



# EMERGENCY SOCIAL SAFETY NET (ESSN) PROGRAMME

## SATISFACTION AND FEEDBACK SURVEY RESULTS

SIXTH ROUND | AUGUST 2023



Funded by  
the European Union



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## LIST OF ACRONYMS AND ABBREVIATIONS

<b>ATM</b>	AUTOMATED TELLER MACHINE
<b>CEA</b>	COMMUNITY ENGAGEMENT AND ACCOUNTABILITY
<b>CCTE</b>	CONDITIONAL CASH TRANSFER FOR EDUCATION
<b>C-ESSN</b>	COMPLEMENTARY EMERGENCY SOCIAL SAFETY NET
<b>ECHO</b>	EUROPEAN CIVIL PROTECTION AND HUMANITARIAN AID OPERATIONS
<b>ESSN</b>	EMERGENCY SOCIAL SAFETY NET
<b>EU</b>	EUROPEAN UNION
<b>IFRC</b>	INTERNATIONAL FEDERATION OF RED CROSS AND RED CRESCENT SOCIETIES
<b>KOI</b>	KEY OUTCOME INDICATOR
<b>MoFSS</b>	MINISTRY OF FAMILY AND SOCIAL SERVICES
<b>M&amp;E</b>	MONITORING AND EVALUATION
<b>PM</b>	PROTECTION MAINSTREAMING
<b>SASF</b>	SOCIAL ASSISTANCE AND SOLIDARITY FOUNDATION
<b>SMS</b>	SHORT MESSAGE SERVICE
<b>TRY</b>	TURKISH LIRA
<b>UN WFP</b>	UN WORLD FOOD PROGRAMME

# THE EMERGENCY SOCIAL SAFETY NET PROGRAMME AT A GLANCE

The Emergency Social Safety Net (ESSN) Programme provides unrestricted, unconditional cash assistance to the most vulnerable people living under Temporary Protection, International Protection (applicant status and status holder) or Humanitarian Residence Permit in Türkiye, and outside the Temporary Accommodation Centres (TACs). The ESSN enables its recipients to decide for themselves with dignity how to cover their essential needs such as shelter, transport, utilities, food or medicine. The cash assistance not only strengthens the resilience of vulnerable people, but also allows them to participate in the daily life of the community and contribute to the local economy.

As the largest humanitarian programme in the history of the European Union (EU), the ESSN is funded by the European Commission's Directorate-General for European Civil Protection and Humanitarian Aid Operations (ECHO) and implemented in partnership with the Turkish Ministry of Family and Social Services (MoFSS), the International Federation of Red Cross and Red Crescent Societies (IFRC) and the Turkish Red Crescent (Türk Kızılay). The ESSN has been implemented since 2016 and by June 2023 had provided monthly assistance to more than 1.5 million people through the KIZILAYKART cash card.

## 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 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).



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

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



## EXECUTIVE SUMMARY

The ESSN satisfaction and feedback survey (conducted between 21 August and 7 of September 2023 with 812 ESSN applicants) is the sixth assessment in the series. Undertaken jointly by the IFRC and Türk Kızılay, it aims to understand the level of satisfaction among applicants with the various stages and components of the ESSN Programme. In February 2023, the assistance amount was increased to 300 Turkish lira (TRY) per person per month based on previous feedback from the community as well as evaluation of the economic situation in the country.

The specific objectives of this survey were (1) to assess ESSN applicants' knowledge about the programme components and processes; (2) to understand their level of satisfaction with the programme and their communication preferences for information sharing, programme updates and complaint and feedback mechanisms; (3) to identify applicants' general suggestions about the programme, giving affected populations the chance to actively take part in the programme's decision-making mechanisms; and (4) to ensure the continuation of enhanced communication with the affected populations. In addition to documenting the survey findings, this report also compares the findings of this survey with those of the preceding one (the fifth survey round of December 2022) in order to observe progress in areas to be improved.

The study had a sample size of 812 respondents (414 ESSN recipients and 398 ineligible applicants) with a 10 per cent margin of error and 90 per cent confidence interval. The respondents were selected from 196 districts spread across 56 provinces in Türkiye. A simple random sampling technique was used to select the respondents for the study (within the age range 18 to 59), giving each participant an equal and independent chance of inclusion. The data were collected through telephone-based interviews field staff via the 168 Kızılay Call Centre.



# KEY FINDINGS

**1** 95 per cent of ESSN recipients and 81 per cent of non-recipients were satisfied or very satisfied with the programme application process; 88 per cent of respondents were satisfied or very satisfied with the information they received on how to apply for ESSN. 80 per cent of respondents said that their needs were taken into consideration by programme staff.

**2** 98 per cent of ESSN recipients were satisfied or very satisfied with the debit card distribution process, and an overwhelming majority had no difficulties withdrawing money from ATMs. Only nine per cent reported having faced issues. 96 per cent of respondents were satisfied with ESSN staff from Türk Kızılay, and 93 per cent with bank staff.

**3** Inquiring about avenues for feedback, complaints, or questions about the ESSN Programme, the 168 Kızılay Call Centre emerged as the most favoured choice, selected by 45 per cent, followed by SASF Offices/Türk Kızılay Service Centre, chosen by 32 per cent. For reporting sensitive cases, 43 per cent indicated a preference for the 168 Kızılay Call Centre. Concerning communication channels for ESSN-related information, 64 per cent of respondents favoured SMS. This indicates a commendable awareness among the respondents regarding communication channels and their preferences. The survey values on communication channel preferences align with previous rounds, reflecting expected trends.

**4** 55 per cent of ESSN applicants are aware of why they are eligible or ineligible, while 45 per cent remain unaware of the programme's criteria. Compared to the previous survey, there is a noticeable increase in respondents' knowledge. Previously, only 40 per cent knew the criteria, but their understanding did not align with the official formulation, relying on specific examples relevant to their situation. For instance, those claiming eligibility often cited the number of children in their family, though this is not an official criterion. Despite this, their calculations often matched the dependency ratio. Consequently, the survey question was reformulated to capture better comprehension. Notably, only 24 per cent of respondents sought more information on the selection process and eligibility criteria, indicating a lack of primary interest. However, addressing the needs of this 24 per cent, along with the 11 per cent of non-recipients seeking additional information, remains crucial.

**5** The donor, ECHO, was recognized by 22 per cent of respondents; 16 per cent of ESSN applicants thought Türk Kızılay had been funding the programme. This indicates a decrease in knowledge of ECHO as the donor with a 6 per cent decrease compared to the previous round. 54 per cent of ESSN recipients and 65 per cent of non-recipients did not have accurate information about the programme's implementing partners. The total percentage of respondents who selected "I don't know" regarding donor and implementers decreased compared to the previous round. The reason for this decrease merits further fact-finding and more active approaches to increase awareness about the donor and implementers.

**6** In evaluating the adequacy of cash assistance, 62 per cent of ESSN recipients deemed the amount insufficient for their basic needs, while 32 per cent thought it only partially covered their requirements, and a mere 6 per cent found it adequate—a decrease from the fifth round. Notably, the percentage of respondents expressing dissatisfaction with the assistance amount has risen by 11 per cent compared to the previous round, likely attributed to the impact of the Kahramanmaraş earthquake in February 2023 and the pronounced inflation in Türkiye due to global economic conditions affecting the financial stability of recipient households.

**7** Compared to the preceding survey round, there has been a decline in both the submission of formal complaints and feedback, as well as satisfaction levels among ESSN applicants. Among the 19 per cent of ineligible households that lodged a formal complaint or provided feedback about the programme, 51 per cent expressed satisfaction with the response, while 19 per cent were partially satisfied. In contrast, eligible households, with 20 per cent having submitted a formal complaint or feedback, displayed higher satisfaction levels, with 89 per cent content with the response. This suggests that, in this round, respondents may not have felt the need to submit complaints and feedback, as indicated by the satisfaction levels.

# INTRODUCTION

The ESSN satisfaction and feedback survey is conducted biannually, constituting a fundamental activity to evaluate the programme's performance and place the affected populations at the core of the program cycle. The survey's objectives include (1) enhancing program efficiency and fostering higher levels of acceptance and trust among participants; (2) gathering additional feedback and complaints, supplementing existing regular channels; and (3) acknowledging the affected populations as partners rather than merely sources of information.



## SURVEY OBJECTIVES

The purpose of the survey is to understand applicants' overall satisfaction with the ESSN Programme and to obtain feedback from both eligible and ineligible respondents on their preferences and improvements they would like the programme to adopt.<sup>1</sup>

The objectives of the study include the following:

- assessing the knowledge levels of all applicants about the ESSN Programme to identify information gaps and needs
- understanding applicants' satisfaction levels with ESSN processes
- exploring applicants' communication preferences
- understanding applicants' general perception of how their lives in Türkiye have changed recently and since arrival.

<sup>1</sup> ESSN applicants are individuals who have applied for ESSN assistance and include both eligible individuals (ESSN recipients) and ineligible individuals (non-recipients). The words "recipients" and "eligible" (applying to individuals and households) are used interchangeably throughout this report, as are "non-recipients" and "ineligible".



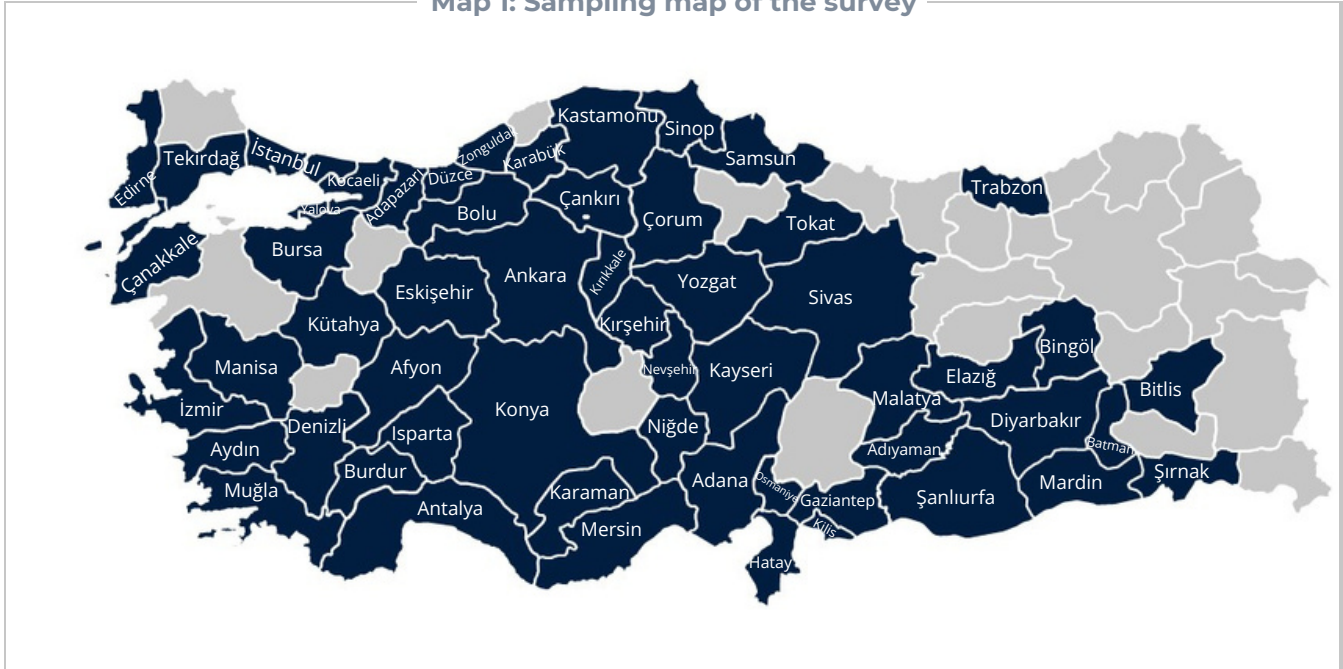
# SURVEY DESIGN

The survey adopted a cross-sectional 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, without manipulation during the time the study was conducted.

## Sample size and sampling technique

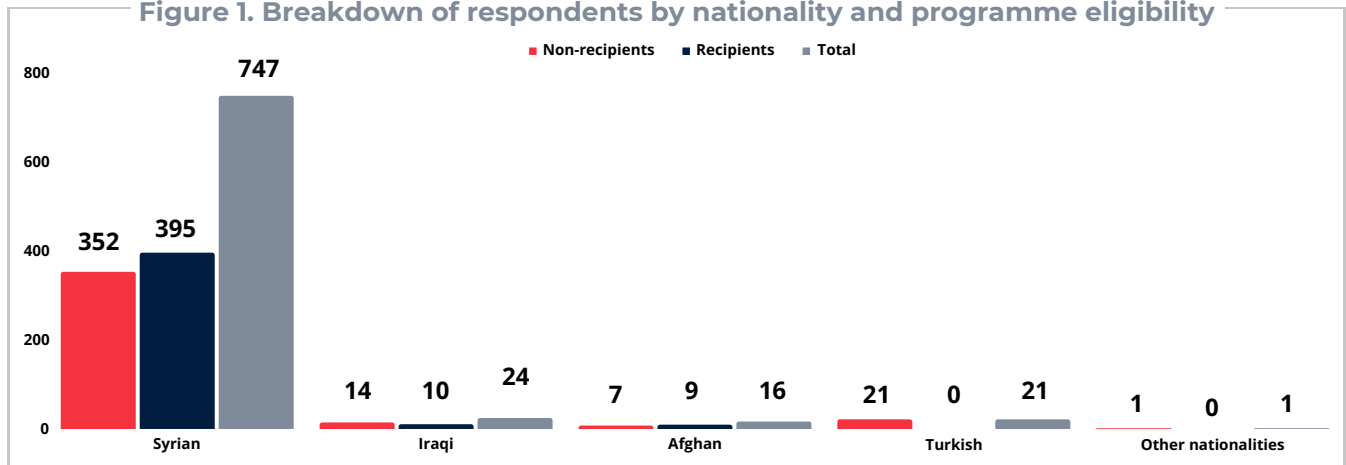
Respondents were selected from 196 districts, spread across 56 provinces in Türkiye (Map 1). A simple random sampling technique was used to select the respondents for the study, giving each participant aged between 18 and 59 an equal and independent chance of inclusion.

Map 1: Sampling map of the survey



The sample size was calculated with a 10 per cent margin of error and 90 per cent confidence interval to obtain a sample of 812 respondents (325 ESSN recipients and 487 ineligible applicants) of mainly Syrian nationality (Figure 1).

Figure 1. Breakdown of respondents by nationality and programme eligibility



## **Data Collection**

The survey, conducted between 21 August and 7 September 2023, engaged 812 ESSN applicants through telephone-based interviews conducted by field staff via the 168 Kızılay Call Centre.<sup>2</sup> In preparation for data collection, operators underwent training from the IFRC and Türk Kızılay Community Engagement and Accountability (CEA) and M&E teams, covering aspects such as data collection planning and techniques, data quality measures, research tools, and ethical considerations in research. Throughout the data collection process, ethical considerations were prioritized to safeguard the dignity of participants. Prior to commencing data collection, each respondent was comprehensively briefed that all information gathered during the survey would remain strictly confidential, with responses having no positive or negative implications on eligibility status.

## **Data Analysis**

The data analysis for the survey was primarily carried out by the IFRC and Türk Kızılay teams. Quantitative data underwent analysis using Python software and were presented through frequency distributions, with comparisons drawn between ESSN recipients and ineligible applicants. Qualitative data, on the other hand, were subject to analysis using NVivo software for content analysis. This involved transcribing and translating responses, subsequently organizing them into themes and subthemes as they emerged.

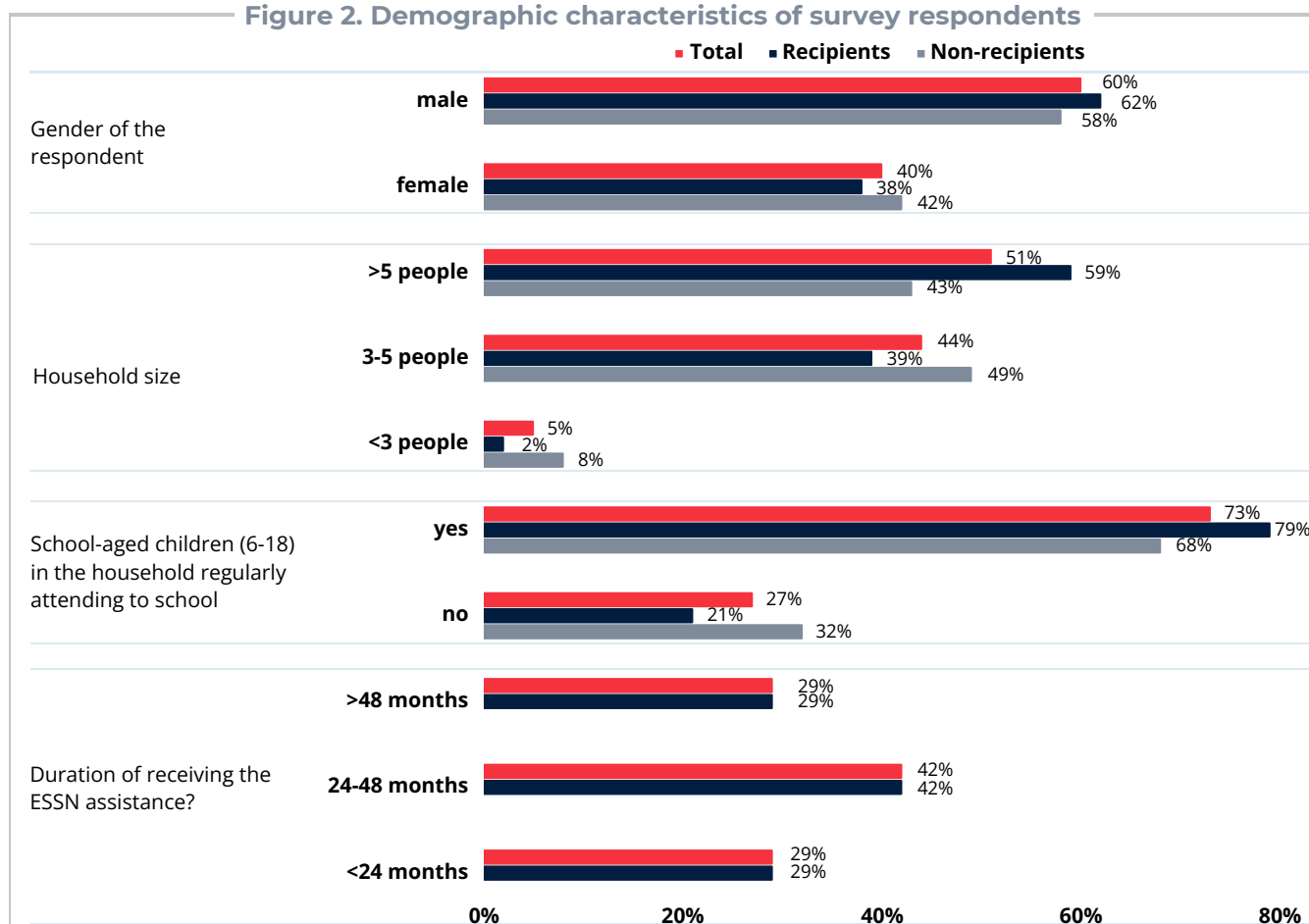
<sup>2</sup> The 168 Kızılay Call Centre is a dedicated and toll-free line accessible during working hours (08:00–18:00) on weekdays and for half a day (09:00–13:00) on Saturdays.

# FINDINGS

## DEMOGRAPHIC ANALYSIS

In this satisfaction and feedback survey, the sampling method has brought about 60 per cent of respondents (487 individuals) being male, while 40 per cent (325 individuals) were female (Figure 2). All respondents were selected as heads of households, given their extensive experience in the programme's registration and processes. The sample was thoughtfully designed with a commitment to promoting gender equality. It is crucial to highlight that, unlike the case with the fifth round, this latest survey placed a heightened focus on addressing gender equality concerns in sample size determination. Consequently, the methodology aimed to ensure equal representation of both male and female respondents, rectifying any prior imbalances in survey participation.

Figure 2. Demographic characteristics of survey respondents



As illustrated in Figure 2, regarding household size, 44 per cent of respondents hailed from families comprising three to five members, while more than half (51 per cent) originated from households with five members or more. Notably, the survey revealed a school enrolment rate of 79 per cent among ESSN recipients, compared to 68 per cent for non-recipients, suggesting a positive impact of the ESSN on children's access to education.

Moreover, 71 per cent of respondents have been ESSN recipients for 24 months or longer, signifying a substantial exposure to the programme. This extended duration allows for active engagement in different programme stages, contact with programme staff, and utilization of various communication channels. Consequently, the observations of these respondents can be considered well-established.

## KNOWLEDGE ABOUT THE ESSN PROGRAMME

Following a change in the phrasing of the criteria question, recipients were asked about their awareness as to why they were eligible for the ESSN, while the non-recipients were asked if they knew which households are eligible for the ESSN. A total of 55 per cent of respondents indicated that they possessed this knowledge. Within the ESSN recipient group, 34 per cent were unaware of the reasons for their eligibility in the programme, among the recipients who claimed awareness of their eligibility, 83 per cent specified the dependency ratio as the determining factor. In the case of ineligible applicants, 44 per cent stated awareness of which households are eligible for ESSN (Figures 3 and 4).

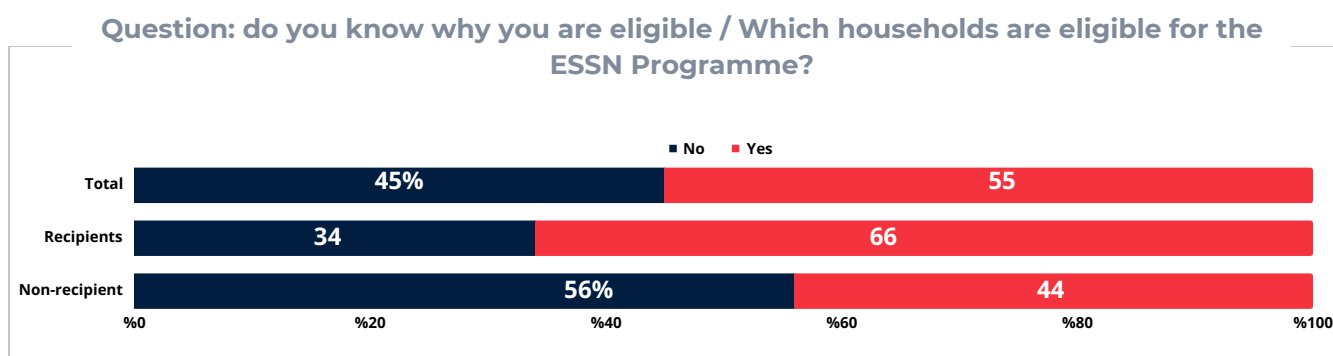
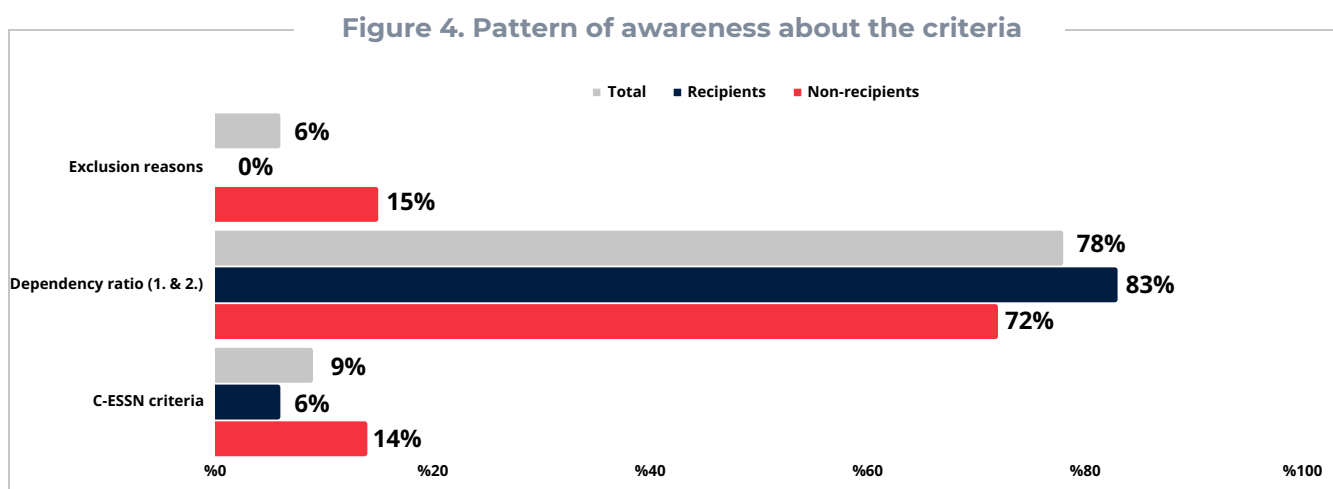


Figure 3. Awareness of the ESSN eligibility criterion



### Knowledge about the donor

Regarding awareness of the donor of the ESSN assistance, 45 per cent of ESSN recipients and 61 per cent of non-recipients were uninformed about the programme's funder (Figure 5). Merely 27 per cent of ESSN recipients and 18 per cent of non-recipients correctly identified the EU and ECHO as the exclusive funders of the programme. While limited knowledge of the programme's donor may not directly impact the ESSN Programme at the outcome level, it remains crucial to enhance the donor's visibility to prevent misinformation among both the affected population and the host community. Further investigation is warranted to comprehend the decrease in knowledge compared to the previous survey round.

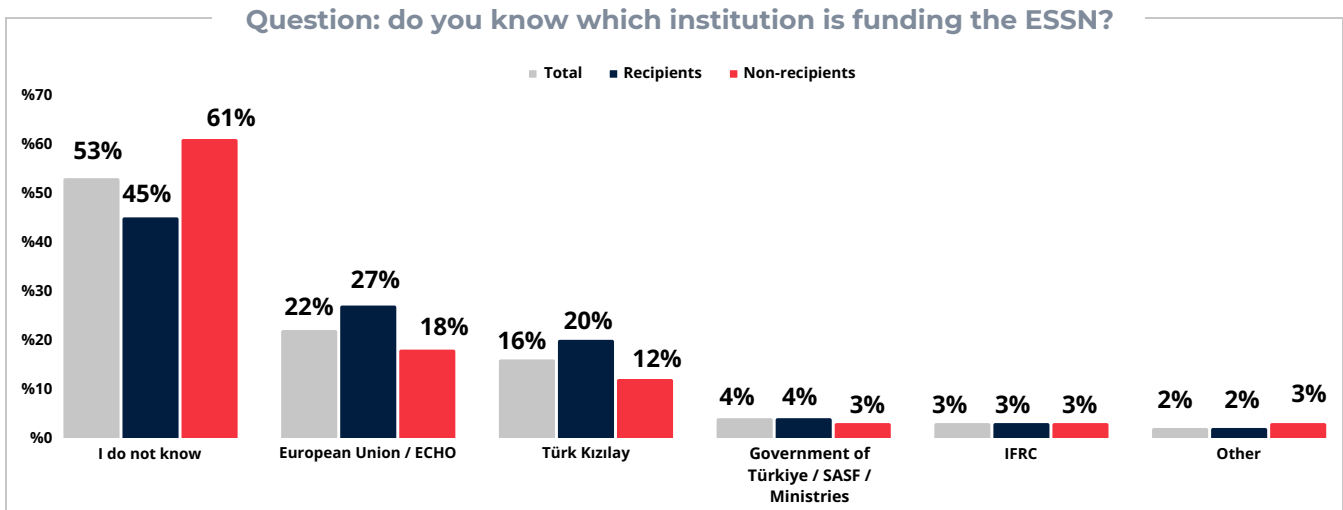


Figure 5. knowledge about the donor

### Knowledge about the implementers

There has been a slight decline in knowledge about the programme implementers compared to the knowledge levels of the fifth round. 65 per cent of non-recipients and 54 per cent of recipients were unaware of the correct implementers of the ESSN Programme. Surprisingly, only 22 per cent of non-recipients and 32 per cent of recipients correctly identified Türk Kızılay as an implementer, despite its active presence in the field. In contrast to the fourth round, knowledge of Türk Kızılay as an implementer has decreased, alongside a general decrease in awareness of implementers. Only 1 per cent of respondents were aware of IFRC as a programme implementer, and knowledge about the Turkish Government, the Social Assistance Solidarity Foundation (SASF), and government ministries as programme implementers was also low, at 8 per cent for recipients and 6 per cent for non-recipients (Figure 6).

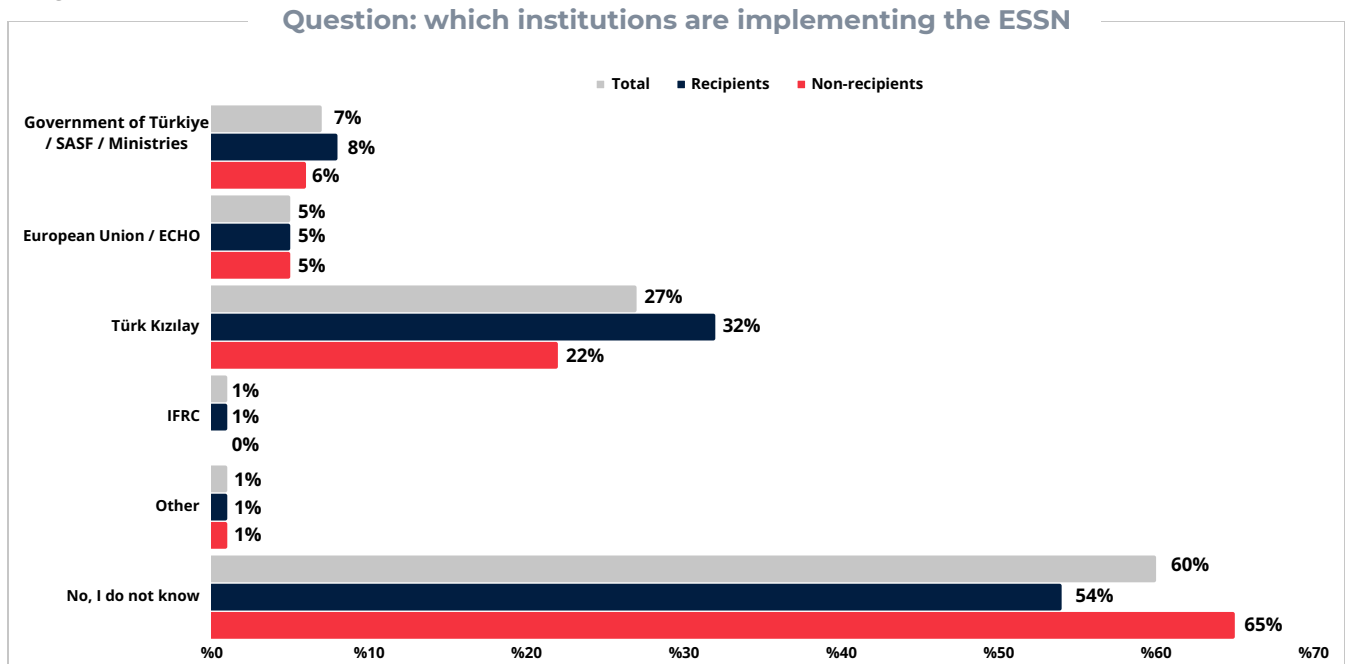


Figure 6. Knowledge about the programme implementers

Overall, it is evident that recipients possess more knowledge about the program implementers compared to non-recipients. Nevertheless, there remains a need for additional communication regarding the implementers, coupled with an explanation of why such knowledge is crucial. Further research is warranted to comprehend the decline in awareness observed.

### Satisfaction with the ESSN processes

Overall, there was a high level of satisfaction, with 88 per cent expressing contentment with the information on ESSN application steps and requirements. Among ESSN recipients, the satisfaction level regarding information on programme application steps and requirements was notably positive, with 94 per cent indicating satisfaction or high satisfaction (Figure 7).



Even among non-recipients, a substantial majority, 82 per cent, expressed satisfaction or high satisfaction with the information received about programme application steps and requirements, despite their ineligible status. Dissatisfaction levels remained minimal.

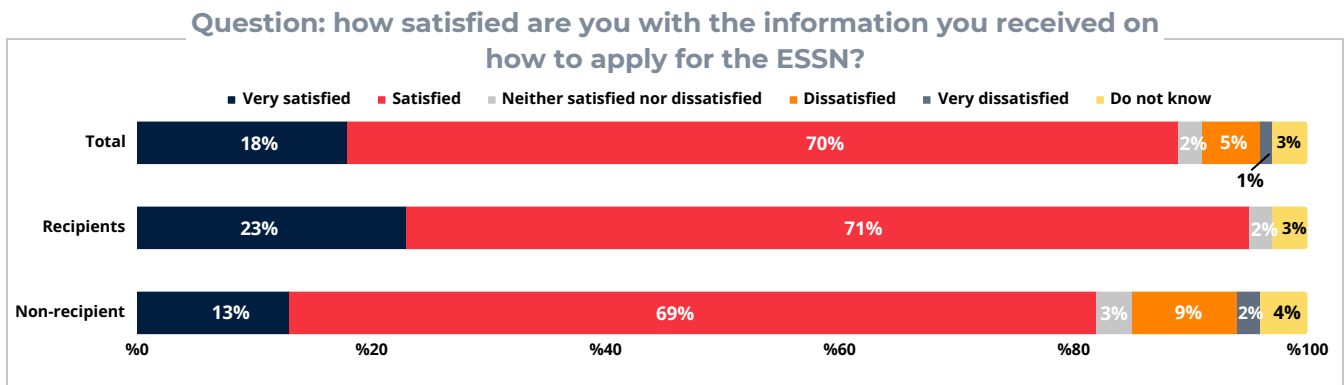


Figure 7. Satisfaction with information provided about the application process

There was 88 per cent satisfaction with the ESSN application process itself. Among ESSN recipients, satisfaction with the programme application process was extremely positive; 95 per cent were satisfied or very satisfied and only 3 per cent said they had experienced problems during the application phase. 81 per cent of ineligible applicants were satisfied or very satisfied with the application process, and 11 per cent were dissatisfied or very dissatisfied (Figure 8).

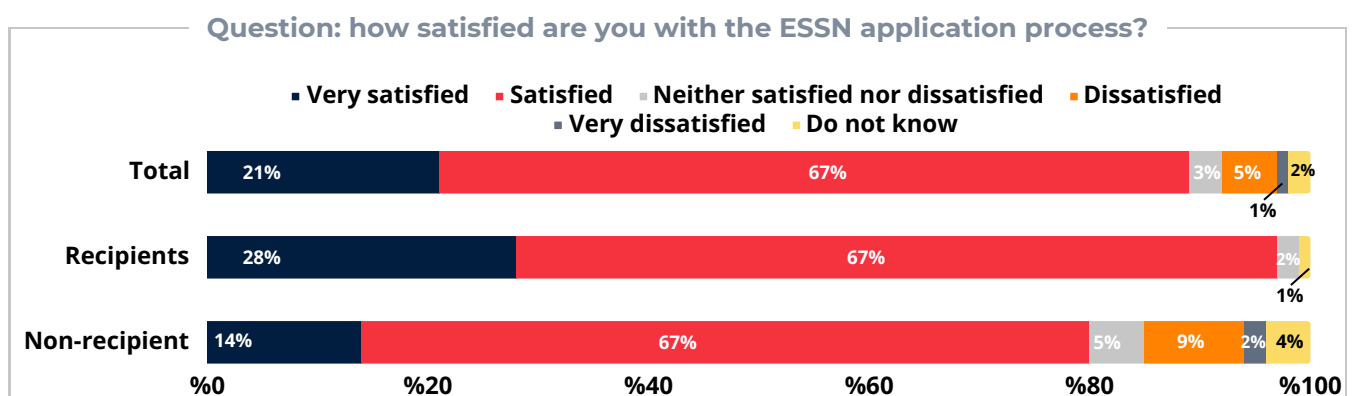


Figure 8. Satisfaction with application process

**Few ESSN applicants had faced barriers in accessing the application.** The survey aimed to understand if there were barriers in accessing the ESSN Programme. Respondents were asked if they had experienced any problems during the application process. Only 5 per cent reported they had experienced problems, while 95 per cent had no problems during this process (Figure 9). Therefore, there were very few barriers for applicants to access the programme. Barriers that the 5 per cent of respondents experienced included difficulties before application and other application problems.

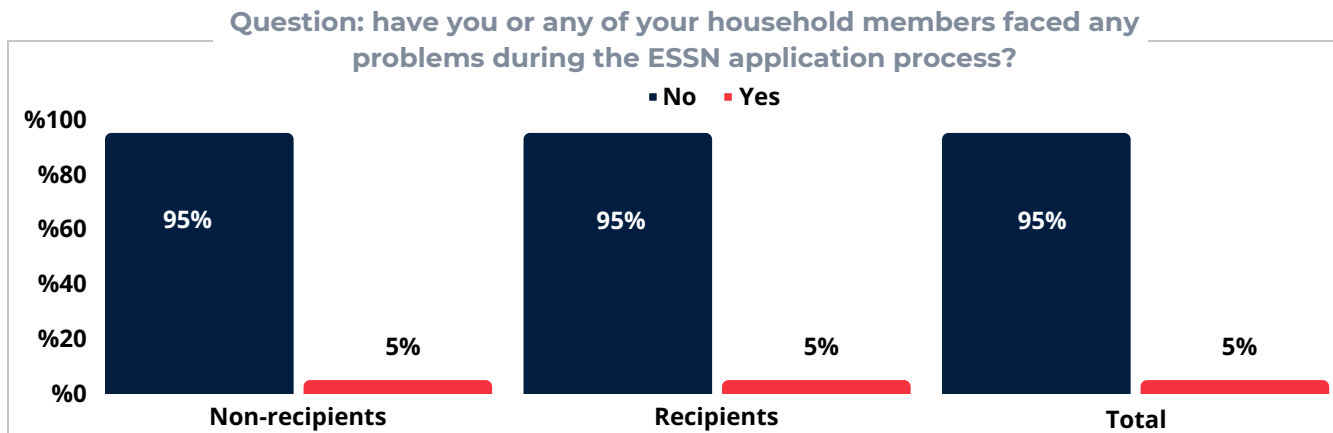


Figure 9. Barriers in accessing application process

The vast majority of ESSN recipients are satisfied with the cash card distribution process. Among recipients, 98 per cent were satisfied or very satisfied with the cash card distribution process for the ESSN (Figure 10).

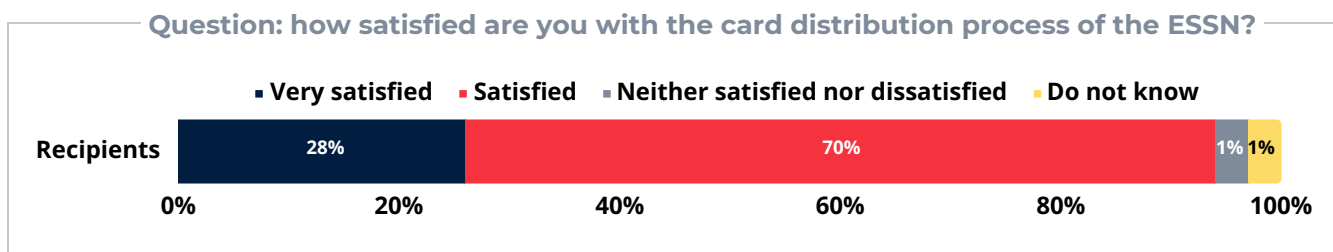


Figure 10. Satisfaction with the cash card distribution process

**Few ESSN applicants had faced any difficulty in redeeming cash assistance.** When it comes to withdrawing cash from ATMs, 9 per cent of recipients had faced difficulties in doing so (Figure 11). Among those who had difficulties, 30 per cent answered “Other ATM issues”; 41 per cent said their card was swallowed by the ATM; 16 per cent complained about the long waiting lines at the ATM; and 5 per cent said the ATM did not work. Most difficulties that ESSN recipients experienced were technical issues arising from the ATM itself and not related to knowledge of usage of ATMs or any of the programme processes.

As for the time it took for beneficiaries to reach the ATM they used, the majority (83 per cent of ESSN recipients) reported that it took less than 30 minutes, while it took between 30 and 60 minutes for the remaining 16 per cent (Figure 12).

Question: did your household ever have any difficulties when redeeming your cash assistance from the ATM?

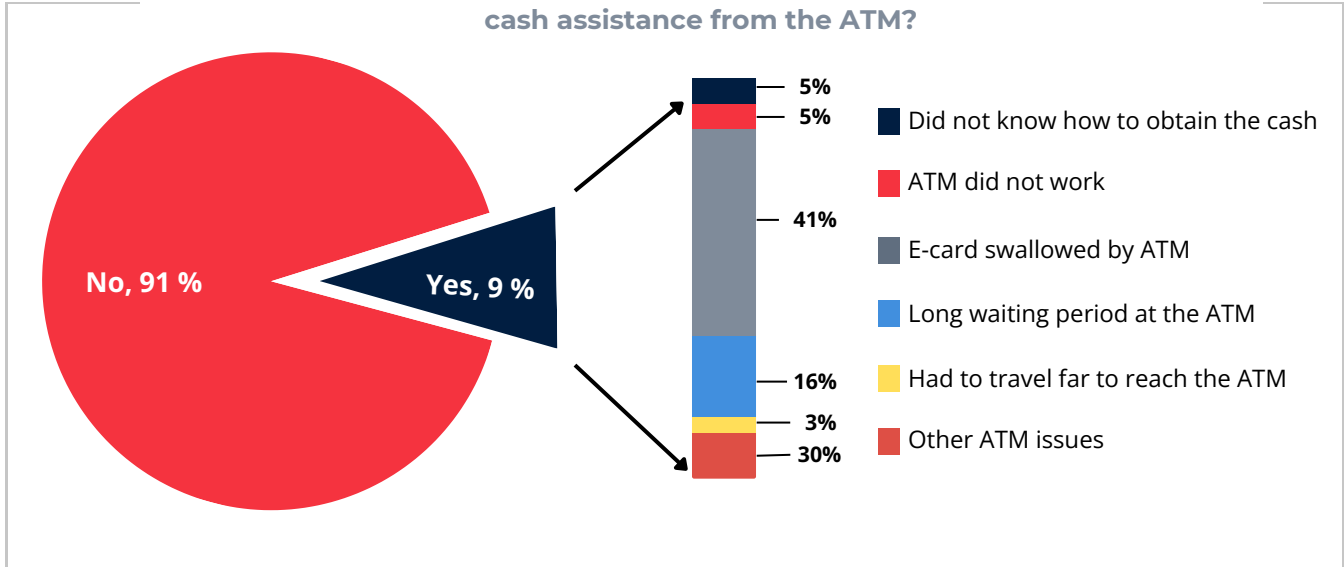


Figure 11. Difficulties when redeeming cash assistance from ATMs

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

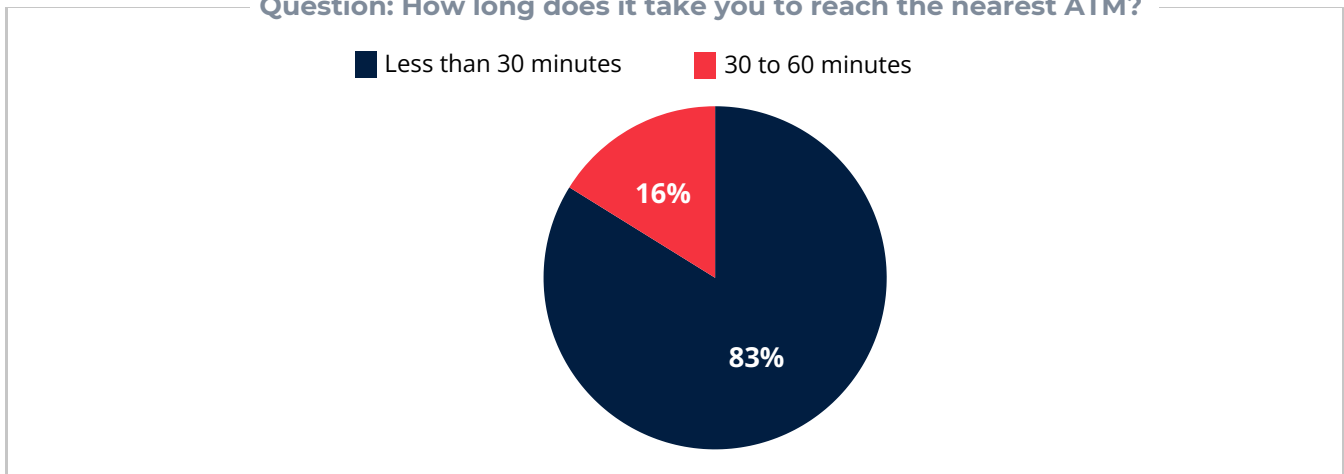


Figure 12. Nearest ATM

**There was high satisfaction with bank staff and with ESSN Türk Kızılay staff from the KIZILAYKART programmes.**<sup>3</sup> Most ESSN recipients (93 per cent) said they were satisfied with their interactions with bank staff, and 96 per cent were satisfied with their interactions with the Türk Kızılay staff from the KIZILAYKART programmes (Figure 13). These findings reflect that recipients were well assisted by qualified KIZILAYKART programme and Halkbank staff in an appropriate manner.

Question: how satisfied are you with the card distribution process of the ESSN?

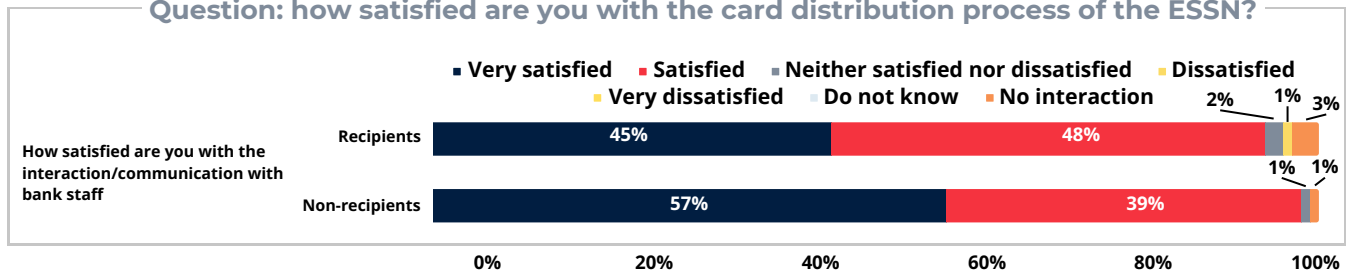


Figure 13. Satisfaction on interactions with Türk Kızılay staff and Halkbank staff

<sup>3</sup> KIZILAYKART is a Türk Kızılay partnership platform bringing together the humanitarian, private and public sectors to provide regular cash support via banking infrastructure to vulnerable people. For more information, see <https://platform.kizilaykart.org/en/>.



## COMMUNICATION CHANNELS: AWARENESS AND PREFERENCES

Among the ESSN Programme's communication channels that applicants are aware of, the 168 Kızılay Call Centre is the best-known channel (45 per cent of applicants), followed by SASF/Türk Kızılay Service Centre (32 per cent) 19 per cent among both recipients and non-recipients were not aware of the communication channels (Figure 14).

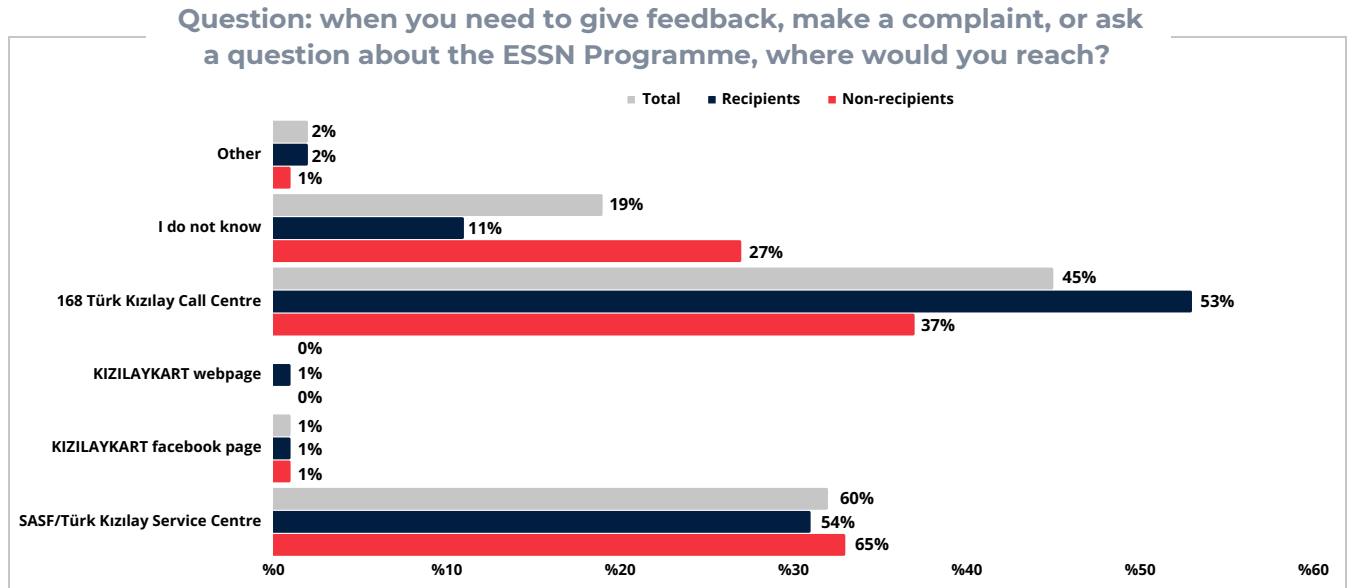


Figure 14. Awareness of communication channels

The preferred method of communication among ESSN applicants for programme information updates was by SMS (64 per cent) (Figure 15).

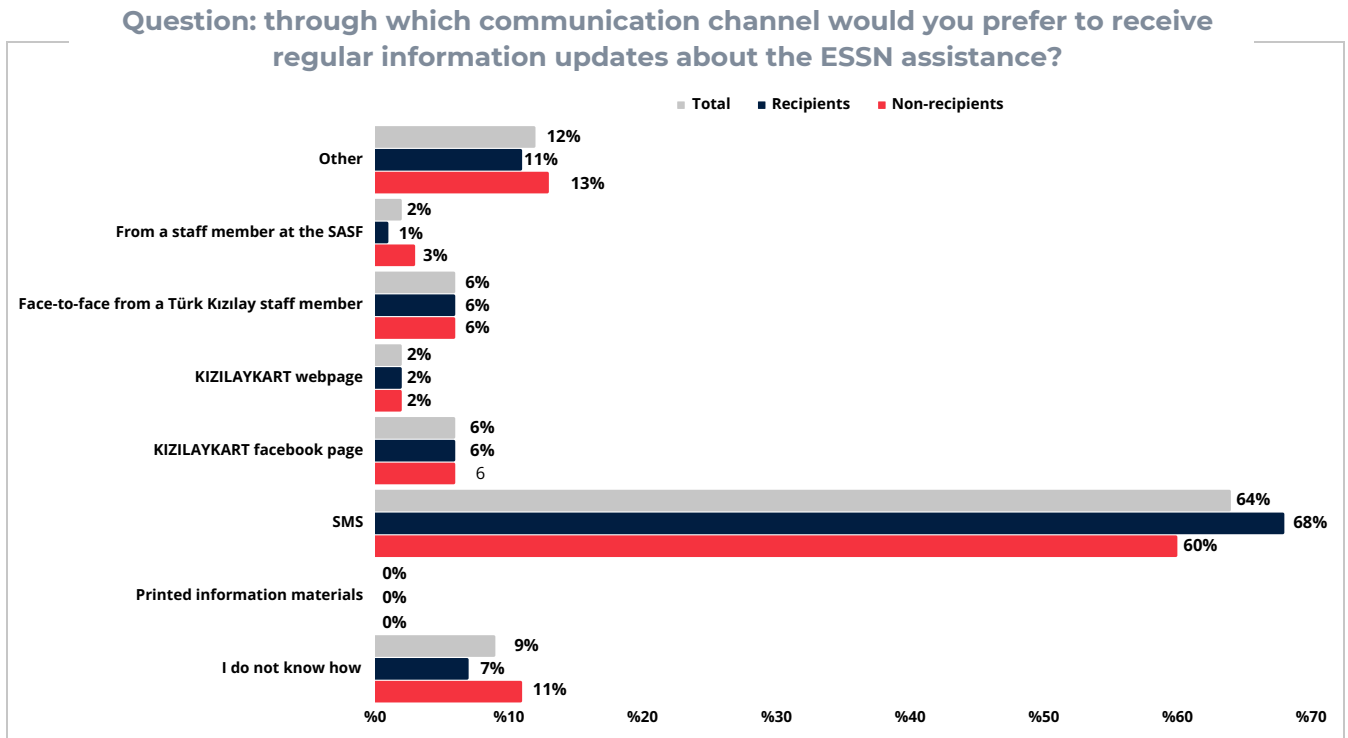


Figure 15. Preferred method of communication for information updates

When survey respondents were asked which means of communication they would use to report a sensitive issue, their answers were very much in line with other responses, with the 168 Kızılay Call Centre the preferred option (43 per cent). There is clearly room for improvement regarding the dissemination of information about possible communication channels, especially considering that 18 per cent of respondents chose “I don't know how” as their answer to this question (Figure 16).

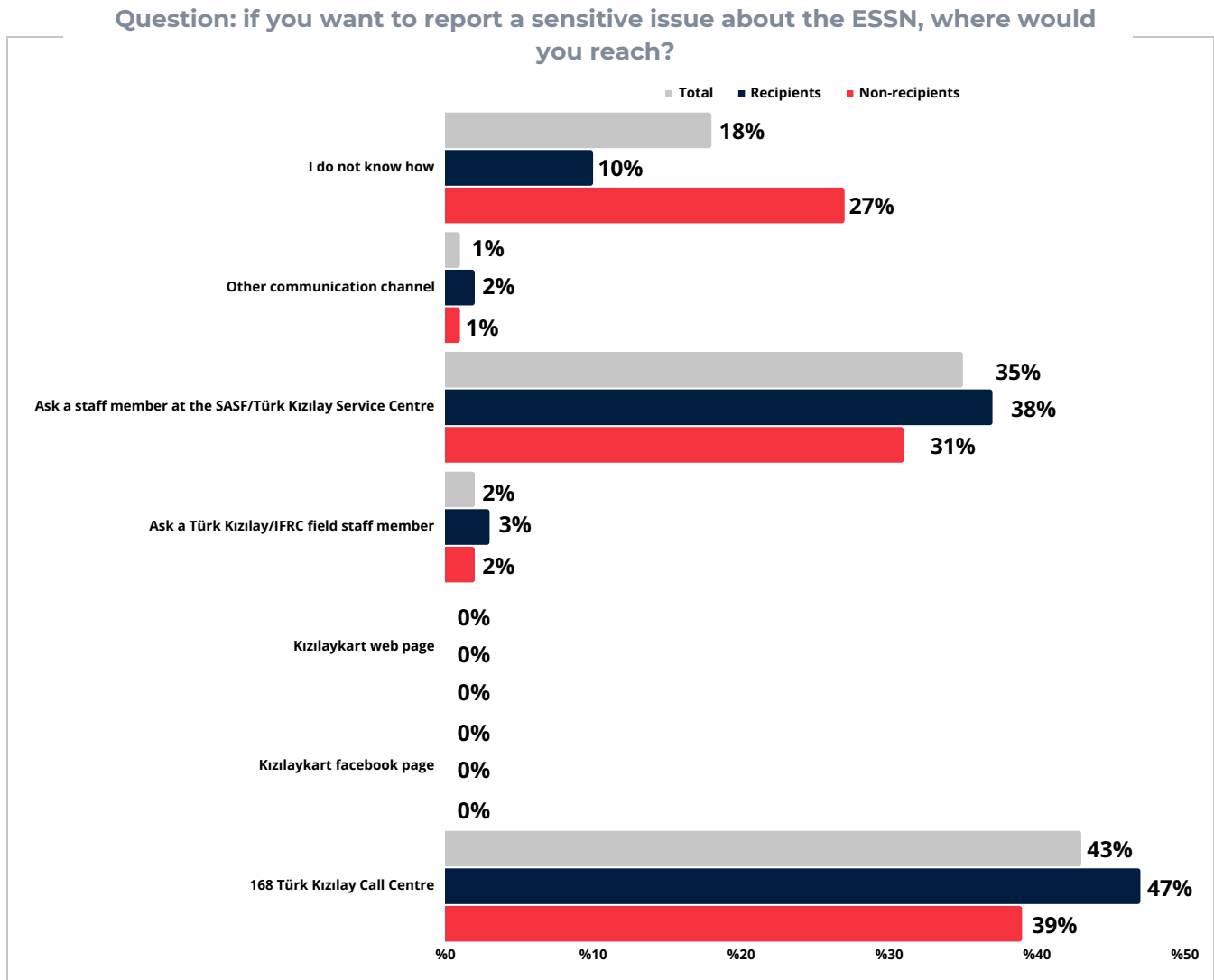


Figure 16. Communication preferences for sensitive issues

The data also indicate that although respondents use the communication channels actively, they do not think 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 this analysis is that ESSN applicants prefer human-to-human interaction, especially for sharing sensitive issues. This highlights how essential is the continuation of quality services from the 168 Kızılay Call Centre and from SASF, Türk Kızılay and IFRC representatives.

**A very high percentage of respondents said the information received through programme communication channels is clear enough.** The survey explored the clarity of information received by ESSN applicants through the programme’s communication channels. 97 per cent of recipients and 92 per cent of non-recipients said this is clear and understandable. Only 5 per cent of respondents reported problems in understanding the received information, mainly information received through SMS (Figure 17).

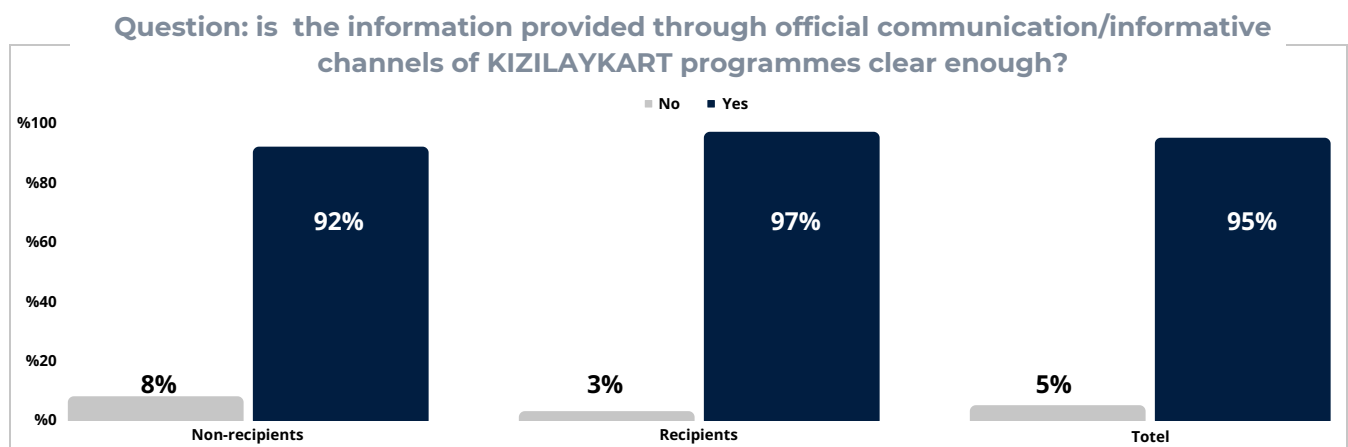


Figure 17. The clarity of information received by recipients and non-recipients

**20 per cent of respondents had made a complaint or given feedback about the ESSN Programme.**

The survey explored whether ESSN applicants had ever filed any complaints or provided feedback to the programme, as well as whether they were satisfied with the associated response. 20 per cent of ESSN recipients reported they had filed a complaint or provided feedback, and 89 per cent of these were satisfied with the response received. 19 per cent of non-recipients had filed a complaint or provided feedback, and 51 per cent of them were satisfied with the response received (Figures 18 and 20).

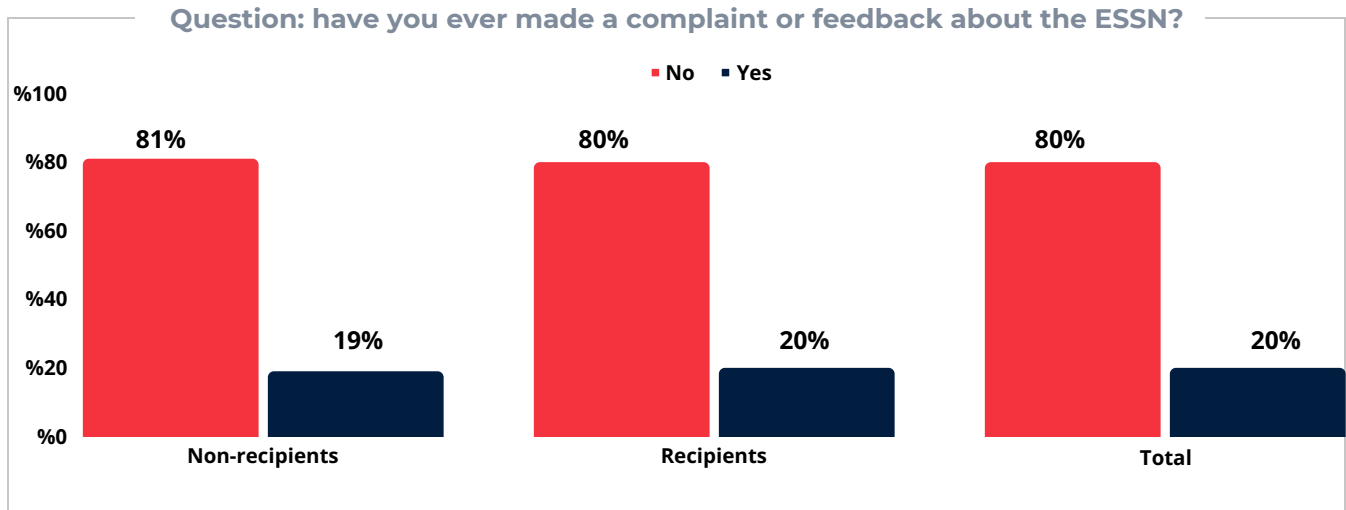


Figure 18. Incidence of complaints and feedback

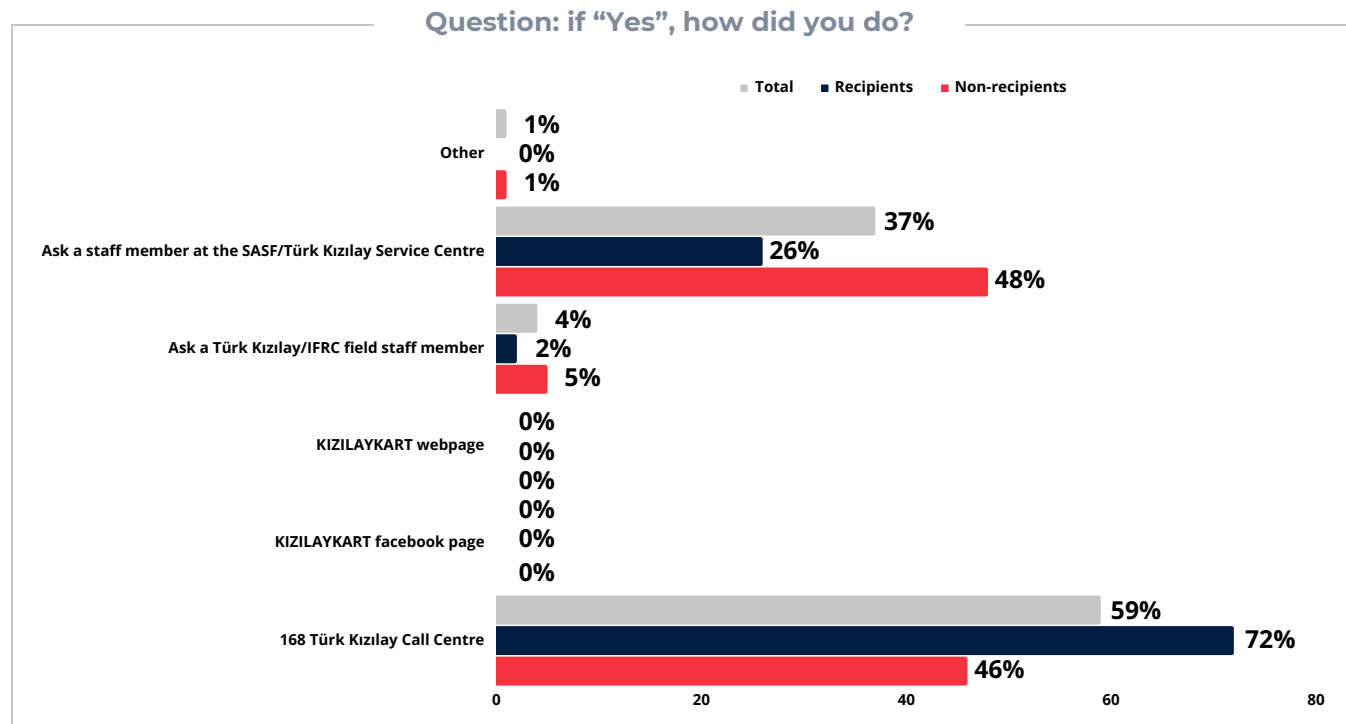


Figure 19. Preferred communication channel for complaints and feedback

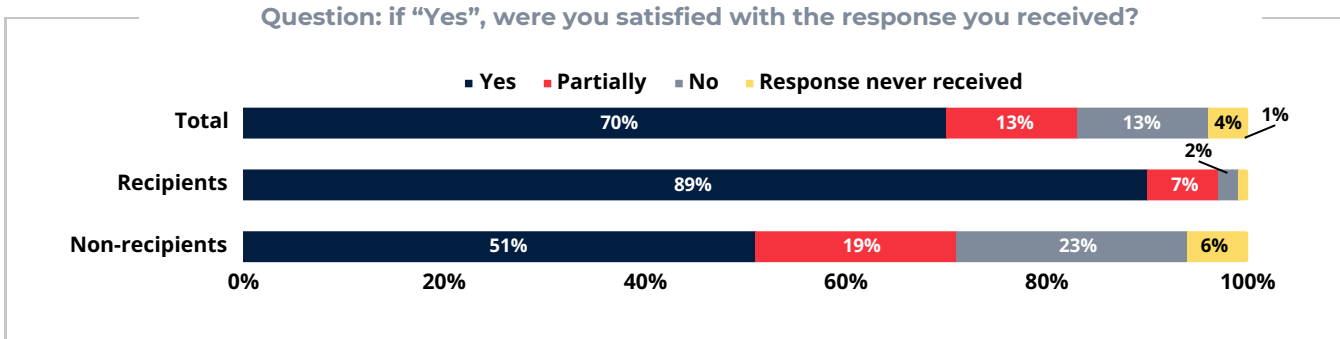


Figure 20. Satisfaction with response to complaint or feedback

Among the 80 per cent of both recipients and non-recipients who had not filed a complaint or given feedback, 92 per cent said they had no complaint or feedback to report (Figure 21).

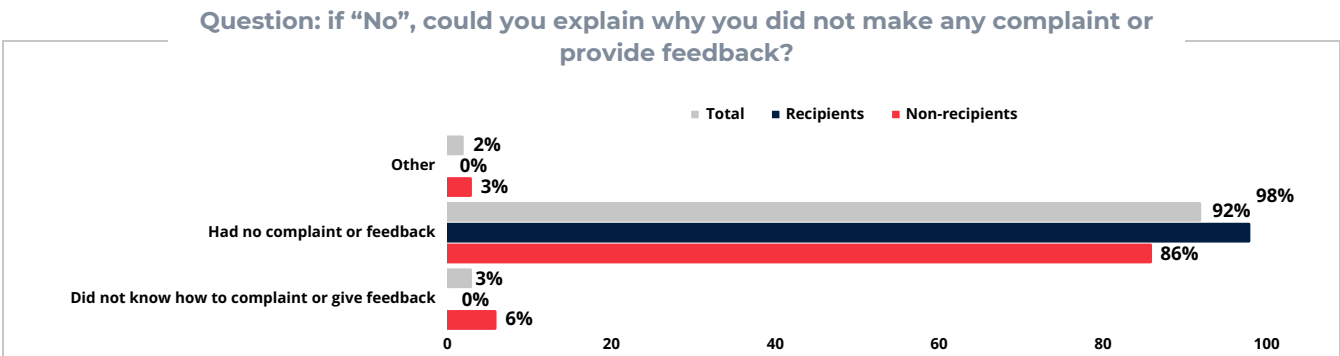


Figure 21. Reasons for not complaining or giving feedback

**Ability to speak and write in different languages.** Among the languages spoken in the ESSN applicants' households surveyed, Arabic is predominant, spoken in a total of 93 per cent of recipient and non-recipient households, followed by Turkish with 84 per cent. There is a slight variation between ESSN recipients' and non-recipients' ability to speak English, with rates of 12 per cent and 14 per cent respectively (Figure 22).

**Question: can you or anyone in your household speak one of the following languages?**

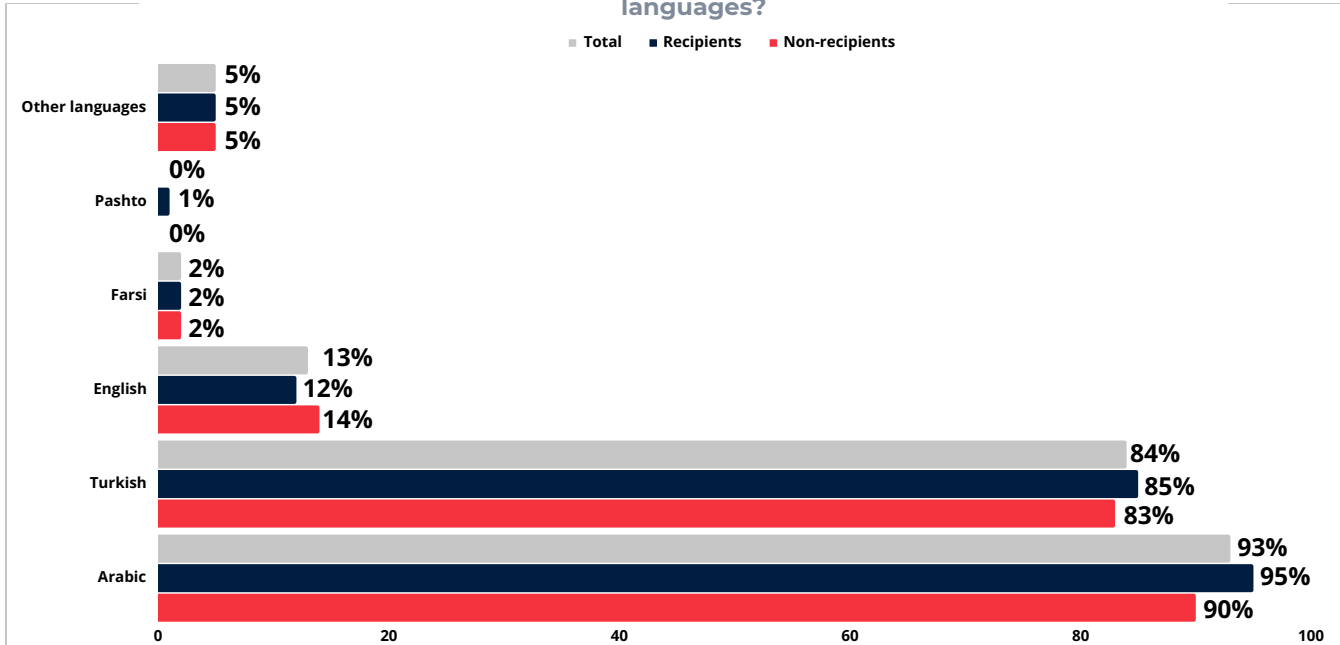


Figure 22. Languages spoken in respondent households

In terms of reading, 88 per cent of respondent households included somebody who can read Arabic, 70 per cent had somebody able to read Turkish, and 11 per cent had somebody able to read English (Figure 23).

**Question: can you or anyone in your household read in one of the following languages?**

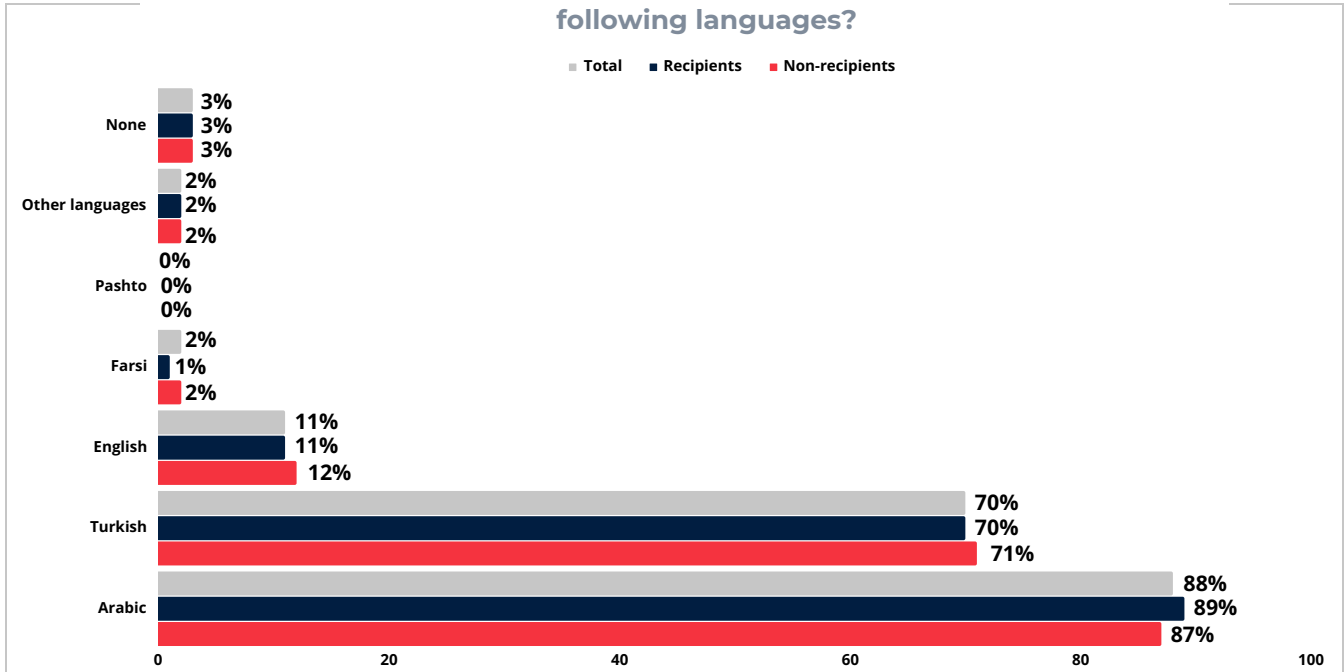


Figure 23. Reading skills in respondent households

# General Perceptions Including Feedback about the Programme

**Significant changes during the last six months.** The survey assessed whether ESSN applicants had experienced any significant changes in their lives during the last six months. 53 per cent reported having experienced significant changes during this period (Figure 24).

**Figure 24. Has there been a situation/event that directly affected your life since the beginning of this year?**

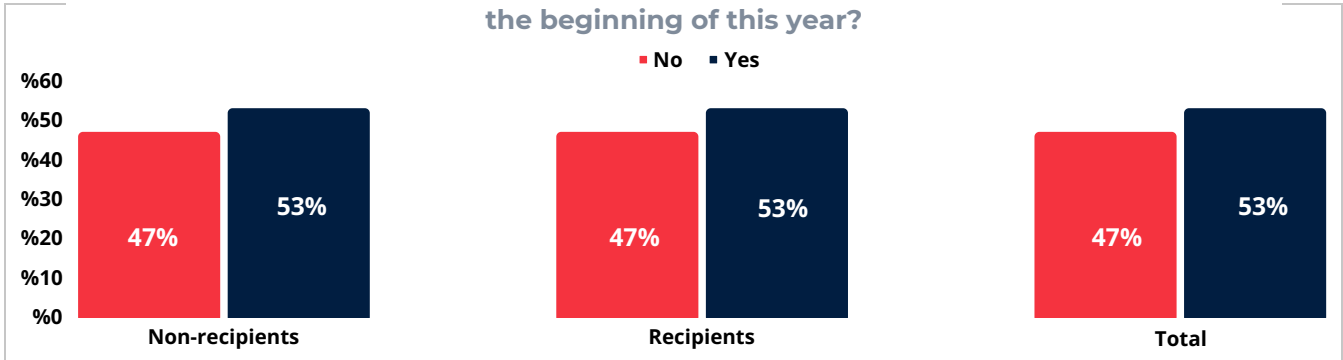


Figure 24. Significant changes in the last six months

**The main changes experienced by ESSN applicants in the last six months related to economic challenges.** Economic challenges were reported by 63 per cent of ESSN recipients and by 51 per cent of non-recipients. 28 per cent of recipients and 35 per cent of non-recipients had experienced earthquake related challenges. Housing and rent related challenges were reported by 21 per cent of all respondents (recipients and non-recipients) (Figure 25).

**Question: if “Yes”, what is the situation/event that directly affected your life since the beginning of this year?**

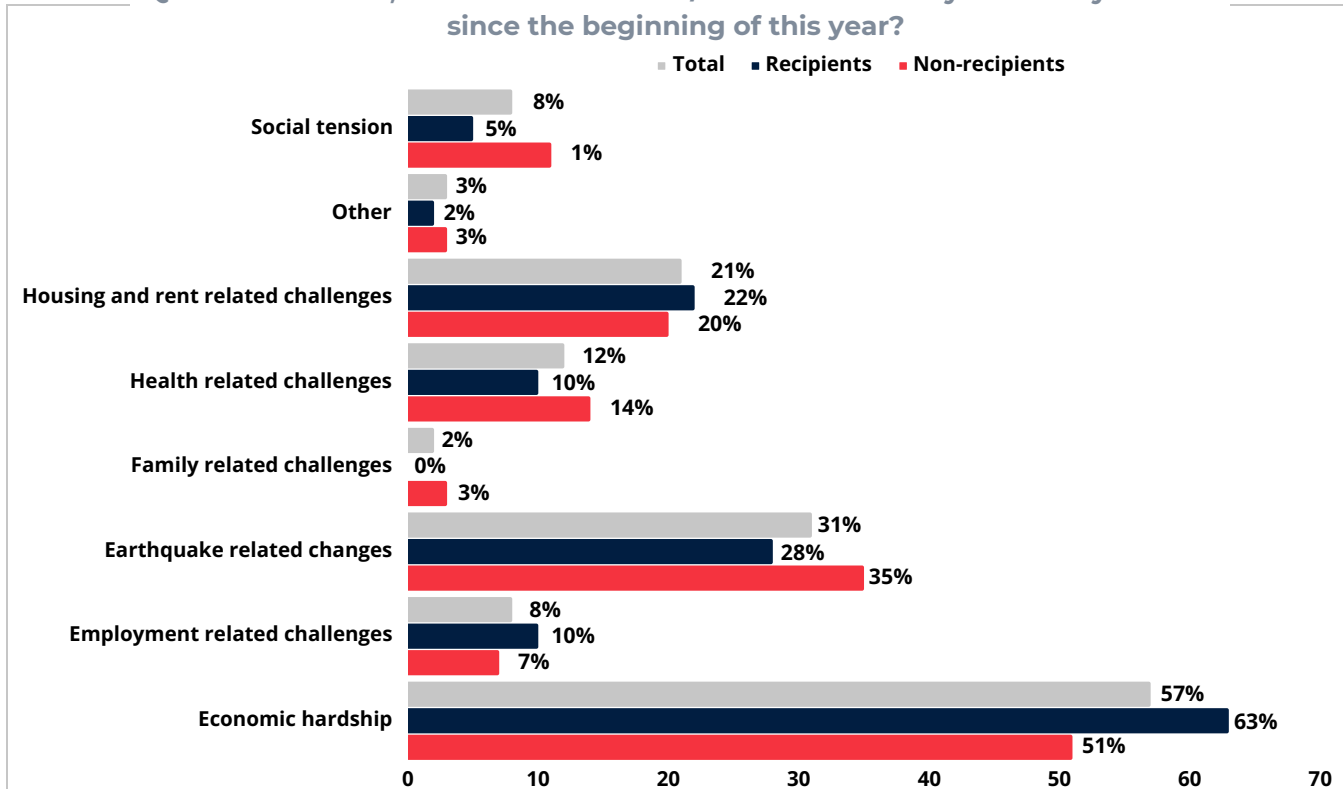


Figure 25. Classification of changes experienced in the last six months

## Feedback about the programme

The majority of respondents did not have any feedback, suggestions or questions about the programme. Only 18 per cent of ESSN recipients and 23 per cent of non-recipients indicated they had feedback to give (Figure 26).

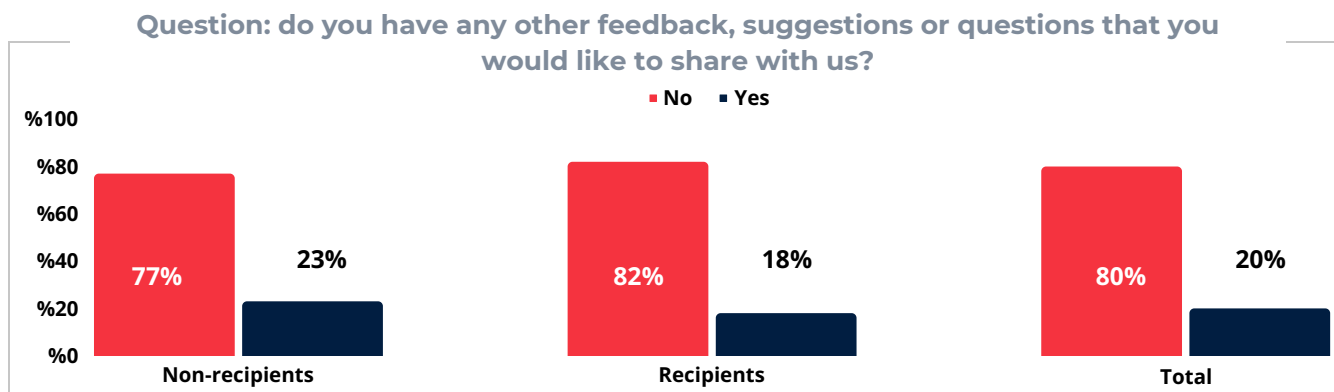


Figure 26. Incidence of feedback, suggestions or questions from respondents

59 per cent of ESSN recipients requested an increase in the amount of assistance, while 67 per cent of non-recipients had ESSN-related feedback and questions. 11 per cent of recipients had other assistance requests, compared to only 24 per cent of non-recipients. 19 per cent of respondents<sup>4</sup> had other feedback, mostly related to the Conditional Cash Transfer for Education (CCTE) Programme (Figure 27).

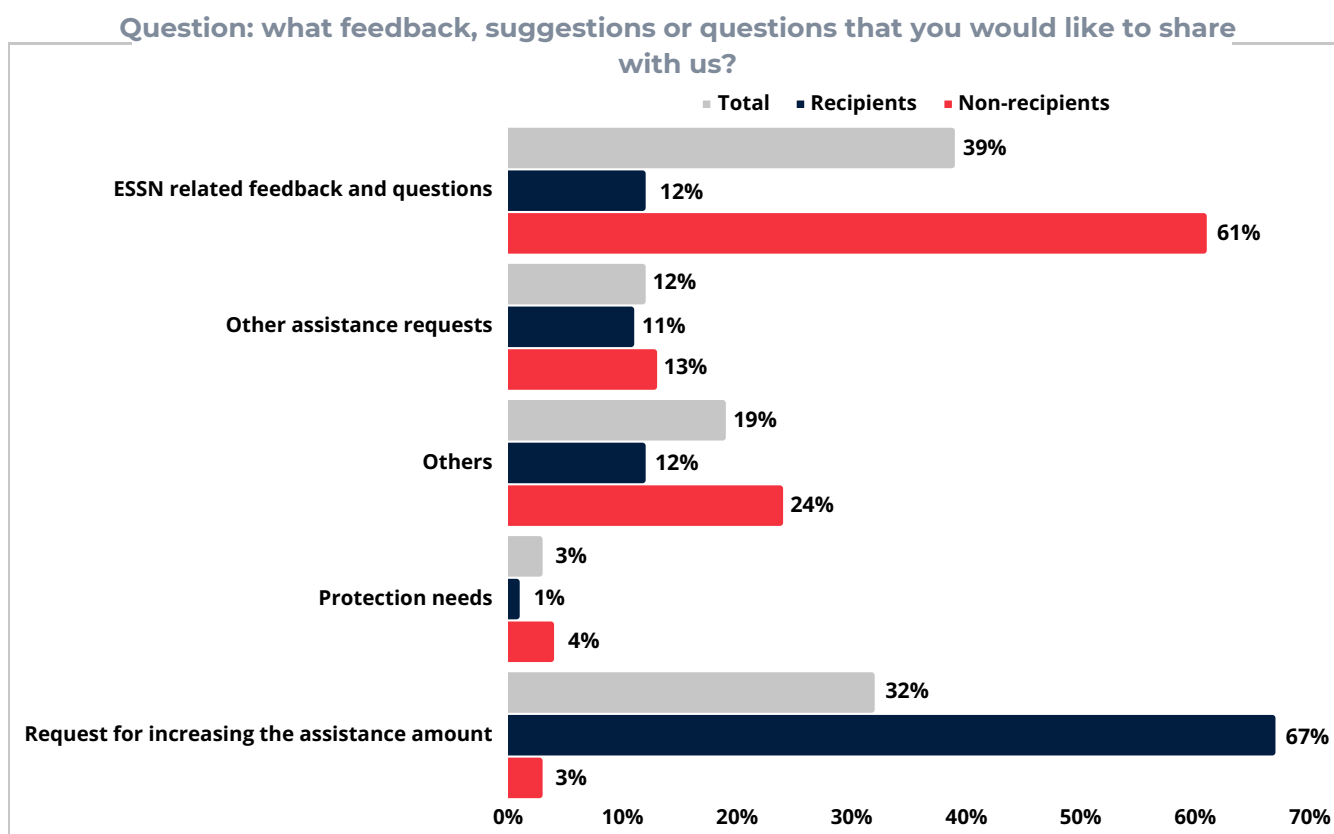


Figure 27. Types of feedback, suggestions and questions from respondents

<sup>4</sup> CCTE is a partnership programme funded by the EU and the Norwegian and US governments and implemented by the Turkish government, Türk Kızılay and UNICEF: see <https://www.unicef.org/turkiye/en/conditional-cash-transfer-education-ccte-programme>.



As for the topics that ESSN applicants would want to receive more information about, the majority (76 per cent of both recipients and non-recipients) considered they did not need further information related to the programme. 11 per cent of non-recipients wanted more information about the ESSN selection process and criteria and 8 per cent about the application process. Information about the cash assistance amount was requested by 3 per cent of recipients and 2 per cent of non-recipients. Additionally, 3 per cent of all respondents asked about other available services, while 1 per cent of recipients and 2 per cent of non-recipients asked for more information about the complaint and feedback channels (Figure 28).

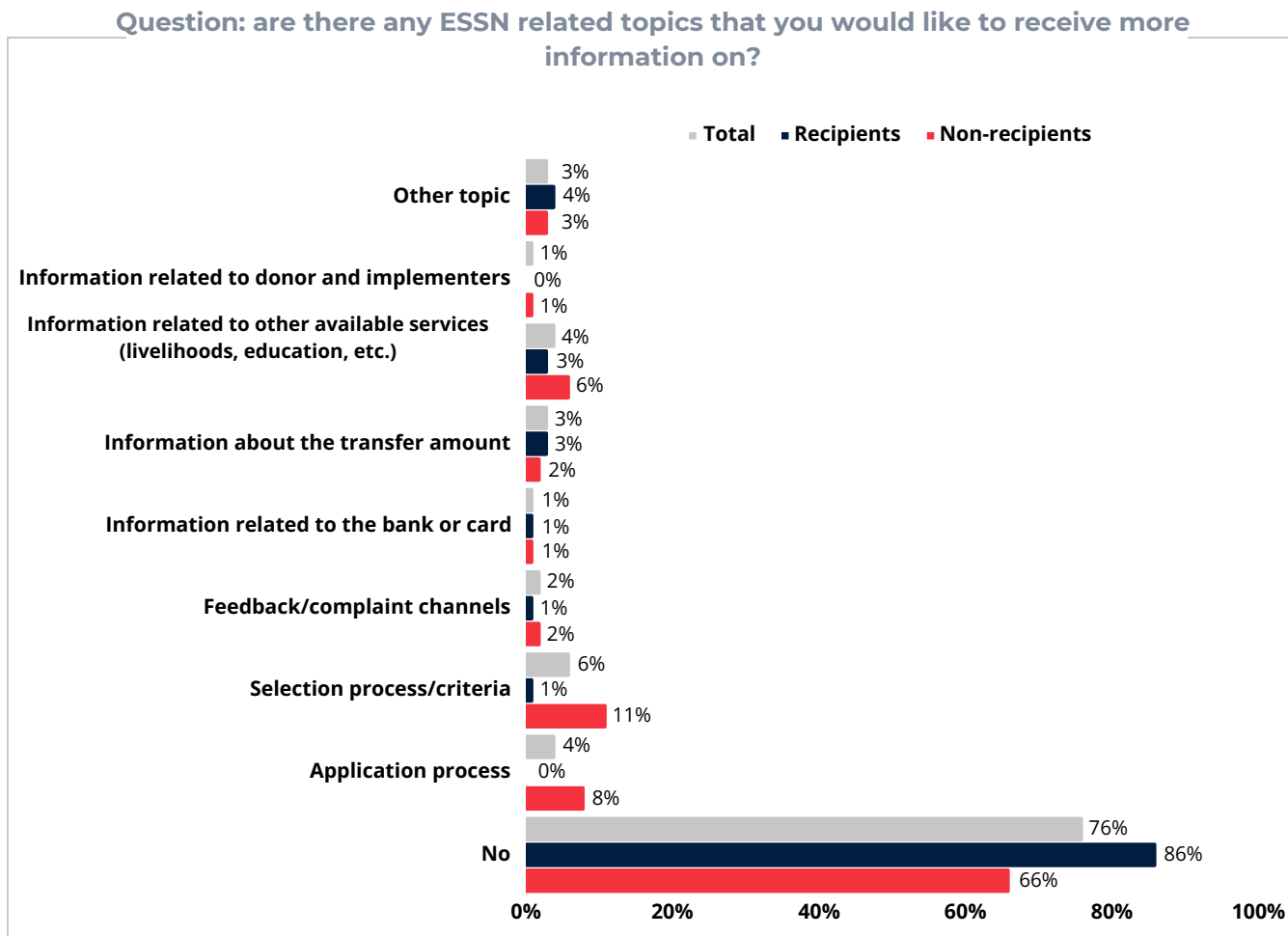


Figure 28. Requests for information: topics

# PROTECTION

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

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

**PRIORITIZE SAFETY AND DIGNITY AND AVOID CAUSING HARM:** Prevent and minimize as much as possible any unintended negative effects of the intervention that can increase people's vulnerability to both physical and psychosocial risks.

**MEANINGFUL ACCESS:** Arrange for people's access to assistance and services – in proportion to need and without any barriers (e.g., discrimination). Pay special attention to individuals and groups who may be particularly vulnerable or have difficulty accessing assistance and services.

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

**PARTICIPATION AND EMPOWERMENT:** Support the development of self-protection capacities and assist people to claim their rights, including – not exclusively – the rights to shelter, food, water and sanitation, health and education.

The IFRC and Türk Kızılay carry out their activities in line with the seven Fundamental Principles of the ICRC movement.<sup>5</sup> We base our actions in the ESN on three main pillars: “No one left behind”, “No one left out” and “No one left unsafe”.<sup>6</sup>

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

In this section we report survey findings related to PM key outcome indicators (KOIs), and in Annex II we calculate a PM KOI value using the methodology provided by the Global Protection Cluster Protection Mainstreaming Toolkit.<sup>7</sup>

5 See <https://www.ifrc.org/who-we-are/international-red-cross-and-red-crescent-movement/fundamental-principles>.

6 See <https://pgi.ifrc.org/sites/default/files/media/document/2022-08/IFRC-Operational%20Framework-2022-25-EN.pdf>.

7 See: <https://www.globalprotectioncluster.org/publications/64/policy-and-guidance/tool-toolkit/gpc-protection-mainstreaming-toolkit>.

## Consideration of ESSN applicants' needs

When survey participants were asked whether ESSN staff take their needs into consideration when assisting them with programmatic issues, 80 per cent responded positively. 20 per cent stated they thought their needs were not being considered (Figure 29).

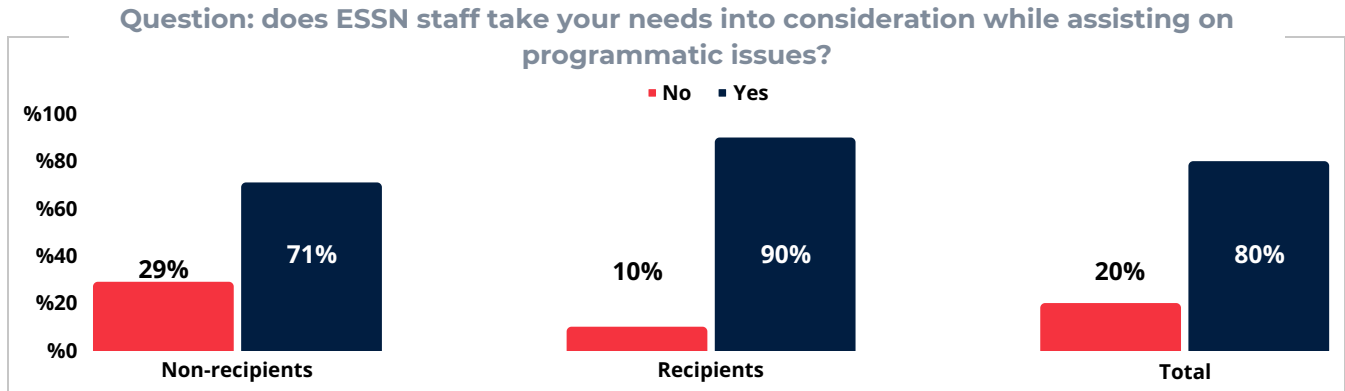


Figure 29. Consideration of ESSN applicants' needs

## Adequacy of the cash assistance amount

Regarding whether the cash assistance amount is sufficient for ESSN recipients to cover their basic needs, an overwhelming majority of respondents stated the amount is not sufficient. More than half (62 per cent) said the assistance did not cover their basic needs at all, while 32 per cent reported it was partially sufficient. A small percentage, 6 per cent, reported that it covered their needs (Figure 30).

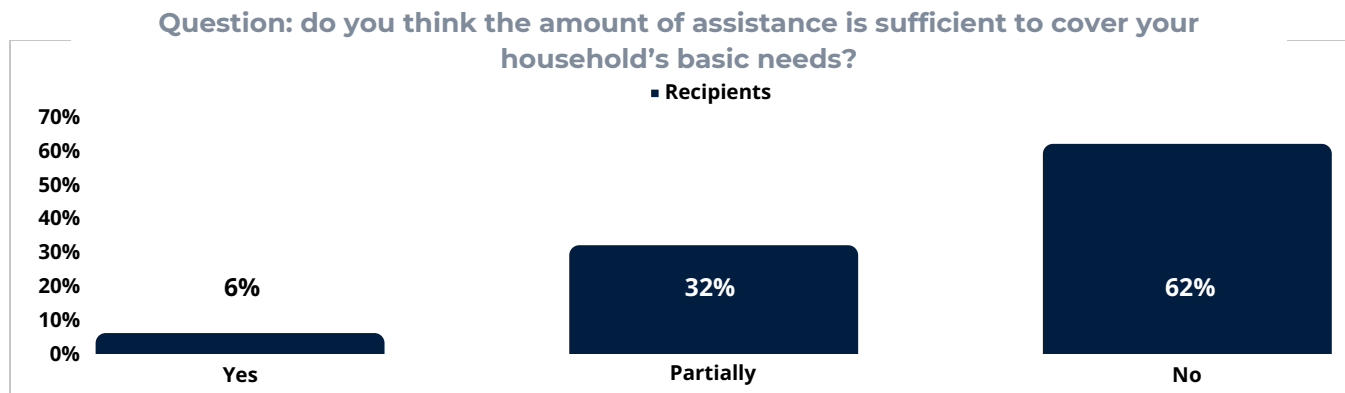


Figure 30. Adequacy of the cash assistance amount

This finding shows that, with the increase in the cost of living and inflation, despite the positive effects the programme assistance has had on recipient households, there has been a marked decrease in confidence in the transfer amount's adequacy compared with the previous survey round. In many cases, respondents reported using the assistance on specific payments such as rent or utilities, even though in recent times the amount has not been enough to cover all such needs due to economic conditions in Türkiye.

The data gathered from the 6th satisfaction survey suggests that despite the increase in the monthly payment amount in February 2023, there has been a rise in the number of beneficiaries who feel that the increased amount is still inadequate to cover their fundamental needs.

## Challenges in accessing ESSN Programme services

When survey participants were asked if they experienced any issues in accessing ESSN services, 98 per cent said they did not experience any issues. This is a strong indicator of the programme's general accessibility.

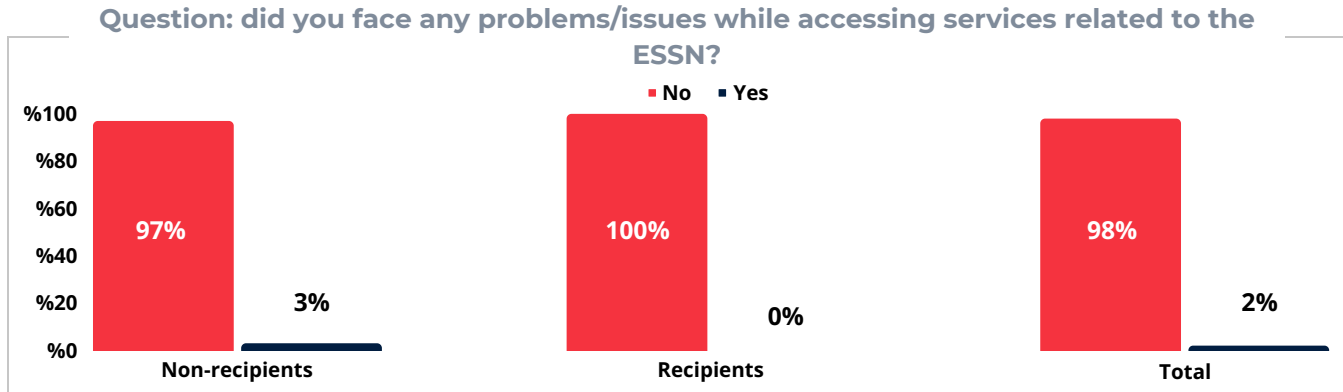


Figure 31. Challenges in accessing ESSN Programme services

## Applicants' perception about how programme staff treated them

Respondents' overall perception of ESSN staff's treatment of applicants was highly positive. 96 per cent of total respondents indicated they were treated with respect by ESSN staff at all programme stages.

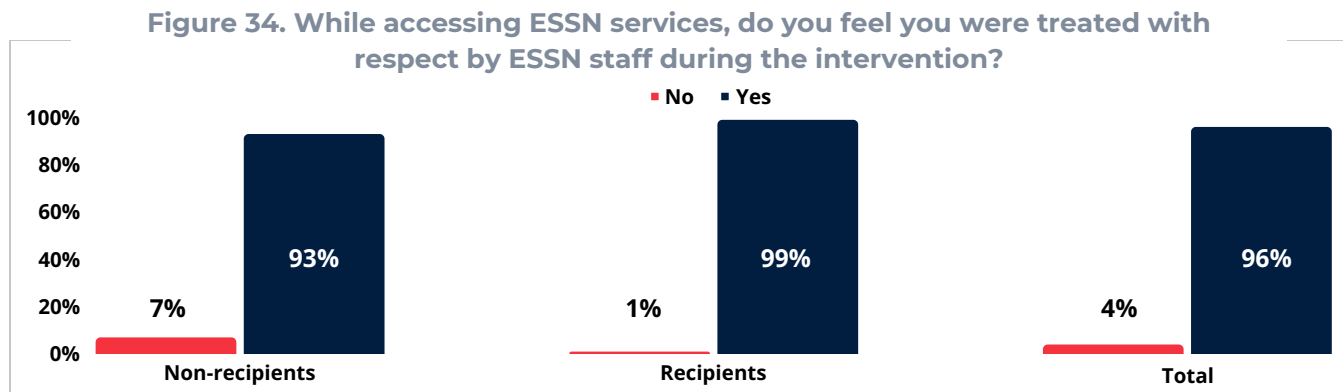


Figure 32. Applicants' perception about how programme staff treated them

## Complaints and feedback on the programme

The ESSN Programme has, among its strengths, both complaint and feedback mechanisms and standard operating procedures that outline a safe and accessible process for relaying complaints and sensitive issues. Findings regarding the mechanisms show that, while most respondents did not have complaints or feedback about the programme, 14 per cent of all respondents had made a complaint or provided feedback via these mechanisms. 87 per cent were satisfied with the response they received about their complaint or feedback. This could indicate a decrease in persons for a need to provide feedback and complaints.

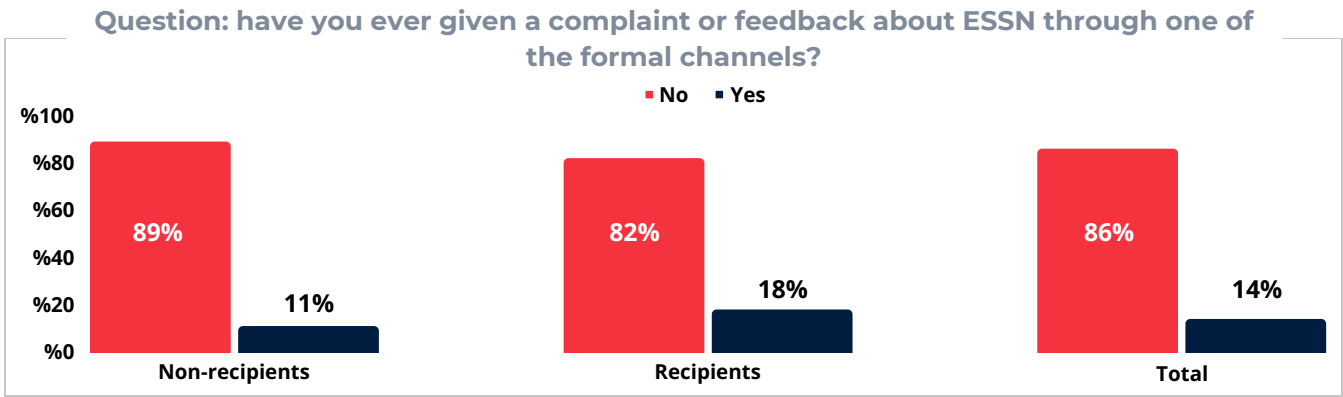


Figure 33. Incidence of feedback, suggestions or questions from respondents

When inquiring about why those respondents who had not previously submitted any complaints or feedback chose not to do so, the majority (92 percent) stated that they had no complaints or feedback to offer. Another 3 percent mentioned that they were unsure about how to submit a complaint or providing feedback. Given that these mechanisms involve the affected populations and play a crucial role in identifying obstacles and challenges, there is a requirement to gather additional information regarding their utilization.

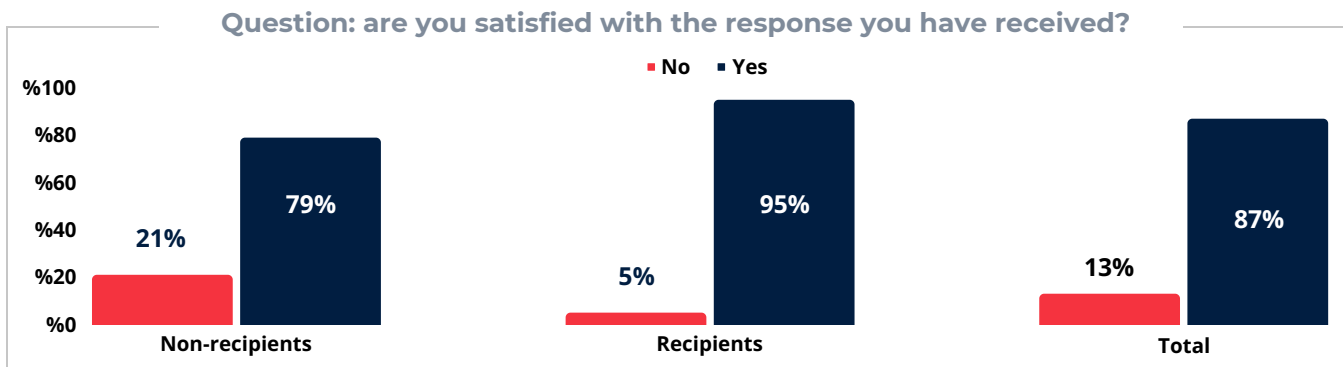


Figure 34. Applicants' satisfaction with the response they received

The fact that most of those who had not complained or provided feedback stated they felt no need for either, combined with the high satisfaction level reported by respondents who had complained or provided feedback, indicates general satisfaction with the programme.

## **Feedback on protection**

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The ESSN monitoring system is dedicated to measuring protection mainstreaming (PM). programme activities are designed and revised based on findings of M&E activities. Besides the measurement of PM KOIs embedded in this satisfaction and feedback survey (Annex II), the programme continues to monitor positive and negative changes among affected communities, including their capacities and ability to cope with risk. It also measures the potential impacts of the programme by using qualitative information.

According to the findings and calculation in Annex II, the overall value of the PM indicator is 79 per cent. This means that 79 per cent of respondents indicated that humanitarian assistance is delivered in a manner that is safe, accessible, accountable and participatory. It is crucial to probe into the needs of the other 21 per cent of respondents regarding where the PM principles appear to be unmet or only partially met, and to develop measures to address these gaps. Through the necessary probing, relevant actions can be identified and put in place to address barriers to safe, accessible, accountable and participatory delivery.

A strength of the ESSN Programme in its efforts to mainstream PM principles is the existence of competent staff who work directly with the affected population. ESSN Programme staff designed a learning action plan and training curriculum to sensitize ESSN staff on gender, age and disability; on protection needs; and on how to communicate respectfully with people with different sensitivities. The training has begun and is ongoing. All staff hold core competencies in protection and the “Do no harm” principle. Programme staff continue to monitor PM and to focus on maintaining safe programming and a protective environment for the affected population.

# CONCLUSION

Analysis of the latest ESSN satisfaction and feedback survey reveals positive results overall relating to respondent satisfaction levels with various aspects of the programme. For example, 88 per cent of all respondents (94 per cent of recipients and 82 per cent of non-recipients) were satisfied or very satisfied with the information received on how to apply for the ESSN (Figure 7). Further, 88 per cent (95 per cent of recipients and 81 per cent of non-recipients) expressed satisfaction (very satisfied or satisfied) with the application process (Figure 8). In addition, 95 per cent of applicants (95 per cent of recipients and 95 per cent of non-recipients) did not experience any barriers accessing the application process; only 5 per cent reported experiencing problems during the process (Figure 9).

98 per cent of ESSN recipients were satisfied or very satisfied with the card distribution process, and respondents reported 96 per cent satisfaction with ESSN staff from the Türk Kızılay KIZILAYKART programmes and 93 per cent with bank staff (Figure 10, Figure 13).

91 per cent of ESSN recipients did not experience any difficulty withdrawing cash assistance from ATMs. 80 per cent of respondents said their needs were taken into consideration by programme staff (see section on Protection above).

For giving feedback, making a complaint or asking a question about the ESSN Programme, the most preferred option was the 168 Kızılay Call Centre, with 45 per cent, followed by approaching SASF Offices/Türk Kızılay Service with 32 per cent (Figure 14). 64 per cent of respondents preferred SMS as a communication channel to receive programme information updates and regular information about ESSN assistance. However, the majority of respondents, 43 per cent, preferred to report sensitive cases to the 168 Kızılay Call Centre (Figure 17).

## Areas for improvement

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

### **1. Increasing proportion of respondents who state they know the eligibility criteria**

45 per cent of respondents indicated they did not know the eligibility criteria (34 per cent of recipients and 56 per cent of non-recipients; Figure 3). Compared to the previous round, there is a significant increase in the proportion of the respondents knowing the criteria. This can be attributed to the reformulation of the question, that allowed for the wide range of examples respondents know the criteria by to be better accommodated in the analysis. As mentioned above, for several respondents the criteria are known through specific examples that are more related to their circumstances as well as those around them. The examples, although not encompassing the entire criteria, do reflect on how the dependency calculation is reflected in individual household cases.

The ESSN eligibility criteria change introduced in June 2022 comprised a narrowing of the existing criteria, which marked a major change in the criteria for the first time since July 2021 with the start of the Complementary Emergency Social Safety Net (C-ESSN) Project since the beginning of the programme in 2016. More targeted awareness raising around the eligibility criterion is crucial, not only for all potential recipients but also for households that may have become ineligible or may be disqualified due to any future criteria changes.

## **2. Limited respondents' awareness of the programme donor and implementers**

Although this does not directly impact programme outcomes, 45 per cent of recipients and 61 per cent of non-recipients did not know that the programme donor is the EU via ECHO (Figure 5). Only 22 per cent of all respondents knew the donor was ECHO, whereas 16 per cent of applicants thought Türk Kızılay was the donor. This can be attributed to the high visibility of, trust in, and actions of Türk Kızılay at the field level. However, in this survey, the number of ESSN applicants who thought Türk Kızılay has been funding the programme has decreased compared to the previous round.

54 per cent of ESSN recipients and 65 per cent of non-recipients did not have accurate information about the programme's implementing partners (Figure 6).

The total percentage of respondents who didn't know about the donor and implementers increased compared to the previous round. There are no well-understood reasons for this decrease in knowledge of the donor and implementers, especially considering the substantial amounts of visibility included in every material and facility that respondents may visit or use. This indicates a need to further understand how people obtain and understand knowledge about the ESSN and to revise communication and visibility strategies accordingly. More active approaches are needed to increase people's donor and implementer awareness. Having correct knowledge of both donor and implementers would help applicants obtain information from the correct channels and prevent fraud, as well as creating a better understanding of the programme among the host community.

## **3. Dissatisfaction with the cash assistance amount**

According to the fifth satisfaction survey in December 2022, 53 per cent of ESSN recipients thought the cash assistance was insufficient to cover their basic needs, while 36 per cent thought it partially covered their basic needs. In the current round, 62 per cent said the assistance amount is insufficient, and 32 per cent think it partially covers their basic needs, while only 11 per cent found it enough (Figure 31). The dissatisfaction with the transfer amount has increased compared to the last round, with the satisfaction with the transfer value decreasing as well.

This shift in opinion indicates the impact of the inflation in Türkiye due to global economic conditions in terms of the cost of living and financial hardship, with increasing feedback about the need to increase the amount of cash assistance. The programme implemented an increase in the cash assistance amount in February 2023. However, the economic situation has continued to deteriorate, and with the new targeting system in which certain individuals within the household are excluded from the payment, the transfer amount is not sufficient for recipients. We continue to assess and monitor the economic situation of ESSN recipients.

## **4. Dissatisfaction with the cash withdrawal process**

Most recipients can withdraw cash from ATMs without a problem using the KIZILAYKART debit card provided by the programme. However, 9 per cent of respondents still experience difficulties using ATMs. Among those who reported trouble, 41 per cent said their card had been swallowed by the ATM, 30 per cent identified "Other ATM issues"; 24 per cent said their card had been swallowed by the ATM; 16 per cent complained about the long waiting times at the ATM (Figure 11).

83 per cent of respondents said it took them less than half an hour to reach the nearest ATM.

The programme regularly provides relevant information about alternative ATMs for beneficiaries to withdraw money from without additional fees, to prevent a long wait at specific ATMs on deposit days. However, this information could be shared more frequently.



## 5. Complaints and feedback

Compared with the previous survey, there has been a slight decrease in submissions of complaints and feedback, as well as improved satisfaction among respondents regarding how complaints or feedback were addressed. This can be attributed to a decrease in the need to provide feedback, as the use of the communication channels and satisfaction rates indicate. The steady increase in the satisfaction levels indicate that previous feedbacks have also contributed to the efficiency of the feedback mechanism.

Among 19 per cent of ineligible households who had submitted a formal complaint or provided feedback about the programme, 51 per cent were satisfied with the response. Among eligible respondents, 20 per cent had submitted a formal complaint or provided feedback, and of these 89 per cent were satisfied with the response (Figures 19 and 20). Although the level of dissatisfaction with responses (6 per cent) can be considered low, regular data analysis of communication reports might be useful to understand the reason(s) behind the dissatisfaction. Although it is a small percentage, 2 per cent of respondents stated they had not received a response on their application to their complaint or feedback. It is important to understand why certain complaints or feedback do not receive a response and make the necessary system changes accordingly. There is a considerable drop in the satisfaction rates of ineligible respondents compared to the previous rounds. There could be multiple reasons for this, such as the earthquake making receiving any perceived negative response (ineligibility to the programme, change in targeting calculations, etc.) result in a dissatisfactory experience. This value will be looked into with further scrutiny to determine how the value can be restored to the values similar in the previous rounds.

Although the majority of respondents stated that they do not need further information related to the ESSN Programme (76 per cent; Figure 28 ), the survey results show 67 per cent of recipients requested an increase in the amount of cash assistance, and 11 per cent had other assistance requests (Figure 29). 61 per cent of non-recipients mentioned having other ESSN-related feedback and questions, and 13 per cent other assistance requests (Figure 29).

## 6. Information sharing and communication

The programme has continued to implement information sharing face to face, which has had visible positive effects on communication. These efforts will continue and be reinforced through printed and digital materials for easy access to information. programme staff will also consider how information flows can be increased through all channels, especially regarding programme updates.

In terms of knowledge about, and preferences between, programme communication channels, recipients (53 per cent) and non-recipients (37 per cent) prefer the 168 Kızılay Call Centre as an official communication channel (Figure 14) to give feedback, make a complaint, or ask a question about the ESSN Programme. The question was amended here as well to ensure that the contradictory results of the last round did not repeat themselves. The way the question has been formulated as “who would you reach” in case of question or feedback has reflected in the results to show that most are aware of the communication channels.

Both recipients (68 per cent) and non-recipients (60 per cent) – 64 per cent overall in Figure 15 – prefer to receive regular information updates about ESSN assistance through SMS. Although the KIZILAYKART programmes’ Facebook page is preferred by only 1 per cent of ESSN applicants, it is still important to work on increasing our interaction and community engagement through this Facebook page to dissuade people from seeking information regarding the programme through unofficial pages that may provide false or outdated information.

## 7. Life changes and challenges

Among the 53 per cent of recipients who reported significant changes /events that directly affected their lives since the beginning of this year, 57 per cent of both recipients and non-recipients mentioned economic hardship, followed by 31 per cent who had experienced earthquake-related changes. 21 per cent of respondents mentioned that they had experienced housing and rent-related challenges. The 8 per cent mention of social tension may also be attributed with the earthquake, which together with the May 2023 presidential election galvanized social tensions against foreigners. (Figures 24 and 25).

The economic and life hardship challenges mentioned mostly relate to the recent global economic situation. These findings will serve as a basis for a comparative analysis with the next survey in order to assess the impact of the new cash assistance amount as well as changes to the targeting criteria. The earthquake has also substantially affected respondents' lives, considering that almost half of ESSN recipients live in the earthquake affected areas. The economic hardships can be construed to be related to the earthquake in certain areas based on findings from other reports and surveys conducted by Türk Kızılay and IFRC.

## ANNEX I. COMPARISON BETWEEN ESSN SATISFACTION SURVEYS 4 AND 5: KEY FINDINGS

Satisfaction related to	ESSN recipients <sup>8</sup>	Non-recipients	All applicants <sup>9</sup>
<b>ESSN knowledge (survey 5: December 2022)</b>	54% were not aware of the eligibility criteria, 53% did not know the donor; 55% did not know the implementing agencies of the programme.	27% were not notified that their application was denied. 66% were not aware of the eligibility criteria, 63% did not know the donor; 67% did not know the implementing agencies of the programme.	In general, 60% of applicants did not know the eligibility criteria, while others knew best the criterion relating to the presence or absence in the household of a male aged 18–59 (among those who correctly knew the criteria). Overall, 58% of applicants did not know the donor, while 61% did not know the implementing agencies of the programme.
<b>ESSN knowledge (survey 6: December 2023)</b>	34% were not aware of why they were eligible, 45% did not know the donor; 54% did not know the implementing agencies of the programme.	56% were not aware of which households are eligible, 61% did not know the donor; 65% did not know the implementing agencies of the programme.	In general, 45% of applicants did not know the eligibility criteria, while others knew best the criterion relating to the dependency ratio (among those who correctly knew the criteria). Overall, 53% of applicants did not know the donor, while 60% did not know the implementing agencies of the programme.
<b>ESSN process and implementation (Survey 5: December 2022)</b>	96% were satisfied with information received relating to the programme application process; 96% were satisfied with the application process; 99% were satisfied with the cash assistance (card distribution) process. 97% were satisfied with their treatment by Türk Kızılay staff and 94% satisfied with Halkbank staff. 96% of recipients had no difficulty withdrawing cash from ATMs. Among those who had trouble, 24% said their ATM card was swallowed.	86% were satisfied with information received on the programme application process; 89% were satisfied with the application process.	96% did not face a problem during the application process.

8 As previously noted, the terms “recipients” and “eligible” (applying to individuals and households) are used interchangeably throughout the report, as are “non-recipients” and “ineligible”.

9 As previously noted, ESSN applicants are individuals who have applied for ESSN assistance, and include both eligible individuals (ESSN recipients) and ineligible individuals (non-recipients).

Satisfaction related to	ESSN recipients	Non-recipients	All applicants
<b>ESSN process and implementation (Survey 6: August 2023)</b>	94% were satisfied with information received relating to the programme application process; 95% were satisfied with the application process; 98% were satisfied with the cash assistance (card distribution) process. 96% were satisfied with their treatment by Türk Kızılay staff and 93% satisfied with Halkbank staff. 91% of recipients had no difficulty withdrawing cash from ATMs. Among those who had trouble, 41% said their ATM card was swallowed.	82% were satisfied with information received on the programme application process; 81% were satisfied with the application process.	95% did not face a problem during the application process.
<b>Communication preferences (Survey 5: December 2022)</b>	67% said they would call the 168 Kızılay Call Centre if they required further ESSN information. Only 31% reported making a formal complaint or giving feedback and 95% were satisfied with the response received.	51% said they would call the 168 Kızılay Call Centre if they required further ESSN information. 30% reported making a formal complaint or giving feedback and 87% were satisfied with the response.	The most preferred method of communication for programme information updates was SMS (70%). The most preferred method to report a sensitive issue was calling the 168 Kızılay Call Centre (52%).
<b>Communication preferences (Survey 6: August 2023)</b>	47% said they would call the 168 Kızılay Call Centre if they need to give feedback, make a complaint or ask a question about the ESSN Programme. Only 20% reported making a formal complaint or giving feedback and 96% were satisfied with the response received.	39% said they would call the 168 Kızılay Call Centre if they need to give feedback, make a complaint or ask a question about the ESSN Programme. 19% reported making a formal complaint or giving feedback and 70% were satisfied with the response.	The most preferred method of communication for programme information updates was SMS (64%). The most preferred method to report a sensitive issue was calling the 168 Kızılay Call Centre (43%).
<b>Feedback on programme improvement (Survey 5: December 2022)</b>	59% of ESSN recipients who gave additional feedback mentioned the need to increase the amount of the cash assistance.	72% of non-recipient respondents had feedback and questions related to the ESSN.	When asked to provide further feedback on the programme, 8% of all respondents gave comments; 10% of ESSN recipients provided additional feedback, while 6% of non-recipients provided additional feedback.
<b>Feedback on programme improvement (Survey 6: August 2023)</b>	67% of ESSN recipients who gave additional feedback mentioned the need to increase the amount of the cash assistance.	61% of non-recipient respondents had feedback and questions related to the ESSN.	When asked to provide further feedback on the programme, 20% of all respondents gave comments; 18% of ESSN recipients provided additional feedback, while 23% of non-recipients provided additional feedback.

## ANNEX II. PM KOI VALUE CALCULATION

Protection mainstreaming (PM) key outcome indicators (KOIs) for the ESSN Programme can be calculated as follows:<sup>10</sup>

Questions	% of "Yes" all respondents	Range	Score
Do ESSN staff take your needs into consideration while assisting in programmatic issues?	80%	81% to 100%	4
Do you think the amount of assistance is sufficient to cover your needs?	6%	1% to 20%	1
Did you face any problems or issues while accessing services related to the ESSN?	2%	1% to 20%	4
While accessing ESSN services, do you feel you were treated with respect by ESSN staff during the intervention?	96%	81% to 100%	4
Have you ever made a complaint about the ESSN through one of the formal channels?	14%	1% to 20%	2
If yes, were you satisfied with the responses received?	87%	81% to 100%	4
<b>TOTAL</b>			<b>19</b>
<b>Denominator</b>			<b>24</b>
<b>Percentage of recipients reporting that humanitarian assistance is delivered in a safe, accessible, accountable and participatory manner</b>			<b>19/24 = 79%</b>

The ESSN Programme's PM KOI value is 79 per cent. This means that 79 per cent of all respondents who participated in the survey indicated that the programme delivers humanitarian assistance in a safe, accessible, accountable and participatory manner.

As noted in the Introduction and Findings sections above, 812 individuals (414 recipients and 398 non-recipients) aged between 18 and 59 were included in the survey, of whom 325 (40 per cent) were female and 487 (60 per cent) male.

<sup>10</sup> See the Global Protection Cluster Protection Mainstreaming Toolkit at <https://www.globalprotectioncluster.org/publications/64/policy-and-guidance/tool-toolkit/gpc-protection-mainstreaming-toolkit>.

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