

COMPLEMENTARY EMERGENCY SOCIAL SAFETY NET



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C-ESSN Project

SATISFACTION AND
FEEDBACK SURVEY
RESULTS



KIZILAYKART
PROGRAMMES



COMPLEMENTARY EMERGENCY SOCIAL SAFETY NET

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DISCLAIMER

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COMPLEMENTARY EMERGENCY SOCIAL SAFETY NET (C-ESSN) PROJECT



Complementary Emergency Social Safety Net (C-ESSN) Project is a cash-based assistance project designed to meet the basic needs of the “most vulnerable people” who cannot be referred to livelihoods.

The Project targets the disadvantaged individuals whose ID number starts with 9 and have Temporary Protection Status, International Protection Status, International Protection Status Application and Humanitarian Residence Permit.

C-ESSN Project is financed by the European Union. The Project is implemented through KIZILAYKART Platform with the cooperation of the Ministry of Family and Social Services (MoFSS) as the lead implementing partner, and supported by the Presidency of Migration Management (PMM) and Directorate General of Population and Citizenship Affairs (DGPC).

Within the scope of the project, an additional cash assistance is provided to severely disabled beneficiaries on the condition that a Health Condition Proof Report, obtained from the authorized public institutions, is submitted.

The C-ESSN Project enables recipients to decide for themselves with dignity to cover their basic needs such as shelter, transportation, utilities, food or medicine. The cash assistance not only strengthens the resilience of the beneficiaries who can not work or referred to livelihoods, but also allows to participate in the daily life of the community and contribute to the local economy.



TÜRK KIZILAY (TURKISH RED CRESCENT)

Türk Kızılay is the largest humanitarian organization in Türkiye, helping vulnerable people for years, both in-country and abroad, including during and after disasters. Millions of people currently receive support through projects that are implemented in cooperation with the Government of Türkiye. Türk Kızılay supports vulnerable people affected by disasters and/or in need of humanitarian assistance.



MINISTRY OF FAMILY AND SOCIAL SERVICE (MOFSS)

The Ministry of Family and Social Services is a government ministry office of the Republic of Türkiye.

While acting with the mission of developing and implementing holistic and fair social service models for strengthening individuals, families and society, MoFSS has the vision of providing effective social services and social development by reaching every member of the society.



EXECUTIVE SUMMARY



The C-ESSN Project Satisfaction and Feedback Survey (conducted during the last two weeks of December 2022 with 393 C-ESSN recipients) is first assessment undertaken by Türk Kızılay which aims to understand the level of satisfaction among recipients with the various stages and components of the C-ESSN Project.

The specific objectives of this survey were to assess C-ESSN recipients' knowledge about the Project components and processes; to understand their level of satisfaction with the Project and application processes and their communication preferences for information sharing, Project updates and complaint or feedback mechanisms; to identify applicants' general suggestions about the Project, giving affected populations the chance to actively take part in the Project's decision-making mechanisms; and to ensure the continuation of enhanced communication with the most vulnerable population. In addition, this report's findings will/can be used to compare with future survey's findings to observe progress in areas to be improved.

As it will be mentioned in detailed under the following section regarding the "Survey Design", the sample of 393 respondents (Project recipients) was used with a margin of error of 5 per cent and a confidence interval of 95 per cent. All of the respondents were selected from eligible C-ESSN Project's households. The respondents were selected from 113 districts, spread across 40 provinces in Türkiye. Simple random sampling technique was used to select the respondents for the study, giving each participant an equal and independent chance of inclusion. The data was collected through phone-based interviews held by operators and field staff via the 168 Kızılay Call Centre.



KEY FINDINGS



I. 96.24 percent of C-ESSN recipients were satisfied or very satisfied with the project application process; 99.5 percent of respondents said that they did not encounter any problem during the process. 97.7% stated that they are satisfied or very satisfied with the Türk Kızılay staff.

II. Out of all C-ESSN recipients, 97.96% affirmed that the information presented on official communication channels is comprehensible. 168 Kızılay Call Centre stands out as the most recognized communication channel among recipients, having a 71% recognition rate.

III. The official communication channels that are most recognized by respondents was the 168 Kızılay Call Centre with 45 percent; followed by SMS with 20 percent. 74 percent of respondents preferred SMS as a communication channel to receive project information updates and regular information about C-ESSN assistance. However, among the respondents, the majority -57 percent-, preferred to report sensitive cases to the 168 Kızılay Call Centre. Slightly low knowledge of official communication channels contradicts with the number of respondents actively using the communication channels. This indicates a need for the revision of current terminology used in future surveys to make questions more understandable.

IV. A significant 64.89% of respondents have a noteworthy understanding of the project's eligibility criteria, indicating a high level of knowledge. This is particularly impressive considering that the project's criteria were not publicly disclosed or widely disseminated. Further advocacy can be conducted among project partners to disseminate the project criteria information to project target group.

V. The donor of the project was recognized by 30 percent of respondents; 18 percent of C-ESSN beneficiaries considered Türk Kızılay as the donor. 51 percent of C-ESSN recipients did not have knowledge about the donor which indicate that there is a space that further sensitization and information dissemination can be conducted about the donor visibility. Despite the all visibility and information provision efforts of the project's communication tools and activities, this may be an indication that the beneficiaries' foremost concern is having information about the cash assistance rather than its financial source.

VI. 64.63 percent of C-ESSN recipients thought that the cash assistance amount was insufficient to cover their basic needs. 25.19 percent thought it partially covered basic needs and only 9.92 percent found it enough. This is likely a reflection of the impact of high inflation in the country due to the deterioration of the global economy on recipient households.

VII. The survey findings reveal that 63.35% of recipients express their confidence in utilizing the project's feedback channel to submit complaints. Additionally, 93.75% of respondents reported receiving feedback in response to their complaints. Moreover, the data strongly indicate that project recipients possess knowledge on how to submit complaints and exhibit a sense of assurance in providing their feedback and grievances.



INTRODUCTION

The C-ESSN Project Satisfaction and Feedback Survey is conducted in December, 2022. The survey is one of the core activities aimed at assessing how the project is functioning as well as putting the affected populations at the centre of the project cycle. This survey aims to: i) improve the efficiency of the project, increasing levels of acceptance and trust among participants; ii) capture additional feedback and complaints, complementary to current regular channels; and iii) recognize the affected populations as partners, not only as reliable sources of information.

Survey Objectives



The purpose of this study is to understand recipients' overall satisfaction with the C-ESSN Project and to obtain feedback from the project beneficiaries on their preferences and improvements they would like the project to adopt.

The objectives of the study include:



assessing the knowledge levels of all recipients of C-ESSN Project to identify information gaps and needs,



understanding project recipients' satisfaction levels with the C-ESSN processes,



exploring beneficiaries/ applicants' communication preferences.

1.2 SURVEY DESIGN

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

Sample size technique

During the process of designing data collection with a technical and statistical study phase, the sample size for this survey was calculated with a 5 percent margin of error and 95 percent confidence interval to obtain a sample of 393 respondents (393 respondents all of whom are Project beneficiaries).

Nationality Breakdown

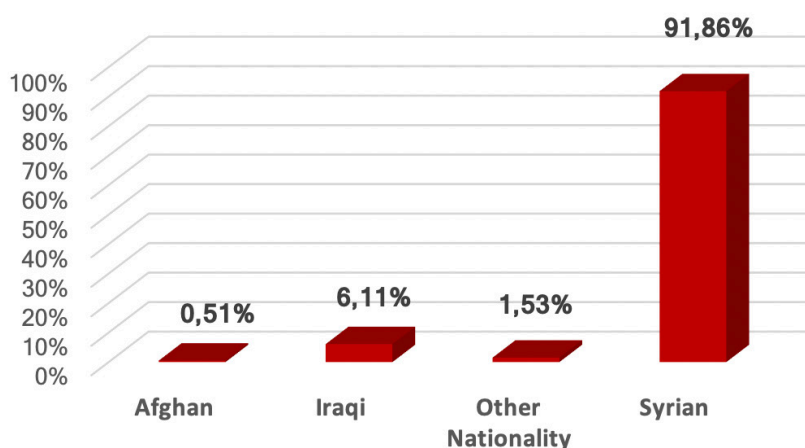


Figure 1. Breakdown of respondents by nationality

Data collection

The survey was conducted during the last two weeks of December 2022 through outbound calls prior to data collection, the operators were trained by the Türk Kızılay Community Engagement and Accountability (CEA) and Monitoring and Evaluation (M&E) teams on data collection techniques to understand data quality measures, master research tools, ethical considerations in research and to plan approaches for data collection. During data collection, ethical considerations in the research were taken into account to ensure that the dignity of participants was maintained. Before starting data collection, each respondent was thoroughly informed that all the information captured during the survey would be kept strictly confidential and that responses would have no positive or negative implications on eligibility status.

FINDINGS

Demographic Analysis

Demographic characteristics of survey respondents

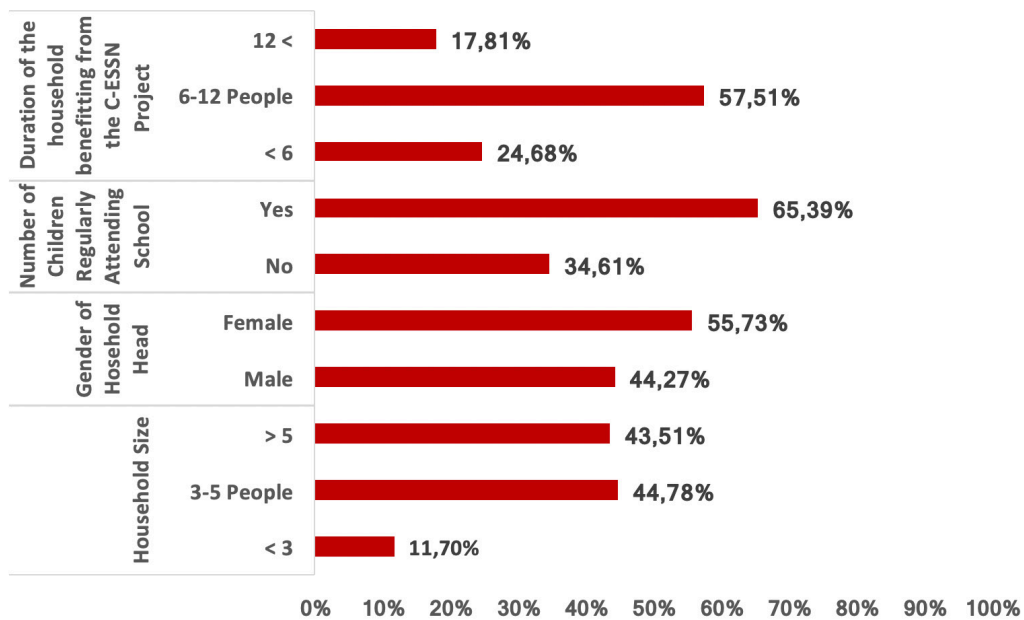


Figure 2. Breakdown of respondents by demographic characteristics



Due to the sampling method adopted for this survey, 44.27 percent of respondents were male, while 55.73 percent were female. Equal attention was paid to gender distribution while sampling. Given the emphasis on the criterion of woman-headed households, it resulted in a higher representation of female household members during the data collection process. For that reason, for the next round there should be a more focus on the gender equality while working on the sampling of the round.

In terms of household size, 44.78 percent of respondents were from families of 3-5 members while 44.27 percent of the respondents coming from households with 5 members or more and 11.70 percent of the respondents comes from families with less than 3 members. Survey showed that the regular school attendance rate among C-ESSN recipients was 65.39 percent. 34.61 percent of the respondents stated that their children does not attend the school regularly. The response to regular school attendance shows that C-ESSN has positive impact on children's access to education. Finally, it is worth noting that 57.51 percent of respondents have been recipients of the C-ESSN for 6-12 months. This normally indicates that the level of exposure to the project may not be sufficient yet. However, considering that most of the project beneficiaries were transferred from the ESSN Project, most of the recipients have already observed and got involved in its different stages which means that they may have contacted project staff and to have used its various communication channels. This therefore indicates that the observations of these respondents can be regarded as well established.



KNOWLEDGE ABOUT C-ESSN PROJECT

More than a half (64.89 percent) of C-ESSN recipients are aware of the C-ESSN eligibility criteria. Among C-ESSN recipients, 35.11 percent were not aware of the project eligibility criteria. Among the recipients who stated that they knew the eligibility criteria (64.89 percent), the most well-known parts of the criteria are; i- households with a head of household over 60 and no adults aged 18-59 in the household and

ii- households with a single parent accompanying children under the age of 18. 22.18 percent of respondents reply the criteria question as "other". Based on the respondents' answers to the criteria questions, it is evident that despite the criteria not being publicly announced, there is still a significant level of awareness and understanding regarding the criteria. This can be linked to transition of most of the C-ESSN beneficiaries from ESSN Project.



Do you know why you are eligible?

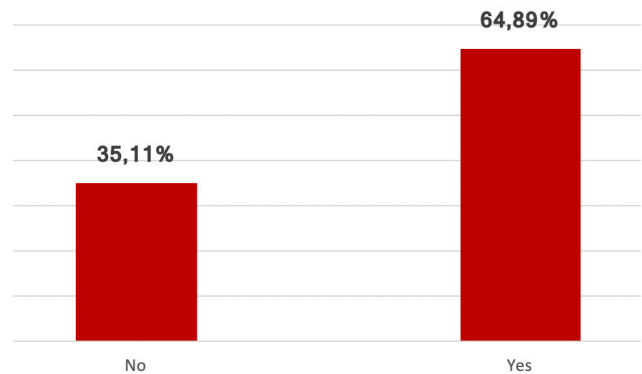


Figure 3. Awareness about the C-ESSN eligibility criteria

Which criteria do you know?

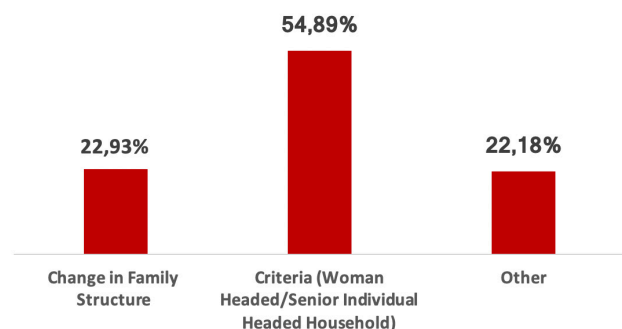


Figure 4. Pattern of awareness about the criteria

KNOWLEDGE ABOUT THE DONOR AND THE IMPLEMENTING PARTNERS

In terms of knowledge about the donor, 51 percent of the C-ESSN beneficiaries did not know who is the funder of the project. Only 30 percent of C-ESSN beneficiaries were aware that European Union (EU) is the sole funder of this project. Although somewhat poor knowledge of who the project donor does not impact the outcome of the C-ESSN Project directly, it is still important to continue raising the visibility of the donor in order to prevent misinformation among both the affected population as well as the host community. The level of knowledge regarding the donor shows that there is room for enhancing communication efforts aimed at increasing the visibility of the donor within the project target group as well as the host community.

In terms of knowledge about the project implementers, 61 percent of recipients did not know the implementer of the C-ESSN Project. Only 18 percent of recipients identified Türk Kızılay as implementers, which is not surprising as Türk Kızılay is very active, present and visible in the field. However, it is noteworthy that only 8 percent of the beneficiaries recognized the Ministry of Family and Social Services as the implementing partner for the project. This suggests that the Ministry's visibility has been remained purposefully relatively low on the field as per Ministry's request not to harm social cohesion between the host community and the refugees and with the acknowledgement of the European Union, despite its role as the implementing partner.

Overall the responses regarding implementing partners suggest that there is still a need for further communication about the implementers and an elaboration as to why it is important to be known from the perspective of accountability.

Knowledge about the donor

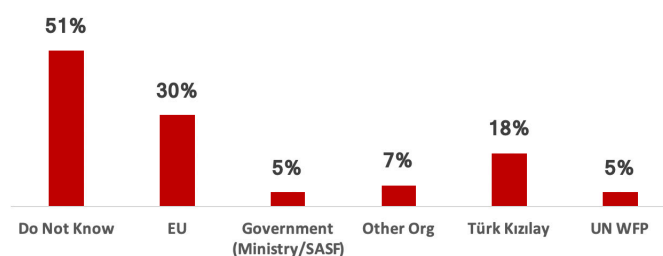


Figure 5. Knowledge about the donor

Which institutions are implementing the C-ESSN?

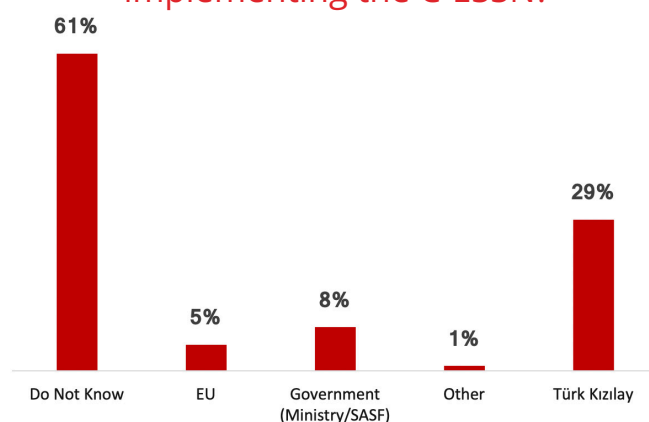


Figure 6. Knowledge about the project implementers

SATISFACTION WITH THE C-ESSN PROJECT PROCESSES

The satisfaction level of 99.24 percent indicates that the project application requirements and steps were exceptionally positive. Only 0.76 percent of the respondents expressed dissatisfaction with the application processes. Based on the feedback received, this can be attributed to delayed awareness, which is understandable given that the project did not have a direct application process as in the ESSN Project.

Level of satisfaction with the application process

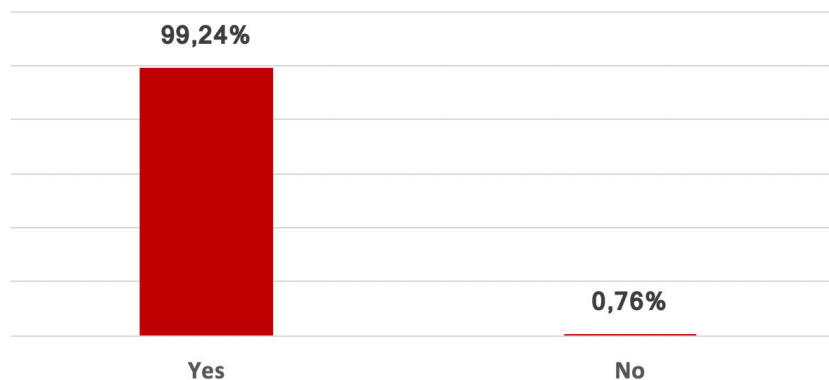


Figure 7. Satisfaction with the ESSN/C-ESSN application process*

ESSN/C-ESSN application process: Since ESSN and C-ESSN has a joint application process, the application process can not be seperated as only C-ESSN application.*

96.18 percent of ESSN applicants are not facing any barriers accessing the ESSN/C-ESSN application.

This survey also aimed to understand if there were barriers in accessing the C-ESSN Project since the project aims most vulnerable individuals in Türkiye. The respondents were asked if they had experienced any problems during the application process. Only 3.82 percent of respondents reported they had experienced problems, while 96.18 percent had no problems during this process. This showed there were very few barriers for the applicants to access the project. The barriers that were faced by the 3.82 percent of respondents included 80 percent difficulties before application such as obtaining Disability Health Report, waiting time and other issues.

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



Figure 8. Barriers in accessing the ESSN/C-ESSN application process

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

When it comes to withdrawing cash from the ATMs, 7.38 percent of recipients had faced difficulties in doing so. Among those who had difficulties, 37.93 percent answered “Other ATM issues”; 24.14 percent said their card was swallowed by the ATM; 13.79 percent complained about the long queues at the ATM and the same percentage (13.79 percent) said the ATM did not work. Most of the difficulties that C-ESSN recipients experienced were technical issues arising from the ATM itself and not related to knowledge of usage of the ATMs or any of the project processes. Regarding the time it took for beneficiaries to reach the ATM, 3.45 percent of the respondents reported that the ATM distance was problematic for them, as it requires between 30 and 60 minutes to reach the nearest ATM.

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

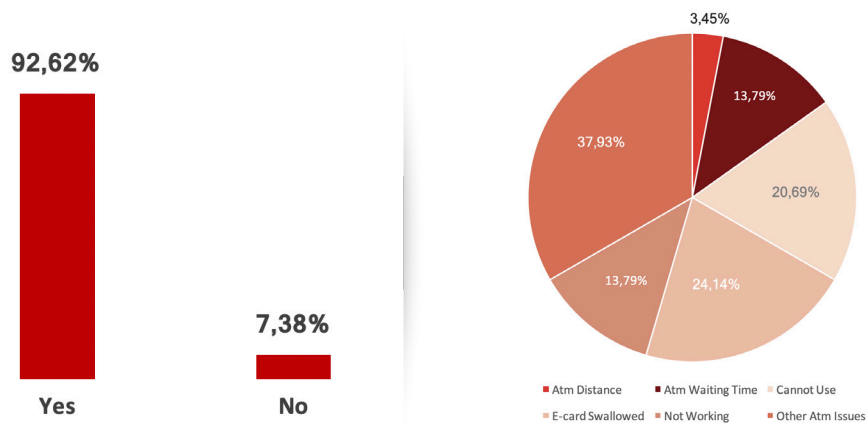


Figure 9. Difficulties when redeeming cash assistance from the ATMs

How long does it take you to reach the nearest ATM?

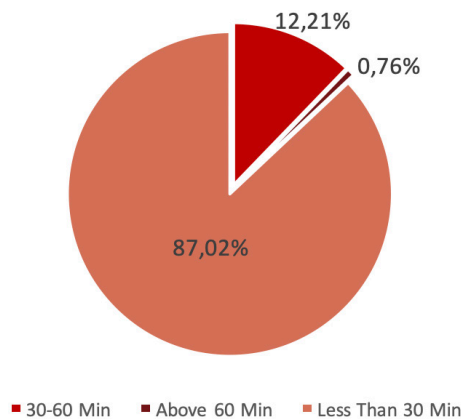


Figure 10. Nearest ATM

Satisfaction rate of 96.18 percent with C-ESSN Project staff from KIZILAYKART Platform and 93.13 percent with bank staff.

The majority of participants (93.13 percent) expressed satisfaction with their interactions with bank staff. Moreover, 96.18 percent of the recipients were satisfied or very satisfied with their interactions with Türk Kızılay staff from KIZILAYKART Platform. These results indicate that the recipients received effective assistance from qualified KIZILAYKART Platform and Halkbank staff in a suitable manner.



Satisfaction level interactions with Türk Kızılay and Halkbank staff

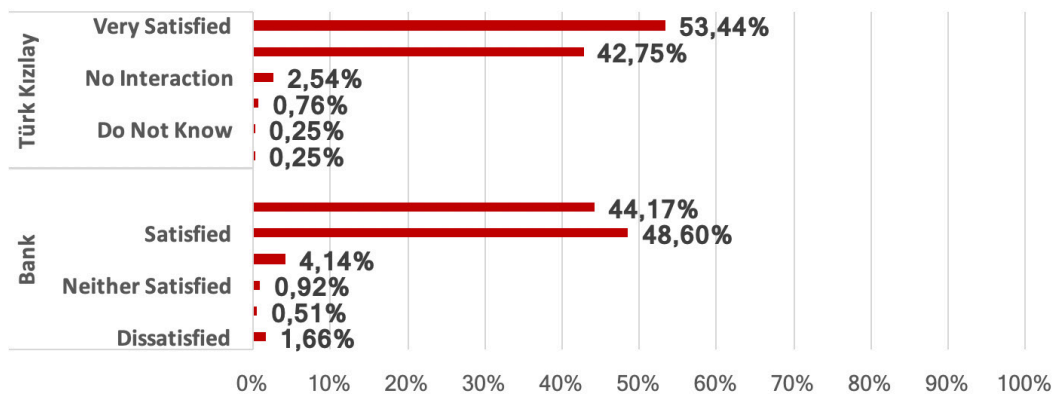


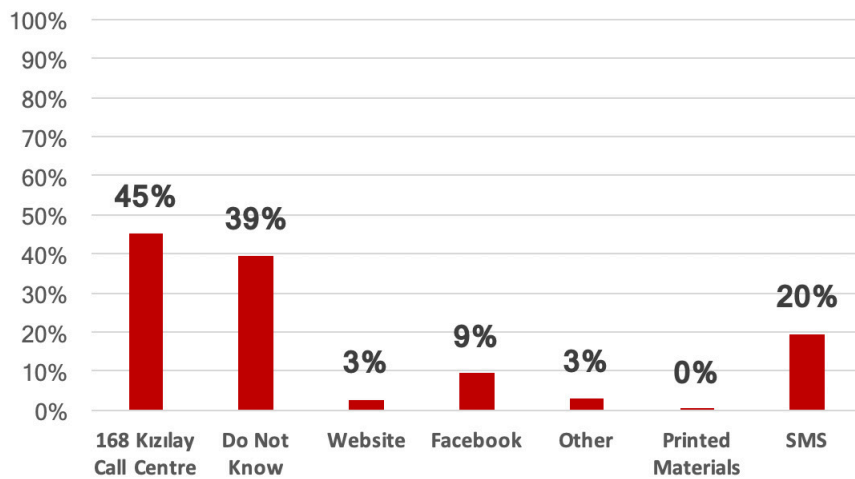
Figure 11. Satisfaction with interactions with Türk Kızılay staff from KIZILAYKART Platform and Halkbank staff

COMMUNICATION PREFERENCES

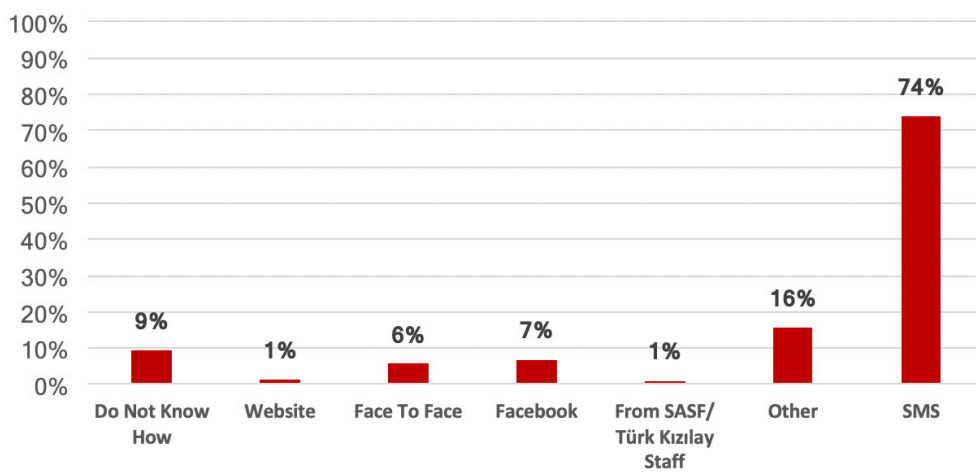


Among the KIZILAYKART Platform's official communication channels that C-ESSN recipients are aware of, the 168 Kızılay Call Centre is the most known channel with 45 percent; followed by SMS with 20 percent. 39 percent from of recipients did not know about the official communication channels. The preferred method of communication among C-ESSN recipients for project information updates was by SMS (74 percent). When the participants were asked how they would get in touch if they required further information, a large number of recipient households (71 percent) suggested that they would call the 168 Kızılay Call Centre, (A dedicated and free of charge line accessible during working hours on weekdays and for a half day on Saturdays) as 18 percent stated that they would prefer SASF offices for further information needs. This indicate that beneficiaries has confident regarding submitting information request to Türk Kızılay and SASFs. 14 percent stated 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 their uncertainty. When survey participants were asked which means of communication they would use to report a sensitive issue, their answers were very much in line with other preferred channels, with the 168 Kızılay Call Centre being the preferred option (57 percent). The results also indicates that %26 percent of the beneficiaries are confident about submitting their sensitive issues to SASFs. At this point, it can be said that there is room for improvement for dissemination of information regarding possible communication channels, especially considering that around 24 percent of the participants chose "do not know" as their answer to this question. The data also indicates that although respondents are using the communication channels actively, they are not "aware" of them as communication channels. This indicates a need to revise current terminology used in the questionnaires to allow for better communication. What stands out from the above analysis is that C-ESSN recipients feel confident to contact with call centre for sharing sensitive issues. This emphasizes the essential nature of continuous quality services from the 168 Kızılay Call Centre.

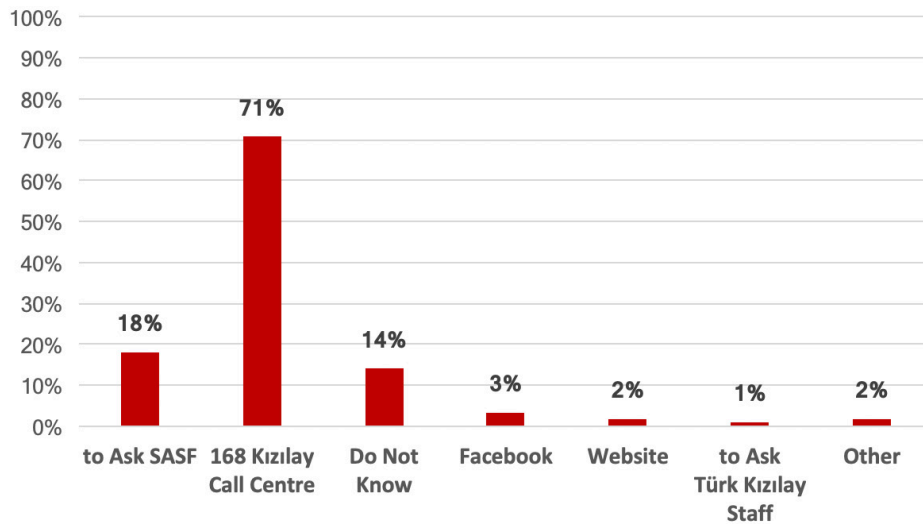
Which KIZILAYKART Platform official communication channels are you aware of?



Through which communication channel would you prefer to receive regular information updates about C-ESSN Project assistance?



Which communication channel do you use when you need more information about C-ESSN Project?



If you want to report a sensitive issue about the C-ESSN Project, which communication channel would you prefer to use?

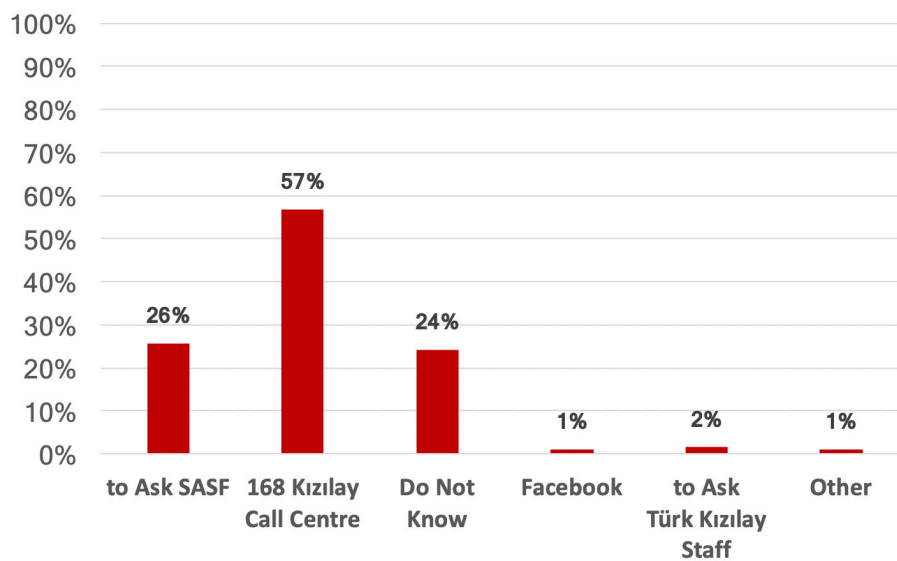


Figure 12, 13, 14 and 15: Communication preferences of C-ESSN recipients

97.98 percent of respondents said that the information received through KIZILAYKART Platform official communication channels are clear enough.

The survey investigated the clarity of information conveyed to C-ESSN recipients via KIZILAYKART Platform's official communication and informative channels. According to the findings, 97.98 percent of the recipients affirmed that the information was clear and easily comprehensible. Merely 2.04 percent of the respondents encountered difficulties in understanding the information, mainly when it was delivered through SMS.

Are the information provided through official communication/informative channels of KIZILAYKART Platform clear enough?

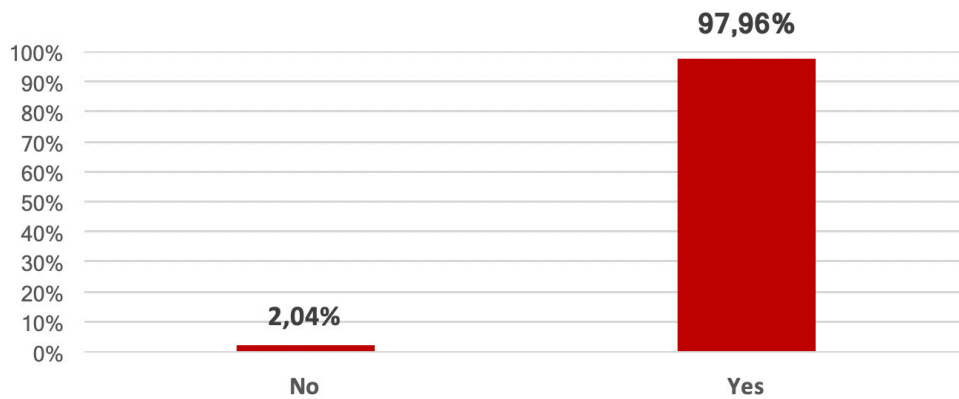


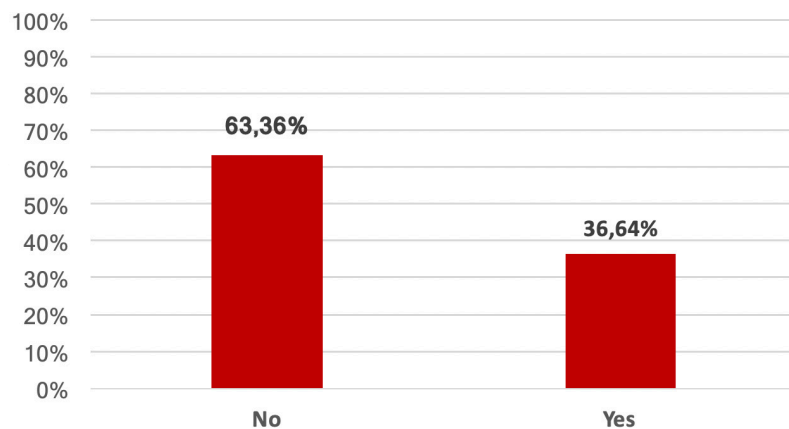
Figure 16. The clarity of information received for C-ESSN recipients and non-recipients



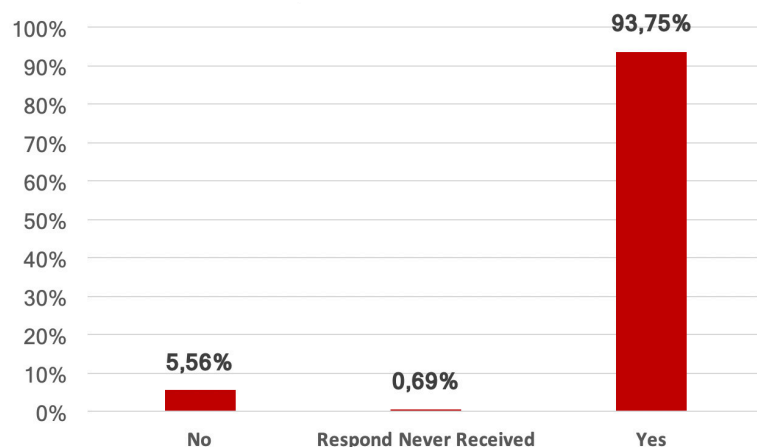
36.64 percent of respondents made a complaint about the C-ESSN Project.

The survey also explored whether C-ESSN recipients had ever filed any complaints or provided feedback to the project, as well as whether they were satisfied with the associated response. 36.64 percent of C-ESSN recipients reported that they had filed a complaint and 93.75 percent of those were satisfied with the response received. The responses strongly indicate that project beneficiaries feel confident in submitting their complaint through communication channels.

Have you ever made a complaint or provided feedback about the C-ESSN Project through one of the KIZILAYKART Platform official communication channels?



If "Yes", were you satisfied with the response you received?





Among the 63.36 percent of recipients who did not file any complaint, 96.9 percent expressed that they had no complaint or feedback to report.

If "No", could you explain the reason why you didn't make any complaint or provide feedback?

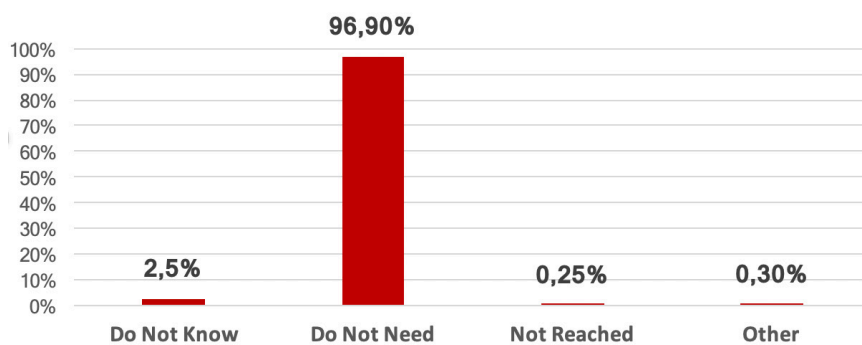
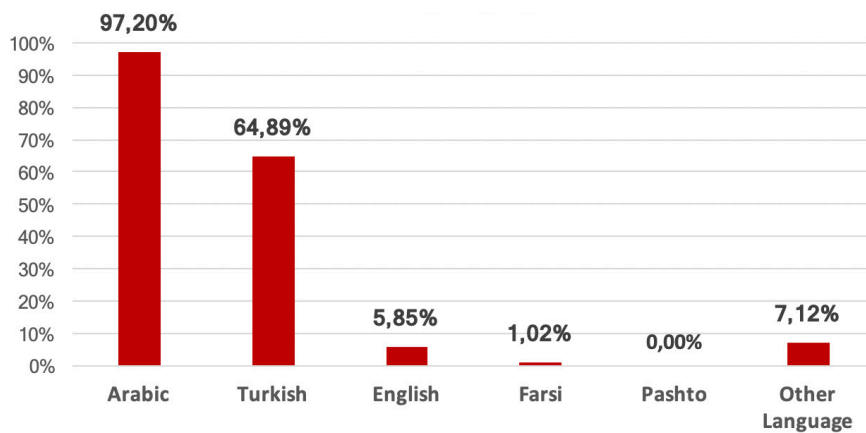


Figure 17, 18 and 19. Complaint mechanisms

Ability to speak and write in different languages

Regarding the languages spoken in the households of C-ESSN recipients surveyed, Arabic emerges as the predominant language, accounting for 97.20 percent of the total, aligning with the number of households who speak Arabic. Turkish follows next with 64.89 percent and English represents 5.8 percent. In terms of reading, 94.51 percent of respondents can read Arabic; 51.40 percent can read Turkish; and 6.11 percent are able to read English.

Can you or anyone in your household speak one of the following languages:



Can you or anyone in your household read in one of the following languages:

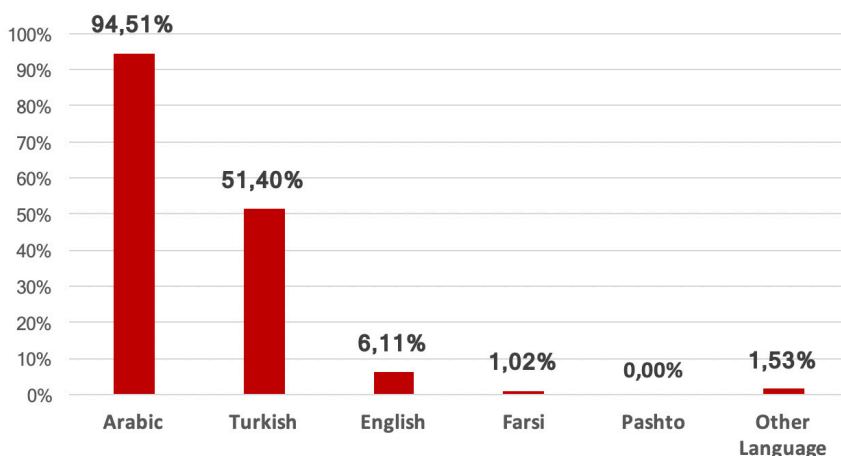


Figure 20 and 21. Respondents' language skills

Additional Information Request on C-ESSN

As for the topics that C-ESSN recipients would want to receive more information about, the majority (64 percent) of C-ESSN recipients did not need to get further information related to the project. 8 percent of recipients wanted to receive more information about the selection process/criteria and 12 percent about the transfer amount. Information about related available services and the existing complaint and feedback channels was 5 percent. Additionally, 10 percent of the total respondents asked about other available services while 1 percent of recipients asked for more information about bank.

Are there any C-ESSN Project related topics that you would like to receive more information on?

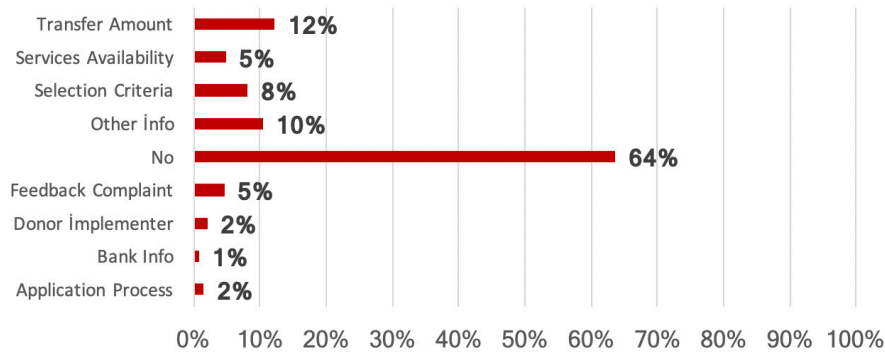


Figure 22. C-ESSN related information request



PROTECTION

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

The following elements must be considered in all humanitarian activities:



To Prioritize safety and dignity and to avoid causing harm

Prevent and minimize as much as possible any unintended negative effects of your intervention that may increase people's vulnerability to both physical and psychosocial risks.



Meaningful Access

Arrange for people's access to assistance and services according to need and without any barriers (e.g. discrimination). Pay special attention to individuals and groups who may be particularly vulnerable or have difficulty accessing assistance and services.



Accountability

Set up appropriate mechanisms through which affected populations can measure the adequacy of interventions and address concerns and complaints.



Participation and empowerment

Support the development of self-protection capacities and support people in claiming their rights, including -but not limited to- the rights to shelter, food, water and sanitation, health and education.

Türk Kızılay carries out their activities in line with the seven fundamental principles of the Movement and base their actions in the C-ESSN Project and other KIZILAYKART programmes and projects on three main pillars which are "No One Left Behind", "No One Left Out" and "No One Left Unsafe".

The C-ESSN Project's design considers the potentially harmful effects of its activities and ensures that affected communities linked to the project can access assistance safely and without any negligence. Protection mainstreaming focuses not only on immediate risks and consequences, but also the potential root causes of those risks. As mainstreaming protection is linked to the "do no harm" principle, the C-ESSN prioritizes safety and dignity and avoiding causing harm, ensuring meaningful access, ensuring accountability and participation and empowerment.

The recipients involvement with C-ESSN staff when being assisted on programmatic issues

When survey participants were asked whether the project staff of the C-ESSN (both Türk Kızılay and SASF) take their needs into consideration when assisting them with programmatic issues, 92.11 percent of respondents responded positively. Only 7.89 percent stated that they thought their needs were not being considered.

Does C-ESSN Project staff take your needs into consideration when assisting?

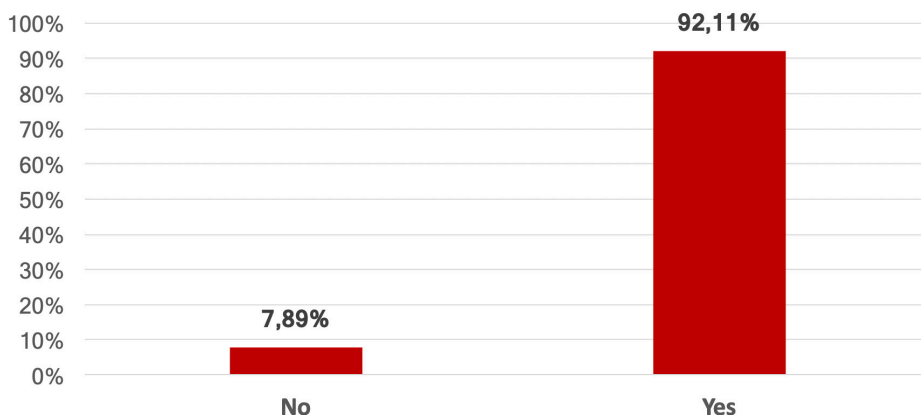


Figure 23. Being assisted by C-ESSN staff





Adequacy of the transfer

Regarding whether the assistance amount is sufficient for C-ESSN recipients to cover their basic needs, more than half of them (64.6 percent) said that the assistance did not cover their basic needs at all; while 25.2 percent reported it was partially sufficient. A very small percentage (9.9 percent) reported that it covered their needs.

The findings show that with the increase in the cost of living and inflation, despite the positive effects the project assistance has had on recipient households, there has been a sharp drop in confidence in the transfer amount being adequate. In many cases, respondents reported that the assistance is used on specific payments such as rent and/or utilities, even though recently the amount has not been enough to cover all those needs due to economic conditions in the country. It should be noted however, that -as mentioned above- the survey results reflect the period before December 2022, before the increase in the transfer amount took effect. However, even after the amount was raised in February 2023, the economic conditions have not changed significantly. Consequently, it is anticipated that the responses will likely remain consistent in the upcoming survey due to the prevailing economic conditions.

Do you think that your assistance is enough to meet your basic needs?

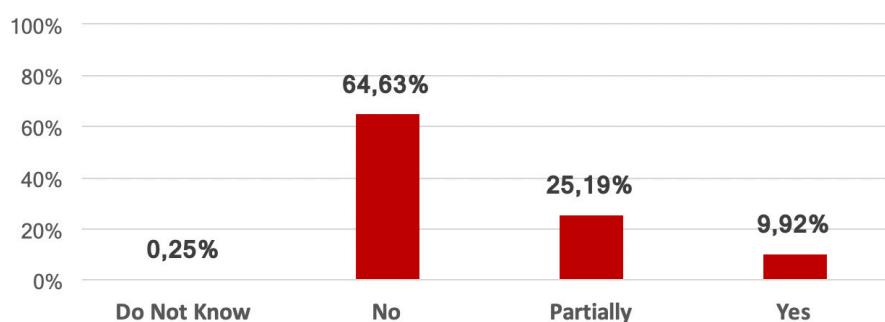


Figure 24. Adequacy of the transfer



FEEDBACK AND SUGGESTION ON THE PROJECT

Most respondents did not have any feedback or suggestion about the project. Only 14.20 percent of respondents stated they had feedback and/or suggestion regarding the project.

Out of the 14.20 percent of recipients who provided feedback and suggestions, 96 percent of them stated that the current assistance amount is inadequate and requested an increase. The remaining 4 percent of recipients offered feedback related to in-kind assistance, protection issues, and made requests for inclusion and additional information.

Can you explain what feedback, suggestion or question would you like to share with us?

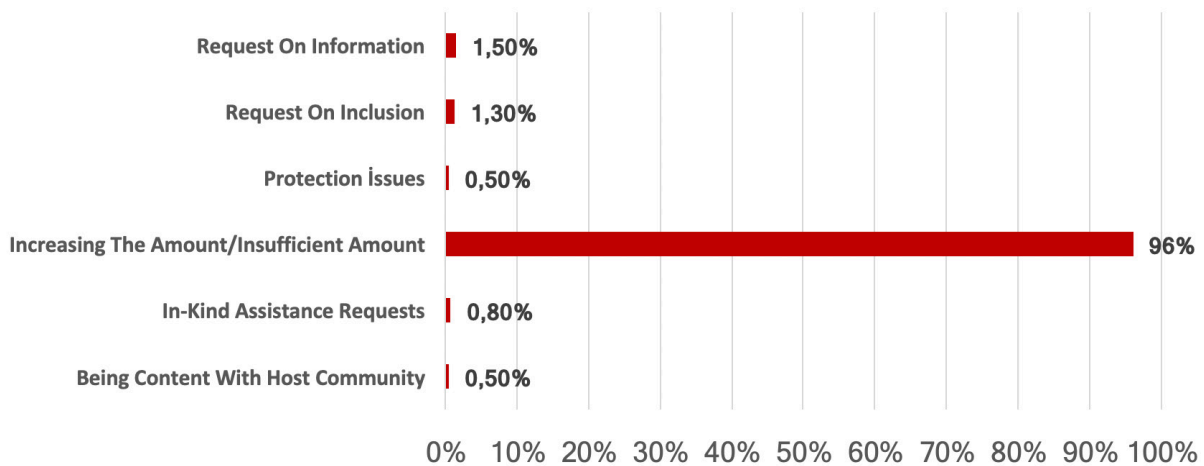


Figure 25. Feedback and suggestions regarding project

CONCLUSION

Findings and Recommendations



The analysis of the C-ESSN Project Satisfaction and Feedback Survey revealed positive results overall in relation to the satisfaction levels of various aspects of the project. For example, 99 percent of respondents were satisfied with the application processes of the project. In addition, 96.18 percent of C-ESSN applicants did not face any barriers accessing the C-ESSN application. The respondents reported 96.19 percent satisfaction with C-ESSN staff from Türk Kızılay, and 93.13 percent with bank staff. And also, 92 percent of the respondents expressed that SASF staff treated them with respect.

Only 3.82 percent reported that they experienced problems during the application phase and 92.62 percent did not experience any difficulties withdrawing the assistance from ATMs. 92.11 percent of respondents said their needs were taken into consideration by the project staff. The most recognized communication channel among respondents was the 168 Kızılay Call Centre with 45 percent, followed by SMS with 20 percent. The preferred method of communication to receive project updates and regular information is SMS with 74 percent, whereas the 168 Kızılay Call Centre is preferred by 71 percent respondents for requesting further information and as their first choice for reporting sensitive issues.

The survey also revealed some areas for project improvement and further investigation:



- The awareness level regarding the official communication channel of the project seems slightly low according to the responses received from the recipients. 168 Kızılay Call Centre was known by 45 percent of the respondents, which shows that there is still room to increase the level of knowledge of the project beneficiaries regarding information on communication channel. This indicates that the term “official communication channel” needs to be elaborated to respondents, meaning a revision in terminology needs to be made in future satisfaction surveys. In terms of preferred communication channels, 74 percent of survey respondents prefer to receive regular information updates about C-ESSN assistance through SMS. Even though, the KIZILAYKART Platform’s official Facebook page is preferred by only 7 percent of C-ESSN recipients, it is still important to work on increasing the interaction and community engagement through official Facebook page, in order to dissuade people from accessing information regarding the project through unofficial pages which may provide false or outdated information.
- Donor awareness of the project is quite limited. Although it does not directly impact the outcomes of the C-ESSN Project (The most vulnerable refugees are identified and supported to meet their basic needs through provision of monthly cash assistance), 51 percent of did not know who the donor of the project is. European Union was known as project donor by 30 percent of respondents, whereas 18 percent of C-ESSN recipients chose Türk Kızılay as the donor. This can be attributed to high visibility, trust, and the actions of Türk Kızılay at the field level and donor information was provided as EU to the project target group since the beginning of the project. This indicates there is need to further understand how knowledge is communicated and understood by the community so as to revise visibility strategies accordingly. More active approaches are needed to raise awareness about the donor and implementer among the recipients. Having the correct knowledge of both donor and implementers would be an advantage in order for the community to receive information from the correct channels and prevent fraud, as well as creating a better understanding of the project for the host community.
- As per the survey results, 64.63 percent of respondents expressed that the current assistance is inadequate, while 25.19 percent felt that it only partially covers their basic needs. Only 9.92 percent considered the assistance to be sufficient. The high level of dissatisfaction with the assistance amount could possibly be attributed to inflation and financial hardships in the country due to the deterioration of global economy. This change in sentiment indicates how the prevailing economic situation is affecting public opinion, leading to an increase in feedback from the community requesting a revision and increase in the transfer amount. Consequently, the transfer amount was increased in February 2023. However, it is important to note that the survey was conducted before this increase (December 2022), and therefore further assessments regarding this issue should be continued.



- Most recipients can withdraw cash from the ATMs using the debit card (KIZILAYKART) provided by the project without a problem (most of the project recipients were transferred from the ESSN Project, therefore they already had KIZILAYKART). However, 7.38 percent of respondents are still experiencing difficulties using ATMs. Among those who had trouble, 37.93 percent answered "Other ATM issues"; 24.14 percent said their card was swallowed by the ATM; 13.79 percent complained about the long waiting lines at the ATM; 13.79 percent said the ATM did not work; and 20.69 percent said that they didn't know how to obtain the cash from the ATM. Most of the difficulties that C-ESSN recipients experienced were about technical issues arising from the ATM itself and not regarding knowledge of how to use the ATMs or any of the project processes, where only very few of recipients didn't know how to withdraw the cash from the ATM. 87.02 percent of them said that it took them less than half an hour to reach the nearest ATM. Most issues experienced need to be referred to the bank for ATM maintenance, however recipients can use alternative banks for money withdrawals and this information is regularly communicated to the project target group.
- Survey results show that 36.64 percent of the recipients submit a complaint about project related issues through project communication channels. Among 36.64 percent of households who submitted a formal complaint or provided feedback about the project and 93.75 percent received a response regarding their complaint. 5.56 percent stated that they have not received any response. Although this figure is low, solutions to technical barriers (e.g. not being able to reach the person on the phone number called, etc.) should be considered when dealing with the complaints received and responding to the complainant in order to reduce this rate as much as possible.
- Although the 85.80 percent of respondents stated that they do not have any suggestion or feedback related to the C-ESSN Project, the survey results showed that among 14.20 percent who have suggestions regarding the project, 96 percent of them requested an increase in C-ESSN transfer value and 4 percent had other assistance requests and other issues. This finding should be taken into consideration during the processes of programmatic review and re-design/increase of transfer value conducted by the relevant teams.





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