



**GROUND TRUTH
SOLUTIONS**

MIXED MIGRATION PLATFORM

**REFUGEE, ASYLUM-SEEKER AND
MIGRANT PERCEPTIONS**

IZMIR / TURKEY

— SURVEY REPORT —

25 AUGUST 2017

MIMP | MIXED
MIGRATION
PLATFORM

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OVERVIEW

Introduction

This report analyses information about various aspects of humanitarian assistance gathered from refugees, asylum-seekers, and migrants in Izmir, Turkey between 23 and 27 July 2017. It is the second in a series of data collection rounds by Ground Truth Solutions in Turkey, under the [Mixed Migration Platform](#). The first round looked at refugee, asylum-seeker, and migrant views in [Istanbul](#) and [Gaziantep/Kilis](#). Ground Truth Solutions has now delved deeper into the findings and will share the results of its qualitative data collection alongside this report.¹

Interviews for this survey were conducted face-to-face with 521 non-camp refugees, asylum-seekers, and migrants living across four districts in Izmir – Konak,

Karabağlar, Bornova and Buca. Respondents from Syrian households were selected using a stratified random sampling methodology. Iraqi, Afghan, Iranian, and Somali respondents were selected through snowball sampling. Data collectors also ensured an appropriate gender balance. Individuals were asked to score each closed question on a scale of 1 to 5. The face-to-face interviews also included several open-ended questions to provide further details about respondents' perceptions. More background and information on the methodology can be found in the methodology section at the end of this report.

Summary Findings

Lack of information about available services and support

Nearly all of those interviewed are unaware of the kind of support available to them from aid agencies and local authorities, with only 8% answering positively. Over half the respondents say they would prefer it if information was given by SMS, while 25% prefer social media platforms.

Lack of awareness of and trust in complaints mechanisms

Eighty-three percent of respondents do not know where or how to make suggestions or complaints about the support they receive. Among Syrians, only 6% say they are aware of such mechanisms. Most say they would like to make suggestions or complaints directly to support providers in face-to-face meetings, while 29% would prefer dedicated help lines. More than half of respondents doubt that they would get a response if they were to submit a complaint.

Priority needs are not met

Most respondents feel that the services they receive do not meet their most important needs which include accommodation, help paying household bills and rent, financial and cash support, access to employment, and help obtaining work permits and other legal documents. When asked whether support reaches those most in need, opinions are mostly negative, with female, Iraqi, and Syrian respondents especially pessimistic. Small families, those who are particularly vulnerable, and those without Turkish identification cards are considered to miss out most from assistance.

Widespread awareness of cash assistance

Over three-quarters of respondents are aware of cash-based assistance programmes, with Syrian respondents being the most informed. Only a quarter of respondents think cash-based assistance is fair and transparent. Most of those who think that cash-based assistance is unfair say this is because they feel it does not reach all families in need, that support only goes to large families, or that assistance is seen to be distributed in an entirely random manner because agencies lack a situational understanding of those who do and do not require support.

Lack of understanding of settlement options

Most respondents do not understand their options for staying in Turkey or being resettled in a different country. This lack of understanding is likely explained by the fact that 66% of respondents do not know where they can get the information. Syrians are the least informed about their options in comparison to other nationalities.

Moderate trust in information from aid agencies, high trust in information from official sources

Respondents' trust in information provided by aid agencies about their options is moderate, with 43% answering positively. Well over a third of those answering negatively attribute their mistrust of aid agencies to false information and empty promises. Combined with this, just under a third of respondents answering negatively think that aid agencies lack credibility. Three-quarters of respondents say they trust the information from official sources.

¹ For all findings from Ground Truth's work under the Mixed Migration Platform, see <http://groundtruthsolutions.org/our-work/by-project/mixed-migration-platform/>

Strong feelings of safety

Most of those interviewed report feeling safe; those who feel unsafe cite racism or discrimination against refugees and other foreigners, instances of verbal and physical assault, and drug usage in their neighbourhoods. When asked directly if they feel welcomed by the host community, most answer positively. Those who feel that Turks are unwelcoming say that many locals believe refugees are ruining the country's economy, 'stealing' jobs, driving up the cost of living, and making an already competitive housing market even more difficult.

Learning Turkish remains a challenge for many

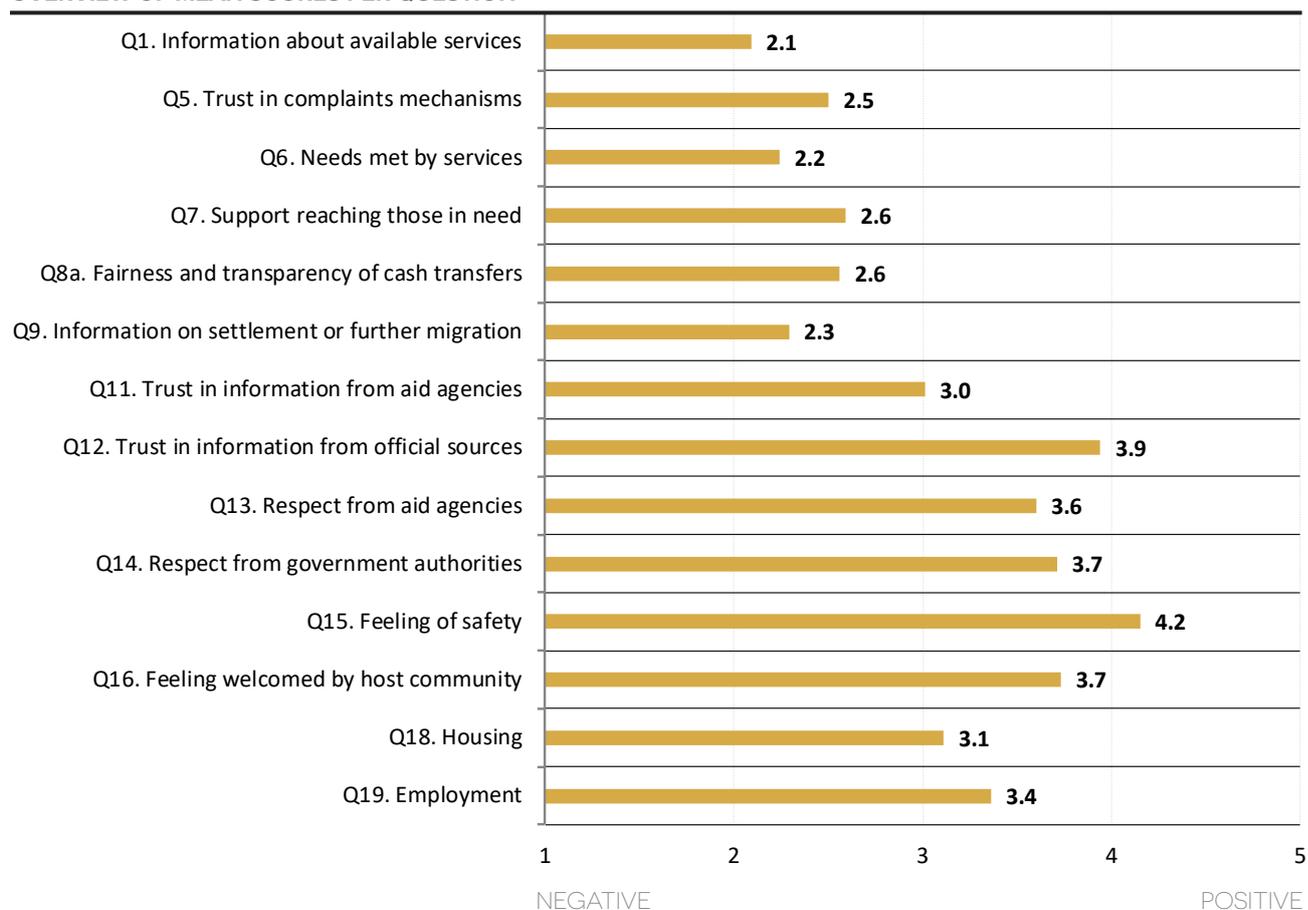
Though over half of the respondents are currently learning Turkish, 40% of the 521 refugees surveyed regard language barriers and access to Turkish language lessons as the most significant challenge they face. More than a quarter of those not currently taking Turkish lessons cite a lack of time or scheduling conflicts as an obstacle to learning the local language. In some cases, this is because individuals are busy taking care of children or

working.

Finding accommodation and work in Izmir is a major obstacle for many

Only 41% of respondents say people from their home country have been able to find housing in Izmir where high rents and the high cost of living are seen as the main obstacles. Other issues include Izmir's competitive housing market and discrimination by landlords because of ethnicity, country of origin, religion, and identity as a refugee and foreigner. Under half of respondents say that fellow refugees have been able to find work in Izmir. Ninety-six percent of those who say gaining employment has been possible for people from their home country say that the work is informal. Given the large number of respondents reporting difficulties coping with the high cost of living in Izmir, it is unsurprising that 34% of all interviewed refugees, asylum-seekers, and migrants consider gaining employment to be the most significant challenge they face while in Turkey.

OVERVIEW OF MEAN SCORES PER QUESTION



Reading This Report

This report uses simple bar charts for both open and closed questions. Responses to closed questions are reported using a Likert scale from 1 to 5. The mean score is also shown for each closed question. The bar charts for closed questions show the percentage of respondents who selected each answer option, with colours ranging from dark red for negative answers to dark green for positive ones. For open questions, the bar charts indicate the percentage and frequency of respondents with answers pertaining to a particular theme. For these charts, percentages do not total 100% because respondents were given the option to provide multiple answers.

For each question, we indicate the main conclusion drawn from the data. We also identify issues that might require further exploration or inquiry. This can be done by comparing

the perceptual data with other data sets that are available to organisations in Turkey. Another approach is to clarify what lies behind the perceptions that surfaced in the survey directly through community engagement, such as focus group discussions, key informant interviews, and other forms of dialogue.

Throughout this report, where data is disaggregated by country of origin, “African countries” refers to Somalia (13), Sudan (7), Cameroon (3), Eritrea (2), Zimbabwe (2), Benin (1), Burundi (1), Central African Republic (1), Comoros (1), Gabon (1), Morocco (1), Niger (1), Uganda (1), and Zambia (1).

HIGHLIGHTS

QUANTITATIVE ROUND

66%

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

48%

FIND IT DIFFICULT TO FIND ACCOMMODATION IN IZMIR

71%

FEEL WELCOMED BY TURKISH PEOPLE IN THEIR NEIGHBOURHOOD

69%

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



PREFERRED INFORMATION CHANNELS:

1. SMS
2. SOCIAL MEDIA
3. MESSAGING APPS

77%

ARE AWARE OF CASH TRANSFER PROGRAMMES AVAILABLE TO REFUGEES AND ASYLUM-SEEKERS

83%

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



EXPRESSED NEEDS:

1. HOUSING/SUPPORT PAYING BILLS
2. CASH ASSISTANCE
3. EMPLOYMENT/WORK PERMITS

86%

FEEL SAFE IN THEIR NEIGHBOURHOOD

SURVEY QUESTIONS

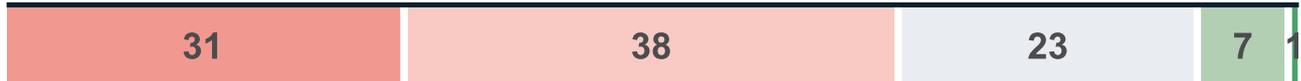
Q1. Information on available support

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



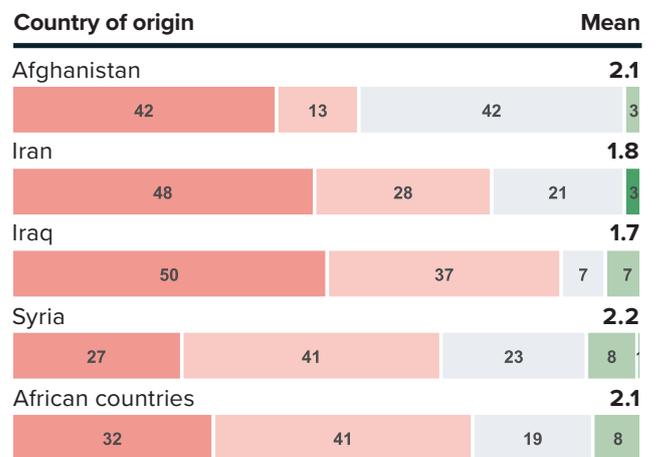
(values in %)

Mean: 2.1

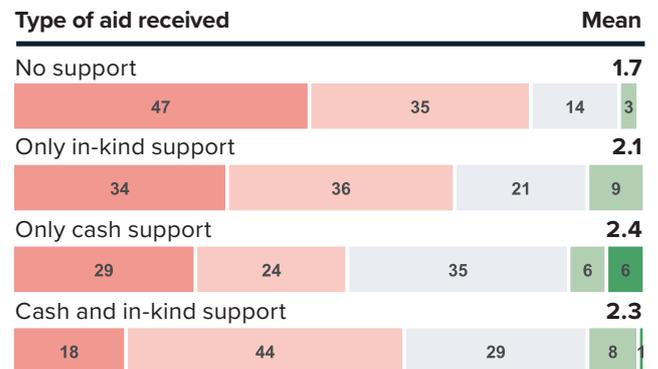


Most respondents are unaware of the type of support available to them, with only 8% answering positively.

Scores are lowest among Iraqi respondents, with 87% indicating that they have insufficient information about the support available to them.

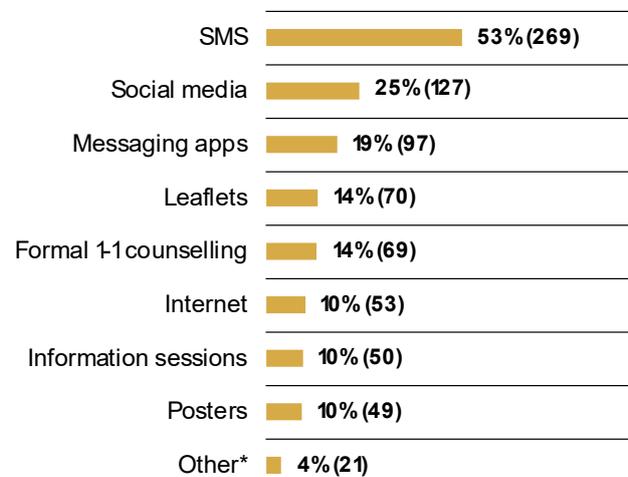


Those who do not receive any type of support feel least informed about what assistance might be available to them.



Q2. Information dissemination

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



Over half of the respondents would like to receive information about available support through SMS. Given that 72% of respondents have their own smartphone, and 15% have shared access, it is also not surprising that the next two most common preferences for receiving information are through social media and messaging apps.

The chart shows the percentage and frequency of respondents indicating a certain answer to this open-ended question. Percentages do not total 100% because respondents had the option to provide multiple answers.

* 'Other' includes by phone, friends, associations, election campaigns, email, local authorities, family members, and neighbours.

Q3. Awareness of complaints mechanisms

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

No
Yes

(values in %)



Awareness of complaints mechanisms is very low.

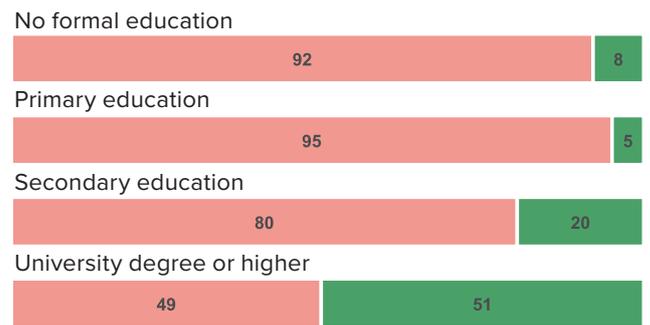
Awareness of complaints mechanisms is highest amongst refugees from African countries represented in this survey, while the most negative results are among Syrians, of whom only 6% respond positively.

Country of origin



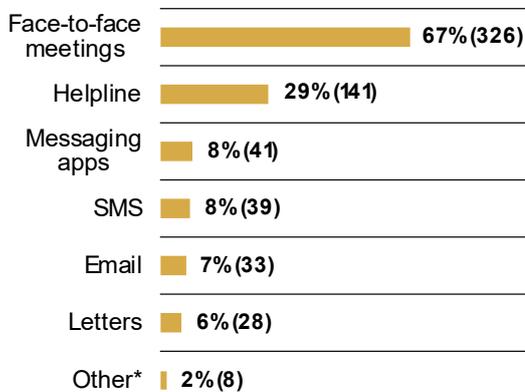
Those with higher education feel more informed about where and how to file complaints about the support that they receive, than those with more limited educational backgrounds.

Level of education



Q4. Preferred methods of submitting complaints

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



Over two-thirds of respondents say they would like to make suggestions or complaints in face-to-face meetings. The next preferred method is through helplines. This is interesting given the respondents’ preferences for receiving information about available support through SMS, social media, and messaging apps. This highlights the need to invest in time and resources to be able to gain an understanding of the local information ecosystem – to learn how people communicate and which channels they use and trust.²

The chart shows the percentage and frequency of respondents indicating a certain answer to this open-ended question. Percentages do not total 100% because respondents had the option to provide multiple answers.

* 'Other' includes through friends, phone calls, and dependent on the severity of the problem – face-to-face meetings for urgent matters and by phone or SMS for less pressing matters.

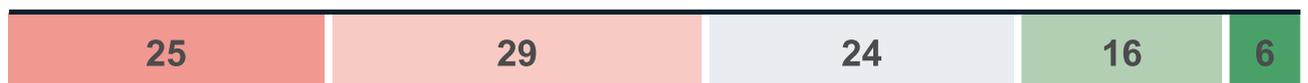
Q5. Trust in complaints mechanisms

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



(values in %)

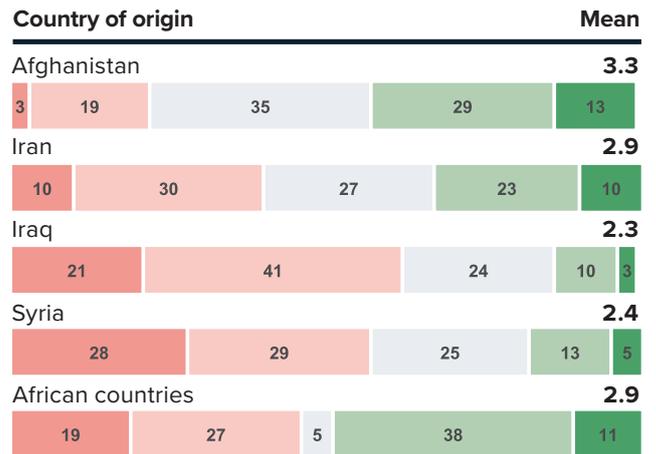
Mean: 2.5



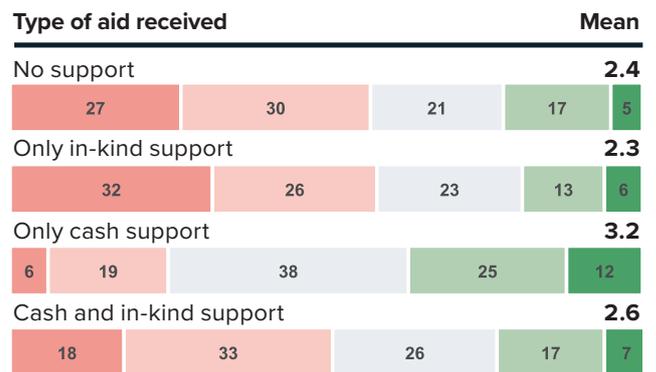
Over half of respondents do not believe that they would receive a response if they made a complaint.

² International Committee of the Red Cross, Humanitarian Futures for Messaging Apps: Understanding the Opportunities and Risks for Humanitarian Action. (Geneva: ICRC, 2017), 76.

Iraqi and Syrian respondents are least likely to expect a response after making a complaint.



Those receiving cash support as their only form of assistance appear to be most positive when it comes to believing that they will receive a response once they submit a complaint.



Q6. Needs met by services

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



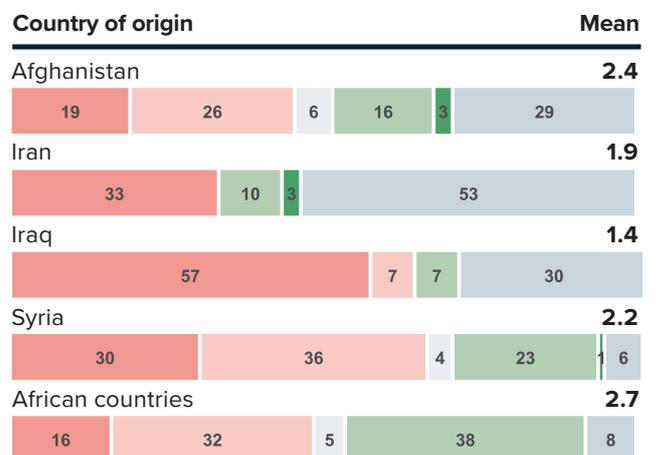
(values in %)



Mean: 2.2

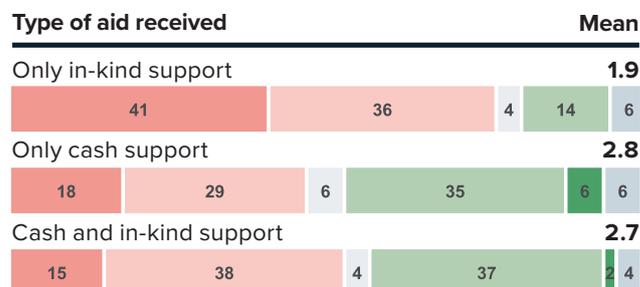
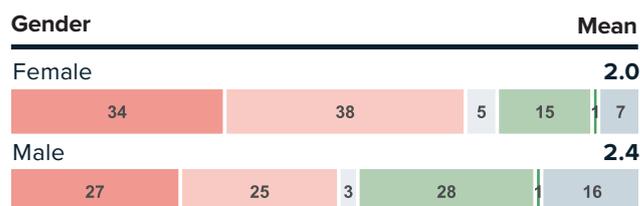
A majority of respondents feel that the services they receive do not meet their most important needs.

Just under two-thirds of Iraqi respondents say the support they receive does not meet their most important needs. Despite a higher mean score, a large proportion of Syrian respondents answered negatively.



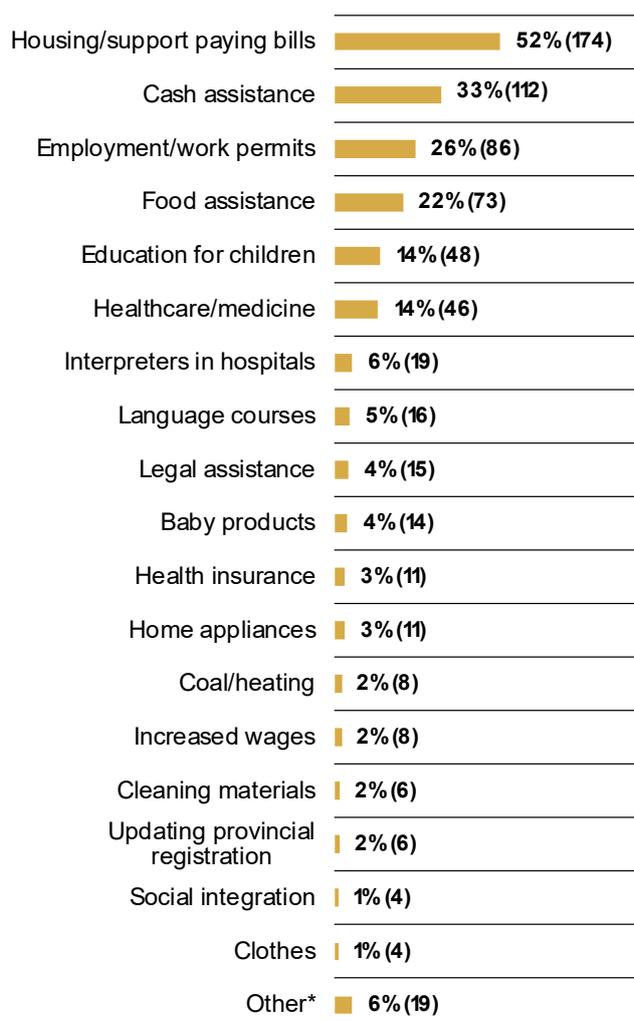
Female respondents are more negative regarding how well the support provided to them addresses their most important needs in comparison to the male respondents.

Negative scores are most prevalent among those receiving only in-kind support.



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

What are your most important needs that are not met?



More than half of the respondents who feel that their needs are largely unmet by the support they receive say that they require assistance finding suitable housing and paying household bills. Turkey’s annual inflation in March 2017 accelerated to a nine year high of 11.29%. Data from the Turkish Statistical Institute indicated double-digit increases in the prices of food, transportation, and healthcare and refugees in Izmir face particularly high costs of living.³ Given this, a third of respondents say that they need financial support or would like to be enrolled in some sort of cash assistance programme. Additionally, 26% of respondents would like access to formal employment to provide their families with a steady source of income.

The chart shows the percentage and frequency of respondents indicating a certain answer to this open-ended question. Percentages do not total 100% because respondents had the option to provide multiple answers.

* 'Other' includes detergent, higher education support, car, PTT card, freedom of movement, cheaper cigarettes, air conditioning in homes, electricity and water services, increased wages, protection from discrimination, ID cards, jobs appropriate to one’s qualifications, psychological support, reunification, care for people with special needs.

³ World Food Programme, Emergency Social Safety Net Market Bulletin (WFP, 2017).



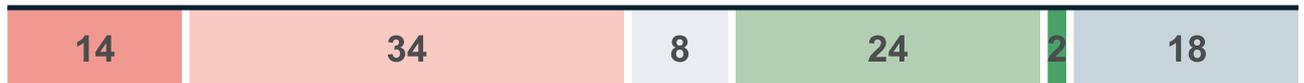
Q7. Support reaching those in need

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



(values in %)

Mean: 2.6

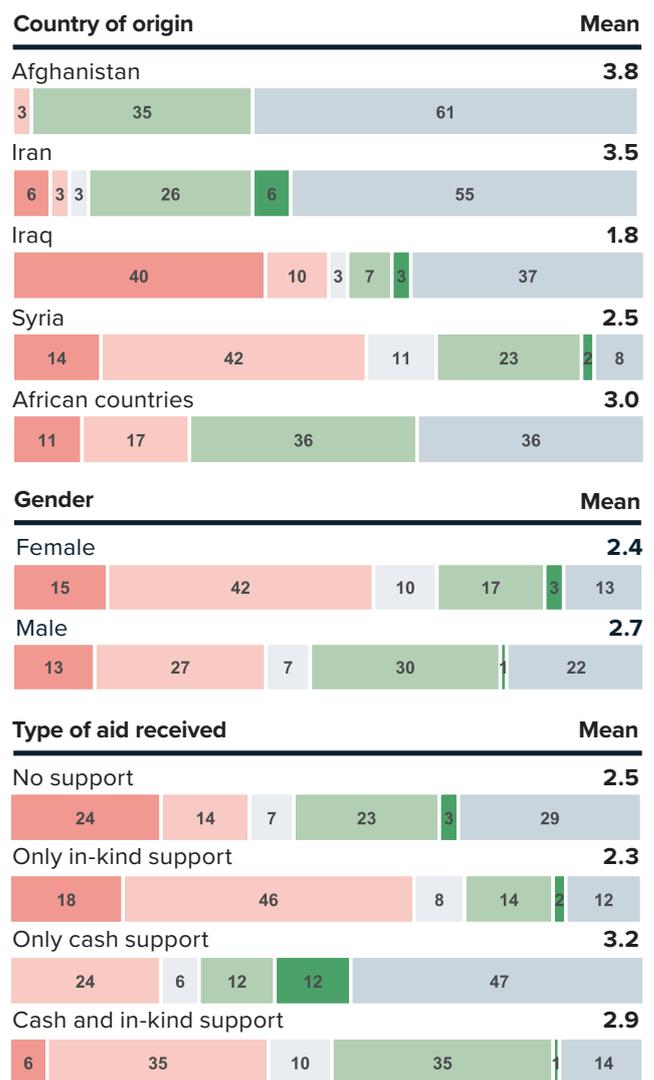


Just under half of respondents do not feel that support is reaching those who need it most in their district.

Most Afghan and Iranian respondents do not know whether support reaches those who need it most. Scores are largely negative among respondents from Iraq and Syria. According to a recent UNHCR Inter-Agency Coordination situation report, despite improvements in registration, “a significant backlog still exists with approximately 81,977 ‘pre-registered’⁴ Syrians waiting for registration.”⁵

Well over half of female respondents say that the support offered does not reach those in most need of assistance.

Negative scores are least prominent among those who only receive cash support, however it should be noted that just under half of these respondents were unable to answer the questions.

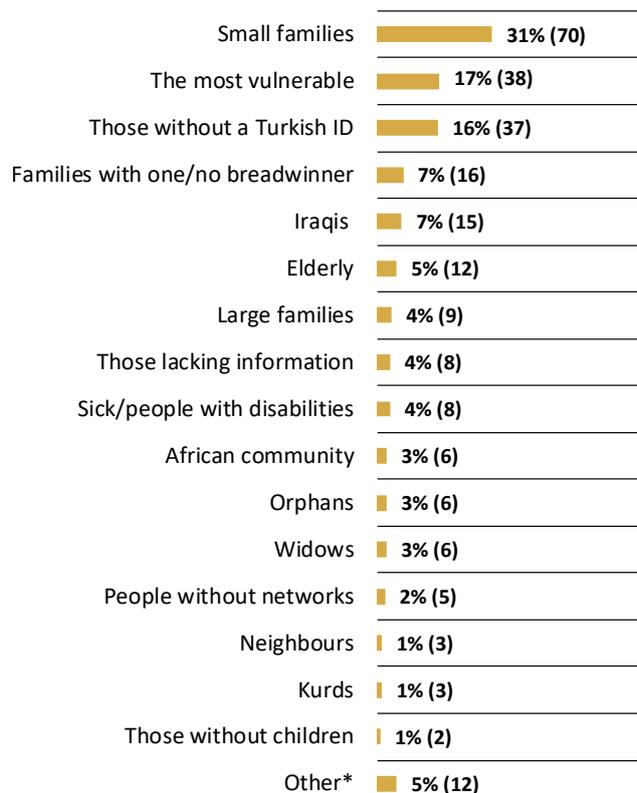


⁴In March 2016, Turkey’s Directorate General of Migration Management (DGMM) introduced a new “pre-registration and screening” phase to the temporary protection procedure, whereby new applicants for “temporary protection status” are subjected to security checks by the National Police before they can complete registration and be issued a Temporary Protection Identification Card (TPIC) by DGMM. For more information see, the Dutch Council for Refugees and the European Council on Refugees and Exiles, desk research on application of a safe third country and a first country of asylum concepts to Turkey (DCR & ECRE, 2016).

⁵ UNHCR, Inter-Agency Coordination Turkey Protection Sector – Q2 January-June 2017 (UNHCR, 2017), 3.

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

Who is left out?



Small families, most individuals or families that are vulnerable, and those lacking Turkish identification cards are considered most left out. *Kimliks* serve as the main residency card or form of ID for Syrian refugees who no longer have their passports. Many are afraid to apply for a *kimlik* because they are worried that it will interfere with their chances to migrate elsewhere into Europe.⁶ For others, a *kimlik* is expensive, costing between ‘100 and 300 Lira per person - with 200 Lira (US\$67) as ‘the standard’.⁷

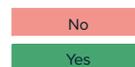
Some respondents misunderstood the question and offered explanations as to why some people are left out. Eighteen respondents say that support is often delivered at random times, while four individuals feel that agencies are unorganised and unable to accurately target those in need.

The chart shows the percentage and frequency of respondents indicating a certain answer to this open-ended question. Percentages do not total 100% because respondents had the option to provide multiple answers.

* ‘Other’ includes Dervishes, families with many males, non-Turkish speaking individuals, those not claiming their rights, ‘real refugees’, students, young people, families with children over the age of 18, and those not living in the centre of Izmir.

Q8. Awareness of cash transfers

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



(values in %)



Three-quarters of respondents are aware of the cash transfer programmes.

Syrian respondents are the most informed about cash transfer programmes in Turkey, while all other nationality groupings are largely uninformed on the subject.

Country of origin



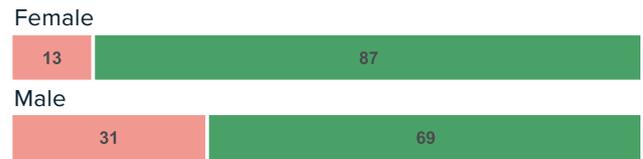
⁶ Bellamy et al., The Lives and Livelihoods of Syrian Refugees (ODI, 2017), 10.

⁷ Ibid.



Female respondents are more aware of cash transfers than male respondents.

Gender



Fairness and transparency of cash transfers

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

Do you think the cash transfers are fair and transparent?



(values in %)

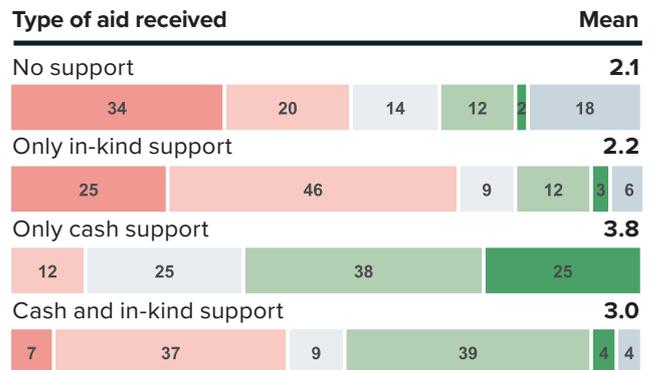
Mean: 2.6



Among those who are aware of cash transfer programmes, only 29% consider them fair and transparent.

Among respondents to this question who are receiving only cash support, responses are predominantly positive. The largest proportion of respondents answering that cash transfer programmes are not fair at all are among those who are not receiving any kind of support or only in-kind support.

As has been shown elsewhere⁸, refugee households who are not eligible for cash assistance such as the Emergency Social Safety Net (ESSN)⁹ based on the stipulated criteria may nonetheless require assistance to meet their basic needs.



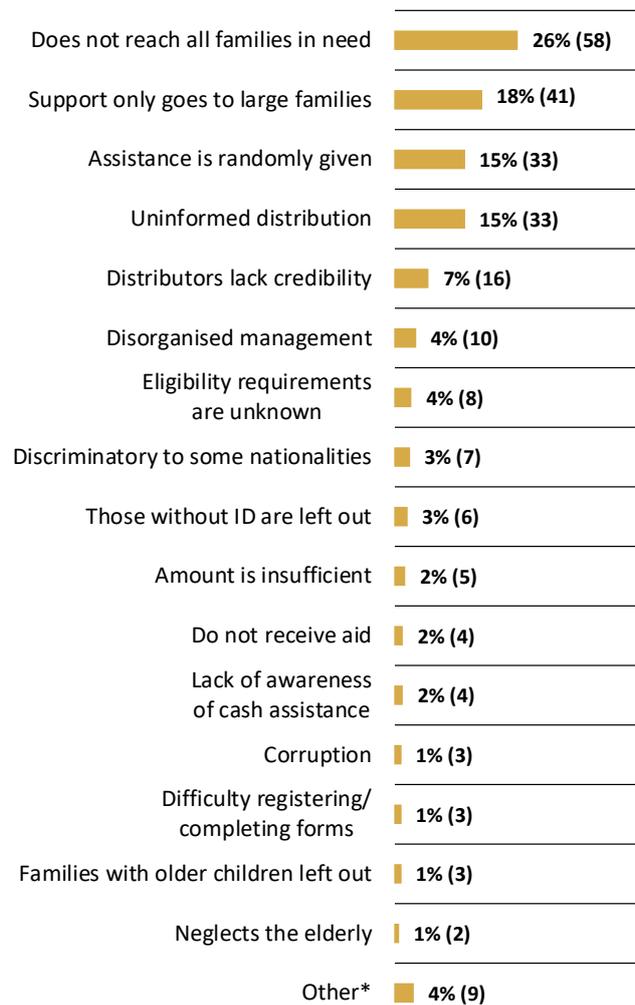
⁸ UNHCR, Profiling of caseload in need of cash-based interventions (UNHCR, 2017), 4.

⁹ ESSN is a cash assistance programme helping refugees cover basic needs. Recipients are provided with a debit card that is loaded monthly with 120 Turkish Liras (USD\$44) per person. For more information see, [WFP Turkey, Country Brief –June 2017](#) (WFP, 2017).



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

Why not?



A quarter of respondents feel that cash assistance does not reach all families that are in need, with an additional 15% saying that assistance is allocated randomly. Respondents note that because such assistance is provided on the basis of legal status, organisations fail to accurately document which families are most financially vulnerable and thus provide support to families that are not the most in need. Claims of “inaccurate” cash distributions are further backed up by the 33 respondents who note that agencies often do not fully understand the situations of the families they support or those who are denied cash support. Similar to the responses to the follow-up question to Q7 (support reaching those in need), respondents say that cash support will often only go to large families. Some specifically mention that families with less than four children are left out.

The chart shows the percentage and frequency of respondents indicating a certain answer to this open-ended question. Percentages do not total 100% because respondents had the option to provide multiple answers.

* 'Other' includes long waiting period, support overwhelmingly goes to Syrians, assistance being offered only to those registered with agencies, people working or without children being left out, and fraudulent applications for assistance.

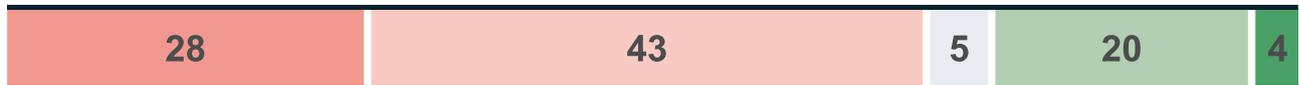
Q9. Information about settlement or further movement

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



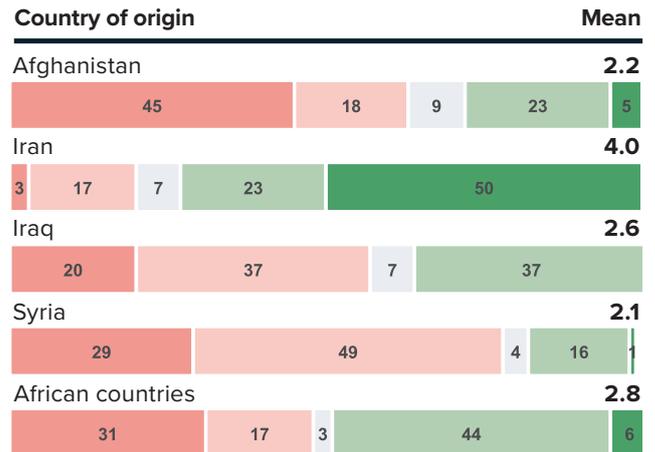
(values in %)

Mean: 2.3

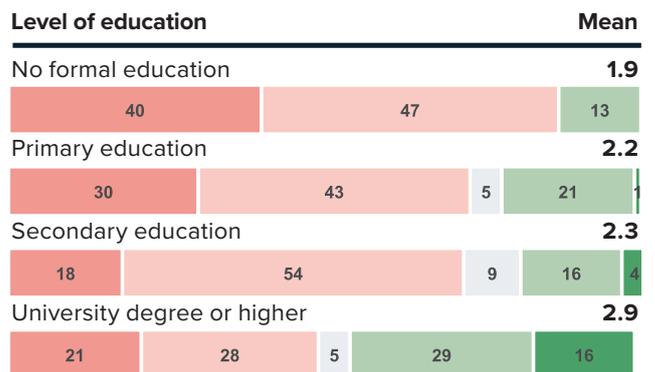


A majority of respondents do not understand their options for staying in Turkey or resettling in a different country.

Iranian respondents appear most informed about their options, with almost three-quarters answering positively. A majority of the Syrians surveyed say that they do not understand their options. Throughout the crisis in Syria, Turkey’s policy and legal framework has continuously evolved. Since 2013, Turkey has passed at least five major pieces of legislation dealing with refugees, particularly Syrians. Initially, only individuals fleeing from countries that are members of the Council of Europe were considered “conditional refugees,” however Turkey introduced a new national policy that grants Syrians or those of other nationalities fleeing from Syria with “temporary protection.”¹⁰ Syrians coming to Turkey from third countries have different visa obligations.¹¹ Asylum seekers are required to register with both the Turkish authorities – the Directorate General of Migration Management (DGMM) – and UNHCR, both of which conduct their own resettlement procedures. Therefore, one can be recognised as a refugee by UNHCR but not by the Turkish authorities. The rapidly evolving migration and resettlement policies of host countries and UNHCR can possibly explain the lack of understanding among affected people.¹²



Those with higher educational background are marginally better informed. Still, negative scores are prevalent across all groups.



¹⁰ Bellamy et al., The Lives and Livelihoods of Syrian Refugees. (ODI, 2017), 9.

¹¹ The UN Refugee Agency & United Nations Development Programme. 3RP Regional Refugee & Resilience Plan 2017-2018: Turkey. (UNHCR & UNDP, 2017), 14.

¹² Library of Congress. Refugee Law and Policy: Turkey. (Library of Congress, 2016).



Q10. Access to information – settlement options

No
Yes

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

(values in %)



Two-thirds of respondents do not know where they can find out about their options to either remain in Turkey or apply for resettlement elsewhere.

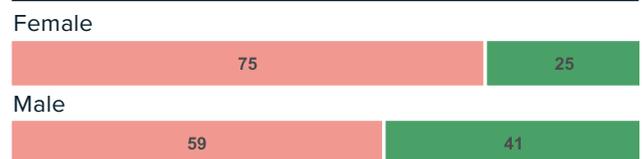
Respondents who originate from Iran or the African countries included in this survey are the most aware of where to obtain information about their options. Syrians are least aware, which in part probably explains the high proportion of Syrian respondents reporting that they are uninformed about their options to remain in Turkey or resettle elsewhere.

Country of origin



Three-quarters of female respondents do not know where to get information about their options.

Gender



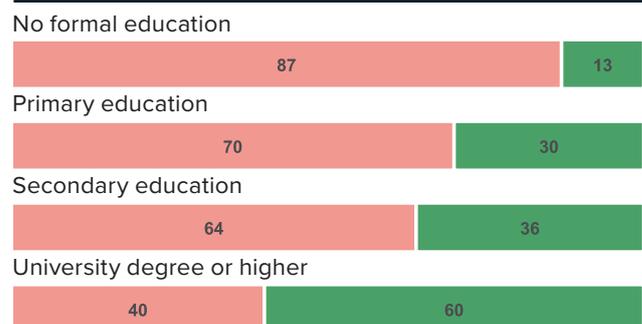
Those without access to a smartphone feel least informed about their options to stay in Turkey or apply for settlement elsewhere.

Smartphone access



Three-quarters of those who have received no form of formal education are unaware of where to obtain 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 %)

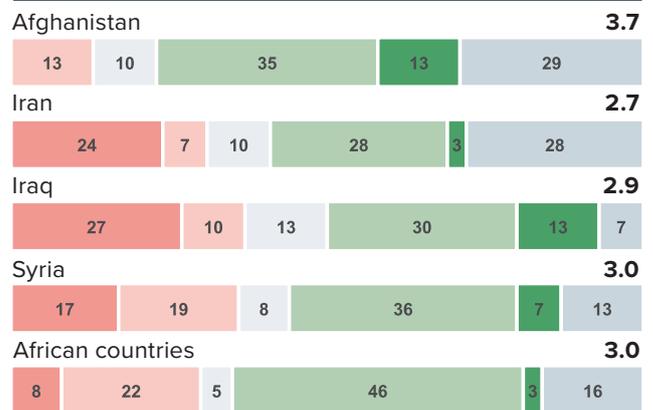
Mean: 3.0



Trust in information given by aid agencies to respondents about their options is moderate, with 43% answering positively. Well over a third of respondents answering negatively attribute their mistrust of aid agencies to false information and empty promises. Combined with this, just under a third of respondents answering negatively think that aid agencies lack credibility. A recent ODI study found that refugees in Turkey may rely on “hearsay, rumours and word of mouth to obtain information, rather than being able to get information from either the government or humanitarian organisations.”¹³

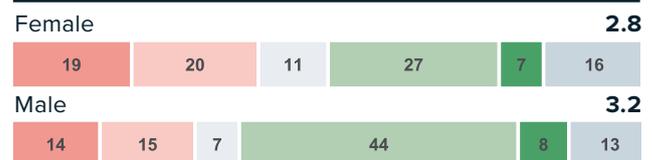
Negative responses are least prevalent among Afghan respondents.

Country of origin **Mean**



Female respondents trust in the information provided to them by aid agencies more so than male respondents.

Gender **Mean**



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 say they trust the information from official sources.

¹³Bellamy et al., The Lives and Livelihoods of Syrian Refugees. (ODI, 2017), 10-11.



Q13. Respect – aid agencies

Do aid agencies treat you with respect?



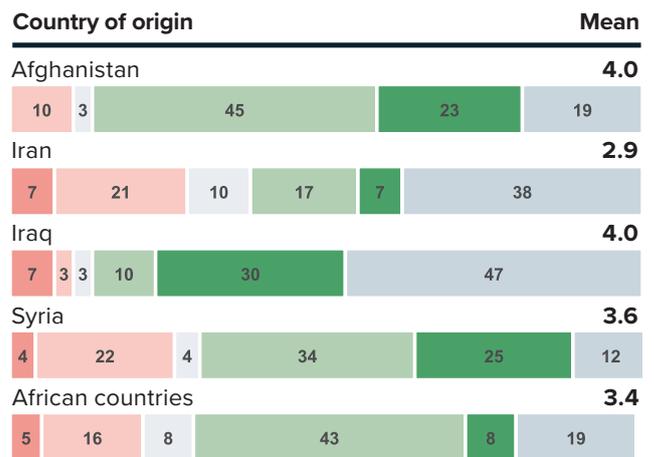
(values in %)

Mean: 3.6

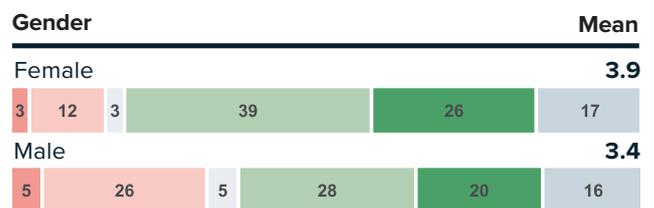


Well over half of respondents feel that aid agencies treat them with respect.

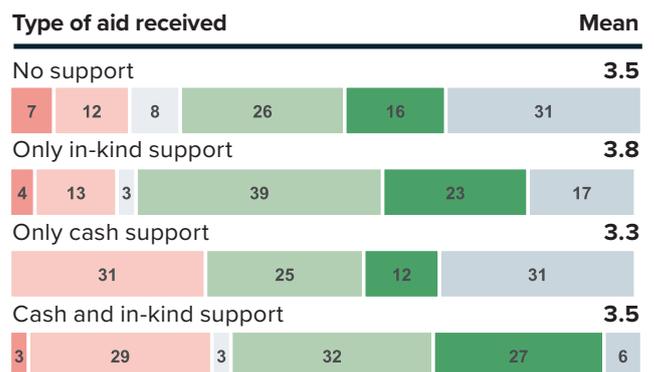
Proportionally, the highest number of negative responses is among Iranian respondents, while Afghan respondents are generally the most positive. Iraqis interviewed show a high mean score concerning trust in aid agencies, but many also were unable to answer the question.



Women respond more positively than men.



Scoring is lowest among respondents who receive only cash support.



Q14. Respect – government authorities

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



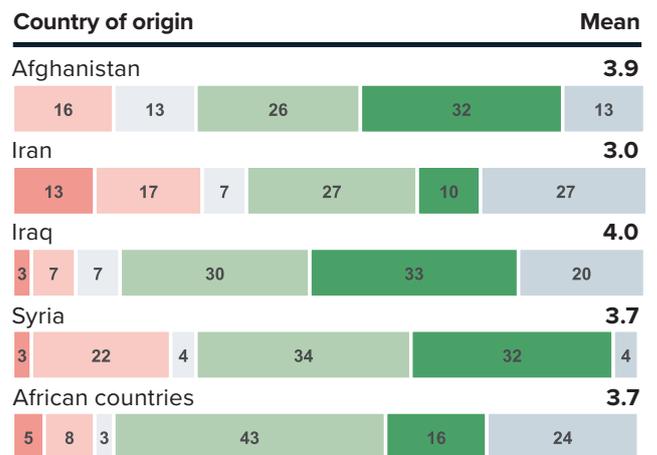
(values in %)

Mean: 3.7



Just under two-thirds of respondents feel that the Turkish authorities responsible for refugees and asylum-seekers treat them with respect.

Scoring is lowest among Iranian respondents.



Q15. Safety

Do you feel safe in your neighbourhood?



(values in %)

Mean: 4.2

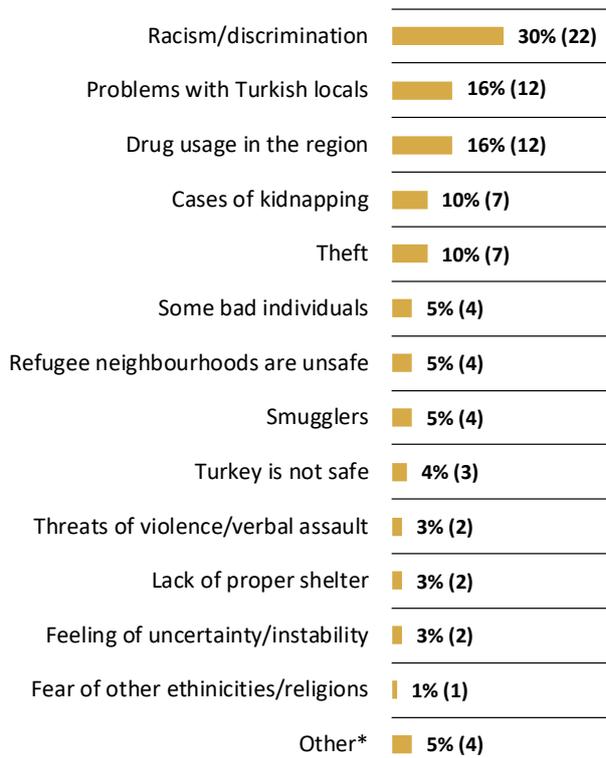


Respondents overwhelmingly report feeling safe in their neighbourhoods.



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

Why not?



Those who feel unsafe report problems or instances of verbal and physical assaults instigated by Turkish locals. According to respondents, these occurrences are often motivated by racism or a general dislike of refugees and foreigners that exists among the host population.

The chart shows the percentage and frequency of respondents indicating a certain answer to this open-ended question. Percentages do not total 100% because respondents had the option to provide multiple answers.

* 'Other' includes dislike of their area that they live in, fighting with other refugees, and being offered money to convert to Christianity.

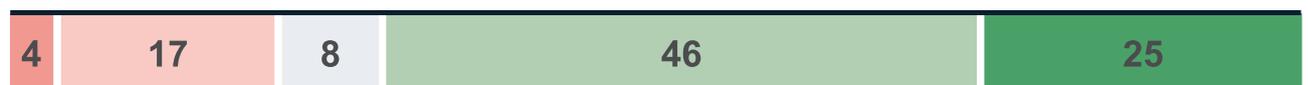
Q16. Relationship with host community

Do you feel welcomed by Turkish people in your neighbourhood?



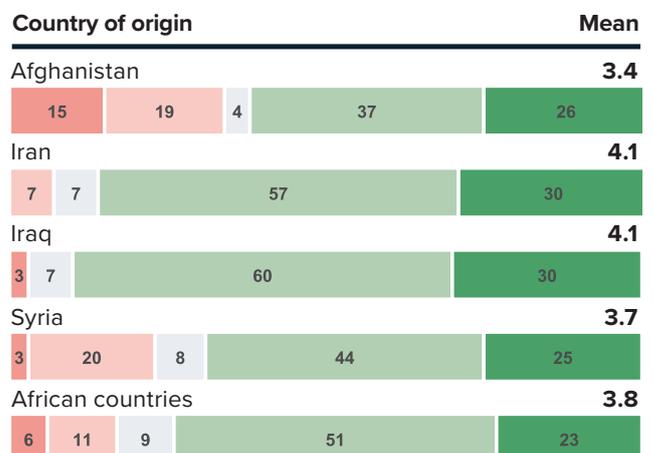
(values in %)

Mean: 3.7



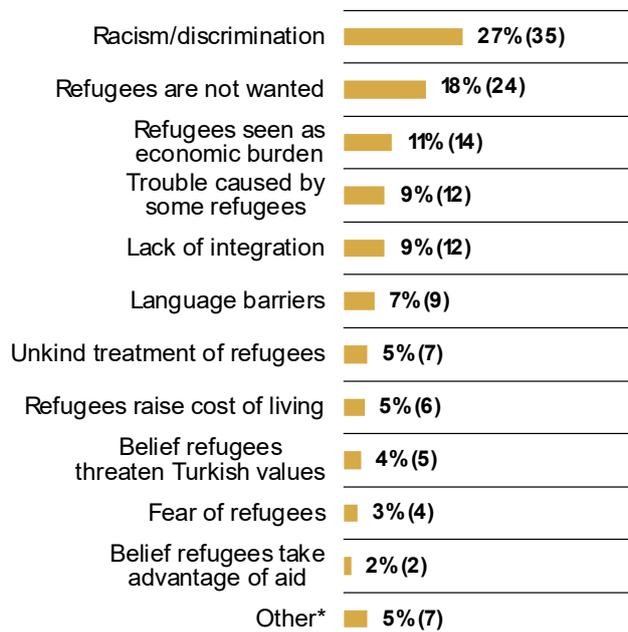
Respondents generally feel welcomed by their Turkish neighbours.

Afghan respondents feel the least welcomed by the host community, while Iranian and Iraqi respondents feel largely welcomed, with only respectively 7% and 3% responding negatively.



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

Why not?



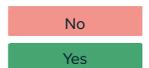
Over a quarter of those who do not feel welcomed have experienced instances of racism and discrimination. One respondent reports instances where landlords will not rent properties to individuals simply because of their nationality or being a refugee. Many respondents describe feeling unwanted by Turks because refugees are being portrayed as being a burden to the country. According to some, refugees are believed by some Turks to contribute to unemployment among the host population and a rise in the cost of living given that places to live are becoming scarcer.

The chart shows the percentage and frequency of respondents indicating a certain answer to this open-ended question. Percentages do not total 100% because respondents had the option to provide multiple answers.

* 'Other' includes tensions between the Turkish government and the government of a refugee's country of origin, problems being worse in small towns as opposed to large cities, and refugees are seen as strangers.

Q17. Learning Turkish

Are you learning Turkish?



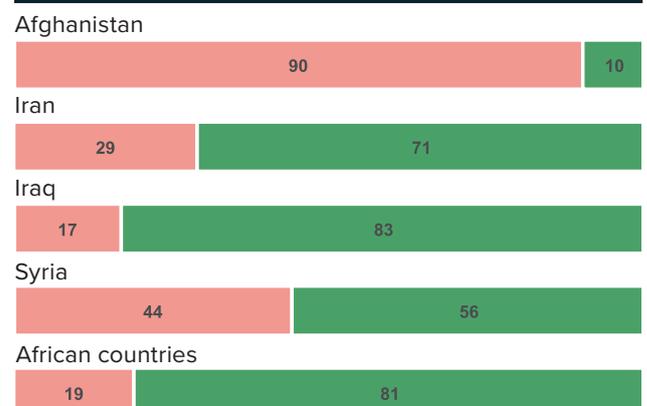
(values in %)



Well over half of respondents are learning Turkish.

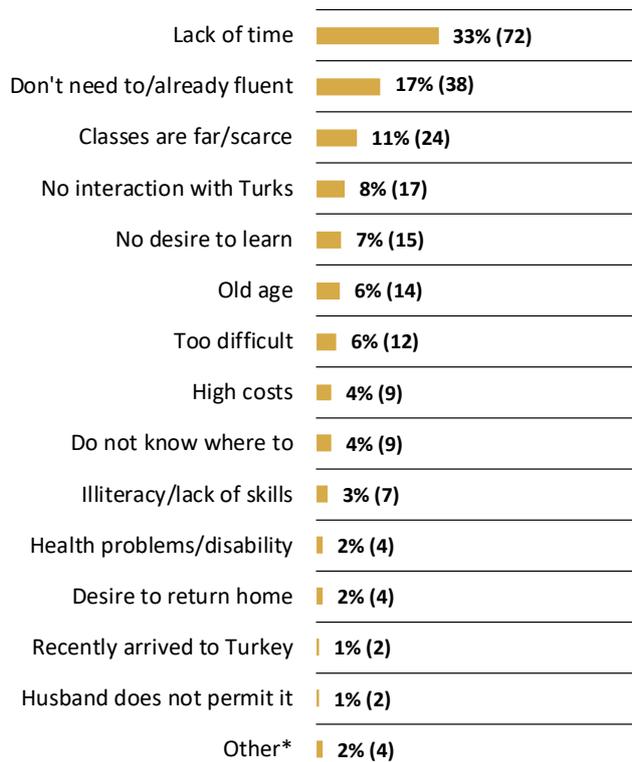
Efforts to learn Turkish are lowest among Afghan respondents, of whom only 10% are currently learning Turkish. Turkish language training is higher among respondents from Iraq or the African countries represented.

Country of origin



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

Why not?



Over a quarter of those not currently taking Turkish lessons cite a lack of time or scheduling conflicts as an obstacle to learning the local language. In some cases, this is because individuals are busy taking care of children or working.

The chart shows the percentage and frequency of respondents indicating a certain answer to this open-ended question. Percentages do not total 100% because respondents had the option to provide multiple answers.

* 'Other' includes the inability to attend lessons on their own, not feeling comfortable to attend classes, and not knowing about the possibility to do so.

Q18. Housing

Are people from your home country able to find a place to live in Izmir?



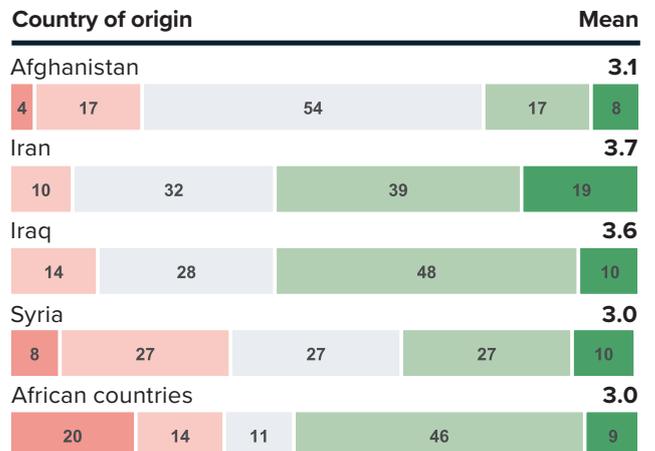
(values in %)

Mean: 3.1



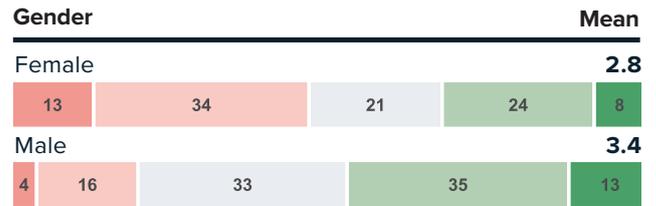
Respondents are split in their feelings about how well people from their home country are able to find a place to live in Izmir. The vast majority of refugees live in urban areas of Turkey such as Izmir, and they must rely on their own funds and networks to find housing.¹⁴

Proportionally, Afghan and Syrian respondents consider it least likely that individuals from their countries can find a place to live in Izmir. People from Iraq, Iran, and the African countries represented find it more likely.

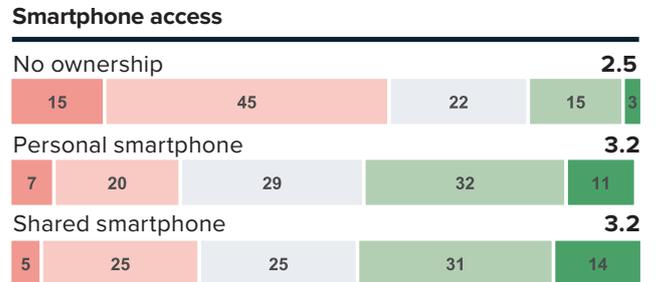


¹⁴ Leghtas, Izza & Sullivan, Daniel, Except God, We Have No One: Lack of Durable Solutions for Non-Syrian Refugees in Turkey (Refugees International, 2017), 7.

Female respondents are less positive about accommodation prospects, with almost half answering negatively.

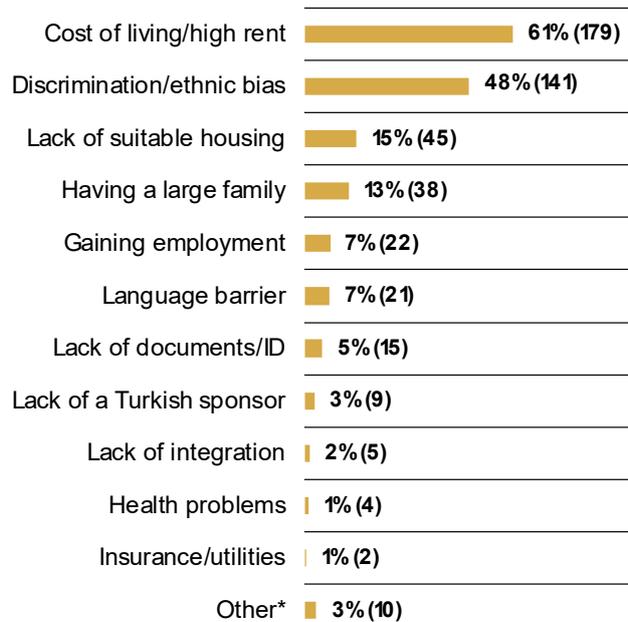


People without a personal smartphone or shared access to one are more negative about the prospects of finding accommodation.



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 the high cost of living and rent as the main obstacles faced by people from their home country when seeking accommodation in Izmir. Just under half of respondents to this question echo previous comments about having to overcome discrimination and racism. This appears especially true for Syrians, Arabs, and blacks. A Refugees International report suggests that finding accommodation is particularly difficult for those facing additional vulnerabilities – members of the LGBT community, religious minorities, and single women.¹⁵ Additionally, a lack of suitable housing, in part due to the high population density of the city is also mentioned as an obstacle. It is unfortunately a vicious circle, as refugees need to have a home address to be able to register for a work permit.¹⁶

The chart shows the percentage and frequency of respondents indicating a certain answer to this open-ended question. Percentages do not total 100% because respondents had the option to provide multiple answers.

* 'Other' includes noise, lack of health insurance, education level, large deposits to secure housing (several months of rent), fraud, low salary, brokers, and landlords not wanting to rent properties to multiple families at

¹⁵ Leghtas, Izza & Sullivan, Daniel, Except God, We Have No One: Lack of Durable Solutions for Non-Syrian Refugees in Turkey (Refugees International, 2017), 8.

¹⁶ Ibid.



Q19. Employment

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



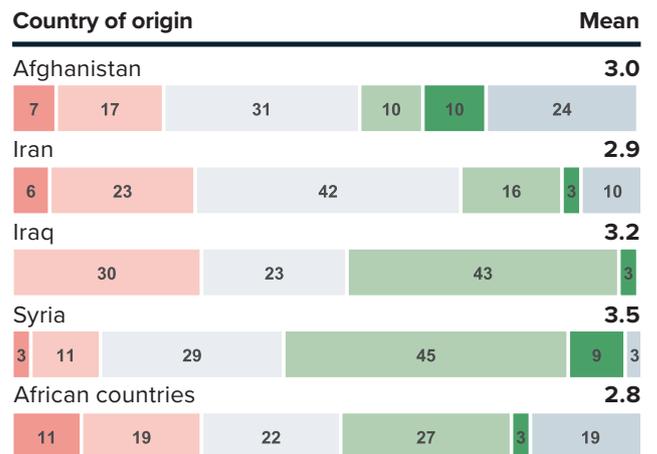
(values in %)

Mean: 3.4



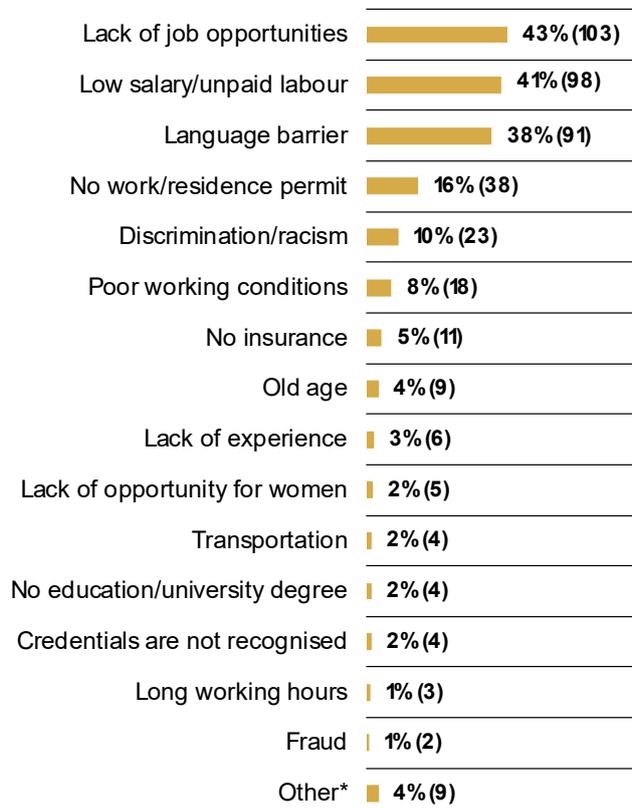
Just under half of respondents feel that people from their home country are able to find some sort of employment in Izmir.

Syrian respondents are most positive, while negative scoring is most prevalent among respondents from Iran and African countries represented in this survey.



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

What are the main obstacles?



Many of those who responded negatively to the previous question cite a lack of job opportunities, language barriers, the availability of only low salaried or unpaid labour as the main obstacles.

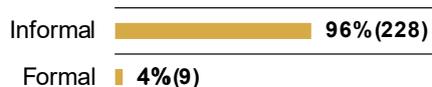
The chart shows the percentage and frequency of respondents indicating a certain answer to this open-ended question. Percentages do not total 100% because respondents had the option to provide multiple answers.

* 'Other' includes a lack of housing, feeling alienated, laws that discriminate against refugees, no insurance, lack of knowledge of the region, and refugees are confined to work for small businesses.



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

What type of employment are they able to get?

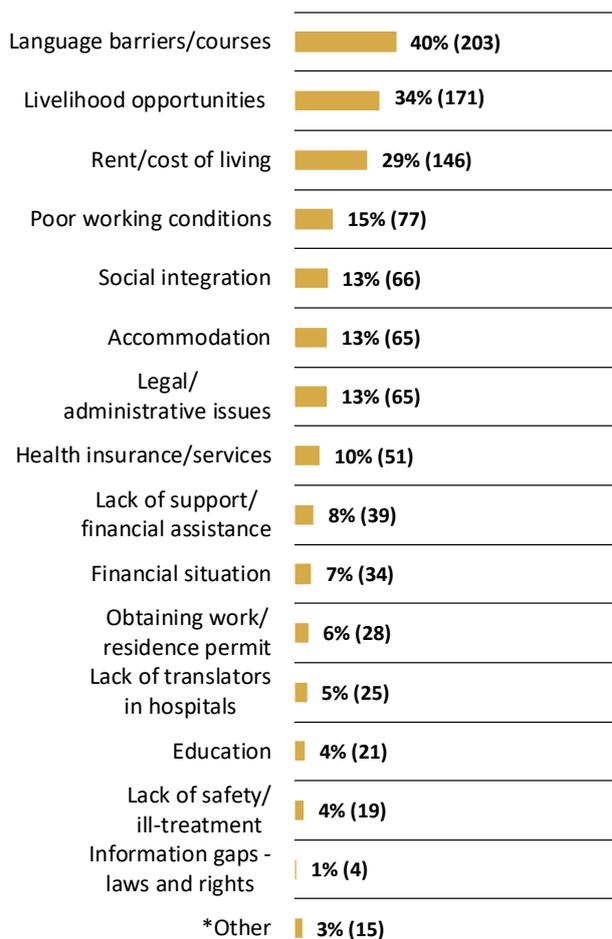


The vast majority of respondents say those from their home country find jobs within the informal sector. Only potential employers can apply for work permits for Syrian refugees, not the employees themselves. Companies must also pay monthly social security for each worker, which makes some employers think that “it’s not worth the hassle and expense.”¹⁷

As a consequence, livelihood strategies of refugees often include working in low-paying jobs, regardless of their skill sets, while searching for better or more secure work.¹⁸

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?



Language barriers and a lack of access to language courses is reported by 40% of respondents as being a significant challenge for them in Turkey. In line with the findings throughout this report, many reiterate the need for work that pays a decent salary. A recent ODI study confirms these findings, with a majority of the Syrian refugees surveyed conveying an overarching frustration with the fact that the “only available work is low-paid, unskilled and without protection.”¹⁹ Related to this, 29% of respondents report the high cost of living and rents as being a significant problem for refugees in Izmir. Given the additional costs to support a family and put children into school, many have to make trade-offs about their priorities.²⁰

The chart shows the percentage and frequency of respondents indicating a certain answer to this open-ended question. Percentages do not total 100% because respondents had the option to provide multiple answers.

* ‘Other’ includes weather conditions, low pension, administrative offices, business fees, a lack of Arabic language schools, distance from “social centres”, freedom of movement, and a large number of children.

¹⁷ Frayer, Lauren. “For Syrian Refugees in Turkey, A Long Road to Regular Employment.” NPR, August 14, 2017. <http://www.npr.org/sections/parallels/2017/08/14/543471407/for-syrian-refugees-in-turkey-a-long-road-to-regular-employment> (accessed August 16, 2017).

¹⁸ Bellamy et al., The Lives and Livelihoods of Syrian Refugees (ODI, 2017), 14.

¹⁹ Bellamy et al., The Lives and Livelihoods of Syrian Refugees (ODI, 2017), 22.

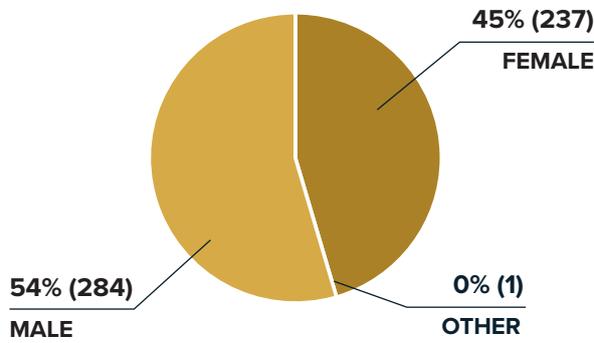
²⁰ Ibid.



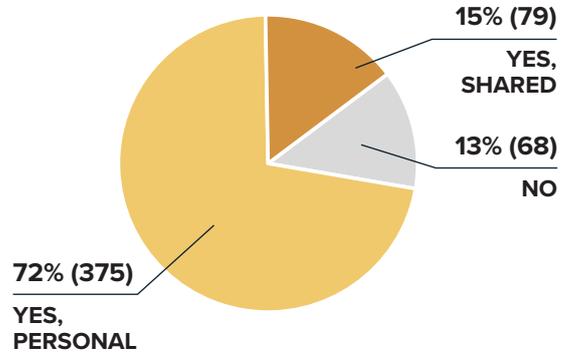
DEMOGRAPHICS

The graphs below depict the demographic breakdown of the 521 respondents in this survey round. Each graph includes percentages, as well as the frequency in parenthesis.

Gender



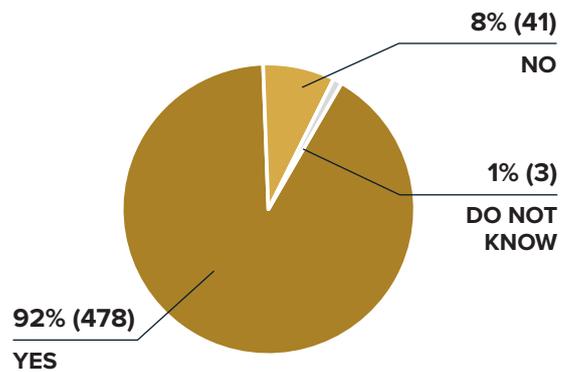
Do you use a smartphone every day?



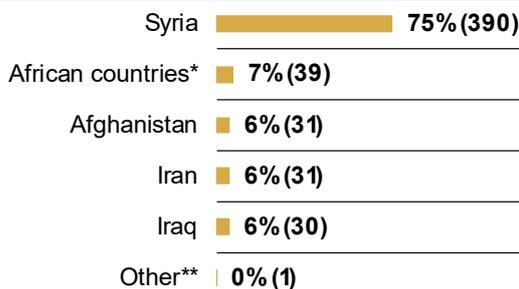
Age



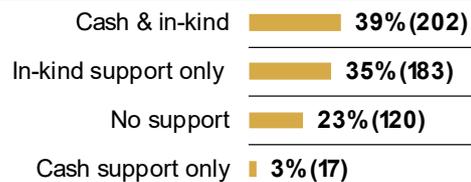
Do you have an ID card issued by the Turkish government?



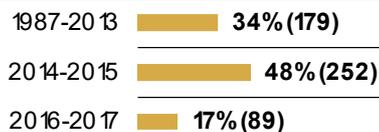
Country of origin



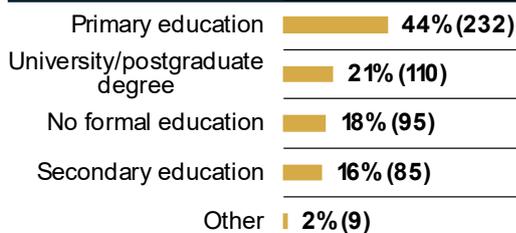
Type of support



Year of arrival in Turkey



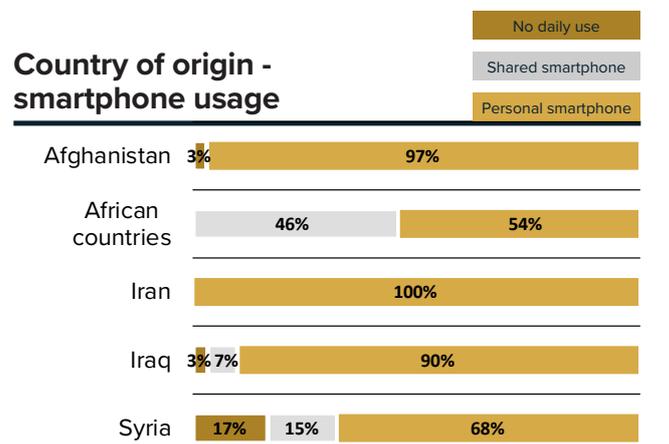
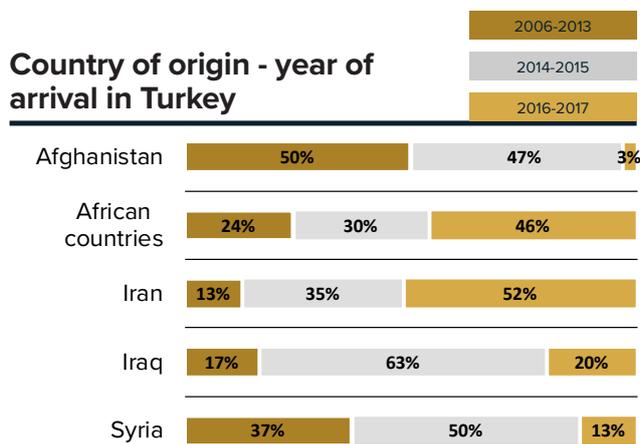
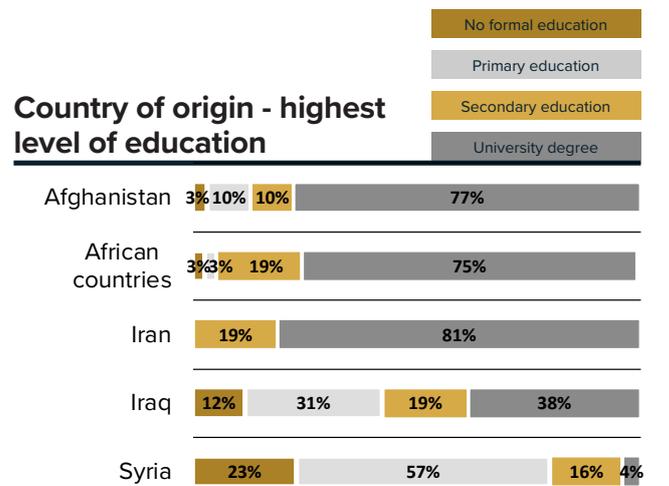
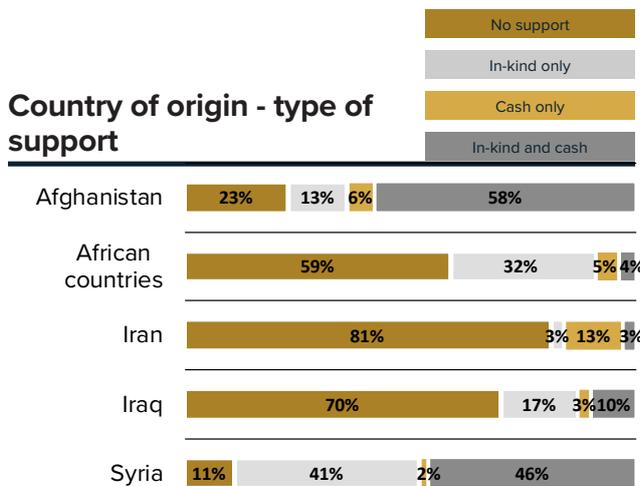
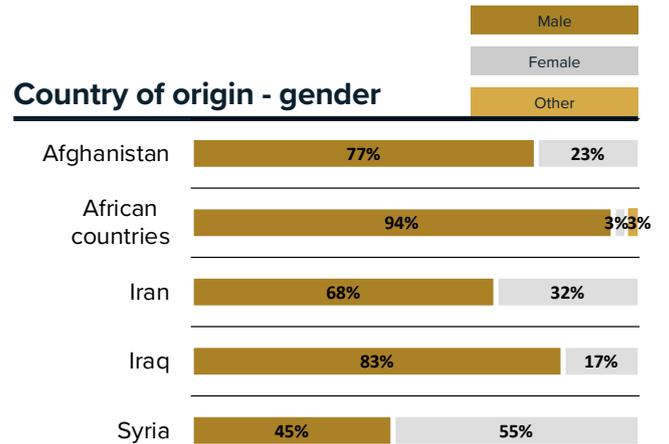
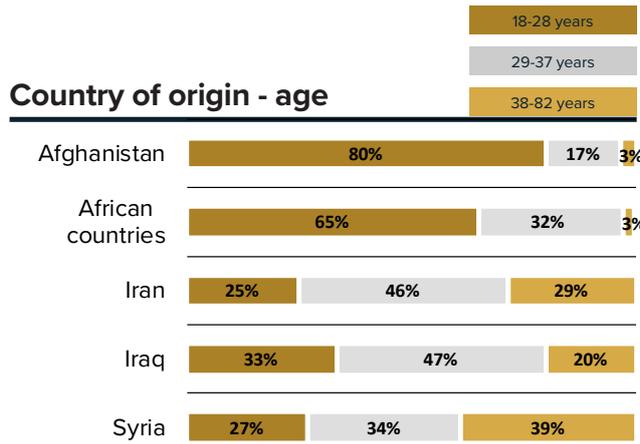
Highest level of education



* "African countries" includes Somalia (13), Sudan (7), Cameroon (3), Eritrea (2), Zimbabwe (2), Benin (1), Burundi (1), Central African Republic (1), Comoros (1), Gabon (1), Morocco (1), Niger (1), Nigeria (1), Uganda (1), Zambia (1).

** "Other" includes Haiti (1) and Yemen (2).





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 and asylum-seekers of how services are being adapted to take their feedback into account.

Ground Truth Solutions’ staff is available 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 its qualitative data collection.

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, asylum-seekers, and migrants about the provision of humanitarian aid in the country. The goal is to inform the programming of humanitarian agencies and help establish more effective responses to the needs of affected people. 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.

Sampling methodology

Data was collected from 521 refugees, asylum-seekers, and migrants in 14 neighbourhoods across four districts in Izmir – Konak, Karabağlar, Bornova, and Buca. Respondents from Iraq, Afghanistan, Iran, and Somalia were selected through a snowball sampling process. Syrian respondents were selected through stratified random sampling. In each of the 14 neighbourhoods, team leaders selected the required number of streets. On each of these streets, data collectors conducted interviews with a maximum of eight Syrian households. The enumerator would conduct an interview in the first Syrian household found, and thereafter every third household to guarantee that the selected Syrian households were not adjacent to one another. If the quota of households on a street could not be reached, then enumerators would continue the survey on a “substitute” street in the same neighbourhood under the supervision of the team leader.

Data disaggregation

Data is disaggregated by country of origin, smartphone access, gender, level of education, and type of support received. The analysis in the report includes any significant difference in the perceptions of different demographic groups. It does not, however, show the full breakdown of responses according to these categories.

Data collection

Data was collected between 23 and 27 July, 2017 by H.D. Statistics and More e.U., an independent data collection company contracted by Ground Truth Solutions. Enumerators conducted individual, face-to-face interviews.

Language of the survey

This survey was conducted in Arabic, Pashtu, Dari, Somali, and English.

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



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