



**GROUND TRUTH  
SOLUTIONS**

MIXED MIGRATION PLATFORM

**REFUGEE, ASYLUM-SEEKER, AND  
MIGRANT PERCEPTIONS ON  
CASH ASSISTANCE**

ISTANBUL, GAZIANTEP, AND IZMIR  
TURKEY

— CASH TRANSFER SURVEY—

30 NOVEMBER 2017

**MIMP** | MIXED  
MIGRATION  
PLATFORM

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# OVERVIEW

## Introduction

This report analyses the views of refugees, asylum-seekers, and migrants surveyed in Istanbul, Gaziantep, and Izmir, Turkey between 29 September and 18 October 2017. The surveys focused specifically on cash-based assistance programmes and are part of a series of data collection rounds carried out by Ground Truth Solutions in Turkey, under the [Mixed Migration Platform](#). Previous rounds of data collection in [Istanbul](#), [Gaziantep/Kilis](#), and [Izmir](#) looked more generally at the overall humanitarian response efforts in those provinces.<sup>1</sup>

Of the 603 respondents across Istanbul, Izmir, and Gaziantep who took part in this survey, 424 received some type of cash assistance. Individuals from Iraq, Afghanistan, and Iran, were selected through a snowball sampling process, and their responses were collected in one-on-one, face-to-face interviews. Participants were asked to score each closed question on a scale of 1 to 5, while open-ended questions were also sometimes asked to provide further details about their views. More background and information about the process can be found in the methodology section at the end of this report.

## Summary Findings

The survey examined how cash support influences decisions to move elsewhere or remain in Turkey, and what recipients and non-recipients of cash transfers think about the available support.

### Cash support has little influence on decisions to remain in Turkey or resettle elsewhere

Among cash recipients, 83% do not consider cash assistance to have any effect on their decision to remain in Turkey or move elsewhere. When asked to consider the impact of cash assistance if they were to receive it, 72% of non-recipients say that the support would not influence their migration decisions.

### Respondents are largely unaware of how agencies decide who receives cash and who does not

Among both cash recipients and recipients of other forms of aid, awareness of the eligibility criteria that aid agencies use to select those to receive cash support is very low. Only 56% of recipients of other support are aware that cash support is available to refugees in Turkey. Of the 63% of cash recipients who are aware of the criteria, 95% are satisfied with the processes.

### Fairness of cash support is perceived to be mixed

Around 50% of cash recipients believe cash support goes to those who need it most. Non-recipients who are aware of cash support express concerns that the poorest are left out. Only 24% of non-recipients think that the general refugee support offered in Turkey reaches those who need it most in the areas in which they live.

### Mixed views on the value of cash support

Just under half of the cash recipients feel the support has made a big difference or been life-saving, mostly

using the transfers to pay for food, rent, and household bills. Those who receive regular transfers – once a month – see the biggest difference. More than half of the cash recipients do think that it will help them achieve self-sufficiency in the future.

### Housing and food among most common unmet needs for cash recipients

Fewer than half of the respondents say that the support has allowed them to improve their housing situation. Among their current unmet needs, top priorities relate to household items and appliances, food and water, and support in paying rent.

### Satisfaction with the cash distribution mechanisms and registration process is high

Most cash recipients are satisfied with the process to register for support. Over half of the recipients received their cash assistance through a transfer onto a bank or cash card, and just under a third received it through an e-voucher. Just over three-quarters of cash recipients are satisfied with the mechanism aid agencies use to transfer the cash support to them. That being said, 43% of the respondents report having to borrow money, while 16% and 15% are said to have had to reduce their spending on food and downgrade the quality or brand of food they are purchasing, respectively.

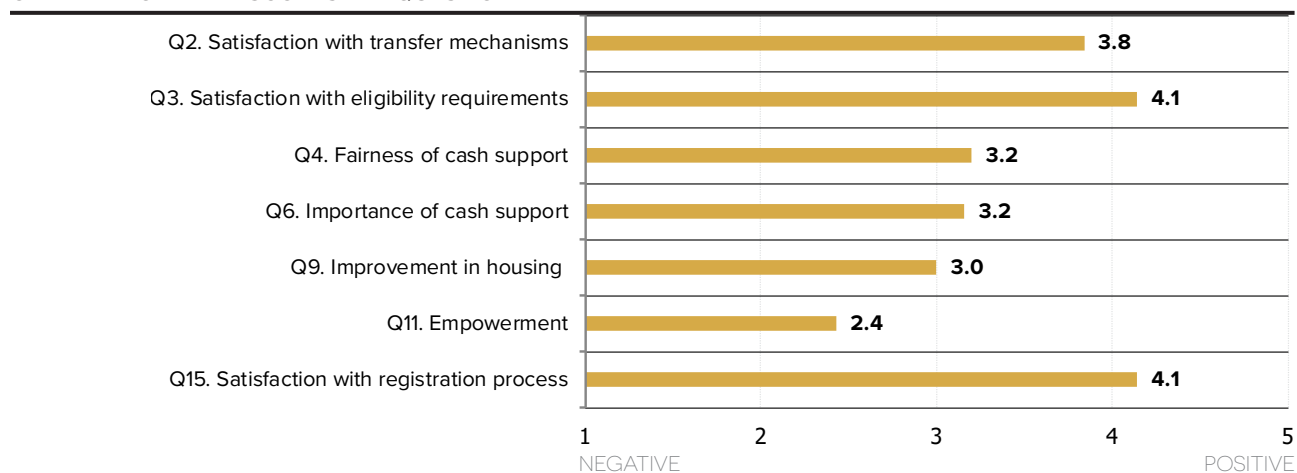
### Low impact of cash support on relationships with host community and among refugees

Over three-quarters of cash recipients and around two-thirds of recipients of other types of support do not think that cash support has had an impact on their relationship with the Turkish population or other refugees.

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

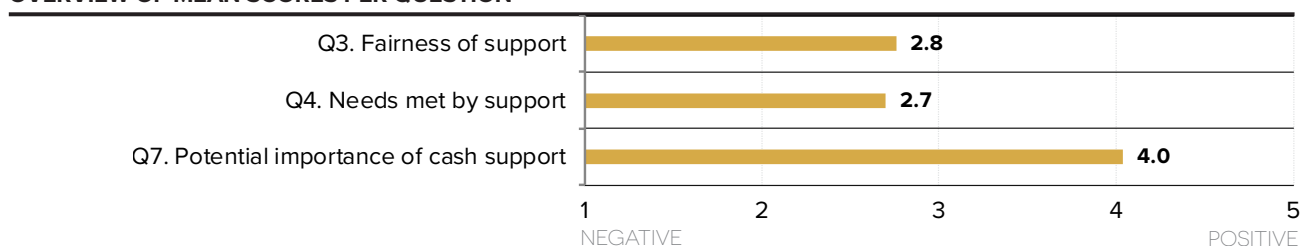
## CASH RECIPIENTS

### OVERVIEW OF MEAN SCORES PER QUESTION



## RECIPIENTS OF OTHER SUPPORT

### 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.

A note on terminology: Throughout the report, the term “refugees and other migrants” is used to include all those in mixed migration flows (this may include asylum-seekers, trafficked persons, refugees, migrants, and other people on the move). Any reference to specific groups is consistent with the original source.

# HIGHLIGHTS

**63%**

OF RESPONDENTS  
**DO NOT KNOW THE  
ELIGIBILITY CRITERIA**  
THAT AID AGENCIES USE TO  
DETERMINE WHO RECEIVES  
CASH SUPPORT

**46%**

OF CASH RECIPIENTS  
**FIND THE DISTRIBUTION OF  
CASH SUPPORT TO BE FAIR  
AND REACHING THOSE MOST  
IN NEED**

**44%**

OF CASH RECIPIENTS  
**SEE THE CASH SUPPORT THEY  
HAVE RECEIVED AS EITHER  
HAVING MADE A BIG OR LIFE-  
SAVING DIFFERENCE**

**44%**

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



**CASH ASSISTANCE  
IS REPORTED TO BE  
SPENT ON:**

1. FOOD
2. RENT
3. HOUSEHOLD BILLS

**27%**

OF CASH RECIPIENTS  
THINK THAT **CASH SUPPORT  
WILL ALLOW THEM TO BE  
SELF-SUFFICIENT**

**38%**

OF CASH RECIPIENTS  
**THINK THAT THEIR CASH  
SUPPORT WILL CONTINUE FOR  
AT LEAST ONE MORE YEAR**



**UNMET NEEDS  
AMONG CASH  
RECIPIENTS:**

1. HOUSEHOLD ITEMS/  
APPLIANCES
2. FOOD AND WATER
3. RENT

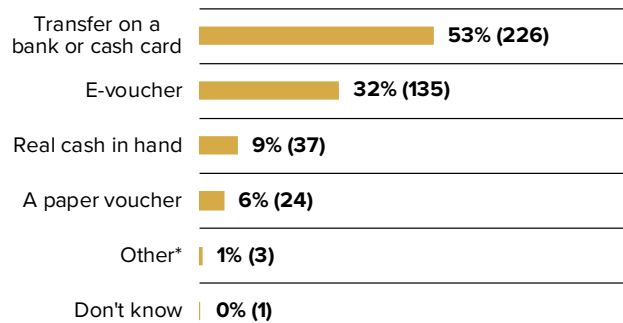
**83%**

OF CASH RECIPIENTS  
**DO NOT THINK THAT CASH  
SUPPORT HAS AN INFLUENCE  
ON THEIR DECISION TO  
REMAIN IN TURKEY OR  
RESETTLE IN ANOTHER  
COUNTRY**

# SECTION 1 - CASH RECIPIENTS

## Q1. Cash transfer mechanisms

### How did you receive the money?



Over half of the respondents report receiving their cash support through transfers onto a bank or cash card. Cash transfer programmes in Turkey that are provided through this mechanism include the Emergency Social Safety Net (ESSN), Conditional Cash Transfer for Primary Education (CCTE), Conditional Cash Transfer for Higher Education, seasonal cash assistance, and monthly assistance to meet basic needs. Just under a third of respondents say they receive cash support through e-vouchers, which is an option for distributing cash for seasonal cash assistance and monthly assistance to meet basic needs.

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 rent payment, via Ziraat Bank, and payment of a good.

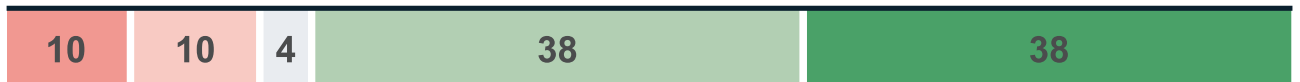
## Q2. Satisfaction with transfer mechanisms

### Are you satisfied with receiving cash assistance this way?



(values in %, n = 422)

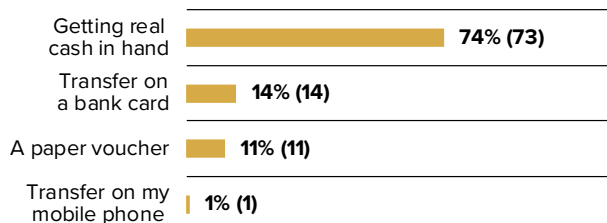
**Mean: 3.8**



Just over three-quarters of survey participants are satisfied with the way in which they receive their cash assistance.

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

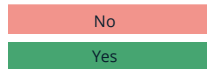
### What method of receiving cash assistance would you prefer?



Among those who are not satisfied with the mechanism through which they receive cash support, just under three-quarters say they would like to receive real cash in hand.

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.

**Q3. Awareness of eligibility criteria**



**Do you know how agencies decide who receives cash support and who does not?**

(values in %, n = 422)



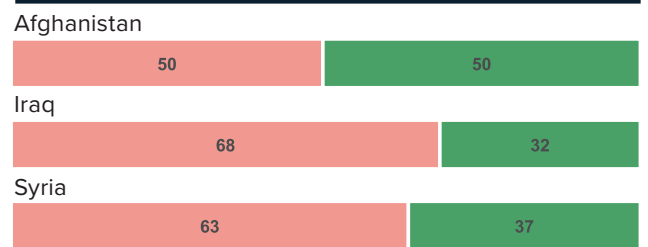
**A majority of respondents report not knowing how the agencies responsible for cash support decide who receives cash support and who does not.**

Over two-thirds of respondents from Iraq do not know the eligibility criteria and systems used by aid agencies to decide who receives cash support.

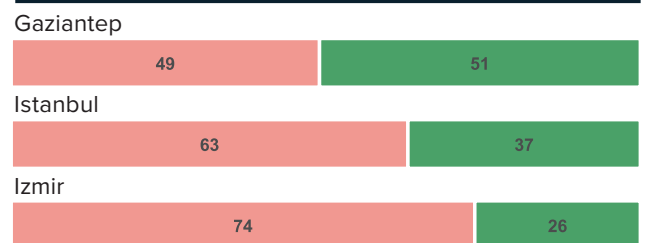
Respondents in Izmir seem least informed, with just under three-quarters of respondents saying they do not know the eligibility criteria.

Respondents were asked who provides the support they receive. As with other questions included in this survey, the responses may not reflect the actual providers, but who recipients think is responsible. Almost all of the respondents who report receiving cash assistance from the European Union say they do not understand the eligibility requirements for receiving cash support. It should be noted here that funding from the European Union for cash assistance in Turkey is administered through the Turkish Red Crescent and UN agencies like the World Food Programme (WFP). Those who report receiving cash from these agencies responded more positively.

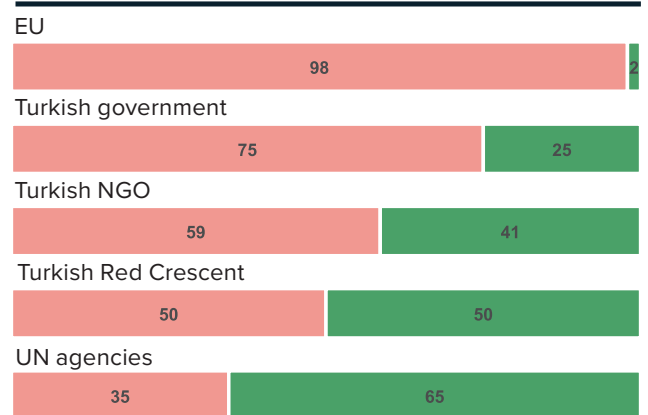
**Country of origin**



**Province**



**Provider of cash support**



Follow-up questions asked to those who responded "yes" to the previous question:

## Are you satisfied with how agencies select those who receive cash?

- 1 = Not at all
- 2 = Not very much
- 3 = Neutral
- 4 = Mostly yes
- 5 = Completely

(values in %, n = 165)

**Mean: 4.1**



A majority of respondents who are aware of agencies' eligibility criteria are satisfied with how they select recipients of cash support.

### Why not?

The main reasons people are dissatisfied with how agencies select those who receive cash is because they feel that the poor and most needy are being left out and only the rich receive the aid, citing an unclear process for choosing recipients.

#### Q4. Fairness of cash support

## Do you think cash assistance is going to those who need it most?

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

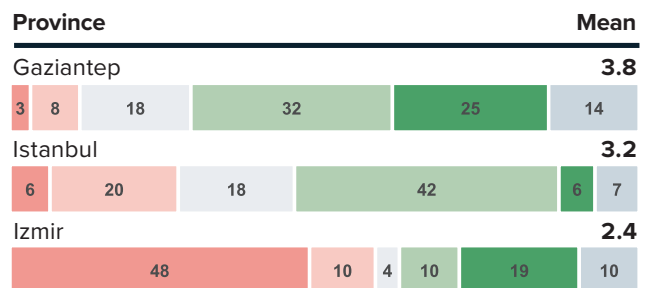
(values in %, n = 415)

**Mean: 3.2**

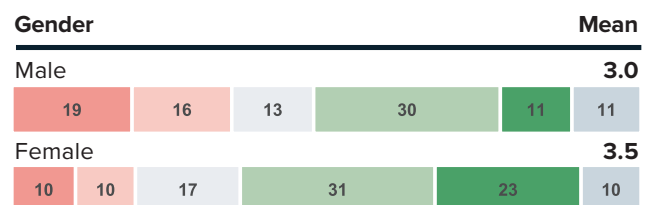


Nearly half of respondents think that cash support is administered in a fair manner, however it is worth noting that over a quarter think otherwise.

Dissatisfaction with the targeting of the cash support in Turkey is highest among those currently residing in Izmir with over a half of respondents answering negatively.

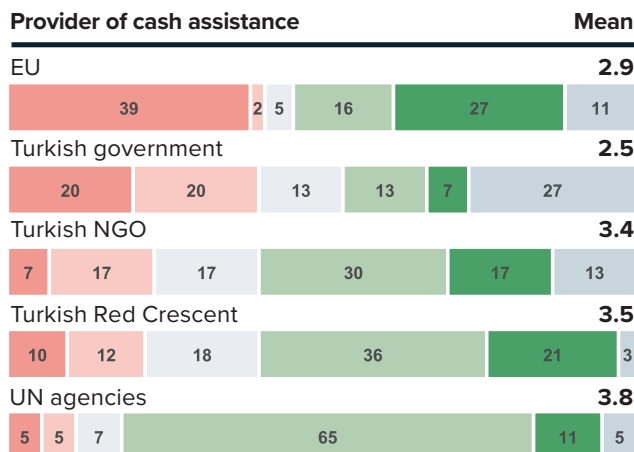


Women find cash assistance fairer than men.



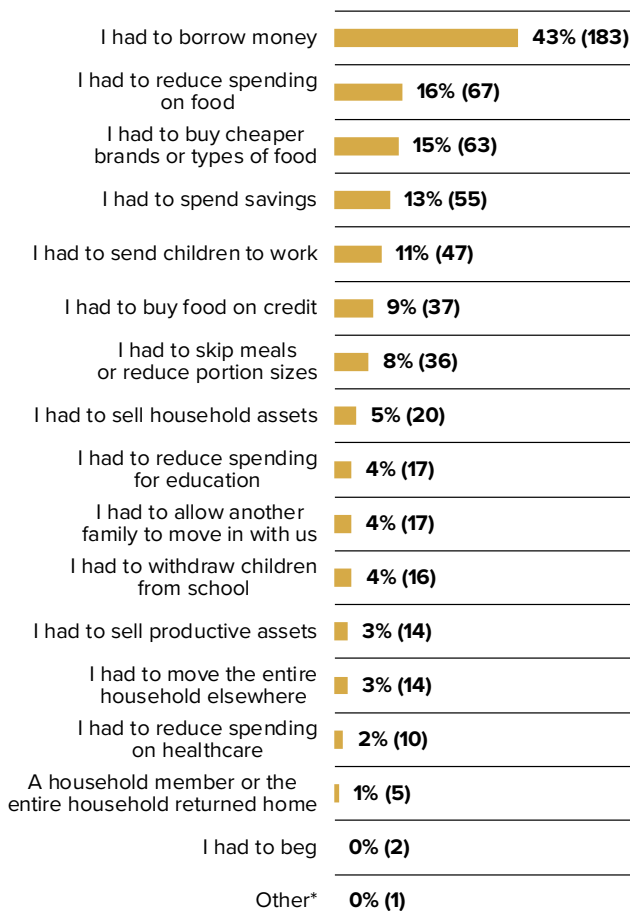


Those who report receiving cash support through the European Union are most negative.



**Q5. Coping strategies**

**In the past year, did you make any of the following adjustments to get by with the resources you have in Turkey?**



A large proportion of the survey respondents say they have needed to borrow money during the past year to ensure their survival. The next most common coping strategies reported by respondents involve either downgrading the amount of food they are consuming or the quality of food they are purchasing.

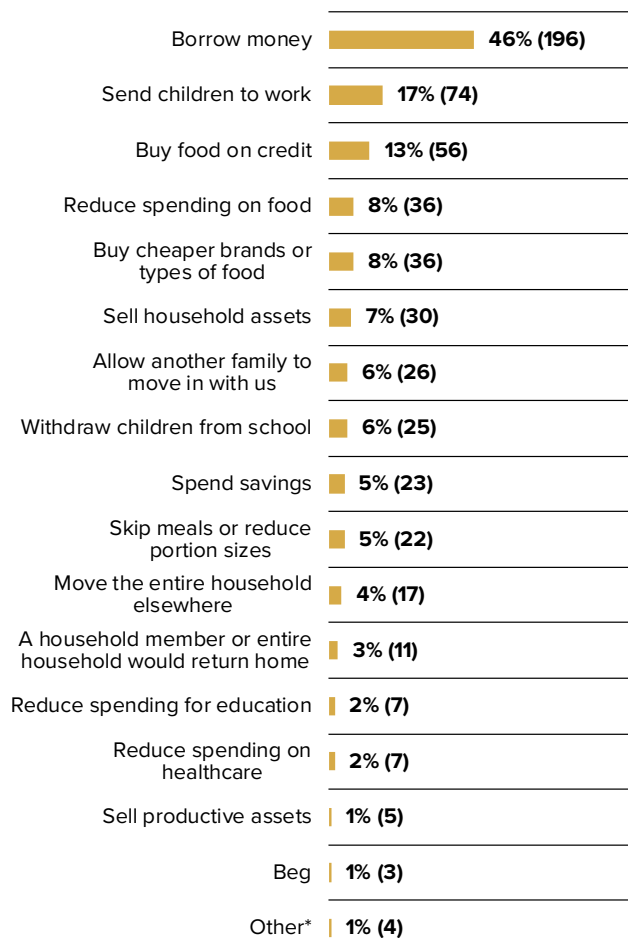
The graph shows the most common responses to this open-ended question. The figures indicate the percentage/number of people who gave this answer. Percentages do not total 100% because respondents could give multiple answers.

\* "Other" includes having all members of the household join the workforce.



Follow-up question to the previous question:

## Without the cash assistance, what other adjustment do you think you would have had to make (if any)?



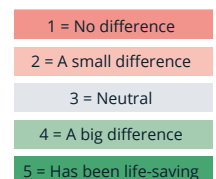
Just under half of the respondents say that without cash assistance they would have probably resorted to borrowing money. Some people receiving cash report that cash has allowed them to send their children to school, with 17% saying that that without the support their children would have needed to work.

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 getting help from neighbours, selling their car, and working in a café.

### Q6. Importance of cash support

## Overall, how important has the cash assistance been for your household's well-being?



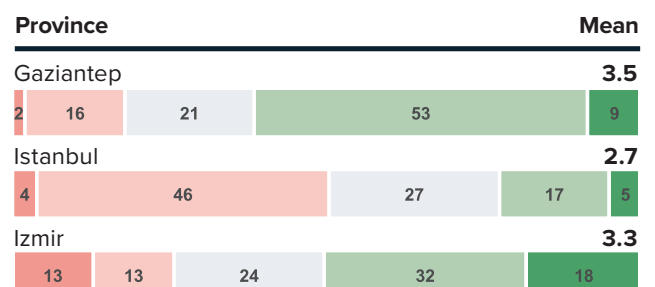
(values in %, n = 415)

Mean: 3.2



Perceptions are split amongst respondents, with 44% saying the cash support they receive has made either a big or life-saving difference in their lives and 33% say that it has made a small difference or no difference at all.

Respondents currently residing in Istanbul rate the cash support they receive as least impactful on their household's well-being compared to those in Gaziantep and Izmir.

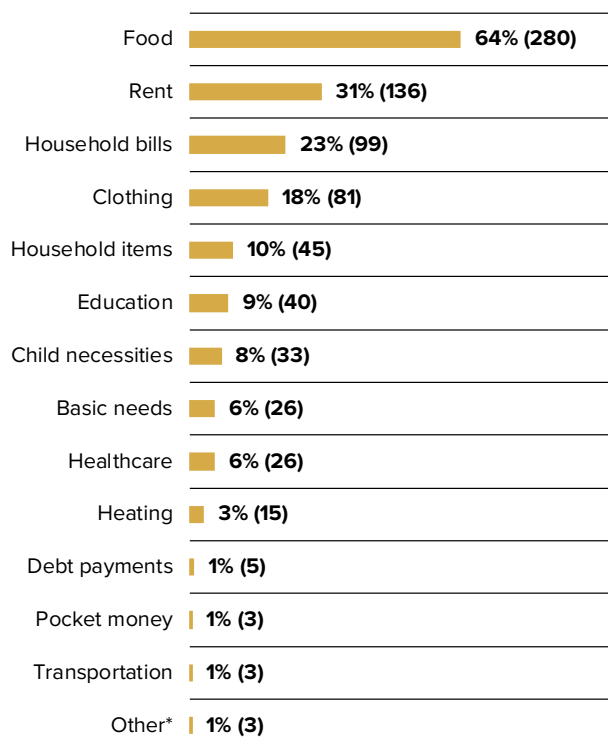


Those receiving cash support on the most regular basis see it as the most impactful on their household’s well-being.

Frequency of payment	Mean
All in one payment	<b>3.0</b>
10	29
29	22
11	
Every two months	<b>3.0</b>
4	30
30	37
In two payments	<b>3.0</b>
12	21
33	24
9	
Once a month	<b>4.3</b>
3	29
19	41
8	

**Q7. Use of cash**

**What do you mostly spend the cash assistance on?**



When asked to list up to three items, 64% of respondents report to have mostly spent their cash support on food while just under a third report putting it towards rent.

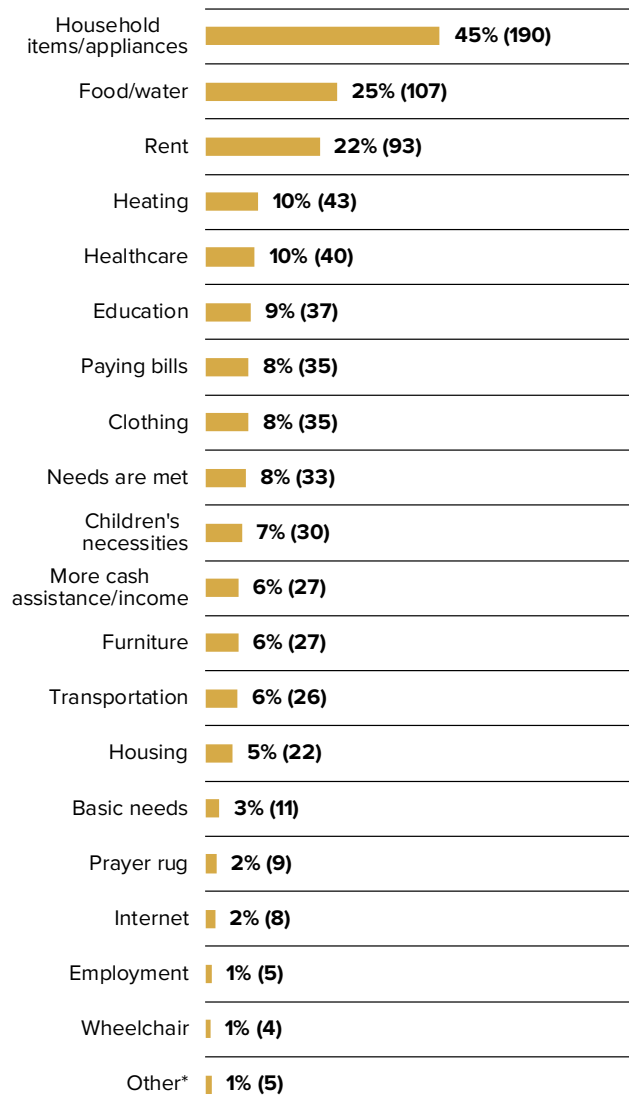
The graph shows the most common responses to this open-ended question. The figures indicate the percentage/number of people who gave this answer. Percentages do not total 100% because respondents could give multiple answers.

\* "Other" includes savings, legal fees, and towards projects with business partners.



**Q8. Unmet needs**

**What are your current unmet needs?**



Just under half of the respondents say that household items and appliances are some of their most unmet needs. Specified items include beds, blankets, air conditioners, ovens, refrigerators, TVs and computers, and washing machines.

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 legal fees, machinery, and ability to move away from Turkey.

**Q9. Improvement in housing**

**Has the cash support allowed you to improve your housing situation?**



(values in %, n = 411)

**Mean: 3.0**

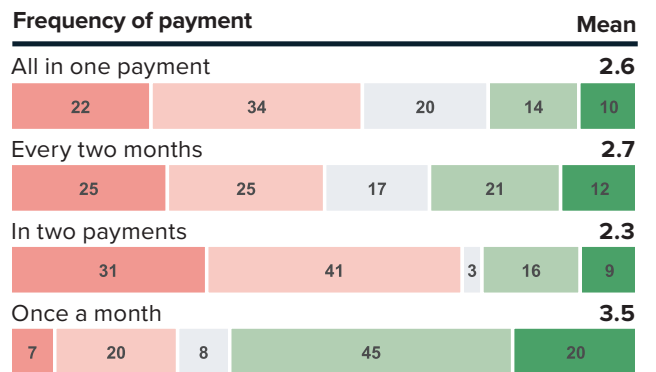
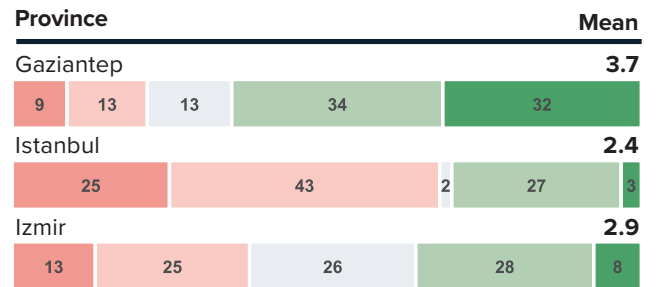


Respondents are split on how well the cash support they have received has allowed them to improve their housing situation, with only 45% answering positively.



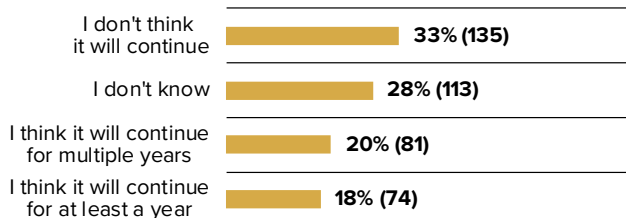
Respondents residing in Istanbul consider the cash support they receive to be least helpful in improving their housing situation.

Those receiving cash assistance on the most regular basis – once a month – see the cash support as most helpful in improving their housing situation.



### Q10. Continuation of cash support

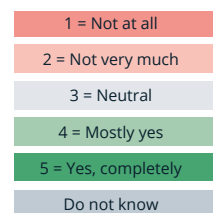
## For how long do you think the cash support you receive will continue?



A third of the respondents do not think that their cash assistance will continue, while a quarter do not know when it will end, while there is the expectation among 38% of the respondents that support will continue for at least another year.

### Q11. Empowerment

## Does the cash support you receive help you to be self-sufficient in the future?



(values in %, n = 418)

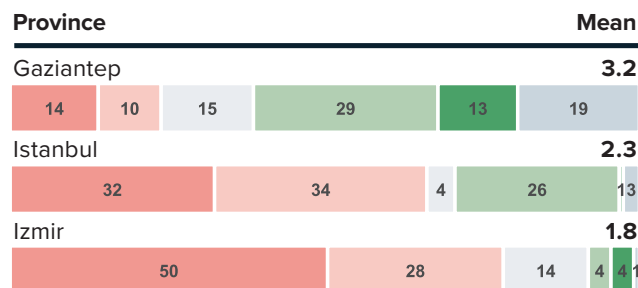
Mean: 2.4



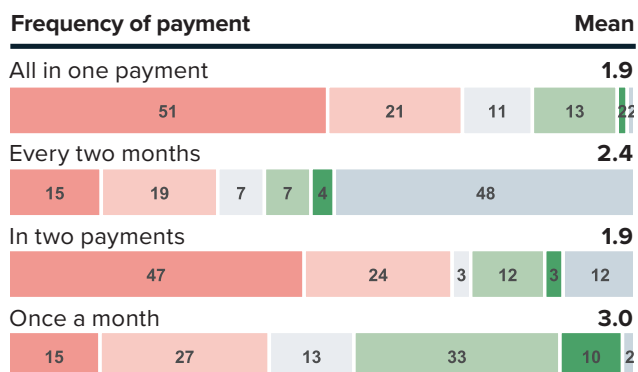
Over half of the respondents do not think that the cash support they receive will help them to be self-sufficient in the future once it ends.



Most respondents residing in Izmir say that cash support is not a viable solution to long-term financial independence.

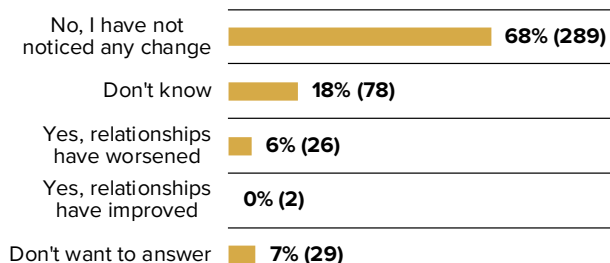


Those who received cash support in either only one or two payments provide the lowest scores.



### Q12. Impact on relationship with host community

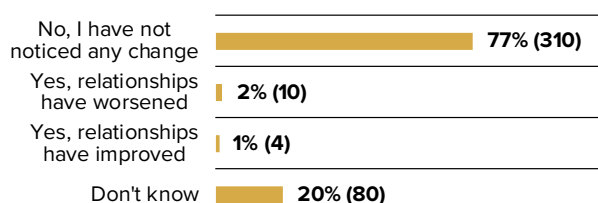
## Have cash transfers changed the relationship between refugees and Turkish people?



Over two-thirds of the respondents have not recognised any change in the relationship between the host community and refugees as a result of the cash transfer programmes.

### Q13. Impact on relationship among refugees

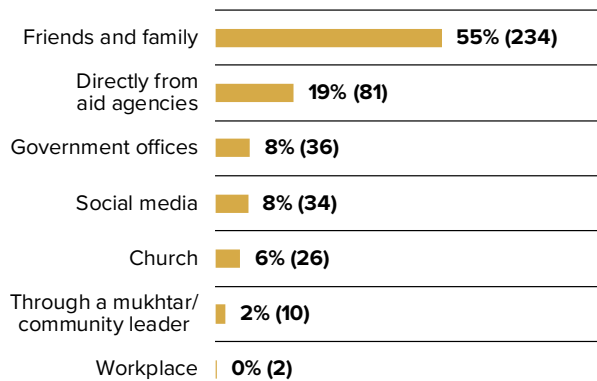
## Have cash transfers changed the relationship among refugees?



Over three-quarters of respondents have not noticed any change in relationship among refugees as a result of cash transfers.

**Q14. Information on available support**

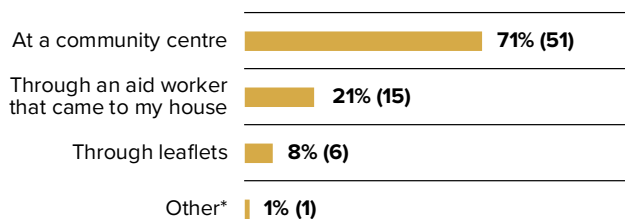
**How did you find out about what cash assistance was available to you?**



Well over half of the respondents report that they found out about what cash support was available to them through friends or family.

Follow-up question asked to those who answered that they received information about cash support directly from aid agencies:

**How did you hear about the cash support from aid agencies?**

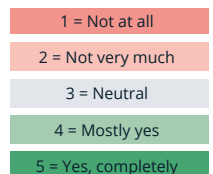


Of those that heard about the cash assistance available to them through aid agencies, 71% said their communication with aid agencies occurred at community centres.

\* 'Other' includes a phone message.

**Q15. Satisfaction with registration process**

**Were you satisfied with the process to register for the cash support?**



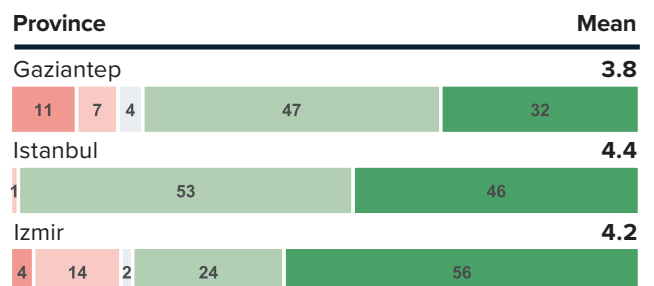
(values in %, n = 416)

**Mean: 4.1**



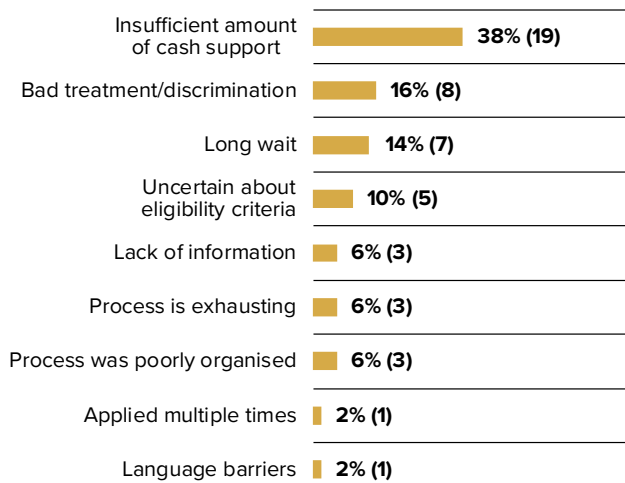
A majority of respondents report being satisfied with the registration process to receive cash support.

Almost all respondents residing in Istanbul provide positive scores.



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

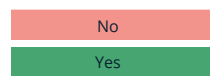
### Why not?



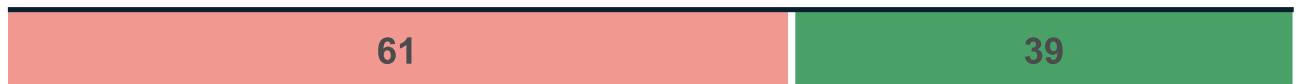
Thirty-eight percent of respondents answered this question by stating their dissatisfaction with the amount of cash support they received overall, often citing it to be insufficient in meeting their needs. With regards to the registration process, 16% report instances of poor treatment and disrespectful behaviour by aid workers while 14% report long waiting times and often large crowds of people present at registration sites.

### Q16. Plans to remain or settle elsewhere

## Do you plan to leave Turkey and resettle in another country in the next three months?

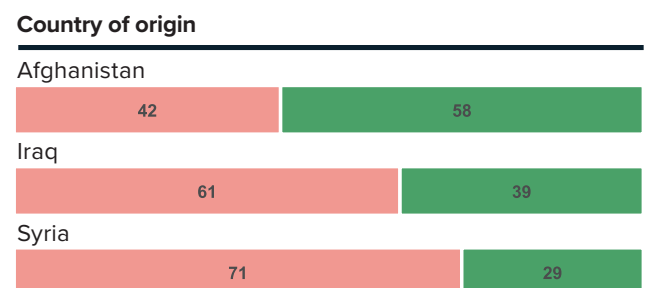


(values in %, n = 411)



A majority of respondents do not plan to leave Turkey and resettle in another country in the next three months.

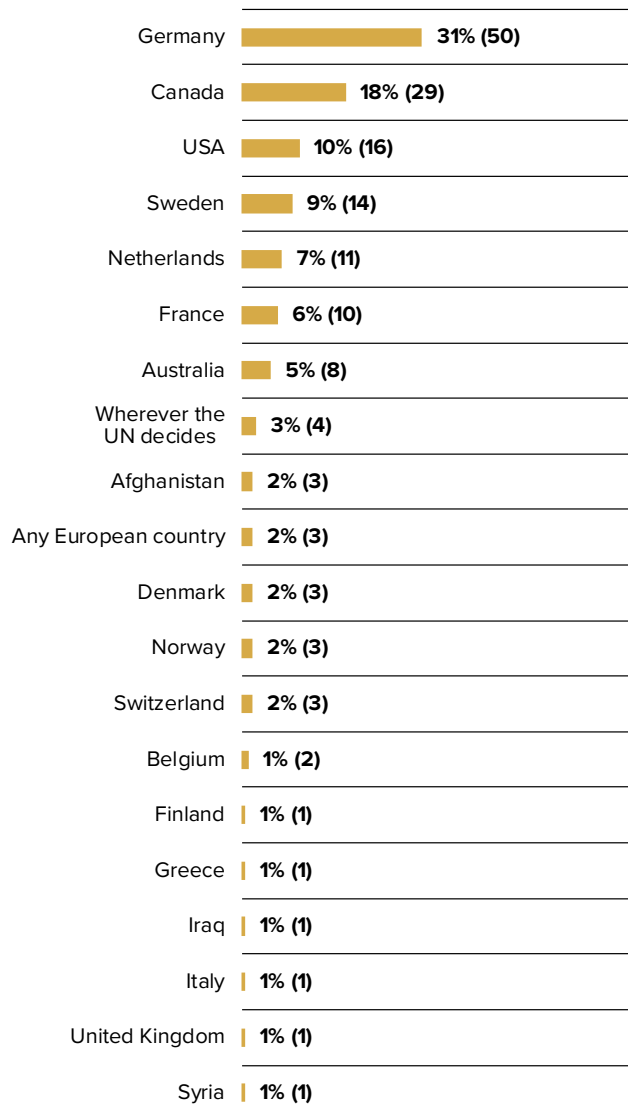
The desire or need to leave Turkey and resettle elsewhere is highest among Afghan respondents.





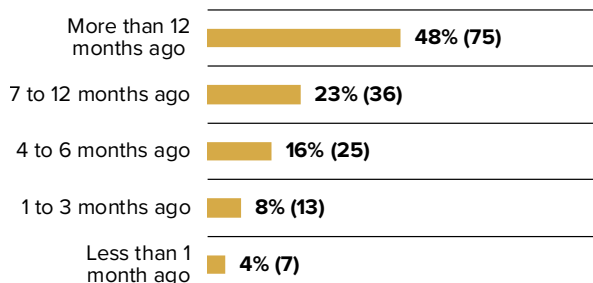
Follow-up questions asked to those who responded "yes" to the previous question:

## Where would you travel to?



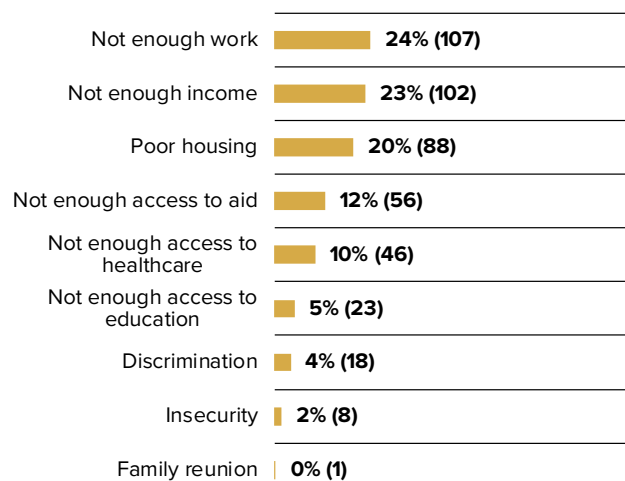
Just under a third of those who said they are planning to leave Turkey within the next three months would like to move to Germany.

## When did you start making your plans?



Just under half of those with the plan to leave Turkey within the next three months started planning over a year ago.

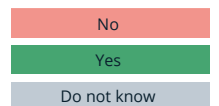
## What are the top three reasons for leaving here?



Respondents cite a lack of job opportunities, insufficient income, and poor housing as the top three reasons for wanting to leave Turkey.

### Q17. Influence of cash support on settlement plans

## Does cash assistance have any influence on your plans to leave or stay?

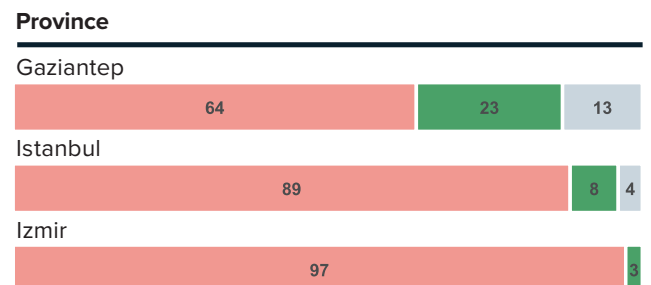


(values in %, n = 413)



A majority of respondents do not consider cash assistance to have any influence on their decision to remain in Turkey or move elsewhere.

Respondents in Gaziantep find cash assistance makes a bigger difference to their plans.



# SECTION 2 - RECIPIENTS OF OTHER SUPPORT

## Q1. Awareness of available support

Are you aware of cash transfers for refugees in Turkey?

No  
Yes

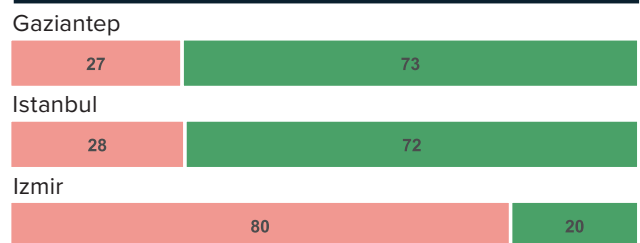
(values in %, n = 177)



Over half of the respondents to the non-cash recipient survey are aware that cash support is available to refugees in Turkey.

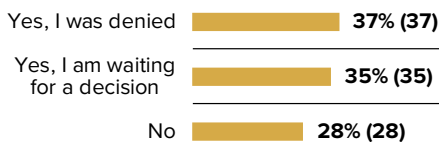
Most respondents residing in Izmir say that they are unaware of the types of cash support that are available to refugees in Turkey.

### Province



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

## Have you applied for cash support?



A majority of those who are aware of cash support for refugees have made an attempt to apply for at least one type.

## Q2. Awareness of eligibility criteria

Do you know how aid agencies decide who receives cash support and who does not?

No  
Yes  
Do not know

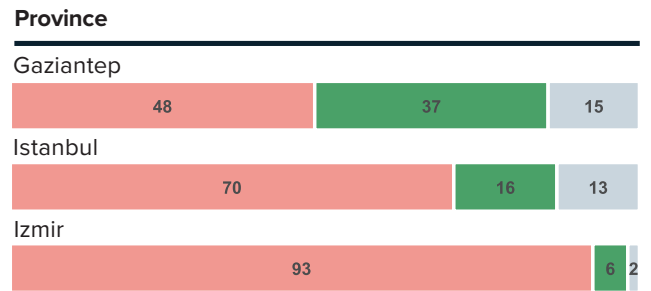
(values in %, n = 177)



Over two-thirds of respondents do not know the eligibility criteria that aid agencies use to decide who receives cash support.

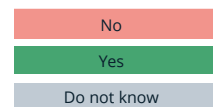


A majority of respondents residing in Izmir are not aware of the eligibility criteria for receiving cash support in Turkey.



Follow-up question asked of those who responded “yes” to the previous question:

### Are you satisfied with how recipients of cash support are chosen?



(values in %, n = 36)



Of the 36 respondents who are aware of the eligibility criteria and the processes used to determine who receives cash support, 53% are satisfied.

Follow-up question asked of those who responded “no” to the previous question:

Four respondents who think that the eligibility criteria process is unfair say that support is often not given to those who really need it, and sometimes is given to the rich.

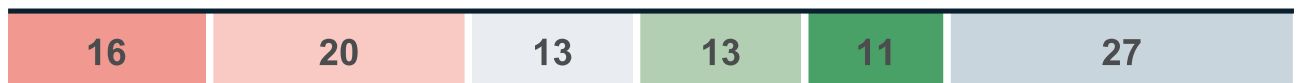
### Q3. Fairness of support

### Do you think the aid in your area goes to those who need it most?



(values in %, n = 171)

**Mean: 2.8**

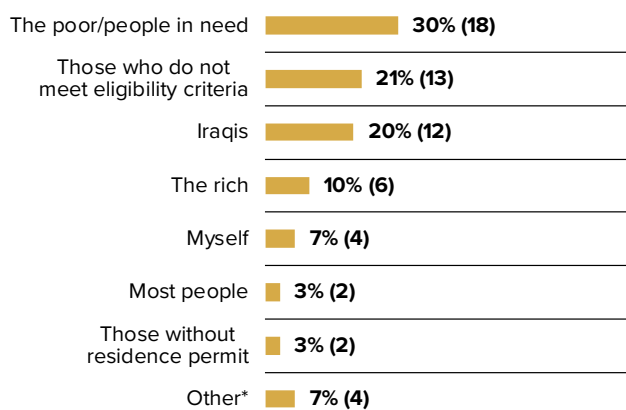


Over a third of respondents do not think aid goes to those who need most in the area in which they live.



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

## Who do you think is left out?



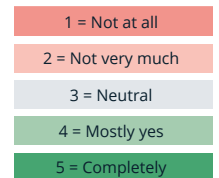
Similar to some respondents' explanations of why they are dissatisfied with the way aid agencies choose who does and does not receive aid, 30% of respondents to this question say that cash support often does not go to those who need it most and sometimes is given to the rich.

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 those who lack the communication with aid agencies, those who do not know where to register, those with three or less children.

### Q4. Needs met by support

## Are you able to cover your most important needs?



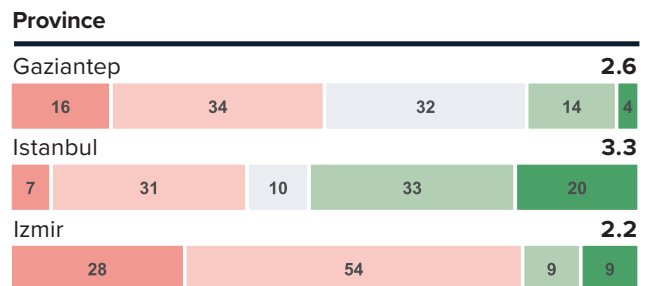
(values in %, n = 171)

Mean: 2.7



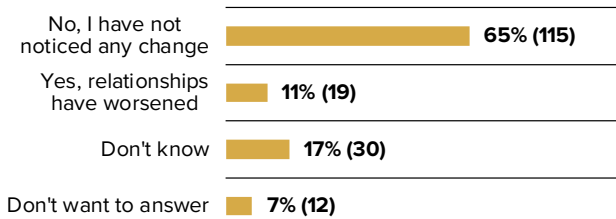
Most respondents say they are unable to cover their most important needs.

Negative scores are most prominent among respondents currently residing in Izmir.



**Q5. Impact on relationship with host community**

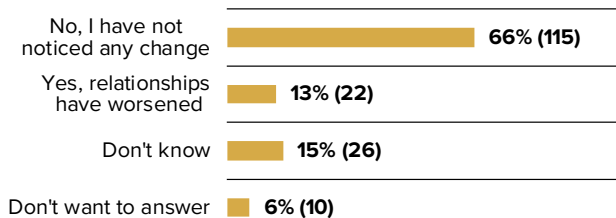
**Have cash transfers changed the relationship between refugees and Turkish people?**



Just under two-thirds of the respondents have not recognised any change in the relationship between the host community and refugees as a result of the cash transfer programmes.

**Q6. Impact on relationship among refugees**

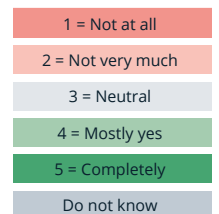
**Have cash transfers changed the relationship among refugees?**



Three-quarters of respondents have not noticed any change in relationship among refugees as a result of cash transfers.

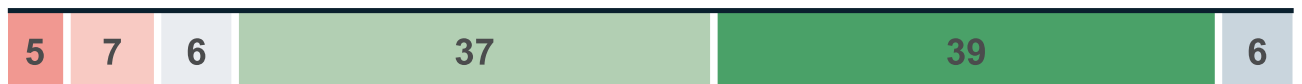
**Q7. Potential importance of cash support**

**Do you think cash assistance could provide improvements to your situation?**



(values in %, n = 171)

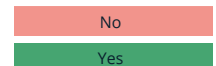
**Mean: 4.0**



A majority of respondents think they would be able to improve their situation if they were to receive cash support.



**Q8. Plans to remain or settle elsewhere**



**Do you plan to leave Turkey and resettle in another country in the next three months?**

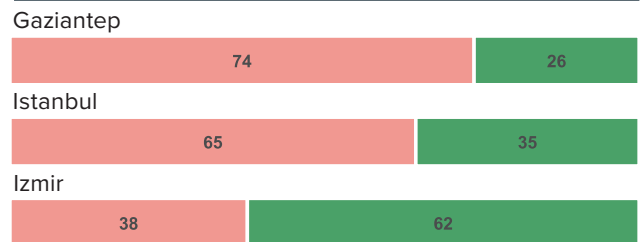
(values in %, n = 176)



**A large proportion of respondents do not plan to leave Turkey and resettle elsewhere in the next three months.**

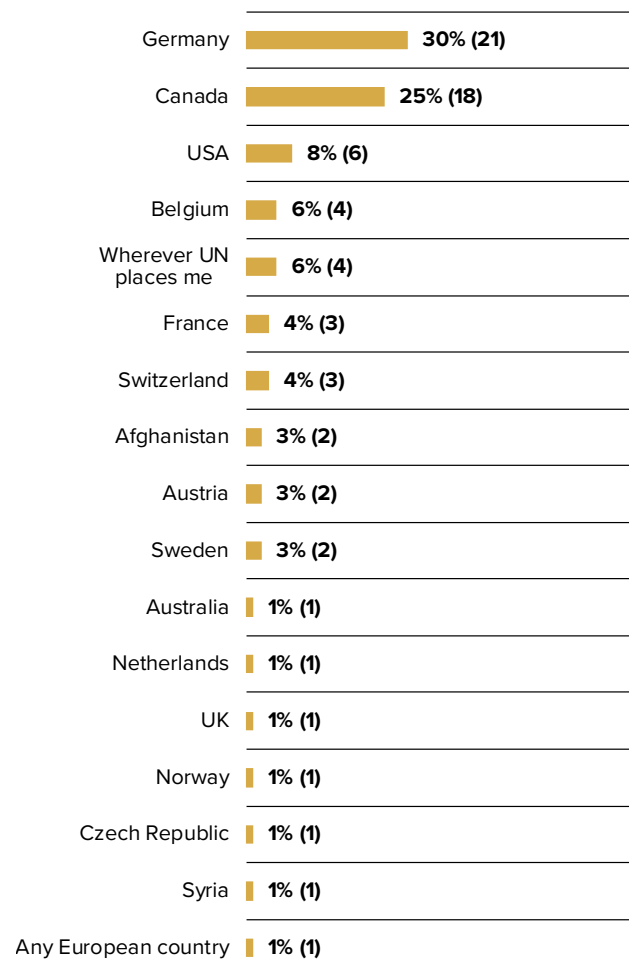
The desire or need to leave Turkey is highest among respondents residing in Izmir.

**Province**



Follow-up questions asked to those who responded “yes” to the previous question:

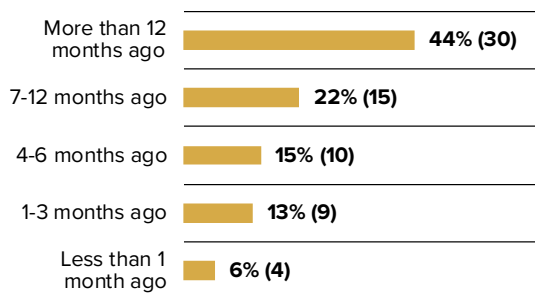
**Where would you travel to?**



Just under a third of those who said they are planning to leave Turkey within the next three months would like to move to Germany.

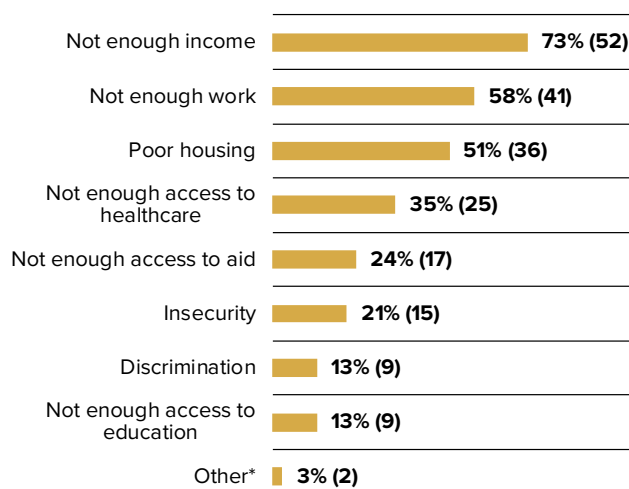


## When did you start making your plans?



Most of those who do plan on leaving Turkey within the next three months say they started planning over a year ago.

## What are the top three reasons for leaving here?

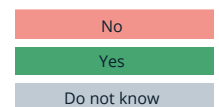


Respondents cited a lack of income, not enough work, and poor housing as the top three reasons for wanting to leave Turkey. These top-three responses are similar to those given by respondents to the cash recipient survey.

\* "Other" includes having a death in the family.

### Q9. Influence of cash support on settlement plans

## Would cash assistance have any influence on your plans to leave or stay?

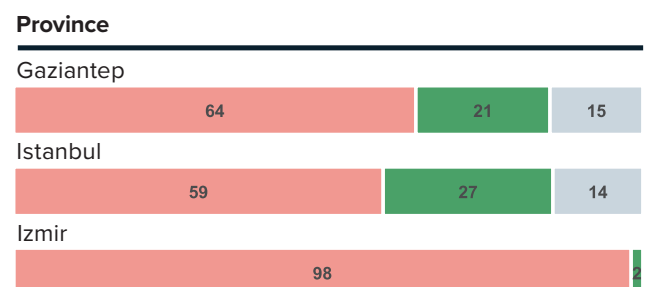


(values in %, n = 178)



Just under three-quarters of respondents do not think that if they received cash assistance that it would influence their decision to remain in Turkey or move elsewhere.

Almost all of the respondents residing in Izmir do not see cash support as an influencer on decisions to leave or remain in Turkey.

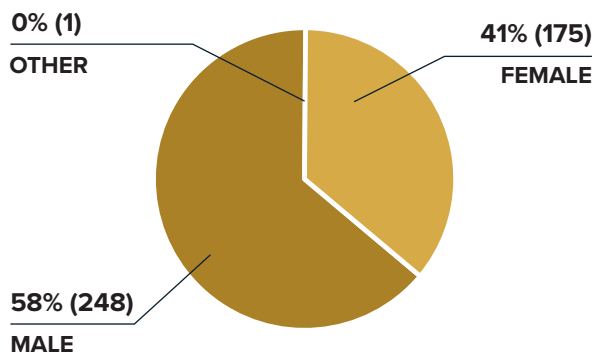




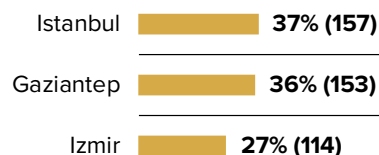
# DEMOGRAPHICS - CASH RECIPIENTS

The graphs below depict the demographic breakdown of the 424 respondents who reported to have been receiving or received cash support while in Turkey. Each graph includes percentages, as well as the frequency in parenthesis.

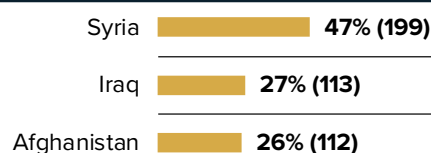
## Gender



## Province



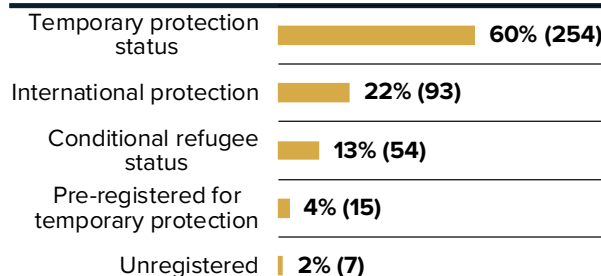
## Country of origin



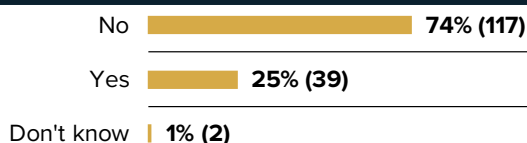
## Age



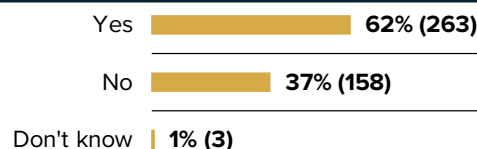
## Status of documentation



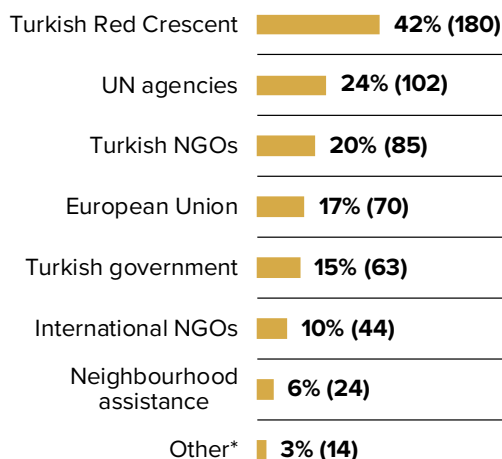
## Have you approached your local PDMM?



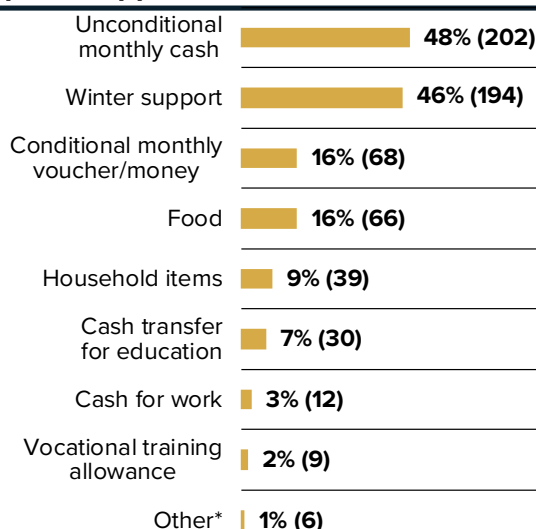
## Do you have a kimlik?



## Reported aid provider



## Type of support



\* "Other" includes church and the rich.

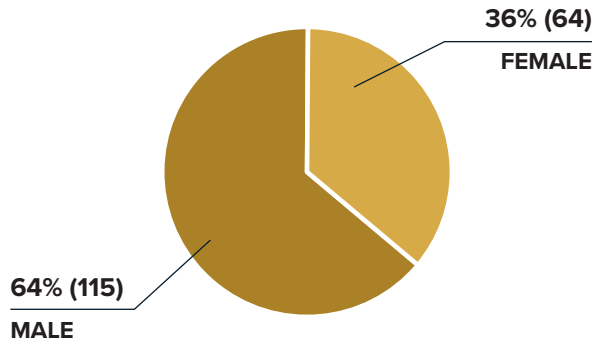
\* "Other" includes child support, support for rent payments, 150 TL, 450 TL from neighbour.



# DEMOGRAPHICS - RECIPIENTS OF OTHER SUPPORT

The graphs below depict the demographic breakdown of the 179 respondents who reported to not have received cash support while in Turkey. Each graph includes percentages, as well as the frequency in parenthesis.

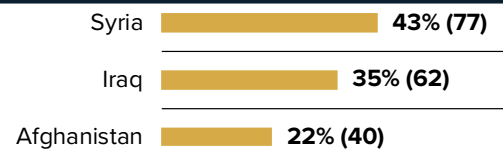
## Gender



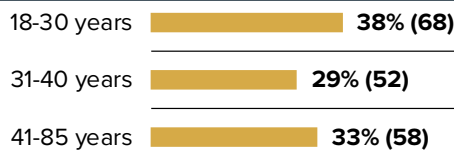
## Province



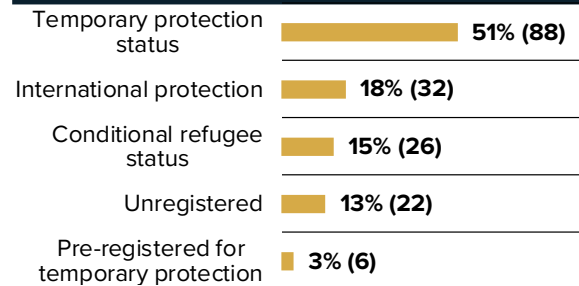
## Country of origin



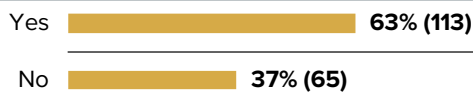
## Age



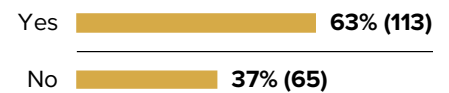
## Status of documentation



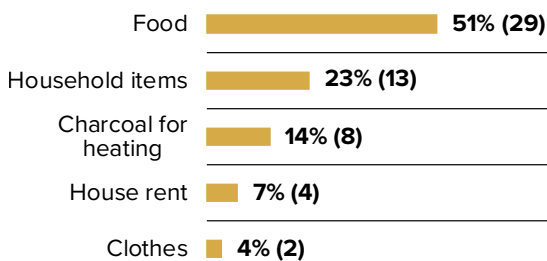
## Have you approached your local PDMM?



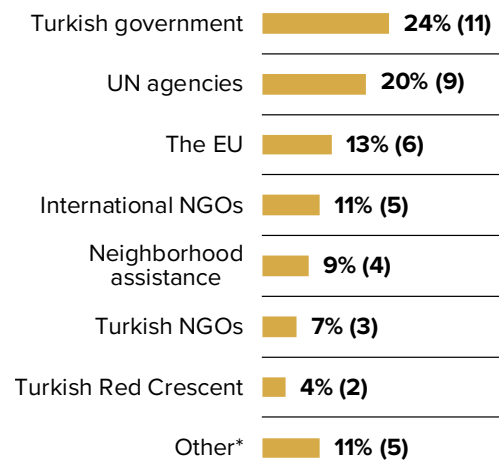
## Do you have a *kimlik*?



## Type of support

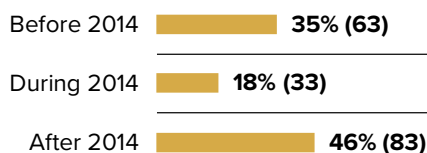


## Reported aid provider



\* "Other" includes a German, church, IHH, and PTT.

## Date of arrival



# RECOMMENDATIONS AND NEXT STEPS

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 communities 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.

## 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 the cash recipient and non-cash recipient surveys with input from humanitarian agencies in Turkey to gather feedback from refugees, asylum-seekers, and migrants about cash support and the overall response in the country. The goal is to inform the delivery of cash support by humanitarian agencies and help establish more effective responses to the needs of affected people. Ground Truth Solutions’ perceptual surveys complement regular programme monitoring and evaluation. 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

A total of 603 refugees and other migrants across Istanbul, Izmir, and Gaziantep took part in this survey; of those, 424 received some type of cash assistance. Of the 705

individuals approached to take part in the survey, 102 (17%) declined. Respondents originated from Iraq, Afghanistan, and Iran, and were selected through a snowball sampling process. A breakdown of respondents by country of origin can be found in the demographics section.

### Data disaggregation

Data from the cash recipient survey is disaggregated by country of origin, gender, province, provider of cash support, amount of cash support per person per household, and frequency of cash payments. The data from the non-cash recipient survey is disaggregated by country of origin and province. A comparison of the responses between respondents of the cash recipient and non-cash recipient surveys is provided wherever questions were comparable across surveys. A disaggregation of responses by district is available upon request.

### Language of the survey

The survey was conducted in Arabic, Pashtu, Dari, and English.

### Data collection

Data was collected between 29 September and 18 October 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.

**For more information about Ground Truth Solutions’ surveys in Turkey, please contact Elias Sagmeister (Programme Manager – [elias@groundtruthsolutions.org](mailto:elias@groundtruthsolutions.org)) or Andrew Hassan (Programme Analyst – [andrew@groundtruthsolutions.org](mailto:andrew@groundtruthsolutions.org)).**