



# EMERGENCY SOCIAL SAFETY NET (ESSN) SATISFACTION AND FEEDBACK SURVEY RESULTS REPORT

SECOND ROUND

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# TABLE OF CONTENTS

LIST OF FIGURES AND TABLES	3
LIST OF ABBREVIATIONS	3
A GLANCE AT THE EMERGENCY SOCIAL SAFETY NET PROGRAMME	4
<b>INTRODUCTION</b>	<b>7</b>
Objectives of the Survey	7
Survey Design	7
<b>FINDINGS</b>	<b>8</b>
Demographic Analysis	8
Knowledge about the ESSN	9
Satisfaction with the ESSN Processes	11
Communication Preferences	14
General Perceptions	16
Protection	18
<b>CONCLUSION</b>	<b>22</b>
ANNEX I	23



## LIST OF FIGURES AND TABLES

FIGURE 1.	Sampling Map of the Survey .....	7
FIGURE 2.	Demographic Characteristics of Survey Respondents .....	8
FIGURE 3.	Are you aware of ESSN eligibility criteria?.....	9
FIGURE 4.	If aware of selection criteria, which criteria do you know? .....	9
FIGURE 5.	Do you know who is involved in funding this ESSN service/cash support? .....	9
FIGURE 6.	Do you know who is involved in implementing this ESSN service/cash support? .....	10
FIGURE 7.	Are there any topics that you would like to receive more information on?.....	10
FIGURE 8.	Satisfaction with the information regarding ESSN eligibility criteria .....	10
FIGURE 9.	Informing Applicants about the ESSN Application Results .....	11
FIGURE 10.	How satisfied are you with the information you received about the steps and the requirements on how to apply for ESSN Assistance? .....	11
FIGURE 11.	How satisfied are you with the application procedure for ESSN? .....	12
FIGURE 12.	Have you or any of your household members faced any problems during the ESSN application process? .....	12
FIGURE 13.	How satisfied are you with the transfer procedure for ESSN? .....	12
FIGURE 14.	Did your household ever have any difficulties when redeeming your cash assistance from the ATM? .....	13
FIGURE 15.	Satisfaction in the interaction with TRC and Halkbank staff.....	13
FIGURE 16.	Demographic Characteristics of Survey Respondents .....	14
FIGURE 17.	Have you ever given a complaint or feedback about ESSN through one of the formal channels and were you satisfied with the response received? .....	15
FIGURE 18.	Ability to speak and write different languages .....	15
FIGURE 19.	Did you face any significant changes in your day-to-day life in the past 6 months?.....	16
FIGURE 20.	Changes in the past 6 months .....	16
FIGURE 21.	Changes since arrival in Turkey .....	17
FIGURE 22.	PM KOI value calculation .....	19
FIGURE 23.	Does ESSN staff take your needs into consideration while assisting on programmeatic issues? ..	19
FIGURE 24.	Do you think the amount of assistance is sufficient to cover your household's basic needs? ....	20
FIGURE 25.	Did you face any problems/issues while accessing services related to the ESSN? .....	20
FIGURE 26.	While accessing ESSN services, do you feel you were treated with respect by ESSN staff during the intervention?.....	20
FIGURE 27.	Feedback to the programme.....	21
FIGURE 28.	ANNEX I : Comparison of ESSN Satisfaction Surveys 1 & 2 Key Findings .....	23

## LIST OF ABBREVIATIONS

IFRC	INTERNATIONAL FEDERATION OF RED CROSS AND RED CRESCENT SOCIETIES
TRC	TURKISH RED CRESCENT (TÜRK KIZILAY)
ESSN	EMERGENCY SOCIAL SAFETY NET
MoFSS	MINISTRY OF FAMILY AND SOCIAL SERVICES
ECHO	EUROPEAN CIVIL PROTECTION AND HUMANITARIAN AID OPERATIONS
SASF	SOCIAL ASSISTANCE AND SOLIDARITY FOUNDATION
AAP	ACCOUNTABILITY TO THE AFFECTED PEOPLE
EU	EUROPEAN UNION
NFI	NON-FOOD ITEM
M&E	MONITORING AND EVALUATION
PM	PROTECTION MAINSTREAMING
KOI	KEY OUTCOME INDICATOR

# A GLANCE AT THE EMERGENCY SOCIAL SAFETY NET PROGRAMME

The Emergency Social Safety Net (ESSN) programme provides unrestricted, unconditional cash assistance to the most vulnerable people living under Temporary Protection, International Protection, or Humanitarian Residence Permit in Turkey, and outside the camps. The ESSN enables its recipients to decide for themselves in dignity to cover their essential needs such as shelter, transport, utilities, food, medicine. The cash assistance not only strengthens resilience of the vulnerable people, but also allows refugees<sup>1</sup> to participate in the daily life of the community and contribute to the local economy.

As the biggest humanitarian programme in the history of the EU, the ESSN is funded by the Directorate-General for European Civil Protection and Humanitarian Aid Operations (ECHO) and implemented in the partnership with the Ministry of Family and Social Services (MoFSS), International Federation of the Red Cross and Red Crescent Societies (IFRC), and the Turkish Red Crescent (TRC) and it has been implemented since 2016. By June 2021, the ESSN had provided monthly assistance to nearly 1.8 million people.

## THE INTERNATIONAL FEDERATION OF THE RED CROSS AND RED CRESCENT SOCIETIES (IFRC)

### The world's largest humanitarian network

The International Federation of Red Cross and Red Crescent Societies (IFRC) is the world's largest humanitarian organization, reaching 150 million people in 192 National Societies, including Turkish Red Crescent (Türk Kızılay) through the work of 13.7 million volunteers. Together, we act before, during and after disasters and health emergencies to meet the needs and improve the lives of vulnerable people.



## TURKISH RED CRESCENT (KIZILAY)

### The largest humanitarian organization in Turkey

The Turkish Red Crescent (Türk Kızılay) is the largest humanitarian organization in Turkey, to help vulnerable people in and out of disasters for years, both in the country and abroad. Millions of people currently receive support through our programmes in cooperation with the Government of Turkey. We are supporting vulnerable people impacted by disasters and other groups in need of humanitarian assistance.



<sup>1</sup> According to the Law on Foreigners and International Protection, Syrians who escaped the war are registered as Temporary Protection Applicants, and foreigners who seek asylum in Turkey are known as International Protection Applicants/Status Holders/Conditional Refugees. For ease of reference, the broad term of 'refugee' will be used in the document, however, it shall be noted that the word encompasses these different statuses.

## EXECUTIVE SUMMARY

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The Emergency Social Safety Net (ESSN) programme, which is being funded by the European Union and its Member States under the Facility for Refugees in Turkey, provides monthly and unconditional cash assistance to over 1.5 million refugees residing in Turkey. The ESSN Satisfaction and Feedback Survey conducted in April 2021 with 574 ESSN applicants, is the second assessment in the series undertaken by the International Federation of Red Cross and Red Crescent Societies and the Turkish Red Crescent to understand the level of satisfaction among applicants with various stages and components of the ESSN programme.

The specific objectives of this survey were i- to assess the ESSN applicants' knowledge about the programme components and processes; ii- to understand their level of satisfaction with the programme and their communication preferences for information sharing, programme updates and complaint/feedback mechanisms; and iii- to identify applicants' general suggestions on the programme; and to give the affected populations the chance to actively take part in the programme's decision-making mechanisms, iv- to ensure the continuation of enhanced communication with the affected populations, and finally to compare the findings of this survey with those of the preceding one in order to observe the progress in areas to be improved.

The study had a sample size of 574 respondents (288 ESSN recipients and 286 ineligible applicants) selected at 10 per cent margin of error and 90 per cent confidence interval. The respondents were selected from 144 districts spread across 51 provinces in Turkey. Simple random sampling technique was used to select the respondents into the study, giving each participant an equal and independent chance of inclusion. The survey was conducted in the last week of April 2021. While the data was collected through phone-based interviews held by the operators through the 168 Kizilay Call Centre located in Gaziantep, analysis of the data was made jointly by IFRC and TRC teams.

## KEY FINDINGS



- I. **97 per cent of the ESSN recipients were satisfied with the information they receive about the programme, application and transfer procedure**, while over 95 per cent were satisfied with the support provided by programme staff.



- II. **Only 6 per cent reported that they experienced problems during the application phase** and 95 per cent did not experience any difficulty withdrawing assistance from ATMs, 91 per cent of recipients and 78 per cent of non-recipients said that their needs were taken into account by the programme staff.



- III. **The most commonly preferred method of communication for programme information updates and regular information is SMSes by 81 per cent.** In terms of preferred communication channels **for information request and reporting sensitive issues**, most of the respondents prefer the **168 Kizilay Call Centre**



IV. **55 per cent of the respondents who are ineligible applicants to the ESSN still do not know the eligibility criteria** even though the programme has been ongoing for five years. At this point, it is vital to evaluate this result with an endeavour to identify topics on which the applicants would like to receive more information. Accordingly, 70 per cent of the participants responded that they did not have any issue that they requested information about whereas **only 15 per cent requested further information on selection process and eligibility criteria**. Although this can be seen as a strong indicator that the applicants are not very interested in being knowledgeable about eligibility criteria, the need and request of the 15 per cent is important and should be taken into account. Also, the underlying cause(s) of the disinterest in acquiring information about the criteria can be analyzed, and the community can be sensitized accordingly.



V. Donor visibility of the programme is quite limited; **55 per cent of the ESSN recipients and 64 per cent of the non-recipients did not know the donor of the programme**. Similar trends were identified for knowledge about programme implementing partners. **63 per cent of ESSN recipients and 74 per cent of non-recipients did not have accurate information about the programme implementing partners**.



VI. **According to the first satisfaction survey, 70 per cent of ESSN recipients thought that the amount was insufficient to cover their basic needs. This was reduced to 47 per cent in the second survey**. This can be interpreted as **the first reflection of the increase in transfer amount from 120 TRY to 155 TRY per eligible person in April 2021**. Overall, while 24 per cent thought the amount was enough, 29 per cent said that the assistance partially helps to cover basic needs.



VII. Further investigation is needed in relation to high percentage of dissatisfaction among ineligible applicants regarding how their formal complaints were addressed. **Among 14 per cent of all ineligible households who submitted a formal complaint or provided programme feedback, half of them were satisfied with the response. As for the eligible, 12 per cent reported to have submitted a formal complaint and more than 90 per cent responded that they were satisfied with the response received**. This outstanding gap in the level of satisfaction between the eligible and the ineligible may be further explored to see whether it is linked with household's general disappointment for being ineligible or whether complaints are not addressed adequately throughout programme lifecycle.

# INTRODUCTION

ESSN Satisfaction and Feedback Survey is conducted biannually and it is one of the core activities for assessing the functioning of the programme as well as putting the affected populations at the center of the programme cycle. Among the functions and purposes that satisfaction surveys serve are; leading to a better and more effective programming and improved acceptance and trust; serving as a tool to capture feedback and complaints complementary to current regular complaint and feedback channels, and recognizing the affected populations not only as a reliable source of information but also as partners. Especially during the COVID-19 pandemic, when all the direct interaction with the people have been limited for a long period of time, it has become even more important to maintain communication with the affected population and receive feedback from them. Thus, the second survey was implemented in the last week of April 2021 with 288 ESSN recipients and 286 non-recipients, and the collected data was analyzed to identify areas of improvement in the programme.

## OBJECTIVES OF THE SURVEY

The purpose of this study is to understand the applicants' overall satisfaction with the ESSN programme, and to obtain feedback from both the eligible and ineligible respondents on preferences and improvements they would like the programme to adopt.

The objectives of the study includes:

- Assessing the knowledge levels of all applicants about the ESSN and identifying the gaps of information and information needs,
- Understanding the satisfaction levels of the applicants with the ESSN processes,
- Exploring the communication preferences for the applicants,
- Understanding the applicants' general perception of the ways in which their lives in Turkey changed.

## SURVEY DESIGN

The survey adopted a cross sectional survey design. This study design was preferred because it involves a formulation of data collection tools, collection of data, processing and analysing data, and reporting findings as they are, without manipulations during the time of conducting the study.

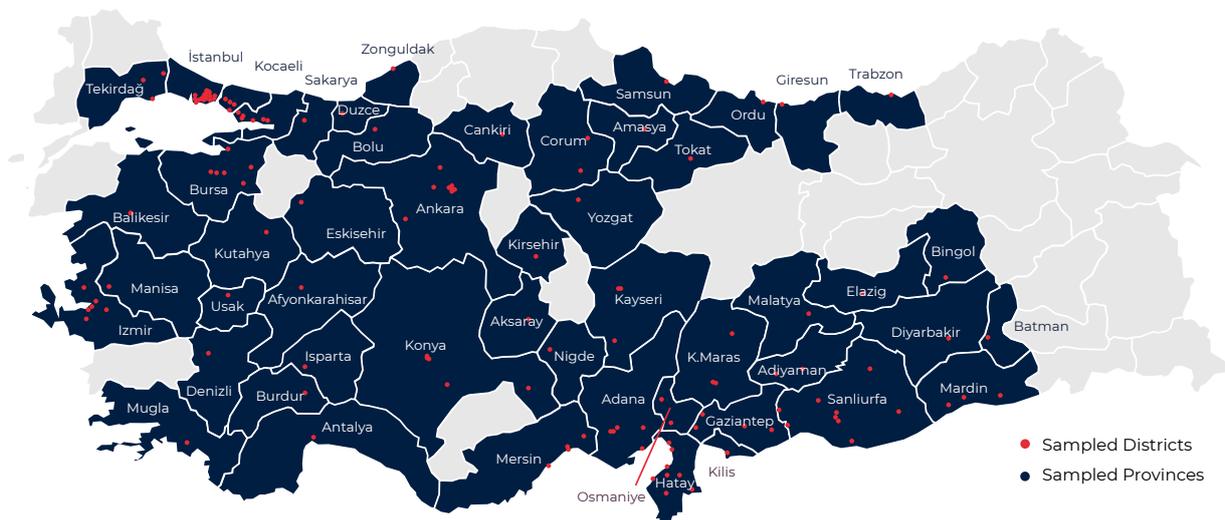
### Sample Size and Sampling Technique

The sample size was calculated at 10 per cent level of precision and 90 per cent confidence interval to obtain a sample of 574 respondents (288 ESSN Recipients and 286 non-recipients).

### Data Collection

The survey was conducted in the last week of April 2021 through the outbound calls by the Monitoring and Evaluation (M&E) operators using the 168 Kızılay Call

Sampling Map of the Survey



Map 1 Sampling Map of the Survey

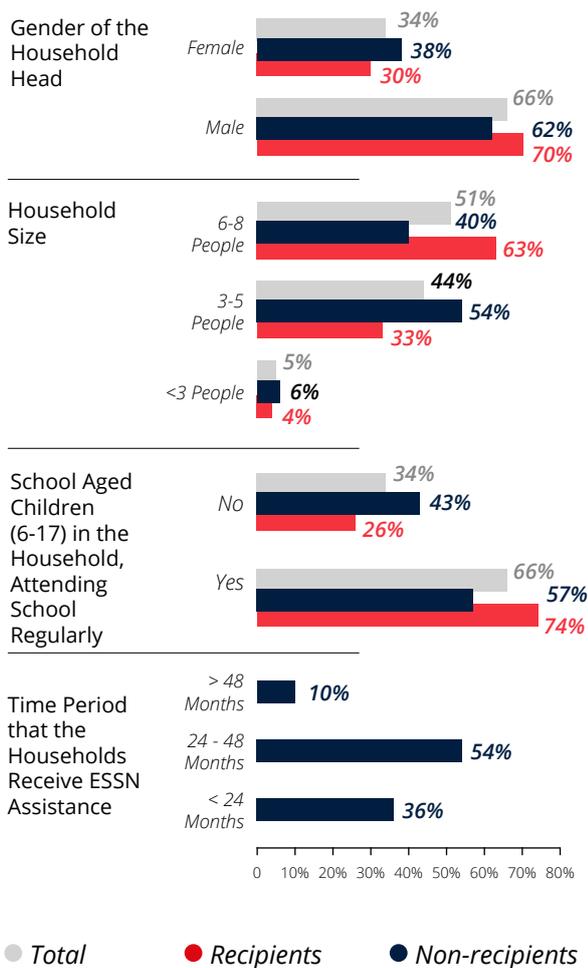
Centre located in Gaziantep. Prior to data collection, the operators were trained by the IFRC and the TRC Community Engagement and Accountability (CEA) teams and M&E teams on data collection techniques to understand data quality measures, master research tools, ethical consideration of research and to plan approaches for data collection. During data collection, ethical considerations of research were considered to ensure that the dignity of the participants was maintained. Before starting the data collection, each respondent was thoroughly informed that all the information captured during the survey would be kept strictly confidential and their responses would have no positive or negative implication on their eligibility status.

## Data Analysis

The data analysis was mainly conducted by the IFRC and TRC teams. The quantitative data was analysed using Python and presented using frequency distributions with comparisons reflected between ESSN recipients and ineligible applicants. Qualitative data was analysed using NVIVO software through content analysis whereby responses were transcribed, translated, and organised into themes and subthemes as they emerged.

# FINDINGS

## Demographic Characteristics of Survey Respondents



## DEMOGRAPHIC ANALYSIS

Due to the sampling method adopted for this survey, 66 per cent of the respondents were male, while 34 per cent were female. This sampling size might be a reflection of one of the challenges for female members of the affected population about equal opportunity to take part in the survey, and as an important implication for the need to change the sampling method.

In terms of household size, while 95 per cent of the respondents are from families of three members or more, and for more than half of the respondents, the number is six or above. This stands out as increased level of representativeness from the affected population. Additionally, considering that school enrollment rate among ESSN recipients is 74 per cent whereas it is 57 per cent for non-recipients, it can be said the ESSN has a positive impact on access to education level of the children. Finally, 64 per cent of the respondents remained to be recipients of the ESSN for 24 months or longer. This can be evaluated as a sufficient level of exposure to the programme in order to observe and get involved in different stages of it, to contact with the programme staff, and to utilize various communication channels hence it indicates that the observations of the respondents are regarded as well-established.

Figure 1 Demographic Characteristics of Survey Respondents

# KNOWLEDGE ABOUT THE ESSN

## Are you aware of ESSN eligibility criteria?

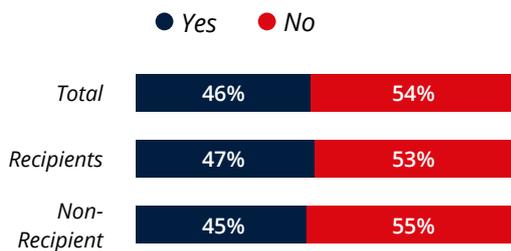


Figure 2 Awareness about the ESSN eligibility criteria

## More than 50 per cent of ESSN applicants are not aware of ESSN eligibility criteria

Among ESSN recipients, more than half of them (53 per cent) were not aware of the programme eligibility criteria. On the other hand, among the recipients who stated that they knew the eligibility criteria, the most well-known criteria stood out as high dependency ratio (52 per cent) followed by large households (34 per cent).

## If aware of selection criteria, which criteria do you know?

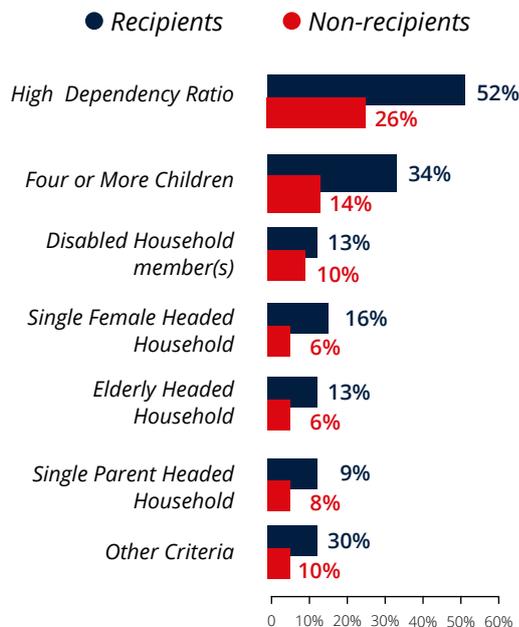


Figure-3 Awareness Pattern about the Eligibility Criteria

## ESSN applicants mostly aware of high dependency ratio and large household eligibility criteria

The percentage of ineligible applicants who stated that they were aware of the ESSN eligibility criteria is nearly the same that of as eligible participants at 46 per cent. Similar to the responses of the eligible participants, high dependency ratio (26 per cent) and large households (14 per cent) were the most commonly known criteria by non-recipients.

## Knowledge about the donor

In terms of knowledge about the donor, 55 per cent of the ESSN recipients and 64 per cent of non-recipients did not know the funder of the programme. Only 28 per cent of ESSN recipients and 27 per cent of non-recipients were aware that the ECHO-EU is the sole funder of this assistance. Between two rounds of ESSN surveys, it is important to note that percentage of respondents with accurate information about the donor increased from 13

per cent to 27-28 per cent. While somewhat poor knowledge among applicants of the programme donor does not directly impact the outcomes of the ESSN programme, it would still be of best practice for implementing partners to increase communication efforts for improved donor visibility among programme applicants.

## Do you know who is involved in funding this ESSN service/cash support?

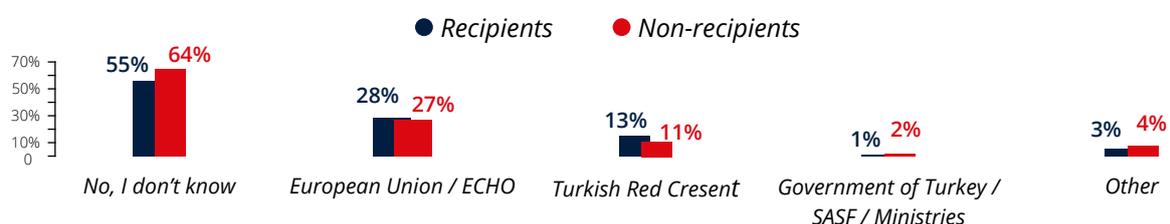


Figure 4 Knowledge about the Donor

### Do you know who is involved in implementing this ESN service/cash support?

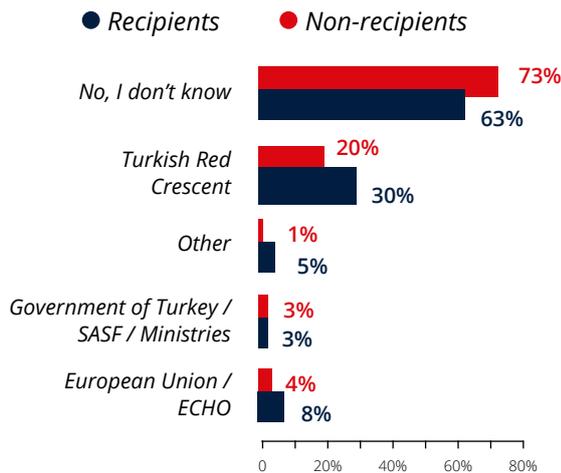


Figure 5 Knowledge about the Programme Implementors

### Knowledge about the correct programme implementor increases by 13 per cent

In terms of the knowledge about the programme implementors, 73 per cent of the non-recipients and 63 per cent of the recipients did not know the correct implementor of the programme. Only 20 per cent of the non-recipients and 30 per cent of the recipients identified Turkish Red Crescent as implementors. None of the respondents did not know about IFRC as programme implementor whereas knowledge about GoT/SASF/Ministry as programme implementor was very low, namely, 3% both for recipients and non-recipients. Overall, it is understood that the recipients are more knowledgeable about the programme implementor than the non-recipients. However there is still need for further communication about the source of funding, and an elaboration as to why it is important to be knowledgeable about this.

### Are there any topics that you would like to receive more information on?

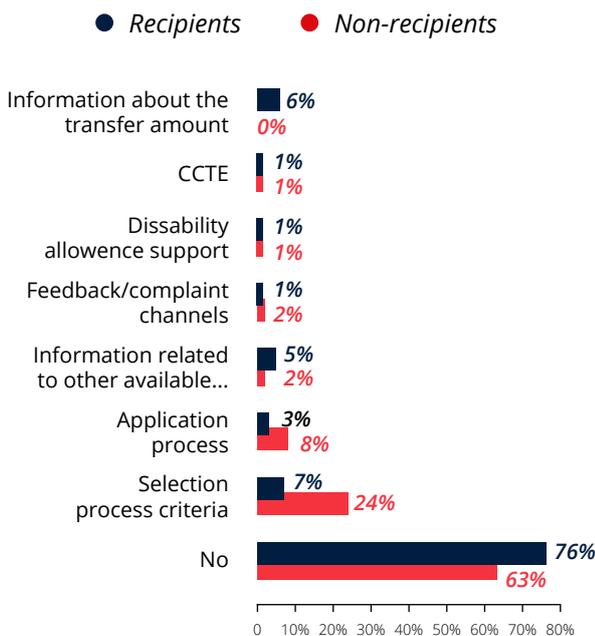


Figure 6 Request for Information Topics

### ESSN eligibility criteria is the topic that most ESN applicants would require to receive more information

As for the topics that the ESN applicants would want to receive more information, a majority (76 per cent of ESN recipients and 63 per cent of non-recipients) did not have a topic that they needed more information on. According to 7 per cent of ESN recipients and 24 per cent of non-recipients, eligibility criteria was an area where further dissemination of information is needed.

91 per cent of ESN applicants were satisfied with the information they received on the ESN eligibility criteria.

### Satisfaction with the information regarding ESN eligibility criteria

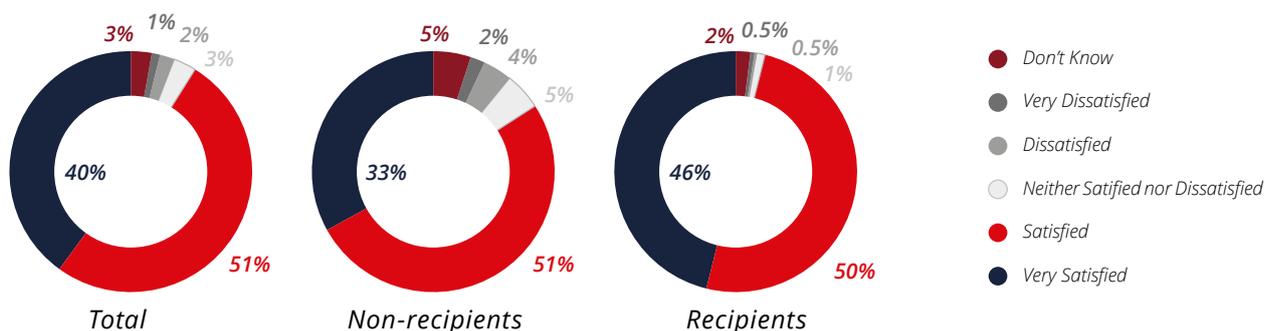


Figure 7

## Information notification to the ESSN applicant

When ESSN applicants were asked whether they received a notification regarding approval of their application, 93 per cent stated that they did. On the other hand, 67 per cent of the ineligible households said that they received a notification about not being accepted into the programme.

### Informing Applicants about the ESSN Application Results

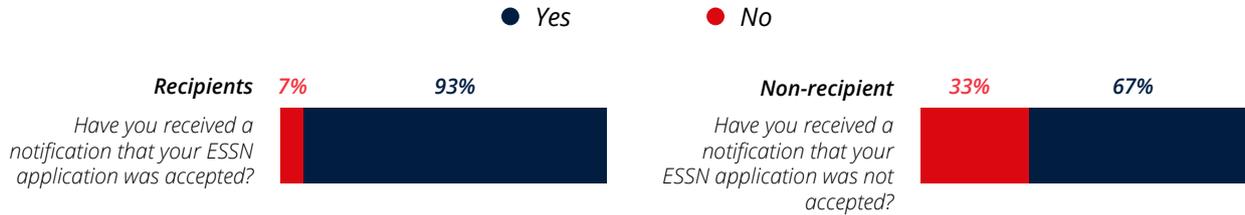


Figure 8 Informing Applicants about the ESSN Application Results

# SATISFACTION WITH THE ESSN PROCESSES

**97 per cent** satisfaction with information on ESSN application steps and requirement

Among non-recipients, a considerable majority (75 per cent) was satisfied or very satisfied with the information received on programme application steps and requirements, despite their status. 9 per cent were dissatisfied or very dissatisfied, and another 11 per cent did not know what to answer. For the recipients, satisfaction with the information received related to programme application requirements and steps was overwhelmingly positive with 97 per cent were satisfied or highly satisfied. There are remaining 3 per cent responded this question as 'do not know'.



### How satisfied are you with the information you received about the steps and the requirements on how to apply for ESSN Assistance?

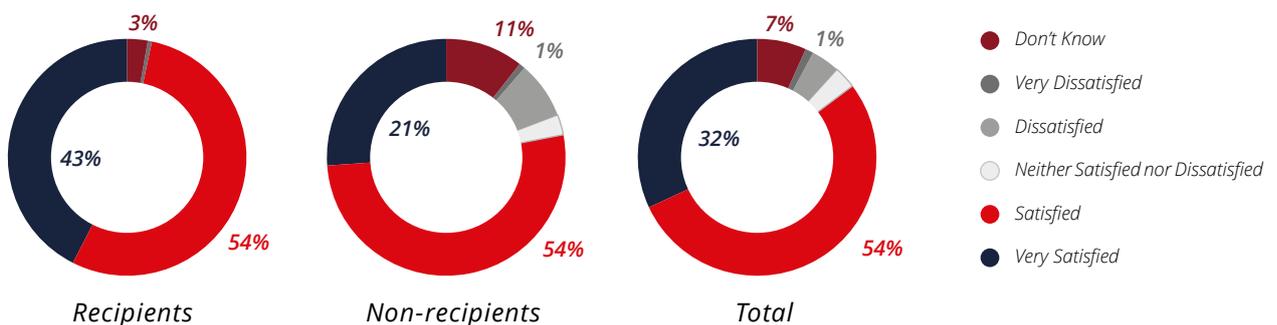


Figure 9 Satisfaction with the Information Provided on the ESSN Application Process

## 89 per cent satisfaction with the ESSN application procedure

As for the ESSN application procedures, 80 per cent of ineligible applicants were satisfied or very satisfied with the ESSN application process, 8 per cent were dissatisfied, and another 6 per cent were not able to answer.

For ESSN recipients, satisfaction with the programme application procedure was extremely positive; 98 per cent were satisfied or very satisfied with the procedure, and only 2 per cent said that they experienced problems during the application phase.

### How satisfied are you with the application procedure for ESSN?

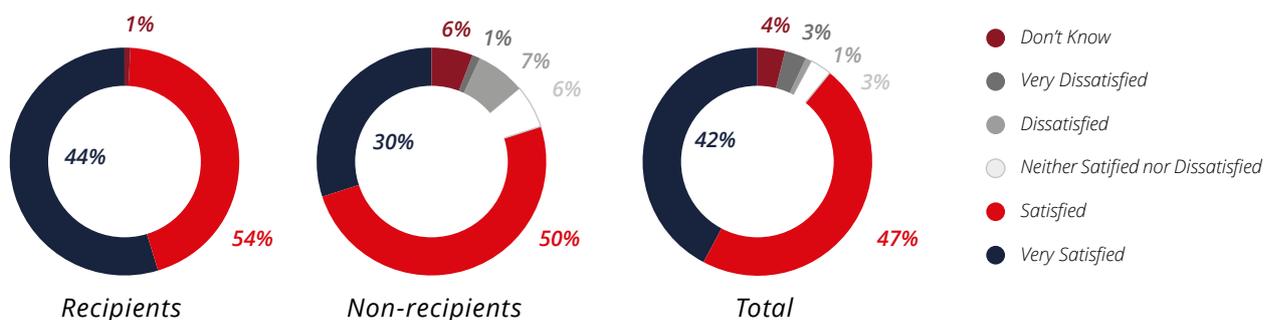


Figure 10 Satisfaction with the ESSN Application Process

## 96 per cent of ESSN applicants facing no barrier in access to ESSN application

The study also aimed to understand if there were barriers to access the ESSN. The respondents were asked if they had experienced any problems during the application process. 4 per cent reported that they had experienced problems during the application process while 96 per cent had no problems during this process. This showed there were limited barriers for the ESSN applicants in access to the programme. Of the 5 per cent of non-recipients who had barriers to access the ESSN, 31 per cent said it was because the SASFs were not helpful, 23 per cent said it was because of the long period of waiting at the Service Centre or SASF office, and 15 per cent said it was because of difficulties that preceded their application process.

### Have you or any of your household members faced any problems during the ESSN application process?

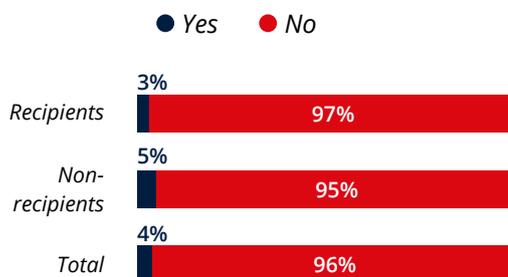


Figure 11 Barriers in Access to ESSN Application

## 99 per cent ESSN recipient satisfaction with the transfer procedure of the ESSN

Among the ESSN recipients, 99 per cent were satisfied or very satisfied with the transfer procedure for ESSN.

### How satisfied are you with the transfer procedure for ESSN?

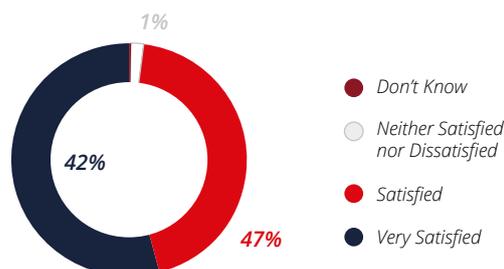


Figure 12 Satisfaction with the Transfer Procedure of the ESSN

### Did your household ever have any difficulties when redeeming your cash assistance from the ATM?

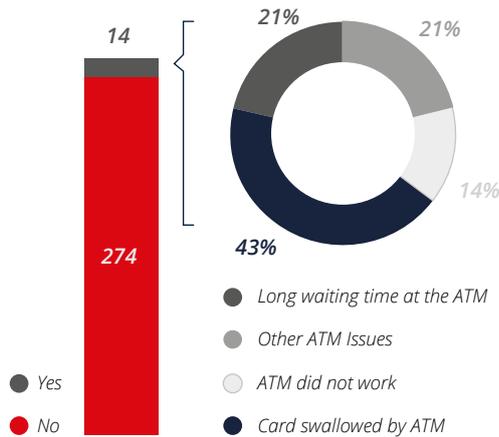


Figure 13 Difficulties when Redeeming the Cash Assistance from the ATMs

### 95 per cent of ESSN recipients facing no difficulty in redeeming cash assistance

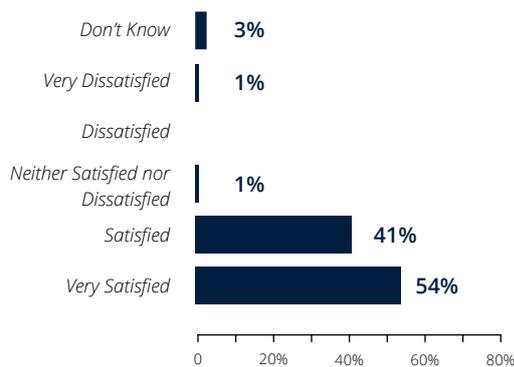
When it comes to withdrawing cash from the ATMs, 5 per cent of recipients had difficulty. Among those who experienced difficulty, 43 per cent said that their card was swallowed by the ATM, 21 per cent complained about the long waiting lines at the ATM and 14 per cent said the ATM did not work. It is considered that the difficulty the ESSN recipients experiencing is rather linked with using the card at the ATM. As for the time it took for beneficiaries to reach the ATM, a great majority (89 per cent of ESSN recipients) reported that it took less than 30 minutes, while for the remaining 11 per cent, it took between 30 and 60 minutes.

### Satisfaction rate at 99 per cent with TRC staff and 95 per cent with Bank Staff

In terms of interacting with TRC staff, as presented in the table below, almost all participants (99 per cent) said they were satisfied. Also, 95 per cent of the recipients were satisfied with their interaction with the bank staff. These findings reflect that the recipients are well assisted with quality TRC and Halkbank staff in an appropriate manner.

#### Satisfaction in the interaction with TRC and Halkbank staff

How satisfied are you with the interaction with bank staff?



How satisfied are you with the interaction with TRC staff from Kizilaykart Programme?

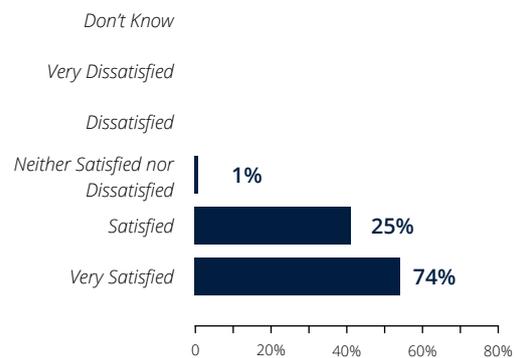


Figure 14 Satisfaction in the Interaction with TRC and Halkbank Staff

# COMMUNICATION PREFERENCES

The most commonly preferred method of communication among ESSN applicants for programme information updates is receiving SMS, as reported by 81 per cent. When the participants were asked how they would get in touch if they required further information, a large part of both recipient and non-recipient households, with 68 per cent and 49 per cent respectively, suggested they would call 168 Kizilay Call Centre which is dedicated for the programme and is accessible during working hours on weekdays and for half the day on Saturdays. Other preferred methods include contacting with SASFs or TRC/IFRC staff members, either preferred by around 12 per cent of the participants. 20 per cent indicated they did not know, which may indicate that they were not aware of these channels or they simply did not need to reach out for further information, hence the indeciveness. When survey participants were asked which means of communication they would use in case wanted to report a sensitive issue, their answers were very much in line with the other preferred channels with 168 Kizilay Call Centre being the main one preferred by 40-50 per cent. At this point, it can be said that there is a room for improvement for dissemination of information regarding possible communication channels, especially

considering that around 20 per cent of the participants chose “do not know” as their answer to this question. What stands out from the analysis above is that ESSN applicants prefer human-to-human interaction especially for sharing sensitive issues. This can be seen as an emphasis on the essentiality of continued quality services from 168 Kizilay Call Centre and SASF – TRC/IFRC representation.



## Demographic Characteristics of Survey Respondents

● Recipients ● Non-recipients

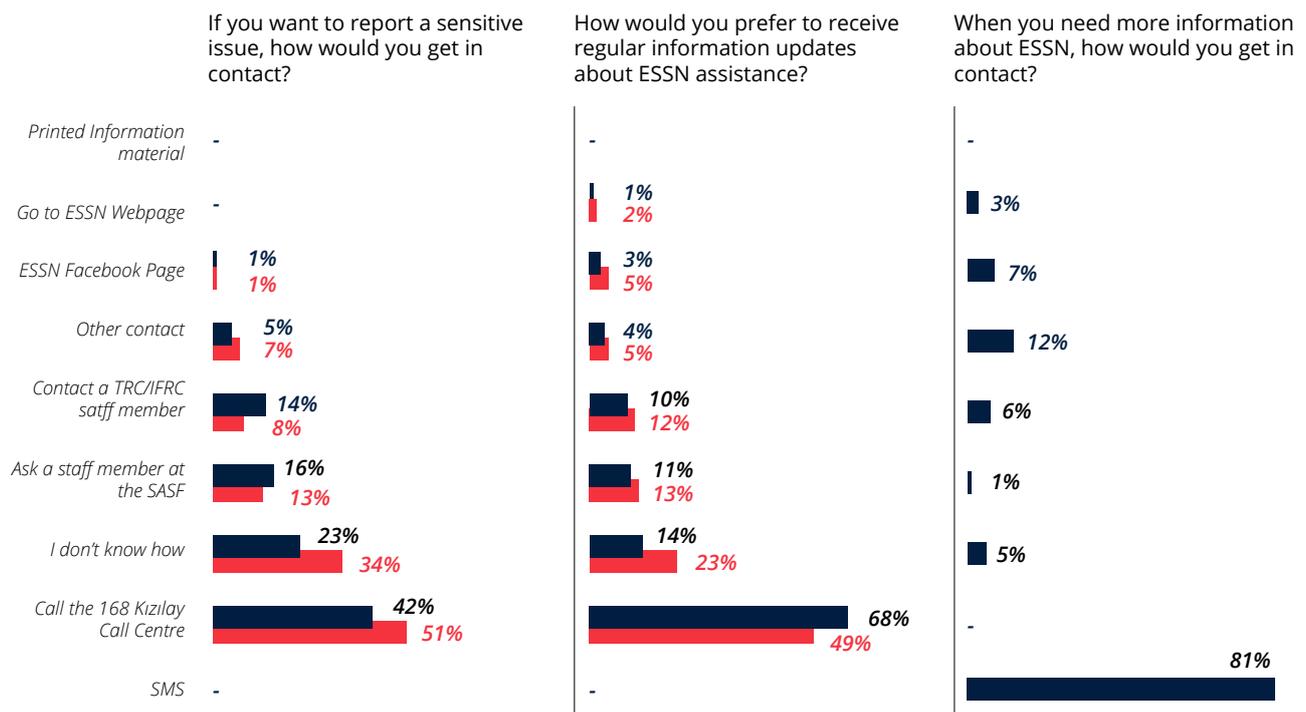


Figure 15 Communication Preferences of the ESSN Recipient and Non-recipients

## 12 per cent of ESSN recipients have given complaints about ESSN

**Have you ever given a complaint or feedback about ESSN through one of the formal channels and were you satisfied with the response received?**

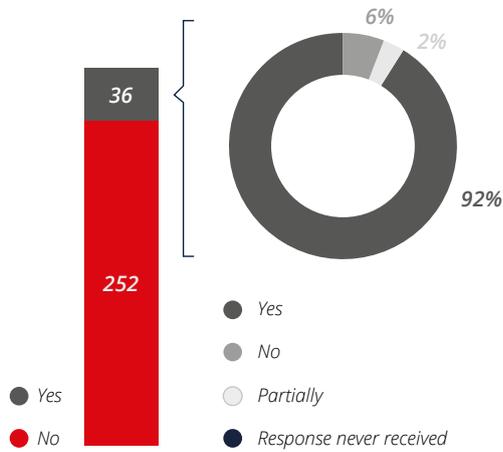


Figure 16 Complaint Mechanisms

The survey also explored whether the ESSN applicants had ever filed any complaints or provided feedback to the programme, as well as whether they were satisfied with the associated response. Among ESSN recipients, 12 per cent reported that they had filed a complaint and 92 per cent of those were satisfied with the response received.

### Ability to speak and write different languages

In relation to the languages spoken in the households of ESSN applicants surveyed, Arabic stands out with 99-96 per cent followed by Turkish with 70 - 77 per cent for both recipient and non-recipient households. A slight variation is observed between ESSN recipients' and non-recipient ones' ability to speak English where rates are 15 per cent and 7 per cent, respectively.

### Ability to speak and write different languages

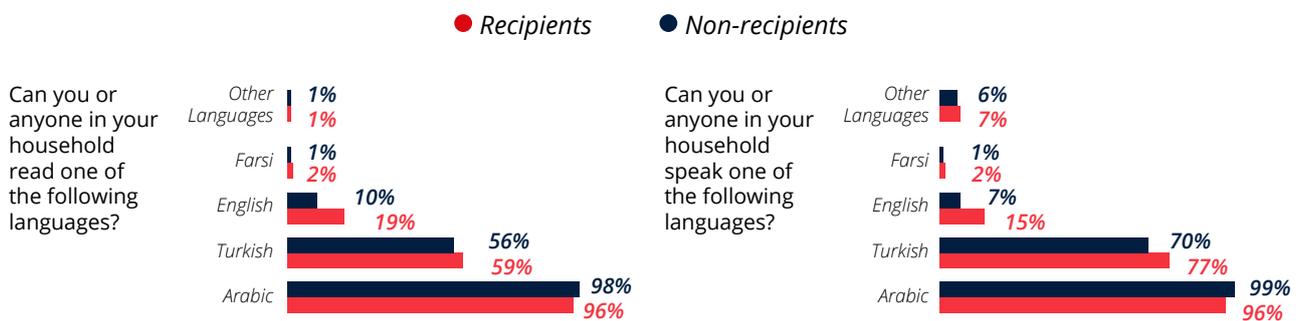


Figure 17 Language Skills of the Respondents



# GENERAL PERCEPTIONS

## Any significant changes during the past 6 months

The study assessed whether the ESSN applicants had experienced any significant changes in their lives for the last six months. 30 per cent reported having experienced significant changes in their lives over the past 6 months.

## Main changes experienced by ESSN applicants in the past 6 months are related to economic challenges

In the past 6 months, the main changes observed in the lives of ESSN applicants were related to economic challenges. Financial challenges were reported by 41 per cent of ESSN recipients and 29 per cent of non-recipients. 9 per cent of ESSN recipients and 16 per cent of non-recipients had lost employment. Reduced job opportunities was reported by 13 per cent of ESSN recipients and 15 per cent of non-recipients.

The data also shows that amongst the ESSN recipients, only 5 per cent has recently accessed ESSN assistance in the last two months and the rest had been receiving the assistance for more than six months which can imply that the recipients have had more experience with the programme cycle to give more in-depth feedback.



## Did you face any significant changes in your day-to-day life in the past 6 months?

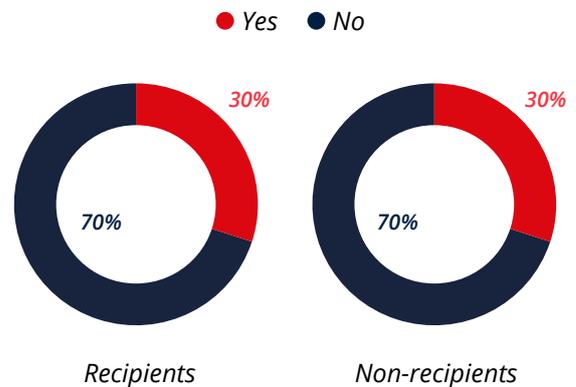


Figure 18 Significant Changes in the Last Six Months

## Changes in the past 6 months

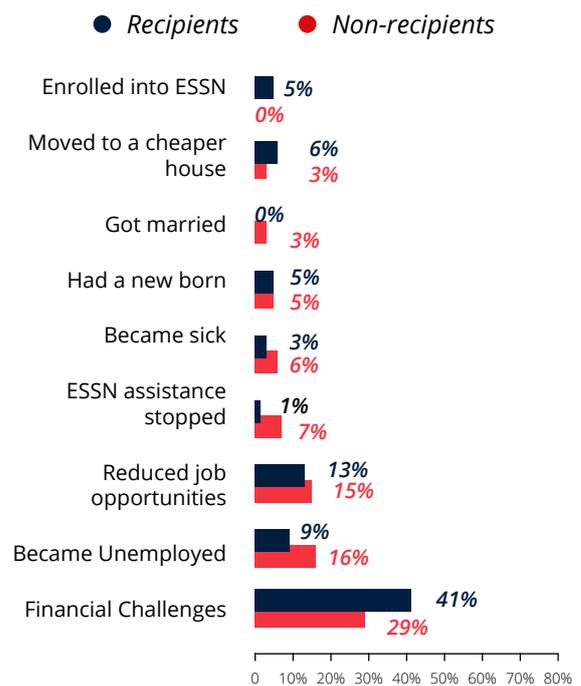


Figure 6 Request for Information Topics

“

“Before the pandemic, everything was going well but recently finding a job has become really difficult due to the pandemic and I have borrowed 15,000 TL debt already to make ends meet.”

-Male ESSN recipient, Konya

## Main changes experienced by ESSN applicants since arrival to Turkey

Thematic analysis of the main change experienced by the ESSN applicants since arrival in Turkey found general improvement in life as the main change, this was reported by 23 per cent of ESSN recipients and 18 per cent of non-recipients. Other changes that were reported include improved safety and security, children enrolment in education and increased cost of living.

## Changes since arrival in Turkey

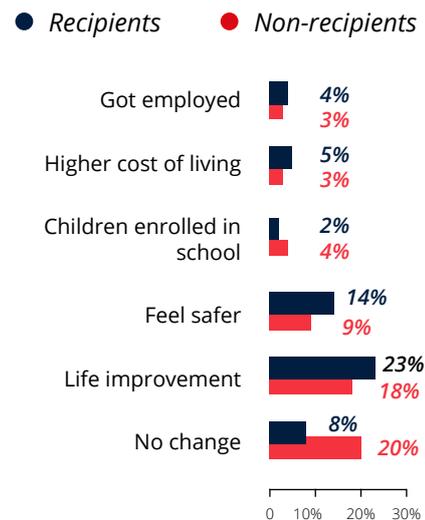


Figure 20 Main Changes Experienced by ESSN Applicants since Arrival to Turkey

“

**“We arrived, then we received Kizilaykart assistance, we found a job, we got education and we learned Turkish, we are very pleased.. “**

-Male ESSN Recipient, Mardin



# PROTECTION

The International Federation of Red Cross and Red Crescent Societies (IFRC) and Turkish Red Crescent (TRC) carry out their activities in line with the seven fundamental principles of the Movement and base their actions in the ESSN on three main pillars which are “No One Left Behind”, “No One Left Out” and “No One Left Unsafe”. Protection in humanitarian action in the Movement designed in line with the minimum standards relate to four areas of focus, namely dignity, access, participation, and safety (DAPS). The DAPS framework aims to ensure that the emergency programming of IFRC and TRC provides dignity, access, participation, and safety for all people affected by disasters and crises, and how to mainstream these four principles.

The ESSN design considers the potential harmful effects of its activities and ensures that affected communities linked to the programme can access assistance safely and without any negligence. Protection mainstreaming is a focus which means looking both immediate risk, consequences, and the potential causes of those risks in order to take measures to prevent causing harm, and guarantee accountability toward affected population. As mainstreaming protection is linked to the ‘do no harm’ principle, the ESSN prioritizes safety and dignity and avoiding causing harm, ensuring meaningful access, ensuring accountability and participation and empowerment.

Protection Mainstreaming Key Outcome Indicator (PM KOI) is expected to understand that protection mainstreaming (PM) approaches are appropriately embedded into the ESSN. The purpose of this indicator is to constitute a means to measure the identification, implementation, and monitoring of a mainstreaming actions. The PM KOI is a process indicator rather than an outcome indicator.<sup>4</sup>

PM KOI is not a protection risk analysis of the programme. It helps monitoring the perception of affected populations regarding the different PM elements. It consists of a questionnaire with a set of questions to be asked directly to the recipients of the action. Relevant questions from the Pilot DG ECHO Practical Guidance (thereafter “the guidance”) note were adapted and incorporated into the satisfaction survey following the discussions between relevant workstreams from IFRC and TRC.

Protection mainstreaming is the process of incorporating protection principles and promoting meaningful access, safety, and dignity in humanitarian aid. The following elements must be taken into account in all humanitarian activities:

**Prior to rise safety and dignity and avoid causing harm:** Prevent and minimise as much as possible any unintended negative effect of your intervention which can increase people’s vulnerability to both physical and physiological 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 want to book or have difficulty accessing assistance and services.

**Accountability:** Set up appropriate mechanisms through which affected populations can measure the adequacy of the interventions and addresses concerns and complaints.

**Participation and empowerment:** Support 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.

<sup>4</sup> DG ECHO Protection Mainstreaming Key Outcome Indicator and Monitoring Tool

### PM KOI value calculation<sup>5</sup>

QUESTIONS	YES (%)	RANGE	MARKS
Does ESSN staff take your needs into consideration while assisting in programmatic issues?	91%	80% - 100%	4
Do you think the amount of assistance is sufficient to cover your needs?	24%	20% - 50%	2
Did you face any problems/issues while accessing services related to the ESSN	98%	80% - 100%	4
While accessing ESSN services, do you feel you were treated with respect by ESSN staff during the intervention?	98%	80% - 100%	4
Have you ever given a complaint about ESSN through one of the formal channels?	13%	1% - 20%	1
If yes, were you satisfied with the responses received?	92%	80% - 100%	4
<b>Total</b>			<b>19</b>
<b>Denominator</b>			<b>24</b>
Percentage of the recipients reporting that humanitarian assistance is delivered in a safe, accessible, accountable and participatory manner			19/24 = 79.17%

Table 2

The PM KOI value is 79, 17 per cent.

79.17 per cent of the recipients reported that humanitarian assistance is delivered in a safe, accessible, accountable, and participatory manner. ....n.... individuals were included in the survey, of which: n... (. per cent) were female, including n... (.... per cent) girls n... (... per cent) were male, including ...n (... per cent) boys

## ESSN Applicants involvement by staff when assisting on programmatic issues

When survey participants were asked whether ESSN staff takes their needs into consideration while assisting them on programmatic issues, 91 per cent of ESSN recipients and 78 per cent of non-recipients responded positively. Overall, 16 per cent of the participants stated that they thought their needs were not being considered.

### Does ESSN staff take your needs into consideration while assisting on programmatic issues?

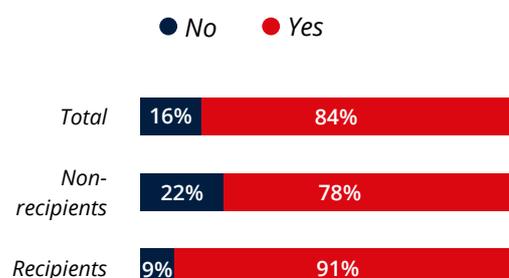


Figure 21 Insights on Involvement Level in the Programme by Applicants

## Adequacy of the transfer amount

Regarding whether the assistance amount is sufficient for ESN recipients to cover their basic needs, 47 per cent said that it was not. Only 24 per cent thought the amount was enough while 29 per cent said the assistance was partially helping cover their basic needs.

## Challenges in accessing services related to ESN

When the participants to this survey were asked if they experienced any issues in accessing the services linked with ESN, 98 per cent of both groups said they did not experience any issues. This can be interpreted as a strong indicator of programme accessibility in general.

## Perception of ESN applicants on the programme staff treatment to them

The overall perception of the respondents on the ESN staff treatment to the persons of concern was highly positive. Both the non-recipients and recipients responded that they thought they were treated with respect by ESN staff in any programme stage by 97 per cent in total.

## Feedback to the programme

The majority of respondents did not have any feedback about the programme. Only 26 per cent of ESN recipients and 36 per cent of non-recipients indicated that they had feedback to give. The most common feedback provided by ESN recipients (19 per cent) was about increasing the amount of the assistance. Others wanted confirmation on whether the programme had increased the assistance. On the other hand, non-recipients mainly wanted to get the assistance (32 per cent) saying that the programme eligibility criteria was unfair (15 per cent).

Findings of this study indicate that 4 per cent of the respondents providing feedback would like to learn further about the criteria. Considering the number of respondents who did not have information about the eligibility criteria, it can be said that the request for information is quite low. Additionally, 13 per cent of the feedback-giving respondents from recipient households were not aware of the increase in the amount of the assistance (from 120 TL per person to 155 TL) which was reflected on the accounts of the recipients as of 1 May 2021. Even though the data collection for this study took place soon after the amount of the assistance was increased, it is evident that there is need for further communication the increase.

## Do you think the amount of assistance is sufficient to cover your household's basic needs?

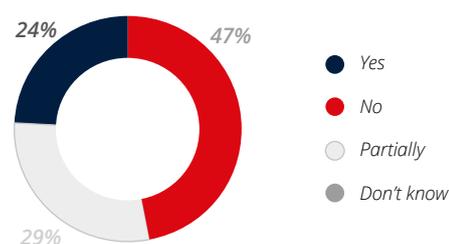


Figure 22 Adequacy of the Transfer Amount

## Did you face any problems/issues while accessing services related to the ESN?

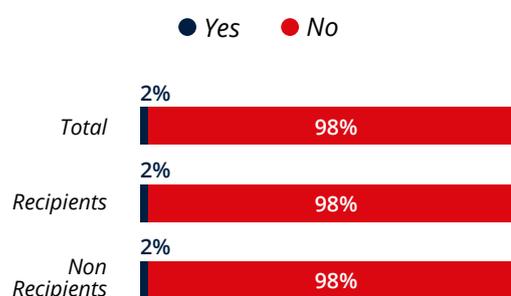


Figure 23 Challenges in Accessing Services Related to ESN

## While accessing ESN services, do you feel you were treated with respect by ESN staff during the intervention?

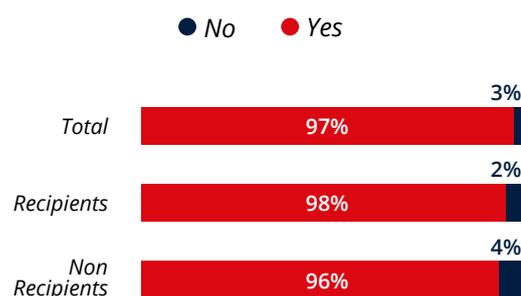


Figure 24 Perception of the Respondents on Programme Staff's Attitude

Six questions related to four areas of protection mainstreaming, namely safety/dignity, meaningful access, accountability, and participation/empowerment were asked in the survey to measure situation of the ESSN programme in this regard. In line with the guidance of DG ECHO, percentage of recipients who answered “Yes” were taken into calculation of the protection mainstreaming index score. Each question was scored from zero to four depending on this percentage, and those scores were summed for indicator calculation. The indicator percentage is calculated via dividing this sum to the max score that can be achieved which is 24.

According to the findings, overall value of protection mainstreaming indicator is 79 per cent. Mainstreaming of protection in ESSN is held in line with its principles. First one is ensuring dignity and safe access to impartial assistance in the implementation. Second one is to prevent and minimize any unintended consequences of the ESSN. Third one is ensuring participation and accountability.

The ESSN Monitoring system is dedicated to measure protection mainstreaming. Programme activities is designed and revised based on findings of M&E actions. Besides the measurement of PM KOI embedded in Satisfaction Survey, ESSN continues to monitor positive and negative change among affected communities, capacities, and abilities to cope with risks, measure potential impacts of the programme by using qualitative information. PM KOI results show that it is essential to cross check findings from different information sources. According to PM KOI, quantitative information, 79 per cent of the respondents reported that humanitarian assistance is delivered in a safe, accessible, accountable, and participatory manner. It is vital to probe into the needs of the 21 per cent of respondents on the unmet or partially met principles and to develop the measures that would meet these specific principles.

1 out of 2 individuals stated that the amount is not sufficient to cover their households’ basic needs. Transfer value within the programme adjusted and raised based on need assessments. The opinion of the survey population regarding the amount of the assistance will be monitored within the next survey process. Qualitative data collection modalities such as FGDs can/will be held to provide in depth information on opinions of respondents.

There is a complaints and feedback mechanism and SOPs which stand as a strength of the ESSN programme and outline a safe and accessible process for relaying complaints, as well as sensitive ones. Findings regarding the mechanism shows that 12.5 per cent of the overall respondents provided a feedback or gave complaint previously via this mechanism. When the remaining of the respondents were asked about the reason they had not provided any complaint or feedback, most of the respondents indicated that they did not experience any problem to complain about whereas some of them mentioned that they did not want to put effort in that process and another group responded that they did not know how to do so. As the mechanism is one of the significant tools to be involved affected population to identify barriers and challenges. There is a need to capture further information on the utilization of the mechanism.

Another strength of the programme to mainstream protection principles is competent ESSN staff who are directly working with affected population. Learning action plan and training curriculum was designed for staff in ESSN to be sensitized on gender, age, disability; protection needs and on how to communicate respectfully with persons with different sensitivities. All staff hold core competencies in protection, and the “do no harm” principle. ESSN continues to monitor mainstreaming of protection and focus to maintain safe programming and protective environment for affected population.

### Feedback to the programme

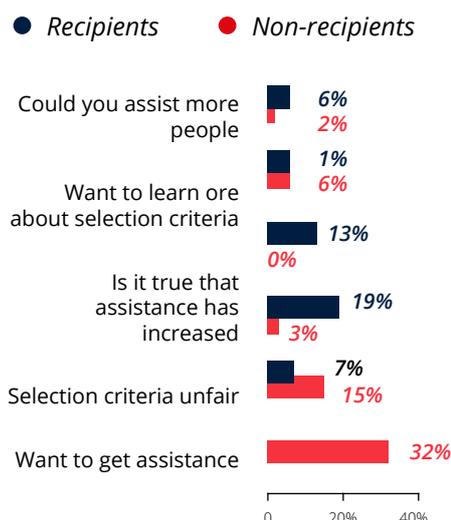


Figure 25 Feedback to the Programme

# CONCLUSION

The analysis of the ESSN Satisfaction and Feedback Survey II has revealed overall positive results when various aspects of the programme are considered from the applicants' point of view. For example, 97-98 per cent of ESSN recipients were satisfied with the information they receive about the programme, application and transfer procedure, while over 96 per cent were satisfied with the way they were treated by TRC and Halk Bank staff. Only 4 per cent reported that they experienced problems during the application phase and 95 per cent did not experience any difficulty withdrawing funds from ATMs, 91 per cent of recipients and 78 per cent of non-recipients said their needs were taken into account by the programme staff. The most commonly preferred method of communication for programme information updates and regular information is by SMSs (81 per cent). In terms of preference on communication channels for information request and sensitive issues, most of the ESSN applicants prefer 168 Kizilay Call Centre.

The study also highlighted some areas for programme improvement and further investigation:

- More targeted awareness raising around eligibility criteria is vital not only for all potential recipients but also for households who have become ineligible or are likely to disqualify due to prospective demographic changes. Another reason for increased communication efforts in relation to the criteria is that as per the findings 54 per cent of the applicants still do not know the criteria despite the fact that the programme has been running for the last five years.
- Donor visibility of the programme is quite limited, and it would be of best practice for implementing partners, IFRC and TRC, to improve correct donor visibility among programme applicants. Although it does not directly impact the outcomes of the ESSN programme, 55 per cent of the ESSN recipients and 64 per cent of non-recipients did not know the funder of the programme. Similar trends were identified for knowledge about programme implementing partners. Some 63 per cent of ESSN recipients and 74 per cent of non-recipients did not have the right knowledge about who the programme implementing partners are.
- There is scope for addressing dissatisfactions amongst non-recipients around programme application steps, requirements and processes. This could be achieved through i- validation of the eligibility criteria considering the recent developments due to COVID-19 which may have impacted the complex nature of vulnerabilities among refugees; ii- communicating the eligibility criteria better and the conditions that cause recipients to drop out of the programme in advance with adequate justification.
- According to the first satisfaction survey, 70 per cent of ESSN recipients thought that the amount was insufficient to cover their basic needs. This was reduced to 47 per cent in the second survey, most possibly due to the increase in transfer amount from 120 TRY to 155 TRY per eligible persons. Overall, 24 per cent thought the amount was enough, 29 per cent said the assistance partially helps to cover basic needs.
- The women and men who had difficulties in using their debit cards to access ESSN monthly cash assistance can be targeted and referred to basic digital and financial skills building initiatives. Majority of recipients can withdraw cash from the ATMs using their debit card (Kizilaykart) provided by the programme. However, 13 per cent of women and 6 per cent of men who still have difficulties.
- Further investigation is needed in relation to high percentage of dissatisfaction among ineligible applicants regarding how their formal complaints were addressed. Among 14 per cent of ineligible households who submitted a formal complaint or provided programme feedback, only 49 per cent were satisfied with the response. For the eligible these rates were 12 per cent and 92 per cent respectively. This result may be further explored to see whether it is linked with household's general disappointment for being ineligible or whether complaints are not addressed adequately throughout programme lifecycle.
- While the programme staff are listening to the recipients' opinions to a large extent, a sizable proportion of ineligible applicants felt that they were not listened to adequately. Only 78 per cent of ineligible applicants thought their needs are taken into consideration by the programme staff. Overall, 16 per cent of programme applicants thought their needs are not being considered by the staff. This may be overcome through revalidation of eligibility criteria with possible implications on better targeting of the most vulnerable refugees.

## ANNEX I

Satisfaction Related to	ESSN Recipients <sup>2</sup>	Non-Recipients	All Applicants <sup>3</sup>
<b>ESSN Knowledge (October 2020)</b>	50% did not know the donor of the programme. 44% were not aware of the programme eligibility criteria. This was slightly higher for women at 51%.	53% of the non-recipients were not aware of the eligibility criteria. 46% for women and 47% for men stated that they were aware of the criteria.	In general, 56% of all applicants did not know the donor of the 49% of all applicants were not aware of the eligibility criteria for the programme.
<b>ESSN Knowledge (April 2021)</b>	93% received a notification about the outcome of their application. 55% did not know the donor, 63% did not know the implementing agencies of the programme.	33% were not notified that their application was denied. 64% did not know the donor, 73% did not know the implementing agencies of the programme.	In general, 54% of the applicants did not know eligibility criteria, while others knew high dependency ratio and large households the most. Overall, 60% of the applicants did not know the donor whereas 68% of them did not know the implementing agencies of the programme.
<b>ESSN Processes and Implementation (October 2020)</b>	97% were overall satisfied with the programme. The interactions with the TRC and bank staff were satisfactory for 95% of the recipients. Only 5% experienced problems during the application phase and none of them experienced any difficulty in relation to transfer of funds. When it comes to withdrawing cash from the ATMs, 6% of male recipients had difficulty and this rate was considerably higher for women with 13%. 70 % thought that the amount is insufficient to cover their basic needs.	74% were satisfied with the information received on programme, application steps and requirements and 79% were satisfied with application process.	83% of all applicants were satisfied with the information received from the programme on the application steps and requirements.
<b>ESSN Processes and Implementation (April 2021)</b>	97% were satisfied with information received related to programme application requirements and steps, 98% were satisfied with the programme application procedure, 98% were satisfied with the transfer procedure. 99% were satisfied with the way they were treated by TRC staff and 95% satisfied with Halk bank staff.	75% were satisfied with the information received on programme application steps and requirements and 80% were satisfied with the ESSN application process.	96% did not face a problem during the application phase. 95% of recipients did not have difficulty withdrawing cash from the ATMs. Among those who experienced difficulty, 43% said that their ATM card was swallowed.
<b>Communication Preferences (October 2020)</b>	11% of men and 19% of women have given a complaint or feedback. 87% women and 94% men were satisfied with the associated response.	13% for men and 21% for women have given a complaint or feedback. Some 50% men and 36% women were dissatisfied with the response they received.	52% preferred to call the TRC 168 Kizilay Call Centre, 20% preferred to reach out to the SASF offices to obtain programme information.
<b>Communication Preferences (April 2021)</b>	68% said they would call 168 Kizilay Call Centre if they required further ESSN information Only 12% reported a formal complaint and 92% were satisfied with the response received.	49% said they would call 168 Kizilay Call Centre if they required further ESSN information. 14% have given a formal complaint or feedback and 49% were satisfied with the response.	Most preferred method of communication for programme information updates is SMSs by 81%. Most preferred method to report a sensitive issue is referring to 168 Kizilay Call Centre.
<b>Feedback on Programme Improvement (October 2020)</b>	24% proposed the amount of cash assistance to be increased. Some 9% wanted to know why they cannot benefit from the disability allowance.	33% wanted to be included in the programme and 13% thought the eligibility criteria was unfair. Others wanted to know why their assistance was stopped, called out the need for revalidation of the eligibility criteria.	31% of ESSN recipients and 53% of non-recipients wanted to give suggestions/ further feedback on the programme.
<b>Feedback on Programme Improvement (April 2021)</b>	Among the ESSN recipients who gave additional feedback 28% of them mentioned the need for increase in the amount of the assistance whereas some 7% asked for food assistance.	While giving feedback, there were miscellaneous topics brought forward by the non-recipient respondents: request for change of the eligibility criteria and to be involved in the programme (38%); request for food and NFI assistance; improvements in the staff's attitude towards applicants and other requests for support in resettlement, ID renewal, etc.	When asked to provide further feedback on the programme 30% of all respondents gave comments. Among them, 38% were ESSN recipients whereas the remaining 72% were non-recipients.

Table 1 Comparison of ESSN Satisfaction Surveys 1 & 2 Key Findings

<sup>2</sup> "ESSN recipients" and "eligible" households are used interchangeably throughout the report; same applies to "non-recipients" and "ineligible applicants".

<sup>3</sup> ESSN applicant: Individual who has applied for the ESSN assistance and includes both eligible individuals (ESSN recipients) and ineligible individuals (non-recipients).

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