

UNHCR HELP website survey (17 Nov 2020 – 15 Mar 2021)

UNHCR Türkiye CwC team conducted a survey on Help website between November 17, 2020, and March 15, 2021. The survey received responses from **2,399 users**.

The survey was conducted in four languages (Arabic, Farsi, Turkish and English).

Part one (questions 1-4): Users data

1. What is your nationality?

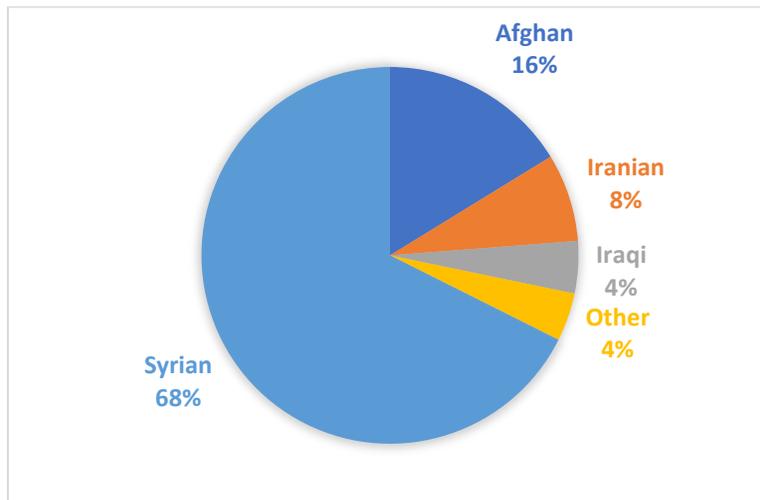


Figure 1: country of origin

- According to statistical data obtained from Google Analytics, most visitors to the website are Arabic speakers. For the survey, Syrian nationals account for the largest percentage of respondents at 68%.

2. Please tell us about yourself. Are you:

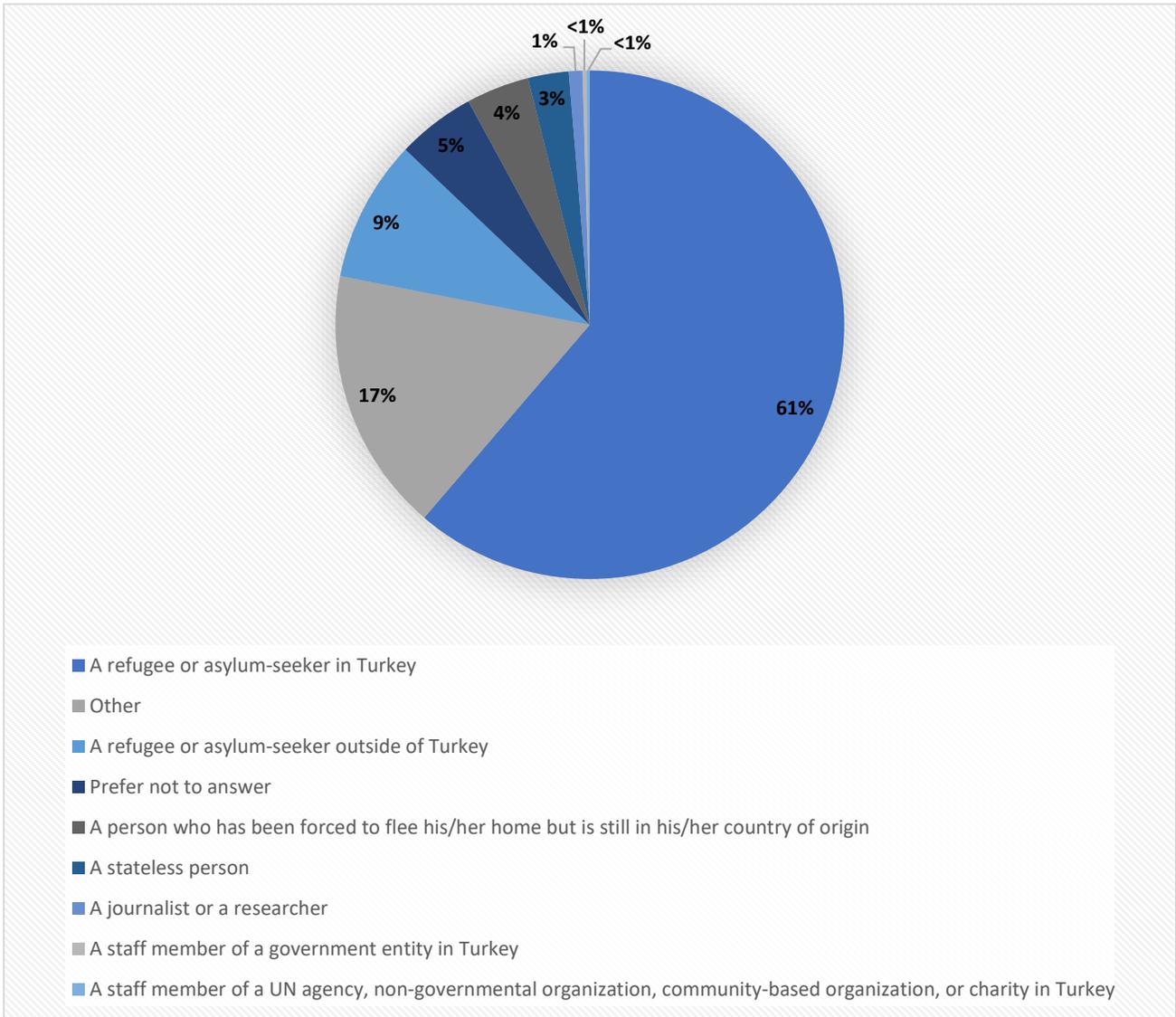
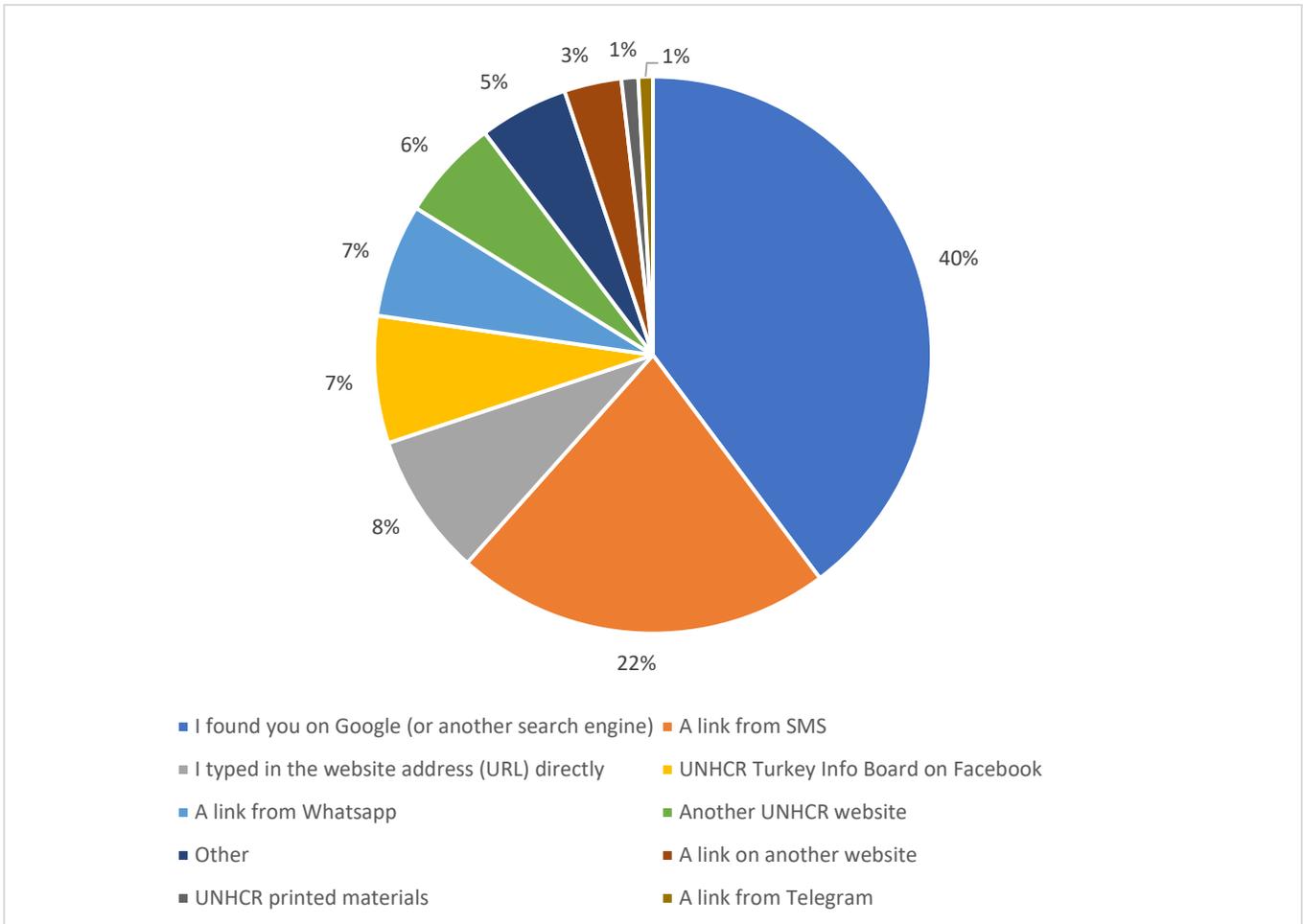


Figure 2: Status

Part two (questions 4-14): Users experience

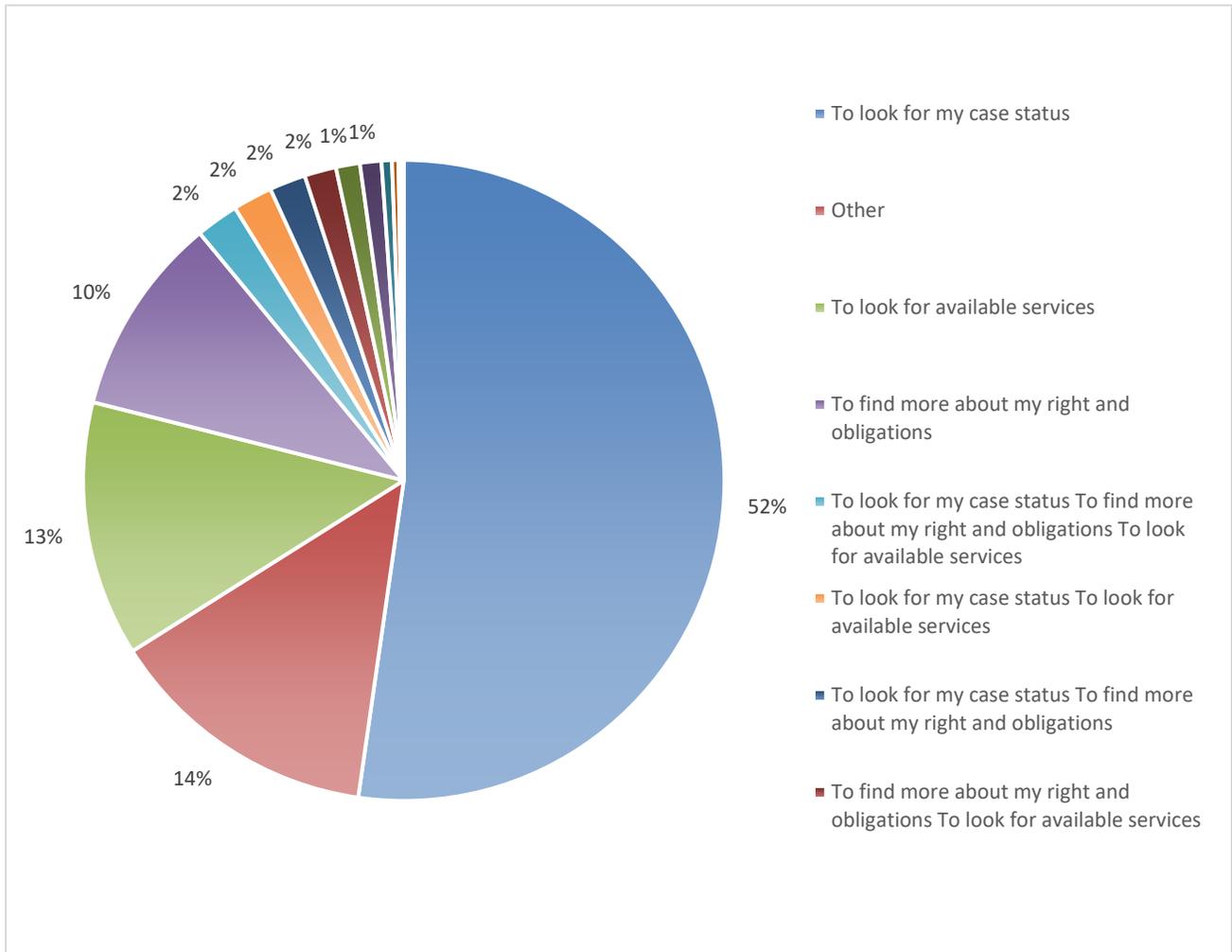
4. How did you find about our Help website today?



- A considerable number of respondents accessed the Help website via two main sources, with 40% arriving through the Google search engine and 22% directed to the website via SMS.

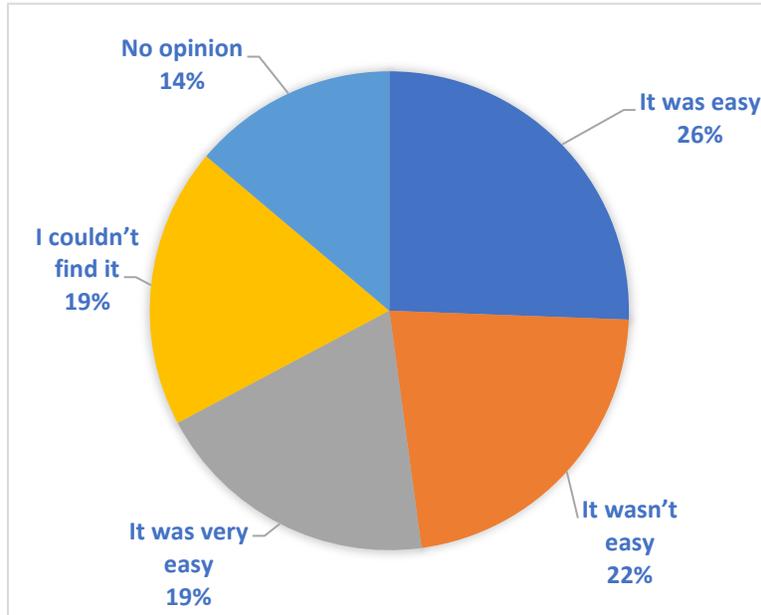
Noting that UNHCR Türkiye CwC team sends SMS periodically to refugees and asylum seekers as a part of its communication strategy to improve the website's traffic and engagement.

5. Why did you visit our website today?

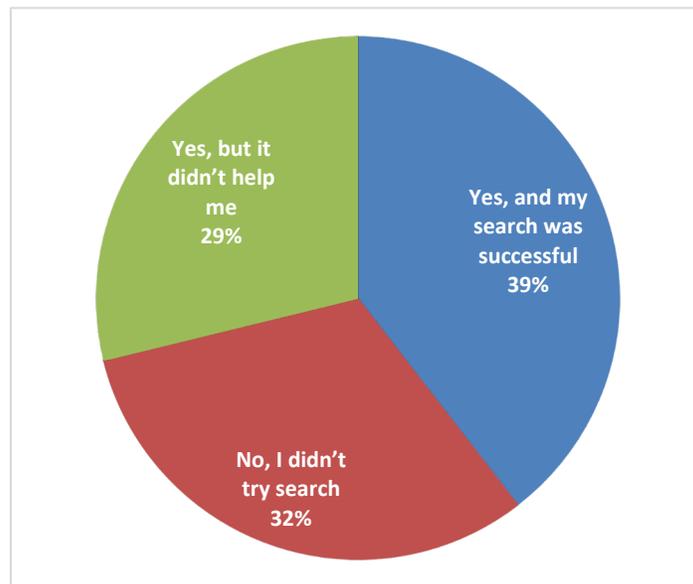


- 52% of the users accessed the Help website to verify their case status. UNHCR Türkiye maintains a separate and [dedicated website](#) for persons to check their case status.

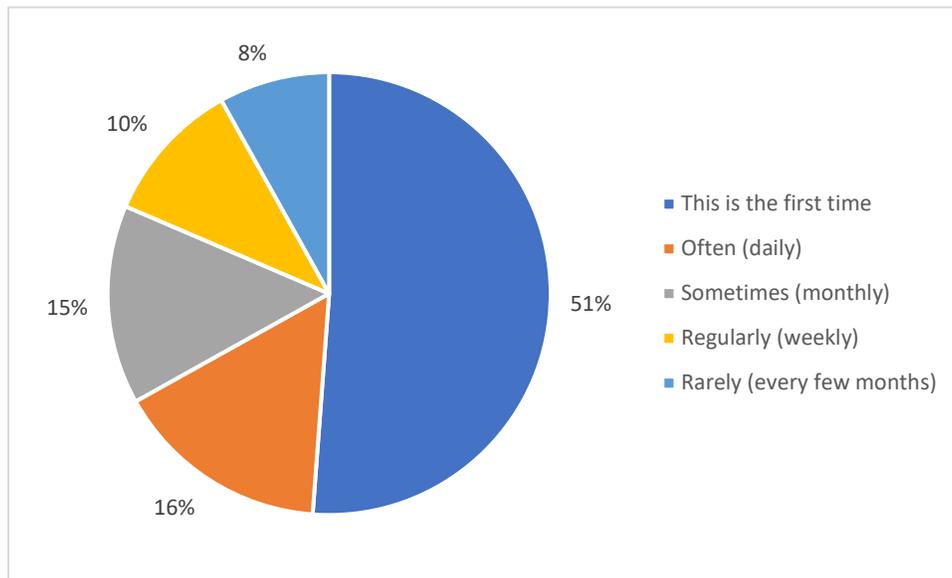
6. How easy was it to find what you were looking for?



7. Did you use the search bar on this website to help you?

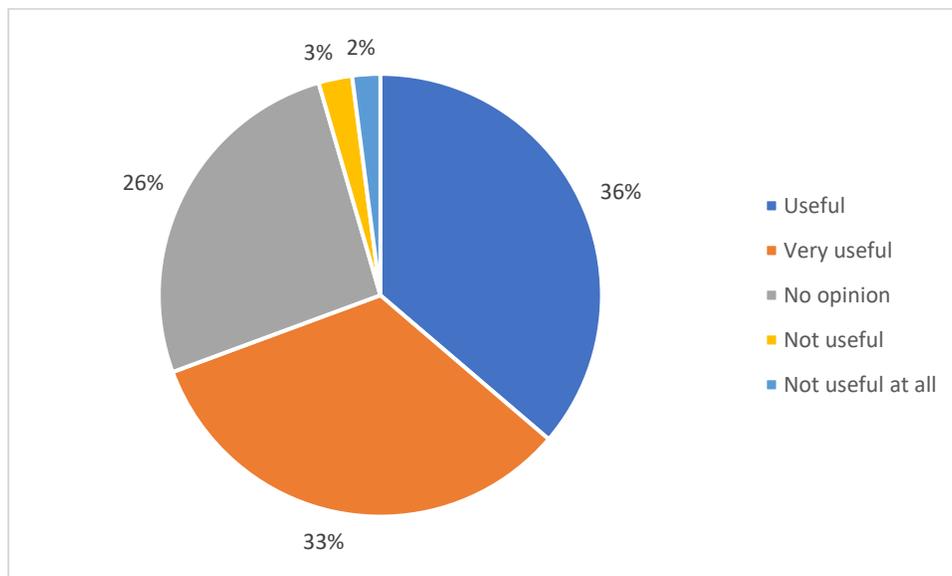


8. How often do you use our website?



- In terms of frequency of use, 51% of respondents reported that they accessed the UNHCR Help website for the first time, while 16% indicated that they use the website daily.

9. Overall, how did you find our website?



10. Is there anything you would change or remove to make the Help website easier to use and/or is anything missing, perhaps a topic you'd like to know more about?

Current findings show that most of the respondents remain expressing interest in information related to **registration, asylum procedures**, direct communication with UNHCR and **resettlement**. In addition to this, people of concern suggested the following:

- Placing the UNHCR email address in a more visible spot.
- Adding a section related to people with disabilities and/or specific needs.
- Although the UNHCR Türkiye Help website has a dedicated page including information on financial resources and other relevant services, individuals still feel that there is a need to provide information on financial assistance opportunities.
- Enabling information access via WhatsApp.

Comparatively, the 2018/2019 Help survey found that people of concern had the following concerns:

Resettlement:

- Almost all the requests were about application or registration for resettlement
- One topic asked is the clear definition of the resettlement status, appearing on Results page

Communication with UNHCR:

- Many users asked for an avenue to contact UNHCR or its partners to ask for help
- A “call button” or a phone number on the website to speak with UNHCR
- Make information available on WhatsApp
- Create a Telegram account or channel for communicating with refugees

Registration with UNHCR:

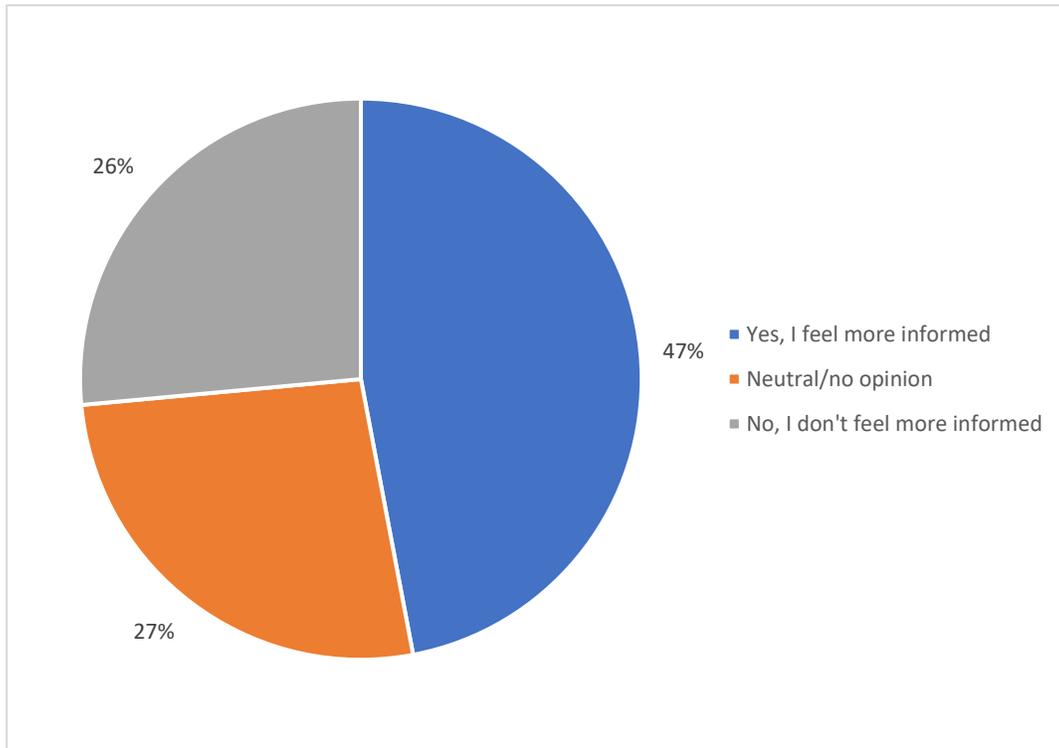
- Steps for registration and asking for help as a refugee or an asylum-seeker.

Other topics were related to complaint mechanisms, family reunification, statelessness, voluntary repatriation, and education.

11. What is one thing that could we do online to better help you?

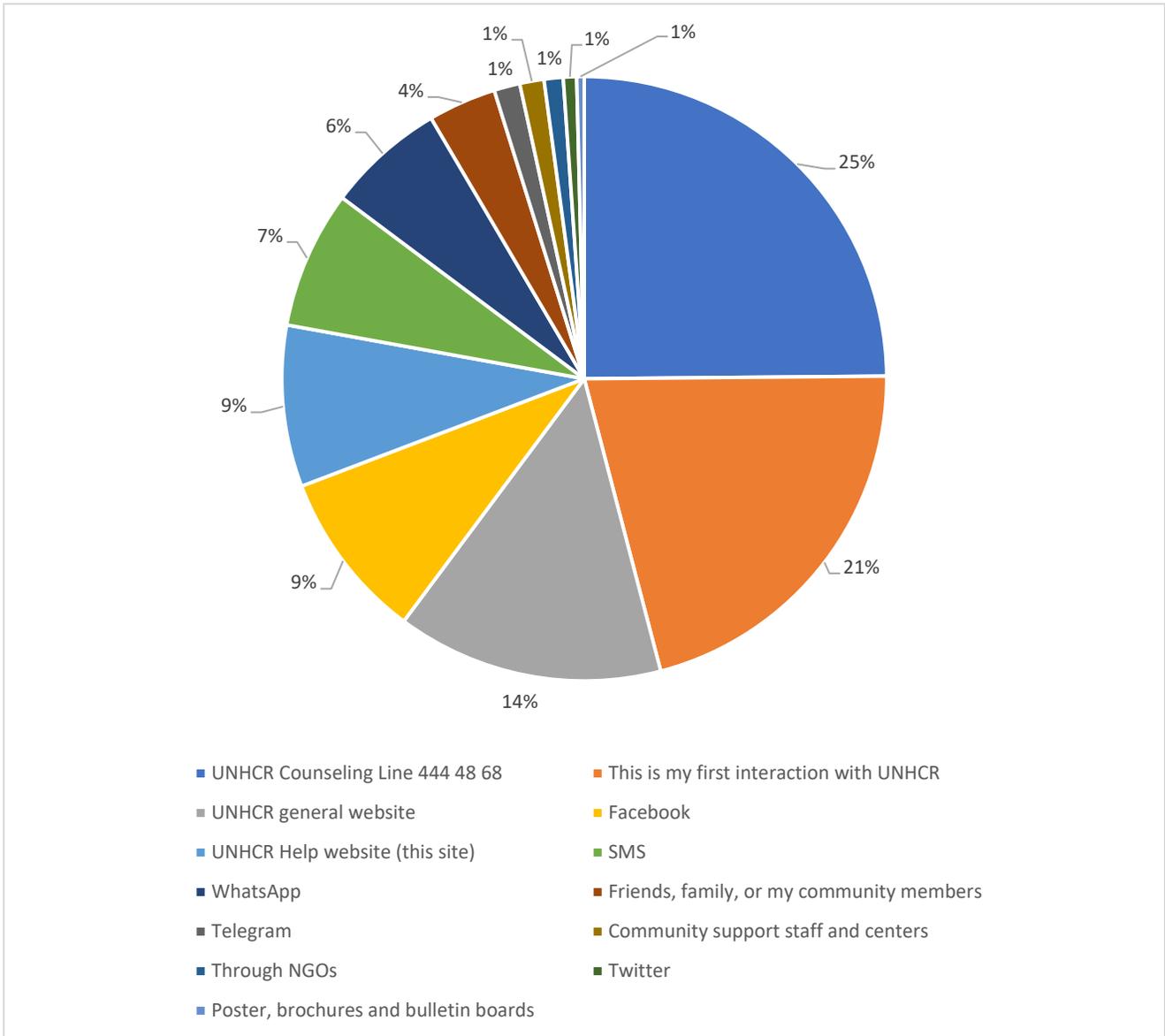
According to the suggestions received from people of concern, it was recommended that in addition to resettlement-related topics, valuable resources including **direct links** to aid, employment opportunities, and accessible services should be available. Moreover, other users proposed establishing a dedicated hotline for individuals whose resettlement cases are considered not qualified for further resettlement processing.

12. After having visited the website, do you feel more informed about the rights, obligations, and services available to refugees in Turkey?



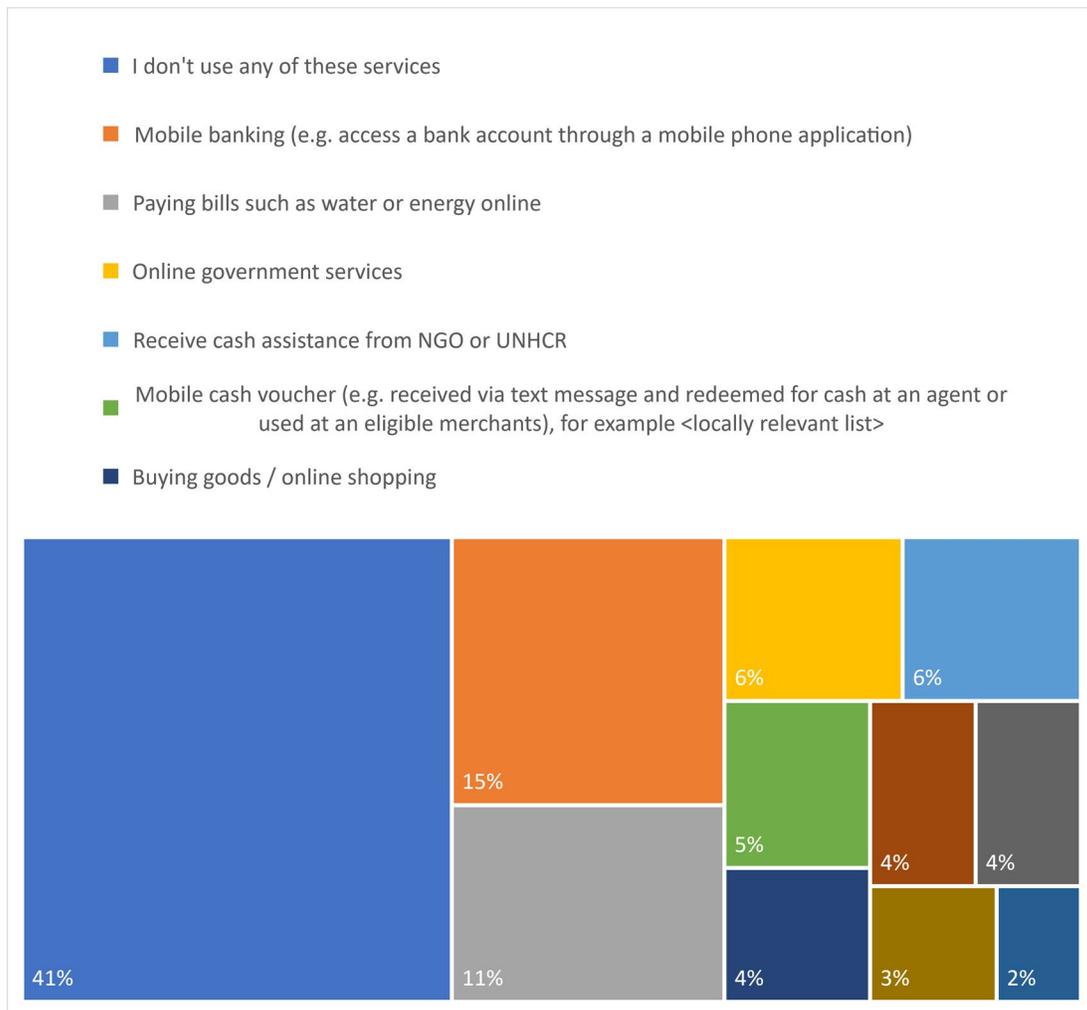
- Compared to the 2018/2019 Help survey, a significant number of respondents still feel uninformed, indicating that part of the information they are looking for remains unsatisfactory on the website (i.e., resettlement).

13. How do usually communicate with UNHCR Türkiye?



- According to the survey, most users indicated a preference for direct communication channels. The survey revealed that 25% of respondents identified the UNHCR Counselling Line as their primary and preferred means of communication, with online platforms as a close second.

14. Do you use any of the following services online or via your mobile?



- 41% of the respondents do not use the aforementioned services.