



EMERGENCY SOCIAL SAFETY NET (ESSN) PROGRAMME

SATISFACTION AND FEEDBACK SURVEY RESULTS

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LIST OF ACRONYMS AND ABBREVIATIONS

CEA	COMMUNITY ENGAGEMENT AND ACCOUNTABILITY
ECHO	EUROPEAN CIVIL PROTECTION AND HUMANITARIAN AID OPERATIONS
ESSN	EMERGENCY SOCIAL SAFETY NET
EU	EUROPEAN UNION
IFRC	INTERNATIONAL FEDERATION OF RED CROSS AND RED CRESCENT SOCIETIES
KOI	KEY OUTCOME INDICATOR
MoFSS	MINISTRY OF FAMILY AND SOCIAL SERVICES
M&E	MONITORING AND EVALUATION
PM	PROTECTION MAINSTREAMING
SASF	SOCIAL ASSISTANCE AND SOLIDARITY FOUNDATION
TRC	TURKISH RED CRESCENT (TÜRK KIZILAY)

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 refugee camps. 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 refugees¹ to participate in the daily life of the community and contribute to the local economy.

As the biggest humanitarian programme in the history of the European Union (EU), the ESSN is funded by the 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), International Federation of Red Cross and Red Crescent Societies (IFRC), and the Turkish Red Crescent (Türk Kızılay). It has been implemented since 2016 and, as of December 2022, the ESSN had provided monthly assistance to more than 1.6 million people.

TURKISH RED CRESCENT (TRC) (TÜRK KIZILAY)

The 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 our programmes in cooperation with the Government of Türkiye. We are supporting vulnerable people impacted by disasters and other groups in need of humanitarian assistance.



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 National Societies, including the Turkish Red Crescent (Türk Kızılay) through the work of 13.7 million volunteers. Together, we act before, during and after disasters and health emergencies to meet the needs and improve the lives of vulnerable people.



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

EXECUTIVE SUMMARY

The ESN satisfaction and feedback survey (conducted from July to August 2022 with 720 ESN applicants) is the fourth 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 ESN programme. Since June 2022, the assistance amount has been increased based on previous feedback from the community as well as evaluation of the economic situation in the country. However, survey results reflect the satisfaction rates before the increase in assistance transfer amount, which is not reflected in the report during this data collection period.

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

The study had a sample size of 720 respondents (363 ESN recipients and 357 ineligible applicants) with a 10 per cent margin of error and 90 per cent confidence interval. The respondents were selected from 159 districts, spread across 55 provinces in Türkiye. A 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 Türk Kızılay call centre.



KEY FINDINGS

1 94 per cent of ESSN recipients and 97 per cent of non-recipients were satisfied or very satisfied with the programme application process; 89 per cent were satisfied with the information about the ESSN application steps and requirements. 89 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 the ATMs. Only 10 per cent reported having faced issues. 91 per cent of respondents were satisfied with ESSN staff from Türk Kızılay and 96 per cent with bank staff.

3 The official communication channel most recognized by respondents was the 168 Türk Kızılay call centre (44 per cent), followed by SMS (37 per cent). The preferred method of communication for programme information updates and regular information about ESSN assistance was by SMS (69 per cent). However, to request information or report a sensitive issue, most respondents preferred the 168 Türk Kızılay call centre.

4 42 per cent of ESSN applicants still do not know the eligibility criteria for the programme. Although, there was a decrease in the number of respondents who reported that they don't know the criteria compared to the findings of the previous satisfaction and feedback survey (48 per cent), it is still vital to share criteria more widely. Although 42 per cent of respondents didn't know about the eligibility selection criteria, only 13 per cent of respondents requested further information on the selection process and eligibility criteria. This can be seen as a strong indicator that applicants are not very interested in being knowledgeable about eligibility criteria. However, the needs of these 13 per cent are important and should be considered, along with the 25 per cent of non-recipients who said that they need further information about the selection process and eligibility criteria.

5 The donor ECHO was recognized by 32 per cent of respondents; 20 per cent of ESSN applicants considered Türk Kızılay as the donor, which is 5 per cent more than the previous round. This can be attributed to high visibility, trust, and the actions of Türk Kızılay at the field level. 45 per cent of ESSN recipients and 55 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 implementer knowledge decreased compared to the previous round. However, more active approaches are needed to increase donor and implementer awareness.

6 43 per cent of ESSN recipients thought that the cash assistance amount was insufficient to cover their basic needs. 52 per cent thought it partially covered basic needs and only 5 per cent found it enough which was a decrease compared to the third round (11 per cent). This is likely to be a reflection of the impact of high inflation in the country on beneficiary households.

7 Compared to the third round survey, there was an increase in both the submission of formal complaints and the feedback and satisfaction levels among ESSN recipients and non-recipients. Of the 32 per cent of ineligible households who submitted a formal complaint or provided feedback about the programme, 77 per cent of them were satisfied with the response and 23 per cent were partially satisfied. As for eligible households, 23 per cent reported having submitted a formal complaint or provided feedback, and 92 per cent of them were satisfied with the response received. The gap in the level of satisfaction between the eligible and the ineligible could be further explored to see whether it is linked with the households' general disappointment at being ineligible or whether complaints are not being addressed adequately throughout the programme's life cycle. Furthermore, the data suggests more people have submitted feedback and complaints with a higher satisfaction rate regarding the response received, demonstrating an improvement in knowledge of and confidence in feedback mechanisms.

INTRODUCTION

The ESSN satisfaction and feedback survey is conducted biannually and is one of the core activities aimed at assessing how the programme is functioning as well as putting the affected populations at the centre of the programme cycle. This survey aims to: **i)** improve the efficiency of the programme, 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 applicants' overall satisfaction with the ESSN programme and to obtain feedback from both the eligible and ineligible respondents on their preferences and improvements they would like the programme to adopt.

The objectives of the study include:

- 1** Assessing the knowledge levels of all applicants about the ESSN programme to identify information gaps and needs
- 2** Understanding applicants' satisfaction levels with the ESSN processes
- 3** Exploring applicants' communication preferences
- 4** Understanding applicants' general perception of the ways in which their lives in Türkiye have changed recently and since arrival.

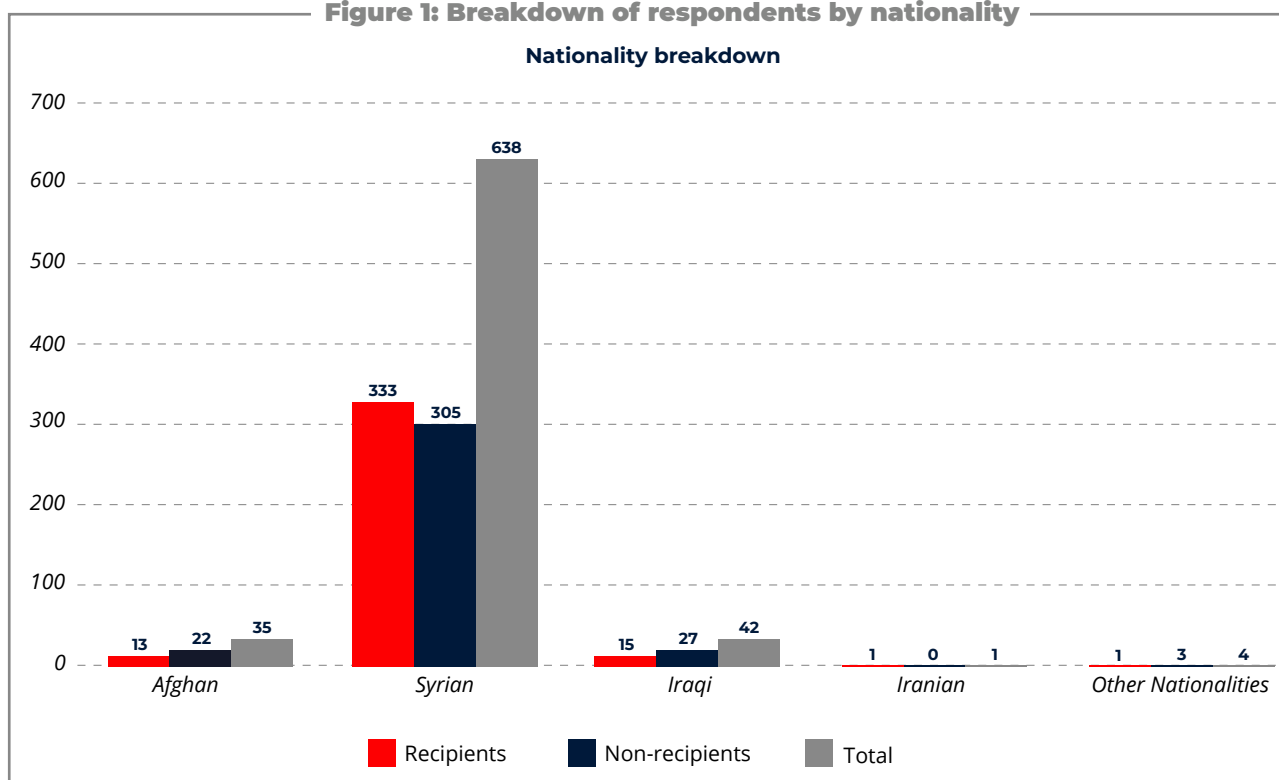
SURVEY DESIGN

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, without manipulation during the time the study was conducted.

Sample size and sampling technique

The sample size was calculated with a 10 per cent margin of error and 90 per cent confidence interval to obtain a sample of 720 respondents (363 ESSN recipients and 357 non-recipients).

Figure 1: Breakdown of respondents by nationality



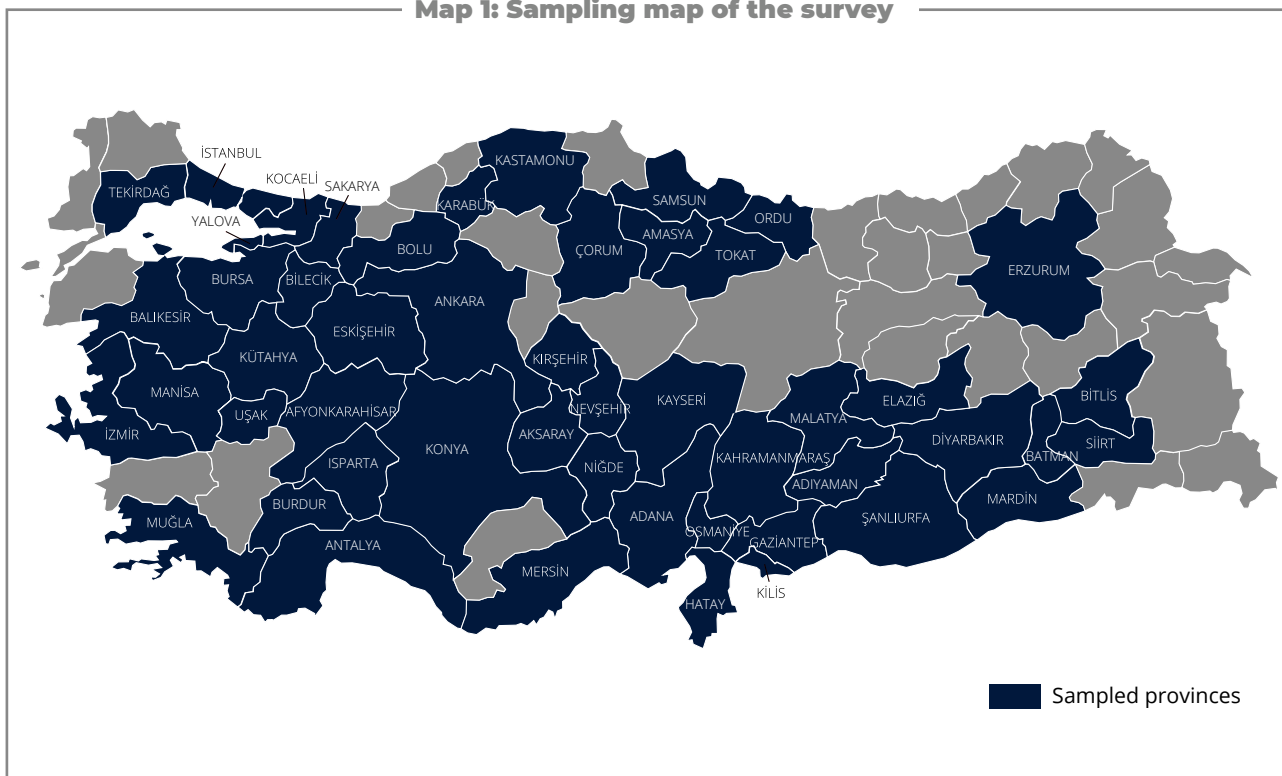
Data collection

The survey was conducted between the end of July and beginning of August 2022 through outbound calls by the Monitoring and Evaluation team (M&E operators and field staff using the 168 Türk Kızılay call centre system). Prior to data collection, the operators were trained by the IFRC and the Türk Kızılay Community Engagement and Accountability (CEA) teams and 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 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 implication on eligibility status.

Data analysis

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

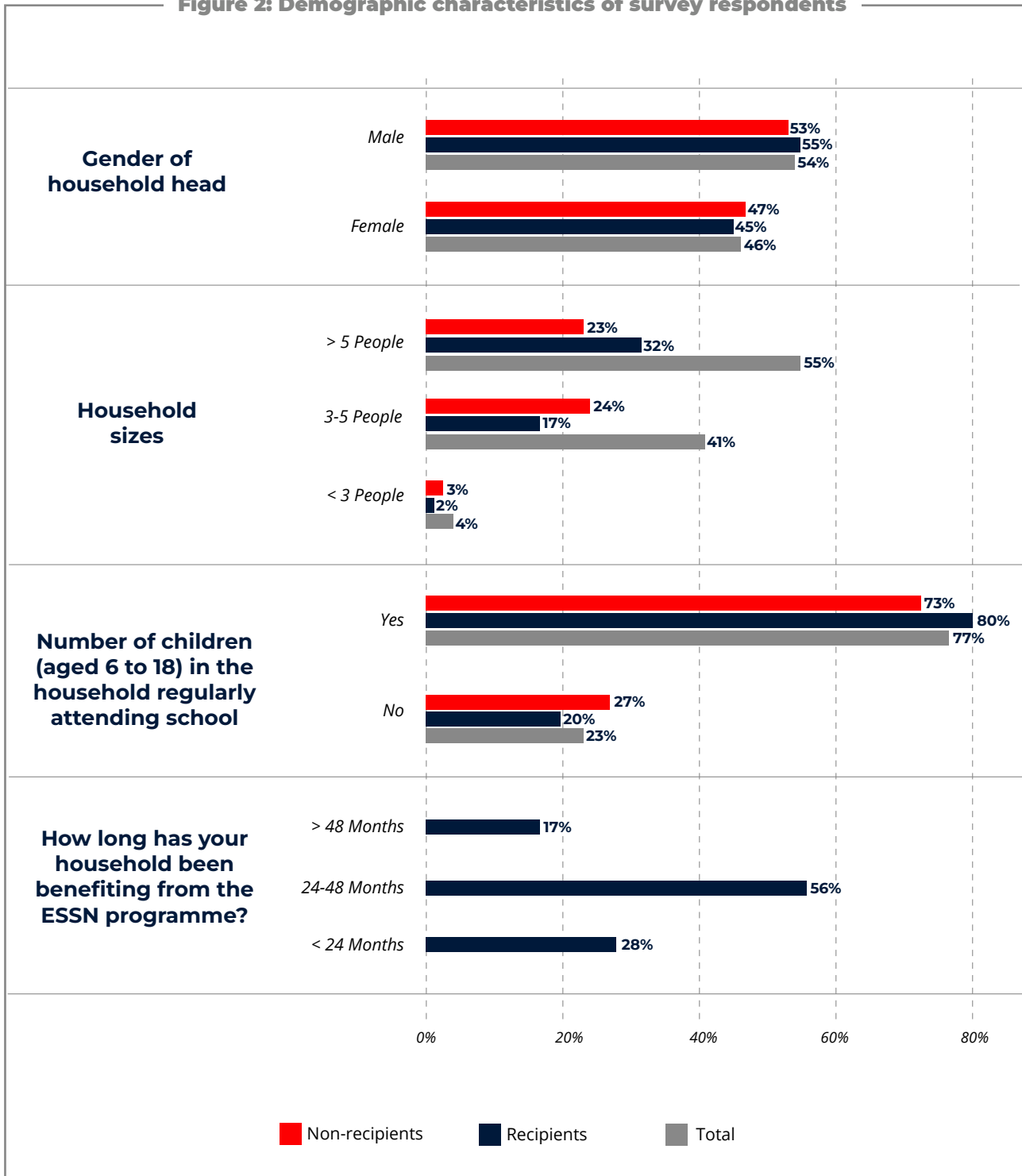
Map 1: Sampling map of the survey



FINDINGS

DEMOGRAPHIC ANALYSIS

Figure 2: Demographic characteristics of survey respondents



Due to the sampling method adopted for this survey, 54 per cent of respondents were male, while 46 per cent were female. Compared to the third round of the satisfaction and feedback survey, gender equality was taken into consideration with regards to the sample size. However, there is still room for improvement in this area.

In terms of household size, 41 per cent of respondents were from families of three to five members, with more than half (55 per cent) of the respondents coming from households with five members or more. Considering that the survey showed that the school enrolment rate among ESSN recipients was 80 per cent (compared to 73 per cent for non-recipients), it can be said the ESSN has had a positive impact on children's access to education. Finally, it is worth noting that 73 per cent of respondents have been recipients of the ESSN for 24 months or longer. This is sufficient level of exposure to the programme to have observed and got involved in its different stages, to have contacted programme 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 THE ESSN PROGRAMME

Less than half (42 per cent) of ESSN applicants are not aware of the ESSN eligibility criteria

Among ESSN recipients, less than half of them (38 per cent) were not aware of the programme eligibility criteria. Among the recipients who stated that they knew the eligibility criteria, the most well-known criteria was large households with four children or more (47 per cent), followed by high dependency ratio (39 per cent). The percentage of ineligible applicants who stated they were aware of the ESSN eligibility criteria is lower than the eligible participants, at 55 per cent. Likewise, large households (39 per cent) and high dependency ratio (38 per cent) were the most known criteria by non-recipients. Almost all of the 44 per cent of respondents who were aware of other criteria reported that having three children was one of the criteria. Although this is not technically incorrect, people were unable to connect the example of having three children with the dependency ratio. Compared with the previous round, there has been an increase in terms of knowledge about criteria — 52 per cent in the third round and 58 per cent in the current round from both applicants.

Figure 3: Awareness about the ESSN eligibility criteria

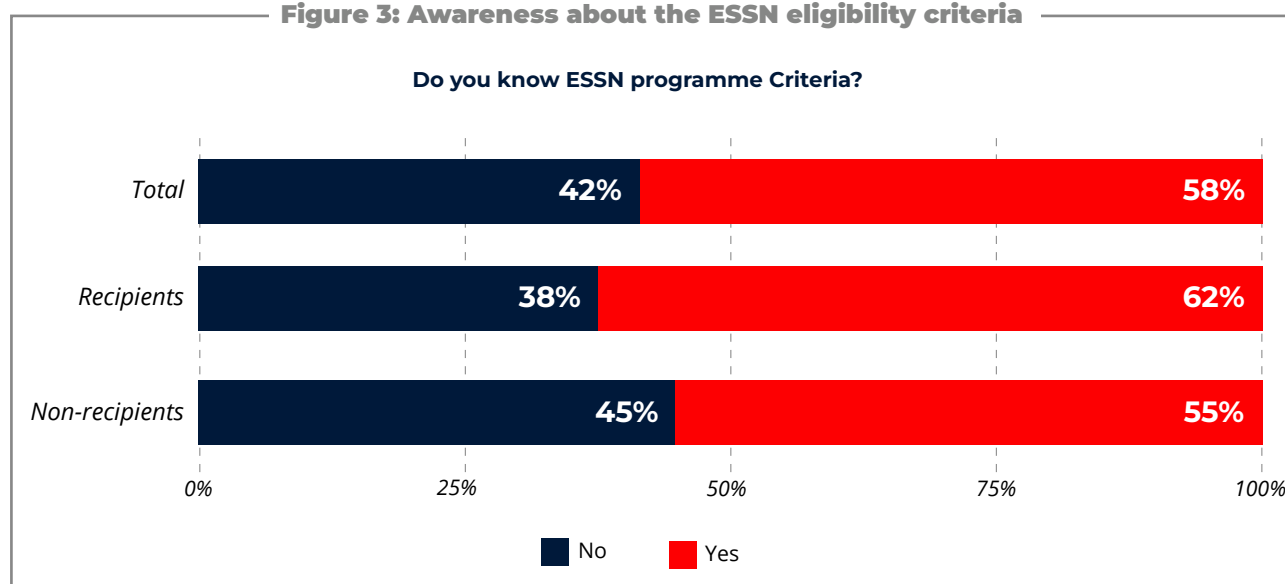
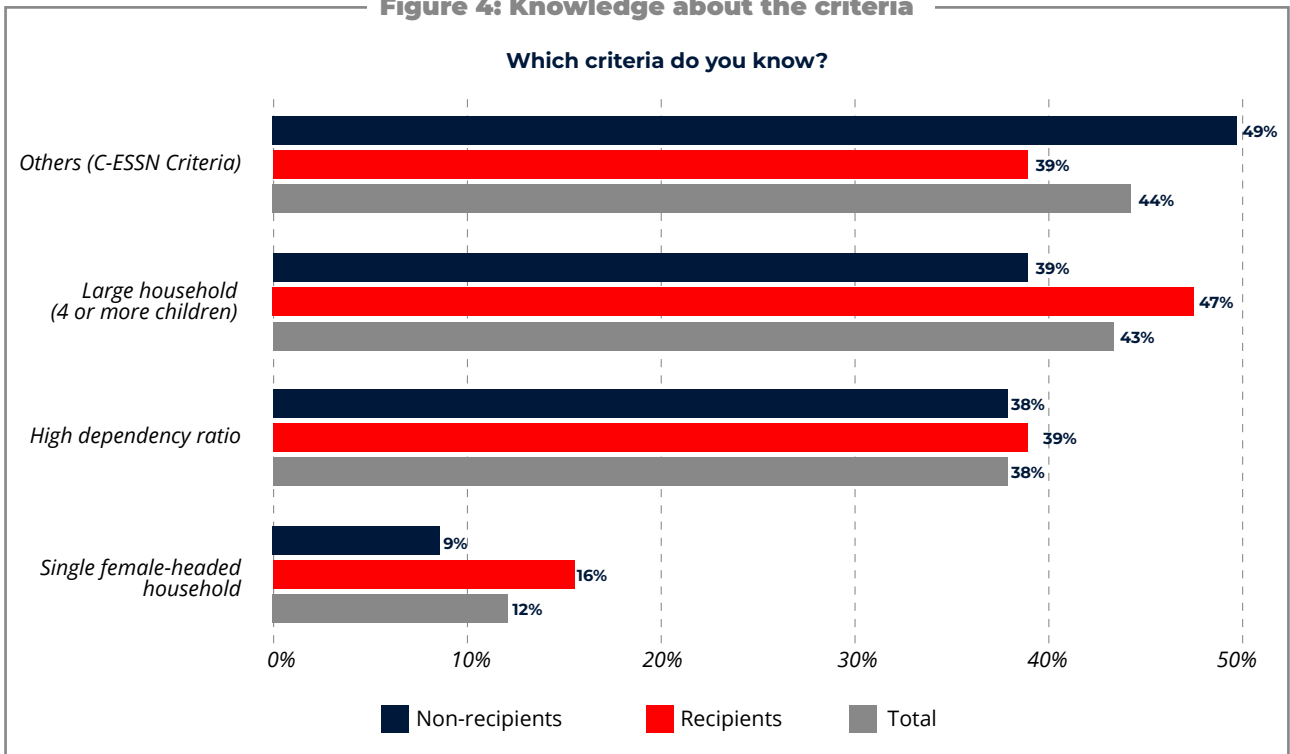


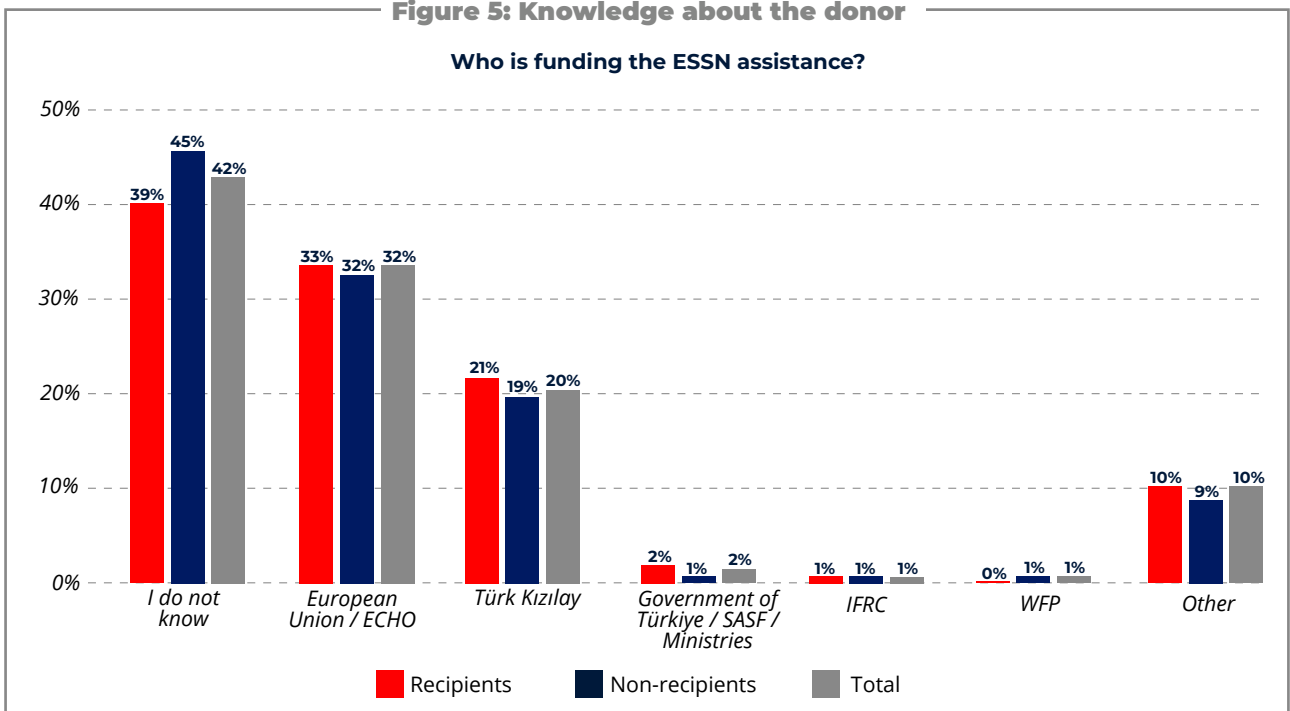
Figure 4: Knowledge about the criteria



Knowledge about the donor

In terms of knowledge about the donor, 39 per cent of the ESSN recipients and 45 per cent of non-recipients did not know who the funder of the programme is. Only 33 per cent of ESSN recipients and 32 per cent of non-recipients were aware that ECHO/EU is the sole funder of this assistance. Although somewhat poor knowledge of who the programme donor is does not impact the outcomes of the ESSN programme 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.

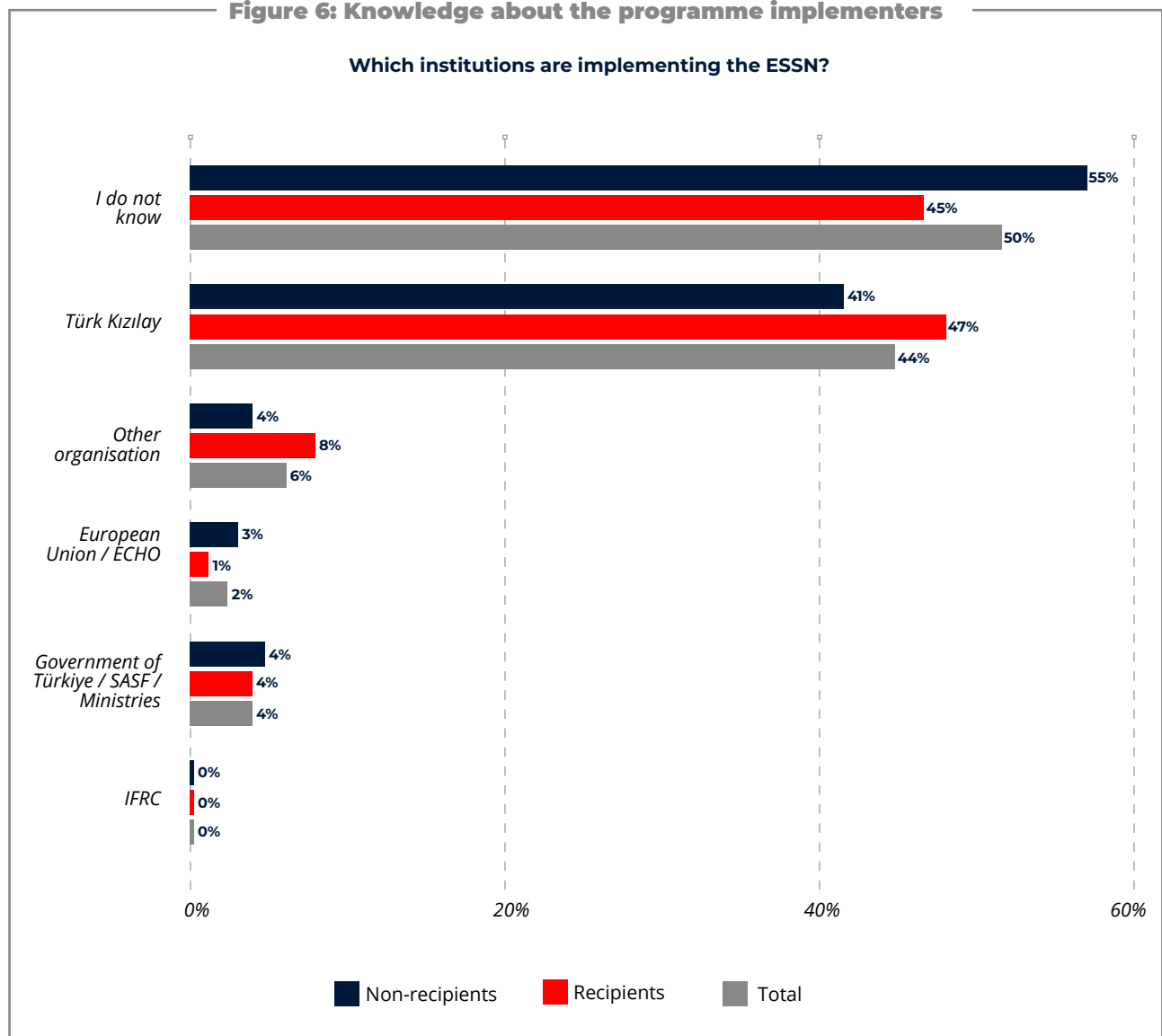
Figure 5: Knowledge about the donor



There is a noticeable increase in the knowledge about the correct programme implementer

In terms of knowledge about the programme implementers, 55 per cent of non-recipients and 45 per cent of recipients did not know the correct implementer of the ESSN programme. Only 41 per cent of non-recipients and 47 per cent of recipients identified Türk Kızılay as implementers, which is not surprising as they are very active and present in the field. Compared to the third round, knowledge of Türk Kızılay as implementer has increased, along with overall knowledge of implementers. None of the respondents knew about IFRC as programme implementer, whereas knowledge about the Government of Türkiye/the Social Assistance Solidarity Foundation (SASF)/Ministries as programme implementers was very low, at 4 per cent for both recipients and non-recipients. Overall, it is understood that the recipients are more knowledgeable about the programme implementer than the non-recipients. However, there is still a need for further communication about the implementers and an elaboration as to why it is important to be knowledgeable about this.

Figure 6: Knowledge about the programme implementers



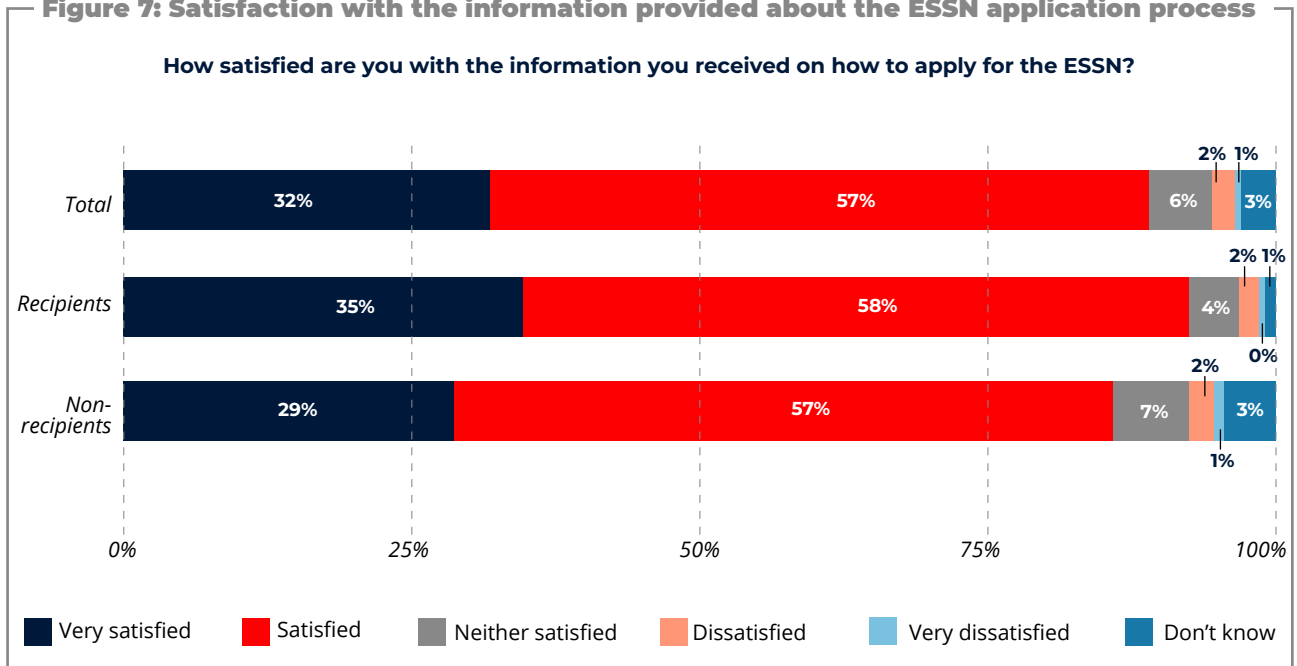
SATISFACTION WITH THE ESSN PROCESSES

89 per cent satisfaction with the information on ESSN application steps and requirements

For ESSN recipients, the satisfaction level with the information received relating to programme application requirements and steps was overwhelmingly positive, with 93 per cent being satisfied or very satisfied. Among non-recipients, a considerable majority (86 per cent) were satisfied or very satisfied with the information received about the programme application steps and requirements, despite their ineligible status. Dissatisfaction levels remained very low.



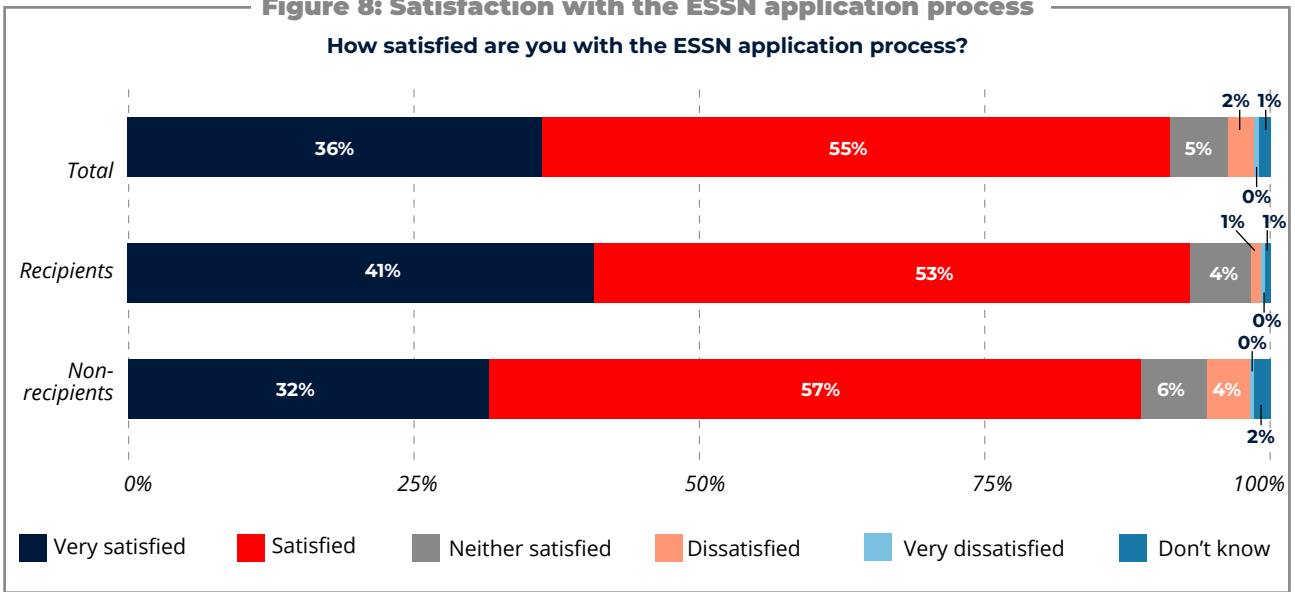
Figure 7: Satisfaction with the information provided about the ESSN application process



91 per cent satisfaction with the ESSN application process

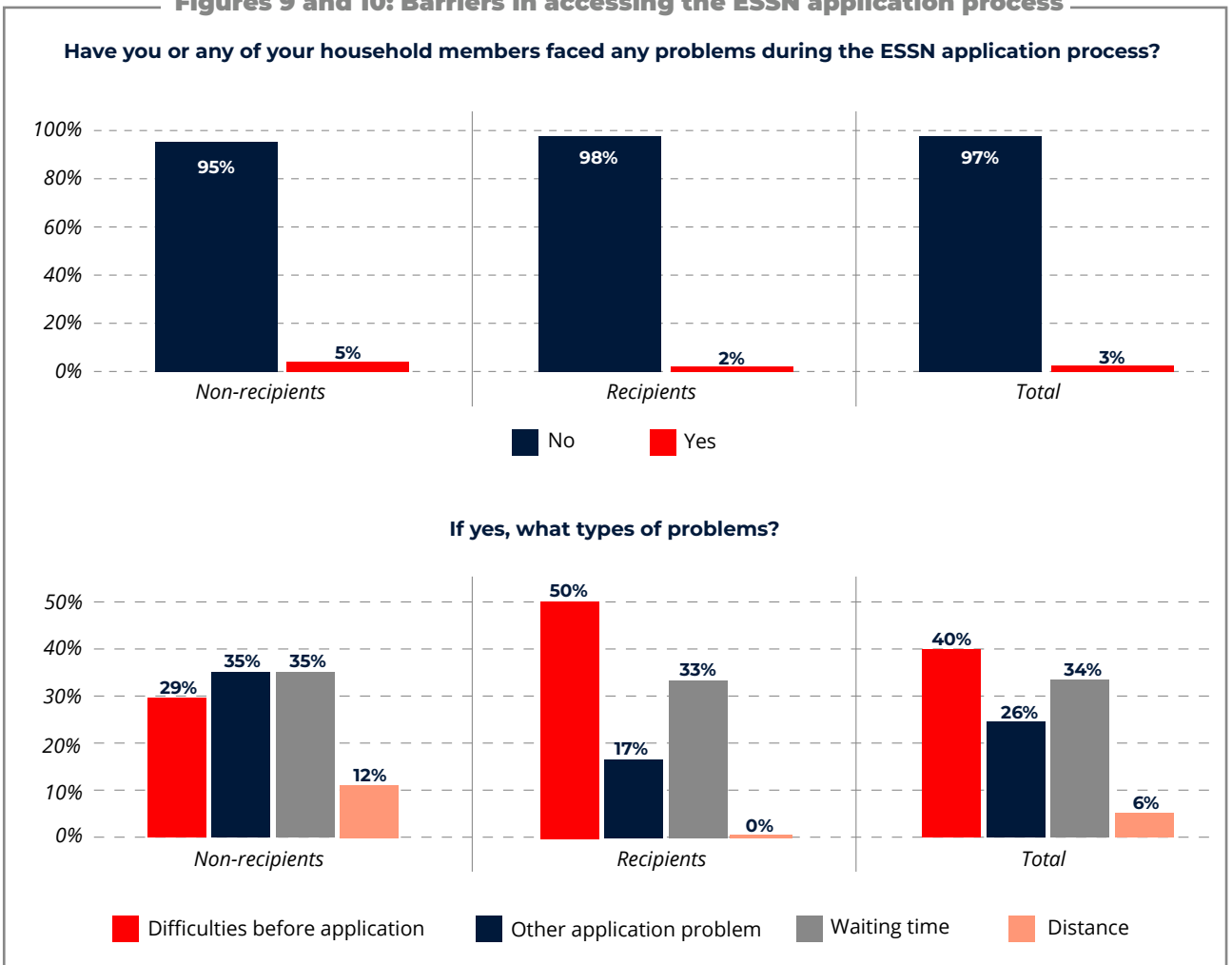
For ESSN recipients, satisfaction with the programme application process was extremely positive; 94 per cent were satisfied or very satisfied and only 2 per cent said that they experienced problems during the application phase. Where 89 per cent of ineligible applicants were satisfied or very satisfied with the ESSN application process, 4 per cent were dissatisfied or very dissatisfied.

Figure 8: Satisfaction with the ESSN application process



97 per cent of ESSN applicants are not facing any barriers accessing the ESSN application

Figures 9 and 10: Barriers in accessing the ESSN application process

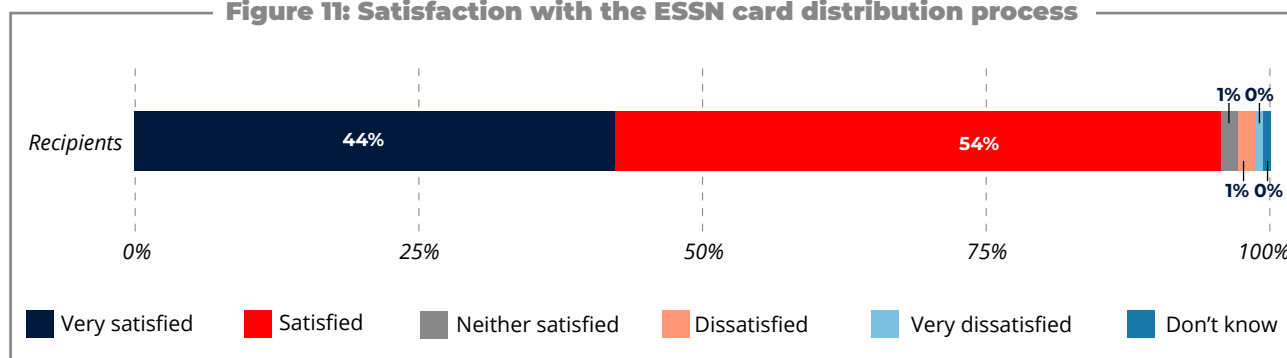


This survey also aimed to understand if there were barriers to accessing the ESSN programme. The respondents were asked if they had experienced any problems during the application process. Only 3 per cent of respondents reported they had experienced problems, while 97 per cent had no problems during this process. This showed there were very few barriers for the applicants to access the programme. The barriers that were faced by the 3 per cent of respondents included difficulties before application and waiting time.

98 per cent of ESSN recipients are satisfied with the card distribution process

Among the ESSN recipients, 98 per cent were satisfied or very satisfied with the card distribution process for ESSN.

Figure 11: Satisfaction with the ESSN card distribution process



90 per cent of ESSN recipients are facing no difficulty in redeeming cash assistance

When it comes to withdrawing cash from the ATMs, 10 per cent of recipients had faced difficulties in doing so. Among those who had difficulties, 27 per cent answered 'Other ATM issues', 23 per cent said their card was swallowed by the ATM, 21 per cent complained about the long waiting lines at the ATM and 15 per cent said the ATM did not work. Most of the difficulties that 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 programme processes. As for the time it took for beneficiaries to reach the ATM, the majority (91 per cent of ESSN recipients) reported that it took less than 30 minutes, while it took between 30 and 60 minutes for the remaining 9 per cent.

Figure 12: Difficulties when redeeming cash assistance from the ATMs

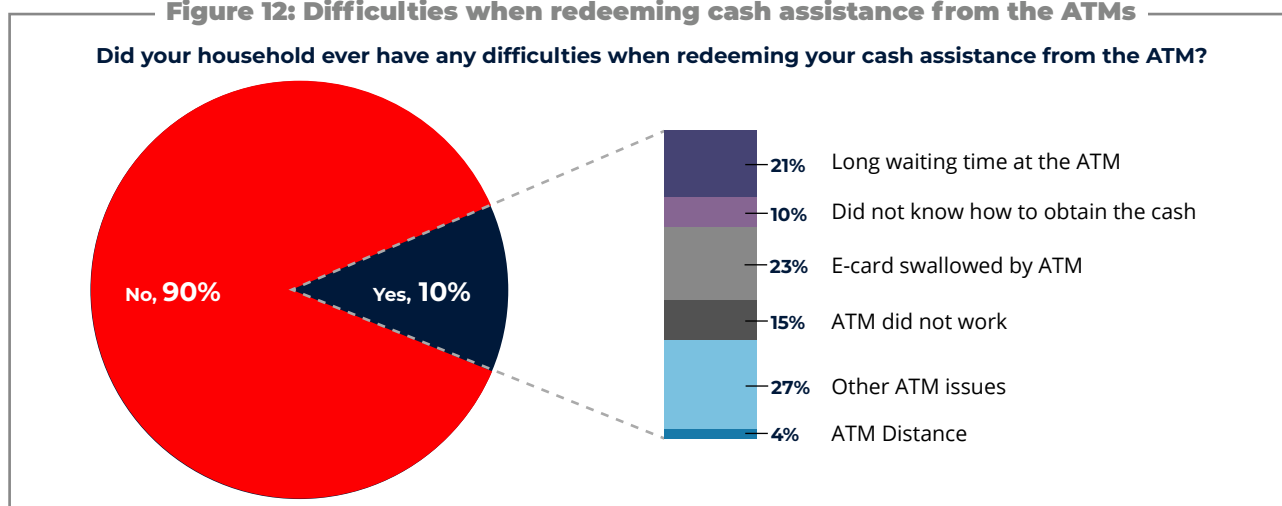
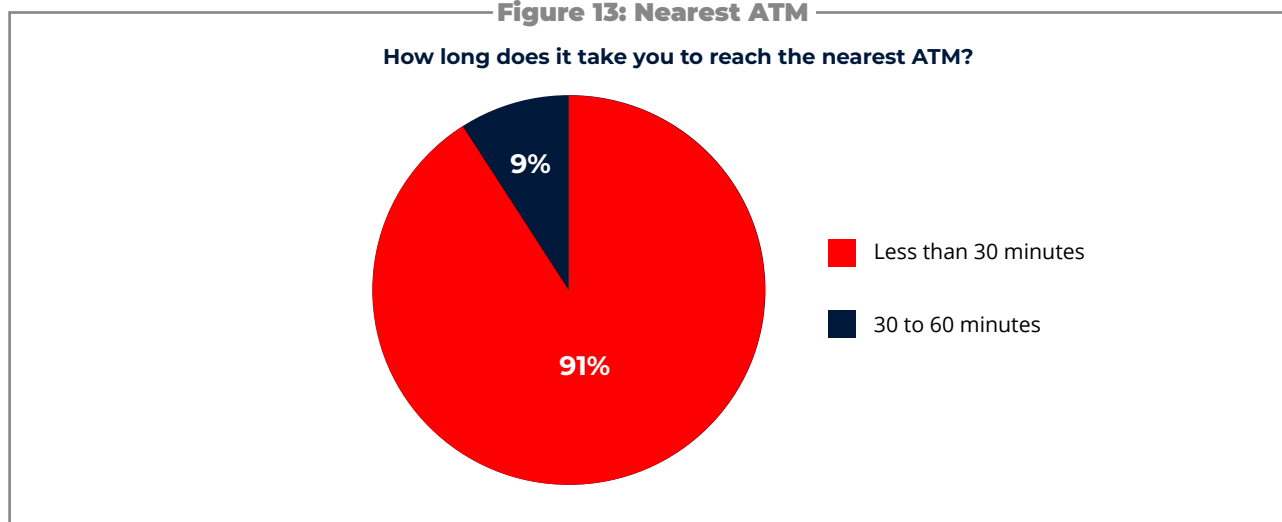


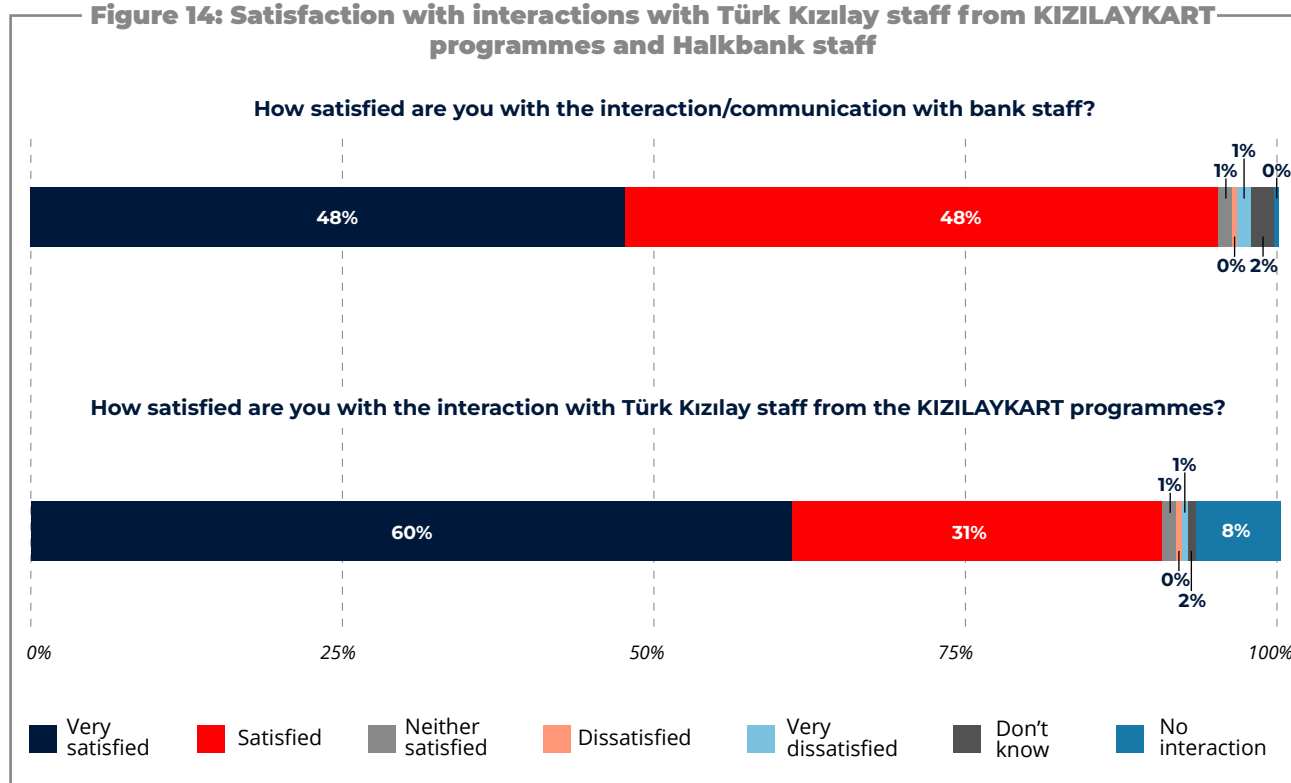
Figure 13: Nearest ATM



Satisfaction rate of 91 per cent with ESN staff from KIZILAYKART programmes and 96 per cent with bank staff

Most participants (96 per cent) said they were satisfied with their interactions with bank staff. 91 per cent of the recipients were satisfied with their interaction with the Türk Kızılay staff from KIZILAYKART programmes. These findings reflect that the recipients were well assisted by qualified KIZILAYKART programme and Halkbank staff in an appropriate manner.

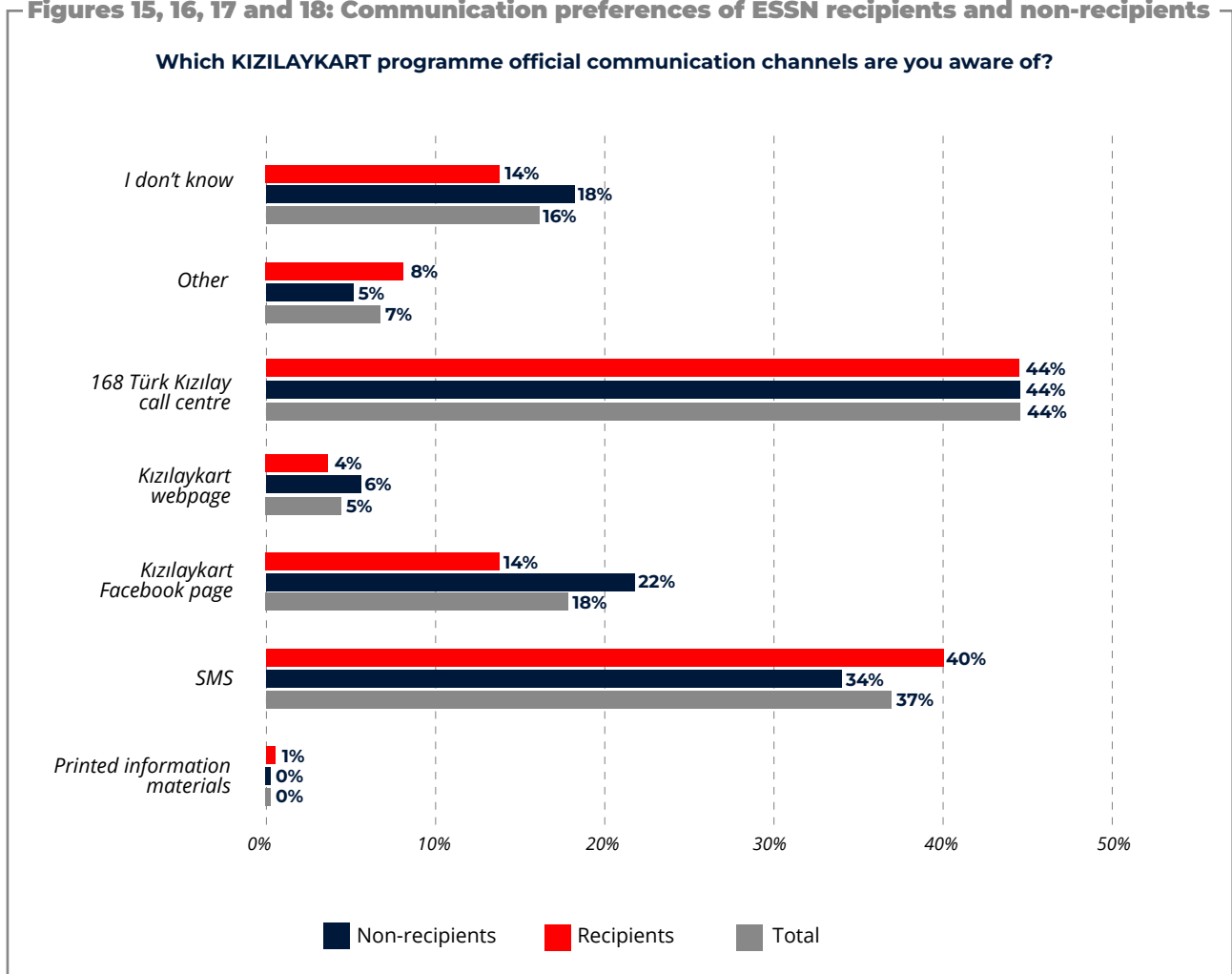
Figure 14: Satisfaction with interactions with Türk Kızılay staff from KIZILAYKART programmes and Halkbank staff



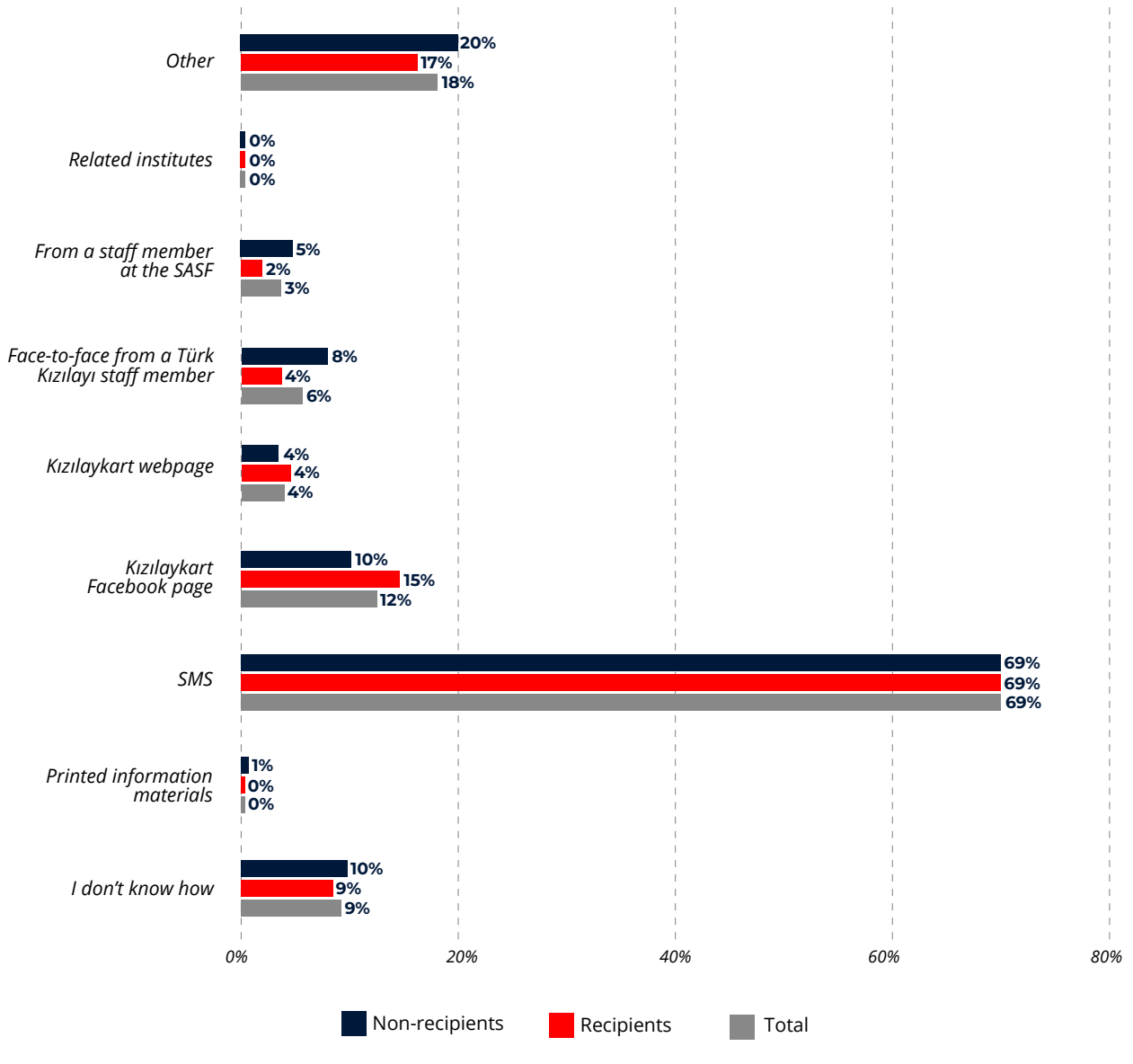
COMMUNICATION PREFERENCES

Among the KIZILAYKART programmes' official communication channels that ESSN applicants are aware of, the 168 Türk Kızılay Call Centre is the most known channel with 44 per cent, followed by SMS with 37 per cent. Only 16 per cent from both recipients and non-recipients did not know about the official communication channels. The preferred method of communication among ESSN applicants for programme information updates was by SMS (69 per cent). When the participants were asked how they would get in touch if they required further information, a large number of both recipient and non-recipient households (70 per cent and 65 per cent respectively) suggested that they would call the 168 Türk Kızılay call centre, a dedicated line accessible during working hours on weekdays and for a half day on Saturdays. 13 per cent 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 Türk Kızılay call centre being the preferred option (63 per cent). 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 21 per cent of the participants chose "do not know" as their answer to this question. What stands out from the analysis above is that ESSN applicants prefer human-to-human interaction, especially for sharing sensitive issues. This emphasizes the essential nature of continued quality services from the 168 Türk Kızılay call centre and SASF-Türk Kızılay/IFRC representation.

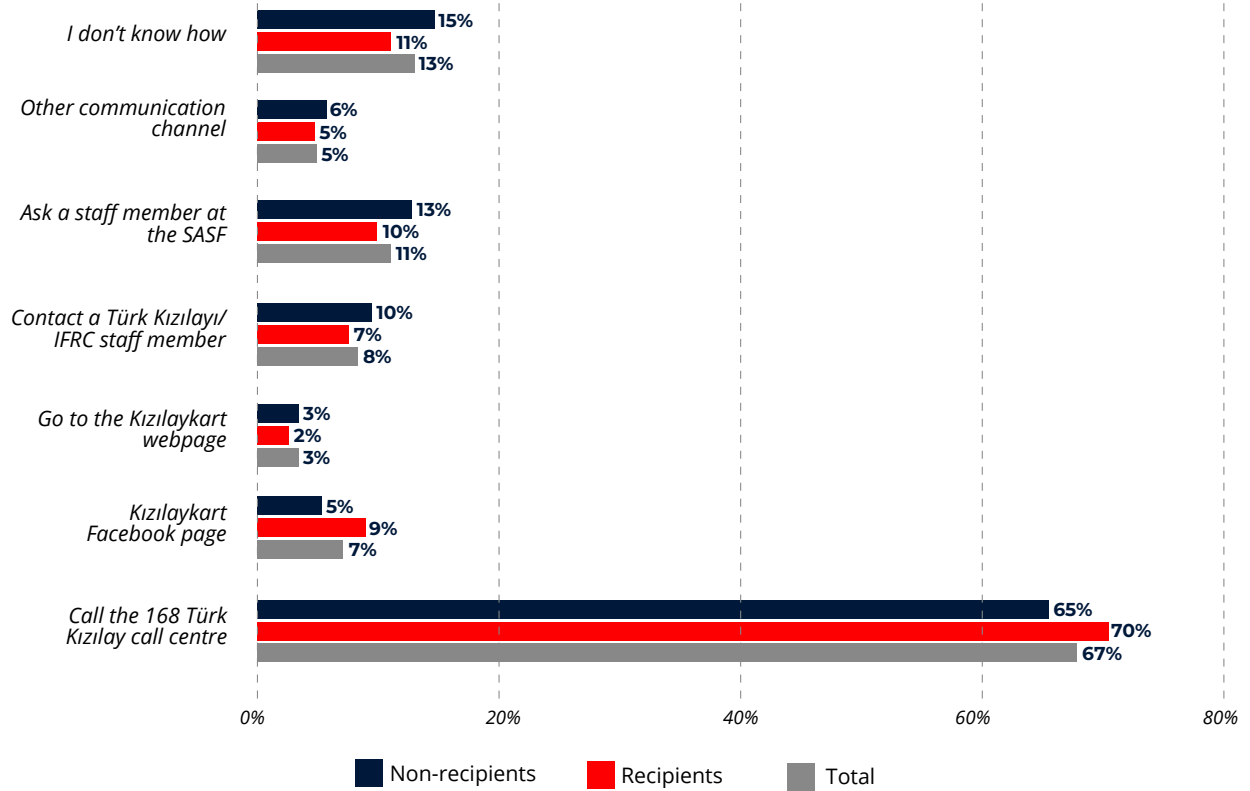
Figures 15, 16, 17 and 18: Communication preferences of ESSN recipients and non-recipients



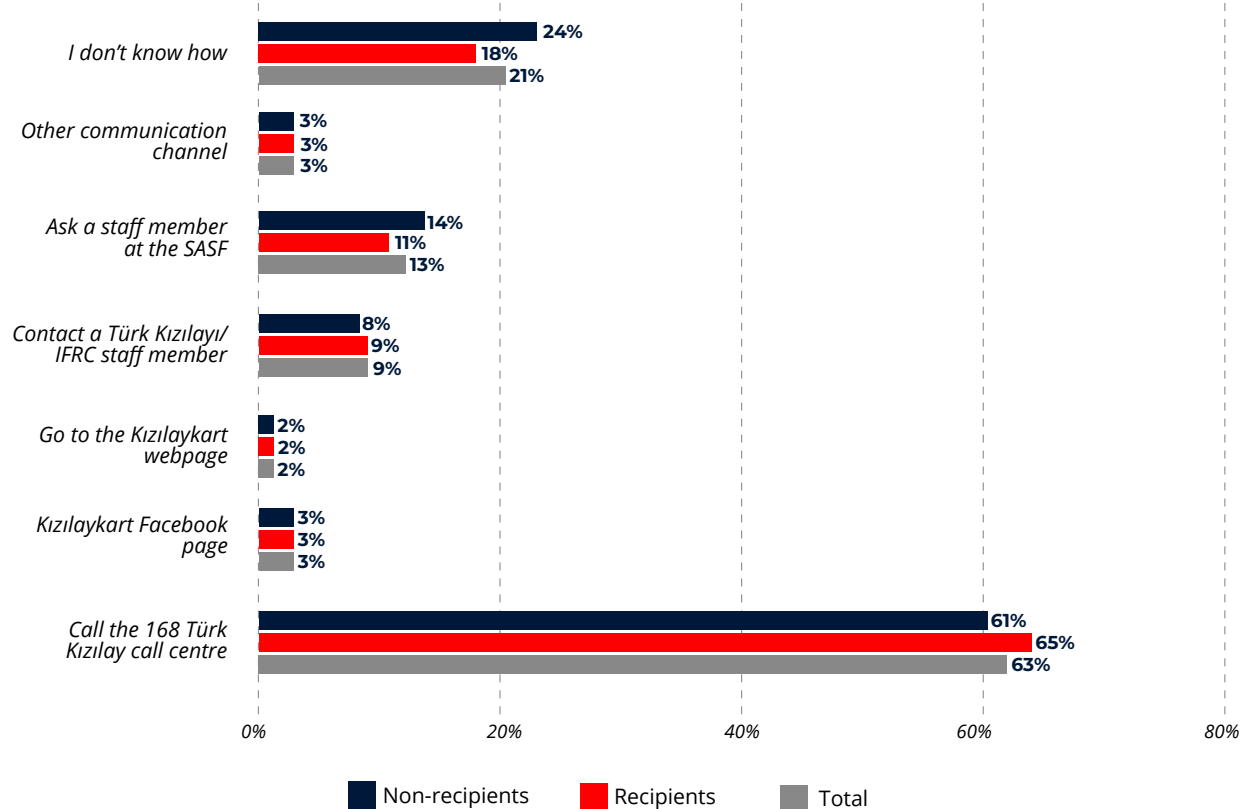
Through which communication channel would you prefer to receive regular information updates about ESSN assistance?



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



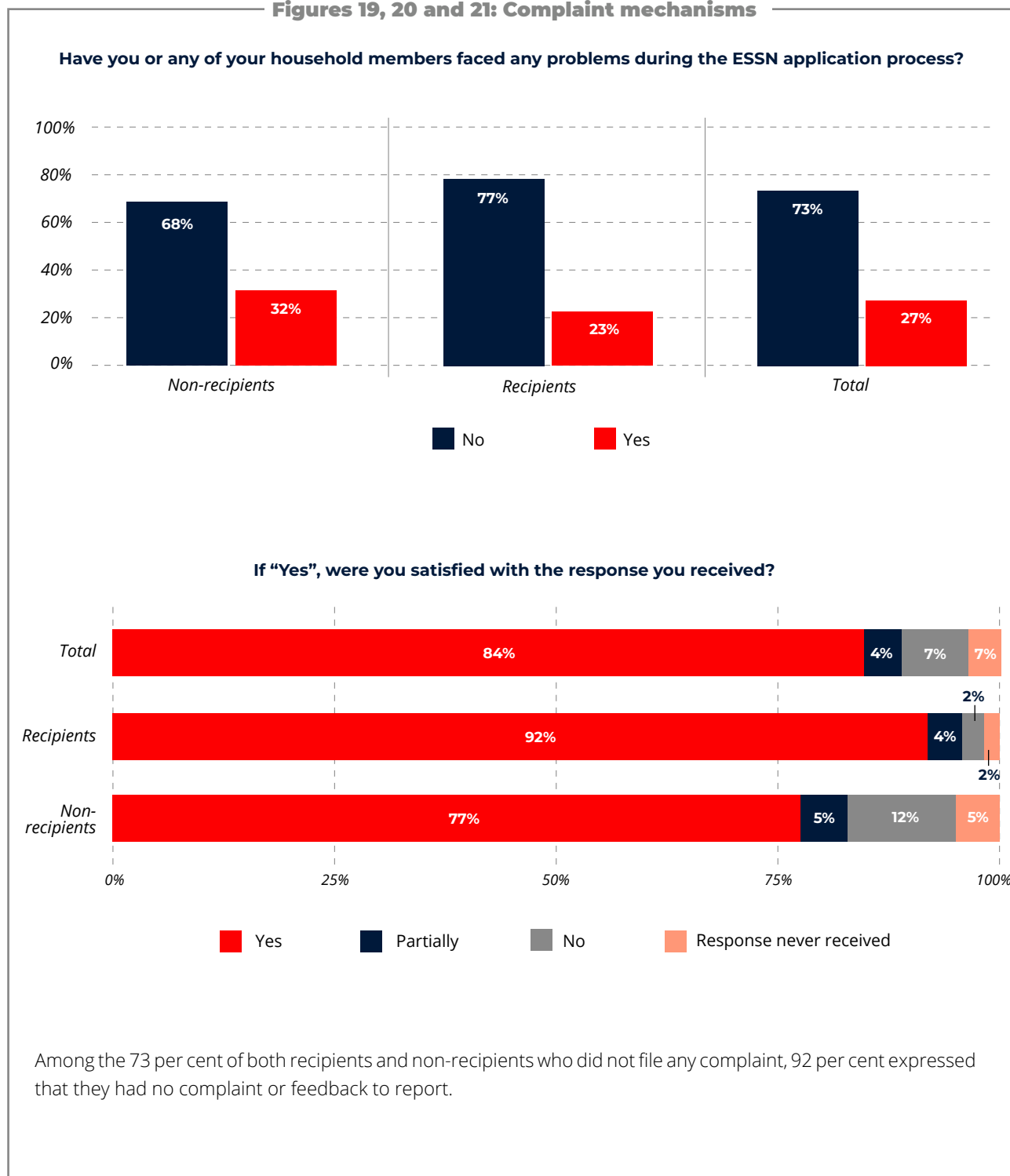
If you want to report a sensitive issue about the ESSN, which communication channel would you prefer to use?

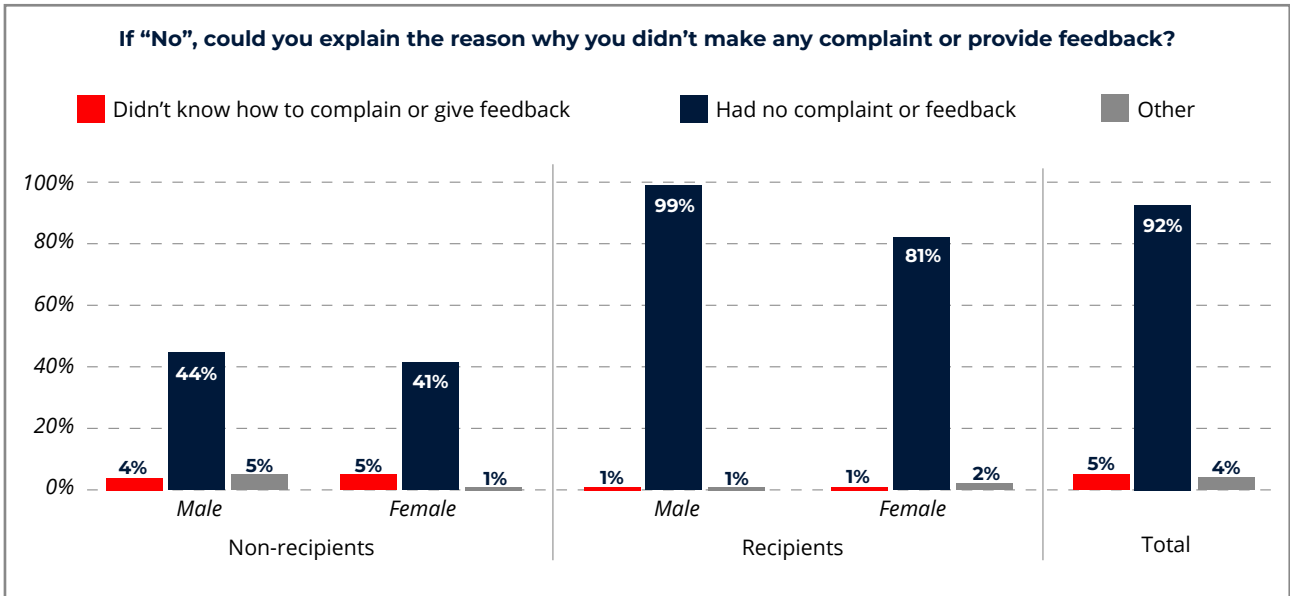


27 per cent of respondents made a complaint about the ESSN programme

The survey also 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. 23 per cent of ESSN recipients reported that they had filed a complaint and 92 per cent of those were satisfied with the response received. 32 per cent of non-recipients had filed a complaint or provided feedback; 77 per cent of them were satisfied with the response they received.

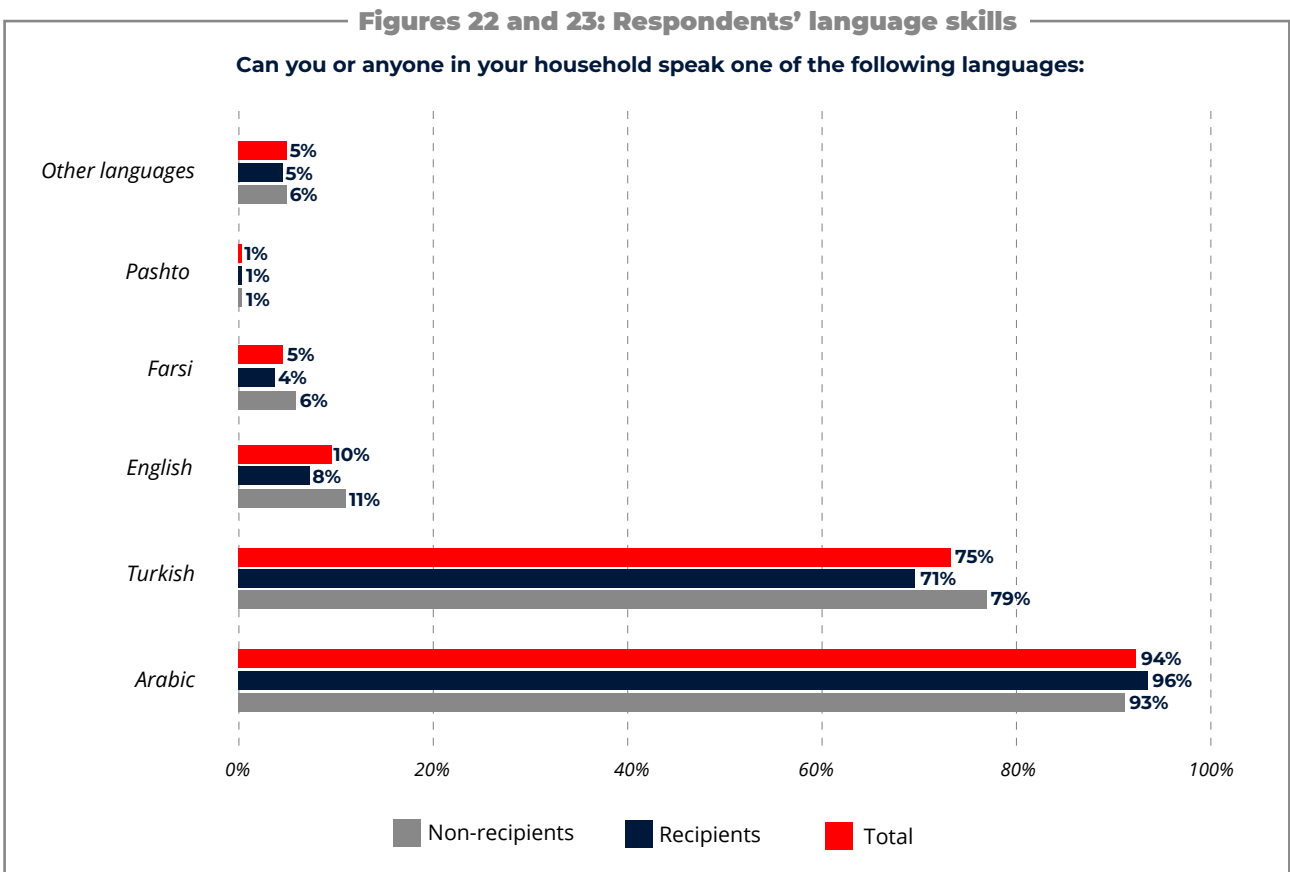
Figures 19, 20 and 21: Complaint mechanisms

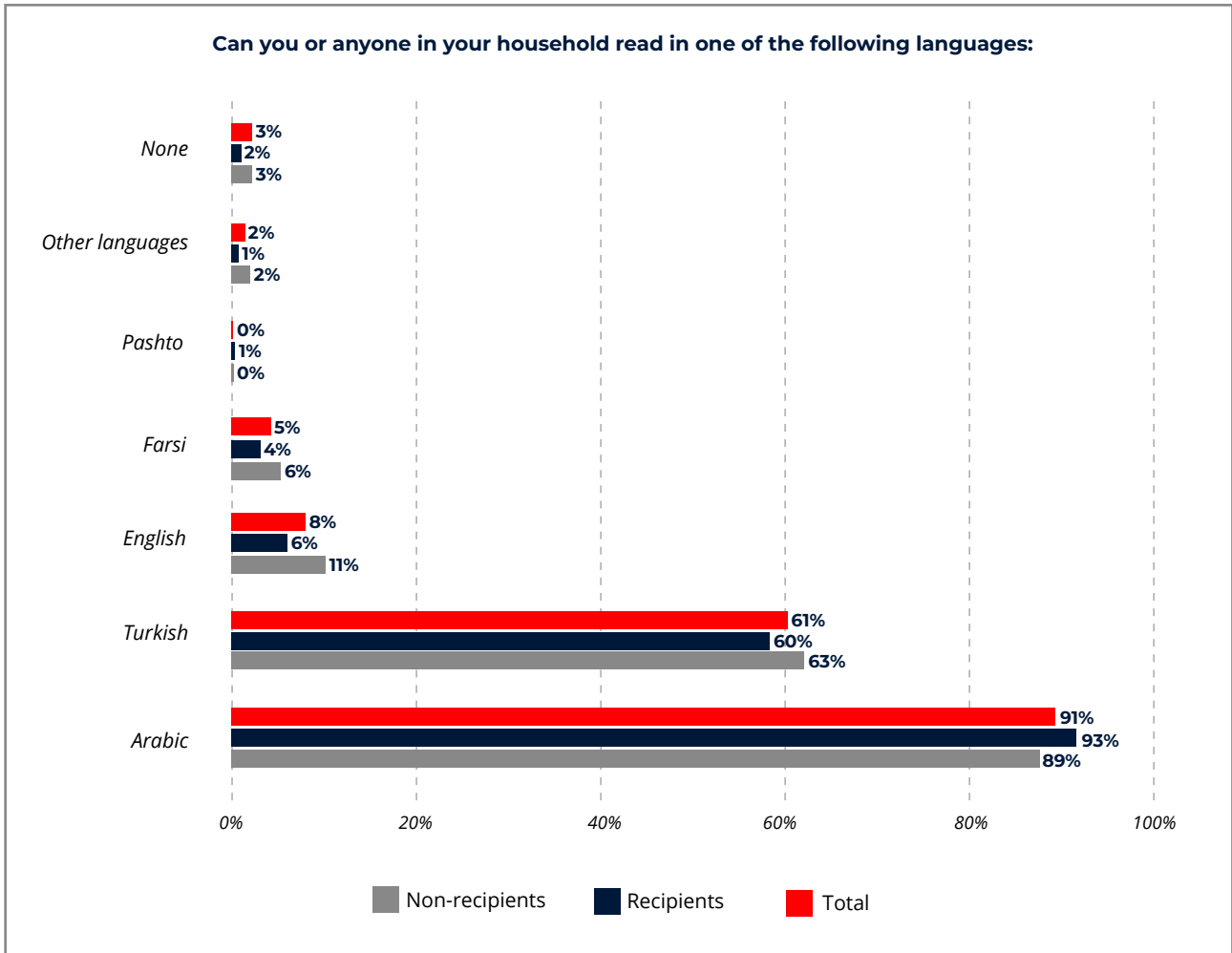




Ability to speak and write in different languages

In relation to the languages spoken in the ESSN applicants’ households surveyed, Arabic stands out with a total of 94 per cent, followed by Turkish with 75 per cent for both recipient and non-recipient households. A slight variation is observed between ESSN recipients’ and non-recipients’ ability to speak English where rates are 8 per cent and 11 per cent respectively. In terms of reading, 91 per cent of respondents can read Arabic, 61 per cent can read Turkish, and 8 per cent are able to read English.



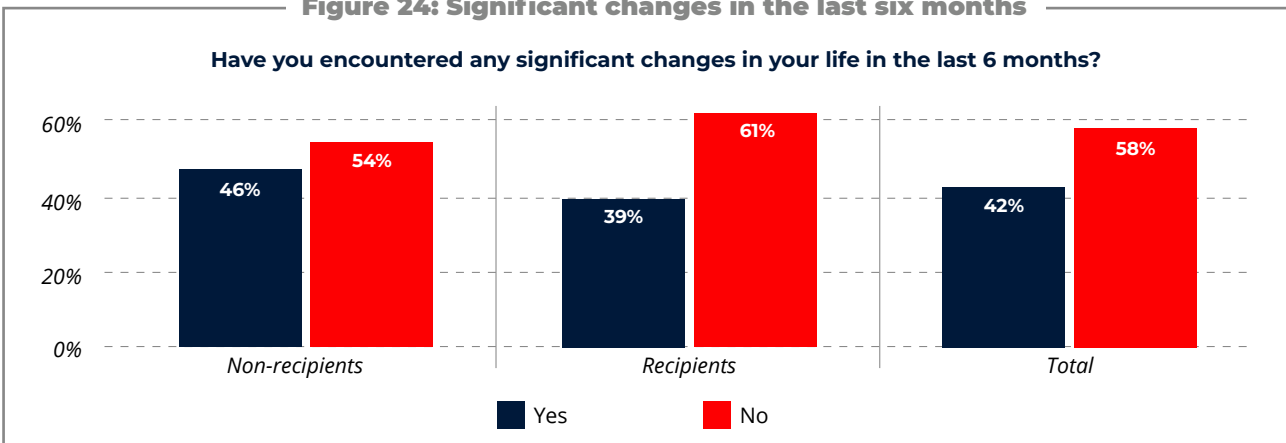


GENERAL PERCEPTIONS

Significant changes during the past six months

This study assessed whether ESSN applicants had experienced any significant changes in their lives during the last six months. 42 per cent reported having experienced significant changes in their lives over the past six months.

Figure 24: Significant changes in the last six months



The main changes experienced by ESSN applicants in the past six months were related to economic and financial challenges

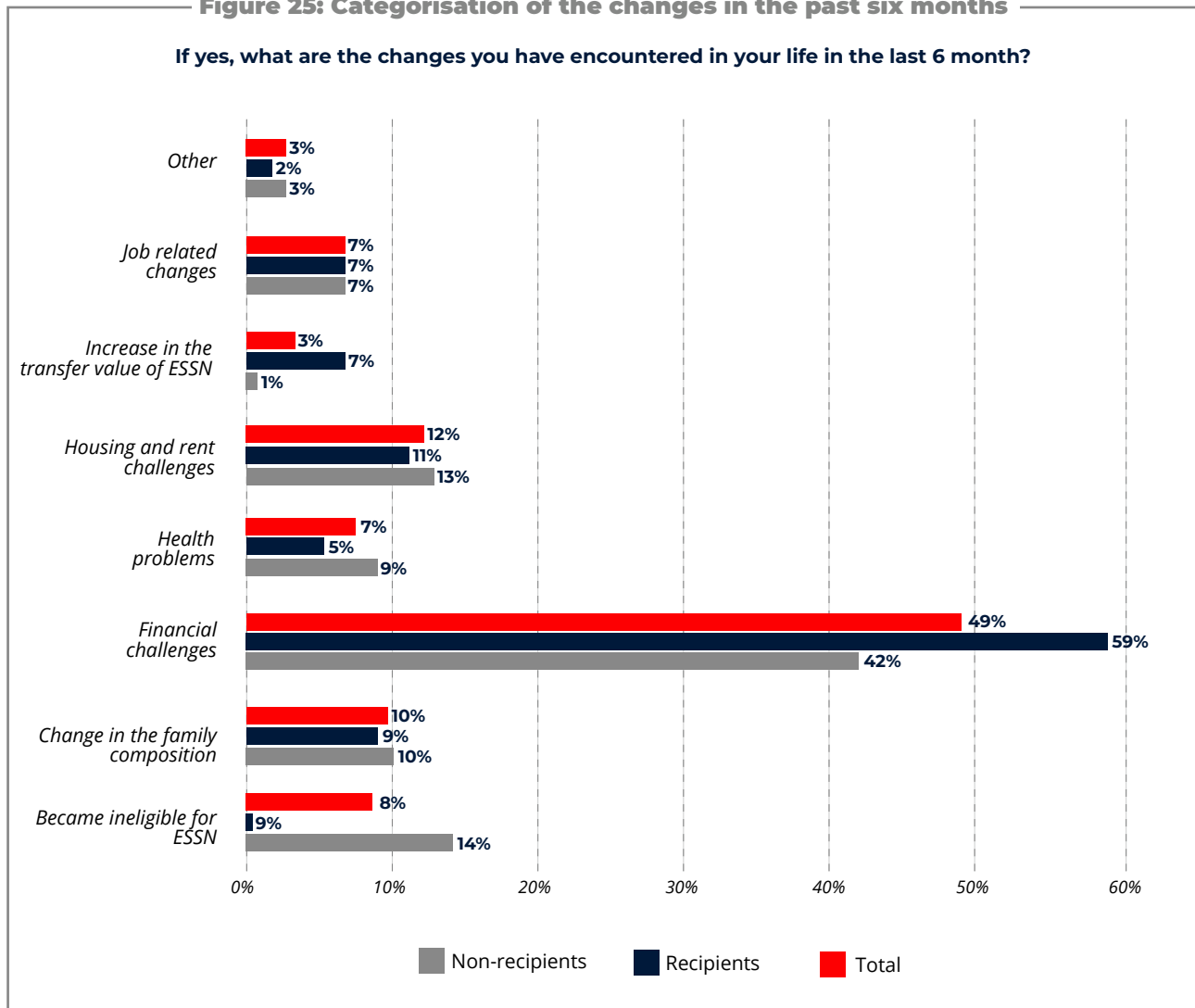
In the past six months, the main changes observed in the lives of ESSN applicants were related to economic challenges. Financial challenges were reported by 59 per cent of ESSN recipients and 42 per cent of non-recipients. 11 per cent of ESSN recipients and 13 per cent of non-recipients had experienced housing and rent-related challenges. Job-related challenges were reported by 7 per cent of respondents, both ESSN recipients and non-recipients.



“We are struggling much more economically. Prices have increased a lot; we can’t get along.”

Male ESSN non-recipient, Istanbul

Figure 25: Categorisation of the changes in the past six months



Main changes experienced by ESSN applicants since arriving in Türkiye

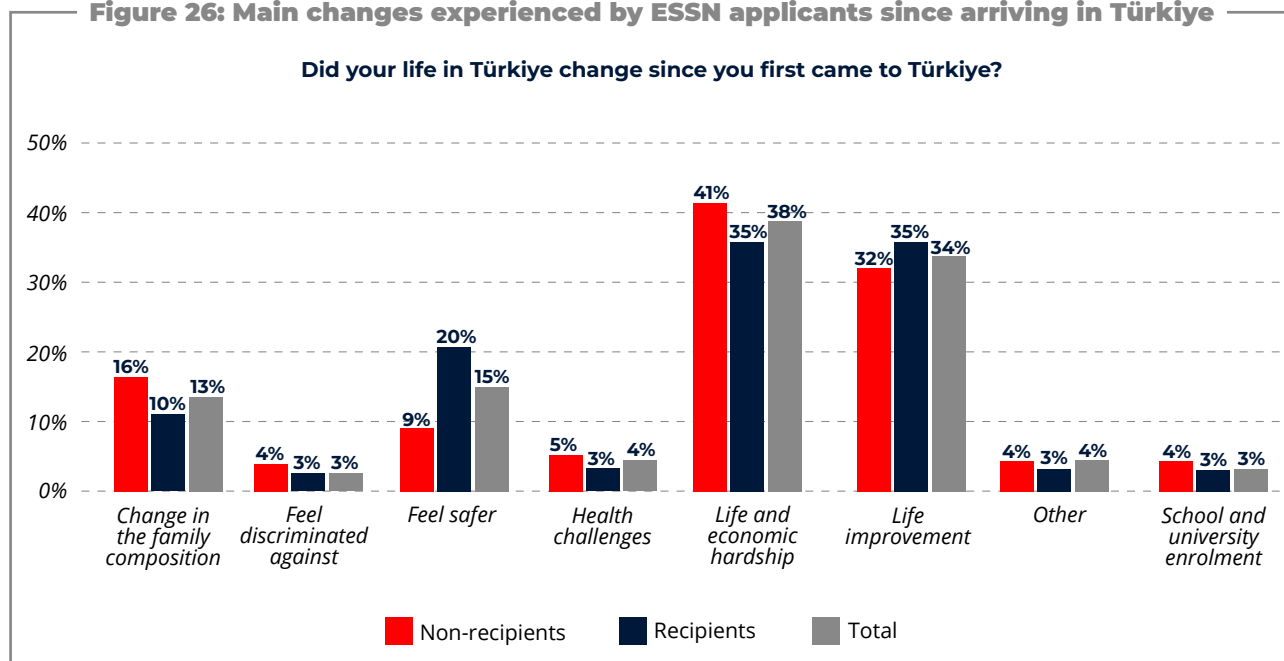
Thematic analysis showed that 53 per cent of the respondents (51 per cent ESSN recipients and 49 per cent non-recipients) said that their life has changed since their arrival in Türkiye. 41 per cent of non-recipients and 35 per cent of recipients have experienced life and economic hardship recently, likely due to high inflation in the country. 35 per cent of ESSN recipients and 32 per cent of non-recipients have experienced a general improvement in life, indicating that the ESSN assistance has had a positive impact on their life. Other reported changes were an improvement in safety and security, and changes in family composition.



“It would have been very difficult for us to live here without ESSN assistance.”

Female ESSN recipient, Gaziantep

Figure 26: Main changes experienced by ESSN applicants since arriving in Türkiye



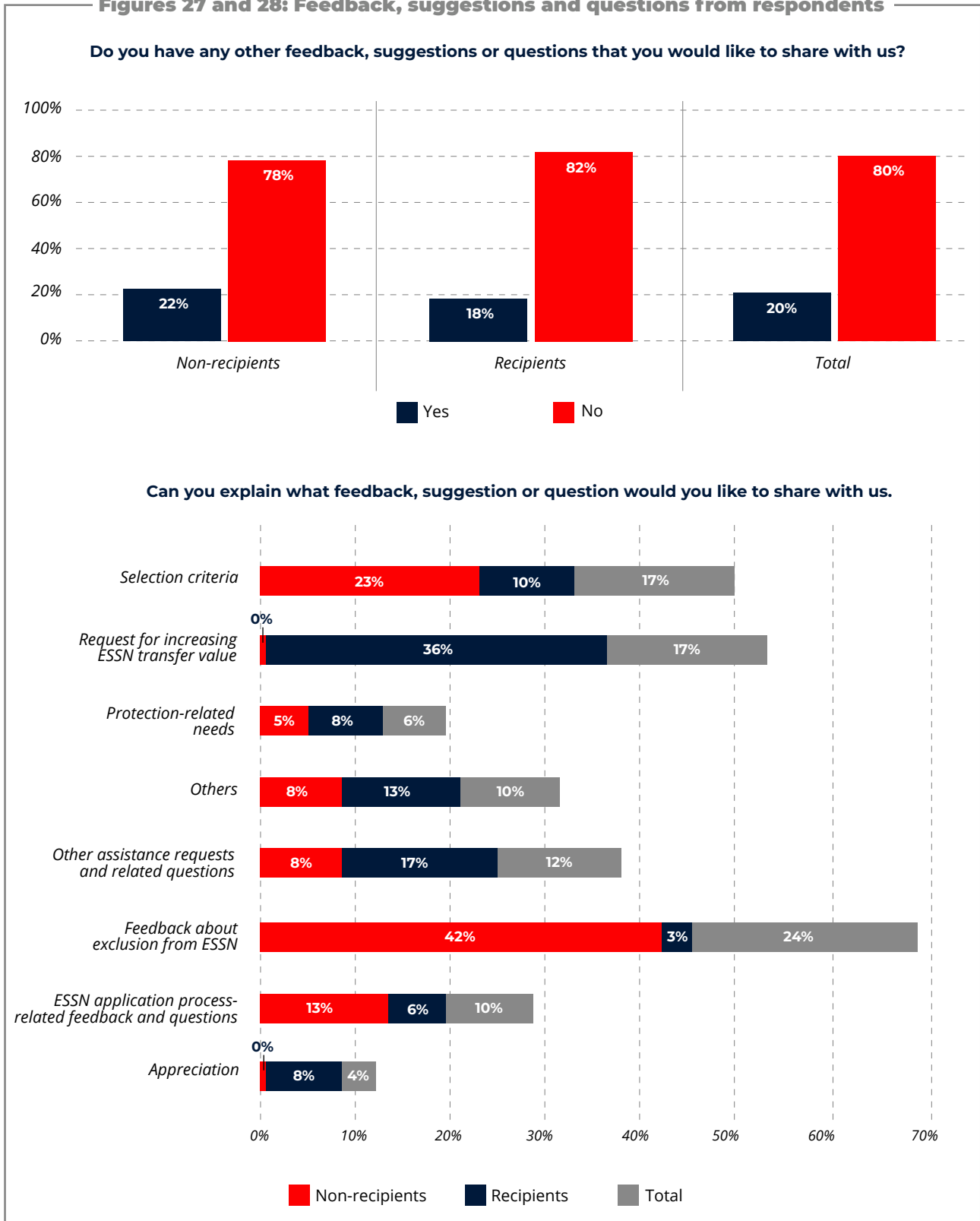
Feedback about the programme

The majority of respondents did not have any feedback about the programme. Only 18 per cent of ESSN recipients and 22 per cent of non-recipients indicated that they had feedback to give. 36 per cent of ESSN recipients requested to an increase in the amount of assistance, while 42 per cent of non-recipients mainly wanted feedback and more information about the reasons for exclusion from the ESSN programme.

17 per cent of recipients had other requests for assistance compared to only 8 per cent of non-recipients. 10 per cent of recipients and 23 per cent of non-recipients had feedback and questions about the selection criteria.

The study findings indicate that 13 per cent of non-recipients and 6 per cent of recipients had feedback and questions about the ESSN application process. Only 8 per cent of recipients and 5 per cent of non-recipients had requests regarding protection-related needs.

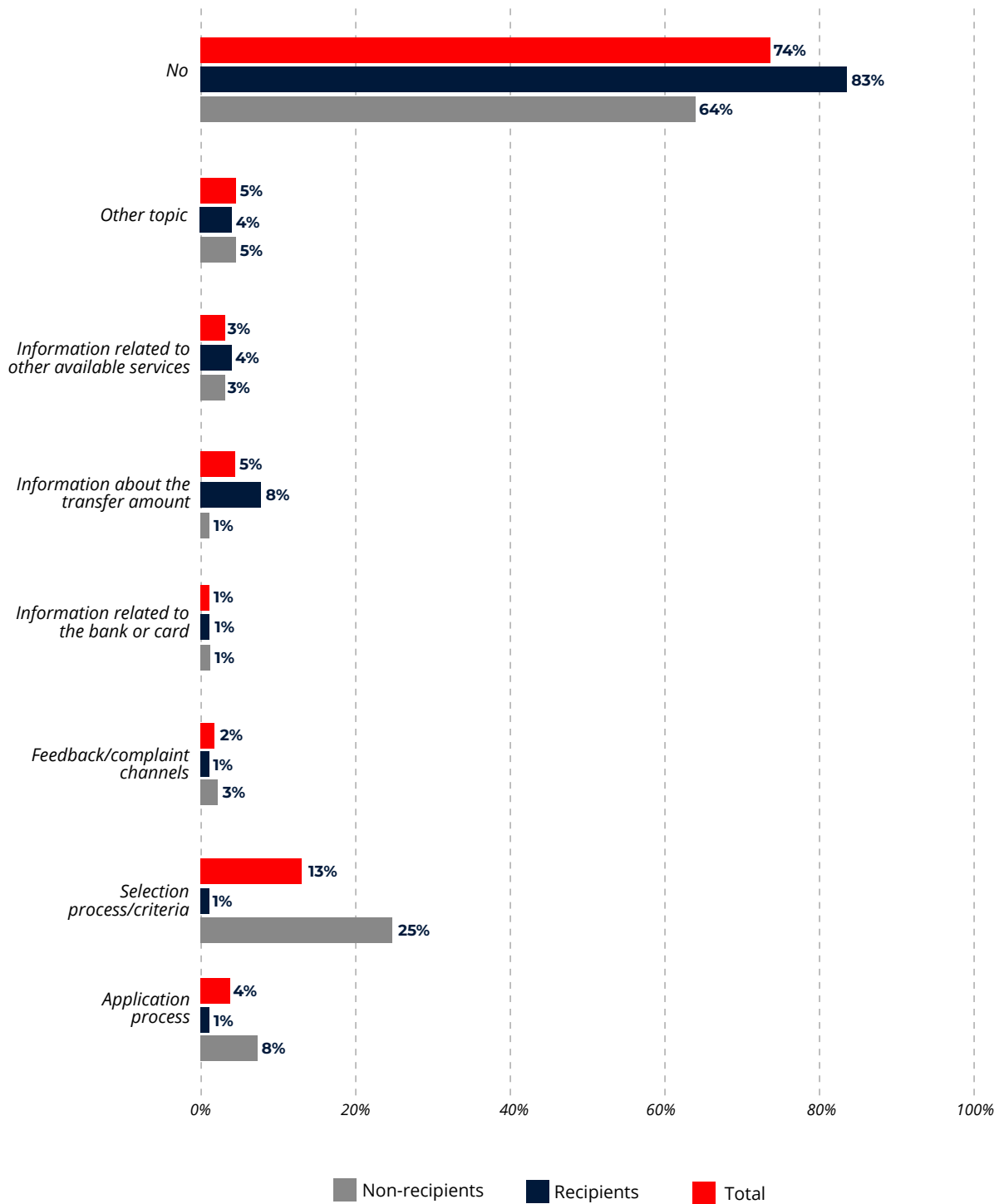
Figures 27 and 28: Feedback, suggestions and questions from respondents



As for the topics that ESSN applicants would want to receive more information about, the majority (74 per cent of both ESSN recipients and non-recipients) did not need to get further information related to the ESSN programme. Out of the 25 per cent of non-recipients who wanted to receive more information about the selection process/criteria, 8 per cent of them asked about the application process. Information about other available assistance was requested by 4 per cent of recipients and 3 per cent of non-recipients. Additionally, 8 per cent of ESSN recipients asked about the transfer amount while 3 per cent of non-recipients asked for more information about the existing complaint and feedback channels.

Figure 29: Request for information topics

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



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:

PRIORITIZE SAFETY AND DIGNITY AND AVOID CAUSING HARM: Prevent and minimize as much as possible any unintended negative effects of your intervention which 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 International Federation of Red Cross and Red Crescent Societies (IFRC) and Turkish Red Crescent (Türk Kızılay) carry out their activities in line with the seven fundamental principles of the Movement and base their actions in the ESSN on three main pillars which are “No One Left Behind”, “No One Left Out” and “No One Left Unsafe”.

The ESSN design considers the potentially harmful effects of its activities and ensures that affected communities linked to the programme 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 ESSN prioritizes safety and dignity and avoiding causing harm, ensuring meaningful access, ensuring accountability and participation and empowerment.

Survey findings related to protection mainstreaming (PM) key outcome indicators (KOIs) can be seen in Annex 2.

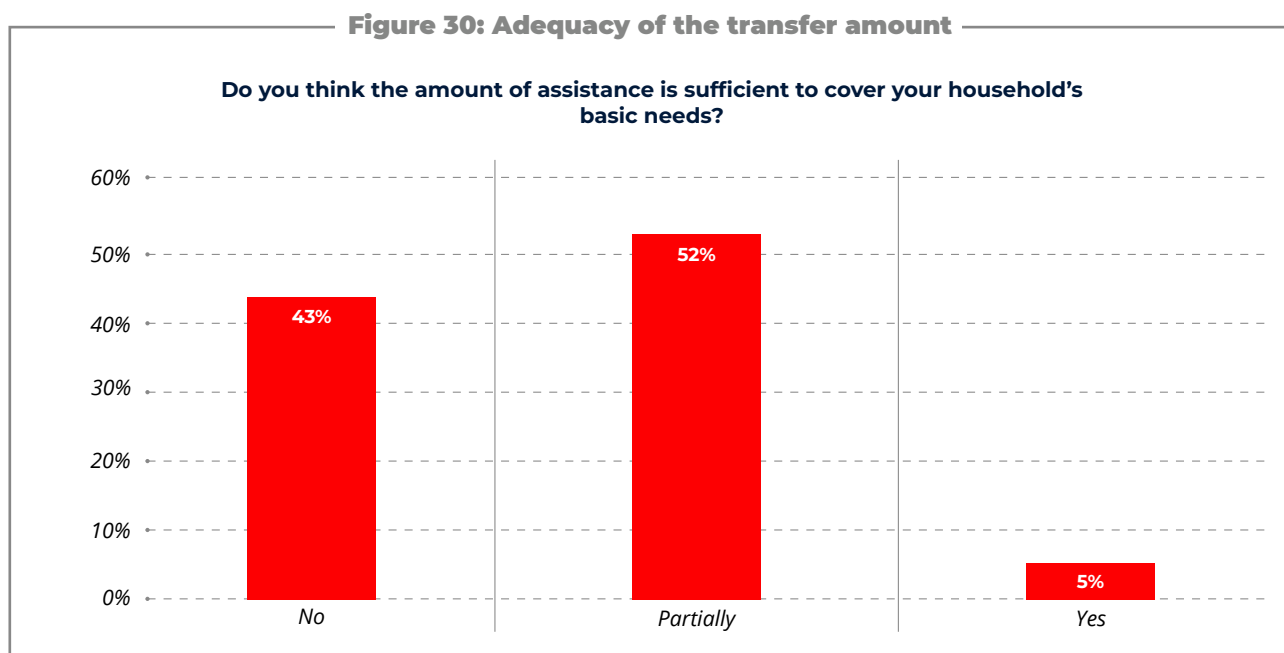
ESSN applicants' involvement with ESSN staff when being assisted on programmatic issues

When survey participants were asked whether ESSN staff take their needs into consideration when assisting them with programmatic issues, 89 per cent of respondents responded positively. Only a very small percentage of 11 per cent stated that they thought their needs were not being considered.

Adequacy of the transfer amount

Regarding whether the assistance amount is sufficient for ESSN recipients to cover their basic needs, more than half of them (52 per cent) said that it was partially sufficient while 43 per cent reported that the assistance did not cover their basic needs at all. A very small percentage (5 per cent) 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 programme 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 July 2022, when the increase in transfer amount was not yet available.



Challenges in accessing services related to the ESSN programme

When survey participants were asked if they experienced any issues in accessing the ESSN services, 99 per cent of both groups said they did not experience any issues. This is a strong indicator of the programme's accessibility in general.

ESSN applicants' perceptions about programme staff's treatment of them

The overall perception of respondents about the ESSN staff's treatment of applicants and beneficiaries was highly positive. Both non-recipients and recipients responded that they thought they were treated with respect by ESSN staff at all programme stages, with 99 per cent in total.

Feedback on the programme

Most respondents did not have any feedback or complaint about the programme. Only 27 per cent of respondents stated they had provided feedback and/or filed a complaint. 100 per cent were very satisfied or satisfied with the response they got about their feedback or complaints.

Those who have not provided feedback had already stated they felt no need to provide any, indicating satisfaction with the programme in general. Among those who provided feedback and/or complaints, their satisfaction level with their response was high. This can be interpreted as a high level of confidence in the feedback mechanism compared to the previous rounds of the survey.

Protection feedback

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

According to the findings, the overall value of the protection mainstreaming indicator is 79 per cent, meaning 79 per cent of respondents reported that humanitarian assistance is delivered in a manner that is safe, accessible, accountable, and participatory. It is vital to probe into the needs of the 21 per cent of the other respondents regarding the unmet or partially met principles and to develop the measures that would meet these specific principles. Through the necessary probing, relevant actions can be identified and put in place to address barriers to safe, accessible, accountable, and participatory delivery.

Another strength of the programme in its efforts to mainstream protection principles is the existence of competent ESSN staff who are working directly with the affected population. A learning action plan and training curriculum were designed for the staff in the ESSN programme to be sensitized on gender, age and disability; protection needs; and on how to communicate respectfully with people with different sensitivities. The training has begun and is still ongoing. All staff hold core competencies in protection and the “do no harm” principle. The ESSN programme continues to monitor mainstreaming of protection and focus to maintain safe programming and a protective environment for the affected population.

An overwhelming majority of respondents stated that the amount is not fully sufficient to cover their households' basic needs. The transfer value within the programme is adjusted and raised based on need assessments. However, the data collected for this survey reflects the time period before the increase in transfer amount; therefore in the scope of this survey we cannot measure the impact of the current transfer amount. The opinions regarding the amount of assistance will be monitored within the next survey process.

There is a complaint and feedback mechanism and standard operating procedures which stand as a strength of the ESSN programme and outline a safe and accessible process for relaying complaints, as well as sensitive issues. Findings regarding the mechanism show that 27 per cent of the overall respondents provided feedback or submitted a complaint previously via this mechanism. When the remaining respondents were asked why they had not provided any complaint or feedback, the majority (92 per cent) of the respondents indicated that they did not have any feedback to give or problem to complain about. 5 per cent mentioned that they did not know how to do so. As this mechanism involves affected populations and is a significant tool in identifying barriers and challenges, there is a need to capture further information on the mechanism's usage.

100 per cent of respondents were satisfied with the responses received, 99 per cent said that they were treated with respect by ESSN staff during the intervention and only 1 per cent faced issues while accessing ESSN services. Only 5 per cent think that the amount of assistance is sufficient to cover their needs. And 89 per cent said that the ESSN staff take their needs into consideration while assisting with programmatic issues.

CONCLUSION

The analysis of the ESSN satisfaction and feedback survey revealed positive results overall in relation to various aspects of the programme. For example, 89 per cent of respondents were satisfied or very satisfied with the information received on ESSN application steps and requirements. 93 per cent of them were ESSN recipients, and 86 per cent were non-recipients. Furthermore, 91 per cent expressed satisfaction with the ESSN application process. This includes 94 per cent of recipients and 89 per cent of non-recipients that were very satisfied or satisfied. In addition, 97 per cent of ESSN applicants did not face any barriers accessing the ESSN application. This includes 98 per cent of recipients and 95 per cent of non-recipients. 98 per cent of the ESSN recipients were satisfied or very satisfied with the card distribution process, and respondents reported 91 per cent satisfaction with ESSN staff from Türk Kızılay and 96 per cent with bank staff.



Only 3 per cent reported that they experienced problems during the application phase and 90 per cent did not experience any difficulty withdrawing funds from ATMs. 89 per cent of respondents said their needs were taken into consideration by the programme staff. The most recognized communication channel among respondents was the 168 Türk Kızılay call centre (44 per cent), followed by SMS (37 per cent). The preferred method of communication to receive programme updates and regular information is SMS (69 per cent), whereas the 168 Türk Kızılay call centre is preferred by respondents for requesting further information and as their first choice for reporting sensitive issues.

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

1 Although there is a visible increase in knowledge of the eligibility criteria since the last survey, the number of respondents unaware of the eligibility criteria still merits more action, especially considering that the ESSN programme selection criteria have recently been revised. More targeted awareness raising around eligibility criteria is vital, not only for all potential recipients but also for households that have become ineligible or are likely to be disqualified due to prospective changes. This is planned through further face to face interactions with the community and videos which are currently being produced. Another reason for increasing communication efforts in relation to the criteria is that, as per the findings, 42 per cent of respondents still do not know the criteria even though the programme has been running for the last six years. This includes 38 per cent of recipients and 45 per cent of non-recipients.

2 Donor awareness of the programme is still quite limited. Although it does not directly impact the outcomes of the ESSN programme, 39 per cent of recipients and 45 per cent of non-recipients did not know who the donor of the programme is. The donor ECHO was known by 32 per cent of respondents, whereas 20 per cent of ESSN applicants chose Türk Kızılay as the donor, which is 5 per cent more than the previous round. This can be attributed to high visibility, trust, and the actions of Türk Kızılay at the field level. 45 per cent of ESSN recipients and 55 per cent of non-recipients did not have accurate information about the programme implementing partners. The total percentage of respondents who didn't know about the donor and implementer decreased compared to the previous round. However, more active approaches are needed to increase donor and implementer awareness. 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 programme for the host community.

3 According to the third satisfaction survey, 55 per cent of ESN recipients thought that the assistance was insufficient to cover their basic needs and 33 per cent thought it partially covers basic needs. In the current round, 43 per cent said that it is not sufficient and 52 per cent think that it partially covers their basic needs, and only 5 per cent found it enough. This could be because of the recent increase in financial hardship in the country. This shift in opinion is an indicator of the impact of the current economic situation in the country, with increasing feedback coming from the community for the revision and increase of the transfer amount. The increase in the transfer amount has therefore happened, but the scope of the current survey encompasses the period before the increase, so we continue to assess and monitor the situation accordingly.

4 Most recipients can withdraw cash from the ATMs using the debit card (KIZILAYKART) provided by the programme without a problem. However, 10 per cent of respondents are still experiencing difficulties using ATMs. Among those who had trouble, 27 per cent answered 'Other ATM' issues, 23 per cent said their card was swallowed by the ATM, 21 per cent complained about the long waiting lines at the ATM and 15 per cent said the ATM did not work. Most of the difficulties that ESN 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 programme processes. 91 per cent 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 could be informed/advised about other ATM alternatives to withdraw money without additional fees to prevent a long wait at specific ATMs on deposit days.

5 Compared with the previous survey, there has been an increase in terms of submission of a complaint or feedback, as well as an improvement in satisfaction among both ineligible and eligible respondents regarding how their formal complaints or feedback were addressed. This increase in both the number of feedback/complaints lodged and very high satisfaction rate about how the feedback/complaint was addressed can be attributed to a greater knowledge of the feedback mechanisms as well as higher trust in the said mechanism. Among 32 per cent of ineligible households who submitted a formal complaint or provided feedback about the programme, 77 per cent were satisfied with the response. For the eligible respondents, 23 per cent submitted a formal complaint or provided feedback; among them 92 per cent were satisfied with the response. Through regular data analysis of communication reports and constant communication with programme staff, the underlying reasons for the level of dissatisfaction are being analysed and possible solutions are being discussed.

6 Although the majority of respondents stated that they do not need to get further information related to the ESN programme, the survey results showed that 36 per cent of recipients requested an increase in ESN transfer value and 17 per cent had other assistance-related questions and requests. 42 per cent of non-recipients' feedback was about receiving more information on reasons for exclusion, 25 per cent about the selection process, and 23 per cent about selection criteria. Since the beginning of 2022, more frequent information sharing has been happening face to face, which has had visible positive effects on the information reach. These efforts will be continued and reinforced through published and digital materials for easy access to information. It is also further recommended that the information flow should be increased through all channels, especially regarding programme updates.

7 For the communication channels knowledge and preferences, both recipients and non-recipients showed the same ratio of 44 per cent for the 168 Türk Kızılay call centre as an official communication channel that they are aware of, followed by SMS as a channel among 34 per cent of recipients and 40 per cent of non-recipients. Both recipients and non-recipients (69% in both cases) prefer to receive regular information updates about ESN assistance through SMS. Even though, the KIZILAYKART programmes' official Facebook page is preferred by only 12 per cent of ESN applicants, it is still important to work on increasing our interaction and community engagement through our official Facebook page, in order to dissuade people from accessing information regarding the programme through unofficial pages which may provide false or outdated information.

8 Among 39 per cent of recipients who had significant changes in their lives in the last six months, 59 per cent of them faced financial challenges followed by 11 per cent who faced housing and rent challenges. Of the 46 per cent of non-recipients who encountered significant changes in the last six months, 42 per cent of them faced financial challenges and 14 per cent became ineligible for ESN assistance. For those who had experienced changes since they came to Türkiye, 34 per cent of respondents had seen a life improvement while 38 per cent had experienced life and economic hardship. These challenges are mostly related to the recent economic situation in the country. The findings mentioned will serve as a basis for a comparative analysis with the next survey in order to assess the impact of the new transfer value as well as the changes to the programme criteria. Depending on the results of that comparison, further action may be advised to see how the programme could alleviate some of these issues.

ANNEX I

Comparison of ESSN satisfaction surveys 3 and 4 - key findings

Satisfaction related to	ESSN recipients ¹	Non-recipients	All applicants ²
ESSN knowledge (January 2022)	43 per cent did not know the donor; 54 per cent did not know the implementing agencies of the programme.	34 per cent were not notified that their application was denied. 48 per cent did not know the donor; 67 per cent did not know the implementing agencies of the programme.	In general, 48 per cent of the applicants did not know the eligibility criteria, while others knew large households and high dependency criteria the most (among those who correctly knew the criteria). Overall, 45 per cent of the applicants did not know the donor, whereas 59 per cent of them did not know the implementing agencies of the programme.
ESSN knowledge (July 2022)	39 per cent did not know the donor; 45 per cent did not know the implementing agencies of the programme.	13 per cent were not notified that their application was denied. 45 per cent did not know the donor; 55 per cent did not know the implementing agencies of the programme.	In general, 42 per cent of the applicants did not know the eligibility criteria, while others knew large households and high dependency criteria the most (among those who correctly knew the criteria). Overall, 42 per cent of the applicants did not know the donor, whereas 50 per cent of them did not know the implementing agencies of the programme.
ESSN processes and implementation (January 2022)	92 per cent were satisfied with the information received related to the programme application process, 97 per cent were satisfied with the programme application process, 98 per cent were satisfied with the transfer process. 96 per cent were satisfied with the way they were treated by Türk Kızılay staff and 93 per cent satisfied with Halkbank staff.	73 per cent were satisfied with the information received on the programme application process and 84 per cent were satisfied with the ESSN application process.	95 per cent did not face a problem during the application process. 95 per cent of recipients did not have difficulty withdrawing cash from the ATMs. Among those who had trouble, 38 per cent said that their ATM card was swallowed.

1 • “ESSN recipients” and “eligible” households are used interchangeably throughout the report; same applies to “non-recipients” and “ineligible applicants”

2 • ESSN applicant: individual who has applied for the ESSN assistance and includes both eligible individuals (ESSN recipients) and ineligible individuals (non-recipients).

<p>ESSN processes and implementation (July 2022)</p>	<p>93 per cent were satisfied with the information received related to the programme application process, 94 per cent were satisfied with the programme application process, 98 per cent were satisfied with the transfer (card distribution) process.</p> <p>91 per cent were satisfied with the way they were treated by Türk Kızılay staff and 96 per cent satisfied with Halkbank staff.</p>	<p>89 per cent were satisfied with the information received on the programme application process and 89 per cent were satisfied with the ESSN application process.</p>	<p>97 per cent did not face a problem during the application process.</p> <p>90 per cent of recipients did not have difficulty withdrawing cash from the ATMs. Among those who had trouble, 21 per cent said that their ATM card was swallowed.</p>
<p>Communication preferences (January 2022)</p>	<p>68 per cent said they would call the 168 Türk Kızılay call centre if they required further ESSN information.</p> <p>Only 16 per cent reported a formal complaint and 83 per cent were satisfied with the response received.</p>	<p>49 per cent said they would call the 168 Türk Kızılay call centre if they required further ESSN information.</p> <p>21 per cent have given a formal complaint or feedback and 59 per cent were satisfied with the response.</p>	<p>Most preferred method of communication for programme information updates is SMS (75 per cent).</p> <p>Most preferred method to report a sensitive issue is calling the 168 Türk Kızılay call centre.</p>
<p>Communication preferences (July 2022)</p>	<p>70 per cent said they would call the 168 Türk Kızılay call centre if they required further ESSN information</p> <p>Only 23 per cent reported a formal complaint and 96 per cent were satisfied with the response received.</p>	<p>65 per cent said they would call the 168 Türk Kızılay call centre if they required further ESSN information.</p> <p>32 per cent have given a formal complaint or feedback and 82 per cent were satisfied with the response.</p>	<p>Most preferred method of communication for programme information updates is SMS (69 per cent).</p> <p>Most preferred method to report a sensitive issue is calling the 168 Türk Kızılay call centre (63 per cent).</p>
<p>Feedback on programme improvement (January 2022)</p>	<p>13 per cent of the ESSN recipients who gave additional feedback mentioned the need to increase the amount of the assistance whereas some 3 per cent asked for additional assistance.</p>	<p>The non-recipient respondents brought forward miscellaneous topics while giving additional feedback: request for change of the eligibility criteria, as the criteria are seen as unfair, and to be involved in the programme (20 per cent).</p>	<p>When asked to provide further feedback on the programme 32 per cent of all respondents gave comments. 30 per cent of ESSN recipients provided additional feedback whereas 35 per cent of non-recipients provided additional feedback.</p>
<p>Feedback on programme improvement (July 2022)</p>	<p>36 per cent of the ESSN recipients who gave additional feedback mentioned the need to increase the amount of the assistance.</p>	<p>The non-recipient respondents brought forward miscellaneous topics while giving additional feedback: more feedback and information on exclusion criteria of the programme (42 per cent).</p>	<p>When asked to provide further feedback on the programme, 20 per cent of all respondents gave comments. 18 per cent of ESSN recipients provided additional feedback whereas 22 per cent of non-recipients provided additional feedback.</p>

ANNEX II

PM KOI value calculation¹

Questions	% YES	RANGE	MARKS
Do ESSN staff take your needs into consideration while assisting in programmatic issues?	89%	81% - 100%	4
Do you think the amount of assistance is sufficient to cover your needs?	5%	1% - 20%	1
Did you face any problems/issues while accessing services related to the ESSN?	1%	0%	4
While accessing ESSN services, do you feel you were treated with respect by ESSN staff during the intervention?	99%	81% - 100%	4
Have you ever made a complaint about ESSN through one of the formal channels?	27%	1% - 20%	2
If yes, were you satisfied with the responses received?	100%	81% - 100%	4
Total			19
Denominator			24
Percentage of the recipients reporting that humanitarian assistance is delivered in a safe, accessible, accountable and participatory manner			19/24 = 79%

The PM KOI value is 75 per cent.

75 per cent of the recipients reported that humanitarian assistance is delivered in a safe, accessible, accountable, and participatory manner. 720 individuals were included in the survey, of whom:

331 (46%) were female

389 (54%) were male.

¹ • Global Protection Cluster [Protection Mainstreaming Toolkit](#)

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