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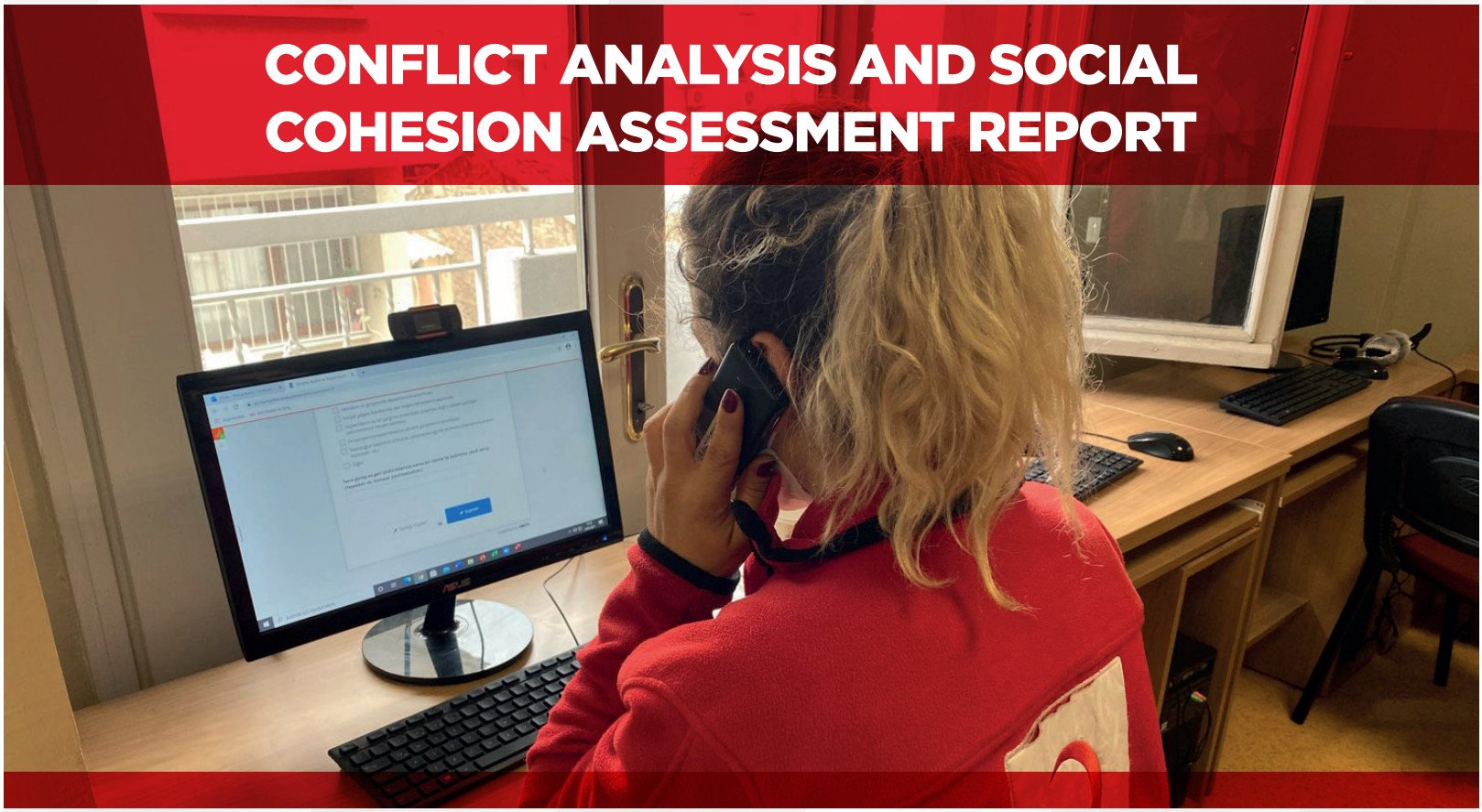
CONFLICT ANALYSIS AND SOCIAL COHESION ASSESSMENT REPORT



COMMUNITY-BASED MIGRATION PROGRAMS

APRIL 2021

TITLE

TURKISH RED CRESCENT

COMMUNITY-BASED MIGRATION PROGRAMS

CONFLICT ANALYSIS AND SOCIAL COHESION ASSESSMENT REPORT

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Ankara, Turkey

September 2021

This report is prepared by Turkish Red Crescent Community Centers as part of UNHCR Project. All contents belong to Turkish Red Crescent.

EXECUTIVE SUMMARY

To analyze perceptions of conflicts and assess social cohesion, among local and refugee communities, this assessment was conducted as part of a UNHCR Project, under Community-Based Migration Programs, from 1 to 15 April 2021. The data for this assessment was collected via interviews conducted over phone, and face-to-face and online focus group discussions with refugees and local community in Turkish Red Crescent Community Centers located in 16 cities. A total of 1920 refugee and local community members were interviewed over the phone, with a total of 195 individuals participating in focus group discussions. The findings of this assessment is intended to the inform understanding of perceptions of communities of conflict and social cohesion, and, in turn, shape social cohesion activities and develop preventive and sustainable interventions.

When examined the social cohesion perceptions of survey respondents, 1198 respondents (597 refugees/601 local people) reported building intercultural dialogue, followed by peaceful co-habituation of communities and individuals (883, 458 refugees/425 local people), elimination of language barrier (786, 473 refugees/313 local people), full participation of individuals in social, public and legal environment (645, 350 refugees/295 local people), establishing mutual empathy (617, 299 refugees /318 local people), access to rights and services (576, 373 refugees/203 local people), access to employment and means of livelihood (373, 221 refugees/152 local people).

When examined the perceptions of respondents on who refugee is and where they originate from, 551 respondents identified refugees as those coming from Syrian, with 154 from Iraq, 89 from Afghanistan, 43 as those fled war, 37 as heimatlos, 34 those coming from Bulgaria, 29 from Iran, 14 from Palestine, 11 from Somalia, and 8 from Central Asia countries. It is understood that, when asked who refugees are, Syrians mostly first come to the mind of communities. The reasons why refugees are exposed to social exclusion, are preconceptions (233, %24.81), language barrier (224, 23.86%), cultural differences (203, 21.62%), economic reasons (refugees being prioritized in employment, cheap work force, etc. rumors) (163, 17.36%), rumors (66, 7.03%),

media (34, 3.62%), and other reasons (16, 1.7%). Majority of the respondents believe that social preconceptions, communication barriers caused by language barriers, and the cultural differences affect the social exclusion faced by refugees.

When examined the data about the stakeholders which can play an influential role in improvement of social cohesion, 1093 (556 refugees/535 local people) of the respondents answered as Turkish Red Crescent representatives, followed by 943 (425 refugees/518 local people) respondents as local government officers, 667 (386 refugees/281 local people) as religious leaders, 667 (319 refugees/348 local people) as opinion leaders, and 57 (28 refugees/29 local people) as war veterans. It is understood that communities believe that Turkish Red Crescent representatives, public administrators, religious leaders and opinion leaders will be effective in improvement of social cohesion among communities.

With respect to the problems experienced by refugees with local community, 290 of the respondents answered as disagreements based on refugees not speaking local language, followed by persistent arguments and quarrels (278), social tension based on rumors (232), conflicts based on cultural differences (224), discrimination and different treatment in workplace (221), peer bullying in schools (199), verbal attack (191), others (187), discrimination by neighborhood residents and neighbors (163), and unrest and tension in the neighborhood (151).

When examined the opinions of refugees about local community, 441 of the respondents answered as having a quite good communication, with 268 as having difficulties while communicating, 229 saying that they have preconceptions against us, 220 saying that I feel comfortable myself among them, 216 as they are friendly and do not discriminate, 209 as making easily friendship with them, 172 as they do not empathize with us, and 90 as I do not think anything. It is understood that majority of the refugee community has a good communication with local community.

When asked about the problems experienced by local community with refugee community, 570 of the respondents answered as conflicts based on cultural differences, followed by occasional problems based on preconception (345), tensions based on rumors (272), tensions based on unequal conditions in workplaces and employment (260), unrest and tension in neighborhoods (190), problems based on the information spread by media (161), and others (96). It is observed that local community thinks that they are culturally different from refugees.

When examined the opinions of local community about refugee community, 350 of respondents answered "they can stay in Turkey for a long time, they do no harm", followed by "we have quite a good communication" (253), "their families are excessively large" (229), "they negatively affect the employment as they work for lower wages" (227), "their population growth must be taken under control" (215), "they should return to their home countries" (182), "have no idea" (155), "there should be marriages between communities (105), and "they commit crimes a lot" (88). These findings point out that local community does not have a negative attitude towards refugee community, but especially have concerns about employment and population.

When asked about the role of Turkish Red Crescent in solution of the problems between local and refugee communities, 700 of the respondents answered "high" (36.46%), followed by "average" (479, 24.95%), "very high" (356, 18.54%), "don't know" (191, 9.95%), "low" (99, 5.16%), and "very low" (99, 4.56%). Accordingly, it is understood that there is a belief among communities that Turkish Red Crescent representatives have an important place in the improvement of social cohesion.

When examined the answers provided by respondents about their level of community and individual cohesion before participating in the activities of community center, 792 of the respondents said "average" (45.15%), followed by "high" (358, 20.41%), "low" (337, 19.21%), "very high" (134, 7.64%), and very low (133, 7.58%). In light of these data, Community Centers are thought to have positive effects on communities.

The majority of the respondents finds workshops (1122, 622 refugees/500 local people) as the most useful activity in Community Center, followed by "providing correct information to community" (533, 236 refugees/297 local people), information or training about social and cultural life (529, 266 refugees/263 local people), special day activities (410, 223 refugees/187 local people), cohesion via sports activities (377, 192 refugees/185 local people), consultative committees (297, 174 refugees/123 local people), conflict resolution and social mediation trainings (210, 115 refugees/95 local people), role model success stories (209, 110 refugees/99 local people), and others (154, 113 refugees/41 local people).

When examined the suggestions for improvement of social cohesion, 1267 of the respondents reported that social cohesion workshops and activities should be increased, followed by suggestions that activities addressing the language barrier should be increased (826), that local and refugee communities should be included more in social cohesion activities (801), that employment and entrepreneurship supports should be increased (703), that information activities are needed about norms of social life (654),

that false facts seminaries should be organized to prevent rumors and preconceptions (604), and that it should be focused on activities that will enhance community participation (467).

These data suggests that respondents believe in that social cohesion activities can be effective in the improvement of social cohesion.

With respect to the perception of neighborhood among local and refugee communities, it is observed that there are generally good and friendly relationship, existence of perceptions that relations have become better with refugee neighbors who speak Turkish, as well as the preconceptions and non-establishment of friendship relations, according to the responses. On the other hand, the perception of respondents on the shared cultural and social practices mainly revolved around religious togetherness, similar cuisines, similarities in customs and traditions, shared history, kinships, etc.

This survey points out that perception in the local community about the conflict and tension is mainly characterized by the common preconceptions and false facts, tensions based on the employment of refugees with lower wages, language barriers, cultural differences, and excessive birth rate in refugees. When analyzed the reactions to the conflict incidents, majority of the respondents preferred to not intervene in the incident; to try first making sense of the incident, then solving the problem; to try reaching a compromise, to approach the issue with understanding.

It is observed that majority of respondents answered that activities to improve social cohesion should include, cultural and social events, organization of events which gather local community members and refugees together, language education, and emphasized that social cohesion activities of Community Center have positive effects on resolution of the conflicts.

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CONFLICT ANALYSIS AND SOCIAL COHESION ASSESSMENT REPORT

1. INTRODUCTION

Republic of Turkey has opened her doors for more than 6.5 refugees since 1922, and experienced the reality of migration for many times. After the recent Syrian Humanitarian crisis, millions of people have been displaced and forced to migrate to other countries. As of 29.07.2021, 3,692,837 individuals are living under temporary protection status, 1,750,246 of whom are under the age of 18. The number of refugees under temporary protection living in Istanbul, Gaziantep, Hatay, Şanlıurfa, Adana, Mersin, Bursa, İzmir, Konya, Kilis, Ankara is more than 100,000 people.

Migration is an event which has sociological and psychological foundations, deeply impacting the lives of people. Especially in the migrations happened after humanitarian crises, it is important to, after having meeting their basic needs, ensure for forcibly displaced communities to live in harmony with their new living conditions and local community for continuity of their mental well-being. Social cohesion means skills of refugee and local communities to co-habituate. It is possible to improve and make efficient the level of social cohesion among refugee community and local community.

As a result of intensive interaction between local and refugee community in a short span of time, community-based interventions are necessary to reduce the problems brought by co-habitation. Turkish Red Crescent Community Centers located in 16 cities and supported by many stakeholders aims at fostering social resilience and well-being of refugee and local communities by providing integrated supports at the community level, including protection of members of local and refugee communities, social cohesion, health and psychosocial support services, language education, occupational training for employability, and support for means of livelihood. Community Centers continue their activities for social cohesion in 16 cities in the following areas:

- Gathering communities together in social cohesion workshops,

Community Centers

Social Cohesion Activities

- Minimization of negative image of refugees via role model activities,
- Monitoring social tension in the society,
- Conflict resolution and social mediation activities,
- Volunteerism activities,
- Communication activities for communities via opinion leaders.

493.910 individuals have benefited from social cohesion activities of Community Centers up until today.

1.1. WHY THIS ASSESSMENT?

In Turkey, since 2011, there has been an intensive interaction between local community and refugee community, the latter of which consists of around 3.7 million individuals, corresponding to the 5% of the population of local community. This social interaction is an issue that must be addressed in every aspects and analyzed to lay down a basis for the activities to be implemented in the future. A review of the relevant literature

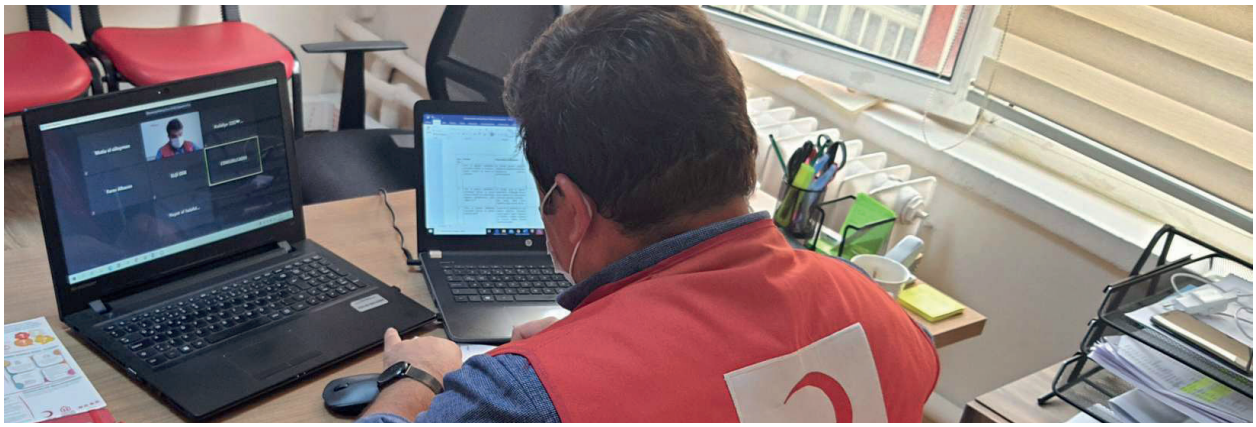
shows that the reports drafted and surveys conducted in the social cohesion area in Turkey involve limited survey respondents, and, as the scope, focus on the levels of social cohesion.

Since this assessment focuses on the perception in the local and refugee communities on the conflict and social cohesion, its outputs are likely to serve as an example for the later studies, in terms of being a source material for preventive and process-based interventions. This assessment is envisaged to help measure cohesion levels in the future when repeated studies are conducted at the later stages, allowing a comparison with changing perceptions, and identifying the sources of the tension among communities.

1.2. GOAL AND OBJECTIVES

The goal of this assessment is to assess the social conflict and social cohesion on the basis of opinions of refugee and local community members. The outputs of this assessment are intended to make contributions to the activities - particularly social cohesion - of Community Centers, and the surveys to be conducted in the future. In this context, data collected about the following contents:

- What social cohesion means to individuals,
- Who are called as refugees and what countries they originate from,
- Stakeholders which have effects on communities,
- The role of Turkish Red Crescent in issues relating to social cohesion,
- Effect of activities of community center on the social cohesion,
- What social cohesion activities are useful,
- Suggestions for promotion of social cohesion.

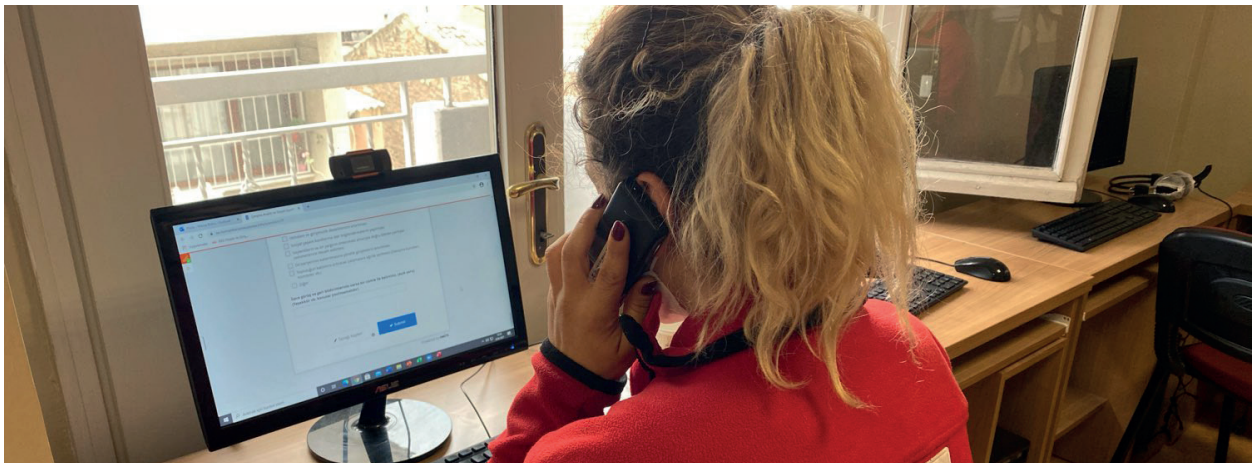


2. METHOD

Conflict analysis and social cohesion assessment survey is conducted with a total of 120 individuals in each Community Center. Of these 120 individuals, 100 individuals are beneficiaries of Community Centers, with remaining 20 individuals who are not a beneficiary of Community Centers. 100 individuals participated in the survey are selected among beneficiaries of Community Centers using Quota Sampling method, with remaining 20 individuals via Snowball method. Individuals not being a beneficiary of Community Centers are selected by Community Centers from the regions where local and refugee communities co-habituate. Focus Group Discussions were held with 12 respondents in each cities where this survey is conducted, and outmost care is exercised to have an equally distributed gender composition, and the population rate of refugees to the local people. For data collection via conflict analysis and social cohesion assessment survey, Kobo Toolbox toolkit is used. Surveys are completed over Kobo Toolbox by Community Center staff and volunteers who interviewed with individuals over phone.

2.1. SURVEY OVER PHONE

Conflict analysis and social cohesion assessment survey is administered by reaching refugee and local community members over phone at 16 Community Centers. A total of 120 individuals was reached in each center, and accordingly a total 1920 respondents participated in the survey in all centers. 981 of respondents are from refugee community (51.09%) while 939 from local community (48.91%); gender composition was 953 males (49.64%) and 967 females (50.36%).



2.2. FOCUS GROUP DISCUSSIONS

In each of 16 Community Centers, face-to-face or online Focus Group Discussions were held with the participation of refugee and local community members. A total of 32 FGDs were conducted, accessing 195 refugee and local community members. FGDs were held separately for refugees and local community. The reason for these separate FGDs for both communities is to create conditions for individuals to express themselves openly without under influence of members of other community. Of the respondents, 71 individuals was in the age range of 18-25, and 89 in 30-45, and 36 in 45-60. The number and profile of the community members participated in FGDs are shown in Table 1.

Community Center	Number and Profile of Focus Group Participants				
	Local		Refugee		Total
	Men	Women	Men	Women	
Adana Community Center	3	3	3	3	12
Ankara Community Center	3	3	3	3	12
Bursa Community Center	2	4	2	4	12
Gaziantep Community Center	3	3	3	3	12
Hatay Community Center	3	3	3	3	12
Istanbul Community Center- Asian Side	3	3	3	3	12
Istanbul Community Center- European Side	3	3	3	3	12
Izmir Community Center	3	3	3	3	12
Kahramanmaraş Community Center	3	3	3	3	12
Kayseri Community Center	3	3	3	3	12
Kilis Community Center	3	3	3	3	12
Kocaeli Community Center	3	3	3	3	12
Konya Community Center	3	3	3	4	13
Mardin Community Center	3	4	3	3	12
Mersin Community Center	5	2	2	5	14
Şanlıurfa Community Center	3	3	3	3	12
TOTAL	**49**	**49**	**46**	**52**	**195**

Table 1. Profile of participants of focus group discussion

2.3 LIMITATIONS

The main challenge in this assessment is the technical difficulties while organizing online surveys and FGDs due to the COVID-19 pandemic. Since some of the members do not have access to Internet, interviews were conducted over phone. Other challenges included not being able to include more men from local community in the online FGD meetings because of their unavailability. Also, this assessment is limited to the survey respondents from which the data have been collected.

2.4. FINDINGS FROM SURVEYS OVER PHONE

2.4.1. Demographic Profile

Survey respondents of this assessment consists of local and refugee participants in the cities where 16 Community Centers are located. Out of the survey respondents, 981(51.09%)were members of refugee community, with 939 (48.91%) from local community (Figure 1)

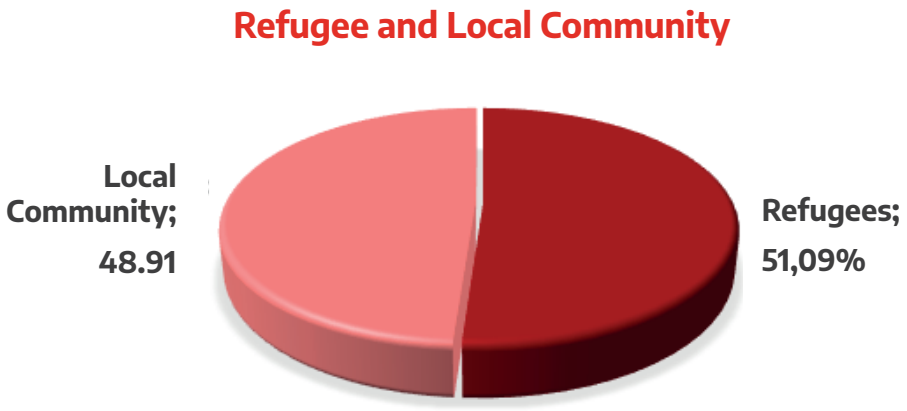


Figure 1. Refugee-local community distribution of survey respondents

The age distribution of the survey respondents is: 717 (37.34%) in 18-30, 874 (45.52%) in 30-45, 294 (15.31%) in 45-60, and 35 (1.82%) in over 60 years-old. (Figure 2)

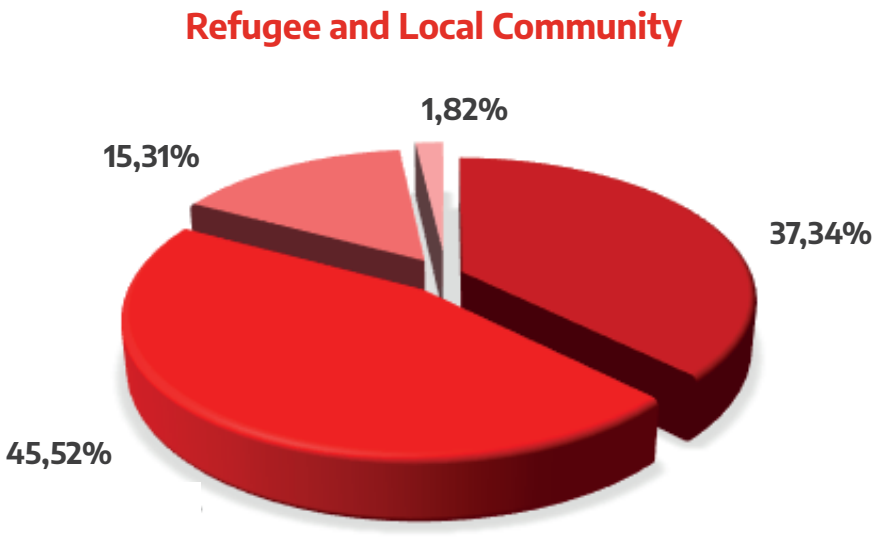


Figure 2. Age distribution of survey respondents

Out of survey respondents, 963 (49.64%) are men, and 967 (50.36%) are women (Figure 3).

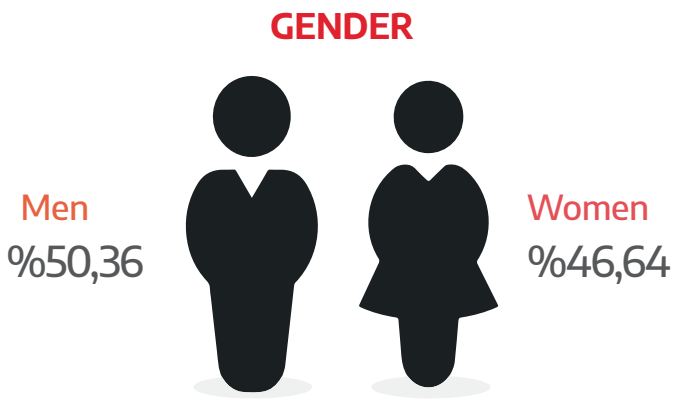


Figure 3. Gender distribution of survey respondents

Nationality distribution of survey respondents include 961 (50.05%) Syrians, 939 (48.91%) Turkish, with other groups consisting of Iran, Jordan, Morocco and Turkmenistan citizens (Figure 4).

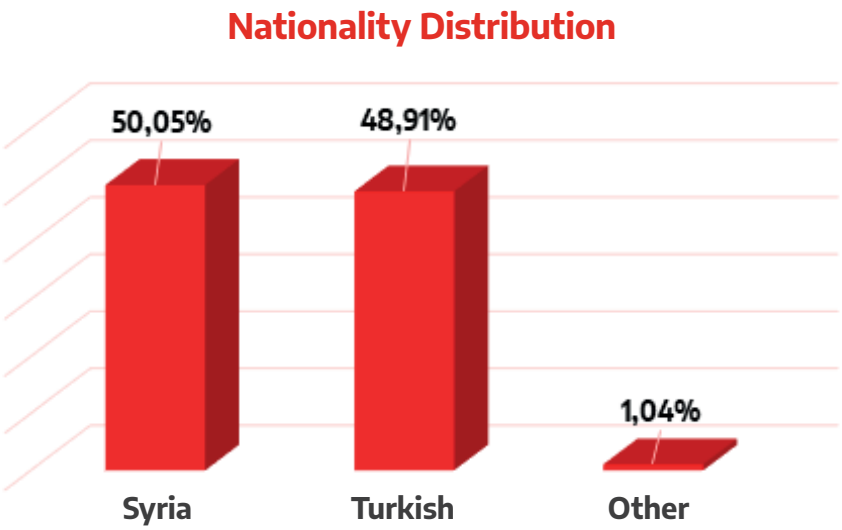


Figure 4. Nationality distribution of survey respondents

Marital status distribution of survey respondents include 1245 (64.48%) married, 518 (26.98%) single, 86 (4.48%) widow (deceased spouse, or missing cases), 65 (3.39%) divorced and 6 (0.31) imam marriage (not formal marriage) (Figure 5).

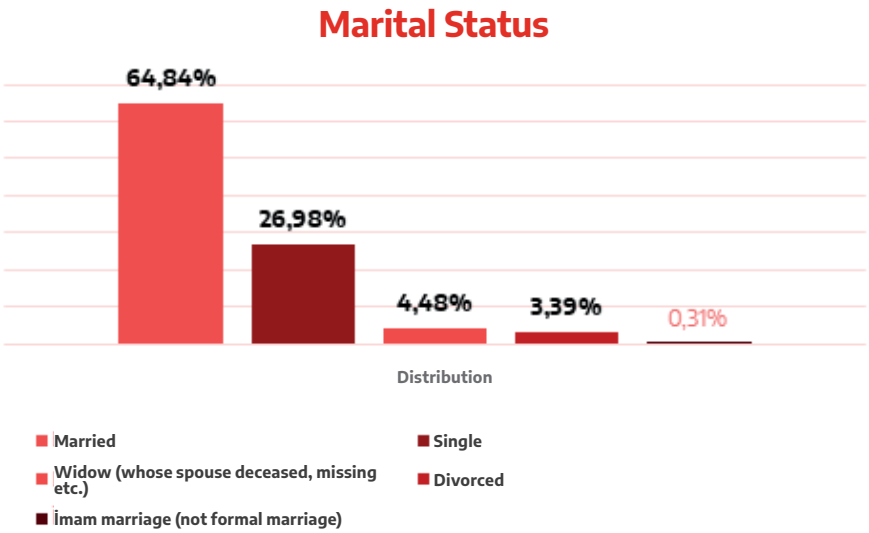


Figure 5. Marital status distribution of survey respondents

Number of children distribution of survey respondents was 354 (25.80%) having two children, 341 (24.85%) three children, 262 (19.10%) four and above children, 254 (18.51%) four children, and 161 (11.73%) one child (Figure 6).

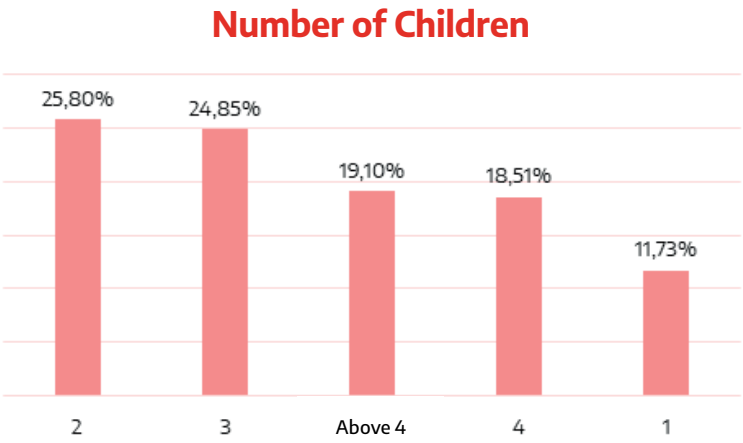


Figure 6. Number of children distribution of survey respondents

Education level distribution of survey respondents was 459(23.91%) secondary school graduate, 455 (23.70%) university graduate, 437 (22.76%) primary school, 428 (22.29%) high school graduate, 77 (4.01%) basic literacy, 37 (1.93%) masters degree, 20 (1.04%) other (vocation school), and 7(%0,36) PhD (Figure 7).

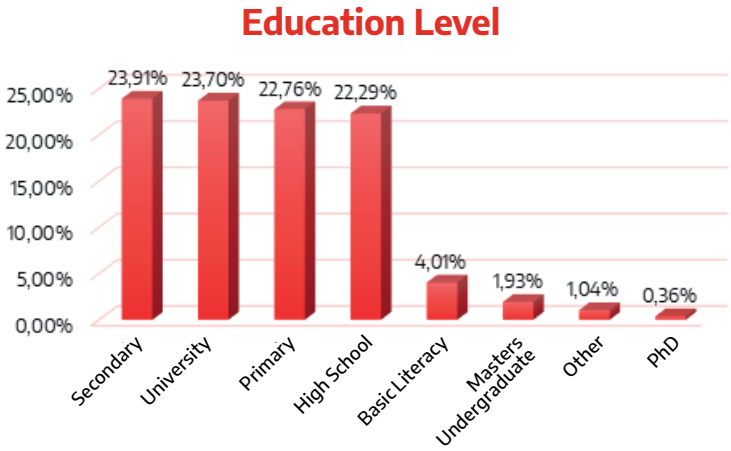


Figure 7. Education level of survey respondents

In regards to income level of the survey respondents, 654 (34.06%) of the respondents have an income in the bracket of TRY 1500 - 3000, followed by 366 (19.06%) with social assistance, 357 (18.59%) in TRY 0 - 1500, 221 (11.51%) without any income, 213 (11.09%) in TRY 3000 - 5000, and 109 (5.68%) with TRY 5000 and above (Figure 8).

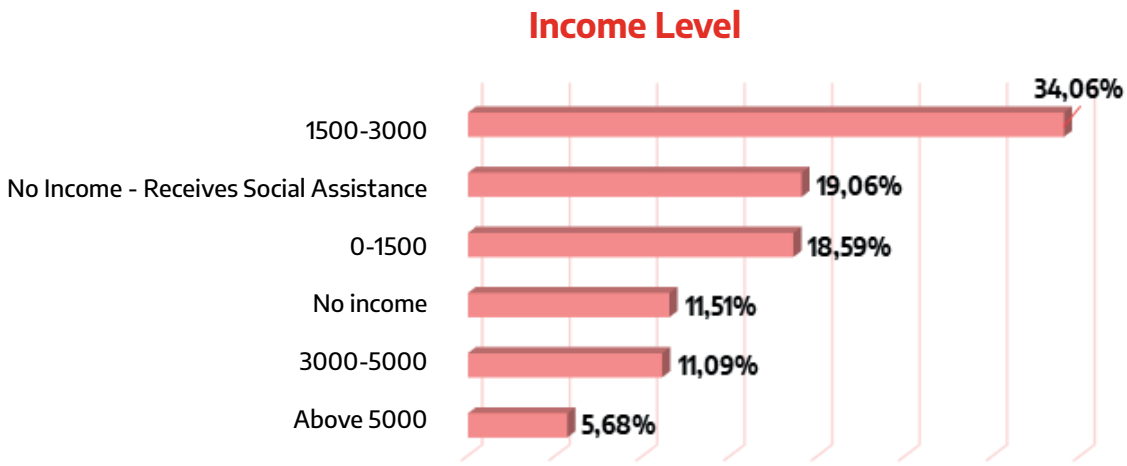


Figure 8. Income distribution of survey respondents

2.4.2. Social Cohesion Assessments of Survey Respondents

2.4.2.1. Since When Respondents Participate in Community Center Activities

In regards to how long respondents have been participating in community center activities, 766 (39.90%) to the survey respondents stated that they do not participate regularly, followed by 311 (16.20%) respondents for more than one year, 283 (14.74%) new participants, 227 (11.82%) for recent one to three months, 193 (10.05%) for three months to six months, and 140 (7.29%) for one year (Figure 9)

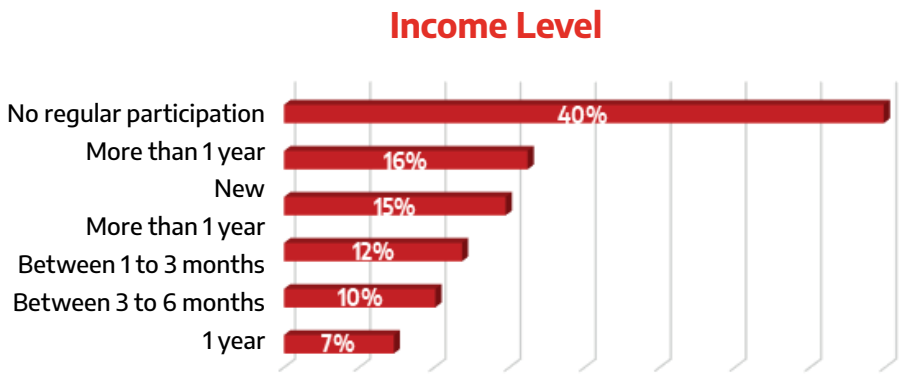


Figure 9. CC activities participation status of survey respondents

2.4.2.2. Perception of Respondents about Social Cohesion

When examined the answers given by survey respondents to the question of "In your opinion, what does cohesion mean?", 1198 respondents (597 refugees/601 local people) reported building intercultural dialogue, followed by peaceful co-existence of communities and individuals (883, 458 refugees/425 local people), elimination of language barrier (786, 473 refugees/313 local people), full participation of individuals in social, public and legal environment (645, 350 refugees/295 local people), establishing mutual empathy (617, 299 refugees /318 local people), access to rights and services (576, 373 refugees/203 local people), access to employment and means of livelihood (373, 221 refugees/152 local people). (Figure 11).

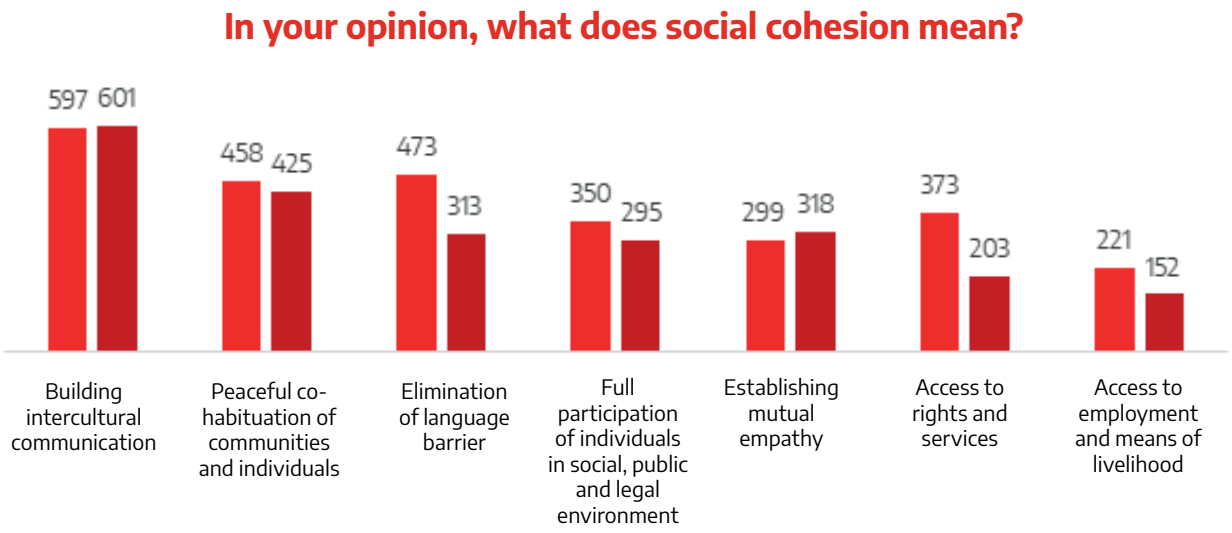


Figure 10. Social Cohesion Perception of Respondents

2.4.2.3. Refugee and Origin Country Perception of Respondents

When examined the answers given by survey respondents to the question of "In your opinion, people who emigrated from which country are called refugees?" it is found out that 551 respondents identified refugees as those coming from Syrian, with 154 from Iraq, 89 from Afghanistan, 43 as those fled war, 37 as heimatlos, 34 those coming from Bulgaria, 29 from Iran, 14 from Palestine, 11 from Somalia, and 8 from Central Asia countries (Figure 11).

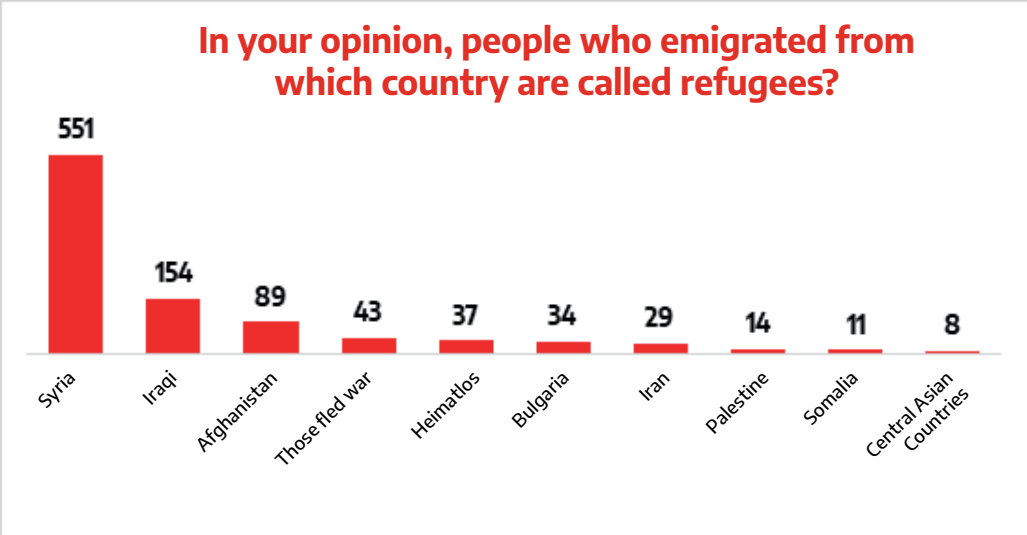


Figure 11. Refugee and origin country perception of respondents

2.4.2.4. Stakeholders Who Can Play an Influential Role in Promotion of Social Cohesion

When examined the answers provided by survey respondents to the question of "In your opinion, who are the most important stakeholders who play/can play an influential role in improvement of social cohesion?" it is found out that 1093 (556 refugees/537 local people) of the respondents answered as Turkish Red Crescent representatives, followed by 943 (425 refugees/518 local people) respondents as local government officers (mayor, mukhtar), 667 (386 refugees/281 local people) as religious leaders (imam, mufti, local or refugee religious persons, etc.), 667 (319 refugees/348 local people) as opinion leaders (NGO representatives, elders, scientists, etc.) and 57 (28 refugees/29 local people) as war veterans (Figure 13).

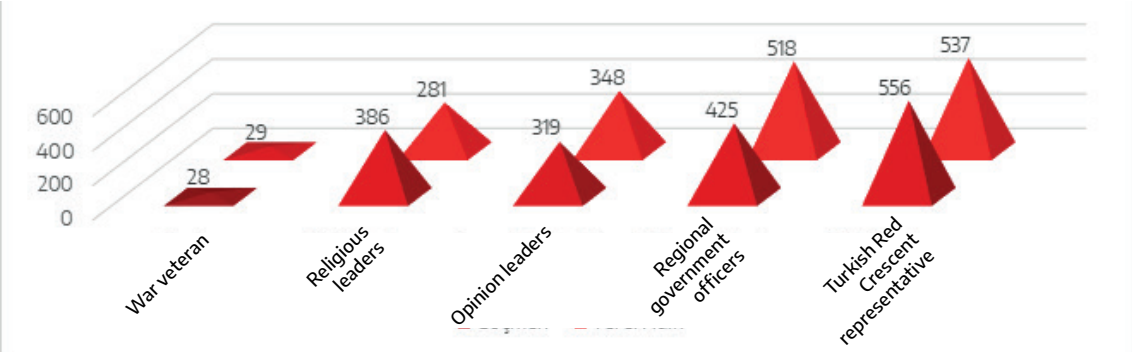


Figure 12. Answers of respondents about the influential persons in improvement of social cohesion

2.4.2.5. The Reasons of Why Refugees are Exposed to Social Exclusion

When examined the answers provided by survey respondents to the question of "What are the main reasons behind social exclusion suffered by refugees?" It is found out that respondents answered as preconceptions (233, %24.81), language barrier (224, 23.86%), cultural differences (203, 21.62%), economic reasons (refugees being prioritized in employment, cheaper labor, etc. rumors) (163, 17.36%), rumors (66, 7.03%), the media (34, 3.62%), and others(16, 1.7%), (not respecting, indifference, lack of information, nationalism, political reasons, and misperceptions) (Figure 12).

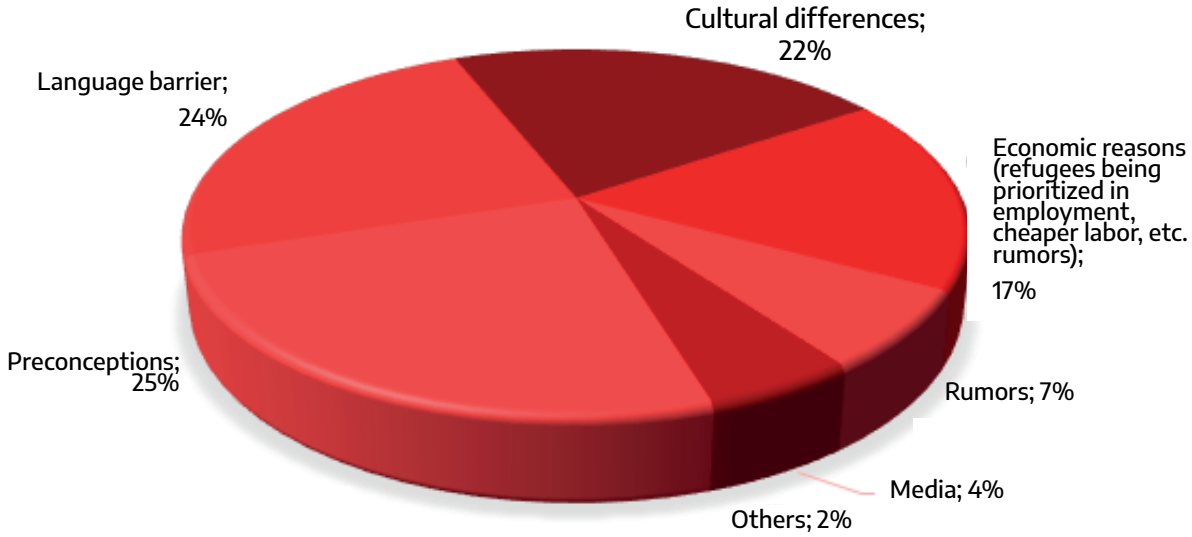


Figure 13. Answers of respondents about reasons of social exclusion of refugees

2.4.2.6. Problems Experienced by Refugee Respondents with Local Community

When asked refugee respondents "What are the main problems you experience with local community?", it is found out that 290 of the respondents answered as disagreements based on language barriers relating to local language, followed by persistent arguments and quarrels (278), social tension based on rumors (232), conflicts based on cultural differences (224), discrimination and different treatment in workplace (221), peer bullying in schools (199), verbal attack (191), others (no problem, no idea, economic reasons) (187), discrimination by neighborhood residents and neighbors (163), and unrest and tension in the neighborhood (151) (Figure 14).

Figure 14. Problems experienced by refugee respondents with local community

2.4.2.7. Opinions of Refugee Respondents about Local Community

When asked refugee respondents "What do you think about local community?, ıt is found out that 441 of the respondents answered as having a quite good communication, with 268 as having difficulties while communicating, 229 saying that they have preconceptions against us, 220 saying that I feel comfortable myself among them, 216 as they are friendly and do not discriminate, 209 as easily making friendship with them, 172 as they do not empathize with us, and 90 as I do not think anything (Figure 15).

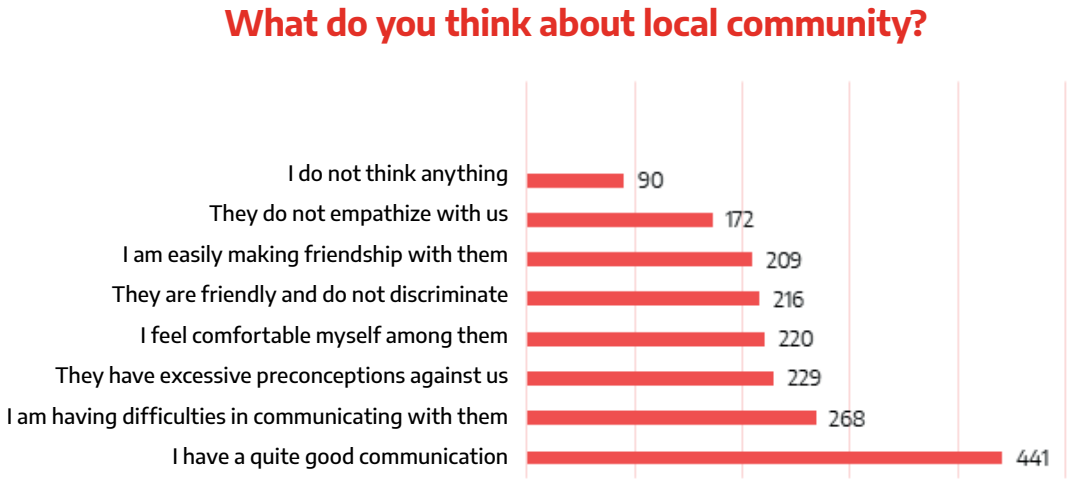


Figure 15. Opinions of refugee respondents about local community

2.4.2.8. Problems Experienced by Local Community with Refugee Community

When asked local respondents "What are the main problems you experience with refugee community?", It is found out that 570 of the respondents answered as conflicts based on cultural differences, followed by occasional problems based on preconception (345), tensions based on rumors (272), tensions based on unequal conditions in workplaces and employment (260), unrest and tension in neighborhoods (190), problems based on the information spread by media (161), and others (no problem, no idea, inability to communicate, and economy) (96) (Figure 16).

Figure 16. Problems experienced by local community with refugee community

2.4.2.9. Opinions of Local Respondents about Refugee Community

When asked local respondents "What do you think about refugee community?, it is found out that respondents answered "they can stay in Turkey for a long time, they do no harm" (350), followed by We have quite a good communication (253), "their families are excessively large" (229), "they negatively affect the employment as they work for lower wages" (227), "their population growth must be taken under control" (215), "they should return to their home countries" (182), "have no idea" (155), "there should be marriages between communities (105), and "they commit crimes a lot " (88) (Figure 17).

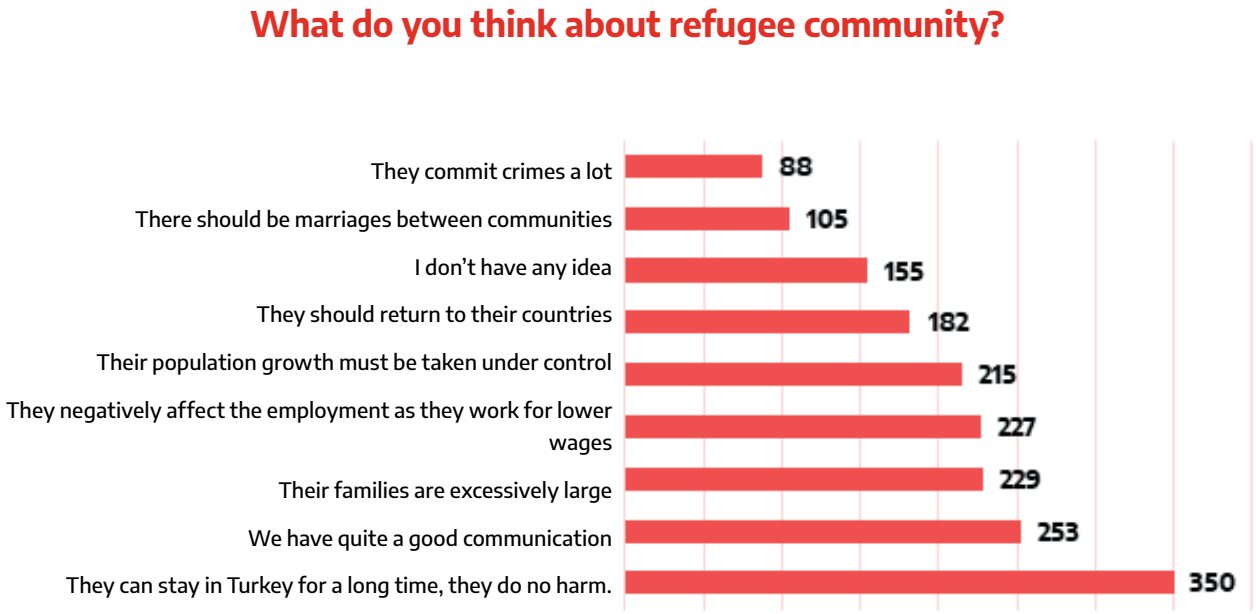


Figure 17. Opinions of local respondents about refugee community

2.4.2.10. Effect of Turkish Red Crescent on Solution of the Problems between Local and Refugee Communities

When asked respondents about the effect of Turkish Red Crescent in solution of the problems between local and refugee communities, 700 of the respondents answered "high" (36.46%), followed by "average" (479, 24.95%), "very high" (356, 18.54%), "don't know" (191, 9.95%), "low" (99, 5.16%), and "very low" (99, 4.56%) (Figure 18).

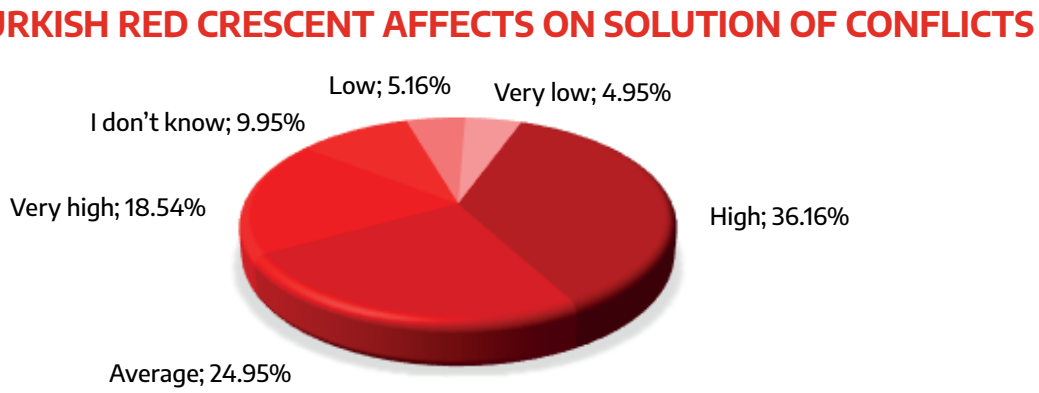


Figure 18. The effect of the Red Crescent on solution of the conflicts

2.4.2.11. Cohesion of Respondents with Community and Individuals before Participating in the Community Center activities.

When asked respondents "What was your level of cohesion with community and individuals before participating in the Community Center activities?", It is found out that 792 of the respondents said "average" (45.15%), followed by "high" (358, 20.41%), "low" (337, 19.21%), "very high" (134, 7.64%), and very low (133, 7.58%) (Figure 19).

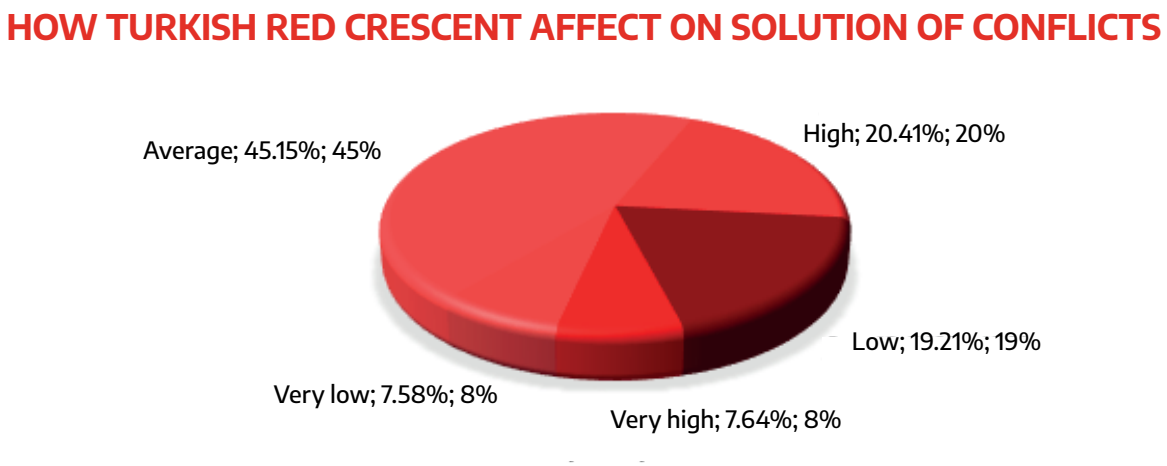


Figure 19. Cohesion level before Community Center activities

2.4.2.12. Activities that Participants Take Part and Find Most Useful

Survey respondents were asked the question "What social cohesion activities you took part were very effective and useful for you?", and it is found out that the majority of the respondents finds workshops (1122, 622 refugees/500 local people) as the most useful activity in Community Center, followed by "providing correct information to community" (533, 236 refugees/297 local people), information or training about social and cultural life (529, 266 refugees/263 local people), special day activities (410, 223 refugees/187 local people), cohesion via sports activities (377, 192 refugees/185 local people), consultative committees (297, 174 refugees/123 local people), conflict resolution and social mediation trainings (210, 115 refugees/95 local people), role model success stories (209, 110 refugees/99 local people), and others (no idea, language courses, entrepreneurial supports, referral to employment) (154, 113 refugees/41 local people). (Figure 20).

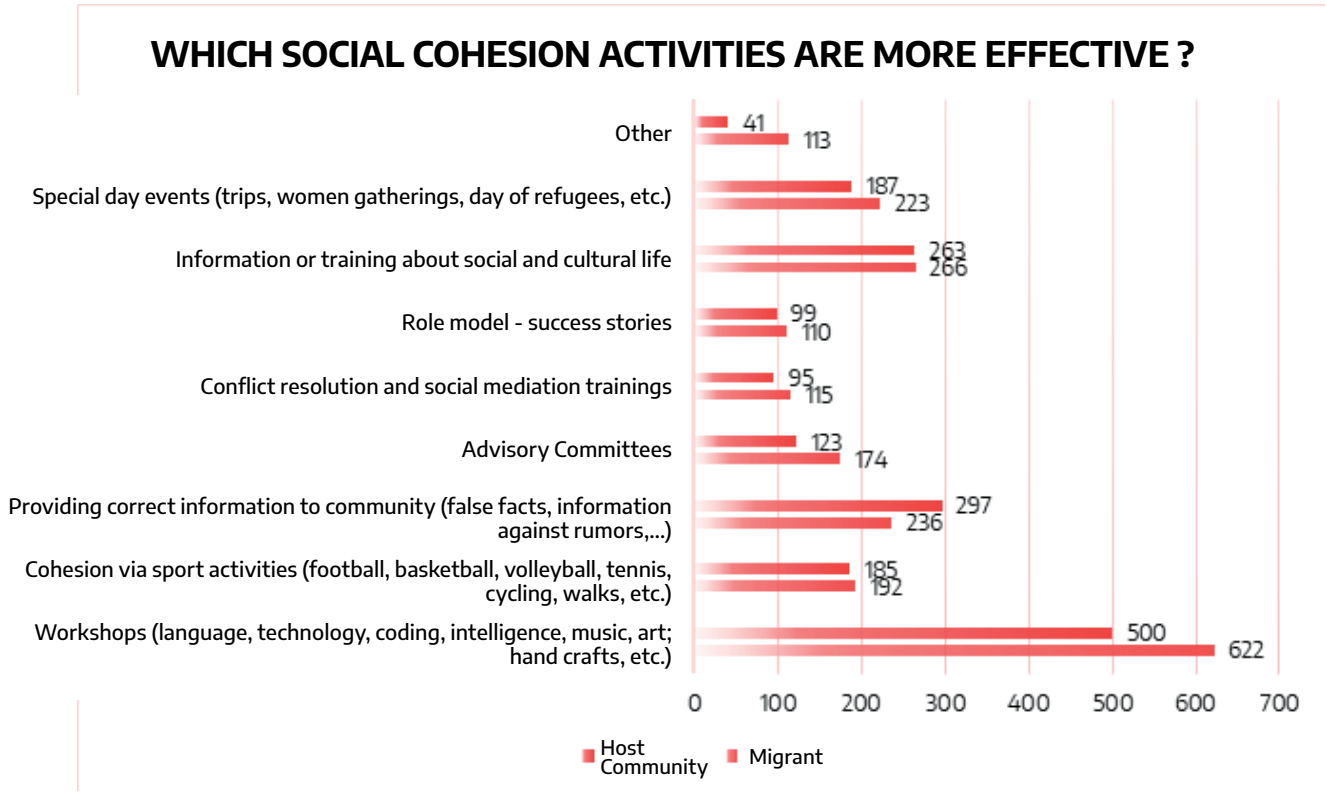


Figure 20. Cohesion level before Community Center activities

2.4.2.13. Suggestions of Respondents for Improvement of Social Cohesion

Survey respondents were asked the question "What social cohesion activities you took part were very effective and useful for you?", and it is found out that the majority of the respondents finds workshops (1122, 622 refugees/500 local people) as the most useful activity in Community Center, followed by "providing correct information to community" (533, 236 refugees/297 local people), information or training about social and cultural life (529, 266 refugees/263 local people), special day activities (410, 223 refugees/187 local people), cohesion via sports activities (377, 192 refugees/185 local people), consultative committees (297, 174 refugees/123 local people), conflict resolution and social mediation trainings (210, 115 refugees/95 local people), role model success stories (209, 110 refugees/99 local people), and others (no idea, language courses, entrepreneurial supports, referral to employment) (154, 113 refugees/41 local people). (Figure 20).

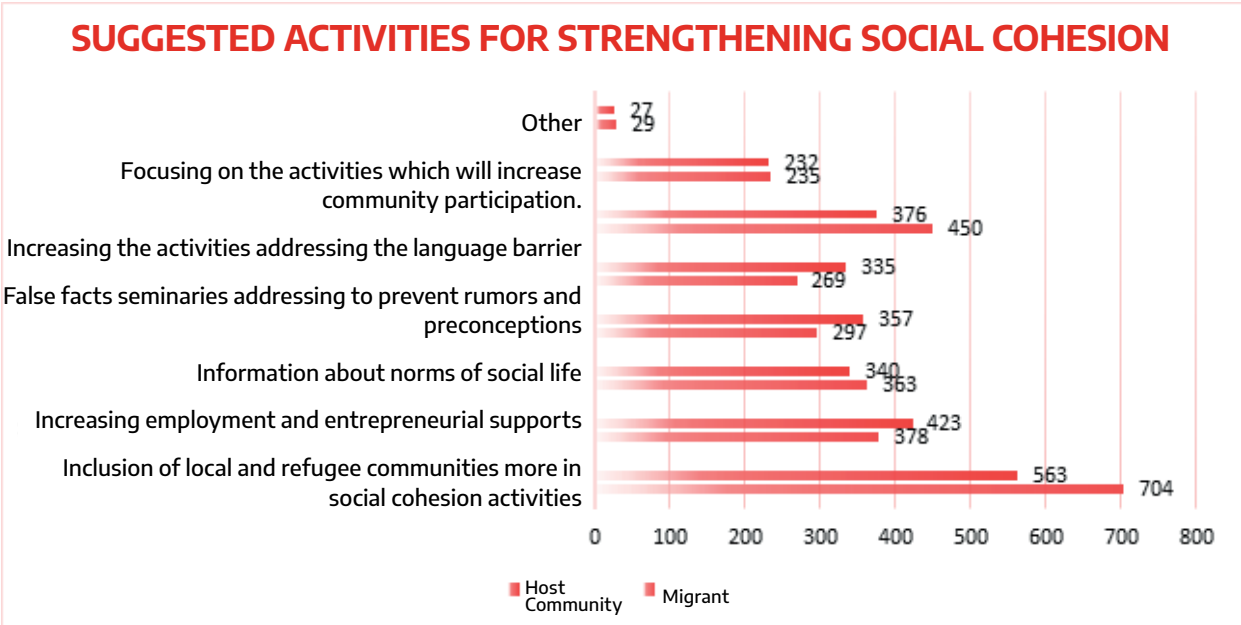


Figure 21. Suggestions for improvement of social cohesion

3. FINDINGS FROM FOCUS GROUP DISCUSSIONS

3.1. NEIGHBORHOOD PERCEPTION AMONG LOCAL AND REFUGEE COMMUNITIES

Theme	Sub-Theme	
Neighborhood perception among local and refugee communities	Neighborhood level is at a good and friendly level	28
	They do not want to communicate with us/no communication	8
	Neighborhood relations are bad/very bad	5
	Relations improved/become better after learning Turkish	4
	Friendship relations among youth/children/families are very good	4
	Both parties can have preconceptions	4
	Level of relations may vary by the regions	4
	We have an average level of communication/relation	3
	Tensions are more frequent among children/difficulty in blending	3
	Negative behaviors against refugee can sometimes happen	3
	No proper communication can be established with refugees as they do not speak Turkish	3
	Refugees and Turkish Communities do not want to communicate with each other	2
	I think local community is disregarded completely in neighborhood culture	1
	Relations are good, except excessive noise	1
	Neighborhood relations are weak because of city culture	1
	Face-to-face relations are good, but perception in the social media can become negatively	1
	Tension has been increasing every day	1
	Refugees are concentrated on certain places	1
	Discrimination applied by local community against refugees	1
	Restricted/No communication among men	1
	Toplam	**79**

Table 2. Neighborhood perception among local and refugee communities

During the focus group discussions conducted with survey respondents, 79 statements were used to describe neighborhood perceptions among local and refugee communities. An analysis of the statements of interviewees show that 28 described that their neighborhood level is at good and friendly levels, followed by “They do not want to

communicate with us/no communication" (eight), "Bad/very bad neighborhood relations" (five);

"Relations improved/become better after learning Turkish" (four), "Friendship relations among youth/children/families are very good" (four), "Both parties can have preconceptions" (four), "Level of relations may vary by the regions" (four), "We have an average level of communication/relation" (three), "Tensions are more frequent among children/difficulty in blending" (three), "Negative behaviors against refugee can sometimes happen" (three), "No proper communication can be established with refugees as they do not speak Turkish" (three), "Refugees and Turkish Communities do not want to communicate with each other" (two) (Table 2). Examples of statements of respondents are provided below:

It is very good with some people, but some may treat us badly even if he/she has been naturalized. They react negatively by calling us "You are Syrian".

Yahya (43),
a Refugee respondent from Adana)

3.2. PERCEPTIONS ABOUT SHARED CULTURAL AND SOCIAL PRACTICES

Theme	Sub-Theme	f
PERCEPTIONS ABOUT SHARED CULTURAL AND SOCIAL PRACTICES	Similarities in religious beliefs and practices	35
	Similarities in food culture	20
	Similarities in traditions and customs	17
	Similarities in history and culture	7
	Similarities in family ethics/structure/kinships and tribal relations	7
	Similarities in language due to shared words, and Arabian and Kurdish spoken in certain regions	5
	Family structure is different/not similar	1
	We have no similarities in any aspects	1
	Education system and building structures are similar	1
	Similar characteristics as everyone being a human	1
	Sensitivity to cleaning, similarities in tea-coffee culture and breakfast culture	1
	Refugees and Turkish Communities do not want to communicate with each other	2
	I think local community is disregarded completely in neighborhood culture	1
	Total	**96**

Table 3. Perception of local and refugee communities on shared cultural and social practices

During focus group discussions, respondents from local and refugee communities used 96 statements relating to the shared cultural and social practices. When analyzed the statements of the respondents, it is found out that 35 respondent stated that there is similarities in religious beliefs and practices, followed by similarities in food culture (20), similarities in traditions and customs (17), similarities in history and culture (7), similarities in family ethics/structure/kinships and tribal relations (7), similarities in language due to shared words and Arabian and Kurdish spoken in certain regions (5) (Table 3).

Our religious and food culture has similarities. Our style of speaking shows similarities, too. In my opinion, our types of speaking with dialect is same...

Ceylan (26)

Local Community Respondent from Gaziantep

3.3. PERCEPTION ABOUT CONFLICT AND TENSION ISSUES

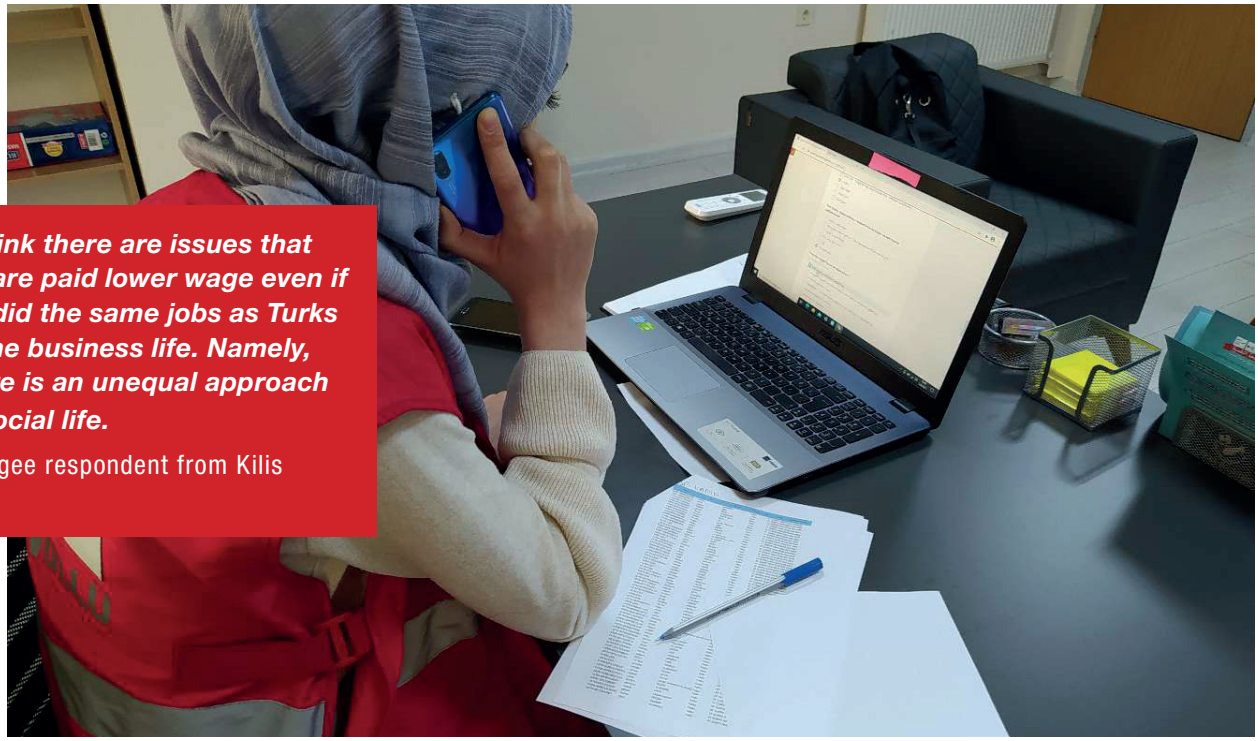
Theme	Sub-Theme	f
Perception about conflict and tension issues	Existence of preconceptions in local community/false facts common in the community	16
	Employment of more of refugees with lower wage	15
	Problems arisen due to the inability to communicate (Language barrier)	11
	Existence of cultural differences	11
	Excessive birth rate and number of children in refugees	6
	Assistance to Refugees can cause tensions in the local community	6
	Disagreements due to the economic reasons	5
	Same house shared with multiple families (noise, hygiene, etc.)	3
	Different rights and wages to locals and refugees in the workplace	2
	Problems related to high rent prices	2
	Refugees not wanting to enter dialogue or communication with local community	2
	Problems due to the refugees not caring about cleaning and hygiene as much that as of local community	2
	Local community committing bullying and discrimination at times	2
	Peer bullying against children	1
	Lack of sufficient interest shown by teachers to refugee children	1
	A negative perception when refugees starts talking in their mother tongue	1
	Differences in legal system (polygyny, etc.)	1
	Local community not being aware of that assistances are backed up by international funds	1
	Middle aged/older refugees having rigid opinions	1
	Problems when local community members are punctual, while refugees not (business life, etc.)	1
	Toplam	**90**

Table 4. Perceptions of local and refugee communities about conflict and tension issues

An analysis of the answers provided by respondents shows that they used 90 statements to describe the conflict and tension issues. It is found out that 16 of the respondents answered the existence of preconceptions in local community/false facts common in the community, followed by "Employment of more of refugees with lower wage" (15), Problems arisen due to the inability to communicate (Language barrier) (11), Existence of cultural differences (11), Excessive birth rate and number of children in refugees (6), Assistance to Refugees can cause tensions in the local community (6) (Table 4).

In Syrian family structure, men have the dominant say but in Turkish family structure, women and men have equal say. Conflicts can occur as Syrian men is uncomfortable with that. Moreover, Turks find it wrong if women have no right to say and always warn Syrians in this issue. Punctuality is very important for Turks, and they are always punctual. But Syrians are not like that, and therefore a conflict almost always happen in public buildings, especially

a Refugee Woman Respondent from Adana (36)



I think there are issues that we are paid lower wage even if we did the same jobs as Turks in the business life. Namely, there is an unequal approach in social life.

Refugee respondent from Kilis

3.4. OPINIONS ON THE REACTIONS IN CASE OF A CONFLICT

Theme	Sub-Theme	f
Reaction in case of a conflict	I do not intervene in/I remain unresponsive	16
	I first try understanding the incident, and then solving the problem.	10
	I talk logically and try to reach an agreement	5
	I act as a mediator to reconcile parties	4
	I try to reach an agreement, do not discriminate, and find the middle ground.	4
	I remain understanding, try to calm down, reconcile with people	4
	I cry, and do not react	3
	I remain unresponsive because of fear of being deported/protection of family	3
	I defend the person who is right/try to be fair and just	3
	I call police to have them intervene in the incident	2
	I act as mediator	2
	I change the subject, or call my friend who speak Turkish for help	1
	I try using sing language as I cannot speak Turkish properly	1
	I stand by and support weaker person	1
	I de-escalate the situation regardless of being right or not	1
	I try solving it via Opinion Leaders	1
	Refugee: By saying sorry	1
	Total	**62**

Table 5. Opinions of local and refugee communities on the reactions in case of a conflict

An analysis of the answers provided by respondents shows that they used 62 statements to describe the reactions in case of a conflict. 16 of the respondents provided answer of "I do not intervene in/I remain unresponsive", followed by "I first try understanding the incident, and then solving the problem" (10), "I talk logically and try to reach an agreement" (5), "I act as a mediator to reconcile parties" (4), "I try to reach an agreement, do not discriminate, and find the middle ground" (4), "I remain understanding, try to calm down, reconcile with people" (4). Only 12 of the respondents attended the Conflict Resolution and Social Mediation Training, while remaining has not yet received this training on the date of interview. (Table 5).

If I am right, I would complaint it to police. I would seek my rights. If I am not right, then I would prefer reconciling with other party.

Mustafa (43), a Refugee Respondent from Gaziantep

I would listen both parties and try finding a solution that is satisfactory for both of them.

Ebru (43) a Refugee Respondent from Hatay.

3.5. EVENTS FOR IMPROVEMENT OF SOCIAL COHESION

Theme	Sub-Theme	f
Activities That Should be Focused on to Improve Social Cohesion	Cultural and social cohesion events should be increased (sports, trips, sem)	22
	Joint information and events must be organized for both communities	14
	Turkish language workshops and language courses should be increased	12
	Workshops and social course/activities must be increased	9
	False facts meetings must be increased and disseminated	4
	Women Special Events must be organized/increased	3
	Activities for inclusion of women in social/business life can be organized	3
	Vocational training courses must be increased	2
	Children Special Events must be organized	2
	Social Cohesion trainings must be increased (city life, culture, history, social life)	2
	Culture of refugees can be taught to local community	2
	Culture of local community can be taught to refugees	2
	Joint events should be organized in religious days such as Ramadan	1
	Language workshops and courses can be diversified	1
	Arabian language workshops should be opened	1
	There should be a peer mediator in every class in schools	1
	Each refugee child must have friend from local community	1
	Number of man participants must be increased	1
	Total	**83**

Table 6. Opinions of local and refugee communities about events to improve social cohesionr

Respondents used 83 statements to describe the events that should be organized to improve social cohesion. An analysis of the answers provided by respondents shows that 22 of the respondents said that cultural and social cohesion events should be increased (sports, trips, sem), followed by "Joint information and events must be organized for both communities" (14), "Turkish language workshops and language courses should be increased" (12), "Workshops and social course/activities must be increased" (9), "False facts meetings must be increased and improved" (4), "Women Special Events must be organized/increased" (3), and "Activities for inclusion of women in social/business life can be organized" (3) (Table 6).

TÜRK
KIZILAY
TOPLUM
MERKEZİ
TÜRK
KIZILAY

3.6. EFFECT OF SOCIAL COHESION ACTIVITIES ON CONFLICT RESOLUTION

Tema	Alt Tema	f
Effect of Social Cohesion Activities on Conflict Resolution	Thanks to CC activities, preconceptions among local and refugee communities against each other are being shattered and changing	28
	Many people are not aware of the events, and therefore focus should be given to communication activities	5
	The role of Red Crescent is very important	4
	It is necessary to reach more people, and it would be useful to improve recognition of Red Crescent	4
	False facts are effective on shattering the preconceptions	3
	Role model activities are effective	2
	Advisory Committees assumes a very important task in communication of needs and opinions of the community	2
	It is necessary to reach remote neighborhoods and regions	2
	It differs by the person and situation	1
	Communication between communities must be increased	1
	Not effective	1
	Activities in Red Crescent are very productive and local community and refugees can come together. However, local community and refugees cannot carry out activities together in other NGOs.	1
	Focus should be given to perception and awareness raising activities	1
	Total	**55**

Table 7. Effect of social cohesion activities on conflict resolution

Respondents used 55 statements to describe the effect of social cohesion activities on the conflict resolution. When analyzed the answers provided by respondents, it is found out that 28 of respondents think that "Thanks to CC activities, preconceptions among local and refugee communities against each other are being shattered and changing", followed by "Many people are not aware of the events, and therefore focus should be given to communication activities" (5), The role of Red Crescent is very important (4), It is necessary to reach more people, and it would be useful to improve recognition of Red Crescent (4), and It is necessary to reach more people, and it would be useful to improve recognition of Red Crescent (3).

False Facts activity should continue to be delivered to local community. Since local community has knowledge gap, they quickly sink into negative judgments and perceptions.

Respondents from Kayseri

If there were not a clothing workshop at Community Center, I could not blend with Syrian individuals so well. Thank you, Community Center.

Local Community Respondent from Kilis

4. CONFLICT ANALYSIS AND SOCIAL COHESION ASSESSMENT SURVEY

CONSENT BEFORE ASSESSMENT

The purpose of this assessment is to understand the existing conflicts between local and refugee communities, and measure the social tension, to understand preconceptions, and measure the effectiveness of the social cohesion activities implemented by Turkish Red Crescent. As part of this assessment, your information will be recorded unanimously, and used for development of the activities of Turkish Red Crescent. Being a participant to this survey will not affect your rights to benefit from our services, and is based on volunteerism completely.

Survey will take around 10 minutes and consists of 18 questions. In this context, do you want to participate in the assessment survey?

Yes, (If opted in, interview will continue)

No, (If opted in, interview will be terminated)

Sorular

1) Target Group (Local or refugee)

2) Date

3) Community Center

4) Name of Staff/Volunteer completing the form

5) Age range (Single choice and mandatory)

- 18 - 30
- 30 - 45
- 45 - 60
- Above 60

6) Gender (Single choice and mandatory)

- Women
- Men
- Do not want to share

7) Nationality (Single choice and mandatory)- Türk vatandaşı

- Turkish
- Syria
- Iraqi
- Afghanistan
- Somalian
- Other

8) 8) Marital Status (Single choice and mandatory)

- Single
- Married
- Divorced
- Widow
- İmam marriage (not formal marriage)

9) Number of Children, if any? (Single choice and not mandatory)

- 1
- 2
- 3
- 4
- 4 and above

10) Education Level (The last school graduated from) (single choice and mandatory)

- Basic Literacy
- Primary
- Secondary
- High School
- University
- Master's Degree
- PhD
- Other

11) Income level of family (Single choice and mandatory)

- No income
- No income - Receives Social Assistance (Red Crescent Card, municipality assis-

tance, etc.)

- 0 - 1500
- 1500 - 3000
- 3000 - 5000
- 5000 and above

12) For how long have you been participating in the activities of Turkish Red Crescent Community Center? (Single choice and not mandatory)

- No regular participation
- New (if participated in 1 activities recently)
- Between 1 and 3 months
- Between 3 and 6 months
- 1 years
- More than 1 year

13) In your opinion, what does social cohesion mean (multi-choice and mandatory)

- Building intercultural communication
- Full participation of individuals in social, public and legal environment
- Access to rights and services
- Peaceful co-habituation of communities and individuals
- Establishing mutual empathy
- Elimination of language barrier
- Access to employment and means of livelihood
- Other

14) In your opinion, people who emigrated from which country are called refugees? (open-ended and mandatory)

15) In your opinion, who are the most important stakeholders who play/can play an influential role in improvement of social cohesion? (multi-choice and mandatory)

- Religious leaders (imam, mufti, local or refugee religious persons, etc.),
- Opinion leaders (NGO representatives, elders, scientists, etc.)

- Regional government officers (mukhtar, municipality, etc.)
- Turkish Red Crescent representative
- War veteran
- Other

16) In your opinion, what are the main reasons behind social exclusion suffered by refugees? (Only local community and multi-choice - mandatory)

- Language barrier
- Economic reasons (refugees being prioritized in employment, cheaper labor, etc.)
- Preconceptions
- Rumors
- Cultural Differences
- Media
- Other

17) What are the main problems you experience with local community? (Only refugee community and multi-choice - mandatory)

- Persistent arguments and quarrels
- Verbal attack
- Discrimination by neighborhood residents and neighbors
- Unrest and tension in the neighborhood
- Conflicts based on cultural differences
- Discrimination and different treatment in workplace
- Social tension based on rumors
- Disagreements based on refugees not speaking local language
- Peer bullying in the schools
- Other

18) What are the main problems you experience with refugee community? (Only local community and multi-choice - mandatory)

- Conflicts based on cultural differences
- Unrest and tension in the neighborhood
- Social tension based on rumors
- Occasional conflicts based on preconceptions

- Tensions based on unequal conditions in workplaces and employment
- Problems based on the information spread by media
- Other

19) What do you think about local community? (Only refugee community and multi-choice - mandatory)

- We have quite a good communication
- They are friendly and do not discriminate
- I feel comfortable myself among them
- I am easily making friendship with them
- I am having difficulties in communicating with them
- They have excessive preconceptions against us
- They do not empathize with us
- I don't have any idea

20) What do you think about refugees? (Only local community and multi-choice - mandatory)

- They can stay in Turkey for a long time, they do no harm.
- We have quite a good communication
- There should be marriages between communities
- They should return to their countries
- Their families are excessively large
- Their population growth must be taken under control
- They commit crimes a lot
- They negatively affect the employment as they work for lower wages
- I don't have any idea

21) In your opinion, what is the effectiveness level of Turkish Red Crescent Social Cohesion activities in solution of the aforementioned problems? (mandatory and single choice)

- Very High
- High
- Average
- Low
- Very Low

- I don't know

22) What was your level of cohesion with community and individuals before participating in the Community Center activities? (not mandatory and single choice)

- Very High
- High
- Average
- Low
- Very Low

23) What social cohesion activities you took part were very effective and useful for you? (multi-choice and not mandatory)

- Workshops (language, technology, coding, intelligence, music, art; hand crafts, etc.)
- Cohesion via sport activities (football, basketball, volleyball, tennis, cycling, walks, etc.)
- Providing correct information to community (false facts, information against rumors, information about general services, etc.)
- Advisory committees
- Conflict resolution and social mediation trainings
- Role model - success stories
- Information or training about social and cultural life
- Special day events (trips, women gatherings, day of refugees, etc.)
- Other

24) What are your suggestion to improve social cohesion (multi-choice and mandatory)

- Social cohesion workshops and activities should be increased, (language, technology, coding, intelligence, music, art; hand crafts, etc.)
- Inclusion of local and refugee communities more in social cohesion activities
- Increasing employment and entrepreneurial supports
- More information about norms of social life
- False facts seminaries should continue to be organized to prevent rumors and preconception

- Increasing the activities addressing the language barrier
- Focusing on the activities which will increase community participation (Advisory Committees, Committees, etc.)
- Other

25) Please specify if you have any additional opinions and feedbacks in one sentence. (Open-ended) (No Thank you, etc. wish sentences)

5. CONFLICT ANALYSIS AND SOCIAL COHESION ASSESSMENT FOCUS GROUP DISCUSSION DOCUMENT

PREPARATION BEFORE FOCUS GROUP DISCUSSIONS

- Provide timely notification to participants about the time of the meeting
- Check if participants have internet connection and if it is possible for them to connect via Skype/Zoom.
- Inform participants about the topic before meeting

INTRODUCTION TO FOCUS GROUP DISCUSSIONS

Before proceeding to discussions, moderator will explain the purpose of the focus group and provide information about consent and confidentiality. Then, if any, new participants will be asked to introduce himself/herself, and informed about our activities briefly. After information, participants are asked if they have any questions before focus group discussions. If not, then proceed to start focus group discussions.

You can use the following text:

"Thank you for your interest an participation in our meeting. This focus group discussions are intended to identify the areas of conflict, social tensions, preconceptions prevailing in the local and refugee communities, and to measure the effectiveness of social cohesion activities implemented by Community Centers. Please remember that all information you will provide will be kept secret and not be exchanged with any entities. Your participation in this focus group discussions will not have any effects on the services you are receiving from Turkish Red Crescent or other entities and information collected from you will be used for analysis purposes. Meeting will take about one hour.

Place	
Date	
Profile of Participants	
Number of men participants	
Number of women participants	
Nationality of participants	Syrian
	Turkish
	(If another nationality, specify here)

Age	18-30	
	30-45	
	45-60	

We would like to share some rules with you in order to conduct our focus group discussions smoothly.

- Please do not cut in on someone.
- You can share your ideas freely.
- Everyone's opinion is valuable and important for us. Therefore, please do your best in participating in the questions and discussions.

Item	Questions	Guidance Notes	Answers
1	How are the neighborhood relationships between local and refugee communities? Describe it in a sentence.	This question is intended to measure the relationship level of refugee groups in terms of neighborhood.	
2	What are the shared cultural and social practices among local and refugee communities? Do these shared practices contribute to improvement of relationships?	This question is intended to identify the practices shared among local and refugee communities and accordingly to implement activities on these shared practices. (family structure, importance of family, respect to elders, cuisine, religion, etc.)	
3	How are the issues of conflict and tension between local and refugee communities?	Here, answers should be collected by considering the issues such as cultural difference, rumors, inability to adapt to social life, language differences, employment opportunities, etc.	
4	How do you react in case of a social tension or social conflict?	It is targeted at measuring the effectiveness of the Conflict Resolution and Social Mediation trainings. Ask the participant if he/she attended the training, and note down "(Attended the Training)" or "(Not Attended the Training)" in parenthesis next to the answer.	
5	What kind of activities should be focused on to improve cohesion among local and refugee communities? What other activities can you suggest, apart from activities you took part in Community Centers?	It is targeted at receiving comments on the effectiveness of activities implemented in Community Centers, and additional suggestions.	
6	Are social cohesion activities of Community Centers effective in solving the aforementioned problems? How?	This question is intented to measure the effectiveness of the workshop, sports, information, false facts, activities with advisory committees and opinion leaders, trainings on conflict resolution and social mediation.	

TOPLUM MERKEZİ

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