



# In-camp Post-Distribution Monitoring Report Quarter 3—2021

**WFP Turkey Country Office**

January 2022



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# ACKNOWLEDGEMENT

We express our appreciation to all monitoring assistants of World Food Programme Turkey country office for their efforts in the data collection of In-camp Post Distribution Monitoring Survey in Quarter 3 of 2021. We would also like to thank our participants for their patience and cooperation in filling out the surveys .

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# Contents

<b>Executive Summary</b> .....	<b>4</b>
<b>Key messages</b> .....	<b>5</b>
<b>Chapter 1 Introduction</b> .....	<b>6</b>
<b>Chapter 2 Objectives and Methodology</b> .....	<b>6</b>
<b>Chapter 3 Findings</b> .....	<b>7</b>
3.1. DEMOGRAPHICS .....	7
3.2. EDUCATION AND TURKISH LANGUAGE ABILITY .....	7
3.3. VULNERABLE SUB-POPULATIONS WITH SPECIAL NEEDS .....	7
<b>Chapter 4 Outcomes</b> .....	<b>8</b>
4.1. FOOD CONSUMPTION .....	8
4.2. DIETARY DIVERSITY .....	9
4.3. CONSUMPTION COPING STRATEGIES .....	10
4.4. LIVELIHOOD COPING STRATEGIES .....	10
4.5. EXPENDITURE .....	11
<b>Chapter 5 Process Indicators</b> .....	<b>11</b>
5.1. AWARENESS AND SENSITIZATION.....	11
5.2. SAFETY AND PROTECTION .....	12
5.3. UTILIZATION OF ASSISTANCE AND SATISFACTION .....	12
<b>Annex</b> .....	<b>13</b>

# Executive Summary

Turkey currently hosts approximately 4 million refugees, most of whom have left Syria due to the crisis in 2011. Although the majority live out-of-camps, about 52,000 people are living within the camps. WFP supports approximately 45,000 of them through a monthly e-voucher.

The in-camp Post Distribution Monitoring (PDM) surveys are intended to monitor the well-being of beneficiaries in terms of food consumption, dietary diversity, coping strategies, and expenditure patterns to support them better and address any concerns they may have.

The data collection for the Q3 2021 PDM was undertaken between August and September 2021 via phone interviews due to the Covid-19 restrictions. A total of 383 surveys were conducted in six camps by 8 WFP field staff.

High inflation rates continue to affect the purchasing power of refugees negatively. Particularly food inflation has been higher than the annual inflation for the last few months, and it reached 20 percent in September. As a result, the food basket cost, which represents the minimum cost required for a nutritionally balanced diet, increased from 161 TL in September 2020 to 213 TL in September 2021, representing an annual increase of 32 percent. The impacts of diminishing purchasing power and the pandemic have manifested in the main outcome indicators. Data highlights that even though food consumption remain acceptable for the majority, other indicators, including consumption-based and livelihood-based coping behaviours and food expenditure share, have significantly deteriorated in this reporting period.

PDM surveys also provide information on whether households in the camps are aware of assistance-related issues as well as knowledge or referring to the official communication channels when needed. The majority of camp residents are aware of the entitlements and know whom to contact to solve their assistance related problems. Even so, fewer people have contacted the authorities despite having reported more problems in this reporting period, due to most of their problems being related to high market prices. It is promising that none of the camp residents reported safety issues because of being a beneficiary of the programme.

# Key messages

## DEMOGRAPHICS

- The majority (91%) of the respondent households are male headed.
- Slightly more than half (52%) are children. The average household size in the camps is 5.3 people.
- 40 percent have at least one vulnerable family member, who are either disabled, chronically ill, elderly, pregnant or lactating women who need special care.

## EDUCATION

- About 7 percent of household heads are illiterate. Illiteracy is prevalent, especially among women (16%).
- One-fourth (25%) of the household heads, particularly the female heads, have no Turkish language ability.
- 96% of camp residents have not attended any technical, vocational or language courses.

## FOOD AND NUTRITION SECURITY

- The acceptable level of food consumption has increased to 99 percent. Acceptable food consumption showed a promising increase for female-headed households compared to Q3 2020 (by 4.5%). It increased by 1.2 percent for male-headed households. Households with poor food consumption are found only in Sarıcam (Adana) and Cevdetiye (Osmaniye) camps, and they are all male-headed.
- The dietary diversity score also slightly increased compared to the Q3 2020 (from 6.6 to 6.7 days), particularly among female-headed households. Although the difference between household head genders is not very significant, male-headed households have a relatively more diverse diet in Q1 2021, including more meat, dairy products, vegetables and fruit.
- The households do not consume mostly meat groups (fish, organ meat and red and white meat) as well as nuts because they either cannot afford (around 60%) or did not like them (around 20%).

## HOUSEHOLD ECONOMIC CAPACITY AND COPING

- Beneficiaries, particularly female-headed households, have spent more on food compared to the previous year. This is followed by expenditures on health and hygiene items.
- Resorting to consumption coping strategies (rCSI) has doubled among female-headed households compared to Q3 2020.
- The frequency of resorting to the emergency level of livelihood coping strategies has increased among female and male-headed households by a significant 125 percent compared to Q3 2020 and 41 percent since Q1 2021, which has been more likely triggered by the prolonged effect of Covid-19 and deteriorating economic conditions nationwide.
- The households have used emergency coping strategies remarkably more than any other reporting period. The percentage of households adopting emergency coping strategies was 4 percent in Q3 2020, and it increased to 20 percent in this reporting period.

## SAFETY AND PROTECTION

- None of the participants reported safety issues.
- 14 participants (out of 383) indicate that they or members of their households have not been treated respectfully in the markets.

## UTILIZATION OF ASSISTANCE AND SATISFACTION

- Despite the increase in transfer value in January 2020, satisfaction with the assistance amount has further decreased, from 7 percent to 2 percent.
- Women participation in the decision-making process is as high as 93 percent, either deciding on using the assistance jointly with men or making decisions alone.

## RECOMMENDATIONS

- Taking precautions to prevent the in-camp residents from adopting emergency coping strategies.
- Seeking for resolution regarding disrespectful treatment towards beneficiaries.
- Advocating for raising the transfer value.

# Chapter 1: Introduction

Turkey presently accommodates almost 4 million refugees, making it the world's largest refugee population. 3.6 million of these people are Syrians who have been displaced as a result of the crisis in Syria, which began in 2011. According to the Directorate General of Migration Management's (DGMM) most recent statistics (September 2021), 52,302 vulnerable Syrians under Temporary Protection (SuTP) and Humanitarian residence status holders reside in Temporary Accommodation Centers (camps) in the southeast area of Turkey. This equates to

approximately 2 percent of Turkey's Syrian refugee population.

WFP continues its collaboration with Turk Kızılay (Turkish Red Crescent) to support 46,654 in-camp refugees with e-voucher assistance, namely Kızılaykart, as of September 2021. The card gives TRY 120 per person every month to meet their basic food needs and a restricted number of non-food items. The Turkish government provides containers with basic domestic equipment for each refugee household, such as electric stoves and cutlery.

## Chapter 2: Objectives and Methodology

Monitoring and evaluation activities are essential for the program's continuous improvement and to ensure that aid reaches those in need. Post-distribution monitoring (PDM) activities are intended to assess in-camp refugees' ability to meet their basic needs and how the e-voucher program has supported households in ensuring a smooth implementation process. The WFP publishes the in-camp PDM report bi-annually.

PDM surveys are used to gather information on household food consumption, dietary diversity, consumption coping mechanisms, livelihood coping strategies, and expenditure patterns to assess households' overall well-being and support evidence-based program intervention.

The 2021 Q3 in-camp PDM survey was conducted as a cross-sectional survey using a single-stage random sample of beneficiary households who receive assistance through e-vouchers in the six WFP-supported camps in South-East Turkey. Between August and September 2021, eight Field Monitoring Assistants performed 383 surveys with in-camp beneficiaries via phone calls. The sample size was selected based on the overall camp population and then proportionately dispersed to each camp using a 95 percent confidence level and a 5 percent margin of error. As a result, the findings are representative of all in-camp residents but not of each camp.



1 UNHCR March 2021 Fact Sheet: <https://www.unhcr.org/tr/wp-content/uploads/sites/14/2021/05/UNHCR-Turkey-Operational-Update-February-March-2021.pdf>  
2 DGMM website, <https://www.goc.gov.tr/gecici-koruma5638>

# Chapter 3: Findings

## 3.1. DEMOGRAPHICS

The average household size in the camps is 5.3 people. Males compose 79 percent of the respondents, while male heads lead the majority of respondent households (91 percent), reflecting the patriarchal native culture. Data reveals that 52 percent of refugees are children, 44 percent are between the ages of 18 and 60, and only 4 percent are elder. Household heads were on average 42 years old, with female-headed households being 47 years old and male-headed households being 41 years old.

## 3.2. EDUCATION AND TURKISH LANGUAGE ABILITY

The level of education of the household's head influences the lives of its members, including their ability to interact with the host community, their self-confidence, and their ability to produce an income in order to live a dignified life. Refugees' education levels and Turkish language ability are generally low, and the current in-camp PDM findings support prior PDM findings: overall, only 6% of household heads have a university degree. In comparison, 30% have completed primary school, and 33% have completed secondary school. Seven percent of household heads were illiterate. Female-headed households have a greater illiteracy rate (17%) than male-headed households (6%) (Annex A1). Furthermore, 96 percent of the camp residents have never taken any technical, vocational, or language classes.

Aside from education, the ability to communicate in Turkish is a key aspect of refugee adaption because it promotes social cohesion and, most importantly, employment opportunities. Overall, nearly a quarter (24%) of household heads lacked Turkish language abilities, with females (36%) having the most difficulty, implying that they would face more difficulties finding work. In contrast, 19 percent of camp residents spoke Turkish as their first language, which is consistent with the previous reporting period, given their Turkmen origin (Annex A2).

## 3.3. VULNERABLE SUB-POPULATIONS WITH SPECIAL NEEDS

Despite the fact that the vast majority of residents are vulnerable in some way, certain sub-groups are in greater need, owing to dependent family members or people with specific requirements. Disabled people, chronically ill household members, separated children, and pregnant or lactating women are just a few examples of vulnerable sub-populations. According to the data, 13 percent of households have at least one pregnant or lactating female member, 26 percent have a disabled/chronically ill member with or without a medical certificate, and 2 percent have an elderly person who could not look after themselves.

Moreover, male-headed households (41%) were more vulnerable than female-headed households when it came to having vulnerable members (33%).



# Chapter 4: Outcomes

## 4.1. FOOD CONSUMPTION

Half (50%) of the adults had two meals the day before the survey, while the other half had three meals. In comparison to adults, children have a stronger trend of eating three meals the day before the survey. That is to say, 66.8 percent of children had three or more meals. However, the fact that 31.6 percent had two meals, 0.3 percent had only one meal, and 1.3 percent of the children had eaten no meals at all is very concerning. 44 percent of participants reported that they could cook their food at home as much they desired, which decreased from 69 percent reported in Q3 2020. Insufficient household budget (32%) and inadequate supplies (67%) are the main challenges against their ability to cook as much as desired. In line with that finding, 98 percent of the participants think the amount of assistance provided is inadequate to cover their basic food needs, increased from 96 percent reported in Q3 2020.

WFP calculates the household Food Consumption Score (FCS) which is linked to the household food access and thus serves as a proxy for household food security. The

FCS is used to classify households into three categories based on their food consumption: poor, borderline, or acceptable. These food consumption groups aggregate households with similar dietary patterns - in terms of frequency of consumption and diversity - and access to food.

Food consumption remains acceptable for the majority (99%), and the average FCS slightly increased (by 2.3%) in the reporting period compared to the previous year. However, households have more frequently resorted to coping behaviours to secure their food intake (see sections 4.3 and 4.5).

Gender disaggregated data demonstrates that an increase in food consumption score is more prevalent among female-headed households (4.5%) than male-headed households (1.2%). Similarly, female-headed households with borderline food consumption have decreased from 7.3 percent to 2.8 percent (Figure 1). It can be noted that households with borderline food consumption were in the Saricam (Adana) and Cevdetye (Osmaniye) camps only, and they were all male-headed.

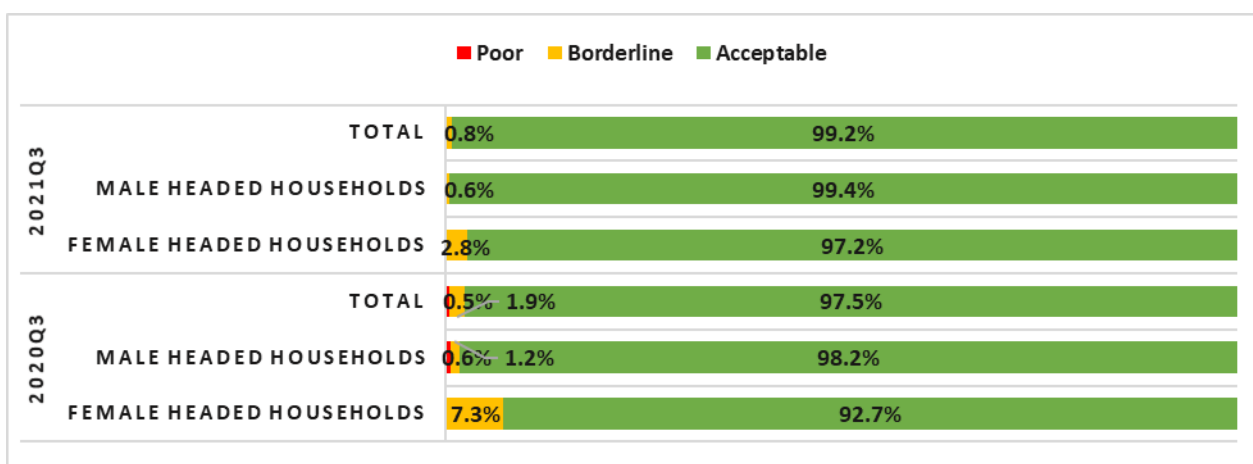


Figure 1: Food Consumption Groups (Q3 2020 & Q1 2021)



## 4.2. DIETARY DIVERSITY

Another measure used by the World Food Programme as a measure for food security is the dietary diversity. The dietary diversity analysis shows that most of the food groups were sufficiently consumed by both male and female-headed households, as can be seen in Figure 2, with the exception of pulses that were consumed less than twice a week. The female-headed households have almost the same variety of foods as male-headed households with a slight difference in vegetables, dairy, and meat consumption, whereas a bigger difference is observed in fruit consumption. Fruits were consumed for three days in female-headed households and six days in male-headed households.

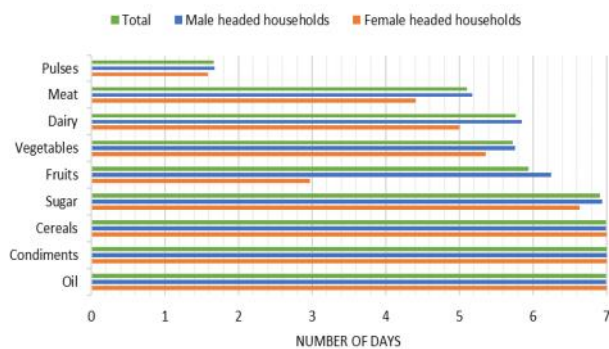


Figure 2: Dietary Diversity Score

In line with the increase in food consumption, the dietary diversity score also increased from 6.6 days in Q3 2020 to 6.7 days in Q3 2021, especially among female-headed households, suggesting that they have more quantity as well as more varied food in their households when compared to Q3 2020. Although the gap between genders is not important, male-headed households in Q3 2021 have a more varied diet than female-headed households, especially in fruit, vegetable, meat and dairy food groups. While the fruit consumption of all households increased, consumption of pulses remained the same as in Q3 2020.

The least consumed food groups are meat groups, nuts, vegetables and fruits mainly because they either can not afford or dislike them, as expressed by the beneficiaries (Figure 3). Furthermore, a few beneficiaries (5-7%) state that green vegetables and fruits are not available in the markets.

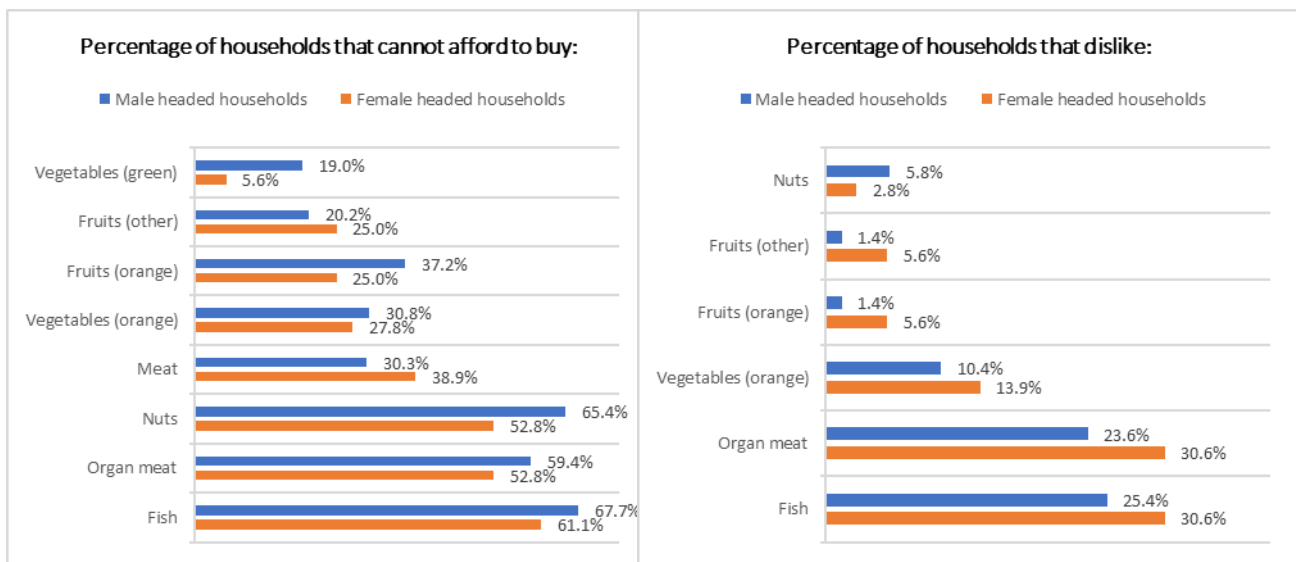


Figure 3: Reasons of households for not consuming some food groups

### 4.3. CONSUMPTION COPING STRATEGIES

The reduced Coping Strategy Index (rCSI) assesses the frequency and intensity of five consumption coping strategies on a weekly basis (i.e., reliance on cheaper or less preferred food, borrowing food, reducing the number of meals, reducing the portion size of meals, or reducing food for adults to allow small children to eat more). A lower rCSI score indicates that a household can fulfil its food needs without altering its daily food consumption habits.

The rCSI score increased from 7.6 in Q3 2020 to 15.1 in Q3 2021 (Annex A3), particularly more so among female-headed households than male-headed households (by 99% and 45%, respectively). Due to the increase in the food prices, and therefore the decrease in the households' purchasing power, the beneficiaries had to adopt more strategies to cope with these new

### 4.4. LIVELIHOOD COPING STRATEGIES

The use of longer-term household coping mechanisms is measured by the livelihood coping strategy index (LCSI). They also reveal the stability of a household's productive capacity as well as its current and future ability to meet basic needs. Some strategies, such as reducing essential expenditures or sending school-aged children to work, are more drastic than others, such as selling household assets and have long-term consequences for household resilience. The PDM surveys ask the participants if they have used any of the ten different livelihoods coping strategies in the previous 30 days, which are classified as stress, crisis and emergency depending on their severity.

In this reporting period, the LCSI increased from 3.79 to 5.34, representing a 41 percent increase compared to Q1 2021 (Annex A4). Although it is encouraging to see that the proportion of households not adopting any coping strategies has increased by 12.7 percent since Q3 2020, it is very concerning to see that households adopting emergency coping strategies have increased

economic situations while maintaining their food consumption levels. Women, in particular, are adversely impacted by COVID-19's socio-economic impact. According to the WFP study, unskilled labour (50%) is the main source of cash/income for female-headed households, while 39% claim that WFP assistance is their main income source. Since Covid-19 related lockdown interventions primarily harmed sectors with unskilled labour or regular jobs, a higher increase in rCSI for female-headed households than male-headed households is consistent with the current situation of women in Turkey.

The most common coping strategy is relying on cheaper or less preferred food, which 79 percent of the surveyed households use, particularly female-headed households (92%), as shown in Figure 4. The frequency of the other consumption coping strategies showed an approximate increase of 37 percent compared to last year, which is also conspicuous.

by 16.5 percent. The rise in the number of refugees using emergency coping mechanisms indicates that more refugees have difficulty meeting their basic needs. The main reason for adopting livelihood coping strategies is to access food (92%), and 49 percent of respondents said that their households had borrowed money or credit within the three months prior to the survey, with 81% of whom stated that they also did it to buy food. Work stability could be compromised as a result of the prolonged Covid-19 crisis and lockdowns. Half of the households depend on unskilled labour, whose job security is jeopardized in the sense of Covid-19.

Gender analysis showed that the percentage of male-headed households using emergency level coping strategies concerningly increased by 17.3 percent from Q3 2020 to Q3 2021. There is a 7.8 percent rise among female-headed households not adopting any coping strategies; 28.7 percent of the households use less stress coping strategies than the same period last year. However, adopting emergency level coping strategies also shows an increase of 8.7 percent (Figure 4).

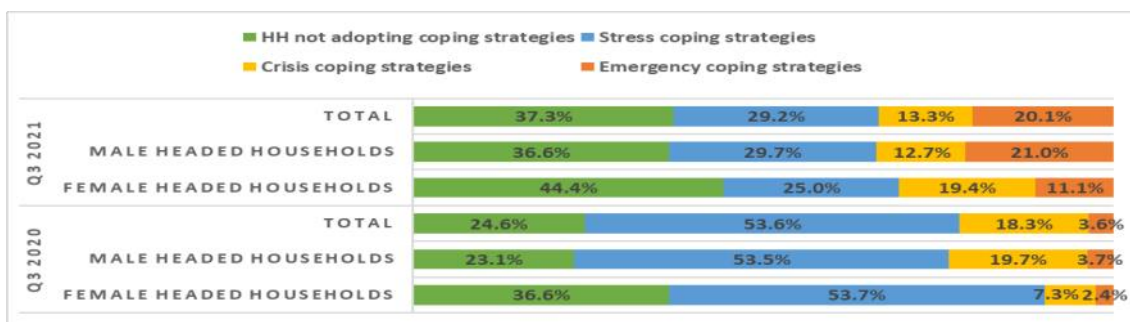


Figure 4: Application of Livelihood Coping Strategies

When looking at the previous quarters, it can be seen that the camp residents are adopting all types of coping strategies more. Especially the usage of emergency coping strategies such as accepting high risk and socially undesirable jobs has increased to 20 percent in Q3 2021 (Annex A6).

## 4.5. EXPENDITURE

Overall, 75 percent of beneficiaries have spent more than 65 percent of their total household expenditure on food (Food Expenditure Share, FES), representing a 12 percent increase compared to the previous year (Figure 5). The rise has been marginally higher among

female-headed households than male-headed households (13% and 12% increase, respectively).

WFP's long-running advocacy efforts culminated in an agreement to raise the transfer value from 100TRY to 120TRY, which took effect in January 2021. The average family size is 5.3 people and an average household spends approximately TRY1602 on food, equating to TRY316 per person per month significantly higher than the monthly assistance amount of TRY120 per person.. Camp residents have shared their dissatisfaction with the entitlement's ability to cover basic food needs: only 2% said the assistance is adequate to meet their basic needs (please see section 5.3 below).

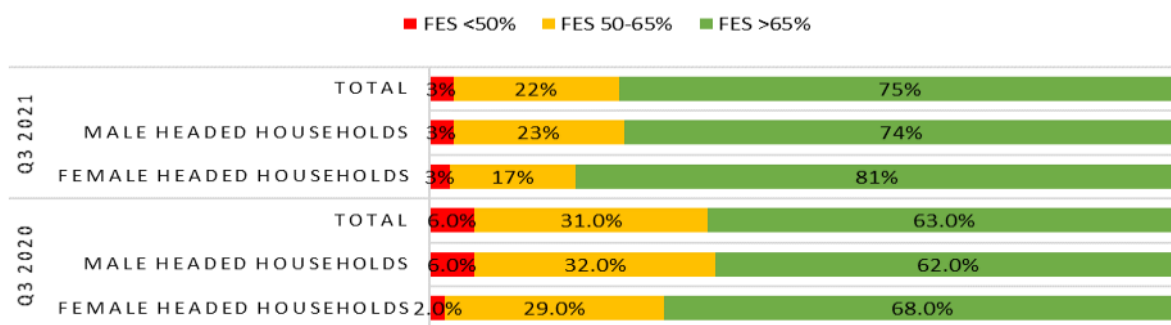


Figure 5: Food Expenditure Share (FES)

# Chapter 5: Process Indicators

The PDM surveys gather data on several measures related to the implementation process, such as beneficiary expectations and understanding, as well as security concerns. The main results are summarized in this section under three themes: awareness and sensitization, safety and protection, and assistance utilization and satisfaction.

## 5.1. AWARENESS AND SENSITIZATION

### BENEFICIARY AWARENESS AND INFORMATION CHANNELS

Almost all respondents (98%) know how much they are entitled to receive. High majority (97%) are aware of the date they receive the assistance. More than half (51%) state that their social network, including family, friends and neighbours, is their primary source of information about the programme. Moreover, in Q3

2020, social media is a very rare information source; nevertheless, it has grown in importance across camps, especially, for Adana camp (42%). Social media is least used in Kahramanmaras camp (3%). No significant difference is identified between the genders in terms of main information channels used, except for social media, more often used by male-headed households (29% versus 17% among female-headed households).

### EXPERIENCE WITH THE FEEDBACK AND COMPLAINT MECHANISM

One-fifth (22%) of beneficiaries reported having complaints in Q3 2021. Similar to Q3 2020, in Q3 2021, the most common issue for the beneficiaries is the high prices (77%). Despite the fact that contracted markets have lower costs than non-contracted markets, in-camp residents nevertheless pay a hefty amount.

Disaggregated data by camps reveals that the residents in Kilis raised more complaints in Q3 2021. The majority of the beneficiaries in Kilis (81%) stated that they had complaints in Q3 2021, mostly being related to high market prices, followed by Adana (20%), Kahramanmaras (11%), and Osmaniye (3%), respectively. Specifically, almost all participants in Adana, Kahramanmaras, and in general, 14 percent of survey participants said they attempted to contact the organization providing the assistance (WFP and/or TRC) regarding the issue they were having, with 33 percent of those who had issues used official channels. Kilis indicated the markets have high prices while more than half of the beneficiaries in Osmaniye claimed the same thing. They were reluctant to contact official figures regarding their problem as this is a nationwide economic issue (Figure 6).

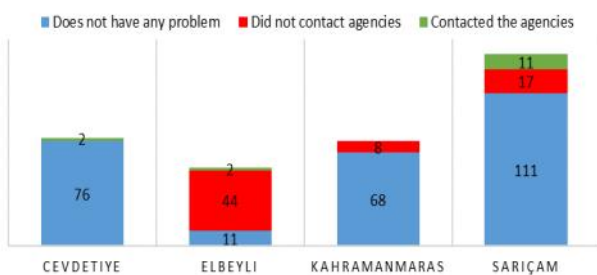


Figure 6: Complaints according to camps

It was encouraging to see that the percentage of the participants who knew who to contact in case of a problem increased significantly, by 20 percent in Q3 2021 (from 71% in Q3 2020 to 91%). However, only a few camp residents contacted authorities to solve their problems, and especially in Kilis, where 44 people among 46 who had issues did not communicate with any official contact points (Figure 8). This is probably due to their problems being related to high market prices.

From the gender point of view, female-headed households were more reluctant to contact official channels to solve their problems in Q3 2021. Twenty percent of the male-headed households contacted official channels, while none of the female-headed households did. For many households, the most favored contact channel for raising issues is through the TK staff (56%). TK staff were followed by the TRC call center (31%), the camp authorities (12%), and WFP staff (1%) to solve the problems of households, respectively (Figure 7).

69 of the 84 people who had not reported their problems to TRC and WFP (up from 21 of 78 in Q3 2020) do not believe their concerns will be addressed if they do. This is probably because their concerns are related to the high process in the markets,

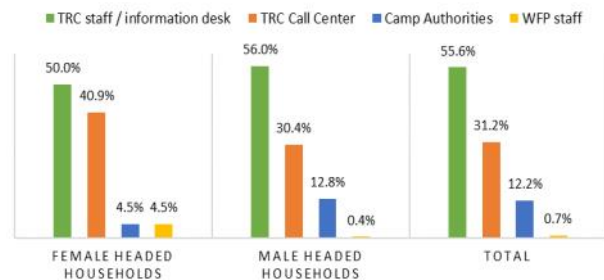


Figure 16: First channel of communication for any problem

Majority of the identified cases about lost, broken, stolen or cancelled cards have been resolved, yet there are one and two pending cases in Saricam and Elbeyli camps, respectively.

## 5.2. SAFETY AND PROTECTION

None of the participants reported that their household member(s) experienced safety/protection problems as a result of being a beneficiary of the TRC-WFP programme within the last two months before the survey in this reporting period, despite nine male participants reporting safety issues in Q3 2020. Only 14 participants (out of 383) indicate that they or members of their households have not been treated with respect, all specifically by market staff.

## 5.3. UTILIZATION OF ASSISTANCE AND SATISFACTION

Only 2 percent of the households believe that the monthly assistance amount is enough to cover their basic needs (Annex A7). Compared to Q3 2020, the figure decreased by 2 percent, most likely due to both the negative effect of Covid-19 on the economy and the deteriorating purchasing power triggered by high inflation rates nationwide.

The decision on how to use the assistance is being made by men and women together in 70 percent of the households. Women decide to utilize the assistance alone in 23% of the households, showing that 93 percent of women are involved in the decision-making process (Annex A8).

# Annex

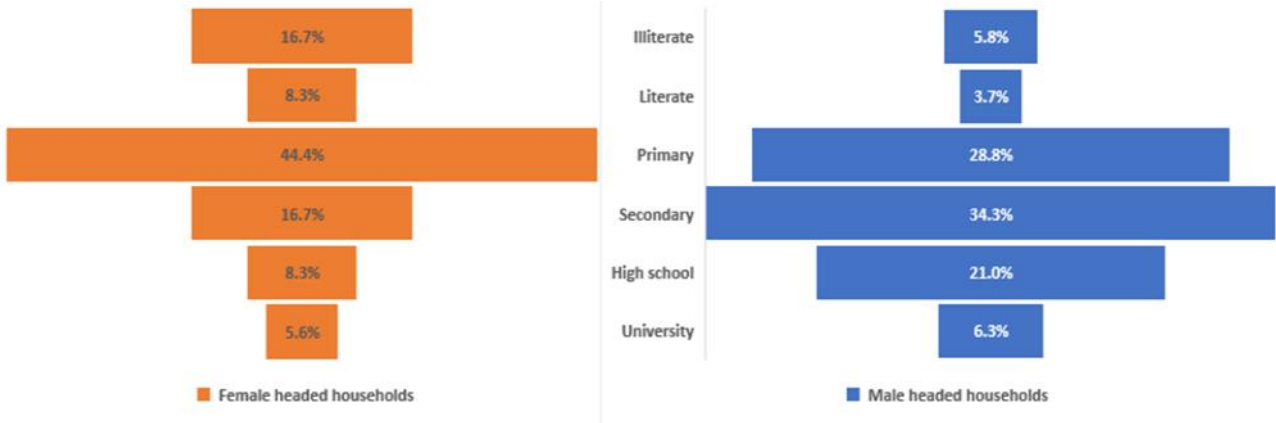


Figure A1: Education level of the head of households

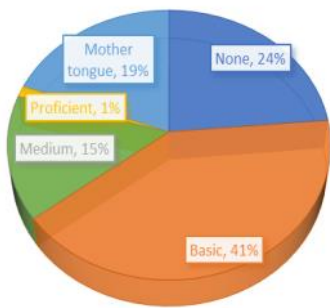


Figure A2: Turkish language ability of household heads

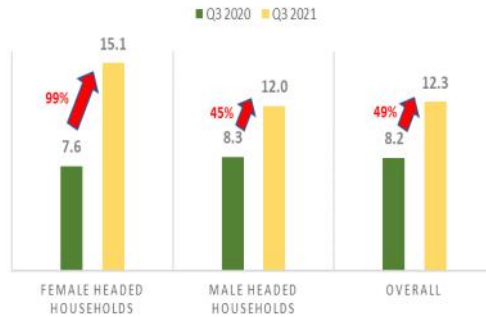


Figure A3: Reduced Coping Strategy Index values of Q3 2020 & Q1 2021

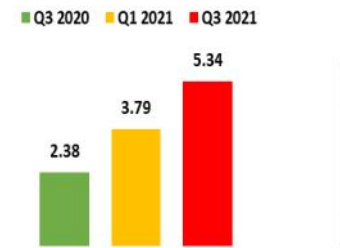


Figure A4: The change in the LCSJ since Q3 2020 reporting period

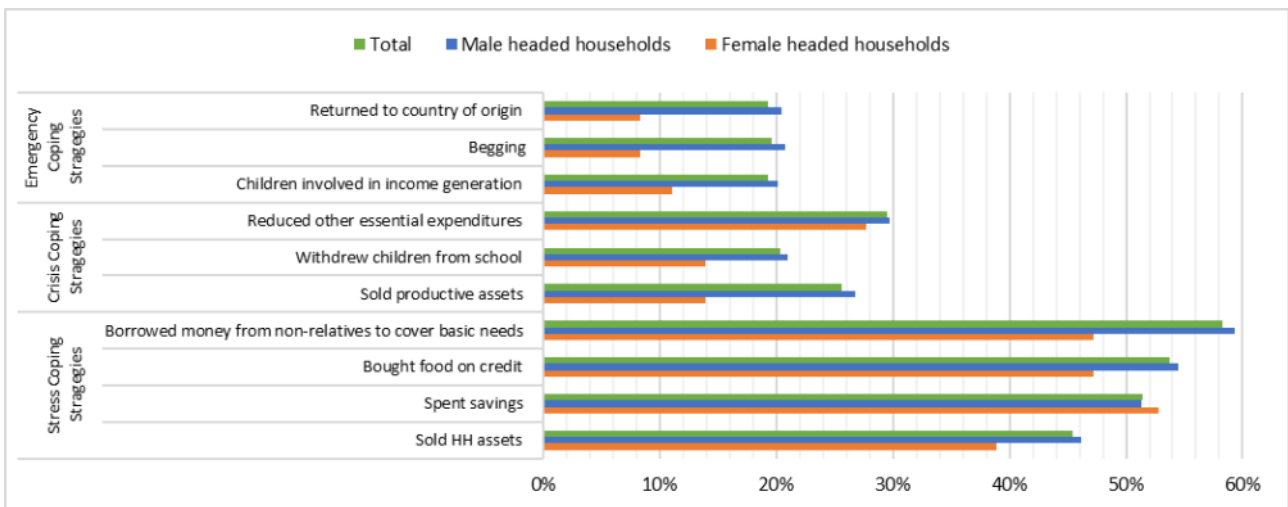


Figure A5: Livelihood coping strategies by classification

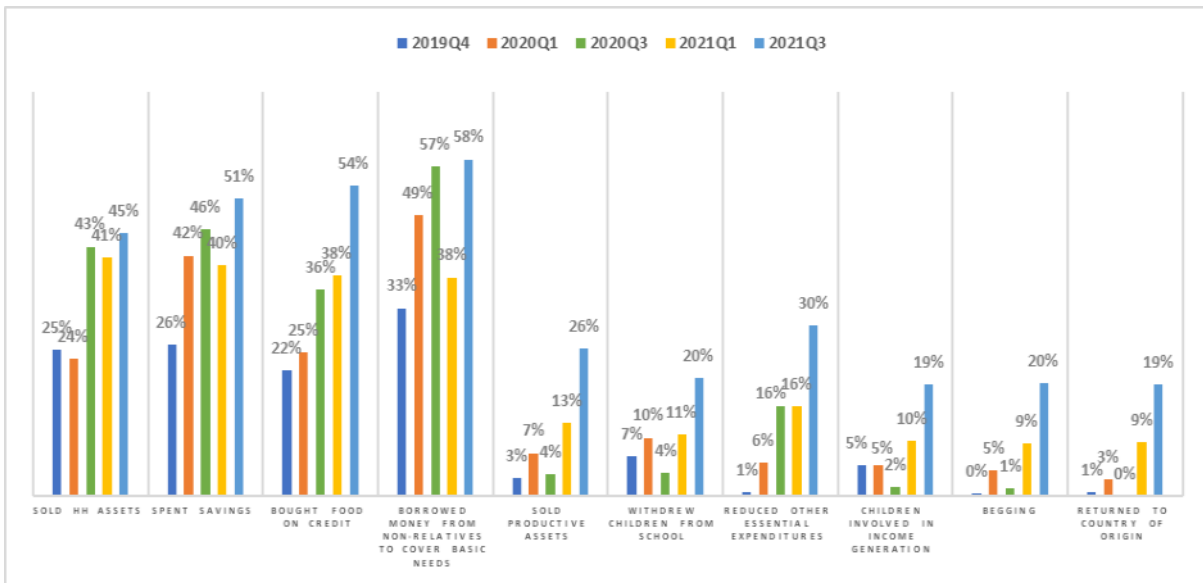


Figure A6: Livelihood coping strategies by classification according to PDMs conducted bi-annually

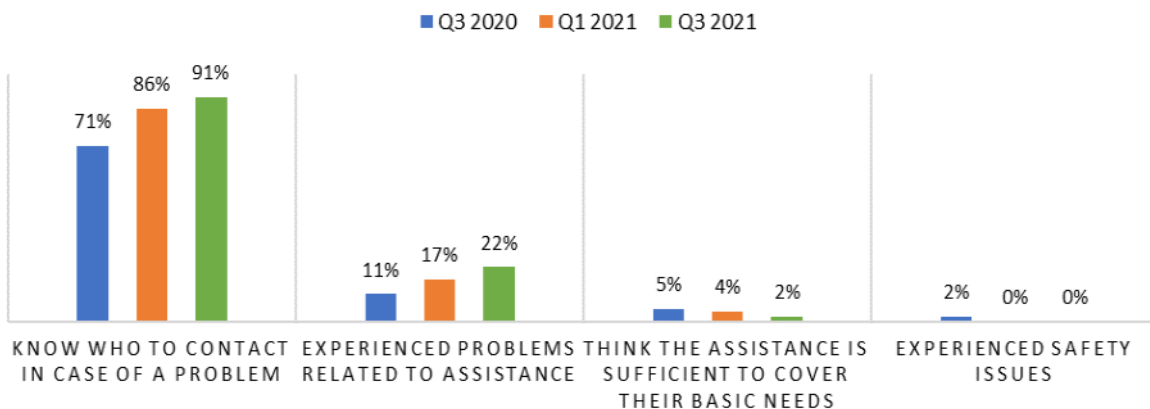


Figure A7: Beneficiary feedback

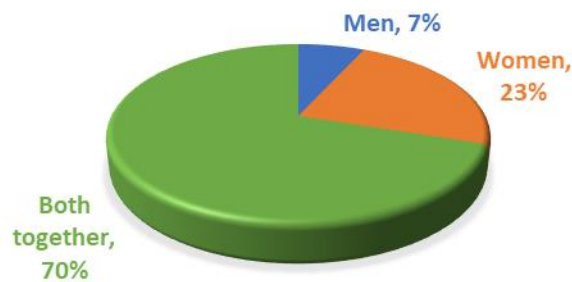


Figure A8: Who decides about the use of the e-voucher



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