

Protection Sector Post-Earthquake Inter-Agency Needs Assessment Round 7 – August 2023

Preliminary Findings

On February 6, 2023, two earthquakes hit Kahramanmaraş in southeast Türkiye, causing a state of emergency to be declared in 10 provinces, which later extended to 11 provinces. The affected provinces were Adana, Adıyaman, Diyarbakir, Elazığ, Gaziantep, Hatay, Kahramanmaraş, Kilis, Malatya, Osmaniye, and Sanliurfa. In April, an additional six provinces were declared disaster zones, namely Batman, Bingöl, Kayseri, Mardin, Tunceli, and Niğde. These earthquakes affected the lives of 14 million people living in these provinces, including 1.75 million refugees comprising of Syrians under temporary protection, international protection applicants and status holders from other nationalities, and persons pending registration and documentation with the Presidency of Migration Management. The earthquakes resulted in the collapse or severe damage of around 300,000 buildings and the loss of over 50,000 lives. Furthermore, over three million people, including refugees, were forced to leave the affected areas and temporarily resettle in other parts of the country.¹

This Round of the Inter-Agency Protection Needs Assessment (IAPNA) examined the aftermath of the earthquake in southeast Türkiye, including its effects beyond the directly affected regions. It identified gaps and obstacles in accessing basic services, information, and assistance. It also shed light on individual rights and identified populations at heightened risk of being overlooked. To gauge the earthquake's impact on individuals and households, the assessment drew upon the methodology and findings of the IAPNA Round 6, which was conducted between August to September 2022. As a crucial benchmark to evaluate the protection environment, the questionnaire utilized in the first IAPNA (launched in June 2020) was used in this Round with some changes to reflect the changing situation in country.

This Round of the IAPNA concentrated on people living in the provinces most significantly impacted by the earthquake. These provinces received the highest number of relocated individuals and hosted the largest number of refugees. The provinces included were Hatay, Adıyaman, Kahramanmaraş, Malatya, İstanbul, Ankara, İzmir, Bursa, Konya, Mersin, Adana, Gaziantep, Şanlıurfa, and Mardin. Additionally, individuals from other provinces were also included in the assessment due to the widespread impact of the earthquake on the entire country.

Data was collected through phone and in-person interviews and via Kobo between 6 – 29 July 2023.

¹ Situation Report No. 14 published by OCHA on 13 April 2023, revealed that 9.1 million people had been affected by the earthquake, with three million individuals displaced from their homes, including 1.6 million residing in informal settlements.



In order to ensure that the assessment covered all relevant groups, a stratified sampling technique was adopted. The sample included Turkish citizens (for the first time since the inception of the IAPNA), Syrians under Temporary Protection, international protection status holders, and persons pending registration and documentation within and outside of the EQ-affected area. As a stratified approach was utilized, each subgroup is represented accurately in the analysis. The strata consisted of Turkish citizens residing in the EQ-affected area, refugees living in the EQ-affected area, and refugees residing outside the EQ-affected area. The first stratum includes Hatay, Kahramanmaraş, Adiyaman, and Malatya provinces, which are recognized as the most impacted provinces within the EQ region. The second stratum covers all other provinces. Even though all respondents were asked the same questions, individuals residing in the aforementioned four provinces were also asked to answer additional questions related to the earthquakes.

Respondent Profiles and Demographic Information (Round 7)

- 26 Protection Sector Partners² interviewed **3,803 households** (20,888 individuals), of which 2,959 are Syrians, 664 Turkish, and 180 individuals of other nationalities, in 44 provinces covering all regions in Türkiye.
- Of the individuals interviewed, 52% of respondents are women, and 48% are men. Looking at the gender breakdown at the household level, 51% of the total are women, and 49% are men.
- 91% of the individuals who are not Turkish citizens are individuals under temporary protection, and 6% are international protection applicants or status holders.
- 55% of respondents reside in rural areas, whereas 45% reside in urban areas.
- 81% of Syrians under temporary protection and international protection applicants and status holders from other nationalities indicate they reside in their province of registration.
- 2,557 interviewed families reside in the 11 EQ-affected provinces, and 1,495 families reside in the worst-affected four provinces (stratum one). Overall, 82% of the total interviewed resided in any of the 11 earthquake-affected provinces.
- 19% of the interviewed who live in the four worst affected provinces (provinces in the first stratum) reside in informal tents, 18% live in their own houses, and 15% reside in formal tents.
- Among the 3,803 individuals interviewed, 498 (13%) were identified through the Washington Group of Questions to potentially have a disability (as related to seeing, hearing, walking/climbing, communicating, remembering/concentrating or self-care).

Preliminary Findings: [hyperlink](#)

- 63% of the individuals who are residing in the four most affected provinces are not aware mechanisms related to providing feedback and complaints to humanitarian service providers regarding their activities, service modalities, staff members' approach and attitudes and the effectiveness of their assistance or the support they provide. Similarly,

² ASAM, Buca Belediyesi, CARE, CONCERN, DRC, EL-BIR, Eskişehir Osmangazi Üniversitesi, GOAL, Gokusagi, HRDF, IOM, KIZILAY, LWA, Malatyaşam, MAVİ KALEM, MSYD, MSYDD, Sağlıkta Genç Yaklaşımlar Derneği-YAHA, Şanlıurfa Büyükşehir Belediyesi, Save The Children, STL, TKV, UNICEF, UNFPA, UNHCR and WHH.

67% do not perceive to have adequate information on rights and services related to the earthquake. Among these, 45% need more information on where to access humanitarian assistance, 33% require information on rental assistance or shelter support, and 32% need information on accessing cash assistance.

- In general, about half of all respondents report feeling adequately informed about their rights and the services available in Türkiye (compared to 56% in Round 6). The most sought-after information pertains to accessing essential services (32%), financial/material assistance (excluding EQ-related aid, 24%), social assistance (19%), and PDMM services/procedures (15%). Turkish citizens, in particular, express a need for information regarding social assistance (38%), EQ-related financial/material aid (27%), and non-EQ-related financial/material aid (21%). Refugee respondents who noted the need for information on PDMM services indicating needing more information on registration and documentation (30%), address registration procedures (29%), and data update procedures (27%). Throughout all Rounds, the top three sources of information remained similar for Syrians under Temporary Protection, international protection status holders, and individuals who are pending registration or documentation. In Round 7, friends, family and neighbours within refugee communities (58%), online groups of refugees (47%) and friends, family and neighbours within host community (20%) were ranked as primary sources. For Turkish citizens, friends, family and neighbours (44%), local authorities including municipalities and mukhtars (33%) and government and public institutions (31%) are the top three sources of information. Although social media is still among the top three preferred channels for obtaining information for both communities, refugees indicate messaging applications whereas Turkish citizens note internet to be among their top preferred channels as well.
- In the last six months, 90% of respondents attempted to access services and among these, 44% report not being able to access. This is similar to the results of Round 6. Refugees' hardest-to-reach services include PDMM (31%) and health Services (21%). Municipal services (27%) and AFAD's EQ-related support (26%) are identified by Turkish citizens as the most difficult to reach services. Main barriers for accessing services across respondents include the inability to book appointments with public service providers (21%), limited operational capacity of service providers (17%) and financial difficulties (16%). Refugees who face challenges in access PDMM services continue to face difficulties particularly with data updates, which remains the primary most difficult to reach PDMM service (35%).
- 21% of respondents mention that health services are challenging to access. While the lack of operational capacity is noted by almost half of respondents from the provinces under stratum 1, those in stratum two indicate inability to book appointments as the main barrier in accessing health services (32%).
- Among households with school-aged children, almost half mentioned that all their children have access to education, and 27% mentioned that none have access to education in Türkiye. For Turkish citizens, 22% of the participants mentioned that none of their school-aged children are attending school, with 20% mentioning the financial constraints being the biggest reason. For families whose children are accessing education, approximately one-third mention financial constraints as the main challenge children face in continuing education, followed by peer bullying (18%).

- Similar to earlier rounds, the majority of respondents refugees stated that they work informally (65%). On the other hand, 27% of Turkish citizens reported that they also work informally. Additionally, unemployment is a concern for both groups, with almost one-third of respondents noting no household members are currently employed. Specifically, 26% of Turkish citizens and 28% of refugees are currently unemployed. Only 6% of interviewed refugees reported being employed with a work permit. Among households with working members, nearly 60% mention working in short-term/irregular jobs. Furthermore, as in previous Rounds, 7% of the interviewed households were reported to have at least one engaged in child labour.
- Refugees primarily rely on informal employment, social assistance, and debt/loans for income. A staggering 91% of refugee households cannot cover their monthly expenses fully, and 84% have resorted to survival strategies due to their worsening socioeconomic situation. The top two strategies are reducing essential food expenses and borrowing money. Turkish citizens, on the other hand, mostly rely on formal and informal employment as their income sources. Only 18% of Turkish citizens can fully cover their expenses, with 72% adopting survival strategies. The most common strategy among them is reducing essential food expenditure. In general, the socioeconomic situation has had a negative impact on all communities, as reported by 83% who stated that their financial circumstances had worsened.
- As in previous rounds, approximately 60% of individuals receive social assistance. Of those, 65% are receiving cash, and 9% are receiving both cash and in-kind assistance. For those residing in the four most severely affected provinces, 40% are eligible for earthquake hardship cash assistance and have applied. Turkish citizens have a higher application rate of 59%, compared to 45% for refugee communities. Regarding rental support in these provinces, 26% of refugees are unaware of the assistance, while nearly 38% of Turkish citizens have received either direct cash assistance or a container.
- Residents of the four most affected provinces were surveyed about their access to food. Of those surveyed, 35% reported purchasing food from local markets, while 31% indicate receiving food from distribution points. 22% used vouchers provided by humanitarian organisations to purchase food, and 6% shared that they were being assisted by their community members. Additionally, 37% of those receiving food assistance reported that it was not sufficient or nutritious.
- Complementary to the previous rounds, participants mentioned their observations on the rising protection concerns affecting communities and individuals. For instance, 38% reported increased conflict among household members, while 28% observed domestic violence. Additionally, 41% noted conflict/tension with the host community, and 15% observed or heard of increased incidents of sexual violence against women and girls. Furthermore, 48% witnessed increased child labour, and 21% observed increase in child marriages. Other issues that were observed include forced child begging (28%), increased peer bullying (43%), and alcohol and substance abuse (18%). When comparing different population groups, there were significant differences in how individuals observed issues such as conflict among household members (36% Syrians vs 51% Turkish citizens), child labour (51% Syrians vs 35% Turkish citizens), and peer bullying (46% Syrians vs 32% Turkish citizens). As in previous rounds, most respondents (59%) rely on the police for support when faced with a protection concern. Family members are the next most common source of support (41%), followed by neighbours and I/NGOs (19% each).



- Across respondents, 64% reported increased stress levels within their communities. However, Syrians report slightly lower levels of increased stress (61%) compared to Turkish respondents (78%). Main concerns regarding the well-being of community members include economic violence, declining mental health and psycho-social well-being, and an increased risk of abuse. Among those residing in the four most affected provinces, 53% fear potential aftershocks, 51% are anxious about future disasters, and 42% are experiencing traumatic stress. When asked if they sought support from service providers to cope with stress and anxiety, only about 11% indicated they received support. Meanwhile, 45% did not receive any support and are not interested in seeking MHPSS related assistance.
- 15% of respondents noted that they had encountered a situation where they required legal assistance and/or aid. This is half of what was reported in the previous round. Almost half of them did not receive any legal assistance.
- Out of all the participants, 31% are aware of how to obtain civil documentation in Türkiye, while 68% did not need to obtain any documentation so far. Among the 32% who needed to obtain civil documentation, 63% mentioned they needed to obtain birth certificates. Additionally, 10% of the respondents or their household members residing in the most impacted four provinces have lost their identity documents. Out of those, 65% approached relevant authorities to renew their documents, but 40% were unable to do so due to operational limitations and inability to book appointments.