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Reviving Communities

INTERNATIONAL BLUE CRESCENT
IBC
ULUSLARARASI MAVI HILAL

Syrian Refugees Needs During COVID-19 Outbreak-Turkey

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About WATAN

WATAN is a leading Civil Society Organization delivering emergency relief, third sector support and long-term international development projects.
WATAN is committed to helping people and reviving communities. WATAN is independent, non-governmental, apolitical and nonsectarian organization. We operate several integrated programs with the aim of addressing humanitarian emergency response and sustainable community revival through holistic and transformative approach.

We believe in the role of Civil Society in the various phases of intervention. Thus, we invest in supporting and developing Civil Society in our areas of reach. We also create platforms for coordination and integration to maximize impact on communities served. To achieve our goal, we seek to be the preferred partner for international agencies in areas of specialization and reach.
WATAN was established in 2012 as a framework merging number of organizations and groups that had extensive community development work going back to 2006.

About IBC

International Blue Crescent Relief and Development Foundation has been founded in 2000 and commenced its first operation in Kosovo during the war to reach people in need. After this very first start, more than 20 years, IBC implements dynamics and multifaceted projects in many areas where people suffer from deprivation of human basic needs.

IBC's HQ is located in İstanbul, and there are seven field offices in different regions in Turkey such as Kilis, Konya, İstanbul, Şanlıurfa, Gaziantep, Bursa, Ankara. IBC executes and implements several projects in humanitarian sector, such as protection, education, basic needs, and social cohesion for host and refugee communities.

About INDICATORS

INDICATORS is a company specialized in analytics, research, and consulting, established in 2017, in Turkey, Gaziantep, provides services that related to data, which is data collection, development of data collection tools, data quality management, building data coding and archiving systems, as well as data analysis for different types of research studies.

INDICATORS provides services in business, humanitarian, and research sectors, seeks to contribute in the development of the capabilities of the different types organizations in the field of data and analytics, through the provision of consultancy, training and scientific guides, in a way to increase the degree of the use of data and gives a clear vision of organization's situation and estimation of future changes that may occur, which will be reflected as decisions based on a good knowledge of their results.

Executive Summary:

The conditions of war and the prevailing poor security situation in Syria have forced millions of people to leave their areas of origin and to flee to safer areas inside Syria or seek refuge outside Syria. The number of internally displaced persons is estimated at approximately 6.3 million Syrians, which represents 49% of the total number of displaced persons, while the number of refugees has reached 6.9 million[1].

Turkey was the most welcoming country for Syrian refugees in the world, as according to the statistics issued by the Directorate General of Migration Management in Turkey, the number of Syrian refugees residing in Turkey under the temporary protection reached 3,576,370[2].

The Turkish government, in cooperation with many international bodies and parties, such as the United Nations High Commissioner for Refugees and local and international humanitarian organizations, has sought to provide the main and basic needs of Syrian refugees, such as health, education, psychological support, livelihoods, legal services, and many other services.

In terms of health and psychological support, Syrian refugees can visit The Turkish governmental hospitals, university hospitals, receive medical care and psychological support services free of charge, and in terms of education, Turkish schools have received Syrian students in the primary, preparatory and secondary stages, side by side with their Turkish peers, and with regard to livelihoods, many programs that aim to provide financial support to the most vulnerable Syrian families have been implemented, the most important and comprehensive of these programs is the Emergency Social Safety Network (ESSN) program, which is implemented by the Turkish Red Crescent and funded by the European Union, and it is the largest cash-based assistance program in the world in terms of the number of people it reached, and the project seeks to ensure meeting the basic needs of beneficiary groups such as food, housing and clothing in a dignity-preserving manner[3].

In addition to the financial support provided to the most vulnerable families, the Turkish authorities and humanitarian organizations periodically implement vocational training programs to build the capacities of Syrian refugees in addition to Turkish language courses to enable Syrians to get a job opportunity or start their own projects.

Despite all the efforts exerted to this purpose, but it remains unable to meet the various needs of the Syrian refugees due to the huge increase in their numbers, in addition to that, they are significantly affected by the spread of COVID - 19 and its negative economic and social effects, therefore, the current survey has been conducted, which aims to assess the needs of Syrian refugees in various sectors, such as livelihoods, food security, protection, health, education, agricultural food security, access to information, and the extent of their vulnerability to the negative effects and repercussions of the spread of COVID - 19.

The study was conducted during July and August 2020, and this needs assessment is based on the individuals and their families as a holistic approach that covered eight

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[1] https://arabicpost.shorthandstories.com/syrian-refugees-crisis/index.html

[2] SYRIANS BAROMETER 2019 A FRAMEWORK FOR ACHIEVING SOCIAL COHESION WITH SYRIANS IN TURKEY Prof. Dr. M. Murat ERDOĞAN, P 26.
https://reliefweb.int/sites/reliefweb.int/files/resources/SB2019-ENG-04092020.pdf

[3] A report by Red Crescent Association on the cash-based aid programs of the Red Crescent Card - August - 2020 - Turkey
https://reliefweb.int/report/turkey/kizilaykart-cash-based-assistance-programmes-august-2020

Turkish provinces; Istanbul, Ankara, Bursa, Mersin, Kilis, Hatay, Şanlıurfa and Konya, which are the provinces that contain the largest percentage of Syrians residing in Turkey. The survey targeted a random sample of Syrians registered within WATAN beneficiaries' databases and the databases of the International Blue Crescent Foundation (IBC), and the number of survey respondents reached 2211 people.

The results of the survey showed that there are many Syrian families facing difficult conditions in terms of housing, as 10% of the respondents said that their families are forced to share housing with other families, knowing that 38% of them said that their families face many difficulties and challenges as a result of sharing housing with other families, and among the most prominent difficulties is overcrowding in sleeping rooms, overcrowding at toilets, lack of privacy for women, and increased tensions. On the other hand, 23% of respondents who live in Kilis said that their families live in unfinished buildings or garages.

With regard to work, the results of the survey showed that nearly half of the respondents' families do not include a working member, and 92% of the other family members who work do not have a work permit. As for the respondents themselves, 60% of them were unemployed, knowing that the majority of them are willing to work if they were trained and provided with the necessary equipment and tools, and here we must mention that Turkish language is deemed the most needed training according to nearly half of the respondents, followed by vocational training and personal skills training.
With regard to protection, the results of the survey showed that there is an increase in the rate of gender-based violence and violence against children among Syrian refugees in Turkey, as 11% of the respondents expressed noticing this increase, while this percentage was higher in some provinces, as it reached 47% in Bursa. As for respondents' knowledge about where and how to access necessary services, the percentage of respondents who said that they know where and how to access legal support was 60%, while in terms of psycho-social support it was 42%.
In terms of education, 7% of the respondents said that their families include children who are not attending schools, this percentage reached 25% in Bursa, and 35% of the respondents who provided this answer attributed it to their need for children's work to help covering family's living expenses. As for higher education and scholarship opportunities, only 20% of respondents said that they know how to access it, while only 17% of these respondents know about scholarship opportunities for refugee Syrian students.

With regard to health sector, 20% of the respondents do not have access to health services, while this percentage is higher in some of the provinces, as it reached 39% in each of Kilis and Ankara. Respondents inability to access these services is a result of many factors such as language barrier, far distance to the healthcare centers and high transportation costs. About a third of the respondents said that their families include members who need special health and medical care, and 30% of these respondents said that these family members do not have access to health services. As for children's vaccinations, 21% of the respondents said that the children in their families did not receive all vaccinations they are meant to have.

On the level of agricultural food security, the results of the survey showed that Syrian refugees face many difficulties and challenges that impede their ability to work in the

agricultural sector, the most prominent of these difficulties are the refusal of employers and agricultural sector companies to employ Syrians for many reasons, including their lack of confidence in the ability of Syrian refugees to take care of valuable assets such as agricultural equipment and machinery and lack of confidence in the experiences of Syrian refugees due to the different practices and methods of agricultural work in Turkey than they are in Syria. According to the respondents, the most prominent needs of the agricultural sector workers are the necessity of providing basic supplies and inputs such as seeds, fertilizers and tools, in addition to providing financial support and grants.
With regard to COVID - 19, 57% of respondents said that they have lost part of their source of income or lost all of it because the head of the household stopped working or because some family members stopped working, and almost half of the respondents also said that their children were unable to enroll in the e-learning system.

In view of the aforementioned information, we recommend humanitarian organizations and the concerned authorities to take measures to meet the needs of Syrian refugees, as in terms of housing, projects may be launched to rehabilitate the unfinished buildings in which some Syrian families live, and work can be done to provide rent allowances or rented housing at nominal rents for the most vulnerable families.

Regarding work, we recommend that Syrian workers should be targeted with awareness sessions about the importance of obtaining work permits, and the resulted preservation of their legal and financial rights. As for the unemployed, they should be targeted with capacity building programs that they need, especially Turkish language courses, and in order to overcome the effects of COVID - 19 and its negative repercussions such as the loss of many Syrians of their jobs, we stress the necessity of enabling Syrians to start working online by targeting them with training courses on how to deal with online work platforms, marketing skills, electronic contracting, and providing them with necessary equipment and supplies to start working online, such as computers and specialized equipment such as audio recorders and professional cameras.

To solve the problems related to gender-based violence and other forms of violence, in addition to the problems related to Syrians inability to access health and education services and support, we recommend increasing the number and capacity of healthcare centers to cover more areas and beneficiaries, and by launching awareness campaigns through social media that aim to raise refugees' awareness and knowledge about provided services and the parties that provide it, in addition to raising their awareness about the negative impacts of the gender-based violence and other forms of violence and also the negative impacts of dropping out of schools for children and the society, in addition to launching vaccination campaigns to compensate children who did not receive all vaccinations they need.

Also, to enable Syrian refugees who want to work in agricultural sector to do so, we recommend humanitarian organizations to facilitate their access to agricultural lands, which can be done by launching projects to rent agricultural lands and distribute it to Syrian farmers to invest it, in addition to providing them with the main inputs, such as seeds, fertilizers and equipment, we also recommend targeting these farmers with trainings on the methods and mechanisms of agricultural work in Turkey and trainings on how to handle valuable assets such as agricultural machinery and equipment, which

would increase the level of employers and agricultural sector companies' acceptance to employ Syrians.

Finally, in order to enable children of the most vulnerable Syrian families to join the e-learning system, it is imperative to work on launching projects to provide the equipment and supplies required by the e-learning system, such as internet subscriptions, tablets, and computers.

Methodology:

Objectives:

This survey aims to assess the needs of Syrian refugees in Turkey in each of the following sectors:

1- Food Security and Livelihood.
2- Protection
3- Education
4- Health.
5- Food Security and Agriculture
6- Access to Information
7- COVID – 19

Scope of the study:

This survey was conducted in 2020, and data collection process started on 20/07/2020 and finished on 22/08/2020. The survey was conducted in eight Turkish provinces, namely: Ankara, Istanbul, Bursa, Hatay, Konya, Mersin, Şanlıurfa and Kilis. These provinces were selected because they include the majority of Syrian refugees in Turkey.

Sample:

The survey was done on a random sample that consists of 2211 Syrian refugees who live in the provinces covered by the survey. The interviews with the sample members were conducted through the KoBo Toolbox using a questionnaire that includes closed-ended questions and semi-closed questions. The interviews were conducted via phone, and the respondents' phone numbers were acquired from WATAN beneficiaries' databases and the beneficiaries' databases at the International Blue Crescent (IBC) while the data collection was conducted by both of WATAN and IBC, INDICATORS has analyzed the data and wrote the report.

Since the questionnaire includes a large number of questions covering the sectors of livelihood, food security, protection, education, health, agricultural food security, access to information and questions about the impact of COVID-19 on the conditions of Syrians and their ability to access services, also to avoid conducting long-period interviews with the respondents, the questionnaire was divided into three sections, the first of which included questions related to the food security and livelihoods sector, while the second section included questions related to protection, education and health sectors, and the third section included questions related to agricultural food security, access to information and COVID-19 .

The interviews about each sector were conducted with a number of sample members as detailed in the following table:

Food security and livelihood	774
Protection, Education and Health	768
Food security and agriculture, Access to Information and COVID-19	669

Having completed data collection process, databases were cleaned and analyzed using MS Excel and SPSS programs.

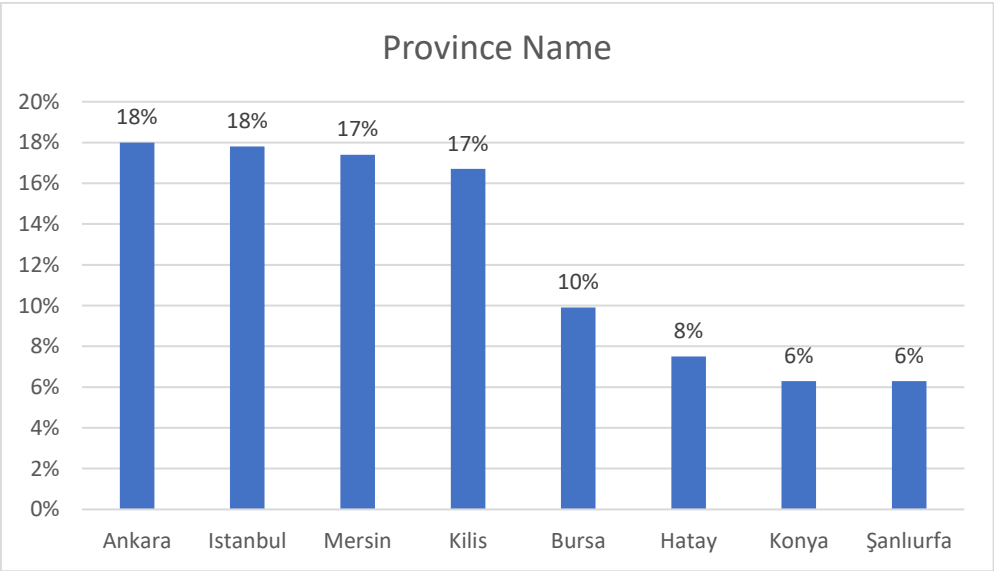
Data collection teams:

Data collection process included 26 data collectors (16 males and 10 females) in all of the provinces covered by the survey.

Food Security and Livelihood:

Information about the respondents:

Respondents who participated in this sector of the survey were 774 respondents, female respondents were 59% of the total number, while male respondents were 41%.
As for the percentage of male and female respondents in each of the provinces covered by the survey, females' percentage was higher than males' in all of the provinces except in Istanbul and Bursa, as the percentage of males in these two provinces were 50% and 56% respectively, while the province with the highest percentage of females was Mersin with 75%.
The average age of the respondents was 38, as the youngest respondent was 18 years old, while the oldest was 81.
Regarding respondents' registration status, the vast majority of them (95%) are temporary protection applicants, while the percentage of those who have dual citizenship (Syrian and Turkish) is 2%, and the percentage of respondents who hold a tourism residence and those who are not registered at the regional directorates of migration management or applied to it is 2% while the percentage of respondents who hold an international protection is 1% which is six respondents, the health insurance of five of them is inactive, while the status of the health insurance of one person of them is unknown.
The percentage of temporary protection applicants varied among the provinces covered by the survey, as it ranged between 100% and 91% in most of the provinces, while in Hatay, temporary protection applicants were only 78%, while dual citizenship holders were 14%.
As for the province or the province in which the respondents live, respondents who live in Ankara constituted the highest percentage (18%), while the lowest percentage was in Şanlıurfa and Konya, as it dropped to 6% in each of them:



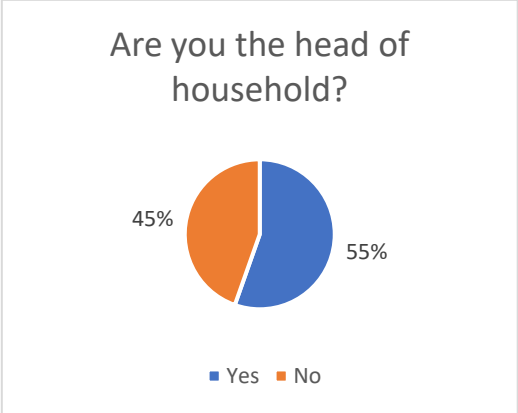
Structure of the family:

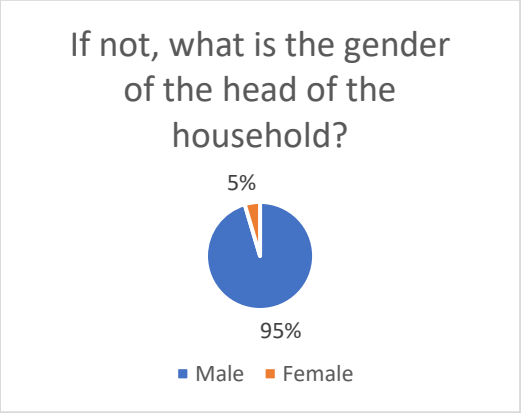
General information about respondents' families:

Respondents' families included six members in average, as the minimum number of family members was one member and the maximum number was 14. As for the age of family members, about two thirds of the families did not have any male or female family members under 5 years old, and about a quarter of them only have one member of each gender under this age category. The average number of family members between 6 and 17 years old was one member of each gender, as about 42% of the families did not have any, while about two thirds of families include an average of one member of each gender between 18 and 65 years. As for male and female family members who are over 65 years old, the vast majority of respondents' families (95%) did not include any, while only 5% said that their families include one member of each gender.

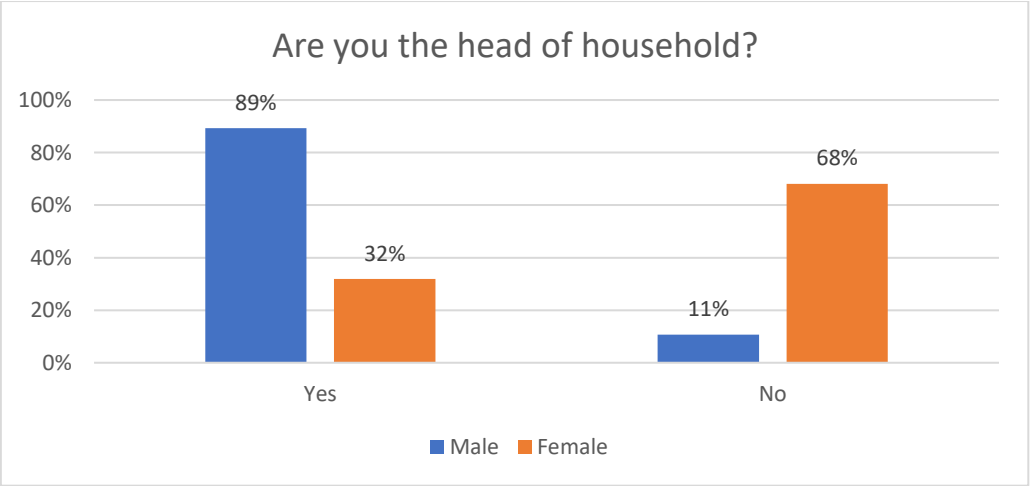
Head of the household:

Having asked the respondents whether they are the heads of their households or not, approximately half of them answered with (Yes), while those whose answer was (No), the majority of them stated that the heads of their households are males, which is the same answer based on the gender of the respondent and the province of residence:





As for the percentage of male and female respondents who said that they are the heads of their households, the majority of male respondents (89%) are the heads of their households, while among female respondents this percentage dropped to 32%.



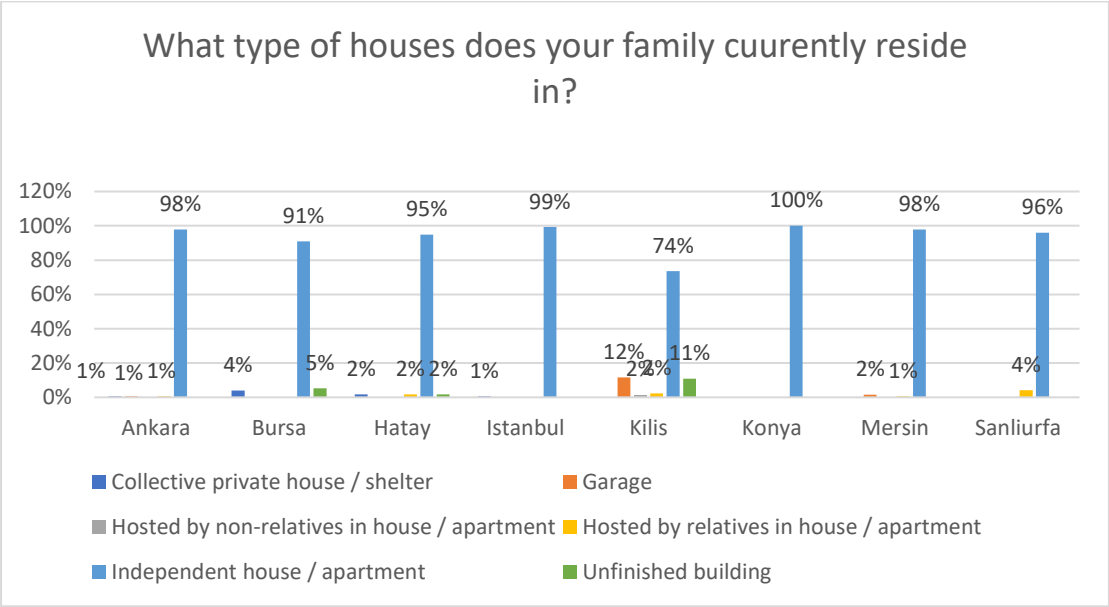
These percentages were different from one province to another. In most of the provinces, the majority of heads of households were males, but in Mersin, 52% of them were females, while in Kilis the percentage was the same among both genders (50%).

Housing Conditions:

Types of The Houses:

Having asked the respondents about the type of the houses their families are currently living in, the vast majority (93%) of the respondents said that their families live in an independent house or in an independent apartment, which is the same percentage of male and female respondents who provided the same answer.

The answers varied according to the province in which the family of the respondent lives, as the percentage of those who said that they live in independent houses ranged between 91% and 100 in all of the provinces except for Kilis, where it was only 74%, whereas 12% of the respondents' families lived in garages, and 11% of them lived in unfinished buildings because the Syrian refugees in Kilis are of large numbers compared to host community members, as they constitute over 80% of the total population of Kilis[4]. In Bursa, also 5% of respondents' families lived in unfinished buildings, while 4% of families in Şanlıurfa were hosted by their relatives. The following chart shows the percentage of the respondents' answers in each of the provinces covered by the study:

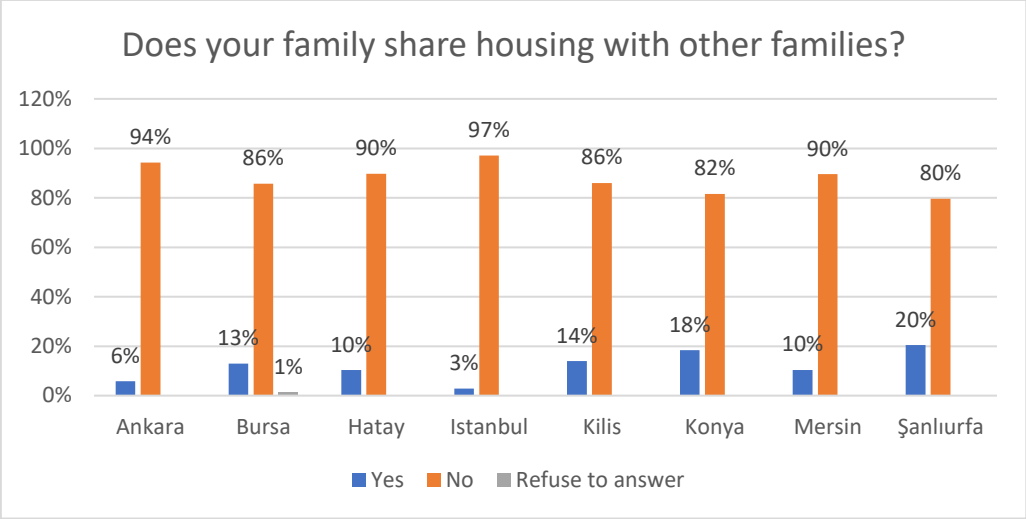


Shared housing:

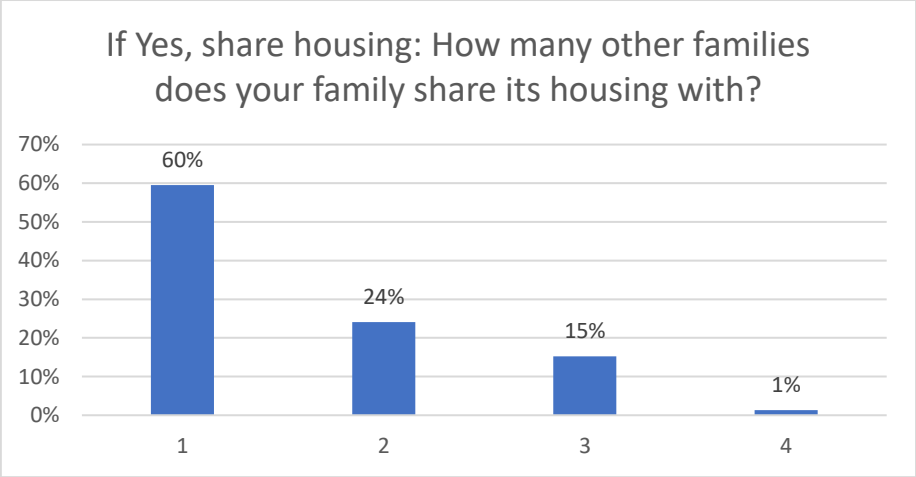
The vast majority of the respondents (90%) said that they do not share housing with other families, while 10% of them said they do, knowing that these families resorted to sharing houses with other families is a result of lack of vacant houses and high rents. Answers to this question among respondents of different genders were somewhat close, whereas the percentage of males and females who said that their families share housing with other families were 11% and 10% respectively.

[4] SYRIANS BAROMETER 2019 A FRAMEWORK FOR ACHIEVING SOCIAL COHESION WITH SYRIANS IN TURKEY Prof. Dr. M. Murat ERDOĞAN, P 20: https://reliefweb.int/sites/reliefweb.int/files/resources/SB2019-ENG-04092020.pdf

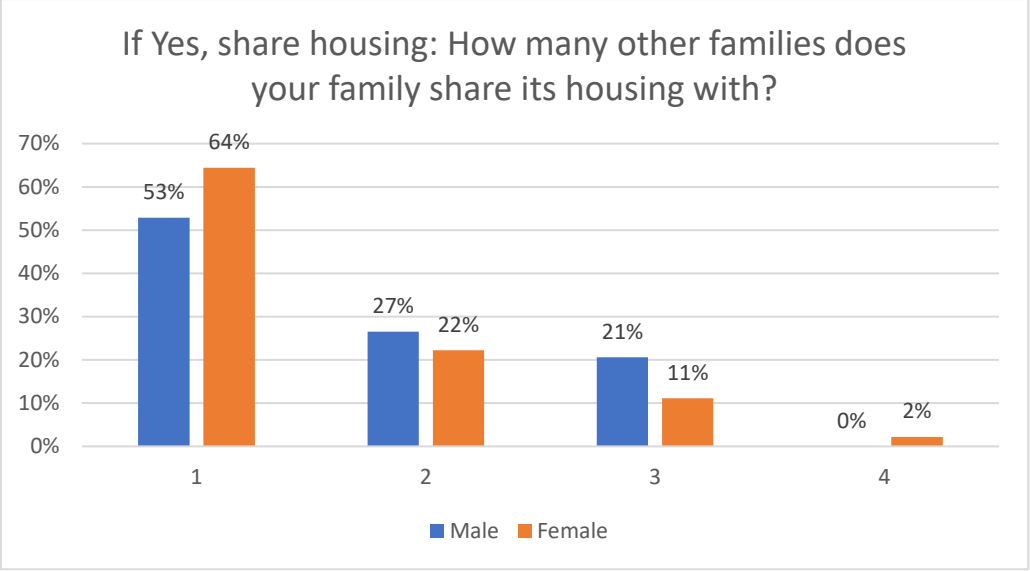
While the percentage of families who share housing varied across the provinces covered by the survey with the highest percentage in Şanlıurfa (20%), followed by Konya (18%), Kilis (14%), Bursa (13%), and 10% in each of Hatay and Mersin, while the lowest percentage was in Istanbul (3%):



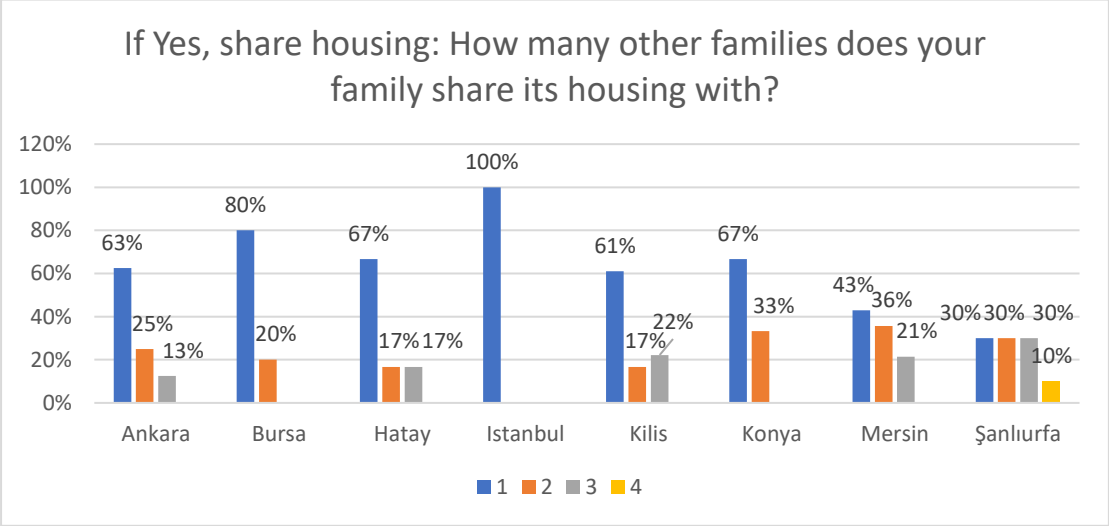
The majority of respondents who said that their families share housing (60%) said that they share it with only one family, while 24% of them said that they share housing with two families, followed by those who share housing with three families, while in some cases (1% of the respondents) it reached four families:



The number of families who share the same housing varied according to the answers of the respondents of different genders, as the percentage of females who stated that their families share housing with one family reached 64% compared to 53% among male respondents. The following chart shows the percentage of families who share housing with one or more families based on the gender of the respondents:



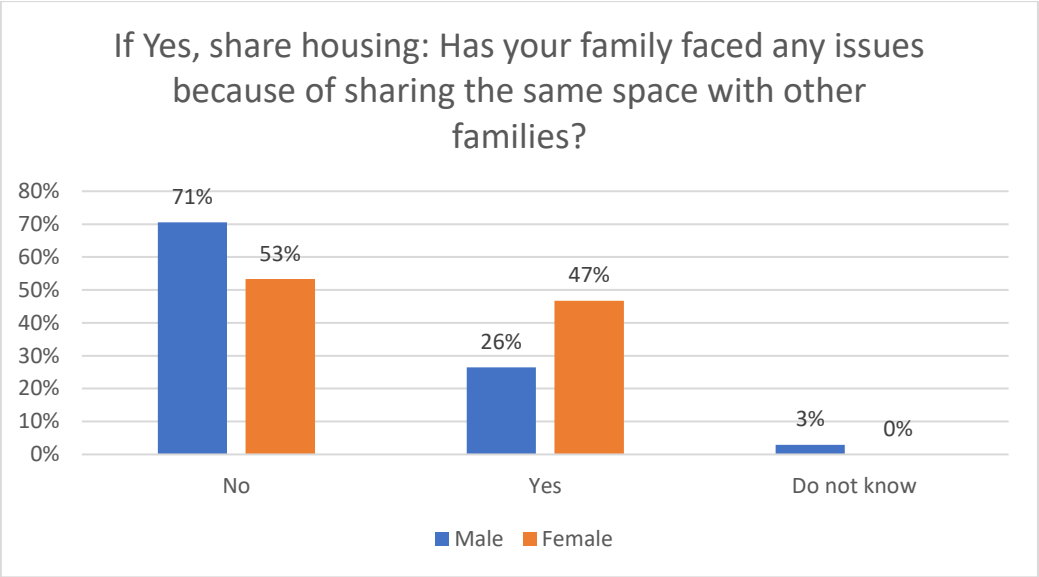
The number of families sharing the same house was also different according to the province in which the family of the respondent lives, whereas 100% of the respondents who live in Istanbul and said they share housing said that they only share housing with one family, while in Şanlıurfa, this percentage dropped to 30%, which is the same percentage of families who share housing with two and three other families in this province. The following chart shows the number of families in shared houses in each of the provinces covered by the survey:



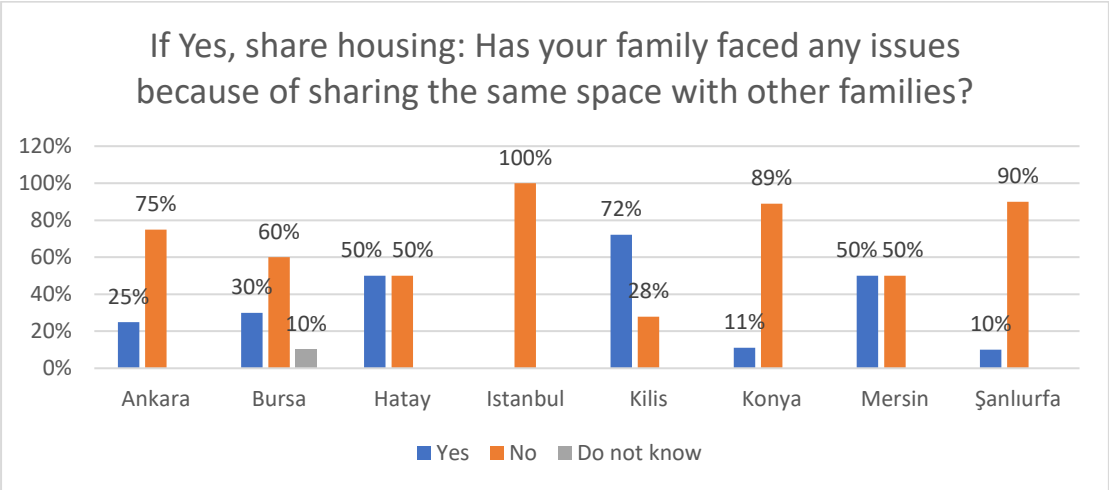
Problems and issues of the shared housing:

As aforementioned the percentage of respondents whose family shares housing with one or more families was 10% which is seventy-eight of the total respondents. Out of the abovementioned percentage, the number of respondents who have faced some issues was twenty-nine which is 38%, while the majority of them (61%) which is forty-eight respondents did not express facing any problems, and one respondent did not know if his family has faced any problem.

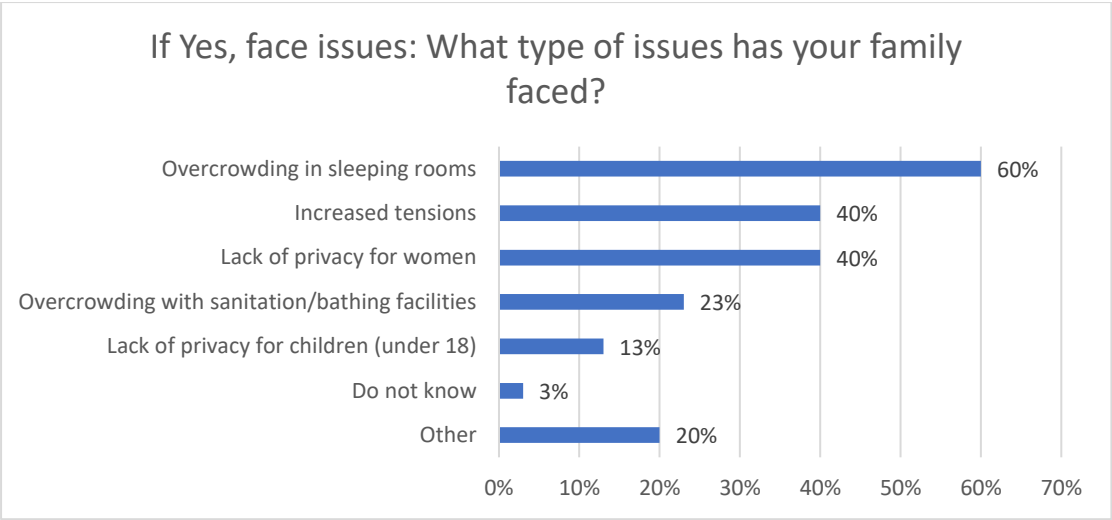
The percentage of female respondents who expressed facing issues or problems because of living in a shared housing was higher than the males, as it reached 47% (twenty-two of respondents), while the percentage of males who provided the same answer was 26% (eight of respondents):



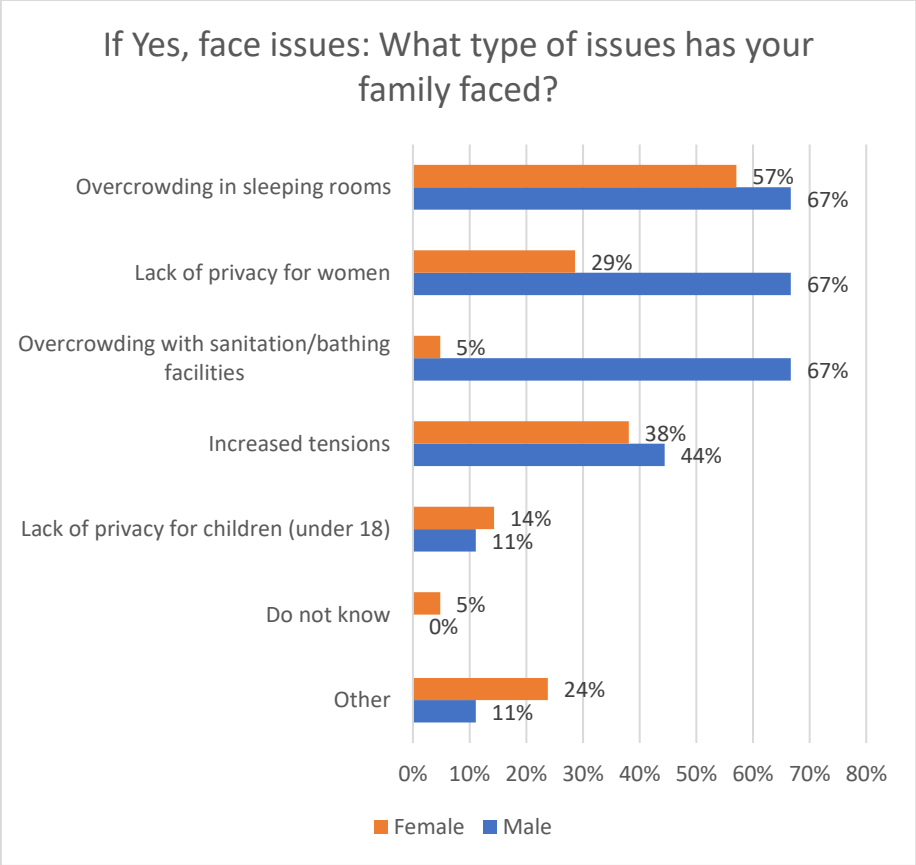
The percentage of respondents who expressed facing the abovementioned problems and issues varied according to their province of residence, as none of the respondents who live in Istanbul expressed facing such issues because all of them said that they share housing with only one family, while in other provinces where some respondents said that they share housing with up to three or four families such as Kilis, thirteen of respondents which is a majority (72%) said that they had faced such problems, and the percentages vary from one province to another as shown below:



There were various types of issues expressed by the respondents, the highest percentage of them (60%) said that the issue they are having is the overcrowding in the sleeping rooms, followed by the increased tensions among individuals living in the same house and lack of privacy for women with 40% each:



The majority of male respondents expressed facing issues such as overcrowding at the sanitation and bathing facilities, overcrowding in the sleeping rooms and lack of privacy for women, while the majority of females said that the issue they face was overcrowding in the sleeping rooms, followed by the increased tensions among individuals living in the same house:

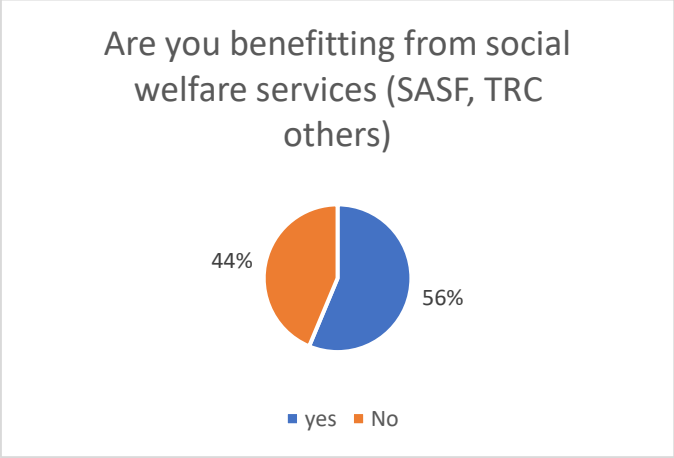


As for the issues and problems experienced by families who share housing with other families based on the province in which they reside, these problems varied from one province to another, as the problem of overcrowding at sanitation and bathing facilities was expressed by 100% which is three of the respondents who live in Bursa, 33% which

is one of respondents in Hatay and lower percentages in Kilis and Mersin (15% and 14% respectively) which is two and one of respondents respectively, also 100% of respondents who live in Bursa expressed facing the problems of increased tensions among the residents of the shared house and lack of privacy for women; these two problems had were also faced by 67% which is three of respondents who live in Hatay, while lack of privacy for women was mentioned by 31% which is four of respondents in Kilis and 42% (three of respondents) in Mersin, and the percentage of those who said that they face increased tensions was lower in these two provinces, as it reached 57% (four of respondents) in Mersin and 23% (three of respondents) in Kilis. As for the problem of overcrowding in sleeping rooms, it was faced by 92% (twelve of respondents) in Kilis, 67% (Two of respondents) in Bursa, 43% (three of respondents) in Mersin and 33% (one of respondents) in Hatay. Lack of privacy for children was mentioned in three provinces; Hatay at 33% (one of respondents), Kilis 15% (two of respondents) and Mersin 14% (one of respondents). None of the aforementioned problems and issues were experienced by respondents who live in Ankara, Konya and Şanlıurfa, as all of the respondents who live in Ankara and Şanlıurfa have chosen the option (Other), which included issues such as children's noise and problems, high expenses and financial difficulties, interference with child rearing, and malicious complaints from neighbors, while this option (Other) was chosen by 67% (two of respondents) in Hatay, and 14% (one of respondents) in Mersin. In Konya, 100% (one of respondents) chose the option (I don't know).

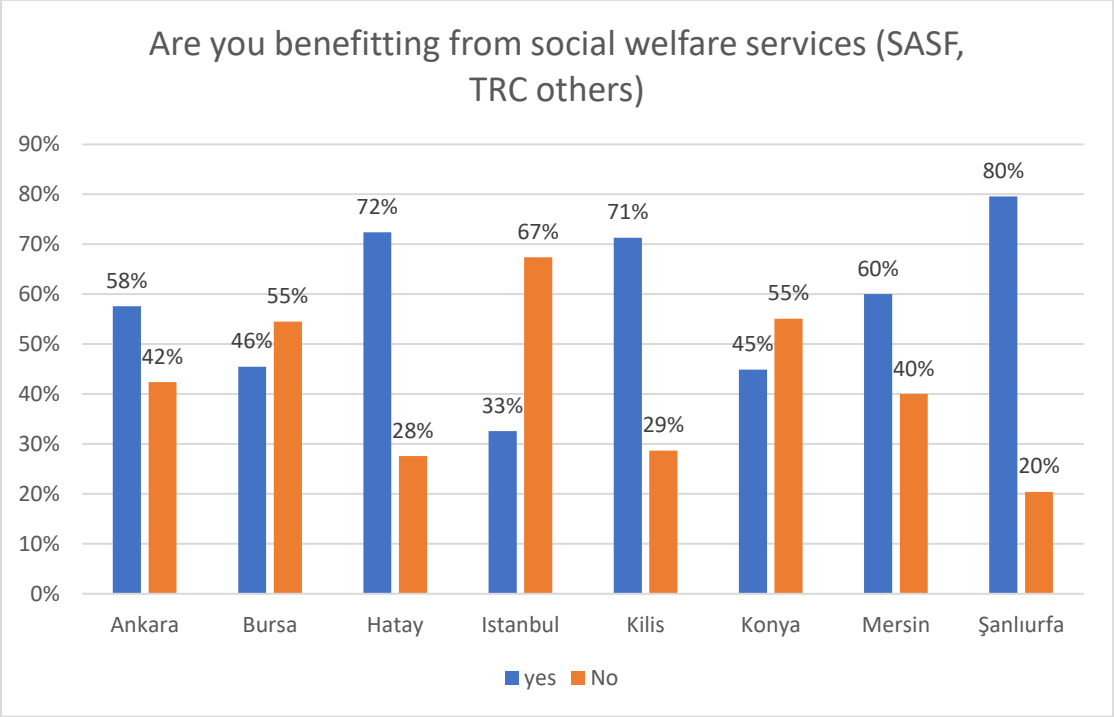
Social welfare services:

Having asked the respondents about whether they benefit from social welfare services such as Social Assistance Solidarity Foundation, Turkish Red Crescent or other services, approximately half of them said they do:



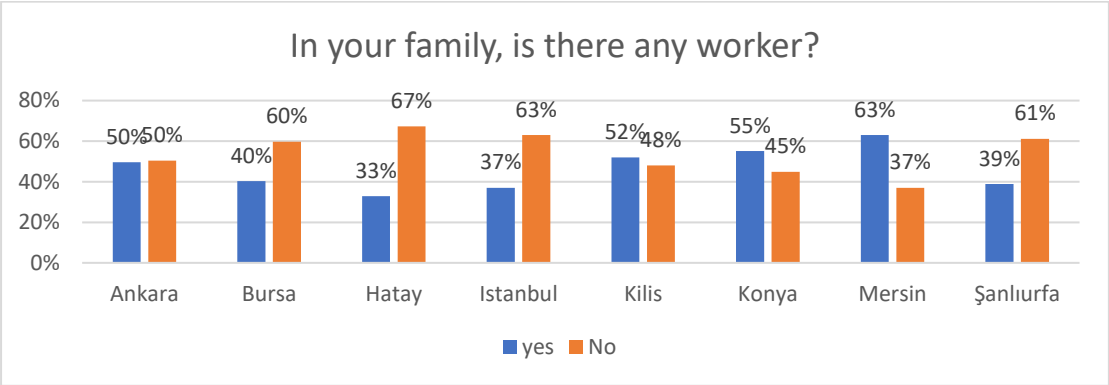
As for the answer to the same question based on the gender of the respondent, the majority of female respondents (62%) said that they do, while the percentage of male beneficiaries from these services dropped to 48%.

As for the answer to this question based on the province of residence, the majority of respondents in most of the provinces said that they benefit from such services, but in Bursa, Istanbul and Konya, the percentage of the non-beneficiaries was higher as shown in the chart below:

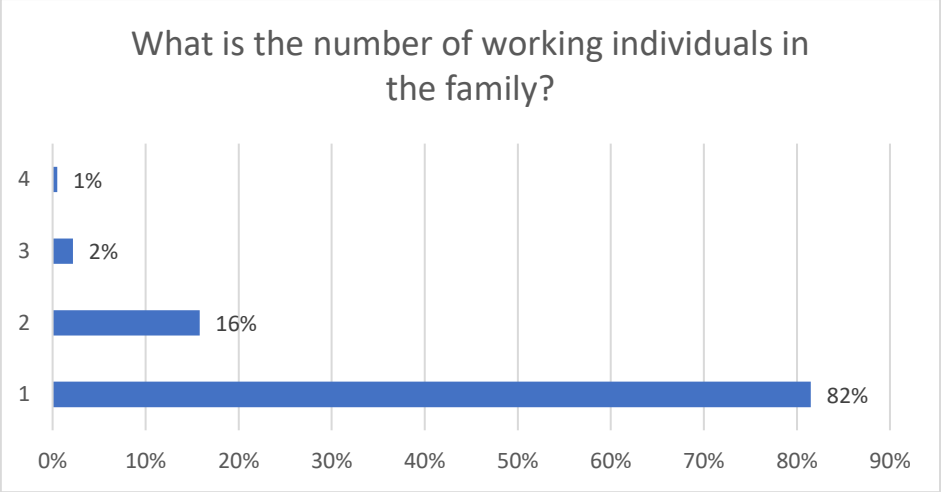


Work and work permits:

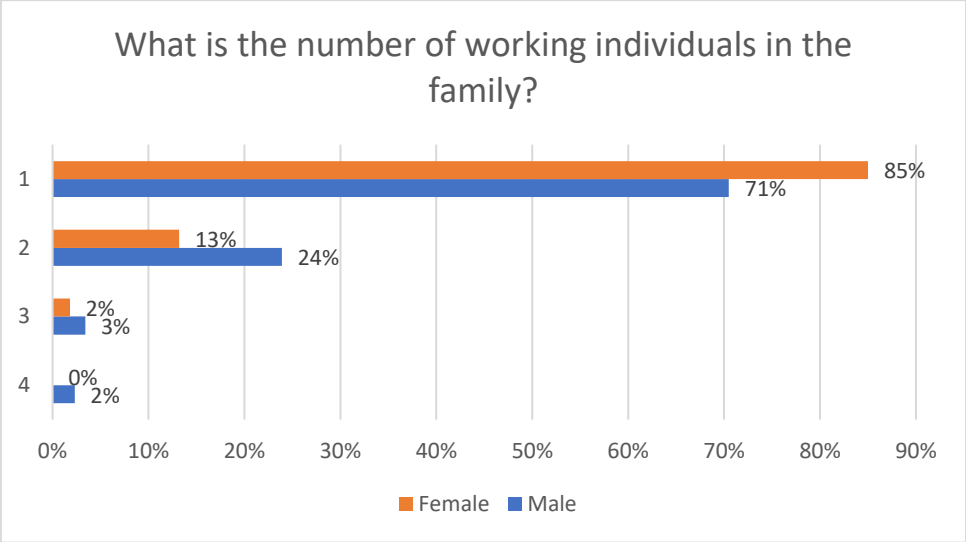
Regarding the work and employment of members of respondents' families, about half of them (52%) said that there are working members among their family members.
As for the gender-based answer to this question, the percentage of female respondents who said that their families include working members reached 61%, while it dropped to 28% among males.
While based on the province in which the respondent lives, the highest percentage of those who said that there are workers among their family members was in Mersin at 63%, and the lowest was 32% in Hatay as shown below:



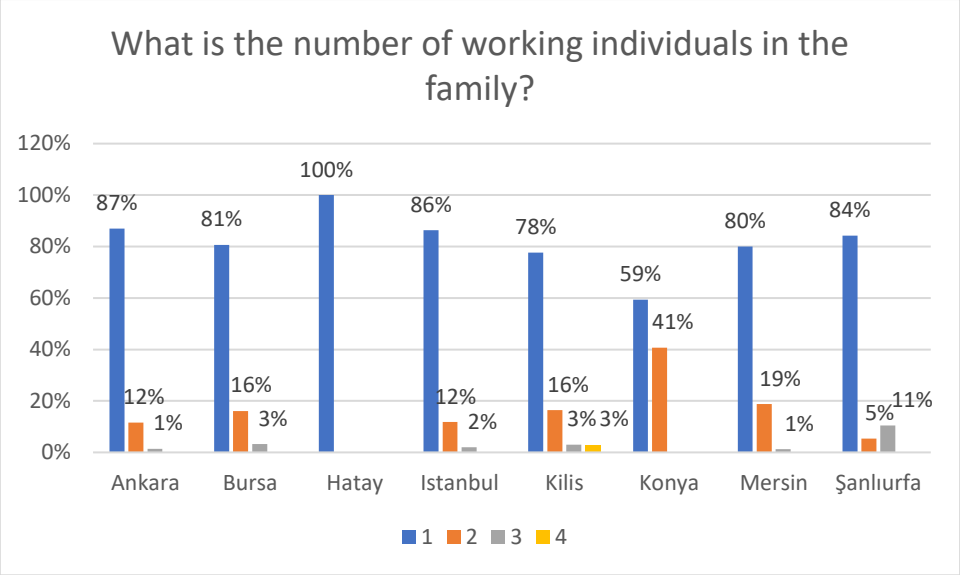
The number of these working members in the families of the respondents ranged from one working member in the majority of the families to 4 working members in 1% of the families:



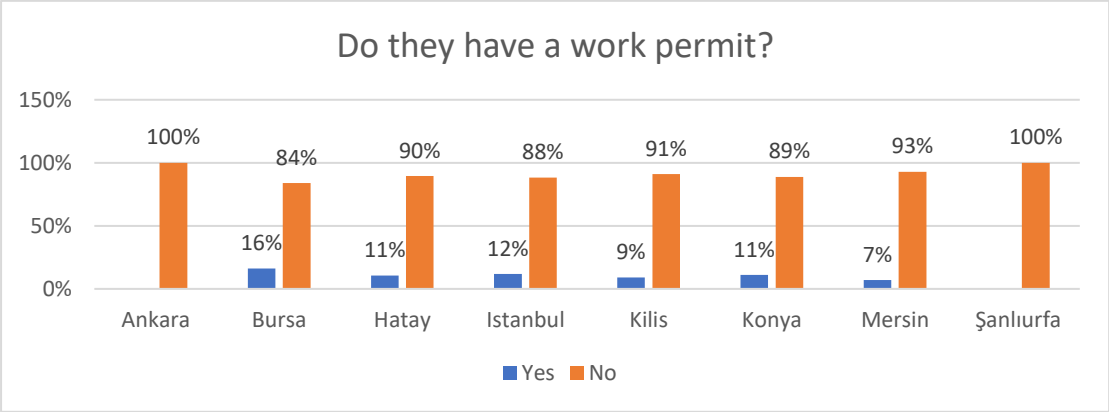
While based on the gender of the respondent, the percentage of females who said that their family includes only one working member reached 85% compared to males who provided the same answer who constituted 71% of respondents who said that their families include working members:



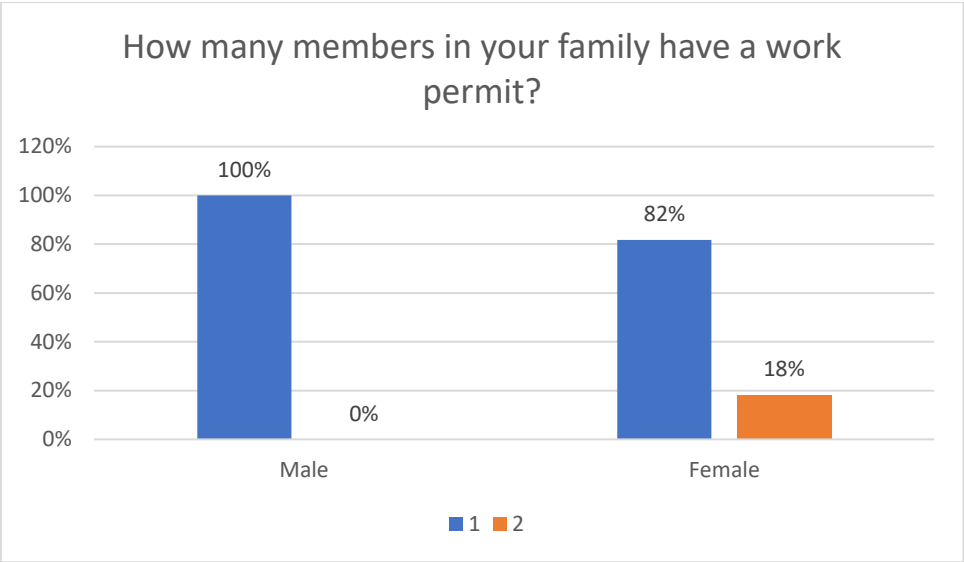
As for the number of working family members based on the province of residence, the percentage of those who said that their family includes only one family member reached 100% of respondents who said that their families include working members in Hatay, while this percentage dropped to 59% in Konya:



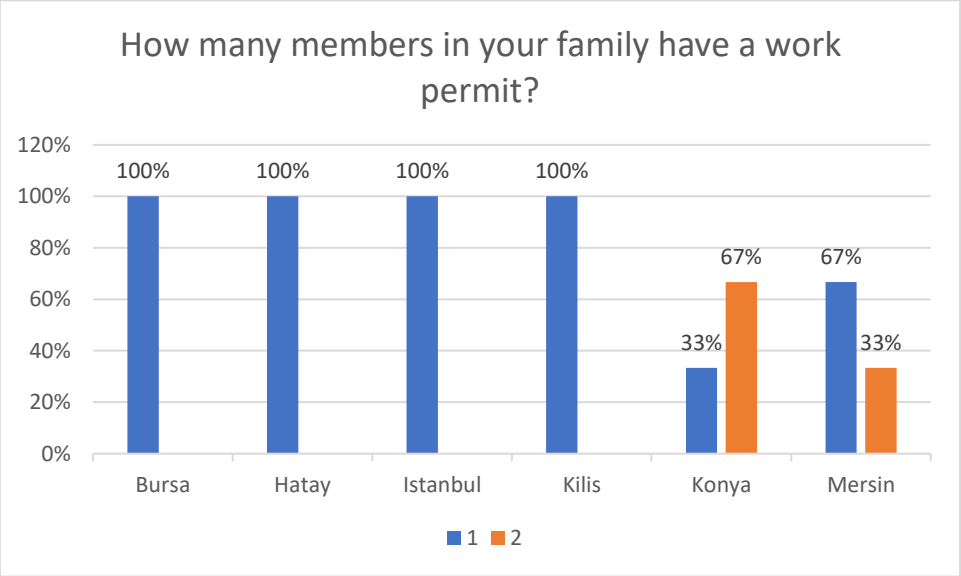
Having asked the respondents about whether their family members hold a work permit or not, the vast majority of them answered with (No), as only 8% of respondent's working family members hold a work permit, which is almost the same percentage of respondents' gender-based answers, as the percentages of female and male respondents who provided the same answer was 8% and 7% respectively. It should be noted here that the vast majority of Syrian refugees do not hold work permits because employers do not obtain them work permits to avoid paying taxes, in addition to Syrians' fear from being deprived from humanitarian and financial assistance they receive.
The highest percentage of respondents who said that their family members hold work permits was in Bursa (16%) followed by Istanbul (12%), while in Ankara and Şanlıurfa all of the respondents answered with No:



As for the number of respondent's working family members who have work permits, the majority of these respondents (86%) answered with one member, and 14% answered with two members, while based on the gender of the respondent, all male respondents who said that there are members of their families who hold a work permit said that only one family member does, while 18% of females said that two members of their families hold work permit:

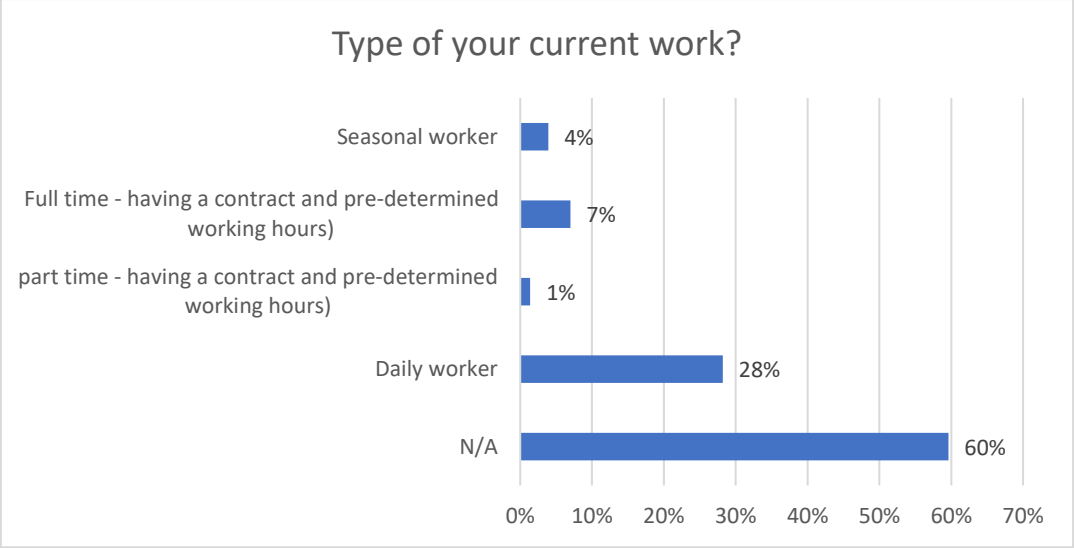


Also, all respondents who said that there are members of their families who hold a work permit in Kilis, Istanbul, Hatay and Bursa said that only one family member holds a work permit, while this percentage dropped to 67% in Mersin and 33% in Konya:

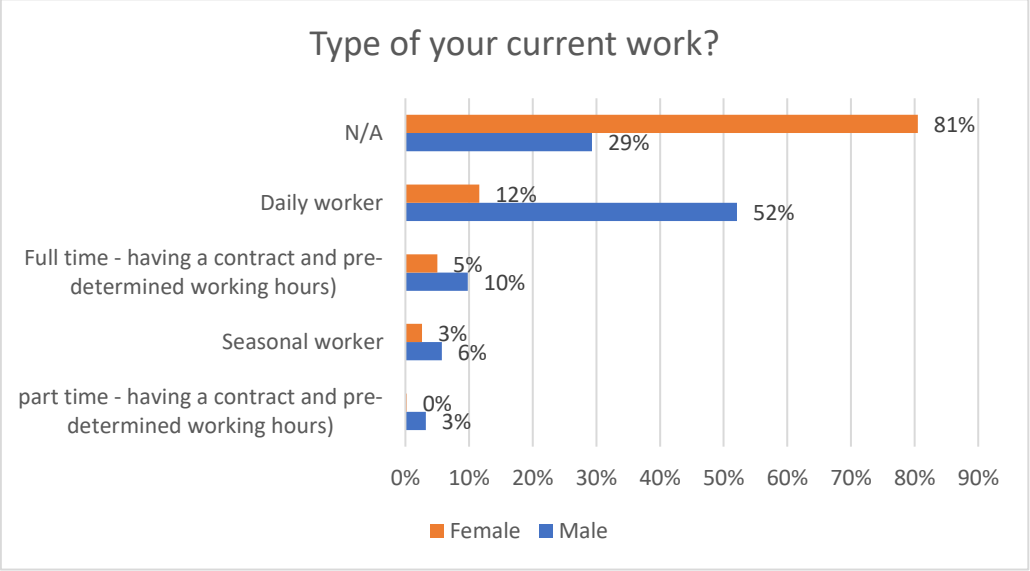


Type of current work:

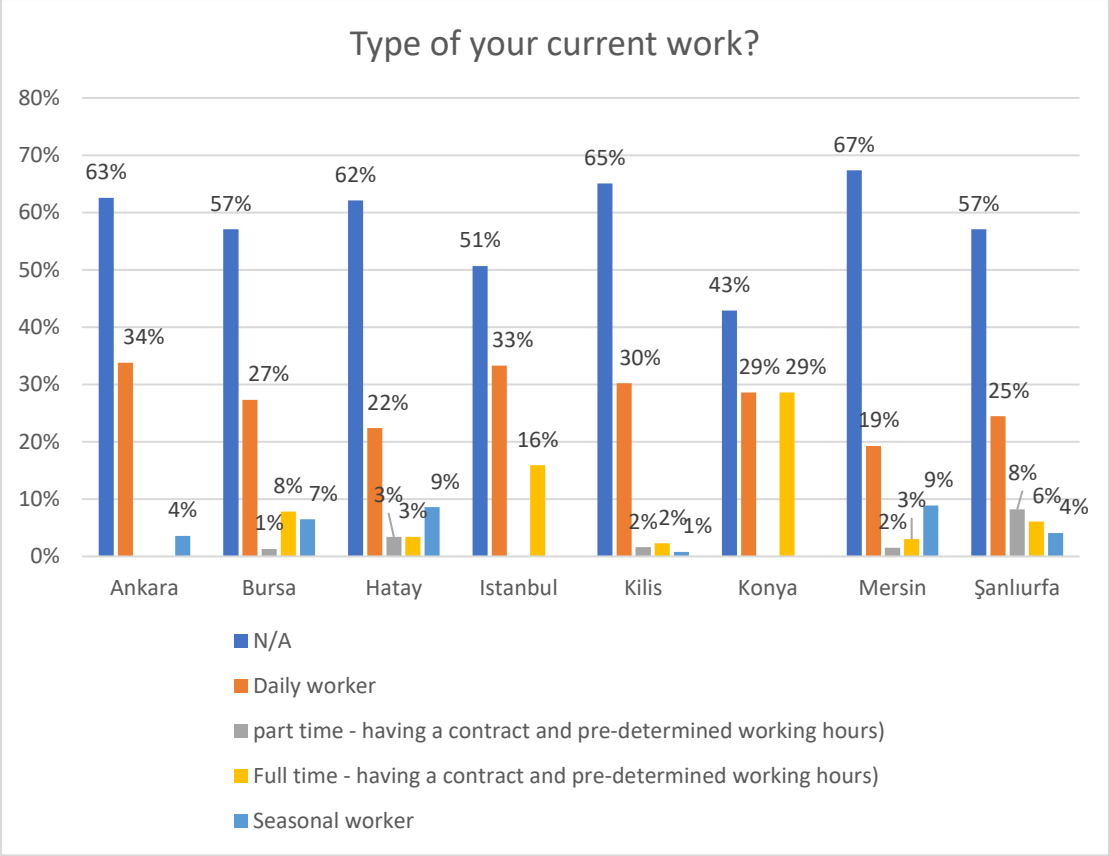
Employment opportunities for Syrians are somewhat rare, as the majority of respondents said that they are unemployed. The problem of unemployment is widespread among respondents in general, while respondents who are employed work in different fields and types of work. Having asked the respondents about the type their current of work, the majority of them (60%) were unemployed, followed by daily workers at 28%, while the percentage of full time workers who are employed under a contract did not exceed 7%:



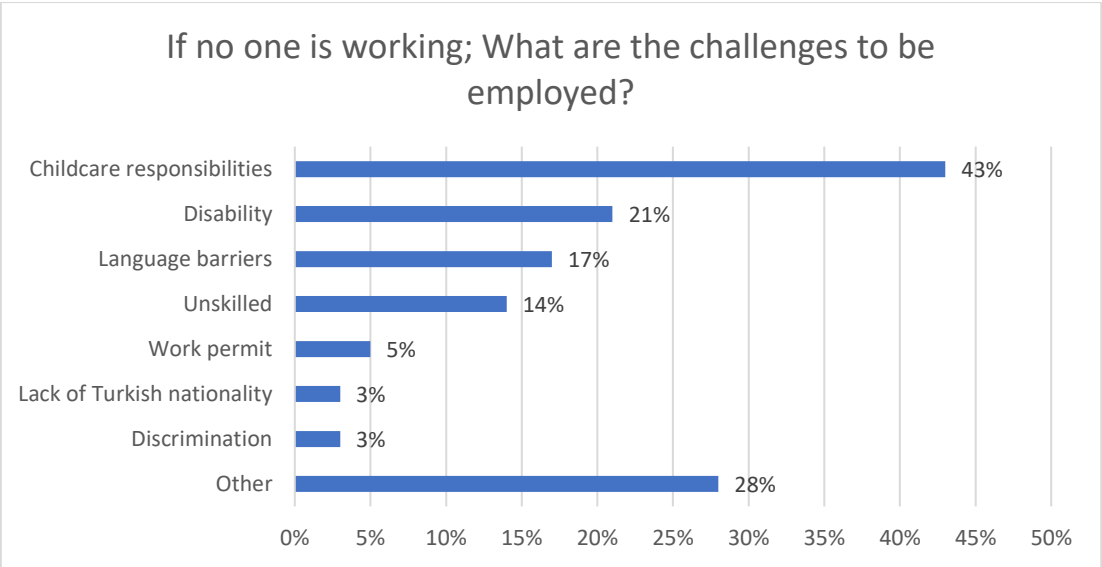
While based on respondent's gender, the majority of females (81%) were unemployed, and the percentage of unemployed males was 29%, while the majority of males (52%) said that they are daily workers, and this percentage dropped among females to 12%:



As for the respondents' current type of work based on their province of residence, the highest percentage of respondents in all of the provinces were unemployed, followed by daily workers who ranged from 19% to 34%, full-time workers ranged from 2% to 29%, seasonal workers who ranged from 1% to 9% and part-time workers who ranged from 1% to 8% as shown in the following chart:

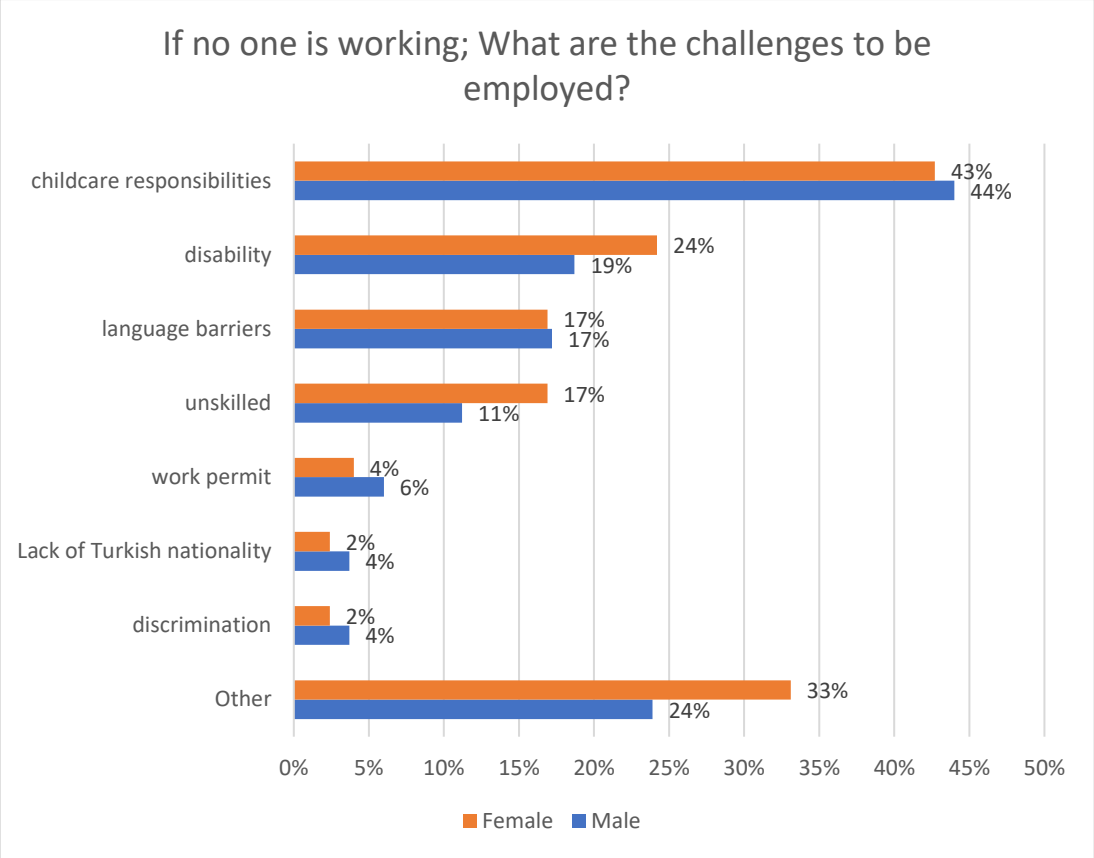


As mentioned earlier, about half of the families do not include working members, this issue is attributed to many reasons and challenges that hinder the ability of family members to work such as childcare responsibilities, which ranked first among other challenges at 43%, followed by the option (Other) at 28%. The following chart shows the challenges that face family members who seek having a job opportunity:



As for these challenges based on the gender of the respondent, childcare responsibilities ranked first among females at 43%, followed by disability at 24%, and both of unskilled and language barriers at 17%, while work permit was at 4%, and both of the lack of

Turkish nationality and discrimination at 2%, while among male respondents, childcare responsibilities ranked first at 44%, followed by disability at 19% %, and language barriers at 17%, unskilled at 11%, while work permit was at 6%, and both of the lack of Turkish nationality and discrimination was at 4% :



While based on the respondents' province of residence, childcare responsibilities ranked first in Ankara and Kilis (60%), Bursa (50%), Mersin (41%) and Istanbul (39%), while physical disability was the highest percentage in Şanlıurfa at 56%, and the option (Other) was the highest percentage in Hatay at 50%, Mersin at 41%, Şanlıurfa at 39% and in Konya at 33%:

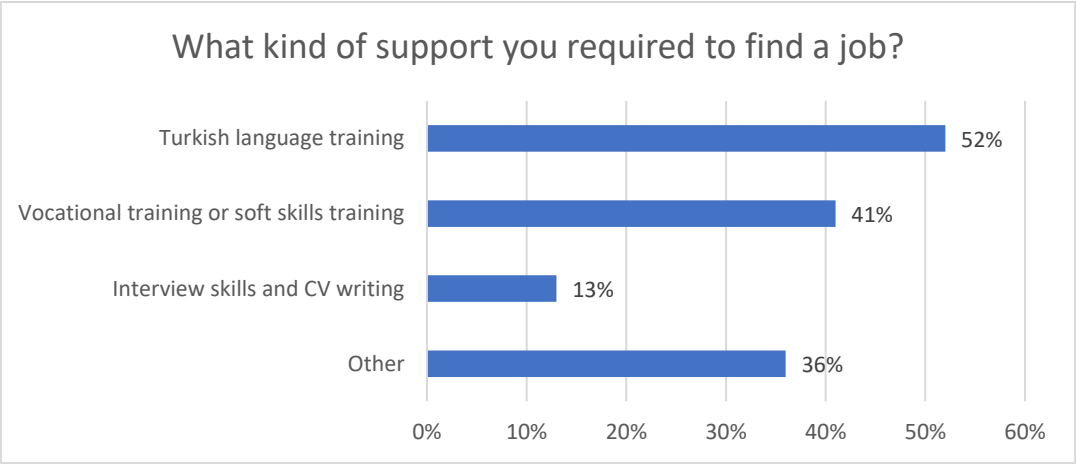
	Ankara	Bursa	Hatay	Istanbul	Kilis	Konya	Mersin	Şanlıurfa
Disability	19%	14%	13%	0%	26%	29%	19%	56%
Childcare responsibilities	60%	50%	19%	39%	60%	19%	41%	11%
Unskilled	15%	7%	3%	23%	35%	0%	4%	6%
Language barriers	17%	33%	13%	23%	12%	24%	11%	0%
Discrimination	9%	0%	6%	0%	2%	0%	4%	0%
Work permit	6%	19%	0%	0%	0%	5%	4%	0%
Turkish nationality	2%	7%	0%	0%	5%	5%	0%	0%
Other	21%	26%	50%	15%	16%	33%	41%	39%

Note: (the option [Other] in this question included reasons and challenges such as COVID-19 restrictions, illness, old age, customs and traditions that do not allow females to work, low salaries and being preoccupied with studying).

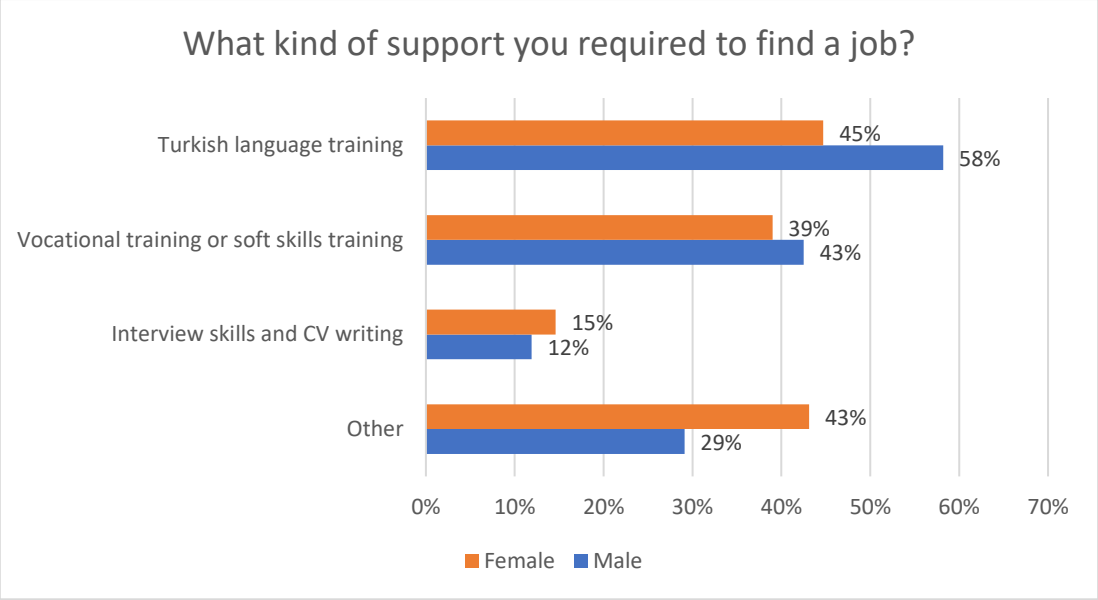
One of the male respondents said that he is disabled and that none of his family members is working, and he added that he would like to work as a grocer if he is provided with the necessary funding.

Many respondents expressed their need to financial assistance due to having one or more disabled family member who need additional costs and expenses other than household requirements.

Respondents who expresses facing challenges that hindered their ability to work were asked about what kind of support or capacity building they need to be provided with in order to be employed or to find a job opportunity, the majority of them (52%) expressed their need to have Turkish language training to become able to communicate and work, followed by respondents who said that they need vocational or soft skills training. Some respondents said they need training on CV writing skills and job interview training, while 36% of them selected the option (Other):



With regard to gender of the respondent, Turkish language was deemed the most needed training by the majority of the respondents, followed by vocational and soft skills training, the option (Other) and interview and CV writing skills training.

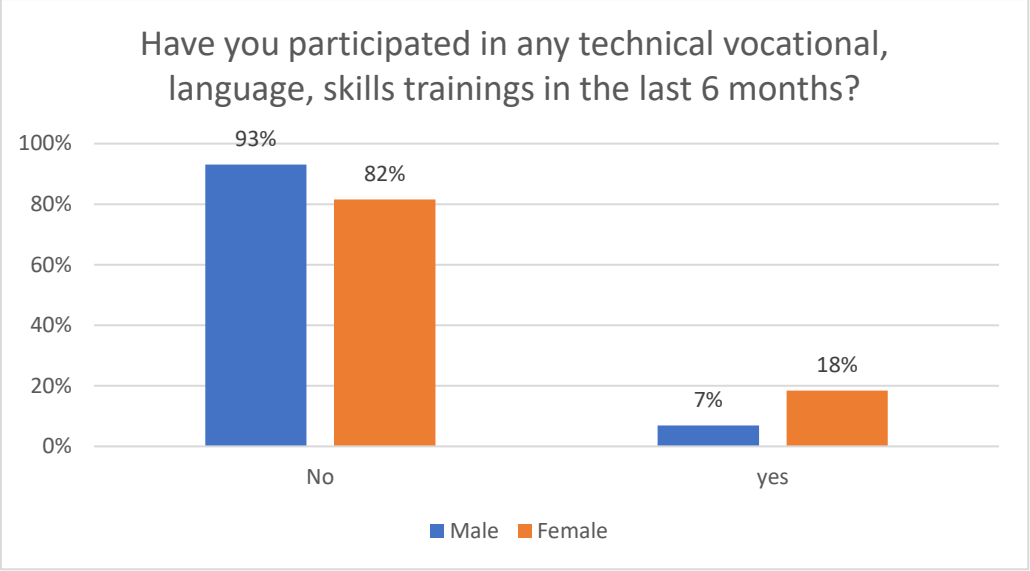


As for the answers of respondents who live in each of the covered provinces, in Ankara, Hatay, Mersin and Şanlıurfa, the option (Other) ranked first, while in Bursa, Istanbul, and Konya, Turkish language training was needed by the highest percentage of respondents, and in Hatay the percentage of those who said they need vocational training support had the same percentage as those who chose (Other). In Kilis, both Turkish language and vocational and soft skills trainings had the same percentage (74%).

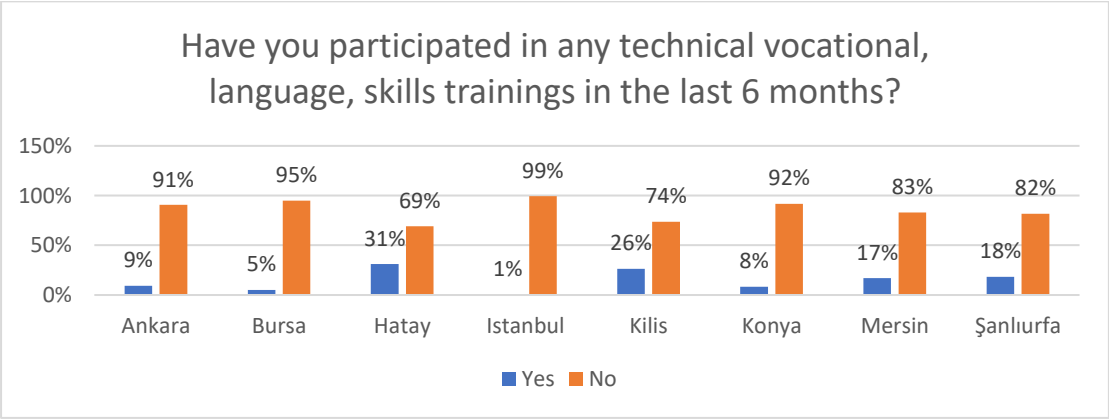
	Ankara	Bursa	Hatay	Istanbul	Kilis	Konya	Mersin	Şanlıurfa
Turkish language training	38%	76%	38%	62%	74%	67%	19%	6%
vocational training or soft skills training,	28%	36%	41%	23%	74%	24%	30%	29%
interview skills and CV writing)	0%	0.00%	3%	15%	53%	0%	0%	0%
Other	66%	17%	41%	0%	10%	29%	67%	65%

Note: (the option [Other] in this question included other types of support such as childcare support, financial support, health insurance, and creating job opportunities, while some of those who chose the option [Other] said that they cannot work even if they receive support because of disability, illness and aging, and some of them said that they work from home).

Having asked respondents on whether they participated in any training on any of the abovementioned trainings during the last six months, 68% of them said that they did not attend or participate in such trainings, while based on the gender of the respondent, the percentage of females who participated in such trainings was higher than males as shown in the chart below:

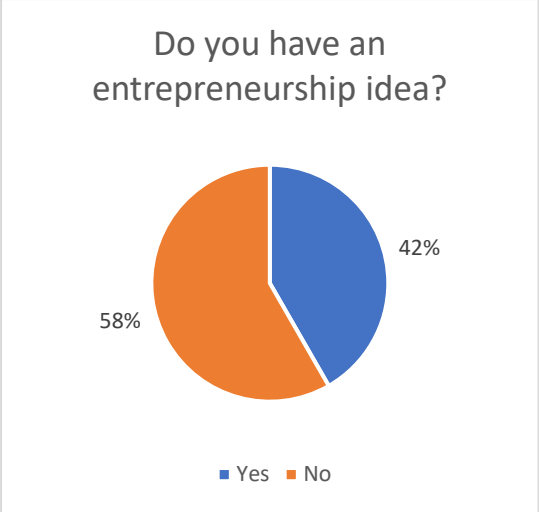


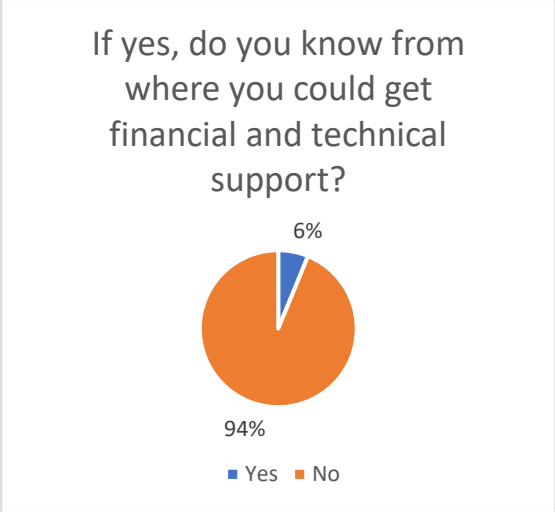
The highest percentage of trainings participants was in Hatay (31%), followed by Kilis with 28% and 19% in Şanlıurfa, while it dropped to 1% in Istanbul. The following chart shows the percentage of trainings participants in each of the covered provinces:



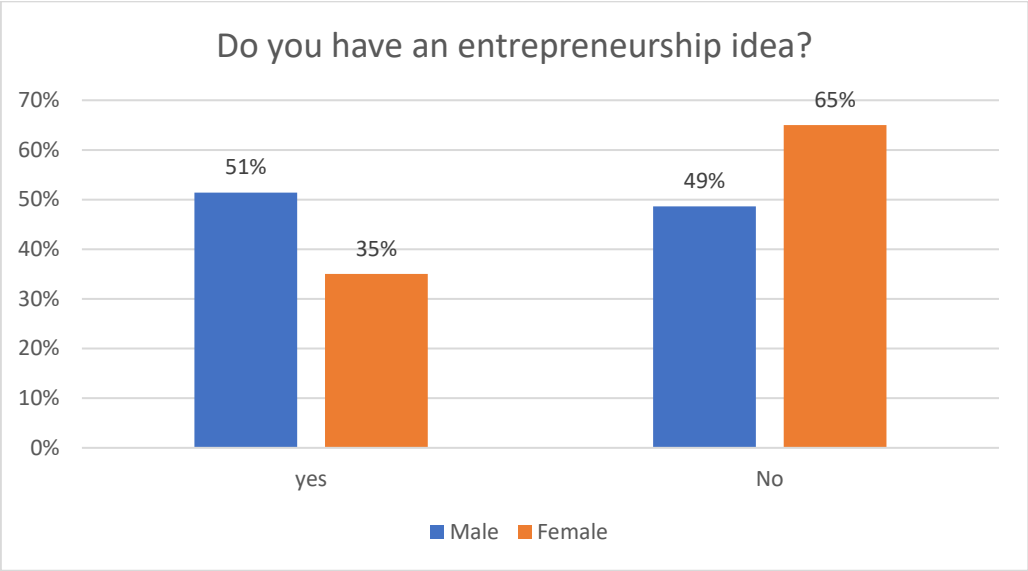
Entrepreneurship:

Respondents were asked whether they have an idea for an entrepreneurship or not, only 42% said they do, but among those who do, only 6% said that they know where they could get financial and technical support from:



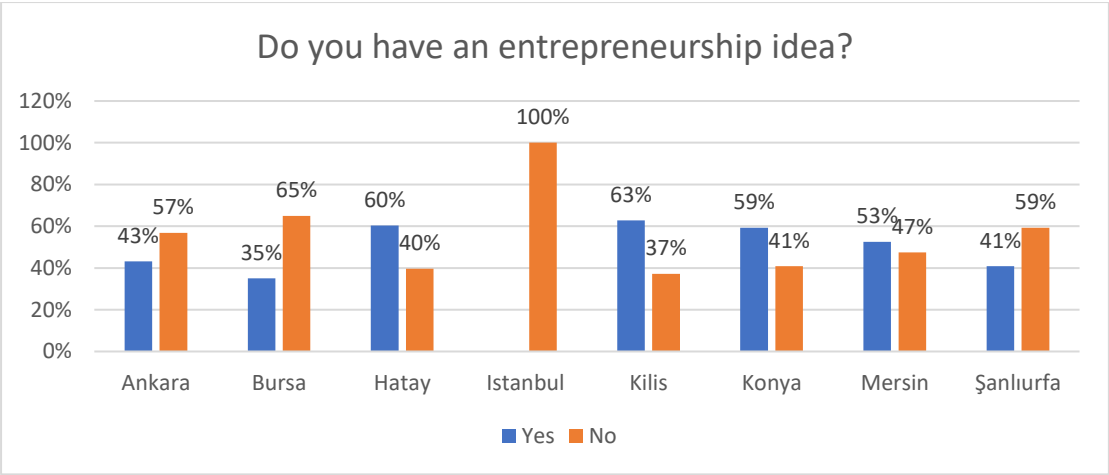


As for the answer to this question according to the gender of the respondent, 51% of male respondents said they have an entrepreneurship idea, while among females it dropped to 35%:

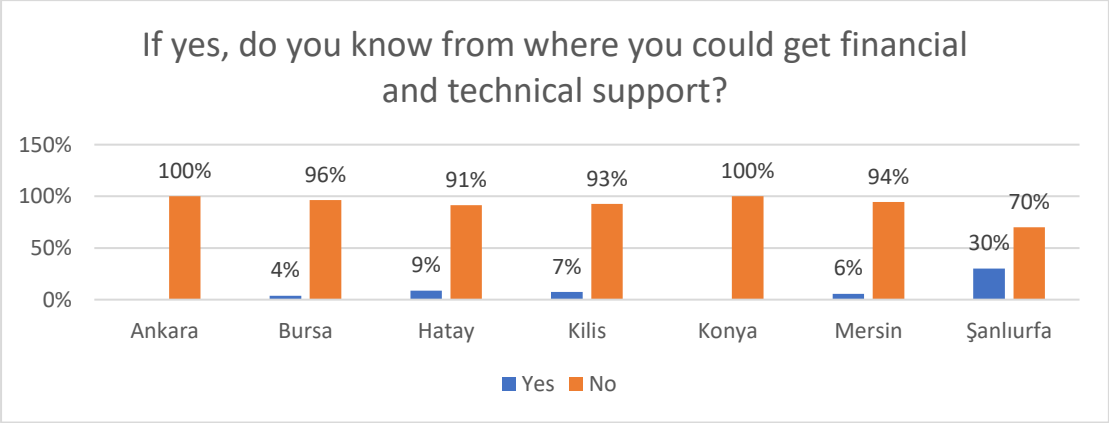


As for knowledge about where to get financial and technical support for entrepreneurship ideas among respondents based on the gender of the respondent, only 7% of male respondents said that they know where they can get this support from, while the percentage of female respondents who know was only 5%.

Based on the province of residence of the respondents, the highest percentage of those who have an entrepreneurship idea was in Kilis (63%), followed by Hatay (60%) and Konya (59%), while in Istanbul none of the participants said they have an idea for an entrepreneurship:



The percentage of those who know where to get the necessary financial and technical support among respondents who have an entrepreneurship idea was higher in Şanlıurfa than other provinces, as reached 30%, while in other provinces it did not exceed 9%, and in Ankara and Konya none of the respondents knew where to get such support:



The respondents were asked about their former occupation, and the highest percentage of them (16%) answered that they are housewives and do not work, followed by tailors (15%) and then respondents who have chosen the option (Other) at 11%, this option included occupations like retail sales, daily work, restaurants works and ownership, livestock, repairing computers and mobile phones, handicrafts, bakeries, pharmacies and many other jobs. The rest of the respondents worked in various types of jobs and occupations such as teaching (7%), trading (6%), construction (5%), hairdressing, mechanic repair and car-related jobs, carpentry and food industries, while 3% of respondents were students and 1% of them could not work.

Jobs and occupations also varied according to the gender of the respondent, in some occupations females were the majority of respondents who work in such jobs and occupations, apart from the fact that 33% of female participants said they are housewives and they do not work, 18% of females worked as tailors compared to 12% of males, 9% of females were teachers while among males teaching was the occupation of 4%, female hairdressers constituted 4%, while male hairdressers were only 1%. On the other hand, males had higher percentages in other occupations in which females' percentage was 0%, such as building and construction 9%, electrical installations 5%, mechanic repair 5%, engineering 4%, and many other jobs including retail sales,

humanitarian workers, hard labour (welding, blacksmithing, construction and car-related jobs). The percentage of respondents who chose the option (Other) was higher among females than among males, as these percentages were 13% and 9% respectively.

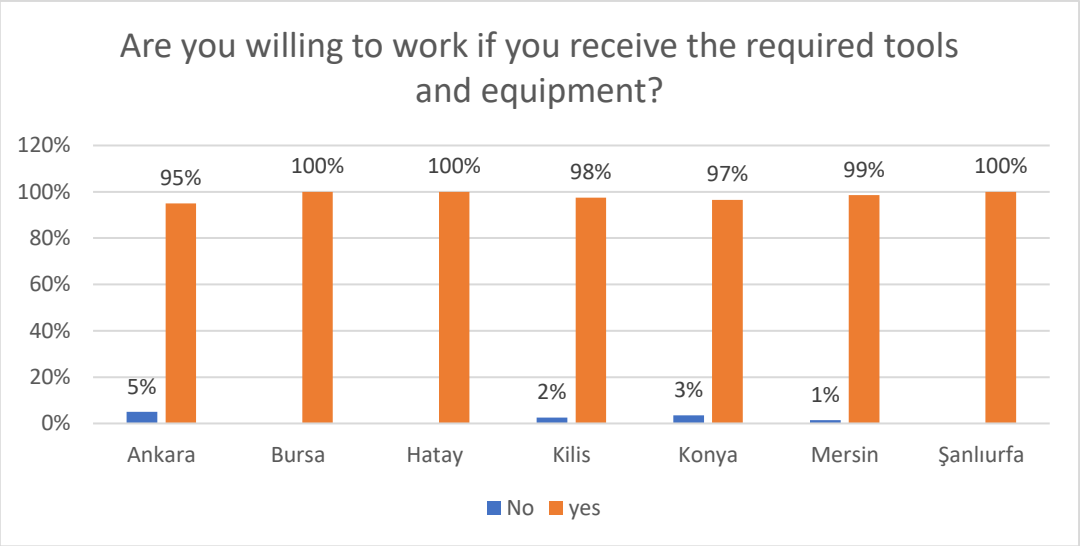
Across the covered provinces, occupations had different percentages, as high percentage of respondents in one of the provinces worked in a profession that none of the respondents from other provinces worked in, whereas in Ankara, 20% of respondents were tailors, followed by the percentage of housewives at 13%, which is the same percentage of those who chose (Other), while in Bursa, 22% of respondents were tailors, 15% electricians, 11% were traders, and in Hatay, the highest percentage of respondents (17%) were teachers and 11% were builders. In Kilis, 28% of respondents were housewives, followed by tailors (14%), and farmers and builders constituted the same percentage (7%). In Konya, 28% of respondents were traders, 17% hairdressers and 10% were carpenters. In Mersin, 27% were housewives, and both of tailors and teachers were 10%, and in Şanlıurfa, the highest percentage (48%) were tailors, followed by professions like hairdressing, driving, farming, mechanics, nursing and other professions that each of them constituted 5%.

The percentage of respondents who selected the option (Other) was high in most of the provinces, as it reached 13% in Ankara, 11% in Bursa, 11% in Hatay, 11% in Kilis, 3% in Konya, 11% in Mersin and 10% in Şanlıurfa.

Note: (the option [Other] in this question included occupations like retail sales, daily work, restaurants ownership and related jobs, livestock, repairing computers and mobile phones, handicrafts, bakeries, pharmacies and many other jobs).

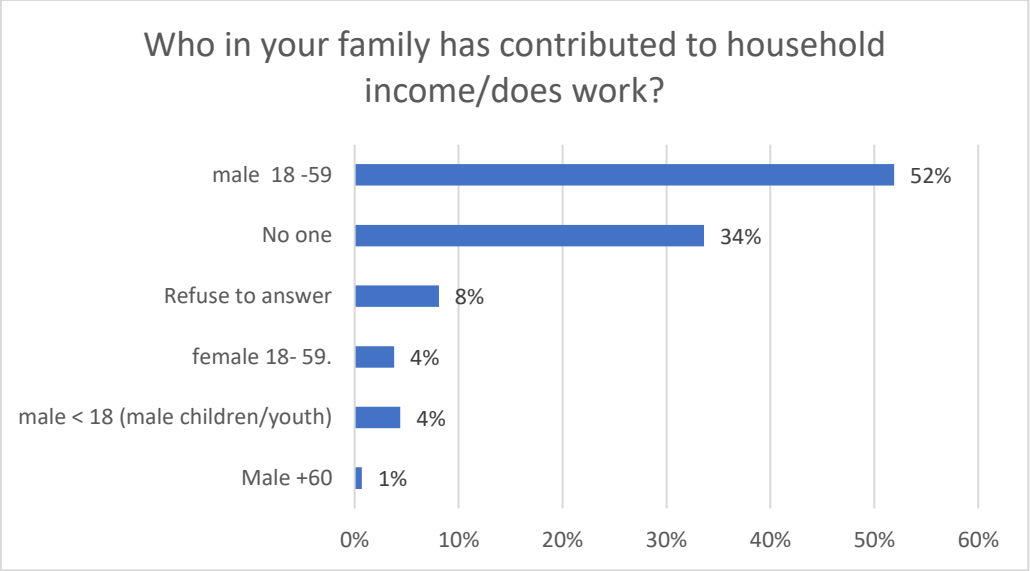
Willingness to work:

Respondents were asked about whether they are willing to work if they were provided with the necessary tools and equipment, the answer of 92% of them was Yes, which is the same answer of 97% of males and 99% of females.
The vast majority of respondents in some of the provinces and all of respondents in the rest of them said that they are willing to work if they were provided with required tools and equipment as shown in the following chart:

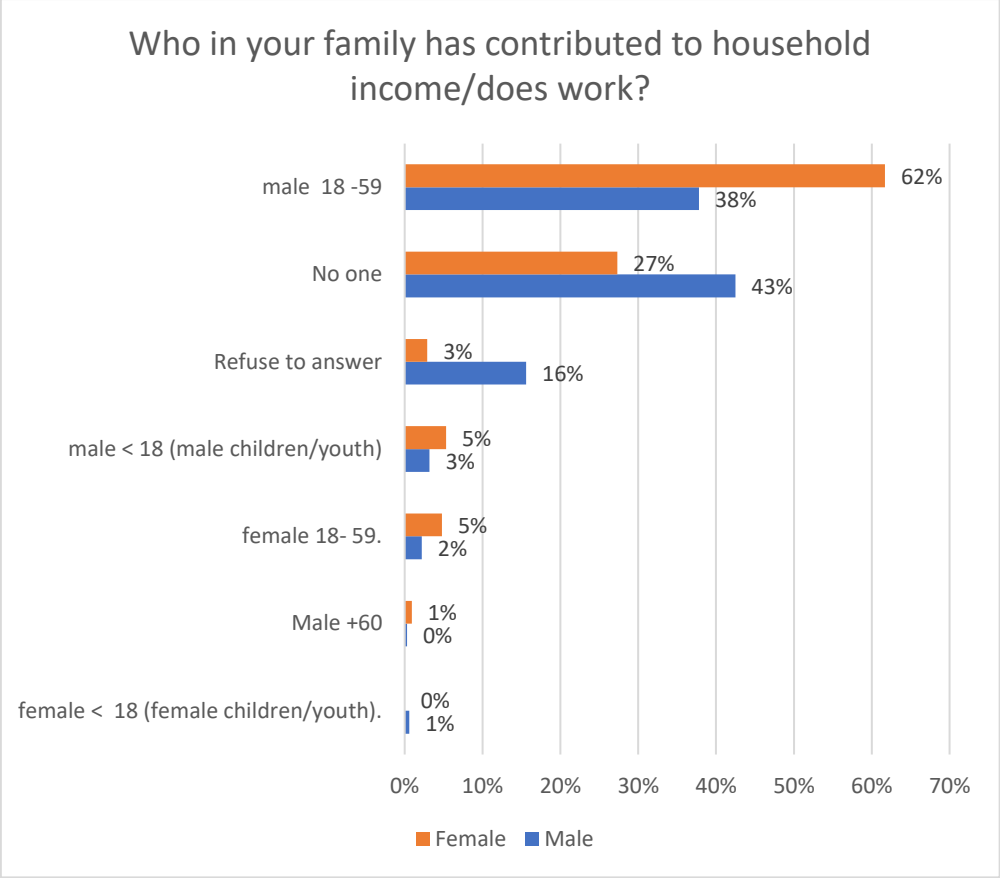


Family members' contribution to household income:

Due to expensive living costs and some families' low income, the work of one family member may not be sufficient to cover these costs and expenses, therefore, in some cases, other family members of both genders and various age categories contributed to household income. When the respondents were asked who from other family members have contributed to household income or worked to offer such contribution, 52% said that male family members between 18 and 59 years old have contributed to household's income, followed by those who said that none of the family members has contributed at 34%. The following chart shows the age and gender categories who contributed to their families' income:



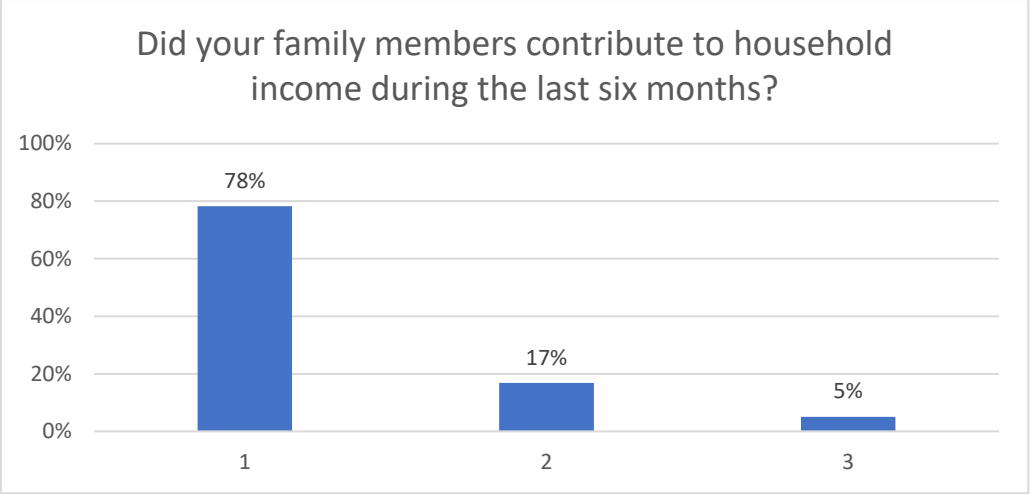
Based on the gender of the respondent, the majority of females said that male family members between 18 and 59 years old are the ones who have contributed to household's income, while the majority of male respondents said that no one has contributed:



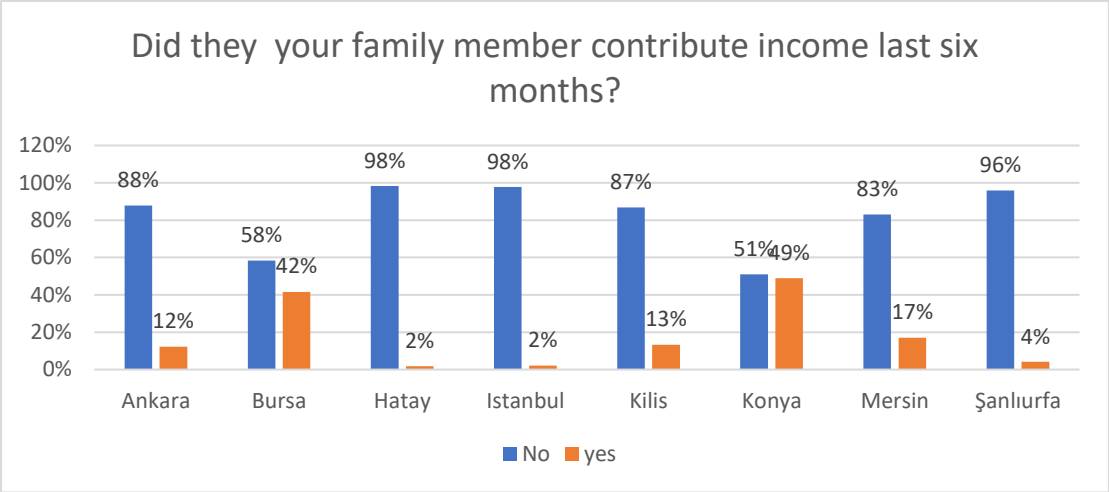
One of the female respondents said that her husband had a work accident, and her children are working to provide family's requirements.

Regarding family members' contribution to household income based on the province of residence, the answers varied from one province to another, as the percentage of respondents who said that male family members between 18 and 59 years old are the members who have contributed to household income, reached 71% in Mersin, 61% In Ankara, 53% in Konya, 49% in Şanlıurfa, 48% in Kilis, 43% in Hatay, 39% in Istanbul, and 38% in Bursa, followed by the percentage of those who said that no one has contributed to the income, which was the highest in Bursa and Hatay at 55%, followed by Kilis (45%), Konya (43%), Şanlıurfa (40%), Ankara (34%) and Istanbul 10%, while the highest percentage in Istanbul was the percentage of respondents who refused to answer.

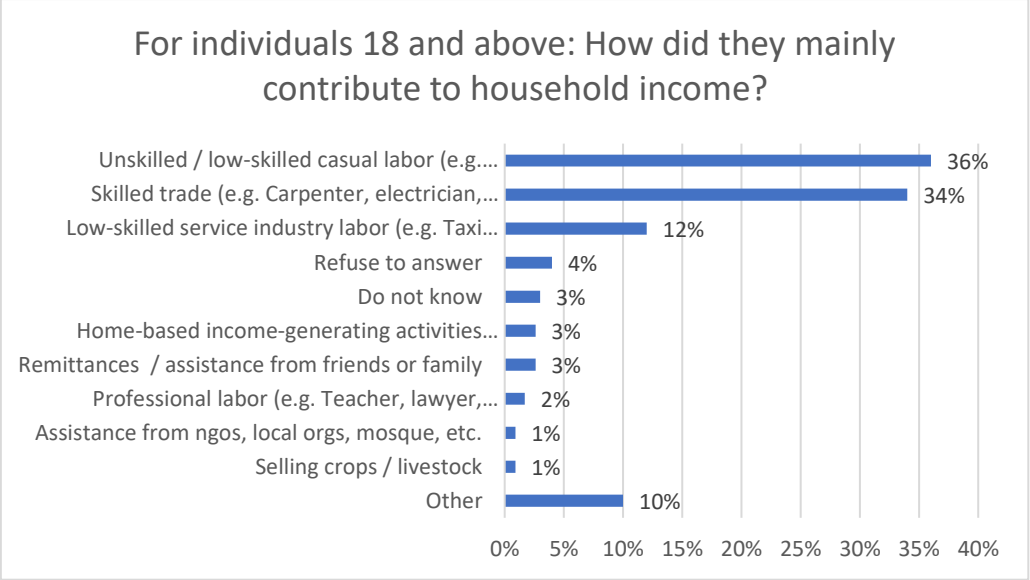
With regard to respondents' family members' contribution to household income during last six months, 85% of respondents said that no one has contributed. As for the number of family members who have contributed, answers ranged between 1, 2 and 3 members, the majority of respondents said that only 1 family member has contributed to household income during last six months, which is the same answer based on gender of the respondent:



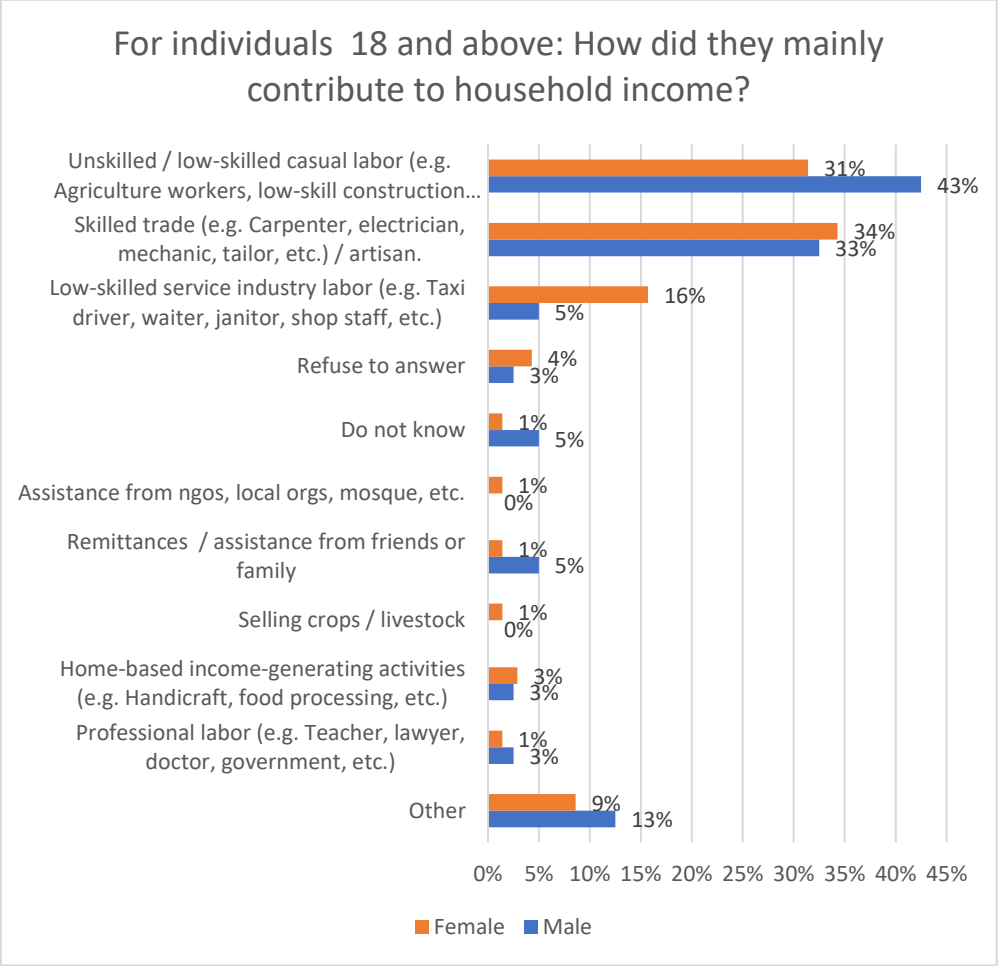
While answers to this question varied according to respondent's province of residence as the vast majority of respondents in Hatay, Istanbul and Şanlıurfa said that none of their family members contributed to the income of the household, while the percentage of those who said that their family members have contribute was higher in Konya, as it reached 49%, followed by Bursa (42%) and Mersin (17%).



As for the contribution of family members who are 18 years-old or above, the highest percentage of respondents (36%) said that their contribution was in the form of unskilled or low-skilled casual labour, such as agriculture workers and low-skilled construction workers, followed by those who said that the contribution was in the form of skilled trades and professions like carpentry, electrical installations, tailoring, and mechanic repairs. Then come those who said that it was in the form of low-skilled service industry, such as taxi drivers, waiters and janitors at 12%, while 10% selected the option (Other):



According to the gender of the respondent, the highest percentage of male respondents (43%) said that this contribution of family members who are 18 and above was in the form of unskilled or low-skilled casual labour, followed by skilled trades and professions at 33%, while the highest percentage of female respondents was on the skilled trades and professions at 34%, followed by unskilled or low-skilled casual labour at 31%.



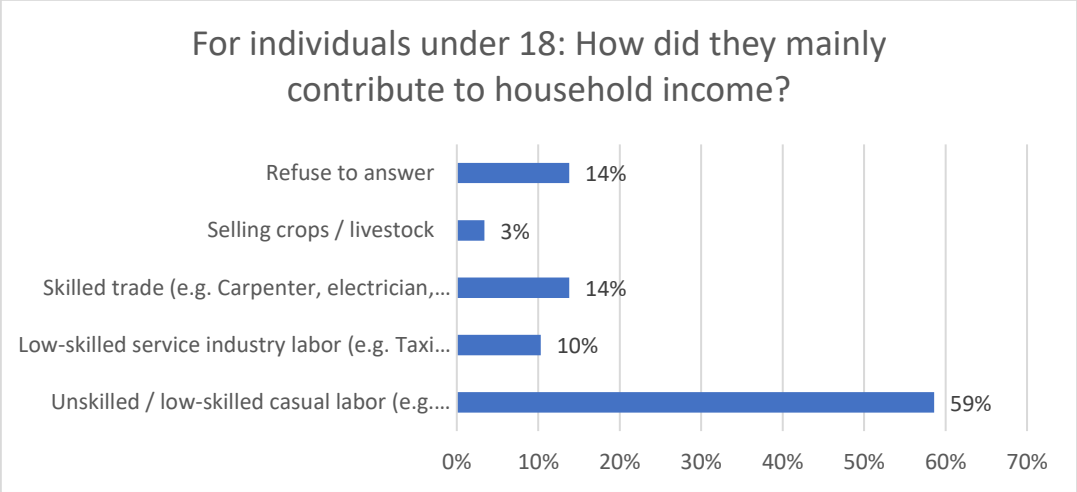
As for the form of contribution to household income by individuals who are 18 or above based on respondent's province of residence, the highest percentage of respondents who said that the form of contribution was unskilled or low-skilled casual labour was in Kilis (100%), followed by Ankara (59%), Istanbul (33%), Bursa, (31%), Mersin (22%) and Konya (21%). Low-skilled service industry labour was the answer of (67%) in Istanbul, followed by (50%) in Urfa, (26%) in Mersin and (17%) in Konya. As for those who answered with Skilled trade, their percentage in Bursa was the highest as it reached (56%), followed by Konya (46%), Ankara (24%) and Mersin (17%). Home-based work and income-generating activities reached 50% in Şanlıurfa, while remittances and assistance provided by family or friends or acquaintances was only mentioned in Mersin by 13% of respondents, and the assistance provided by NGOs, local organizations in Turkey or other parties that provide assistance was only mentioned by respondents who live in Ankara at 6%.

12% of respondents who live in Ankara and 3% of those who live in Bursa said that they do not know the form of contribution, and 9% of respondents who live in Mersin along with 6% of respondents who live in Bursa refused to answer this question, while 100% of respondents who live in Hatay along with 18% in Ankara, 13% in each of Kilis and Konya, 9% in Mersin and 3% in Bursa selected the option (Other):

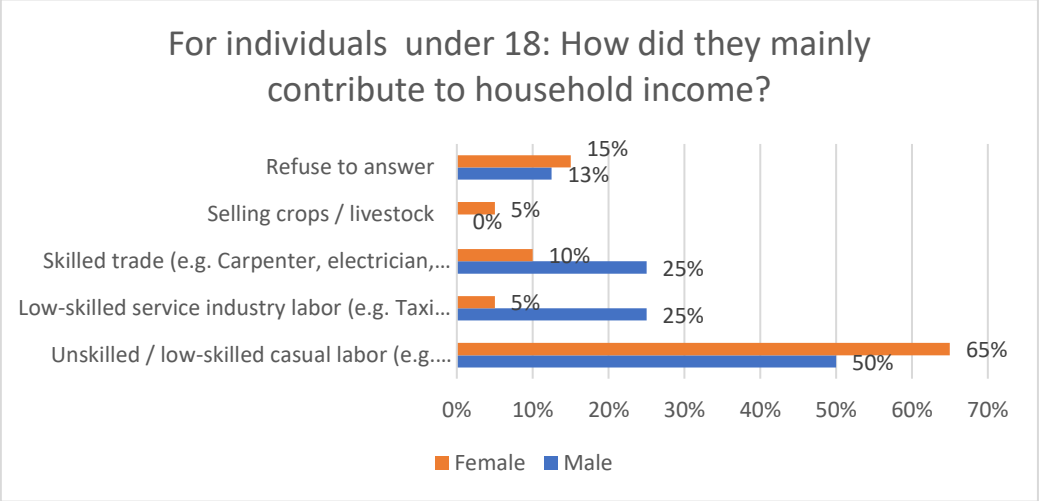
	Ankara	Bursa	Hatay	Istanbul	Kilis	Konya	Mersin	Urfa
Unskilled / low-skilled casual labor	59%	31%	0%	33%	100%	21%	22%	0%
Low-skilled service industry labor	0%	0%	0%	67%	0%	17%	26%	50%
Skilled trade	24%	56%	0%	0%	0%	46%	17%	0%
Professional labor	0%	3%	0%	0%	0%	0%	4%	0%
Petty trade (selling cigarettes, phone cards, water… etc.)	0%	0%	100%	0%	0%	0%	0%	0%
Home-based income-generating activities	0%	3%	0%	0%	0%	0%	4%	50%
Selling crops / livestock	0%	0%	0%	0%	0%	4%	0%	0%
Remittances / assistance from friends or family	0%	0%	0%	0%	0%	0%	13%	0%
Assistance from NGOs, local organizations, mosque, etc.	6%	0%	0%	0%	0%	0%	0%	0%
Don't know	12%	3%	0%	0%	0%	0%	0%	0%
Refuse to answer	0%	6%	0%	0%	0%	0%	9%	0%
Other	18%	3%	0%	0%	13%	13%	9%	0%

Note: (the option [Other] in this question included other forms of contribution such as intermittent daily work, trading medical supplies, selling food or second-hand goods and upholstery).

Regarding the contribution of family members who are 18 years-old or below, 59% of respondents said that it was in the form of unskilled or low-skilled casual labour, such as textile, agriculture and restaurant jobs[5], and the answers of other respondents included other forms of labour, while 14% refused to answer:



While based on the gender of the respondent, half of male respondents said that the contribution of family members who are under 18 years-old was in the form of unskilled or low-skilled casual labour, followed by skilled trades and professions at 25%, which is the same percentage of male respondents who said that it was in the form of low-skilled service industry labour, while among female respondents, the highest percentage was on the unskilled or low-skilled casual labour at 65%, followed by skilled trades and professions at 10%, while 15% of them refused to answer.



[5] Access to the labour market
https://www.asylumineurope.org/reports/country/turkey/access-labour-market-0

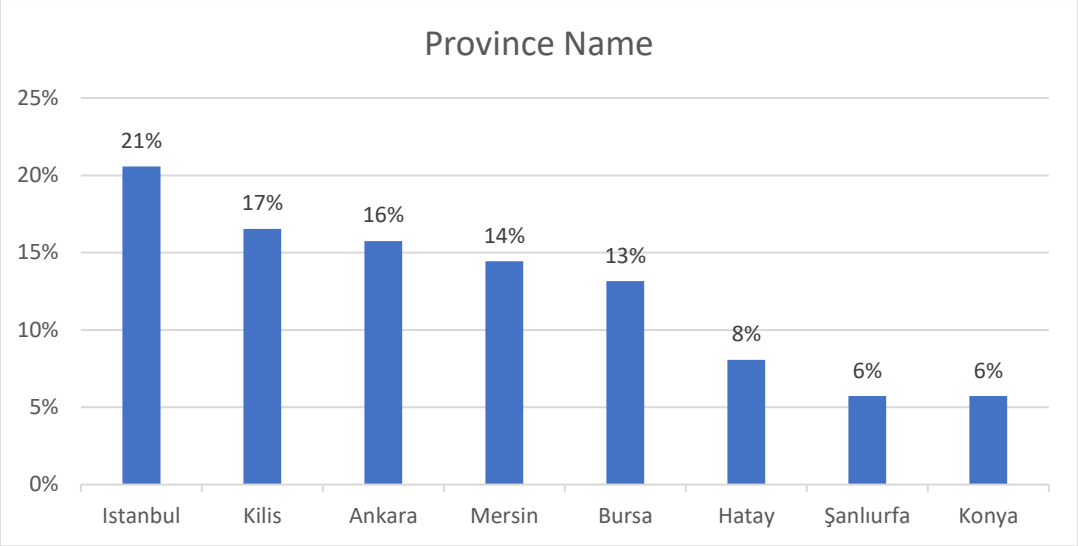
According to the respondent's province of residence, all of respondents who live in Bursa and Kilis said that the form of contribution to household income by individuals under 18 was unskilled or low-skilled casual labour, which also was the answer of 75% of respondents in Ankara, on the other hand, all respondents who live in Istanbul and Mersin have refused to answer. In Konya, the majority of respondents 43% said that this contribution was the form of skilled labour, followed by low-skilled service industry labour at 29%, and selling crops and raising livestock at 14%, and the remaining 14% of respondents refused to answer.

	Ankara	Bursa	Istanbul	Kilis	Konya	Mersin
Unskilled / low-skilled casual labor	75%	100%	0%	100%	0%	0%
Low-skilled service industry labor	25%	0%	0%	0%	29%	0%
Skilled trade	25%	0%	0%	0%	43%	0%
Selling crops / livestock	0%	0%	0%	0%	14%	0%
Refuse to answer	0%	0%	100%	0%	14%	100%

Protection, Education and Health:

Information about the respondents:

Respondents who participated in this sector of the survey were 768 respondents, female respondents were 60% of the total number, while male respondents were 40%.
As for the percentage of male and female respondents in each of the provinces covered by the survey, females' percentage was higher than males' in all of the provinces except in Hatay and Bursa, as the percentage of males in these two provinces were 60% and 57% respectively, while the province with the highest percentage of females was Ankara with 79% females.
The average age of the respondents was 38, as the youngest respondent was 18 years old, while the oldest was 76.
Regarding respondents' registration status, the vast majority of them (95%) are temporary protection applicants, while the percentage of those who have dual citizenship (Syrian and Turkish) is 3%, and the percentage of respondents who hold a tourism residence and those who are not registered at the regional directorates of migration management or applied to it reached is 2%. This percentage varied among the provinces covered by the survey, as it ranged between 92% and 100% in most of the provinces, while in Mersin, temporary protection applicants were only 77%, while dual citizenship holders were 21%.
As for the province in which the respondents live, respondents who live in Istanbul constituted the highest percentage (21%), while the lowest percentage was in Şanlıurfa and Konya, as it dropped to 6% in each of them:



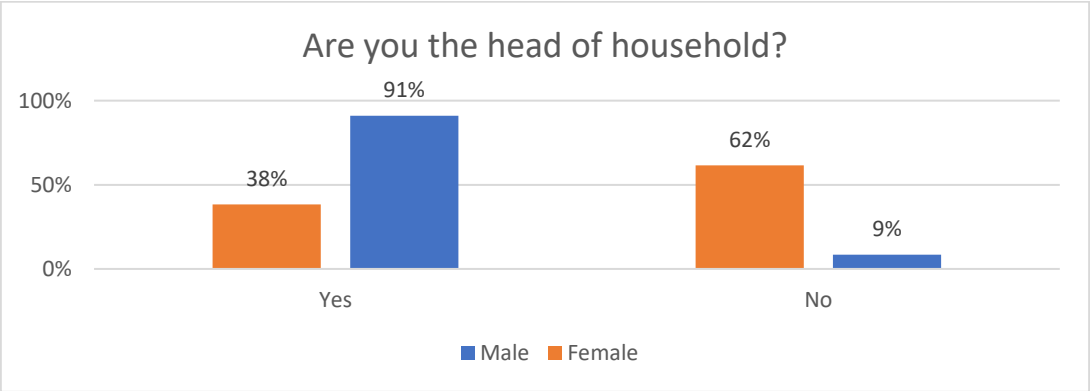
Structure of the family:

General information about respondents' families:

Respondents families included five members in average, as the minimum number of family members was one member and the maximum number was 18. As for the age of family members, about two thirds of the families did not have any male or female family members under 5 years old, and about a quarter of them only have one member of each gender under this age category. The average number of family members between 6 and 17 years old was one member of each gender, as more than a third of the families did not have any, while about two thirds of families include an average of 1 member of each gender between 18 and 65 years. As for male and female family members who are over 65 years old, the vast majority of respondents' families did not include any, while only 5% said that their families include one member of each gender.

Head of the household:

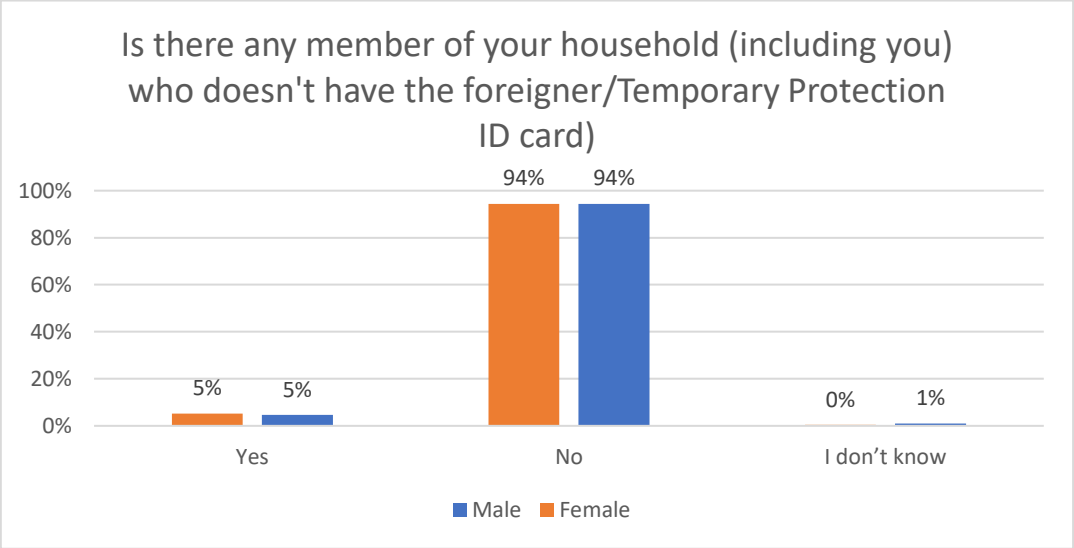
Having asked the respondents whether they are the heads of their households, 60% of them said that they are, and the percentage of male heads of households among the respondents reached 91% of total male respondents, while female heads of households were 38% of total female respondents:



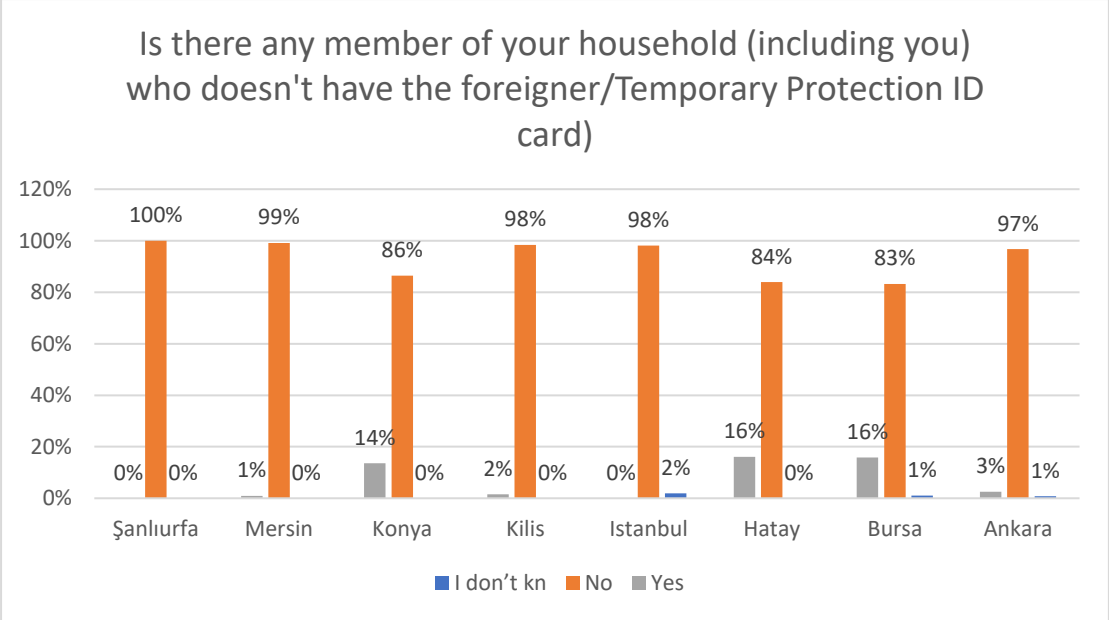
Regarding the percentage of the heads of households among respondents based on their province of residence, the majority of respondents in most of the provinces were the heads of their household, but in Ankara, it was the opposite, as 54% of them were not. As for the respondents who said that they are not the heads of their households, the vast majority of them (95%) said that their families' heads of household are males, but in Şanlıurfa the percentage was different, as 29% of the respondents who said that they are not the heads of their households stated that the heads of their households are females.

Protection:

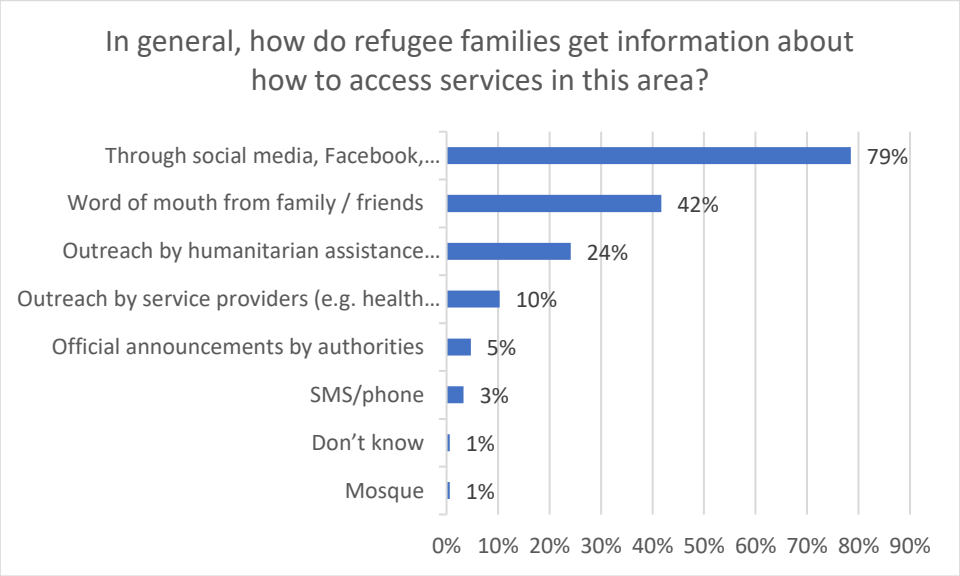
Since the registration status of the vast majority of Syrian refugees in Turkey (95%) are temporary protection applicants, 94% of respondents said that all of their family members including themselves hold the temporary protection card, while 5% said that not all of their family members do, which is the same percentages among males and females:



The percentage of respondents who said that not all of their family members hold a temporary protection card varied from one province to another, as in most of the provinces it was 0% because regional directorates of migration management in these areas are still registering Syrian refugees and issuing temporary protection cards, while it reached 16% in each of Hatay and Bursa, and 14% in Konya:



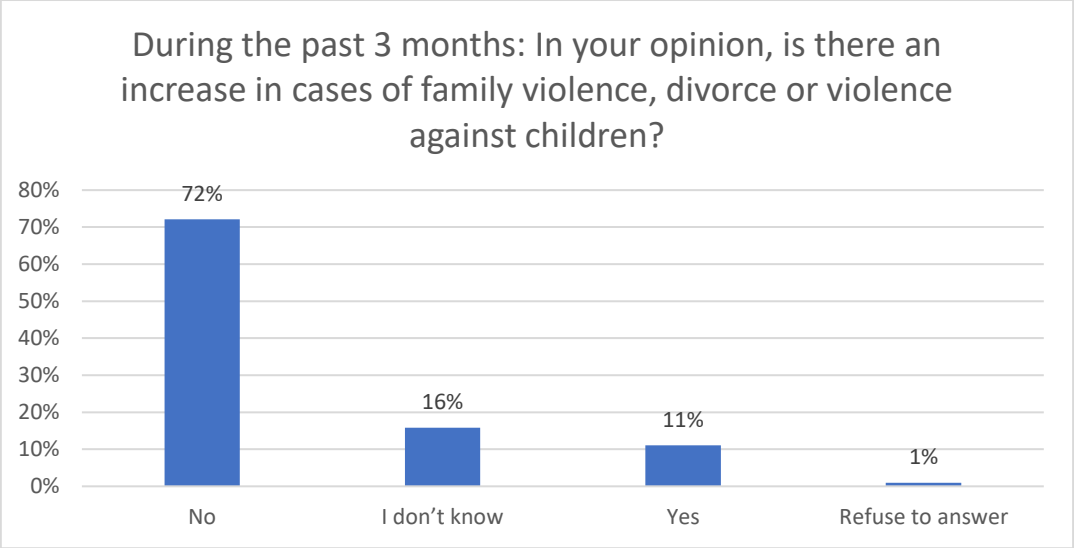
Regarding Syrian refugees' access and sources of information about how to access services, social media sites and platforms such as (Facebook, WhatsApp, Telegram, etc…) were the main source of information according to 79% of participants, followed by what they hear from their family members, relatives and friends, in addition to other sources as shown in the chart below:



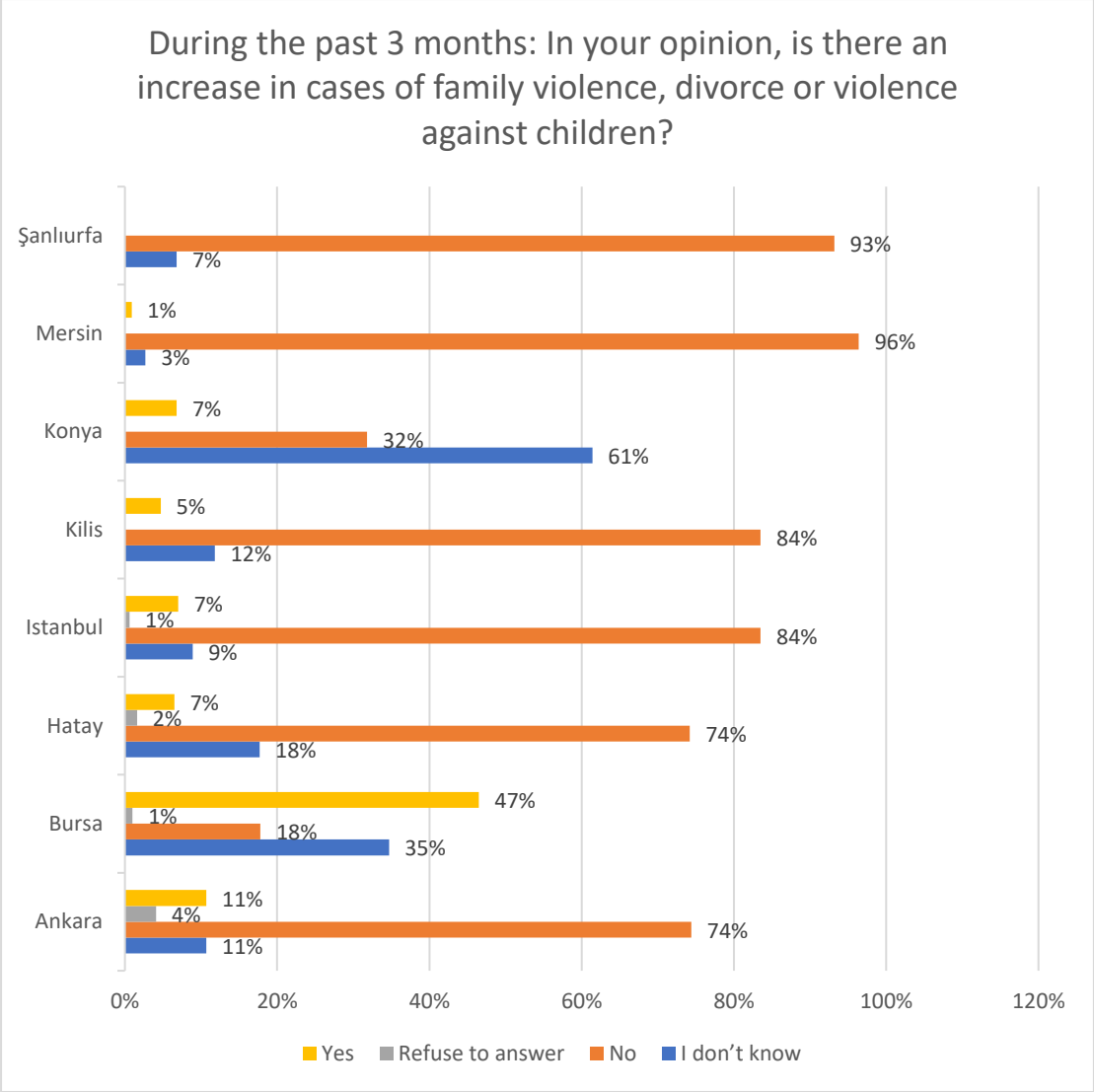
These sources of information and percentages were somewhat close to the gender based answers about these sources, but based on the province of residence, social media was the answer of the majority of respondents in most of the provinces, as the percentage of respondents who provided this answer reached 68% in Mersin, and ranged between 59% to 29% in the rest of the provinces, followed by the percentage of respondents who said that their source of information is what they hear from their family members, relatives and friends, which reached 54% in Şanlıurfa, while it dropped to 13% in Istanbul. Then come respondents who said that their source of information is the outreach of the humanitarian organization, the percentage of these respondents reached 31% in Kilis, while it dropped to 1% in Mersin. All other sources of information were

of low percentages, as they did not exceed 10 percent in any of the provinces covered by the survey.

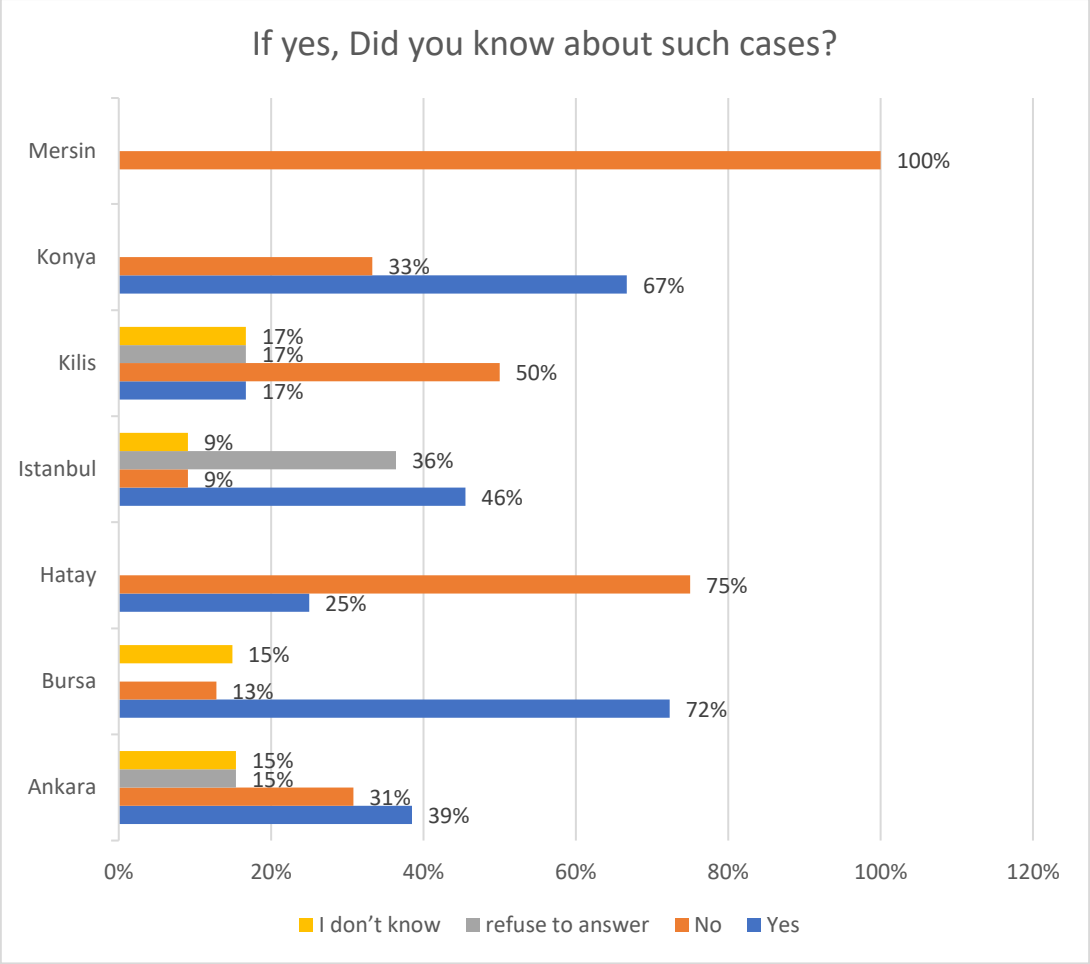
Confinement at home which was caused by COVID-19 pandemic has caused unemployment, financial problems, increased tension and psychological stress, which have led to an increase of domestic violence including violence against children, however, having asked the respondents whether they noticed an increase in cases of domestic violence, divorce or violence against children within the past three months, only 11% of the total number of respondents answered with (Yes) when they were asked about their opinion on whether there is such an increase or not, this percentage is similar to the percentage of respondents' answers based on the gender of the respondent.



But this percentage varied between the provinces covered by the survey, as it reached 47% of respondents who live in Bursa, while in Şanlıurfa it dropped to 0%:



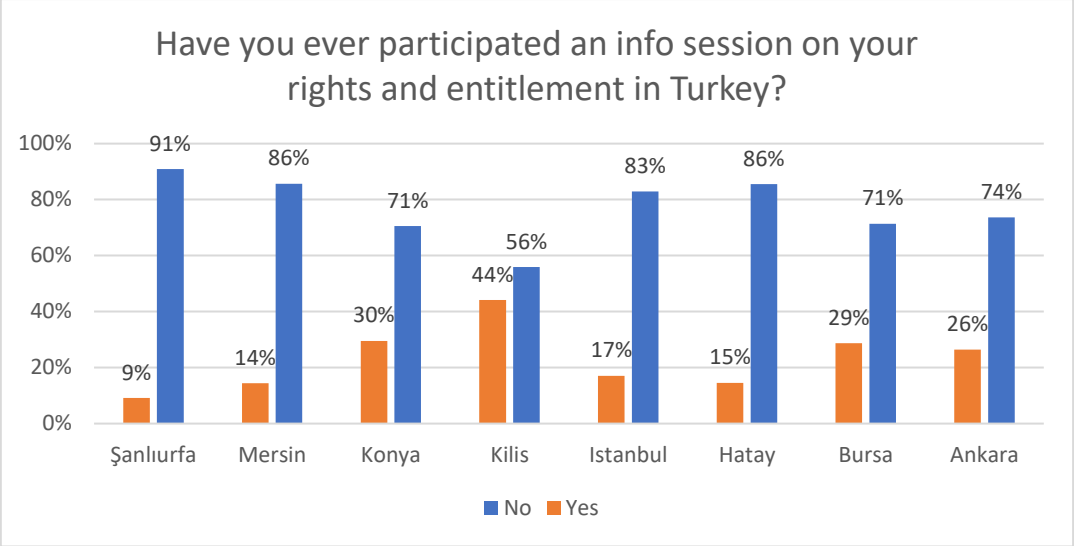
As for respondents' knowledge about these cases, the majority of them (56%) said that they do know, while 8% refused to answer. As for gender based answers, 62% of male respondents knew about these cases of violence, while the percentage of females who knew was 52%. Regarding the provinces covered by the survey, the highest percentage of respondents who knew about such cases was in Bursa (72%), which had the highest percentage of respondents who mentioned an increase of such cases as mentioned above, while it dropped to 0% in Mersin and, where no such increase was mentioned by respondents.



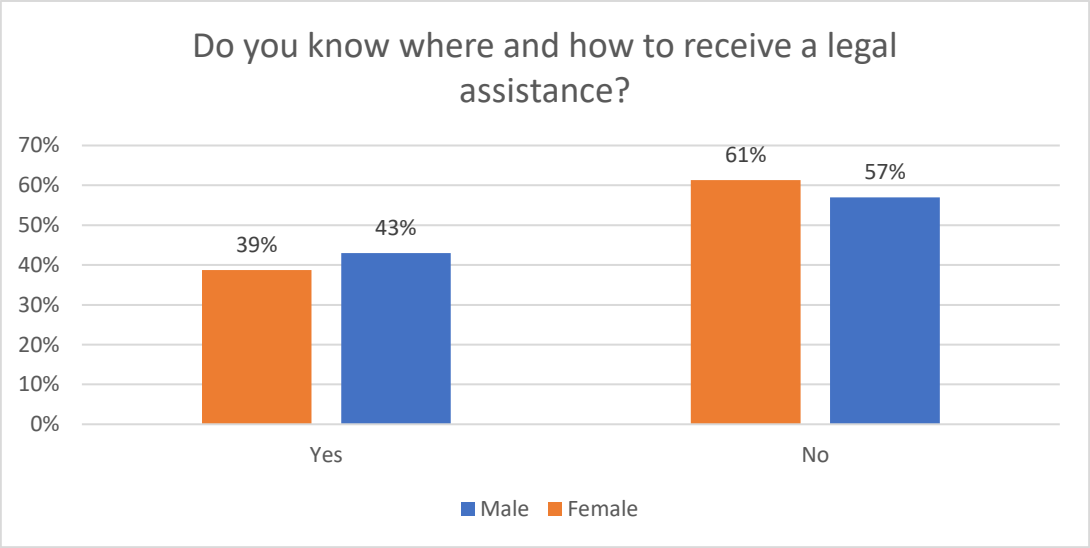
The percentage of those who refused to answer was the highest in Istanbul (36%), followed by Kilis (17%) and Ankara (15%).
The average number of cases that each respondent knows of is 4 cases among the total sample and gender-based answers, as the maximum number according to the total sample and female respondents was 20, while the maximum number according to male respondents was only 10, and the minimum number was only one case, which was stated by the majority of respondents (29%), followed by 4 cases at 19%, 3 cases and 2 cases at 15% each.

Knowledge of rights, entitlements, assistance and support providers:

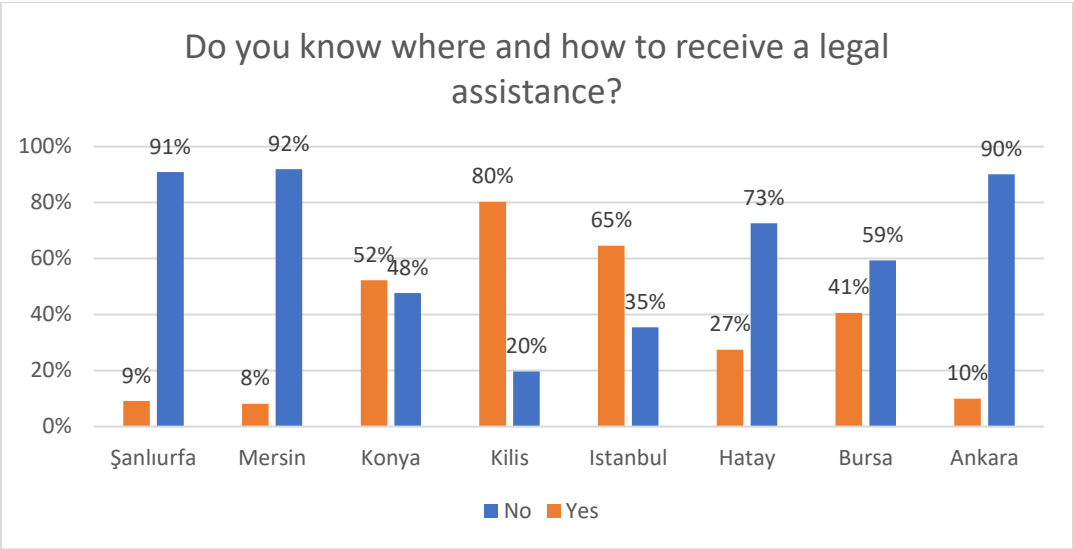
Refugees' knowledge of their rights and entitlements is a key factor towards achieving protection, therefore, many parties and entities such as NGOs and international organizations and entities concerned with the legal affairs of Syrian refugees held awareness sessions and seminars about refugees' rights and entitlements in Turkey. Having asked respondents whether they have participated in such sessions and seminars, only 24% of them said that they participated, and this percentage is close to the percentage of male and female respondents who participate in such sessions, as it reached 26% among females and 22% among males.
Based on the province of residence, the percentage of participants in such sessions reached 44% in Kilis, while it dropped to 9% in Şanlıurfa:



Refugees who did not participate in such activities usually need to seek legal advice and assistance in order to receive information about their legal matters, but the current survey shows that the majority of respondents to this sector (60%) do not know where and how to access such assistance, which is similar to the percentage of the gender-based answers:

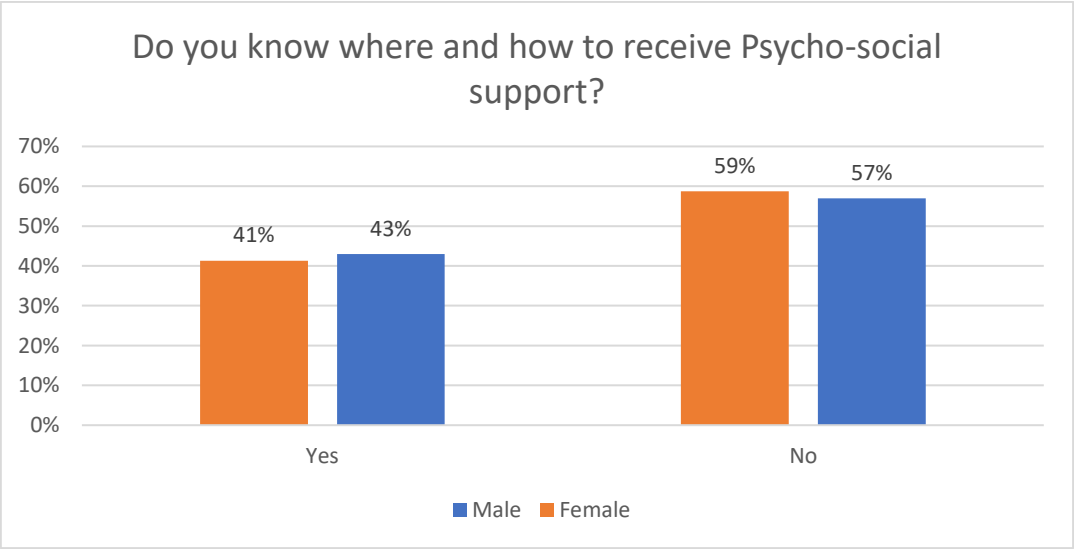


As for this knowledge among respondents according to the province of residence, the vast majority of respondents who live in Şanlıurfa, Mersin and Ankara provinces do not know where to receive such assistance, while in Kilis, Istanbul and Konya, the situation was different, as 80% of respondent in Kilis, 65% in Istanbul and 52% in Konya know where and how to receive such assistance:

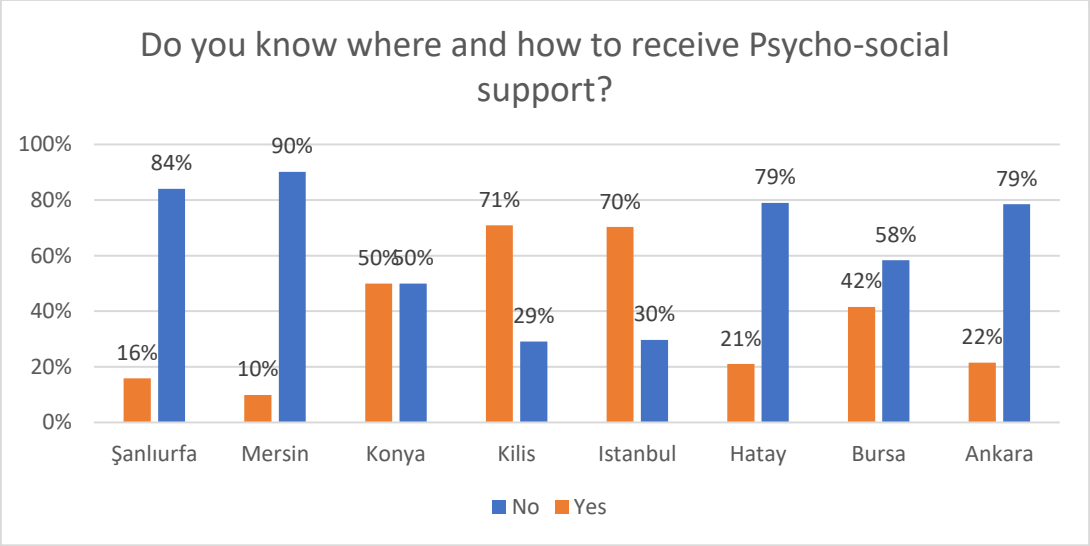


The variation of percentages among each of the provinces and the lack of knowledge about where and how to receive such assistant is because of many reasons including the difference between Syrian and Turkish laws, language barrier which hinders Syrians' ability to understand Turkish laws, inability of non-specialized people to understand legal language in general, difference between the grounds of some Syrian and Turkish laws such as social status law, which is based on Sharia law in Syria, while it is based on civil law in Turkey. For instance, unlike civil law in Turkey, Sharia law in Syria allows Polygyny with a maximum of four wives, as they can be registered in the government departments.

Victims of violence cases and some of the refugees who suffered displacement, injury, poor living conditions and the loss of their family members and persons with disabilities also need to receive psycho-social support, but when respondents were asked about their knowledge about where and how to receive such support, only 42% of the total sample and a close percentage among male and female respondents (43% and 41% respectively) said that they know where and how to receive such support:



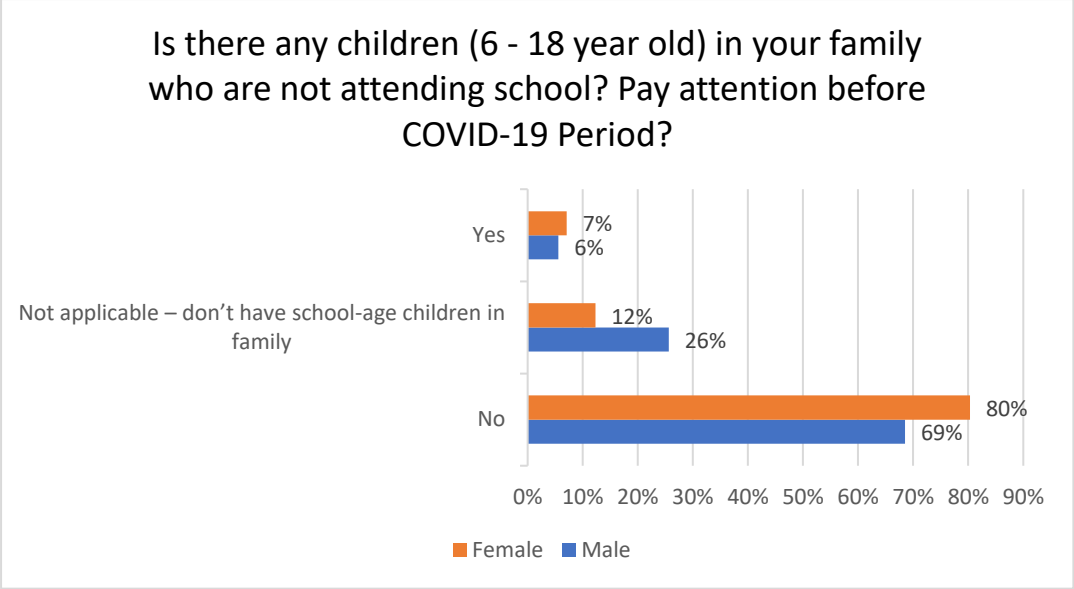
These percentages varied according to the respondent's province of residence, as it was higher in some provinces such as Kilis (71%) than other provinces such as Mersin where the percentage of respondents who know where to get such support dropped to 10%. This variation is because some provinces do not have psycho-social support centers as much as in other provinces:



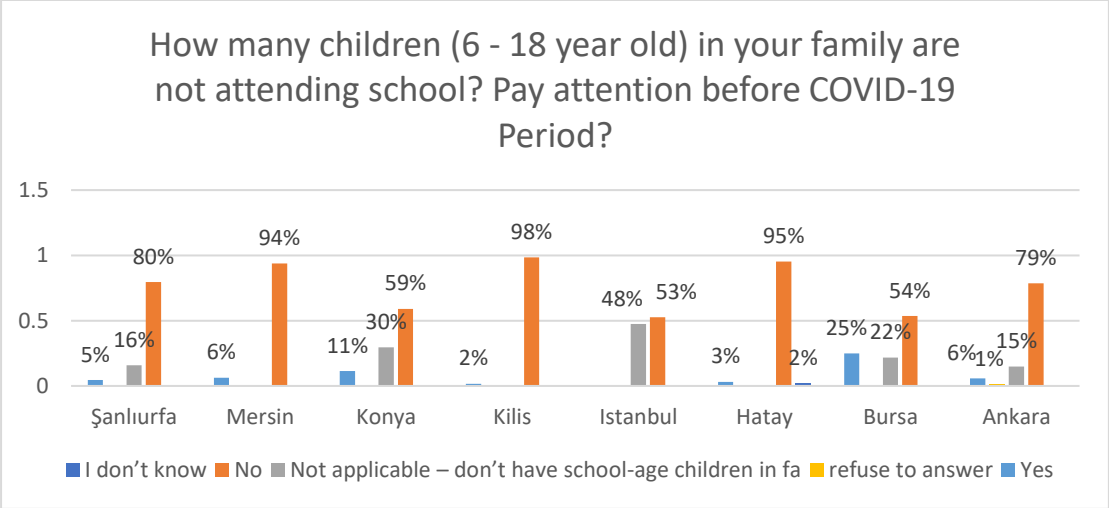
Education:

With regard to education, the majority of Syrian children who are refugees in Turkey are receiving education and attending their classes regularly, according to Yusuf BÜYÜK, Hayat Boyu Öğrenme General Manager at the Ministry of National Education, the percentage of refugee Syrian children who are studying in Turkish primary schools reached 90% of the total number of the Syrian children who are at the age of primary school, 70% in intermediate schools and only 32% in the secondary schools[6], on the other hand, some of these children have dropped out of schools or cannot access education services for many reasons. Having asked the respondents about whether their families have children who are not attending school or are not receiving education services, the majority of them (76%) answered with (No), while 18% of them said that their families do not include school-age children, but 7% of respondents said that their families have children who are not attending schools nor receiving education services, and this percentage was similar to gender-based answers of respondents:

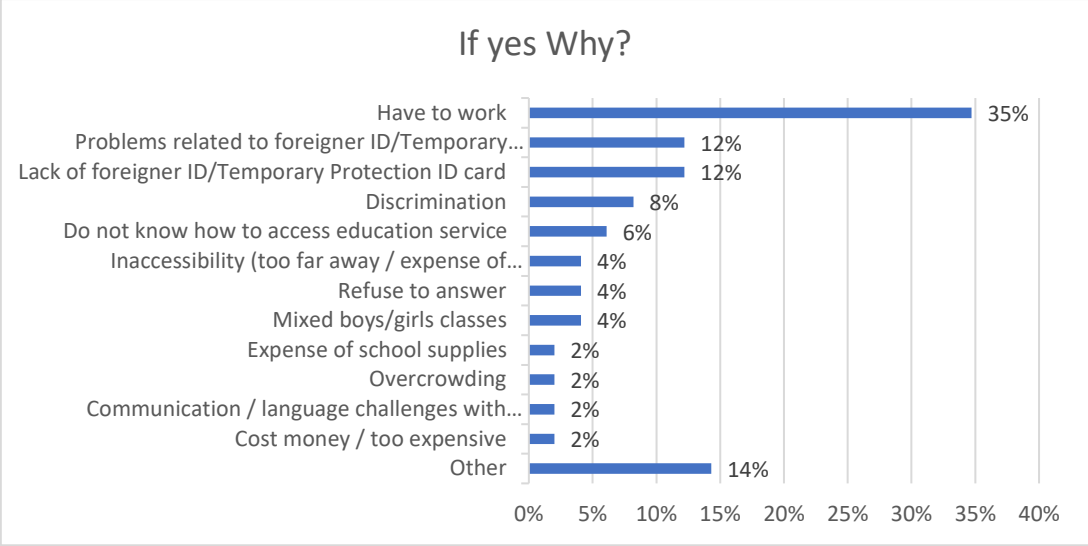
[6] Article by Anadol Agency – 13/03/2013: https://cutt.ly/Ngrmuwa



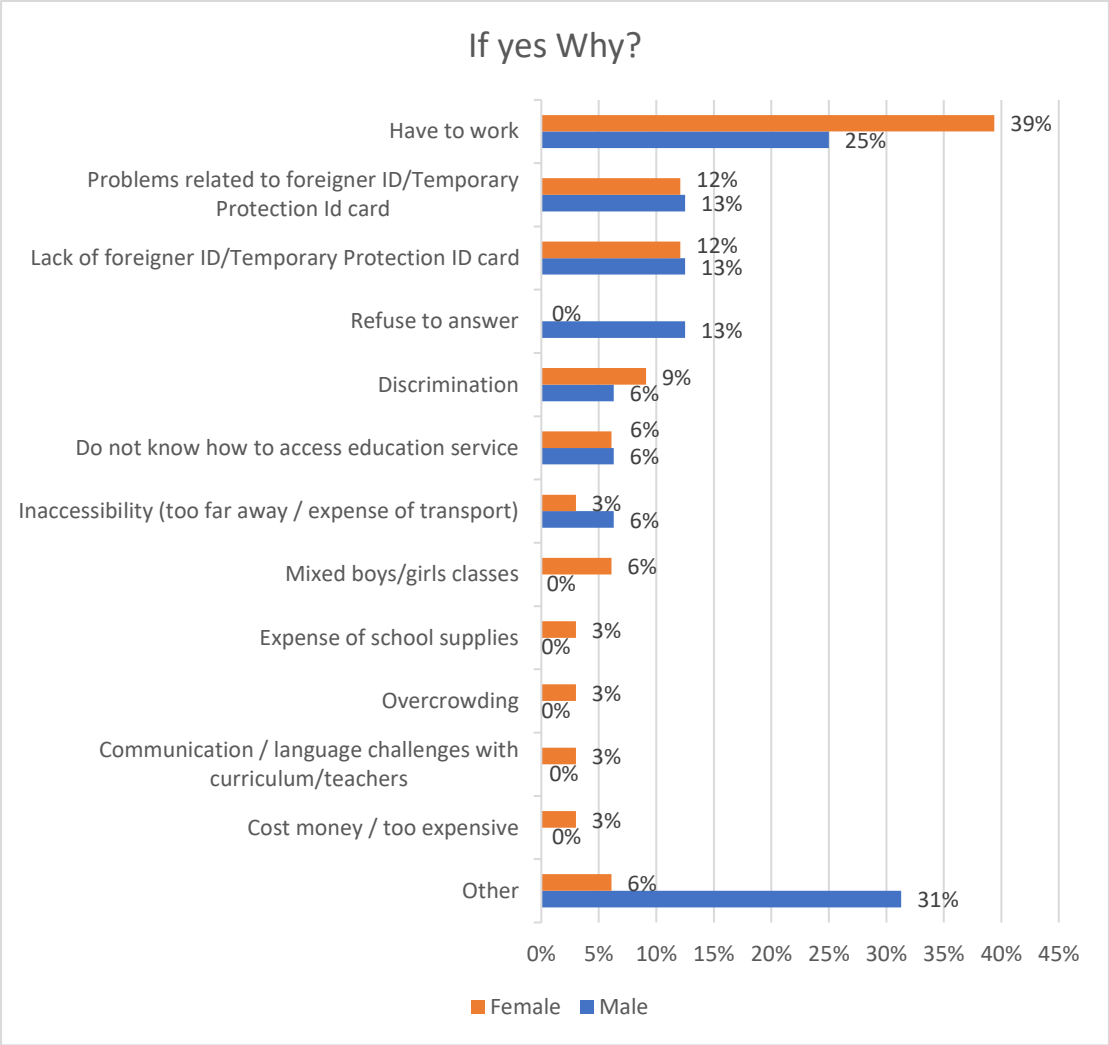
While these percentages varied according to the province of residence, as it was higher in some provinces than others; in Bursa, the percentage of respondents who said that their families have children who are not attending schools reached 25%, and in Konya, it reached 11%. The following chart shows the categories and percentages of respondents' answers in the provinces covered by the survey:



As for the reasons that make these children drop out of schools or prevent them from receiving education services, the highest percentage of respondents (35%) said that the reason was their need to work in order to secure living requirements and expenses for their families, followed by the percentage of respondents who selected the option (Other), followed by the percentage of respondents who attributed this to problems that are related to temporary protection cards and lack of these cards with 12% each. Other respondents attributed this issue to financial reasons, distance related reasons, language barriers, etc…:



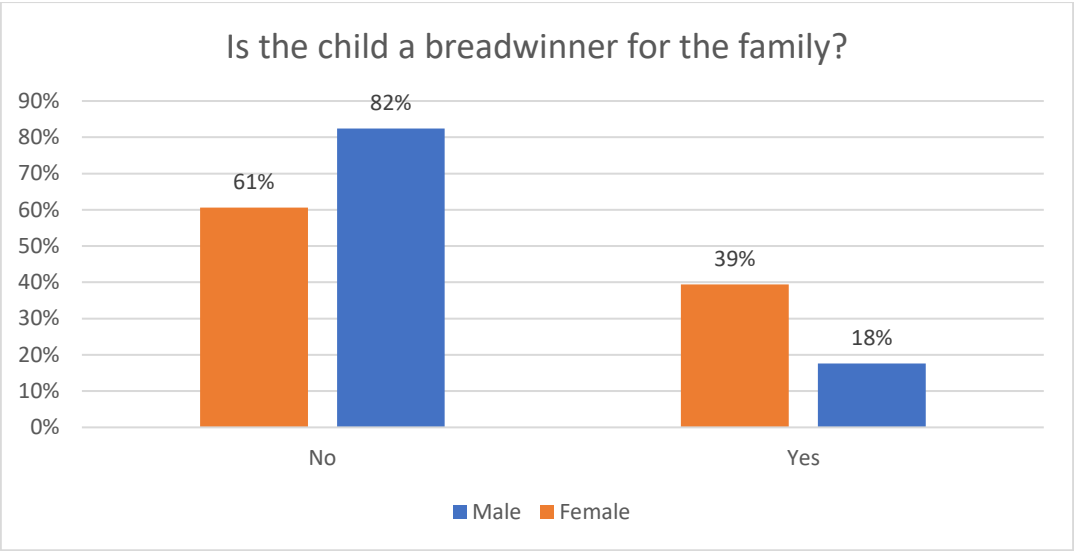
These percentages varied according to the gender of the respondent, as the percentage of those who attributed this issue to need to work was higher among female respondents than male respondents (39% and 25% respectively). On the other hand, male respondents who selected the option (Other) were 31%, while female respondents who provided the same answer were only 6%:



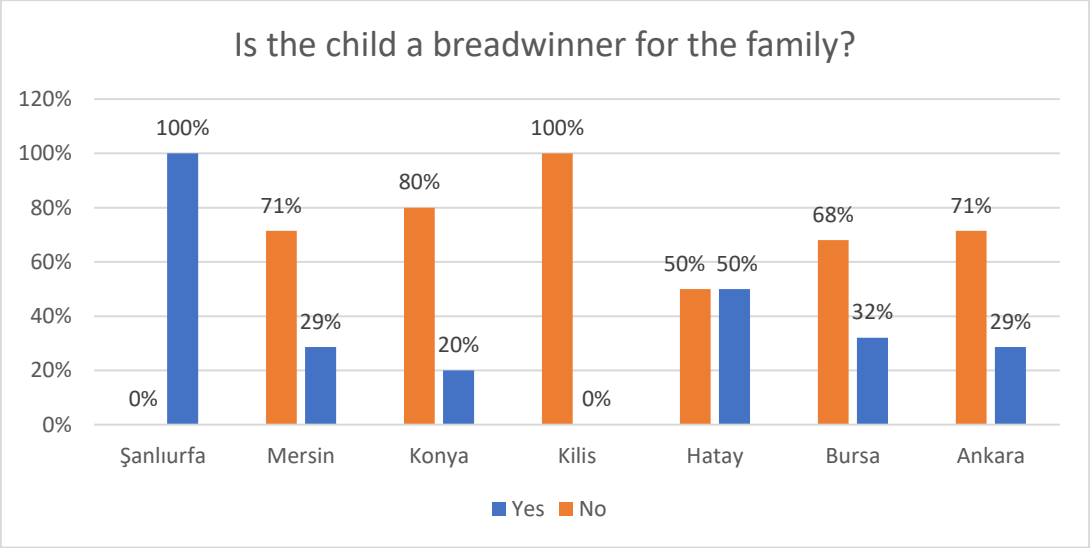
Answers also varied in each of the provinces covered by the survey, as the percentage of respondents who said that the reason is the need for work was the highest in Konya (60%) followed by Hatay and Şanlıurfa with 50% each, 43% in Ankara, and 27% in Bursa. As for reasons related to financial problems, they were only mentioned in Şanlıurfa and Mersin, as 50% of respondents in Şanlıurfa said that education services are very expensive, while 13% of respondents in Mersin said that school sullies and requirements such as stationary are expensive.
20% of respondents in Konya and 19% in Bursa said that the reason is not having temporary protection cards, while respondents who attributed this issue to other problems related to temporary protection cards reached 15% in Bursa, 14% in Ankara and 13% in Mersin:

If yes Why?							
	Ankara	Bursa	Hatay	Kilis	Konya	Mersin	Şanlıurfa
Do not know how to access education service	0%	12%	0%	0%	0%	0%	0%
Lack of foreigner ID/Temporary Protection ID card	0%	19%	0%	0%	20%	0%	0%
Problems related to foreigner ID/Temporary Protection Id card	14%	15%	0%	0%	0%	13%	0%
Inaccessibility (too far away / expense of transport)	0%	4%	0%	33%	0%	0%	0%
Cost money / too expensive	0%	0%	0%	0%	0%	0%	50%
Discrimination	14%	8%	0%	33%	0%	0%	0%
Communication / language challenges with curriculum/teachers	0%	0%	0%	0%	0%	13%	0%
Overcrowding	0%	0%	0%	33%	0%	0%	0%
Mixed boys/girls classes	14%	0%	0%	0%	0%	13%	0%
Expense of school supplies	0%	0%	0%	0%	0%	13%	0%
Have to work	43%	27%	50%	0%	60%	25%	50%
Other	0%	12%	50%	0%	20%	25%	0%
Refuse to answer	14%	4%	0%	0%	0%	0%	0%

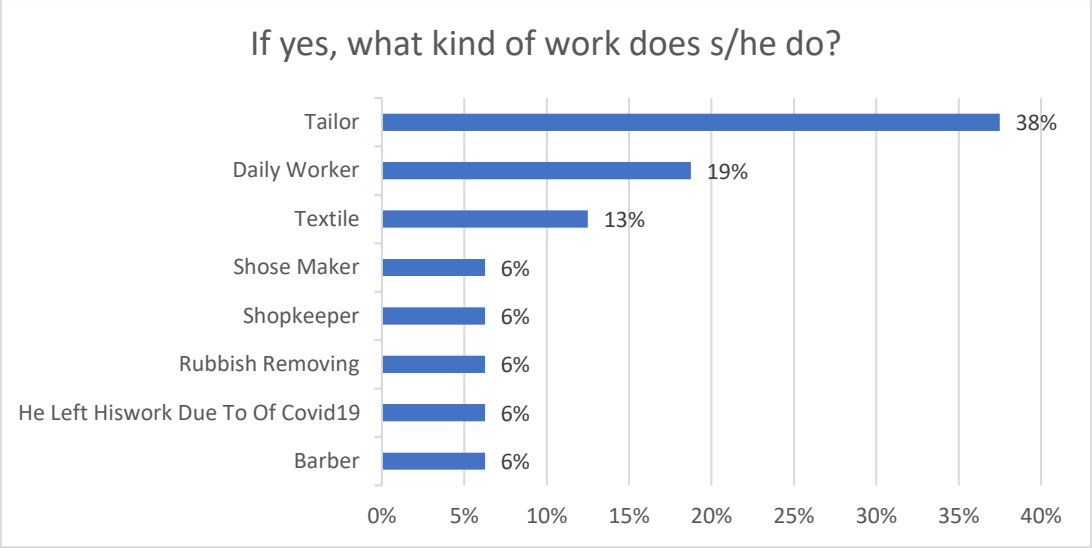
Since the majority of respondents said that children dropped out of schools because they have to work, respondents who said that their families include members between 6 and 18 years old and are not attending school were asked whether the children who dropped out are breadwinners for the family, 32% said that these children are breadwinners, while according to the gender-based answers, the percentage of those who said that the child is a breadwinner for the family was higher among females, as it reached 39%, while among male respondents it was only 18%:



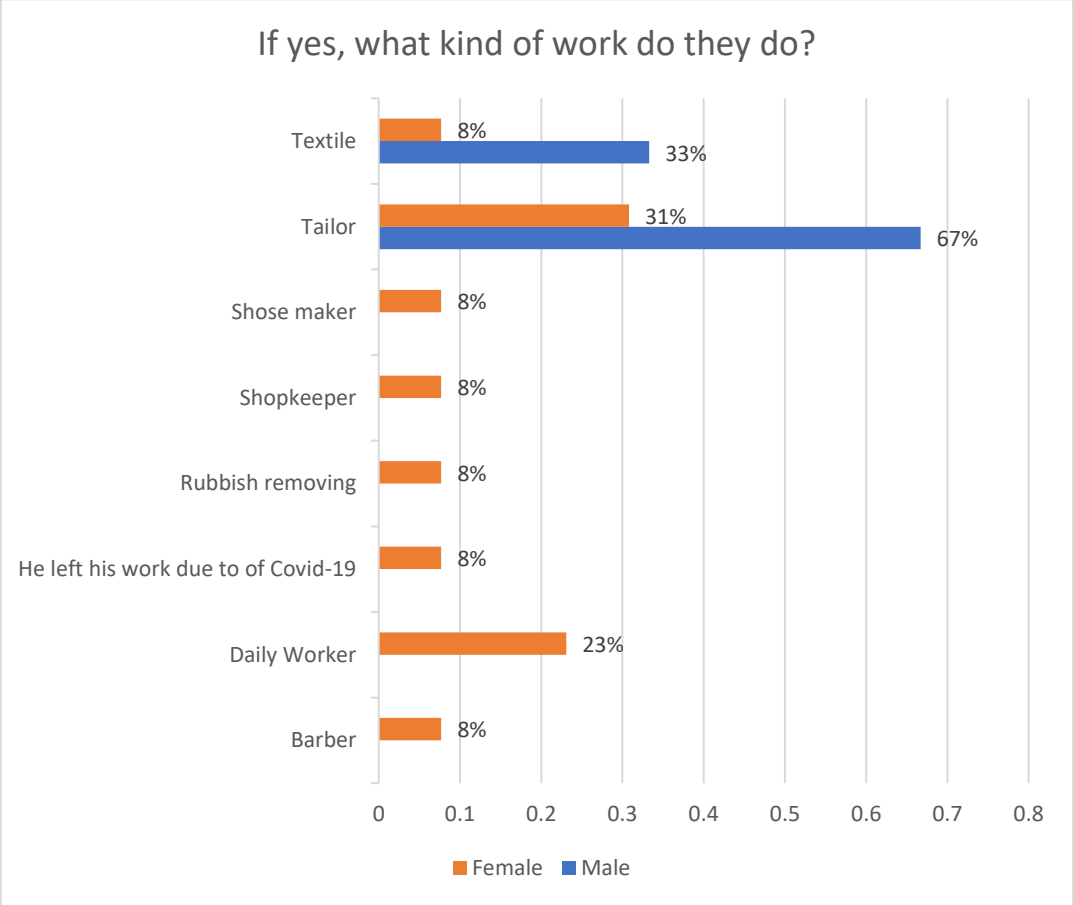
Answers to this question varied from one province to another, as 100% of respondents in Şanlıurfa said that the children are breadwinners, while 100% of respondents in Kilis said that they are not. In the rest of the provinces, the percentage of those who answered with (No) was higher, except in Hatay as the percentage of both answers was 50%:



Regarding the types of work that these children do, the majority of respondents (38%) said tailoring, followed by daily work according to 19% of respondents, in addition to other types of work as shown in the chart below:



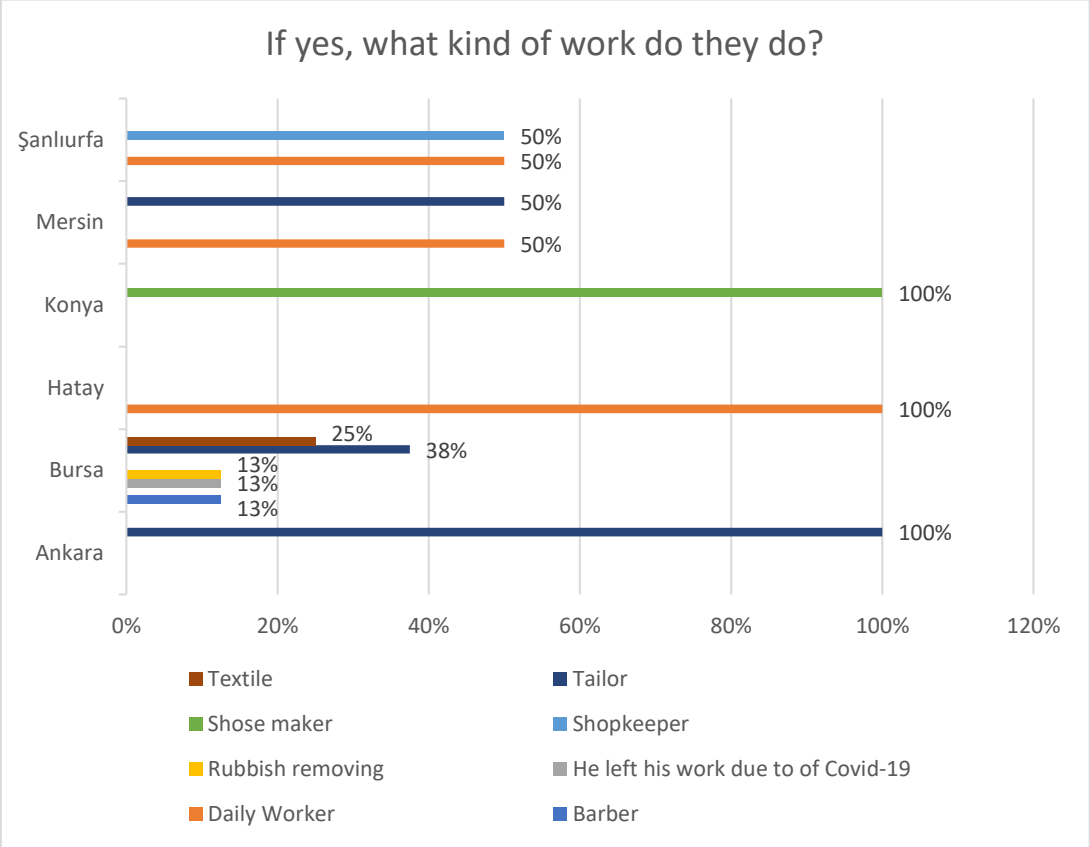
Regarding answers to this question based on the gender of the respondent, answers of male respondents were limited to tailoring (67%) and textile (33%), while females mentioned other types of work as shown in the chart below:



As for the respondents' answers based on the province of residence, it was noticed that the majority of respondents in each province answered with the most prominent profession in their province; in Ankara, where tailoring workshops are widespread, 100% of respondents said that children are working in tailoring, while in Mersin, the

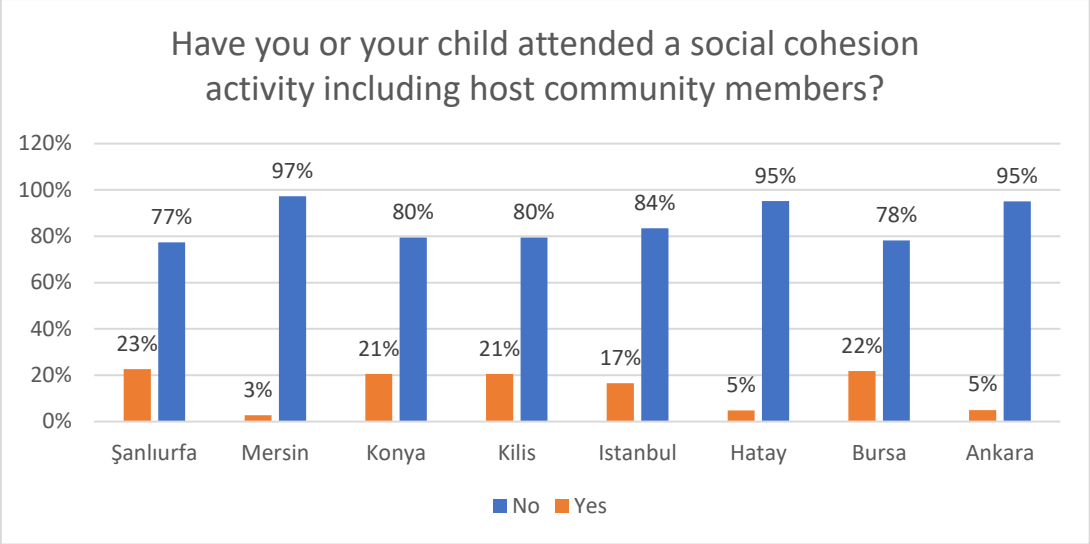
percentage of respondents who provided the same answer was 50%, followed by Bursa at 38%.

In Konya where shoemaking workshops are widespread, all respondents said that their children are working as shoemakers, while all respondents in Hatay said that their children are daily workers, which includes working in many professions such as construction, sanitation and electrical installations. The same answer was provided by 50% of respondents in each of Mersin and Şanlıurfa.



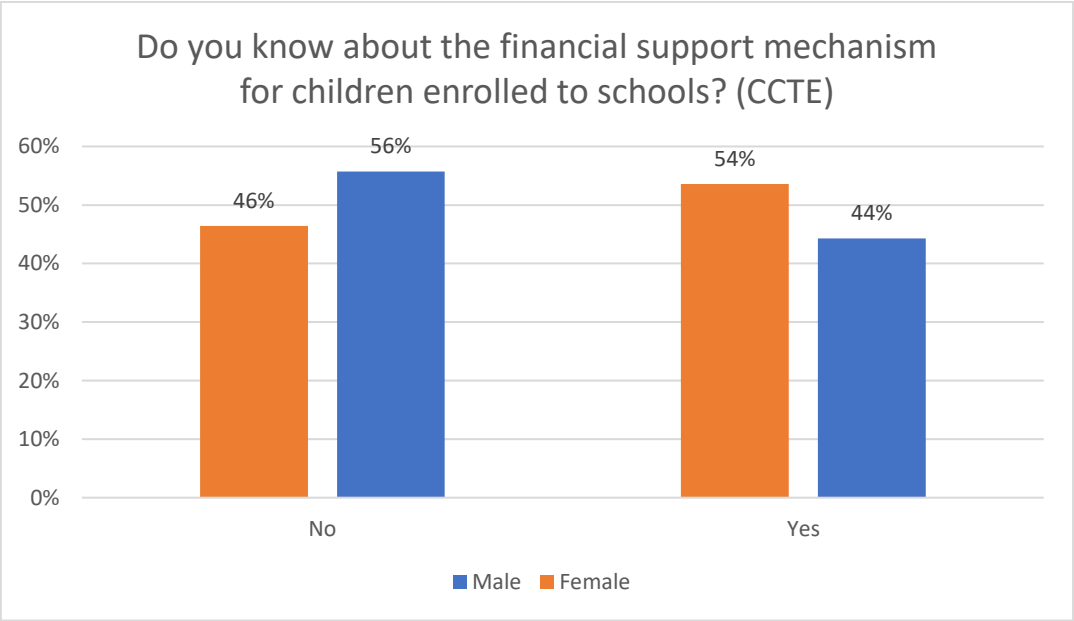
Discrimination and other reasons such as social issues that occurred between refugees and host community members (Turks) in some areas caused tensions between them, which prompted governmental and non-governmental entities and organizations such as (UNHCR-DGMM Joint Harmonization[7]) to launch activities that included both the refugees and the host community members, these activities aimed to promote and increase social cohesion in order to eliminate these tensions. However, only (14%) said that they or their children have participated in such activities, which is the same percentage of answers to this question based on the gender of the respondent, while based on the province of residence, the percentage of respondents who participated in such activities was the highest in Şanlıurfa, as it reached 23%, while it dropped to 3% in Mersin:

[7] UNHCR Turkey Operational Update
https://reliefweb.int/report/turkey/unhcr-turkey-operational-update-september-2020



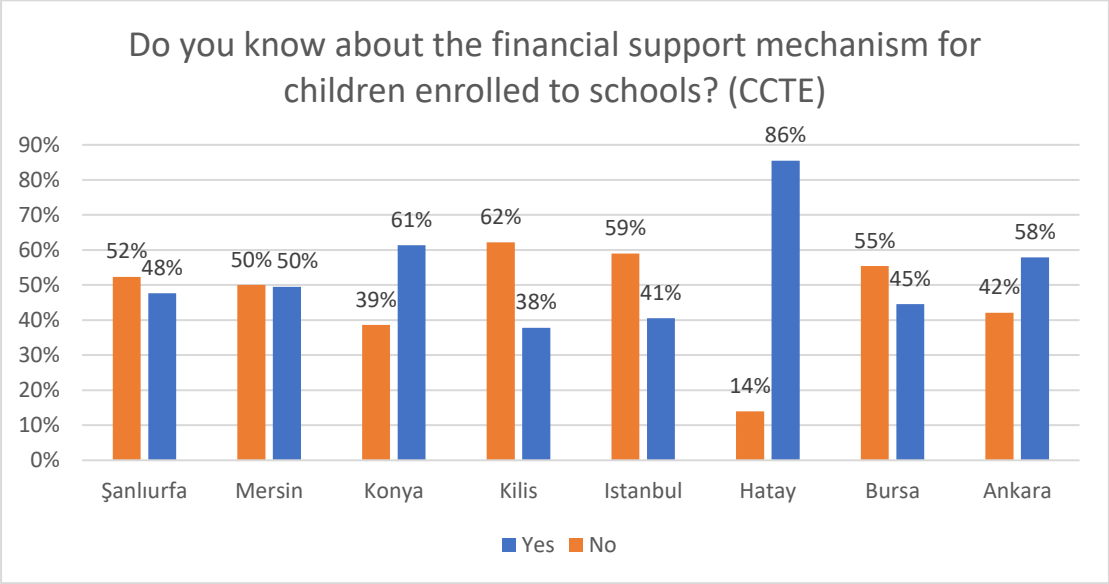
Knowledge about types and mechanisms of education-related support:

There were many international efforts and endeavors in cooperation with MoNE in Turkey (Ministry of National Education) to support education and provide assistance for Syrian students in Turkey, this support was provided in many types and forms, one of which is financial support, as there were many significant steps taken in this regard, one of which is the agreement which was concluded with the EU Turkey Delegation back in 2016, which devoted 300 million Euros from the EU Facility for Refugees in Turkey (FRIT) to be spent for education expenses[8]. In addition to many projects launched to provide financial support for Syrian students in Turkey, but when the respondents were asked whether they know about the mechanism of financial support for children enrolled in schools, only half of them said that they know about it, while based on the gender of the respondent, 54% of females had this knowledge, while only 44% of males do:

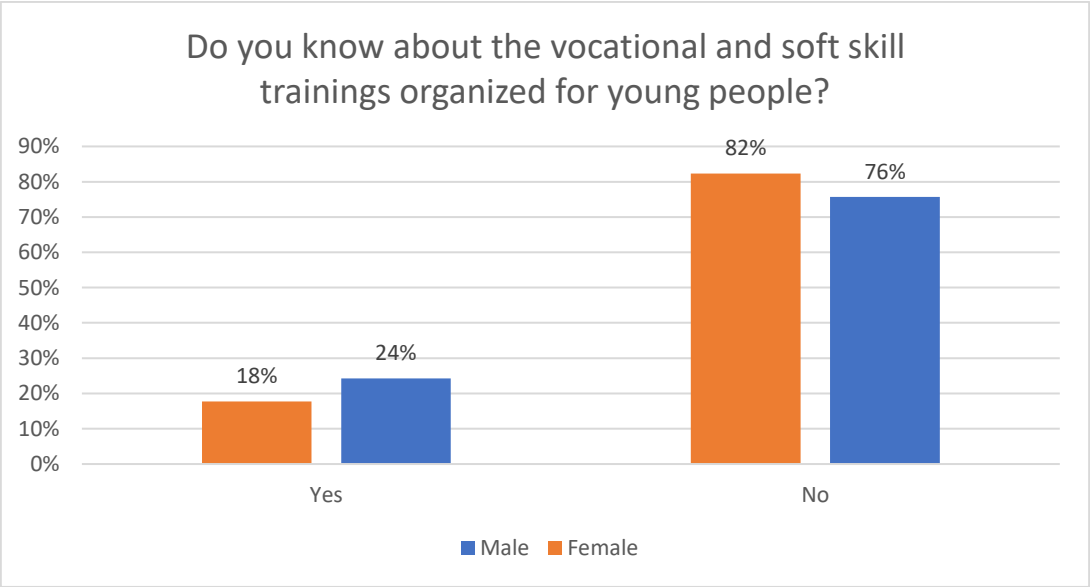


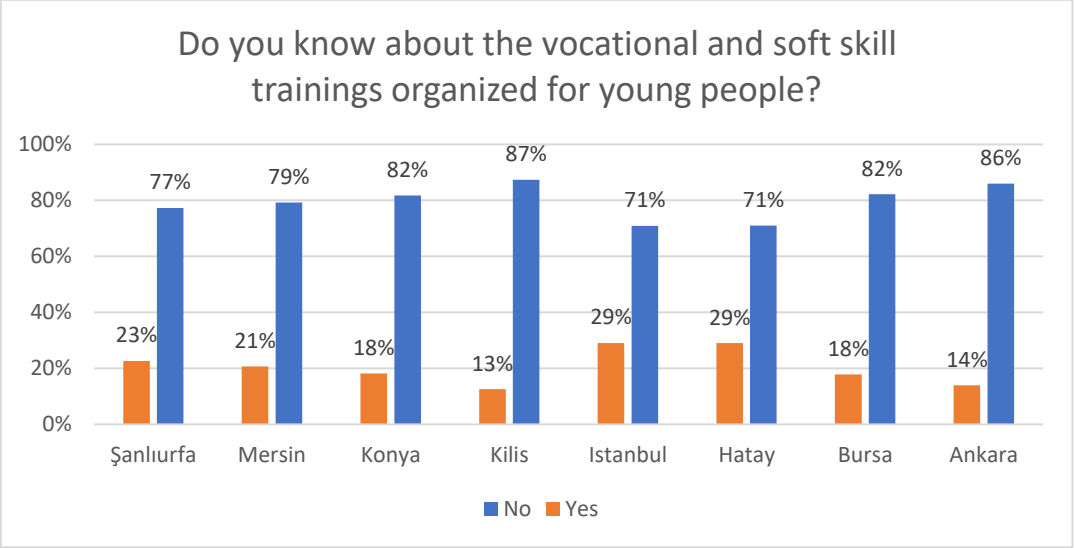
[8] Syrian Barometer – 2019 page 37: https://reliefweb.int/sites/reliefweb.int/files/resources/SB2019-ENG-04092020.pdf

This percentage also varied according to respondent's province of residence, as it reached 86% in Hatay, while dropped to 38% in Kilis.



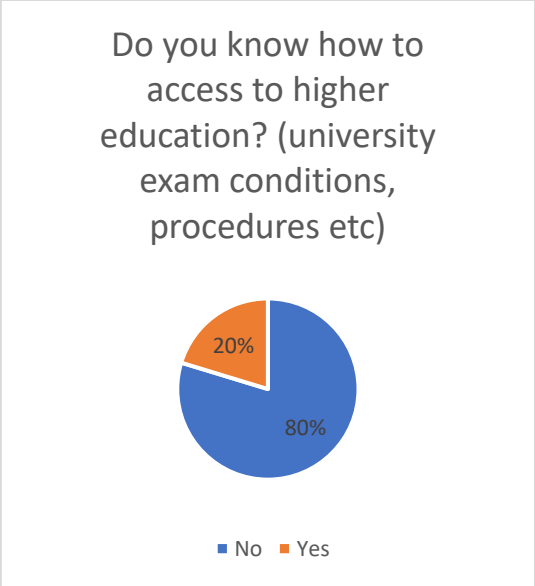
Another form of support is trainings and capacity building programs offered by local and international parties and organizations targeting young people who have dropped out of school long time ago or those who have never enrolled in schools. These trainings included many types and a variety of life skills, the most prominent of which is the vocational training and soft skills training, which would qualify the aforementioned people to enter labor market and increase their chances to access employment opportunities, which would eventually improve their living conditions.
Having asked respondents whether they know about such trainings and programs, the majority of them (80%) said that they did not know, while only 20% knew. These percentages where somewhat close to the percentage of the gender-based answers and also the answers of respondents based on the province of residence as shown in the following charts:

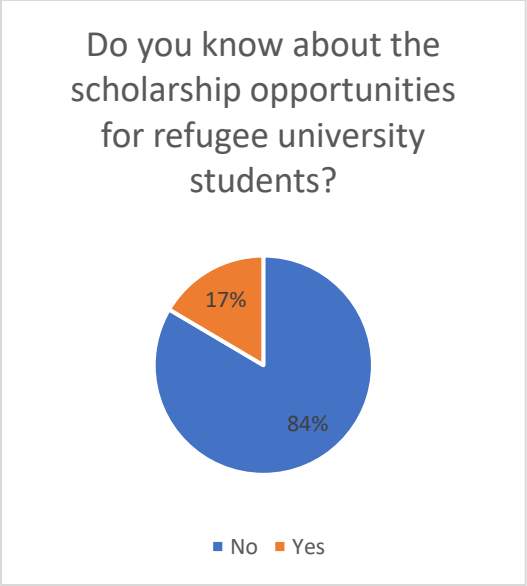




Higher education and adult training:

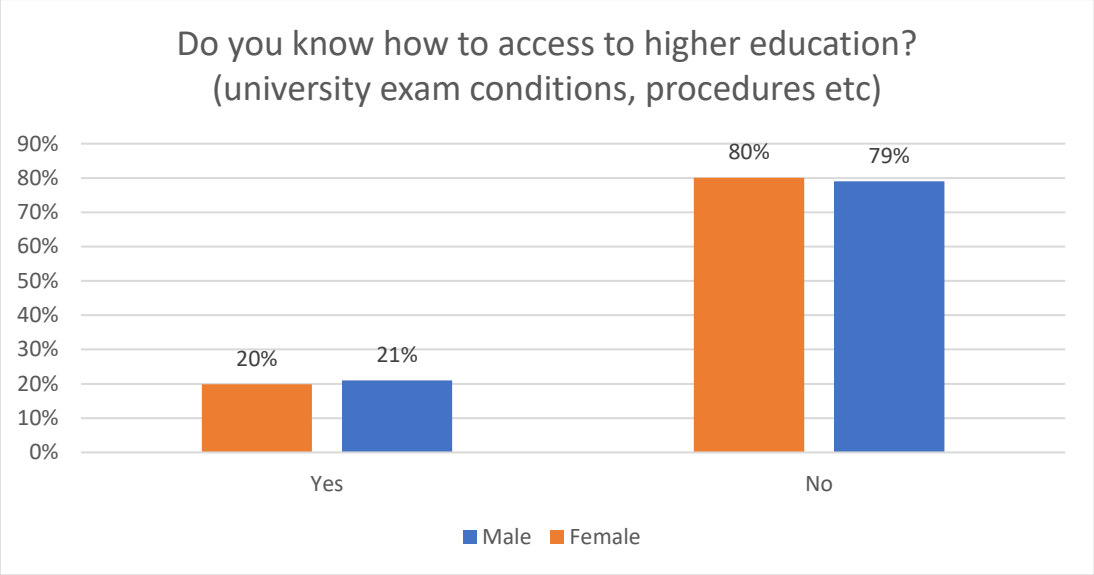
Syrians' access to higher education was promoted and supported by both Turkish government, NGOs and international donors, as it is a key requirement for getting an employment opportunity with a better nature and income. This support came in many types and forms, including scholarships, financial support, waiving tuition fees in state universities for Syrian students, Turkish language training and many other forms, as since the onset of the Syria crisis, YTB directly provided 5,080 scholarships, and 3RP partners have further increased the number of scholarships that supported an additional 1,700 Syrian young adults in 2018[9]. however, a considerable percentage of Syrian refugees did not know how to access higher education, nor did they know about scholarship opportunities offered to refugee Syrian students:

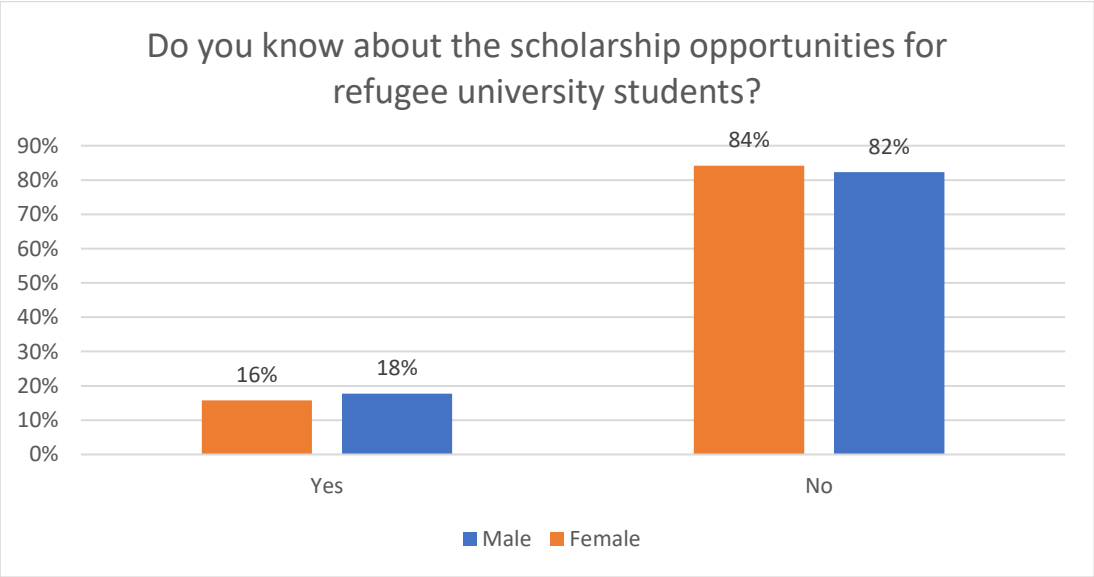




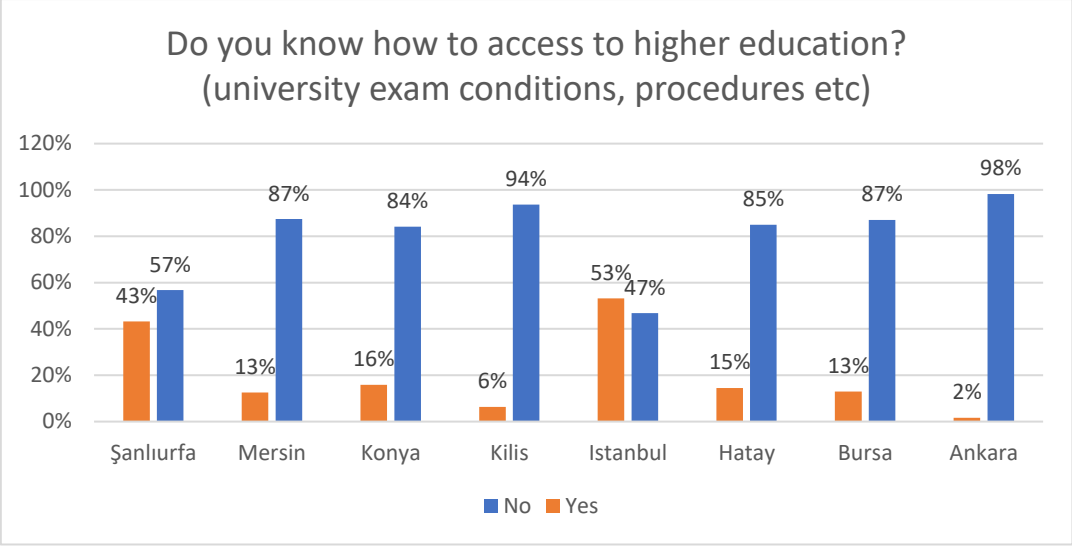
[9] 3RP COUNTRY CHAPTER - 2019/2020 page 46
https://data2.unhcr.org/en/documents/details/78531

As for respondents' answers based on the gender of the respondent, males and females' percentages where somewhat similar as shown by the following charts:

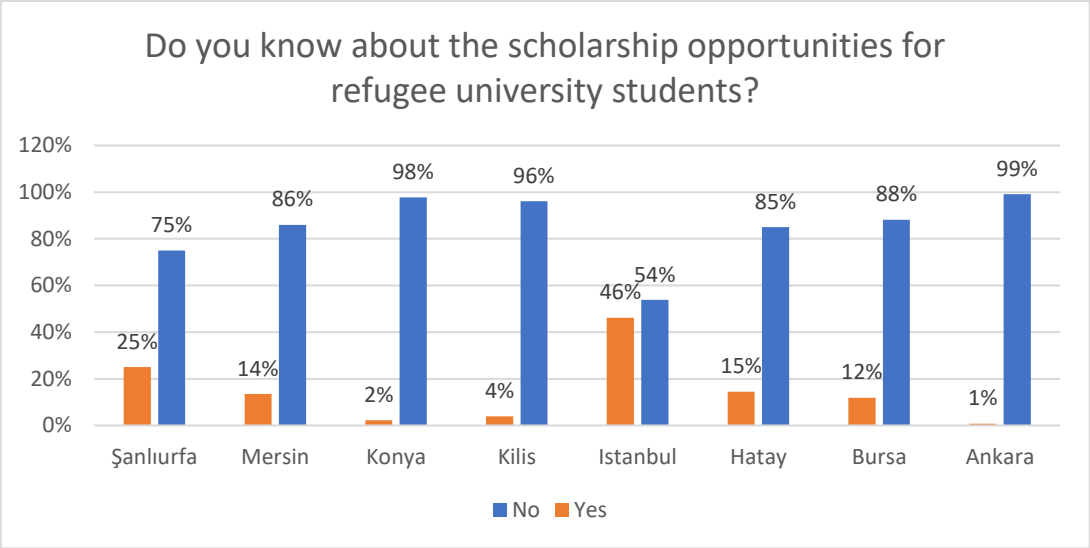




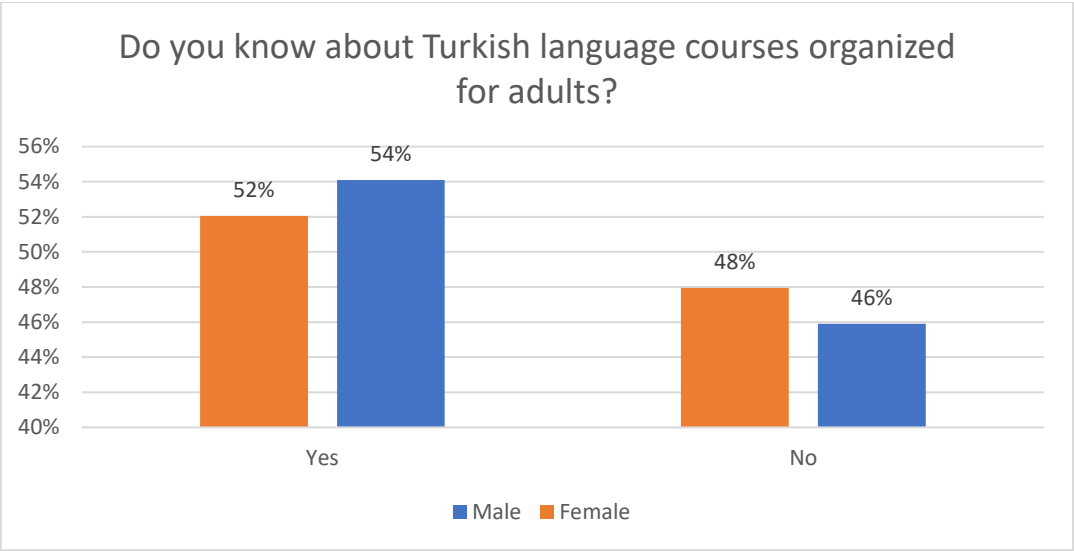
However, respondents from different provinces had different levels of knowledge about how to access higher education, as the percentage of respondents who knew how to access higher education was higher in in some provinces than others, as in Istanbul, it reached 53%, followed by Şanlıurfa at 43%, while it significantly decreased in other provinces, as it dropped to 2% in Ankara.



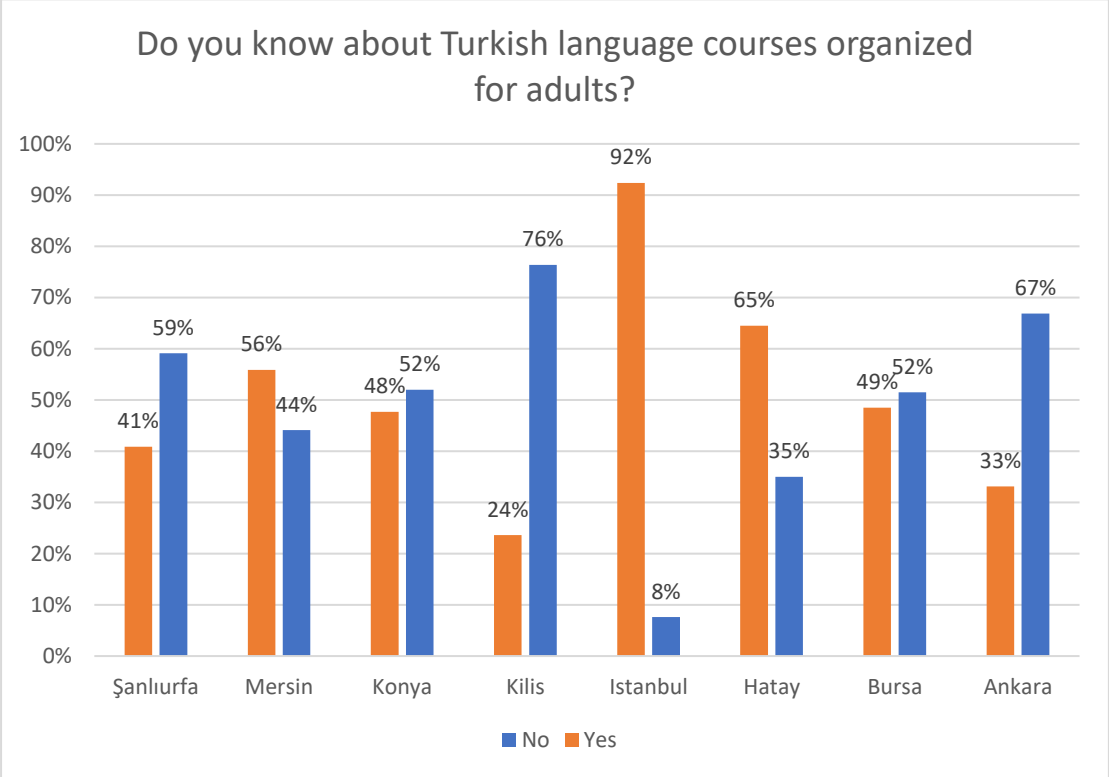
Knowledge about scholarships offered to refugee Syrian students has also varied according to respondent's province of residence, as the percentage of those who knew about scholarships was higher in the provinces which had a higher percentage of respondents who knew how to access higher education, as it reached 64% in Istanbul and 25% in Şanlıurfa, while it dropped to 1% in Ankara:



Adult refugees in Turkey lack mastery of Turkish language, which hinders them from conducting business, access job opportunities, participate in social cohesion activities, communication with host community members and many other aspects, therefore, international donors and organizations such as municipalities and training centers have offered Turkish language training courses for adults to overcome this obstacle, but Syrian refugees' knowledge about these courses was not comprehensive, as only about half of respondents (53%) said that they know about it, which is close to the percentage of respondents answers based on their gender:



While based on the province of residence, the percentage of respondents who knew about it varied from one province to another, as it reached 92% in Istanbul, while it dropped to 24% in Kilis:

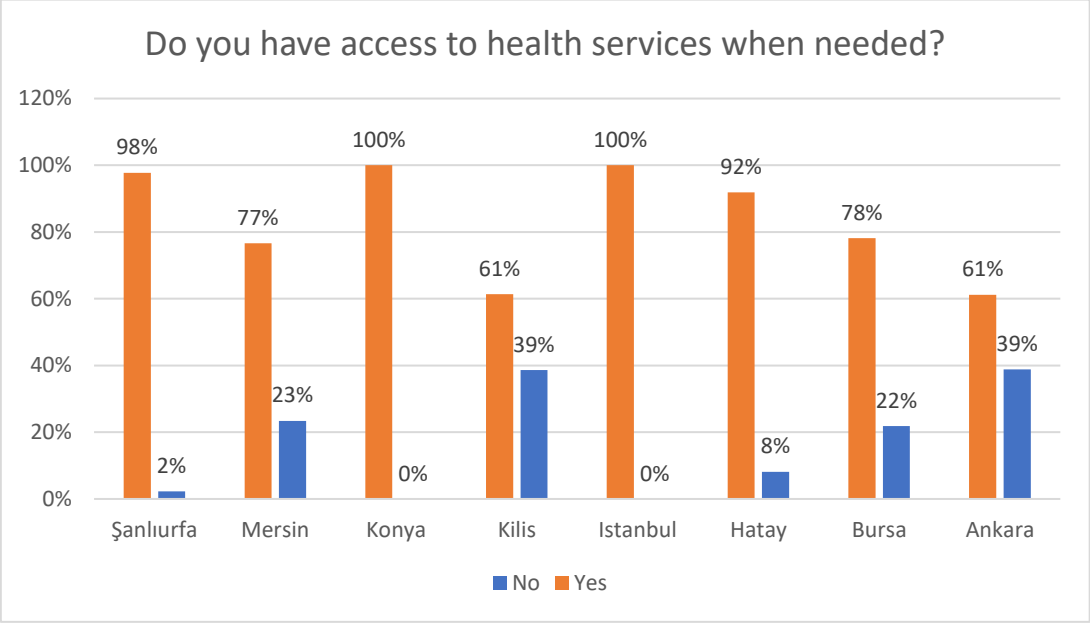


Health:

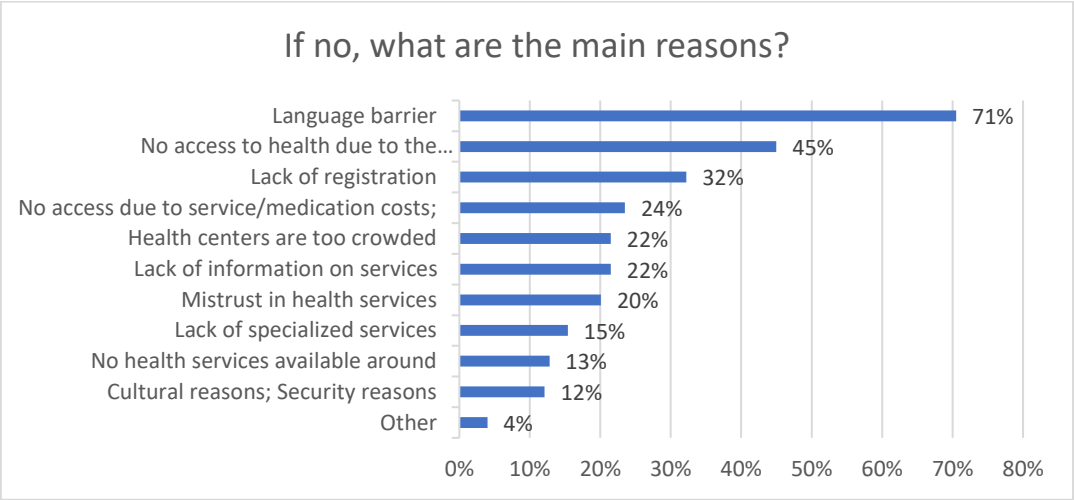
Health response and the provision of health care to Syrians in Turkey are led by the Government of Turkey. Under the temporary protection system, Syrians who are registered are eligible to receive the same health care as Turkish nationals. The Ministry of Health (MoH) provides Syrians under temporary protection residing in Temporary Accommodation Centers with free on-site health services, while Syrians who are not registered, only have limited access to primary or referral health care, but are provided

emergency care and essential public health services free-of-charge, and are then referred for registration. Therefore, Syrians' level of access to health services is variable, as the majority of respondents (81%) said that they have access to health services, while 20% did not have access, which is almost the same situation based on the answers of respondents based on the gender of the respondent, whereas the percentage of male and female respondents who said that they have access to these services when needed where close, as this percentage reached 79% among female respondents and 83% among male respondents.

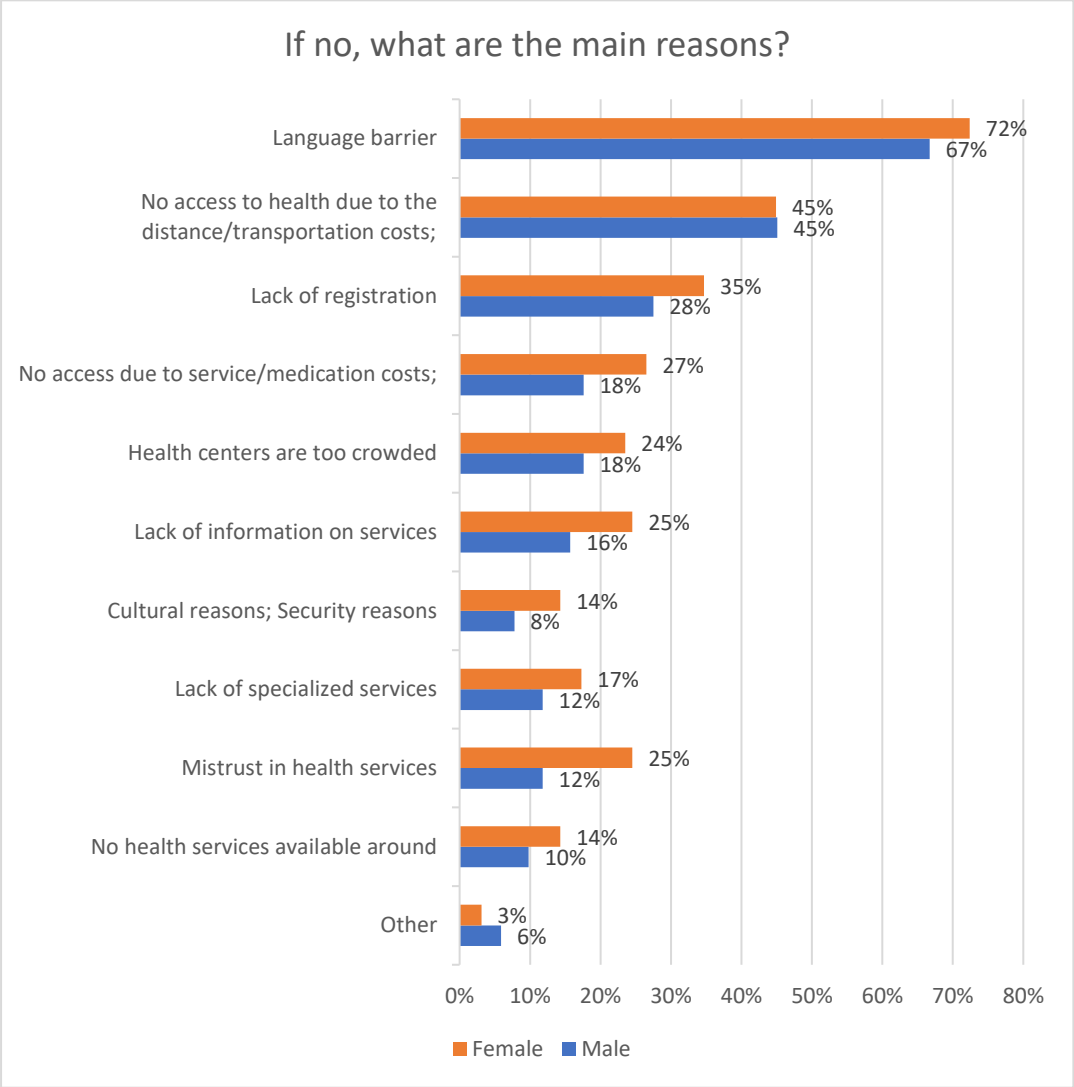
Regarding Syrians' access to health services in each of the provinces covered by the survey, it differed from one province to another, as all of respondents in Istanbul and Konya had access to these services, while only 61% of respondents who live in Ankara had such access:



Respondents who said that they do not have access to health services attributed this problem to many reasons, the most prominent of which according to 71% of respondents is language barrier, followed by distance issues and transportation expenses according to 45%, in addition to many reasons as detailed in the following chart:



As for gender-based answers provided by each of male and female respondents, the percentages where somewhat close to the answers of the total sample as shown in the chart below:

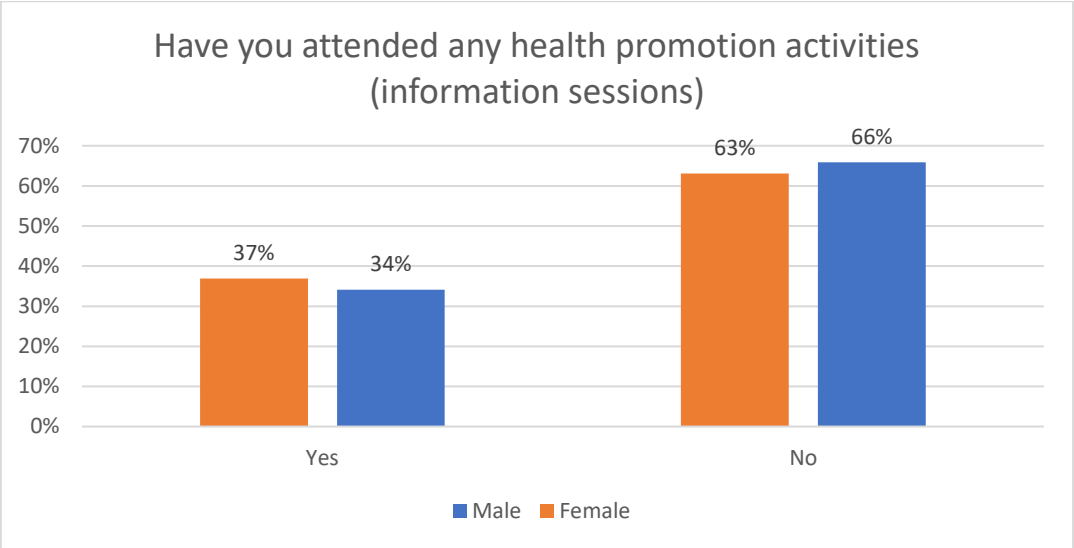


As for the reasons behind refugees' inability to access health services in each of the provinces covered by the survey, in Ankara, the highest percentage of respondents (24%) said that the reason is language barrier, followed by 23% who said that the reason is lack of registration, and 16% of them said that the reason is the long distance to health centers and high transportation costs. In Bursa, the percentage of respondents who attributed their inability to access health services to language barrier constituted the highest percentage (39%) followed by 23% of respondents who attributed it to the lack of registration, while 16% attributed it to lack of information about these services, while in Hatay, 31% of respondents attributed it to the overcrowding at health centers, followed by 19% of them who attributed it to language barrier, while the percentage of respondents who said that the reason is either lack of registration, lack of specialized services, or mistrust in health services reached 13% for each reason.

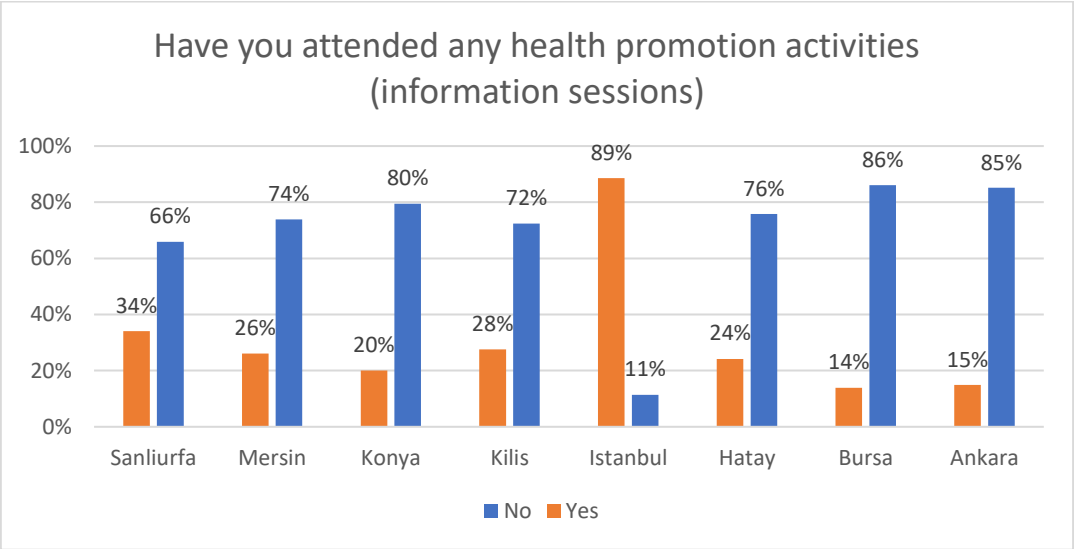
In Kilis, a third of the respondents said that the reason behind their inability to access health services is the long distance and high costs of transportation, followed by 26% of respondents who attributed it to language barrier, and 24% of them attributed it to high costs of these services and medication. In Mersin, language barrier was the main

reason according to 24% of respondents, followed by mistrust in health services at 16%, over crowding at health centers at 15%, and lack of specialized services at 13%.
While in Şanlıurfa, the percentage of respondents who attributed their inability to access health services to long distance and high costs of transportation was 20%, which is equal to the percentage of those who attributed it to high costs of services and medication, unavailability of health services in their areas or near it, overcrowding at health centers, and cultural or security-related reasons.

As for refugees' knowledge of health-related information, information sessions and other health promotion activities such as awareness campaigns were conducted to raise refugees' awareness about health issues and prevention methods, however, only 36% of respondents said that they participated in such activities, while this percentage was somewhat close to the percentage of male and female respondents who participated in such activities as shown in the following chart:

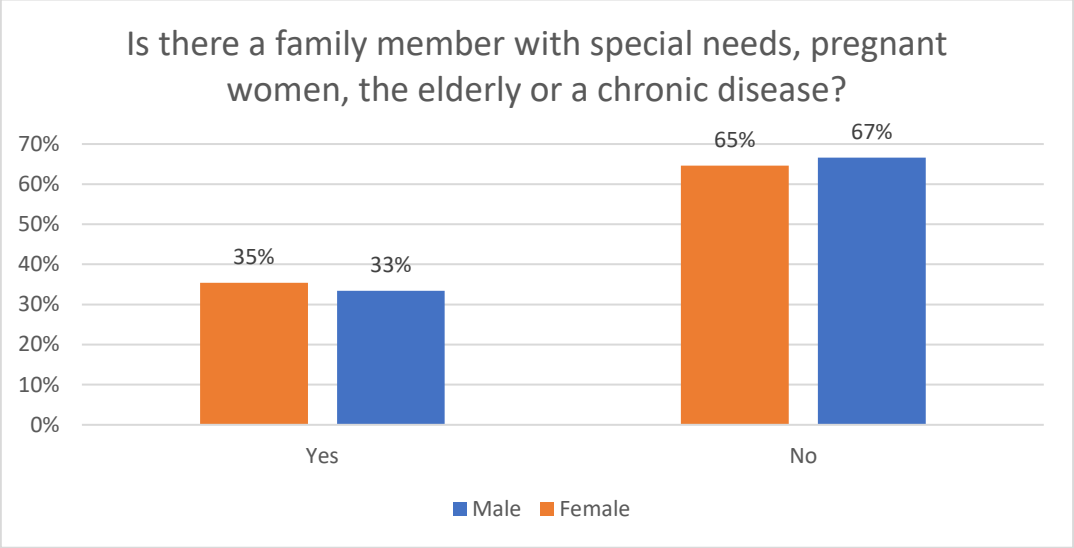


As for the percentage of respondents who participated in health promotion activities based on their province of residence, it ranged between 14% and 34% in all provinces except in Istanbul, where it reached 89%:

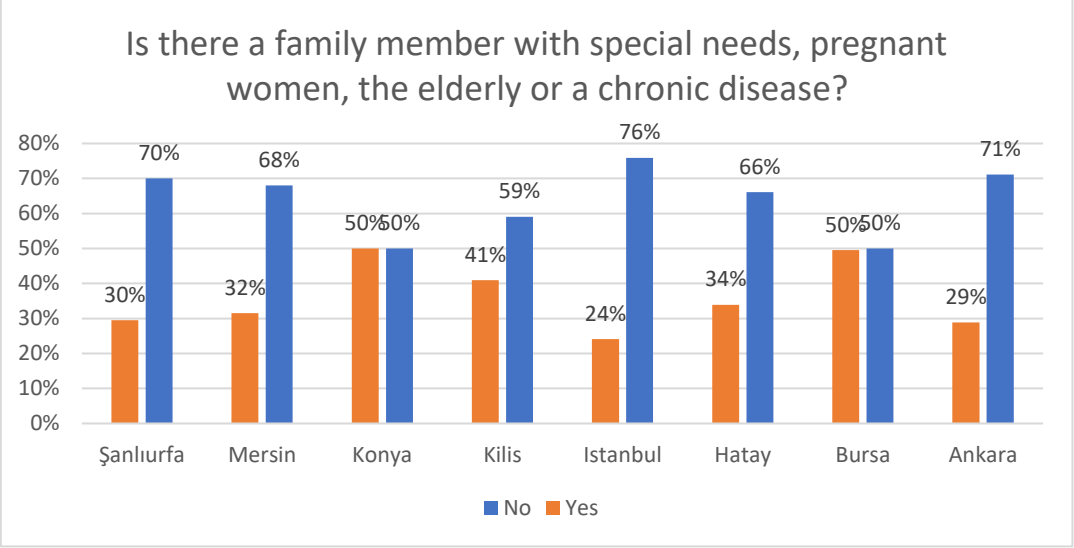


Persons with special needs and special health issues:

Having asked respondents about whether their families include members who need special health and medical care such as people with special needs, pregnant women, elderly people or people with chronic diseases, about a third of the total sample (35%) said they do, which is almost the same percentage of both males and females who provided the same answer based on the gender of the respondent, as it reached 35% among females and 33% among males:



As for this percentage based on the answers of respondents based on the province of residence, it varied between 24% and 50% as shown in the chart below:



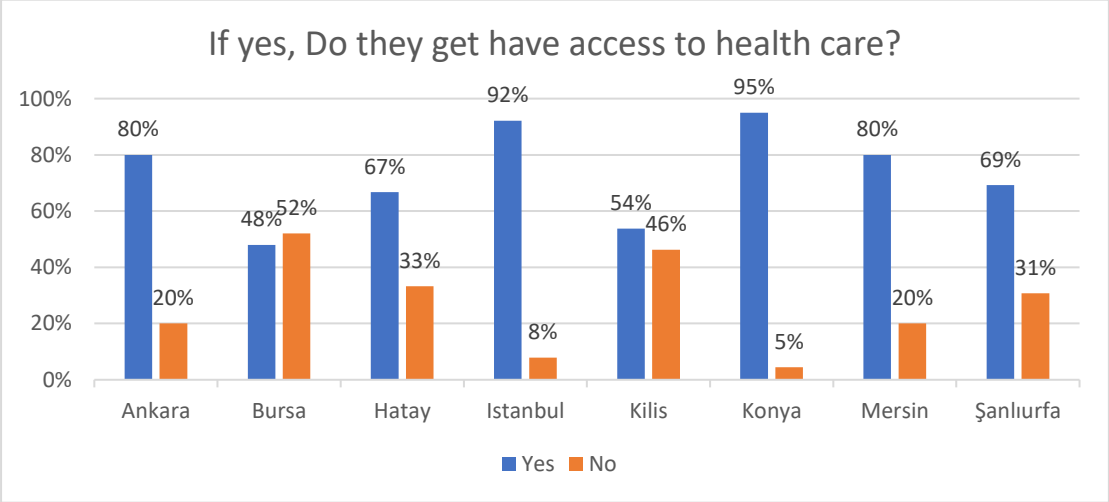
The head of the household of one of the respondents is diabetic and is suffering tremor paralysis and one of the children has hypoxia in the brain and shortness of tendons of his feet.

Regarding people under this category in terms of access to health care, the majority of respondents (70%) said that these family members have access to health care services while (30%) said that these family members have no access to health care services and according to a study on people with disabilities says that 58% of people with disabilities have no disability document which prevents them from taking the health care needed for their cases[10], while based on the gender of the respondent, females who said that these family members reached 73%, while male respondents who provided the same answer were 66%.

As for the answers to this question based on the province of residence, there was a considerable difference between one province and another, as the percentage of respondents who said that their family members under this category have access to health services was higher in the provinces in which respondents who said that they themselves have access to health services such as Konya (95%), Istanbul (92%), while it dropped to 48% in Bursa, where the general access to health services was low.

As for the access

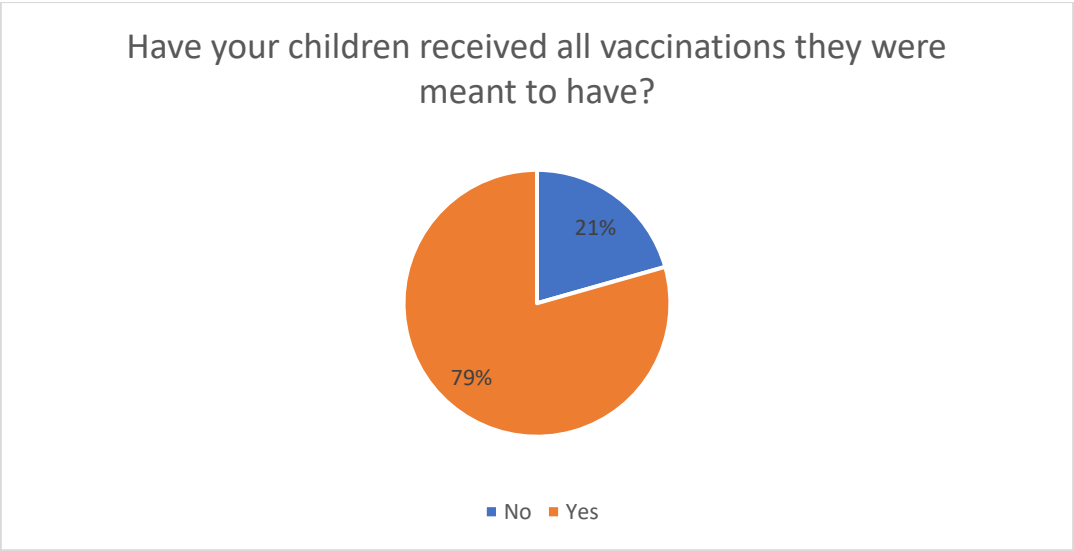
The following chart shows this percentage in each of the provinces covered by the study:



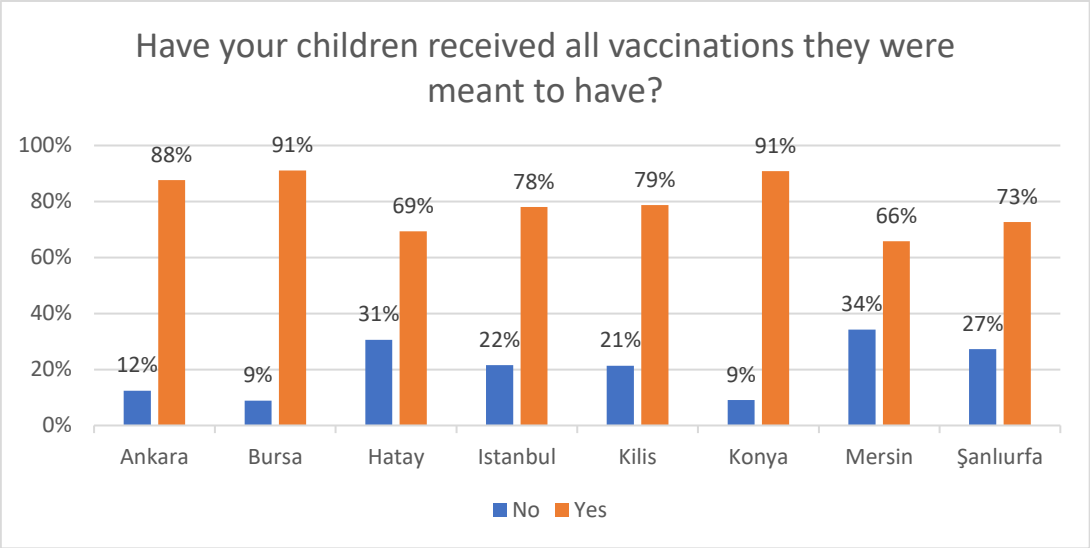
Vaccinations:

Vaccinations are of essential importance to prevent epidemics among children in particular and all age categories in general, therefore, Turkish Ministry of Health Care launched a complementary vaccination campaign in 2017 that targeted Syrian children under 5 years old, however, not all Syrian children in Turkey received these vaccinations, either because they came to Turkey recently, or because they did not receive one or more vaccinations, as the majority of respondents said that their children have received all vaccinations:

[10] Needs assessment of people with disabilities
https://cutt.ly/thW8fP0



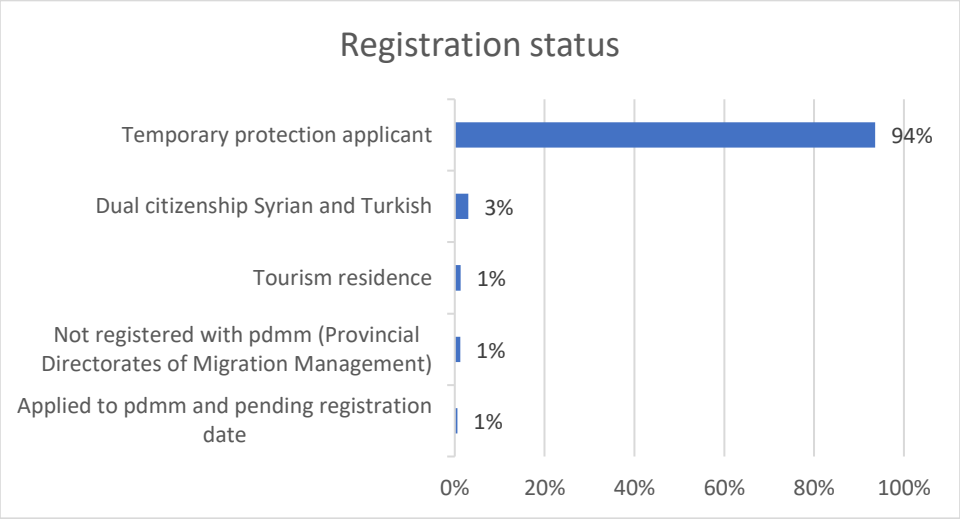
This percentage is close to the percentage of male and female respondents who provided the same answer, as it reached 81% among female respondents and 77% among males. As for the percentage of respondents who said that their children have received all vaccinations they are meant to receive, it reached 91% in Bursa and Konya, while it dropped to 66% in Mersin:



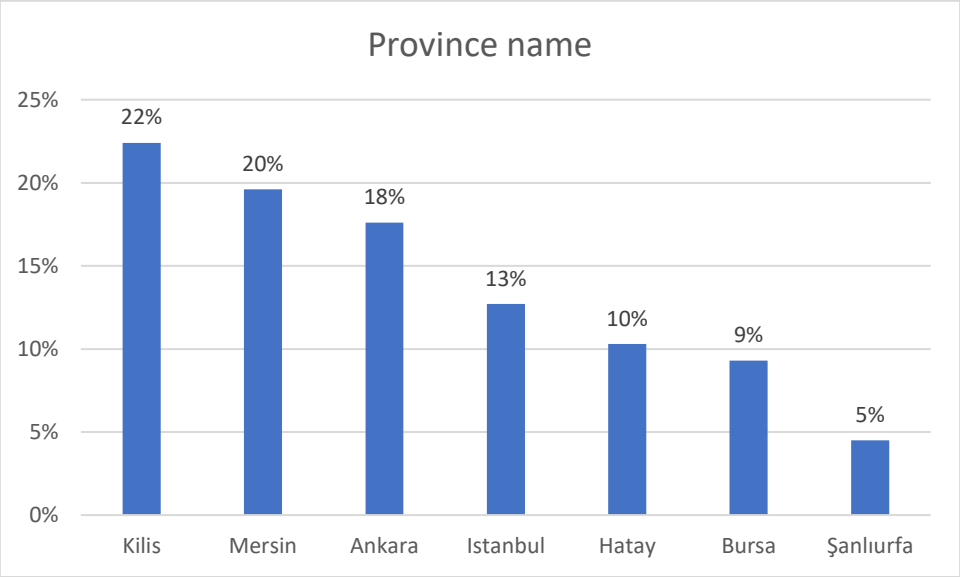
Food Security and Agriculture, Access to Information and COVID-19

The number of respondents in this sector was 669, females' percentage among them reached 57%, while males were 43%. In terms of age, the average age of the respondents was 38 years, as the youngest respondent was 18 years old and the oldest was 79. As for respondents' registration status, the vast majority of them (94%) were temporary protection applicants, 3% of them had dual (Syrian and Turkish) citizenship, while the percentage of respondents who are holding tourism residence or the ones who are not registered at the regional directorates of migration management or those who applied to these directorates reached 1% each.

Note: (there were two international protection applicants among the respondents, and when they were asked about the status of their health insurance one of them said that it is active while the second said that it is not).

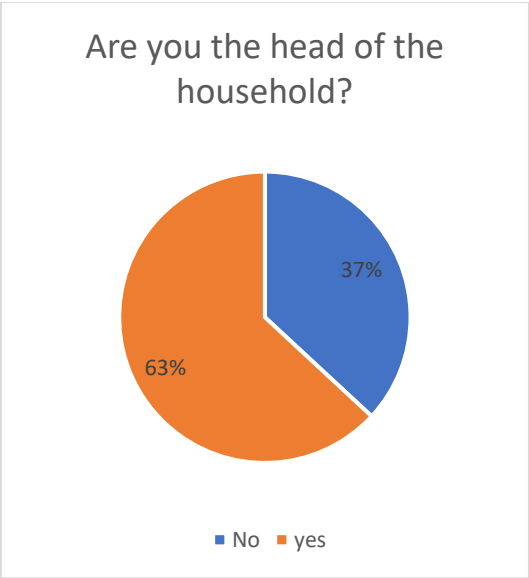


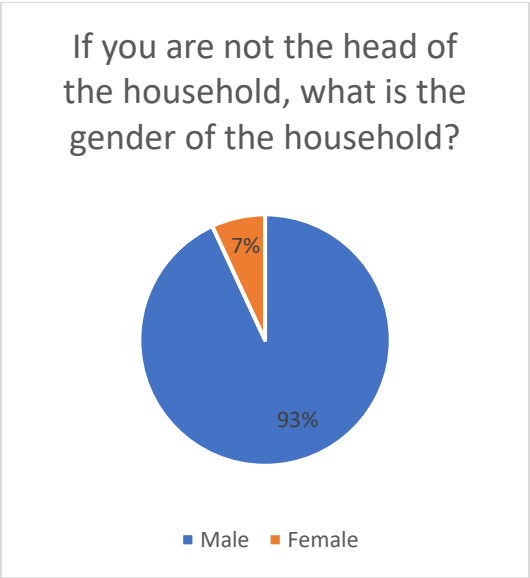
The highest percentage of respondents (22%) live in Kilis, while this percentage gradually drops to 5% in Şanlıurfa as shown in the following chart:



Structure of the family:

In this section, about two thirds of respondents said that they are the heads of their households, among these respondents 90% of males said that they are the heads of their households, while women who provided the same answer were 43%. Having asked respondents who are not the heads of their households about the gender of the heads of their households, 93% of them said that they are males, and 7% said that they are females:





The average number of respondents' family members, including the respondent, was 6 people, as the maximum number of family members was 17, while the minimum was one member.

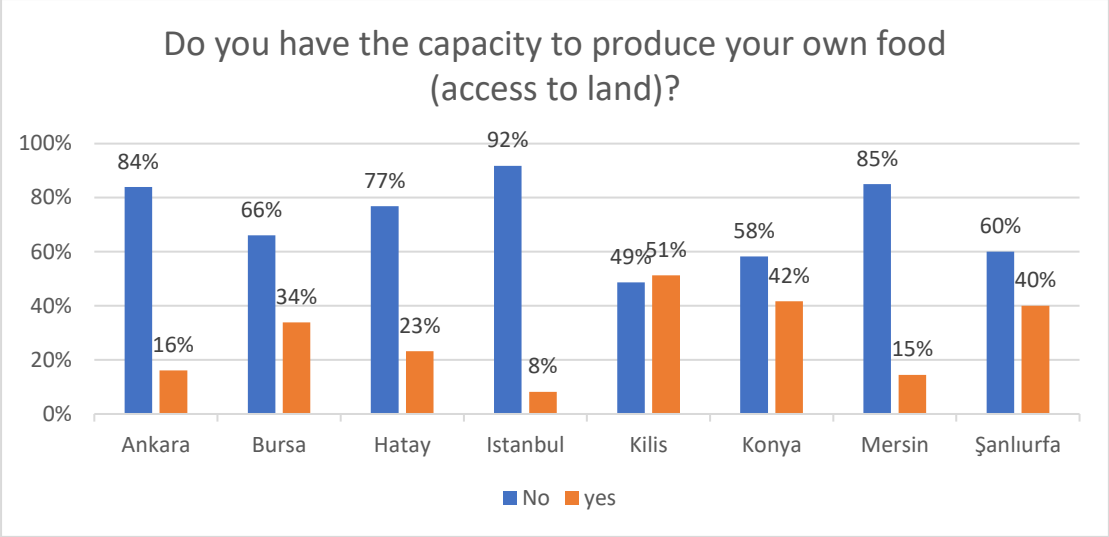
Regarding the gender and age categories of family members, women between the ages of 18 - 65 constituted the largest category among the respondents' families, as all families (except for 2% of them) include at least one female under this category, and likewise, the majority of families include at least one male under the age category of 18 - 65 years (all families except for 14% of them). As for males between 6-17 years old, 39% of the respondents said that their families do not include any member under this category, while the rest of the families include one or more, as their number in some families reached 4 or 5 members, while females between 6 - 17 years old, 28% of the respondents said that their families include one female under this age category, and 16% of them said that their families include two, and the percentage of those who answered that the number is 3 or 4 females was 8% and 2% respectively.

The number of male and female children under the age of five years is somewhat low, as nearly two-thirds of the respondents said that their families do not include members under this category.

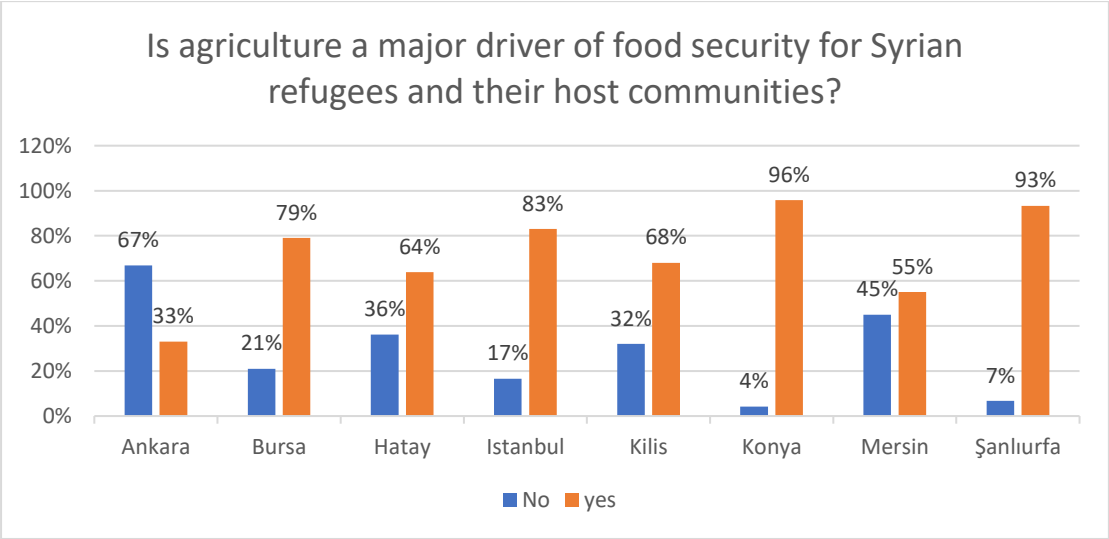
Finally, only 5% of the respondents said that their families include a male member over 65 years old, which is the same percentage of those who responded that their families include a female member over 65 years old.

Agricultural food security:

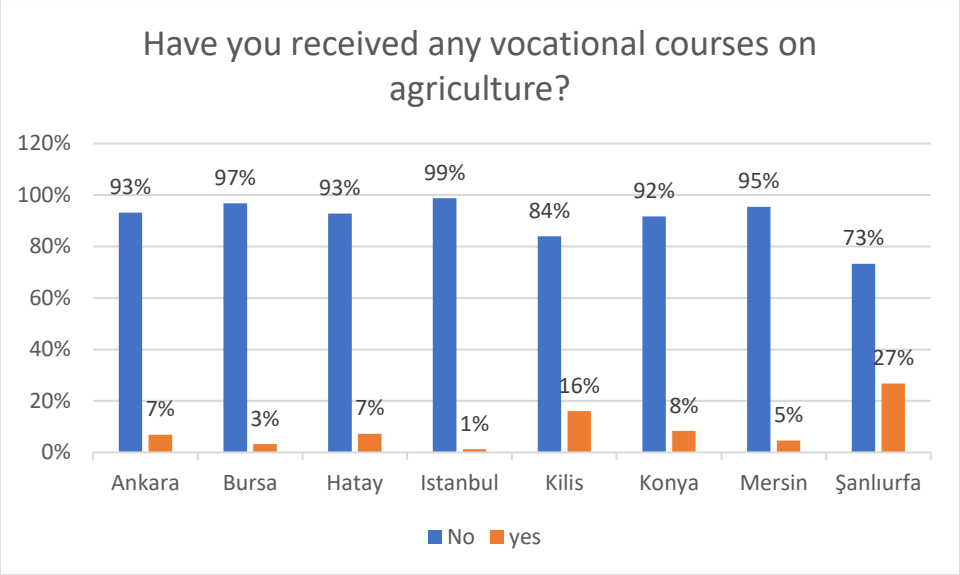
Over a quarter of the respondents said that they have access to agricultural lands and have the ability to work in agriculture, which enables them to contribute to the production of food and allows them to provide the largest part of their food needs, this percentage is higher among males compared to females, as it reached 36% among males, while among females it was 20%. As for the respondents who provided the same answer based on the province of residence, it was noticeably higher in Kilis (51%), Konya (42%), and Şanlıurfa (40%), whereas the residents of these provinces originally depend on agricultural work.



On the other hand, two-thirds of the respondents believe that agriculture is a major driver of food security for Syrian refugees and their host communities. This percentage is high in Konya and Şanlıurfa provinces as it reached over 90%, while in the other provinces, it decreased gradually to 33% in Ankara:



The percentage of respondents who believe that agriculture is a main entrance for Syrian refugees to the labor market is also high, especially in Şanlıurfa and Konya, as it reached 93% and 87% respectively, while it was 73% in Kilis, 67% in Hatay, 62% in Istanbul, 48% in Bursa, 47% in Mersin and dropped to 26% in Ankara. Despite the high percentage of respondents who believe that agriculture is a main entrance for Syrian refugees to the labor market in all provinces, we notice that the percentage of respondents who received or attended vocational training courses in the field of agriculture is low, as it does not exceed 8% of the total number of the survey respondents, knowing that it increased in Şanlıurfa and Kilis as shown in the chart below:



Regarding the methods and means by which agricultural workers get job opportunities, they are varied, as 38% of the respondents said that agricultural workers get job opportunities through Syrian or local informal agents or clients, and 37% said that they get it through acquaintances such as relatives or friends, while 33% of the respondents believe that obtaining job opportunities is achieved by searching for the advertised job opportunities, and the percentage of those who said that obtaining a job opportunity is achieved through direct contact with farm owners drops to 24%, and it is worth noting here that 17% of the respondents selected the option (Other), knowing that the vast majority of those who selected this option said that they do not know how workers in the agricultural sector could find work.

The most common method for agricultural workers to get a job opportunity to differs according to the respondents' province of residence, as in Şanlıurfa and Kilis, the majority of respondents said that obtaining a job opportunity is achieved through Syrian or local informal agents or clients, while in Bursa, Hatay and Mersin, the highest percentage of respondents said that getting a job opportunity is achieved through acquaintances and relatives, while in Konya and Istanbul, the most common method was to communicate directly with the farm owners, and in Ankara, the largest percentage of respondents selected the option (Other).

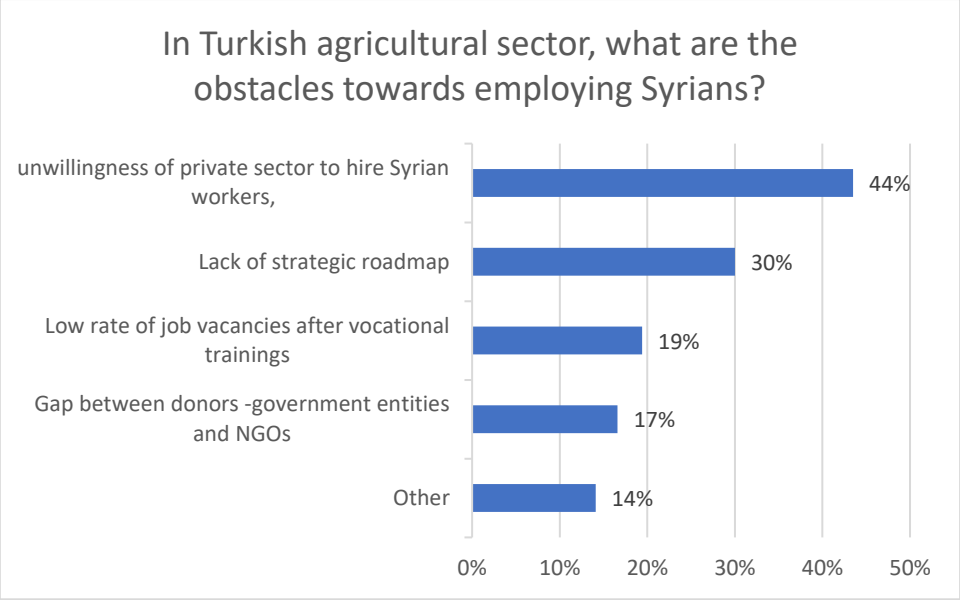
How Agricultural workers usually find work?								
	Ankara	Bursa	Hatay	Istanbul	Kilis	Konya	Mersin	Şanlıurfa
Through 'elçi/elci' who are Syrian or local unofficial middlemen or agents	20%	15%	25%	27%	81%	8%	31%	60%
Through relatives	14%	53%	54%	36%	47%	33%	34%	27%
Through advertisement	36%	48%	49%	12%	34%	33%	31%	17%
Through communication and connected to farms owners	12%	11%	29%	38%	19%	46%	27%	33%
Other	58%	0%	3%	11%	1%	4%	24%	0%

Despite the aforementioned diversity of methods for agricultural workers to obtain jobs, there are many difficulties and challenges that prompt employers and private sector companies to refuse to employ Syrians. The language barrier is one of the most important obstacles facing Syrian refugees according to 52% of the respondents, as the refugees' lack of proficiency of the Turkish language prevents them from communicating with Turkish employers and from obtaining jobs, and 29% of the respondents believe that employers refuse to employ Syrians to avoid going through the legal procedures required to obtain work permits or to obtain an exemption from obtaining these permits, and to spare the time and effort required for it. 16% of the respondents believe that employers do not trust the skills that Syrian refugees possess nor their ability to maintain valuable assets such as equipment, agricultural machinery or livestock, also, 16% of them attribute Turkish employers' refusal to employ Syrians and their lack of confidence in their capabilities and experiences to the different practices and methods between agricultural work in Turkey and in Syria, and it must be noted here that there are other obstacles related to the Syrian refugees themselves which are their unwillingness to move to live in rural areas and their preference to remain in city centers, which was the answer of 16% of the respondents. 15% of respondents selected the option (Other) and said that they do not know what are the reasons behind the refusal of employers and companies in the Turkish agricultural sector to employ Syrians.

The degree to which the Syrian refugees face the aforementioned challenges and difficulties differs according to the different provinces covered by the survey, as the language barrier was the greatest obstacle in the various provinces except for Şanlıurfa, Konya and Ankara, as in Şanlıurfa the difference of work methods and practices was the main obstacle that hinders Syrians from getting jobs according to 50% of respondents, while in Konya, 46% of respondents attributed this to the lack of employers' desire to take the necessary measures to obtain work permits or to obtain exemption from obtaining it, while in Ankara, 53% of the respondents selected the option (Other):

What challenges that prevent private Agriculture sector enterprises from employing Syrian refugees?								
	Ankara	Bursa	Hatay	Istanbul	Kilis	Konya	Mersin	Şanlıurfa
Language barriers	22%	63%	48%	66%	75%	29%	47%	37%
Formalization of work permits and/or exemptions.	17%	13%	22%	38%	51%	46%	18%	23%
Lack of confidence in skills to care about valuable assets (livestock, machinery, etc.).	12%	8%	17%	12%	22%	25%	14%	20%
Unwillingness of refugees to relocate to rural areas (for livestock care and plantation maintenance).	20%	21%	10%	24%	18%	17%	6%	10%
Child labour issue	3%	11%	4%	5%	11%	0%	4%	3%
Differences in work practices.	9%	21%	22%	12%	15%	13%	12%	50%
Other	53%	0%	10%	2%	1%	0%	21%	0%

In addition to the aforementioned challenges related to the skills, capacities and desires of the Syrian refugees, there are many other reasons related to supervisors of the agricultural sector themselves, or the ones who are concerned with employing Syrians and building their capacities, which also prevent Syrian refugees from obtaining a job opportunity; first, 44% of the respondents believe that employers and agricultural projects do not have the desire to employ Syrians, and 30% of the respondents believe that supervisors of the agricultural work or those who are concerned with employing Syrians do not have a clear strategy or systematic work plan which can be adopted to employ Syrians, in addition to a decrease in the percentage of employment processes that target the beneficiaries of vocational training programs, in addition to the lack of adequate coordination between international donors, government agencies and civil society organizations.



Finally, regarding the basic needs of agricultural sector workers, according to 41% of the respondents, they are mainly the necessity of working to provide main materials and inputs such as seeds, fertilizers, pesticides, and agricultural tools, while 40% of respondents said that it is the necessity of providing financial support and grants for agricultural sector workers, followed by 18% of respondents who said that it is providing capacity building and training courses to increase the efficiency of these workers and to increase their experience in handling agricultural technologies, while the percentage of those who believe that it is necessary to support the value chain (from the farm to the market) dropped to 13%, and 10% said that it is necessary to work on developing agricultural trading business and the good agricultural and food practices.

It should be noted here that the priorities differed among each of the provinces covered by the survey, whereas providing basic inputs of the agricultural work was the most prominent need according to the respondents in Hatay, Istanbul, Konya and Mersin, while providing financial support and grants was the most prominent one in Bursa, Kilis and Şanlıurfa, while in Ankara, the majority of the respondents selected the option (Other), knowing that the respondents who selected this option said that they do not know what is the most prominent need for agricultural field workers, while some of them said that Syrians who are willing to practice agricultural work need advice and trainings on the nature of the soil, climate and irrigation, while some of them said that these workers need someone to rent agricultural lands for them.

What are the main and urgent needs for Agricultural sector?								
	Ankara	Bursa	Hatay	Istanbul	Kilis	Konya	Mersin	Şanlıurfa
Agricultural inputs (seeds, fertilizers, tools, livestock)	23%	29%	45%	75%	43%	58%	38%	23%
Skills training related to agricultural technologies	17%	23%	25%	11%	19%	17%	20%	17%
Agricultural business development, good food and agricultural practices	6%	10%	12%	13%	11%	0%	12%	10%
Support of agricultural value chain "farm-to-market", including agricultural business support	2%	10%	15%	31%	11%	33%	12%	17%
Small grants	13%	50%	44%	9%	80%	25%	32%	53%
Small and medium-sized enterprises (SMEs)	5%	10%	13%	6%	11%	0%	11%	10%
Incubation centers	2%	11%	6%	6%	5%	4%	5%	20%
Other	68%	2%	4%	5%	0%	0%	11%	0%

Access to information:

Turkish government works in cooperation with the United Nations High Commissioner for Refugees to provide basic services to the Syrian refugees residing in Turkey under temporary protection. Regarding health services, Syrians who hold temporary protection cards can go to government and university hospitals, public health centers and family care centers and obtain medical care for free. Health centers have also been established for immigrants, and these centers employ people who are fluent in the Arabic language, these centers are widespread in some Turkish provinces, and they operate as primary healthcare clinics, and in the provinces which do not include health centers for immigrants, Syrians can go to public health centers to benefit from primary healthcare services.

Also, in the event of a need to obtain psychological support or assistance, Syrian refugees can go to primary healthcare clinics or government hospitals that provide services psychological support and assistance to Syrian refugees or refer them to other hospitals (if the hospital does not have a psychiatry department or psychologist available). In case of need for psychological support, Syrians can also go to social

service centers, which work in coordination with the Regional Department of Family and Social Policies[11].

With regard to education, according to Turkish Law, all children in Turkey, including foreigners and refugees, and those under temporary protection, have the right to obtain primary and secondary education free of charge. As for university education, Syrians can apply to study in Turkish universities provided that they meet the language requirements and academic conditions required by the university they apply to, such as passing the (YOS) test.

On the other hand, there are many bodies and agencies that seek to provide legal support and assistance to Syrian refugees, as in addition to local or international civil society organizations that provide legal assistance and advice to Syrians, there are legal centers and clinics affiliated to the Ministry of Social Affairs and the Family Directorate in various Turkish provinces that provide legal services for Syrian refugees free of charge. Syrians can go to various government departments to manage their affairs, for example, Syrian refugees can go to migration directorates to register their newborn children, and they can also go to municipalities and marriage departments to register marriage and divorce cases.

Despite the aforementioned information on the availability of the majority of public services for Syrians, the results of the study show that many respondents face difficulties and challenges in accessing these services, as nearly two-thirds of the respondents said that they face difficulties in accessing health services, this may be attributed to the lack of translators in many hospitals, and the inability of refugees to communicate with members of the medical staff in those hospitals, in addition to the difficulties related to COVID-19 , as the spread of the virus has led to an increase in the occupancy rate in hospitals, especially intensive care units, and thus, health centers can only accommodate a limited number of patients, we note here that the percentage of women who said that they face difficulties in receiving medical care is higher than the percentage of males who face such difficulties, this percentage reached 69%among women, while among men it reached 56%.

On the other hand, the percentage of respondents who said that they face difficulties and challenges in obtaining legal services was 33%, and this percentage is higher among males as it reached 37%, while among females it was 29%, and with regard to obtaining psychological care and support, 13% of the respondents said that they face difficulties in obtaining these services, and the percentage of those who face difficulties in registering marriages has reached 11%, and the problem of the inability to register marriage cases appears in particular among people whose marital status is registered at the Migration Directorates as married, in this case, in order to register their marriage cases at the marriage departments in Turkey, it is required that they have official documents issued by the Syrian government that prove the occurrence of marriage, knowing that there is a high percentage of Syrians who do not have official governmental documents and they are currently unable to obtain them due to their poor financial condition or their inability to go to the Syrian government departments for security reasons.

It should be mentioned that 10% of the respondents said that they face difficulties in registering in Turkish universities and pursuing their higher education, while 6% said

[11] Medical and psychological assistance
https://help.unhcr.org/turkey/ar/information-for-syrians/medical-and-psychological-assistance/

that they face difficulties when registering births, and 4% suffer the difficulty in accessing information related to the COVID-19, and 13% of the respondents selected the option (Other), which includes difficulty of obtaining financial support, difficulty of finding a job opportunity, difficulty of applying for the Red Crescent card, in addition to the difficulty of registering children in schools and providing adequate housing.

Regarding the difficulties faced by the Syrian refugees according to the provinces covered by the study, they are primarily represented in each of Ankara, Hatay, Kilis, Mersin and Şanlıurfa provinces with the difficulty of obtaining health services and care, while in Bursa, Istanbul and Konya, the majority of respondents suffered the difficulty of accessing legal services as shown in the following table:

Which of the following services you faced challenges while trying to access?								
	Ankara	Bursa	Hatay	Istanbul	Kilis	Konya	Mersin	Şanlıurfa
Health services	62%	44%	45%	52%	92%	41%	44%	56%
Legal services	23%	71%	26%	56%	20%	47%	30%	6%
Mental Health and PSS services	4%	18%	2%	6%	28%	0%	6%	0%
Marriage registration	23%	16%	0%	14%	3%	6%	18%	0%
Higher education/ college	5%	9%	21%	8%	6%	12%	15%	11%
Birth registration	8%	22%	0%	8%	3%	6%	5%	0%
COVID-19 information	4%	0%	7%	2%	5%	12%	3%	11%
Other	10%	11%	10%	0%	19%	6%	13%	28%

Finally, it should be noted that there are many sources through which Syrian refugees obtain information related to the available services and how to access them. It is noteworthy that the most common sources for Syrians to obtain these information are informal sources, as they are either what is mentioned by family members and friends or relatives and acquaintances, which is mentioned by 63% of the respondents, or what is published on social media (such as Facebook, WhatsApp, Twitter... etc.) according to 57% of the respondents, and here it should be noted that the information that is circulated among people or via social media may not be true, and the percentage of those who obtain information through what humanitarian organizations publish decreases to 32%, while 15% of respondents get these information through text messages they receive via their mobile phones. As for the percentage of respondents who receive this information through official announcements by the authorities or the dissemination of information by service providers, it does not exceed 14% each, and 8% said that they obtain information through mosques.

Syrians' information sources vary according to the different provinces in which they reside, as in Ankara, Kilis and Mersin, the percentage of those obtaining information through family members, friends and acquaintances is higher compared to other sources, while in Bursa, Hatay, Konya and Şanlıurfa, Syrians obtain information

primarily from social media, and in Istanbul, Syrians depend primarily on information disseminated by humanitarian organizations.

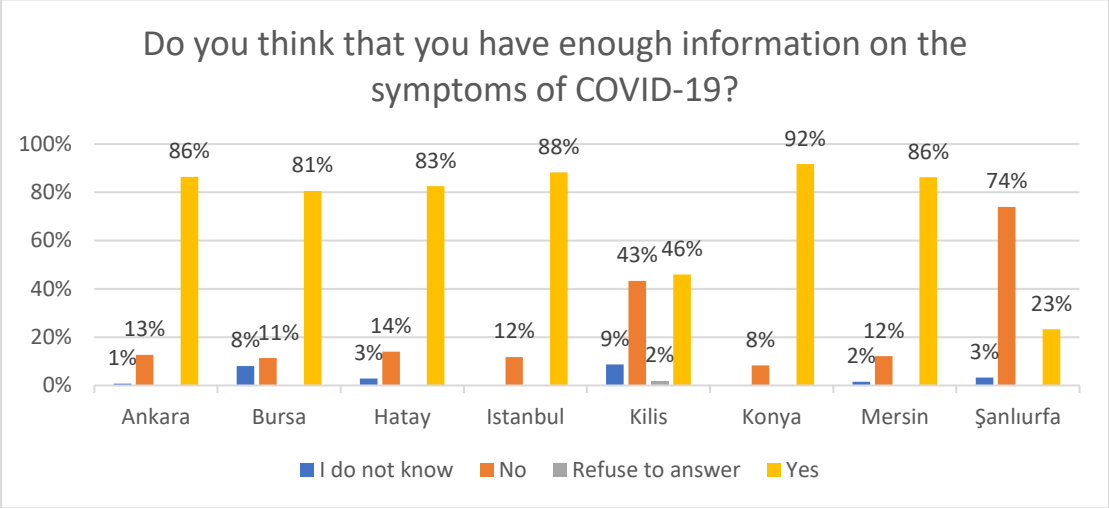
In general, how do refugee families get information about how to access services in this area?								
	Ankara	Bursa	Hatay	Istanbul	Kilis	Konya	Mersin	Şanlıurfa
Word of mouth from family / friends	66%	45%	42%	58%	82%	36%	61%	77%
Through social media, Facebook, WhatsApp… etc.	58%	67%	74%	68%	30%	91%	56%	83%
Outreach by humanitarian assistance organizations	40%	38%	19%	76%	18%	0%	26%	17%
Outreach by service providers (e.g. Health clinics, schools, etc.)	31%	2%	15%	5%	11%	0%	18%	0%
Official announcements by authorities	19%	7%	15%	11%	15%	0%	18%	3%
SMS/phone	20%	8%	12%	0%	25%	0%	17%	3%
Mosque	3%	0%	0%	0%	30%	0%	4%	0%

COVID-19:

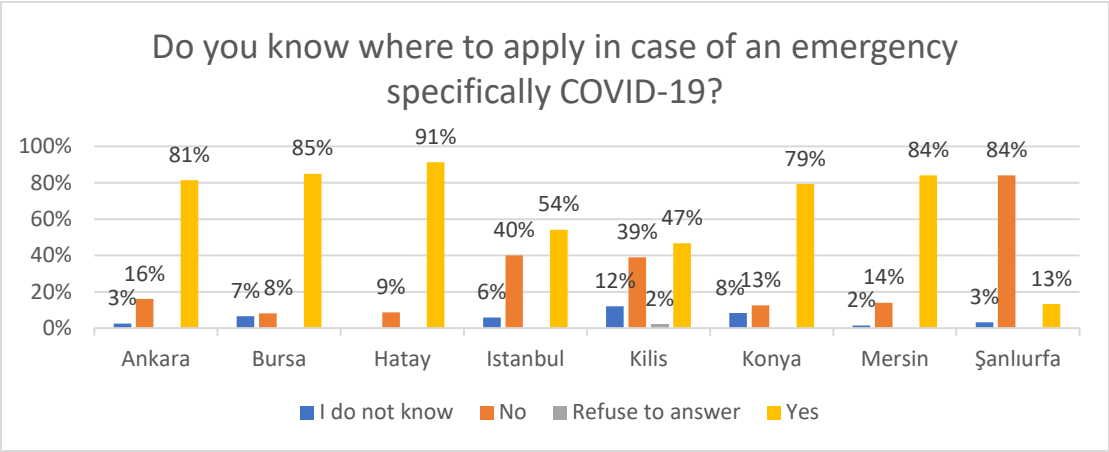
Due to the spread of the COVID-19 in Turkey and the high number of infections in various provinces, the Turkish government announced a set of measures aimed at limiting the spread of COVID-19 , and among the measures that have been taken are stopping all international flights, restricting domestic travel, closing schools, and switching to remote education, cafes and restaurants were prevented from receiving customers, and the movement of citizens was restricted by declaring home quarantine for those under the age of 20 years and the elderly, and this situation continued until 11/05/2020, when the imposed restrictions were eased by allowing shopping centers, shops, hair and beauty salons to re-open, and these restrictions have been eased further with the beginning of June, as it was decided to allow the re-opening of restaurants, cafes, confectionary shops and swimming pools, and internal and external flights have been allowed again.

In addition to the measures that have been taken, the Turkish government and other non-governmental bodies, such as international and local humanitarian organizations, have intensified campaigns aimed at educating people about the dangers of the COVID-19, methods of prevention, and measures to be taken in the event that an individual has the symptoms of the virus, despite these efforts, we find that nearly a quarter of the respondents said that they do not have sufficient information about the COVID-19 and

its symptoms, and we note here that this percentage increases significantly in Şanlıurfa as it reached 74%, and it is also high in Kilis (43%).



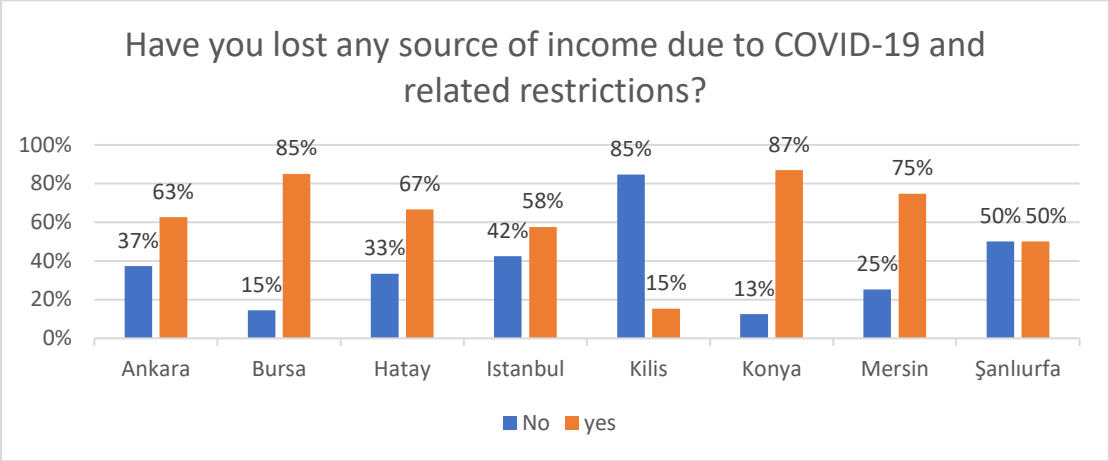
The Turkish government and humanitarian organizations have also made effective efforts to deal with COVID-19 infection cases and to provide medical care to the infected, as quarantine centers and several field hospitals have been opened, and phone numbers have been allocated to report any emergency cases, and here it must be noted that a quarter of the respondents said that they do not have information about how to report emergencies or about places and agencies that they can resort to in such cases, and this percentage also increases significantly in the province of Şanlıurfa, as it reached 84%, as shown in the following chart:



In fact, the spread of the COVID-19 and the measures that have been taken have had many negative effects from an economic point of view, as many employees and workers (whether Turkish or Syrian) lost their jobs, and thousands of companies were closed, as the number of closed companies between March and July reached 12301[12].
On the other hand, 57% of the study participants said that they lost part or all of their source of income because the head of the household stopped working or because some

[12] Pandemi döneminde kapanan şirket sayısı
https://cutt.ly/shW82XV

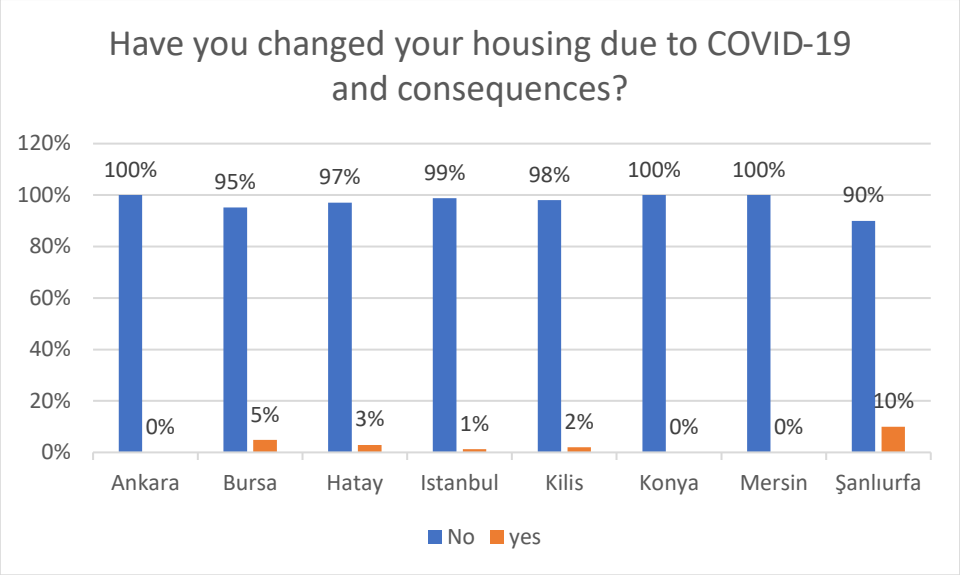
family members stopped working, and here it should be noted that a considerable percentage of those who said that they lost their source of income said that this is because their children were forced to stop working because of the quarantine imposed on those under the age of 20, and it should be noted here that there is a difference in the answers of the respondents according to the province in which they reside, as the percentage of respondents who said that they lost part of their source of income in both Konya and Bursa was 87% And 85%, while that percentage decreased significantly in Kilis, reaching only 15%.



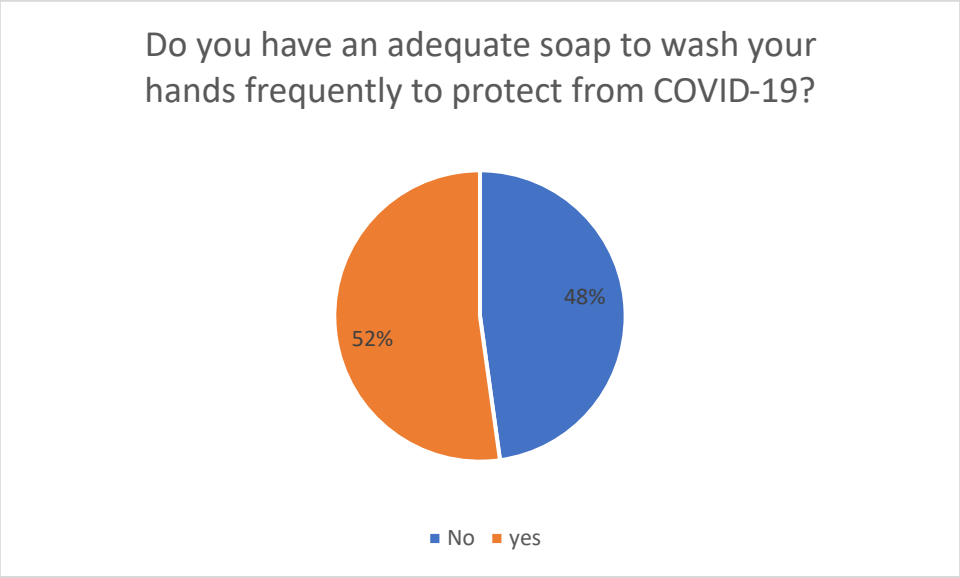
In order to help Syrians to overcome the problem of losing their jobs due to COVID-19, home quarantine procedures, and the closure of a large number of companies, we advise the parties that are concerned with employing Syrians to launch projects to enable Syrians to start working online, because working online does not require attending in a certain site, and the online worker can fulfil the tasks he is assigned with from home. Enabling Syrians to start working online requires providing them with the necessary tools and equipment, such as laptops and specialized equipment such as professional cameras and voice recorders, in addition to targeting them with capacity building courses that are necessary for working online, such as dealing with online business platforms and e-contracting, e-marketing and English language skills, as it increases the online worker's ability to reach a larger group of clients, in addition to specialized courses in one of the online work fields that are highly demanded, such as designing mobile phone applications and websites, programming and translation, knowing that the period during which trainees can be qualified to start working is relatively short, as it is only about three months[13].

Returning to discussing the impact of COVID-19 on Syrians who live in Turkey, we find that 2% of the respondents said that their families were forced to change their residence during the period of the spread of COVID-19, this percentage is high in Şanlıurfa in particular, as it reached 10%, and the main reason for changing the residence by some families is the poor financial condition due to losing a part of their monthly income, while other respondents said that COVID-19 was not among the reasons that made them change their residence.

[13] Study on Syrians' Online Business – INDICATORS Center: https://cutt.ly/AhEwrHq



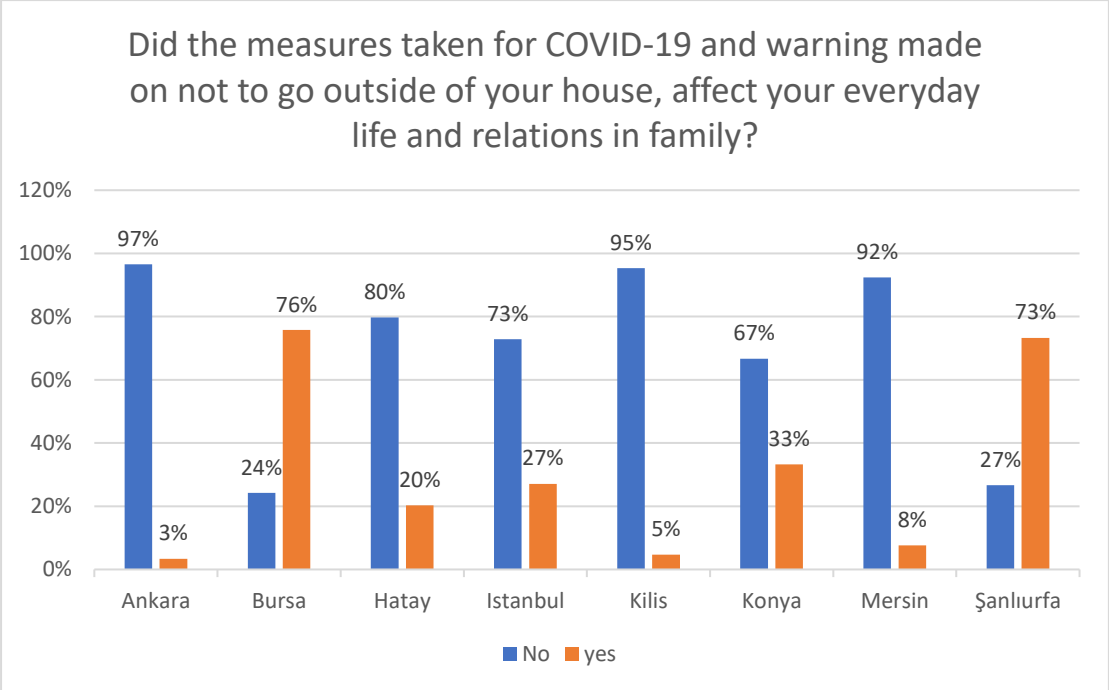
It is noticed that the loss of Syrian families of a part of their monthly income as a result of the spread of COVID-19 in addition to their poor financial condition limit their ability to purchase their basic needs including sanitizers and COVID-19 prevention tools and materials. Having asked the respondents about whether they have sufficient quantities of soap to wash their hands to prevent COVID-19, about half of them said that they do not have sufficient quantities.



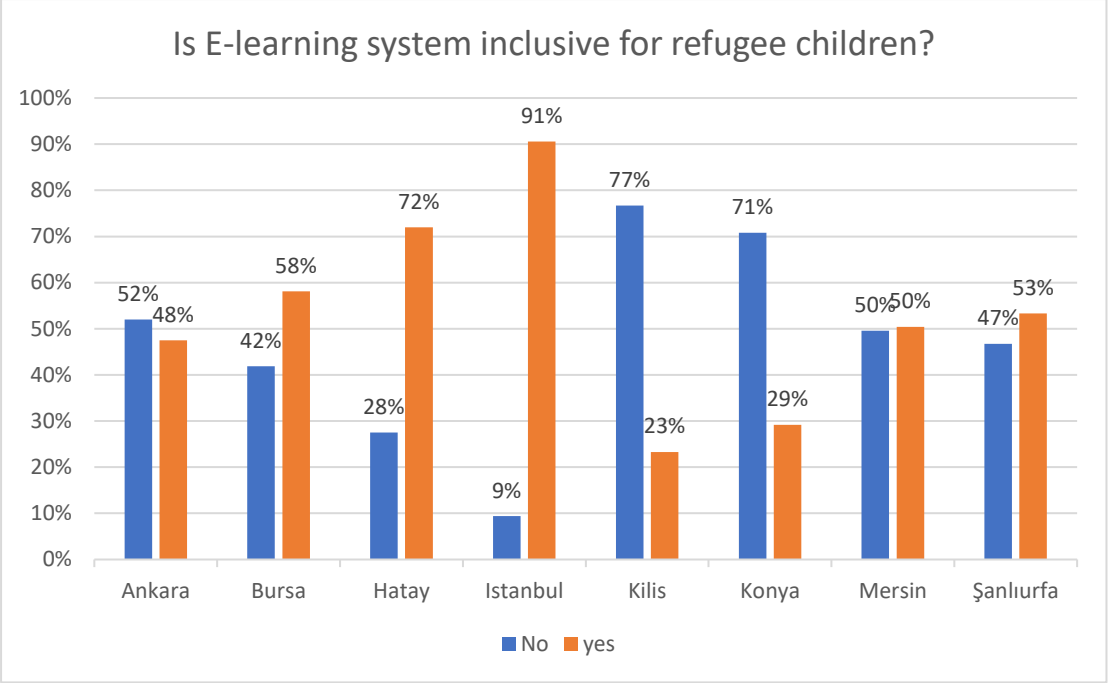
The impact of COVID-19 is not limited to the economic situation, as 20% of the respondents said that COVID-19 and the preventive procedures that have been taken have had many negative effects on family members themselves and on family relations, as COVID-19 and home quarantine measures have led to increased stress and tension among family members, which led to the occurrence of problems between them, and the inability of children to leave the house to play in parks or to go to schools has negatively affected the psychological status of children, and some appointments such as weddings or dates of receiving personal ID cards were postponed for some respondents.

A female respondent said that she could not visit the doctor due to COVID-19, which caused the loss of her hair, eyelashes and eyebrows, then she went to a hospital, but the treatment in the hospital was not properly provided.

It is noted that there is an obvious difference in the impact of COVID-19 on the daily lives of the respondents and their family relations according to the province in which they reside, as in Şanlıurfa and Bursa, about three-quarters of the respondents said that they have experienced such impact, while this percentage was only 3% in Ankara.



The impact of the COVID-19 was higher in some families due to the inability of their children to access e-learning, which was mentioned by nearly half of the respondents, and in fact, there are many obstacles that hinder the participation of refugee children in the e-learning process, the most prominent of which may be the lack of necessary equipment such as tablets or computers, in addition to the lack of internet access for some of these families, and it is noticeable that the percentage of respondents who said that the e-education system does not include refugee children is higher in some of the provinces covered by the survey, such as Kilis, whereas the percentage in it reached 77%, and Konya at 71%, while this percentage decreased gradually to 9% in Istanbul.



Key findings:

A. Food security and livelihood:

1- The vast majority of respondents in all provinces live in independent houses, but in Kilis 23% of them live in unfinished buildings or garages.
2- 10% of the respondents' families share housing with other families, which caused issues and problems for 38% of families who share housing with others.
3- Nearly half of the females who live in shared housing faced issues due to sharing housing with other families, while only a quarter of males did.
4- The most prominent issues caused by shared hosing are overcrowding in sleeping rooms and at the sanitation facilities, lack of privacy and increasing tensions.
5- Only 56% of respondents benefit from social welfare services such as Social Assistance Solidarity Foundation, Turkish Red Crescent or other services.
6- The health insurance of the majority international protection applicants or holders is inactive.
7- Only 52% of families of the respondents include members who work, and 82% of these families only include one working member.
8- 92% of working family members do not hold work permits, either because employers do not obtain permits for them in order not to pay taxes, or because Syrian workers are afraid of being deprived of the financial assistance they currently receive.
9- 60% of the respondents are unemployed, and 28% of them are daily workers, while only 7% are full-time workers.

10- Unemployment rate is higher among female respondents, as it reached 81%, while only 29% of males are unemployed.
11- Turkish language was deemed the most needed training by nearly half of the respondents, followed by vocational and soft skills training.
12- 68% of the respondents did not participate in any Turkish language, vocational or C.V and interviewing skills trainings during last six months.
13- Only 42% of the respondents have entrepreneurship ideas, and among these respondents only 6% know where they can get technical and financial support from.
14- Regarding willingness to work, 92% of the respondents said that they are willing to work if they are provided with the necessary tools and equipment.
15- Male family members between 18 and 59 years old are the main contributors to household's income according to 52% of the respondents, while nearly a third of the respondents said that none of the family members has contributed.
16- 62% of females said that male family members between 18 and 59 years old are the ones who have contributed to household's income, while the majority of male respondents said that no one has contributed.
17- The main form of contribution to household income by members who are 18 years old and above is the unskilled or low-skilled casual labour, such as agriculture and low-skilled construction work, followed by skilled trades and professions like carpentry, electrical installations, tailoring, and mechanic repairs.
18- 4% of respondents' families include one male member under 18 years old who contribute to family's income.
19- The main form of contribution to household income by family members who are 18 years-old or below is unskilled or low-skilled casual labour, such as textile, agriculture and restaurant jobs.

B. Protection, Education and Health:

1- Registration status of 95% of respondents is temporary protection applicants, while only 5% of them said that not all of their family members hold the temporary protection card.
2- 11% of the total number of sample members noticed an increase in cases of domestic violence, divorce or violence against children within the past three months, while this percentage reached 47% of respondents who live in Bursa.
3- Only 24% of respondents said that they participated in awareness sessions and seminars about refugees' rights and entitlements.
4- 60% of respondents do not know where and how to access legal support and assistance.
5- Only 42% of the total sample said that they know where and how to receive psycho-social support.

6- 7% of respondents said that their families have children who are not attending schools nor receiving education services, and this percentage reached 25% in Bursa.
7- 35% of respondents who said that their families include children who are not attending school attributed this issue to the need of these families for the work of their children to provide living expenses, while 12% attributed it to problems related temporary protection cards or lack of them.
8- 32% of respondents who said that there are children who are not attending school in their families said that these children are breadwinners, and this percentage reached 100% among the respondents who live in Şanlıurfa.
9- 38% of respondents who said that their children are breadwinners said that they work as tailors, while 19% of them said that they are daily workers.
10- Only 14% of the respondents said that they or their children have participated in social cohesion activities that included host community members.
11- Only half of the respondents said that they know about the mechanism of financial support for children enrolled in schools.
12- 80% of respondents said that they have no knowledge about vocational and capacity building programs that target young people who have dropped out of school long time ago or those who have never enrolled in schools.
13- Only 20% of respondents said they know how to access higher education, while only 17% of these respondents said that they know about scholarship opportunities for refugee Syrian students.
14- Only 53% of respondents know about Turkish language training courses offered by municipalities and training centers that target adult Syrians, and this percentage is higher in Istanbul, as it reached 92%.
15- 20% of the respondents said that they do not have access to health services, while this percentage is higher in some of the provinces covered by the survey, as it reached 39% in each of Kilis and Ankara.
16- 71% of respondents who said that they do not have access to health services attributed it to language barrier, while 45% of them attributed it to the far distance to the health centers and to high transportation costs.
17- Nearly two-thirds of the respondents did not participate in any health promotion activities or information sessions.
18- 35% of the respondents said that their families include members who need special health and medical care such as people with special needs, pregnant women, elderly people or people with chronic diseases, and 30% of these respondents said that these family members do not have access to health services.
19- 21% of the respondents said that their children did not receive all vaccinations they were meant to receive.

C. Food Security and Agriculture, Access to Information And COVID-19:

1- More than a quarter of the respondents said that they have access to agricultural lands and are able to work in agriculture, thus they can contribute to food production and they can provide most of their food needs.
2- The percentage of respondents who expressed ability to access agricultural lands and produce food increases significantly in Kilis, Konya and Şanlıurfa, as it reached 51% in Kilis, 42% in Konya and 40% in Şanlıurfa.
3- Two-thirds of the respondents believe that agriculture is a major driver of food security for both the Syrian refugees and their host communities, and this percentage is higher in the provinces of Konya and Şanlıurfa, as it reached 96% and 93% respectively.
4- The percentage of respondents who believe that agriculture is a main entrance for Syrian refugees to the labor market is high, especially in the provinces of Şanlıurfa and Konya, as it reached 93% and 87%, respectively, while in Kilis it was 73%, in Hatay 67%, in Istanbul 62%, and in Bursa and Mersin, it was 48% and 47% respectively, while it dropped in Ankara to 26%.
5- Despite the high percentage of those who believe that agriculture is a major entrance for Syrian refugees to the labor market in all provinces in general, we find that the percentage of people who have received or attended vocational courses in the agricultural sector does not exceed 8%.
6- The language barrier is considered one of the main challenges that prompt employers and private agricultural sector companies to refuse employing Syrians, according to 52% of the respondents.
7- 29% of the respondents believe that employers and companies in the agricultural sector refuse to employ Syrians to avoid going through the legal procedures required to obtain work permits or to obtain an exemption from it.
8- 16% of the respondents said that employers do not trust the skills that Syrian refugees possess nor trust their ability to take care of valuable assets such as equipment, agricultural machinery or livestock, and this is the same percentage of respondents who said that the reason for Turkish employers' refusal to employ Syrians is due to their lack of confidence in their capabilities and experiences due to the difference between practices and methods of agricultural work in each of Turkey and Syria.
9- 30% of the respondents believe that the supervisors of agricultural work or those interested in employing Syrians do not have a clear strategy or systematic work plan which can be adopted for the employment of Syrians.
10- 19% of the respondents said that there is a decrease in the percentage of employment processes that target the beneficiaries of agricultural vocational training programs.

11- The most important needs of workers of the agricultural sector are the necessity of providing the basic materials and inputs needed for work, such as seeds, fertilizers, pesticides, tools and agricultural tools according to what 41% of the respondents indicated, followed by the necessity of providing financial support and grants for workers of the agricultural sector at 40%.
12- Syrian refugees face some challenges and difficulties in accessing public services, as nearly two-thirds of the respondents said that they face difficulties in accessing health services, and 33% of them said that they face difficulties in accessing legal services.
13- 13% of the respondents said that they face difficulties and challenges in accessing psychological support services, while 11% of them said that they face problems in registering their marriage cases in Turkey, and the percentage of those who face difficulties in applying to Turkish universities was 10%, and 6% said that they face difficulties registering births that occur within the family.
14- The most prominent sources from which Syrian refugees obtain their information about the available services and how to access them are the information that is shared among family members, relatives and friends, or through what is published and shared on social media such as Facebook, WhatsApp, or Twitter, knowing that these sources are not considered official sources, therefore it may provide some false information.
15- The percentage of those who obtain information through the outreach of humanitarian organizations is low (32%), while 15% of respondents obtain this information through text messages that that they receive via their mobile phones, and the percentage of those who obtain information through official authorities' announcements or through information published by service providers does not exceed 14% for each source.
16- About a quarter of the respondents said that they do not have sufficient information about COVID -19 and its symptoms, which is the same percentage of respondents who said that they do not have information about how to report emergencies or the places and authorities that they can resort to in such cases.
17- 57% of the respondents said that they lost part or all of their source of income because the head of the family stopped working or because some family members stopped working.
18- Almost half of the respondents said that they do not have sufficient quantities of soap to wash their hands to protect themselves from COVID - 19.
19- Almost half of the respondents also indicated the inability of their children to access e-learning.

Recommendations:

A. Food security and livelihood:

1- Working to solve the problems of shared housing and living in garages and unfinished buildings through launching projects to rehabilitate unfinished buildings in which Syrian refugees reside, in addition to providing the most vulnerable families with rent allowances to help them move into adequate houses.
2- Working to increase the number of social welfare services' beneficiaries through expanding these projects' area of operation, cooperation between parties which provide such services and increasing its financing to cover more areas and more beneficiaries.
3- Reactivating health insurance policies of the international protection applicants and holders.
4- Working to provide job opportunities for unemployed Syrian refugees through encouraging Turkish employers to hire Syrians and through spreading the concept of working online.
5- Launching awareness campaigns on social media platforms such as Facebook, Twitter and WhatsApp, or through specialized field staffs to raise the awareness of Syrian refugees on the importance of obtaining work permits which would guarantee them having their entitlements and wages and other financial and legal entitlements and rights.
6- Launching training programs that work on building the capacities of Syrians in order to qualify them to get more job opportunities, especially Turkish language training and vocational trainings.
7- Working to increase the knowledge of Syrians who have entrepreneurship ideas about the methods of getting financial and technical support and about the parties which provide such support by launching an electronic platform or a mobile phone application through which these parties can disseminate such information and details, or by publishing them on social media platforms.
8- Launching awareness campaigns on social media and by organizations and entities concerned with females' affairs on their websites and through their field staffs to raise Syrians awareness about the importance of allowing females to work, and to prompt employers to offer jobs with working hours that suit females and allow them to perform their household duties along with their tasks.
9- Launching vocational training programs that target people who work in unskilled or low-skilled work sectors in order to enhance their work nature and increase their income by qualifying them to work in better occupations.

B. Protection, Education and Health:

1- Combating gender-based violence by taking the following measures:

A. Launching awareness campaigns that raise the awareness of women about their rights and about methods of receiving legal and social

support and inform them about the specialized centers and parties concerned with females' matters and issues.

B. Establishing centers in all areas in which violence cases have been reported or noticed.

C. Launching awareness campaigns that target the society in general to raise their awareness about the negative impacts of the gender-based violence and about methods to prevent and combat it.

2- Holding awareness sessions and legal awareness seminars to educate refugees about their rights, responsibilities and entitlements.

3- Promoting the necessity of receiving psycho-social support by launching awareness campaigns through social media platforms to encourage refugees' willingness to benefit from these services and to inform them about where and how they can access such services.

4- Capacity building trainings for PSS teams and trainers/teachers working remotely.

5- Informing refugees about how and where to receive legal support and assistance by periodical social media posts that include description, addresses and contact details about the centers that provide such assistance or by hanging posters that include these details in governmental and non-governmental locations in which people might need legal assistance.

6- Combating the problem of children's dropping out of schools and encouraging them and their families to pursue their educational attainment through:

A. Providing financial support for children to cover their tuition fees and expenses.

B. Launching Turkish language courses that target children to improve their level in order to become able to pursue their education.

C. Combating child labor by providing the most vulnerable families with financial support that covers their basic needs.

D. Informing parents about the methods of receiving financial support for children enrolled in schools and about the parties and entities that provide such support through holding awareness sessions and through launching awareness campaigns on social media platforms.

7- Disseminating information about vocational and capacity building programs that target young people who have dropped out of school long time ago through social media platforms.

8- Promoting the importance of allowing the youth to pursue their higher education and its benefits for the family in particular and for the society in general by informing Syrian refugees about how to access higher education and about scholarship opportunities available for refugee university students through awareness campaigns on social media platforms and through distributing booklets that include this information for refugees.

9- Working to provide access to health services for all of Syrian refugees in Turkey through:

A. Establishing more healthcare centers to accommodate more patients and to avoid crowdedness and to cover larger areas in order to shorten the

distance to these centers in order to grant access of all Syrians who need their services.

B. Providing transportation to and from healthcare centers.
C. Providing translation services at the hospitals.
D. Forming medical committees to examine people with disabilities who do not hold a disability document, to benefit from health services.
E.

10- Launching vaccination campaigns with specialized field staffs to compensate children who did not receive all vaccinations they were meant to have by giving them the missing vaccinations they did not have.

11- Increasing refugees' awareness about the importance of vaccinations as a method of protecting children from diseases in future, this could be done through launching awareness campaigns on social media or by hanging posters with vaccination-related information within healthcare centers and governmental and non-governmental buildings that Syrians may go to.

C. Food Security and Agriculture, Access to Information and COVID-19:

1- Humanitarian organizations and entities concerned with employing Syrians should work to increase Syrians' ability to access agricultural lands and to work in the agricultural sector, and this can be done by taking the following measures:

A. Increasing the number of agricultural vocational training programs and courses targeting Syrian refugees, provided that these courses focus effectively on the techniques and methods of agricultural work which are adopted in Turkey and how to take care of valuable agricultural assets such as agricultural machinery and equipment.
B. Forming bodies that work on linking both the Syrian agricultural workers and those who attended agricultural vocational training courses with employers and private agricultural sector companies.
C. Raising awareness of employers and agricultural work companies in Turkey about the efficiency and potentials of Syrian agricultural workers by highlighting Syrians' success stories in the agricultural work sector in Turkey.
D. In order to enable Syrians to work in agricultural lands, humanitarian organizations can launch projects to rent lands and distribute them to Syrian farmers who would invest these lands.
E. Providing Syrian farmers with agricultural work requirements and basic inputs such as agricultural equipment and tools, fertilizers, seeds and pesticides.

2- In order to overcome the language barrier which is one of the difficulties hindering Syrian refugees' access to public services or obtaining job opportunities, it is recommended to intensify Turkish language courses targeting Syrian refugees, provided that these courses include several levels and be consecutive so that the learning process does not get interrupted.

3- Humanitarian organizations, service providers and parties that provide public services to Syrians should increase the amount of announcements about the services they provide and how to access them. For this purpose, coordination between humanitarian organizations and service providers can take place to launch an electronic application or electronic platform in Arabic language through which these parties can announce the available services.
4- In order to avoid the impacts of COVID - 19 and the repercussions of the measures taken to prevent it on the work of Syrians, it is recommended that humanitarian organizations and parties concerned with employing Syrians enable them to start working online, and this can be done through the following steps:
   A. Launching training courses on how to deal with online work platforms, contracting, marketing, electronic payment, English language courses and other skills needed to start working online.
   B. Intensifying capacity-building courses in the work sectors that provide highly demanded online services such as translation, programming, designing website and mobile phone applications.
   C. Providing the necessary equipment for starting online work, such as internet subscriptions, computers, and specialized equipment such as professional cameras and voice recorders.
5- Enabling Syrian students to benefit from e-learning services by providing the necessary equipment and devices for this, such as tablets, computers and internet subscriptions.
6- Distributing sterilization materials and soap to the most vulnerable families to help preventing COVID - 19.
7- More outreach works to disadvantaged areas during the pandemic.

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