Livelihoods Monitoring Report

Turkiye

Final - Q4 2024

Introduction

The SES programme, implemented between August 2021 and December 2024, aimed to strengthen the self-reliance of vulnerable populations, including refugees and host communities, across 17 provinces in Türkiye. The programme provided vocational training (VT) and applied training (AT) to equip participants with market-relevant skills and facilitate their access to sustainable employment. The programme collaborated with key public institutions, including the Turkish Employment Agency (ISKUR) and the Ministry of National Education (MoNE), as well as Chambers of Commerce and Industry, NGOs, and private sector companies. To support participants' engagement and basic needs, the programme also provided a monthly stipend during the VT phase and a salary aligned with the minimum wage during the ATP phase.

To ensure the effectiveness and efficiency of the SES programme, multiple monitoring systems were established. The MIS platform was used for output monitoring and data management, tracking key indicators such as attendance, dropouts, employment rates, and demographic information. To assess participant satisfaction, surveys were distributed via WhatsApp groups and the SES mobile app, gathering feedback from participants, trainers, and employers. Regular on-site monitoring visits were conducted to evaluate programme conditions, identify issues in implementation, and ensure compliance with field level agreemenet and WFP standards. Any issues observed or reported in on-site monitoring visits or through community and feedback mechanisms were recorded in both the Moda platform and the MEDS, Türkiye country office's case management tool for process monitoring and complaint and feedback tracking. Conducting both baseline surveys at the start of participation and endline surveys upon graduation allowed the programme to effectively measure changes over time, capturing differences in economic conditions, access to essential needs, and perceived improvements in employment skills. Overall, these monitoring mechanisms complemented one another, providing a comprehensive evaluation of the SES programme's impact.

Highlights

- 6,764 people have enrolled in the SES programme, of whom 54 percent are women and 44 percent are refugees.
- 95 percent of participants completed vocational training, surpassing the target by 195 percent, with strong female and host community representation.
- Overall dropout rate was 35 percent, with higher rates among women (40%) and Syrians (42%), especially during periods of programme disruption and post-earthquake challenges.
- 4,606 participants secured short-term employment by attending at least 40 days of applied training or getting employed as a result of the programme, exceeding the target.
- 3,323 participants attained long-term jobs, achieving a 49 percent overall employment rate.
- Employment targets were met across gender and nationality groups; however, refugee participation in short-term employment lagged behind that of host community members. While 73 percent of enrolled host community members continued into short-term employment, the rate was 62 percent for refugee participants.
- Over 80 percent of vocational and applied training participants reported high satisfaction.
- Average satisfaction rate among employers were 81 percent, with language barriers and work permit support cited for improvement.
- Trainers noted high satisfaction, though 29 percent flagged participants' language proficiency as a concern.
- Increased ability of participants to meet essential needs observed across all sectors, especially in IT and manufacturing.
- Households experienced decreased reliance on negative coping strategies, notably in hospitality and manufacturing sectors.
- 94 percent of participants felt confident accessing employment opportunities with skills gained; over 90 percent reported improvements in key soft skills.
- 63 percent of participants reported that they were informed about the programme in 2024 endline surveys, which is a considerable improvement from 32 percent in baseline survey in 2023.
- A total of 114 protection cases were identified by WFP or cooperating partners, of which 58 percent involved female participants and 49 percent were refugees.
- Overall, beneficiaries reported that the programme was widely accessible, safe, and delivered in a respectful and dignified manner.

Output Monitoring

Vocational training graduation[1] figures

From the beginning of the project in August 2021 until the end of December 2024, **6,764** people have enrolled in the SES programme, of whom **54 percent** are women and **44 percent** are refugees. A total of 6,464 beneficiaries successfully completed the vocational training phase, achieving an impressive **95 percent** graduation rate. This far exceeded the initial target, reaching 195 percent of the initial target.

A deeper look into the demographics reveals that women and host community members exhibit slightly higher graduation rates, both at 96 percent, compared to men and refugees, who have a graduation rate of 95 and 94 percent, respectively. The high representation of women in enrolment and vocational training graduation does not reflect on other indicators such as employment or drop-out rate, which might indicate that women are eager to participate in livelihood programmes despite challenges in employment or continuation.

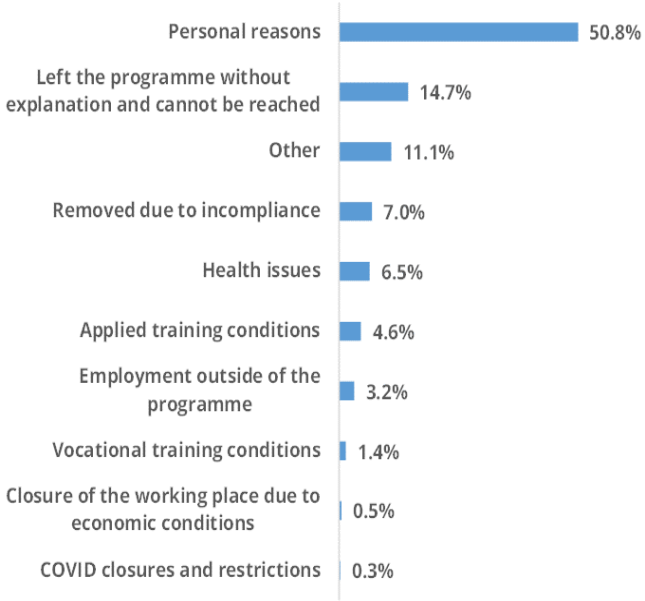
Drop-out figures

In total, **2,380** participants dropped out of the programme which accounts for a **35 percent** dropout rate, — a substantial figure. Dropouts increased notably after the February 6th earthquakes and again at the end of 2023, when a major issue within the government registration system resulted in an approximately 2.5-month period where no new applied training participant registrations could be processed, leading to significant disruptions for the programme. The disruption in applied training registrations was particularly critical, as 66 percent of drop-outs occurred while participants were waiting to be matched with workplaces for this phase.

There is a considerable difference between drop out rates of different groups. Women and Syrians had higher dropout rates, at 40 percent and 42 percent respectively, compared to 29 percent for men and 30 percent for Turkish participants. The reason for this difference in drop out rates might be due to several factors. Women might have experienced gender-specific barriers, such as caregiving responsibilities and societal expectations, making it harder for them to continue in the programme. Syrians, on the other hand, might have experienced challenges related to rising social tensions and negative public perceptions toward refugees and lower education background which could have discouraged employers, particularly during the applied training phase. Additionally, both groups may prioritize immediate income over long-term training, especially if they face abrupt economic pressures.

While dropout reasons vary among individuals, the most common reasons are personal, such as family-related issues, loss of interest, educational pursuits, and finding the sector unsuitable. Additionally, 218 people left the programme without explanation.

Figure 1: Drop-out reasons



Short term employment

Another indicator of the programme performance is the number of short-term employments. The short-term employment is defined as beneficiaries who attended at least 40 days of applied training or beneficiaries who were employed as a result of the programme. The programme's target of 4,160 short-term employments has been surpassed with **4,606** short-term employments recorded in December 2024.

Separate short-term employment targets have been established for refugees, host community members, men, and women to ensure equal participation among all groups. Both women and men participants have close representation in short-term employment and both has surpassed the target. However, refugee participation has fallen short of the target, achieving 87 percent (Figure 2). In contrast, host community participants are overrepresented in short-term employment with 134 percent target achievement rate compared to refugee beneficiaries. While 73 percent of enrolled host community members continue into short-term employment, 62 percent of refugee participants do so. This disparity may be attributed to various factors, including employers' potential reluctance to hire refugees, as well as other possible barriers such as lower educational background, language challenges, or differences in perceived employability.

[1] Graduation is calculated by dividing all beneficiaries who successfully completed the vocational training by the number of people enrolled in the programme.

Figure 2: Short-term employment actuals and targets disaggregated by gender and status

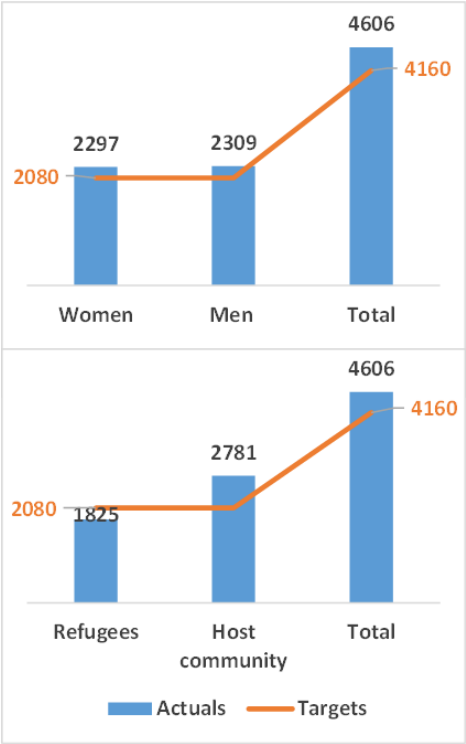
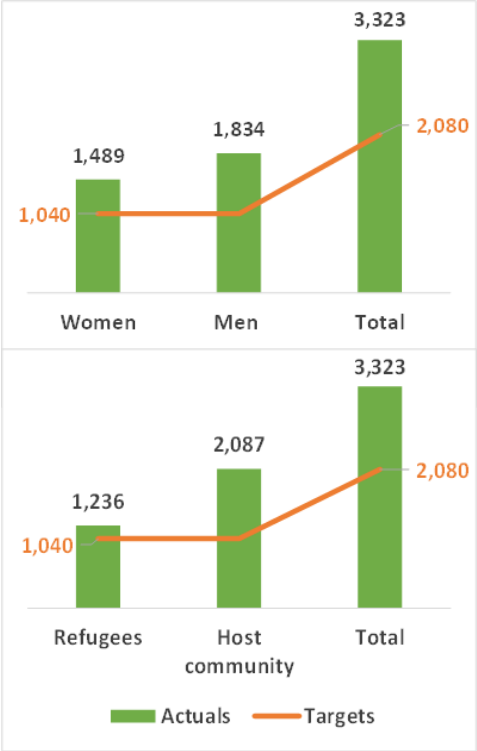


Figure 3: Long-term employment actuals and targets disaggregated by gender and status



Long term employment

A key objective of the project was to achieve a 50 percent employment rate and ensure the long-term employment of 2,080 beneficiaries, meaning they would secure jobs beyond the programme. By the project's conclusion, long-term employment exceeded expectations, with 3,323 beneficiaries securing jobs. The overall employment rate reached 49 percent, falling just short of the target.

The manufacturing sector has the highest employment rate at 65 percent, followed by the IT sector at 46 percent and the hospitality sector at 43 percent. The success of the manufacturing sector can be attributed to WFP's collaboration with chambers that have direct connections to the private sector, as well as UGDD's direct employment approach in earthquake-affected cities.

Among those who are employed, 1,385 people found employment after graduating from the vocational training, 260 people during the applied training, and 1,678 people after graduating from the applied training.

To ensure equal participation of refugees, host community members, men, and women, separate employment targets were set for each group. Although men and host community members have been more likely to be employed, the targets for all groups have been achieved (Figure 3).

Photo credit: WFP/Melissa Loukieh

Process Monitoring

In addition to output and outcome monitoring, the SES programme was assessed through satisfaction surveys and field visits. Satisfaction surveys were conducted with vocational training participants, applied training participants, employers, and trainers to gather feedback on their experiences. Each respondent was allowed a single submission through open forms to evaluate their satisfaction levels. Field visits complemented this monitoring approach to ensure activity sites complied with WFP standards. A structured checklist was used to assess activity sites, verifying that the programme was implemented in a dignified and respectful manner for beneficiaries.

Field visits

Throughout the programme, WFP field teams conducted 1,788 monitoring visits in 17 provinces (Figure 4). Through these visits, issues in implementation were detected, regularly reported and responded swiftly. The most commonly reported issues were communication problems between employers and participants, delayed payments, transportation and hygiene issues in training sites, issues with working hours or workload.

Satisfaction Survey Results

Vocational Training Participant Satisfaction

A total of 699 vocational training participants out of 6,764 VT participants responded to the satisfaction survey, providing valuable insights into their experiences. Notably, participation in the survey varied across sectors, with hospitality sector participants responding at a much higher rate (22%) compared to those in manufacturing (4%) and IT (2%). Women and host community members made up the majority of respondents, with 59 and 55 percent, respectively.

Participants were asked to rate their satisfaction with three main components of the vocational training: training content and effectiveness; instructor performance and approach; and programme logistics and structure, including factors such as training location, schedule, and timing. Overall satisfaction levels exceeded 80 percent across all components of the vocational training phase of the SES programme (Figure 5). The only aspect participants commonly suggested for improvement was the duration of the training.

Figure 4: The geographical distribution of monitoring visits

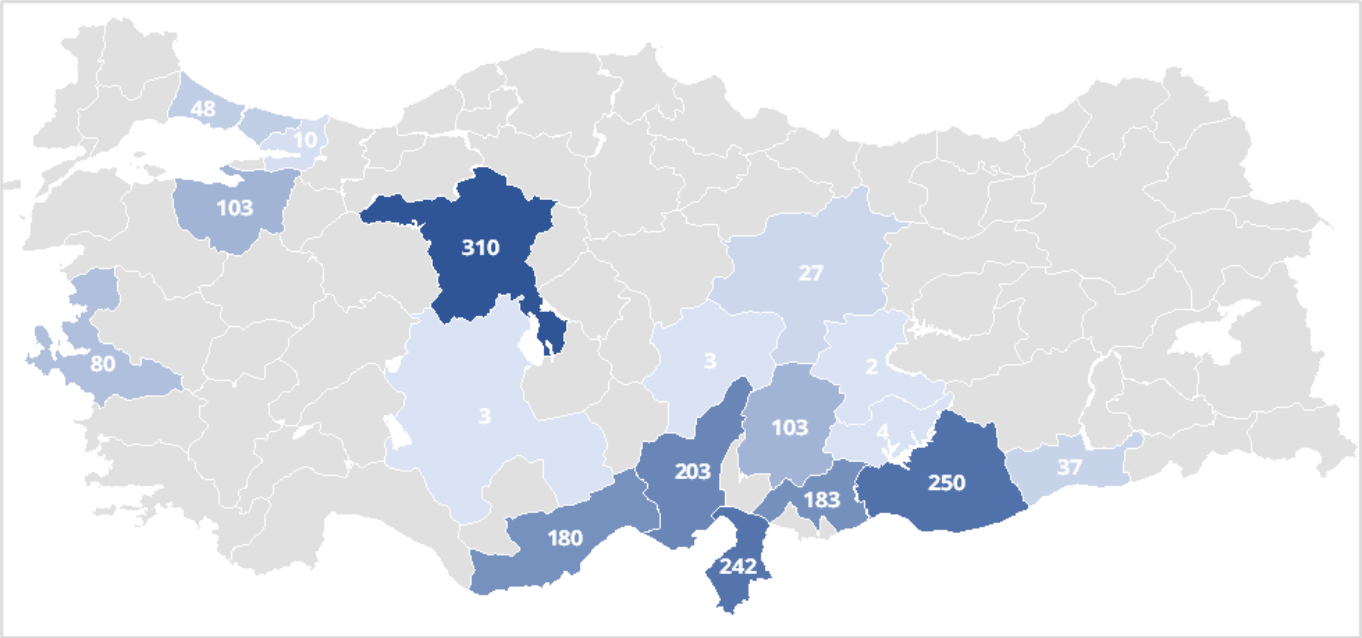
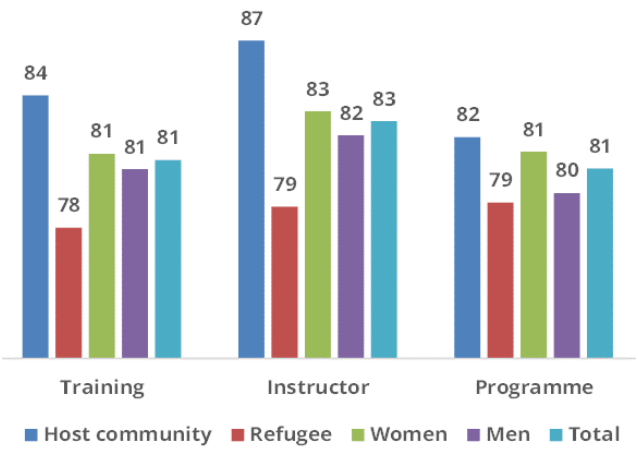


Figure 5: Satisfaction index of vocational training participants by gender and nationality



The satisfaction levels vary by nationality. Host community members have higher satisfaction levels compared to refugees. There are no considerable differences in satisfaction levels among different sectors and genders.

Most of the respondents (83%) were aware of who or where to contact when faced with a problem. Nearly half of the respondents reported that they would contact WFP staff to consult with their problems. Overall, 24 percent of the participants have contacted SES Programme channels to solve their issues. Among them only one participant was not happy with the response they received.

The majority of the respondents (90%) did not face any challenge in accessing the cash entitlement. Challenges in access to cash were mostly caused by delays in payments.

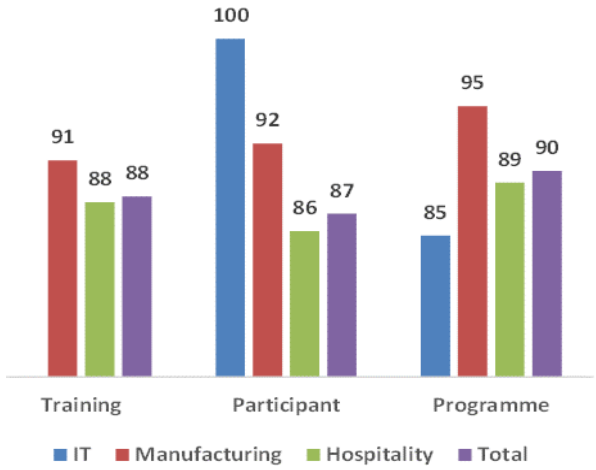
Vocational Training Trainer Satisfaction

Since the onset, 62 trainers have responded to the satisfaction survey. Trainers in Konya, Kayseri, Mardin and Sanliurfa have not participated in the survey. The majority of responders are from hospitality sector (82%), followed by manufacturing (16%) and there is only one responding from IT sector.

Data demonstrates that trainers were satisfied with most of the components of the programme. Trainers were asked to evaluate the training content, participants' performance and programme logistics and structure. The only aspect of the programme identified for improvement was reported by around 29 percent of trainers, who were not fully confident in the participants' language abilities.

The majority of trainers (95%) know at least one channel to report any issues or receive information. Contacting WFP staff is the most preferred SES programme channel. Overall, 15 percent of the trainers have contacted one of the SES Programme channels to solve their issues and all of them were happy with the response they received from the programme team.

Figure 6: Satisfaction index of trainers by sector

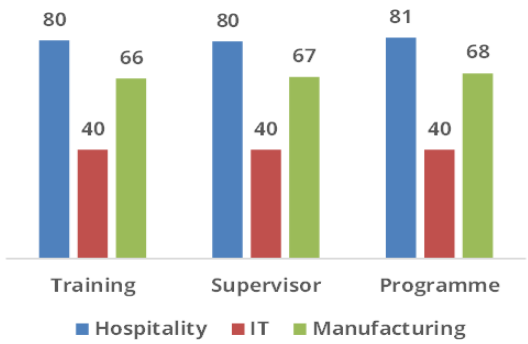


Applied Training Participant Satisfaction

Within the scope of the SES programme, 283 applied training participants responded to the satisfaction survey, out of a total of 3,508 enrolled participants. Survey participation rates varied by sector. The IT sector had the lowest response rate, with only one response from 777 applied training participants, followed by the manufacturing sector with a 3 percent participation rate. The majority of respondents were women (67%) and members of the host community (58%).

Satisfaction levels among SES programme participants varied by gender, nationality, and sector. Women and host community members reported slightly higher satisfaction scores compared to men and refugee participants. Moreover, participants in the hospitality sector (80) expressed greater satisfaction with the applied training phase than those in IT (40) and manufacturing (67) sectors.

Figure 7: Satisfaction index of applied training participants by gender and nationality



There were no major complaints among participants. Notably, 74 percent of beneficiaries believe the training they received will help them find employment in the respective sector.

Most of the respondents (91%) were aware of who or where to contact when faced with a problem. Half of the respondents reported that they would contact WFP staff to consult with their problems. Overall, 41 percent of the participants have contacted SES Programme channels to solve their issues. Among them, 94 percent of participants was happy with the response they received.

The majority of the respondents (84%) did not face any challenge in accessing the cash entitlement. Challenges in access to cash were mostly caused by ATM issues.

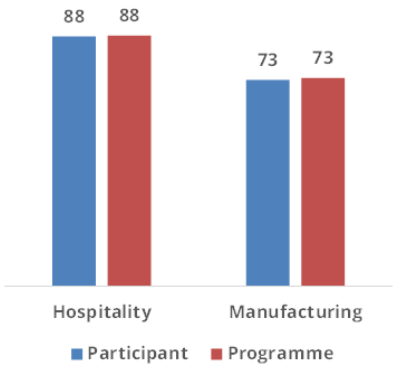
Employer Satisfaction

Since the beginning of the SES programme, 61 employers out of 1,218 employers have responded to the satisfaction survey. The participation rate to the satisfaction survey is low, with no IT business responding.

The majority of the respondents are micro and small size businesses (69%) and operate in the hospitality sector (96%). Owners of these businesses are usually Turkish (96%) and owned by men (74%).

In the participant and programme design components of the SES programme, employers reported high satisfaction levels, averaging around 81 percent. Regarding areas for improvement, 25 percent of employers highlighted participants' language skills, while 41 percent suggested that support with work permits could be enhanced.

Figure 8: Satisfaction index of employers by sector



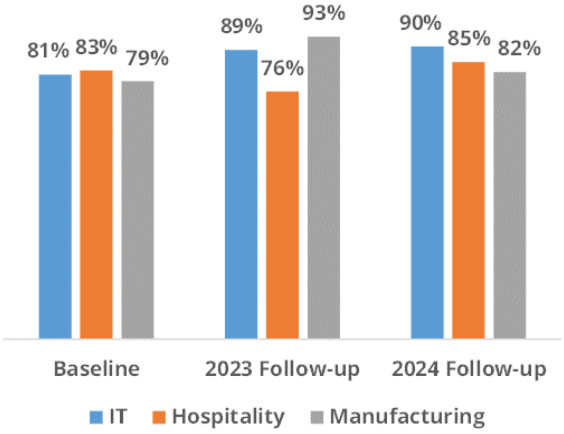
Outcome Monitoring

A comprehensive evaluation was conducted through baseline and endline surveys. The baseline surveys took place between May and November 2023, followed by the first round of endline surveys from July to December 2023, and a second round from May to October 2024. A total of 276 responses were collected during the baseline phase, 263 during the first endline phase, and 324 in the second. The surveys aimed to assess progress on specific outcomes related to participants' economic capacity to meet essential needs, coping strategies, and employability skills across the Hospitality, IT, and Manufacturing sectors.

Economic capacity to meet essential needs

The indicator used measures the percentage of beneficiaries who can meet their essential needs using assistance and their own resources. The trend from baseline to 2023 and 2024 follow up values demonstrates overall improvement although there are differences based on the sectors.

Figure 9: The percentage of households able to meet their essential needs by sectors



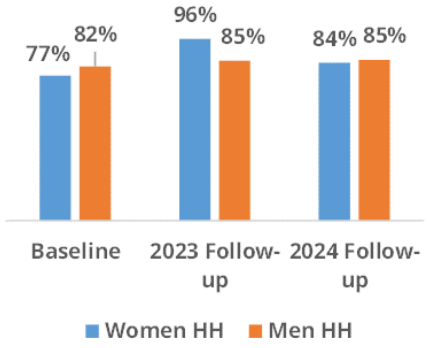
Across the three sectors, the increase in the percentage of IT sector participants whose households were able to meet their essential needs has been the most consistent, rising from 81 percent at baseline to 90 percent in 2024. This indicates that the livelihood programme had a stable and positive impact on participants in this sector.

In contrast, households of participants in the Hospitality sector experienced a setback in 2023, with the percentage meeting their essential needs dropping from 83 percent to 76 percent. However, this figure rose to 85 percent in 2024, surpassing the baseline. Notably, 80 percent of hospitality sector participants who were unable to meet their essential needs in 2023 resided in Bursa. This suggests that specific economic conditions in Bursa—such as high rent—may have contributed to the lower outcomes observed during that year.

The Manufacturing sector also showed improvement, particularly in 2023, when 93 percent of participant households were able to meet their essential needs. This figure declined to 82 percent in 2024 but remained above the baseline, indicating a positive impact. The decline might have been caused by lingering affects of the earthquake exacerbated by the economic inflation as majority of the manufacturing sector courses were provided in the earthquake affected cities.

While the percentage of households able to meet their essential needs varied by the gender of the head of household at baseline and in the 2023 follow-up, the difference was minimal in 2024, demonstrated in Figure 10.

Figure 10: Percentage of households able to meet their essential needs by head of households



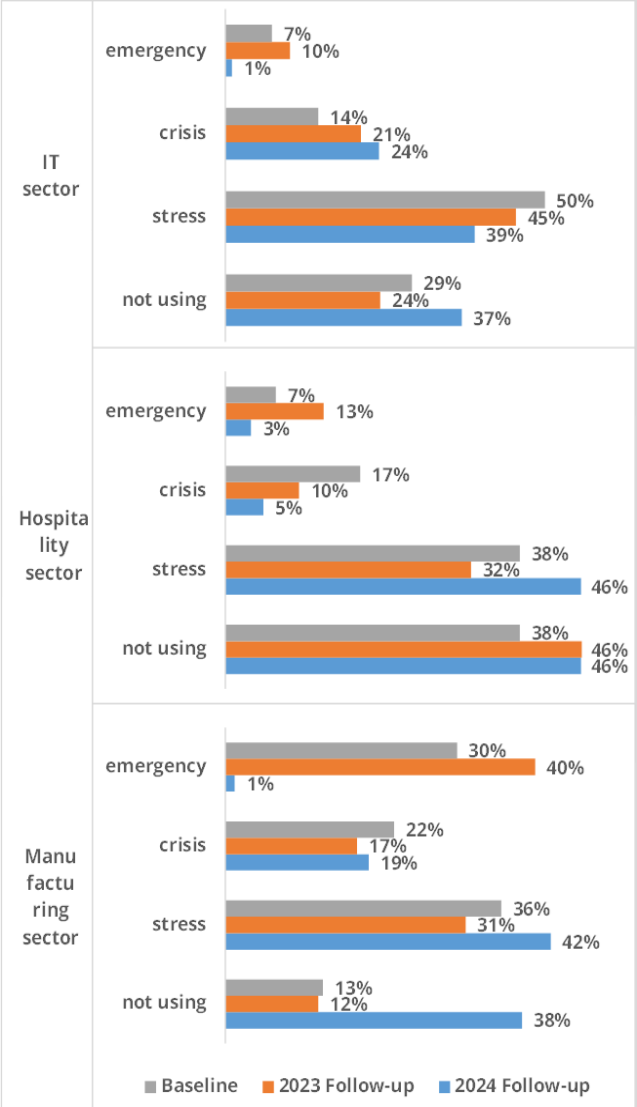
Livelihood coping strategies for essential needs

The livelihood coping strategies for essential needs indicator measures households' experiences with livelihood stress and asset depletion due to lack of resources to meet essential needs. This entails both long-term adjustments to patterns of earning cash or producing food, as well as one-time actions like asset sales to meet the basic needs. The effect of the coping strategy becomes more severe and harder to mitigate as households transition from stress to crisis, and from crisis to emergency coping strategies.

The percentage of households not using any livelihood coping strategy has increased from the baseline to the 2024 follow-up, despite a decline observed in the 2023 follow-up values. Although there are differences in use of coping strategies among sectors, all sectors show improvement from baseline values by 2024.

From the baseline to 2024, the percentage of households using crisis or emergency coping strategies has decreased in both the manufacturing and hospitality sectors. Specifically, the proportion of households using crisis or emergency coping decreased from 24 percent to 8 percent in the hospitality sector and from 52 percent to 20 percent in the manufacturing sector. Consequently, the use of more severe and difficult-to-recover coping strategies was minimized by the end of the programme. In contrast, among households of IT sector participants, the use of emergency coping strategies decreased from 7 percent to 1 percent, while the use of crisis-level strategies increased from 14 percent to 24 percent. These trends suggest that while overall reliance on coping mechanisms has declined across hospitality and manufacturing sectors, challenges remained for households of participants of IT sector.

Figure 11: The percentage of households using livelihood coping strategies by sector and type of strategy



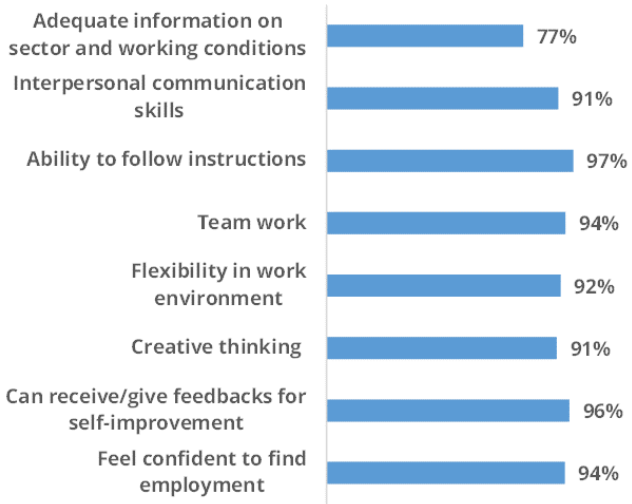
Self-evaluation of employability skills

Most beneficiaries reported gaining positive employability skills as a result of the SES Programme. Over 90 percent of beneficiaries indicated that they had developed skills such as creative thinking, teamwork, flexibility, the ability to follow instructions, communication skills, and the ability to give and receive feedback.

Overall, 94 percent of respondents stated that they feel confident in accessing job and employment opportunities with their current skill levels. However, 23 percent of beneficiaries reported lacking adequate information about the sector and actual working conditions. This issue was particularly prevalent among participants in maintenance and repair, NX CAD-CAM, pastry apprentice, journalism, and laboratory staff courses.

Overall, these findings suggest that the programme has been successful in equipping participants with employability skills; however, more in-depth information could have been provided to participants regarding real working conditions in the sector.

Figure 12: Self-evaluation results of participants on employability skills



Accountability to Affected Populations

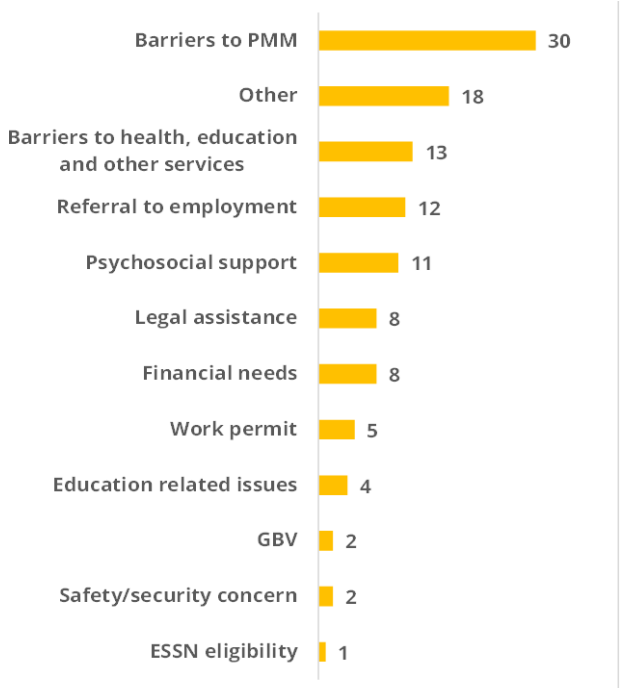
Throughout the programme, both partner and WFP community and feedback mechanisms were in place to ensure accountability to participants. Various modalities such as hotlines, Whatsapp groups and SES App have been utilized to make sure participants can reach out to WFP and cooperating partners for information requests, feedback or complaints. WFP and cooperating partners received a total of 22,960 queries from participants. The majority of queries (88%) were information requests. Overall, 9 percent of the queries were feedback regarding the programme and only 3 percent of queries were complaints. The complaints were followed up by WFP and partner staff and were mostly resolved within the same quarter. The majority of the complaints were related to delays in payments and delays in applied training matching process.

To further ensure that participants are well informed of the programme, WFP and cooperating partners conducted several informative sessions with programme participants to enhance transparency and communication, distributed booklets and brochures and sent SMS messages to participants to disseminate information about programme specifics, such as interview dates, and options for applied training. As a result, 63 percent of participants reported that they were informed about the programme in 2024 endline surveys, which is a considerable improvement from 32 percent in baseline survey in 2023.

Protection Cases and Referrals

Since the launch of the SES programme in August 2021, a total of 114 protection cases have been identified by WFP or cooperating partners. Among these cases, 58 percent are female, 49 percent are refugees and the nationality of 30 percent is unknown. Barriers to PMM (including issues with ID card registration) and barriers to health, education and similar services are the most common protection needs (Figure 13).

Figure 13: Number of protection cases reported in SES programme



Participants were asked about potential barriers to accessing assistance, the security of WFP programme sites, and whether they were treated with respect and found the programme environment dignified. By the end of the programme, 99 percent of beneficiaries reported that they faced no barriers in accessing the assistance, although some cited delays in payments as a challenge. Additionally, 99.7 percent of respondents stated they did not experience any security issues. Only one participant expressed concern about the location of the training site, describing it as a potential security risk. Furthermore, 97.8 percent of beneficiaries reported that the programme sites were dignified and that they were treated with respect by programme personnel. Overall, the findings indicate that the programme was widely accessible, safe, and delivered in a respectful and dignified manner.

Conclusion

The SES programme, implemented across 17 provinces in Türkiye between August 2021 and December 2024, achieved strong results in supporting the self-reliance of refugees and host community members through vocational and applied training. With a high vocational training graduation rate of 95%—well above target—and the successful facilitation of over 4,606 short-term and 3,323 long-term employment outcomes, the programme demonstrated significant effectiveness in preparing participants for the labour market. Gender and refugee inclusion targets were met overall, though notable disparities persisted: women and Syrians experienced higher dropout rates, and refugee participants were underrepresented in short-term employment, likely due to structural barriers such as lower educational background and social perceptions.

Monitoring data indicates that participants increasingly gained the ability to meet their essential needs, and reliance on harmful coping strategies considerably declined, particularly in the hospitality and manufacturing sectors. However, participants in the IT sector faced ongoing economic vulnerability, with an uptick in crisis-level coping mechanisms by the end of the programme. These findings highlight the need for more tailored support in specific sectors and local contexts.

Satisfaction surveys across all stakeholders—participants, trainers, and employers—showed high overall approval, though recurring themes such as limited language skills, insufficient real-world job previews, and work permit issues were noted for improvement. Encouragingly, over 90 percent of participants reported gains in key employability skills and 94 percent felt confident pursuing employment, pointing to the programme's success in strengthening soft and transferable skills.

Accountability to affected populations was systematically embedded, with nearly 23,000 queries managed and a sharp increase in programme awareness reported by participants—from 32 percent at baseline to 63 percent at endline. Protection measures were effectively integrated, with 114 cases identified and referred, and nearly all respondents reporting safe, respectful, and dignified treatment throughout the programme.

Overall, the SES programme not only met or exceeded many of its quantitative targets, but also laid important groundwork for inclusive livelihoods programming. To sustain and build on these gains, future initiatives should focus on strengthening sector-specific job matching, addressing structural barriers for refugees, and ensuring continued investment in participant preparedness, especially for groups with lower economic resilience.

Photo credit: WFP/Melissa Loukieh

Livelihoods Monitoring Report

Turkiye

Final - Q4/2024

World Food Programme

Rafet Canitez Caddesi No 107

Oran / Cankaya / Ankara

T +90 312 491 1138 wfp.org

wfp.org