EMERGENCY SOCIAL SAFETY NET (ESSN) PROGRAMME

SATISFACTION AND FEEDBACK SURVEY RESULTS

FIFTH ROUND | JULY 2023

Funded by the European Union

IFRC

TÜRK KIZILAY

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LIST OF ACRONYMS AND ABBREVIATIONS

ATM	AUTOMATED TELLER MACHINE
CEA	COMMUNITY ENGAGEMENT AND ACCOUNTABILITY
CCTE	CONDITIONAL CASH TRANSFER FOR EDUCATION
C-ESSN	COMPLEMENTARY EMERGENCY SOCIAL SAFETY NET
ECHO	EUROPEAN CIVIL PROTECTION AND HUMANITARIAN AID OPERATIONS
ESSN	EMERGENCY SOCIAL SAFETY NET
EU	EUROPEAN UNION
IFRC	INTERNATIONAL FEDERATION OF RED CROSS AND RED CRESCENT SOCIETIES
KOI	KEY OUTCOME INDICATOR
MoFSS	MINISTRY OF FAMILY AND SOCIAL SERVICES
M&E	MONITORING AND EVALUATION
PM	PROTECTION MAINSTREAMING
SASF	SOCIAL ASSISTANCE AND SOLIDARITY FOUNDATION
SMS	SHORT MESSAGE SERVICE
TRY	TURKISH LIRA
UN WFP	UN WORLD FOOD PROGRAMME

THE EMERGENCY SOCIAL SAFETY NET PROGRAMME AT A GLANCE

The Emergency Social Safety Net (ESSN) programme provides unrestricted, unconditional cash assistance to the most vulnerable people living under Temporary Protection, International Protection (applicant status and status holder) or Humanitarian Residence Permit in Türkiye, and outside the refugee camps. The ESSN enables its recipients to decide for themselves with dignity how to cover their essential needs such as shelter, transport, utilities, food or medicine. The cash assistance not only strengthens the resilience of vulnerable people, but also allows refugees to participate in the daily life of the community and contribute to the local economy.[1]

As the largest humanitarian programme in the history of the European Union (EU), the ESSN is funded by the European Commission's Directorate-General for European Civil Protection and Humanitarian Aid Operations (ECHO) and implemented in partnership with the Turkish Ministry of Family and Social Services (MoFSS), the International Federation of Red Cross and Red Crescent Societies (IFRC) and the Türk Kızılay (Turkish Red Crescent). The ESSN has been implemented since 2016 and by June 2023 had provided monthly assistance to more than 1.5 million people through the KIZILAYKART cash card.

TÜRK KIZILAY (TURKISH RED CRESCENT)

Türk Kızılay (Turkish Red Crescent) is the largest humanitarian organization in Türkiye, helping vulnerable people for years, both in-country and abroad, including during and after disasters. Millions of people currently receive support through Türk Kızılay's programmes in cooperation with the Turkish government. Türk Kızılay supports vulnerable people impacted by disasters and other groups in need of humanitarian assistance and is a member of the International Federation of Red Cross and Red Crescent Societies (IFRC).

THE INTERNATIONAL FEDERATION OF RED CROSS AND RED CRESCENT SOCIETIES (IFRC)

The International Federation of Red Cross and Red Crescent Societies (IFRC) is the world's largest humanitarian organization, reaching 150 million people in 192 countries through the work of staff and 13.7 million volunteers. The IFRC acts before, during and after disasters and health emergencies to meet the needs and improve the lives of vulnerable people.

1 • According to Türkiye's Law on Foreigners and International Protection, Syrians who escaped the Syrian civil war are registered as Temporary Protection Applicants, and foreigners who seek asylum in Türkiye are known as International Protection Applicants/Status Holders or Conditional Refugees. For ease of reference, this report uses the broad term "refugee" to encompass these different statuses.

EXECUTIVE SUMMARY

The ESSN satisfaction and feedback survey (conducted during the last two weeks of December 2022 with 820 ESSN applicants) is the fifth assessment in the series. Undertaken jointly by the IFRC and Türk Kızılay, it aims to understand the level of satisfaction among applicants with the various stages and components of the ESSN Programme. In June 2022, the assistance amount was increased to 230 Turkish lira (TRY) per person per month based on previous feedback from the community as well as evaluation of the economic situation in the country.

The specific objectives of this survey were (1) to assess ESSN applicants' knowledge about the programme components and processes; (2) to understand their level of satisfaction with the programme and their communication preferences for information sharing, programme updates and complaint and feedback mechanisms; (3) to identify applicants' general suggestions about the programme, giving affected populations the chance to actively take part in the programme`s decision-making mechanisms; and (4) to ensure the continuation of enhanced communication with the affected populations. In addition to documenting the survey findings, this report also compares the findings of this survey with those of the preceding one (the fourth survey round of July 2022) in order to observe progress in areas to be improved.

The study had a sample size of 820 respondents (417 ESSN recipients and 403 ineligible applicants) with a 10 per cent margin of error and 90 per cent confidence interval. The respondents were selected from 173 districts spread across 45 provinces in Türkiye. A simple random sampling technique was used to select the respondents for the study (within the age range 18 to 59), giving each participant an equal and independent chance of inclusion. The data were collected through telephone-based interviews held by operators and field staff via the 168 Türk Kızılay call centre.

KEY FINDINGS

1 Ninety-six per cent of ESSN recipients and 89 per cent of non-recipients were satisfied or very satisfied with the programme application process; 92 per cent of respondents were satisfied or very satisfied with the information they receive on how to apply for ESSN. Eighty-eight per cent of respondents said that their needs were taken into consideration by programme staff.

2 Ninety-nine per cent of ESSN recipients were satisfied or very satisfied with the debit card distribution process, and an overwhelming majority had no difficulties withdrawing money from automated teller machines (ATMs). Only 4 per cent reported having faced issues. Ninety-seven per cent of respondents were satisfied with ESSN staff from Türk Kızılay, and 94 per cent with bank staff.

3 The programme communication channel most recognized by respondents was the 168 Türk Kızılay call centre, with 35 per cent recognition, followed by short message service (SMS) with 14 per cent. Seventy per cent of respondents preferred SMS as a communication channel to receive programme information updates and regular information about ESSN assistance. However, the majority of respondents, 52 per cent, preferred to report sensitive cases to the 168 Türk Kızılay call centre. The apparent decrease in knowledge of programme communication channels, compared with the previous survey round, is inconsistent with the number of respondents actively using the communication channels. This indicates a need to revise the terminology used in future surveys to make questions more understandable.

4 Sixty per cent of ESSN applicants still do not know the eligibility criteria for the programme. Compared to the finding from the previous survey, a noticeable decrease can be seen in terms of knowledge of the criteria among respondents. A decrease was anticipated as the criteria are technical and challenging to explain and understand. However, while respondents are partially aware of the criteria, they have different ways of understanding the criteria that do not match the official terminology or criteria structure. The fact that only 18 per cent of respondents requested further information on the selection process and eligibility criteria indicates that being knowledgeable about the criteria is not a primary area of interest among respondents. However, the needs of these 18 per cent are important and should be considered, along with the 29 per cent of non-recipients who said that they need further information about the selection process and eligibility criteria.

5 The donor, ECHO, was recognized by 28 per cent of respondents; 10 per cent of ESSN applicants considered Türk Kızılay to be the donor. This finding indicates a decrease in knowledge of ECHO as the donor (as well as recognition of Türk Kızılay), with a 10 per cent decrease compared to the previous round. Fifty-five per cent of ESSN recipients and 67 per cent of non-recipients did not have accurate information about the programme's implementing partners. The total percentage of respondents who selected "I don't know" regarding donor and implementers increased compared to the previous round. The reason for this decrease merits further fact finding and more active approaches to increase awareness about the donor and implementers.

6 Fifty-three per cent of ESSN recipients thought that the cash assistance amount was insufficient to cover their basic needs. Thirty-six per cent thought it partially covered basic needs, and only 11 per cent found it enough, which was an increase compared to the fourth round (5 per cent). However, compared to the previous round the percentage of respondents who said the assistance amount is insufficient has increased by 10 per cent. This is likely a reflection of the impact of Türkiye's high inflation on recipient households.

7 Compared to the previous survey round, there was a slight increase in both the submission of formal complaints and feedback and satisfaction levels among ESSN applicants. Of the 30 per cent of ineligible households who had submitted a formal complaint or provided feedback about the programme, 84 per cent were satisfied with the response and 3 per cent were partially satisfied. As for eligible households, 31 per cent reported having submitted a formal complaint or provided feedback, and 95 per cent were satisfied with the response received. With the data indicating more people have submitted complaints and feedback, and a higher satisfaction rate regarding the response received, this suggests an improvement in knowledge of, and confidence in, the complaint and feedback mechanisms.

INTRODUCTION

The ESSN satisfaction and feedback survey is conducted biannually and is one of the core activities aimed at assessing how the programme is functioning, as well as putting the affected populations at the centre of the programme cycle. This survey aims to **(1)** improve the efficiency of the programme and increase levels of acceptance and trust among participants; **(2)** capture additional feedback and complaints, complementary to current regular channels; and **(3)** recognize the affected populations as partners and not only as sources of information.

SURVEY OBJECTIVES

The purpose of the survey is to understand applicants' overall satisfaction with the ESSN Programme and to obtain feedback from both eligible and ineligible respondents on their preferences and improvements they would like the programme to adopt.[2]

The objectives of the study include:

- assessing the knowledge levels of all applicants about the ESSN Programme to identify information gaps and needs
- understanding applicants' satisfaction levels with ESSN processes
- exploring applicants' communication preferences
- understanding applicants' general perception of how their lives in Türkiye have changed recently and since arrival.

2 • ESSN applicants are individuals who have applied for ESSN assistance and include both eligible individuals (ESSN recipients) and ineligible individuals (non-recipients). The words "recipients" and "eligible" (applying to individuals and households) are used interchangeably throughout this report, as are "non-recipients" and "ineligible".

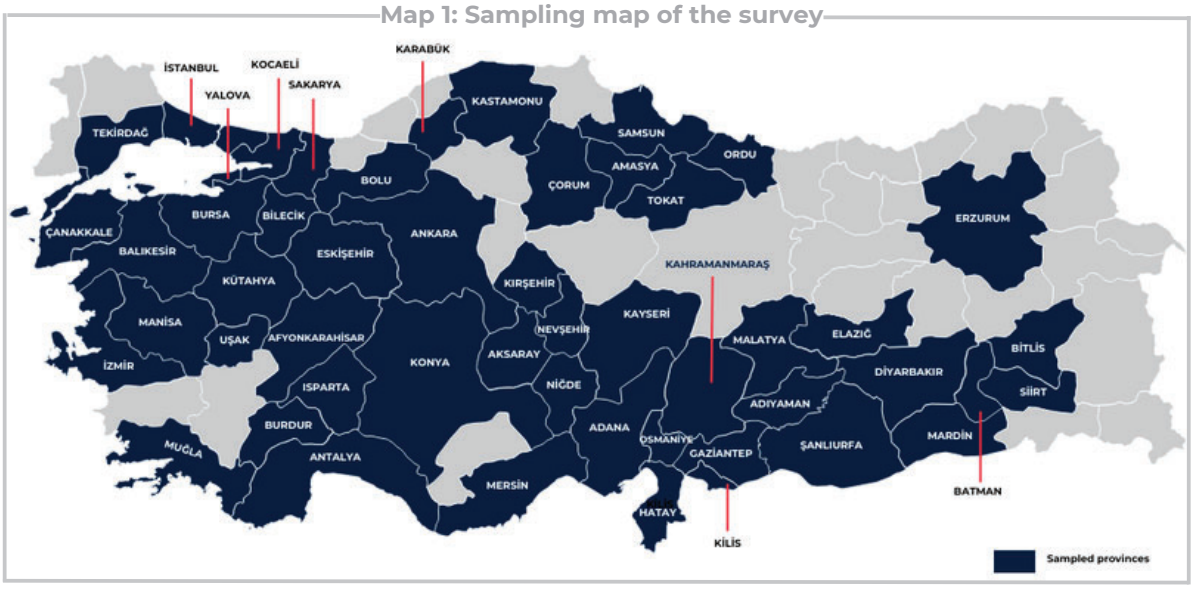
SURVEY DESIGN

The survey adopted a cross-sectional design. This design was preferred because it involves the formulation of data collection tools, data collection, processing, and analysis and reporting findings as they are, without manipulation during the time the study was conducted.

Sample size and sampling technique

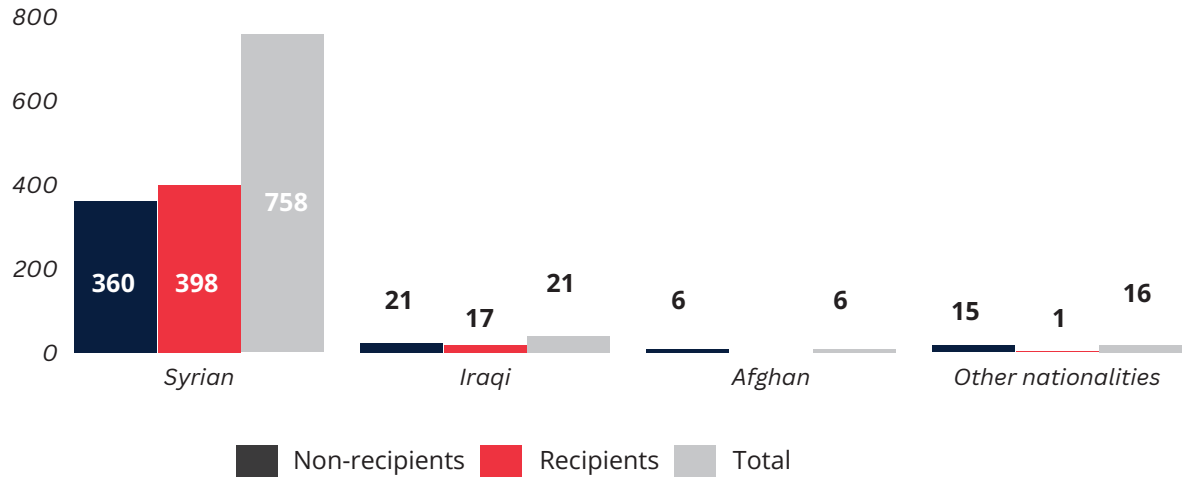
Respondents were selected from 173 districts, spread across 45 provinces in Türkiye (Map 1). A simple random sampling technique was used to select the respondents for the study, giving each participant aged between 18 and 49 an equal and independent chance of inclusion.

Map 1: Sampling map of the survey



The sample size was calculated with a 10 per cent margin of error and 90 per cent confidence interval to obtain a sample of 820 respondents (417 ESSN recipients and 403 non-recipients) of mainly Syrian nationality (Figure 1).

Figure 1. Breakdown of respondents by nationality and programme eligility



Data Collection

The survey was conducted during the last two weeks of December 2022 through outbound calls by the monitoring and evaluation (M&E) team, operators and field staff using the 168 Türk Kızılay call centre system.[3] Prior to data collection, the operators received training from the IFRC and Türk Kızılay community engagement and accountability (CEA) and M&E teams on data collection planning and techniques, data quality measures, research tools and ethical considerations in research. During data collection, ethical considerations in the research were taken into account to ensure the dignity of participants was maintained. Before starting data collection, each respondent was thoroughly informed that all the information captured during the survey would be kept strictly confidential and that responses would have no positive or negative implications on eligibility status.

Data Analysis

The IFRC and Türk Kızılay teams conducted most of the data analysis. Quantitative data were analysed using Python software and presented using frequency distributions with comparisons reflected between ESSN recipients and ineligible applicants. Qualitative data were analysed using NVivo software for content analysis whereby responses were transcribed, translated and organised into themes and subthemes as they emerged.

3 • The 168 Türk Kızılay call centre is a dedicated and toll-free line accessible during working hours (08:00–18:00) on weekdays and for half a day (09:00–13:00) on Saturdays.

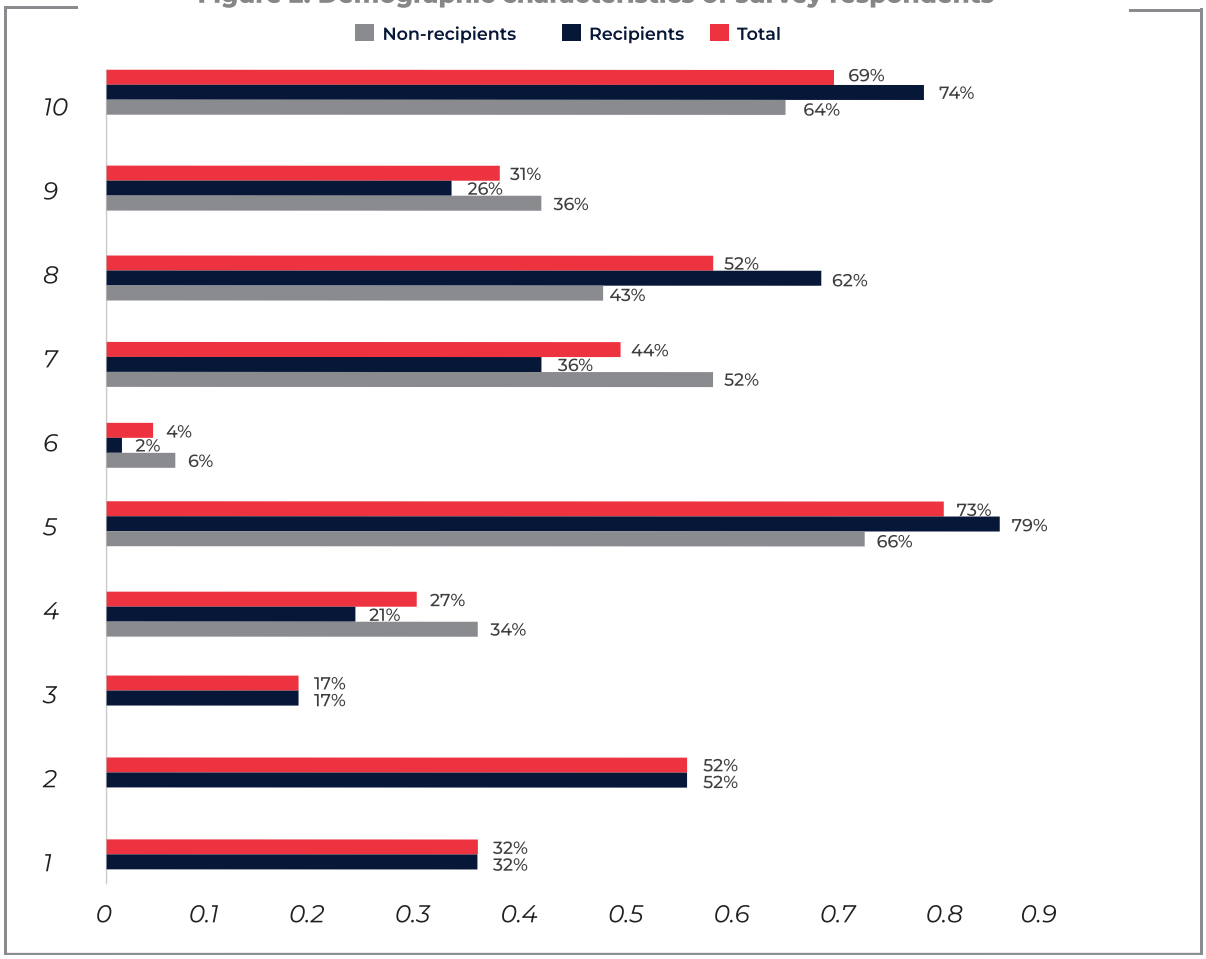
FINDINGS

DEMOGRAPHIC ANALYSIS

Due to the sampling method adopted for this satisfaction and feedback survey, 69 per cent of respondents (564 individuals) were male and 31 per cent (256 individuals) were female (Figure 2).

The sample was designed as considering the gender equality. However, some of female respondents could not be reached or preferred their husbands to answer the survey's questions, not to answer by themselves. In the next round, the number of back-up sample will be increased in order to ensure the gender equality.

Figure 2. Demographic characteristics of survey respondents



As Figure 2 illustrates, in terms of household size, 44 per cent of respondents were from families of three to five members, with more than half (52 per cent) coming from households with five members or more. Considering that the survey showed that the school enrolment rate among ESSN recipients was 79 per cent (compared to 66 per cent for non-recipients), the ESSN appears to have had a positive impact on children's access to education.

Sixty-nine per cent of respondents have been recipients of the ESSN for 24 months or longer. This is a sufficient level of exposure to the programme to have observed and got involved in its different stages, to have contacted programme staff and to have used its various communication channels. This therefore indicates that the observations of these respondents can be regarded as well established.

KNOWLEDGE ABOUT THE ESSN PROGRAMME

More than half (60 per cent) of ESSN applicants are not aware of the essn eligibility criteria

Among ESSN recipients, 54 per cent were not aware of the programme eligibility criteria. Among recipients who stated they knew the eligibility criteria, the best-known part of the dependency ratio was the first part, i.e., if there is an adult male (18–59 years old) in the household, with 84 per cent of recipients. The percentage of ineligible applicants who stated they were aware of the ESSN eligibility criteria is lower than for the eligible participants, at 34 per cent. Similarly, the first part of the dependency ratio, with 59 per cent of non-recipients, was the best-known criterion (Figures 3 and 4).

Figure 3. Awareness of the ESSN eligibility criterion

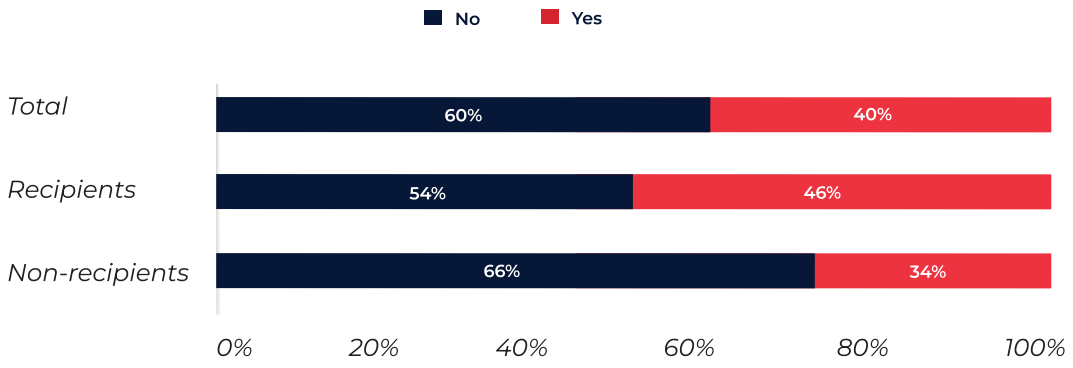
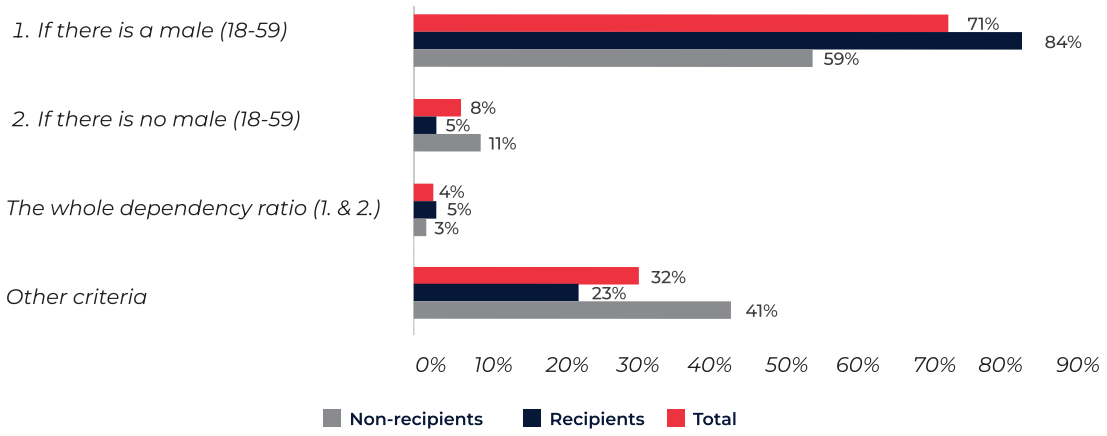


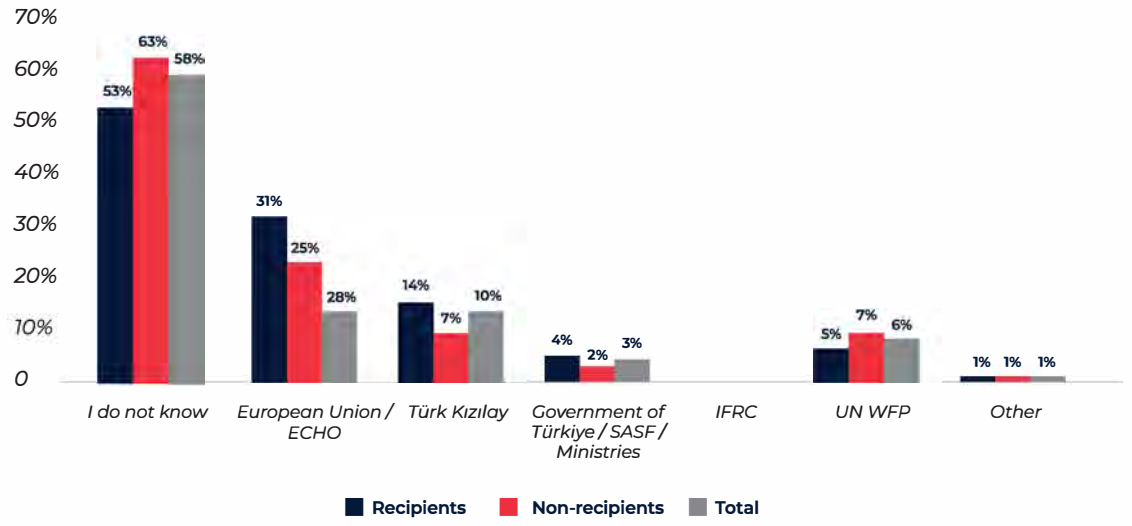
Figure 4. Pattern of awareness about criteria



Knowledge about the donor

In terms of knowledge about the donor, 53 per cent of ESSN recipients and 63 per cent of non-recipients did not know who the funder of the programme is (Figure 5). Only 31 per cent of ESSN recipients and 25 per cent of non-recipients were aware that the EU and ECHO are the sole programme funder. Although somewhat poor knowledge of the programme donor does not impact the outcome of the ESSN Programme directly, it is still important to continue raising the visibility of the donor in order to prevent misinformation among both the affected population and the host community. Further study is also warranted to understand this decrease in knowledge compared with the previous survey round.

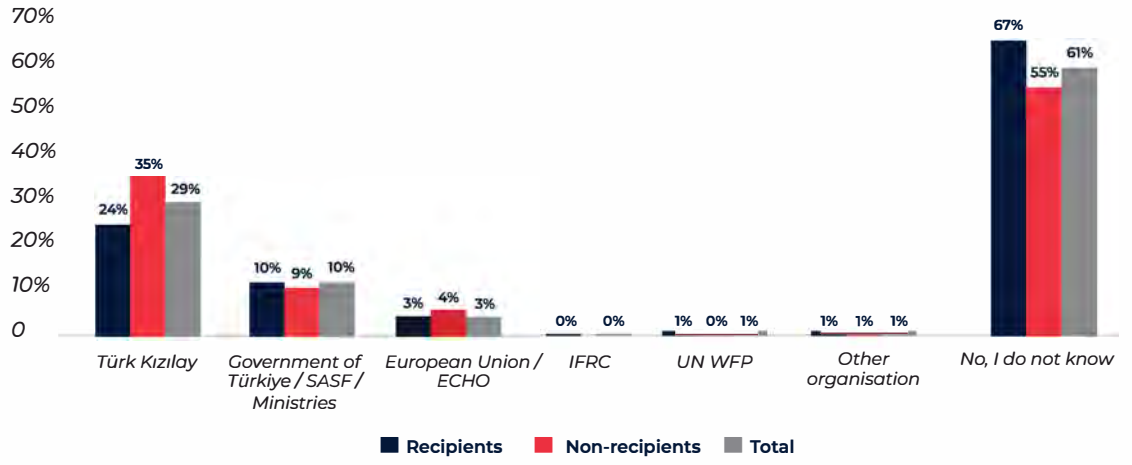
Figure 5. Knowledge about the donor



Knowledge about the implementers

There has been a noticeable decrease in knowledge about the programme implementers. Sixty-seven per cent of non-recipients and 55 per cent of recipients did not know the correct implementers of the ESSN Programme. Only 24 per cent of non-recipients and 35 per cent of recipients identified Türk Kızılay as an implementer, which is surprising as they are very active and present in the field. Compared to the fourth round, knowledge of Türk Kızılay as an implementer has decreased, along with overall knowledge of the implementers. None of the respondents knew about the IFRC as a programme implementer, and knowledge about the Turkish government, the Social Assistance and Solidarity Foundations (SASFs) and government ministries as programme implementers was also low, at 9 per cent for recipients and 10 per cent for non-recipients (Figure 6).

Figure 6. Knowledge about the programme implementers

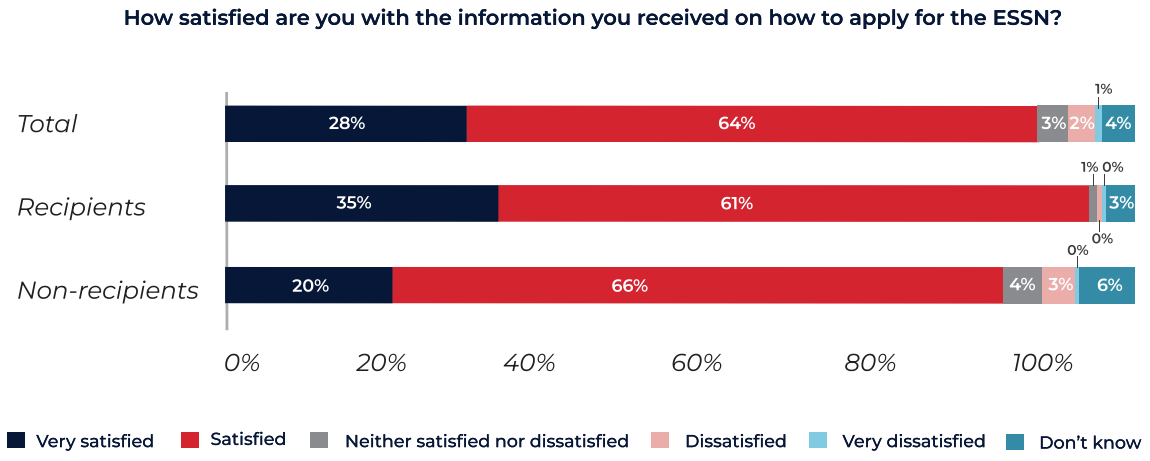


SATISFACTION WITH THE ESSN PROCESSES

Overall, there was 92 per cent satisfaction with the information on ESSN application steps and requirements

Among ESSN recipients, the level of satisfaction with the information received relating to programme application steps and requirements was overwhelmingly positive, with 96 per cent satisfied or very satisfied (Figure 7). Among non-recipients, a considerable majority, 86 per cent, were satisfied or very satisfied about the information received regarding programme application steps and requirements, despite their ineligible status. Dissatisfaction levels remained very low.

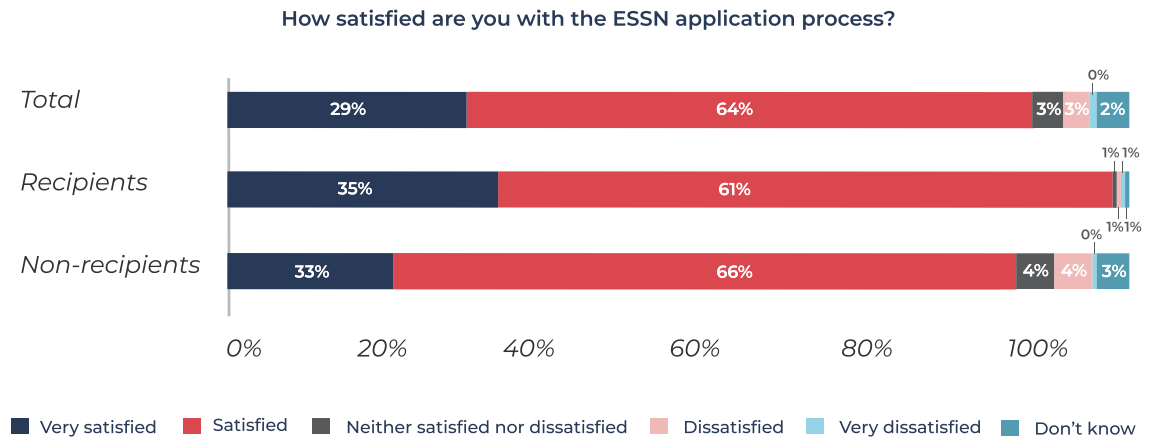
Figure 7. Satisfaction with the information provided about the application process



There was 93 per cent satisfaction with the ESSN application process itself

Among ESSN recipients, satisfaction with the programme application process was extremely positive; 96 per cent were satisfied or very satisfied and only 3 per cent said they had experienced problems during the application phase. Eighty-nine per cent of ineligible applicants were satisfied or very satisfied with the application process, and 4 per cent were dissatisfied or very dissatisfied (Figure 8).

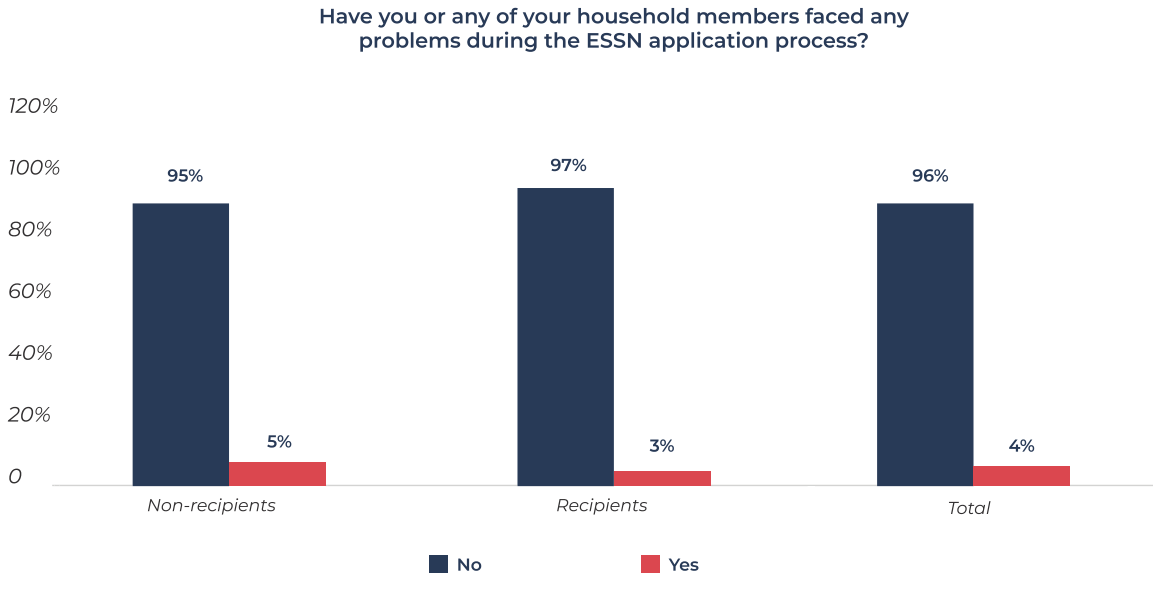
Figure 8. Satisfaction with the application process



Few ESSN applicants had faced barriers in accessing the application

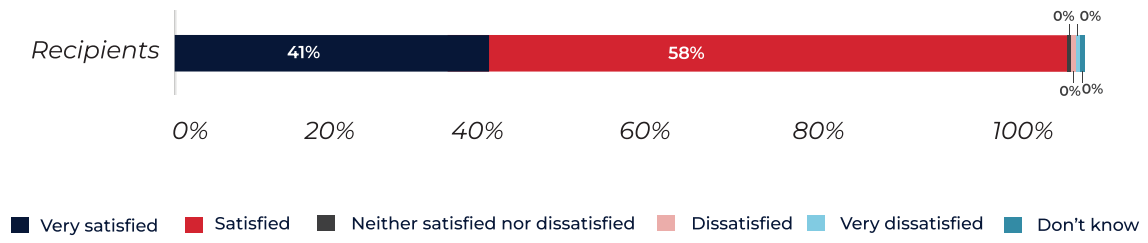
The survey aimed to understand if there were barriers in accessing the ESSN Programme. Respondents were asked if they had experienced any problems during the application process. Only 4 per cent reported they had experienced problems, while 96 per cent had no problems during this process (Figure 9). There were therefore very few barriers for applicants to access the programme. Barriers that the 4 per cent of respondents experienced included difficulties before application and waiting time.

Figure 9. Barriers in accessing the application process



Among recipients, 99 per cent were satisfied or very satisfied with the cash card distribution process for the ESSN (Figure 10).

Figure 10. Satisfaction with the cash card distribution process



Few ESSN recipients had faced any difficulties in redeeming cash assistance

When it comes to withdrawing cash from ATMs, 4 per cent of recipients had faced difficulties in doing so (Figure 11). Among those who had difficulties, 47 per cent answered "Other ATM issues"; 24 per cent said their card was swallowed by the ATM; 18 per cent complained about the long waiting lines at the ATM; and the same percentage (18 per cent) said the ATM did not work. Most difficulties that ESSN recipients experienced were technical issues arising from the ATM itself and not related to knowledge of usage of ATMs or any of the programme processes.

Figure 11. Difficulties when redeeming cash assistance from ATMs

Did your household ever have any difficulties when redeeming your cash assistance from the ATM?

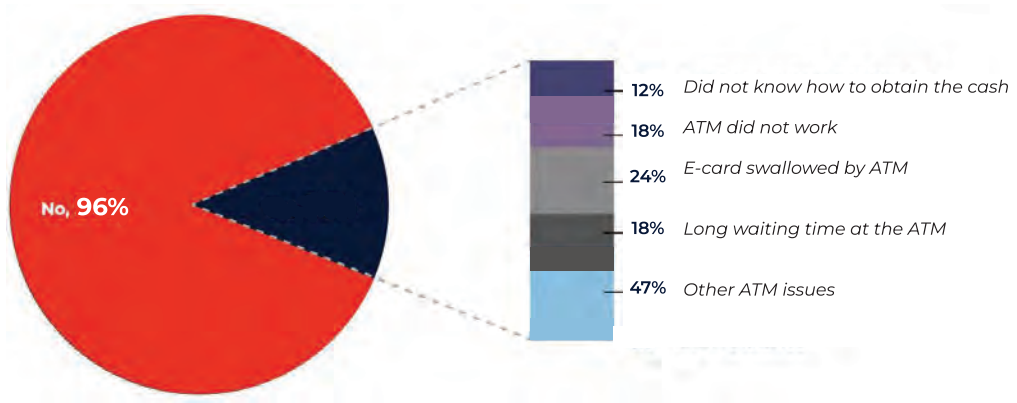
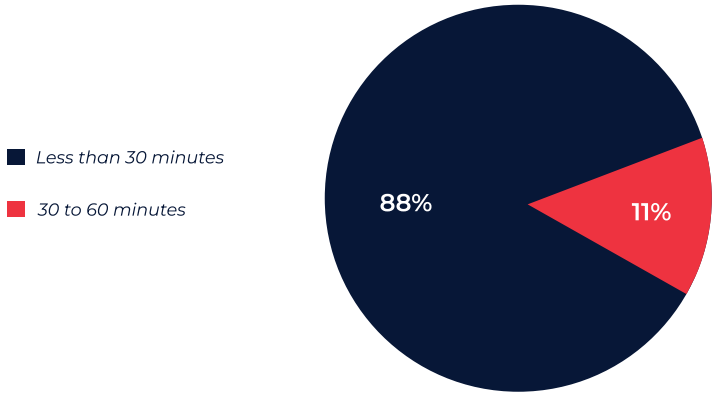


Figure 12. Nearest ATM

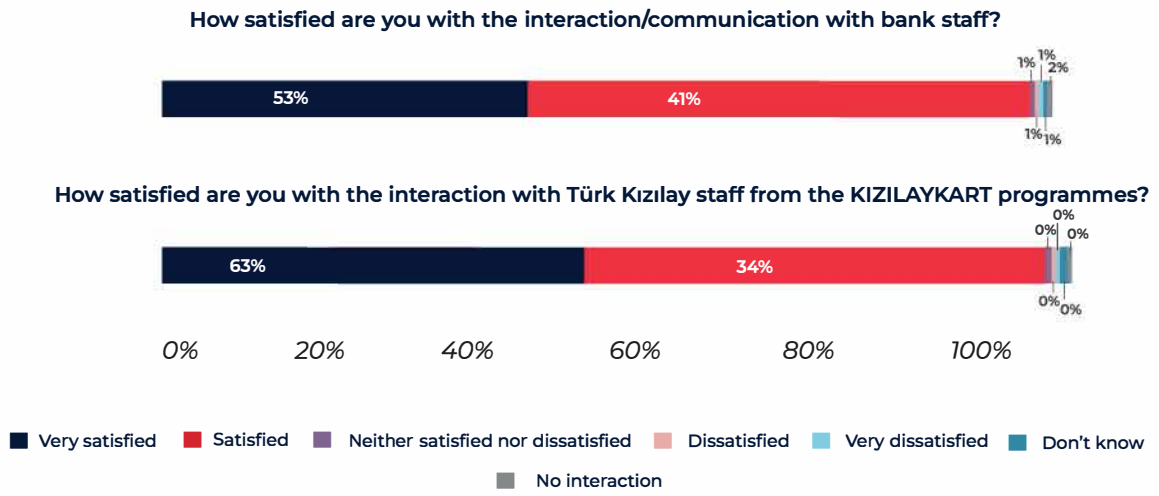
How long does it take you to reach the nearest ATM?



There was high satisfaction with bank staff and with ESSN Türk Kızılay Staff From The KIZILAYKART Programmes [4]

Most ESSN recipients (94 per cent) said they were satisfied with their interactions with bank staff, and 97 per cent were satisfied with their interactions with the Türk Kızılay staff from the KIZILAYKART Programmes (Figure 13). These findings reflect that recipients were well assisted by qualified KIZILAYKART Programme and Halkbank staff in an appropriate manner.

Figure 13. Satisfaction with interactions with Türk Kızılay staff and Halkbank staff

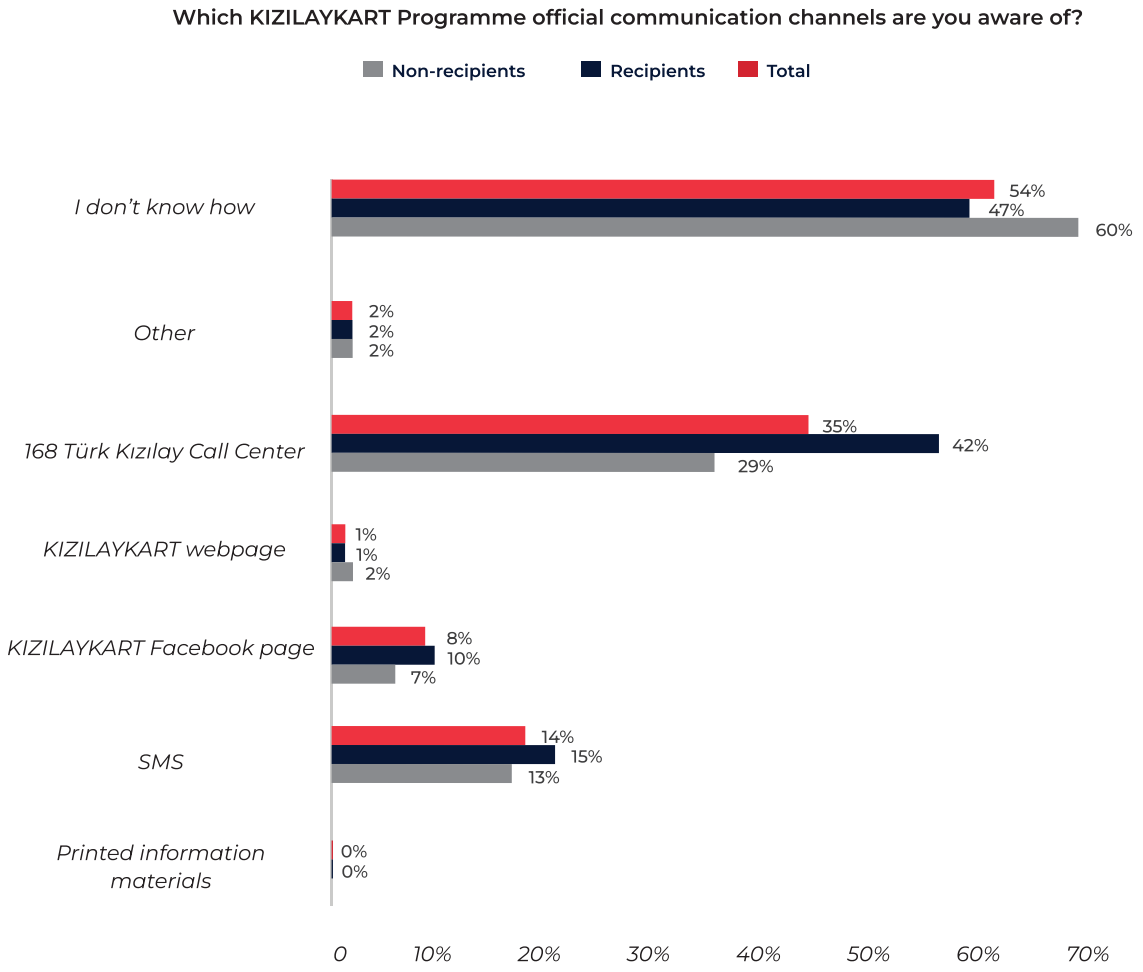


COMMUNICATION CHANNELS: AWARENESS AND PREFERENCES

Among the ESSN Programme's communication channels that applicants are aware of, the 168 Türk Kızılay call centre is the best-known channel (35 per cent of applicants), followed by SMS (14 per cent) Fifty-four per cent among both recipients and non-recipients did not know about the communication channels (Figure 14).

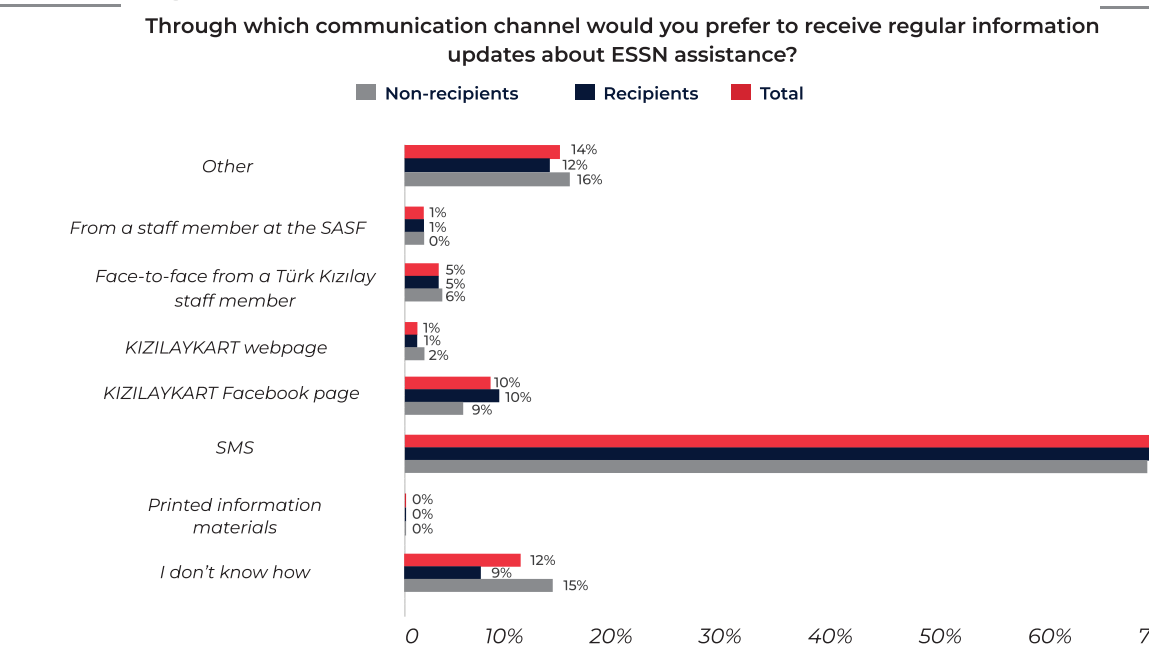
4 • KIZILAYKART is a Türk Kızılay partnership platform bringing together the humanitarian, private and public sectors to provide regular cash support via banking infrastructure to vulnerable people who meet certain criteria. For more information, see https://platform.kizilaykart.org/en/.

Figure 14. Awareness of communication channels



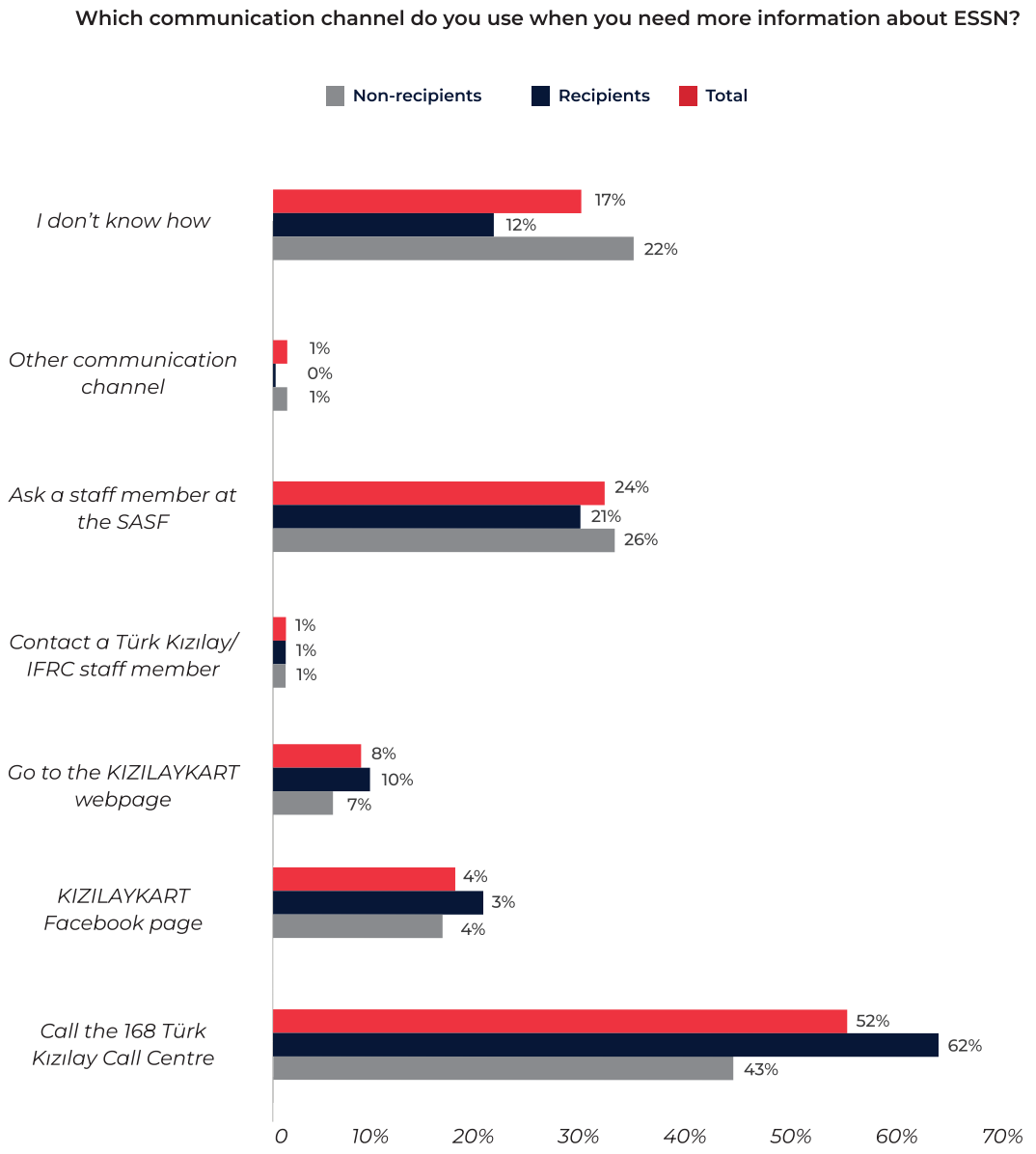
The preferred method of communication among ESSN applicants for programme information updates was by SMS (70 per cent) (Figure 15).

Figure 15. Preferred method of communication for information updates



When respondents were asked how they would get in touch if they required further information, a large number of both recipients and non-recipients (67 per cent and 51 per cent respectively) indicated they would call the toll-free and accessible 168 Türk Kızılay call centre. Seventeen per cent stated they did not know, which may indicate they were not aware of the possible channels, or they simply had not thought about reaching out for further information (Figure 16).

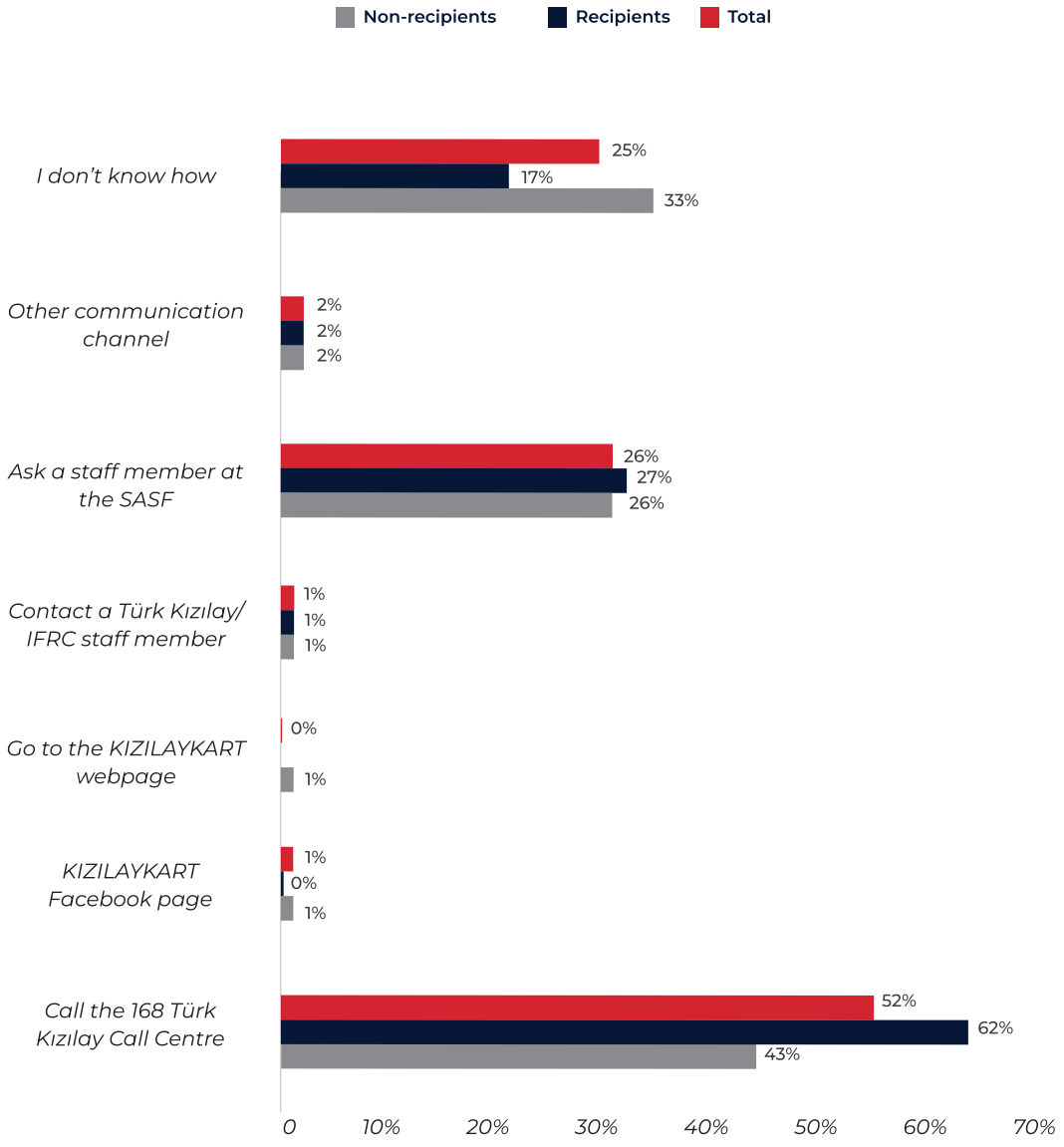
Figure 16. Preferred communication channel for obtaining more information



When survey respondents were asked which means of communication they would use to report a sensitive issue, their answers were very much in line with other responses, with the 168 Türk Kızılay call centre the preferred option (52 per cent). There is clearly room for improvement regarding the dissemination of information about possible communication channels, especially considering that 25 per cent of respondents chose "I don't know how" as their answer to this question (Figure 17).

Figure 17. Communication preferences for sensitive issues

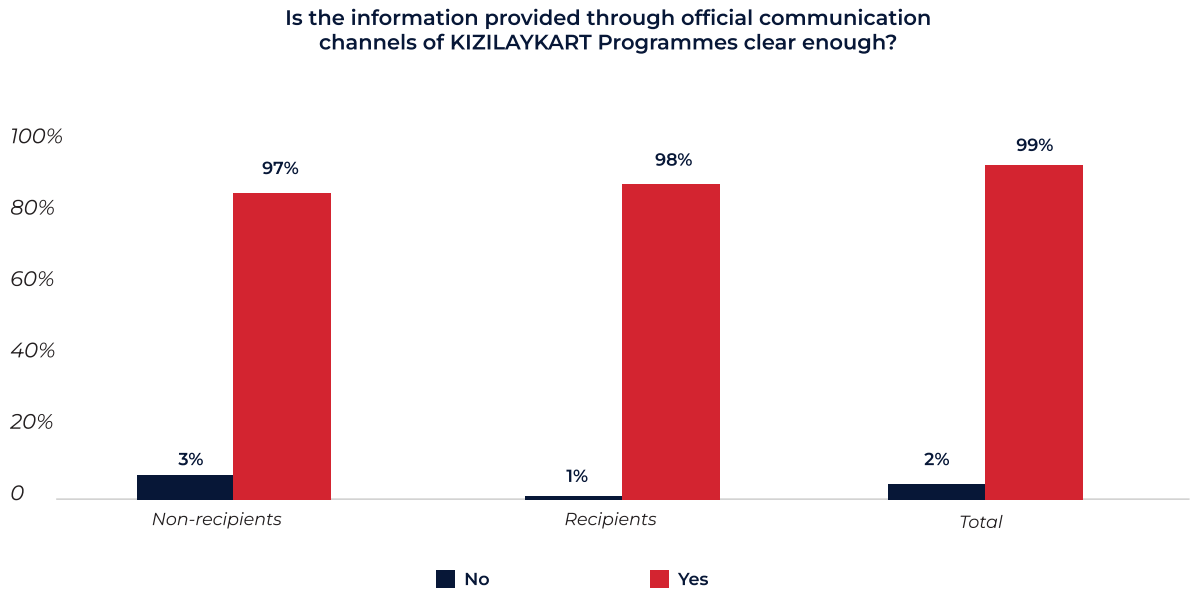
If you want to report a sensitive issue about the ESSN, which communication channel would you prefer to use?



A very high percentage of respondents said the information received through programme communication channels is clear enough

The survey explored the clarity of information received by ESSN applicants through the programme's communication channels. Ninety-nine per cent of recipients and 97 per cent of non-recipients said this is clear and understandable. Only 2 per cent of respondents reported problems in understanding the received information, mainly information received through SMS (Figure 18).

Figure 18. The clarity of information received by recipients and non-recipients



Thirty per cent of respondents had made a complaint or given feedback about the ESSN Programme

The survey explored whether ESSN applicants had ever filed any complaints or provided feedback to the programme, as well as whether they were satisfied with the associated response. Thirty-one per cent of ESSN recipients reported they had filed a complaint or provided feedback, and 95 per cent of these were satisfied with the response received. Thirty per cent of non-recipients had filed a complaint or provided feedback, and 84 per cent of them were satisfied with the response received (Figures 19 and 20).

Figure 19. Incidence of complaints and feedback

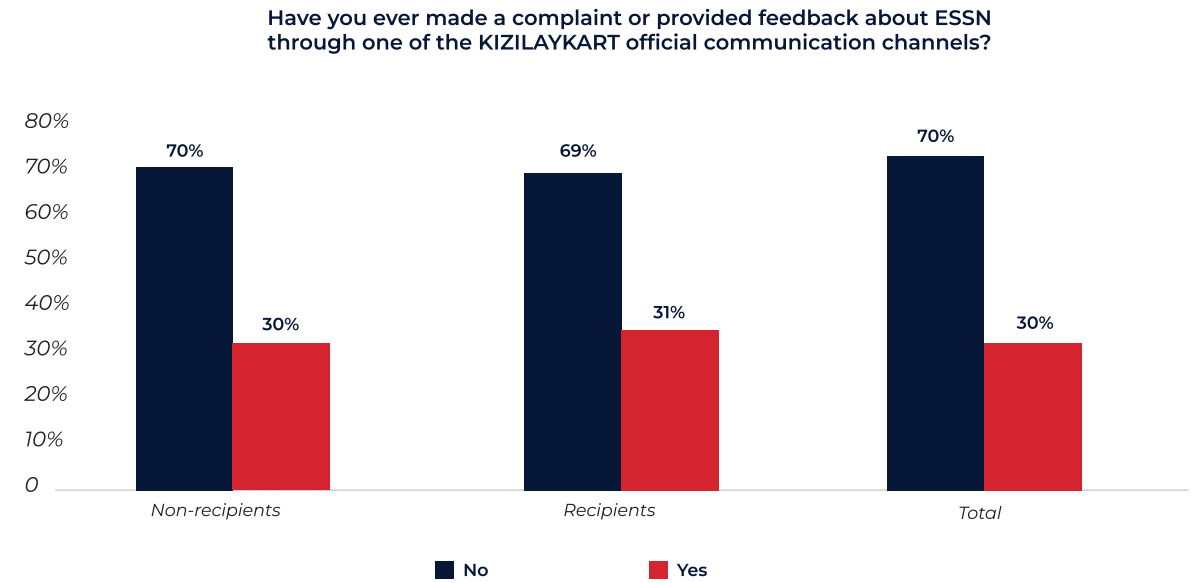
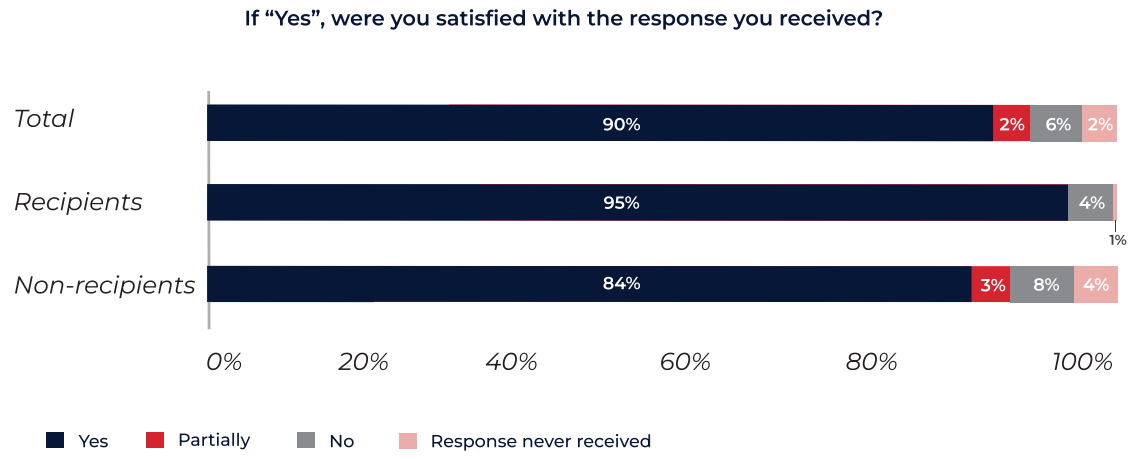
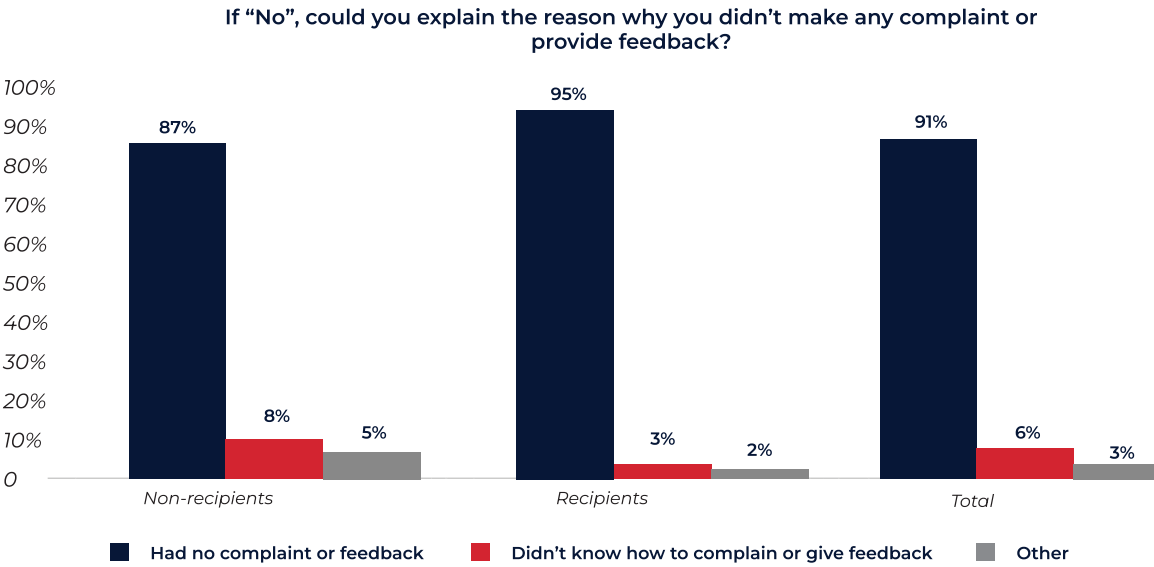


Figure 20. Satisfaction with response to complaint or feedback



Among the 70 per cent of both recipients and non-recipients who had not filed a complaint or given feedback, 91 per cent said they had no complaint or feedback to report (Figure 21).

Figure 21. Reasons for not complaining or giving feedback



Ability to speak and write in different languages

Among the languages spoken in the ESSN applicants' households surveyed, Arabic is predominant, spoken in a total of 98 per cent of recipient and non-recipient households, followed by Turkish with 72 per cent. There is a slight variation between ESSN recipients' and non-recipients' ability to speak English, with rates of 7 per cent and 10 per cent respectively (Figure 22).

Figure 22. Languages spoken in respondent households

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

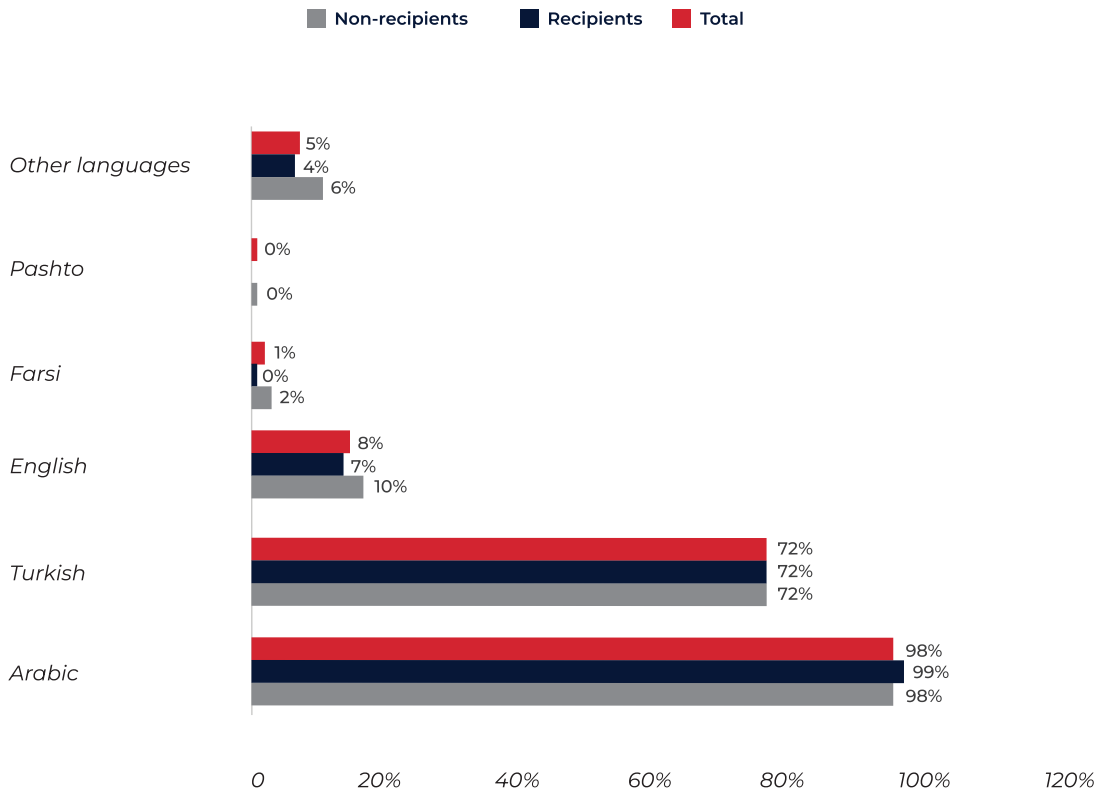
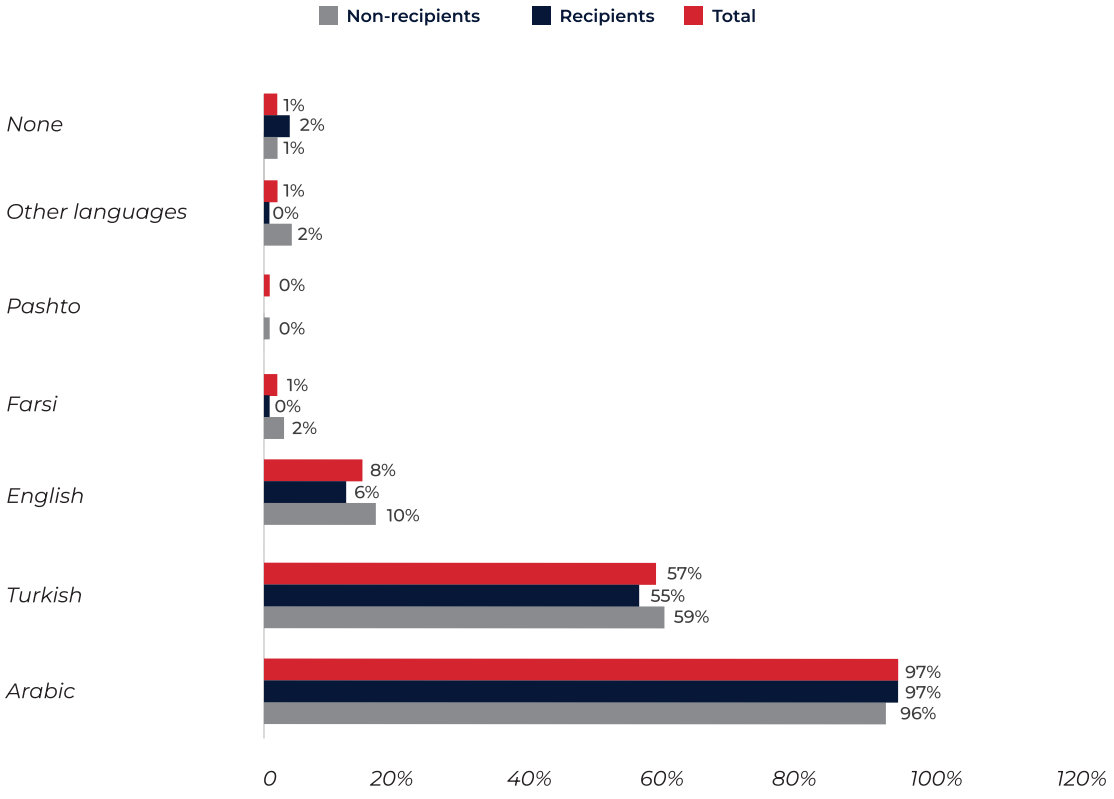


Figure 23. Reading skills in respondent households

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

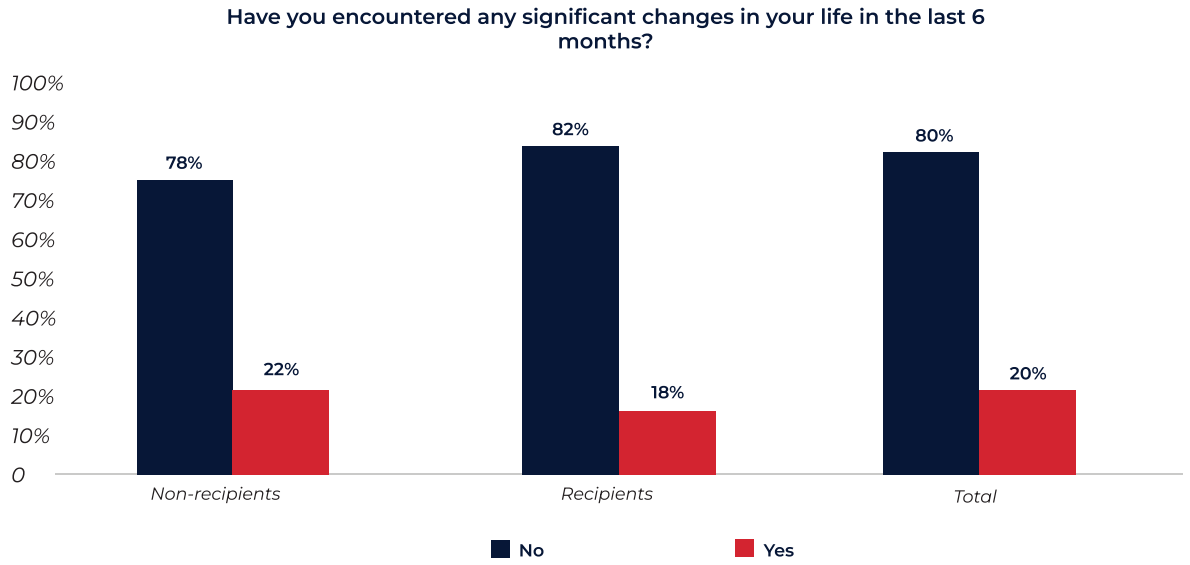


GENERAL PERCEPTIONS, INCLUDING FEEDBACK ABOUT THE PROGRAMME

Significant changes during the last six months

The survey assessed whether ESSN applicants had experienced any significant changes in their lives during the last six months. Twenty per cent reported having experienced significant changes during this period (Figure 24).

Figure 24. Significant changes in the last six months

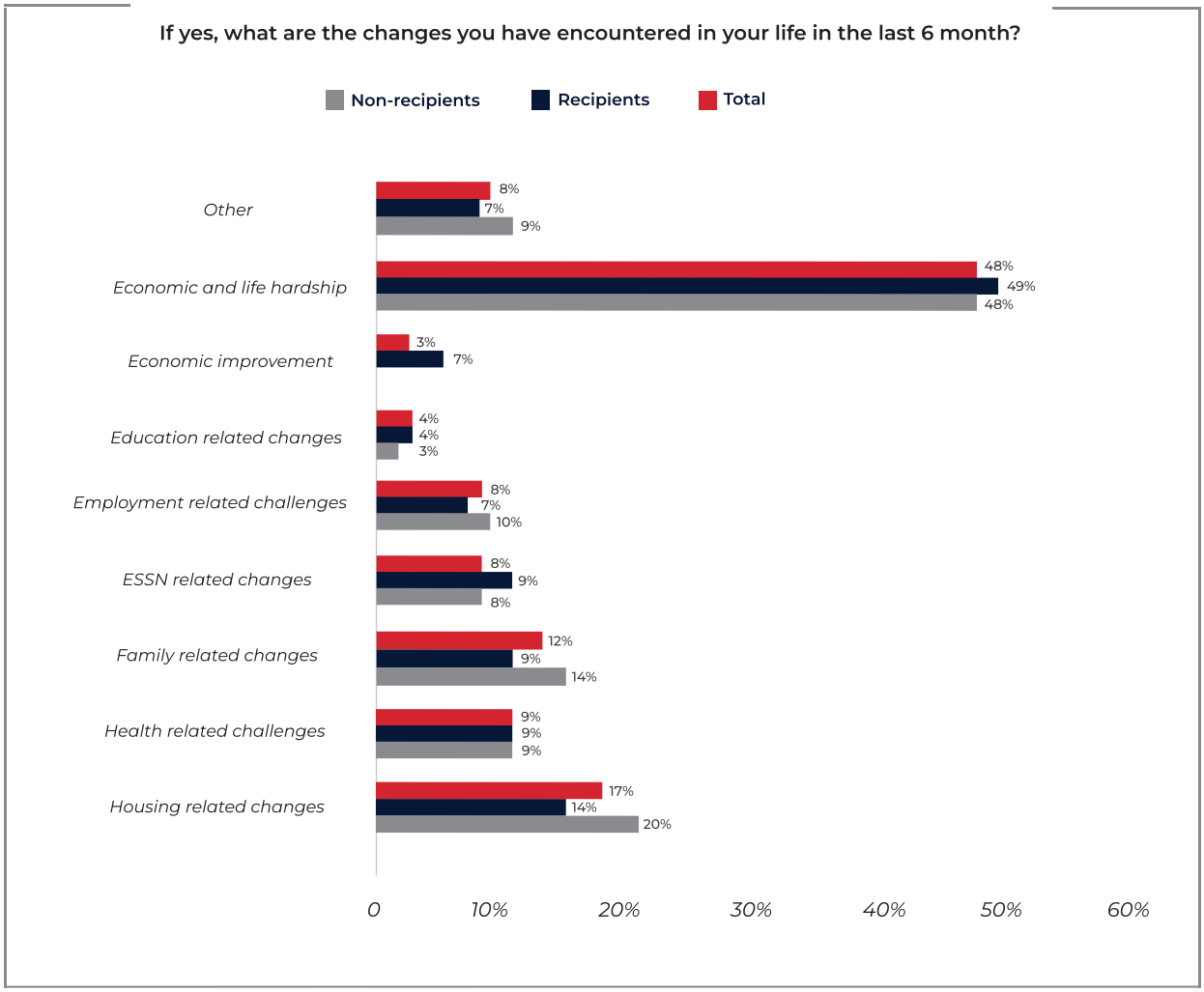


The main changes experienced by ESSN applicants in the last six months related to economic challenges

Economic challenges were reported by 49 per cent of ESSN recipients and by 48 per cent of non-recipients. Fourteen per cent of recipients and 20 per cent of non-recipients had experienced housing- and rent-related challenges. Employment-related challenges were reported by 8 per cent of all respondents (recipients and non-recipients) (Figure 25).

> **"Rents and other basic needs prices, have highly increased more than normal, thus we are struggling to meet those needs."**
>
> Male ESSN recipient, Başakşehir, Istanbul

Figure 25. Classification of changes experienced in the last six months



Main changes experienced by ESSN applicants since arriving in Türkiye

Forty-four per cent of respondents (48 per cent of ESSN recipients and 41 per cent of non-recipients) said their life had changed since their arrival in Türkiye (Figure 26).

Twenty-seven per cent of non-recipients and 24 per cent of recipients had experienced life and economic hardship recently, likely due to high inflation in Türkiye. Forty-one per cent of recipients and 33 per cent of non-recipients had experienced a general improvement in life, indicating that ESSN assistance has had a positive impact on the life of recipients. Other reported changes included an improvement in safety and security (Figure 27).

Figure 26. Incidence of life change since arriving in Türkiye

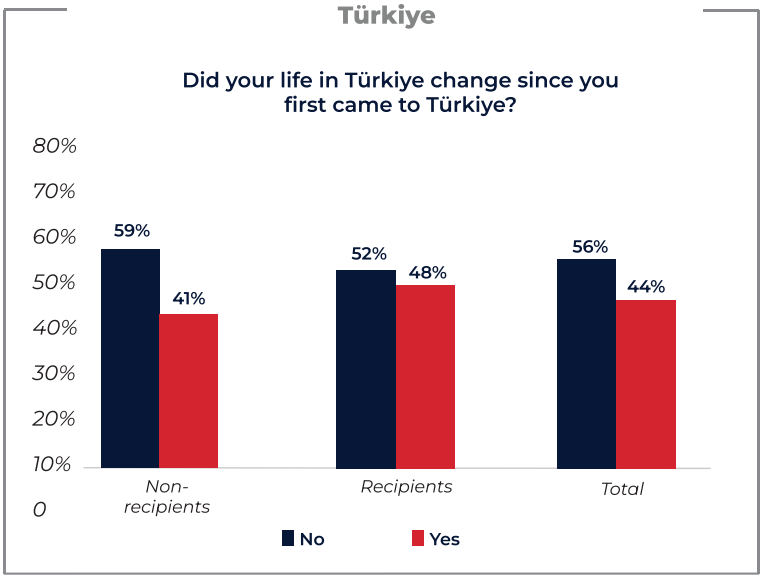
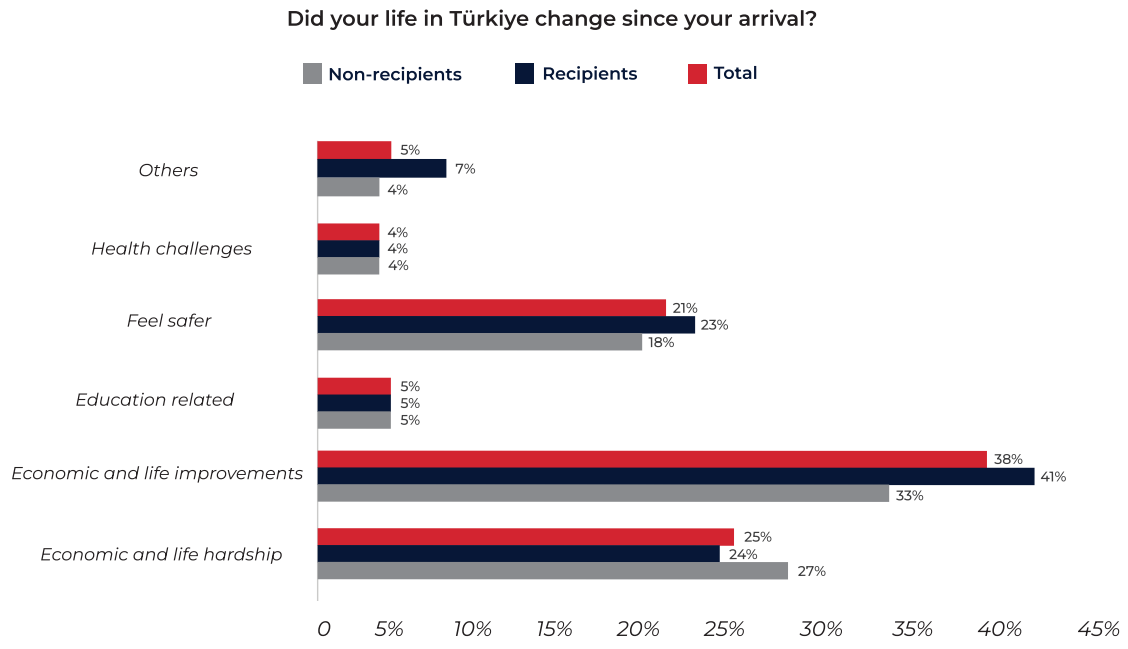


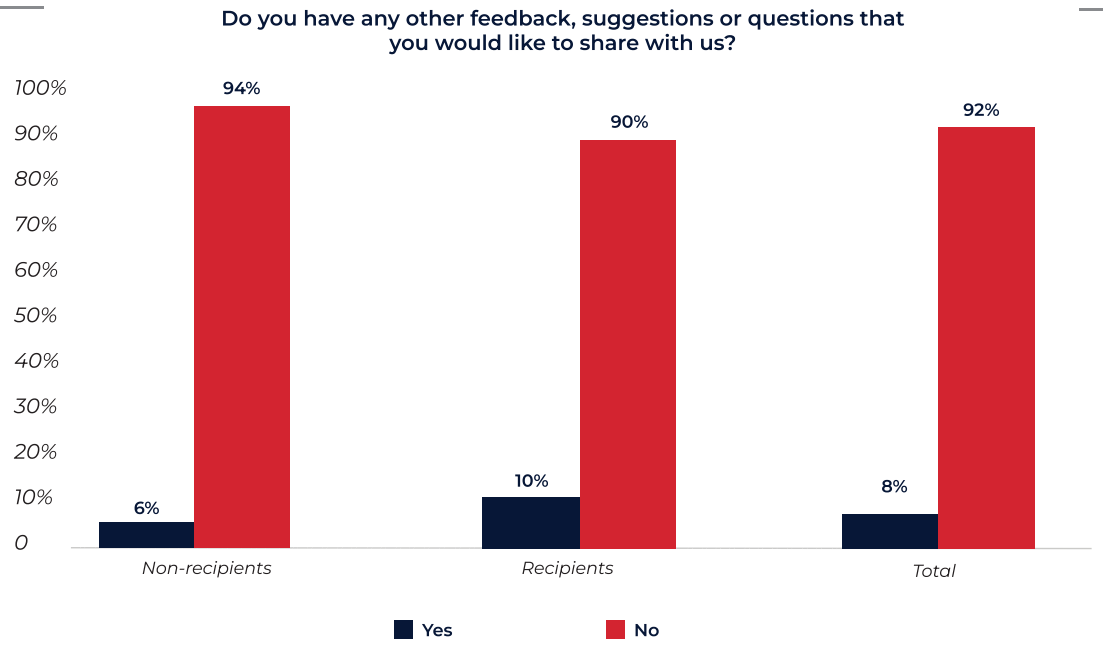
Figure 27. Main changes experienced by applicants since arriving in Türkiye



Feedback about the programme

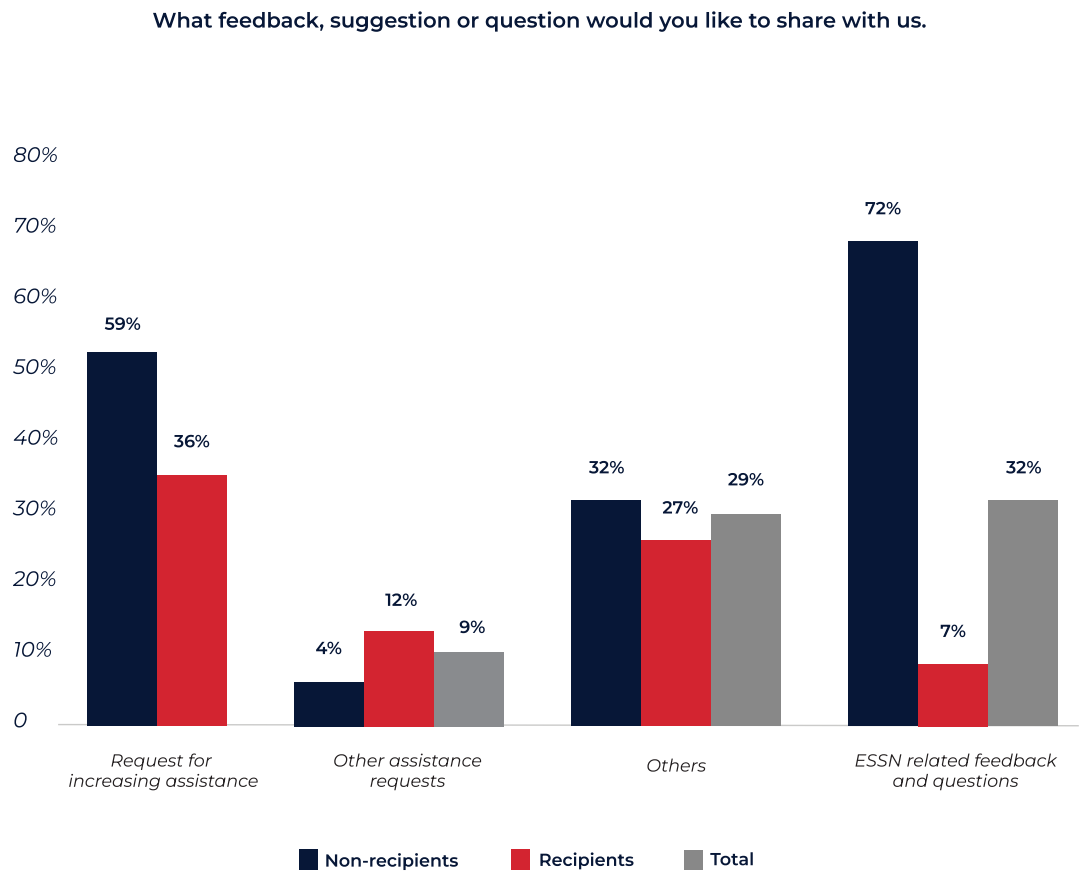
The majority of respondents did not have any feedback, suggestions or questions about the programme. Only 10 per cent of ESSN recipients and 6 per cent of non-recipients indicated they had feedback to give (Figure 28).

Figure 28. Incidence of feedback, suggestions or questions from respondents



Fifty-nine per cent of ESSN recipients requested an increase in the amount of assistance, while 72 per cent of non-recipients had ESSN-related feedback and questions. Twelve per cent of recipients had other assistance requests, compared to only 4 per cent of non-recipients. Twenty-nine per cent of respondent had other feedback, mostly related to the Conditional Cash Transfer for Education (CCTE) Programme (Figure 29).[5]

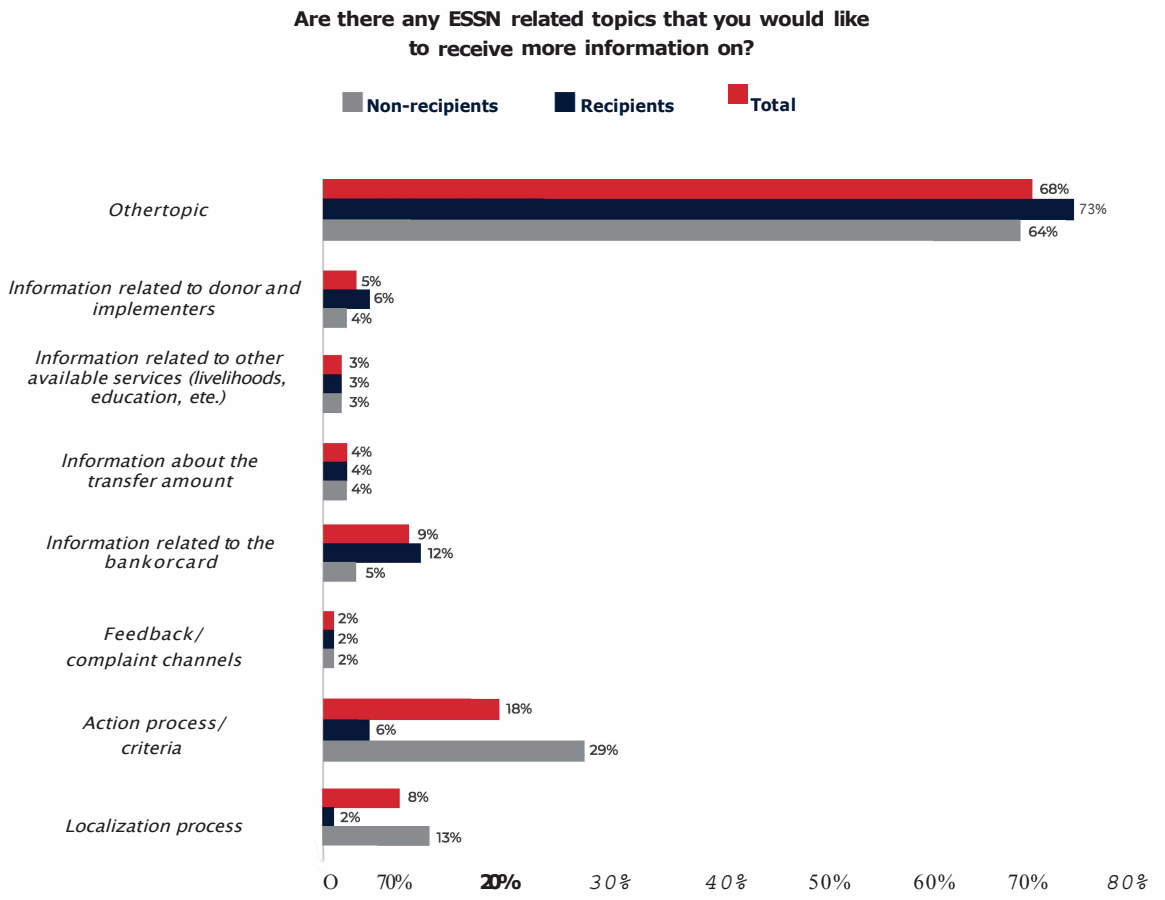
Figure 29. Types of feedback, suggestions and questions from respondents



As for the topics that ESSN applicants would want to receive more information about, the majority (68 per cent of both recipients and non-recipients) considered they did not need further information related to the programme. Twenty-nine per cent of non-recipients wanted more information about the ESSN selection process and criteria and 13 per cent about the application process. Information about the cash assistance amount was requested by 12 per cent of recipients and 5 per cent of non-recipients. Additionally, 4 per cent of all respondents asked about other available services, while 4 per cent of recipients and 3 per cent of non-recipients asked for more information about the complaint and feedback channels (Figure 30).

5 • CCTE Programme is a conditional cash transfer modality carried out by a KIZILAYKART bank card. As of November 2022, the programme is being funded by DG NEAR and implemented by the Ministry of Family and Social Services (MoFSS) and Türk Kızılay (Turkish Red Crescent). Between November 2017 and October 2022, the programme had been funded by DG ECHO and carried out in cooperation with the UNICEF. See: https://platform.kizilaykart.org/en/sey.html

Figure 30. Requests for information: topics



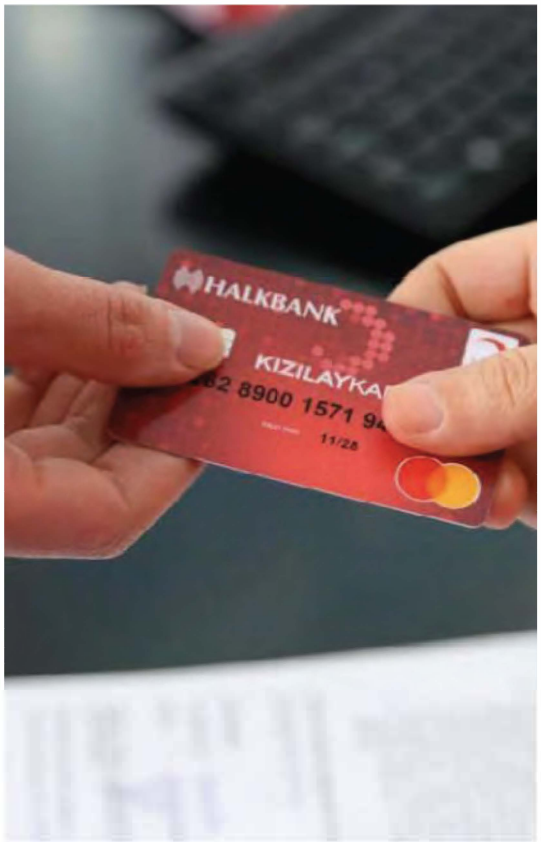
PROTECTION

Protection mainstreaming (PM) is the process of incorporating protection principles and promoting meaningful access, safety and dignity in humanitarian aid.

According to PM, the following four principles should be considered in all humanitarian activities:

PRIORITIZE SAFETY AND DIGNITY AND AVOID CAUSINCi HARM: Prevent and minimize as much as possible any unintended negative effects of the intervention that can increase people's vulnerability to both physical and psychosocial risks.

MEANINGFUL ACCESS: Arrange for people's access to assistance and services - in proportion to need and without any barriers (e.g., discrimination).
Pay special attention to individuals and groups who may be particularly vulnerable or have difficulty accessing assistance and services.



ACCOUNTABILITY: Set up appropriate mechanisms through which affected populations can measure the adequacy of interventions and address concerns and complaints.

PARTICIPATION AND EMPOWERMENT: Support the development of self-protection capacities and assist people to claim their rights, including – not exclusively – the rights to shelter, food, water and sanitation, health and education.

The IFRC and Türk Kızılay carry out their activities in line with the seven Fundamental Principles of the ICRC movement.[6] We base our actions in the ESSN on three main pillars: "No one left behind", "No one left out" and "No one left unsafe".[7]

The ESSN design considers the potentially harmful effects of its activities and ensures affected communities linked to the programme can access assistance safely and without any negligence. PM focuses not only on immediate risks and consequences, but also on the potential root causes of such risks. As mainstreaming protection is linked to the "Do no harm" principle, the ESSN prioritizes safety, dignity, avoiding harm, ensuring meaningful access, ensuring accountability, and participation and empowerment.

In this section we report survey findings related to PM key outcome indicators (KOIs), and in Annex II we calculate a PM KOI value using the methodology provided by the Global Protection Cluster Protection Mainstreaming Toolkit.[8]

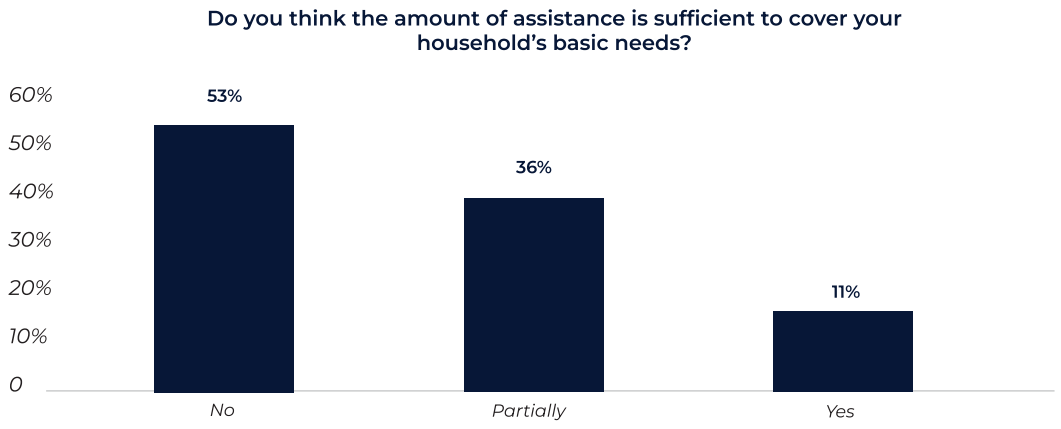
Consideration of ESSN applicants' needs

When survey participants were asked whether ESSN staff take their needs into consideration when assisting them with programmatic issues, 88 percent responded positively. Only 12 per cent stated they thought their needs were not being considered.

Adequacy of the cash assistance amount

Regarding whether the cash assistance amount is sufficient for ESSN recipients to cover their basic needs, an overwhelming majority of respondents stated the amount is not sufficient. More than half (53 per cent) said the assistance did not cover their basic needs at all, while 36 per cent reported it was partially sufficient. A small percentage, 11 per cent, reported that it covered their needs (Figure 31).

Figure 31. Adequacy of the cash assistance amount



6 • See https://www.ifrc.org/who-we-are/international-red-cross-and-red-crescent-movement/fundamental-principles.

7 • See https://pgi.ifrc.org/sites/default/files/media/document/2022-08/IFRC-Operational%20Framework-2022-25-EN.pdf.

8 • See https://www.globalprotectioncluster.org/publications/64/policy-and-guidance/tool-toolkit/gpc-protection-mainstreaming-toolkit.

Challenges in accessing ESSN Programme services

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

Applicants' perceptions about treatment by programme staff

Respondents' overall perception about ESSN staff's treatment of applicants was highly positive.
One hundred percent of total respondents indicated they were treated with respect by ESSN staff at all programme stages.

Complaints and feedback on the programme

The ESSN Programme has, among its strengths, both complaint and feedback mechanisms and standard operating procedures that outline a safe and accessible process for relaying complaints and sensitive issues. Findings regarding the mechanisms show that, while most respondents did not have complaints or feedback about the programme, 30 per cent of all respondents had made a complaint or provided feedback via these mechanisms. Ninety-two per cent were satisfied or very satisfied with the response they received about their complaint or feedback, and all who had complained or given feedback said they were treated with respect by ESSN staff during the intervention. This indicates a generally high level of confidence in the ESSN's complaint and feedback mechanisms compared to previous rounds of the survey.

When those respondents who had not provided any complaint or feedback were asked why not, the majority (91 per cent) indicated they did not have any complaint to make or feedback to give. Six percent said they did not know how to complain or give feedback. As these mechanisms involve affected populations and are a significant tool in identifying barriers and challenges, there is a need to capture further information on the mechanisms' use.

The fact that most of those who had not complained or provided feedback stated they felt no need for either, combined with the high satisfaction level reported by respondents who had complained or provided feedback, indicates general satisfaction with the programme.

Feedback on protection

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

According to the findings and calculation in Annex II, the overall value of the PM indicator is 79 percent. This means that 79 percent of respondents indicated that humanitarian assistance is delivered in a manner that is safe, accessible, accountable and participatory. It is crucial to probe into the needs of the other 21 percent of respondents regarding where the PM principles appear to be unmet or only partially met, and to develop measures to address these gaps. Through the necessary probing, relevant actions can be identified and put in place to address barriers to safe, accessible, accountable and participatory delivery.

A strength of the ESSN Programme in its efforts to mainstream PM principles is the existence of competent staff who work directly with the affected population. ESSN Programme staff designed a learning action plan and training curriculum to sensitize ESSN staff on gender, age and disability; on protection needs; and on how to communicate respectfully with people with different sensitivities. The training has begun and is ongoing. All staff hold core competencies in protection and the "Do no harm" principle. Programme staff continue to monitor PM and to focus on maintaining safe programming and a protective environment for the affected population.

CONCLUSION

Analysis of the latest ESSN satisfaction and feedback survey reveals positive results overall relating to respondent satisfaction levels with various aspects of the programme. For example, 92 per cent of all respondents (96 per cent of recipients and 86 per cent of non-recipients) were satisfied or very satisfied with the information received on how to apply for the ESSN (Figure 7). Further, 93 per cent (96 per cent of recipients and 89 per cent of non-recipients) expressed satisfaction (very satisfied or satisfied) with the application process (Figure 8).

In addition, 96 per cent of applicants (97 per cent of recipients and 95 per cent of non-recipients) did not experience any barriers accessing the application process; only 4 per cent reported experiencing problems during the process (Figure 9).

Ninety-nine per cent of ESSN recipients were satisfied or very satisfied with the card distribution process, and respondents reported 97 per cent satisfaction with ESSN staff from the Türk Kızılay KIZILAYKART Programmes and 94 per cent with bank staff (Figure 13).

Ninety-six per cent of ESSN recipients did not experience any difficulty withdrawing funds from ATMs. Eighty-eight per cent of respondents said their needs were taken into consideration by programme staff (see section on Protection above).

The best-recognized communication channel among respondents was the 168 Türk Kızılay call centre, with 35 per cent overall recognition, followed by SMS with 14 per cent (Figure 14). The preferred method of communication to receive programme updates and regular information is SMS (70 per cent of respondents; Figure 15), whereas the 168 Türk Kızılay call centre is preferred by respondents for requesting further information (59 per cent; Figure 16) and as their first choice for reporting sensitive issues (52 per cent; Figure 17).

AREAS FOR IMPROVEMENT

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

1. Decreasing proportion of respondents who state they know the eligibility criteria

Sixty per cent of respondents indicated they did not know the eligibility criteria (54 per cent of recipients and 66 per cent of non-recipients; Figure 3). A decrease in knowledge was expected due to the complexity of, and changes to, the criteria, resulting in the single criterion now applied. Explanation of the criterion to applicants required several examples, which led to respondents simplifying the criterion to make it more understandable, as the 32 per cent of total respondents reporting knowledge of “Other criteria” (Figure 4) indicates.

The ESSN eligibility criteria change introduced in June 2022 comprised a narrowing of the existing criteria, which marked a major change in the criteria for the first time [July 2021 with the start of the Complementary Emergency Social Safety Net (C-ESSN) Project, which only transferred some of the criteria to C-ESSN without changing the remaining criteria] since the beginning of the programme in 2016.

More targeted awareness raising around the eligibility criterion is crucial, not only for all potential recipients but also for households that may have become ineligible or may be disqualified due to any future criteria changes.

2. Limited respondents' awareness of the programme donor and implementers

Although this does not directly impact programme outcomes, 53 per cent of recipients and 63 per cent of non-recipients did not know that the programme donor is the EU via ECHO (Figure 5). Only 28 per cent of all respondents knew the donor was ECHO, whereas 10 per cent of applicants thought Türk Kızılay was the donor. This can be attributed to the high visibility of, trust in, and actions of Türk Kızılay at the field level. However, there was a decrease in terms of recognition of Türk Kızılay as a donor compared to the previous survey round.

Fifty-five per cent of ESSN recipients and 67 per cent of non-recipients did not have accurate information about the programme's implementing partners (Figure 6).

The total percentage of respondents who didn't know about the donor and implementers increased compared to the previous round. There are no well-understood reasons for this decrease in knowledge of the donor and implementers. This indicates a need to further understand how people obtain and understand knowledge about the ESSN and to revise communication and visibility strategies accordingly. More active approaches are needed to increase people's donor and implementer awareness. Having correct knowledge of both donor and implementers would help applicants obtain information from the correct channels and prevent fraud, as well as creating a better understanding of the programme among the host community.

3. Dissatisfaction with the cash assistance amount

According to the fourth satisfaction survey in July 2022, 43 per cent of ESSN recipients thought the cash assistance was insufficient to cover their basic needs, while 52 per cent thought it partially covered their basic needs. In the current round, 53 per cent said the assistance amount is insufficient, and 36 per cent think it partially covers their basic needs, while only 11 per cent found it enough (Figure 31). Although there has been a slight increase in the percentage of respondents who state the cash assistance amount covers their needs, there has been a significant increase in respondents who say the amount does not cover their needs.

This shift in opinion indicates the impact of the economic situation in Türkiye in terms of the cost of living and financial hardship, with increasing feedback about the need to increase the amount of cash assistance. The programme implemented an increase in the cash assistance amount in February 2023. However, the current survey took place before the increase. Assessing and monitoring the economic situation of ESSN recipients will be continued.

4. Difficulties in recipients' use of ATMs

Most recipients can withdraw cash from ATMs without a problem using the KIZILAYKART debit card provided by the programme. However, 4 per cent of respondents still experience difficulties using ATMs. Among those who reported trouble, 47 per cent identified "Other ATM issues"; 24 per cent said their card had been swallowed by the ATM; 18 per cent complained about the long waiting times at the ATM; 18 per cent said the ATM did not work; and 12 per cent said they "Did not know how to obtain the cash" from the ATM (Figure 11). Most difficulties ESSN recipients experienced were about technical issues arising from the ATM itself and not regarding knowledge of how to use ATMs or any of the programme processes. Most issues experienced need to be referred to the bank for ATM maintenance.

Eighty-eight per cent of respondents said it took them less than half an hour to reach the nearest ATM.

The programme regularly provides relevant information about alternative ATMs for beneficiaries to withdraw money from without additional fees, to prevent a long wait at specific ATMs on deposit days. However this information could be shared more frequently.

5. Complaints and feedback

Compared with the previous survey, there has been an increase in submissions of complaints and feedback, as well as improved satisfaction among respondents regarding how complaints or feedback were addressed. This increase in both the number of complaints and instances of feedback and the satisfaction rate about how complaints and feedback are addressed can be attributed to a greater knowledge of the complaint and feedback mechanisms, as well as more trust in the mechanisms.

Among 30 per cent of ineligible households who had submitted a formal complaint or provided feedback about the programme, 84 per cent were satisfied with the response. Among eligible respondents, 31 per cent had submitted a formal complaint or provided feedback, and of these 95 per cent were satisfied with the response (Figures 19 and 20). Although the level of dissatisfaction with responses (6 per cent) can be considered low, regular data analysis of communication reports might be useful to understand the reason(s) behind the dissatisfaction. Although it is a small percentage, 2 per cent of respondents stated they had not received a response to their complaint or feedback. It is important to understand why certain complaints or feedback do not receive a response and make the necessary system changes accordingly.

Although the majority of respondents stated that they do not need further information related to the ESSN programme (68 per cent; Figure 30), the survey results show 59 per cent of recipients requested an increase in the amount of cash assistance, and 12 per cent had other assistance requests (Figure 29). Seventy-two per cent of non-recipients mentioned having other ESSN-related feedback and questions, and 4 per cent other assistance requests (Figure 29).

6. Information sharing and communication

The programme has continued to implement information sharing face to face, which has had visible positive effects on communication. These efforts will continue and be reinforced through printed and digital materials for easy access to information. Programme staff will also consider how information flows can be increased through all channels, especially regarding programme updates.

In terms of knowledge about, and preferences between, programme communication channels, recipients (42 per cent) and non-recipients (29 per cent) are aware of the 168 Türk Kızılay call centre as an official communication channel, followed by SMS as a channel among 15 per cent of recipients and 13 per cent of non-recipients (Figure 14).

Although 54 per cent of all respondents stated they did not know any programme channels (Figure 14), data on usage makes it evident that respondents actively use available communication channels (Figures 16 and 17). This indicates that the term “official communication channel” needs to be better explained to people and that a revision in terminology needs to be made in future satisfaction surveys.

Both recipients (72 per cent) and non-recipients (67 per cent) – 70 per cent overall in Figure 15 –
prefer to receive regular information updates about ESSN assistance through SMS. Although the KIZILAYKART Programmes’ Facebook page is preferred by only 10 per cent of ESSN applicants, it is still important to work on increasing our interaction and community engagement through this Facebook page to dissuade people from seeking information regarding the programme through unofficial pages that may provide false or outdated information.

7. Life changes and challenges

Among the 18 per cent of recipients who reported significant changes in their lives in the last six months, 49 per cent referred to economic and life hardship, followed by 14 per cent who had faced housing-related changes and challenges (Figures 24 and 25). Of the 22 per cent of non-recipients who had encountered significant changes in the last six months, 48 per cent reported economic and life hardship and 20 per cent housing-related changes (Figures 24 and 25). For those who had experienced changes since coming to Türkiye, 38 per cent of all respondents had seen economic and life improvements, while 25 per cent had experienced economic and life hardship (Figure 27).

The economic and life hardship challenges mentioned mostly relate to the recent economic situation in Türkiye. These findings will serve as a basis for a comparative analysis with the next survey in order to assess the impact of the new cash assistance amount as well as changes to the targeting criteria. The next survey will provide information on how the earthquake of February 2023 has affected people’s access to the programme and their levels of satisfaction. Depending on the results of this forthcoming comparison, further action may be needed to see how the programme can alleviate some of these issues.

ANNEX I. COMPARISON OF ESSN SATISFACTION SURVEYS 4 AND 5: KEY FINDINGS

Satisfaction related to	ESSN recipients [9]	Non-recipients	All applicants [10]
ESSN knowledge (survey 4: July 2022)	39% did not know the donor; 45% did not know the implementing agencies of the programme.	13% were not notified that their application was denied; 45% did not know the donor; 55% did not know the implementing agencies of the programme.	In general, 42% of applicants did not know the eligibility criteria, while others knew large households and high dependency criteria the most (among those who correctly knew the criteria). Overall, 42% of applicants did not know the donor, whereas 50% did not know the implementing agencies of the programme.
ESSN knowledge (survey 5: December 2022	53% did not know the donor; 55% did not know the implementing agencies of the programme.	27% were not notified that their application was denied. 63% did not know the donor; 67% did not know the implementing agencies of the programme.	In general, 60% of applicants did not know the eligibility criteria, while others knew best the criterion relating to the presence or absence in the household of a male aged 18–59 (among those who correctly knew the criteria). Overall, 58% of applicants did not know the donor, while 61% did not know the implementing agencies of the programme.
ESSN processes and implementation (survey 4: July 2022)	93% were satisfied with information received relating to the programme application process; 94% were satisfied with the application process; 98% were satisfied with the cash assistance (card distribution) process. 91% were satisfied with their treatment by Türk Kızılay staff and 96% satisfied with Halkbank staff. 90% of recipients had no difficulty withdrawing cash from ATMs. Among those who had trouble, 21% said their ATM card was swallowed.	89% were satisfied with information received on the programme application process; 89% were satisfied with the application process.	97% did not face a problem during the application process.

9 • As previously noted, the terms "recipients" and "eligible" (applying to individuals and households) are used interchangeably throughout the report, as are "non-recipients" and "ineligible".

10 • As previously noted, ESSN applicants are individuals who have applied for ESSN assistance, and include both eligible individuals (ESSN recipients) and ineligible individuals (non-recipients).

ANNEX I. COMPARISON OF ESSN SATISFACTION SURVEYS 4 AND 5: KEY FINDINGS

Satisfaction related to	ESSN recipients [9]	Non-recipients	All applicants [10]
ESSN processes and implementation (survey 5: December 2022)	96% were satisfied with information received relating to the programme application process; 96% were satisfied with the application process; 99% were satisfied with the cash assistance (card distribution) process. 97% were satisfied with their treatment by Türk Kızılay staff and 94% satisfied with Halkbank staff. 96% of recipients had no difficulty withdrawing cash from ATMs. Among those who had trouble, 24% said their ATM card was swallowed.	86% were satisfied with information received on the programme application process; 89% were satisfied with the application process.	96% did not face a problem during the application process.
Communication preferences (survey 4: July 2022)	70% said they would call the 168 Türk Kızılay call centre if they required further ESSN information. Only 23% reported making a formal complaint or giving feedback and 96% were satisfied with the response received.	65% said they would call the 168 Türk Kızılay call centre if they required further ESSN information. 32% reported making a formal complaint or giving feedback and 82% were satisfied with the response.	The most preferred method of communication for programme information updates was SMS (69%). The most preferred method to report a sensitive issue was calling the 168 Türk Kızılay call centre (63%).
Communication preferences (survey 5: December 2022)	67% said they would call the 168 Türk Kızılay call centre if they required further ESSN information. Only 31% reported making a formal complaint or giving feedback and 95% were satisfied with the response received.	51% said they would call the 168 Türk Kızılay call centre if they required further ESSN information. 30% reported making a formal complaint or giving feedback and 87% were satisfied with the response.	The most preferred method of communication for programme information updates was SMS (70%). The most preferred method to report a sensitive issue was calling the 168 Türk Kızılay call centre (52%).
Feedback on programme improvement (survey 4: July 2022	36% of ESSN recipients who gave additional feedback mentioned the need to increase the amount of the cash assistance.	Non-recipient respondents brought forward miscellaneous topics while giving additional feedback, with generally more feedback and information on exclusion criteria of the programme (42%).	When asked to provide further feedback on the programme, 20% of all respondents gave comments; 18% of ESSN recipients provided additional feedback, while 22% of non-recipients provided additional feedback.
Feedback on programme improvement (survey 5: December 2022)	59% of ESSN recipients who gave additional feedback mentioned the need to increase the amount of the cash assistance.	72% of non-recipient respondents had feedback and questions related to the ESSN.	When asked to provide further feedback on the programme, 8% of all respondents gave comments; 10% of ESSN recipients provided additional feedback, while 6% of non-recipients provided additional feedback.

ANNEX II. PM KOI VALUE CALCULATION

Protection mainstreaming (PM) key outcome indicators (KOIs) for the ESSN Programme can be calculated as follows.[11]

Questions	% yes of all respondents	Range	Score
Do ESSN staff take your needs into consideration while assisting in programmatic issues?	88%	81% to 100%	4
Do you think the amount of assistance is sufficient to cover your needs?	11%	1% to 20%	1
Did you face any problems or issues while accessing services related to the ESSN?	1%	0%	4
While accessing ESSN services, do you feel you were treated with respect by ESSN staff during the intervention?	100%	81% to 100%	4
Have you ever made a complaint about the ESSN through one of the formal channels?	30%	1% to 20%	2
If yes, were you satisfied with the responses received?	93%	81% to 100%	4
Total			19
Denominator			24
Percentage of recipients reporting that humanitarian assistance is delivered in a safe, accessible, accountable and participatory manner			19/24 = 79%

The ESSN programme's PM KOI value is 79 per cent. This means that 79 per cent of all recipients who participated in the survey indicated that the programme delivers humanitarian assistance in a safe, accessible, accountable and participatory manner.

As noted in the Introduction and Findings sections above, 820 individuals (417 recipients and 403 non-recipients) aged between 18 and 59 were included in the survey, of whom 256 (31 per cent) were female and 564 (69 per cent) male.

11 • See the Global Protection Cluster Protection Mainstreaming Toolkit at https://www.globalprotectioncluster.org/publications/64/policy-and-guidance/tool-toolkit/gpc-protection-mainstreaming-toolkit.

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