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SSN

THE SOCIAL SAFETY NET *Programme*



Satisfaction Survey 2026 (SSN-3rd Round)



KIZILAYKART
Cash Based Assistance
Programmes



Satisfaction Survey 2026

(SSN-3rd Round)

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ACRONYMS AND ABBREVIATIONS

ATM	Automated Teller Machine
CCTE	Conditional Cash Transfer for Education
CEA	Community Engagement and Accountability
C-ESSN	Complementary Emergency Social Safety Net
DGPC	Directorate General of Population and Citizenship Affairs
ESSN	Emergency Social Safety Net
EU	European Union
IFRC	International Federation of Red Cross and Red Crescent Societies
MoFSS	Ministry of Family and Social Services
ODK	Open Data Kit
PIN	Personal Identification Number
PM	Protection Mainstreaming
PMM	Presidency of Migration Management
POS	Point of Sale
SASF	Social Assistance and Solidarity Foundation
SMS	Short Message Service
SSN	The Social Safety Net Programme
TRC	Turkish Red Crescent (Türk Kızılay)
TRY	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 3.5 million registered refugees¹, asylum-seekers², and holders of international protection³ status, of whom 2.2 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 943 thousand refugees and International Protection, and humanitarian residency holders. The SSN 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.

The SSN is an integrated framework comprising the ESSN and C-ESSN components. The C-ESSN targets households in the most vulnerable situations that cannot be referred to livelihood opportunities, while the ESSN provides assistance based on defined eligibility criteria, including dependency ratio. Within this structure, the Programme aims to gradually reduce reliance on ESSN assistance by facilitating referrals to appropriate livelihood pathways where feasible. At the same time, it ensures that beneficiaries with specific needs are referred to specialized protection services, while those with the capacity and willingness to work are connected to relevant employment opportunities.

The SSN Programme is financed by the European Union. The Programme is implemented by the MoFSS as a lead applicant in partnership with the TRC as a co-applicant through the KIZILAYKART Platform, and in cooperation with other relevant stakeholders.



- 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)

Türk Kızılay (Turkish Red Crescent) 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.

INTRODUCTION

The SSN Satisfaction and Feedback Survey, conducted in February 2026, represents the third round of assessment under the SSN framework. Jointly implemented by the Ministry of Family and Social Services (MoFSS) and Türk Kızılay, the survey aims to capture applicants' experiences across key stages of the Emergency Social Safety Net (ESSN) and Complementary Emergency Social Safety Net (C-ESSN) processes. The survey covers both eligible and ineligible applicants across ESSN and C-ESSN processes.

The survey provides evidence on overall satisfaction, access to information, and feedback mechanisms, as well as broader programme experiences. The findings highlight key areas of strength and inform ongoing efforts to improve the programme and strengthen engagement with target populations.

Survey Objectives

The purpose of the survey is to assess applicants' satisfaction with the ESSN and C-ESSN Projects and to collect feedback on their experiences, preferences, and areas for improvement among both eligible and ineligible respondents.

The objectives of the study include:

- Assessing applicants' knowledge of the ESSN and C-ESSN Projects to identify information gaps and needs
- Measuring satisfaction with key project processes
- Assessing communication preferences and channels
- Exploring general perceptions of the Projects
- Identifying barriers to access or participation
- Collecting feedback on the Projects' effectiveness in addressing beneficiary needs
- Capturing beneficiary feedback to inform Programme learning and continuous improvement

Survey Design

The survey followed a cross-sectional design and was conducted over a two-week period, enabling the collection and analysis of data reflecting participants' experiences at that point in time. Data were collected through established operational tools, including the 168 Türk Kızılay Call Centre and ODK forms.

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 396 ESSN beneficiaries and 410 C-ESSN beneficiaries participated in the survey. Additionally, 418 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, 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 139 districts across 50 provinces in Türkiye. For the C-ESSN beneficiaries, respondents were selected from 133 districts across 42 provinces in Türkiye. As for the Non-recipients, respondents were selected from 133 districts across 45 provinces.

Sampling Map of the Survey



Figure 1 Sampling Map of the Survey-ESSN

Data Collection

The data collection for the survey was conducted over a two-week period in February 2026 through outbound calls made by operators at the 168 Kızılay Call Centre.

All operators received training from the Türk Kızılay Community Engagement and Accountability (CEA) Unit. The training covered proper data collection and recording procedures, use of survey tools, and adherence to ethical standards. Emphasis was placed on clear, culturally sensitive, and transparent communication to ensure respondents understood the purpose of the survey, the process, and how their input would be used. Participants were informed about the confidentiality of their information, and it was clearly communicated that their responses would not affect their eligibility for any programme assistance.

Data quality controls were applied throughout the data collection process, including routine monitoring of completed records and review of call recordings to ensure consistency and adherence to survey procedures.

Data Analysis

During the analysis, quantitative and qualitative data were processed to generate reliable and comparable findings across respondent groups. The analytical approach focused on identifying key patterns, differences, and thematic insights emerging from the survey data.

Quantitative data were analysed using SPSS. The analysis primarily relied on descriptive statistics and comparative analysis to examine differences between ESSN and C-ESSN beneficiaries and ineligible applicants. Results were presented through frequency distributions and cross-group comparisons to highlight key trends in respondents' experiences and perceptions.



Qualitative data were analysed using MAXQDA through content analysis. Responses were translated where necessary and systematically coded to identify recurring themes and sub-themes reflecting applicants' views, perceptions, and feedback on the Programme.

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 on three main pillars: "No one left behind", "No one left out" and "No one left unsafe". The SSN 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 prioritizes safety, dignity, avoiding harm, ensuring meaningful access, ensuring accountability, and participation and empowerment.



SURVEY RESULTS

The findings of the SSN Programme 2026 Satisfaction Survey indicate a consistently positive beneficiary experience across the Programme. Overall satisfaction levels remain high for both ESSN and C-ESSN, supported by effective service delivery through SASFs, Türk Kızılay Service Centres, and Halkbank branches. Beneficiaries particularly value the regularity and predictability of monthly transfers, while communication channels—especially SMS notifications and the 168 Call Centre—are widely used and considered reliable.

Satisfaction with service quality, staff interaction with beneficiaries/applicants, and cash withdrawal procedures emerges as one of the strongest aspects of the Programme. Although many beneficiaries report satisfaction with the assistance provided, expectations for higher transfer amounts are also observed in the context of rising living costs, while the Programme continues to be recognised for its accessibility and ability to reach vulnerable households.

Top Key Findings

- **Overall Satisfaction Is Strong:** Over 90 percent of respondents reported being “satisfied” or “very satisfied” with the Programme overall, with mean satisfaction scores of 4.54/5 for ESSN and 4.48/5 for C-ESSN.
- **Demographics and Vulnerability:** The C-ESSN sample includes a higher proportion of women compared to ESSN. Across all groups, educational attainment is generally low, with primary education being the most common level. Women are relatively more concentrated in lower education categories compared to men, indicating gender disparities in educational attainment.
- **Strong School Enrolment Among Beneficiary Households:** School enrolment remains high among beneficiary groups — 86 percent for ESSN and 82 percent for C-ESSN households — both above the 80 percent observed among non-recipients.
- **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 97-98 percent stating they experienced no difficulties when applying through SASFs and Türk Kızılay Service Centres, which serve as the official application channels.
- **Adequacy of Cash Assistance:** Satisfaction with the amount of assistance stands at 74 percent for ESSN and 78 percent for C-ESSN, while around 11 percent respondents report dissatisfaction. The most common suggestion remains an increase in transfer amounts in the context of rising living costs.
- **Reliable and Timely Card Delivery:** KIZILAYKART distribution through Halkbank Branches and Türk Kızılay Service Centres is consistent and timely, with 97-99 percent satisfaction. The vast majority of users (93 percent) 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 98 percent, Call Centre 87 percent; C-ESSN: SMS 95 percent, Call Centre 83 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 widely perceived as useful and important.
- **Donor and Implementer Awareness:** Among all respondents, the European Union is the most frequently identified donor across all groups, cited by 28 percent of ESSN recipients, 21 percent of C-ESSN recipients, and 23 percent of non-recipients. Regarding the implementing institutions, Türk Kızılay is the most widely recognized, identified by 36 percent of ESSN recipients, 31 percent of C-ESSN recipients, and 33 percent of non-recipients, followed by the Republic of Türkiye at 8 percent, 8 percent, and 5 percent respectively.

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.

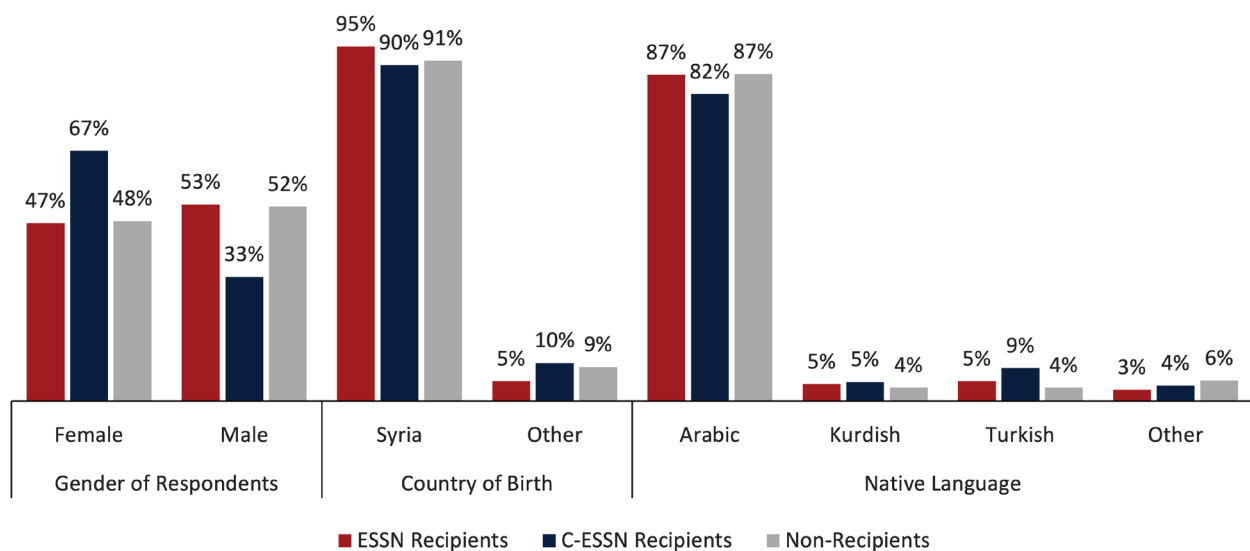


Figure 4 Demographic Profile

The demographic profile of respondents shows variation across ESSN, C-ESSN, and non-recipient groups in terms of gender composition, while remaining broadly consistent in other characteristics. ESSN respondents exhibit a relatively balanced gender distribution, with 47 percent female and 53 percent male participants. In contrast, the C-ESSN group is predominantly female (67 percent), while non-recipients are more evenly distributed (48 percent female and 52 percent male). This pattern is consistent with the profile of more vulnerable households represented in the C-ESSN sample.

Across all groups, the vast majority of respondents were born in Syria, accounting for 95 percent of ESSN respondents, 90 percent of C-ESSN respondents, and 91 percent of non-recipients. Only a small proportion of respondents originate from other countries, indicating a broadly consistent country-of-birth profile across programme and comparison groups.

Arabic is the dominant native language across all respondent groups, reported by 87 percent of ESSN respondents, 82 percent of C-ESSN respondents, and 87 percent of non-recipients. Kurdish and Turkish are reported at lower levels across all groups, with Kurdish ranging between 4 and 5 percent and Turkish between 4 and 9 percent depending on the group. A small proportion of respondents report other native languages.

Overall, the demographic composition indicates a broadly similar population structure across groups, with the most notable variation observed in gender distribution, particularly within the C-ESSN sample. The predominance of Arabic as the native language across all groups underscores its central relevance for communication and service delivery strategies.

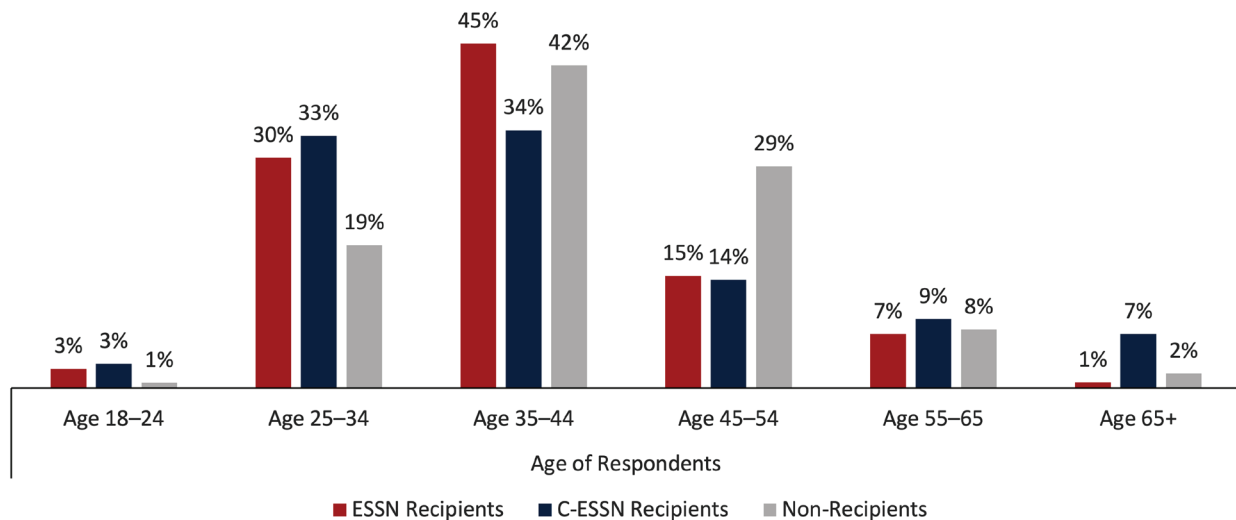


Figure 5 Age of Respondents

The age distribution of respondents highlights a generally young population across ESSN, C-ESSN, and non-recipient groups, with most respondents concentrated in the working-age group. In ESSN, the largest age group is 35-44 years (45 percent), followed by 25-34 years (30 percent) and 45-54 years (15 percent), indicating a concentration in mid-working age groups. A similar pattern is observed among C-ESSN respondents, where the 25-34 (33 percent) and 35-44 (34 percent) age groups together account for the majority of the sample. Among non-recipients, the distribution is relatively more dispersed, with a higher concentration in the 35-44 (42 percent) and 45-54 (29 percent) age groups compared to younger groups.

Respondents aged 65 and above constitute a relatively small proportion of all groups. Nevertheless, the share of older respondents is higher among C-ESSN recipients (7 percent) compared to ESSN recipients (1 percent) and non-recipients (2 percent).

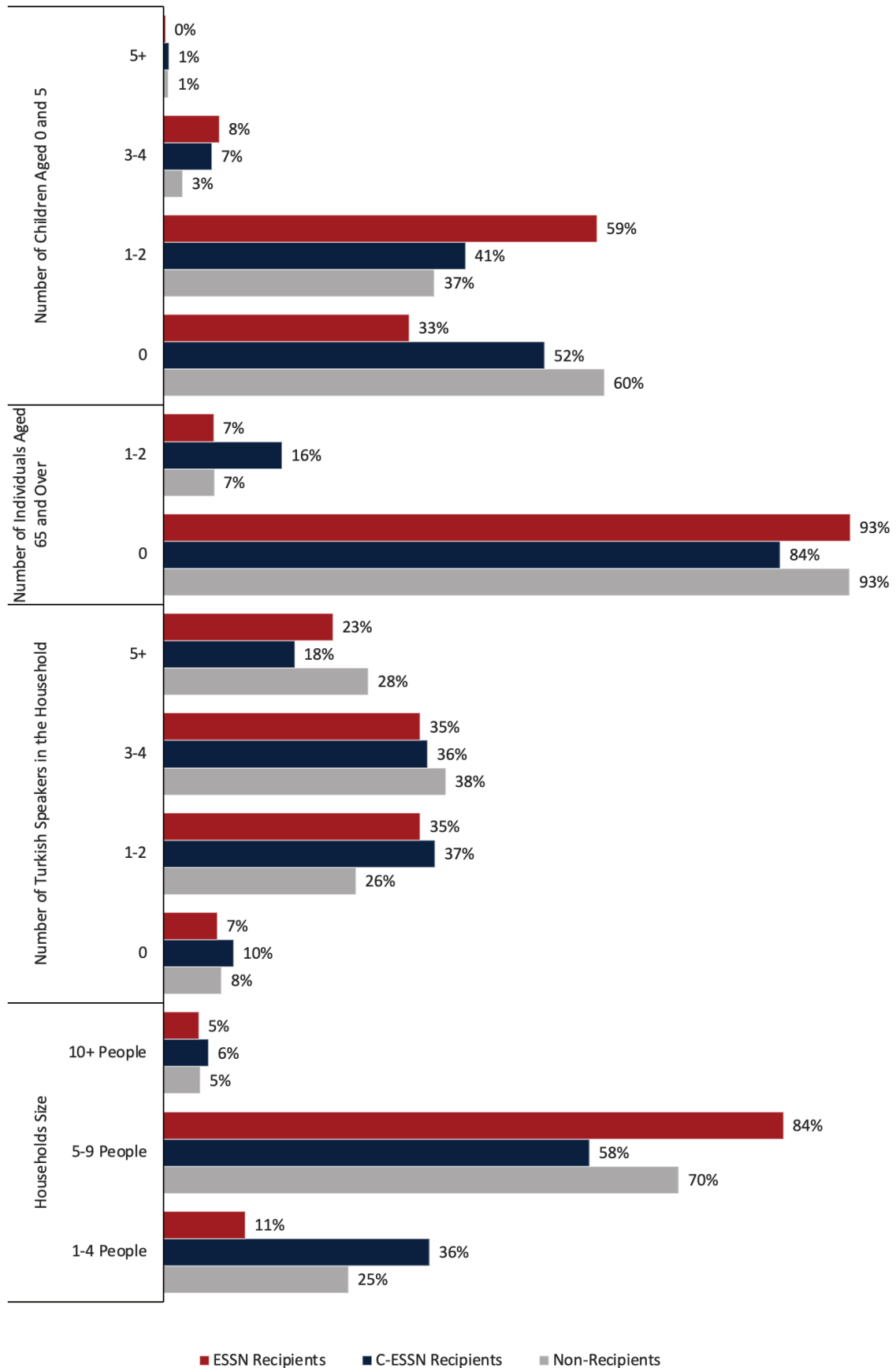


Figure 6 Household Profile

Household composition varies across ESSN, C-ESSN, and non-recipient groups. The majority of ESSN households (84 percent) consist of 5-9 members, compared to 58 percent in C-ESSN and 70 percent among non-recipients. Smaller households of 1-4 members are more common among C-ESSN respondents (36 percent) than ESSN (11 percent) and Non-recipients (25 percent), while large households of 10 or more members remain limited across all groups (5-6 percent).

The number of Turkish speakers within households is relatively evenly distributed across groups. In ESSN households, 35 percent report 1-2 Turkish speakers and another 35 percent report 3-4. A similar pattern is observed in C-ESSN households, where 37 percent report 1-2 and 36 percent report 3-4 Turkish speakers. Non-recipient households show a slightly higher concentration in the 3-4 category (38 percent).

In terms of young children, C-ESSN and non-recipient households are more likely to report no children aged 0-5 (52 percent and 60 percent, respectively), compared to ESSN households (33 percent). Conversely, ESSN households are more likely to include children in this age group, with 59 percent reporting 1-2 children aged 0-5.

The data indicates differences in household size and age composition across groups, particularly in relation to the presence of young children and elderly members.

Education Level	ESSN-Total (n/%)		C-ESSN-Total (n/%)		Non-Recipient-Total (n/%)	
No Literacy	33	8%	44	11%	34	8%
Literate but No Formal Education	25	6%	30	7%	21	5%
Primary Education	181	46%	158	39%	190	46%
Lower Secondary Education	110	28%	105	26%	111	27%
High School	33	8%	46	11%	44	11%
Associate Degree	8	2%	11	3%	7	2%
Bachelor's Degree	6	2%	16	4%	9	2%
Postgraduate (Master's/PhD)	0	0%	0	0%	2	1%
Total	396	100%	410	100%	418	100%

Table 1 Education Level



Education levels are broadly similar across ESSN, C-ESSN, and non-recipient groups. Primary education constitutes the most common level of attainment in all groups, accounting for 46 percent of ESSN respondents, 39 percent of C-ESSN respondents, and 46 percent of non-recipients. Lower secondary education is the second most common category, representing between 26 and 28 percent of respondents across all groups.

Respondents with no literacy or no formal education account for 14 percent of ESSN beneficiaries, 18 percent of C-ESSN beneficiaries, and 13 percent of non-recipients. High school education is reported by 8 percent of ESSN respondents and 11 percent of both C-ESSN respondents and non-recipients.

Higher education attainment remains limited across all groups. Respondents holding associate, bachelor's, or postgraduate qualifications represent 4 percent of ESSN beneficiaries, 7 percent of C-ESSN beneficiaries, and 5 percent of non-recipients.

The findings indicate broadly comparable education profiles across respondent groups, with primary and lower secondary education representing the predominant levels of educational attainment.

Gender differences are observed across education levels in all respondent groups. Female respondents report higher rates of no literacy than male respondents, particularly among ESSN beneficiaries, where 14 percent of women report no literacy compared to 3 percent of men. Similar patterns are observed among C-ESSN beneficiaries (12 percent of women and 9 percent of men) and non-recipients (11 percent of women and 6 percent of men).

Male respondents are more frequently represented in primary and lower secondary education categories across all groups. Primary education accounts for 50 percent of male ESSN respondents, compared to 40 percent of female ESSN respondents. A similar pattern is observed among C-ESSN recipients, where primary education accounts for 44 percent of male respondents and 36 percent of female respondents. Among non-recipients, the corresponding figures are 48 percent for male respondents and 43 percent for female respondents.

Higher education attainment remains limited among both women and men. However, female respondents in the C-ESSN group report slightly higher levels of high school education (13 percent) compared to ESSN beneficiaries (9 percent) and non-recipients (11 percent).

The findings indicate consistent gender differences in educational attainment across respondent groups, with women more frequently represented in lower education categories and men more concentrated in primary and lower secondary education levels.

Education Level	ESSN Female	ESSN Male	C-ESSN Female	C-ESSN Male	Non-Recipients Female	Non-Recipients Male
No Literacy	14%	3%	12%	9%	11%	6%
Literate but No Formal Education	8%	5%	8%	5%	5%	5%
Primary Education	40%	50%	36%	44%	43%	48%
Lower Secondary Education	24%	31%	25%	27%	26%	27%
High School	9%	8%	13%	8%	11%	10%
Associate Degree	3%	1%	3%	3%	3%	1%
Bachelor's Degree	2%	1%	4%	4%	1%	3%
Postgraduate (Master's/PhD)	0%	0%	0%	0%	1%	1%

Table 2 Gender-Based Distribution of Educational Attainment

>> School Enrolment Remains High Among Beneficiary Groups

School attendance among school-aged children is high across all groups. Attendance rates are 86 percent for ESSN recipients, 82 percent for C-ESSN recipients, and 80 percent for non-recipients. This corresponds to 882 out of 1,031 school-aged children in ESSN households, 759 out of 921 in C-ESSN households, and 764 out of 958 among non-recipients. (Rates reflect self-reported current attendance.)

When compared with the 2025 round, school attendance rates appear to have increased slightly across all groups, while the relative ranking between groups remains unchanged. In 2025, attendance rates were 85 percent for ESSN, 79 percent for C-ESSN, and 76 percent for non-recipients, corresponding to 796/932, 683/865, and 373/488 respectively.

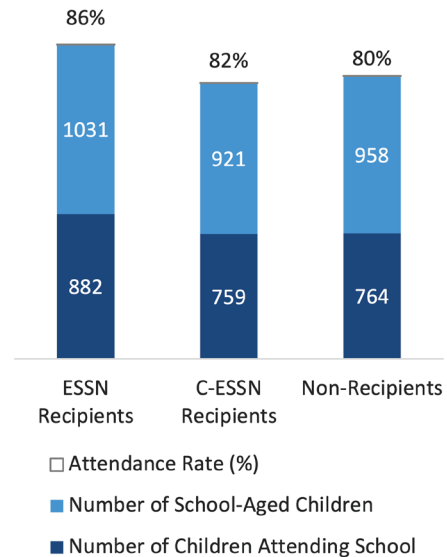


Figure 7 How Many Children Attend School?

Overall, school attendance remains high across all groups, with ESSN recipients recording the highest rate, followed by C-ESSN recipients and non-recipients. The pattern indicates broadly comparable levels of school attendance across groups, with only small differences observed. While cash assistance may help households reduce financial barriers to sustaining children's education, the findings suggest generally strong and consistent school attendance across all groups.



Awareness And Knowledge

Knowledge of the ESSN and C-ESSN Projects

To better understand beneficiaries' awareness of the reasons for receiving programme assistance, respondents were asked whether they knew why they were benefiting from the Programme.

The findings show that the proportion of respondents who answered "I don't know" was lower among C-ESSN beneficiaries compared to ESSN beneficiaries (C-ESSN: 108 of 440 responses; ESSN: 135 of 443). This may indicate a comparatively higher level of awareness among C-ESSN beneficiaries regarding the reasons for receiving programme assistance. 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; indeed, in these responses the reason is stated directly through that document: "We receive the assistance because we have a disability report." (C-ESSN, Female, 33). Since there is no such documentation requirement in the ESSN, the level of criteria awareness remains relatively lower.

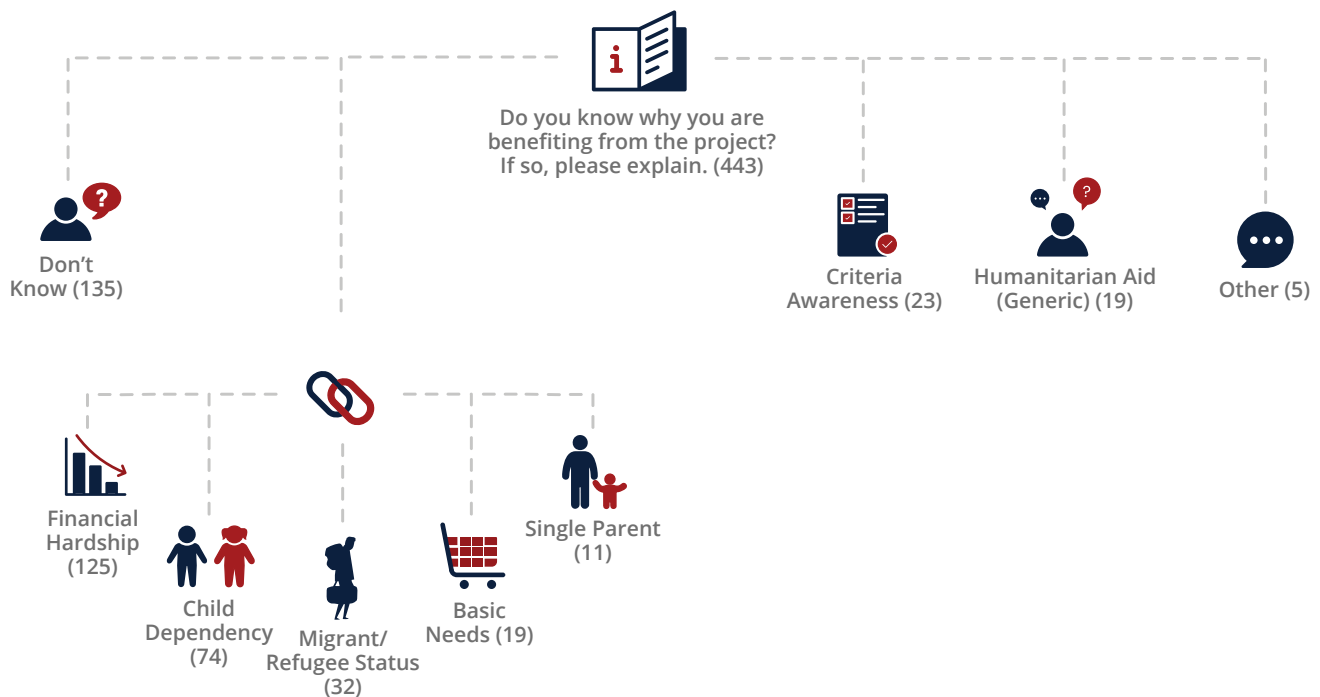


Figure 8 Awareness of Eligibility Criteria-ESSN

Across both projects, beneficiaries described the reasons for receiving assistance mainly in terms of dependency and vulnerability indicators (ESSN: 261; C-ESSN: 322). Disability was the most frequently mentioned reason among C-ESSN beneficiaries (97), followed by financial hardship (80), single parenthood (36), the number of dependent children (30), difficulties in meeting basic needs (26), migrant or refugee status (24), inability to work (15), old age (11) and living alone (3). Among ESSN beneficiaries, the reasons were mainly concentrated around financial hardship (125) and the number of dependent children (74), followed by migrant or refugee status (32), basic needs (19) and single parenthood (11). In these responses, eligibility is mostly linked not to a single criterion but to the overall situation of the household: "I benefit because of my young children and because I am in need." (ESSN, Female, 35).

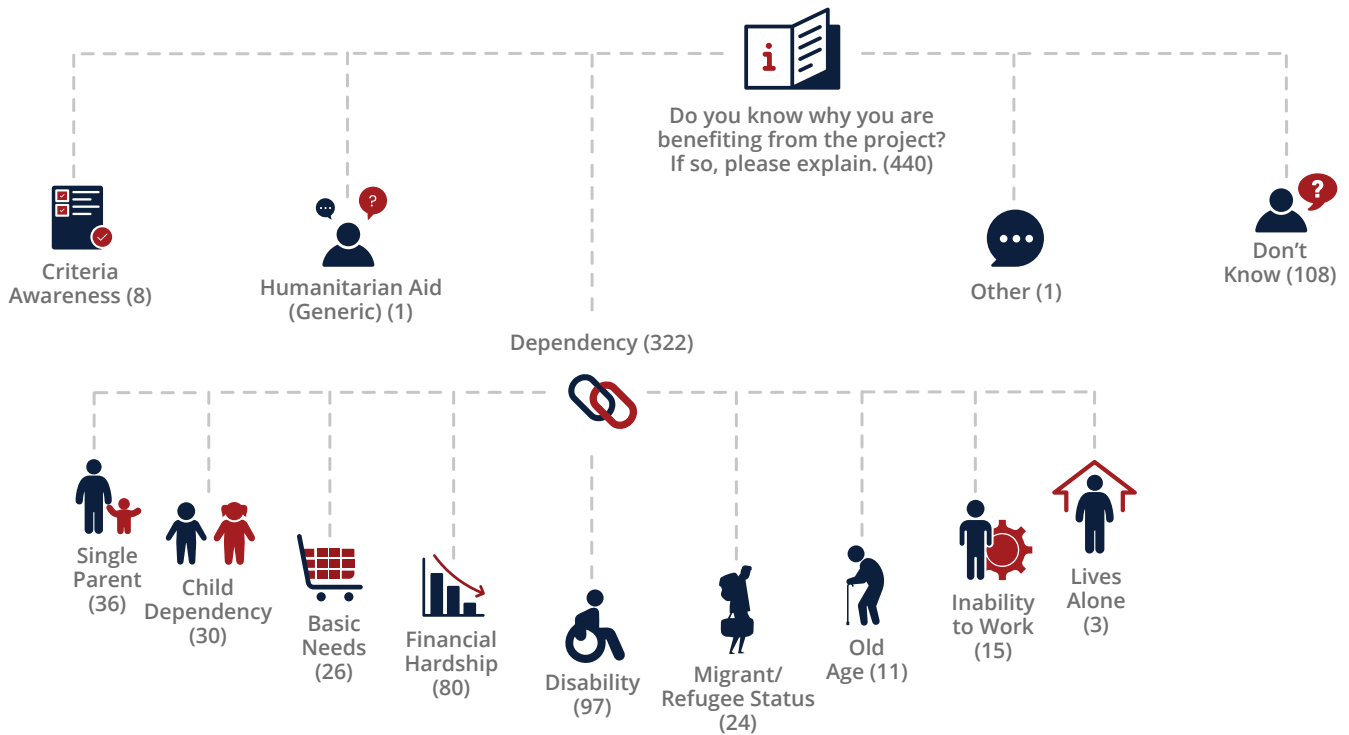


Figure 9 Awareness of Eligibility Criteria-C-ESSN

Responses categorised under “criteria awareness” (ESSN: 23; C-ESSN: 8) consisted mostly of neutral expressions such as “I benefit because I meet the criteria.” (ESSN, Male, 36), suggesting that respondents possess a certain level of awareness, yet are unable to articulate the content of these criteria in detail. In a limited number of responses, the criteria were conveyed directly: “An adult male has to care for at least 2 dependent members. He must not have a work permit.” (ESSN, Male, 42).

Knowledge of the Donor

As part of the survey, respondents were asked whether they knew which institution funds the SSN Programme, providing insights into awareness of the Programme’s funding source.

Across all respondent groups, the European Union was the most frequently recognised funding institution. It was identified by 28 percent of ESSN beneficiaries, 21 percent of C-ESSN beneficiaries, and 23 percent of non-recipients, exceeding the recognition levels of other institutions. Türk Kızılay was identified by 13 percent of ESSN beneficiaries, 10 percent of C-ESSN beneficiaries, and 9 percent of non-recipients, while the Republic of Türkiye was identified by 4 percent, 6 percent, and 4 percent respectively.

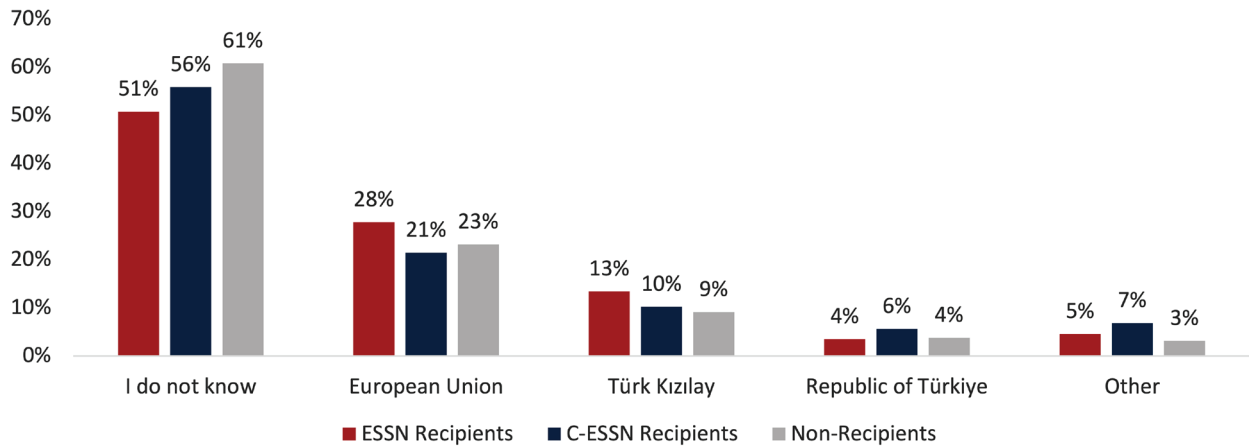


Figure 10 Do You Know Which Institutions Is Funding the SSN?

Awareness of the Programme's funding source was generally higher among beneficiaries than among non-recipients.

The findings indicate that the European Union was the most commonly identified funding institution across all respondent groups, although overall awareness of the Programme's funding source varies. Beneficiaries demonstrate higher levels of recognition than non-recipients, which may reflect their greater exposure to Programme information and communication activities.



Knowledge of the Implementing Partners

Respondents were also asked which institutions implement the SSN Programme in order to assess awareness of the Programme's implementing structure.

Across all respondent groups, Türk Kızılay was the most frequently identified implementing institution, recognised by 36 percent of ESSN beneficiaries, 31 percent of C-ESSN beneficiaries, and 33 percent of non-recipients. The Republic of Türkiye was identified by 8 percent of ESSN and C-ESSN beneficiaries and 5 percent of non-recipients, while the European Union was mentioned by a relatively small proportion of respondents across all groups.

The findings suggest that Türk Kızılay has relatively higher visibility among respondents, likely reflecting its sustained engagement through the call centre and ongoing outreach and visibility efforts since the start of the Programme. In contrast, the Ministry of Family and Social Services was less frequently identified by its formal institutional name, which may be partly attributable to respondents' limited familiarity with formal institutional terminology, with a general tendency among respondents to refer more generally to "the Republic of Türkiye" rather than specific ministry names. Overall, more than half of respondents across all groups reported not knowing which institutions are responsible for implementing the Programme, highlighting the need for continued efforts to strengthen communication around its institutional structure.

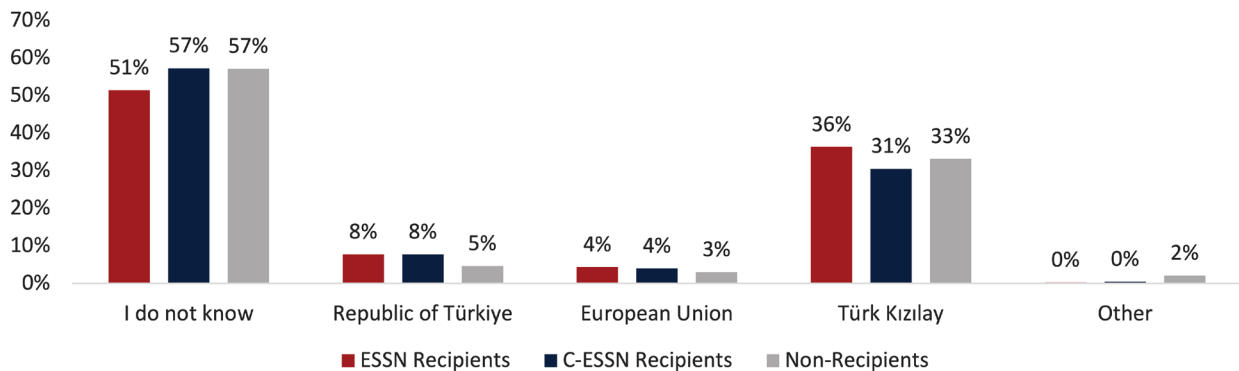


Figure 11 Which Institutions Are Implementing the SSN?

At the same time, when asked about the type of information they prioritise, respondents predominantly emphasised practical updates such as programme changes and timelines, suggesting that these are their primary information needs. While there is scope to further enhance awareness of the implementing institutions, these findings indicate that the provision of clear, timely, and beneficiary-relevant operational information remains the key communication priority.

Application Process

Satisfaction with the Application Process

Overall, satisfaction levels across all dimensions of the application process are very high among all respondent groups, with rates consistently ranging between 92 percent and 99 percent.

ESSN recipients report consistently very high satisfaction across all dimensions, particularly in relation to language/translation support, staff behaviour, physical environment, and overall satisfaction (all at 99 percent). C-ESSN recipients also report similarly high levels of satisfaction, with slightly lower ratings observed for information provided by staff (95 percent) and overall satisfaction (97 percent). Non-recipients consistently report comparatively lower, yet still high, satisfaction levels, particularly in relation to language/translation support (92 percent) and overall satisfaction (95 percent).

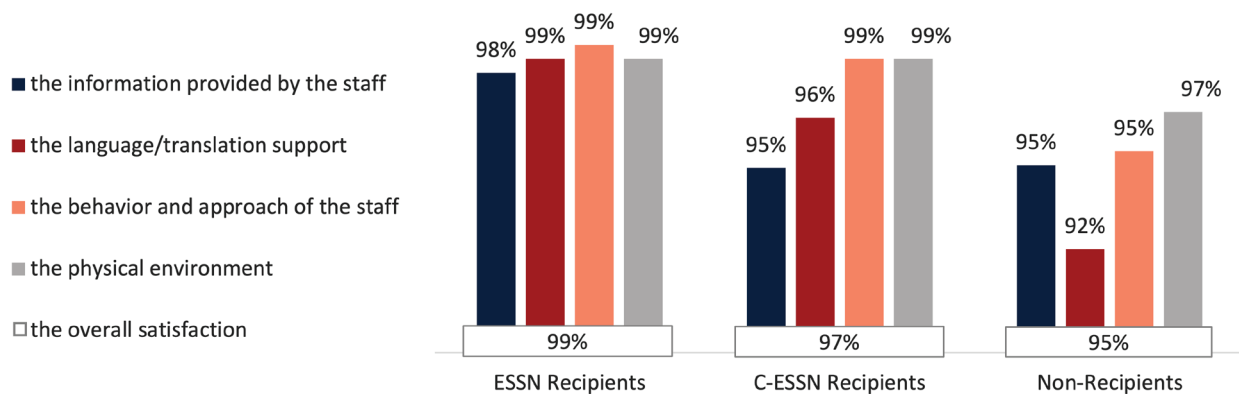


Figure 12 Satisfaction with Application Process by Factors

Across all groups, staff behaviour and the physical environment emerge as the highest-rated dimensions, indicating strong positive perceptions of service delivery quality. In contrast, language/translation support shows the greatest variation between groups, though still remains at a high level overall.

Overall satisfaction remains very high across all categories, suggesting a broadly positive user experience throughout the application process, with only limited variation observed across respondent groups.

Satisfaction with application centres is high across all respondent groups and institutions. Türk Kızılay Service Centres received satisfaction ratings of 100 percent among ESSN recipients, 99 percent among C-ESSN recipients, and 97 percent among non-recipients. Similarly, satisfaction with SASFs were reported at 99 percent among both ESSN and C-ESSN recipients, while non-recipients reported a comparatively lower satisfaction rate of 90 percent. Overall, the findings indicate high levels of satisfaction with both application centres, with satisfaction remaining high across respondent groups.

To further assess the application experience, respondents were asked whether they encountered any issues during the application process.

When respondents were asked whether they reported the issues they experienced, a clear majority of ESSN, C-ESSN and Non-Recipients stated that they did not report their issues (6 participants in both groups). Reporting was higher among C-ESSN Recipients (7 participants), compared to ESSN and Non-Recipients (3 participants in both groups), indicating a relatively stronger engagement with feedback channels within this group.

Satisfaction with the feedback and information received regarding the reported issue is generally positive among ESSN and C-ESSN Recipients, with a majority reporting being either “very satisfied” or “satisfied” (ESSN: 2 participants very satisfied; C-ESSN: 4 participants very satisfied, 2 satisfied). However, Non-Recipients show a mixed pattern, with one participant each reporting being very satisfied, satisfied, and very dissatisfied.

The vast majority of respondents across all groups reported that they did not encounter any issues during the application process. The share of respondents reporting difficulties was low, ranging from 2 percent among ESSN recipients (n = 9) and non-recipients (n = 9) to 3 percent among C-ESSN recipients (n = 13). These findings suggest that the application process was generally completed without reported challenges across respondent groups.

The findings collectively suggest that non-reporting is driven less by absence of problems and more by a combination of perceived limited effectiveness of feedback mechanisms, and normalization or acceptance of issues as part of routine service experience, with relatively higher reporting engagement observed among C-ESSN recipients. Qualitative responses, based on open-ended answers, further reinforce these patterns, highlighting limited knowledge of where or how to report.

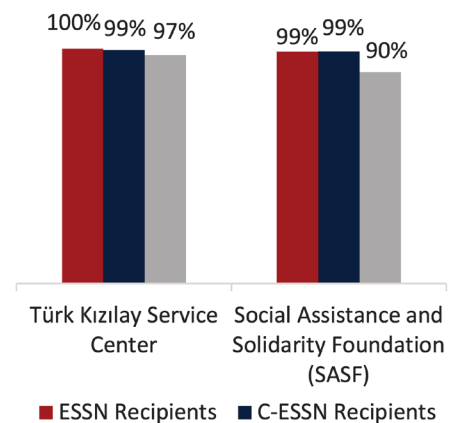


Figure 13 Satisfaction with Application Process by Centre

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, 53 percent reported being very satisfied and 40 percent satisfied, while among C-ESSN recipients, 53 percent were very satisfied and 43 percent satisfied. Only a small proportion of respondents expressed neutrality or dissatisfaction, with 1 percent of ESSN recipients and 3 percent of C-ESSN recipients reporting “neither satisfied nor dissatisfied,” 1 percent of ESSN recipients reporting “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.

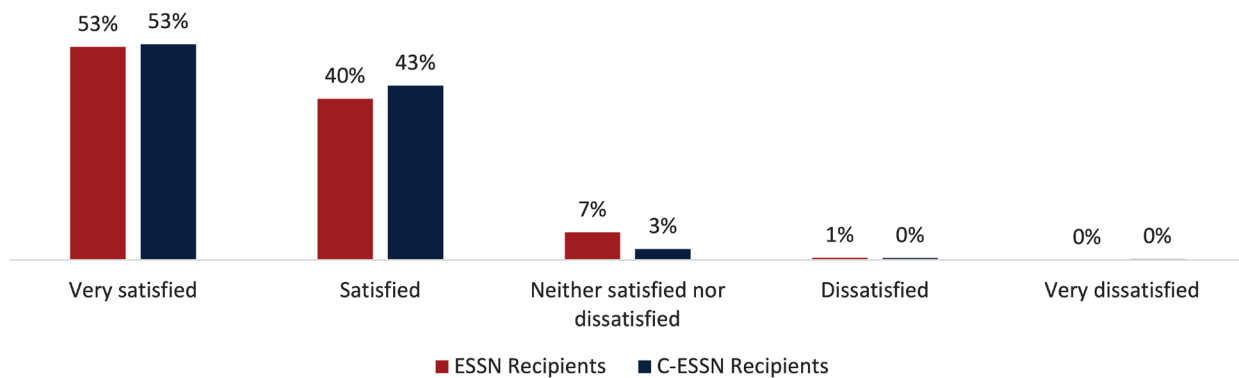


Figure 14 How Satisfied Are You with the Project?

The overall satisfaction score is a composite indicator constructed from 17 distinct questions in the survey administered to ESSN and C-ESSN beneficiaries. By bringing together responses across the different dimensions of the Programme experience such as the application process, the transfer amount, and the information and communication channels it provides a single, holistic measure of how beneficiaries perceive the Programme as a whole. The overall satisfaction score was 4.54 for the ESSN sample and 4.48 for the C-ESSN sample, pointing to consistently high levels of satisfaction across both groups.

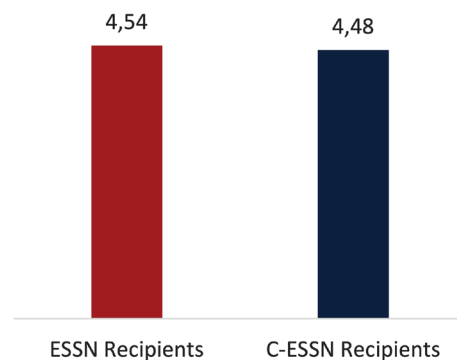


Figure 15 Overall Satisfaction Score Based on 17 Questions

Satisfaction with the Cash Assistance Amount

Satisfaction with the amount of SSN provided is generally positive across both respondent groups. The share of respondents reporting satisfaction (“satisfied” or “very satisfied”) is recorded at 74 percent among ESSN recipients and 78 percent among C-ESSN recipients. Neutral responses (Neither satisfied nor dissatisfied) account for 16 percent and 11 percent respectively, while dissatisfaction remains relatively limited at 10 percent among ESSN recipients and 9 percent among C-ESSN recipients.

When compared with the previous survey round (2025), overall satisfaction increased to 74 percent among ESSN recipients and 78 percent among C-ESSN recipients, up from 60 percent and 66 percent respectively. This represents an increase of 14 percentage points among ESSN recipients and 12 percentage points among C-ESSN recipients. The increase is also reflected in the share of respondents reporting that they were “very satisfied”, which rose from 22 percent to 29 percent among ESSN recipients and from 27 percent to 34 percent among C-ESSN recipients. Overall, C-ESSN recipients report slightly higher satisfaction levels than ESSN recipients.

Overall, the findings indicate a positive shift in perceived adequacy of the cash assistance amount among both ESSN and C-ESSN recipients.

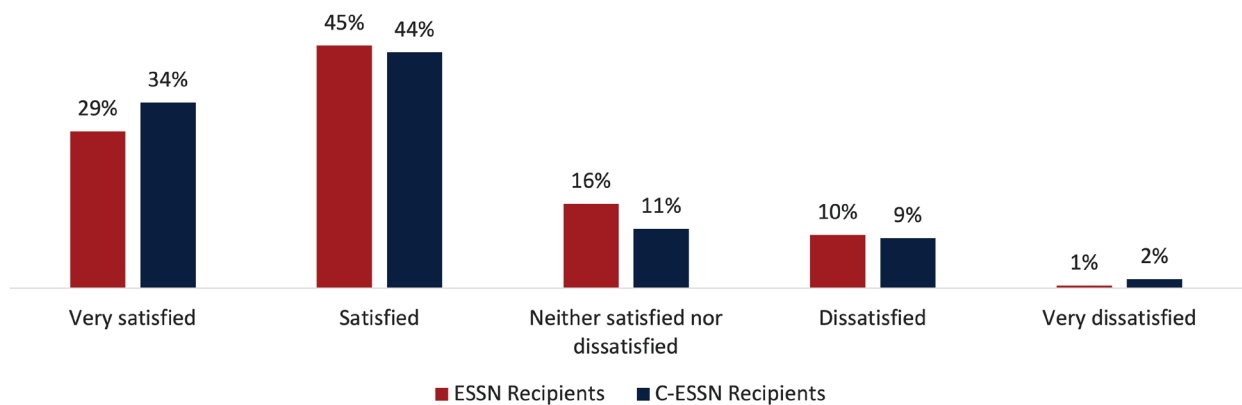


Figure 16 How Satisfied Are You with the Amount of the SSN Provided?

Delivery Services

Within the Programme, KIZILAYKARTs are distributed at the end of each month through Halkbank branches nationwide, as well as through 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 on designated days each month.

This question was included in the survey to assess beneficiaries’ satisfaction with both delivery channels and to ensure that card distribution is implemented in line with consistent service quality standards across different locations.

Overall, satisfaction with the KIZILAYKART delivery service is very high across both channels and respondent groups. Türk Kızılay Service Centres recorded satisfaction levels of 99 percent among ESSN recipients and 97 percent among C-ESSN recipients, while Halkbank branches recorded similarly high levels of 98 percent and 97 percent respectively. The findings indicate consistently strong perceptions of service quality across both delivery mechanisms.

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—is perceived as reliable, timely, and well-organised.

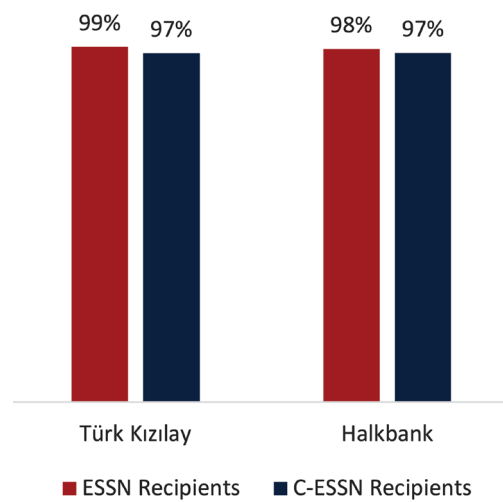


Figure 17 Satisfaction with KIZILAYKART Delivery Services: Türk Kızılay and Halkbank

Difficulty When Redeeming Cash Assistance

The survey also examined beneficiaries' experiences when withdrawing their cash assistance from ATMs in order to assess the accessibility and functionality of the payment process.

The vast majority of both ESSN and C-ESSN recipients reported that they had not encountered any difficulties when redeeming their cash assistance from ATMs, accounting for 94 percent of ESSN recipients and 92 percent of C-ESSN recipients. Only a small proportion of respondents reported experiencing difficulties during cash withdrawal, representing 6 percent of ESSN recipients and 8 percent of C-ESSN recipients.

Overall, the findings suggest that the cash withdrawal process is generally functioning smoothly, with reported challenges remaining limited across both beneficiary groups.

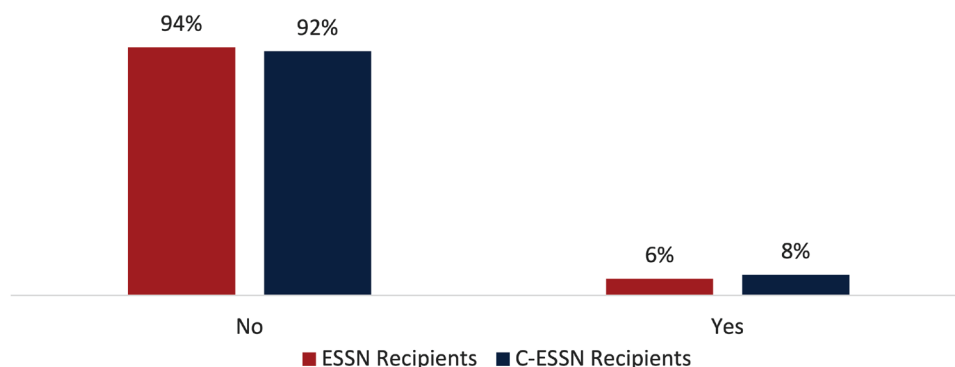


Figure 18 Did You Ever Have Any Difficulties When Redeeming Your Cash Assistance from the ATM?

Difficulty When Redeeming Cash Assistance from the ATM

The explanations of beneficiaries who reported difficulty withdrawing their cash assistance from ATMs concentrate mainly on technical issues in both projects (ESSN: 14 of 28 responses; C-ESSN: 15 of 32). Most of these responses relate to the ATM retaining the card; the responses indicate that this occurred on a single occasion and was resolved: “The ATM had retained my card, I called 168 and had it cancelled, then I received a new card.” (C-ESSN, Male, 25).

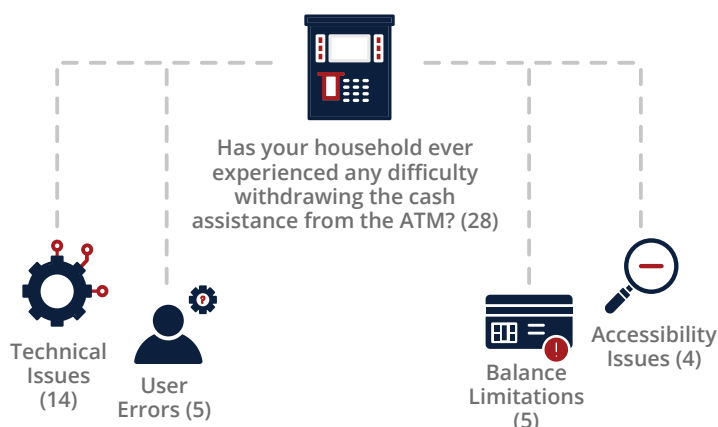


Figure 19 ATM Problem Categories-ESSN

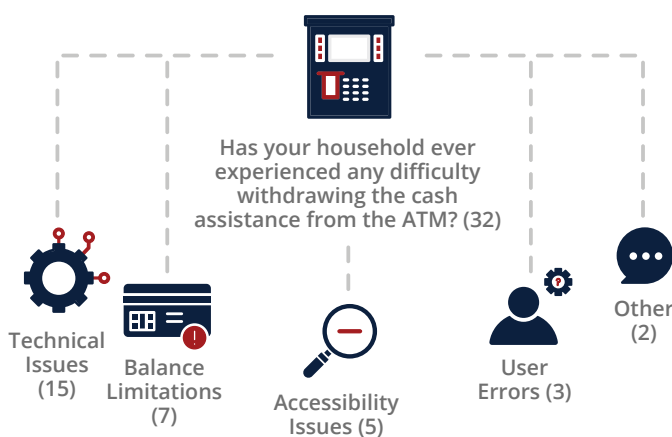


Figure 20 ATM Problem Categories-C-ESSN

The remaining explanations concern balance and transaction limits (ESSN: 5; C-ESSN: 7), access to ATMs (ESSN: 4; C-ESSN: 5) and user-related situations (ESSN: 5; C-ESSN: 3). Responses on the balance refer to not being able to withdraw the full amount in a single transaction, or not being able to withdraw a balance below the smallest banknote denomination, with one response noting that this was subsequently resolved: “Previously I could not withdraw all of the assistance at once. But it has been fixed now.” (C-ESSN, Female, 35). Responses on access point to queues on payment days and to the absence of a nearby ATM, while user-related responses refer to entering the wrong PIN and to the transaction being carried out with the help of a relative or neighbour due to not being able to read and write.

Overall, these explanations show that the difficulties experienced in the ATM withdrawal process remain isolated and are largely resolvable.

Communication Channels

Awareness and Preferences Regarding Communication Channels

Understanding how recipients access programme information is essential for assessing whether communication strategies effectively reach the intended target population and support informed engagement with the Programme. The survey results indicate that, overall, awareness of the main communication and feedback channels remains high among respondents.

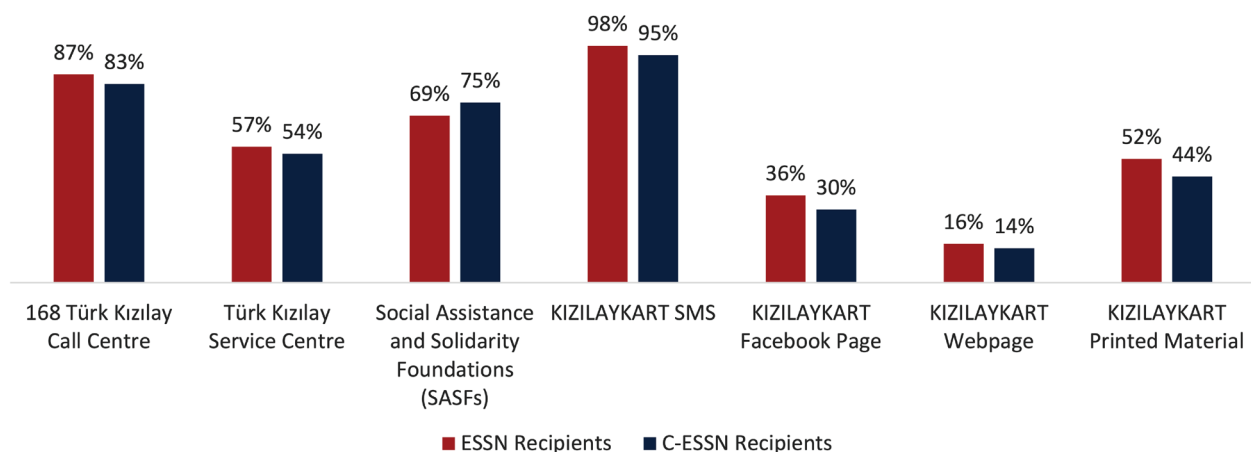


Figure 21 Do You Know the Official Communication Channels of the Project?

Respondents' awareness was assessed separately for each communication channel. The figures therefore represent the proportion of recipients aware of each channel.

The findings indicate high levels of awareness of the Programme's primary communication channels among both ESSN and C-ESSN recipients. KIZILAYKART SMS is the most widely recognized channel, with awareness levels reaching 98 percent among ESSN recipients and 95 percent among C-ESSN recipients. Awareness of the 168 Türk Kızılay Call Centre also remains high, reported by 87 percent of ESSN recipients and 83 percent of C-ESSN recipients, highlighting the strong role of direct and proactive communication mechanisms in facilitating beneficiaries' access to programme information.

Moderate levels of awareness are observed for the SASFs and Türk Kızılay Service Centres, while awareness of digital communication channels remains comparatively lower. The KIZILAYKART Facebook page is known by 36 percent of ESSN recipients and 30 percent of C-ESSN recipients, whereas awareness of the KIZILAYKART webpage is limited to 16 percent and 14 percent respectively. The comparatively lower awareness of digital channels may indicate that these channels currently play a more limited role in beneficiaries' access to programme information. This underscores the importance of maintaining a diverse communication approach and ensuring that official programme communication channels remain accessible and inclusive for all beneficiary groups. The findings also highlight the continued importance of programme visibility through established communication channels to support beneficiaries' access to timely and reliable information.

Overall, the findings suggest that direct communication channels, particularly SMS and the call centre, continue to play a central role in disseminating programme information, while digital channels demonstrate comparatively lower levels of awareness among beneficiaries.

Use of Communication Channels

Respondents who were aware of a given channel were asked whether they used it to access programme information, and those who reported using a channel were then asked to rate their satisfaction with it. The figures presented in this section and the following one therefore refer to these respondent groups respectively.

The findings indicate that KIZILAYKART SMS is the most widely used channel for accessing programme information among both ESSN and C-ESSN recipients, followed by SASFs and Türk Kızılay Service Centres. Access via the 168 Türk Kızılay Call Centre and printed materials is also relatively high, while digital channels such as the KIZILAYKART Facebook page and webpage are accessed by a comparatively smaller proportion of respondents.

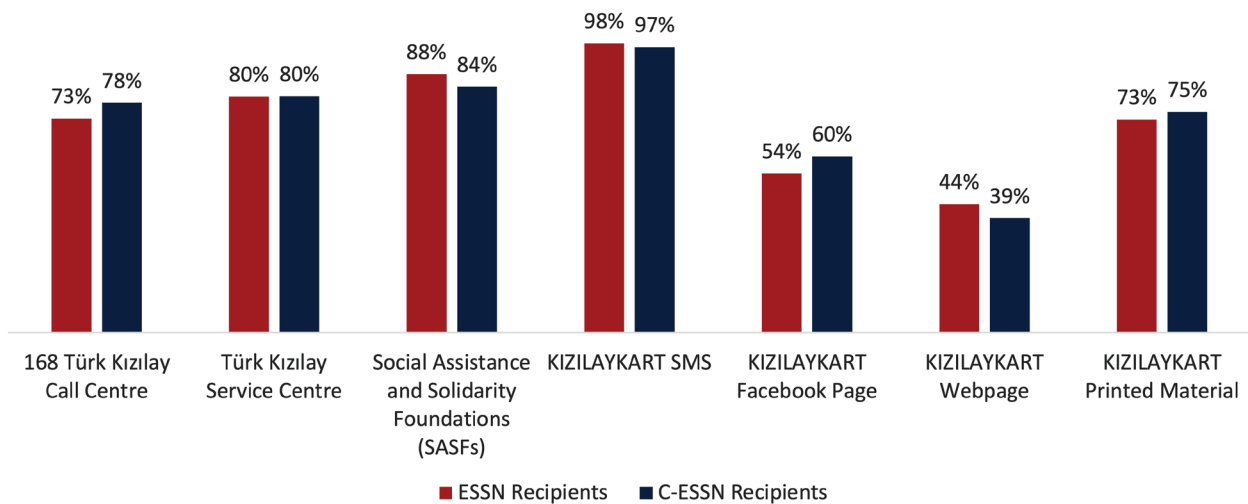


Figure 22 If Yes, Do You Use These Channels?

Among ESSN recipients, 98 percent of those aware of the channel reported accessing programme information via KIZILAYKART SMS, compared to 97 percent of C-ESSN recipients. This is followed by SASFs (88 percent and 84 percent respectively) and Türk Kızılay Service Centres (80 percent for both groups). The 168 Türk Kızılay Call Centre and printed materials are accessed by 73-78 percent of aware respondents across the two groups. In contrast, access to digital channels remains lower, with the Facebook page reported at 54 percent among ESSN recipients and 60 percent among C-ESSN recipients, and the webpage at 44 percent and 39 percent respectively.



Satisfaction with Communication Channels

Respondents who reported accessing the Programme's communication channels were asked to rate their satisfaction with each channel. The findings indicate consistently high levels of satisfaction across all communication channels among both ESSN and C-ESSN recipients.

Satisfaction with KIZILAYKART SMS and the 168 Türk Kızılay Call Centre is particularly high, reaching 99 percent and 98 percent among ESSN recipients, and 100 percent and 95 percent among C-ESSN recipients respectively. Similarly, satisfaction with Türk Kızılay Service Centres and SASFs remains very high, ranging between 95 percent and 100 percent across both groups.

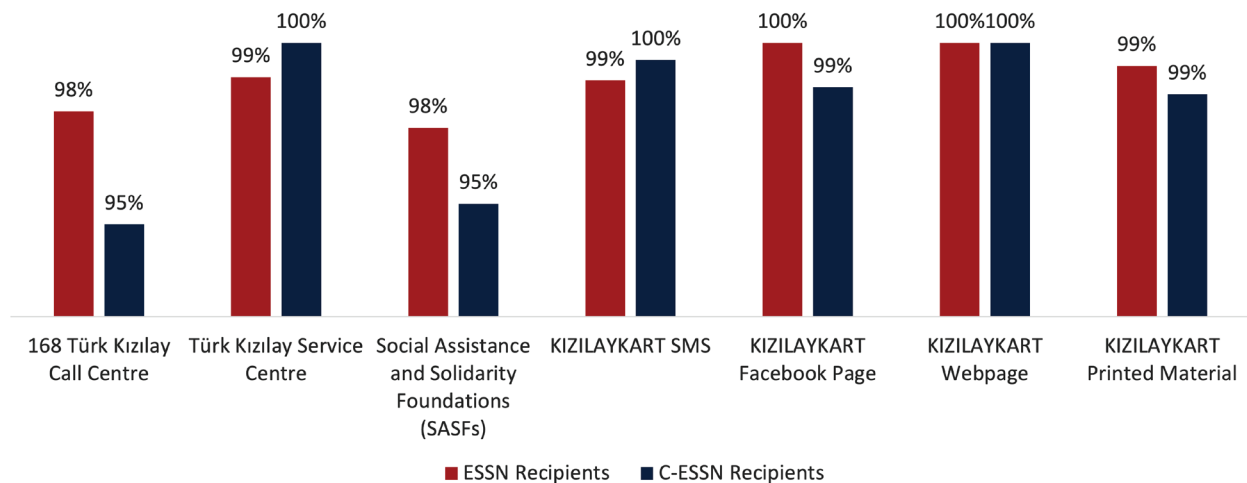


Figure 23 If Yes, How Satisfied Are You with These Channels?

Digital channels and printed materials also receive near-universal satisfaction ratings. The KIZILAYKART Facebook page and webpage are rated at or close to 100 percent satisfaction, while printed materials are rated at 99 percent among both ESSN and C-ESSN recipients.

Overall, the findings suggest consistently high satisfaction with all communication channels, indicating that beneficiaries generally perceive the channels as effective, accessible, and reliable for accessing programme information.

Preference for Receiving Programme Updates

When beneficiaries were asked through which channels, other than the existing official communication channels, they would prefer to receive updates and information, their responses predominantly pointed back to the existing channels (ESSN: 274 of 437 responses; C-ESSN: 277 of 440). Some beneficiaries stated that they had no specific preference (ESSN: 100; C-ESSN: 82) or had no idea on the matter (ESSN: 32; C-ESSN: 36), while others explicitly noted that the current channels were sufficient (ESSN: 52; C-ESSN: 37): “I would not want to receive information from anywhere other than the official channels.” (C-ESSN, Female, 45). These findings indicate that the existing flow of information meets beneficiaries’ expectations and that the need for an additional channel is limited.

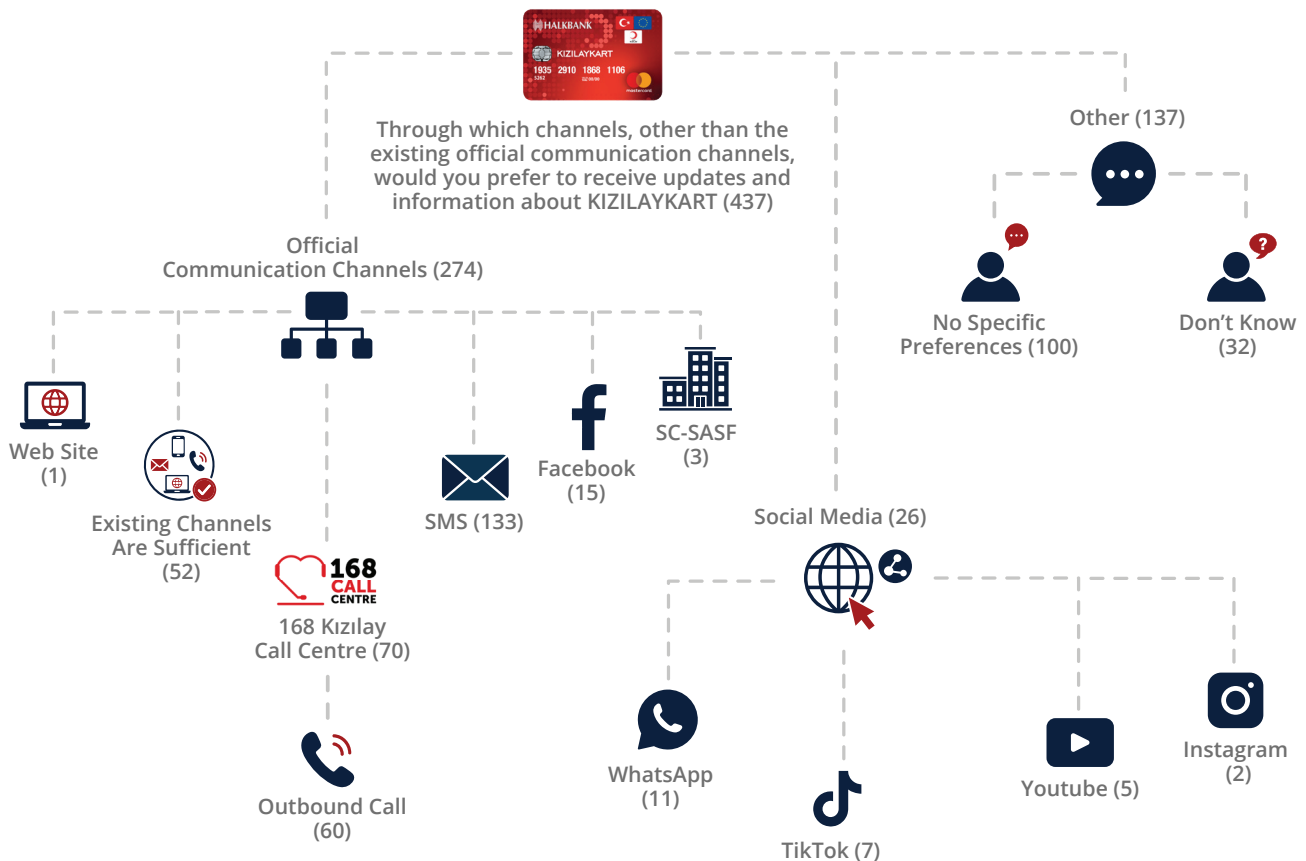


Figure 24 Alternative Preferred Information Channels-ESSN

Among those who did express a preference, SMS ranks first in both projects (ESSN: 133; C-ESSN: 144). What makes SMS stand out is that the information reaches beneficiaries directly, without their having to seek it out, and is known to come from an official source; the messages are found both sufficient and easy to understand: “I would prefer to receive it through SMS, because it feels more secure to me.” (ESSN, Male, 37). This finding shows that SMS retains its central position in the Programme’s flow of information.

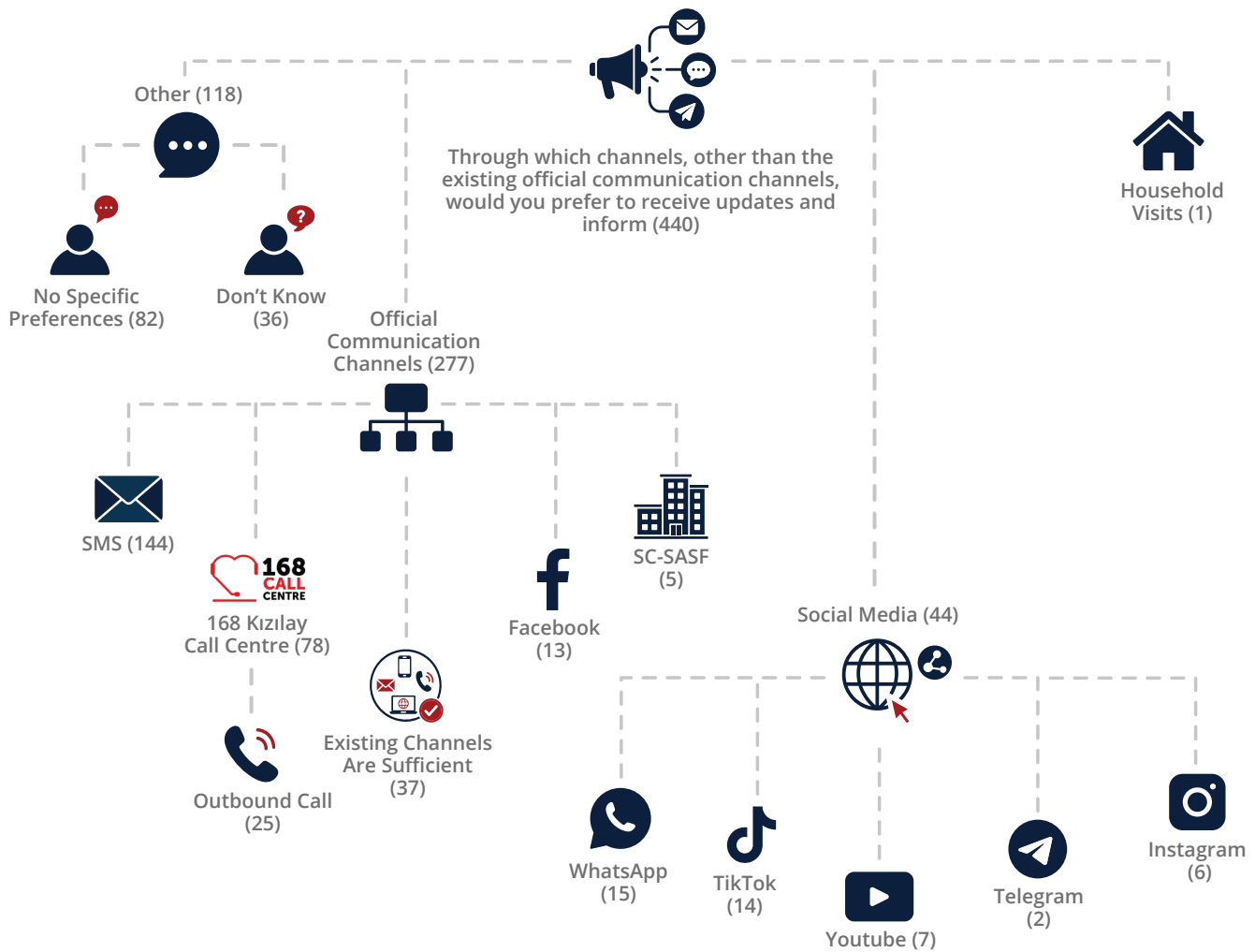


Figure 25 Alternative Preferred Information Channels-C-ESSN

The 168 Kızılay Call Centre ranks second (ESSN: 70; C-ESSN: 78). A significant share of these responses shows a preference for being called by the institution rather than calling it, that is, for direct information provided verbally over the phone (ESSN: 60; C-ESSN: 25). Consistent with this, some beneficiaries prefer to obtain information face-to-face through Service Centres and SASFs (ESSN: 3; C-ESSN: 5). These preferences demonstrate the importance that channels involving human contact hold for beneficiaries alongside written communication.

The KIZILAYKART Facebook page, which is among the official channels, was also mentioned among the preferred sources of information (ESSN: 15; C-ESSN: 13): “I can access sufficient information on the Facebook page.” (ESSN, Female, 36). Beyond this, a group of participants stated that they would also like to be informed through social media platforms in line with their own habits of use (ESSN: 26; C-ESSN: 44); WhatsApp (ESSN: 11; C-ESSN: 15) and TikTok (ESSN: 7; C-ESSN: 14) stand out in these responses, with YouTube, Instagram and Telegram also mentioned. While this request remains limited in both projects.

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.

The open-ended responses were analysed using MAXQDA and organised into hierarchical code schemes, presented in the figures accompanying each section. Throughout the qualitative analysis, the figures in brackets refer to the number of coded responses rather than to distinct participants, as a single answer could be assigned to more than one code. Sub-code totals are nested within their parent codes and therefore should not be summed.

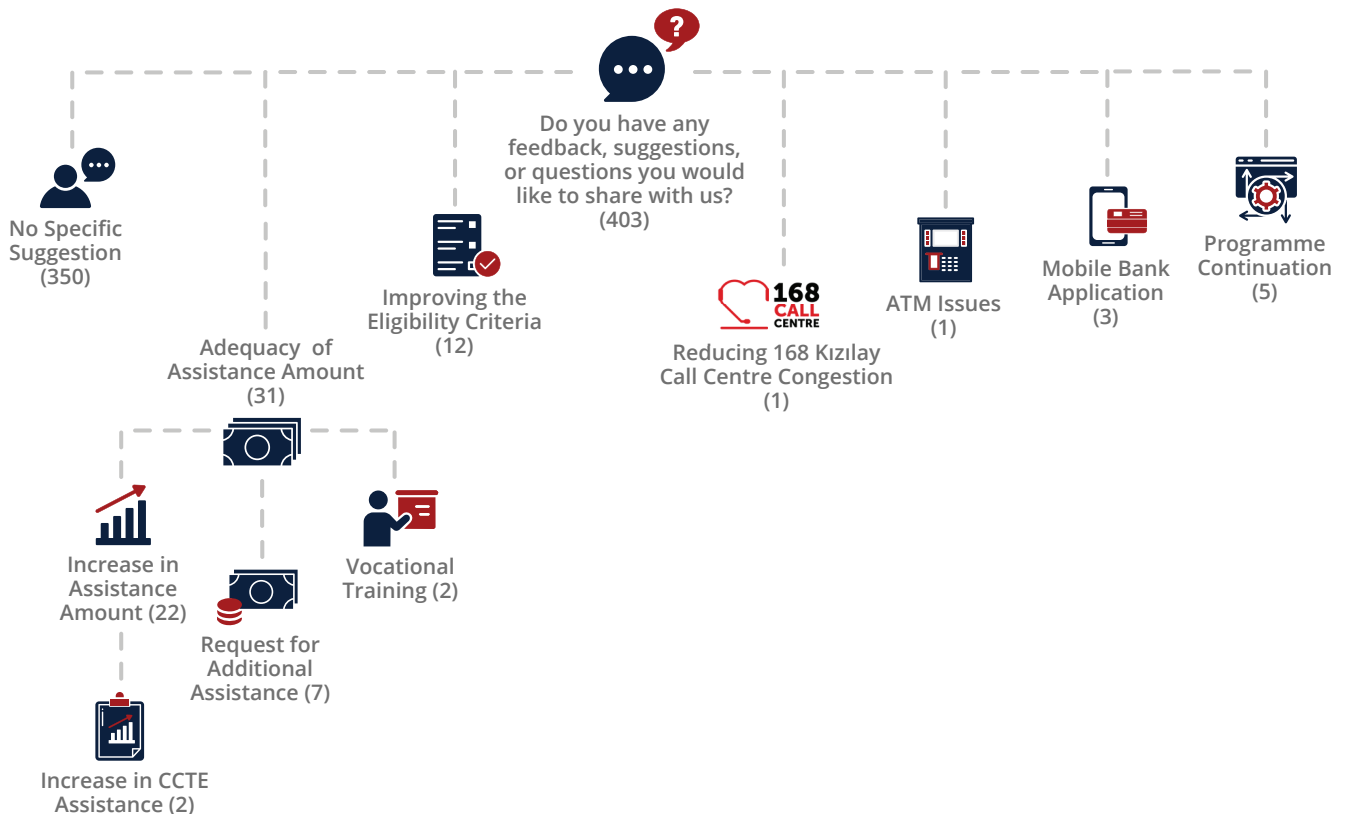


Figure 26 Feedback and Suggestion Categories-ESSN

Across all three samples, the majority of responses contained no specific feedback (ESSN: 350; C-ESSN: 348; non-recipients: 285), typically expressed through brief statements such as “no suggestion” or “thank you.”

“I would like the assistance to remain permanent and continue.” (ESSN, Female, 40)

Among responses that raised a substantive point, the adequacy of the assistance amount was the most prominent theme for both recipient groups (ESSN: 31; C-ESSN: 47). Respondents linked the request for higher assistance to rising living costs and to difficulties in covering basic and school-related needs.

“I would like the assistance amount to increase; it is not enough to meet our needs.” (ESSN, Male, 28)

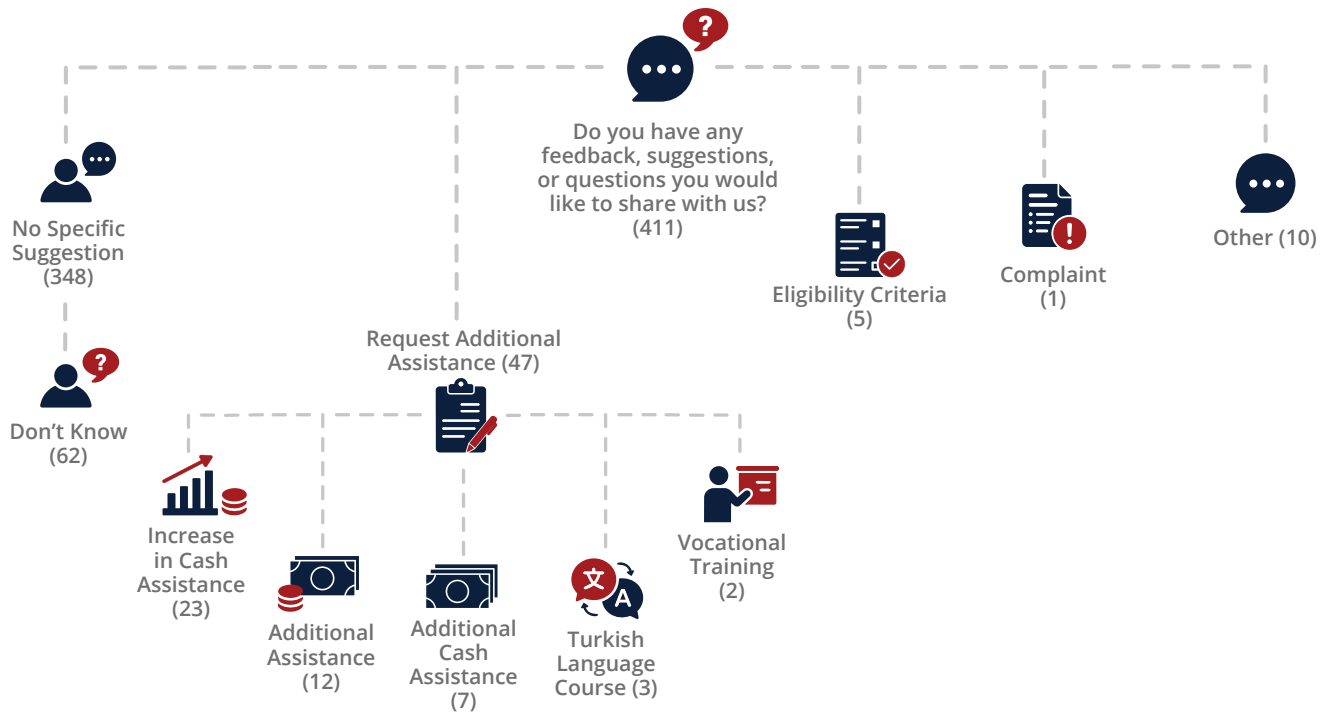


Figure 27 Feedback and Suggestion Categories-C-ESSN

Given the higher vulnerability profile of C-ESSN beneficiaries, their responses included more specific and targeted requests, tying additional or higher assistance to medical, treatment, and care-related costs, and to complementary in-kind support such as food, clothing, and fuel.

"I am a liver transplant recipient and cannot work; I would be very glad if the assistance amounts were increased." (C-ESSN, Male, 35)

"I think the assistance amount for people with medical reports should be higher than standard assistance, because medicine and treatment are very costly." (C-ESSN, Female, 25)

Smaller numbers of responses requested complementary support, including holiday and food assistance, Turkish language courses and vocational training.

Eligibility criteria formed a further recurrent theme (ESSN: 12; C-ESSN: 5). ESSN responses more frequently focused on the continuity, clarity, and inclusiveness of Programme criteria, most often calling for the inclusion of families with two children, households with at least one member covered by social security, and for reconsidering thresholds such as the disability rate. C-ESSN responses raised eligibility mainly in the form of questions about whether assistance would be discontinued following a change in household circumstances, highlighting beneficiaries' interest in understanding how changes in their situation may affect programme assistance.

"Families with two children should be able to benefit from the KIZILAYKART. Even if they do not meet the criteria, many families are in a poor financial situation." (ESSN, Male, 33)

Among non-recipients who provided feedback, the most common request was to receive KIZILAYKART assistance (61 responses), typically framed around economic hardship and the loss of a support that had previously helped cover basic needs.

“We want the KIZILAYKART to be given again, because it helped us meet our basic needs.” (Non-recipients, Female, 29)

Improving the eligibility criteria was the second most frequent theme (27) among non-recipients, often referring to changes in the child-number and 18-65 criteria, followed by requests for information about the application and eligibility processes (12). A distinct cluster of responses questioned why assistance had been discontinued (8), and several linked the termination of their cards to their exclusion from health insurance (7).

“I have two children; why was my assistance stopped? Can I apply again?” (Non-recipients, Male, 49)

“Because our KIZILAYKART was stopped, our health insurance was also stopped. We would like support with health and medicine.” (Non-recipients, Female, 47)

While the majority of responses across all three samples indicated no specific feedback, the most prominent theme among ESSN and C-ESSN respondents was the need to increase assistance amounts. C-ESSN responses highlighted more targeted needs arising from higher vulnerability, whereas ESSN responses focused more on Programme criteria, coverage, and continuity. Non-recipients primarily expressed the desire to regain access to assistance, to understand why support had ended, and to have the linked loss of health insurance addressed.

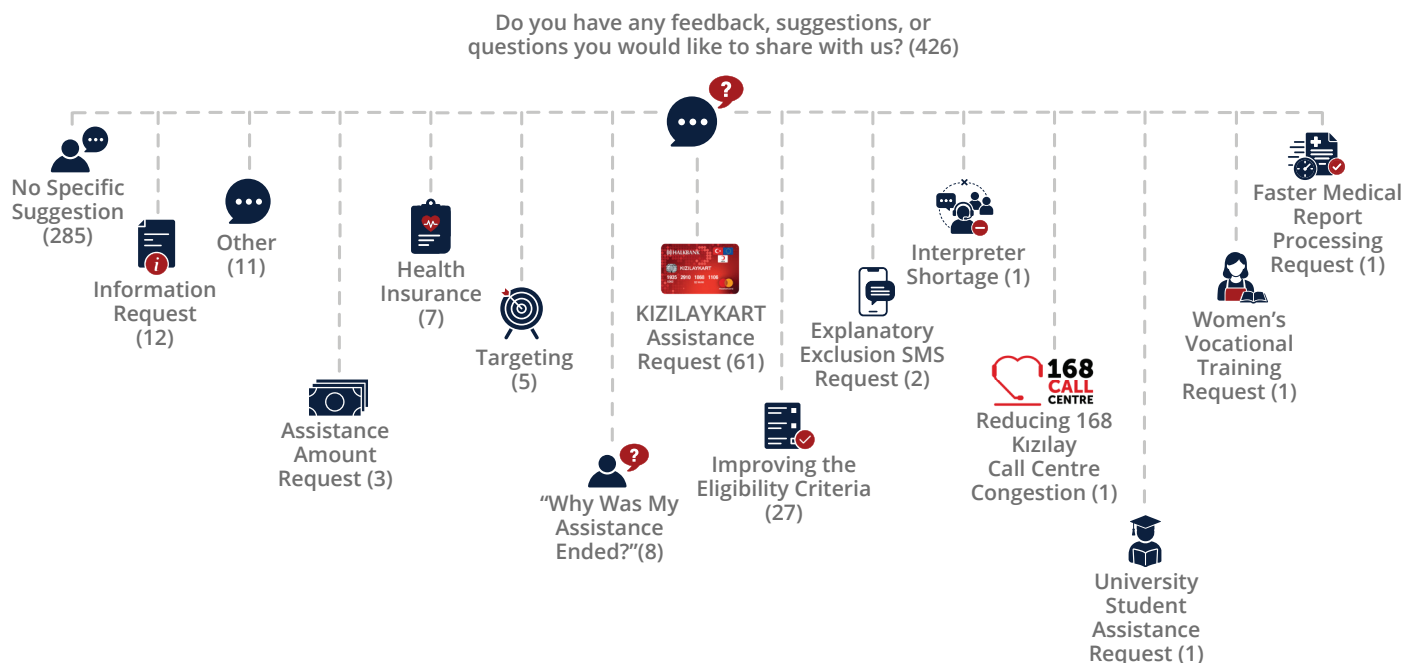


Figure 28 Feedback and Suggestion Categories-Non-Recipient

Information Priorities Among Participants

The majority of responses in both the ESSN (210) and C-ESSN (215) projects indicated that no specific information was needed, reflecting general satisfaction among beneficiaries with existing information obtained through official communication channels. Many expressed contentment with project updates and notifications, noting that current SMSs are sufficient. Statements such as ***“there is no particular subject, and the information conveyed to me is sufficient” (ESSN, Male, 36)*** and ***“the current notifications are sufficient” (ESSN, Female, 30)*** reflect this assessment.

For those responses that did highlight specific information needs, the assistance amount emerged as the most important topic, and was notably more prominent among C-ESSN (75) than ESSN (49) responses. Beneficiaries emphasised the necessity of timely updates on the amount and timing of transfers, with requests for top-up notifications frequent in both projects (ESSN: 34; C-ESSN: 24).

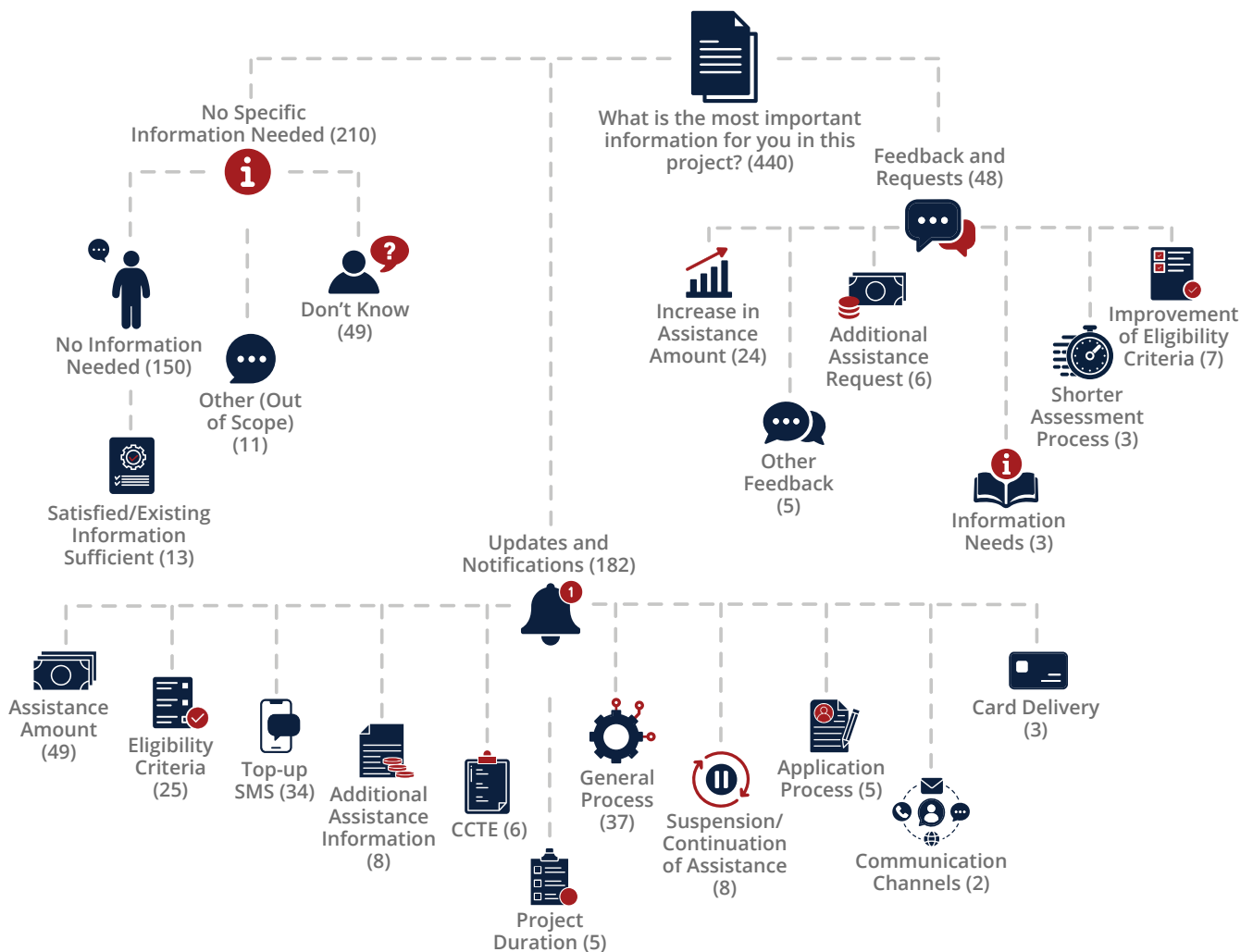


Figure 29 Most Important Information Categories-ESSN

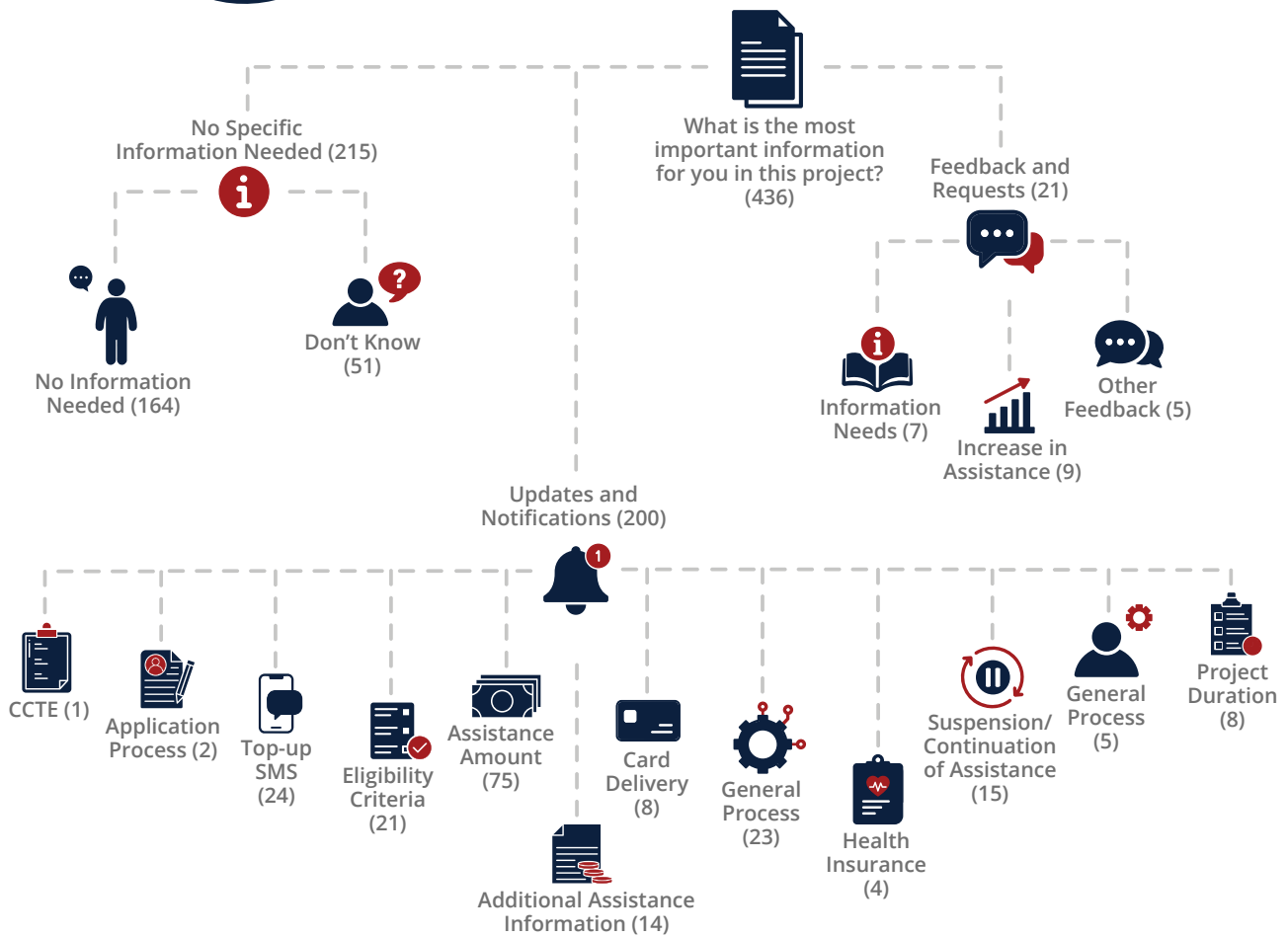


Figure 30 Most Important Information Categories-C-ESSN

Eligibility criteria represent a further key concern (ESSN: 25; C-ESSN: 21). Responses sought clarity on the rules governing who benefits, on being notified when these changes, and on the reasons behind particular exclusions, as in the view that information should be provided on “why men aged 18-65 do not benefit from the assistance criteria” (ESSN, Male, 44). Related responses included requests to be informed in advance if assistance were to be discontinued. This concern was raised almost twice as often among C-ESSN responses (15) compared to ESSN responses (8), together with questions regarding how long the Programme would continue (ESSN: 5; C-ESSN: 8).

Regarding communication channels, SMS notifications are considered the primary and most effective medium, particularly for transfer-related updates: “the SMS messages are very informative; when the top-up is made we do not go to the ATM for nothing” (ESSN, Male, 27). The 168 Kizilay Call Centre and the SASFs are also recognised by beneficiaries as reliable sources -“nothing at the moment; when there is, I call 168” (ESSN, Female, 51) and “we know all of it from the SASF ” (ESSN, Female, 28)- while the Facebook page is referenced as a means of following current conditions (ESSN, Female, 30). This reinforces the adequacy of the existing channels and the importance of timely, transparent communication in maintaining beneficiary trust.

A smaller share of responses saw beneficiaries use the question to convey requests rather than information needs, more often among ESSN (48) than C-ESSN (21) responses. These most frequently called for an increase in the assistance amount (ESSN: 24; C-ESSN: 9), and among ESSN responses for the criteria themselves to be eased rather than explained (7), including a lower disability-rate threshold -“my disability report is 37 per cent but I do not benefit (ESSN, Female, 35) and the inclusion of families with two children.

Suggestions for Service Improvement

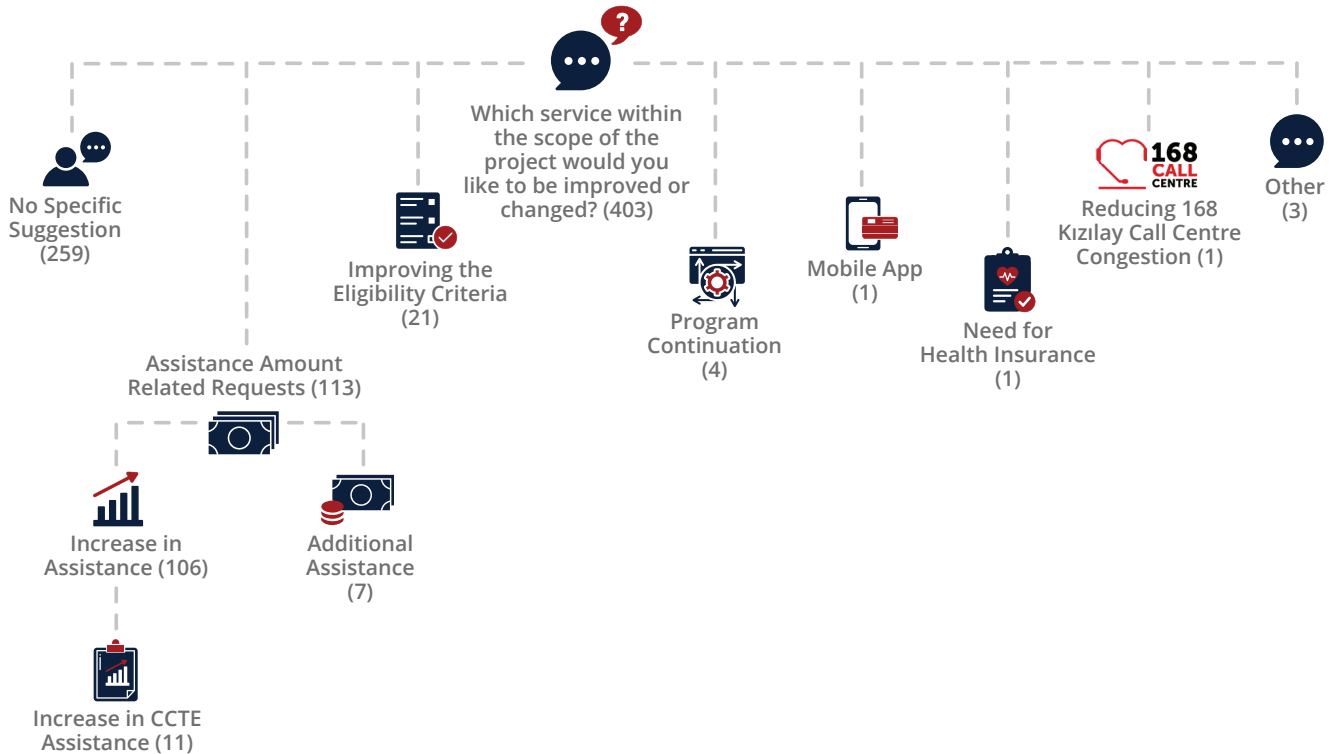


Figure 31 Project Service Improvement Categories-ESSN

Participants' responses indicate that the Programme is largely meeting their expectations. Most respondents did not identify any areas for improvement or changes they would like to see (ESSN: 259 of 403 responses; C-ESSN: 265 of 420 responses), stating that they had no suggestions or that the services and information provided were already satisfactory, as reflected in the comment: "All your services are very good; there is no need to change or improve them." (ESSN, Male, 42). Where suggestions were made, requests focused primarily on expanding the scope of assistance. Beneficiaries requested an increase in the assistance amount (ESSN: 113; C-ESSN: 125) and a widening of eligibility criteria (ESSN: 21; C-ESSN: 9), indicating that they would prefer greater levels of support and broader coverage rather than changes to the way services are delivered.

Requests to increase the assistance amount were dominant in both samples (ESSN: 106; C-ESSN: 117) and were justified through the cost of living rather than through dissatisfaction with service delivery. Rent was the most frequent reference point: "I would like the assistance amount to be increased. I would like it to be at least enough to cover the house rent." (ESSN, Male, 38). One response conveyed the erosion of the transfer over time: "The assistance amount does not even cover half of our rent now. When we first started receiving it, it covered my rent and my bills." (ESSN, Female, 32). The increase that has been made is also recognised, while still not being considered sufficient under current conditions; one response stated "I am happy because the assistance amount has been increased" (ESSN, Female, 28), while another noted "This assistance we receive is very important, but I think it is insufficient. Under these conditions, the assistance needs to be increased further." (ESSN, Male, 44). In C-ESSN beneficiaries, requests were more often articulated through health, disability and single-adult households: "I am disabled. I have no income and this assistance does not meet my needs." (C-ESSN, Male, 66) and "I cannot buy medicine. The assistance we receive is not enough." (C-ESSN, Male, 71).

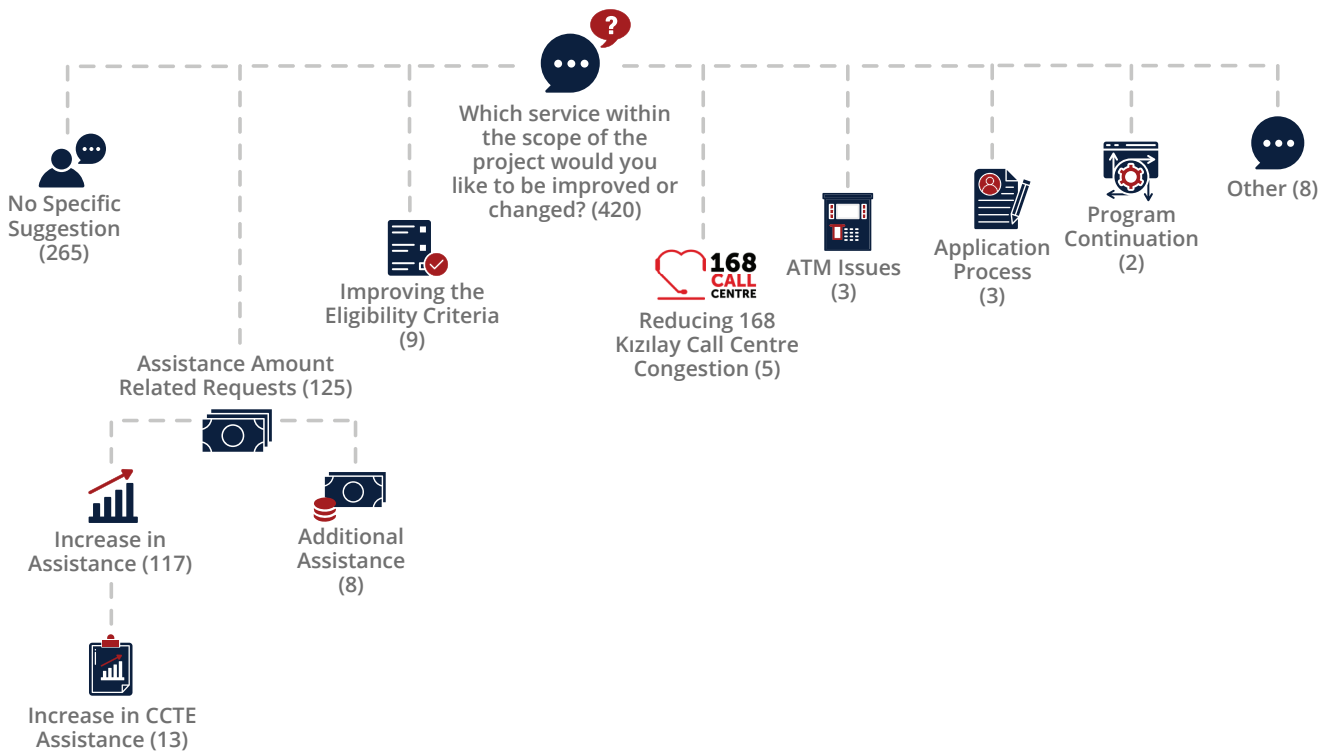


Figure 32 Project Service Improvement Categories-C-ESSN

A distinct sub-set within this theme concerns the CCTE project (ESSN: 11; C-ESSN: 13) and focuses mainly on the insufficiency of the transfer against school expenses, while a few C-ESSN responses also raise the payment frequency and the attendance rule: “I think the CCTE assistance is very insufficient against education expenses and should be improved.” (ESSN, Female, 37). Requests for additional assistance (ESSN: 7; C-ESSN: 8) centre on a payment before Ramadan, rent, coal and food parcel support, support for widowed women, and vocational training courses.

Suggestions concerning the eligibility criteria are shaped around the expectation that the criteria become more inclusive. In ESSN responses, this expectation is expressed on the one hand through the request that men aged 18-65 and the head of household be brought within the scope: “When the criteria are calculated, male individuals over 18 should not be excluded from the assistance coming to the household.” (ESSN, Male, 37). On the other hand, it is framed through the number of children with reference to the change made to the dependency ratio criterion; the removal of the entire household from assistance when a household member turns 18 or when the number of children falls below the threshold is the criterion that comes to the fore in these responses: “I would like the assistance not to be stopped when there are 2 children under the age of 18, because everything is very expensive and we always wait for the day the assistance is paid.” (ESSN, Male, 44). C-ESSN responses continue the same expectation of inclusiveness through disability conditions and household-based assessment of applications, with an expectation of a separate assessment for households that do not meet the criteria but remain in need: “Some families are rejected because they do not meet the conditions even though they are in need. A different assessment should also be made for these families.” (C-ESSN, Female, 44).

Feedback on service delivery and processes is very limited in number and isolated in nature: congestion at the 168 Kızılay Call Centre at the ending of the month (ESSN: 1; C-ESSN: 5), ATM use (C-ESSN: 3) and the application process (C-ESSN: 3) were raised in only a few responses. Individual suggestions in ESSN include the reinstatement of health coverage and a mobile application similar to banking applications: “It would be very good if KIZILAYKART also had an application.” (ESSN, Male, 33). Continuation of the Programme was requested in 4 ESSN and 2 C-ESSN responses, one of which stated “The assistance needs to continue. The war in Syria has ended, but there has been no financial recovery yet.” (ESSN, Male, 45).

Overall, the findings indicate that the Programme’s services are largely accepted by beneficiaries as they stand: the great majority of responses contain no suggestion for change, and feedback on service delivery and processes remains very limited. The only prominent expectation, independent of service quality, is the adequacy of the assistance amount against rising living costs, followed by the expectation of more inclusive eligibility criteria.

Satisfaction with Programme Services

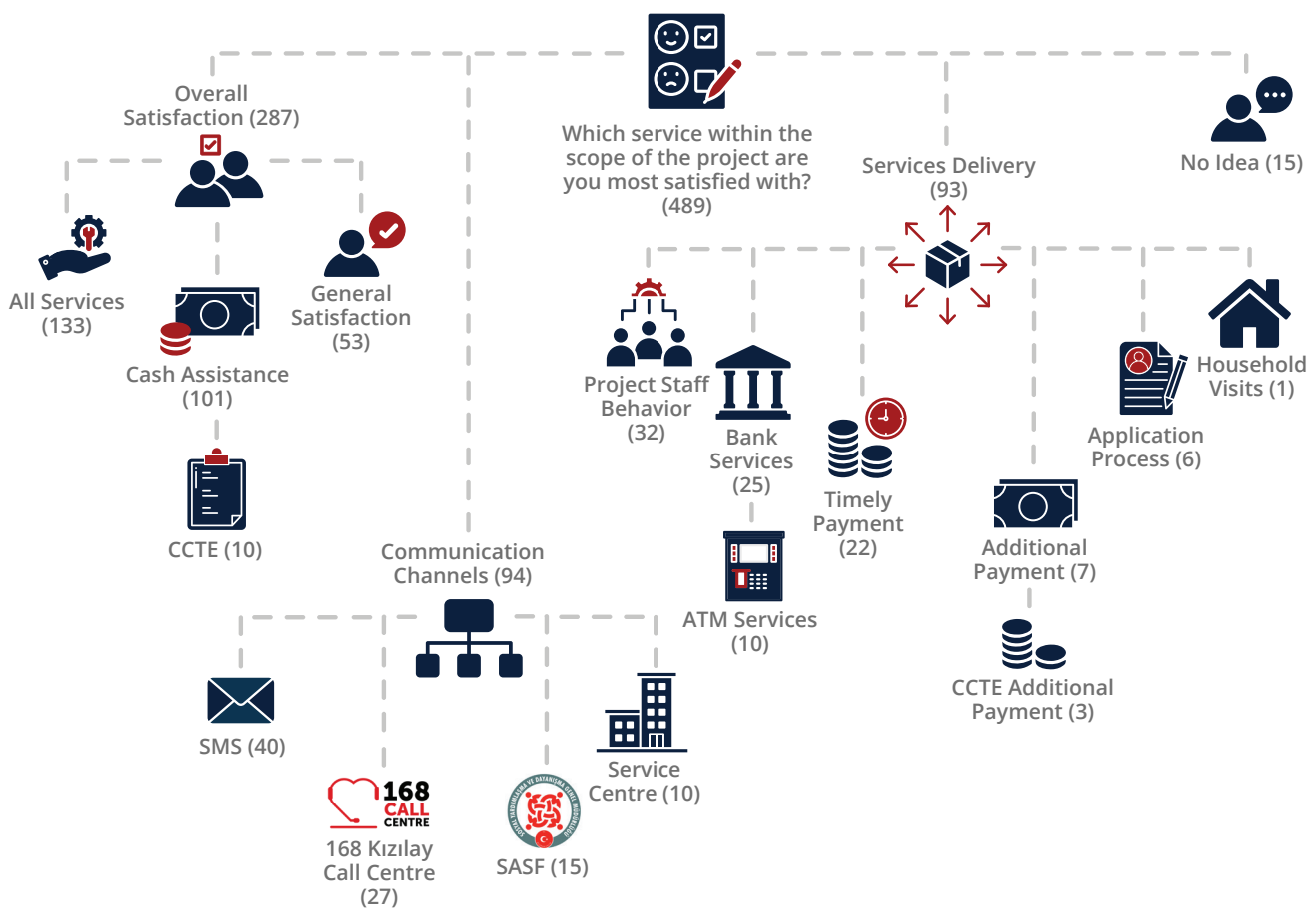


Figure 33 Most Satisfying Project Service Categories-ESSN

In both projects, responses concentrate on general satisfaction with the Programme as a whole rather than with a single service (ESSN: 287 of 489 responses; C-ESSN: 293 of 457). Participants predominantly stated that they were satisfied with all services, and the fact that the assistance is provided as cash occupies an important place within this satisfaction (ESSN: 101; C-ESSN: 108): ***“We are satisfied with all services. We are very satisfied that we are able to receive the assistance every month without interruption.” (ESSN, Female, 29).*** That cash assistance allows the household to determine its own needs also stands out as a reason for satisfaction: “That the assistance is given in cash. We spend it ourselves, we buy food for the house.” (C-ESSN, Male, 34).

Communication channels are the second main source of satisfaction (ESSN: 94; C-ESSN: 84). SMS notifications are the most frequently mentioned service in both samples (ESSN: 40; C-ESSN: 36), and satisfaction is linked to the messages being timely and informative: ***“I am satisfied with the SMS messages sent, because they arrive on time.” (C-ESSN, Female, 36).*** Responses concerning the 168 Kızılay Call Centre (ESSN: 27; C-ESSN: 25) emphasise ease of access and the clarity of the information provided: “I am satisfied with the 168 Call Centre, because whenever I call they give me detailed and clear information.” (ESSN, Male, 24). SASF (ESSN: 15; C-ESSN: 11), Service Centres (ESSN: 10; C-ESSN: 5) and the satisfaction survey itself (C-ESSN: 5) were also mentioned positively under this theme.

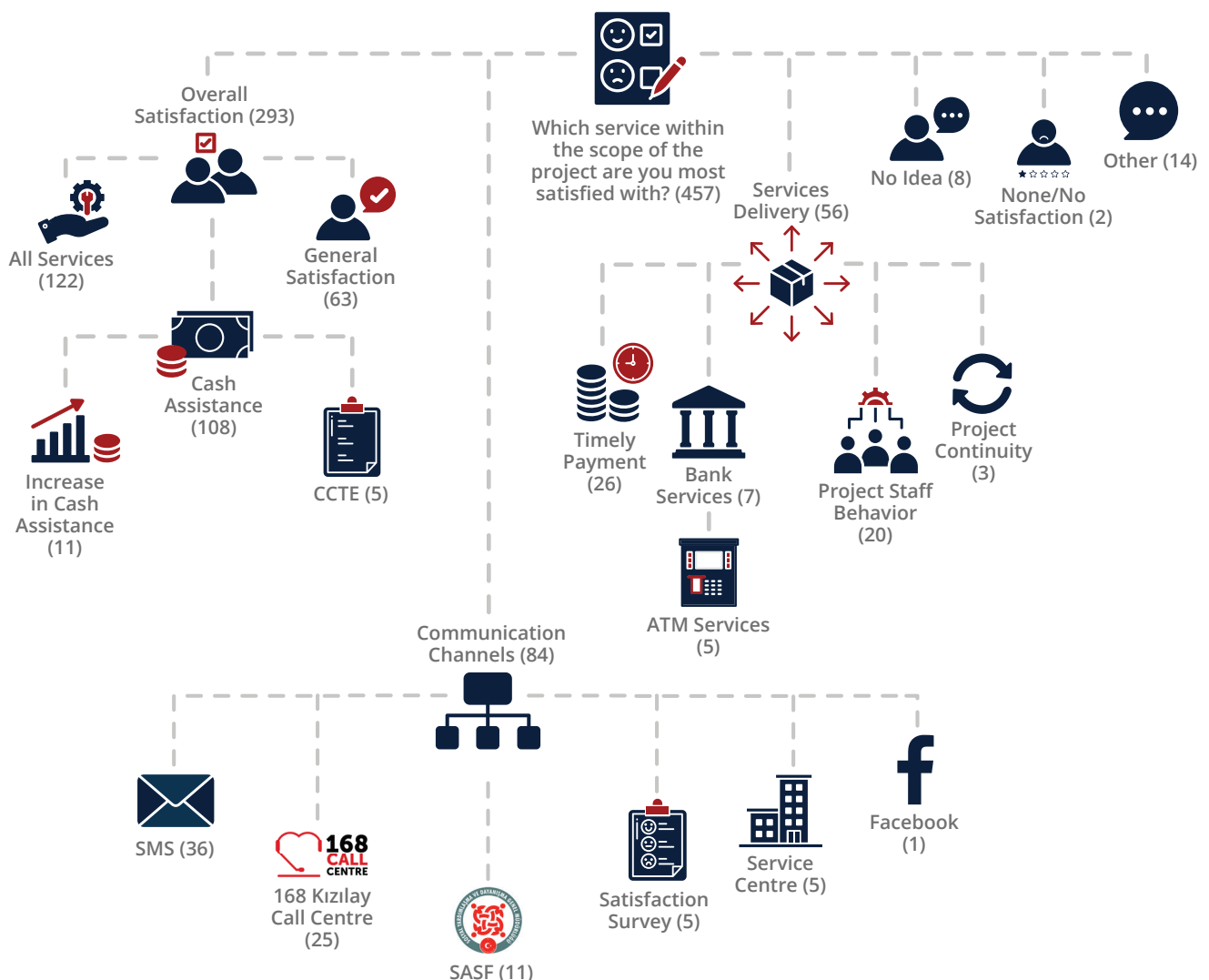


Figure 34 Most Satisfying Project Service Categories-C-ESSN

Responses on service delivery (ESSN: 93; C-ESSN: 56) concentrate on two points. The first is the regularity and timeliness of payments (ESSN: 22; C-ESSN: 26): “I am satisfied that the assistance is paid on its day every month and that we are able to meet part of our needs with it.” (C-ESSN, Female, 35). The second is the attitude and conduct of project staff (ESSN: 32; C-ESSN: 20), with responses highlighting the attentiveness, respect and helpfulness shown to beneficiaries, particularly during the application process: “The staff at the Kızılay Service Centre are very respectful and humane.” (ESSN, Male, 45). Under bank services (ESSN: 25; C-ESSN: 7), withdrawing money from ATMs without problems was noted as a source of satisfaction, and one response drew attention to the convenience provided by the Arabic language option at ATMs: “When we withdraw the money, having Arabic at the ATM makes things easier for us.” (ESSN, Male, 44). The application process (ESSN: 6) and the continuity of the project (C-ESSN: 3) were other elements mentioned positively.

Overall, the findings show that satisfaction is not attached to a single service but is spread across the combination of cash assistance, information provision, the payment schedule and the approach of staff towards beneficiaries.

Perceptions of Voluntary Return to Syria

Participants were asked about their understanding of voluntary return to Syria. Their open-ended answers were coded into three orientations: no intention to return, openness to return, and undecided/no response. The figures reported below refer to the number of coded responses (segments), not to distinct participants, as a single answer could be assigned to more than one code. The analysis covers the ESSN (668 responses), C-ESSN (600 responses), and non-recipient (717 responses) samples.

Across all three samples, the dominant orientation was a reluctance to return under present conditions (ESSN: 512; C-ESSN: 494; non-recipients: 550 responses), with fewer responses expressing conditional openness (ESSN: 89; C-ESSN: 48; non-recipients: 85) or remaining undecided (ESSN: 47; C-ESSN: 23; non-recipients: 44). Reluctance was rarely absolute; it was typically tied to concrete material, security, and settlement conditions.

Poor living conditions in Syria were the most frequently coded barrier in every group (ESSN: 312; C-ESSN: 269; non-recipients: 333 responses), with the absence of housing the single strongest sub-theme overall (shelter — ESSN: 147; C-ESSN: 145; non-recipients: 146 mentions), often coded together with unemployment and the collapse of infrastructure such as electricity and water.

“There is no work, no electricity, no water and no house there. Under these conditions we cannot return.” (Non-recipients, Male, 46)



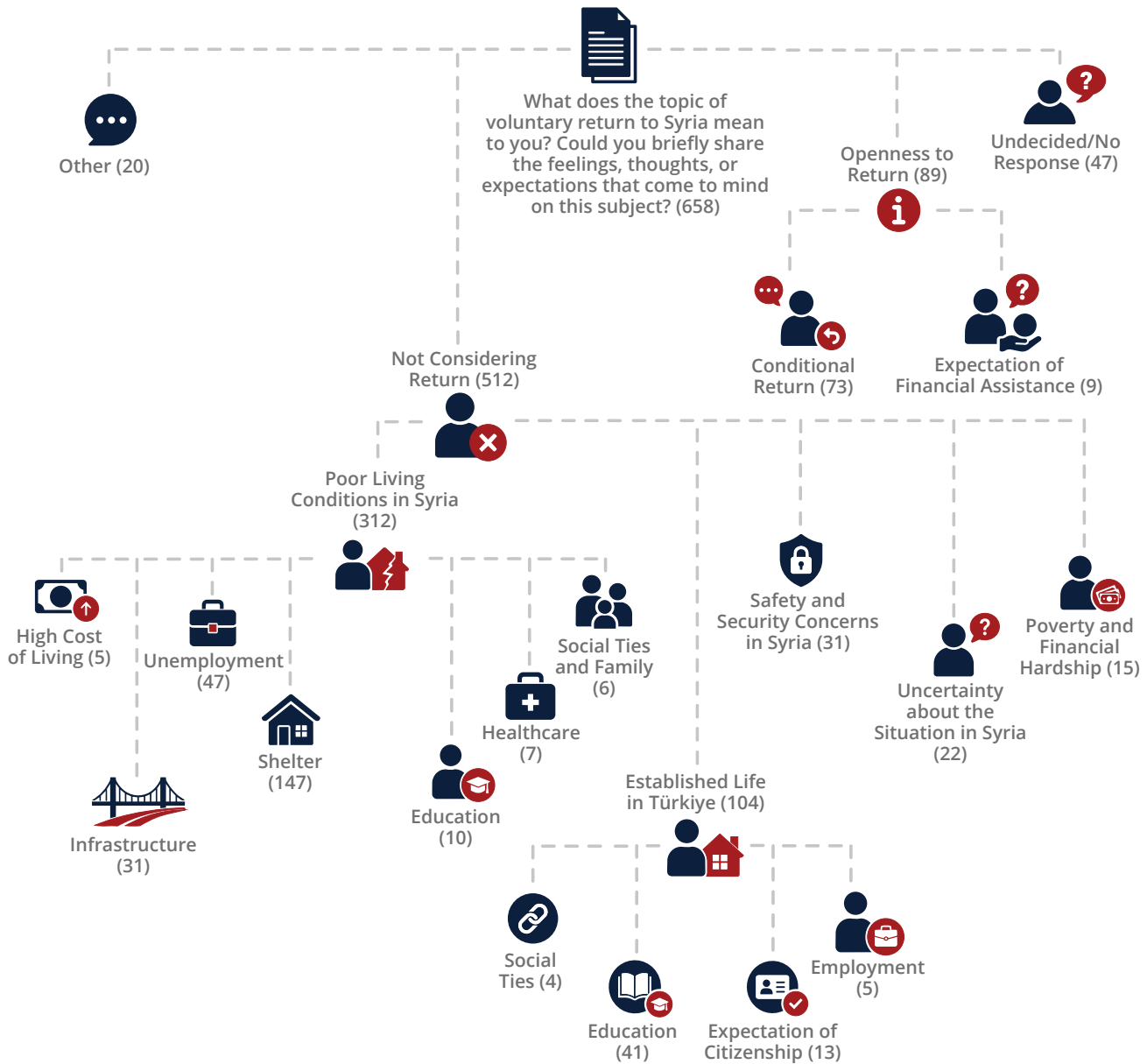


Figure 35 Voluntary Return Perception Categories-ESSN

"I had a two-storey house in Syria, but it was hit and destroyed. I had a textile workshop where sixteen people worked with me, but they are all gone. I would like to return, but I have no means there." (C-ESSN, Male, 52)

Established life in Türkiye was the second most coded reason (ESSN: 104; C-ESSN: 107; non-recipients: 115 responses), driven above all by references to children's education (ESSN: 41; C-ESSN: 41; non-recipients: 56 mentions) and often coded alongside an expectation of citizenship (ESSN: 13; C-ESSN: 10; non-recipients: 14).

"All my children grew up here and attend school; some are at university. For this reason, I am not considering returning." (Non-recipients, Female, 53)

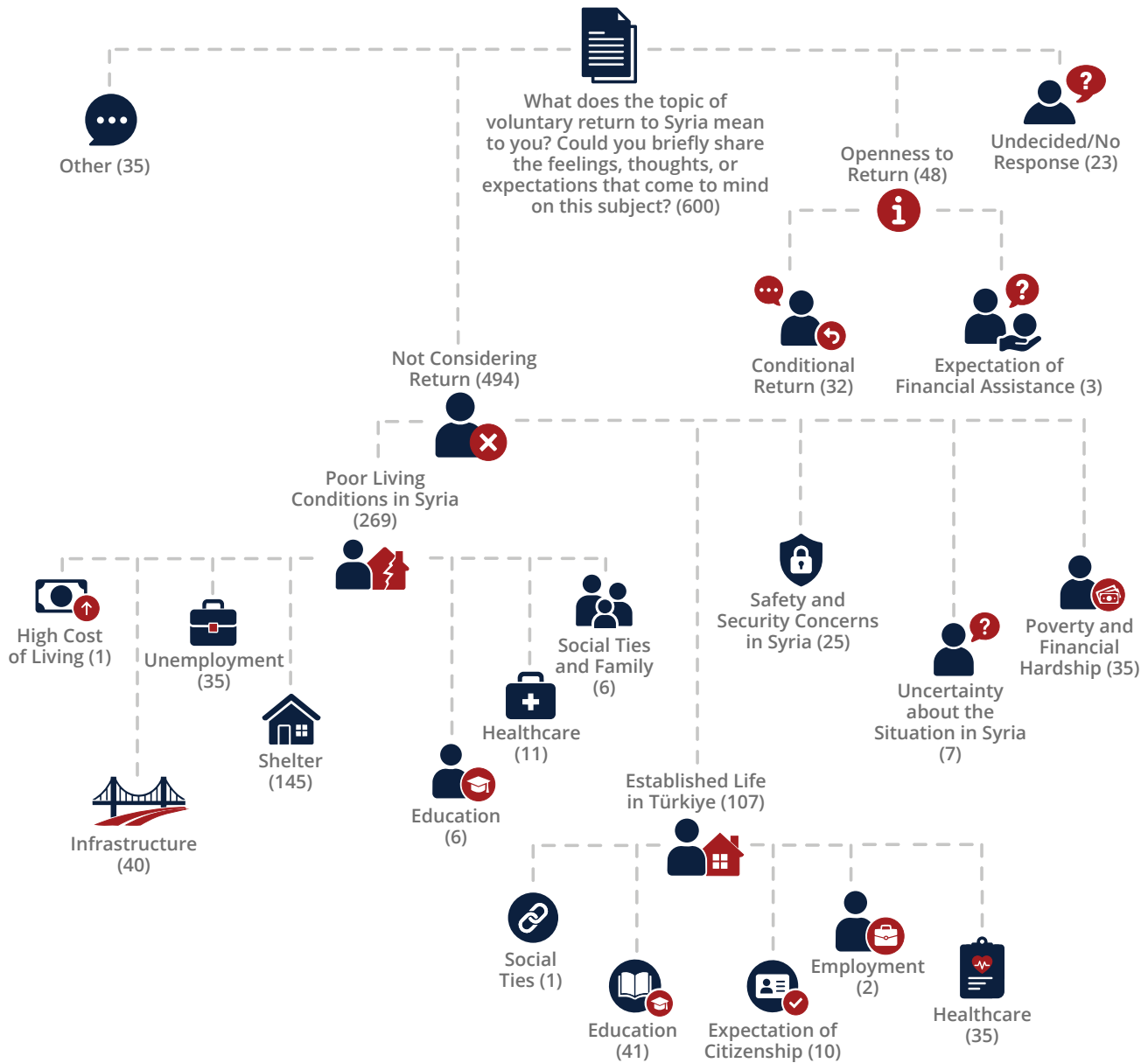


Figure 36 Voluntary Return Perception Categories-C-ESSN

Consistent with the C-ESSN's design -which specifically targets persons with disabilities, chronically ill individuals, and elderly or care-dependent household members- healthcare featured prominently within this theme (35 mentions). As an anticipated pattern given this eligibility profile, C-ESSN responses frequently linked reluctance to return to ongoing medical needs and the care of household members with disabilities.

"I do not think I could reach in Syria the services I can access here. I have two children with disabilities, and there it is not yet possible to obtain every kind of care." (C-ESSN, Female, 32)

Responses also referred to safety and security concerns (ESSN: 31; C-ESSN: 25; non-recipients: 25), uncertainty about the situation (ESSN: 22; non-recipients: 19; C-ESSN: 7), and poverty and financial hardship (C-ESSN and non-recipients: 35 each; ESSN: 15).

"The war is still ongoing where I was born, so I am afraid to go. But if my hometown recovers, I will return." (C-ESSN, Female, 34)

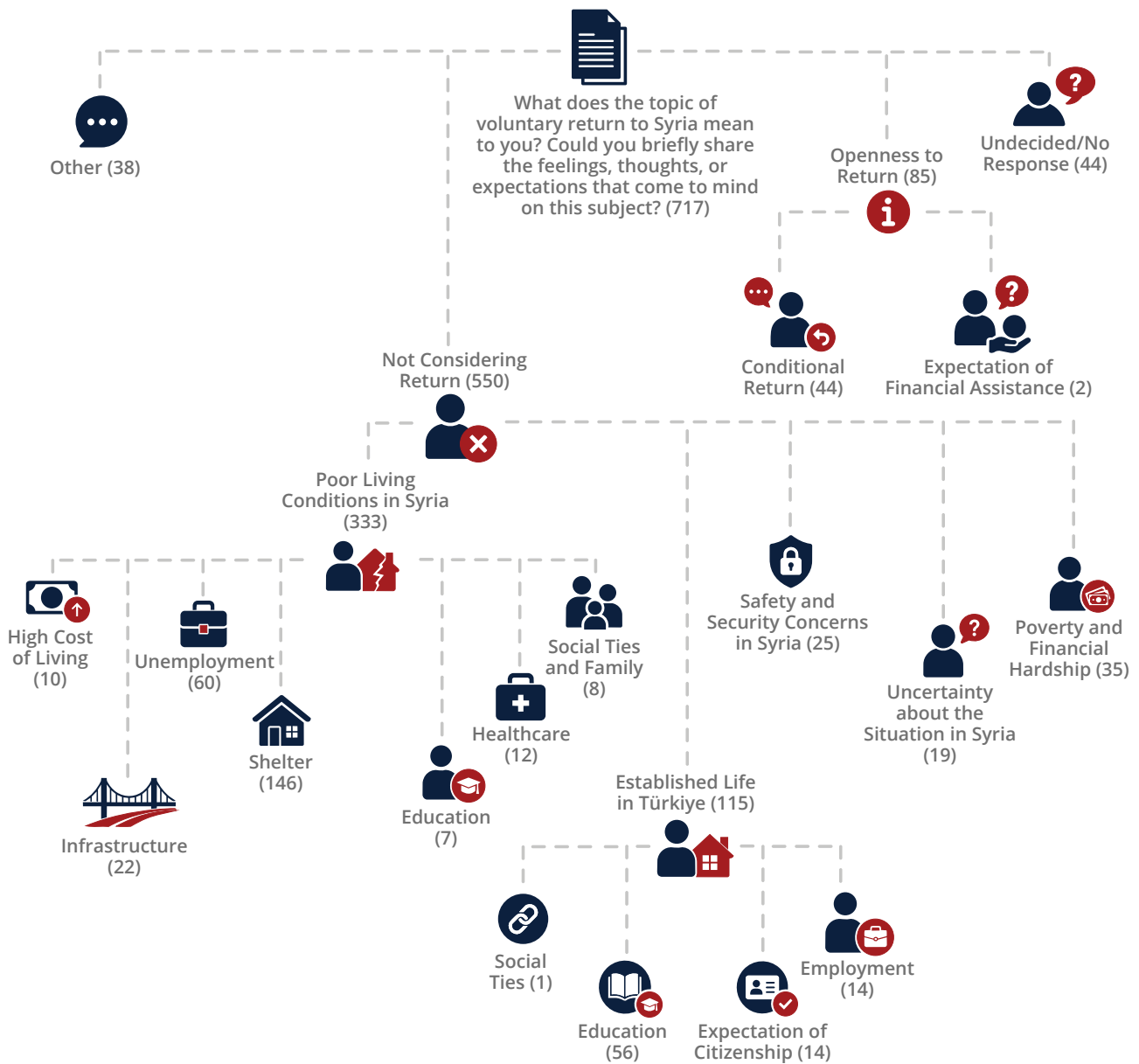


Figure 37 Voluntary Return Perception Categories-Non-Recipient

Openness was overwhelmingly conditional (ESSN: 73; C-ESSN: 32; non-recipients: 44 responses), framing return as postponed rather than rejected, contingent on housing, security, or stability. A smaller number of responses tied return to an expectation of established financial assistance (ESSN: 9; C-ESSN: 3; non-recipients: 2).

"If we had a house there, we would not wait a single minute; we would return." (Non-recipients, Female, 53)

"If we were provided with travel assistance, we would consider returning. We have been here for years and want to go back to our homeland." (ESSN, Male, 40)

A smaller set of responses did not express a clear position (ESSN: 47; non-recipients: 44; C-ESSN: 23), often reflecting postponed decision-making.

"The lack of job opportunities in Syria keeps us undecided." (Non-recipients, Male, 41)

The majority of responses in all samples reflected no intention to return, but this stemmed mainly from practical barriers -absent housing, employment, and infrastructure in Syria, alongside lives established in Türkiye- rather than permanent rejection. The substantial share of responses expressing conditional openness suggests intentions remain responsive to changing circumstances. Differences across samples were evident: C-ESSN responses more often referred to healthcare and financial constraints, while non-recipient responses most frequently raised unemployment and children's education.

"I've settled into life in Türkiye and I'm happy here. I don't want to go back. I feel at home here, and I learnt Turkish after arriving. I feel as though I'm one of the Turkish people, and I'd like to thank the Turkish people very much for that. If Syria is my mother, then Türkiye feels like my father." (Non-recipients, Female, 39)



CONCLUSION

The findings of the SSN Programme 2026 Satisfaction Survey demonstrate that the Programme continues to provide relevant and well-received support to households in vulnerable situations. Across both ESSN and C-ESSN, beneficiaries reported consistently high levels of satisfaction with programme processes, communication channels, accessibility, and service delivery. Satisfaction with face-to-face application points, in particular the SASFs and Türk Kızılay Service Centres, was reported at very high levels, as was satisfaction with the distribution of KIZILAYKARTs through Halkbank branches and Türk Kızılay Service Centres.

SASFs represent MoFSS at field level throughout the Programme cycle—from application and household assessment to referral, case follow-up and beneficiary support—while Türk Kızılay Service Centres support these processes, particularly in areas with high concentrations of foreign populations, by facilitating beneficiaries' access to programme services. These findings also reflect the effectiveness and beneficiary-centred nature of the Ministry-led national implementation structure.

Difficulties encountered during the application process and when withdrawing assistance from ATMs were rare, and those reported were largely isolated and resolvable. These results highlight the importance of accessible and trusted points of contact throughout beneficiaries' programme experience.

Communication emerges as one of the Programme's clearest strengths. The high levels of awareness of, and satisfaction with, SMS notifications and the 168 Türk Kızılay Call Centre confirm the central role of direct and proactive communication in beneficiaries' access to programme information. Qualitative responses support this finding: beneficiaries described SMS notifications as timely, sufficient and easy to understand, and when asked about alternative channels, predominantly pointed back to the Programme's existing official channels. Awareness of digital channels remains comparatively lower, indicating scope to broaden the visibility of these channels alongside the established ones.

At the same time, the adequacy of the assistance amount was the principal theme raised in beneficiary feedback. Satisfaction with the assistance amount increased markedly compared with the previous round, rising from 60 to 74 percent among ESSN recipients and from 66 to 78 percent among C-ESSN recipients. Nevertheless, requests for an increase in the amount remained the most frequently raised theme in the open-ended responses in both projects, and were framed in relation to rising living costs, rent and school expenses rather than to dissatisfaction with service delivery. Among C-ESSN respondents, these requests were more often linked to medical, treatment and care-related costs, consistent with the higher vulnerability profile of this group. Eligibility criteria emerged as a second recurrent theme, with responses calling for more inclusive criteria and for clearer, advance information on how changes in household circumstances may affect assistance. Among applicants found ineligible, the most frequently raised issues were regaining access to assistance, understanding why support had been discontinued, and the associated loss of health insurance coverage.

Finally, participants were asked what the subject of voluntary return to Syria meant to them and were invited to share their feelings, thoughts and expectations on the matter. Across all three samples, responses addressed the subject not as an abstract topic but through the current living conditions in the country. Shelter was the most frequently raised theme: participants referred to homes damaged or destroyed during the war and to the absence of housing to settle in upon return. This theme was most often raised together with the lack of employment opportunities and the non-functioning state of basic infrastructure such as electricity and water — that is, in the context of the difficulties of re-establishing daily life. Within the same framing, safety concerns and uncertainty about how the situation in the country would develop were also reflected in the responses.



The second prominent theme was the lives established in Türkiye. This theme was expressed above all through children's education, with participants noting that their children had grown up here and were attending school or university. In C-ESSN responses, access to healthcare and the care needs of household members with disabilities or care dependency came to the fore, consistent with the project's target group. In some responses the subject was considered as contingent on certain conditions being met, such as shelter, safety and stability, while some participants expressed expectations of financial support that would assist the voluntary return process or the establishment of life in Syria. These responses reflect participants' feelings, thoughts and expectations at the time of the survey and should not be interpreted as an indication of return intentions or of future movement.

Overall, the findings demonstrate that the Programme's existing mechanisms continue to support effective, accessible and beneficiary-centred implementation. The feedback collected through the Satisfaction Survey provides valuable evidence on beneficiaries' experiences, priorities and areas for improvement, contributing to continued programme learning and improvement. While the assistance amount and the scope of the eligibility criteria came to the fore in the context of rising living costs, the role that the channels beneficiaries already use and trust play in sustaining their connection with the Programme also became visible.



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Satisfaction Survey 2026 (SSN-3rd Round)

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