



# EMERGENCY SOCIAL SAFETY NET (ESSN) PROGRAMME

## SATISFACTION AND FEEDBACK SURVEY RESULTS

**THIRD ROUND | JULY 2022**



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# LIST OF ABBREVIATIONS

<b>IFRC</b>	- - - - International Federation of Red Cross and Red Crescent Societies
<b>TRC</b>	- - - - Turkish Red Crescent (Türk Kızılay)
<b>ESSN</b>	- - - - Emergency Social Safety Net
<b>MOFSS</b>	- - - - Ministry of Family and Social Services
<b>ECHO</b>	- - - - European Civil Protection and Humanitarian Aid Operations
<b>SASF</b>	- - - - Social Assistance and Solidarity Foundation
<b>CEA</b>	- - - - Community Engagement and Accountability
<b>EU</b>	- - - - European Union
<b>NFI</b>	- - - - Non-Food Item
<b>M&amp;E</b>	- - - - Monitoring and Evaluation
<b>PM</b>	- - - - Protection Mainstreaming
<b>KOI</b>	- - - - Key Outcome Indicator

# THE EMERGENCY SOCIAL SAFETY NET PROGRAMME AT 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 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 refugees 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 Ministry of Family and Social Services (MoFSS), International Federation of the Red Cross and Red Crescent Societies (IFRC), and the Turkish Red Crescent (TRC). It has been implemented since 2016 and as of May 2022 the ESSN had provided monthly assistance to nearly 1.5 million people.

## 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.



## TURKISH RED CRESCENT (TRC) (TÜRK KIZILAY)

The Turkish Red Crescent (Türk Kızılay) is the largest humanitarian organization in Türkiye, helping vulnerable people in and out of disasters for years, both in country and abroad. 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.





# EXECUTIVE SUMMARY

The ESSN Satisfaction and Feedback Survey (conducted in December 2021 – January 2022 with 699 ESSN applicants), is the third assessment in the series. Undertaken jointly by the IFRC and the TRC, it aims to understand the level of satisfaction among applicants with various stages and components of the ESSN programme.

The specific objectives of this survey were to i- assess the ESSN 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; and iii- identify applicants' general suggestions on 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 the progress in areas to be improved.

The study had a sample size of 699 respondents (422 ESSN recipients and 277 ineligible applicants) selected at 10 per cent margin of error and 90 per cent confidence interval. The respondents were selected from 163 districts, spread across 49 provinces in Türkiye. Simple random sampling technique was used to select the respondents for the study, giving each participant an equal and independent chance of inclusion. The data was collected through phone-based interviews held by operators through the 168 Kızılay Call Centre, located in Gaziantep.



# KEY FINDINGS

- 1** 97 per cent of ESSN recipients and 84 per cent of non-recipients were satisfied with the programme application process, while over 98 per cent of ESSN recipients were satisfied with the transfer process.
- 2** Only 5 per cent reported to have experienced problems during the application phase and an overwhelming majority had no difficulties withdrawing money from the ATMs, with only 5 per cent reporting facing any issues. 94 per cent of recipients and 78 per cent of non-recipients said that their needs were considered by programme staff.
- 3** The preferred method of communication for programme information updates and regular information was SMS (75 per cent). However, to request information or report a sensitive issue, most respondents preferred the 168 Kızılay Call Centre.
- 4** 47 per cent of the respondents who are ineligible applicants still do not know the eligibility criteria. Although this is a decrease from the findings of the previous Satisfaction Survey, it is still vital to analyze this result further to identify topics which the applicants would like to receive more information on. Accordingly, 85 per cent of the participants, both recipients and non-recipients, responded that they were satisfied with the information received regarding the programme, whereas only 7 per cent requested further information on the selection process and eligibility criteria (this figure goes up to 16 per cent for non-recipient participants). Although this can be seen as a strong indicator that the applicants are not very interested in being knowledgeable about eligibility criteria, the need and request of the 7 per cent is important and should be considered. Also, the underlying cause(s) of the disinterest in acquiring information about the criteria should be analyzed and the community can be sensitized accordingly.
- 5** Donor visibility of the programme is quite limited: 43 per cent of ESSN recipients and 48 per cent of non-recipients did not know who the donor of the programme is. Similar trends were identified for knowledge about programme implementing partners, with 54 per cent of ESSN recipients and 67 per cent of non-recipients not having accurate information about the programme implementing partners. There is a significant increase in the awareness of the donor as well as knowledge on implementing partners, however more active approaches are needed to increase donor and implementer awareness.
- 6** 89 per cent of ESSN recipients thought that the assistance amount was insufficient to cover their basic needs. This is an increase from the second survey wherein 47 per cent of the participants stated the amount was insufficient to cover basic needs. This can be a reflection of the impact of economic developments in the country on the beneficiary households.
- 7** Further investigation is needed in relation to the high percentage of dissatisfaction among ineligible applicants regarding how their formal complaints were addressed. Of the 21 per cent of ineligible households who submitted a formal complaint or provided programme feedback, 59 per cent were satisfied with the response. As for the eligible households, 16 per cent reported to have submitted a formal complaint and 83 per cent responded that they were satisfied with the response received. The number of complaints has increased compared to the previous survey; however, the satisfaction level from the response has also increased among non-recipients. Among recipients, there is a slight decrease in their satisfaction levels in relation to the responses they received to their complaints. This gap in the level of satisfaction between the eligible and the ineligible may be further explored to see whether it is linked with the households' general disappointment for being ineligible or whether complaints are not addressed adequately throughout programme lifecycle.

# INTRODUCTION

The ESSN Satisfaction and Feedback Survey is conducted biannually, and it is one of the core activities aimed at assessing the functioning of the programme 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 acceptance and trust; 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.

Especially during the COVID-19 pandemic, when all direct interaction with people has been limited for a long period of time, it has become even more important to maintain communication with the affected population and receive feedback from them.



## OBJECTIVES OF THE SURVEY

The purpose of this study is to understand the applicants' overall satisfaction with the ESSN programme and to obtain feedback from both the eligible and ineligible respondents on 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 the satisfaction levels of the applicants with the ESSN processes.
- 3** Exploring the communication preferences of the applicants.
- 4** Understanding the applicants' general perception of the ways in which their lives in Türkiye have changed.

# 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 conducting the study.

## Sample Size and Sampling Technique

The sample size was calculated at 10 per cent level of precision and 90 per cent confidence interval to obtain a sample of 699 respondents (422 ESSN recipients and 277 non-recipients).

## Data Collection

The survey was conducted between December 2021 and January 2022 through the outbound calls by the Monitoring and Evaluation (M&E) operators using the 168 Türk Kızılay Call Centre located in Gaziantep. Prior to data collection, the operators were trained by the IFRC and the TRC Community Engagement and Accountability (CEA) teams and M&E teams on data collection techniques to understand data quality measures, master research tools, ethical 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 the participants was maintained. Before starting the data collection, each respondent was thoroughly informed that all the information captured during the survey would be kept strictly confidential and that their responses would have no positive or negative implication on their eligibility status.

## Data Analysis

Data analysis was mainly conducted by the IFRC and TRC 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**

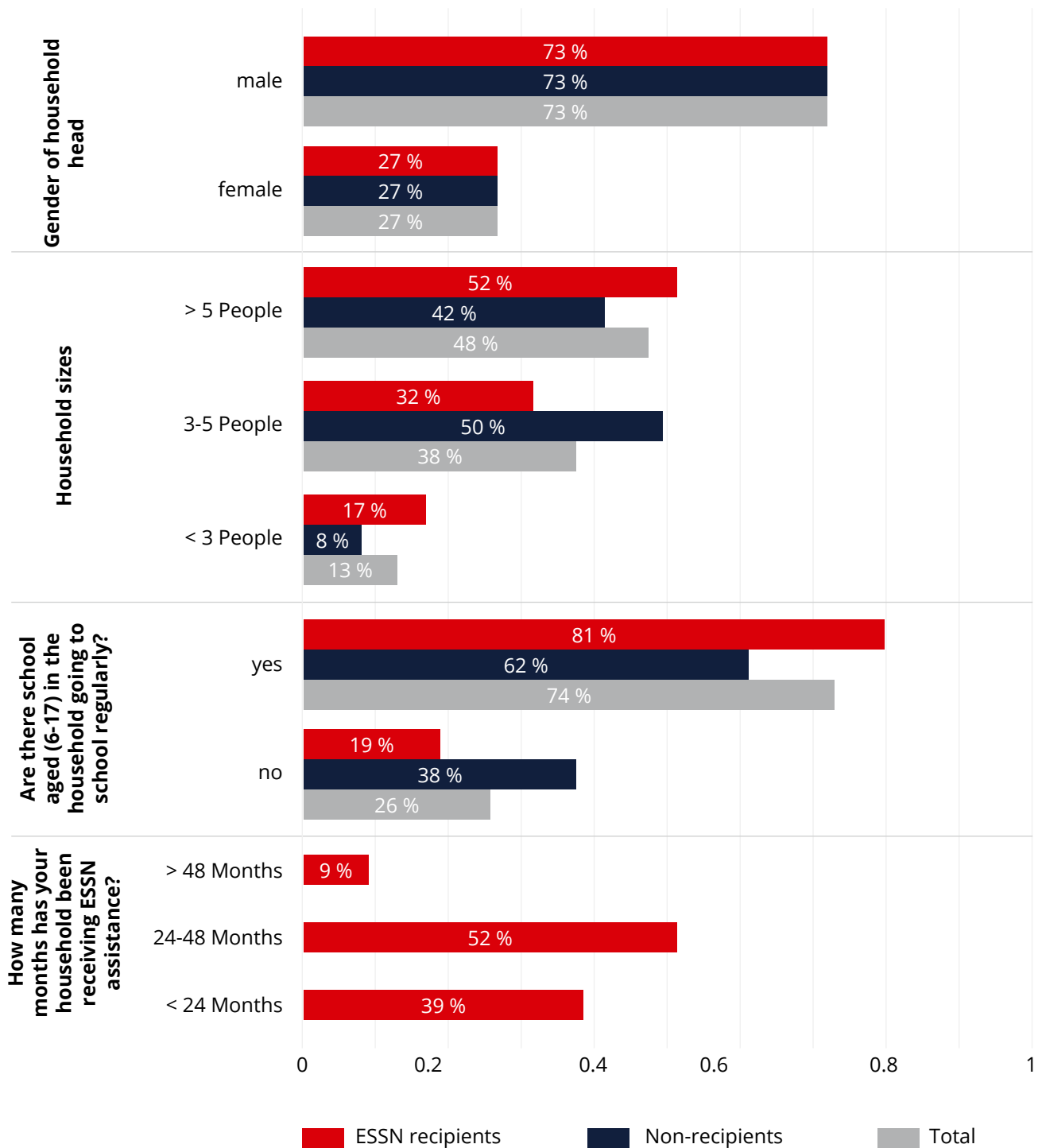




# FINDINGS

## DEMOGRAPHIC ANALYSIS

Figure 1: Demographic Characteristics of the Survey Respondents



Due to the sampling method adopted for this survey, 73 per cent of the respondents were male, while 27 per cent were female. This sampling size might reflect one of the challenges for female members of the affected population in terms of equal opportunity to take part in the survey and is an important reason for the need to change the sampling method.

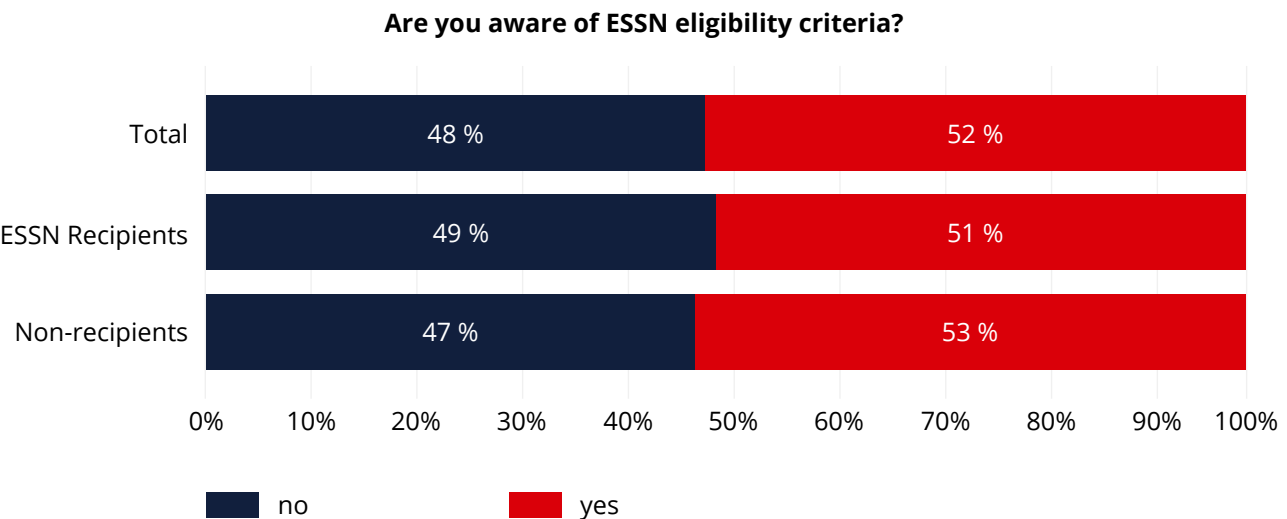
In terms of household size, 86 per cent of the respondents are from families of three members or more, with almost half (48 per cent) of the respondents coming from households with five members or more. Additionally, considering that the school enrollment rate among ESSN recipients is 81 per cent (whereas it is 62 per cent for non-recipients), it can be said the ESSN has a positive impact on children's access to education. Finally, it is worth noting that 61 per cent of the respondents have been recipients of the ESSN for 24 months or longer. This can be evaluated as a sufficient level of exposure to the programme to observe and get involved in different stages of it, to contact programme staff and to utilize various communication channels. Hence, it indicates that the observations of these respondents are regarded as well-established.

# KNOWLEDGE ABOUT THE ESSN PROGRAMME

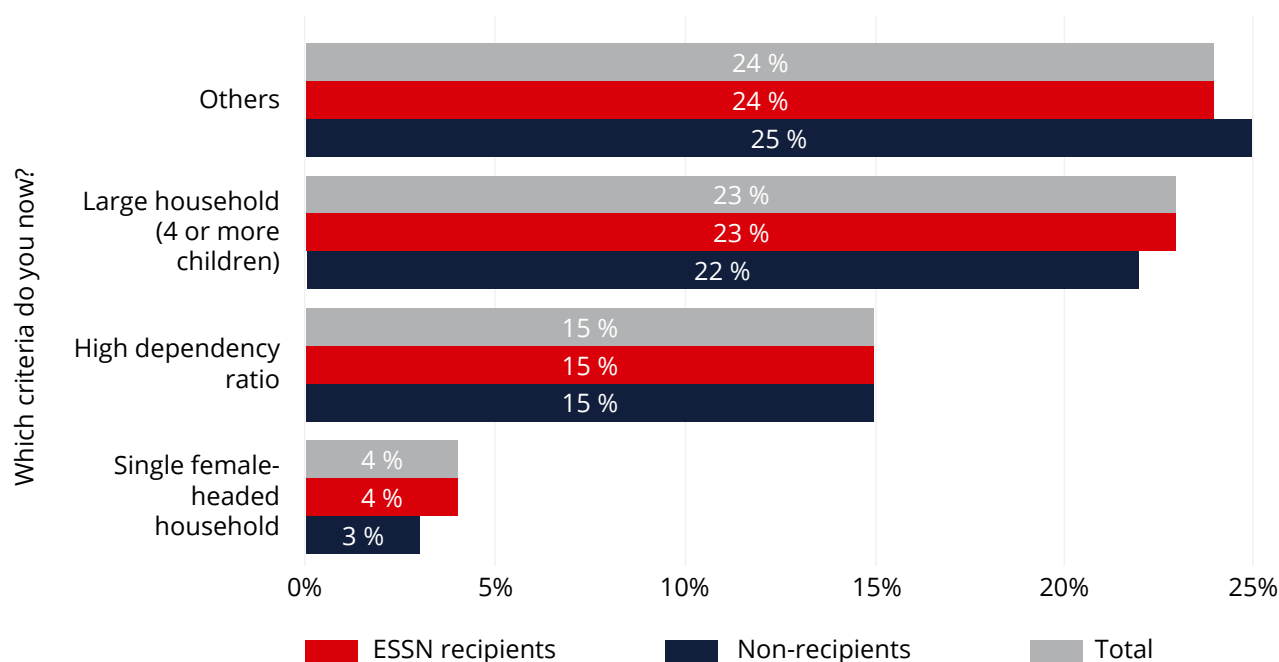
## Almost half of ESSN applicants are not aware of the ESSN eligibility criteria

Among ESSN recipients, almost half of them (49 per cent) were not aware of the programme eligibility criteria. On the other hand, among the recipients who stated that they knew the eligibility criteria, the most well-known criteria was the high dependency ratio (23 per cent), followed by large households (15 per cent). The percentage of ineligible applicants who stated they were aware of the ESSN eligibility criteria is nearly the same as eligible participants, at 53 per cent. Likewise, high dependency ratio (15 per cent) and large households (22 per cent) were the most known criteria by non-recipients. Almost all of the 24 per cent of respondents reported that having 3 children, for example, was one of the criteria, which is outlined as 'other' criteria.

**Figure 2: Awareness about the ESSN eligibility criteria**



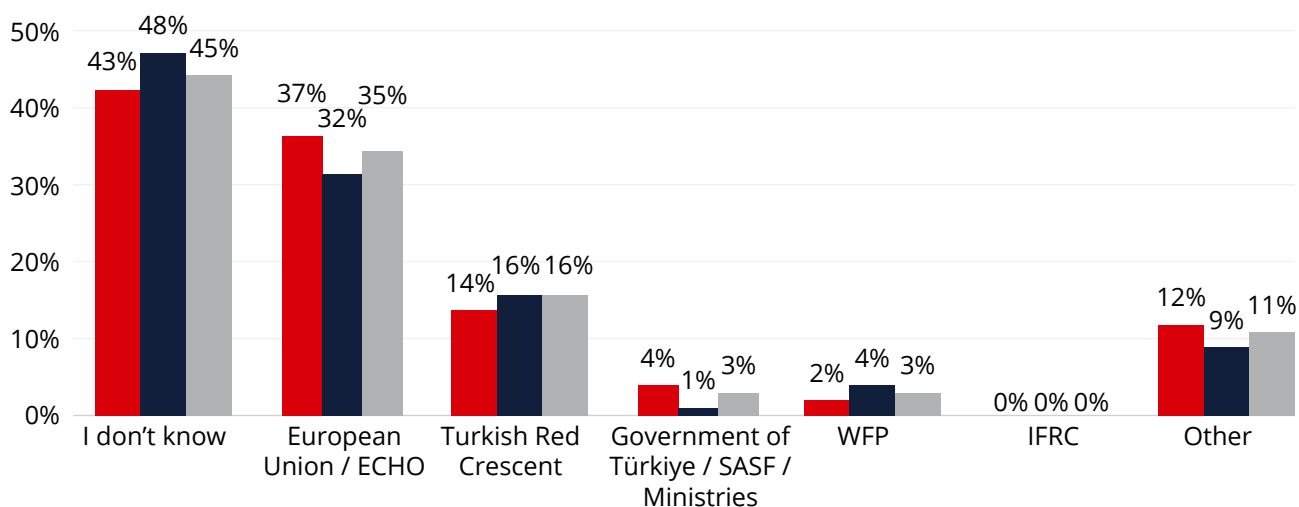
**Figure 3: Awareness pattern about the eligibility criteria**



## Knowledge about the donor

In terms of knowledge about the donor, 43 per cent of the ESSN recipients and 48 per cent of non-recipients did not know who the funder of the programme is. Only 37 per cent of ESSN recipients and 32 per cent of non-recipients were aware that the ECHO-EU is the sole funder of this assistance. It is important to note that percentage of respondents with accurate information about the donor increased from 13 per cent to 35 per cent between the first and the third rounds of ESSN surveys. 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 visibility exercises of the donor in order to prevent misinformation among both the affected population as well as the host community.

**Figure 4: Knowledge about the donor**



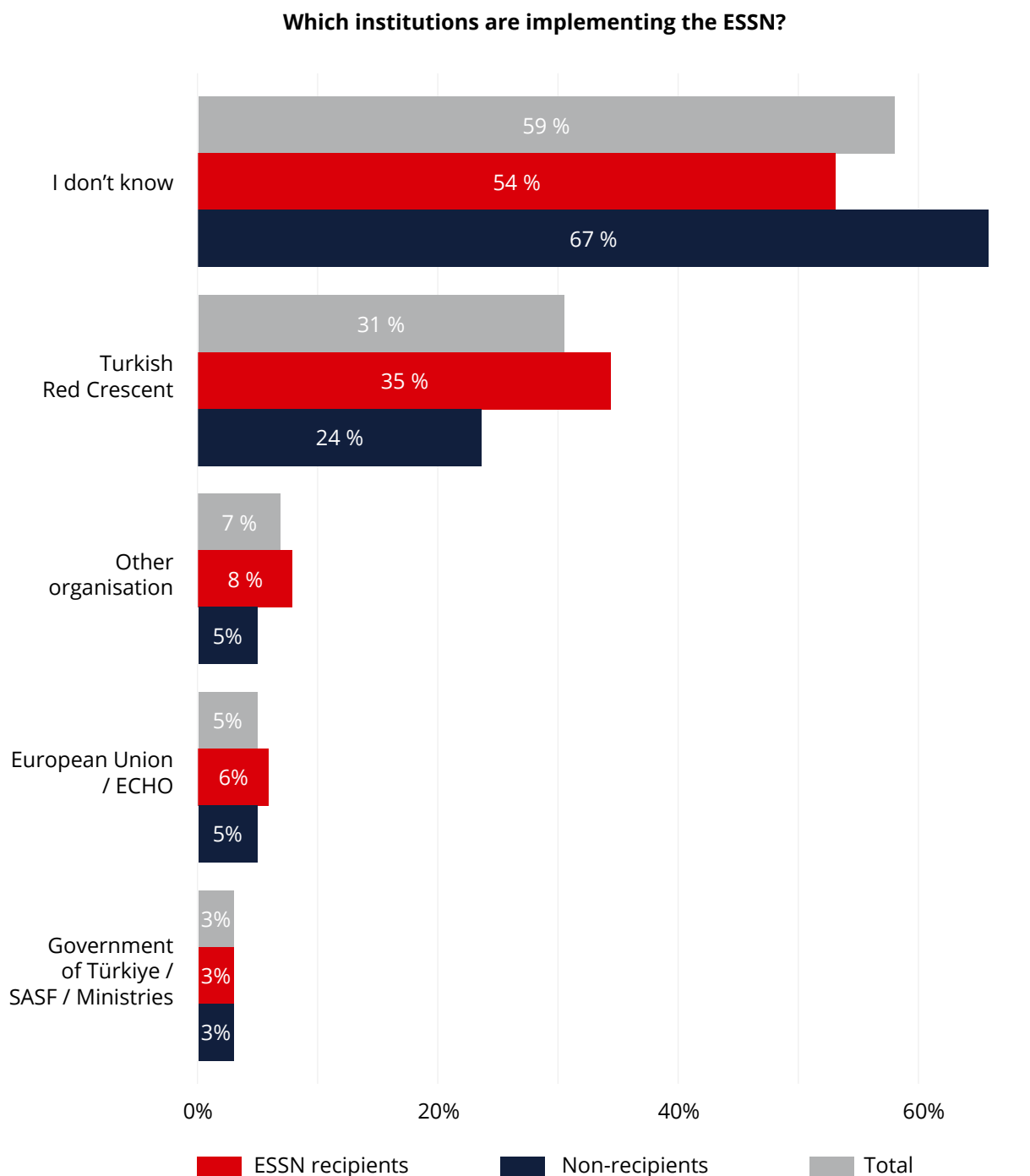
**Do you know who is involved in funding this ESSN service / cash support?**

ESSN recipients Non-recipients Total

## There is a noticeable increase in the knowledge about the correct programme implementor

In terms of the knowledge about the programme implementors, 67 per cent of the non-recipients and 54 per cent of the recipients did not know the correct implementor of the ESSN programme. Only 24 per cent of the non-recipients and 35 per cent of the recipients identified Turkish Red Crescent as implementors. None of the respondents did know about IFRC as programme implementor, whereas knowledge about GoT/SASF/Ministries as programme implementor was very low, at 3 per cent for both recipients and non-recipients. Overall, it is understood that the recipients are more knowledgeable about the programme implementor than the non-recipients. However, there is still a need for further communication about the implementors of the programme and an elaboration as to why it is important to be knowledgeable about this.

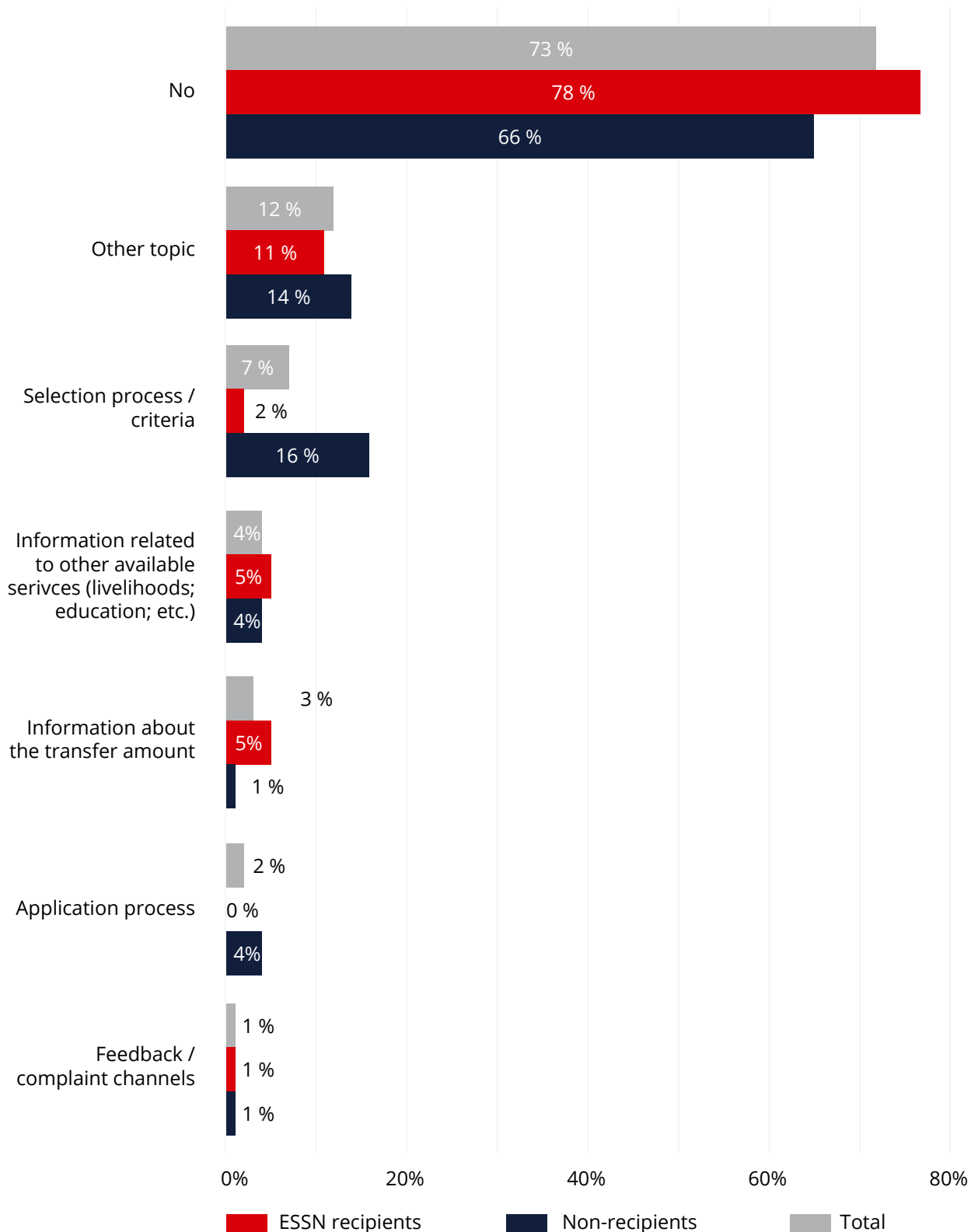
**Figure 5: Knowledge about the Programme Implementors**



As for the topics ESSN applicants would want to receive more information on, the majority (78 per cent of ESSN recipients and 66 per cent of non-recipients) did not have a topic they needed more information on. According to 2 per cent of ESSN recipients and 16 per cent of non-recipients, eligibility criteria was an area where further dissemination of information was needed.

**Figure 6: Request for Information topics**

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





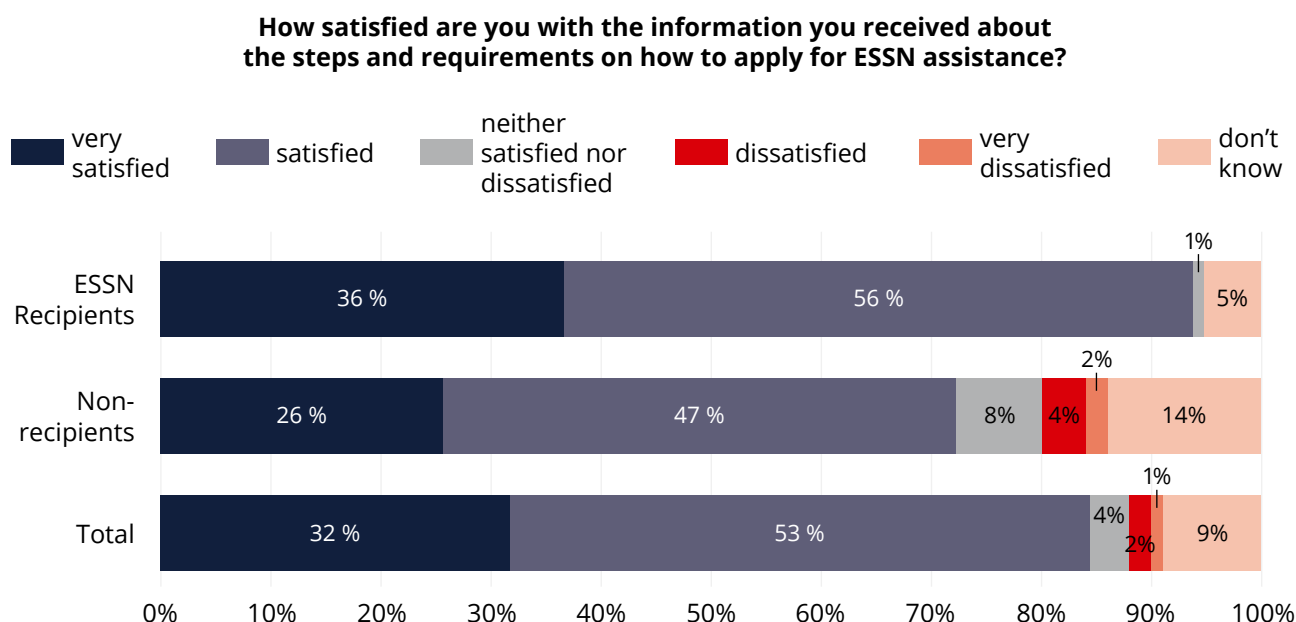
# SATISFACTION WITH THE ESSN PROCESSES

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

Among non-recipients, a considerable majority (73 per cent) was satisfied or very satisfied with the information received on the programme application steps and requirements, despite their non-eligible status. 6 per cent were dissatisfied or very dissatisfied and another 14 per cent did not know what to answer. For ESSN recipients, satisfaction with the information received related to programme application requirements and steps was overwhelmingly positive, with 92 per cent being satisfied or highly satisfied. 5 per cent responded to this question as 'do not know'.



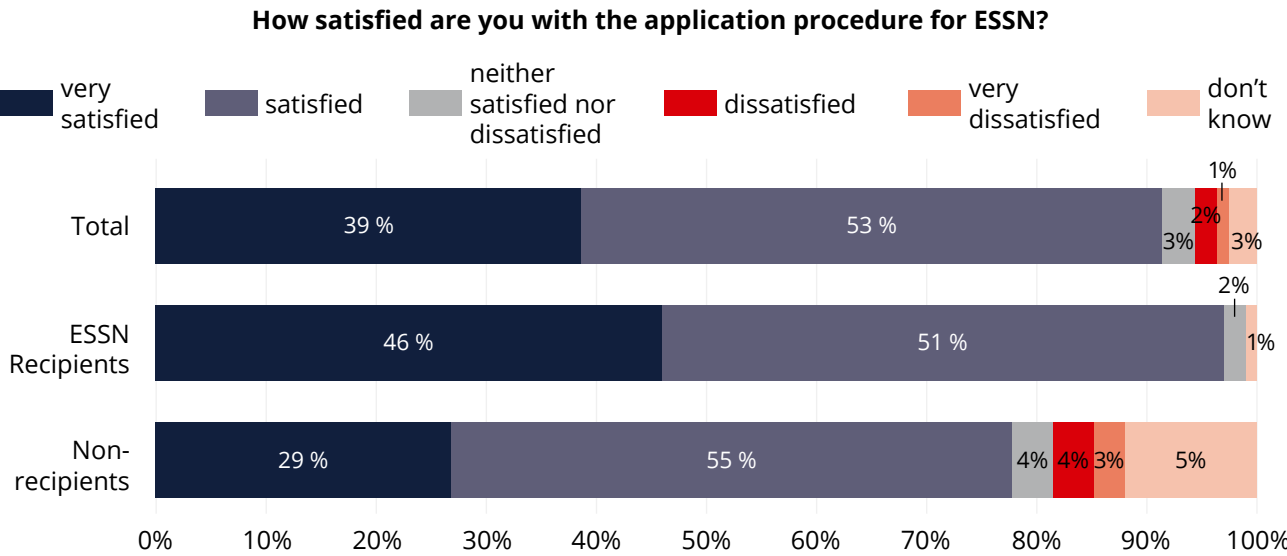
**Figure 7: Satisfaction with the information provided on the ESSN application process**



# 92 per cent satisfaction with the ESSN application process

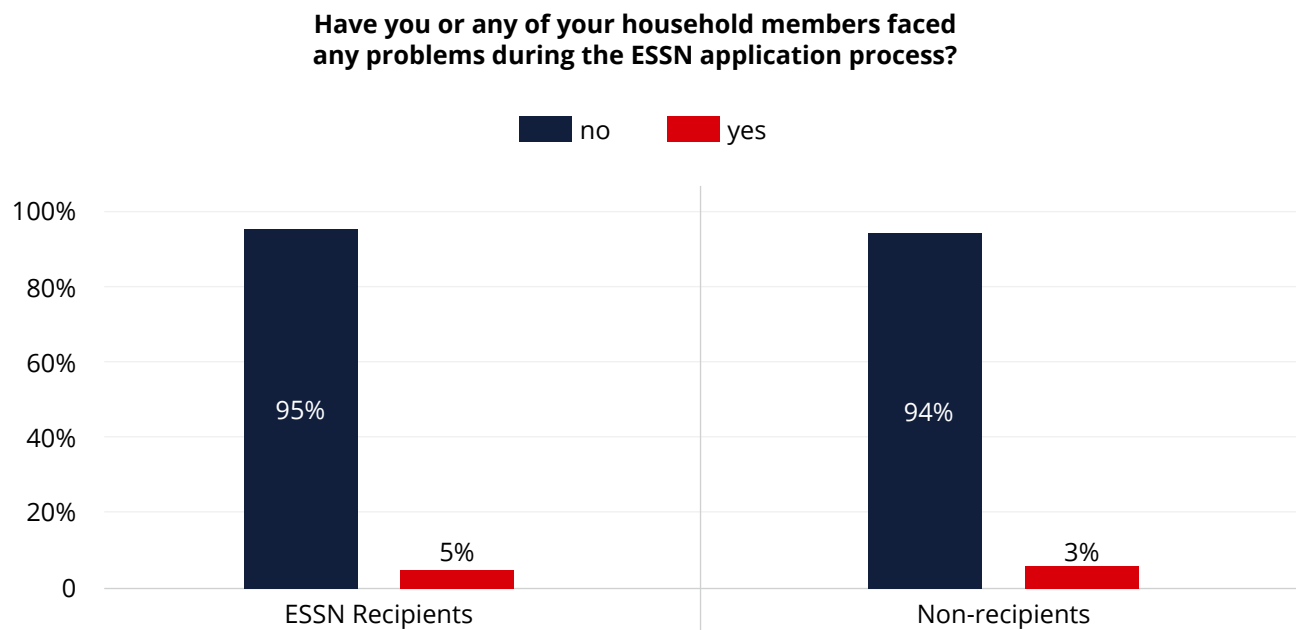
As for the ESSN application process, 84 per cent of ineligible applicants were satisfied or very satisfied with the ESSN application process, 7 per cent were dissatisfied or very dissatisfied and another 5 per cent were not able to answer. For ESSN recipients, satisfaction with the programme application process was extremely positive; 97 per cent were satisfied or very satisfied and only 5 per cent said that they experienced problems during the application phase.

Figure 8: Satisfaction with the ESSN application process



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

Figure 9: Barriers in accessing the ESSN application

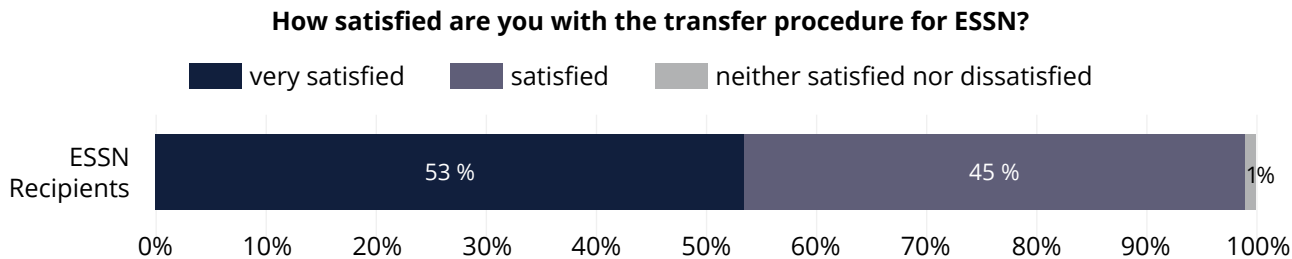


This survey also aimed to understand if there were barriers to accessing the ESSN programme. The respondents were asked if they had experienced any problems during the application process. Only 5 per cent reported they had experienced problems during the application process, while 95 per cent had no problems during this process. This showed there were very few barriers for the ESSN applicants to access the programme.

# 98 per cent ESSN recipients are satisfied with the transfer procedure of the ESSN

Among the ESSN recipients, 98 per cent were satisfied or very satisfied with the transfer procedure for ESSN.

Figure 10: Satisfaction with the transfer procedure of the ESSN



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

When it comes to withdrawing cash from the ATMs, only 5 per cent of recipients had difficulty in doing so. Among those who had trouble, 38 per cent said that their card was swallowed by the ATM, 14 per cent complained about the long waiting lines at the ATM and 10 per cent said the ATM did not work. It is considered that the difficulties experienced the ESSN recipients are linked to using the card at the ATM and not any of the programme processes. As for the time it took for beneficiaries to reach the ATM, a great majority (87 per cent of ESSN recipients) reported that it took less than 30 minutes, while it took between 30 and 60 minutes for the remaining 11 per cent.

Figure 11: Difficulties when redeeming cash assistance from the ATMs

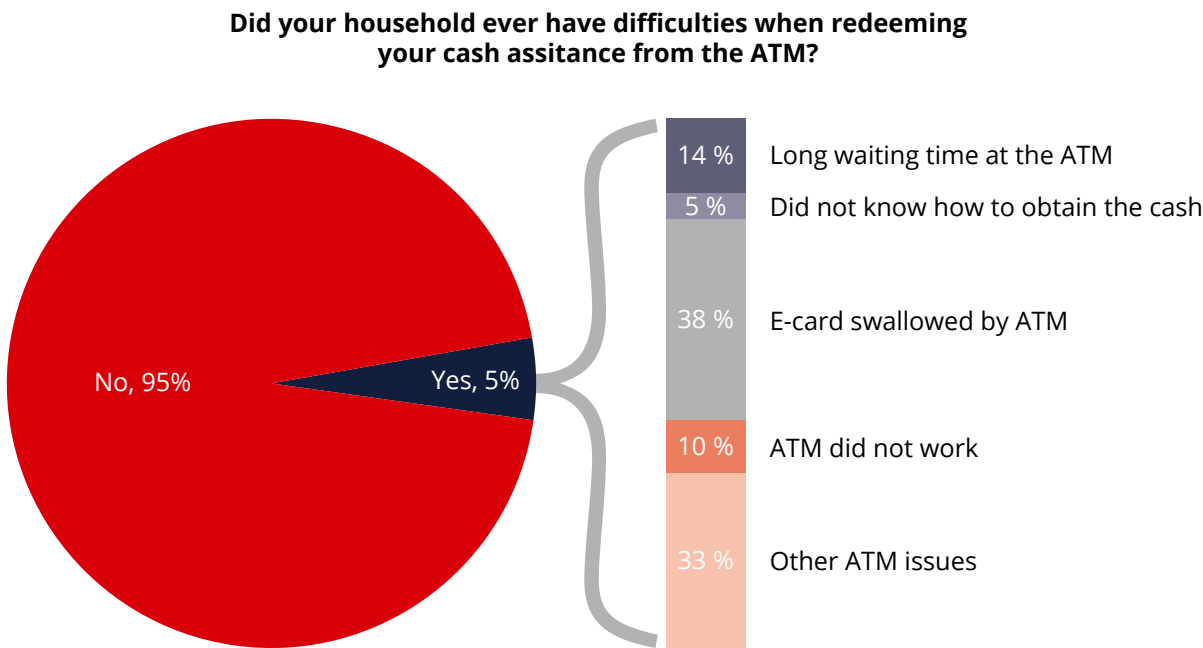
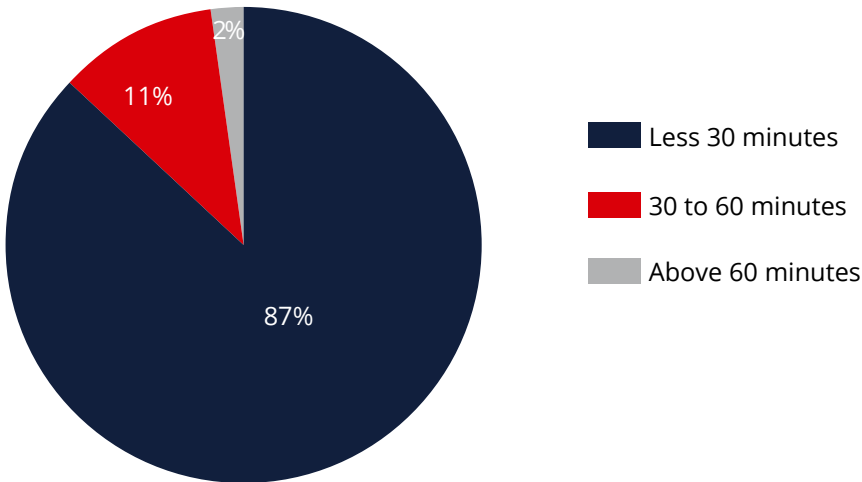


Figure 12: Nearest ATM

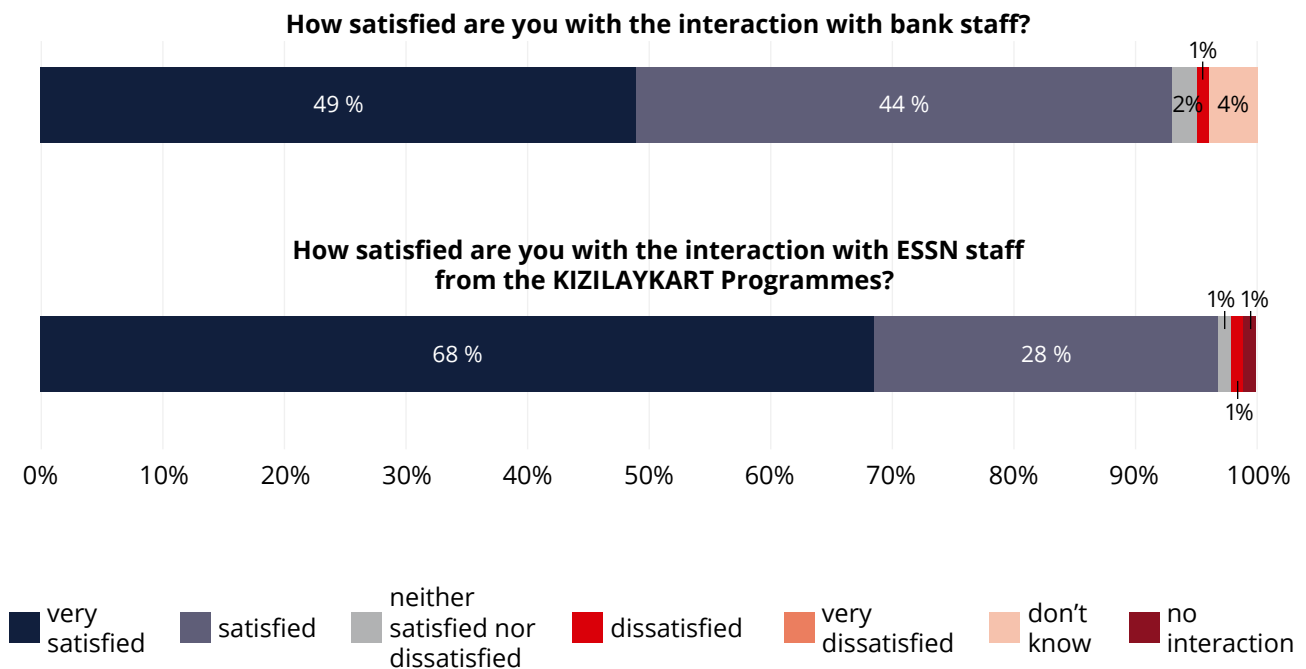
How long does it take you to reach the nearest ATM?



## Satisfaction rate at 96 per cent with ESSN staff from KIZILAYKART Programmes and 93 per cent with bank staff

Most participants (96 per cent) said they were satisfied with their interactions with ESSN staff from KIZILAYKART Programmes. Similarly, 93 per cent of the recipients were satisfied with their interaction with bank staff. These findings reflect the recipients are well assisted by qualified ESSN and Halkbank staff in an appropriate manner.

**Figure 13: Satisfaction with Interactions with ESSN staff from KIZILAYKART Programmes and Halkbank staff**



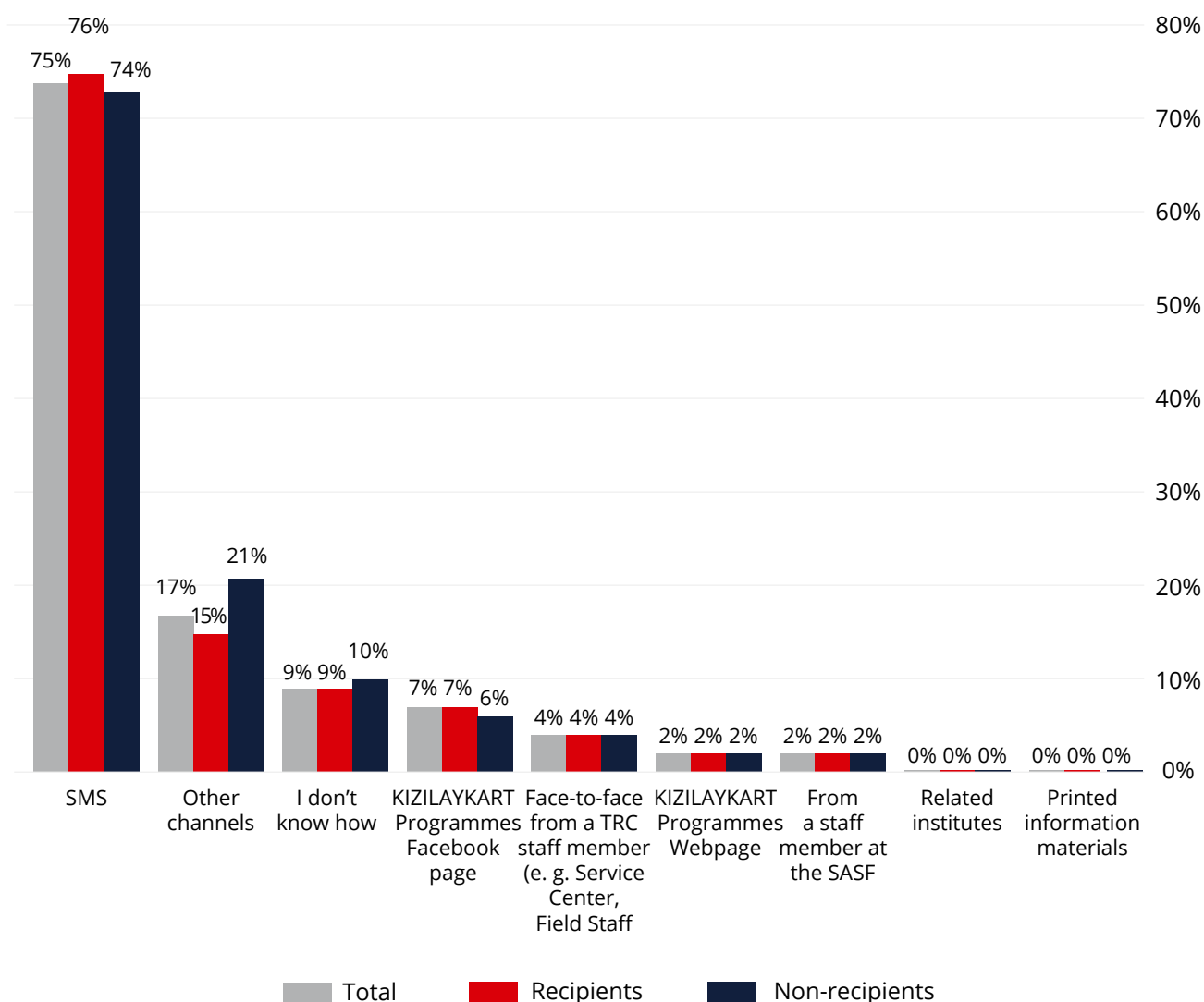


# COMMUNICATION PREFERENCES

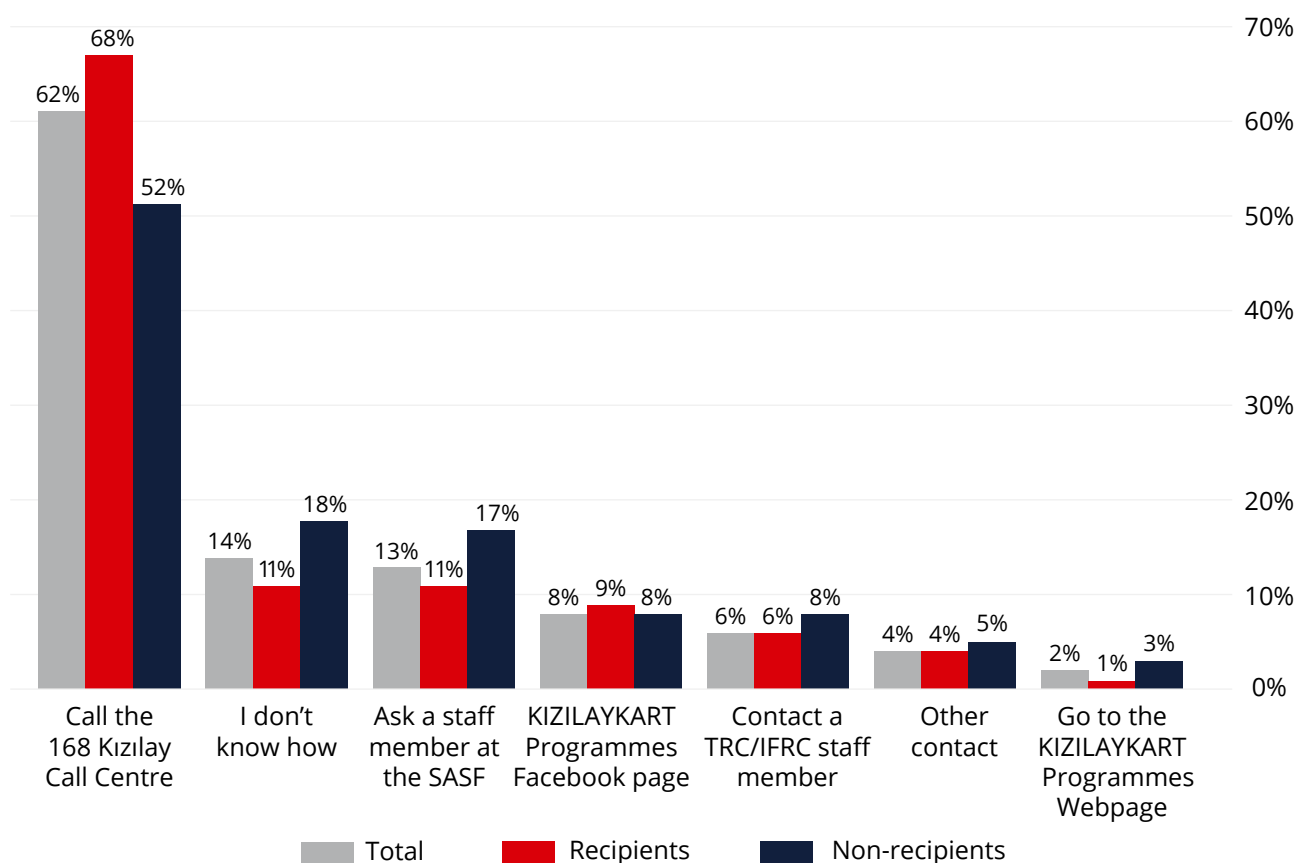
**The most preferred method of communication among ESSN applicants for programme information updates is receiving SMS, as reported by 75 per cent.** When the participants were asked how they would get in touch if they required further information, a large part of both recipient and non-recipient households (68 per cent and 52 per cent respectively) suggested they would call 168 Türk Kızılay Call Centre, a dedicated line accessible during working hours on weekdays and for half the day on Saturdays. 9 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 the indecisiveness. 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 168 Türk Kızılay Call Centre being the most preferred (55 per cent). It can be said that there is room for improvement in the 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 emphasises the essential nature of continued quality services from 168 Türk Kızılay Call Centre and SASF – TRC/IFRC representation.

**Figures 14, 15 & 16: Communication preferences of ESSN recipients and non-recipients**

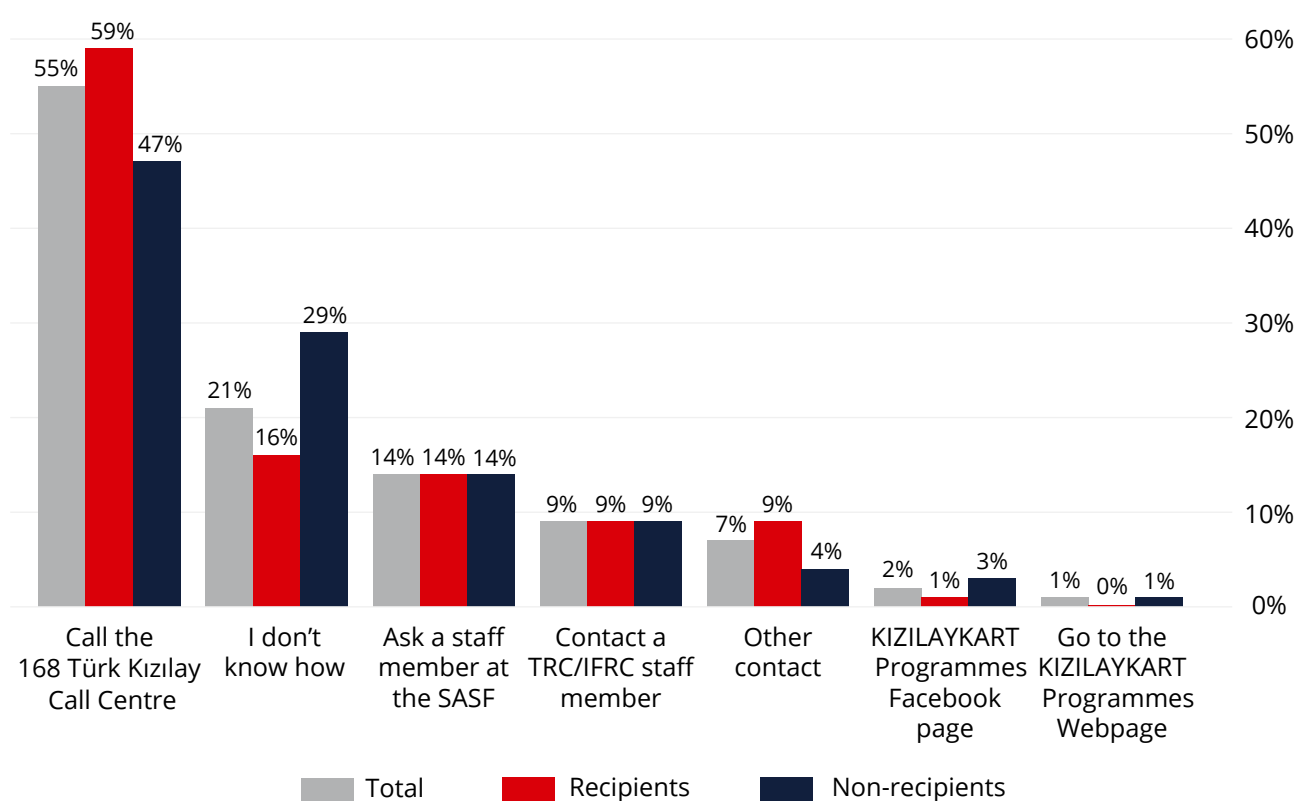
**Through which communication channel would you prefer to receive regular information updates about ESSN assistance?**



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



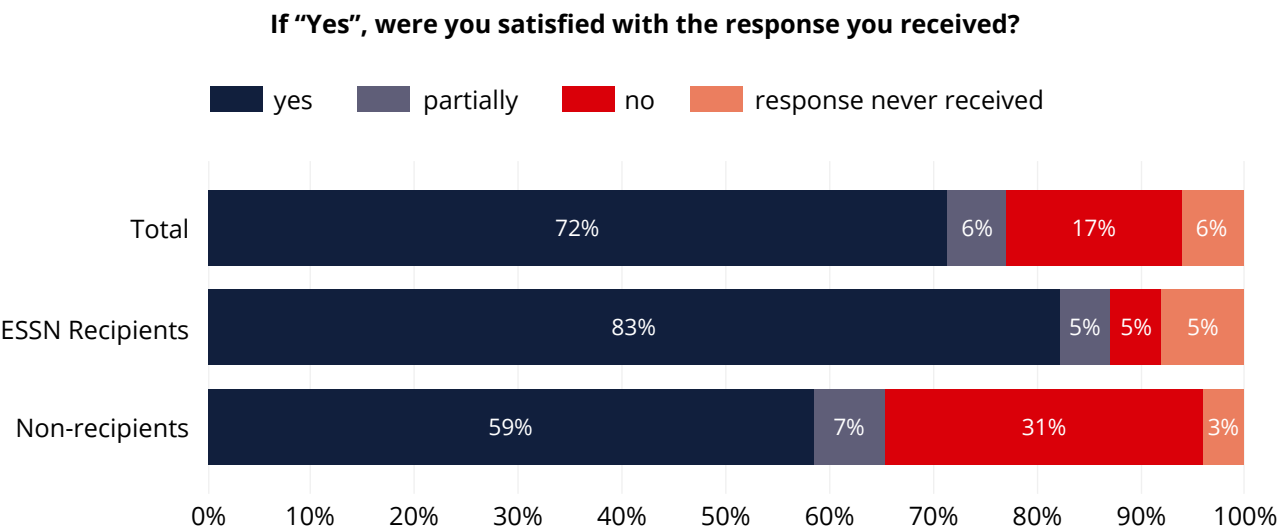
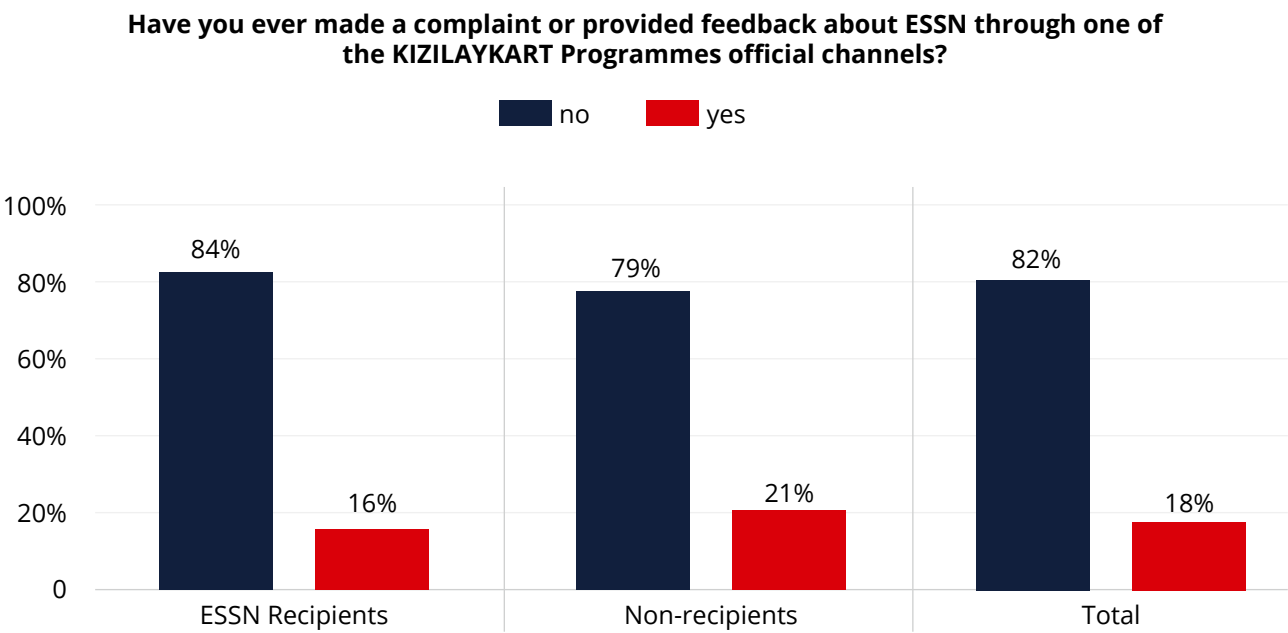
### If you want to report a sensitive issue about the ESSN, which communication channel would you use?



# 18 per cent of ESSN applicants made a complaint/provided feedback about the ESSN

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. 16 per cent of ESSN recipients reported that they had filed a complaint and 83 per cent of those were satisfied with the response received.

Figures 17 & 18: Complaint Mechanisms

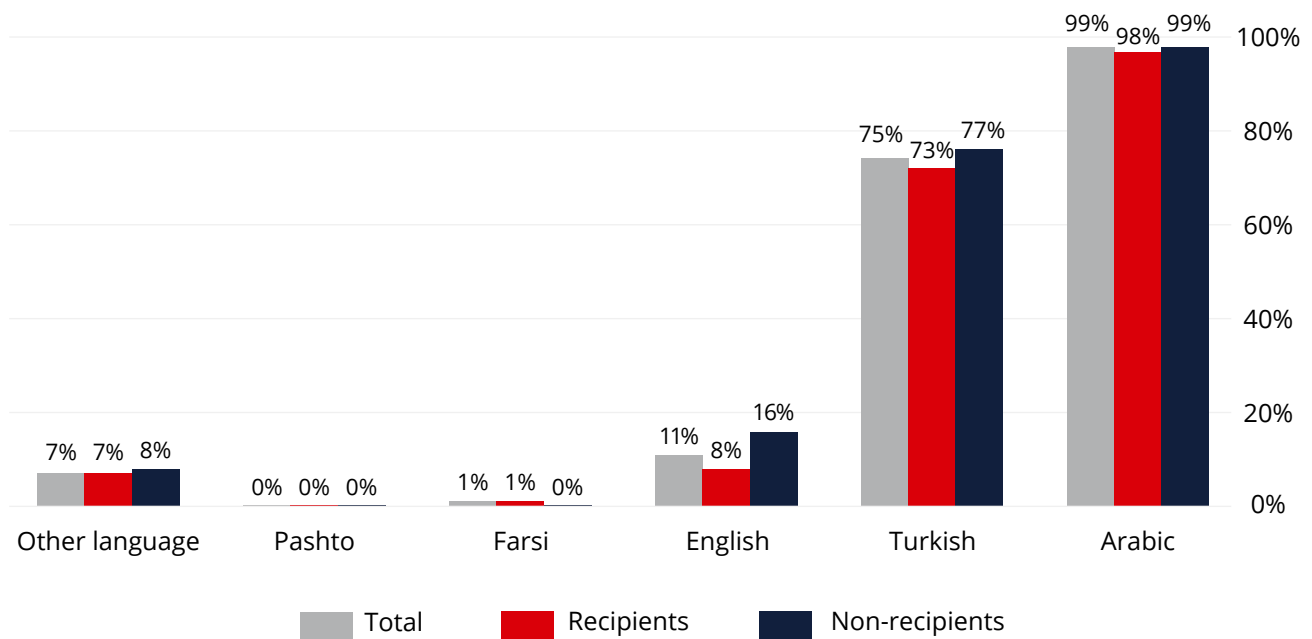


## Ability to speak and write in different languages

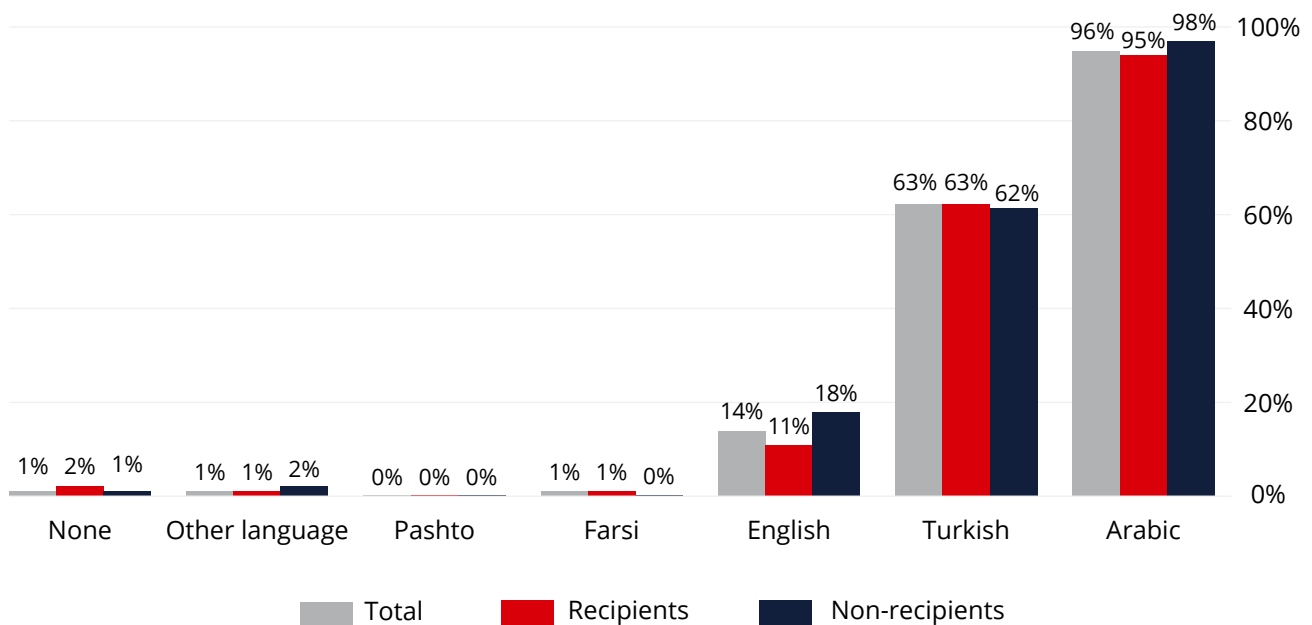
In relation to the languages spoken in the ESSN households surveyed, Arabic stands out with a total of 99 per cent, followed by Turkish with 75 per cent for both recipient and non-recipient households. A slight variation is observed between ESSN recipients' and non-recipients' ability to speak English where rates are 8 per cent and 16 per cent, respectively.

**Figures 19 & 20: Language skills of the respondents**

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



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



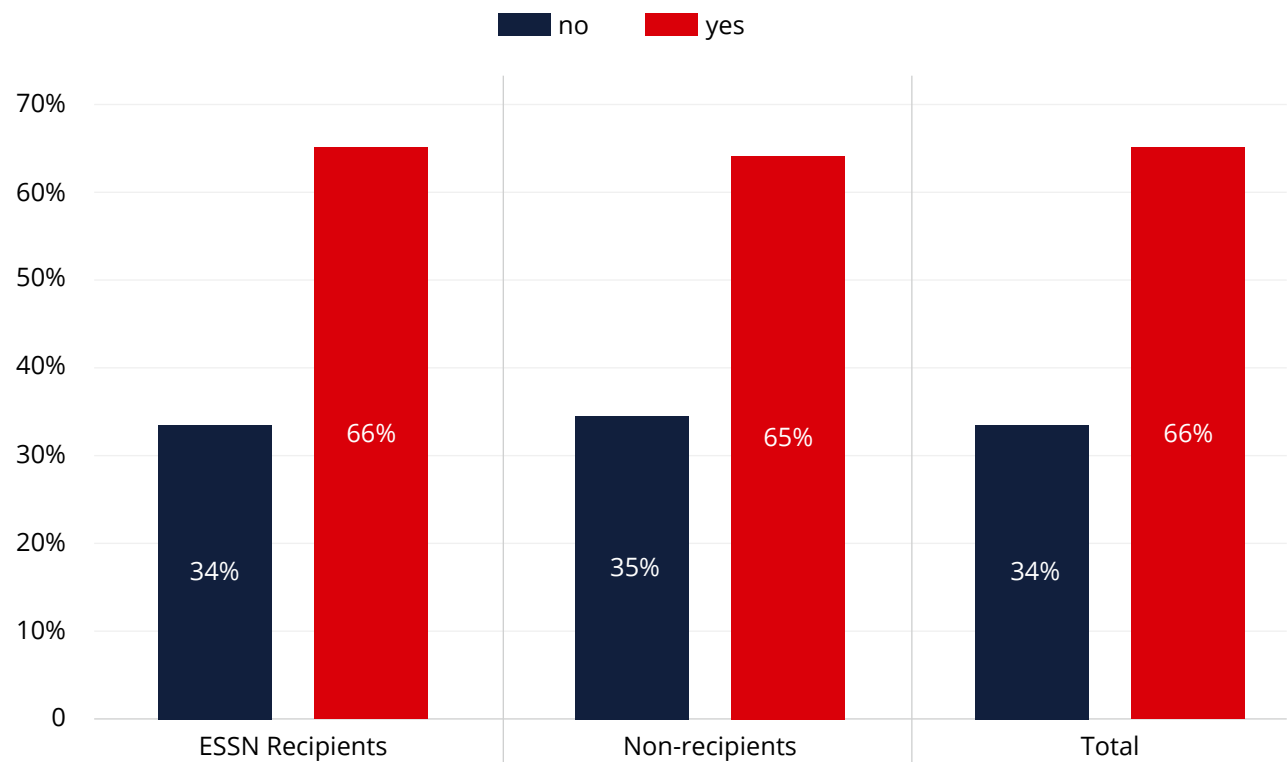
# GENERAL PERCEPTIONS

## 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. 34 per cent reported having experienced significant changes in their lives over the past six months.

**Figure 21: Significant changes in the last six months**

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





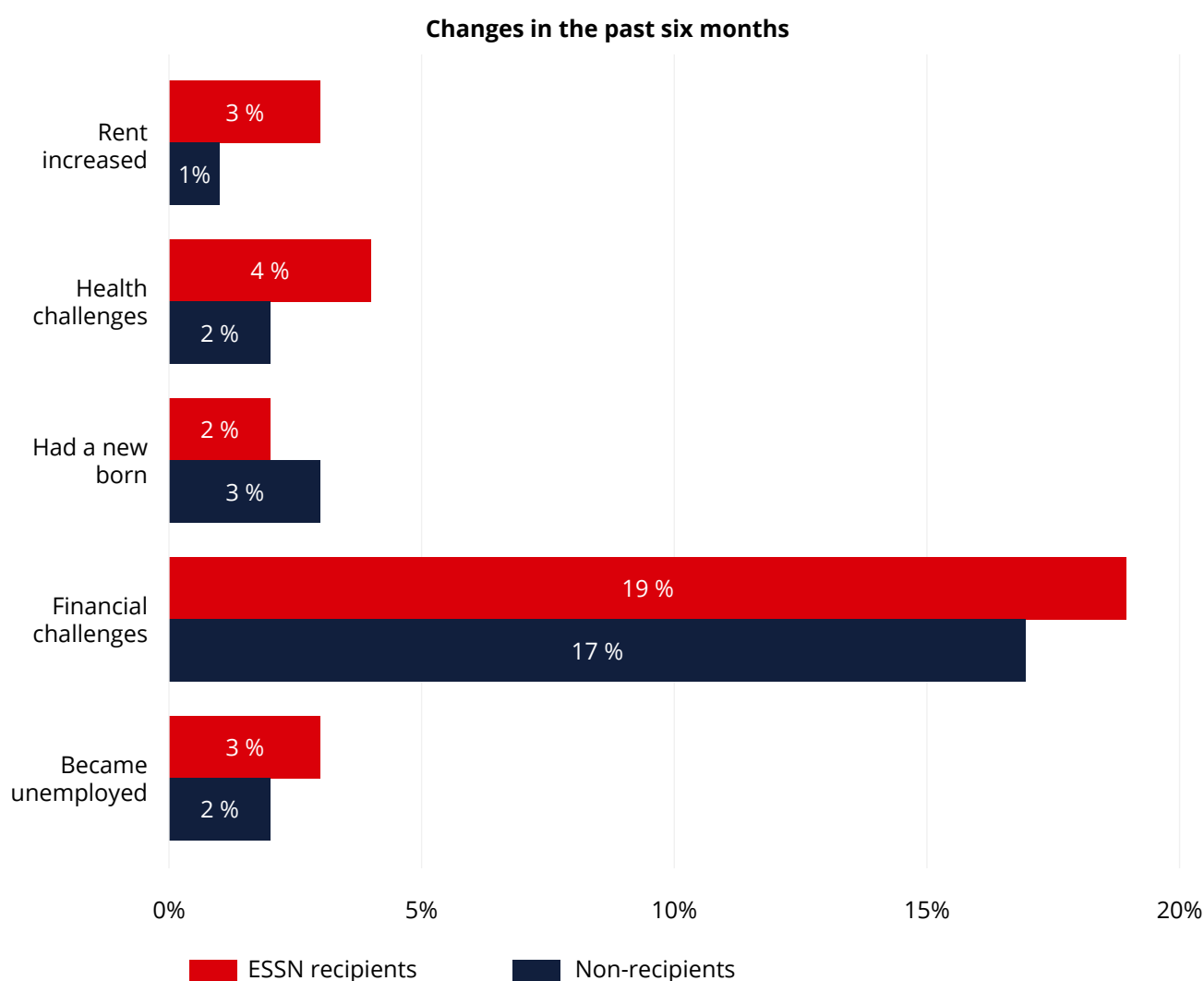
## The main changes experienced by ESSN applicants in the past six months are related to economic challenges

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 41 per cent of ESSN recipients and 29 per cent of non-recipients. 9 per cent of ESSN recipients and 16 per cent of non-recipients had lost employment. Reduced job opportunities were reported by 13 per cent of ESSN recipients and 15 per cent of non-recipients. The data also shows that amongst the ESSN recipients, only 5 per cent have recently accessed ESSN assistance (in the last two months) and the rest had been receiving the assistance for more than six months. This can imply that the recipients have had more experience with the programme cycle and can give more in-depth feedback.

“

**Expensiveness,  
house rent has been  
increased. Our income  
does not meet our needs.**  
– Female ESSN recipient, Izmir

**Figure 22: Classification of the changes in the past six months**



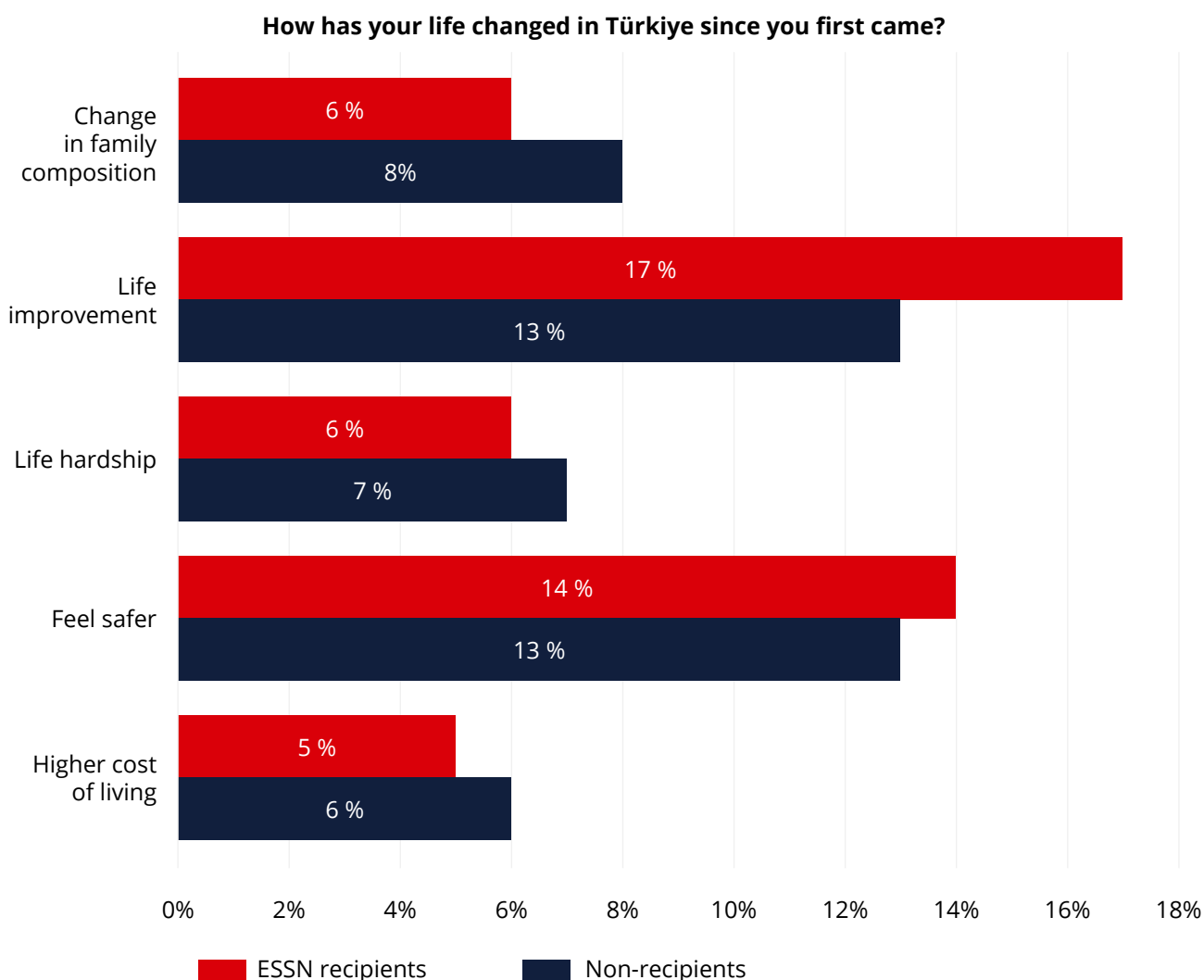
## Main changes experienced by ESSN applicants since arriving in Türkiye

Thematic analysis of the main changes experienced by ESSN applicants since arriving in Türkiye found a general improvement in life as the main change identified, as reported by 17 per cent of ESSN recipients and 13 per cent of non-recipients. Other changes reported include improved safety and security and changes in family composition. However, higher cost of living and hardship of life have also been reported as significant changes.



**Our life in Türkiye got better. My husband started working, my children started school. We started to live in better conditions... – Female ESSN Recipient, Istanbul**

**Figure 23: Main changes experienced by ESSN applicants since arriving in Türkiye**



# 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 & 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.

Protection Mainstreaming Key Outcome Indicators (PM KOI) findings of the current survey can be seen in Annex 2.



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

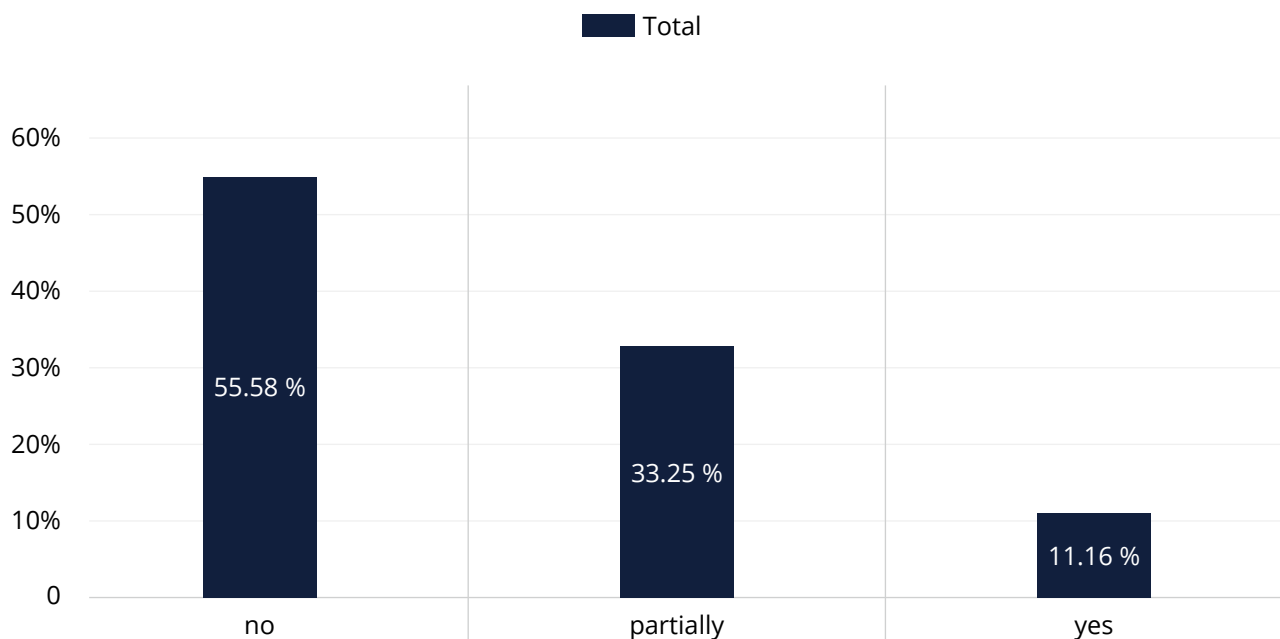
When survey participants were asked whether ESSN staff takes their needs into consideration while assisting them on programmatic issues, 94 per cent of respondents responded positively. Only a very small percentage (6 per cent) stated that they thought their needs were not being considered.

## Adequacy of the transfer amount

Regarding whether the assistance amount is sufficient for ESSN recipients to cover their basic needs, 89 per cent said that it was not fully sufficient (55 per cent reported that the assistance did not cover their basic needs at all, whereas 33 per cent reported it covered the needs only partially). Only 11 per cent thought the amount was enough to cover their basic needs. The stark contrast between the findings of the second survey and the current survey illustrates the direct effect felt by the respondents in relation to the changing economic conditions of the country, such as increasing prices of consumer goods. In many cases, respondents have reported that the assistance is used on specific payments such as rent and/or utilities, as the amount is barely enough to cover these needs.

**Figure 24: Adequacy of the Transfer Amount**

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



## Challenges in accessing services related to ESSN

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

## Perception of ESSN applicants on the programme staff's treatment to them

The overall perception of the respondents on the ESSN staff's treatment to the 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 (97 per cent in total).

## Feedback on the programme

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Most respondents did not have any feedback about the programme. Only 18 per cent of the respondents stated they had provided feedback and/or filed a complaint. The most common complaint was due to removals from the programme as well as problems experienced during the application process. The most common feedback received from recipients was regarding the increase in assistance amount, specifically that despite the assistance amount increase, a further increase is needed, with the rapidly changing economic conditions. For non-recipients, the feedback was regarding whether further protection assistance can be provided, as well as additional financial assistance. Additionally, there was feedback from non-recipients that suggested the eligibility criteria are seen as unfair.

Findings of this study indicate that 1 per cent of the respondents providing feedback would like to learn further about the eligibility criteria. Considering the number of respondents who did not know about them, or have an incorrect notion of what criteria exist, it appears the request for information is quite low.

## Protection feedback

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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 PM KOI embedded in this Satisfaction Survey, ESSN 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 protection mainstreaming indicator is 75 per cent, meaning 75 per cent of the 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 25 per cent of the other respondents on 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 directly working with the affected population. A learning action plan and training curriculum was designed for staff in ESSN to be sensitized on gender, age and disability, protection needs and on how to communicate respectfully with persons with different sensitivities. All staff hold core competencies in protection and the “do no harm” principle. ESSN continues to monitor mainstreaming of protection and focus to maintain safe programming and protective environment for the affected population.

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

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 12.5 per cent of the overall respondents provided feedback or gave complaint previously via this mechanism. When the remaining respondents were asked why they had not provided any complaint or feedback, most of the respondents indicated that they did not experience any problem to complain about whereas some of them mentioned that they did not want to put the effort into that process. Another group responded that they did not know how to do so. As this mechanism is one of the significant tools involving affected population to identify barriers and challenges, there is a need to capture further information on the utilization of the mechanism.



# CONCLUSION

The analysis of the ESSN Satisfaction and Feedback Survey has revealed overall positive results in relation to various aspects of the programme. For example, 92 to 98 per cent of ESSN recipients were satisfied with the information they receive about the programme, including application and transfer processes, while over 93 per cent were satisfied with the way they were treated by KIZILAYKART Programmes staff and Halkbank staff. Only 5 per cent reported that they experienced problems during the application phase and 95 per cent did not experience any difficulty withdrawing funds from ATMs. 94 per cent of respondents said their needs were considered by the programme staff. The most preferred method of communication to receive programme information updates and regular information is SMS (75 per cent), whereas the 168 Kızılay Call Centre is preferred to request further information and report sensitive issues.

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

- 1** Although there is a visible increase in the knowledge of the eligibility criteria since the last survey, the number of respondents unaware of the eligibility criteria still merits more action. More targeted awareness raising around eligibility criteria is vital not only for all potential recipients but also for households who have become ineligible or are likely to disqualify due to prospective demographic changes. Another reason for increased communication efforts in relation to the criteria is that, as per the findings, 48 per cent of the respondents still do not know the criteria even though the programme has been running for the last six years.
- 2** Donor awareness of the programme is still quite limited. Although it does not directly impact the outcomes of the ESSN programme, 43 per cent of the recipients and 48 per cent of non-recipients did not know who the funder of the programme is. Action taken since the last survey seems to have had positive results since knowledge of the donor has increased; however, more action needs to be taken to increase donor awareness. Similar trends were identified for knowledge about programme implementing partners. 54 per cent of recipients and 67 per cent of non-recipients did not know who the implementors of the program were. The best-known implementing partner is TRC, which 35 per cent of recipients and 24 per cent of non-recipients correctly identified. Increased awareness of implementing partners in TRC Community Centres and Service Centres and SASF offices, as well as further awareness in program related materials, could increase implementing partner knowledge. The correct knowledge of both donor and implementors would be an advantage for the community to receive information from correct channels and prevent fraud, as well as creating a better understanding of the programme for the host community.
- 3** According to the first satisfaction survey, 70 per cent of ESSN recipients thought that the rate was insufficient to cover their basic needs. In the second survey, this rate decreased to 47 per cent, which could be attributed to the increase of the assistance amount to 155 TRY, and in the current survey, the rate of respondents stating the assistance does not fully cover their basic needs rapidly increased to 89 per cent. This rapid shift in opinion is an indicator of the impact of the current economic situation of the country, with increasing feedback for the revision and increase of the transfer amount coming from the community. It is important to have a revision of the value to ease the economic constraints recipient households are currently experiencing.
- 4** Most recipients can withdraw cash from the ATMs using their debit card (Kızılaykart) provided by the programme without a problem. However, 5 per cent of the respondents are still experiencing difficulties using ATMs. These respondents can be targeted and referred to basic digital and financial skills building initiatives.

**5** Further investigation is needed in relation to the high percentage of dissatisfaction among ineligible applicants regarding how their formal complaints were addressed. Among 21 per cent of ineligible households who submitted a formal complaint or provided programme feedback, only 59 per cent were satisfied with the response. For the eligible, these rates were 16 per cent and 83 per cent respectively. Although the satisfaction level among eligible respondents seems high, there has been a visible drop in satisfaction rate. This result may be further explored to see whether it is linked to the household's general disappointment for being ineligible or whether complaints are not addressed adequately throughout programme life cycle. Through regular data analysis of communication reports and constant communication with programme staff, the outlying reasons for this level of dissatisfaction are being analyzed and possible solutions are being discussed.

**6** 88 per cent of respondents thought their needs are taken into consideration by programme staff. Although this is a good value in itself, 12 per cent of respondents thought their needs were not considered. This may be overcome through revalidation of eligibility criteria with possible implications for better targeting of the most vulnerable refugees.



# ANNEX I

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

Satisfaction related to	ESSN Recipients <sup>1</sup>	Non-Recipients	All Applicants <sup>2</sup>
ESSN Knowledge (April 2021)	55 per cent did not know the donor; 63 per cent did not know the implementing agencies of the programme.	33 per cent were not notified that their application was denied.  64 per cent did not know the donor; 73 per cent did not know the implementing agencies of the programme.	In general, 54 per cent of the applicants did not know the eligibility criteria, while others knew high dependency ratio and large households the most.  Overall, 60 per cent of the applicants did not know the donor, whereas 68% of them did not know the implementing agencies of the programme.
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 Processes and Implementation (April 2021)	97 per cent were satisfied with information received related to programme application process; 98 per cent were satisfied with the programme application process, 98 per cent were satisfied with the transfer process.  99 per cent were satisfied with the way they were treated by KIZILAYKART Programme staff and 95 per cent satisfied with Halkbank staff.	75 per cent were satisfied with the information received on the programme application process and 80 per cent were satisfied with the ESSN application process.	96 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, 43 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).

<b>ESSN Processes and Implementation (January 2022)</b>	<p>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.</p> <p>96 per cent were satisfied with the way they were treated by KIZILAYKART Programmes staff and 93 per cent satisfied with Halkbank staff.</p>	<p>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.</p>	<p>95 per cent did not face a problem during the application process.</p> <p>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.</p>
<b>Communication Preferences (April 2021)</b>	<p>68 per cent said they would call 168 Kizilay Call Centre if they required further ESSN information.</p> <p>Only 12 per cent reported a formal complaint and 92 per cent were satisfied with the response received.</p>	<p>52 per cent said they would call 168 Kizilay Call Centre if they required further ESSN information.</p> <p>14 per cent have given a formal complaint or feedback and 49 per cent were satisfied with the response.</p>	<p>Most preferred method of communication for programme information updates is SMS (81 per cent).</p> <p>Most preferred method to report a sensitive issue is calling 168 Kizilay Call Centre.</p>
<b>Communication Preferences (January 2022)</b>	<p>68 per cent said they would call 168 Kizilay 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 168 Kizilay 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 SMSs (75 per cent).</p> <p>Most preferred method to report a sensitive issue is calling 168 Kizilay Call Centre.</p>
<b>Feedback on Programme Improvement (April 2021)</b>	<p>28 per cent of the ESSN recipients who gave additional feedback mentioned the need to increase the amount of the assistance whereas some 7 per cent asked for food assistance.</p>	<p>The non-recipient respondents brought forward miscellaneous topics while giving additional feedback: request for change of the eligibility criteria and to be involved in the programme (38 per cent); request for food and NFI assistance; improvements in the staff`s attitude towards applicants and other requests for support in resettlement, ID renewal, etc.</p>	<p>When asked to provide further feedback on the programme, 30% of all respondents gave comments. Among them, 38 per cent were ESSN recipients whereas the remaining 72 per cent were non-recipients.</p>
<b>Feedback on Programme Improvement (January 2022)</b>	<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>

# ANNEX II

**Table 2: PM KOI value calculation<sup>3</sup>**

Questions	% YES	RANGE	MARKS
Does ESSN staff take your needs into consideration while assisting in programmatic issues?	94%	81% - 100%	4
Do you think the amount of assistance is sufficient to cover your needs?	11%	1% - 20%	1
Did you face any problems/issues while accessing services related to the ESSN?	0%	0%	4
While accessing ESSN services, do you feel you were treated with respect by ESSN staff during the intervention?	100%	81% - 100%	4
Have you ever made a complaint about ESSN through one of the formal channels?	18%	1% - 20%	1
If yes, were you satisfied with the responses received?	91%	81% - 100%	4
Total			18
Denominator			24
Percentage of the recipients reporting that humanitarian assistance is delivered in a safe, accessible, accountable and participatory manner			19/24 = 75%

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. ...n.... individuals were included in the survey, of which:

n... (... %) were female, including n... (.... %) girls

n... (...%) were male, including ...n (...%) boys

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

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