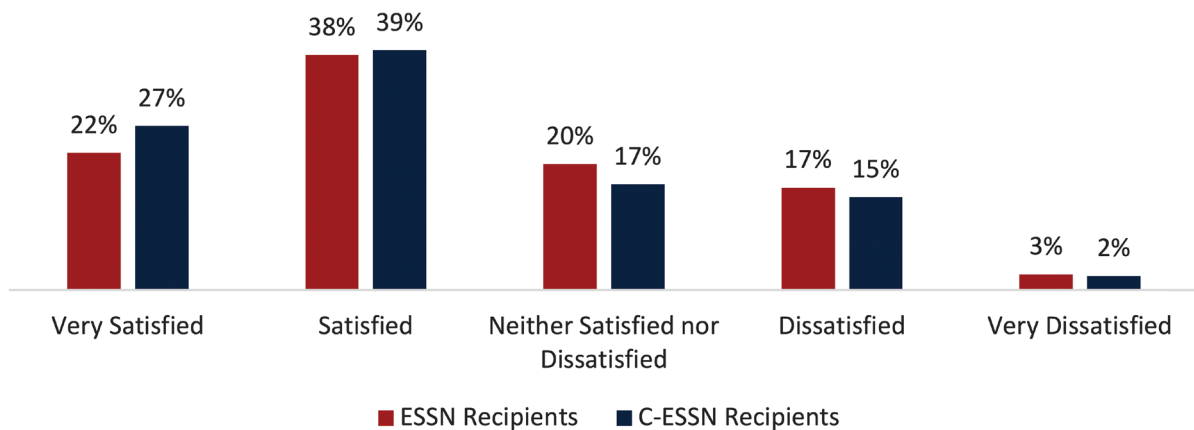
11 ( $B = -0.034, p = 0.033$ )



## Adequacy of Cash Assistance

The survey examined beneficiaries' satisfaction with the amount of cash assistance, providing insight into the extent to which the transfer levels meet household needs. Overall, satisfaction remains relatively high across both ESSN and C-ESSN recipients, although slight variations are observed between the two groups.

Among ESSN recipients, 22 percent reported being very satisfied and 38 percent satisfied, for a total of 60 percent satisfied. Meanwhile, 20 percent expressed a neutral stance, and 20 percent indicated dissatisfaction (17 percent dissatisfied and 3 percent very dissatisfied). C-ESSN recipients reported slightly higher satisfaction, with 27 percent very satisfied and 39 percent satisfied (totaling 66 percent satisfied). 17 percent were neutral, and 17 percent expressed some level of dissatisfaction (15 percent dissatisfied and 2 percent very dissatisfied).



**Figure 18** How Satisfied Are You with the Amount of the SSN Programme Provided?

When compared with the previous survey round, satisfaction levels have remained relatively stable. In the earlier survey, 69 percent of ESSN recipients and 73 percent of C-ESSN recipients reported being satisfied or very satisfied. The slightly higher satisfaction observed among C-ESSN recipients in both rounds may be related to the composition of this target group, which generally includes more vulnerable households who may have different expectations or needs. Participants who expressed dissatisfaction with the amount of assistance commonly cited insufficient support as the reason.

***“Previously, 500 TRY had value. When we received 500 TRY we could pay for electricity and water. It supported us. But now it’s not enough for anything.” ESSN, male, 32.***

Overall, the findings indicate that the majority of recipients in both ESSN and C-ESSN perceive the cash transfer amount positively, while a minority continue to report some level of dissatisfaction, highlighting areas for potential monitoring and follow-up to ensure that support remains adequate for all beneficiaries.

Findings indicate that, in a context of rising living costs, the regular and predictable nature of the assistance remains highly valued by beneficiaries.



## Delivery Services

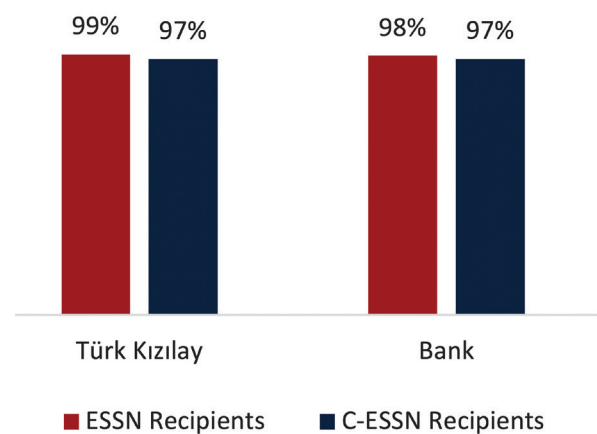
Within the Programme, KIZILAYKARTs are distributed at the end of each month through Halkbank branches nationwide and at two Türk Kızılay service centres located in areas with a high concentration of beneficiaries -Gaziantep Şahinbey and Şanlıurfa Haliliye-. Distribution at these centres is also carried out by Halkbank staff.

This question was included in the survey to assess beneficiaries' satisfaction with both delivery channels and to ensure that card distribution meets the same quality standards across different locations.

Survey findings reveal exceptionally high satisfaction with the KIZILAYKART delivery services provided through both Türk Kızılay and Halkbank.

Among ESSN recipients, 99 percent expressed satisfaction with the service delivered at Türk Kızılay centres and 98 percent with distribution through Halkbank branches. These very high satisfaction levels indicate that KIZILAYKART delivery is functioning smoothly, and reflect strong and consistent performance across both delivery channels.

C-ESSN recipients reported similarly strong results, with 97 percent satisfied for both service providers. This demonstrates that the service model remains effective even for the most vulnerable beneficiary groups targeted under the C-ESSN.



**Figure 19** Satisfaction Level of the KIZILAYKART Delivery Service with Türk Kızılay and Halkbank

These consistently high ratings demonstrate that the monthly card distribution -whether conducted at nationwide Halkbank branches or at the two high-volume Türk Kızılay service centres in Gaziantep Şahinbey and Şanlıurfa Haliliye- is viewed as reliable, timely, and well-organized.

A small number of participants indicated some dissatisfaction, but still suggesting that operational procedures, staff performance, and communication during distribution are meeting beneficiary expectations across different locations and partner channels.

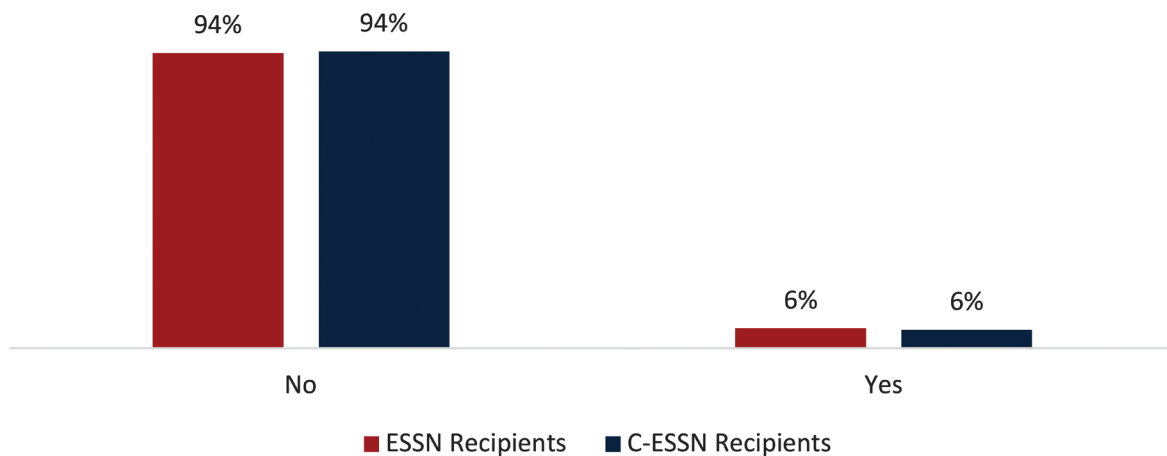
Satisfaction levels also varied slightly across educational levels in both the ESSN and C-ESSN samples<sup>12</sup> with lower-educated participants generally reporting higher satisfaction.

<sup>12</sup> A one-way ANOVA conducted on the ESSN sample indicated that satisfaction with the amount of cash assistance varied significantly by educational level ( $F(7, 383) = 3.253, p = .002$ ). Mean satisfaction was highest among individuals who are illiterate ( $M = 3.97, n = 36$ ), whereas high school graduates reported lower average satisfaction ( $M = 3.09, n = 45$ ). This suggests that, within the ESSN sample, lower educational levels are associated with higher perceived adequacy of the transfer amount. However, interpretation for participants with a bachelor's degree or higher is limited due to small subgroup sizes (e.g., bachelor's  $n = 9$ ; master's  $n = 1$ ). No similar differences were observed in the C-ESSN sample, where satisfaction with the transfer amount did not vary significantly by educational level ( $p > .05$ ). Overall, the trend indicates that satisfaction with the transfer amount tends to decrease as educational level increases.

## Difficulty When Redeeming Cash Assistance

Survey results indicate that the vast majority of beneficiaries were able to redeem their cash assistance from ATMs without experiencing difficulties. Specifically, 94 percent of both ESSN and C-ESSN recipients reported no issues, demonstrating a high level of accessibility and reliability in the cash withdrawal process. Only a small minority, 6 percent of recipients in each group, indicated that they had encountered challenges during the redemption process. This reflects a well-functioning system that beneficiaries can rely on.

The consistently high proportion of beneficiaries reporting no difficulties reflects the overall effectiveness of the ATM cash distribution system and suggests that the process is well-established and familiar to most participants. The small percentage of reported issues may point to isolated operational or technical challenges, but these do not appear to significantly affect overall access to cash assistance.



**Figure 20** Did You Ever Have Any Difficulties When Redeeming Your Cash Assistance from the ATM?

A survey regarding access to cash assistance from ATMs in the ESSN and C-ESSN Projects shows that the large majority of recipients use ATMs without difficulty, with 6 percent of ESSN recipients (25 individuals) and 6 percent of C-ESSN recipients (23 individuals) reporting problems.

Among ESSN recipients, most reported issues were technical, with the ATM retaining the card (13 cases), insufficient cash (3 cases), and machine malfunctions (3 cases). Four respondents mentioned usage difficulties, all related to the absence of an Arabic language menu, while three cited access challenges one noting an insufficient number of ATMs, one experiencing crowded queues, and one finding the nearest ATM too far away. A single respondent was unable to withdraw the full assistance amount in one transaction.



Figure 21 ATM Problem Categories-ESSN

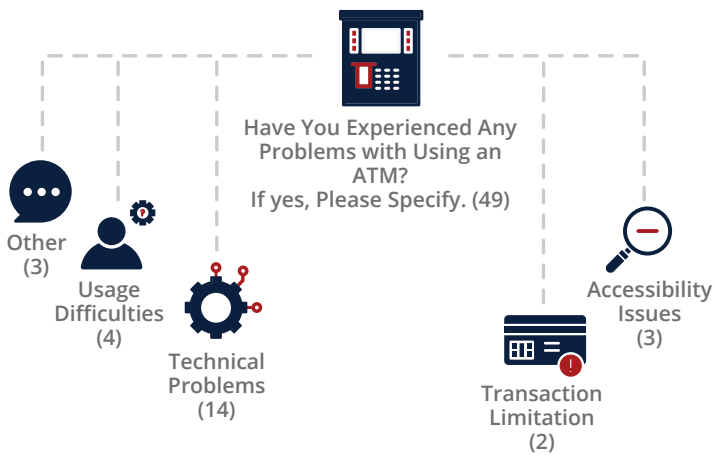


Figure 22 ATM Problem Categories-C-ESSN

Among C-ESSN recipients, technical issues were again the most common, including five cases of ATMs retaining cards, four cases of insufficient cash, and three machine malfunctions. Four respondents reported usage difficulties, three of whom did not know how to operate the ATM and one who experienced a card PIN problem. Accessibility concerns were limited to two instances of crowded queues and one of excessive distance, while two participants noted an inability to withdraw the full assistance amount at once and three others reported miscellaneous issues.

Overall, these results indicate that ATM services remain highly reliable and accessible for the vast majority of beneficiaries, with operational or user-related difficulties affecting only a small proportion -6 percent of ESSN and 6 percent of C-ESSN recipients- most frequently linked to technical malfunctions such as ATMs retaining cards.

## Communication Channels

### Awareness and Preferences Regarding Communication Channels

Understanding how recipients access programme information helps assess whether communication strategies are reaching the programme target population. The survey results demonstrate that, overall, awareness levels remain high for the primary communication and feedback channels.

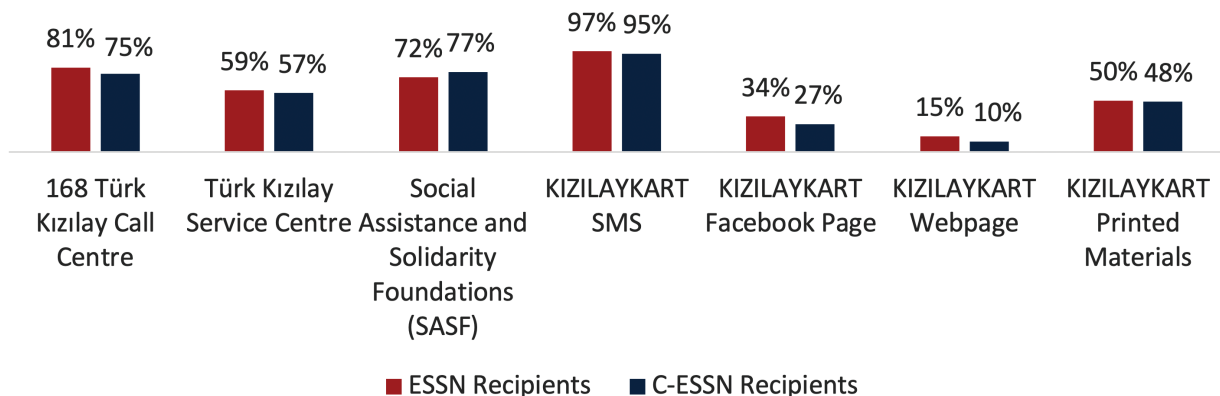


Figure 23 Do You Know the Official Communication Channels of the Project?

Understanding how recipients access programme information helps assess whether communication strategies are reaching the intended audience. The survey results demonstrate that, overall, awareness levels remain high for the primary service channels. Awareness of KIZILAYKART communication channels is generally high among both ESSN and C-ESSN recipients, showing differential levels of recognition across specific channels. For ESSN participants, the SMS service (97 percent), and the 168 Türk Kızılay Call Centre (81 percent) exhibit the highest awareness, followed by SASFs (72 percent), and Türk Kızılay Service Centres (59 percent). In the C-ESSN group, awareness is slightly lower for the same channels (SMS 95 percent, Call Centre 75 percent, SASFs 77 percent, and service centres 57 percent), likely reflecting the target population's older age profile, lower education and literacy levels, and higher vulnerability.

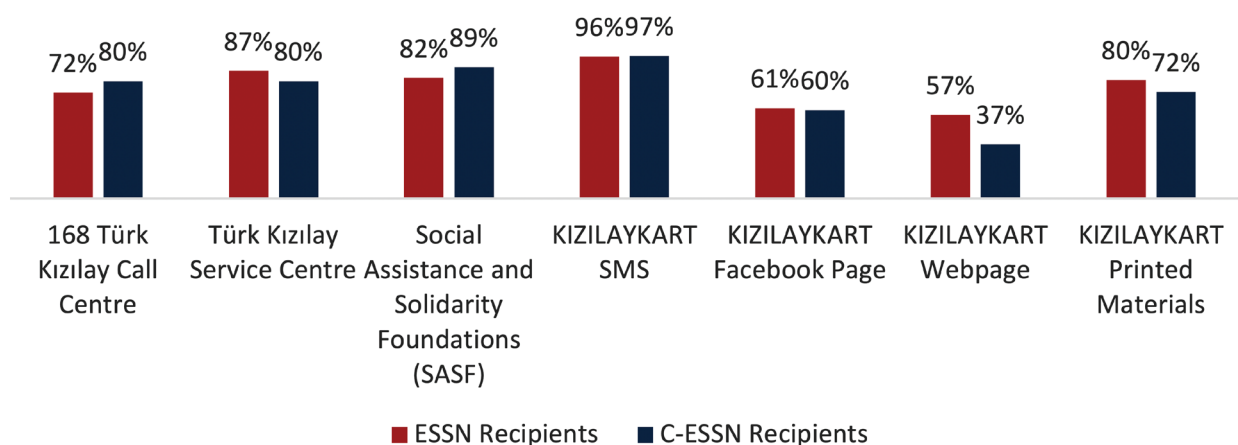
In contrast, digital channels show notably lower awareness. 34 percent of ESSN and 27 percent of C-ESSN recipients know of the KIZILAYKART Facebook page, and awareness of the official webpage is lower (15 percent, and 10 percent, respectively). This limited reach likely reflects the demographic profile of the Programme beneficiaries, where generally lower education and literacy levels reduce the likelihood of routine engagement with online platforms.

These findings highlight the ongoing importance of direct messaging and in-person channels for effectively reaching beneficiaries, particularly among populations with lower digital literacy or limited access to online platforms.

Following individual questions asking respondents whether they were aware of each specific communication channel within the projects, they were subsequently asked whether they actually used each of these channels.

The lower usage of printed materials, the Facebook page, and the project webpage may be associated with respondents' literacy levels and familiarity with digital or print-based communication channels.

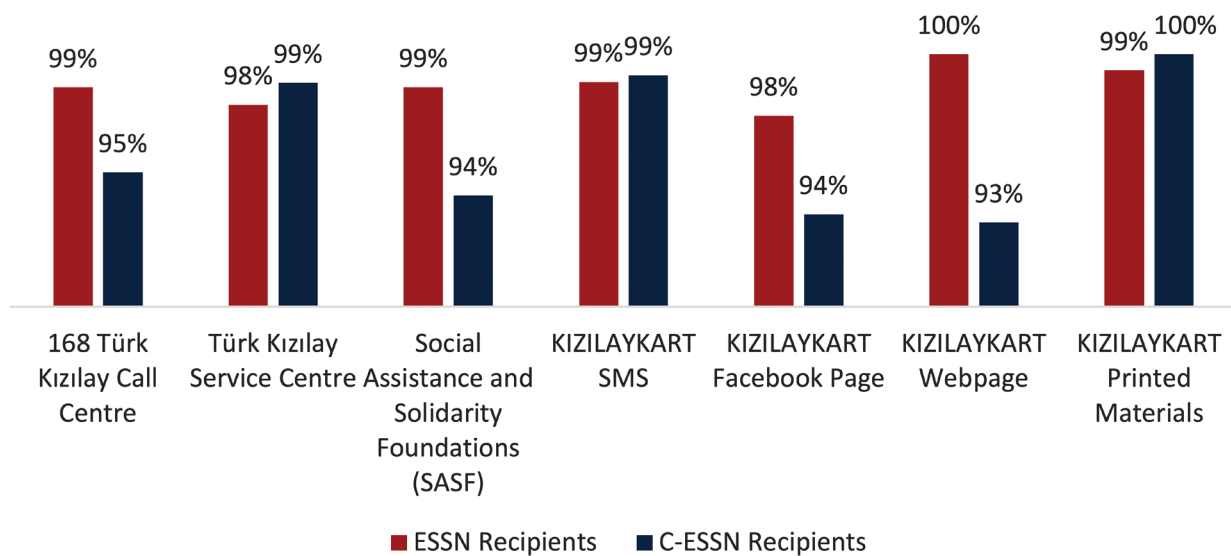
Although awareness of these channels remains limited, maintaining their availability is essential for individuals with higher literacy levels and internet access who prefer to engage through such means. These platforms also serve an important function in delivering official messages through written and visual formats, thereby enhancing message credibility and comprehension. This helps ensure that the Programme remains inclusive and accessible for beneficiaries with different communication needs.



**Figure 24** If Yes, Do You Use These Channels?

## Satisfaction with Communication Channels

Survey findings indicate exceptionally high satisfaction with all KIZILAYKART communication channels among both ESSN and C-ESSN recipients. Across the ESSN sample, satisfaction rates range from 98 percent to 100 percent, with the highest satisfaction reported for the KIZILAYKART webpage (100 percent) and SMS service (99 percent). Similarly, the C-ESSN group demonstrates very strong satisfaction across channels, ranging from 93 percent to 100 percent, with printed materials and the SMS service achieving the highest satisfaction (100 percent and 99 percent, respectively).



**Figure 25** If Yes, How Satisfied Are You with These Channels?

These results suggest that programme participants perceive the information delivery through both physical and digital channels, as well as direct service points, to be reliable and effective. While satisfaction for some digital channels (e.g., webpage, Facebook) is slightly lower among C-ESSN recipients, the overall feedback underscores that the current communication strategy successfully meets participant expectations across all key channels.

## Satisfaction with Communication Channels and the Impact of Awareness

Satisfaction scores related to communication channels were analysed based on respondents who provided valid ratings for at least three channels, as the number of channels evaluated varied across participants. This approach ensured a more balanced assessment by preventing individual channel experiences from disproportionately influencing overall satisfaction results.

Among ESSN respondents who rated at least three communication channels, the average satisfaction score was 4.7. Of these, 84.6 percent reported being “very satisfied,” and 15.4 percent reported being “satisfied.” When examined by gender, 85.9 percent of women and 83.6 percent of men stated they were very satisfied.





Similarly, among C-ESSN respondents, the average satisfaction score was 4.7. A total of 81.4 percent were “very satisfied,” 17.5 percent were “satisfied,” and only 1.1 percent were “neutral.” By gender, 82.7 percent of women and 78.9 percent of men reported being very satisfied.

However, chi-square analysis indicated that these gender-based differences were not statistically significant ( $p > 0.05$ ).

When considering both samples together, overall satisfaction with communication channels among ESSN and C-ESSN beneficiaries appears to be very high. The consistently high average score of 4.7 clearly demonstrates that the majority of beneficiaries are “very satisfied.” While women’s satisfaction levels are slightly higher than men’s in both samples, this difference is not statistically significant. This indicates that the Programme’s communication approach is perceived as fair and balanced across genders.

Analysis within the ESSN sample revealed a statistically significant relationship between awareness of the 168 Kızılay Call Centre and overall satisfaction ( $\chi^2(2) = 10.339$ ,  $p = 0.006$ ). Among those who were aware of the 168 Call Centre, 71 percent reported being “very satisfied” with the Programme, compared to 54.1 percent among those who were not aware of it.

Spearman’s correlation analysis confirmed this finding, showing a statistically significant positive association between call centre awareness and overall satisfaction ( $p = 0.135$ ,  $p = 0.007$ ).

This suggests that awareness of the 168 Kızılay Call Centre may be associated with a more positive overall experience of the Programme. Access to the call centre enables beneficiaries to obtain accurate and timely information about the Programme, which in turn contributes to higher levels of satisfaction.

## Preference for Receiving Programme Updates

Participants were asked which channels, other than the existing official communication channels, they would prefer to receive updates and information from. The majority indicated that they had no specific preferences and found the current channels sufficient. SMS notifications, in particular, were frequently mentioned as adequate and reliable sources of information. Some participants stated that they preferred to receive calls through the 168 Kızılay Call Centre or to obtain information face-to-face from Service Centres and SASFs. A smaller number expressed interest in receiving updates through social media platforms such as TikTok, WhatsApp, Instagram, and YouTube.

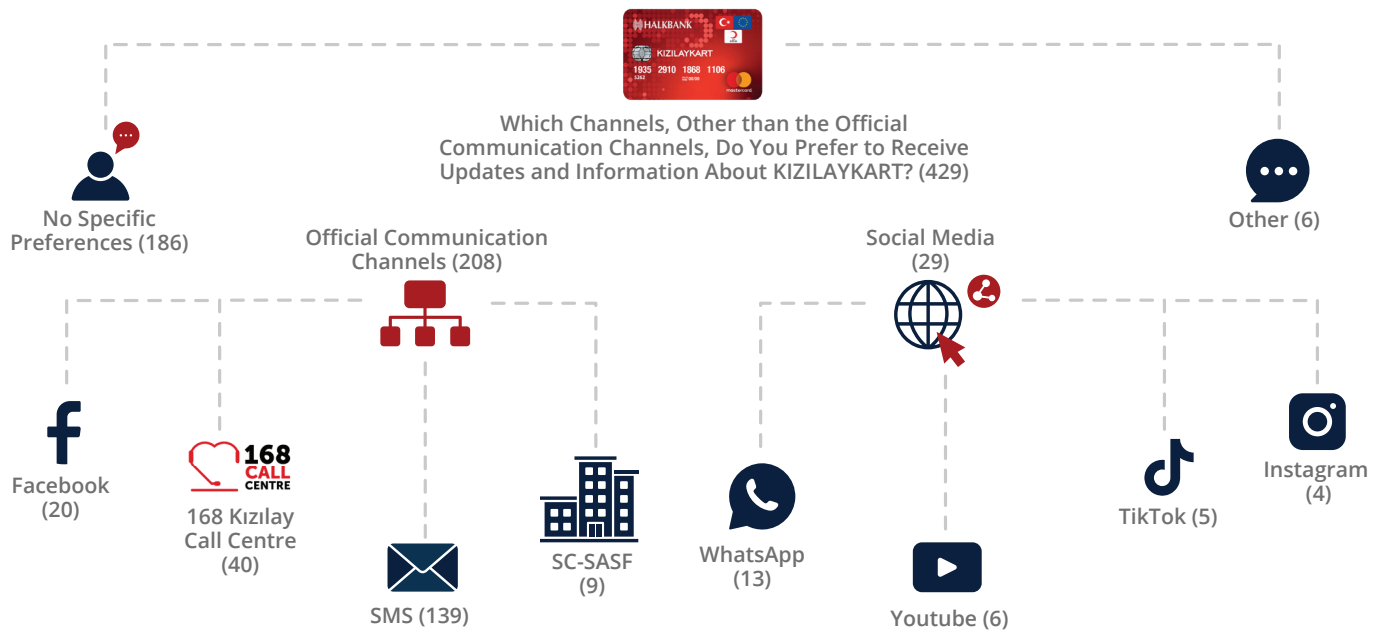


Figure 26 Alternative Preferred Information Channels-ESSN

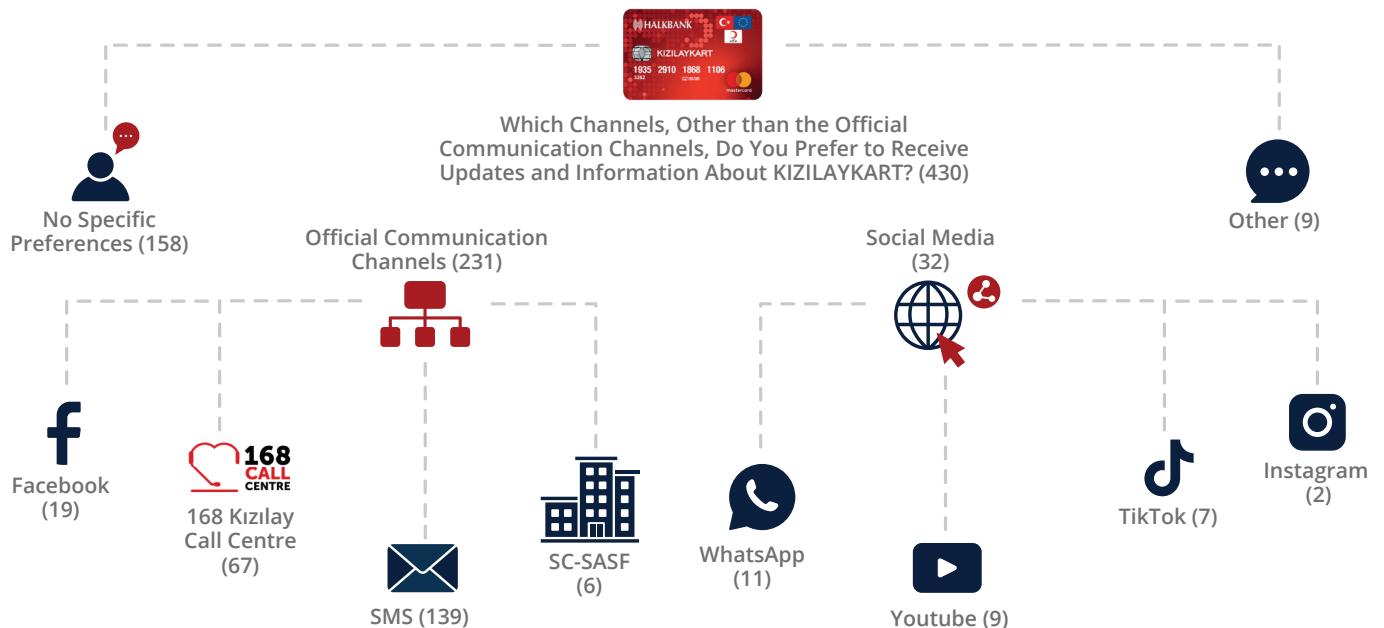


Figure 27 Alternative Preferred Information Channels-C-ESSN

## FEEDBACK AND SUGGESTIONS ON THE SSN PROGRAMME

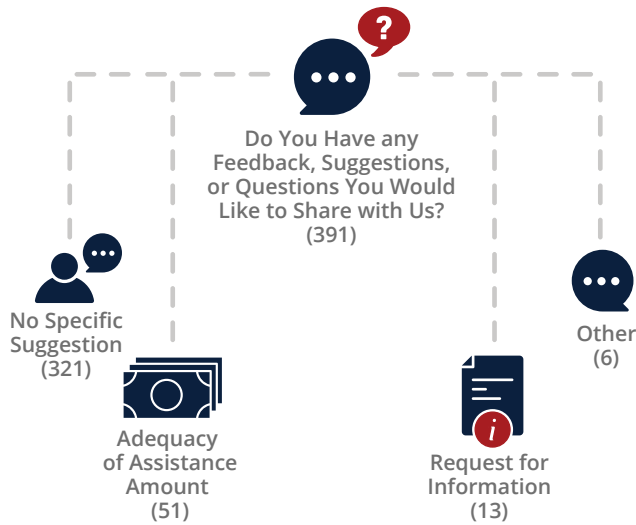
This section presents an overview of participants' perceptions, expectations, and recommendations concerning the SSN Programme. It captures the key themes that emerged from the feedback of beneficiaries, highlighting their lived experiences with the Programme. The analysis sheds light on both strengths and areas where further refinement may be needed, providing useful insights to guide future adjustments aimed at enhancing the Programme's relevance, accessibility, and effectiveness.



**Figure 28** Feedback and Suggestion Categories-ESSN

Among ESSN recipients, the majority (330 responses) had no specific feedback or suggestions, typically expressing this with phrases such as “no suggestion” or “thank you.” Similarly, among C-ESSN recipients, 321 responses indicated they had no feedback. Non-recipients also largely reported no suggestions (278 responses).

For those who did provide feedback, the most frequently mentioned theme across both ESSN and C-ESSN groups was the adequacy of the assistance amount. Specifically, 43 ESSN recipients and 51 C-ESSN recipients emphasized that current assistance levels were insufficient to meet daily living expenses. Most of the participants highlighted challenges in covering essential needs, with some noting changes over time; for instance, one ESSN recipient remarked that **“Four years ago, the KIZILAYKART support covered my rent, but now it does not,”** while a C-ESSN recipient stated, **“Increasing the assistance amount would be helpful. We are struggling to get by.”**



**Figure 29** Feedback and Suggestion Categories-C-ESSN

Participants from both projects also suggested the introduction of complementary support, such as additional assistance during religious holidays, increased support for children's education, and prioritization based on student performance. Expectations regarding the continuity and duration of KIZILAYKART support were also raised.

Given the higher vulnerability profile of C-ESSN beneficiaries, their responses included more specific and targeted requests. These included additional support for persons with disabilities, provision of diapers, contributions to health-related expenses, and increased assistance for single-parent, elderly, and female-headed households.

Some participants recommended vocational training opportunities for persons with disabilities, targeted support for families with children, and improved bank/ATM access in rural areas.

ESSN recipients' feedback more frequently focused on the continuity, clarity, and inclusiveness of programme criteria. Requests related to eligibility for males aged 18-65 were raised in the context of potential adjustments to criteria. This suggests that transparency and clear communication around eligibility criteria remain key to beneficiary confidence.

Among non-recipients who provided feedback (n=109), the most common request was to receive KIZILAYKART assistance (81 feedback), followed by requests for information (16 feedback). Other suggestions included improvements to the application process, support for resettlement and voluntary return, and additional measures for vulnerable groups such as students, elderly, and persons with disabilities.



**Figure 30** Feedback and Suggestion Categories-Non-Recipient

Compared to previous survey rounds, this assessment captured new requests related to voluntary return. Some participants expressed their wish for the Programme to be implemented in Syria as well, while others requested financial and logistical assistance to facilitate their voluntary return.

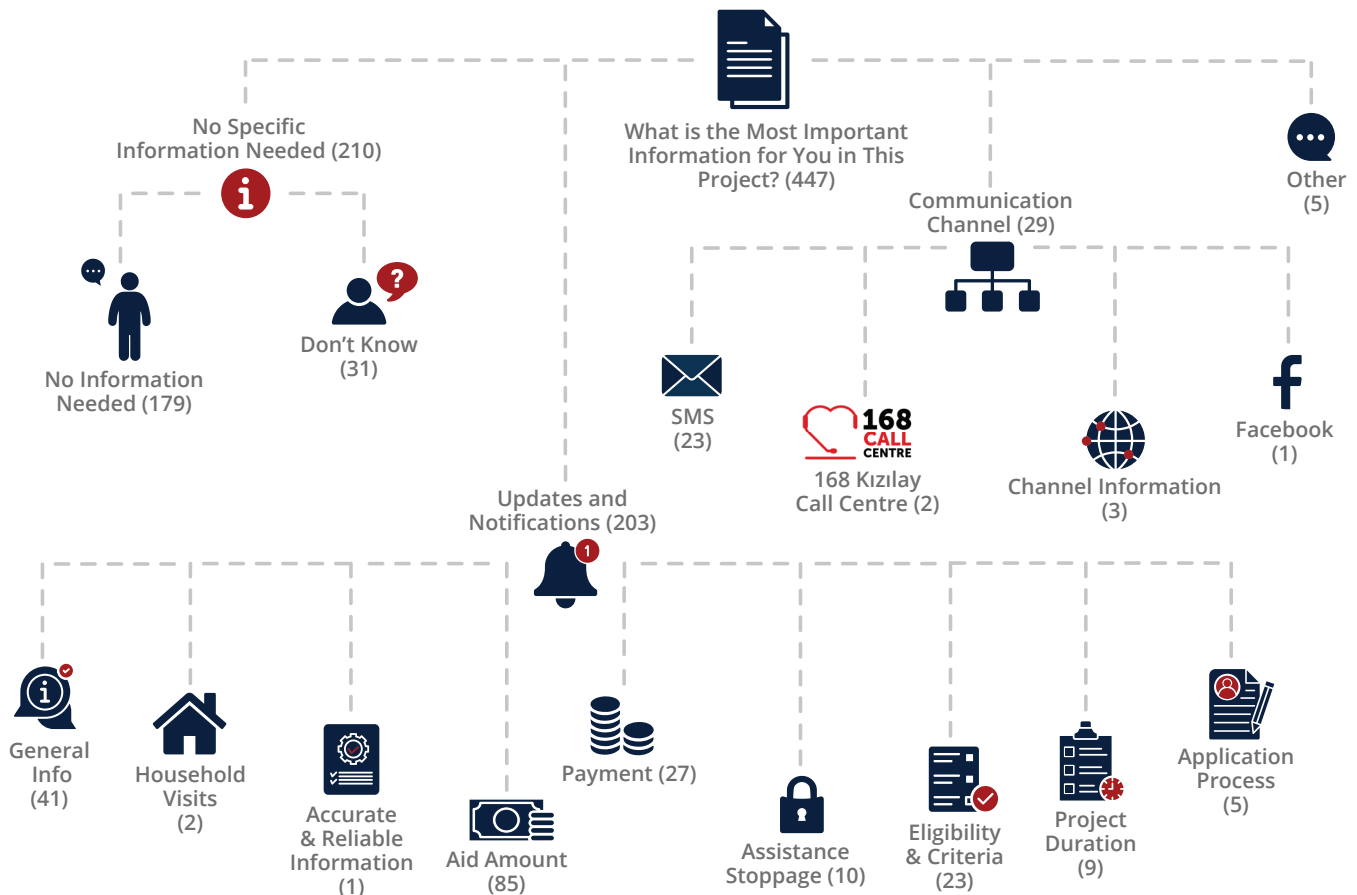
***“We are planning to return to Syria voluntarily as a family. We hope KIZILAYKART will continue in Syria as well.” (Male, 44, Non-recipient)***

***“If I decide to return to Syria, I would like Kızılay to support us financially.” (Male, 33, ESSN recipient)***

Overall, while the majority of beneficiaries indicated no specific feedback, the most prominent theme across ESSN and C-ESSN participants was the need to increase assistance amounts. C-ESSN participants highlighted more targeted needs arising from higher vulnerability, whereas ESSN participants focused more on programme criteria, coverage, and continuity. Non-recipients primarily expressed the desire to access assistance and to have their specific vulnerabilities recognized.

## Information Priorities Among Participants

The majority of participants in both ESSN (n=210) and C-ESSN (n=225) projects reported that they did not require additional information, indicating general satisfaction with existing communication channels. Many expressed contentment with project updates and notifications, noting that current messaging -particularly via SMS- are sufficient. Statements such as ***“I am satisfied with the service; no additional information is needed”*** and ***“The project is generally good and I want it to continue”*** reflect this sentiment.

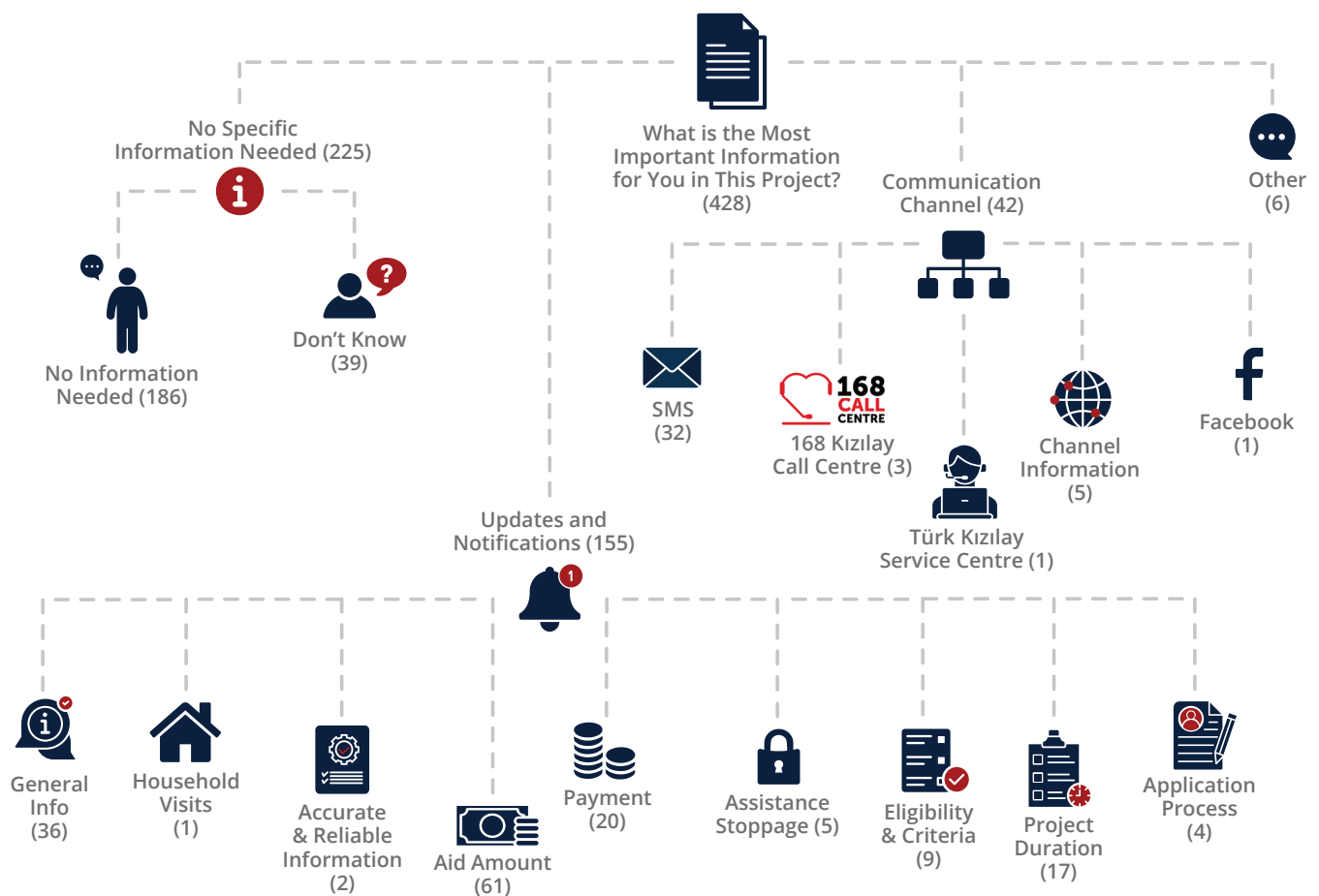


**Figure 31** Most Important Information Categories-ESSN



For those participants who did highlight specific information needs, assistance amounts emerged as the most important topic. Participants emphasized the necessity of timely updates on the amount and timing of transfers, highlighting that current support levels are often not sufficient to cover daily living expenses, children's school costs, and increasing household costs. Requests for notifications regarding increases or changes in assistance were frequent.

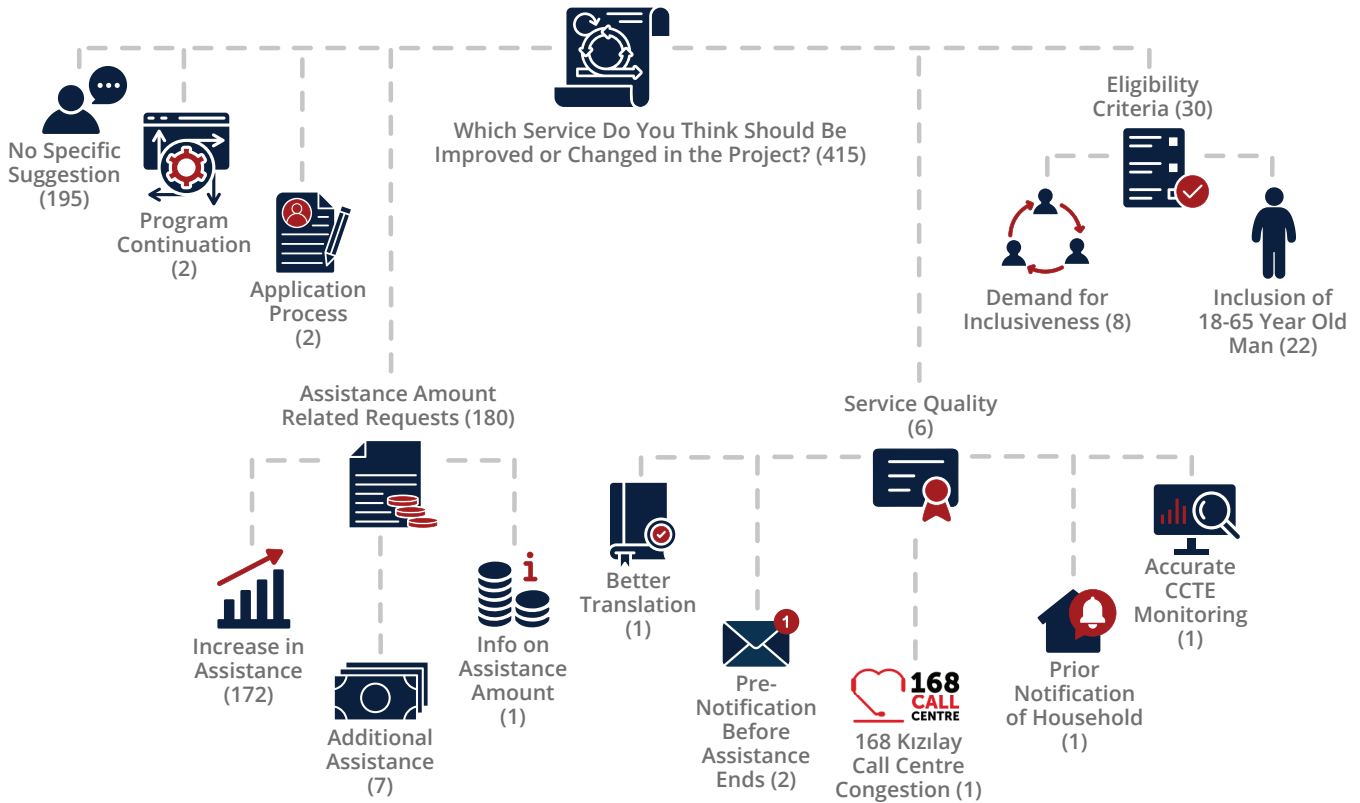
Project duration and continuity also represent key concerns. Participants seek clarity on how long the Programme will continue, potential exclusion from the Programme, and eligibility criteria, particularly regarding age or household composition. Some participants indicated a need for information on the application process, exclusion from assistance, and specific conditions that may affect their eligibility.



**Figure 32** Most Important Information Categories-C-ESSN

Regarding communication channels, SMS notifications are considered the primary and most effective medium, especially for transfer-related updates. The 168 Kızılay Call Centre and Türk Kızılay Service Centres are also recognized as important sources of information, while social media channels such as Facebook are occasionally referenced. Participants expect that all updates, including new support measures, religious holiday assistance, and KIZILAYKART-related information, should be communicated promptly via these channels. This reinforces the importance of timely and transparent communication to maintain trust and clarity for beneficiaries. Additionally, participants expressed interest in learning about complementary support opportunities, such as vocational training, employment initiatives, or additional assistance targeted at vulnerable groups. They also highlighted the importance of official confirmation of rumours or misinformation, particularly concerning potential suspension of assistance.

## Suggestions for Service Improvement

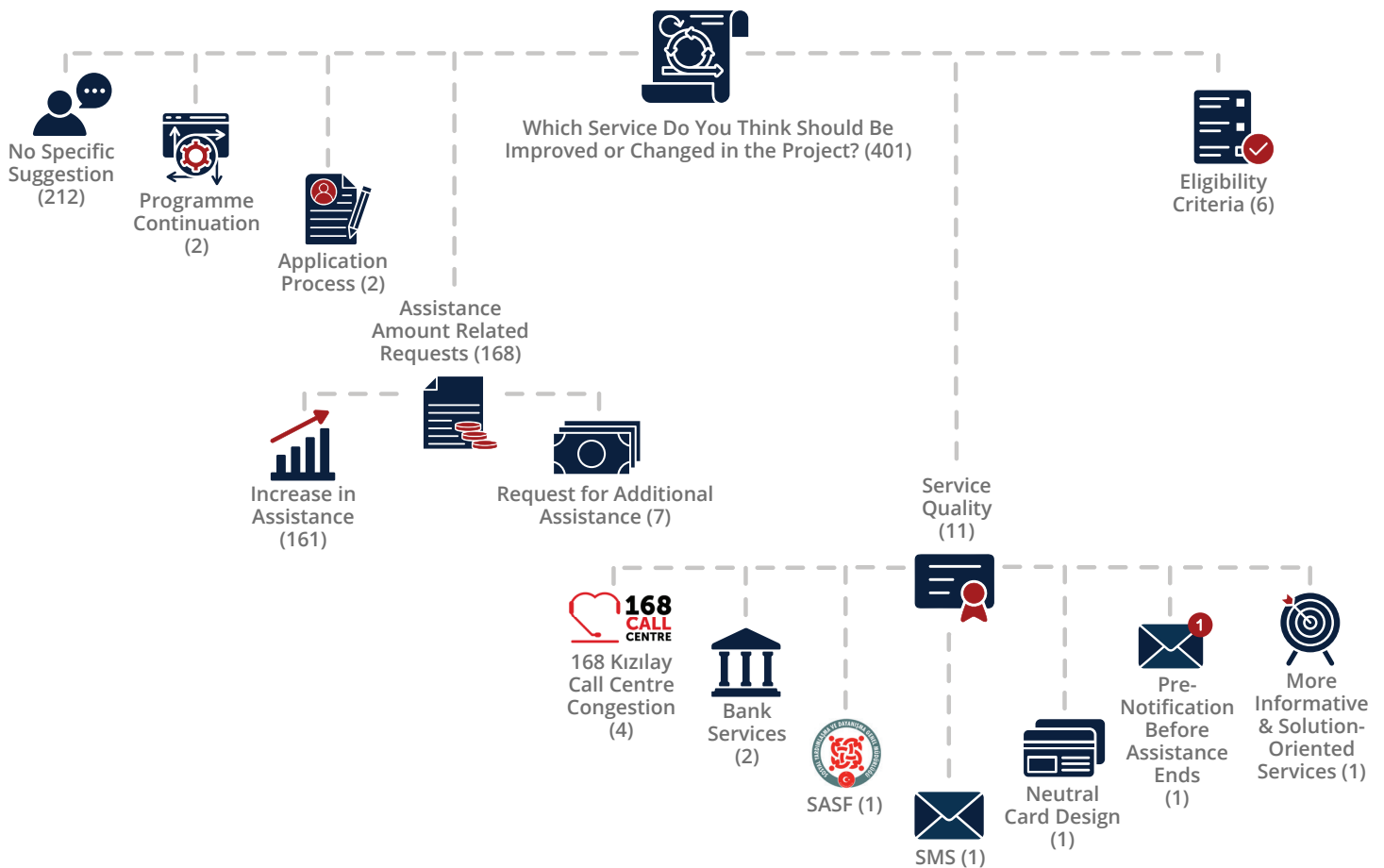


**Figure 33** Project Service Improvement Categories-ESSN

The majority of participants did not propose any specific service-related changes or improvements to the Programme. Many respondents expressed overall satisfaction with the current implementation, using phrases such as “everything is good,” “all services are fine,” and “I have no suggestions.” This reflects a generally positive perception of the Programme’s operation and delivery among both ESSN and C-ESSN recipients.

Among ESSN recipients, one of the most prominent themes was the inclusion of males aged 18-65 within the eligibility criteria. Participants frequently emphasized that the current exclusion of this group creates challenges for households struggling to meet their basic needs. Several respondents highlighted that “men between 18 and 65 should also benefit from assistance,” underscoring a broader call for inclusiveness in programme targeting.

Both ESSN and C-ESSN recipients widely emphasized the need to increase the assistance amount, citing rising living costs and economic hardship. A total of 180 ESSN and 168 C-ESSN participants mentioned assistance-related issues, with the vast majority explicitly requesting an increase in the monthly transfer amount. Participants frequently associated the inadequacy of the current support with inflation, rent increases, and the growing cost of essential goods. Particularly among C-ESSN respondents, those caring for elderly or disabled household members stressed that the assistance does not sufficiently cover specific needs such as medical expenses, special nutrition, diapers, or physical therapy costs. Some participants also requested additional support for children’s education, especially for those with special learning needs.



**Figure 34** Project Service Improvement Categories-C-ESSN

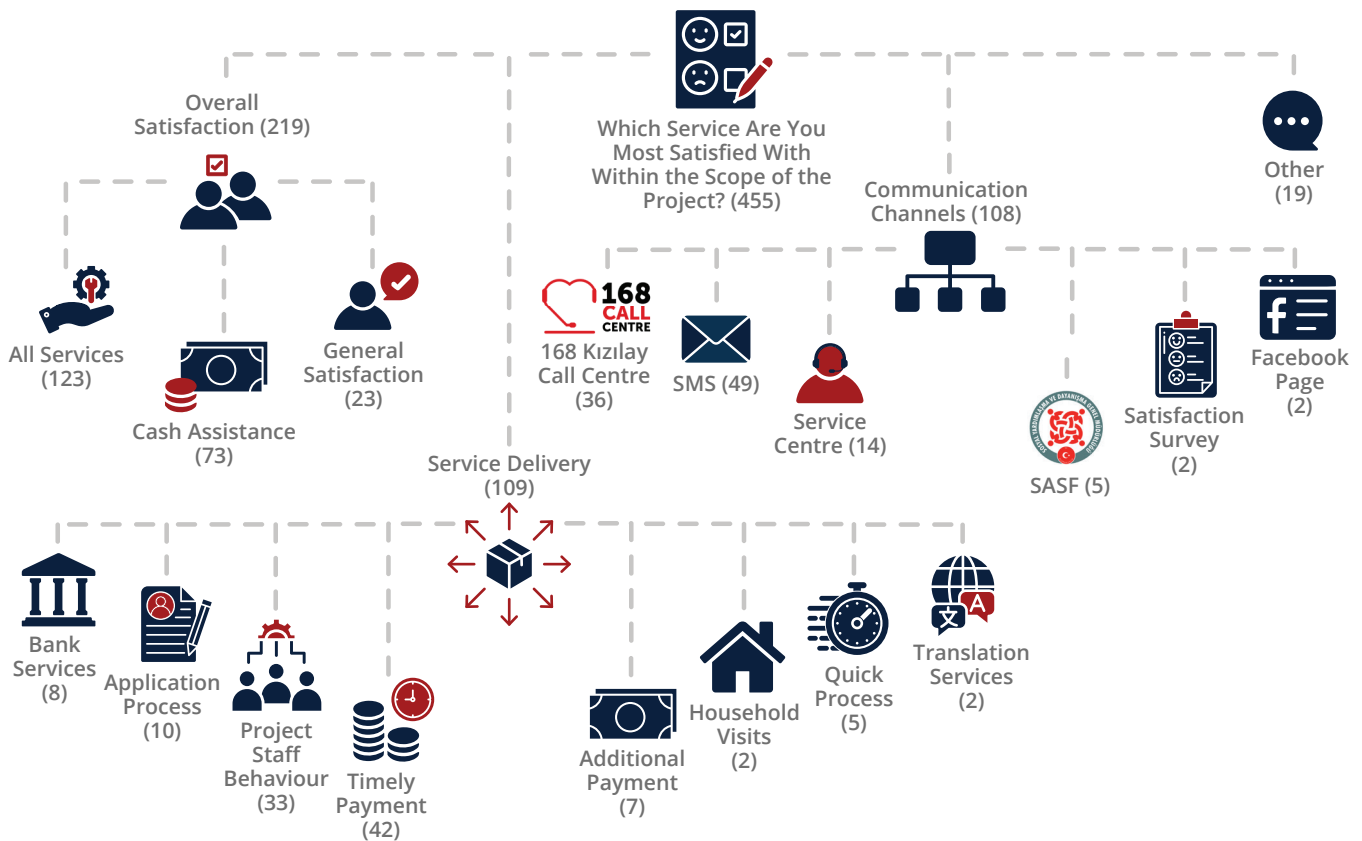
Feedback related to service quality was relatively limited but included noteworthy suggestions. Several participants reported difficulties reaching the 168 Kızılay Call Centre during high-demand periods, while others suggested that translator support at SASFs should be improved to facilitate better communication during household visits or application processes. These feedback highlights the need for further employment of Arabic-Turkish translators to SASFs. A few respondents requested prior notification before household visits or before the suspension of assistance, indicating a preference for more proactive and transparent communication about programme procedures. These comments may be interpreted as a request for earlier or more detailed SMS notifications in case of programmatic changes.

Other individual suggestions included improving banking accessibility, such as enabling online transactions or bill payments via mobile applications. Additionally, one participant recommended that the design of the KIZILAYKART be made more neutral to avoid visibly distinguishing foreign nationals, reflecting a sensitivity to dignity and inclusion in programme design.

Overall, while the majority of participants expressed satisfaction with the Programme, key feedback themes centred on the adequacy of assistance amounts, inclusiveness of eligibility criteria, and the timeliness and clarity of communication. These insights highlight areas where strengthening communication practices and reviewing assistance adequacy could further enhance the Programme's responsiveness and perceived fairness among beneficiaries.

## Satisfaction with Programme Services

Across both ESSN and C-ESSN respondents, the majority expressed overall satisfaction with the project and its services. A significant proportion of respondents provided general statements of satisfaction, while many specifically highlighted their appreciation for cash assistance, which constitutes the core component of the Programme. In total, 219 ESSN and 259 C-ESSN respondents indicated satisfaction, with cash assistance (ESSN: 73; C-ESSN: 68) and all services (ESSN: 123; C-ESSN: 158) emerging as the most frequently mentioned categories.

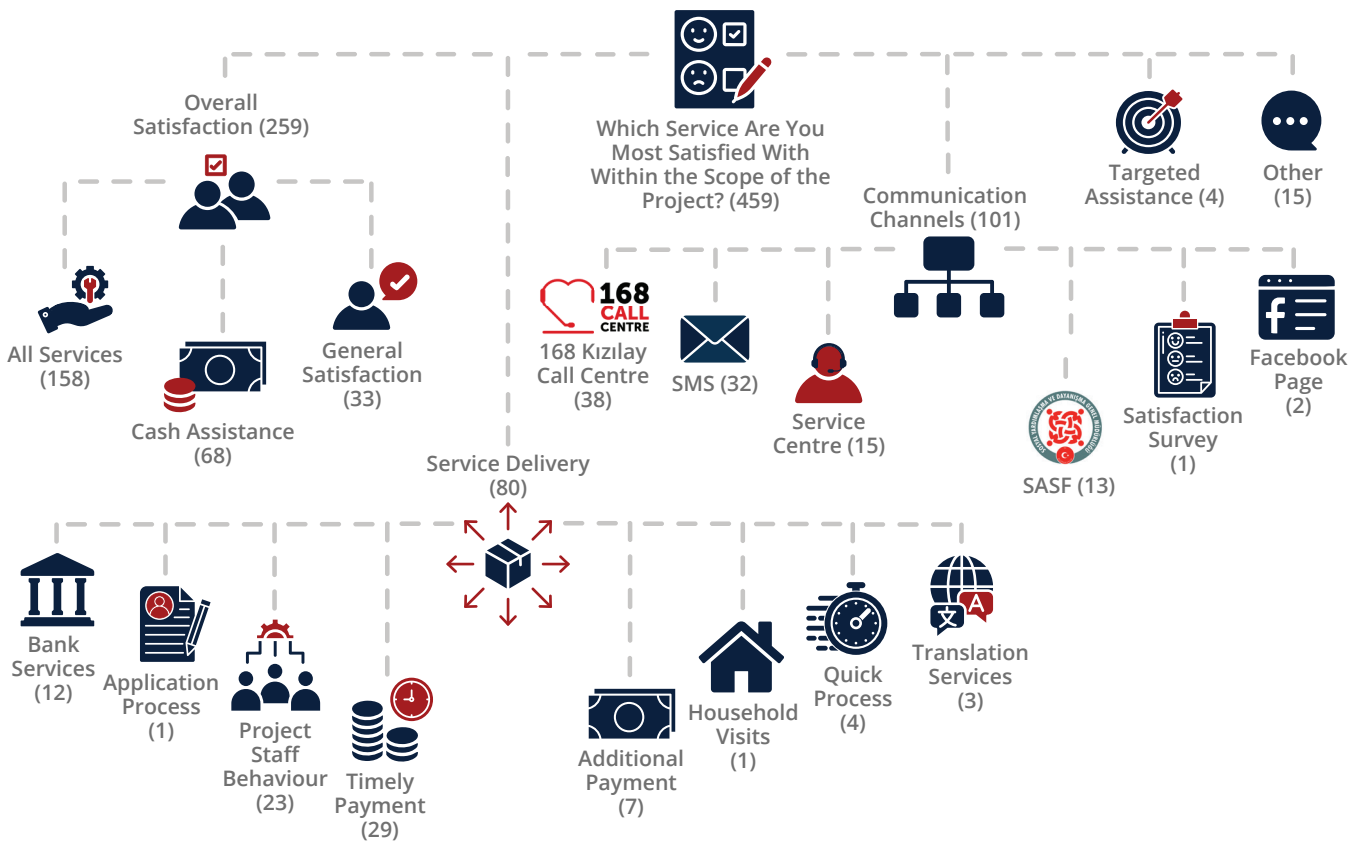


**Figure 35** Most Satisfying Project Service Categories-ESSN

Participants emphasized that the cash support contributed substantially to meeting basic household expenses, including rent, utilities, education, and healthcare costs. Moreover, additional top-up payments - particularly those made before school periods<sup>13</sup> - were positively noted. Nevertheless, there remains a recurrent expectation for an increase in the amount of assistance to better address rising living costs. This expectation is consistent with economic pressures faced by low-income households.

Regarding service delivery, respondents frequently acknowledged the timeliness and regularity of payments, noting that monthly transfers on consistent dates facilitated household financial planning. This regularity continues to be a valued feature of the Programme. The SMS notifications (ESSN: 49; C-ESSN: 32) were identified as a key factor enhancing satisfaction by ensuring that beneficiaries were promptly informed about payment schedules. Respondents underlined the importance of receiving these messages accurately and on time. This highlights the importance of maintaining timely, accurate communication as a core service feature.

<sup>13</sup> This observation is partly explained by the fact that a large proportion of SSN beneficiaries are also beneficiaries of the Conditional Cash Transfer for Education (CCTE) programme, which likely influenced their emphasis on school-related payments.



**Figure 36** Most Satisfying Project Service Categories-C-ESSN

Within communication channels, both SMS notifications and the 168 Kızılay Call Centre stood out as the most valued services. The 168 Kızılay Call Centre's provision of Arabic language support, responsiveness, and its effectiveness in resolving issues were repeatedly mentioned as important factors associated with user satisfaction. Additionally, beneficiaries appreciated the respectful and empathetic attitude of call centre staff and the ease of access to the service. Specifically, 36 ESSN and 38 C-ESSN respondents cited the 168 Kızılay Call Centre as one of the most satisfactory components of the Programme.

Overall, the findings indicate that while beneficiaries highly value the reliability and accessibility of existing services, there is a consistent call for increasing assistance amounts to ensure continued adequacy amid evolving economic challenges.

## CONCLUSION

The findings of the SSN Programme 2025 Satisfaction Survey reinforce that SSN Programme continues to provide meaningful support to beneficiary households facing financial vulnerability, with strong satisfaction across key service areas and communication channels. Regular and predictable transfers, respectful service delivery and accessible information remain central to the positive experience reported by beneficiaries. At the same time, feedback highlights ongoing expectations regarding the adequacy of assistance and the importance of transparent, timely communication. These insights offer a valuable basis for strengthening areas that matter most to beneficiaries, while preserving the Programme's well-recognised strengths in service quality, accessibility and dignity-based implementation.





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# SSN

## THE SOCIAL SAFETY NET

### *Programme*



# Satisfaction Survey 2025

## (SSN-2<sup>nd</sup> Round)



**KIZILAYKART**  
Cash Based Assistance  
*Programmes*

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