



**GROUND TRUTH  
SOLUTIONS**

MIXED MIGRATION PLATFORM

**REFUGEE, ASYLUM-SEEKER AND  
MIGRANT PERCEPTIONS IN  
GAZIANTEP AND KILIS, TURKEY**

— QUANTITATIVE ROUND —  
JUNE 29, 2017

**MIMP** | MIXED  
MIGRATION  
PLATFORM

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# OVERVIEW

## Introduction

This report analyses data collected from refugees and asylum-seekers in Gaziantep and Kilis, Turkey between April 24 and May 6, 2017. It is the first in a series of data collection rounds by Ground Truth Solutions in Turkey, under the [Mixed Migration Platform \(MMP\)](#). Additional data collection will include both quantitative and qualitative research, looking at refugee, asylum-seeker, and migrant perceptions of humanitarian assistance in different regions of Turkey.

Interviews for this survey were conducted face-to-face with 413 refugees and asylum-seekers living across seven districts in Gaziantep and Kilis. Respondents were randomly selected, with interviewees first being sought

out in public spaces such as restaurants, parks, religious institutions, community centres, clinics, and markets – areas where enumerators expected to encounter a high number of respondents. Enumerators also used snowball sampling to meet their targets, e.g. asking parents and teachers at schools in different communities to put them in touch with potential interviewees. The aim was to have an appropriate gender balance and to include all main groups of refugees, asylum-seekers, and migrants, i.e. Syrians, Iraqis, Iranians, Afghans, and Somalis.

Respondents were asked to score each closed question on a scale of 1 to 5. More background and information on the methodology can be found at the end of this report.

## Summary Findings

### Lack of information on available support

The overwhelming majority of respondents do not know what kind of support is available to them from aid agencies and local authorities, with only 8% answering positively to this question. Those with access to a smartphone feel more informed than those without. A majority of respondents would prefer it if information was given by SMS. This method of information dissemination seems very feasible as 82% of those surveyed say they have access to a smartphone.

### Lack of awareness of and trust in complaints mechanisms

Sixty-nine percent of respondents do not know where or how to make suggestions or complaints about the support they receive. Iraqis are less informed than other nationalities, with 94% answering negatively to this question. Over half of respondents indicate that they would like to make suggestions or complaints directly to support providers in face-to-face meetings, while a quarter say they would prefer to call a helpline or to write letters. Only a third of respondents feel like they would receive a response if they were to submit a complaint.

### Views are divided on whether priority needs of most vulnerable are met

A third of those surveyed feel that their most important needs are being met, but 44% disagree. Negative perceptions are more prevalent among female respondents and Iraqi respondents – well over half of whom report that support is insufficient. For those responding negatively, financial assistance, help finding accommodation and paying rent, as well as healthcare are the priority needs. Opinions among refugees, asylum-seekers, and migrants as to whether support is reaching those most in need are split. Those who are not currently

receiving support are more negative than those who are. Those who say support is given unfairly claim that people without official ID cards and those not registered with the local Mukhtar or the Disaster and Emergency Management Authority (AFAD) are being left out.

### Split awareness of and limited trust in cash assistance

Over half of respondents are unaware of cash transfers. Of those who know about cash transfers, over a third think that they are fair and transparent. Twenty-seven percent perceive them as unfair, with negative responses most prevalent among Iraqis. Almost three-quarters of those who think transfers are unfair believe they do not reach everyone who needs them.

### Lack of understanding of settlement options

A majority of respondents do not understand their options to remain in Turkey or apply for resettlement elsewhere. Almost three-quarters of respondents do not know where to access the information needed to make decisions about staying in Turkey or applying for settlement elsewhere. Information needs are highest among Kilis residents, those not receiving support, those with no formal education background, and individuals without access to a smartphone.

### Trust in information from aid agencies

Surveyed refugees, asylum-seekers, and migrants generally trust information from aid agencies. Iraqi respondents trust the information more than Syrians. Among those who give low scores for trust, reasons include contradictory or false information being provided and lack of concrete action being taken on the ground. Half of surveyed refugees and asylum-seekers feel that aid agencies treat them with respect.

**Trust in information from Turkish authorities**

Respondents appear to have more trust in information from Turkish officials, with three-quarters answering positively. Among those who say they do not trust the information, common reasons include receiving information that contradicts that of other sources, and thinking that the authorities are generally dishonest. Half of respondents feel that authorities responsible for refugees and asylum-seekers treat them with respect.

**Strong feelings of safety**

A majority of respondents report feeling safe. Those who feel unsafe say that theft and robberies are common in their community, and that Turkish locals often exhibit racist or discriminatory behaviour towards refugees and asylum-seekers, particularly those from Syria or other Arab countries. Tensions with Turkish citizens are said to arise because locals think of refugees, asylum-seekers, and migrants as a burden on the country who cause additional problems and steal jobs.

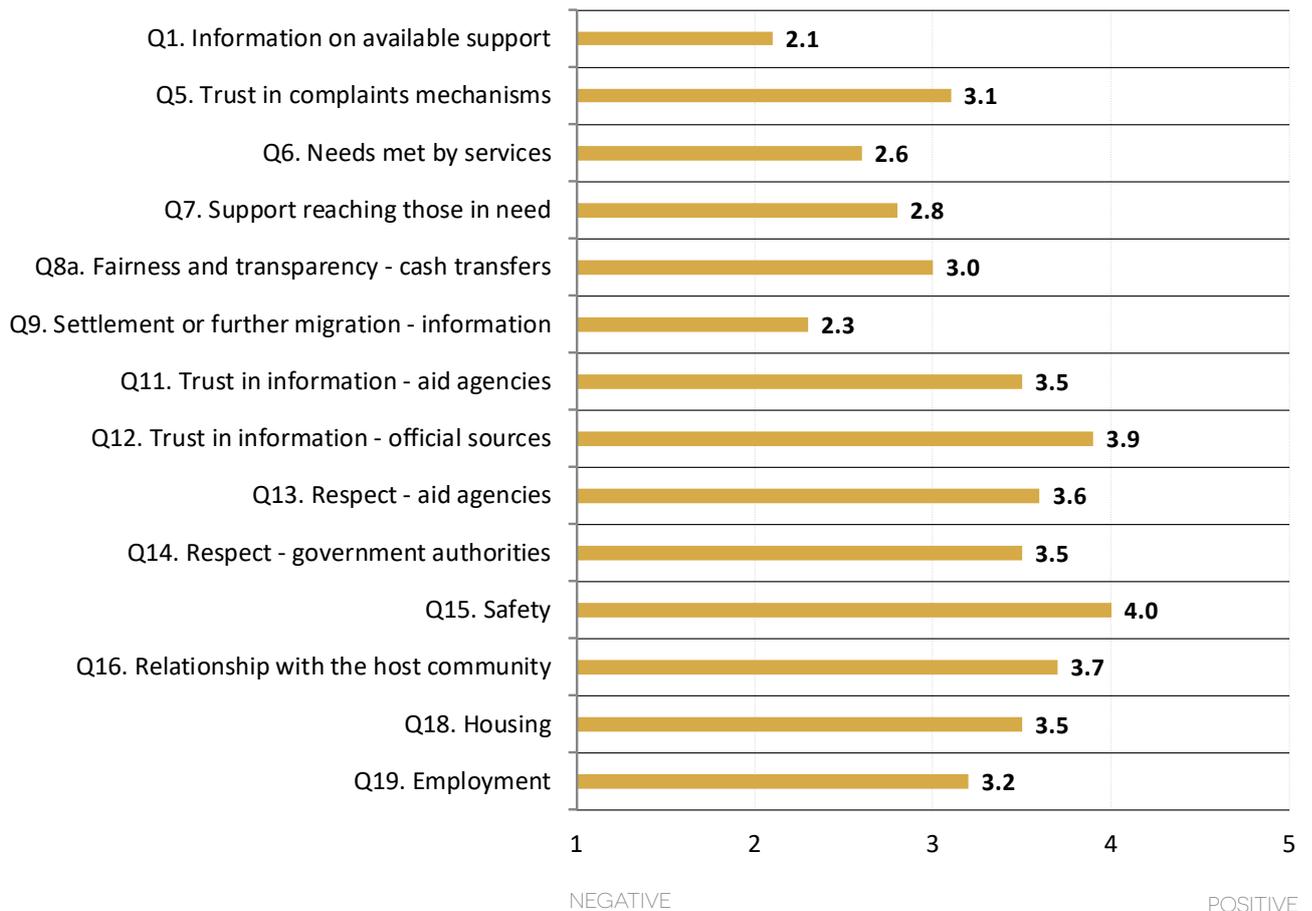
**Learning Turkish is a priority**

Most respondents are currently learning Turkish. However, it should be noted that the sample includes respondents

who were approached around primary education facilities and language centres. Those who are not cite not having enough time and the high cost of the courses as the major obstacles to taking lessons.

**Finding accommodation and work is possible, but often inadequate**

Surveyed refugees, asylum-seekers, and migrants generally feel that people from their country are able to find living quarters and employment in Gaziantep and Kilis. However, due to the high cost of living in Gaziantep and Kilis and lack of support, many will settle for cramped and derelict housing. Common obstacles to finding suitable shelter include high rental costs, language barriers, and unemployment. Those who feel that employment is hard to find do so primarily because of language barriers, a lack of opportunities that they feel qualified for, and a lack of official documentation, such as work permits. Moreover, work is often informal, leaving many vulnerable to exploitation through low wages and long hours. Hence, despite the optimism around finding work and housing, respondents make frequent requests for help in finding suitable and affordable shelter and accessing further livelihood support.



## Reading this report

This report uses bar charts for both open and closed Likert scale questions. The charts show the distribution (in %) of answer options chosen for a particular question – with colours ranging from dark red for negative answers to dark green for positive ones. The mean or average score is also shown for each question on a scale of 1 to 5.

For each question, we indicate the main take-away or conclusion drawn from the data. We also identify which issues might be worth exploring or probing further.

This can be done by comparing the perceptual data with other data sets that are available to humanitarian agencies in Turkey. Another approach is to clarify what lies behind the perceptions revealed in the survey directly through community engagement, such as focus group discussions, community meetings and other forms of dialogue. Ground Truth Solutions will collect qualitative data in July 2017 to further examine some of the issues surfaced by this survey.

# HIGHLIGHTS

## GAZIANTEP AND KILIS

**68%**

**DO NOT KNOW** WHAT KIND OF **SUPPORT** IS AVAILABLE TO THEM



### PREFERRED INFORMATION CHANNELS:

1. SMS
2. MESSAGING APPS
3. SOCIAL MEDIA

**74%**

**TRUST** INFORMATION FROM **OFFICIALS SOURCES** ABOUT SETTLEMENT AND RESETTLEMENT OPTIONS

**69%**

**DO NOT KNOW** WHERE OR HOW TO MAKE **SUGGESTIONS OR COMPLAINTS**



### PEOPLE NEED:

1. FINANCIAL SUPPORT
2. ACCOMMODATION
3. HEALTHCARE

**67%**

**FEEL WELCOMED BY TURKISH PEOPLE** IN THEIR NEIGHBOURHOOD

**73%**

**DO NOT KNOW** WHERE TO ACCESS INFORMATION ABOUT **THEIR OPTIONS** TO STAY IN TURKEY OR APPLY FOR RESETTLEMENT ELSEWHERE



### BARRIERS TO EMPLOYMENT:

1. LANGUAGE BARRIERS
2. LACK OF VIABLE OPPORTUNITIES
3. LACK OF DOCUMENTS

**88%**

**FEEL SAFE** IN THEIR NEIGHBOURHOOD

# SURVEY QUESTIONS

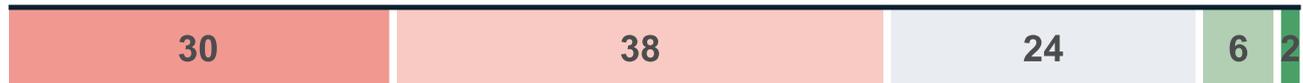
## Q1. Information on available support

**Do you know what kind of support is available to you from aid agencies and the local authorities?**

1 = Not at all
2 = Not very much
3 = I know about some of the support
4 = I know about most of the support
5 = I know about all of the support

(values in %)

**Mean: 2.1**



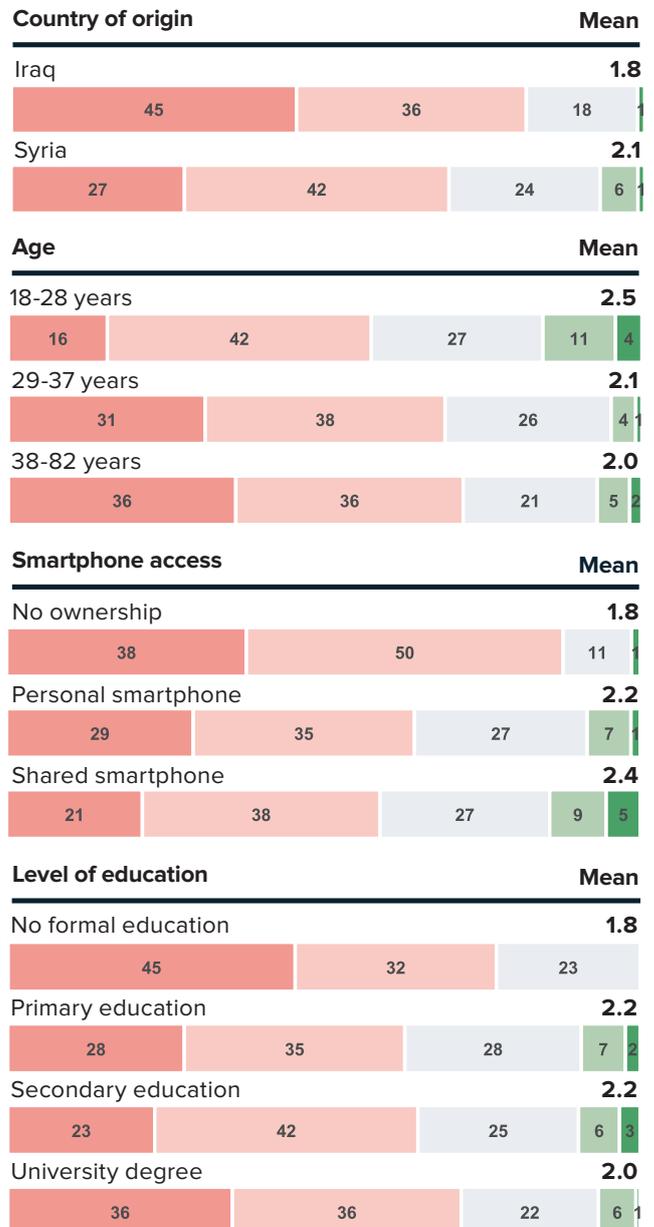
The majority of respondents are unaware of the types of support available to them, with only 8% answering positively.

Scores are lower among Iraqi respondents, with 45% indicating that they have no information regarding the support available to them.

Refugees, asylum-seekers, and migrants in the youngest age group feel most informed about available support, although most still hold negative views.

Those with access to a smartphone – either personal or shared – are marginally less negative than those with no access. The lack of digital connectivity impacts the ability to access vital information on safety and security as well as humanitarian assistance.<sup>1</sup>

Respondents with no formal education feel least informed about available support.

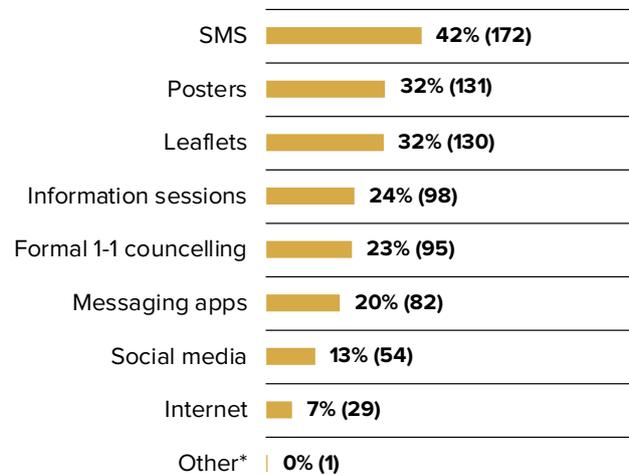


<sup>1</sup>Accenture & UNHCR, *Connecting Refugees* (UNHCR, 2016), 10-15.



**Q2. Information dissemination**

**How would you like to receive information about support available to you from aid agencies and local authorities?**

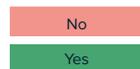


Eighty-two percent of those surveyed have personal or shared access to a smartphone, therefore it is not surprising that 42% of respondents say they would like to receive information about available support via SMS. While using messaging apps costs less as messages can be transmitted using Wi-Fi and mobile data, SMS remains useful as it connects to those without access to a smartphone.<sup>2</sup> The next two preferred channels of information dissemination are posters and leaflets. With 94% of respondents having received at least a primary level of education, it appears that literacy levels among this population are conducive to these mechanisms.

The graph shows the most common responses to this open-ended question. The figures indicate the percentage/number of people who gave this answer. Percentages do not total 100% because respondents could give multiple answers.

\* 'Other' includes information centres set up specifically for refugees, asylum-seekers, and migrants.

**Q3. Awareness of complaints mechanisms**



**Do you know where and how to make suggestions or complaints about the support you receive?**

(values in %)

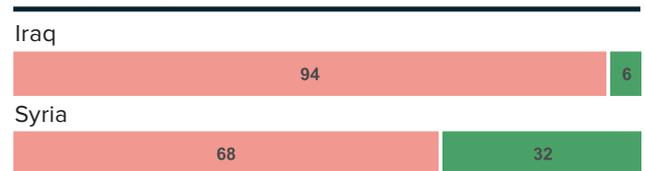


**Awareness of complaints mechanisms is very low.**

The overwhelming majority of Iraqi respondents do not know how to make suggestions or complaints, while almost a third of Syrians indicate that they are aware of existing mechanisms.

Over a third of those who personally own a smartphone feel they know how to make formal suggestions and complaints about the support they receive. The discrepancy between those who share their access to a smartphone and those with no ownership at all is marginal.

**Country of origin**



**Smartphone access**

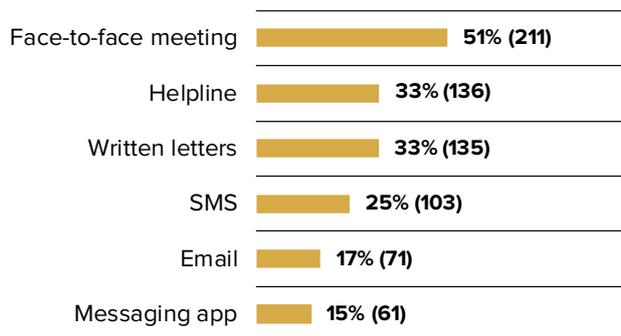


<sup>2</sup> International Committee of the Red Cross, *Humanitarian Futures for Messaging Apps: Understanding the Opportunities and Risks for Humanitarian Action* (Geneva: ICRC, 2017).



**Q4. Preferred methods of submitting complaints**

**How would you prefer to make suggestions or complaints about the support you receive?**



Over half of respondents say they would like to make suggestions or complaints in face-to-face meetings. The next most preferred methods are to call a helpline and to write letters.

The graph shows the most common responses to this open-ended question. The figures indicate the percentage/number of people who gave this answer. Percentages do not total 100% because respondents could give multiple answers.

**Q5. Trust in complaints mechanisms**

**If you were to make a complaint, do you believe you would receive a response?**



(values in %)

**Mean: 3.1**



Forty-one percent of respondents are unsure whether they would receive a response if they were to make a complaint.

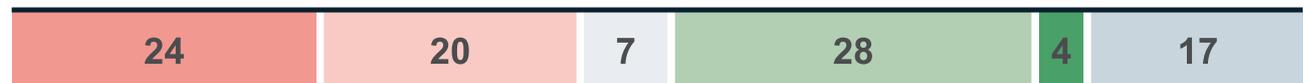
**Q6. Needs met by services**

**Are your most important needs met by the services you receive?**



(values in %)

**Mean: 2.6**



Forty-four percent of refugees, asylum-seekers, and migrants do not feel that their most important needs are being met by the services they receive. With 90% of refugees living amongst host communities in Turkey, the Directorate General of Migration Management (DGMM), relevant ministries, and local authorities are facing increasing pressure to respond to the needs of refugees.<sup>3</sup> The lack of adequate housing and shelter are felt particularly strongly.<sup>4</sup>

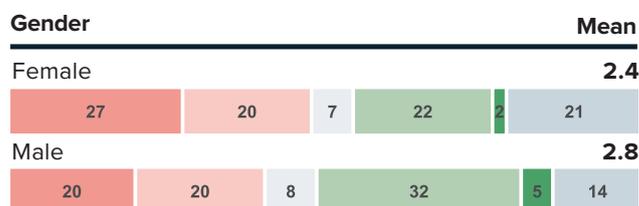
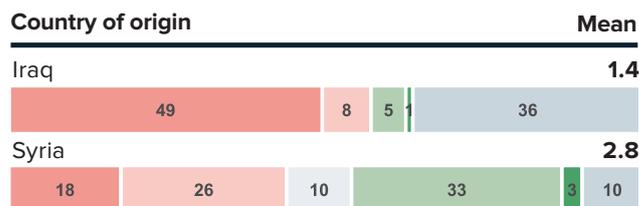
<sup>3</sup> The UN Refugee Agency & United Nations Development Programme, *3RP Regional Refugee & Resilience Plan 2017-2018: Turkey* (UNHCR & UNDP, 2017), 15.

<sup>4</sup> Bellamy et al., *The Lives and Livelihoods of Syrian Refugees* (ODI, 2017), 12.



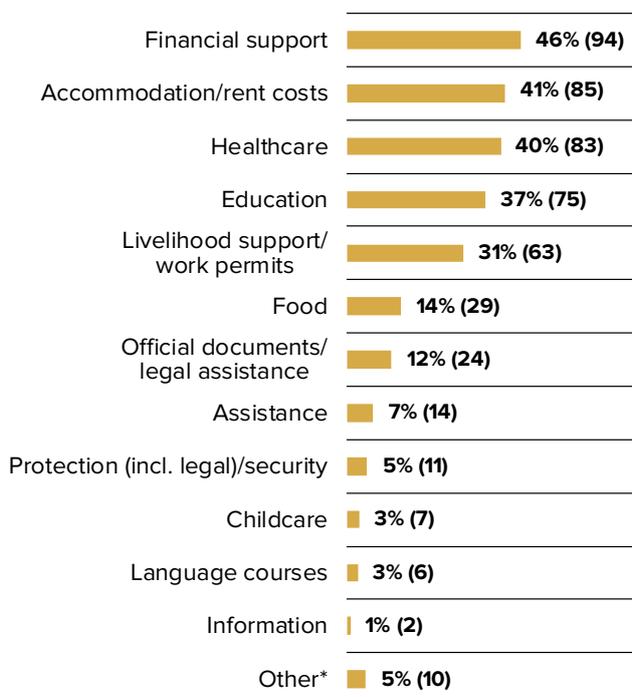
Over half of Iraqi respondents regard the support they receive as inadequate to meeting their most important needs, and only 6% feel that support is adequate. Although Syrian refugees, asylum-seekers and migrants are overall more positive, a substantial proportion also indicate that their needs are not being met.

Female respondents answer more negatively than male respondents regarding the support they receive.



Follow-up question asked to those who responded 1, 2 or 3 to Q6:

## What are your most important needs that are not met?



For refugees, asylum-seekers, and migrants in Gaziantep and Kilis, the most important unmet needs are financial support, assistance finding suitable accommodation and paying rent, and access to medical treatment. As noted, 90% of Syrian refugees in Turkey live in host communities.<sup>5</sup> Due to a lack of access to the formal economy and the high cost of living in urban environments, poverty is common across refugee populations.<sup>6</sup> Small flats are often occupied by two to three refugee families unable to find decent places to live.<sup>7</sup>

The graph shows the most common responses to this open-ended question. The figures indicate the percentage/number of people who gave this answer. Percentages do not total 100% because respondents could give multiple answers.

\* 'Other' includes detergent, family reunification, heating, clothing, household appliances, and right to move or travel abroad.

<sup>5</sup> The UN Refugee Agency & United Nations Development Programme, *3RP Regional Refugee & Resilience Plan 2017-2018: Turkey* (UNHCR & UNDP, 2017), 5.

<sup>6</sup> *ibid.*, 6.

<sup>7</sup> Bellamy et al., *The Lives and Livelihoods of Syrian Refugees*. (ODI, 2017), 12.



**Q7. Support reaching those in need**

**In your district, does the support to refugees and asylum-seekers reach the people who need it most?**



(values in %)

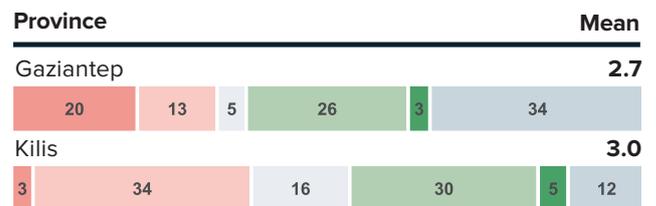
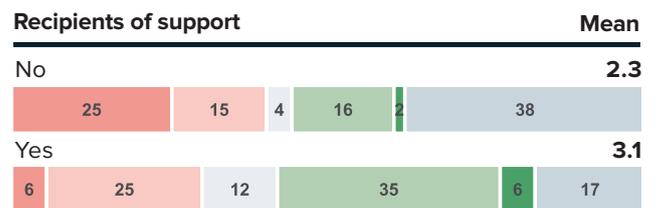
**Mean: 2.8**



**Opinions are divided on whether aid reaches those who need it most, with over a third of respondents answering negatively. Over a quarter say they do not know.**

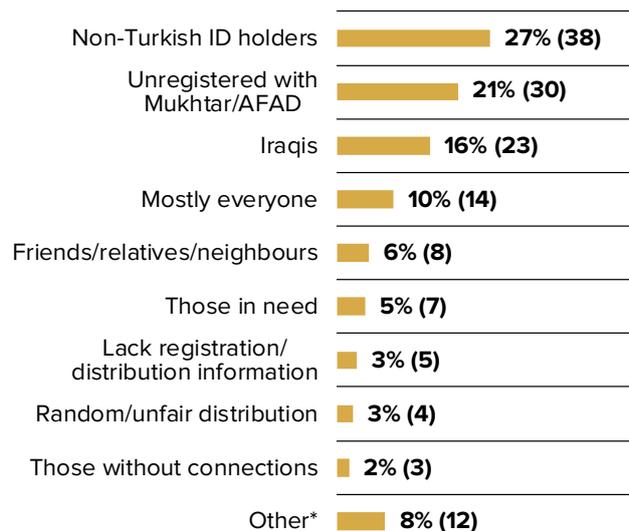
Those who do not receive support are more negative as to whether support is reaching those who need it most in their district.

Though a larger percentage of respondents in Kilis feel negative about how well support reaches those who need it most, the mean score of respondents in Gaziantep is lower. This is due to the large number of individuals in Kilis feeling unable to assess whether support is reaching those most in need.



**Follow-up question asked to those who responded 1, 2 or 3 to Q7:**

**Who is left out?**



Those lacking official identification cards and documentation are considered most left out. Eighteen percent of respondents add that those not registered with the local Mukhtar or with the Disaster and Emergency Management Authority (AFAD) are also excluded from support.

The graph shows the most common responses to this open-ended question. The figures indicate the percentage/number of people who gave this answer. Percentages do not total 100% because respondents could give multiple answers.

\* 'Other' includes newcomers to Turkey, small families, those have received assistance once, disabled persons, many Syrians, everyone except for Syrians, and those who do not pay bribes to charities.



**Q8. Awareness of cash transfers**

No  
Yes

**Are you aware of cash transfers provided to refugees and asylum-seekers?**

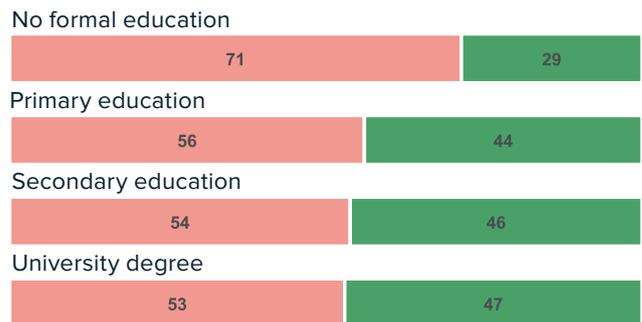
(values in %)



Over half of surveyed refugees and asylum-seekers are unaware of the cash transfers provided to refugees and asylum-seekers.

Respondents without any education are least aware.

**Level of education**



Follow-up question asked to those who responded "yes" to Q8:

**Do you think the cash transfers are fair and transparent?**

1 = Not at all  
2 = Not very much  
3 = Neutral  
4 = Mostly yes  
5 = Completely  
Do not know

(values in %)

Mean: 3.0

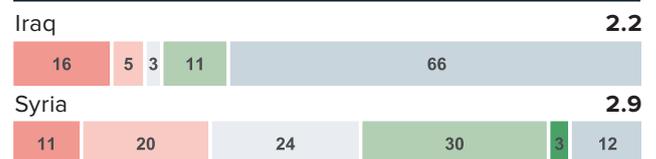


Only 34% of those who know about cash transfers consider them fair and transparent. Many also said they do not know.

A majority of those unable to judge the fairness and transparency of cash transfers are from Iraq.

**Country of origin**

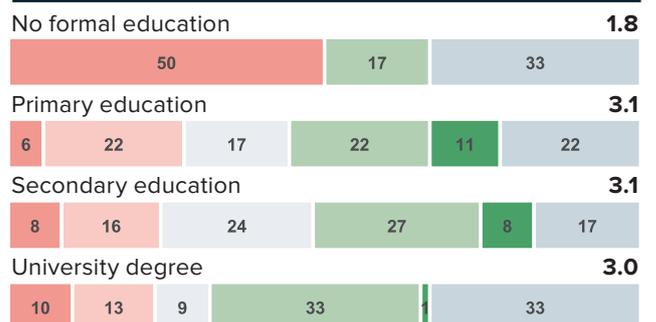
Mean



Given that awareness of cash transfers is lowest among those without any formal education, it is unsurprising that they are also most negative when it comes to assessing the fairness of such programmes.

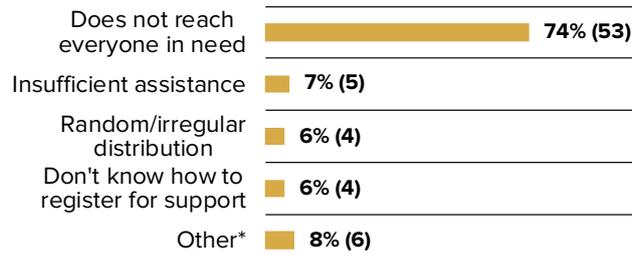
**Level of education**

Mean



Follow-up asked to those who responded 1, 2 or 3 to the previous question:

## Why not?



**Almost three-quarters of surveyed refugees, asylum-seekers, and migrants say that cash assistance does not reach everyone in need.** Additionally, respondents feel that the amount of money they receive is not sufficient due to the high cost of living in Turkey. They also criticise the regularity of distributions and the availability of information on registering for support.

\* 'Other' includes criticisms of the behaviour of those responsible for cash distributions (e.g. theft), and the lack of assistance available to those without a Turkish ID card.

The graph shows the most common responses to this open-ended question. The figures indicate the percentage/number of people who gave this answer. Percentages do not total 100% because respondents could give multiple answers.

### Q9. Information about settlement or further movement

## Do you understand your options to stay in Turkey or apply for resettlement in another country?



(values in %)

Mean: 2.3



**Two-thirds of respondents do not understand their options to remain in Turkey or apply for resettlement in another country.** Syrian nationals or non-Syrians who were refugees in Syria but fled after April 2011 are granted “temporary protection.” Those who are neither European nor Syrian currently face two parallel procedures in Turkey: the international procedure through which they can be recognised as “conditional refugees” on the one hand, and the UNHCR procedure that can lead to a refugee status determination (RSD) and, for a few, to resettlement.<sup>8</sup> For “conditional refugees,” opportunities for resettlement in Turkey are rare and one’s case can take years to be resolved.<sup>9</sup> Due to the parallel procedures and uncertainty of how long the process will take, it is not surprising that so many do not understand their options.

Those surveyed in Kilis understand their options to remain in Turkey or resettle elsewhere the least, with over three-quarters answering negatively.

Younger respondents appear to have a clearer understanding of their options for settlement or resettlement in another country.

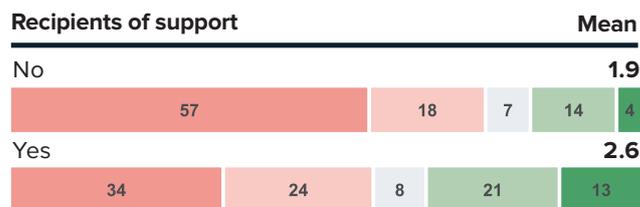


<sup>8</sup> Leghtas, Izza & Sullivan, Daniel, “Except God, We Have No One”: Lack of Durable Solutions for Non-Syrian Refugees in Turkey (Refugees International, 2017), 4.

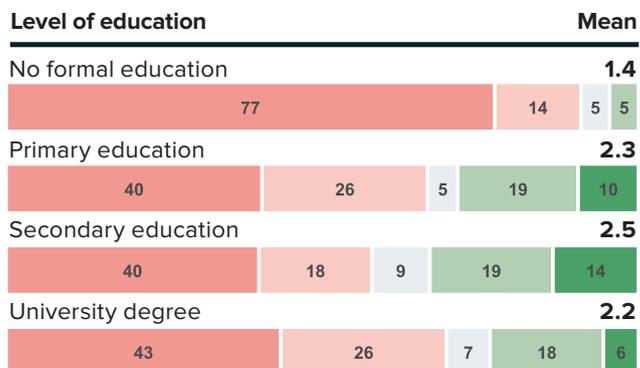
<sup>9</sup> Ibid.



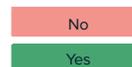
Those not receiving any type of support are least informed about their options.



Those without any formal education are less informed about their options compared to those with higher education.



**Q10. Access to information – settlement options**



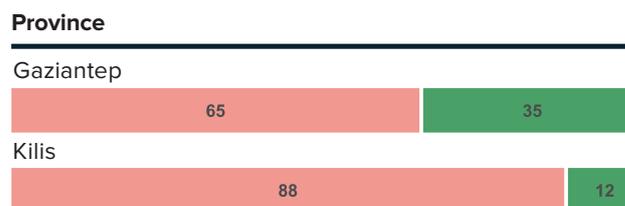
**Do you know where to access information about your options to stay in Turkey or apply for resettlement in another country?**

(values in %)

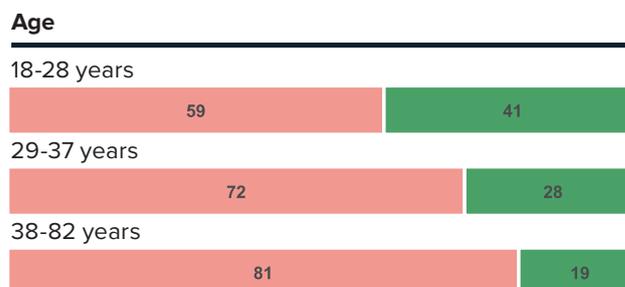


**Almost three-quarters of respondents do not know where they can access information about their options to either remain in Turkey or apply for resettlement elsewhere.** As a recent ODI report points out, the rapidly changing policies and refugee frameworks contributes to a feeling of uncertainty about their status – “the information gap in Turkey becomes filled with incorrect information, contributing to tensions with host communities.”<sup>10</sup>

Those currently residing in Kilis are less aware of where to access information about their options.



Refugees, asylum-seekers, and migrants in the oldest age group feel least informed about where to access this information.

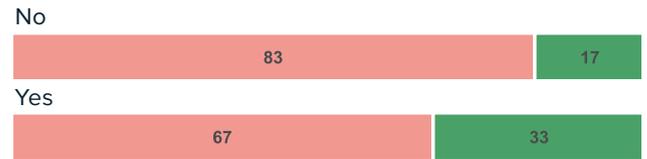


<sup>10</sup> Bellamy et al., *The Lives and Livelihoods of Syrian Refugees* (ODI, 2017) 67-68.



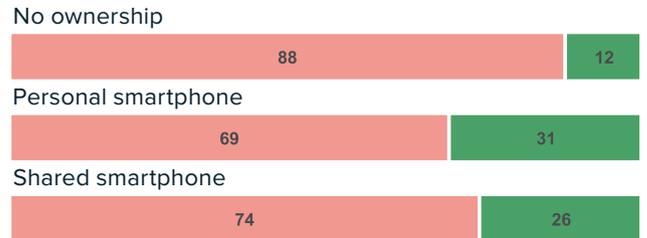
Respondents who are not receiving any type of support feel less informed than those who are.

**Recipients of support**



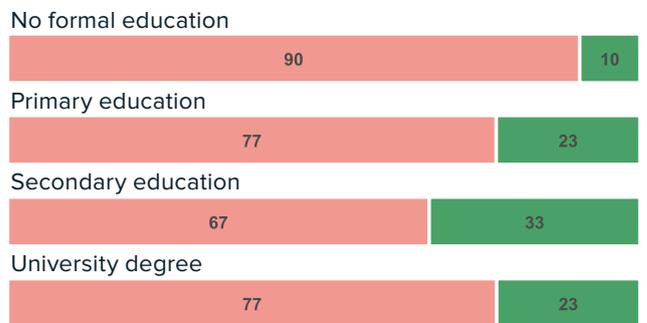
Those without access to a smartphone feel least informed about moving between countries or applying for settlement in Turkey.

**Smartphone access**



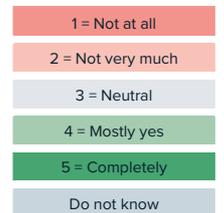
An overwhelming majority of those without formal education are unaware of where to access this information.

**Level of education**



**Q11. Trust in information from aid agencies**

**Do you trust the information you receive from aid agencies about this topic?**



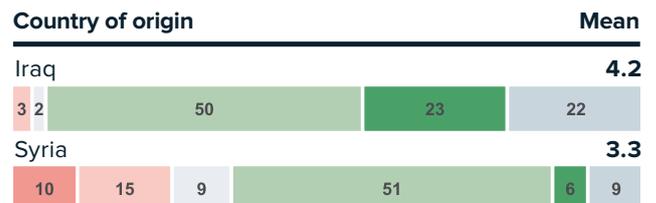
(values in %)

**Mean: 3.5**



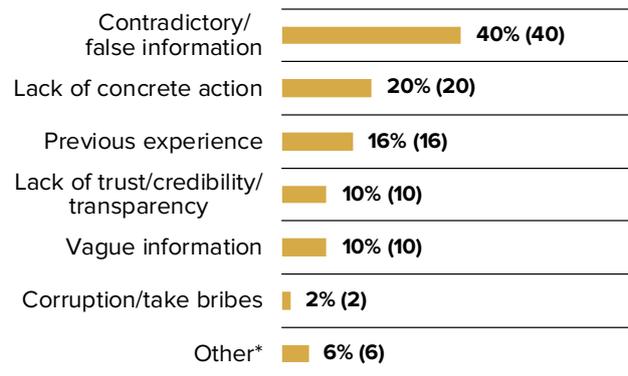
A majority of refugees, asylum-seekers, and migrants indicate that they trust information from aid agencies on the topic of settlement in Turkey and elsewhere.

Iraqi respondents trust information from aid agencies more than their Syrian counterparts.



Follow-up question asked to those who responded 1, 2 or 3 to Q11:

**Why not?**



Among those who say they do not trust information from aid agencies, over a third say the information they receive is often false, or contradicts other sources. Respondents also mention being frustrated with the unresponsiveness of organisations and the lack of action taken on the ground to resolve refugees’ issues.

The graph shows the most common responses to this open-ended question. The figures indicate the percentage/number of people who gave this answer. Percentages do not total 100% because respondents could give multiple answers.

\* ‘Other’ includes not knowing anyone who benefits from an assistance programme, and assistance not reaching everyone.

**Q12. Trust in information – official sources**

**Do you trust information you have been given from official sources about this topic?**



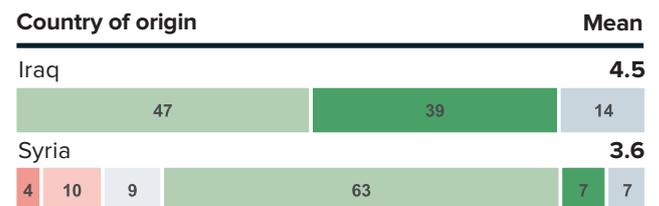
(values in %)

**Mean: 3.9**



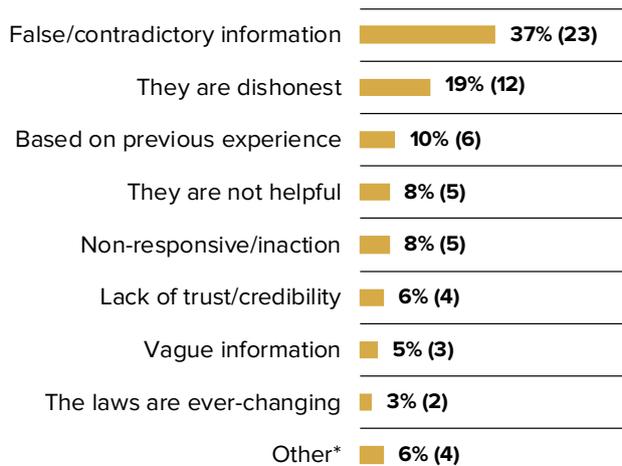
Three-quarters of respondents trust the information given to them by Turkish authorities on the topic of remaining in Turkey or applying for resettlement elsewhere.

Respondents from Iraq provide only positive responses. They trust the information provided by Turkish authorities more than Syrian respondents.



Follow-up question asked to those who responded 1, 2 or 3 to Q12:

### Why not?



Those who do not trust the information provided by Turkish authorities believe that the information is often inaccurate and, for this reason, many respondents believe the authorities to be dishonest.

The graph shows the most common responses to this open-ended question. The figures indicate the percentage/number of people who gave this answer. Percentages do not total 100% because respondents could give multiple answers.

\* 'Other' includes the documentation of information, unfair distribution of support, and being restricted from asking questions in the first place.

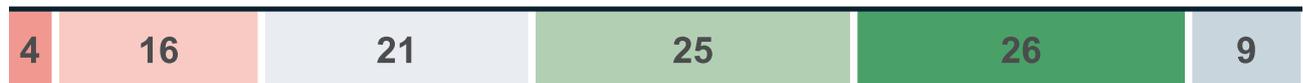
### Q13. Respect – aid agencies

## Do aid agencies treat you with respect?



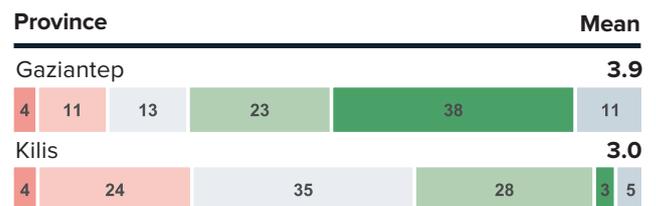
(values in %)

Mean: 3.6

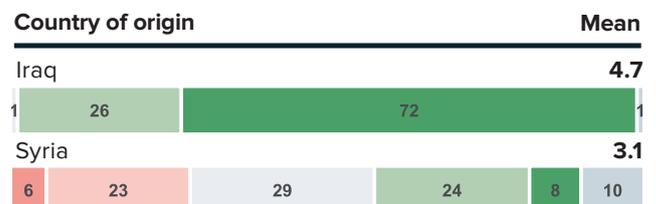


Over half of respondents feel that aid agencies treat them with respect. However, a significant proportion answer negatively.

Respondents in Gaziantep feel that aid agencies treat them more respectfully than respondents in Kilis.



Virtually all Iraqis surveyed responded positively, while over a quarter of Syrians responded negatively.



**Q14. Respect – government authorities**

**Do the authorities responsible for refugees and asylum-seekers treat you with respect?**



(values in %)

**Mean: 3.5**



**Over half of respondents feel that the Turkish authorities responsible for supporting refugees, asylum-seekers, and migrants treat them with respect.**

A higher number of respondents in Gaziantep than in Kilis think that the Turkish authorities deal with their affairs respectfully.

Iraqi respondents overwhelmingly feel that Turkish authorities treat them with respect, compared to Syrians who have a more negative view of this.



**Q15. Safety**

**Do you feel safe in your neighbourhood?**



(values in %)

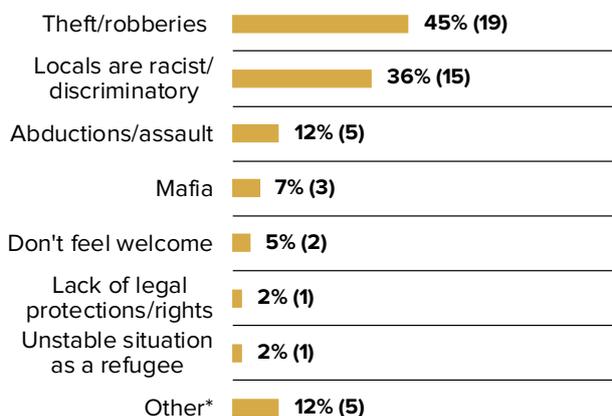
**Mean: 4.0**



**Respondents overwhelmingly report feeling safe in their neighbourhoods.**

Follow-up question asked to those who responded 1, 2 or 3 to Q15:

**Why not?**



**Those who feel unsafe in their neighbourhood indicate that it is largely due to a rise in theft and robberies.**

Respondents also note that locals exhibit discriminatory or racist behaviour towards refugees, in particular Syrians and those of other Arab backgrounds. A fair number of respondents also report child abduction and assault.

The graph shows the most common responses to this open-ended question. The figures indicate the percentage/number of people who gave this answer. Percentages do not total 100% because respondents could give multiple answers.

\* 'Other' includes a lack of integration into Turkish society, witnessing "trouble," general feeling of being uncomfortable, presence of "bad people."



### Q16. Relationship with host community

## Do you feel welcomed by Turkish people in your neighbourhood?



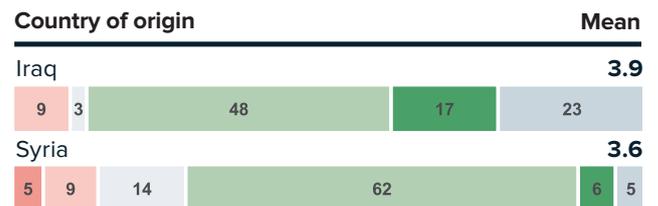
(values in %)

Mean: 3.7



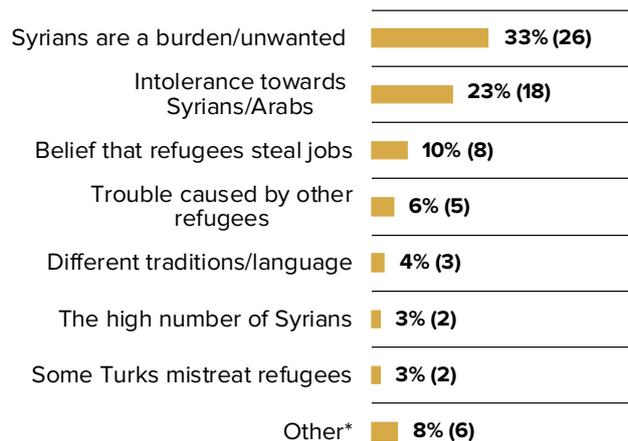
**A majority of respondents feel welcomed by their Turkish neighbours.**

Iraqi respondents feel more welcomed in their neighbourhoods than Syrians.



Follow-up question asked to those who responded 1, 2 or 3 to Q16:

### Why not?



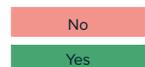
A third of those who do not feel welcomed by their Turkish neighbours cite Turks thinking that refugees are a burden on the state, cause additional problems, and steal their jobs. Many feel discriminated against because of their ethnicity - specifically Syrians and those of other Arab backgrounds.

The graph shows the most common responses to this open-ended question. The figures indicate the percentage/number of people who gave this answer. Percentages do not total 100% because respondents could give multiple answers.

\* 'Other' includes problems and disputes between Syrians and Turks, and a lack of assimilation between locals and refugees.

### Q17. Learning Turkish

## Are you learning Turkish?



(values in %)



**Almost three-quarters of respondents are learning Turkish.** It should be noted that some interviews were conducted at Turkish language centres, so this survey may over-represent the number taking Turkish classes. As noted in the 3RP, low proficiency in Turkish is a significant barrier to the educational participation of refugees, asylum-seekers, and migrants of all ages as well as their access to health services.<sup>11</sup>

<sup>11</sup> The UN Refugee Agency & United Nations Development Programme, *3RP Regional Refugee & Resilience Plan 2017-2018: Turkey* (UNHCR & UNDP, 2017), 40-50.

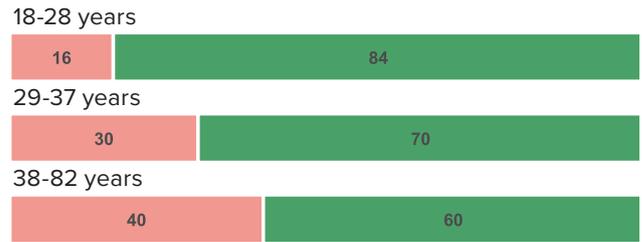


A great majority of refugees, asylum-seekers, and migrants in the youngest age group are taking Turkish lessons, while only 60% of those in the oldest age bracket are learning the language.

Almost three-quarters of those who said they are receiving some type of support are taking Turkish lessons.

Just under two-thirds of respondents with no formal education are taking Turkish language classes.

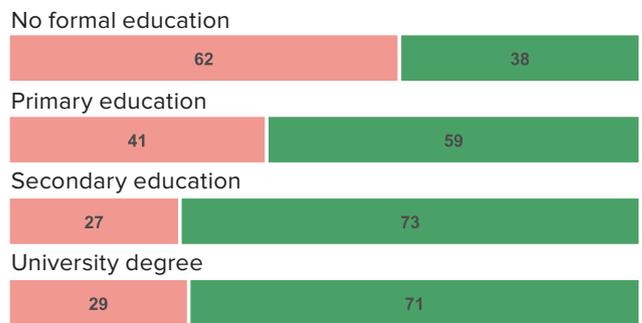
**Age**



**Recipients of support**

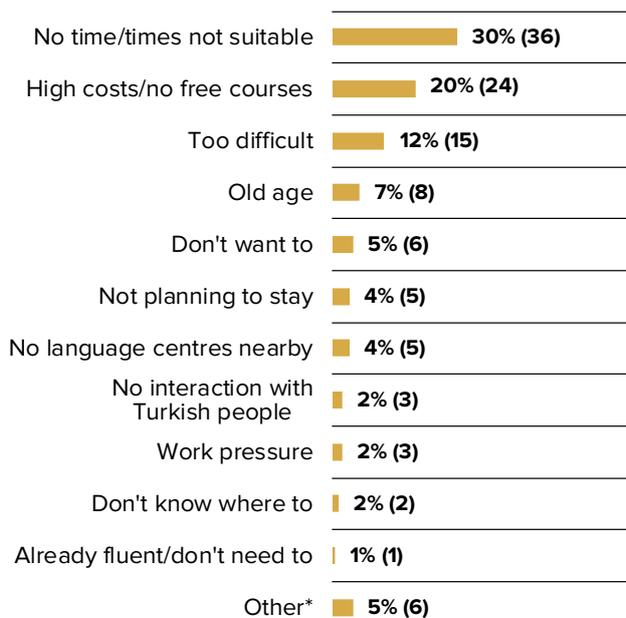


**Level of education**



**Follow-up question asked to those who responded "No" to Q17:**

**Why not?**



Those not currently taking Turkish lessons cite lack of time as the main obstacle. In some cases, this is because women taking care of children cannot leave the home. Respondents also say that courses are too expensive and they cannot find a language centre that offers free or more affordable lessons.

The graph shows the most common responses to this open-ended question. The figures indicate the percentage/number of people who gave this answer. Percentages do not total 100% because respondents could give multiple answers.

\* 'Other' includes not having the required card for admission to language centres, having children who speak Turkish for them, having not received a response after registering for a language course, being denied from a course, a lack of stability.



**Q18. Housing**

**Are people from your home country able to find a place to live in this city?**



(values in %)

**Mean: 3.5**

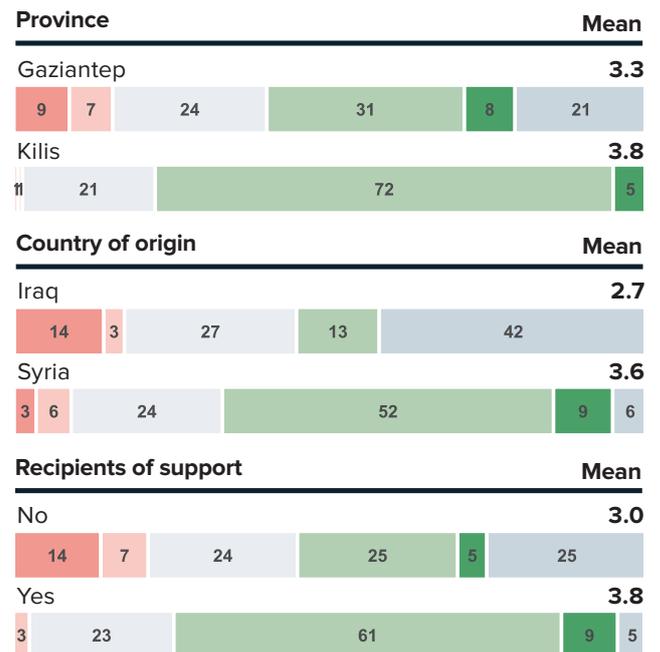


**Over half of respondents feel that people from their home country are able to find a place to live in their respective cities.**

Those living in Kilis feel more positive about accommodation prospects for people from their home country than those from Gaziantep, with only 2% answering negatively.

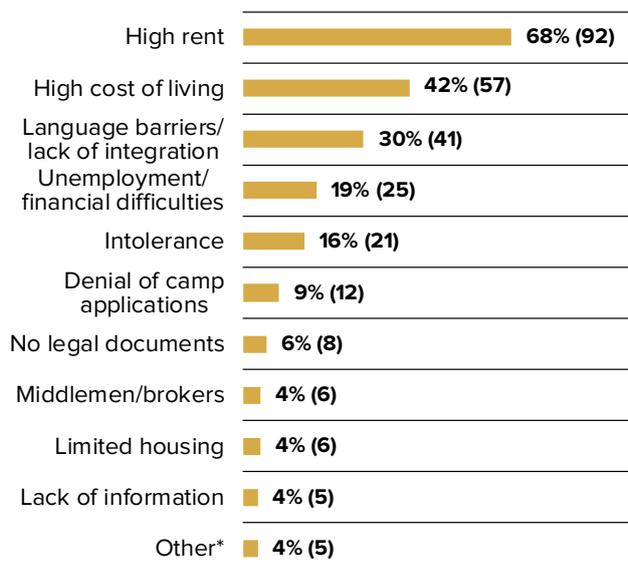
Iraqis are less positive about accommodation prospects, with 17% answering negatively.

Those not receiving support feel it is more difficult for people from their home country to find accommodation.



**Follow-up question asked to those who responded 1, 2 or 3 to Q18:**

**What are the main obstacles?**



A large majority of respondents cite high rental costs as the main obstacle people from their home country face when finding accommodation in their respective cities. A high cost of living, language barriers, being unable to find appropriately-paid work, and discrimination towards Syrians and those of other Arab backgrounds are also commonly mentioned. Due to the high cost of living and lack of assistance for housing, it is common to “settle for crowded and unsafe conditions” as many find themselves having to live with strangers and are unable to cope with the cold of the winter months as they cannot pay for heating.<sup>12</sup>

The graph shows the most common responses to this open-ended question. The figures indicate the percentage/number of people who gave this answer. Percentages do not total 100% because respondents could give multiple answers.

\* ‘Other’ includes accommodation being far from where they work, lack of connections and trust, and having utilities registered in their name.

<sup>12</sup> Leghtas, Izza & Sullivan, Daniel, “Except God, We Have No One”: *Lack of Durable Solutions for Non-Syrian Refugees in Turkey* (Refugees International, 2017), 7-8.



**Q19. Employment**

**Are people from your home country able to gain employment in your city?**

- 1 = Definitely not
- 2 = Not likely
- 3 = Some of them
- 4 = Most of them
- 5 = Yes, all people find work
- Do not know

(values in %)

**Mean: 3.2**

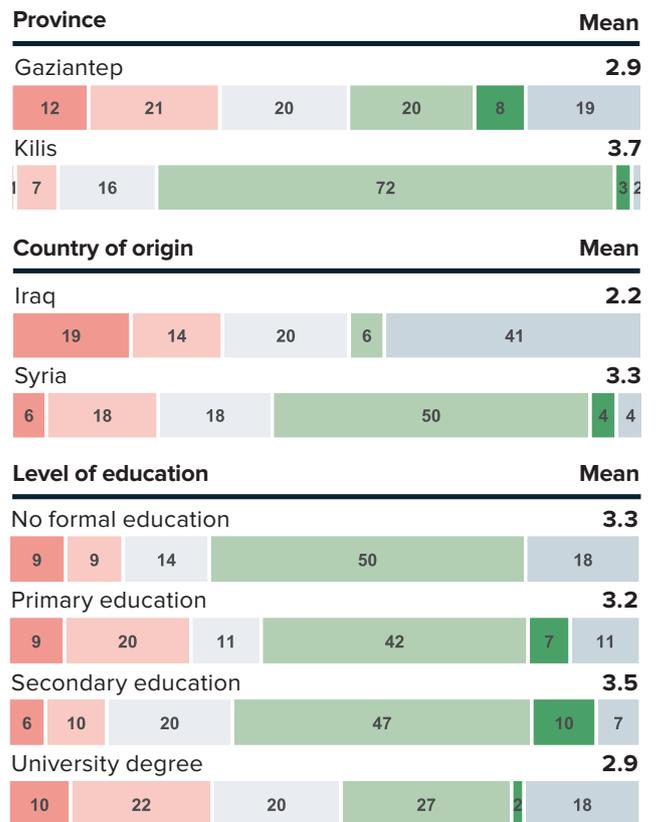


**Forty-five percent of respondents feel that people from their home country are able to find employment in their respective cities.**

Respondents in Gaziantep find that those from their home country have a more difficult time getting work than their counterparts in Kilis.

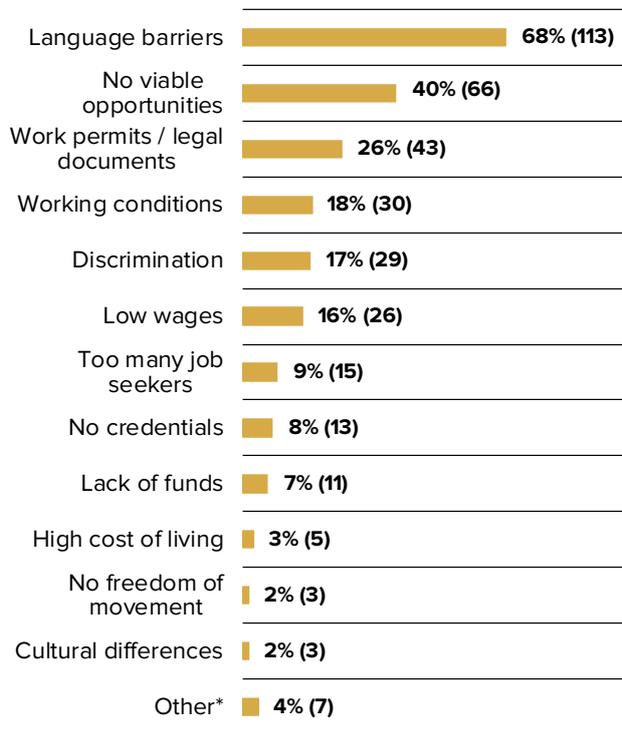
Syrians feel more positive about the prospects of their compatriots finding work, with 54% answering positively. It should be noted that 41% of Iraqi respondents feel unable to answer this question.

Interestingly, those with university degrees are most negative about job prospects. While the question asked how they perceived others' job prospects, some may be projecting their own experiences.



Follow-up question asked to those who responded 1, 2 or 3 Q19:

### What are the main obstacles?



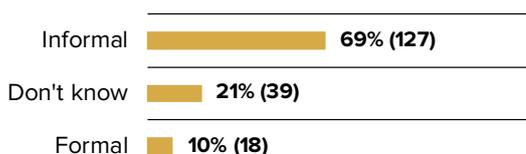
Those who responded negatively cite language barriers, a lack of job opportunities, and difficulties obtaining work permits and other legal documents as the main obstacles to employment.

The graph shows the most common responses to this open-ended question. The figures indicate the percentage/number of people who gave this answer. Percentages do not total 100% because respondents could give multiple answers.

\* 'Other' includes instability, absence of organisations helping refugees find work, not having a place to live, a lack of trust, and no financial support.

Follow-up question asked to those who responded 4 or 5 to Q19:

### What type of employment are they able to get?



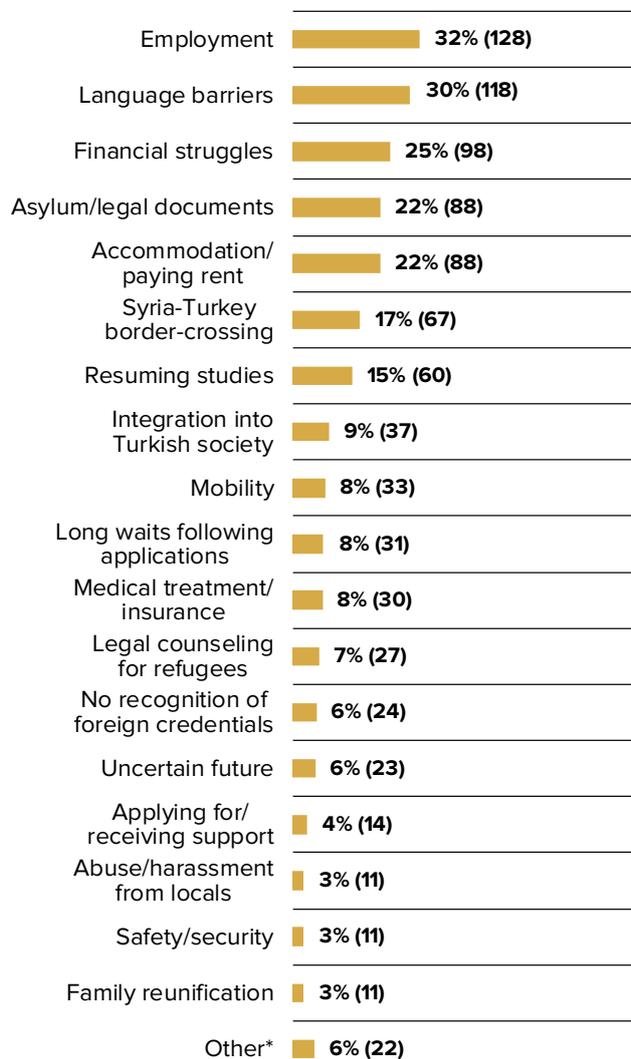
The vast majority of respondents say that people from their home country can only find employment in the informal economy. A study conducted by Refugees International indicated that working in the informal sector leaves refugees vulnerable to extortion – either not earning as much as their Turkish co-workers or not receiving the amount they were promised.<sup>13</sup>

<sup>13</sup> Leghtas, Izza & Sullivan, Daniel. "Except God, We Have No One": Lack of Durable Solutions for Non-Syrian Refugees in Turkey. (Refugees International, 2017), 11.



## Q20. Main challenges faced by refugees and asylum-seekers

### What are the three most significant problems or challenges that refugees and asylum-seekers face in Turkey?



In line with previous findings, respondents say that what they need most is legitimate work that pays decently. This key concern is followed by respondents' difficulty in learning Turkish and overcoming financial problems that often restrict them from finding adequate housing.

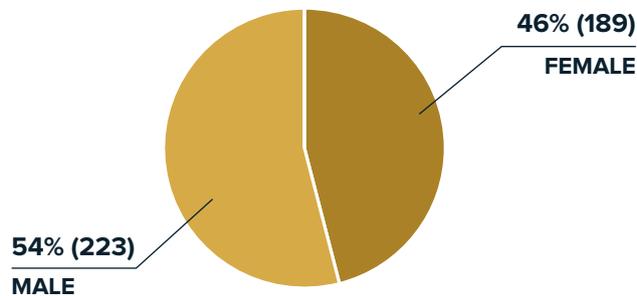
The graph shows the most common responses to this open-ended question. The figures indicate the percentage/number of people who gave this answer. Percentages do not total 100% because respondents could give multiple answers.

\* 'Other' includes poor working conditions and long hours, non-facilitation of official transactions, the unstable political situation in Turkey, and not being able to return home.

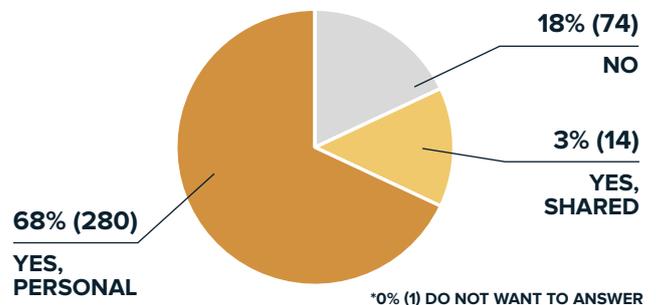
# DEMOGRAPHICS

The graphs below depict the demographic breakdown of the 413 respondents in Round One. Each graph includes percentages, as well as the frequency in parentheses.

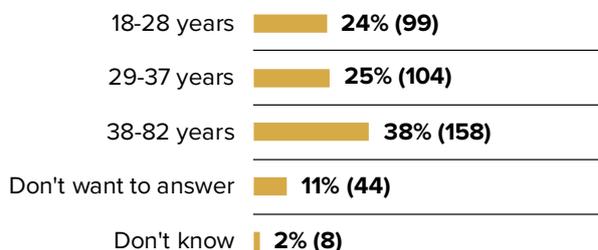
## Gender



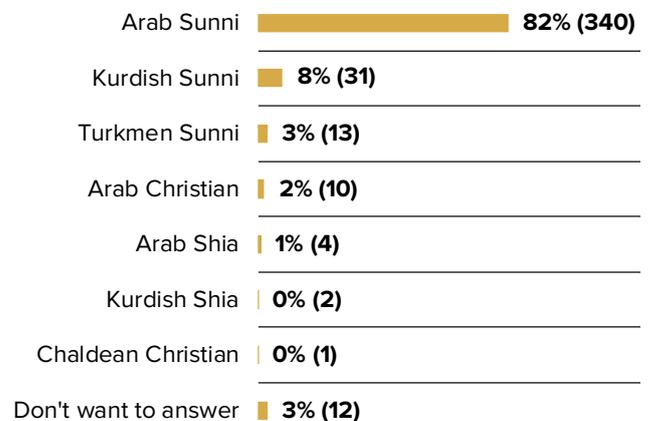
## Do you use a smartphone every day?\*



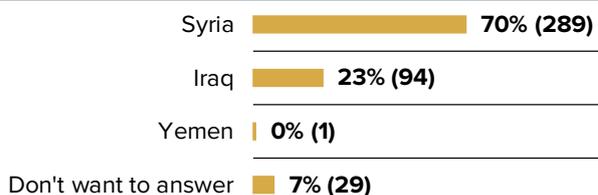
## Age



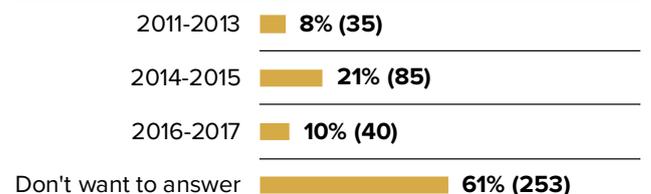
## Ethno-religious affiliation



## Country of origin



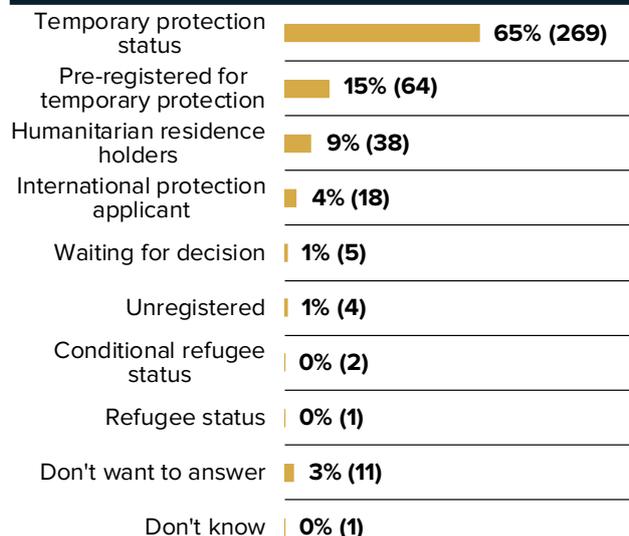
## Year of arrival in Turkey



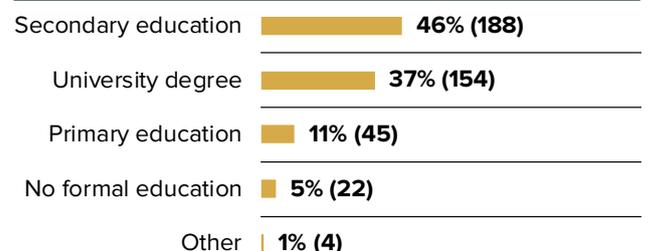
## Province



## Legal status



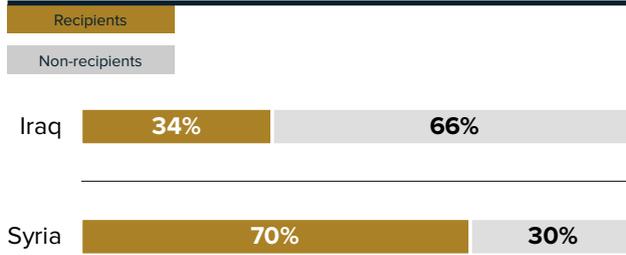
## Highest level of education



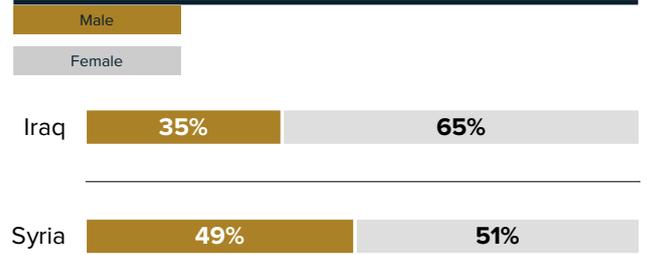
## Recipients and non-recipients of support



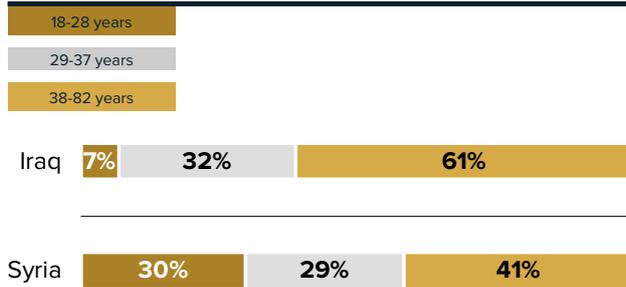
### Country of origin - recipients of support



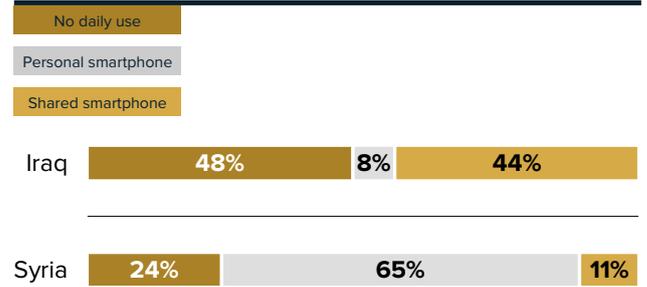
### Country of origin - gender



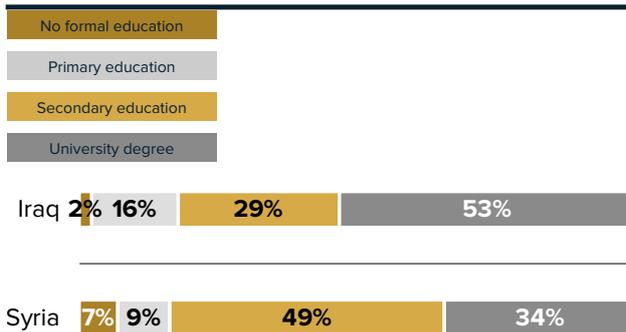
### Country of origin - age



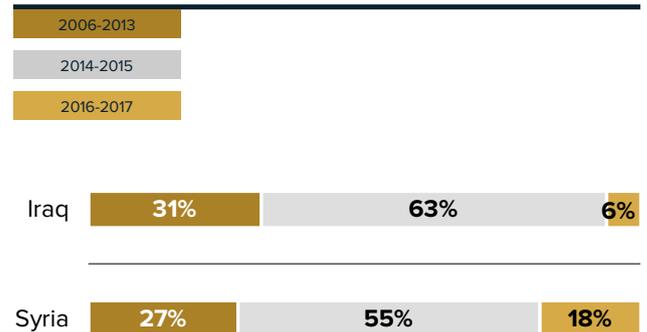
### Country of origin - smartphone usage



### Country of origin - highest level of education



### Country of origin - year of arrival in Turkey



# RECOMMENDATIONS FOR THE HUMANITARIAN COMMUNITY

The following next steps are suggested for consideration by humanitarian agencies in Turkey:

- a) Dialogue.** Discuss the main findings with your own staff, partners, and refugees and asylum-seekers to verify and deepen the analysis. These “sense-making” dialogues should focus on themes where the data suggests that further attention or action may be necessary.
- b) Advocacy.** Consider sharing this report with other aid agencies and institutions working with refugees and asylum-seekers in Turkey to see how, together, the humanitarian and development community can address concerns and bridge gaps.

- c) Closing the loop.** Encourage field staff to close the feedback loop by informing refugees about how services are being adapted to take feedback into account.

Ground Truth Solutions’ staff would be happy to discuss the findings with agencies in Turkey and offer advice on follow-up activities. As mentioned at the start, Ground Truth Solutions will also dig deeper into these findings and share the results of some more qualitative research shortly.

## NOTES ON METHODOLOGY

### Background

Ground Truth Solutions is one of seven partners that jointly provide analytical services as part of the [Mixed Migration Platform](#) (MMP). The other partners are [ACAPS](#), [Danish Refugee Council](#), [Internews](#), [INTERSOS](#), [REACH](#), and [Translators without Borders](#). The goal of MMP, which was launched in October 2016, is to provide information related to mixed migration for policy, programming and advocacy work as well as providing information to people on the move in the Middle East and Europe. Ground Truth’s contribution to the platform is the collection and analysis of feedback on the perceptions of people in different stages of displacement – in the borderlands, transit countries and countries of final destination.

### Survey development

Ground Truth Solutions developed this survey - with input from humanitarian agencies in Turkey - to gather feedback from refugees on the provision of humanitarian aid in the country. The goal is to inform the programming of humanitarian agencies and contribute to a more effective response. Ground Truth Solutions’ perceptual surveys complement regular monitoring and evaluation of the response. Most closed questions use a 1-5 Likert scale to quantify answers. Several questions are followed by an open-ended question to understand why the respondent gave a particular answer.

### Sample size

Interviews were conducted with a total of 413 refugees, asylum-seekers, and migrants across Gaziantep (265) and Kilis (148), of which a majority said they hold temporary

protection status or were pre-registered for temporary protection at the time of data collection.

### Sampling methodology

Selection of respondents was randomised, with enumerators first identifying interviewees in public spaces such as restaurants, markets, religious institutions, community centres, and clinics – areas where they expected to encounter a high number of respondents. The aim was also to have an appropriate gender split based on available migrant data and to include all main groups of refugees and asylum-seekers, i.e. Syrians, Iraqis, Iranians, Afghans, and Somalis. In Gaziantep, enumerators leveraged their cultural backgrounds to gain access to ethnic communities and social networks to help with snowball sampling. Two enumerators who are teachers at an Iraqi school conducted interviews at the school’s parent-teacher meetings, while another used the network she had established by volunteering for a local NGO. In Kilis, enumerators largely relied on home visits, going door-to-door. A doctor, well-known and respected within the Syrian community in Kilis, conducted interviews during house calls. Another enumerator used the networks he built during his work with NGOs and charities to assist with snowball sampling. The confidence intervals of the Likert questions for the Gaziantep and Kilis dataset is 5%, with a 5% false alarm rate. In other words, we can be 95% certain that the broader population’s attitudes fall within 5% of the responses of the full sample, assuming no sampling or response biases. Missing responses on particular questions are excluded from mean comparisons and correlations.

## Data disaggregation

Data is disaggregated by province, gender, age, country of origin, smartphone usage, level of education, and if they are a recipient of any type of aid. The analysis in the report includes any substantive difference in the perceptions of different demographic groups. It does not, however, show the full breakdown of responses according to these categories.

## Language of the survey

This survey was conducted in Arabic, Farsi, Dari, and English.

## Data collection

Data was collected between April 24 and May 6, 2017 by Proximity International, an independent data collection company contracted by Ground Truth Solutions. Enumerators conducted individual, face-to-face interviews.

**For more information about Ground Truth surveys in Turkey, please contact Elias Sagmeister (elias@groundtruthsolutions.org) or Andrew Hassan (andrew@groundtruthsolutions.org).**

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Accenture & UNHCR, *Connecting Refugees* (UNHCR, 2016).

Bellamy et al., *The Lives and Livelihoods of Syrian Refugees* (ODI, 2017).

Leghtas, Izza & Sullivan, Daniel, *“Except God, We Have No One”*: Lack of Durable Solutions for Non-Syrian Refugees in Turkey (Refugees International, 2017).

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