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TÜRK KIZILAYI

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RESPONDING TO PROTECTION NEEDS OF REFUGEES IN TURKEY - BASELINE DATA COLLECTION

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ABBREVIATIONS

FGD	Focus Group Discussion
IFRC	International Federation of Red Cross and Red Crescent Societies
TRCS	Turkish Red Crescent Society
ECHO	European Civil Protection and Humanitarian Aid Operations

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This survey has been based on UDA's experience in evaluating INGO and humanitarian projects, and ensured an impartial and neutral approach to the methodology and practice. The survey was carried out in August 2018.

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Executive Summary

Turkey is home to the largest number of refugees in the world. According to the UNHCR, as of September 6th, 2018, Turkey has 3,555,464 registered Syrians under temporary protection – more than 1.5 million of whom are children – in addition to more than 330,000 asylum-seekers and refugees from other nationalities¹². 182,577 Syrians live in the 21 official camps located in provinces along the Syrian border, while the remaining reside in host communities across the country.

The Turkish Red Crescent Society (TRCS), as an auxiliary to the Turkish government and a member of the IFRC, is the largest humanitarian organization in Turkey. Since the beginning of the Syrian conflict, TRCS has been providing a first-line response in all the activities for the Syrian refugees and immediately reacted to the increasing influx of Syrians by activating its staff and volunteers and organizing dedicated structures to receive and protect people in need all around Turkey.

As part of TRCS's response to the Syrian crisis, 15 TRCS Community Centers (herein referred to as Community Centers) in 14 cities have been established. This report presents the findings of a baseline survey and series of focus group discussions (FGDs) designed to help IFRC and TRCS better understand barriers and threats faced by service users, increase awareness of the needs and capacities of service users, and provide baseline data for the protection-related aspects of the ECHO-funded protection programme implemented by the Community Centers of the Turkish Red Crescent Community-Based Migration Programme.

In total, 345 interviews were conducted at five Community Centers (Istanbul, Izmir, Konya, Mardin and Mersin). Additionally, 14 focus group discussions (FGDs) with men, women and children aged 14 to 18 years of age were conducted. In line with the demographics of the service users of the Community Centers, 60.9% of the surveyed service users were female.

The majority of the surveyed beneficiaries were Syrian (96.2%), however a small number of Iraqi, Turkish, Palestinian, Egyptian, Algerian and Moroccan beneficiaries were also surveyed. The average age of the surveyed beneficiaries was 37 years of age. 6.2% of the surveyed beneficiaries were 60 years of age or older. While most of the beneficiaries were married and currently living with their spouse (72.2%), 18.3% were single and 3.5% were widowed. Approximately one third of the beneficiaries (34.2%) reported that they worked to support their families. Similarly, approximately one third of the beneficiaries (36.2%) reported that another member of their families worked. Across all Community Centers, 6.4% of beneficiaries reported that their families currently had no means of support.

Surveyed beneficiaries were largely positive about their experiences in their neighborhoods and their daily lives. Most beneficiaries rated their relationship with their neighbors as good (17.7%) or very good (73.6%), and reported that relations between Turkish and Syrian people in their neighborhoods were good (34.8%) or very good (46.1%). These responses were contrasted by beneficiaries in the beneficiary survey who reported that they had experienced violence (16.2%), or felt they had experienced discrimination based on their nationality (54.2%).

In focus group discussions, many beneficiaries spoke of the safety they felt in Turkey relative to the current conditions in Syria – referring to a greater sense of safety from physical violence. This may help explain the apparent contradiction of why participants reported feeling safe while also indicating that they experience violence and discrimination.

¹ UNHCR (2018) Syria Regional Refugee Response. <https://data2.unhcr.org/en/situations/syria/location/113>

² Republic of Turkey Ministry of Interior Directorate General of Migration Management (2018) Migration Statistics, Temporary Status. http://www.goc.gov.tr/icerik6/temporary-protection_915_1024_4748_icerik

The majority of beneficiaries who participated in the FGDs reported that they felt confident when accessing public services, such as schools, hospital, police and government offices.

FGD participants reported that they felt respected in their neighborhoods when neighbors were friendly and kind, when they had received help from community members, when they felt their children were accepted and welcomed into schools and when community members had helped them to overcome language barriers. In other words, beneficiaries responded positively and felt welcomed by the small, every day acts of kindness and hospitality by their neighbors. These small acts were seen to show a willingness on the behalf of neighbors to accept migrants into the community and demonstrated compassion for the challenges beneficiaries encountered.

While most beneficiaries reported that they felt comfortable in their neighborhoods, some spoke of incidents of conflict with neighbors, vandalism and theft. Similarly, more than half of the beneficiaries reported that they or someone in their household had experienced challenges when attending a hospital (54.2%). The most common challenges that beneficiaries reported experiencing were language barriers (82.4%), feelings of discrimination (21.9%), inconvenient hospital hours (12.8%), and missing identification/ documentation (9.6%).

Negative experiences when accessing public services were reported by some beneficiaries and included discrimination based on nationality, language barriers and a lack of translators, particularly in hospital settings, poor or limited response from authorities (police not filing reports of theft or violence, hospitals denying services), incorrect, missing or expired identification documents and difficulties getting travel permissions.

The general consensus among FGD participants was that they had felt safest when they were in Syria prior to the crisis. Their safety in Turkey was seen as a safety from the immediate risks of war – bombings, attacks from groups like ISIS, and an ability to live their daily lives without physical threat. While Syria in its current condition was often described as a “prison” because of threat of attack that limited their daily movements and the hindrance on their ability to attend schools and hospitals. FGD participants reported that they felt more relaxed in Turkey compared to their lives in Syria during the conflict. Most beneficiaries report feeling very safe in their daily lives (69.6%), walking home alone at night (62.9%), and when visiting shops (85.8%). Nearly all beneficiaries reported that they felt very safe (83.5%) or safe (11.9%) when they visited government offices.

Among surveyed beneficiaries, 16.2% reported that they had experienced some form of violence (whether it was physical, psychological, sexual or emotional violence). The most common forms of violence experienced by beneficiaries were psychological violence³ (53.6%), physical violence⁴ (39.3%), emotional violence⁵ (19.6%), sexual harassment⁶ (14.3%) and sexual assault⁷ (12.5%). Among beneficiaries who experienced violence, they reported the perpetrators to be strangers (50.0%),

³ Psychological violence is defined as any intentional conduct that seriously impairs another person’s psychological integrity through coercion or threats.

⁴ Physical violence is defined as bodily harm suffered as a result of the application of immediate and unlawful physical force often associated with sexual and psychological violence resulting in injuries, distress and health problems.

⁵ Emotional violence is defined as violence that involves trauma to the victim caused by acts, threats of acts, or coercive tactics. Psychological/emotional abuse can include, but is not limited to, humiliating the victim, controlling what the victim can and cannot do, withholding information from the victim, deliberately doing something to make the victim feel diminished or embarrassed, isolating the victim from friends and family, and denying the victim access to money or other basic resources

⁶ Sexual harassment is defined as a form of gender-based violence encompassing acts of unwanted physical, verbal or non-verbal conduct of a sexual nature, which have a purpose or effect of violating the victim’s dignity and creating an intimidating, hostile, degrading, humiliating or offensive environment.

⁷ Sexual assault is defined as any sexual act committed against a non-consenting person, even if she/he does not show signs of resistance.

government officials (12.5%), bosses and co-worker (7.1%), spouses/partners (10.7%), and other people in their workplaces (10.7%). Detailed gender-disaggregated findings in the report shed light on the difference experiences of men and women.

While the majority of beneficiaries reported that they had not experienced discrimination based on sex or gender (66.7%), most beneficiaries reported experiencing discrimination based on their nationality (59.1%).

Among beneficiaries who reported seeking help after experiencing violence, the most common sources of help were TRCS Community Centers (40.0%), police (20.0%), family (15.0%), and friends (10.0%). Many beneficiaries who reported experiencing violence did not seek help (35.7%).

Among those who felt they would not be able to seek help if they or someone they knew experienced domestic violence, the most common reasons were not feeling like anyone would help (47.3%), not feeling they had anyone they could trust that they could talk to (16.1%), feeling people would judge them (11.8%), and feeling that they or their partner would get in trouble (10.8%).

Almost 60% of the surveyed beneficiaries had at least one child under the age of 18. Among beneficiaries with children, 74.5% report that their children attend school. The main reasons why children do not attend school are children are too young to attend school (75%), and have not been able to register children for school (25%). 28.9% of participants with children reported that they faced challenges when enrolling children in schools. Among beneficiaries who reported that another family member worked, 37.1% reported that there was a child in their household worked in some capacity to support their families.

Among the surveyed beneficiaries, 78.3% have met with a caseworker from a TRC Community Center, as this is the first person to welcome them to the Center and to conduct household visits for family assessments of needs and risks. Most surveyed beneficiaries report that they have received 6 or more services from the Community Center (77.7%). Beneficiaries were largely satisfied with the services and courses that they had received at the Community Centers. For example, many beneficiaries who participated in information sessions were satisfied (13.6%) or very satisfied (30.1%), and many beneficiaries were satisfied (12.2%) or very satisfied with health-related activities (36.5%). Among Syrian beneficiaries, 76.2% report having met with a caseworker, while 100% of the Iraqi beneficiaries and 62.5% of beneficiaries of other nationalities report meeting with a caseworker.

The vast majority of the surveyed beneficiaries reported that staff and volunteers of the Community Centers were respectful (10.4%) or very respectful (88.4%). FGD participants echoed the sentiments of the surveyed beneficiaries. They reported that the staff and volunteers and the Community Centers were respectful, friendly and helpful.

Similarly, the majority of the surveyed beneficiaries (92.5%) reported that they did not have any problems registering or joining services and activities at the Community Centers. Among those who reported problems registering for courses and services, the reasons cited were language barriers, transportation costs associated with reach the Center, crowding at the Center, and feeling they were denied access to services.

While nearly half of the beneficiaries (44.1%) report that they have not attended the Community Centers to receive help with specific problems they experience, 31% reported that the Community Centers had attended the community Centers for help with specific problems and found the Community Centers had been able to help them with their problems. Among those that had met with a caseworker from the protection team, the majority (84.8%) reported that the caseworker had assisted

them with their problems to some extent or completely. The most common reasons that beneficiaries reported Community Centers were not able to help with their problems were beneficiaries' belief that the Community Center does not understand beneficiaries' problems (19.1%), and that the Community Center does not have the services to help with beneficiaries' problems (14.2%).

The majority of the surveyed beneficiaries reported that they did not face any barriers to receiving services from the Community Centers. Among those did experience barriers, the most commonly barriers were transportation difficulties (47.0%) and language barriers (29.6%).

While more than half of the surveyed beneficiaries reported that they felt very comfortable making complaints or giving feedback to the Community Centers (52.8%), 24.3% reported that they were comfortable giving feedback and 8.7% reported that they were not comfortable at all.

Adult beneficiaries reported wanting more information on a range of subjects, including violence against women (41.2%), English courses (37.7%), legal rights of refugees in Turkey (34.5%), accessible services for refugees (33.9%) and laborexploitation (33.3%).

Beneficiaries in the focus group discussions reported that the Community Centers could assist them more in the following ways:

- Providing more support for community center beneficiaries seeking to obtain identification and documentation, or trying to enroll their children in schools
- Providing more translators to accompany community center beneficiaries on visits to hospitals and government offices
- Expanding the options for Turkish language courses available through the Community Centers
- Providing free transportation, particularly for beneficiaries who live far from the Centers, or altering the schedules for programmes to have longer hours on fewer days
- Providing employment supports to help beneficiaries find jobs
- Providing guidance and legal counselling to those who face exploitation in their work or in their housing
- Increasing the number of activities to promote social cohesion and interaction with Turkish community members, such as picnics, communal meals and sports competitions
- Increasing awareness and integration activities with the Turkish community members to promote tolerance and compassion

Children in the FGDs (17 girls, and 16 boys) reported an overall positive experience with the Community Centers. They described the Community Centers as places that made them feel comfortable and relaxed, and were spaces free of discrimination for them. None of the children in the FGDs reported feeling threatened or scared when visiting the Community Centers. Similarly, children in FGDs across all of the Community Center locations reported a high degree of trust in the staff and volunteers of the Community Centers. They reported feeling comfortable talking to them about the experiences and problems they encountered.

Children in the FGDs reported a high degree of satisfaction with the activities they had participated in. Social and cultural activities (such as trips, music and art activities) were seen as particularly fun and helped the children engage with Turkish culture and their peers, contributing to their social inclusion and psychosocial wellbeing.

Children in the FGDs reported mixed feelings of comfort when talking to adults that they encounter in schools, hospitals, police, work environments and the Community Centers. For example, children in the FGDs reported feeling comfortable talking to adults working in schools, hospital and the police.

However, children reported that they felt adults working in immigration centers made them feel uncomfortable and felt that they were not always listened to. The lack of comfort echoes similar sentiments about work environments children engage in, as they also report that they feel they are paid less and receive poorer treatment compared to Turkish citizens.

Most of the child beneficiaries reported that they felt comfortable when out in their neighborhoods. However, interactions with Turkish community members was a significant source of anxiety and made children feel unsafe. Children in FGDs felt that Syrians were blamed by the Turkish community for all problems (including conflict at schools, conflict with other children in the neighborhood).

All of the children who participated in FGDs understood what bullying was and had experienced bullying. Beneficiaries reported bullying in the neighborhood with older children who harass them and try to steal their phones, bicycles, etc., in workplaces, with employers who withhold their salaries, and among peers who call them “Syrian” instead of using their names.

Children participating in the FGDs for the most part felt that they lacked a full knowledge of their rights in Turkey and the laws of the country. None of the children in the focus group discussions had received education about their rights or the laws of Turkey. Most children reported that they learned about their rights and laws from their parents and peers. Most of the laws they discussed related to marriage (such as a law against plural marriage, a belief that a marriage by an Imam was not legally sufficient, a law against marriage under the age of 18).

Children reported a number of ways that the Community Centers could help them more, including:

- Promoting understanding, tolerance and compassion among Turkish community members through awareness campaigns
- Providing training for adults in schools, hospitals, police, and government offices on active listening techniques so children feel their problems and opinions are valued
- Expanding support for beneficiaries who need identification documents
- Providing more trips and outings at Community Centers
- Provide more opportunities for Turkish and Syrian children to interact through activities at Community Centers
- Providing programming for children and youth on their rights and the laws of Turkey, including rights to education and access to government services

Survey Background

Context Overview

Turkey is home to the largest number of refugees in the world. According to the UNHCR, as of September 6th, 2018, Turkey has 3,555,464 registered Syrians under temporary protection – more than 1.5 million of whom are children – in addition to more than 330,000 asylum-seekers and refugees from other nationalities⁸⁹. 182,577 Syrians live in the 21 official camps located in provinces along the Syrian border, while the remaining reside in host communities across the country.

The Turkish Red Crescent Society (TRCS), as an auxiliary to Turkish government and a founding member of the IFRC, is the largest humanitarian organization in Turkey. TRCS has branches and some 6,000 staff country-wide providing support to vulnerable people living in Turkey.

Since the beginning of the Syrian conflict, TRCS has been providing a first-line response in all the activities for the Syrian refugees and immediately reacted to the increasing influx of Syrians by activating its staff and volunteers and organizing dedicated structures to receive and protect people in need all around Turkey.

With over 90% of the Syrian displaced population living in urban areas alongside displaced people from other nationalities also affected by conflicts in the region, the TRCS is currently focusing on protection activities through community services and outreach programmes that also aim to assist members of host communities.

Since the beginning of 2015, TRCS has established 15 community Centers in 14 cities all have the highest numbers of Syrian refugees across Turkey (two in Istanbul, Ankara, İzmir, Bursa, Kilis, Gaziantep, Şanlıurfa, Hatay, Mersin, Adana, Konya, Mardin, Kahramanmaraş, and Kayseri).

⁸ UNHCR (2018) Syria Regional Refugee Response. <https://data2.unhcr.org/en/situations/syria/location/113>

⁹ Republic of Turkey Ministry of Interior Directorate General of Migration Management (2018) Migration Statistics, Temporary Status. http://www.goc.gov.tr/icerik6/temporary-protection_915_1024_4748_icerik

Data Collection Objectives

As specified in the Terms of Reference, the main goals for the survey are as follows:

1. The protection team of TRCS understands better the current barriers and threats faced by service users and this will make programme planning more effective
2. Staff and volunteers in the Community Centers become more aware of the needs and existing capacities of service users to deal with safety¹⁰ issues in their community, which will be helpful in improving service delivery and inform seminars and awareness raising sessions on certain topics
3. The clients of protection services will be involved in the decision-making process for revising adapting the services provided by TRCS
4. Overall, having a baseline for the project will ensure focus and direction to all protection-related aspects of the project, including case management, referrals, capacity building and restoring family links work.

To address these objectives, a baseline survey along with focus group discussions (FGDs) with adults and children/youth were conducted. The results of the baseline survey and the FGDs were reported.

The tools were designed in line with the six key protection indicators identified by IFRC and TRCS. These indicators were as follow:

- % of individuals reporting feeling confident when accessing public services in Turkey
- % of individuals reporting feeling of safety during everyday activities in their neighborhood
- % of individuals reporting feeling of safety in the TRC Community Centers
- % of people being treated respectfully in the Community Centers
- % of individuals benefitting from protection services in Community Centers
- % of persons with appropriate information on relevant rights

Photo 1 Mardin Community Center (source: www.kizilay.org.tr)



¹⁰ For the purpose of the survey, safety was defined as safety from threats including physical violence, psychological violence, emotional violence, sexual harassment and sexual assault. This was explained to all participants in the beneficiary survey and the FGDs

Methodology

Data Collection Protocols

Five TRCS Community Centers were selected in collaboration with TRCS protection staff to be included in this survey. The selected Community Centers were in the following locations:

- Istanbul (Bagcilar)
- Izmir
- Konya
- Mardin
- Mersin

Two types of data collection were performed– a questionnaire including 345 beneficiaries attending TRCS Community Centers, and focus group discussions (FGDs) with male, female and youth beneficiaries.

Baseline Survey with TRCS Community Center Beneficiaries

A baseline survey was initially conducted with 349 beneficiaries of the TRCS Community Centers at five TRCS Community Centers selected for this baseline data collection. The five Community Centers were selected to cover the range of geographic areas covered by the Community Centers in this project along with different demographic profiles encountered. Four observations were dropped during data cleaning due to the short length of the interviews (interviews were less than 4 minutes in duration), bringing the total of the surveys considered for this report to 345.

The survey gathered data on:

- Interaction and use of Community Centers
- Perceptions of safety (including physical, psychological, emotional safety and safety from sexual assault and harassment)
- Help-seeking behaviours
- Child protection issues and risks, including access to education, child labour, child marriage, and violence against children
- Barriers to accessing Community Centers and services/activities
- Feedback mechanisms within the Community Centers
- Employment and means of financial support
- Community relations (with neighbors and friends)
- Knowledge and attitudes towards early marriage and domestic violence
- Interest in topics covered by Community Center activities

In alignment with the IFRC Strategic Framework on Gender and Diversity Issues, the sample for the baseline data collection was structured to reflect diversity with regards to age, gender and disability. To this end, interviews were carried out among women and men with a ratio of 60:40 respectively to reflect the diversity of the TRCS Community Center beneficiaries.

Table 1 Distribution of surveys included for data analysis

Community Center	Men		Women		Total	
	Target	Achieved	Target	Achieved	Target	Achieved
Istanbul Bagcilar	24	26	36	45	60	71
Izmir	24	26	36	39	60	65
Konya	24	26	36	42	60	68
Mardin	24	28	36	41	60	69
Mersin	24	29	36	43	60	72
Total	120	135	180	210	300	345

Focus Group Discussions

Three FGDs were conducted with beneficiaries at each of the five selected Community Centers. At each Community Center, one FGD were conducted with adult men, adult women, and children/youth (aged 14 to 18 years). FGDs were carried out separately for men, women and children. Separate FGDs allowed beneficiaries to express themselves freely among peers.

The FGDs conducted for this project were designed to capture qualitative data to provide in-depth perspectives of beneficiaries to complement the quantitative data captured through the surveys. The FGDs therefore covered similar topics to the baseline survey, in line with the project indicators:

- Confidence in accessing public services in Turkey
- Feelings of safety¹¹ during everyday activities in their neighborhood
- Feelings of safety in Community Centers
- Respectful treatment in Community Centers
- Benefits of projection services in Community Centers
- Information on relevant rights
- Help-seeking behaviours
- Bullying and discrimination (children and youth only)
- Recommendations

The planned FGD with children/youth planned for Izmir was not conducted due to the unavailability of children and youth recruited from the Center. More discussion of this is found in the Chapter 3.5 (Limitations and Challenges).

Table 2 Distribution of Focus Group Discussions, Key Informant Interviews and Case Studies by health facility

Community Center	FGD with Men	FGD with Women	FGD with Children /Youth
Istanbul Bagcilar	1	1	1
Izmir	1	1	0
Konya	1	1	1
Mardin	1	1	1
Mersin	1	1	1
Total	5	5	4

UDA's tablet data collection software, UDACAPI, was used for data collection. The baseline survey was translated into Arabic and Turkish. The baseline survey was piloted with 10 beneficiaries prior to the beginning of data collection. The baseline survey was pilot tested in Konya following the first enumerator training. Data collected from the pilot test was not included in the final dataset presented in this report. Data collection was conducted between August 5th and August 12th, 2018.

Data Analysis and Cleaning

The quantitative data was checked in terms of following aspects;

- Duration of interviews (interviews had to be a minimum of four minutes to be considered valid)
- Internal consistency of data (cross-check of questions)
- Data labelling (coding error)
- Presence of outliers (extremely low/high entries)

¹¹ For the purpose of the survey, safety was defined as including physical violence, psychological violence, emotional violence, sexual harassment and sexual assault. This was explained to all participants in the beneficiary survey and the FGDs

On average, interviews lasted for 24 minutes and 13 seconds in duration (accepted minimum 4 minutes 9 seconds, maximum of 1 hour 6 minutes 25 seconds).

Based on the above quality checks, four observations were dropped because the length of the interviews was less than 4 minutes.

Analysis have been conducted with the remaining dataset. Quantitative data analysis was conducted using STATA. During the data analysis phase, relevant frequency tables, cross tables and estimations were produced. Qualitative data analysis was conducted using a structured approach based on identifying key themes, and coding the responses using Atlas.ti.

Ethical Considerations

This survey was undertaken in accordance with the Red Cross and Red Crescent Movement and UDA's internal ethical standards. Full consideration was given to the principles of non-discrimination, respect, beneficence and non-maleficence, and justice. The informed consent of each beneficiary was obtained before administering the baseline questionnaire or starting an FGD. Before administering the survey, enumerators ensured that beneficiaries fully understood the purpose and process of the study as well as their rights in responding. All enumerators received full training on research ethics in advance and were supervised by an independent team from UDA Consulting. Requirements were adopted for data access, storage and security, and all members of the project team were duly informed to follow this process.

Training and Implementation

Enumerator training was conducted in Konya (July 30th) and Izmir (August 2nd) by the Survey Coordinator. As part of the training, enumerators were provided an overview of the methodology, survey goals and objectives, ethical considerations and information on how to use the computer-assisted personal interviewing system (UDACAPI). Enumerators had an opportunity to test the digital questionnaire that is part of the UDACAPI system and practice completing surveys. The training included key protection-related terms from the IFRC's Protection Field Guide as well as slides developed by IFRC and TRCS covering the do no harm principle, safety, dignity and how to address sensitive topics.

The training of focus group facilitators was conducted on August 3rd by the Survey Coordinator who served as the trainer. Similar to the enumerators' training, facilitators were briefed on the objectives of the study, ethical considerations, the focus group guide, and the techniques required for managing a focus group discussion (including prompting beneficiaries for detailed responses and managing different personality types). Special consideration to child/youth beneficiaries of FGDs were also discussed, including the use of simplified language and ensuring the child/youth beneficiaries were aware of the voluntary nature of the FGDs, and protocols if a beneficiary became upset.

Limitations and Challenges

Specific challenges and limitations encountered include:

- Sampling Error: The beneficiary survey results are subject to sampling error which depends on the disaggregation level and prevalence of events. In our case, it was estimated that margin of error would be around 5-7%
- Non-sampling error: This type of error includes all types of bias and error stemming from enumerators and translators. The information from focus group discussions relied on the capacity of the translators (Arabic to English), including any potential negative and/or positive bias on their part

- Limited Triangulation: Due to the methodology of the baseline data collection, some information could not be triangulated
- Lack of attendance of child/youth beneficiaries for the Izmir FGD: An FGD with children/youth was planned for the Izmir Community Center and children were contacted and recruited. However, challenges encountered by the UDA field team and the Community Center staff prevented the FGD from occurring. Two attempts were made to conduct the FGD, however, in both cases, no children/youth were able to attend

Photo 2 Photo of child activities at the Bagcilar, Istanbul Community Center (source: www.kizilay.org.tr)



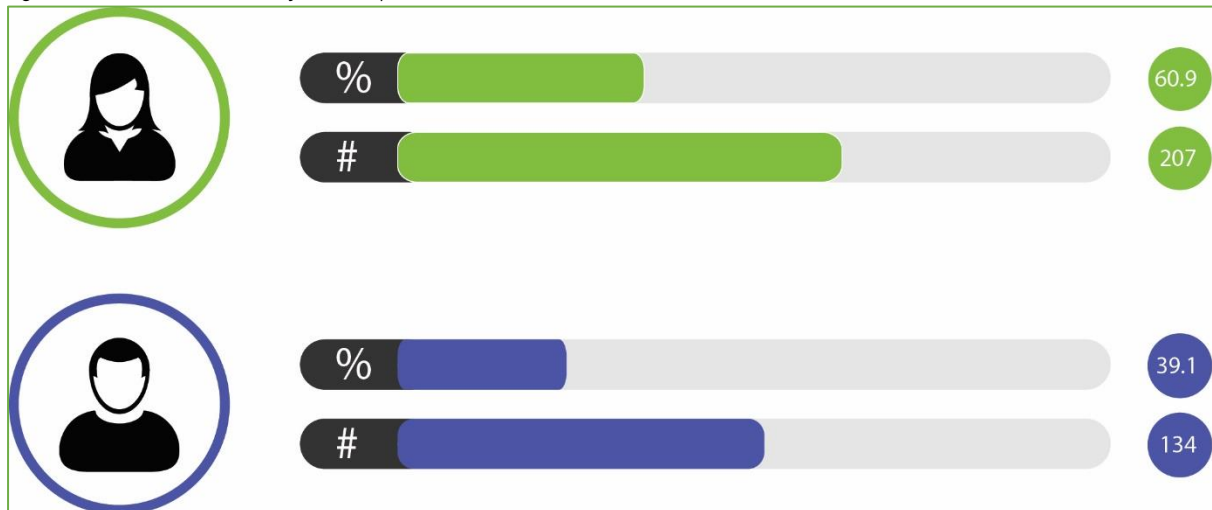
Findings

Adult Beneficiaries

Demographics

On average, 60.9% of the surveyed beneficiaries were female and 39.1% were male. The average age of surveyed beneficiaries was 37 years. Surveyed women had a mean age of 35 years, while surveyed men had a mean age of 41 years. Among beneficiaries, 9.9% of women were 60 years of age or older, while 12.6% of men were 60 years of age or older.

Figure 1 Gender distribution of the sample



The majority of the surveyed beneficiaries were Syrian (96.2%). Five Iraqi (1.4%), three Egyptian (0.9%), and two Palestinian (0.6%) beneficiaries were also interviewed, along with one Turkish beneficiary (0.3%), one Algerian beneficiary (0.3%) and one Moroccan beneficiary (0.3%). The Community Center in Mersin had the highest percentage of non-Syrian interviewees (8.5%).

Figure 2 Nationalities of beneficiaries across all Community Centers

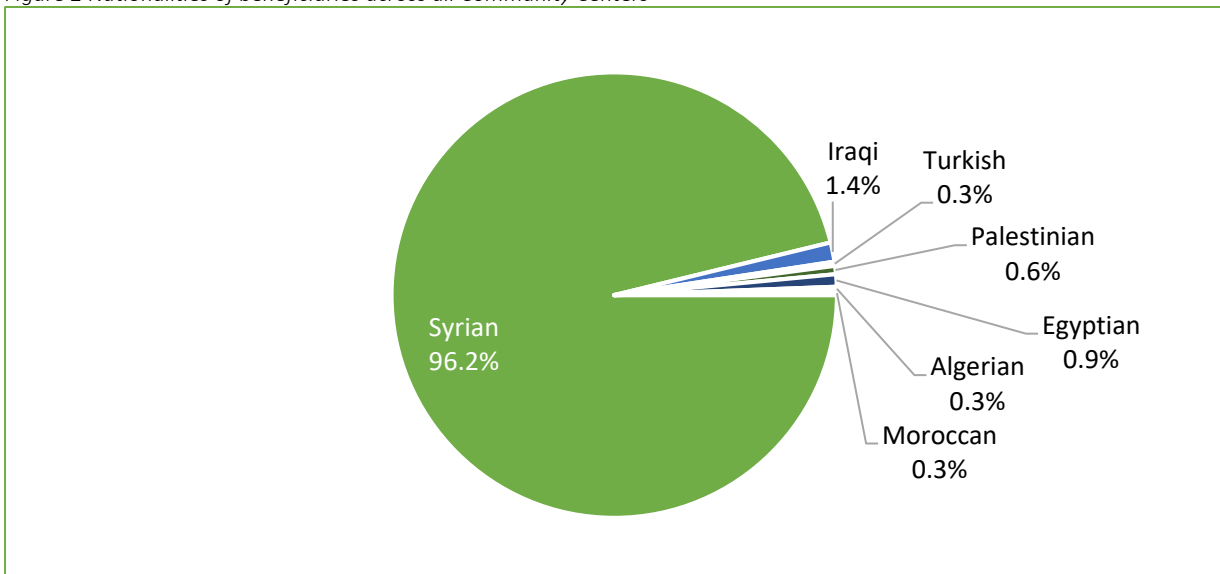


Figure 3 Nationalities of female beneficiaries

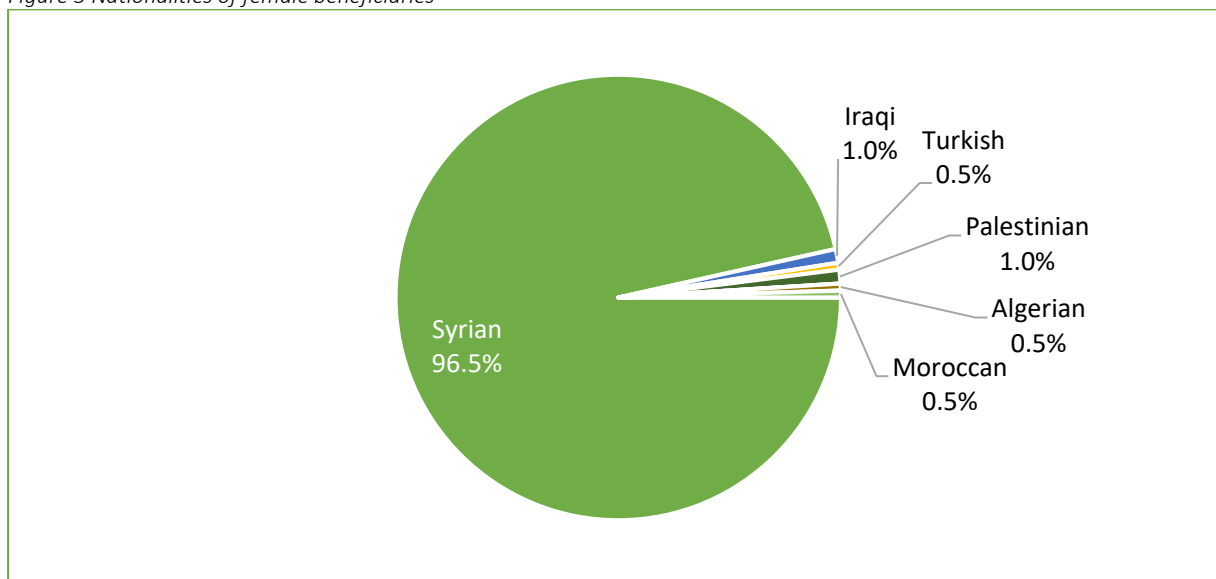
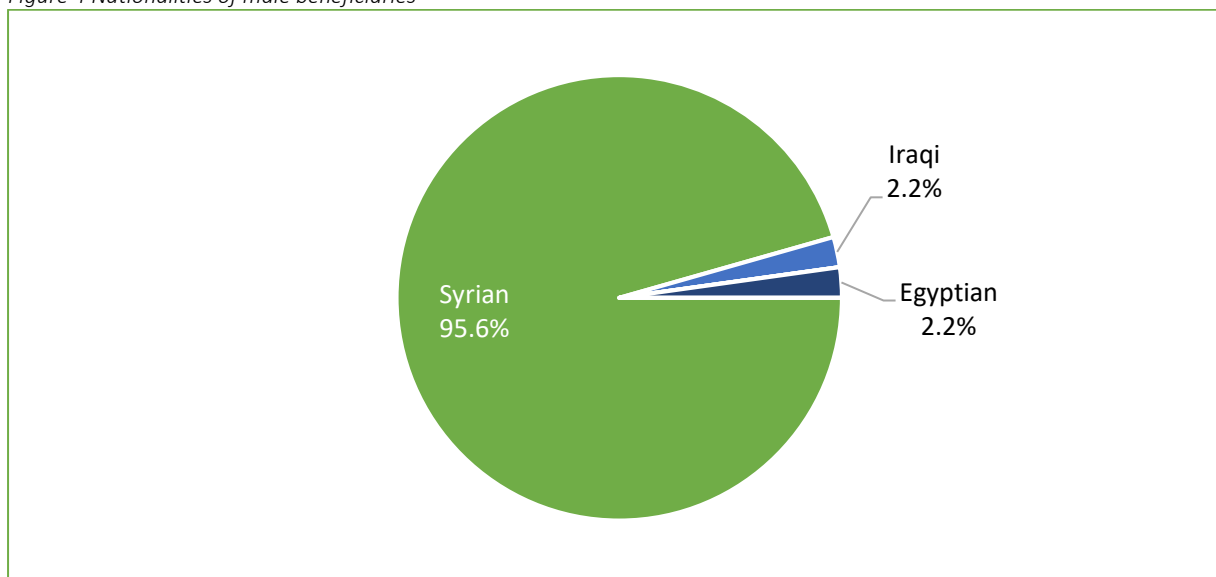
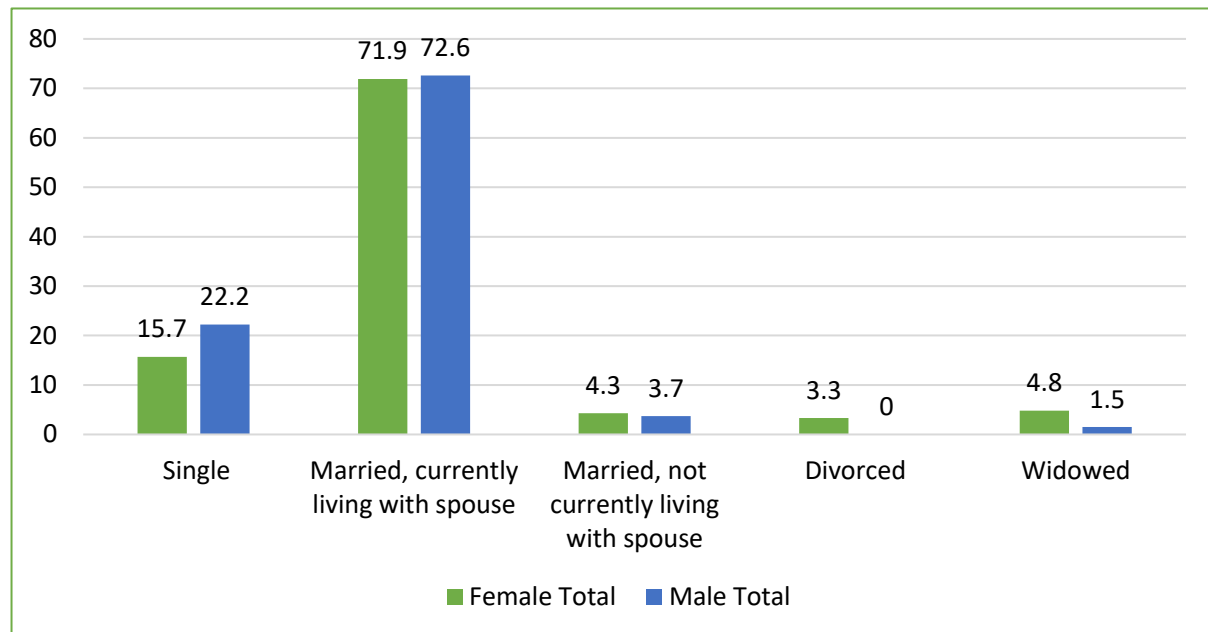


Figure 4 Nationalities of male beneficiaries



The majority of surveyed beneficiaries report that they are currently married and living with their spouses (72.2%). Beneficiaries attending the Izmir Community Center were the most likely to report being single (33.8%).

Figure 5 Marital status of beneficiaries (%)



Two thirds of the surveyed beneficiaries have a primary or secondary education (67.8%), while more than 10% of beneficiaries reported having no formal education (11.3%) and 16.2% of beneficiaries had some university or more. Male beneficiaries (12.6%) and beneficiaries 60 years of age or older (18.2%) were more likely to report having no formal education compared to women (10.5%) and those younger than 60 years of age (10.8%). Education levels were determined based on systems in Syria as the majority of the surveyed beneficiaries identified as Syrian in nationality.

Figure 6 Education status of participants

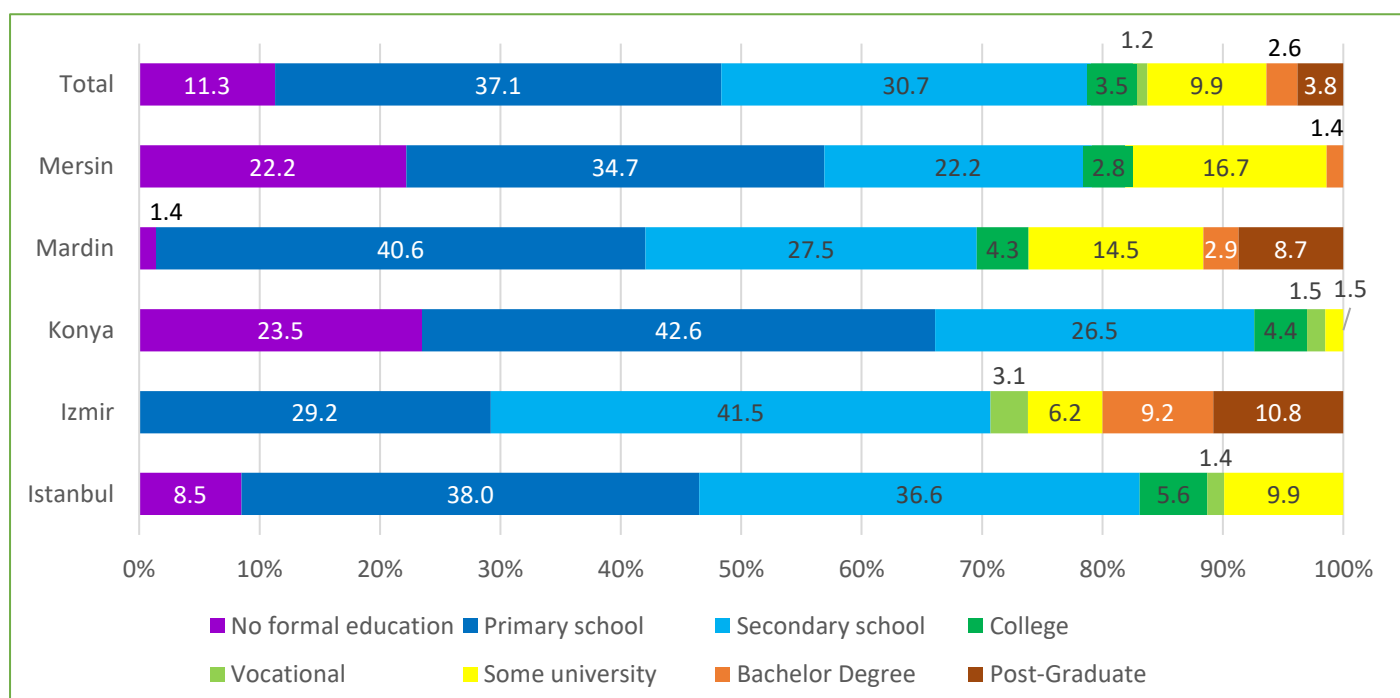


Figure 7 Education status among female beneficiaries

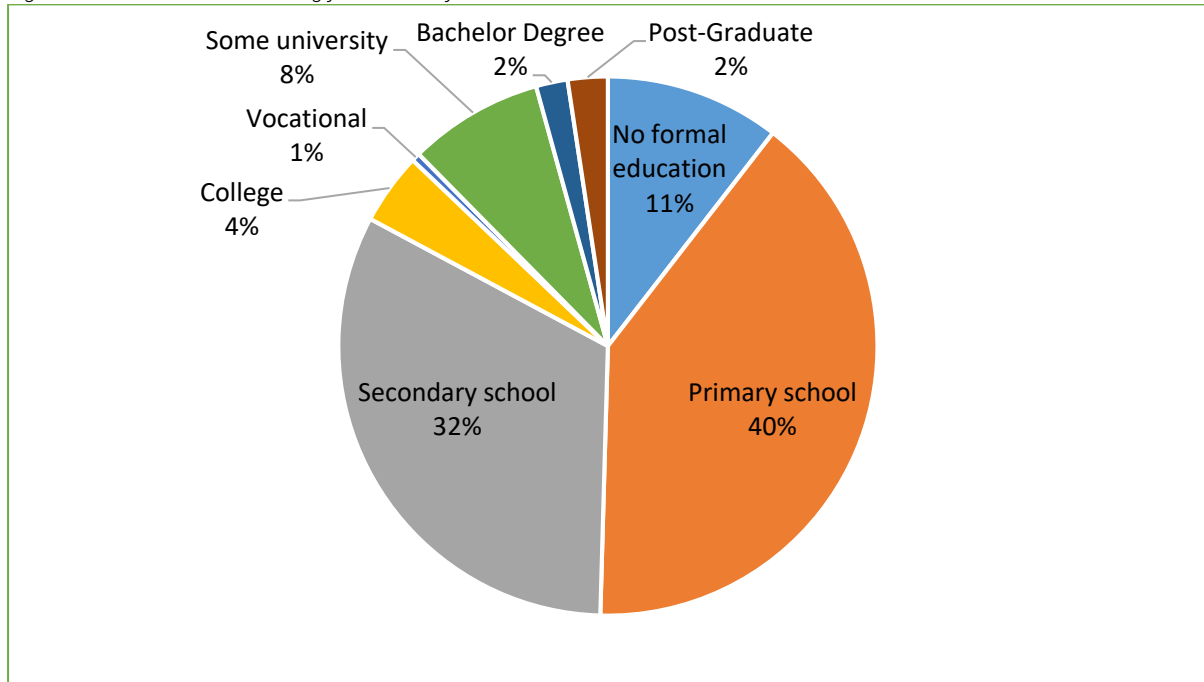
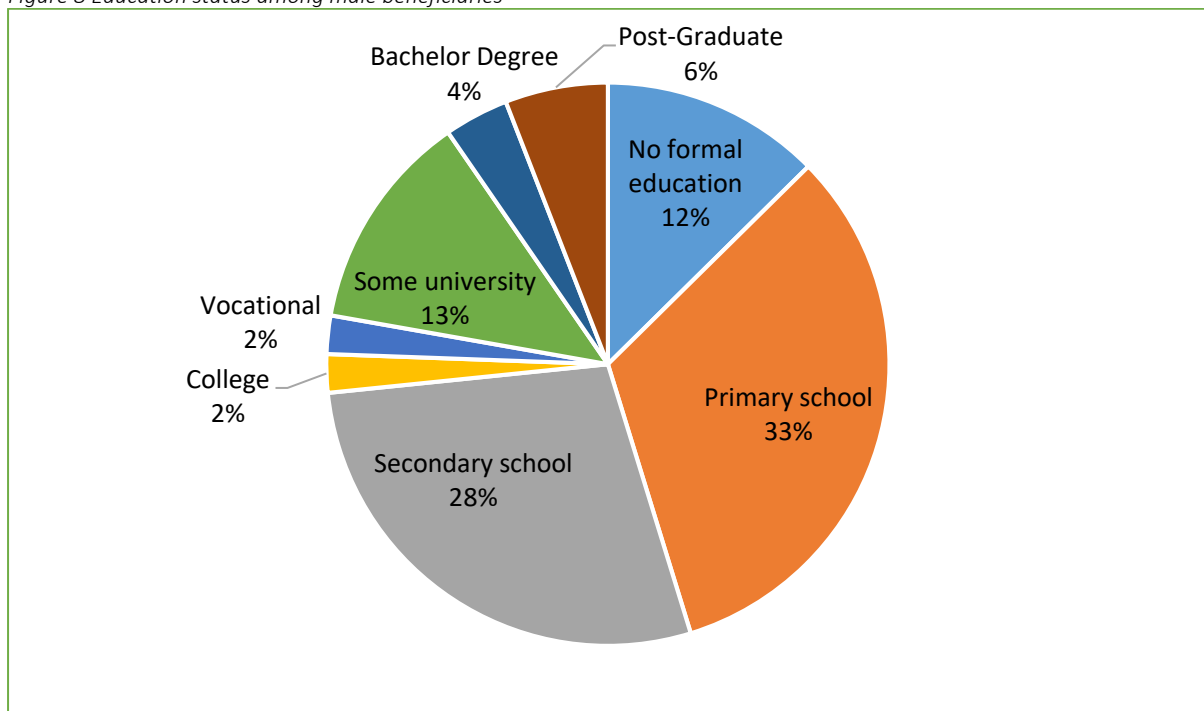


Figure 8 Education status among male beneficiaries



Most surveyed beneficiaries have at least one child under the age of 18 (59.1%).

The majority of the beneficiaries (68.1%) reported arriving in Turkey between 2013 and 2015. However, 12.2% of the beneficiaries reported they arrived in Turkey in 2017 or 2018. One in four beneficiaries who attended the Mersin Community Center (25.0%) reported arriving in Turkey in the last two years. It should be noted that the questionnaire asked about beneficiaries' year of arrival in Turkey, and not

about the year of registration. Data presented by UNHCR shows that the majority of Syrians registered in Turkey were registered between September 2014 and March 2016 (52.8%)¹².

Figure 9 Distribution of years of arrival in Turkey

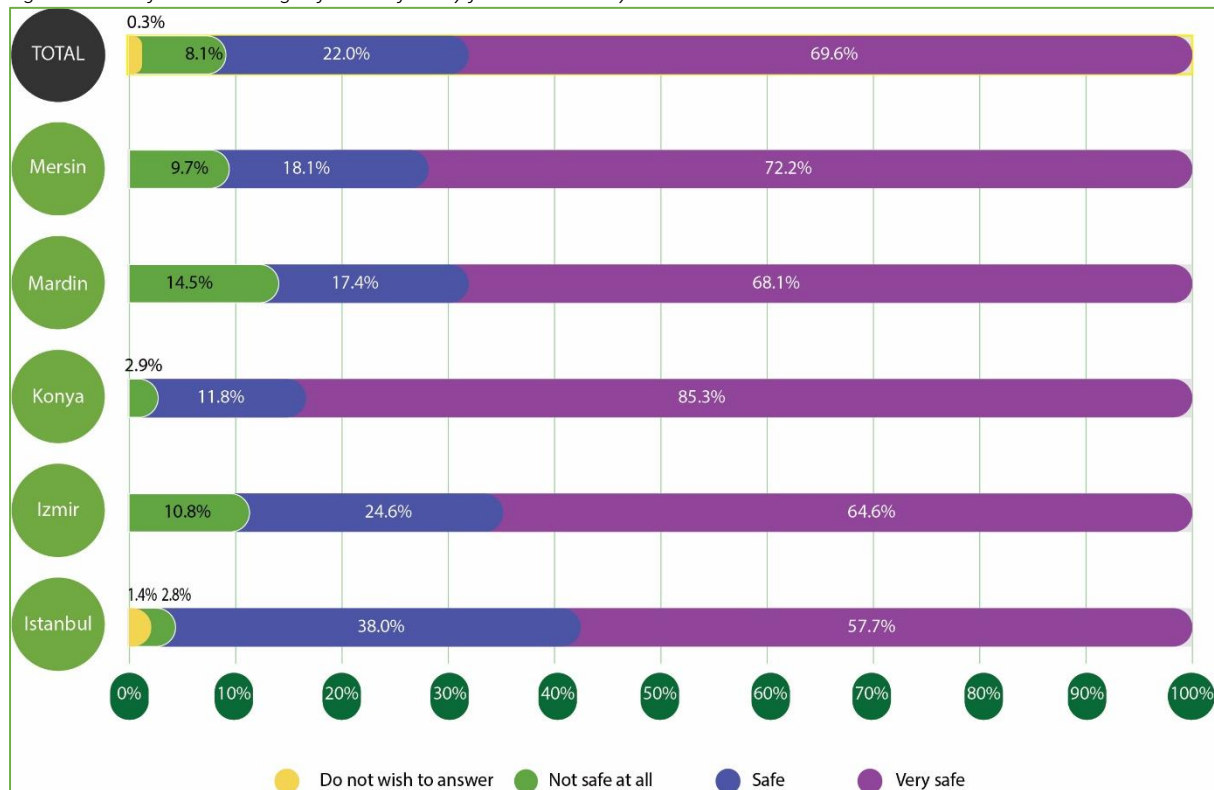


¹² UNHCR (2018) Syria Regional Refugee Response. <https://data2.unhcr.org/en/situations/syria/location/113>

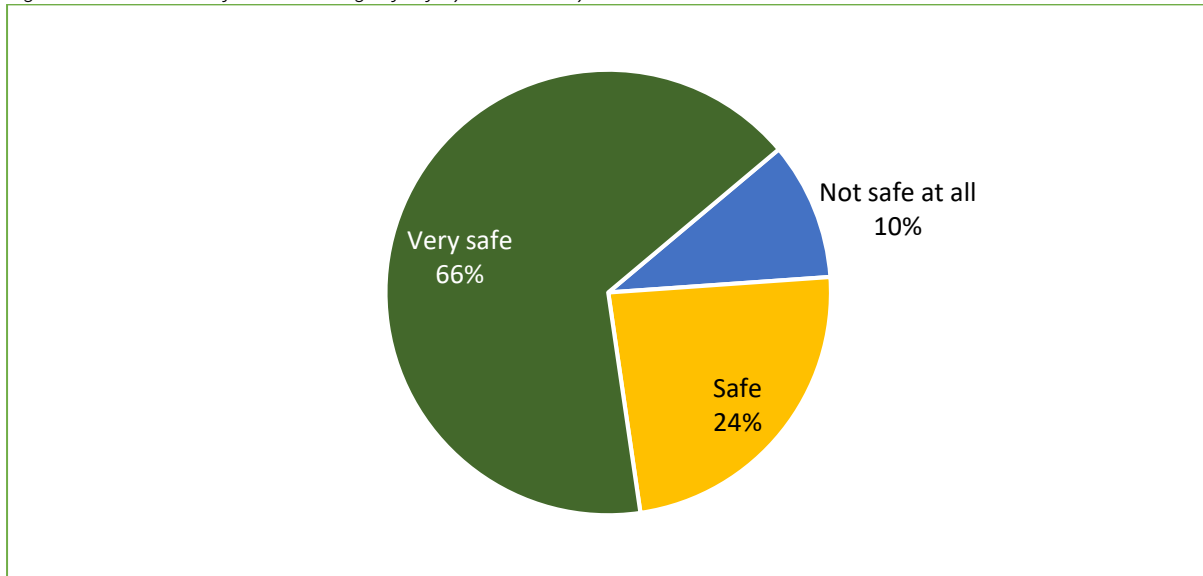
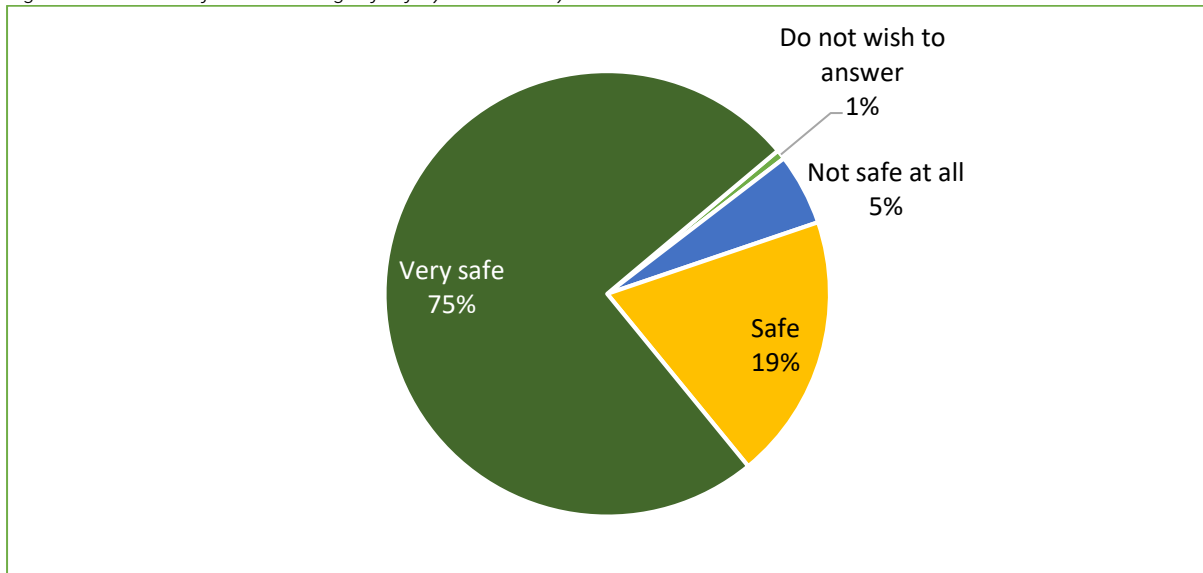
Safety, Dignity, Barriers and Threats

Most beneficiaries reported feeling very safe in their daily lives (69.6%). Male beneficiaries were more likely to report feeling very safe compared to women (74.8% and 66.2% respectively). Beneficiaries attending the Konya Community Center were the most likely to report that they felt very safe in their daily lives (85.3%), while beneficiaries attending the Mardin Community Center were the most likely to report that they did not feel safe at all (14.5%). Beneficiaries younger than 60 years were more likely to report feeling very safe (70.0% and 63.6% respectively), but also not safe at all (8.4% and 4.5% respectively).¹³

Figure 10 Beneficiaries' ratings of how safe they feel in their daily lives



¹³ For the purpose of the survey, safety was defined as including physical violence, psychological violence, emotional violence, sexual harassment and sexual assault. This was explained to all participants in the beneficiary survey and the FGD

Figure 11 Female beneficiaries' ratings of safety in their daily lives*Figure 12 Male beneficiaries' ratings of safety in their daily lives*

Most beneficiaries report feeling very safe walking home alone at night (62.9%). Beneficiaries attending the Community Center in Izmir were the most likely to report feeling not safe at all when walking home alone at night (24.6%), reflecting the trends seen when beneficiaries were asked how safe they felt in their daily lives.

Again, most beneficiaries reported that they felt very safe when visiting shops in their cities (85.8%). A small percent of beneficiaries (3.5%) reported that they did not feel safe at all when visiting shops. Men were more likely to report not feeling safe at all when attending shops compared to women (2.9% and 4.4% respectively).

Similarly, the majority of beneficiaries reported that they felt very safe when visiting government offices (83.5%). 3.8% beneficiaries reported that they did not feel safe at all when attending government offices. Beneficiaries in Izmir were the more likely to report not feeling safe at all when attending government offices (9.2%).

Among the beneficiaries, 16.2% reported that they had experienced violence (whether it was physical, psychological, sexual or emotional violence). Beneficiaries attending the Izmir Community Center were the most likely to report experiencing violence (30.8%). Men were slightly more likely to report that they had experienced violence compared to women (17.8% and 15.2% respectively).

Figure 13 Have beneficiaries experienced violence?

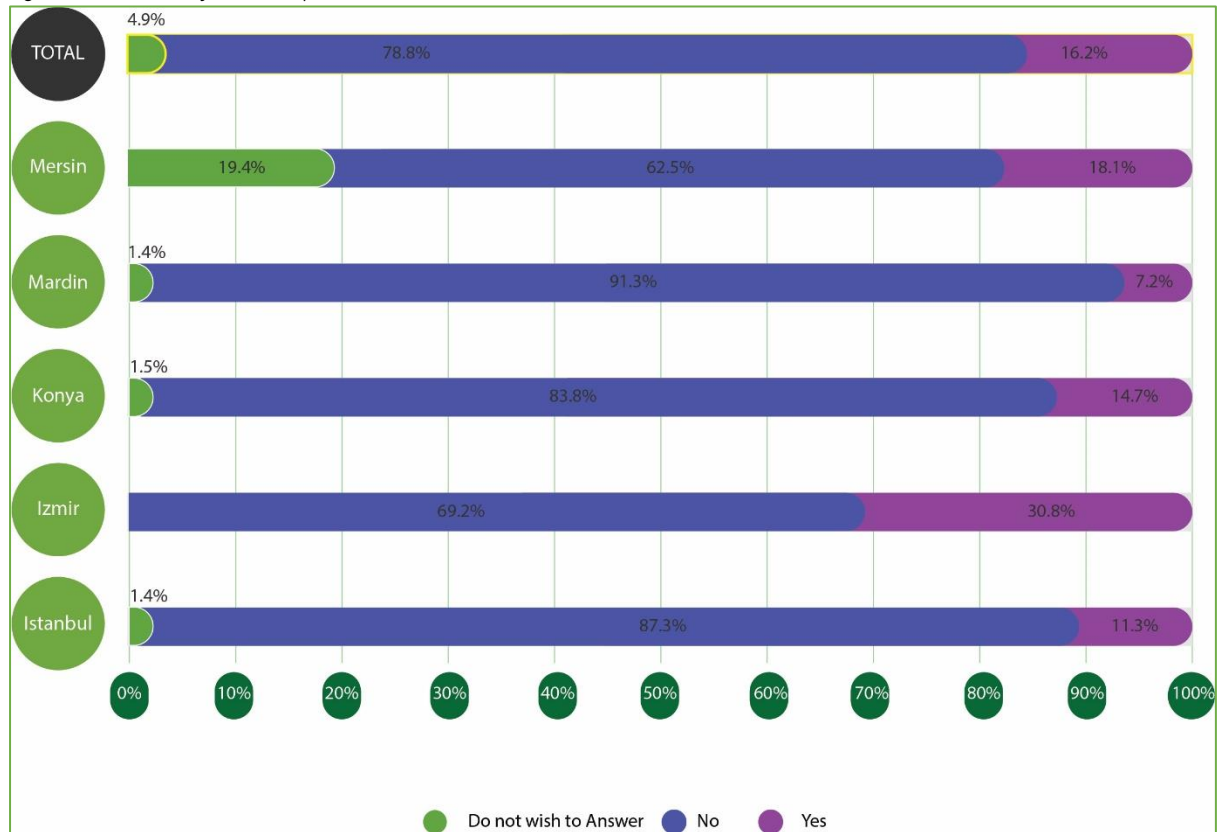


Figure 14 Prevalence of types of violence experienced by female and male beneficiaries



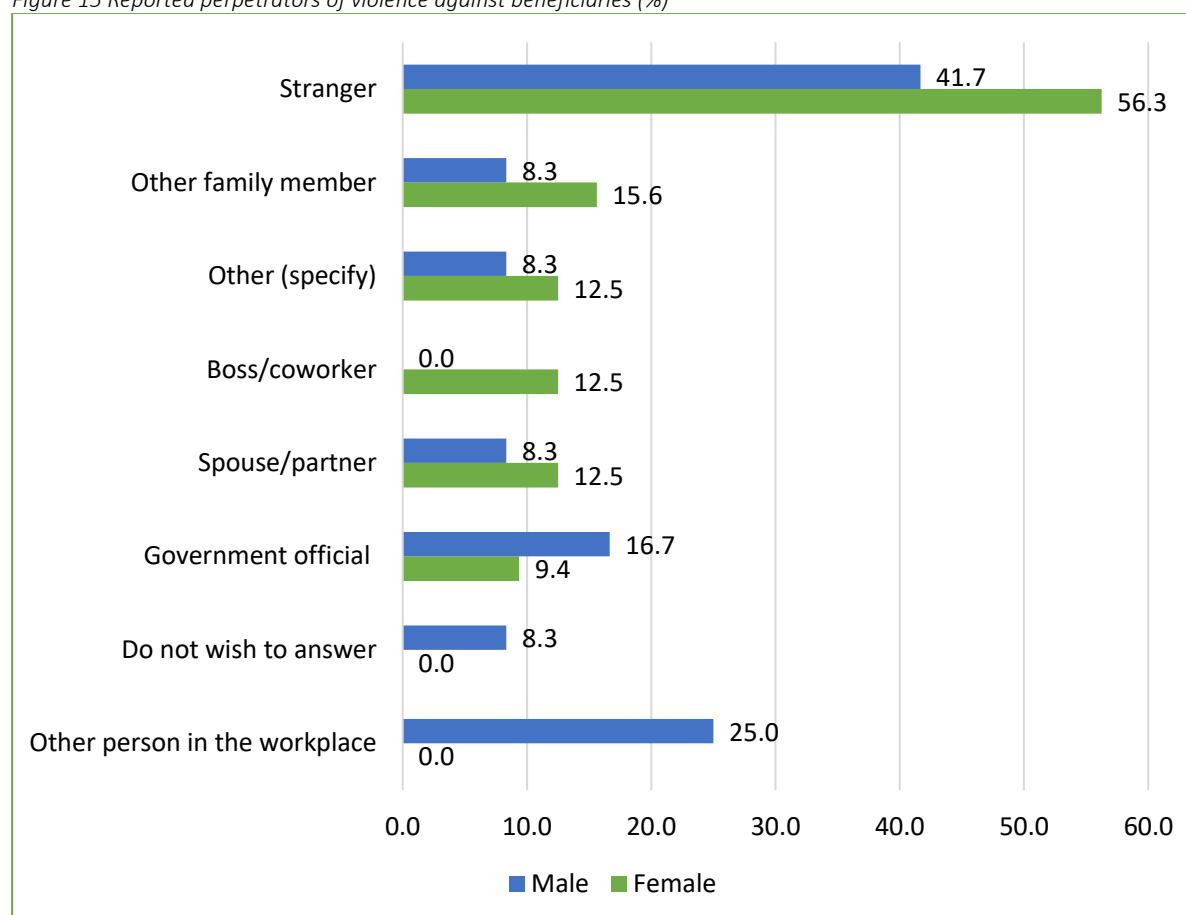
The most common forms of violence experienced by beneficiaries were psychological violence (53.6%), physical violence (39.3%), emotional violence (19.6%), sexual harassment (14.3%) and sexual assault (12.5%). Men were more likely to report experiencing physical violence, while women were more likely to report sexual harassment, and sexual assault.

The most common perpetrators of violence experienced by beneficiaries were:

- Strangers or people unknown to the beneficiaries (50%)
- Family members other than spouses/partners (12.5%)
- Government officials (12.5%)
- Spouses/partners (10.7%)

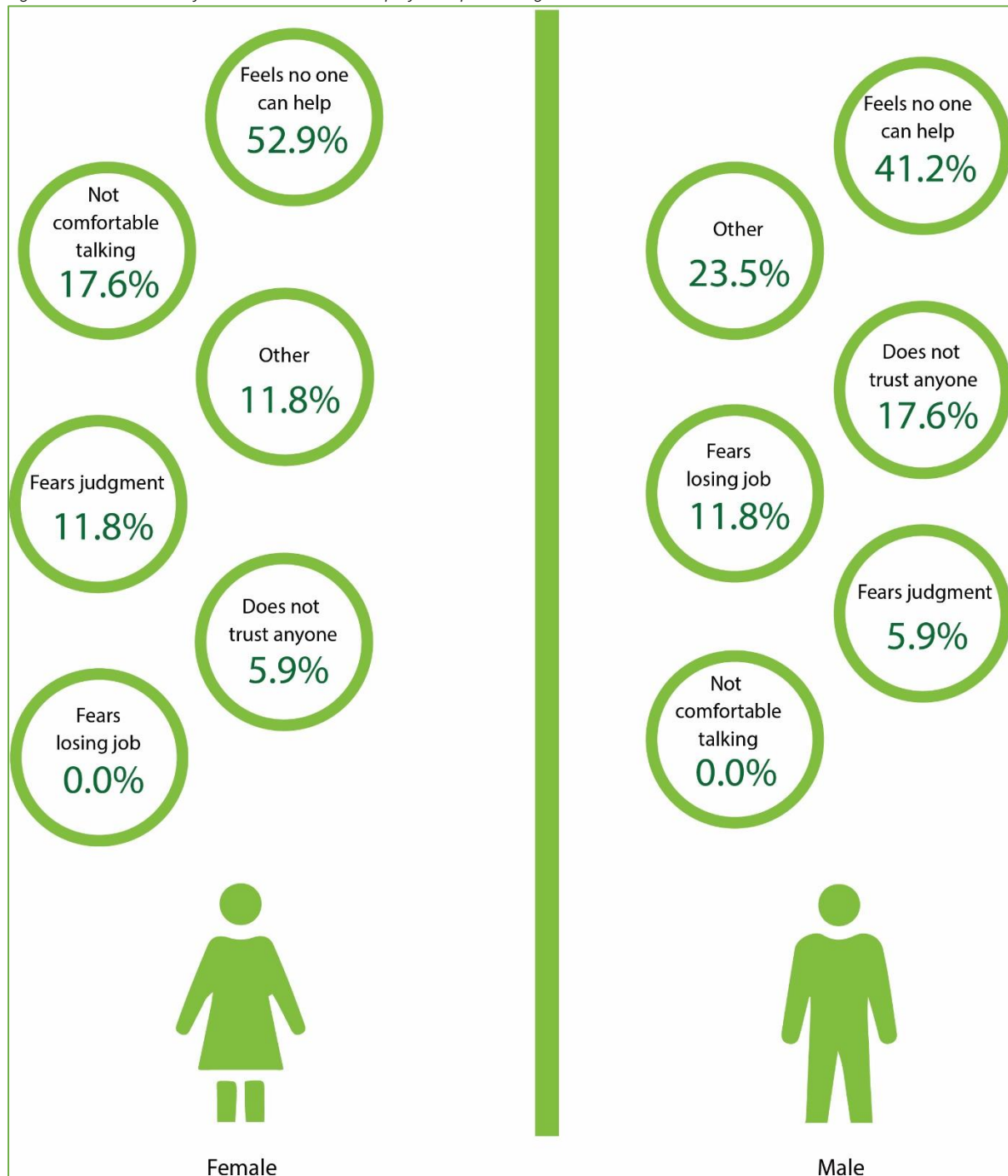
Female beneficiaries were more likely to report that spouses/partners and other family members, bosses, and strangers had perpetrated violence against them compared to men. Men, on the other hand, were more likely to report experiencing violence from government officials and co-workers.

Figure 15 Reported perpetrators of violence against beneficiaries (%)



Many beneficiaries who reported experiencing violence did not seek help (35.7%). While 50.0% of the beneficiaries at the Istanbul Community Center reported seeking help when they had experienced violence, 20% of those in Mardin reported seeking help. Women were more likely to report seeking help compared to men (43.8% and 25.0% respectively). Similarly, individuals under the age of 60 were more likely to report seeking help when they had experienced violence compared to older beneficiaries (36.5% and 25.0% respectively). Among male beneficiaries, additional reasons included language barriers (11.7%), fear of creating bigger problems (5.9%), and feeling he did not have rights (5.9%).

Figure 16 Reasons beneficiaries did not seek help after experiencing violence



Among beneficiaries who did not seek help when they had experienced violence, the most common reasons were:

- Feeling like no one would help (47.1%)
- Feeling like they did not have anyone they could trust to take to (11.8 %)
- Feeling like people would judge them (8.8%)
- Feeling uncomfortable talking about it (8.8%)

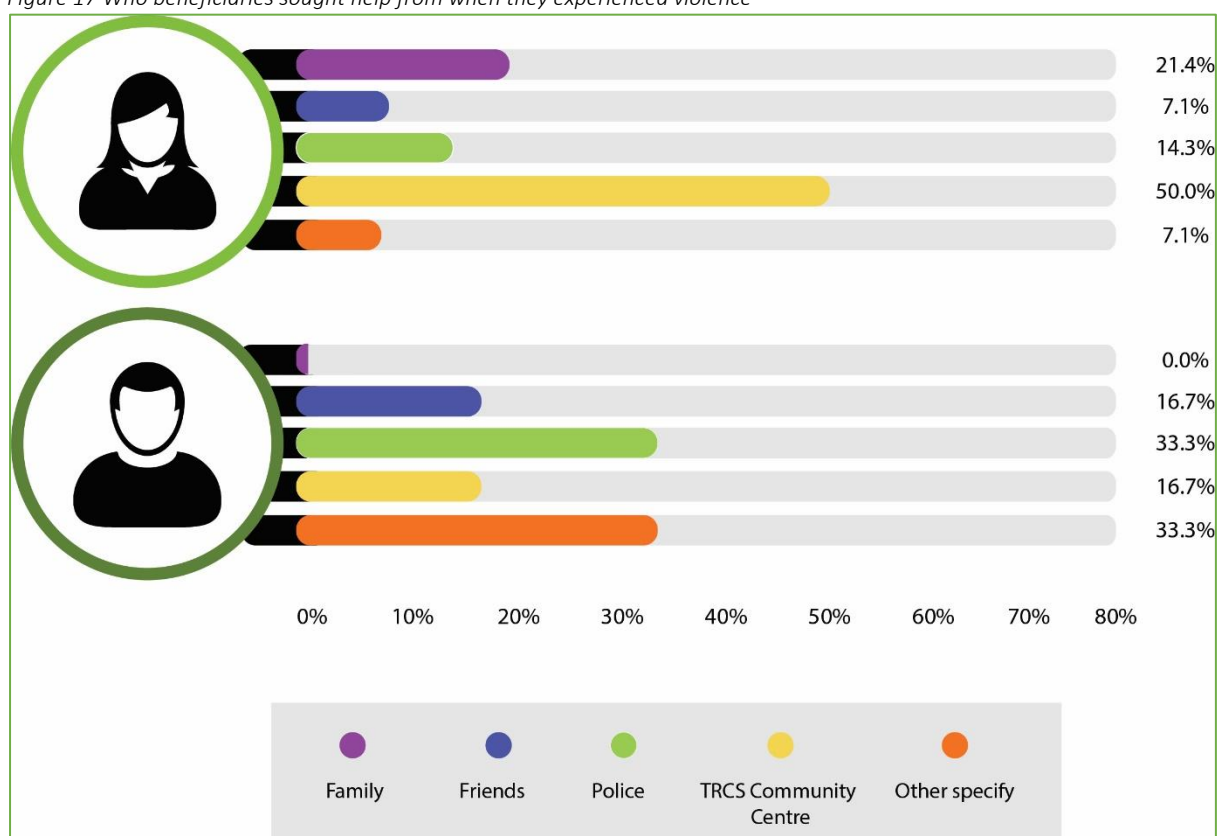
Male beneficiaries who did not seek help when they experienced violence were more likely to report that they did not have anyone they trusted that they could talk to compared to women (17.6% and 5.9% respectively).

Among beneficiaries who reported seeking help after experiencing violence, the most common sources of help were:

- TRCS Community Centers (40.0%)
- Police (20.0%)
- Family (15.0%)
- Friends (10.0%)

Among male beneficiaries, the three reporting other people reported that they sought help from people in their workplaces (2 beneficiaries, 33.3%)

Figure 17 Who beneficiaries sought help from when they experienced violence



Women were more likely to report seeking help from family members and community Centers compared to men. Men were more likely to report seeking help from friends and police.

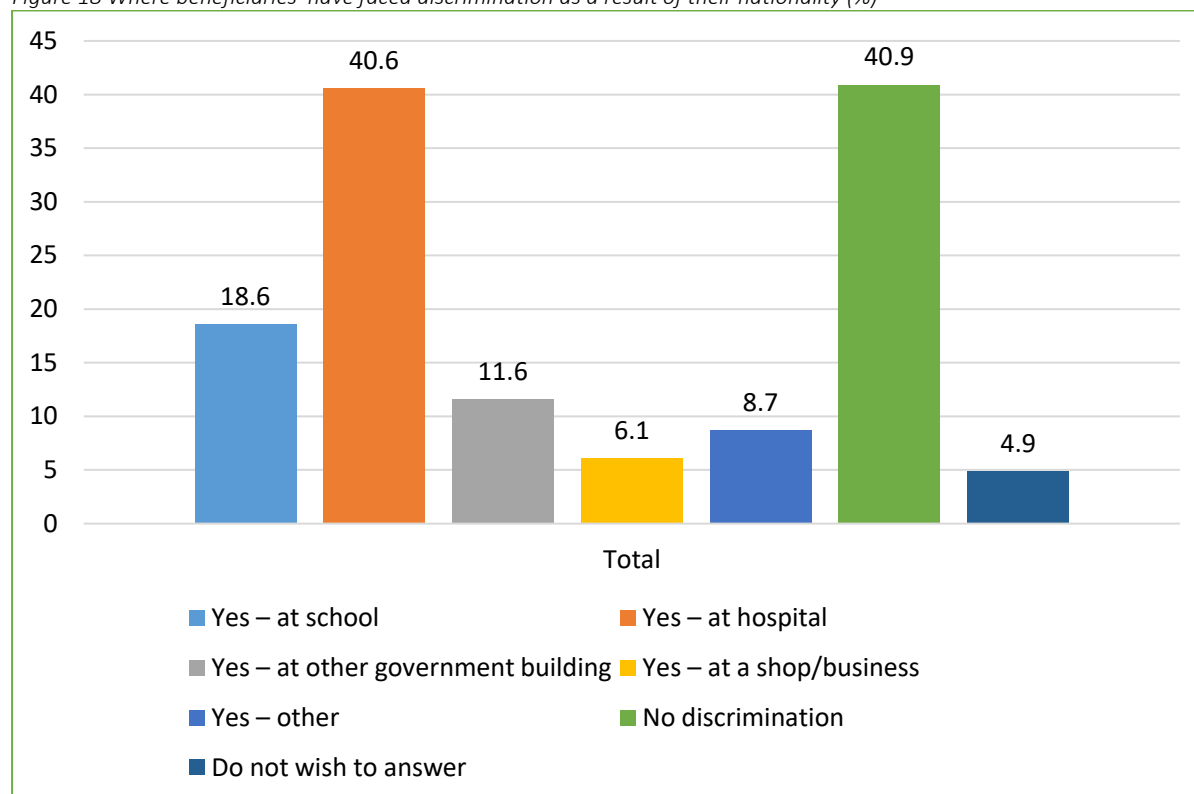
The majority of beneficiaries reported that they had not experienced discrimination in schools, hospitals or other places based on sex or gender (66.7%). Beneficiaries attending the Community Center in Izmir were the least likely to report experiencing discrimination based on their sex/gender (4.6%).

Among beneficiaries at all Community Centers who felt they had experienced discrimination based on their sex or gender, the most common place they experienced the discrimination was at school (16.5%). Women were less likely to report that they had experienced discrimination based on their sex or gender compared to men (31.4% and 36.3% respectively).

Most beneficiaries reported experiencing discrimination based on their nationality (54.2%). Beneficiaries attending the Community Centers in Mardin and Izmir were the most likely to report experiencing discrimination based on their nationality (76.8% and 63.1% respectively), while those who

attended the Community Centers in Istanbul and Mersin were the least likely to report experiencing discrimination based on their nationality (49.3% and 45.8% respectively). The most common places beneficiaries experienced discrimination based on their nationality were at hospitals (40.6%) and at schools (18.6%).

Figure 18 Where beneficiaries' have faced discrimination as a result of their nationality (%)



Beneficiaries reported that if they experienced violence hypothetically, they would seek help from police (47.0%), TRCS Community Centers (22.0%), family (18.6%) and friends (7.5%). Beneficiaries attending the Community Centers in Konya and Istanbul were the most likely to report that they would seek help from the police (55.9% and 50.7%) respectively. While only a small number of beneficiaries reported that they would hypothetically seek help from no one, women were more than twice as likely to report they would seek help from no one compared to men (3.6% and 1.6% respectively).

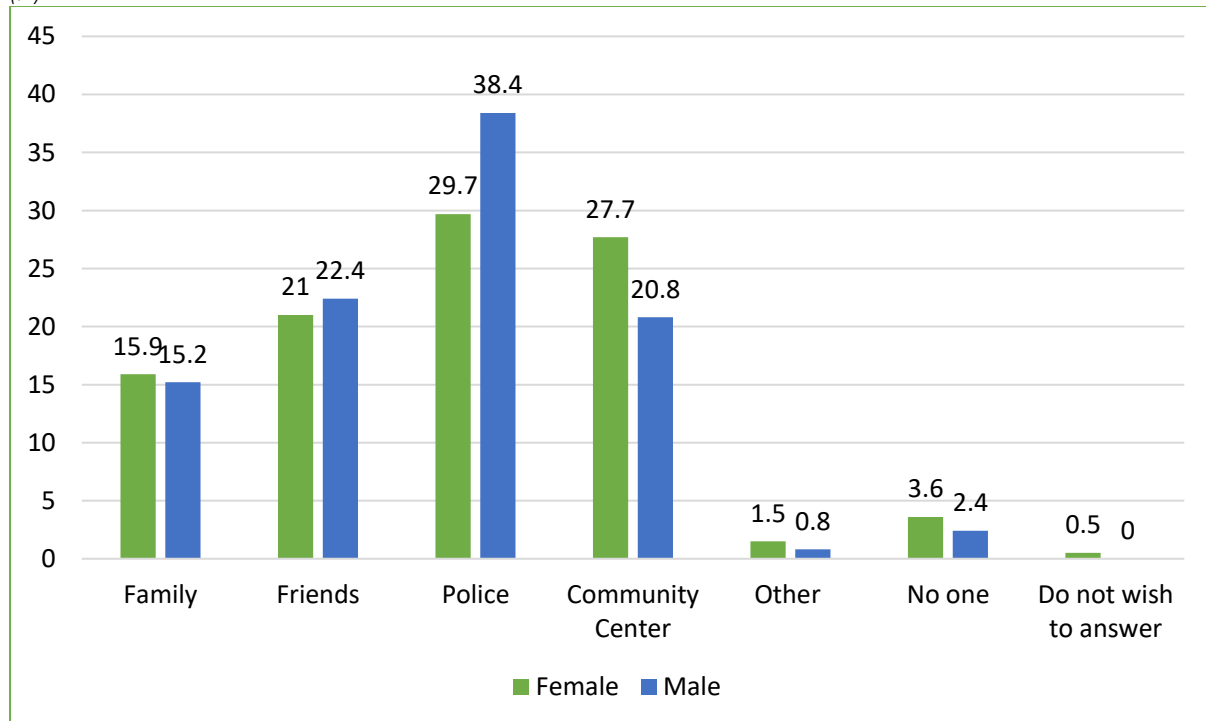
More than half of the beneficiaries reported that they felt they would be able to help if they or someone they knew experienced domestic violence (65.8%). Beneficiaries attending the Istanbul Community Center were most likely to report that they would be able to seek help (87.3%). Those attending the Mardin Community Center were the most likely to report that they would not be able to seek help (43.5%). While men and women were equally likely to report that they would be able to seek help, those who were 60 years of age or older were less likely to report being able to seek help compared to those who were younger (54.5% and 66.6% respectively).

Among all beneficiaries who reported that they would hypothetically be able to seek help for themselves or someone they knew who had experienced domestic violence, the most common sources of support beneficiaries would seek help from were:

- Police (46.7%)
- TRC Community Centers (35.2%)
- Family (30.4%)

Male beneficiaries were more likely to report that they would hypothetically seek help from the police compared to women (38.4% and 29.7% respectively), while women were more likely to report that they would seek help from TRC Community Centers (27.7% and 20.8% respectively).

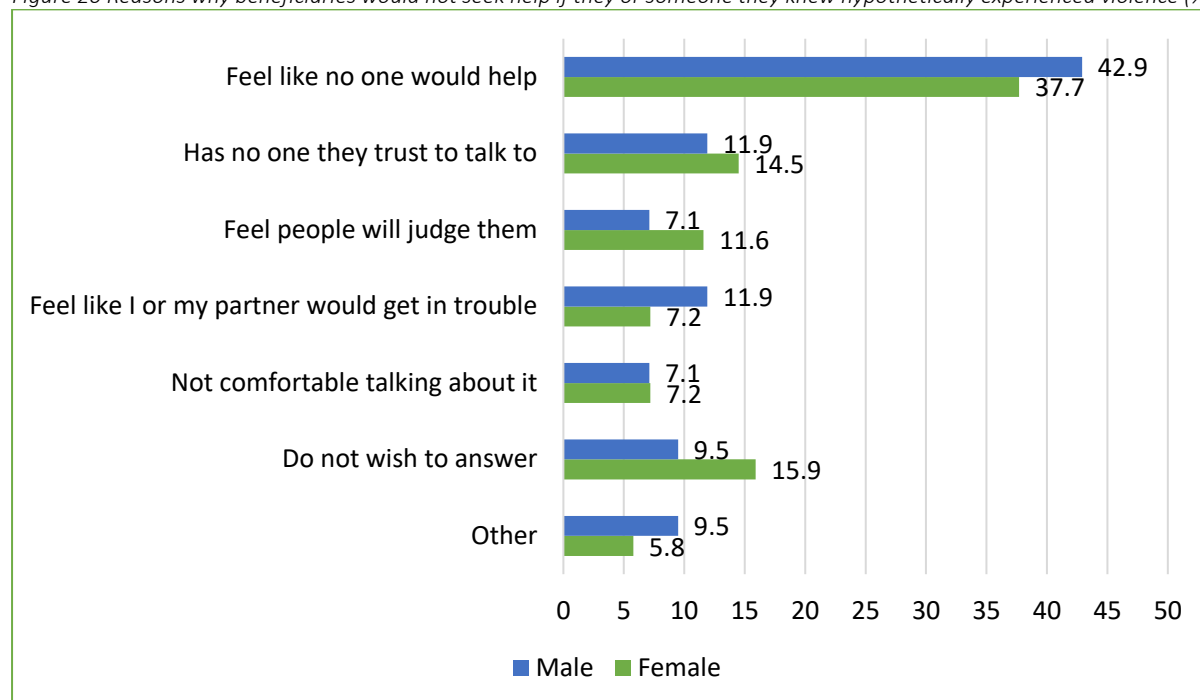
Figure 19 Who beneficiaries would seek help from if they or someone they knew hypothetically experienced domestic violence (%)



Among those who felt they would not be able to seek help if they or someone they knew hypothetically experienced domestic violence, the most common reasons were:

- Not feeling like anyone would help (47.3%)
- Not feeling they had anyone they could trust that they could talk to (16.1%)
- Feeling people would judge them (11.8%)
- Feeling that they or their partner would get in trouble (10.8%)
- Not feeling comfortable talking about it (8.6%)

Figure 20 Reasons why beneficiaries would not seek help if they or someone they knew hypothetically experienced violence (%)



Women were more likely to report that they did not trust anyone to talk about it and that they did not feel anyone would help them. Men, on the other hand, were more likely to report that they worried they or their partner would get in trouble or that people would judge them.

More than half of the beneficiaries reported that they felt they would be able to help if they or someone they knew experienced a problem with the school of their children (77.0%). Those attending the Istanbul and Izmir Community Centers were the most likely to report that they would be able to seek help (86.0% and 88.9%). While men and women were equally likely to report that they would be able to seek help, those who were 60 years of age or older were slightly more likely to report being able to seek help compared to those who were younger (80.0% and 77.0% respectively).

Among beneficiaries who reported that they would be able to seek help for themselves or someone they knew who had experienced problems with a child's school, the most common sources of support that were identified included:

- School authorities (76.4%)
- TRC Community Centers (31.8%)
- Family (7.0%)
- Friends (7.0%)

Male beneficiaries were more likely to report that they would seek help from the school authorities compared to women, while women were more likely to report that they would seek help from TRC Community Centers.

Among the 17.2% of beneficiaries who felt they would not be able to seek help if they or someone they knew experienced a problem with a child's school, the most common reasons were:

- Not feeling like anyone would help (57.1%)
- Feeling that they or their child would get in trouble (22.9%)
- Not feeling comfortable talking about it (20.0%)
- Feeling people would judge them (11.4%)
- Not feeling they had anyone they could trust that they could talk to (8.6%)

Women were more likely to report that they did not feel anyone would help them. Men, on the other hand, were more likely to report that they worried they or their child would get in trouble.

More than half of the beneficiaries reported that they felt they would be able to help if they or someone they knew experienced a with work (57.4%). Beneficiaries attending the Istanbul Community Center were most likely to report that they would be able to seek help (70.4%). While men and women were equally likely to report that they would be able to seek help, those who were 60 years of age or older were slightly more likely to report being able to seek help compared to those who were younger (63.6% and 57.0% respectively).

Among beneficiaries who reported that they would be able to seek help for themselves or someone they knew who had experienced problems with work (such as exploitation and violence), the most common sources of support that were identified included:

- TRC Community Centers (41.9%)
- Family (23.2%)
- Friends (23.2%)
- Authorities (20.2%)

Male beneficiaries were more likely to report that they would seek help on work-related issues from the Community Centers compared to women (40.4% and 28.8% respectively).

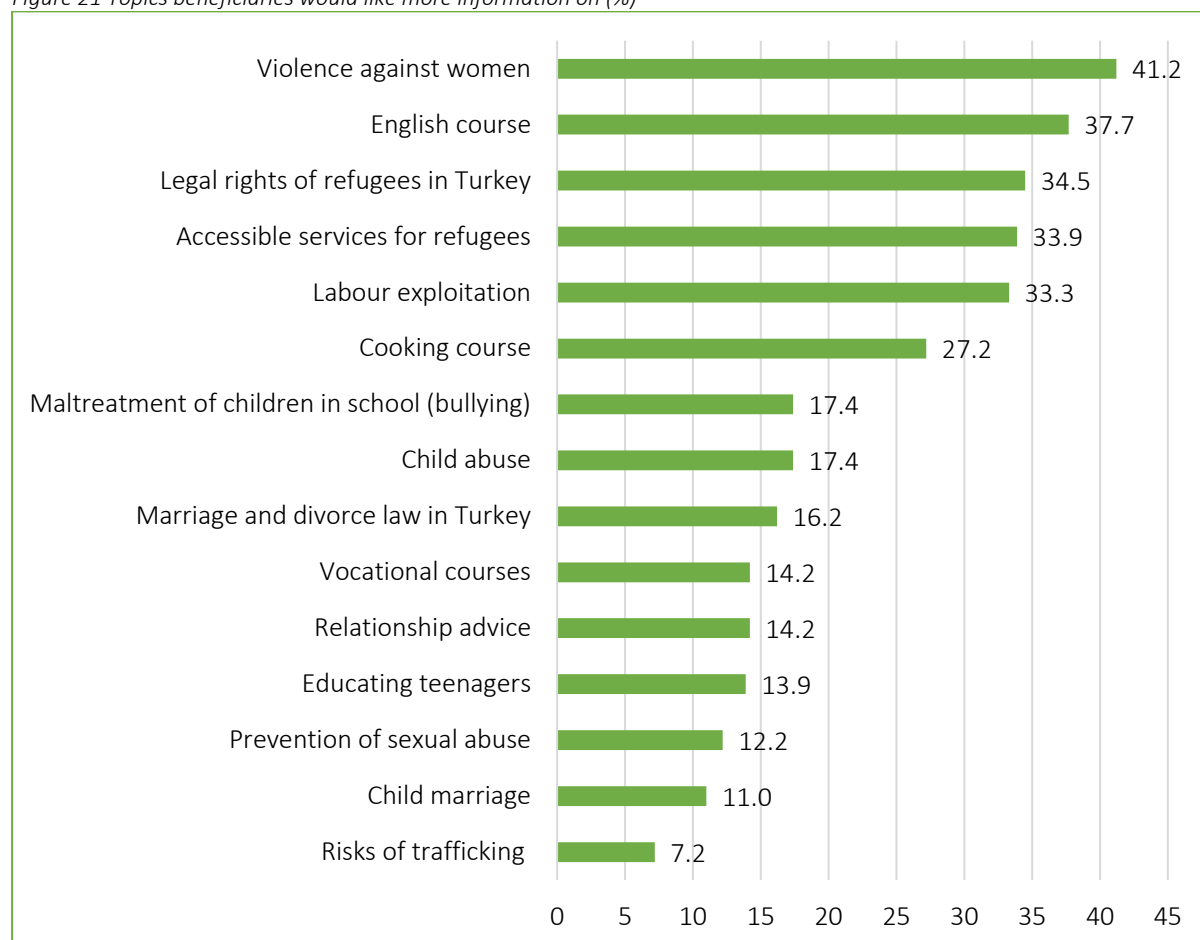
Among the 33.0% of beneficiaries who felt they would not be able to seek help if they or someone they knew experienced a problem with work, the most common reasons were:

- Not feeling like anyone would help (50.0%)
- Not feeling they had anyone they could trust that they could talk to (16.7%)
- Feeling that they could lose their job (14.9%)
- Not feeling comfortable talking about it (8.8%)
- Feeling people would judge them (13.2%)

Women were more likely to report that they had no one they could trust (15.7% and 8.6% respectively). Men, on the other hand, were more likely to report that they worried they could lose their jobs (17.2% and 7.9% respectively).

The majority of beneficiaries reported that they would like more information on how to report and protect themselves from exploitation, violence and abuse (58.3%). Beneficiaries attending the Community Centers in Istanbul and Izmir were the most likely to report wanting more information (87.3% and 78.5% respectively) while those attending the Community Centers in Mardin and Mersin were the least likely to report wanting additional information (39.1% and 20.8% respectively).

Figure 21 Topics beneficiaries would like more information on (%)



Within the FGDs, the general consensus among participants was that they had felt safest when they were in Syria prior to the crisis. Their safety in Turkey was seen as a safety from the immediate risks of war – bombings, attacks from groups like ISIS, and an ability to live their daily lives without physical threat. While Syria in its current condition was often described as a “prison” because of threat of attack that limited their daily movements and the hindrance on their ability to attend schools and hospitals. FGD participants reported that they felt more relaxed in Turkey compared to their lives in Syria during the conflict.

“I was as imprisoned in my house in Syria. Even my husband was taking me to the hospital. Now the situation is better. I have relaxed a lot” – Female FGD participant, Istanbul

“There is no conflict and bombs here” – Male FGD participant, Mardin

However, Turkey is not seen by the FGD participants as a utopia and many participants reported threats to their safety. These threats to their safety in Turkey were described in terms of discrimination they experienced from neighbors and staff at public institutions as described earlier in this report. Additionally, some participants of the FGDs felt a lack of security as a result of their temporary status in Turkey. These participants were keen to talk about their needs to receive Turkish citizenship or permanent residence status in Turkey in order to legitimize their access to services and their ability to assert their rights to access to public services. Temporary protection status in Turkey has also led to financial insecurity for many participants. Work permits were seen as very difficult to obtain and those without permits described exploitation, either in the form of low wages or from employers who refused to pay Syrians for their work.

“The work of one person was enough to support the whole household in Syria. We are all working now, but we still cannot earn enough.” – Male FGD participant, Istanbul

“We have no rights here. We can't complain when something is wrong” – Female FGD participant, Konya

“We were not paying rent in Syria. Everything here is very expensive - electricity, water, everything is very expensive and there are no work opportunities” – Female FGD participant, Mardin

Participants in the FGDs reported a number of means to increase their sense of safety in their neighborhoods. These measures included:

- Increasing the number of activities to promote social cohesion and interaction with Turkish community members, such as picnics, communal meals and sports competitions
- Providing means to support community members who are being exploited by their landlords such as a tribunal or legal counselling
- School integration to promote co-learning between Turkish and Syrian students who are currently taking separate classes as reported by beneficiaries

FGD participants made suggestions for ways to help them feel safer and less at risk of abuse, neglect, exploitation and violence in their homes and communities. These recommendations include:

- Legal support and guidance to help beneficiaries who are in exploitative housing situations (as a result of high rental costs, a lack of basic utilities, etc.)
- Expanding opportunities for beneficiaries to learn to speak Turkish to help them communicate
- Increasing awareness and integration activities with the Turkish community members to promote tolerance and compassion
- Providing guidance for beneficiaries on how to deal with conflict with neighbors, and guidance on norms related to shared accommodation in Turkey (such as appropriate noise levels, expectations for children, etc.)

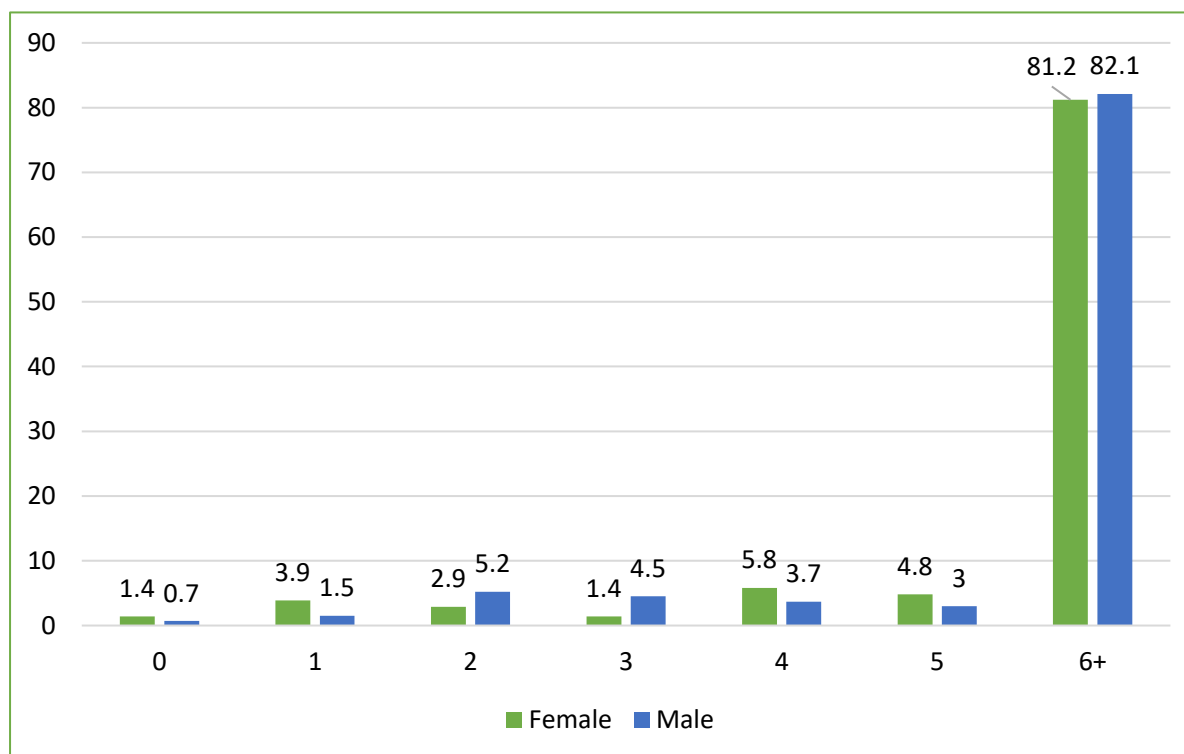
FGD participants described an interest in learning more about the following topics:

- Obtaining Turkish citizenship
- Gaining Turkish driving licenses
- Changes in the financial support they receive from TRC through the Kizilay Kart
- Guidance on medication and medical treatment
- Rights and laws in Turkey
- Obtaining work permits

Interactions with Community Centers

The majority of the survey beneficiaries report that they have received 6 or more services from the Community Center (80.6%).

Figure 22 Number of services beneficiaries have received (%)



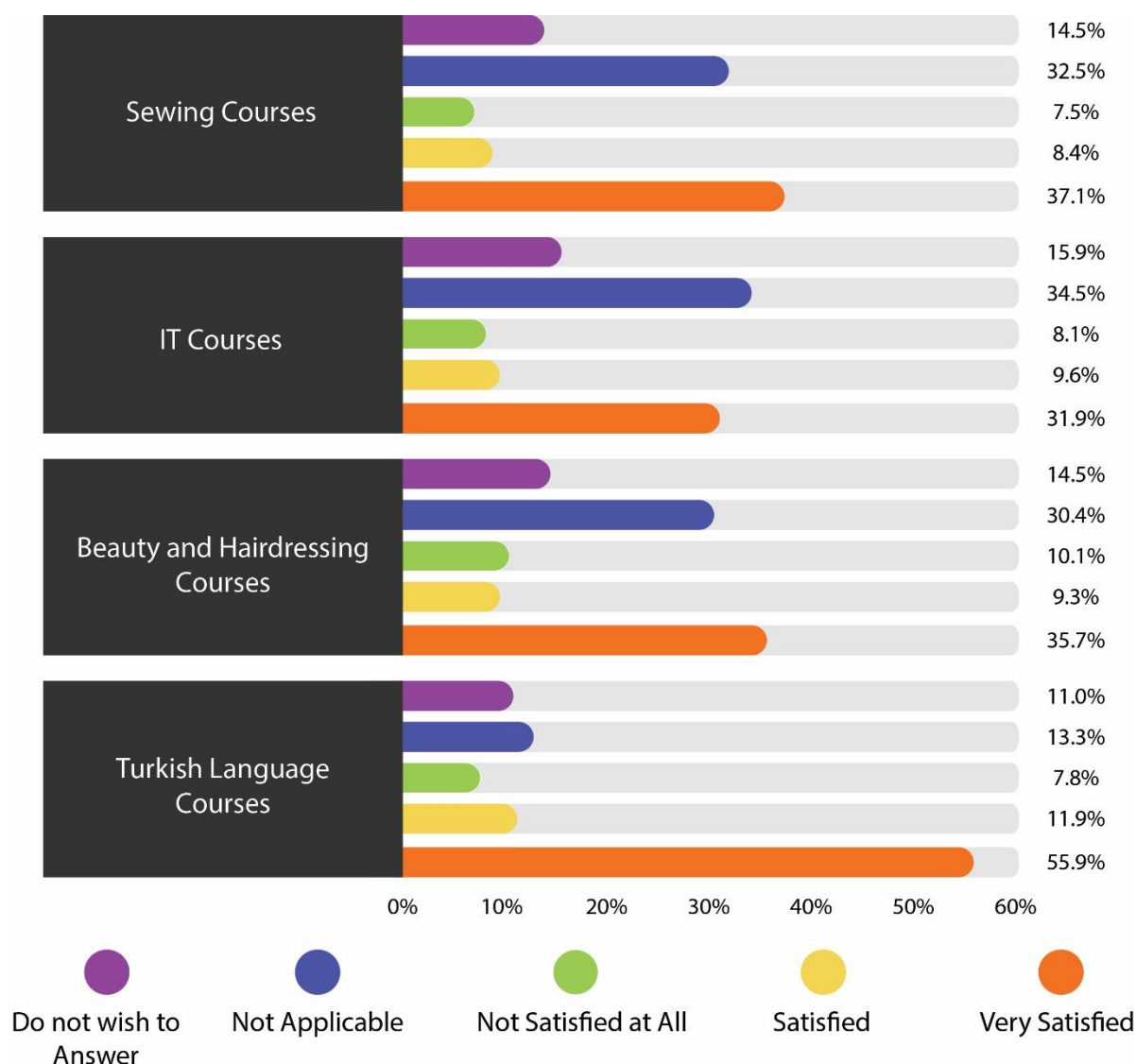
The majority of surveyed beneficiaries who participated in activities and answered questions about their satisfaction reported being satisfied or very satisfied with these activities. Many beneficiaries reported that they were satisfied (13.6%) or very satisfied (30.1%) with information sessions. Similarly, many beneficiaries were satisfied (12.2%) or very satisfied (36.5%) with health-related activities, and were satisfied (12.2%) or very satisfied (39.1%) with child and youth activities, and were satisfied (14.2%) or very satisfied (42.0%) with social and cultural activities. Many beneficiaries were satisfied (11.6%) or very satisfied (51.9%) with ID card and registration support, were satisfied (8.1%) or very satisfied (40.6%) with school registration support, and were satisfied (9.9%) or very satisfied (37.7%) with CCTE (Conditional Cash Transfer for Education).

Among those who had participated, many beneficiaries in training in sewing techniques were satisfied (8.4%) or very satisfied (37.1%). Similarly, the many of beneficiaries were satisfied (9.6%) or very satisfied (31.9%) with IT courses, were satisfied (9.3%) or very satisfied (35.7%) with beauty and hairdressing, and were satisfied (11.9%) or very satisfied (55.9%) with the Turkish language courses that they had participated in.

Generally, male beneficiaries were more likely to report being not satisfied with the courses and services described above. For example, male beneficiaries were approximately twice as likely to report being dissatisfied with IT courses than female respondents (22.7% and 11.5% respectively), Turkish language courses (14.2% and 7.7% respectively), information sessions (21.0% and 12.1% respectively), and ID card and registration support (20.8% and 7.5% respectively). Gender disaggregated information on this question can be found in the tables as annex to the report.

Beneficiaries younger than 60 years of age were also more likely to report dissatisfaction compared to those who were 60 years old or older. This was true for courses on sewing techniques, IT, beauty and hairdressing, information sessions, health-related activities and social and cultural activities.

Figure 23 Satisfaction levels with various courses at community Centers



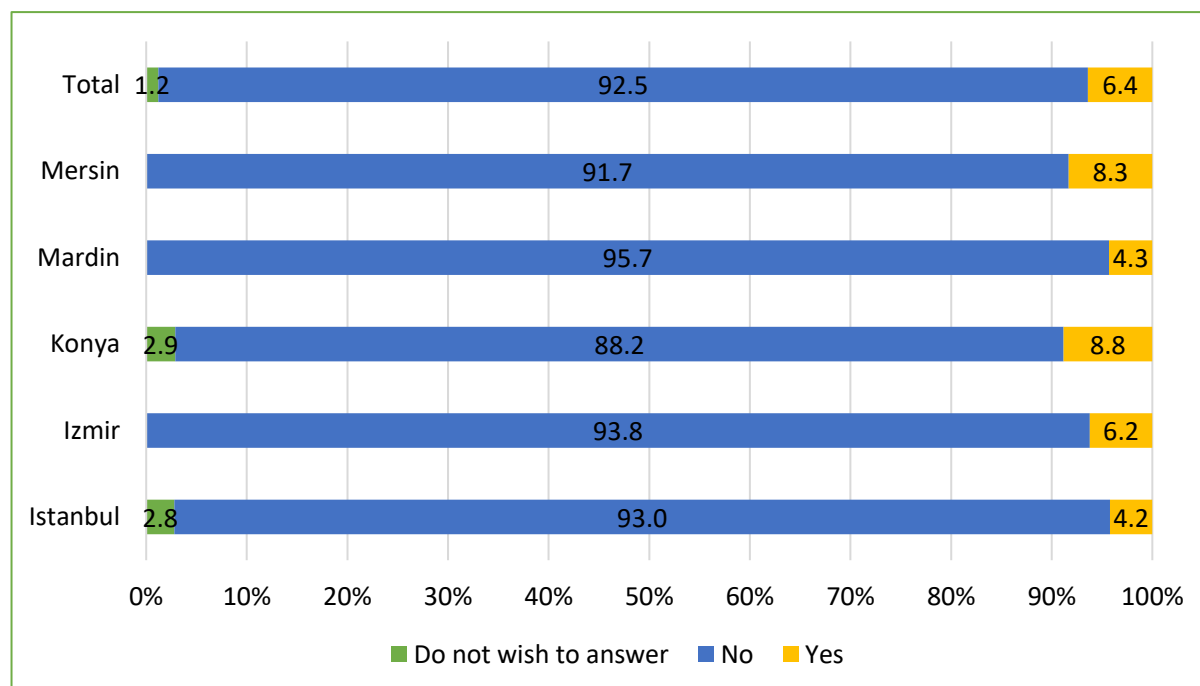
The majority of the surveyed beneficiaries (92.5%) reported that they did not have any problems registering or joining services and activities at the Community Centers, while 6.4% reported that they had had problems. Women were more likely to report experiencing problems while registering for services and activities compared to men (6.7% and 5.9% respectively). Beneficiaries under the age of 60 were more likely to report having problems with registration compared to those 60 years of age or older (6.5% and 4.5% respectively).

Problems reported by beneficiaries when registering/joining services and activities at the Community Centers included:

- Feeling the Community Center was too crowded for the beneficiary to register (1.7%)
- Finding services and activities were full when the beneficiary went to register (1.4%)
- Feeling an employee did not care about the beneficiaries' problems (1.1%)
- Being denied access to financial support because the beneficiary did not qualify (0.8%)

- Being denied services because the beneficiary is a Turkish citizen (0.8%)

Figure 24 Distribution of problems registering/joining a service or activity at the Community Center (%)



Among those who reported problems registering for courses and services, the reasons cited were language barriers, transportation costs associated with reach the Center, crowding at the Centers, and feeling they were denied access to services.

Beneficiaries attend the Community Centers for a range of reasons, including courses, information sessions and support for ID cards and registration. More than half of the surveyed beneficiaries (55.9%) report that they had attended the Community Centers for help with specific problems that they faced. Among those who had attended a Community Center for help with a specific problem, 59.4% reported that the Community Center was able to solve their problem, while 40.6% reported that the Community Centers had not been able to help them solve their problems. Beneficiaries who were less than 60 years of age were more likely to report that the Community Center had helped them with their problems compare to those were 60 years or older (31.7% and 22.7% respectively).

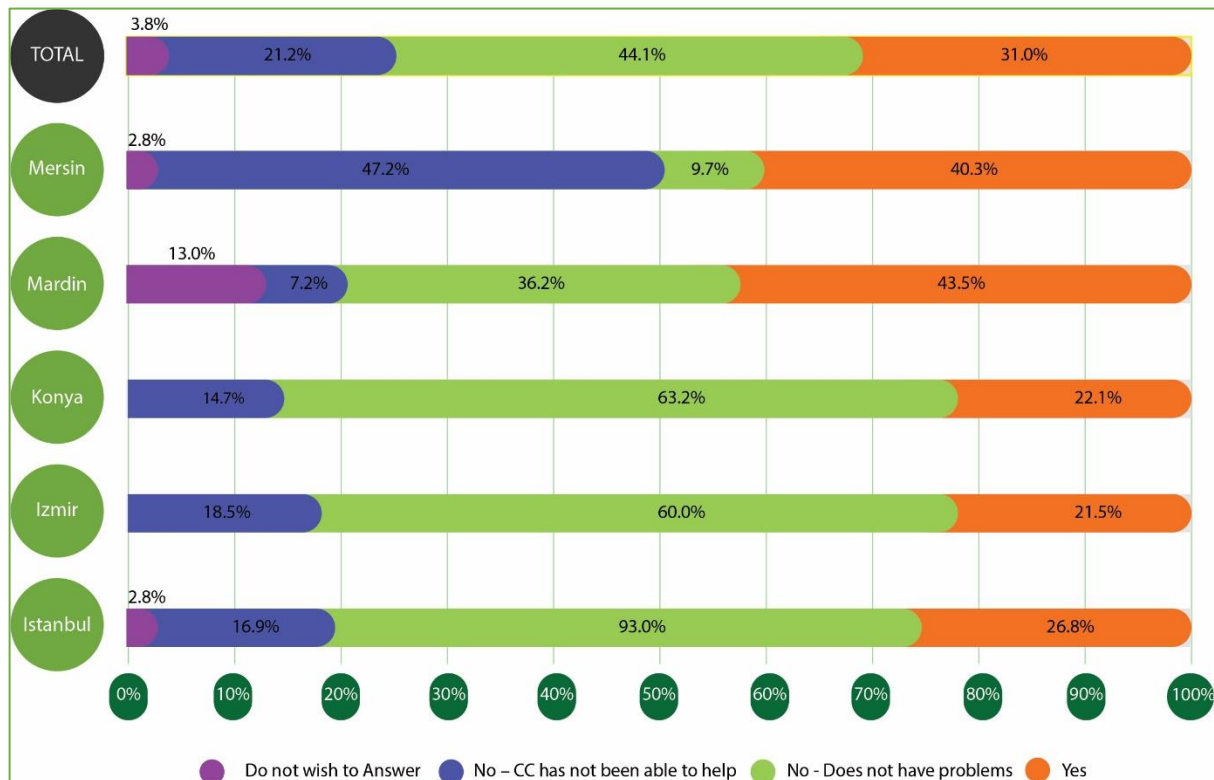
Courses and services that beneficiaries found to be most helpful for their problems included:

- Turkish language courses
- ID card and registration support
- Appointments and assistance with health facilities
- Assistance for persons with disabilities (prosthetics, health care support, wheelchairs, programming for the deaf)
- Psychological counselling
- Translation services
- School registration

Among those who did not attend a Community Center for help with a specific problem they faced reported that they did not attend for a number of reasons. The most common reasons were:

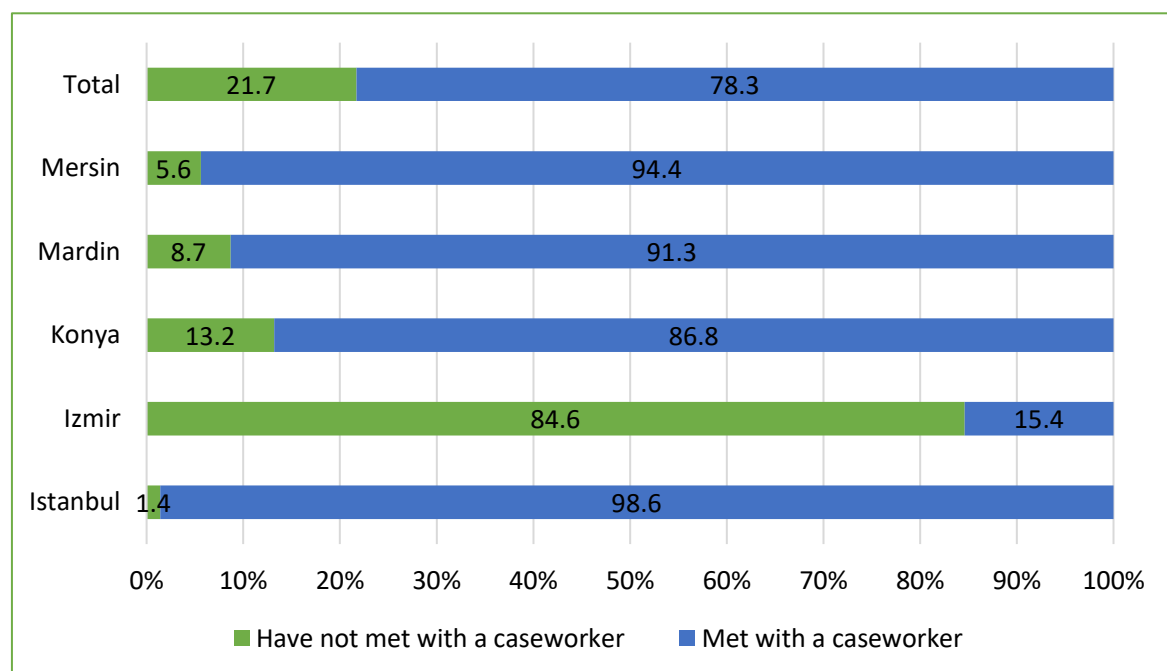
- The Community Center does not understand my problem (19.1%)
- The Community Center does not have the services to help (14.2%)
- Community Center activities are not relevant to the problem(s) (7.1%)

Figure 25 Has the Community Center been able to help beneficiaries with their problems



As this baseline survey aims to support the work of TRC Protection teams, we asked beneficiaries about having had contact with a caseworker, as this is the frontline team member of the protection team. Among the surveyed beneficiaries, 78.3% have met with a caseworker. Women and men were equally likely to report meeting with a caseworker. Beneficiaries 60 years of age or older were more likely to report that they had met with a caseworker compared to those under the age of 60 (78.0% and 81.8%

Figure 26 Has the beneficiary met with a caseworker

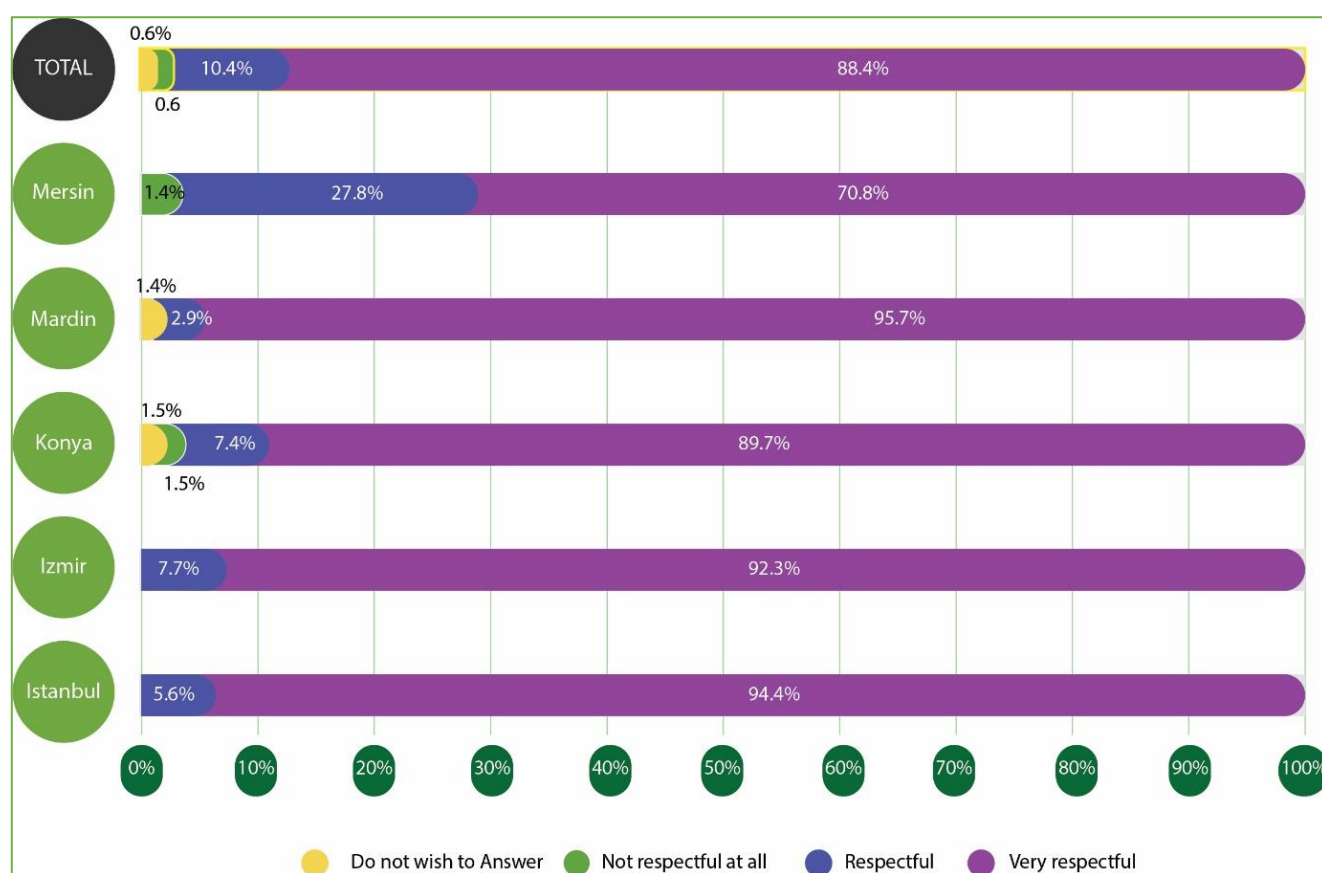


respectively). The majority of beneficiaries attending the Izmir Community Center (84.6%) reported that they had not met with a caseworker.

Among those that had met with a caseworker, the majority (84.8%) reported that the caseworker had assisted them with their problems to some extent or completely. Men and women were similarly likely to report that the caseworker had been able to help them with their problems. Beneficiaries from Mersin (38.2%) and Izmir (30.0%) were the most likely to report that the caseworker had not been able to help them with their problems at all.

The vast majority of the surveyed beneficiaries reported that staff and volunteers of the Community Centers were respectful or very respectful (98.8%). Less than one percent of the beneficiaries (0.6%) reported that the staff and volunteers were not respectful at all. Men and women were similarly likely to report that the staff was not respectful at all. All of the beneficiaries who were 60 years of age or older (100%) rated the staff and volunteers as very respectful.

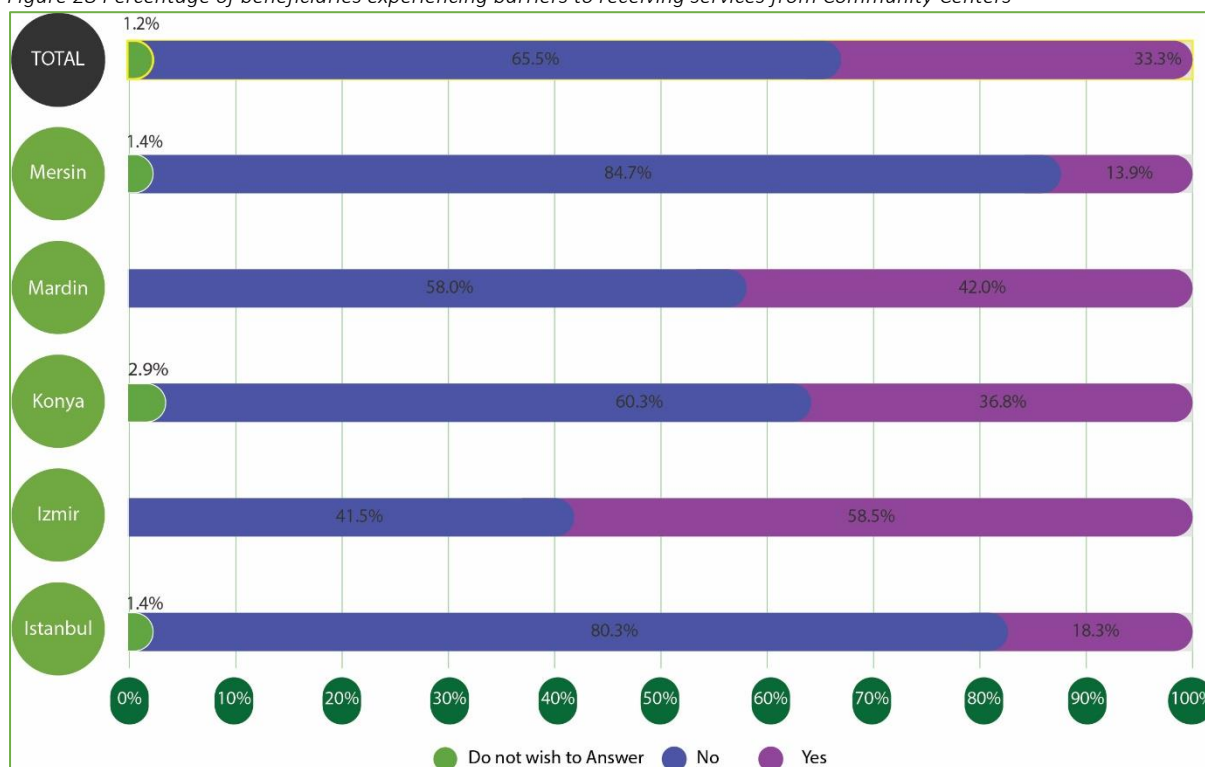
Figure 27 Ratings of respectfulness of staff and volunteers by Community Center



Approximately one third of the surveyed beneficiaries reported that they faced barriers to receiving services from the Community Centers. Beneficiaries attending the Community Centers in Izmir (58.5%), Mardin (42.0%) and Konya (36.8%) were the most likely to report facing problems. Women were most likely to report facing barriers compared to men (36.7% and 28.1% respectively). The most common barriers to receiving services at the Community Centers were:

- Transportation to the Community Center Is difficult (47.0%)
- Language barriers (29.6%)
- Transportation to the Community Center is expensive (7.8%)

Figure 28 Percentage of beneficiaries experiencing barriers to receiving services from Community Centers



Beneficiaries attending the Izmir Community Center were the most likely to report that transportation was difficult (71.1%). The majority of the those reporting problems at Mardin (84.7%) indicated that they had language barriers when attending the Community Center.

Women were more likely to report that they faced problems with transportation to the Community Center compared to men (50.6% and 39.5% respectively). Men were more likely to report language barriers were an issue when attending the Community Centers (42.1% and 23.4% respectively).

The majority of beneficiaries reported that they did not know how to file a complaint or provide feedback to the Community Centers (71.3%). Beneficiaries attending the Konya Community Center were the most likely to report knowing.

While only 26.7% of surveyed beneficiaries reported that they knew how to file a complaint, the majority of the surveyed beneficiaries reported that they felt comfortable or very comfortable making a complaint at the Community Centers (77.1%). However, 27.5% of the surveyed beneficiaries attending the Mardin Community Center reported that they did not feel comfortable at all making a complaint or giving feedback.

Male and female FGD participants described the Community Centers as safe places that they felt comfortable to attend and have their children attend. None of the FGD participants described fear, intimidation, or disrespect from staff or volunteers. In fact, participants were keen to discuss the feelings of trust and respect they felt when they attended the Community Centers.

“We don’t feel threatened or scared in the Community Center. We do not have a problem in here” – Female FGD participant, Konya

“Everything is great here” – Female FGD participant, Mardin

Respectful treatment by staff and volunteers of the Community Centers was described by beneficiaries in terms of their friendliness, positive attitudes and ability to accommodate the needs of participants. FGD participants described how the Community Centers served them at times that were convenient to their schedules and reported that staff and volunteers showed a genuine interest in their lives and experiences.

“We are treated very good by the staff and volunteers. They adjust the hours to help us with our schedules. Nothing disrespectful or wrong is ever experienced when we are there” – Female FGD participant, Izmir

“[The Community Center staff] are always welcoming” – Male FGD participant, Mersin

The presence of childcare services and child care facilities at the CC were seen as a significant benefit for beneficiaries. Parents reported that they felt comfortable leaving their children at childcare services when they attended courses at the Community Centers. Parents also reported that they felt the staff at the childcare services were competent and caring.

“I feel very comfortable because the Community Center has a kindergarten. My kids are happy in there” – Female FGD participant, Konya

Despite strong positive feelings about the Community Centers, some FGD participants from Konya, Mersin and Mardin expressed challenges reaching the Community Center locations. These participants reported that they had to travel long distances and incurred costs for transportation which limited how frequently they and their children attended.

“My house is far from here and I don't have a place to leave the kids, so I have to come with them, it's hard. Center should provide free transportation for us” – Female FGD participant, Konya

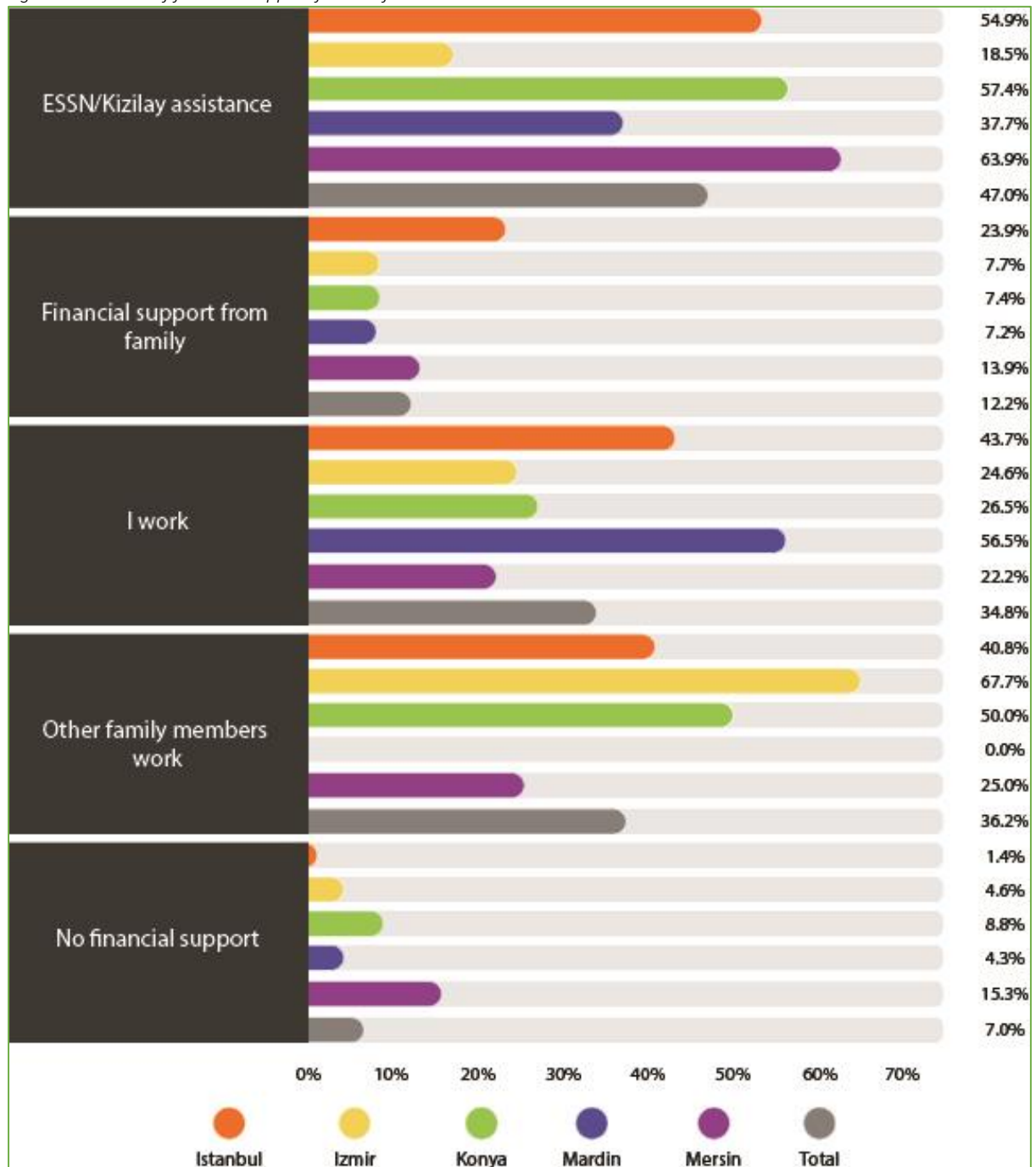
FGD participants reported that the Community Centers could assist them more in the following ways:

- Providing more support for participants seeking to obtain identification and documentation
- Providing more translators to accompany participants on visits to hospitals and government offices
- Providing support through translators and mediators for beneficiaries trying to enrol their children in schools
- Conducting their own FGDs and surveys to understand the needs of their beneficiaries more intimately
- Expanding the options for Turkish language courses available through the Community Centers
- Providing free transportation, particularly for beneficiaries who live far from the Centers, or altering the schedules for programmes to have longer hours on fewer days
- Providing employment supports to help beneficiaries find jobs
- Providing a more transparent process for selecting beneficiaries for trips and activities

Life in Turkey

Nearly half of the beneficiaries (47.0%) reported that they received ESSN/Kizilay Kart assistance. Beneficiaries attending the Izmir Community Center were the least likely to report that their families received ESSN/Kizilay Kart assistance (18.5%). Approximately one third of the beneficiaries (34.8%) reported that they worked to support their families. Similarly, one third of the beneficiaries (36.2%) reported that another member of their families worked. 7.0% of beneficiaries reported that their families currently had no means of support. Beneficiaries attending the Mersin Community Center were the most likely to report having no means of financial support (15.3%).

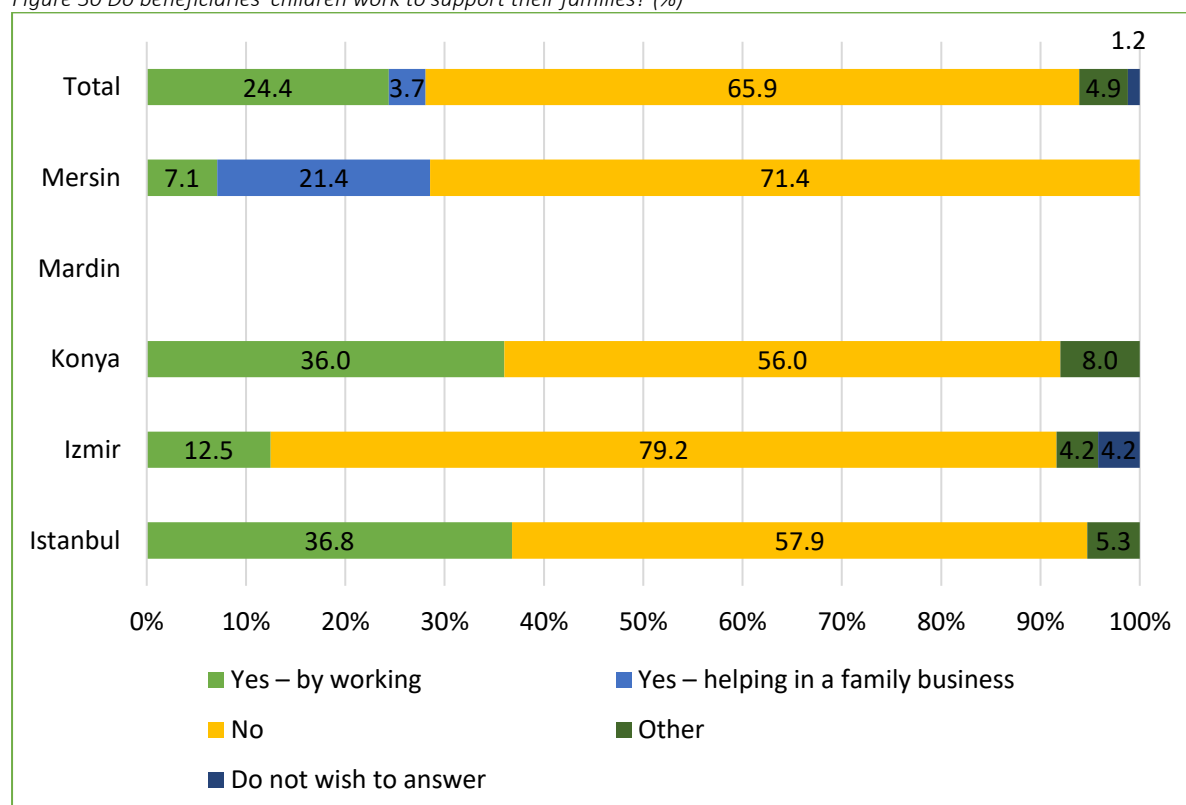
Figure 29 Sources of financial support for beneficiaries



Male beneficiaries were more likely to report that they work compared to women (49.3% and 24.8% respectively). Women were more likely to report that another person in their family worked compared to men (47.6% and 18.7% respectively). Those over the age of 60 were more likely to report that they received financial support from family (31.8% and 10.9% respectively).

Overall, 10.9% of beneficiaries reported that a child in their household worked in some capacity to support their families. Among beneficiaries who reported that a child in their household worked, 74.1% reported that a child in their family worked for others, and 11.1% reported that children worked by helping in a family business. None of the surveyed beneficiaries at the Mardin Community Center reported that a household member other than themselves worked.

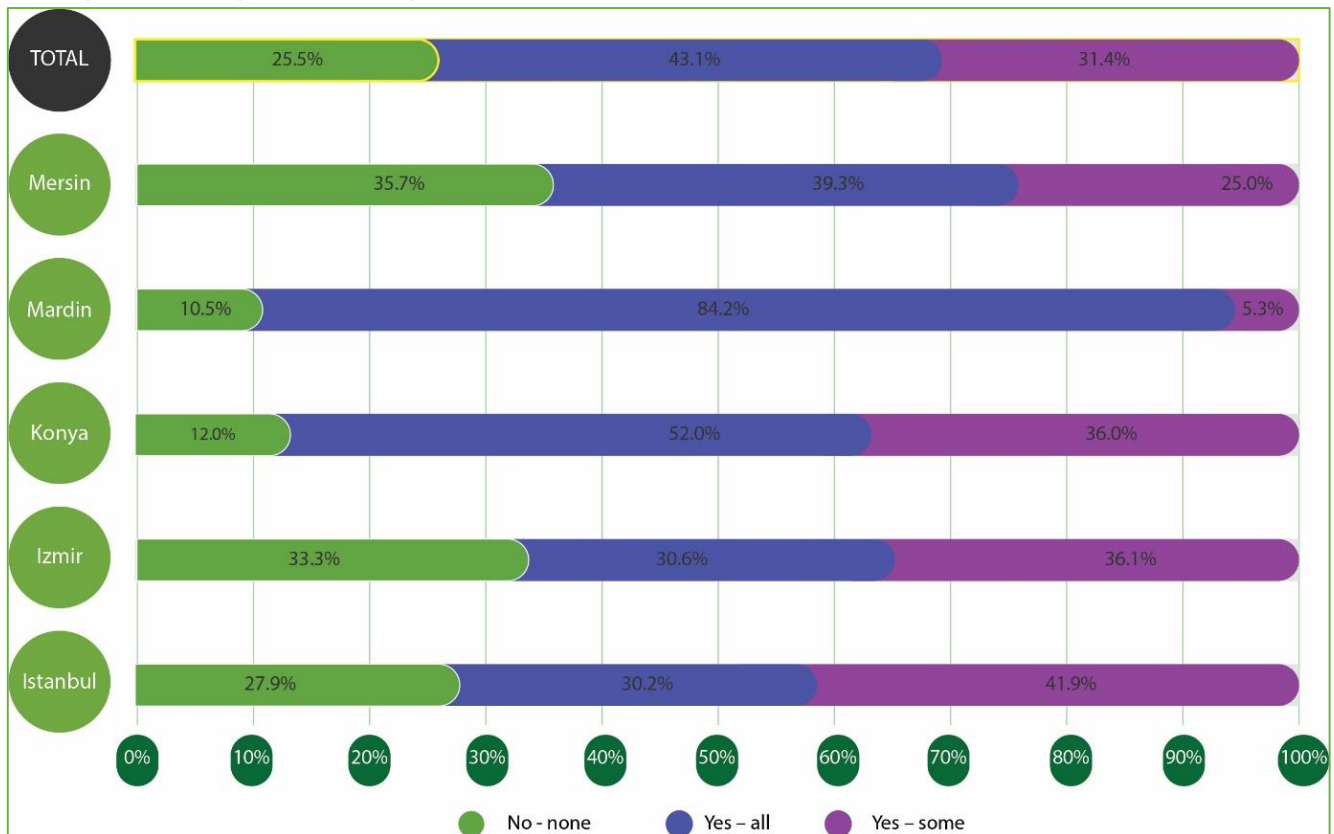
Figure 30 Do beneficiaries' children work to support their families? (%)



Among beneficiaries with children, 31.4% reported that all of their children attended school, 43.1% reported that some of their children attended school, and 25.5% reported that none of their children attended school. Beneficiaries reported that the main reasons why children do not attend school are:

- Children are too young to attend school (75%)
- Have not been able to register children for school (25%)

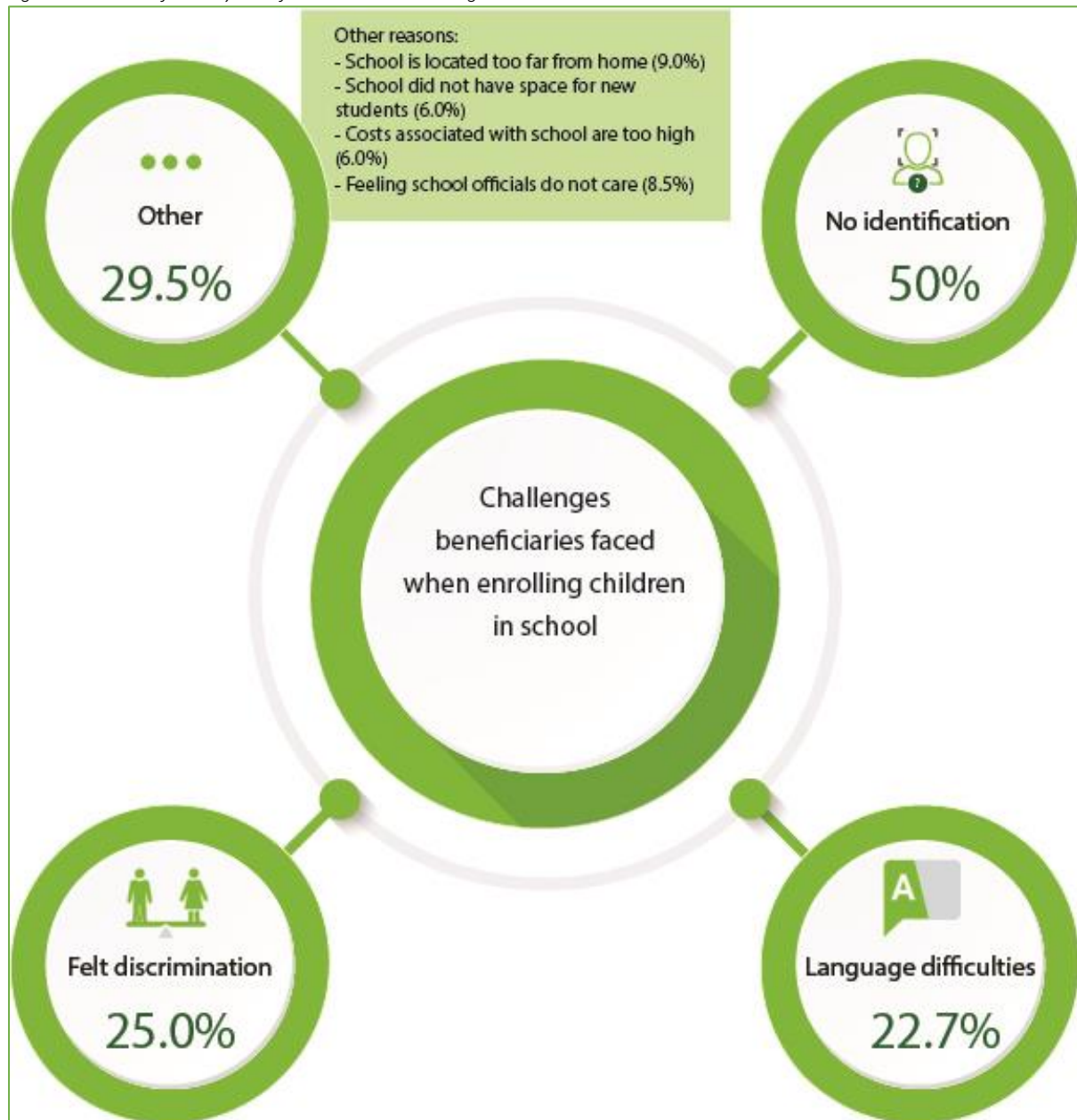
Figure 31 Do beneficiaries' children go to school?



It was interesting to note that adult beneficiaries did not report that children working was not a reason for their children to not attend school, despite a number of households having children who work to support their families. Two possible reasons for this phenomenon should be considered. In the FGDs with children, many reported that it was common for children to work to support their families while also attending school or taking educational courses. It is possible that the beneficiaries who report having children who work have children who are also attending school at the same time. Alternatively, strong taboos about child labor and an awareness of laws against child labor may have prevented surveyed beneficiaries from reporting that their children work.

Among beneficiaries with children attending school, 90.8% report that their children attend school every day. Beneficiaries attending the Mersin Community Center were the least likely to report that their children attended school every day (83.3%).

Figure 32 Barriers faced by beneficiaries when enrolling children in school



The majority of beneficiaries reported that they did not face any challenges when enrolling their children in school (71.1%). Those attending the Mardin Community Center were the least likely to report facing challenges (11.8%) while more than 40% of those attending the Mersin Community Center reported facing challenges. Women were more likely to report facing challenges enrolling their children in school compared to men (34.7% and 19.3% respectively). The most common challenges were:

- Did not have identification/documentation (50.0%)
- Felt discriminated against (25.0%)
- Had language difficulties (22.0%)
- School is located too far from home (9.0%)
- School did not have space for new students (6.0%)
- Costs associated with school are too high (6.0%)
- Feeling school officials do not care (8.5%)

Most beneficiaries reported that they or someone in their household had experienced challenges when attending a hospital (54.2%). Beneficiaries attending the Izmir Community Center were the most likely to report experiencing challenges (58.5%). Women were more likely to report experiencing challenges when attending hospitals compared to men (59.0% and 46.7% respectively). At the same time, beneficiaries who were 60 years of age or older were more likely to report facing challenges compared to younger beneficiaries (59.1% and 53.9% respectively).

Figure 33 Challenges faced by beneficiaries when visiting hospitals



The most common challenges that beneficiaries reported experiencing when accessing hospitals were language barriers (82.4%), feelings of discrimination (21.9%), inconvenient hospital hours (12.8%), and missing identification/ documentation (9.6%). Beneficiaries attending the Istanbul Community Center were the most likely to report facing language barriers. Women were more likely to report feeling discrimination compared to men (28.6% and 14.7% respectively).

Slightly more than half of the beneficiaries report that they have friends in the city where they live (52.2%). Beneficiaries attending the Community Centers in Konya (76.5%) and Izmir (63.1%) were the most likely to report having friends, while those in Mersin were the least likely to report that they have friends (26.4%). Those who were 60 years of age or older were less likely to report having friends in their city compared to native.

While many of the beneficiaries reported that they did not feel they had friends in the city they lived in, more than half reported that they had Turkish friends (55.4%). Beneficiaries attending the Community Centers in Mardin (66.7%) and Izmir (64.6%) were the most likely to report having Turkish friends. Female beneficiaries were less likely to report having Turkish friends compared to men (51.0% and 62.2% respectively).

The most commonly cited reasons why beneficiaries did not have Turkish friends were:

- Language barriers (61.4%)
- Feeling that beneficiaries did not have anything in common with Turkish people (11.8%)
- Not having met any Turkish people (8.5%)
- Not having time to make new friends (5.2%)
- Feeling that Syrian and Turkish cultures were too different (4.6%)

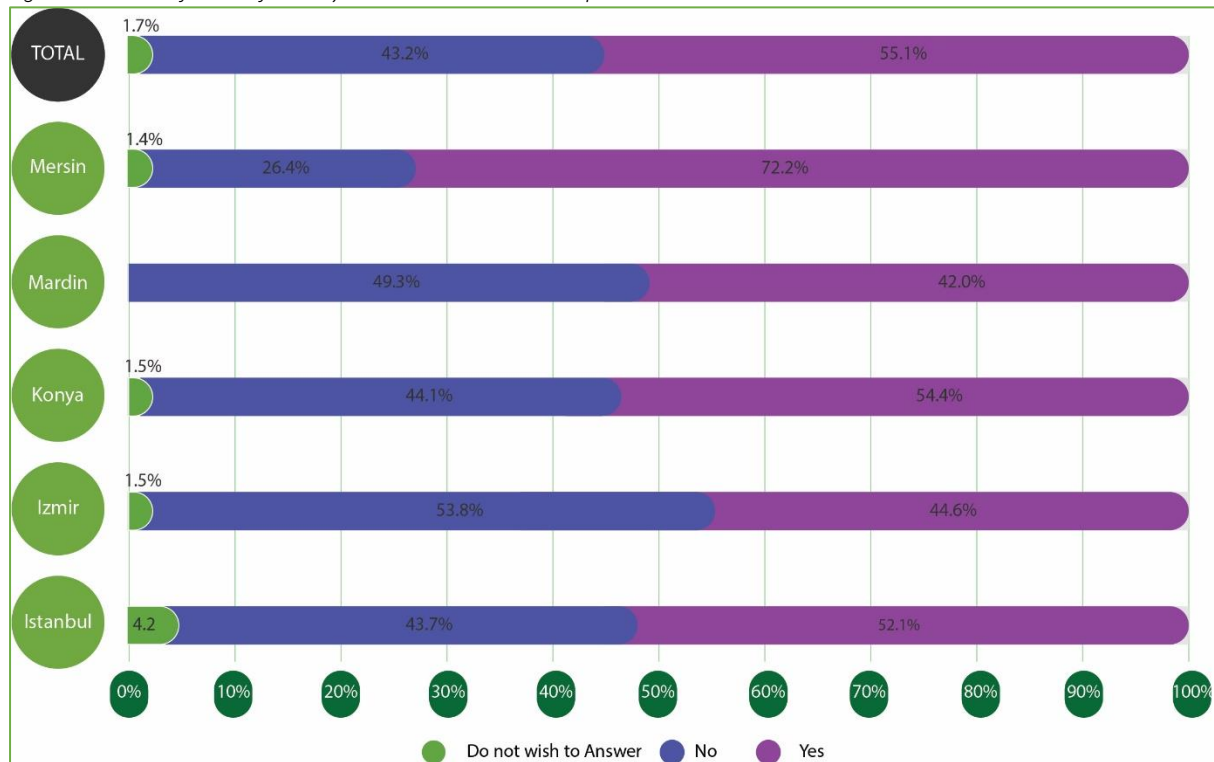
Figure 34 Reasons why beneficiaries do not have Turkish friends



More than half of the beneficiaries (55.1%) reported feeling that they had the same access to public services (such as schools, hospitals, and police support) compared to Turkish citizens. Beneficiaries attending the Mersin Community Center were the most likely to report that they had the same access to public services as Turkish citizens (72.2%), while those attending the Izmir Community Center were the least likely to feel they had the same access (44.6%). Male beneficiaries were the most likely to report feeling they had equal access compared to women (64.4% and 49.0% respectively).

Beneficiaries who had no formal education (69.2%) and some university education (64.7%) were the most likely to report that they had the same access to public services as Turkish citizens. Beneficiaries with college education or vocational education were the least likely to report that they had the same access as Turkish citizens (33.3% and 25.0% respectively).

Figure 35 Do beneficiaries feel they have the same access to public services as Turkish citizens?



The vast majority of the beneficiaries rated their relationship with their neighbors as good (17.7%) or very good (73.6%). Beneficiaries attending the Community Center in Mardin were the most likely to report their relations with neighbors were good (17.4%) or very good (81.2%), while those in Izmir were the most likely to report that relations were bad or very bad (9.2%). Men were slightly more likely to report that their relations with neighbors was good or very good compared to women (94.8% and 89.0% respectively).

Most beneficiaries reported that relations between Turkish and Syrian people in their neighborhoods was good (34.8%) or very good (46.1%). Beneficiaries attending the Community Center in Mardin and Mersin were the most likely to report that they relations were very good (58.0% and 72.2% respectively). Beneficiaries attending the Izmir Community Center were the most likely to report that relations were bad (9.2%) or very bad (9.2%).

Figure 36 Beneficiaries' ratings of their relationship with neighbors

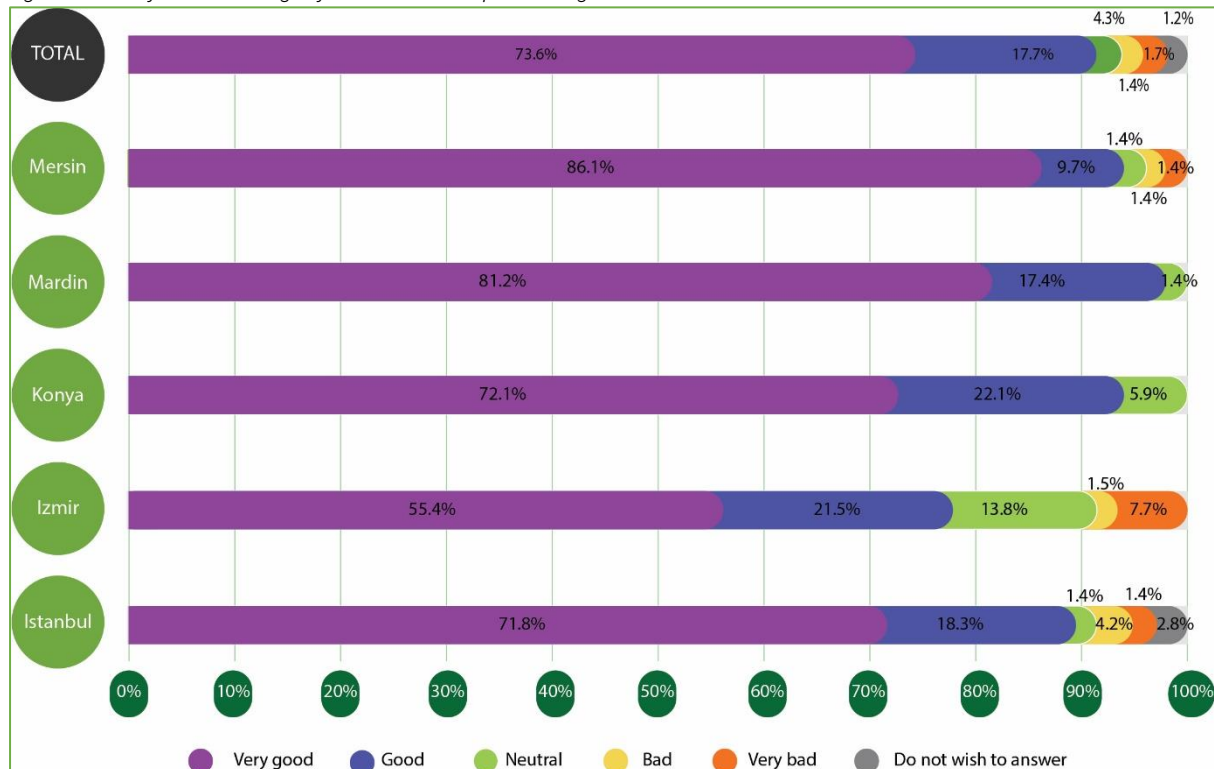
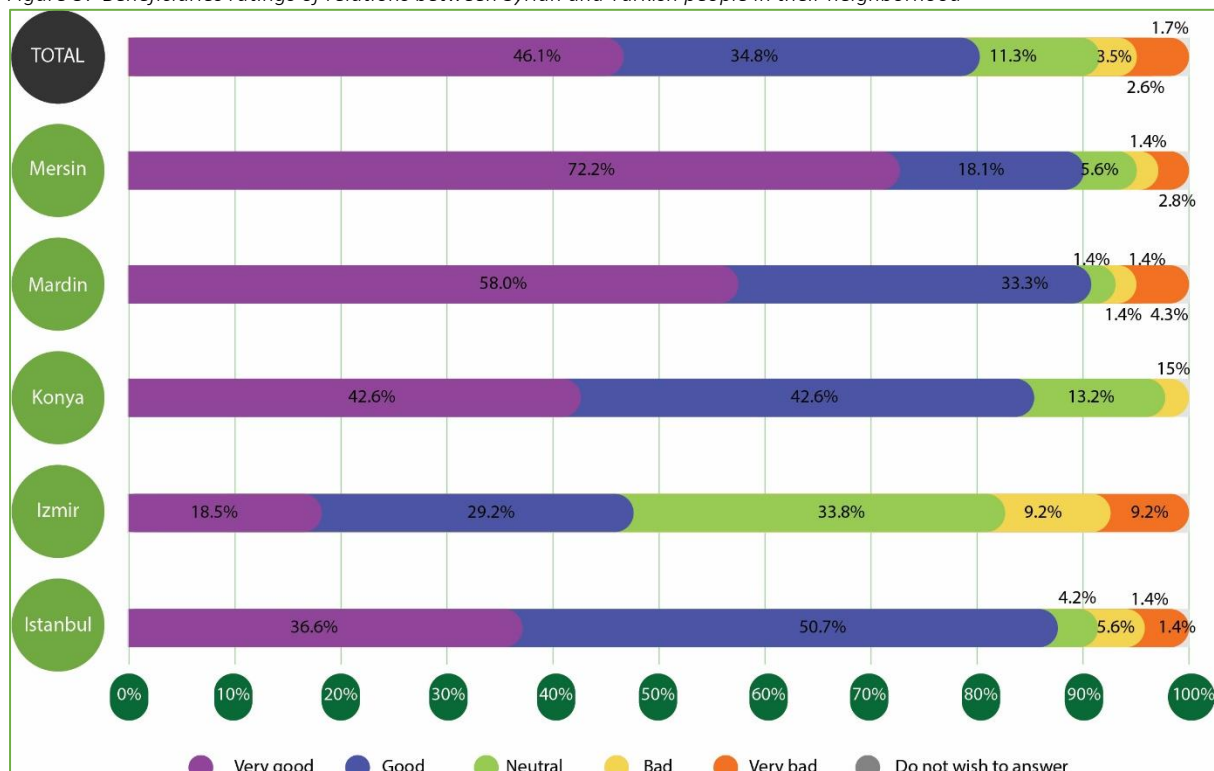


Figure 37 Beneficiaries ratings of relations between Syrian and Turkish people in their neighborhood



The majority of beneficiaries report that they think learning to speak Turkish is very important to their daily lives (93.6%). Only a small number of beneficiaries report that they already speak Turkish (2.3%). Men and women were equally likely to report that they thought learning Turkish was very important to their daily lives.

The majority of beneficiaries who participated in the focus group discussions reported that they felt confident when accessing public services, such as schools, hospital, police and government offices. However, beneficiaries in each of the FGDs reported negative experiences when accessing public services. These negative experiences included:

- Discrimination based on nationality
- Language barriers and a lack of translators, particularly in hospital settings
- Poor or limited response from authorities (police not filing reports of theft or violence, hospitals denying services)
- Incorrect, missing or expired identification documents
- Difficulties getting travel permissions

Figure 38 Negative experiences when accessing public services identified by adults participants in FGDs



Some beneficiaries in the FGDs reported that they had had negative experiences when accessing

- Hospitals: Doctors and nurses who treated them in a way they perceived as rude or disinterested
- Schools: Teachers were reported to be disinterested in Syrian students by some beneficiaries, and parents reported that some of their children were bullied in school
- Police: Theft and vandalism were issues reported by some beneficiaries and the consensus was that the police were unwilling to act to investigate or report such incidents.

“Hospital staff are treating us awfully. They do not accept us in emergency situations. My mother was not accepted at a state hospital when she got sick. I had to take her to a private hospital because her situation was very serious. To get her treatment, I had to pay 3,000TL” – Male FGD participant, Istanbul

“Thefts are happening, we call the police, and the police say we cannot do anything without proof. they do not care” – Female FGD participant, Istanbul

The primary challenges reported by beneficiaries in the FGDs is related to their status as people under temporary protection. Beneficiaries described the immigration structures they visited as crowded and challenging. The immigration officials were described as uncaring and disinterested. Beneficiaries also reported struggling with obtaining identification and documents, and travel permissions (to travel and move within Turkey). Some beneficiaries reported that errors in their identification were common (such as the incorrect marital status or address being listed). These errors led to significant delays and costs as they had to repeat the long process in order to get the documentation fixed.

“We have to get permission to change the city, but these permits are exhausting and they take a lot of time and we have to pay a lot of money. Even if it's an emergency, we're going have to work on it for a long time”- Female FGD participant, Konya

In order to feel more confident when accessing public services, beneficiaries in the FGDs made the following recommendations:

- Citizenship and permanent residence status in Turkey: As many of the challenges that Syrian beneficiaries encountered were the result of their temporary protection status in Turkey and its restrictions, there was a strong desire in the FGDs to seek citizenship or permanent residency in Turkey. FGD participants felt that as long as they remained on temporary protection status, they would continue to face challenges when obtaining permission to move, receiving health care and in their interactions with Turkish authorities.
- Translators for hospitals and in public places: Translators were seen as essential to communicating to Turkish officials and health professionals. Where translators are present in hospitals, the beneficiaries reported that their Turkish language skills were often poor and they felt unable to communicate effectively.
- Preventing bureaucratic errors: Errors that appeared in identification cards and other official documentation were a significant source of stress among beneficiaries which led to significant delays that prevented them from accessing public services such as access to health care facilities, schools, work permits, etc.

While most beneficiaries reported that they felt comfortable in their neighborhoods, they spoke frequently of incidents of conflict with neighbors, vandalism and theft.

FGD participants reported that they often heard negative and disparaging comments from neighbors either directed at themselves or their children based on their nationality. For example, a beneficiary in Konya reported that other parents in her neighborhood forbid their children from playing with her child because she is Syrian. Other beneficiaries in Mardin expressed fear about letting their children play outside of the house due to a concern that their children could be attacked or verbally abused by Turkish neighbors.

“Some of my neighbors do not want their children to play with my kids on the street/in our neighborhood. They say filthy, stupid to my kids” – Female FGD participant, Istanbul

Other FGD participants described hearing comments and taunts from neighbors as well as being called names as a result of their nationality

“Some of my neighbors say you are Syrian, you are not Muslim, leave from here” – Female FGD participant, Istanbul

Participants in the FGDs were also quick to speak about the challenges they faced when finding housing. The most common complaints were:

- Housing discrimination: Syrians in the FGDs reported that they often suffered from discrimination in housing. It was reported that landlords were either completely unwilling to rent to Syrians or required Syrian families to pay a higher rent than would be asked from a Turkish family.
- Poor quality of housing available to Syrians: The quality of housing was reported to be poor. The only housing that Syrians could find often were shabby, unsafe, unclean or lacking basics such as water or electricity

“The house owners want higher rent from us, but they show low price in official documents” – Male FGD participant, Konya

While many of the beneficiaries described challenges and tension with their Turkish neighbors, not all participants reported that they felt uncomfortable. Participants in Mersin and Mardin were far less likely to describe tension compared to those in Istanbul, Izmir and Konya. Individuals in Mardin and Mersin were more likely to describe common culture and shared language with their neighbors, which reflects the close proximity of these cities to Syria, the high number of Syrians who have settled in these areas and shared heritage with Turkish citizens living near the border.

FGD participants reported that they felt respected in their neighborhoods when neighbors were friendly and kind, when they had received help from community members, when they felt their children were accepted and welcomed into schools and when community members had helped them to overcome language barriers. In other words, beneficiaries responded positively and felt welcomed by the small, every day acts of kindness and welcome by their neighbors. These small acts of kindness helped the FGD participants navigate their lives in Turkey in small but meaningful ways. These small acts were seen to show a willingness on the part of neighbors to accept new people into the community and demonstrated compassion for the challenges beneficiaries encountered.

“There have been many people trying to help us” – Male FGD participant, Konya

“My children like their schools. I am glad that they are treated well” – Female FGD participant Mardin

“I have new friends here who pay attention to me by asking about my problems” – Male FGD participant, Mardin

FGD participants suggested that measures could be made to make them feel more respected in their communities. These measures include:

- Increasing the level of understanding among Turkish community members about the challenges that refugees face in order to increase compassion and tolerance
- Increasing the amount of support available to all community members in the form of trainings, social activities, cultural activities and guidance

FGD participants reported seeking help when accessing services primarily from the Community Centers and from Turkish people that they knew. FGD participants reported that they sought help from the Community Centers when they needed to arrange appointments for hospitals, when registering their children in schools, and when they encountered challenges obtaining identification. They reported reaching out to Turkish friends and acquaintances in more informal ways and suggested that they learned from Turkish people about changes in policies, news and common norms and experiences when dealing with government offices.

When they encountered vandalism, theft and bullying, participants reported that they sought help from the police. However, most participants felt that they police were unwilling to help and made little effort to investigate crime that was reported to them.

It should be noted that many FGD participants reported that they had no one to talk to about their feelings, concerns or anxieties. Psychological problems were also seen as something many beneficiaries did not seek support for and did not feel they had anyone to talk to about these issues.

There was a general consensus among FGD participants that they needed to improve their Turkish language skills in order to access more support. Without Turkish language skills, many participants felt isolated and unable to ask for the help they need or access services without the support of intermediaries.

“We request help from the Red Crescent and they arrange appointments from hospitals” – Female FGD participant, Istanbul

“We need to learn Turkish. If we know Turkish, we can learn and solve problems by ourselves. Courses need to be announced and more Centers should be opened” – Male FGD participant, Istanbul

“When I need to talk about my negative emotions and experiences, I do not have anybody to talk to.”
– Female FGD participant, Mersin

Participants suggested that the Community Centers could help them more by:

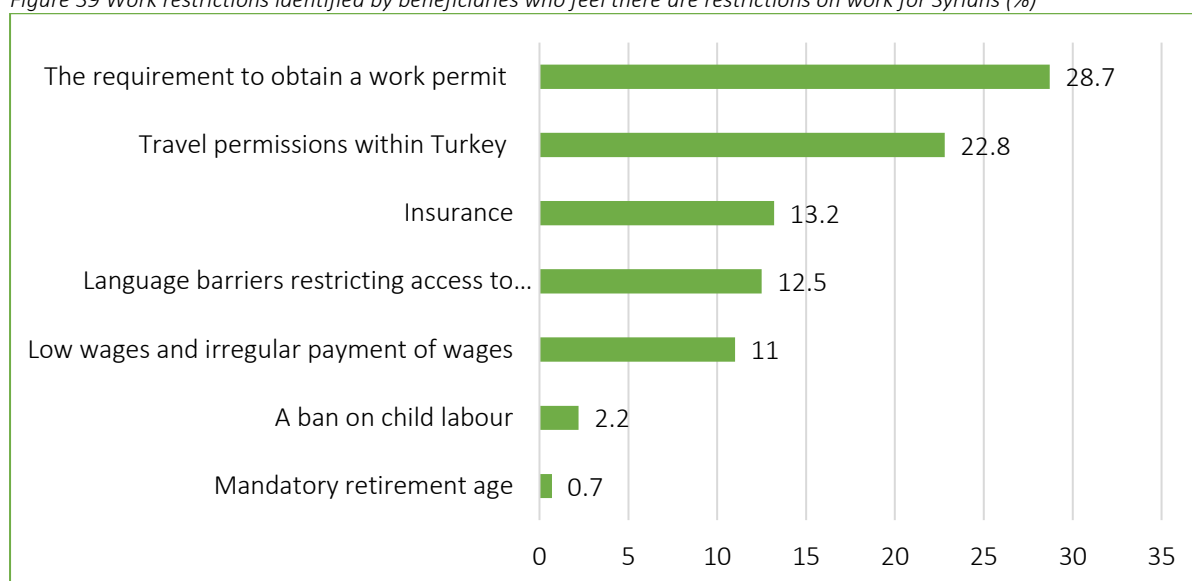
- Facilitating access to psychologists and counsellors
- Providing more opportunities for Turkish language courses
- Providing guidance and legal counselling to those who face exploitation in their work

Personal Capacity and Knowledge

Surveyed beneficiaries had mixed views on whether there were restrictions on whether Syrians can work in Turkey. Overall, 39.4% of beneficiaries felt that there were restrictions on Syrians who wish to work in Turkey. The restrictions cited included:

- The requirement to obtain a work permit (28.7%)
- Travel permissions within Turkey (22.8%)
- Insurance (13.2%)
- Language barriers restricting access to employment (12.5%)
- Low wages and irregular payment of wages (11.0%)
- A ban on child labor (2.2%)
- Mandatory retirement age (0.7%)

Figure 39 Work restrictions identified by beneficiaries who feel there are restrictions on work for Syrians (%)



40.3% felt that there were no restrictions on Syrians seeking to work in Turkey. Approximately 10% of beneficiaries reported that they did not know about work restrictions and 10% did not wish to answer the question.

Women were more likely to report believing there were no restrictions for Syrians seeking to work compared to men (42.9% and 36.3% respectively). Beneficiaries who were 60 years of age or older were twice as likely to report not knowing about work conditions compared to those who were younger. (22.7% and 9.0% respectively).

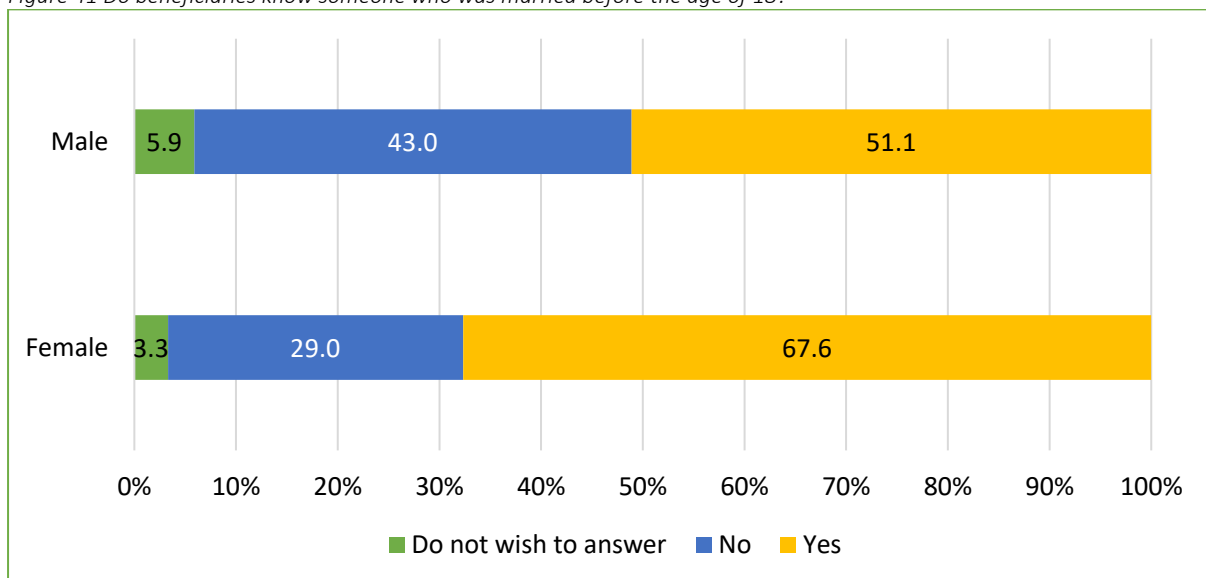
The majority of beneficiaries reported believing the legal age of marriage is 18 years in Turkey (80.6%). Less than 1% of beneficiaries reported believing the legal age of marriage in Turkey was less than 18 years of age. Interestingly, almost one in five beneficiaries thought the legal marriage age in Turkey was 20 or older (17.1%). Women were twice as likely to report believing the marriage age in Turkey was 20 years of age or older compared to men. Nearly 5% of beneficiaries aged 60 or older thought the legal marriage age was 17 in Turkey.

Figure 40 Legal age for marriage in Turkey reported by beneficiaries



Despite the general awareness of the legal age for marriage in Turkey, the majority of surveyed beneficiaries report knowing at least one person who was married before the age of 18 (61.2%). Beneficiaries in Konya (89.7%) and Izmir (76.9%) were the most likely to report knowing someone who was married before the age of 18. Women were more likely to report knowing someone who was married before the age of 18 compared to men (67.6% and 51.1% respectively). Beneficiaries aged 60 or older were less likely to report knowing someone married before the age of 18 compared to younger beneficiaries (50.0% and 61.9% respectively).

Figure 41 Do beneficiaries know someone who was married before the age of 18?



The majority of beneficiaries reported that they did not think it was acceptable for any adult to discipline a child with physical force (84.1%). Among those who thought it was acceptable to use physical force to discipline a child, most felt it was acceptable to do it at home/by a family member

(8.7%). Women were more likely to reporting believing that it was acceptable to discipline a child with physical force compared to men (21.1% and 11.7% respectively).

Most participants in the FGDs were emphatic in their assertion that they did not know their rights in Turkey. They mainly spoke of their lack of rights throughout the FGDs. For example, they reported that they lacked the rights to access housing and confront landlords who they felt were exploiting them, their lack of rights to access healthcare from public hospitals and their lack of rights to obtain identification, necessary documentation and permission to travel within Turkey.

One exception to this trend was seen in the FGDs attended by male and female beneficiaries of the Community Center in Izmir. These beneficiaries reported that they knew their rights in Turkey very well and attributed their knowledge to the programmes at the Community Center and the Turkish language courses they had attended. This trend suggests that improving language skills and the beneficiaries' ability to communicate with Turkish community members and government representatives may have a role in increasing refugees' knowledge of their rights and suggests that Community Centers can play an important role in helping refugees.

Participants in the Istanbul, Mersin and Mardin FGDs also reported feeling that gaining Turkish citizenship would be the means for them to obtain and claim their rights. Other suggestions for helping refugees understand their rights include using social media platforms to share information on rights and laws and distributing brochures through the Community Centers

Children Findings

Interactions with Community Centers

Child FGD beneficiaries reported universally that their experiences with the Community Centers was positive. They described the Community Centers as being places that made them feel comfortable and relaxed, and were spaces free of discrimination for them. They also described the Community Centers as safe places for children. None of the children in the FGDs reported feeling threatened or scared when visiting the Community Centers.

*“[The Community Center] is like home, we have no problems when we go to the Community Center.”
He says “There is no Turkish Syrian discrimination here.” – Girl child participant, Istanbul*

“When we go to the Community Center, we feel safe, comfortable and confident.” – Girl child participant, Mardin

Participation in Community Center Activities

Children participating in the FGDs reported participating in a number of activities at the Community Centers, including:

- English and Turkish language classes
- Vocational and skills training courses: Hairdressing, photography, computer, jewellery design, cooking
- Music and arts classes
- Sports activities
- Social activities and trips
- Child friendly spaces activities related to child development and emotional support, and discrimination and prejudice

“There are lots of trips and we really like to participate in them. We go to other cities and have lots of fun there.” – Boy child participant, Konya

Children in the FGDs reported a high degree of satisfaction with the activities they had participated in. Social and cultural activities (such as trips, music and art activities) were seen as particularly fun and helped the children engage with Turkish culture and their peers, contributing to their psychosocial wellbeing and fostering social cohesion.

Treatment by Staff

Children in the FGDs were unanimous in reporting that their interactions with TRCS staff and volunteers at the Community Centers was positive. Children reported that staff and volunteers treated them respectfully, with empathy and care. For example, a girl at the Istanbul Community Center reported:

“Their attitudes and behaviours towards us are very good. I am very pleased”. A child in the Mardin Community Center reported, ““Their attitudes and behaviours towards us are always very good. They are always very respectful.” – Girl child beneficiary, Istanbul

Children across the Community Centers reported a high degree of trust in the staff and volunteers of the Community Centers. They reported feeling comfortable talking to them about the experiences and problems they encountered. Many children described a close relationship with the Community Center staff, describing them as “our brothers and sisters”, “friends” and “equals”. Children were also keen to note that they never felt discriminated by Community Center staff and volunteers. Some children

reported that the ability of the Community Center staff and volunteers to speak Arabic had made it easy for them to interact with children.

“They treat us very friendly and kindly. We feel that they really like us, not just for it is their job.” – Boy child participant, Mersin

“There is not any discrimination or racism here. We are cooking, eating together, listening to music, watching film with all staff and volunteers. They treat us equally.” – Girl child participant, Mardin

Life in Turkey

A number of children in the FGDs reported that they worked to support their families. Additionally, most children reported knowing peers who were working to support their families.

“We have many friends who cannot come to this focus group discussion today because they have to work.” – Girl child participant, Istanbul

Despite reporting that it was common for children and youth to work to support their families, none of the children reported that they thought it was a good thing for children to work. Instead, the children treated work as something that was necessary or required given the circumstance their families faced. In some cases, they described working as a duty they performed to support their families. Children in the FGDs felt that attending school was the appropriate and ideal thing for children to do, but often reported that circumstances did not permit this.

“A child should not go under such a responsibility in this age. He should live his childhood.” – Girl child participant, Istanbul

“My father did not force me to work. However, we stay 5 people at one home and my father cannot struggle alone. I must work and help him.” – Boy child participant, Konya

Children in the FGDs also reported that some children in their neighborhoods do not have families (are unaccompanied minors). These children, FGD participants reported, had no option but to work to support themselves. None of the children who participated in the FGDs reported that they were unaccompanied minors.

Children in the FGDs in Mersin and Mardin were also keen to report that they felt Syrians were discriminated against in the labor market. They reported that Turkish community members were paid more for the same work than Syrians. These FGD beneficiaries felt that the low pay Syrians received put financial pressures on their families leading to a great need for children to work to support families.

“A Turk earns 100 liras. For the same job, a Syrian earns 30-40 liras. When they get sick, they cannot get permission. Therefore, we have to work to support our family.” – Boy child participant, Mersin

Safety, Dignity, Barriers and Threats

Children in the FGDs reported mixed feelings of comfort when talking to adults. For example, children in the FGDs reported feeling comfortable talking to adults working in schools, hospital and the police. Adults working in these areas were described as trust worthy and safe across the Community Center locations.

“Since these people are the people I trust, I know they will not hurt me, I feel safe and comfortable when talking with them.” – Boy child participant, Konya

However, children reported that they felt adults working in immigration Centers made them feel uncomfortable and disrespected. Children in the Mardin FGD reported that they felt uncomfortable interacting with adults where they worked (employers and co-workers). The lack of comfort echoes similar sentiments about work environments children engage in, as they also report that they feel they are paid less and receive poorer treatment compared to Turkish citizens.

“They did not give attention to me, they do not listen me totally when I go to immigration Center.” – Girl child participant, Istanbul

In general, confidence or a lack of confidence was discussed by children in relation to perceived unequal treatment by adults to Turkish and Syrian children. For example, when children felt that teachers or health workers treated them in the same manner as Turkish children, they felt comfortable and confident interacting with them. If the children in the FGDs felt that some adults treated Turkish children “better” than Syrians, they felt very uncomfortable. Examples of different treatment identified by children included a belief that some Turkish adults that they encounter in schools, hospitals and police “looked down” on Syrians, a belief that an adult was not listening to them, feeling an adult was arrogant towards them, and not making eye contact with children.

Children in the FGDs reported a number of ways that their confidence and comfort could be improved when interacting with adults. These include:

- Adults, particularly those working in immigration Centers, should appear more responsive to Syrian children by actively listening to them, offering concrete solutions and planning to resolve issues and making direct eye contact. Adults should avoid statements such as “I cannot do anything right now” or “come back later”.
- Adults should avoid behaviours that appear to be discriminatory and should make a conscious effort to treat Turkish and Syrian children the same at schools, health facilities, and other areas.
- Adults working with Syrian children should practice active listening techniques, such as making direct eye contact, use body language and gestures to demonstrate attention and listening, reflect what has been told by the child, summarize concerns and share ideas and perspectives.

Children in the FGDs reported that positive experiences with neighbors and police and a sense of security in their environments made them feel safe in their neighborhoods.

While the children in the FGDs reported that they felt safe in their neighborhoods, they also described discrimination and negative interactions with neighbors, robbery and theft, and difficulties in securing housing. Numerous children in each of the Community Center locations described being “attacked” (with physical violence) in their neighborhoods as a result of their Syrian nationality. When conflict occurred with neighbors across the Community Center locations, children reported that people in their neighborhoods would always take the side of the Turkish person in the conflict. Children in the Konya and Mersin FGDs reported that they worried about getting into fights with Turkish children and described Turkish children as wanting to attack them without reason.

“Two men who knew I was a Syrian attacked me on the way home tonight and struck my head.” – Boy child participant, Istanbul

“People in our neighborhood make generalization like ‘all Syrian are bad people, we should not trust them, they can give harm to us’ – Girl child participant, Konya

“Once we had a fight with a Turkish person in our neighborhood. The Turkish person had acted unjustly, but our neighbors did not listen to us and the neighbors told us to leave the house.” – Girl child participant, Mardin

Despite negative experiences and conflict reported with neighbors, most of the child beneficiaries reported that they felt comfortable when out in their neighborhoods. The dissonance between the children reporting feeling safe, while also describing numerous negative experiences is confusing. While not immediately clear from the FGDs why the children describe safety despite negative experiences, attacks and discrimination, it is possible that their sense of safety comes from a mental comparison with conditions they experienced during the war in Syria. It is possible that compared to the risks of bombing, insurgent groups and terrorism, the conflicts and attacks they experience in their Turkish neighborhoods seem trivial or are perceived as being much safer than the alternatives in Syria.

Children in the FGDs were asked to describe the ways in which they felt safer in Turkey compared to Syria. Beneficiaries reported that they felt safer in Turkey due to the absence of war. In addition to the violence they experienced in Turkey, they also described the absence of war as allowing them to attend school. Community Centers were also an element of safety that the beneficiaries enjoyed in Turkey and contributed to their sense of safety.

“In Turkey I can go to school safely. I do not have to be afraid whether I can go to school or not.” – Girl child participant, Istanbul

Girls in the Konya FGD also reported that they experienced less sexual harassment in Turkey compared in Syria.

“Turkey is more safe and comfortable when it comes to sexual harassment compared to Syria. I can walk on the street at night in Turkey but I cannot do that in Syria.” – Girl child participant, Konya

Interactions with the Turkish community members was a significant source of anxiety and made children feel unsafe. For example, children in FGDs felt that Syrians were blamed by the Turkish community for problems (including undesired election results, conflict at schools, conflict with other children in the neighborhood).

The consensus among children in the FGDs was that they had felt safest when they were in Syria before the war began, but felt much safer in Turkey following the start of the war compared to remaining in Syria. While the children reported that they would like to return to a pre-war Syria, they felt it was unlikely that they would be able to live safely there and were thus happy to be in Turkey.

“Syria was more beautiful than Turkey. It is our homeland. Without the war we feel safer there.” – Girl child participant, Mersin.

All of the children who participated in FGDs understood and had experienced bullying. Beneficiaries reported bullying in different settings and with different community members:

- In the neighborhood, older children who harass them and try to steal their phones, bicycles, etc. and girls report sexual harassment from older boys and men
- In workplaces, employers would withhold their salaries and Turkish families avoid Syrian shops
- In their friendships, Turkish friends called them “Syrian” instead of using their names

“Bullying is when they call me Syrian instead of my name.”- Boy child participant, Mardin

Children in the FDGs reported that speaking Arabic was the gateway to bullying. Speaking in Arabic helped identify them as Syrian and made it easier for Turkish community members to bully them.

When children in the FDGs experienced bullying, they coped in a number of ways. For some children, they chose not seek help from others. Other sought out help from trusted adults, such as teachers and the police. Despite reaching out, they did not feel that these adults were particularly helpful. For example, children spoke of times they had visited the police to report bullying incidents and noted that the police had taken no action to resolve the issues.

“We can go to police station when we seek help. However, when we go to the police that say we do not even go out at this hour, why are you going out?” – Boy child participant, Konya

When the children had problems, they reported turning to peers and family members for support and assistance. However, in workplace conflicts or problems, children mainly reported that they quit their jobs.

Children in the FDGs also reported that they talked about their feelings and negative experiences with a number of different people, including their friends, family members and teachers. It should be noted that at least one child in each FGD reported that they did not talk to anyone about their feelings and negative experiences.

“I solve problems myself. I do not need anybody.” – Boy child participant, Mardin

“We really like to attend outings. When we go to the different cities, we feel more self-confident. We meet new people, see new places and our self-esteem increases.” – Girl child participant, Konya

When asked what advice they have for adults who want to help them with their problems, children overwhelmingly expressed a desire for adults to listen to them more, and pay closer attention to them. Active listening techniques and avoiding making generalizations about Syrians were seen as means to better support Syrian children.

Personal Capacity and Knowledge

Children participating in the FDGs for the most part felt that they lacked a full knowledge of their rights in Turkey and the laws of the country. None of the children in the focus group discussions had received education about their rights or the laws of Turkey.

Instead, most children reported that they learned about their rights and laws from their parents and peers. Most of the laws they discussed related to marriage (such as a law against polygamous marriage, a belief that a marriage by an Imam was not legally sufficient, a law against marriage under the age of 18).

Children in the FDGs were more inclined to discuss what they felt were an absence of rights in Turkey. For example, children discussed how they did not have the right to work and were denied access to education and social service as a lack of a right.

“No, I do not think we have any rights in Turkey.” – Girl child participant, Istanbul

“We did not take any education about our rights in Turkey and the laws of the Turkey. I just know what I hear from my environment.” – Girl child participant, Konya

Overall, beneficiaries reported that they thought it was appropriate for young people to get married after the age of 18. Beneficiaries described no desire to rush into marriage and reported that the ideal age for marriage between 20 and 30 years of age. Some students reported that they thought that a young person should complete their education before getting married, while others thought it was important to find a job before getting married.

None of the beneficiaries thought it was appropriate for a young person under the age of 18 to get married.

“When we graduate from the university and start to work at an appropriate job, we can marry.” – Girl child participant, Konya

Children in the FGDs reported a number of services that could help them feel safer. These services included:

- Improving access to identity cards for Syrians
- Increase training and awareness among staff at immigration Centers to provide more compassionate treatment
- Provide more trips and outings at Community Centers
- Provide more opportunities for Turkish and Syrian children to interact through activities at Community Centers
- Providing programming for children and youth on their rights and the laws of Turkey, including rights to education and access to government services
- Increasing the amount of respect Turkish community members give to Syrians, potentially through community meetings and sensitization sessions
- Greater understanding and support from the police

Conclusions

Beneficiaries responded to a range of questions related to the key protection indicators for this project. This report finds that:

Most beneficiaries feel very safe during everyday activities: 69.6% of beneficiaries report that they feel very safe in their daily lives, while 62.9% feel very safe walking home at alone at night, 85.8% feel very safe when visiting shops, and 83.5% feel very safe when visiting government offices.

In FGDs, beneficiaries were quick to report feeling a sense of safety in their neighborhoods, but also described theft, conflicts with neighbors, and instances of discrimination they had experienced. These conflicting perceptions of safety and negative experience may reflect the relative security beneficiaries feel in Turkey. Adult and child beneficiaries in FGDs compared the feeling of safety they experienced in Turkey to the bombings, conflict and political unrest they experienced in Syria during the war. While it was generally accepted that life was better in Syria before the war, the beneficiaries in FGDs felt more physical safety in Turkey than they would in Syria now.

Men and women often report different feelings of safety: In all cases, men were more likely than women to report feeling very safe in their neighborhoods. For example, while 74.1% of men felt very safe when walking home at night, only 55.7% of women reported the same. Similarly, 74.8% of men report feeling very safe in their daily lives, while only 66.2% of women reported the same. In FGDs, women and men discussed a variety of negative experiences, however, it is noted that sexual harassment and assault was seen as concern faced by women.

Slightly more than half of the beneficiaries feel they have the same access to public services as Turkish citizens: Overall, 55.1% of beneficiaries feel that they have the same access to public services as Turkish citizens. Men were more likely to report that they feel they have the same access as Turkish citizens compared to women (64.4% and 49.0% respectively).

Most beneficiaries feel comfortable when attending the TRCS Community Centers: Nearly all of the beneficiaries surveyed reported that they did not experience problems registering for services and activities (92.5%). Similarly, most beneficiaries report that they do not face barriers when accessing services at the Community Centers (65.5%). 88.4% of beneficiaries reported that the staff and volunteers were very respectful.

These sentiments were echoed by adult and child beneficiaries who participated in the FGDs. These beneficiaries described the Community Centers as safe places where they felt that staff and volunteers were respectful, caring and empathetic to their problems. Similarly, parents in the FGDs felt comfortable when their children participated in childcare services. For children in the FGDs, the Community Centers represented a safe space away from incidents of discrimination and bullying they often faced in their neighborhoods.

Beneficiaries are engaged in a range of protection services and activities at the TRCS Community Centers: The majority of beneficiaries reported that they have participated in 6 or more activities at the Community Centers (80.6%). More than half of the surveyed beneficiaries report participating in information sessions (52.2%), health-related activities (55.7%), child and youth activities (58.0%), ID card and registration supports (73.0%), child school registration supports (56.8%), Conditional Cash Transfers for Education (56.8%) and supports for legal issues (56.5%).

Beneficiaries have mixed knowledge about rights and laws in Turkey: Most of the beneficiaries reported that they thought the legal age of marriage in Turkey was 18 (80.6%). 18.6% of beneficiaries reported

that they believe that the legal marriage age is above 18 in Turkey, while 0.9% think that the legal age of marriage is under 18. Despite these findings, 61.2% of the beneficiaries report knowing a person who was married before the age of 18. Less than half of the beneficiaries believe there are restrictions for Syrians on rights to work in Turkey (39.4%). The most commonly cited restrictions on work described by beneficiaries were requirements for travel permissions and work permits, and the ban on child labour.

In FGDs, both adults and children expressed a belief that they did not know their rights in Turkey and expressed keen interest for information sessions, brochures and other means to learn more about their rights and the laws in Turkey. They reported learning about rights from a range of sources, including class, Community Centers, friends and family.

Experiences differ by Community Center: Across the protection indicators, differences were observed between the Community Centers. For example, beneficiaries at the Mersin Community Center were 1.65 times more likely to report feeling very safe walking home alone at night compared to those at the Izmir Community Center (76.4% and 46.2% respectively). In fact, beneficiaries at the Izmir Community Center were less likely to report feeling very safe in all of the indicators questions compared to the all beneficiaries combined. Beneficiaries at the Istanbul Community Center were the least likely to report facing barriers to receiving services from the Community Center out of all the beneficiaries (80.3%).

Many beneficiaries would like more information on protection issues: Beneficiaries report wanting more information on how to report and protect themselves and others from abuse and exploitation (58.3%), violence against women (41.2%), legal rights of refugees in Turkey (34.5%), laborexploitation (33.3%), marriage and divorce law in Turkey (16.2%), and child marriage (11.0%).

To conclude, this report finds that many beneficiaries face a range of protection risks, including experiences of violence (16.2%), discrimination based on their nationality (54.2%), bullying among children (described in FGDs), and conflict with neighbors (described in FGDs). Many of the beneficiaries of the TRCS Community Centers also report facing challenges when visiting hospitals (54.2%), when enrolling children in schools (28.9%), and when obtaining identification documentation (described in FGDs). Knowledge about rights and laws in Turkey, as well as their access to public services, appear mixed. While 55.1% of beneficiaries feel they have the same rights as Turkish citizens when accessing public services, 43.2% do not feel they have the same access. Similarly, while most beneficiaries report thinking the legal age of marriage in Turkey is 18 years of age or older (99.1%), 61.2% report knowing someone who was married before the age of 18.

Additionally, beneficiaries made a number of recommendations for ways in which TRC can help them access public services, feel safer in their communities and daily lives, and overcome some of the barriers they experience. These recommendations can be found below in Table 3.

Table 3 Key Recommendations from beneficiaries on ways to improve safety and confidence

Problem	Beneficiary Recommendations
A lack of confidence when accessing public services	Provide assistance for beneficiaries to obtain required identification or correct errors in the documentation they currently have
	Provide support for beneficiaries seeking to apply for permanent residence and/or Turkish citizenship
	Provide more translators for beneficiaries at hospitals, schools and government services
Limited feelings of safety and risks of abuse, neglect, exploitation and violence in homes and communities	Provide legal support and guidance for those who are in exploitative housing situations (as a result of high rental costs, a lack of basic utilities and other challenges)
	Increase the number of opportunities for beneficiaries to learn to speak Turkish in order to help them communicate with Turkish officials and neighbors
	Increasing awareness and integration activities with the Turkish community members to promote tolerance and compassion
	Providing guidance for beneficiaries on how to deal with conflict with neighbors, and guidance on norms related to shared accommodation in Turkey (such as appropriate noise levels, expectations for children, etc.)
Limited comfort and confidence among children when interacting with adults outside the Community Centers	Increase awareness and use of active listening techniques among adults, particularly those working in immigration Centers. Adults should avoid statements such as “I cannot do anything right now” or “come back later”.
	Adults should avoid behaviours that appear to be discriminatory and should make a conscious effort to treat Turkish and Syrian children the same at schools, health facilities, and other areas
Limited feelings of safety among children	Improve access to identity cards for Syrians
	Increase training and awareness among staff at immigration Centers to provide more compassionate treatment
	Provide more trips and outings at Community Centers
	Provide more opportunities for Turkish and Syrian children to interact through activities at Community Centers
	Provide programming for children and youth on their rights and the laws of Turkey, including rights to education and access to government services
	Increase the amount of respect Turkish community members give to Syrians, potentially through community meetings and sensitization sessions

Table 4 Summary of IFRC and TRCS protection indicators addressed in this report

Table 4: Summary of TRCS and TRCS protection indicators addressed in this report								
	Gender		Community Center					% among all surveyed beneficiaries
	Female	Male	Istanbul	Izmir	Konya	Mardin	Mersin	
% of individuals reporting feeling of safety during everyday activities in their neighborhood								
% of beneficiaries who report feeling very safe in their daily lives	66.2	74.8	57.7	64.6	85.3	68.1	72.2	69.6
% of beneficiaries who report feeling very safe when walking home alone at night	55.7	74.1	52.1	46.2	75.0	63.8	76.4	62.9
% of beneficiaries who report feeling very safe when visiting shops	82.9	90.4	88.7	69.2	94.1	84.1	91.7	85.8
% of beneficiaries who report feeling very safe when visiting government offices	81.4	86.7	83.1	70.8	94.1	82.6	86.1	83.5
% of individuals reporting feeling confident when accessing public services in Turkey								
% of beneficiaries who feel they have the same access to public services as Turkish citizens	49.0	64.4	52.1	44.6	54.4	50.7	72.2	55.1
% of individuals reporting feeling of safety in the TRCS Community Centers								
% of beneficiaries who report that they do not experience problems when registering for services or activities	92.4	92.6	93.0	93.8	88.2	95.7	91.7	92.5
% of beneficiaries who report that they do not face barriers to receiving services from the Community Centers	62.9	69.6	80.3	41.5	60.3	58.0	84.7	65.5
% of beneficiaries who feel very comfortable making a complaint to the Community Centers	53.8	51.1	33.8	49.2	52.9	47.8	79.2	52.8
% of people being treated respectfully in the Community Centers								
% of beneficiaries who report that the staff and volunteers of the Community Centers are very respectful	88.6	88.1	94.4	92.3	89.7	95.7	70.8	88.4
% of individuals benefitting from protection services in Community Centers								
% of beneficiaries who report participating in information sessions	47.1	60.0	33.8	36.9	39.7	84.1	65.3	52.2
% of beneficiaries who report participating in health-related activities	53.3	59.3	40.8	26.2	48.5	73.9	86.1	55.7
% of beneficiaries who report participating in child and youth activities	55.7	61.5	54.9	44.6	41.2	65.2	81.9	58.0
% of beneficiaries who report participating in ID card and registration supports	69.5	78.5	94.4	53.8	44.1	76.8	93.1	73.0
% of beneficiaries who report participating in child school registration supports	53.8	61.5	38.0	32.3	45.6	76.8	88.9	56.8
% of beneficiaries who report participating in Conditional Cash Transfer for Education	52.9	63.0	42.3	27.7	55.9	76.8	79.2	56.8
% of beneficiaries who report participating in help with legal issues	54.7	58.5	31.0	21.5	50.0	59.4	76.4	56.5
% of persons with appropriate information on relevant rights								
% of beneficiaries who believe there are restrictions on Syrians working in Turkey	36.7	43.7	18.3	64.6	55.9	47.8	13.9	39.4

% of beneficiaries who think the legal age for marriage is 18 or above in Turkey	100	97.8	100	100	98.5	100	97.2	99.1
% of beneficiaries who think it is not acceptable to discipline a child with physical force	78.0	87.6	76.1	86.2	75.0	87.0	95.8	81.7

Appendix I: Tables of Findings

Table 5 Distribution of surveys included for data analysis

Community Center	Men		Women		Total	
	Target	Achieved	Target	Achieved	Target	Achieved
Istanbul Bagcilar	24	26	36	45	60	71
Izmir	24	26	36	39	60	65
Konya	24	26	36	42	60	68
Mardin	24	28	36	41	60	69
Mersin	24	29	36	43	60	72
Total	120	135	180	210	300	345

Table 6 Distribution of Focus Group Discussions, Key Informant Interviews and Case Studies by health facility

Community Center	FGD with Men	FGD with Women	FGD with Children /Youth
Istanbul Bagcilar	1	1	1
Izmir	1	1	0
Konya	1	1	1
Mardin	1	1	1
Mersin	1	1	1
Total	5	5	4

Table 7 Gender distribution of sample by Community Center

		Istanbul	Izmir	Konya	Mardin	Mersin	Total
		%	%	%	%	%	%
Female	%	63.4	60.0	61.8	59.4	59.7	60.9
	#	45	39	42	41	43	210
Male	%	36.6	40.0	38.2	40.6	40.3	39.1
	#	26	26	26	28	29	135
Total	#	71	65	68	69	72	345

Table 8 Mean and range of ages by Community Center

	Istanbul	Izmir	Konya	Mardin	Mersin	Total
Mean	36	32	39	37	41	37.1
Standard deviation	14	11	13	15	13	13.6
Min	18	18	19	18	18	18
Max	73	64	75	84	81	84

Table 9 Mean and range of ages by gender

	Female			Male			Total
	18-59 years	60+ years	Total	18-59 years	60+ years	Total	Total
Mean age of respondent	34	66	35	37	68	41	37
Standard deviation	10.3	9.7	11.5	12.3	7.6	15.6	13.6
Min	18	60	78	18	60	18	18
Max	59	83	142	59	84	84	84

Table 10 Age distribution of sample by Community Center

		Istanbul	Izmir	Konya	Mardin	Mersin	Total
18-19 years	%	9.9	6.2	1.5	13.0	4.2	7.0
	#	7	4	1	9	3	24
20-29 years	%	26.8	38.5	25.0	26.1	12.5	25.5
	#	19	25	17	18	9	88
30-39 years	%	29.6	33.8	27.9	21.7	30.6	28.7
	#	21	22	19	15	22	99
40-49 years	%	16.9	10.8	22.1	21.7	26.4	19.7
	#	12	7	15	15	19	68
50-59 years	%	7.0	7.7	19.1	11.6	18.1	12.8
	#	5	5	13	8	13	44
60-69 years	%	7.0	3.1	2.9	1.4	5.6	4.1
	#	5	2	2	1	4	14
70-79 years	%	2.8	0.0	1.5	1.4	1.4	1.4
	#	2	0	1	1	1	5
80+ years	%	0.0	0.0	0.0	2.9	1.4	0.9
	#	0	0	0	2	1	3

Table 11 Age distribution of sample by gender

		Female	Male	Total
18-19 years	%	5.2	9.6	7.0
	#	11	13	24
20-29 years	%	31.9	15.6	25.5
	#	67	21	88
30-39 years	%	31.0	25.2	28.7
	#	65	34	99
40-49 years	%	20.5	18.5	19.7
	#	43	25	68
50-59 years	%	9.0	18.5	12.8
	#	19	25	44
60-69 years	%	1.9	7.4	4.1
	#	4	10	14
70-79 years	%	0.0	3.7	1.4
	#	0	5	5
80+ years	%	0.5	1.5	0.9
	#	1	2	3

Table 12 Gender distribution of the sample by age group

		18-59 years	60+ years	Total
Female	%	63.3	22.7	60.7
	#	202	5	207
Male	%	36.6	77.2	39.29
	#	117	17	134
Total	%	100	100	100
	#	319	22	341

Table 13 Distribution of beneficiaries' nationalities by Community Center

		Istanbul	Izmir	Konya	Mardin	Mersin	Total
Syrian	%	95.8	98.5	98.5	98.6	90.3	96.2
	#	68	64	67	68	65	332
Iraqi	%	0.0	0.0	1.5	1.4	4.2	1.4
	#	0	0	1	1	3	5
Turkish	%	0.0	0.0	0.0	0.0	1.4	0.3
	#	0	0	0	0	1	1
Palestinian	%	0.0	0.0	0.0	0.0	2.8	0.6
	#	0	0	0	0	2	2
Egyptian	%	2.8	0.0	0.0	0.0	1.4	0.9
	#	2	0	0	0	1	3
Algerian	%	0.0	1.5	0.0	0.0	0.0	0.3
	#	0	1	0	0	0	1
Moroccan	%	1.4	0.0	0.0	0.0	0.0	0.3
	#	1	0	0	0	0	1

Table 14 Distribution of beneficiaries' nationalities by age and gender

		Female			Male			Total		
		18-59 years	60+ years	Total	18-59 years	60+ years	Total	18-59 years	60+ years	Total
Syrian	%	97.1	80.0	96.7	94.9	100.0	95.5	96.3	95.5	96.2
	#	199	4	203	111	17	128	310	21	331
Iraqi	%	1.0	0.0	1.0	2.6	0.0	2.2	1.6	0.0	1.5
	#	2	0	2	3	0	3	5	0	5
Turkish	%	0.5	0.0	0.5	0.0	0.0	0.0	0.3	0.0	0.3
	#	1	0	1	0	0	0	1	0	1
Palestinian	%	0.5	20.0	1.0	0.0	0.0	0.0	0.3	4.5	0.6
	#	1	1	2	0	0	0	1	1	2
Egyptian	%	0.0	0.0	0.0	2.6	0.0	2.2	0.9	0.0	0.9
	#	0	0	0	3	0	3	3	0	3
Algerian	%	0.5	0.0	0.5	0.0	0.0	0.0	0.3	0.0	0.3
	#	1	0	1	0	0	0	1	0	1
Moroccan	%	0.5	0.0	0.5	0.0	0.0	0.0	0.3	0.0	0.3
	#	1	0	1	0	0	0	1	0	1

Table 15 Distribution of marital status by Community Center

		Istanbul	Izmir	Konya	Mardin	Mersin	Total
Single	%	19.7	33.8	11.8	20.3	6.9	18.3
	#	14	22	8	14	5	63
Married, currently living with spouse	%	76.1	60.0	79.4	68.1	76.4	72.2
	#	54	39	54	47	55	249
Married, not currently living with spouse	%	2.8	1.5	1.5	7.2	6.9	4.1
	#	2	1	1	5	5	14
Divorced	%	0.0	1.5	2.9	1.4	4.2	2.0
	#	0	1	2	1	3	7
Widowed	%	1.4	3.1	4.4	2.9	5.6	3.5
	#	1	2	3	2	4	12

Table 16 Distribution of marital status by gender

		Female			Male			Total		
		18-59 years	60+ years	Total	18-59 years	60+ years	Total	18-59 years	60+ years	Total
Single	%	16.1	0.0	15.7	25.4	0.0	22.2	19.5	0.0	18.3
	#	33	0	33	30	0	30	63	0	63
Married, currently living with spouse	%	72.2	60.0	71.9	69.5	94.1	72.6	71.2	86.4	72.2
	#	148	3	151	82	16	98	230	19	249
Married, not currently living with spouse	%	3.4	40.0	4.3	4.2	0.0	3.7	3.7	9.1	4.1
	#	7	2	9	5	0	5	12	2	14
Divorced	%	3.4	0.0	3.3	0.0	0.0	0.0	2.2	0.0	2.0
	#	7	0	7	0	0	0	7	0	7
Widowed	%	4.9	0.0	4.8	0.8	5.9	1.5	3.4	4.5	3.5
	#	10	0	10	1	1	2	11	1	12

Table 17 Distribution of education status by Community Center

		Istanbul	Izmir	Konya	Mardin	Mersin	Total
No formal education	%	8.5	0.0	23.5	1.4	22.2	11.3
	#	6	0	16	1	16	39
Primary school	%	38.0	29.2	42.6	40.6	34.7	37.1
	#	27	19	29	28	25	128
Secondary school	%	36.6	41.5	26.5	27.5	22.2	30.7
	#	26	27	18	19	16	106
College	%	5.6	0.0	4.4	4.3	2.8	3.5
	#	4	0	3	3	2	12
Vocational	%	1.4	3.1	1.5	0.0	0.0	1.2
	#	1	2	1	0	0	4
Some university	%	9.9	6.2	1.5	14.5	16.7	9.9
	#	7	4	1	10	12	34
Bachelor Degree	%	0.0	9.2	0.0	2.9	1.4	2.6
	#	0	6	0	2	1	9
Post-Graduate	%	0.0	10.8	0.0	8.7	0.0	3.8
	#	0	7	0	6	0	13

Table 18 Distribution of education status by gender

		Female			Male			Total		
		18-59 years	60+ years	Total	18-59 years	60+ years	Total	18-59 years	60+ years	Total
No formal education	%	10.7	0.0	10.5	11.0	23.5	12.6	10.8	18.2	11.3
	#	22	0	22	13	4	17	35	4	39
Primary school	%	39.5	60.0	40.0	32.2	35.3	32.6	36.8	40.9	37.1
	#	81	3	84	38	6	44	119	9	128
Secondary school	%	32.7	20.0	32.4	29.7	17.6	28.1	31.6	18.2	30.7
	#	67	1	68	35	3	38	102	4	106
College	%	3.9	20.0	4.3	1.7	5.9	2.2	3.1	9.1	3.5
	#	8	1	9	2	1	3	10	2	12
Vocational	%	0.5	0.0	0.5	2.5	0.0	2.2	1.2	0.0	1.2
	#	1	0	1	3	0	3	4	0	4
Some university	%	8.3	0.0	8.1	12.7	11.8	12.6	9.9	9.1	9.9
	#	17	0	17	15	2	17	32	2	34
Bachelor Degree	%	2.0	0.0	1.9	3.4	5.9	3.7	2.5	4.5	2.6
	#	4	0	4	4	1	5	8	1	9
Post-Graduate	%	2.4	0.0	2.4	6.8	0.0	5.9	4.0	0.0	3.8
	#	5	0	5	8	0	8	13	0	13

Table 19 Distribution of beneficiaries who have children under the age of 18 by Community Center

		Istanbul	Izmir	Konya	Mardin	Mersin	Total
Yes	%	60.6	55.4	73.5	27.5	77.8	59.1
	#	43	36	50	19	56	204
No	%	39.4	44.6	26.5	72.5	22.2	40.9
	#	28	29	18	50	16	141

Table 20 Distribution of beneficiaries who have children under the age of 18 by age and gender

		Female			Male			Total		
		18-59 years	60+ years	Total	18-59 years	60+ years	Total	18-59 years	60+ years	Total
Yes	%	61.5	0.0	60.0	57.6	55.6	57.8	60.1	45.5	59.1
	#	126	0	126	68	10	78	194	10	204
No	%	38.5	100.0	40.0	42.4	38.9	42.2	39.9	54.5	40.9
	#	79	5	84	50	7	57	129	12	141

Table 21 Arrival year in Turkey by Community Center

		Istanbul	Izmir	Konya	Mardin	Mersin	Total
2011	%	0.0	0.0	1.5	1.4	1.4	0.9
	#	0	0	1	1	1	3
2012	%	9.9	6.2	4.4	23.2	6.9	10.1
	#	7	4	3	16	5	35
2013	%	28.2	24.6	13.2	23.2	12.5	20.3
	#	20	16	9	16	9	70
2014	%	25.4	18.5	26.5	20.3	30.6	24.3
	#	18	12	18	14	22	84
2015	%	21.1	24.6	35.3	18.8	18.1	23.5
	#	15	16	24	13	13	81
2016	%	7.0	10.8	13.2	7.2	5.6	8.7
	#	5	7	9	5	4	30
2017	%	8.5	12.3	5.9	2.9	22.2	10.4
	#	6	8	4	2	16	36
2018	%	0.0	3.1	0.0	2.9	2.8	1.7
	#	0	2	0	2	2	6

Table 22 Arrival year in Turkey by age and gender

		Female			Male			Total		
		18-59 years	60+ years	Total	18-59 years	60+ years	Total	18-59 years	60+ years	Total
2011	%	1.0	0.0	1.0	0.8	0.0	0.7	0.9	0.0	0.9
	#	2	0	2	1	0	1	3	0	3
2012	%	10.7	0.0	10.5	10.2	5.9	9.6	10.5	4.5	10.1
	#	22	0	22	12	1	13	34	1	35
2013	%	19.5	20.0	19.5	18.6	41.2	21.5	19.2	36.4	20.3
	#	40	1	41	22	7	29	62	8	70
2014	%	24.4	20.0	24.3	24.6	23.5	24.4	24.5	22.7	24.3
	#	50	1	51	29	4	33	79	5	84
2015	%	24.4	20.0	24.3	22.9	17.6	22.2	23.8	18.2	23.5
	#	50	1	51	27	3	30	77	4	81
2016	%	9.8	20.0	10.0	6.8	5.9	6.7	8.7	9.1	8.7
	#	20	1	21	8	1	9	28	2	30
2017	%	8.3	20.0	8.6	14.4	5.9	13.3	10.5	9.1	10.4
	#	17	1	18	17	1	18	34	2	36
2018	%	2.0	0.0	1.9	1.7	0.0	1.5	1.9	0.0	1.7
	#	4	0	4	2	0	2	6	0	6

Table 23 Beneficiaries' ratings of their relationships with their neighbors (by Community Center)

		Istanbul	Izmir	Konya	Mardin	Mersin	Total
Very good	%	71.8	55.4	72.1	81.2	86.1	73.6
	#	51	36	49	56	62	254
Good	%	18.3	21.5	22.1	17.4	9.7	17.7
	#	13	14	15	12	7	61
Neutral	%	1.4	13.8	5.9	0.0	1.4	4.3
	#	1	9	4	0	1	15
Bad	%	4.2	1.5	0.0	0.0	1.4	1.4
	#	3	1	0	0	1	5
Very bad	%	1.4	7.7	0.0	0.0	0.0	1.7
	#	1	5	0	0	0	6
Do not wish to answer	%	2.8	0.0	0.0	1.4	1.4	1.2
	#	2	0	0	1	1	4

Table 24 Beneficiaries' ratings of their relationships with their neighbors (by age and gender)

		Female			Male			Total		
		18-59 years	60+ years	Total	18-59 years	60+ years	Total	18-59 years	60+ years	Total
Very good	%	67.8	80.0	68.1	83.1	76.5	82.2	73.4	77.3	73.6
	#	139	4	143	98	13	111	237	17	254
Good	%	21.0	20.0	21.0	13.6	5.9	12.6	18.3	9.1	17.7
	#	43	1	44	16	1	17	59	2	61
Neutral	%	5.4	0.0	5.2	2.5	5.9	3.0	4.3	4.5	4.3
	#	11	0	11	3	1	4	14	1	15
Bad	%	2.4	0.0	2.4	0.0	0.0	0.0	1.5	0.0	1.4
	#	5	0	5	0	0	0	5	0	5
Very bad	%	2.4	0.0	2.4	0.0	5.9	0.7	1.5	4.5	1.7
	#	5	0	5	0	1	1	5	1	6
Do not wish to answer	%	1.0	0.0	1.0	0.8	5.9	1.5	0.9	4.5	1.2
	#	2	0	2	1	1	2	3	1	4

Table 25 Beneficiaries' ratings of relations between Syrian and Turkish people in the neighborhood (by Community Center)

		Istanbul	Izmir	Konya	Mardin	Mersin	Total
Very good	%	36.6	18.5	42.6	58.0	72.2	46.1
	#	26	12	29	40	52	159
Good	%	50.7	29.2	42.6	33.3	18.1	34.8
	#	36	19	29	23	13	120
Neutral	%	4.2	33.8	13.2	1.4	5.6	11.3
	#	3	22	9	1	4	39
Bad	%	5.6	9.2	0.0	1.4	1.4	3.5
	#	4	6	0	1	1	12
Very bad	%	1.4	9.2	1.5	1.4	0.0	2.6
	#	1	6	1	1	0	9
Do not wish to answer	%	1.4	0.0	0.0	4.3	2.8	1.7
	#	1	0	0	3	2	6

Table 26 Beneficiaries' ratings of relations between Syrian and Turkish people in the neighborhood (by age and gender)

		Female			Male			Total		
		18-59 years	60+ years	Total	18-59 years	60+ years	Total	18-59 years	60+ years	Total
Very good	%	42.9	40.0	42.9	50.8	52.9	51.1	45.8	50.0	46.1
	#	88	2	90	60	9	69	148	11	159
Good	%	36.6	40.0	36.7	31.4	35.3	31.9	34.7	36.4	34.8
	#	75	2	77	37	6	43	112	8	120
Neutral	%	11.7	20.0	11.9	11.9	0.0	10.4	11.8	4.5	11.3
	#	24	1	25	14	0	14	38	1	39
Bad	%	4.4	0.0	4.3	1.7	5.9	2.2	3.4	4.5	3.5
	#	9	0	9	2	1	3	11	1	12
Very bad	%	3.4	0.0	3.3	0.8	5.9	1.5	2.5	4.5	2.6
	#	7	0	7	1	1	2	8	1	9
Do not wish to answer	%	1.0	0.0	1.0	3.4	0.0	3.0	1.9	0.0	1.7
	#	2	0	2	4	0	4	6	0	6

Table 27 Extent to which learning Turkish is important to beneficiaries' daily lives (by Community Center)

		Istanbul	Izmir	Konya	Mardin	Mersin	Total
Already speaks Turkish	%	0.0	0.0	8.8	0.0	2.8	2.3
	#	0	0	6	0	2	8
Do not wish to answer	%	1.4	0.0	0.0	0.0	1.4	0.6
	#	1	0	0	0	1	2
Not important at all	%	0.0	0.0	2.9	0.0	0.0	0.6
	#	0	0	2	0	0	2
Important	%	4.2	0.0	5.9	0.0	4.2	2.9
	#	3	0	4	0	3	10
Very important	%	94.4	100.0	82.4	100.0	91.7	93.6
	#	67	65	56	69	66	323

Table 28 Extent to which learning Turkish is important to beneficiaries' daily lives (by age and gender)

		Female			Male			Total		
		18-59 years	60+ years	Total	18-59 years	60+ years	Total	18-59 years	60+ years	Total
Already speaks Turkish	%	2.0	0.0	1.9	2.5	5.9	3.0	2.2	4.5	2.3
	#	4	0	4	3	1	4	7	1	8
Do not wish to answer	%	0.5	0.0	0.5	0.8	0.0	0.7	0.6	0.0	0.6
	#	1	0	1	1	0	1	2	0	2
Not important at all	%	0.5	0.0	0.5	0.8	0.0	0.7	0.6	0.0	0.6
	#	1	0	1	1	0	1	2	0	2
Important	%	2.9	20.0	3.3	2.5	0.0	2.2	2.8	4.5	2.9
	#	6	1	7	3	0	3	9	1	10
Very important	%	94.1	80.0	93.8	93.2	94.1	93.3	93.8	90.9	93.6
	#	193	4	197	110	16	126	303	20	323

Table 29 Extent to which beneficiaries feel safe in their daily lives (by Community Center)

		Istanbul	Izmir	Konya	Mardin	Mersin	Total
Do not wish to answer	%	1.4	0.0	0.0	0.0	0.0	0.3
	#	1	0	0	0	0	1
Not safe at all	%	2.8	10.8	2.9	14.5	9.7	8.1
	#	2	7	2	10	7	28
Safe	%	38.0	24.6	11.8	17.4	18.1	22.0
	#	27	16	8	12	13	76
Very safe	%	57.7	64.6	85.3	68.1	72.2	69.6
	#	41	42	58	47	52	240

Table 30 Extent to which beneficiaries feel safe in their daily lives (by age and gender)

		Female			Male			Total		
		18-59 years	60+ years	Total	18-59 years	60+ years	Total	18-59 years	60+ years	Total
Do not wish to answer	%	0.0	0.0	0.0	0.0	5.9	0.7	0.0	4.5	0.3
	#	0	0	0	0	1	1	0	1	1
Not safe at all	%	10.2	0.0	10.0	5.1	5.9	5.2	8.4	4.5	8.1
	#	21	0	21	6	1	7	27	1	28
Safe	%	23.4	40.0	23.8	18.6	23.5	19.3	21.7	27.3	22.0
	#	48	2	50	22	4	26	70	6	76
Very safe	%	66.3	60.0	66.2	76.3	64.7	74.8	70.0	63.6	69.6
	#	136	3	139	90	11	101	226	14	240

Table 31 Extent to which beneficiaries feel safe walking home alone at night (by Community Center)

		Istanbul	Izmir	Konya	Mardin	Mersin	Total
Do not wish to answer	%	1.4	0.0	0.0	1.4	0.0	0.6
	#	1	0	0	1	0	2
Not safe at all	%	14.1	24.6	8.8	18.8	13.9	15.9
	#	10	16	6	13	10	55
Safe	%	32.4	29.2	16.2	15.9	9.7	20.6
	#	23	19	11	11	7	71
Very safe	%	52.1	46.2	75.0	63.8	76.4	62.9
	#	37	30	51	44	55	217

Table 32 Extent to which beneficiaries feel safe walking home alone at night (by age and gender)

		Female			Male			Total		
		18-59 years	60+ years	Total	18-59 years	60+ years	Total	18-59 years	60+ years	Total
Do not wish to answer	%	0.5	0.0	0.5	0.0	5.9	0.7	0.3	4.5	0.6
	#	1	0	1	0	1	1	1	1	2
Not safe at all	%	21.0	20.0	21.0	5.9	23.5	8.1	15.5	22.7	15.9
	#	43	1	44	7	4	11	50	5	55
Safe	%	22.9	20.0	22.9	16.1	23.5	17.0	20.4	22.7	20.6
	#	47	1	48	19	4	23	66	5	71
Very safe	%	55.6	60.0	55.7	78.0	47.1	74.1	63.8	50.0	62.9
	#	114	3	117	92	8	100	206	11	217

Table 33 Extent to which beneficiaries feel safe when visiting shops in this city (by Community Center)

		Istanbul	Izmir	Konya	Mardin	Mersin	Total
Do not wish to answer	%	1.4	0.0	0.0	0.0	0.0	0.3
	#	1	0	0	0	0	1
Not safe at all	%	1.4	3.1	2.9	2.9	6.9	3.5
	#	1	2	2	2	5	12
Safe	%	8.5	27.7	2.9	13.0	1.4	10.4
	#	6	18	2	9	1	36
Very safe	%	88.7	69.2	94.1	84.1	91.7	85.8
	#	63	45	64	58	66	296

Table 34 Extent to which beneficiaries feel safe when visiting shops in this city (by age and gender)

		Female			Male			Total		
		18-59 years	60+ years	Total	18-59 years	60+ years	Total	18-59 years	60+ years	Total
Do not wish to answer	%	0.0	0.0	0.0	0.0	5.9	0.7	0.0	4.5	0.3
	#	0	0	0	0	1	1	0	1	1
Not safe at all	%	2.9	0.0	2.9	4.2	5.9	4.4	3.4	4.5	3.5
	#	6	0	6	5	1	6	11	1	12
Safe	%	14.6	0.0	14.3	3.4	11.8	4.4	10.5	9.1	10.4
	#	30	0	30	4	2	6	34	2	36
Very safe	%	82.4	100.0	82.9	92.4	76.5	90.4	86.1	81.8	85.8
	#	169	5	174	109	13	122	278	18	296

Table 35 Extent to which beneficiaries feel safe when visiting government offices (by Community Center)

		Istanbul	Izmir	Konya	Mardin	Mersin	Total
Do not wish to answer	%	0.0	1.5	0.0	0.0	2.8	0.9
	#	0	1	0	0	2	3
Not safe at all	%	0.0	9.2	1.5	5.8	2.8	3.8
	#	0	6	1	4	2	13
Safe	%	16.9	18.5	4.4	11.6	8.3	11.9
	#	12	12	3	8	6	41
Very safe	%	83.1	70.8	94.1	82.6	86.1	83.5
	#	59	46	64	57	62	288

Table 36 Extent to which beneficiaries feel safe when visiting government offices (by age and gender)

		Female			Male			Total		
		18-59 years	60+ years	Total	18-59 years	60+ years	Total	18-59 years	60+ years	Total
Do not wish to answer	%	1.5	0.0	1.4	0.0	0.0	0.0	0.9	0.0	0.9
	#	3	0	3	0	0	0	3	0	3
Not safe at all	%	3.4	20.0	3.8	4.2	0.0	3.7	3.7	4.5	3.8
	#	7	1	8	5	0	5	12	1	13
Safe	%	13.2	20.0	13.3	9.3	11.8	9.6	11.8	13.6	11.9
	#	27	1	28	11	2	13	38	3	41
Very safe	%	82.0	60.0	81.4	86.4	88.2	86.7	83.6	81.8	83.5
	#	168	3	171	102	15	117	270	18	288

Table 37 Prevalence of experiences of violence (physical, psychological, sexual or emotional violence) (by Community Center)

		Istanbul	Izmir	Konya	Mardin	Mersin	Total
Do not wish to answer	%	1.4	0.0	1.5	1.4	19.4	4.9
	#	1	0	1	1	14	17
No	%	87.3	69.2	83.8	91.3	62.5	78.8
	#	62	45	57	63	45	272
Yes	%	11.3	30.8	14.7	7.2	18.1	16.2
	#	8	20	10	5	13	56

Table 38 Prevalence of experiences of violence (physical, psychological, sexual or emotional violence) (by age and gender)

		Female			Male			Total		
		18-59 years	60+ years	Total	18-59 years	60+ years	Total	18-59 years	60+ years	Total
Do not wish to answer	%	2.0	0.0	1.9	8.5	17.6	9.6	4.3	13.6	4.9
	#	4	0	4	10	3	13	14	3	17
No	%	82.9	80.0	82.9	73.7	64.7	72.6	79.6	68.2	78.8
	#	170	4	174	87	11	98	257	15	272
Yes	%	15.1	20.0	15.2	17.8	17.6	17.8	16.1	18.2	16.2
	#	31	1	32	21	3	24	52	4	56

Table 39 Prevalence of specific types of violence experienced by beneficiaries (by Community Center)

		Istanbul	Izmir	Konya	Mardin	Mersin	Total
Physical violence	%	25.0	45.0	50.0	40.0	30.8	39.3
	#	2	9	5	2	4	22
Psychological violence	%	37.5	85.0	30.0	60.0	30.8	53.6
	#	3	17	3	3	4	30
Emotional violence	%	12.5	35.0	0.0	0.0	23.1	19.6
	#	1	7	0	0	3	11
Sexual assault	%	0.0	15.0	20.0	0.0	15.4	12.5
	#	0	3	2	0	2	7
Sexual harassment	%	37.5	10.0	0.0	0.0	23.1	14.3
	#	3	2	0	0	3	8
Other	%	0.0	0.0	10.0	0.0	23.1	7.1
	#	0	0	1	0	3	4
Do not wish to answer	%	0.0	0.0	0.0	0.0	7.7	1.8
	#	0	0	0	0	1	1

Table 40 Prevalence of specific types of violence experienced by beneficiaries (by age and gender)

		Female			Male			Total		
		18-59 years	60+ years	Total	18-59 years	60+ years	Total	18-59 years	60+ years	Total
Physical violence	%	14.0	100.0	15.7	46.4	50.0	46.7	25.6	66.7	27.2
	#	7	1	8	13	1	14	20	2	22
Psychological violence	%	36.0	0.0	35.3	32.1	50.0	33.3	34.6	33.3	34.6
	#	18	0	18	9	1	10	27	1	28
Emotional violence	%	14.0	0.0	13.7	14.3	0.0	13.3	14.1	0.0	13.6
	#	7	0	7	4	0	4	11	0	11
Sexual assault	%	12.0	0.0	11.8	3.6	0.0	3.3	9.0	0.0	8.6
	#	6	0	6	1	0	1	7	0	7
Sexual harassment	%	16.0	0.0	15.7	0.0	0.0	0.0	10.3	0.0	9.9
	#	8	0	8	0	0	0	8	0	8
Other	%	8.0	0.0	7.8	0.0	0.0	0.0	5.1	0.0	4.9
	#	4	0	4	0	0	0	4	0	4
Do not wish to answer	%	0.0	0.0	0.0	3.6	0.0	3.3	1.3	0.0	1.2
	#	0	0	0	1	0	1	1	0	1

Table 41 Sources of violence experienced by beneficiaries (by Community Center)

		Istanbul	Izmir	Konya	Mardin	Mersin	Total
Spouse/partner	%	0.0	15.0	0.0	40.0	7.7	10.7
	#	0	3	0	2	1	6
Other family member	%	0.0	20.0	20.0	0.0	7.7	12.5
	#	0	4	2	0	1	7
Boss/co-worker	%	12.5	10.0	0.0	0.0	7.7	7.1
	#	1	2	0	0	1	4
Other person in the workplace	%	37.5	0.0	20.0	0.0	7.7	10.7
	#	3	0	2	0	1	6
Stranger	%	50.0	45.0	60.0	40.0	53.8	50.0
	#	4	9	6	2	7	28
Government official	%	12.5	25.0	0.0	20.0	0.0	12.5
	#	1	5	0	1	0	7
Other	%	0.0	25.0	10.0	0.0	0.0	10.7
	#	0	5	1	0	0	6
Do not wish to answer	%	0.0	0.0	0.0	0.0	15.4	3.6
	#	0	0	0	0	2	2

Table 42 Sources of violence experienced by beneficiaries (by age and gender)

		Female			Male			Total		
		18-59 years	60+ years	Total	18-59 years	60+ years	Total	18-59 years	60+ years	Total
Spouse/partner	%	12.9	0.0	12.5	4.8	33.3	8.3	9.6	25.0	10.7
	#	4	0	4	1	1	2	5	1	6
Other family member	%	16.1	0.0	15.6	9.5	0.0	8.3	13.5	0.0	12.5
	#	5.00	0.00	5	2.00	0.00	2	7	0	7
Boss/co-worker	%	12.9	0.0	12.5	0.0	0.0	0.0	7.7	0.0	7.1
	#	4	0	4	0	0	0	4	0	4
Other person in the workplace	%	0.0	0.0	0.0	23.8	33.3	25.0	9.6	25.0	10.7
	#	0	0	0	5	1	6	5	1	6
Stranger	%	54.8	100.0	56.3	38.1	66.7	41.7	48.1	75.0	50.0
	#	17	1	18	8	2	10	25	3	28
Government official	%	9.7	0.0	9.4	19.0	0.0	16.7	13.5	0.0	12.5
	#	3	0	3	4	0	4	7	0	7
Other	%	12.9	0.0	12.5	9.5	0.0	8.3	11.5	0.0	10.7
	#	4	0	4	2	0	2	6	0	6
Do not wish to answer	%	0.0	0.0	0.0	9.5	0.0	8.3	3.8	0.0	3.6
	#	0	0	0	2	0	2	2	0	2

Table 43 Did beneficiaries seek help when they had experienced violence? (by Community Center)

		Istanbul	Izmir	Konya	Mardin	Mersin	Total
Do not wish to answer	%	0.0	0.0	0.0	0.0	15.4	3.6
	#	0	0	0	0	2	2
No	%	50.0	60.0	70.0	80.0	53.8	60.7
	#	4	12	7	4	7	34
Yes	%	50.0	40.0	30.0	20.0	30.8	35.7
	#	4	8	3	1	4	20

Table 44 Did beneficiaries seek help when they had experienced violence? (by age and gender)

		Female			Male			Total		
		18-59 years	60+ years	Total	18-59 years	60+ years	Total	18-59 years	60+ years	Total
Do not wish to answer	%	3.2	0.0	3.1	4.8	0.0	4.2	3.8	0.0	3.6
	#	1	0	1	1	0	1	2	0	2
No	%	54.8	0.0	53.1	66.7	100.0	70.8	59.6	75.0	60.7
	#	17	0	17	14	3	17	31	3	34
Yes	%	41.9	100.0	43.8	28.6	0.0	25.0	36.5	25.0	35.7
	#	13	1	14	6	0	6	19	1	20

Table 45 Who did beneficiaries seek help from when they experienced violence? (by Community Center)

		Istanbul	Izmir	Konya	Mardin	Mersin	Total
Family	%	0.0	10.7	0.0	40.0	7.7	0.0
	#	0	3	0	2	1	0
Friends	%	0.0	14.3	18.2	0.0	7.7	0.0
	#	0	4	2	0	1	0
Police	%	11.1	7.1	0.0	0.0	7.7	11.1
	#	1	2	0	0	1	1
Community Center	%	33.3	0.0	18.2	0.0	7.7	33.3
	#	3	0	2	0	1	3
Other	%	44.4	32.1	54.5	40.0	53.8	44.4
	#	4	9	6	2	7	4

Table 46 Who beneficiaries sought help from when they experienced violence? (by age and gender)

		Female			Male			Total		
		18-59 years	60+ years	Total	18-59 years	60+ years	Total	18-59 years	60+ years	Total
Family	%	21.4	0.0	21.4	0.0	0.0	0.0	15.8	0.0	15.0
	#	3	0	3	0	0	0	3	0	3
Friends	%	7.1	0.0	7.1	20.0	0.0	16.7	10.5	0.0	10.0
	#	1	0	1	1	0	1	2	0	2
Police	%	14.3	0.0	14.3	20.0	100.0	33.3	15.8	100.0	20.0
	#	2	0	2	1	1	2	3	1	4
TRCS Community Center	%	50.0	0.0	50.0	20.0	0.0	16.7	42.1	0.0	40.0
	#	7	0	7	1	0	1	8	0	8
Other	%	7.1	0.0	7.1	40.0	0.0	33.3	15.8	0.0	15.0
	#	1	0	1	2	0	2	3	0	3

Table 47 Reasons beneficiaries did not seek help after experiencing violence? (by Community Center)

		Istanbul	Izmir	Konya	Mardin	Mersin	Total
Do not feel comfortable talking about it	%	0.0	8.3	14.3	0.0	14.3	8.8
	#	0	1	1	0	1	3
Do not feel like anyone would help	%	50.0	50.0	28.6	50.0	57.1	47.1
	#	2	6	2	2	4	16
Feel like I could lose my job	%	0.0	0.0	28.6	0.0	0.0	5.9
	#	0	0	2	0	0	2
Feel people will judge me	%	0.0	16.7	14.3	0.0	0.0	8.8
	#	0	2	1	0	0	3
I do not have anyone I trust I can talk to	%	0.0	8.3	14.3	0.0	28.6	11.8
	#	0	1	1	0	2	4
Other	%	50.0	16.7	0.0	50.0	0.0	17.6
	#	2	2	0	2	0	6

Table 48 Reasons beneficiaries did not seek help after experiencing violence? (by age and gender)

If no, why not?		Female			Male			Total		
		18-59 years	60+ years	Total	18-59 years	60+ years	Total	18-59 years	60+ years	Total
Do not feel comfortable talking about it	%	17.6	0.0	17.6	0.0	0.0	0.0	9.7	0.0	8.8
	#	3	0	3	0	0	0	3	0	3
Do not feel like anyone would help	%	52.9	0.0	52.9	35.7	66.7	41.2	45.2	66.7	47.1
	#	9	0	9	5	2	7	14	2	16
Feel like I could lose my job	%	0.0	0.0	0.0	7.1	33.3	11.8	3.2	33.3	5.9
	#	0	0	0	1	1	2	1	1	2
Feel people will judge me	%	11.8	0.0	11.8	7.1	0.0	5.9	9.7	0.0	8.8
	#	2	0	2	1	0	1	3	0	3
I do not have anyone I trust I can talk to	%	5.9	0.0	5.9	21.4	0.0	17.6	12.9	0.0	11.8
	#	1	0	1	3	0	3	4	0	4
Other	%	11.8	0.0	11.8	28.6	0.0	23.5	19.4	0.0	17.6
	#	2	0	2	4	0	4	6	0	6

Table 49 Previous experiences with discrimination in public places based on sex or gender (by Community Center)

		Istanbul	Izmir	Konya	Mardin	Mersin	Total
		%	%	%	%	%	%
Yes – at school	%	1.4	0.0	22.1	50.7	8.3	16.5
	#	1	0	15	35	6	57
Yes – at hospital	%	4.2	1.5	38.2	10.1	11.1	13.0
	#	3	1	26	7	8	45
Yes – at other government building	%	4.2	1.5	17.6	2.9	1.4	5.5
	#	3	1	12	2	1	19
Yes – at a private shop or business	%	0.0	0.0	1.5	0.0	2.8	0.9
	#	0	0	1	0	2	3
Yes – Other	%	0.0	1.5	0.0	4.3	1.4	1.4
	#	0	1	0	3	1	5
No	%	88.7	95.4	48.5	31.9	69.4	66.7
	#	63	62	33	22	50	230
Do not wish to answer	%	4.2	0.0	0.0	1.4	13.9	4.1
	#	3	0	0	1	10	14

Table 50 Previous experiences with discrimination in public places based on sex or gender (by age and gender)

		Female			Male			Total		
		18-59 years	60+ years	Total	18-59 years	60+ years	Total	18-59 years	60+ years	Total
Yes – at school	%	19.0	20.0	19.0	13.6	5.9	12.6	17.0	9.1	16.5
	#	39	1	40	16	1	17	55	2	57
Yes – at hospital	%	9.8	0.0	9.5	17.8	23.5	18.5	12.7	18.2	13.0
	#	20	0	20	21	4	25	41	4	45
Yes – at other government building	%	3.4	0.0	3.3	7.6	17.6	8.9	5.0	13.6	5.5
	#	7	0	7	9	3	12	16	3	19
Yes – at a private shop or business	%	1.0	0.0	1.0	0.8	0.0	0.7	0.9	0.0	0.9
	#	2	0	2	1	0	1	3	0	3
Yes – Other	%	1.5	0.0	1.4	1.7	0.0	1.5	1.5	0.0	1.4
	#	3	0	3	2	0	2	5	0	5
No	%	68.8	60.0	68.6	65.3	52.9	63.7	67.5	54.5	66.7
	#	141	3	144	77	9	86	218	12	230
Do not wish to answer	%	3.9	20.0	4.3	3.4	5.9	3.7	3.7	9.1	4.1
	#	8	1	9	4	1	5	12	2	14

Table 51 Previous experiences with discrimination in public places based on nationality (by Community Center)

		Istanbul	Izmir	Konya	Mardin	Mersin	Total
Yes – at school	%	9.9	15.4	23.5	33.3	11.1	18.6
	#	7	10	16	23	8	64
Yes – at hospital	%	35.2	43.1	52.9	47.8	25.0	40.6
	#	25	28	36	33	18	140
Yes – at other government building	%	8.5	20.0	19.1	2.9	8.3	11.6
	#	6	13	13	2	6	40
Yes – at a private shop or business	%	2.8	18.5	2.9	0.0	6.9	6.1
	#	2	12	2	0	5	21
Yes – Other	%	5.6	30.8	1.5	4.3	2.8	8.7
	#	4	20	1	3	2	30
No	%	50.7	36.9	38.2	23.2	54.2	40.9
	#	36	24	26	16	39	141
Do not wish to answer	%	2.8	0.0	0.0	5.8	15.3	4.9
	#	2	0	0	4	11	17

Table 52 Previous experiences with discrimination in public places based on nationality (by age and gender)

		Female			Male			Total		
		18-59 years	60+ years	Total	18-59 years	60+ years	Total	18-59 years	60+ years	Total
Yes – at school	%	23.4	20.0	23.3	12.7	0.0	11.1	19.5	4.5	18.6
	#	48	1	49	15	0	15	63	1	64
Yes – at hospital	%	44.4	60.0	44.8	33.9	35.3	34.1	40.6	40.9	40.6
	#	91	3	94	40	6	46	131	9	140
Yes – at other government building	%	10.7	20.0	11.0	12.7	11.8	12.6	11.5	13.6	11.6
	#	22	1	23	15	2	17	37	3	40
Yes – at a private shop or business	%	7.3	20.0	7.6	4.2	0.0	3.7	6.2	4.5	6.1
	#	15	1	16	5	0	5	20	1	21
Yes – Other	%	8.8	20.0	9.0	8.5	5.9	8.1	8.7	9.1	8.7
	#	18	1	19	10	1	11	28	2	30
No	%	35.6	20.0	35.2	49.2	52.9	49.6	40.6	45.5	40.9
	#	73	1	74	58	9	67	131	10	141
Do not wish to answer	%	4.4	0.0	4.3	6.8	0.0	5.9	5.3	0.0	4.9
	#	9	0	9	8	0	8	17	0	17

Table 53 Who would beneficiaries seek help from if they hypothetically experienced violence (by Community Center)

		Istanbul	Izmir	Konya	Mardin	Mersin	Total
Family	%	14.1	24.6	23.5	20.3	11.1	18.6
	#	10	16	16	14	8	64
Friends	%	5.6	10.8	16.2	1.4	4.2	7.5
	#	4	7	11	1	3	26
Police	%	50.7	36.9	55.9	43.5	47.2	47.0
	#	36	24	38	30	34	162
Community Center	%	38.0	13.8	26.5	24.6	6.9	22.0
	#	27	9	18	17	5	76
Other	%	1.4	6.2	0.0	0.0	0.0	1.4
	#	1	4	0	0	0	5
No one	%	2.8	7.7	0.0	2.9	1.4	2.9
	#	2	5	0	2	1	10
Do not wish to answer	%	1.4	1.5	0.0	4.3	2.8	2.0
	#	1	1	0	3	2	7

Table 54 Who would beneficiaries seek help from if they hypothetically experienced violence (by age and gender)

		Female			Male			Total		
		18-59 years	60+ years	Total	18-59 years	60+ years	Total	18-59 years	60+ years	Total
Family	%	22.0	0.0	21.6	12.5	12.5	12.5	18.8	10.0	18.3
	#	48	0	48	14	2	16	62	2	64
Friends	%	6.9	0.0	6.8	8.9	6.3	8.6	7.6	5.0	7.4
	#	15	0	15	10	1	11	25	1	26
Police	%	41.3	50.0	41.4	54.5	56.3	54.7	45.8	55.0	46.3
	#	90	2	92	61	9	70	151	11	162
Community Center	%	23.4	50.0	23.9	17.9	18.8	18.0	21.5	25.0	21.7
	#	51	2	53	20	3	23	71	5	76
Other	%	1.8	0.0	1.8	0.9	0.0	0.8	1.5	0.0	1.4
	#	4	0	4	1	0	1	5	0	5
No one	%	3.7	0.0	3.6	1.8	0.0	1.6	3.0	0.0	2.9
	#	8	0	8	2	0	2	10	0	10
Do not wish to answer	%	0.9	0.0	0.9	3.6	6.3	3.9	1.8	5.0	2.0
	#	2	0	2	4	1	5	6	1	7

Table 55 Would beneficiaries seek help if they or someone they knew experienced a problem like domestic violence (by Community Center)

		Istanbul	Izmir	Konya	Mardin	Mersin	Total
Do not wish to answer	%	7.0	1.5	2.9	1.4	22.2	7.2
	#	5	1	2	1	16	25
No	%	5.6	29.2	32.4	43.5	25.0	27.0
	#	4	19	22	30	18	93
Yes	%	87.3	69.2	64.7	55.1	52.8	65.8
	#	62	45	44	38	38	227

Table 56 Would beneficiaries seek help if they or someone they knew experienced a problem like domestic violence (by age and gender)

		Female			Male			Total		
		18-59 years	60+ years	Total	18-59 years	60+ years	Total	18-59 years	60+ years	Total
Do not wish to answer	%	6.3	20.0	6.7	6.8	17.6	8.1	6.5	18.2	7.2
	#	13	1	14	8	3	11	21	4	25
No	%	28.3	20.0	28.1	24.6	29.4	25.2	26.9	27.3	27.0
	#	58	1	59	29	5	34	87	6	93
Yes	%	65.4	60.0	65.2	68.6	52.9	66.7	66.6	54.5	65.8
	#	134	3	137	81	9	90	215	12	227

Table 57 Sources of support reported by beneficiaries for addressing domestic violence (by age and gender)

		Istanbul	Izmir	Konya	Mardin	Mersin	Total
Friends	%	17.7	33.3	29.5	15.8	13.2	22.0
	#	11	15	13	6	5	50
Family	%	21.0	40.0	27.3	21.1	47.4	30.4
	#	13	18	12	8	18	69
Police	%	54.8	48.9	54.5	21.1	47.4	46.7
	#	34	22	24	8	18	106
TRC Community Center	%	58.1	22.2	34.1	44.7	5.3	35.2
	#	36	10	15	17	2	80
Medical professionals	%	1.6	4.4	2.3	0.0	0.0	1.8
	#	1	2	1	0	0	4
Other	%	1.6	13.3	2.3	0.0	5.3	4.4
	#	1	6	1	0	2	10
Do not wish to answer	%	0.0	0.0	0.0	2.6	0.0	0.4
	#	0	0	0	1	0	1

Table 58 Sources of support reported by beneficiaries for addressing domestic violence (by age and gender)

		Female			Male			Total		
		18-59 years	60+ years	Total	18-59 years	60+ years	Total	18-59 years	60+ years	Total
Friends	%	16.2	0.0	15.9	16.2	7.1	15.2	16.2	5.6	15.6
	#	31	0	31	18	1	19	49	1	50
Family	%	20.4	50.0	21.0	24.3	7.1	22.4	21.9	16.7	21.6
	#	39	2	41	27	1	28	66	3	69
Police	%	29.8	25.0	29.7	36.9	50.0	38.4	32.5	44.4	33.1
	#	57	1	58	41	7	48	98	8	106
TRC Community Center	%	27.7	25.0	27.7	18.9	35.7	20.8	24.5	33.3	25.0
	#	53	1	54	21	5	26	74	6	80
Medical professionals	%	1.6	0.0	1.5	0.9	0.0	0.8	1.3	0.0	1.3
	#	3	0	3	1	0	1	4	0	4
Other	%	3.7	0.0	3.6	2.7	0.0	2.4	3.3	0.0	3.1
	#	7	0	7	3	0	3	10	0	10
Do not wish to answer	%	0.5	0.0	0.5	0.0	0.0	0.0	0.3	0.0	0.3
	#	1	0	1	0	0	0	1	0	1

Table 59 Reasons why beneficiaries would not be able to seek help for themselves or someone they knew who was experiencing domestic violence (by Community Center)

		Istanbul	Izmir	Konya	Mardin	Mersin	Total
Do not feel like anyone would help	%	75.0	36.8	40.9	30.0	88.9	47.3
	#	3	7	9	9	16	44
Do not feel comfortable talking about it	%	25.0	10.5	13.6	3.3	5.6	8.6
	#	1	2	3	1	1	8
Feel people will judge me	%	25.0	5.3	31.8	3.3	5.6	11.8
	#	1	1	7	1	1	11
Feel like I or my partner would get in trouble	%	25.0	0.0	36.4	3.3	0.0	10.8
	#	1	0	8	1	0	10
I do not have anyone I trust I can talk to	%	25.0	21.1	9.1	10.0	27.8	16.1
	#	1	4	2	3	5	15
Other	%	0.0	36.8	0.0	0.0	5.6	8.6
	#	0	7	0	0	1	8
Do not wish to answer	%	0.0	0.0	0.0	50.0	0.0	16.1
	#	0	0	0	15	0	15

Table 60 Reasons why beneficiaries would not be able to seek help for themselves or someone they knew who was experiencing domestic violence (by age and gender)

		Female			Male			Total		
		18-59 years	60+ years	Total	18-59 years	60+ years	Total	18-59 years	60+ years	Total
Do not feel like anyone would help	%	38.2	0.0	37.7	44.4	33.3	42.9	40.4	28.6	39.6
	#	26	0	26	16	2	18	42	2	44
Do not feel comfortable talking about it	%	7.4	0.0	7.2	8.3	0.0	7.1	7.7	0.0	7.2
	#	5	0	5	3	0	3	8	0	8
Feel people will judge me	%	10.3	100.0	11.6	5.6	16.7	7.1	8.7	28.6	9.9
	#	7	1	8	2	1	3	9	2	11
Feel like I or my partner would get in trouble	%	7.4	0.0	7.2	8.3	33.3	11.9	7.7	28.6	9.0
	#	5	0	5	3	2	5	8	2	10
I do not have anyone I trust I can talk to	%	14.7	0.0	14.5	13.9	0.0	11.9	14.4	0.0	13.5
	#	10	0	10	5	0	5	15	0	15
Other	%	5.9	0.0	5.8	8.3	16.7	9.5	6.7	14.3	7.2
	#	4	0	4	3	1	4	7	1	8
Do not wish to answer	%	16.2	0.0	15.9	11.1	0.0	9.5	14.4	0.0	13.5
	#	11	0	11	4	0	4	15	0	15

Table 61 Would beneficiaries seek help if they or someone they knew experienced a problem with the school of their children (by Community Center)

		Istanbul	Izmir	Konya	Mardin	Mersin	Total
Do not wish to answer	%	7.0	0.0	0.0	0.0	16.1	5.9
	#	3	0	0	0	9	12
No	%	7.0	11.1	24.0	36.8	16.1	17.2
	#	3	4	12	7	9	35
Yes	%	86.0	88.9	76.0	63.2	67.9	77.0
	#	37	32	38	12	38	157

Table 62 Would beneficiaries seek help if they or someone they knew experienced a problem with the school of their children (by age and gender)

		Female			Male			Total		
		18-59 years	60+ years	Total	18-59 years	60+ years	Total	18-59 years	60+ years	Total
Do not wish to answer	%	5.6	0.0	5.6	5.9	10.0	6.4	5.7	10.0	5.9
	#	7	0	7	4	1	5	11	1	12
No	%	18.3	0.0	18.3	16.2	10.0	15.4	17.5	10.0	17.2
	#	23	0	23	11	1	12	34	1	35
Yes	%	76.2	0.0	76.2	77.9	80.0	78.2	76.8	80.0	77.0
	#	96	0	96	53	8	61	149	8	157

Table 63 Sources of support for addressing problems with a child's school (by Community Center)

		Istanbul	Izmir	Konya	Mardin	Mersin	Total
Friends	%	5.4	9.4	13.2	0.0	2.6	7.0
	#	2	3	5	0	1	11
Family	%	0.0	3.1	18.4	8.3	5.3	7.0
	#	0	1	7	1	2	11
School authorities	%	51.4	75.0	84.2	83.3	92.1	76.4
	#	19	24	32	10	35	120
Community Center	%	75.7	31.3	5.3	41.7	13.2	31.8
	#	28	10	2	5	5	50
Medical professionals	%	0.0	0.0	2.6	0.0	0.0	0.6
	#	0	0	1	0	0	1
Other	%	0.0	15.6	0.0	0.0	2.6	3.8
	#	0	5	0	0	1	6
Do not wish to answer	%	0.0	0.0	2.6	0.0	0.0	0.6
	#	0	0	1	0	0	1

Table 64 Sources of support for addressing problems with a child's school (by age and gender)

		Female			Male			Total		
		18-59 years	60+ years	Total	18-59 years	60+ years	Total	18-59 years	60+ years	Total
Friends	%	5.9	0.0	5.9	4.2	10.0	4.9	5.3	10.0	5.5
	#	7	0	7	3	1	4	10	1	11
Family	%	3.4	0.0	3.4	7.0	20.0	8.6	4.7	20.0	5.5
	#	4	0	4	5	2	7	9	2	11
School authorities	%	58.0	0.0	58.0	66.2	40.0	63.0	61.1	40.0	60.0
	#	69	0	69	47	4	51	116	4	120
Community Center	%	29.4	0.0	29.4	16.9	30.0	18.5	24.7	30.0	25.0
	#	35	0	35	12	3	15	47	3	50
Medical professionals	%	0.0	0.0	0.0	1.4	0.0	1.2	0.5	0.0	0.5
	#	0	0	0	1	0	1	1	0	1
Other	%	3.4	0.0	3.4	2.8	0.0	2.5	3.2	0.0	3.0
	#	4	0	4	2	0	2	6	0	6
Do not wish to answer	%	0.0	0.0	0.0	1.4	0.0	1.2	0.5	0.0	0.5
	#	0	0	0	1	0	1	1	0	1

Table 65 Reasons why beneficiaries would not be able to seek help for themselves or someone they knew who was experiencing problems with the school their children attend (by Community Center)

		Istanbul	Izmir	Konya	Mardin	Mersin	Total
Do not feel like anyone would help	%	100.0	75.0	50.0	14.3	77.8	57.1
	#	3	3	6	1	7	20
Do not feel comfortable talking about it	%	100.0	0.0	16.7	14.3	11.1	20.0
	#	3	0	2	1	1	7
Feel people will judge me	%	33.3	0.0	25.0	0.0	0.0	11.4
	#	1	0	3	0	0	4
Feel like I or my child would get in trouble	%	0.0	25.0	50.0	14.3	0.0	22.9
	#	0	1	6	1	0	8
I do not have anyone I trust I can talk to	%	0.0	0.0	8.3	0.0	22.2	8.6
	#	0	0	1	0	2	3
Other	%	0.0	25.0	0.0	28.6	0.0	8.6
	#	0	1	0	2	0	3
Do not wish to answer	%	0.0	0.0	0.0	28.6	0.0	5.7
	#	0	0	0	2	0	2

Table 66 Reasons why beneficiaries would not be able to seek help for themselves or someone they knew who was experiencing problems with the school their children attend (by age and gender)

		Female			Male			Total		
		18-59 years	60+ years	Total	18-59 years	60+ years	Total	18-59 years	60+ years	Total
Do not feel like anyone would help	%	47.1	0.0	47.1	33.3	0.0	30.8	43.5	0.0	42.6
	#	16	0	16	4	0	4	20	0	20
Do not feel comfortable talking about it	%	17.6	0.0	17.6	8.3	0.0	7.7	15.2	0.0	14.9
	#	6	0	6	1	0	1	7	0	7
Feel people will judge me	%	8.8	0.0	8.8	8.3	0.0	7.7	8.7	0.0	8.5
	#	3	0	3	1	0	1	4	0	4
Feel like I or my child would get in trouble	%	11.8	0.0	11.8	25.0	100.0	30.8	15.2	100.0	17.0
	#	4	0	4	3	1	4	7	1	8
I do not have anyone I trust I can talk to	%	2.9	0.0	2.9	16.7	0.0	15.4	6.5	0.0	6.4
	#	1	0	1	2	0	2	3	0	3
Other	%	5.9	0.0	5.9	8.3	0.0	7.7	6.5	0.0	6.4
	#	2	0	2	1	0	1	3	0	3
Do not wish to answer	%	5.9	0.0	5.9	0.0	0.0	0.0	4.3	0.0	4.3
	#	2	0	2	0	0	0	2	0	2

Table 67 Would beneficiaries seek help if they or someone they knew experienced a problem with work (such as exploitation or violence) (by Community Center)

		Istanbul	Izmir	Konya	Mardin	Mersin	Total
Do not wish to answer	%	12.7	0.0	0.0	5.8	27.8	9.6
	#	9	0	0	4	20	33
No	%	16.9	49.2	38.2	42.0	20.8	33.0
	#	12	32	26	29	15	114
Yes	%	70.4	50.8	61.8	52.2	51.4	57.4
	#	50	33	42	36	37	198

Table 68 Would beneficiaries seek help if they or someone they knew experienced a problem with work (such as exploitation or violence) (by age and gender)

		Female			Male			Total		
		18-59 years	60+ years	Total	18-59 years	60+ years	Total	18-59 years	60+ years	Total
Do not wish to answer	%	9.8	0.0	9.5	8.5	17.6	9.6	9.3	13.6	9.6
	#	20	0	20	10	3	13	30	3	33
No	%	33.2	0.0	32.4	34.7	29.4	34.1	33.7	22.7	33.0
	#	68	0	68	41	5	46	109	5	114
Yes	%	57.1	100.0	58.1	56.8	52.9	56.3	57.0	63.6	57.4
	#	117	5	122	67	9	76	184	14	198

Table 69 Sources of support reported by beneficiaries for addressing problems with work (by Community Center)

		Istanbul	Izmir	Konya	Mardin	Mersin	Total
Friends	%	16.0	30.3	42.9	13.9	13.5	23.2
	#	8	10	18	5	5	46
Family	%	12.0	15.2	54.8	8.3	24.3	23.2
	#	6	5	23	3	9	46
Authorities	%	2.0	0.0	59.5	27.8	10.8	20.2
	#	1	0	25	10	4	40
Community Center	%	82.0	12.1	11.9	55.6	35.1	41.9
	#	41	4	5	20	13	83
Medical professionals	%	0.0	0.0	2.4	0.0	10.8	2.5
	#	0	0	1	0	4	5
Other	%	2.0	69.7	0.0	0.0	10.8	14.1
	#	1	23	0	0	4	28
Do not wish to answer	%	4.0	0.0	0.0	0.0	5.4	2.0
	#	2	0	0	0	2	4

Table 70 Sources of support reported by beneficiaries for addressing problems with work (by age and gender)

		Female			Male			Total		
If yes, who would you seek help from?		18-59 years	60+ years	Total	18-59 years	60+ years	Total	18-59 years	60+ years	Total
Friends	%	18.5	33.3	19.0	17.7	10.0	16.9	18.2	18.8	18.3
	#	29	2	31	14	1	15	43	3	46
Family	%	19.7	16.7	19.6	16.5	10.0	15.7	18.6	12.5	18.3
	#	31	1	32	13	1	14	44	2	46
Authorities	%	17.2	16.7	17.2	12.7	20.0	13.5	15.7	18.8	15.9
	#	27	1	28	10	2	12	37	3	40
Community Center	%	28.7	33.3	28.8	38.0	60.0	40.4	31.8	50.0	32.9
	#	45	2	47	30	6	36	75	8	83
Medical professionals	%	3.2	0.0	3.1	0.0	0.0	0.0	2.1	0.0	2.0
	#	5	0	5	0	0	0	5	0	5
Other	%	10.8	0.0	10.4	13.9	0.0	12.4	11.9	0.0	11.1
	#	17	0	17	11	0	11	28	0	28
Do not wish to answer	%	1.9	0.0	1.8	1.3	0.0	1.1	1.7	0.0	1.6
	#	3	0	3	1	0	1	4	0	4

Table 71 Reasons why beneficiaries would not be able to seek help for themselves or someone they knew who was experiencing problems with work (by Community Center)

		Istanbul	Izmir	Konya	Mardin	Mersin	Total
Do not feel like anyone would help	%	91.7	62.5	34.6	24.1	66.7	50.0
	#	11	20	9	7	10	57
Do not feel comfortable talking about it	%	16.7	9.4	11.5	6.9	0.0	8.8
	#	2	3	3	2	0	10
Feel people will judge me	%	25.0	0.0	34.6	0.0	20.0	13.2
	#	3	0	9	0	3	15
Feel like I could lose my job	%	8.3	0.0	38.5	17.2	6.7	14.9
	#	1	0	10	5	1	17
I do not have anyone I trust I can talk to	%	16.7	15.6	23.1	6.9	26.7	16.7
	#	2	5	6	2	4	19
Other	%	0.0	31.3	7.7	0.0	20.0	13.2
	#	0	10	2	0	3	15
Do not wish to answer	%	0.0	0.0	0.0	48.3	0.0	12.3
	#	0	0	0	14	0	14

Table 72 Reasons why beneficiaries would not be able to seek help for themselves or someone they knew who was experiencing problems with work (by age and gender)

		Female			Male			Total		
		18-59 years	60+ years	Total	18-59 years	60+ years	Total	18-59 years	60+ years	Total
Do not feel like anyone would help	%	41.6	0.0	41.6	34.0	40.0	34.5	38.7	40.0	38.8
	#	37	0	37	18	2	20	55	2	57
Do not feel comfortable talking about it	%	5.6	0.0	5.6	9.4	0.0	8.6	7.0	0.0	6.8
	#	5	0	5	5	0	5	10	0	10
Feel people will judge me	%	9.0	0.0	9.0	11.3	20.0	12.1	9.9	20.0	10.2
	#	8	0	8	6	1	7	14	1	15
Feel like I could lose my job	%	7.9	0.0	7.9	17.0	20.0	17.2	11.3	20.0	11.6
	#	7	0	7	9	1	10	16	1	17
I do not have anyone I trust I can talk to	%	15.7	0.0	15.7	9.4	0.0	8.6	13.4	0.0	12.9
	#	14	0	14	5	0	5	19	0	19
Other	%	6.7	0.0	6.7	15.1	20.0	15.5	9.9	20.0	10.2
	#	6	0	6	8	1	9	14	1	15
Do not wish to answer	%	13.5	0.0	13.5	3.8	0.0	3.4	9.9	0.0	9.5
	#	12	0	12	2	0	2	14	0	14

Table 73 Number of services from Community Center beneficiaries have received (by Community Center)

		Istanbul	Izmir	Konya	Mardin	Mersin	Total
0	%	2.8	0.0	0.0	1.4	1.4	1.2
	#	2	0	0	1	1	4
1	%	8.5	6.2	0.0	0.0	0.0	2.9
	#	6	4	0	0	0	10
2	%	7.0	12.3	0.0	0.0	0.0	3.8
	#	5	8	0	0	0	13
3	%	4.2	9.2	0.0	0.0	0.0	2.6
	#	3	6	0	0	0	9
4	%	9.9	13.8	1.5	0.0	0.0	4.9
	#	7	9	1	0	0	17
5	%	8.5	12.3	0.0	0.0	0.0	4.1
	#	6	8	0	0	0	14
6+	%	59.2	46.2	98.5	98.6	98.6	80.6
	#	42	30	67	68	71	278

Table 74 Number of services from Community Center beneficiaries have received (by age and gender)

		Female			Male			Total		
		18-59 years	60+ years	Total	18-59 years	60+ years	Total	18-59 years	60+ years	Total
0	%	1.5	0.0	1.4	0.9	0.0	0.7	1.3	0.0	1.2
	#	3	0	3	1	0	1	4	0	4
1	%	4.0	0.0	3.9	1.7	0.0	1.5	3.1	0.0	2.9
	#	8	0	8	2	0	2	10	0	10
2	%	3.0	0.0	2.9	6.0	0.0	5.2	4.1	0.0	3.8
	#	6	0	6	7	0	7	13	0	13
3	%	1.5	0.0	1.4	5.1	0.0	4.5	2.8	0.0	2.6
	#	3	0	3	6	0	6	9	0	9
4	%	5.9	0.0	5.8	4.3	0.0	3.7	5.3	0.0	5.0
	#	12	0	12	5	0	5	17	0	17
5	%	5.0	0.0	4.8	1.7	11.8	3.0	3.8	9.1	4.1
	#	10	0	10	2	2	4	12	2	14
6+	%	80.7	100.0	81.2	81.2	88.2	82.1	80.9	90.9	81.5
	#	163	5	168	95	15	110	258	20	278

Table 75 Satisfaction levels for training in sewing technique course (by Community Center)

		Istanbul	Izmir	Konya	Mardin	Mersin	Total
Do not wish to answer	%	0.0	0.0	52.9	8.7	11.1	14.5
	#	0	0	36	6	8	50
Not applicable	%	70.4	81.5	7.4	2.9	2.8	32.5
	#	50	53	5	2	2	112
Not satisfied at all	%	1.4	0.0	5.9	1.4	27.8	7.5
	#	1	0	4	1	20	26
Satisfied	%	2.8	1.5	14.7	4.3	18.1	8.4
	#	2	1	10	3	13	29
Very satisfied	%	25.4	16.9	19.1	82.6	40.3	37.1
	#	18	11	13	57	29	128

Table 76 Satisfaction levels for training in sewing technique course (by age and gender)

		Female			Male			Total		
		18-59 years	60+ years	Total	18-59 years	60+ years	Total	18-59 years	60+ years	Total
Do not wish to answer	%	16.1	20.0	16.2	12.7	5.9	11.9	14.9	9.1	14.5
	#	33	1	34	15	1	16	48	2	50
Not applicable	%	32.2	0.0	31.4	33.1	41.2	34.1	32.5	31.8	32.5
	#	66	0	66	39	7	46	105	7	112
Not satisfied at all	%	5.4	0.0	5.2	11.9	5.9	11.1	7.7	4.5	7.5
	#	11	0	11	14	1	15	25	1	26
Satisfied	%	6.8	0.0	6.7	10.2	17.6	11.1	8.0	13.6	8.4
	#	14	0	14	12	3	15	26	3	29
Very satisfied	%	39.5	80.0	40.5	32.2	29.4	31.9	36.8	40.9	37.1
	#	81	4	85	38	5	43	119	9	128

Table 77 Satisfaction levels for training in IT course (by Community Center)

		Istanbul	Izmir	Konya	Mardin	Mersin	Total
Do not wish to answer	%	0.0	0.0	57.4	5.8	16.7	15.9
	#	0	0	39	4	12	55
Not applicable	%	78.9	86.2	4.4	2.9	2.8	34.5
	#	56	56	3	2	2	119
Not satisfied at all	%	0.0	1.5	7.4	1.4	29.2	8.1
	#	0	1	5	1	21	28
Satisfied	%	4.2	3.1	13.2	5.8	20.8	9.6
	#	3	2	9	4	15	33
Very satisfied	%	16.9	9.2	17.6	84.1	30.6	31.9
	#	12	6	12	58	22	110

Table 78 Satisfaction levels for training in IT course (by age and gender)

		Female			Male			Total		
		18-59 years	60+ years	Total	18-59 years	60+ years	Total	18-59 years	60+ years	Total
Do not wish to answer	%	17.1	20.0	17.1	15.3	5.9	14.1	16.4	9.1	15.9
	#	35	1	36	18	1	19	53	2	55
Not applicable	%	38.0	0.0	37.1	29.7	35.3	30.4	35.0	27.3	34.5
	#	78	0	78	35	6	41	113	6	119
Not satisfied at all	%	5.4	0.0	5.2	12.7	11.8	12.6	8.0	9.1	8.1
	#	11	0	11	15	2	17	26	2	28
Satisfied	%	8.3	0.0	8.1	11.9	11.8	11.9	9.6	9.1	9.6
	#	17	0	17	14	2	16	31	2	33
Very satisfied	%	31.2	80.0	32.4	30.5	35.3	31.1	31.0	45.5	31.9
	#	64	4	68	36	6	42	100	10	110

Table 79 Satisfaction levels for beauty and hairdressing course (by Community Center)

		Istanbul	Izmir	Konya	Mardin	Mersin	Total
Do not wish to answer	%	0.0	0.0	50.0	7.2	15.3	14.5
	#	0	0	34	5	11	50
Not applicable	%	67.6	78.5	4.4	2.9	1.4	30.4
	#	48	51	3	2	1	105
Not satisfied at all	%	1.4	3.1	11.8	1.4	31.9	10.1
	#	1	2	8	1	23	35
Satisfied	%	2.8	1.5	14.7	5.8	20.8	9.3
	#	2	1	10	4	15	32
Very satisfied	%	28.2	16.9	19.1	82.6	30.6	35.7
	#	20	11	13	57	22	123

Table 80 Satisfaction levels for beauty and hairdressing course (by age and gender)

		Female			Male			Total		
		18-59 years	60+ years	Total	18-59 years	60+ years	Total	18-59 years	60+ years	Total
Do not wish to answer	%	15.1	0.0	14.8	15.3	5.9	14.1	15.2	4.5	14.5
	#	31	0	31	18	1	19	49	1	50
Not applicable	%	28.3	0.0	27.6	34.7	35.3	34.8	30.7	27.3	30.4
	#	58	0	58	41	6	47	99	6	105
Not satisfied at all	%	7.3	0.0	7.1	15.3	11.8	14.8	10.2	9.1	10.1
	#	15	0	15	18	2	20	33	2	35
Satisfied	%	8.3	40.0	9.0	9.3	11.8	9.6	8.7	18.2	9.3
	#	17	2	19	11	2	13	28	4	32
Very satisfied	%	41.0	60.0	41.4	25.4	35.3	26.7	35.3	40.9	35.7
	#	84	3	87	30	6	36	114	9	123

Table 81 Satisfaction levels for Turkish language course (by Community Center)

		Istanbul	Izmir	Konya	Mardin	Mersin	Total
Do not wish to answer	%	0.0	0.0	39.7	7.2	8.3	11.0
	#	0	0	27	5	6	38
Not applicable	%	45.1	10.8	5.9	2.9	1.4	13.3
	#	32	7	4	2	1	46
Not satisfied at all	%	0.0	0.0	4.4	1.4	31.9	7.8
	#	0	0	3	1	23	27
Satisfied	%	0.0	20.0	17.6	4.3	18.1	11.9
	#	0	13	12	3	13	41
Very satisfied	%	54.9	69.2	32.4	84.1	40.3	55.9
	#	39	45	22	58	29	193

Table 82 Satisfaction levels for Turkish language course (by age and gender)

		Female			Male			Total		
		18-59 years	60+ years	Total	18-59 years	60+ years	Total	18-59 years	60+ years	Total
Do not wish to answer	%	12.2	0.0	11.9	10.2	5.9	9.6	11.5	4.5	11.0
	#	25	0	25	12	1	13	37	1	38
Not applicable	%	14.6	0.0	14.3	11.0	17.6	11.9	13.3	13.6	13.3
	#	30	0	30	13	3	16	43	3	46
Not satisfied at all	%	5.9	0.0	5.7	11.0	11.8	11.1	7.7	9.1	7.8
	#	12	0	12	13	2	15	25	2	27
Satisfied	%	8.8	20.0	9.0	15.3	23.5	16.3	11.1	22.7	11.9
	#	18	1	19	18	4	22	36	5	41
Very satisfied	%	58.5	80.0	59.0	52.5	41.2	51.1	56.3	50.0	55.9
	#	120	4	124	62	7	69	182	11	193

Table 83 Satisfaction levels for information sessions (by Community Center)

		Istanbul	Izmir	Konya	Mardin	Mersin	Total
Do not wish to answer	%	0.0	0.0	52.9	13.0	31.9	19.7
	#	0	0	36	9	23	68
Not applicable	%	66.2	63.1	7.4	2.9	2.8	28.1
	#	47	41	5	2	2	97
Not satisfied at all	%	0.0	1.5	8.8	1.4	29.2	8.4
	#	0	1	6	1	21	29
Satisfied	%	16.9	15.4	13.2	5.8	16.7	13.6
	#	12	10	9	4	12	47
Very satisfied	%	16.9	20.0	17.6	76.8	19.4	30.1
	#	12	13	12	53	14	104

Table 84 Satisfaction levels for information sessions (by age and gender)

		Female			Male			Total		
		18-59 years	60+ years	Total	18-59 years	60+ years	Total	18-59 years	60+ years	Total
Do not wish to answer	%	24.9	20.0	24.8	12.7	5.9	11.9	20.4	9.1	19.7
	#	51	1	52	15	1	16	66	2	68
Not applicable	%	28.8	0.0	28.1	30.5	11.8	28.1	29.4	9.1	28.1
	#	59	0	59	36	2	38	95	2	97
Not satisfied at all	%	5.9	0.0	5.7	13.6	5.9	12.6	8.7	4.5	8.4
	#	12	0	12	16	1	17	28	1	29
Satisfied	%	10.2	60.0	11.4	15.3	29.4	17.0	12.1	36.4	13.6
	#	21	3	24	18	5	23	39	8	47
Very satisfied	%	30.2	20.0	30.0	28.0	47.1	30.4	29.4	40.9	30.1
	#	62	1	63	33	8	41	95	9	104

Table 85 Satisfaction levels for health-related activities (by Community Center)

		Istanbul	Izmir	Konya	Mardin	Mersin	Total
Do not wish to answer	%	0.0	0.0	51.5	23.2	12.5	17.4
	#	0	0	35	16	9	60
Not applicable	%	59.2	73.8	0.0	2.9	1.4	27.0
	#	42	48	0	2	1	93
Not satisfied at all	%	0.0	0.0	1.5	1.4	30.6	7.0
	#	0	0	1	1	22	24
Satisfied	%	9.9	9.2	20.6	4.3	16.7	12.2
	#	7	6	14	3	12	42
Very satisfied	%	31.0	16.9	26.5	68.1	38.9	36.5
	#	22	11	18	47	28	126

Table 86 Satisfaction levels for health-related activities (by age and gender)

		Female			Male			Total		
		18-59 years	60+ years	Total	18-59 years	60+ years	Total	18-59 years	60+ years	Total
Do not wish to answer	%	19.5	0.0	19.0	16.1	5.9	14.8	18.3	4.5	17.4
	#	40	0	40	19	1	20	59	1	60
Not applicable	%	28.3	0.0	27.6	25.4	29.4	25.9	27.2	22.7	27.0
	#	58	0	58	30	5	35	88	5	93
Not satisfied at all	%	4.9	0.0	4.8	11.0	5.9	10.4	7.1	4.5	7.0
	#	10	0	10	13	1	14	23	1	24
Satisfied	%	11.2	20.0	11.4	13.6	11.8	13.3	12.1	13.6	12.2
	#	23	1	24	16	2	18	39	3	42
Very satisfied	%	36.1	80.0	37.1	33.9	47.1	35.6	35.3	54.5	36.5
	#	74	4	78	40	8	48	114	12	126

Table 87 Satisfaction levels for child and youth activities (by Community Center)

		Istanbul	Izmir	Konya	Mardin	Mersin	Total
Do not wish to answer	%	1.4	0.0	57.4	31.9	16.7	21.4
	#	1	0	39	22	12	74
Not applicable	%	43.7	55.4	1.5	2.9	1.4	20.6
	#	31	36	1	2	1	71
Not satisfied at all	%	1.4	0.0	1.5	1.4	27.8	6.7
	#	1	0	1	1	20	23
Satisfied	%	11.3	7.7	14.7	4.3	22.2	12.2
	#	8	5	10	3	16	42
Very satisfied	%	42.3	36.9	25.0	59.4	31.9	39.1
	#	30	24	17	41	23	135

Table 88 Satisfaction levels for child and youth activities (by age and gender)

		Female			Male			Total		
		18-59 years	60+ years	Total	18-59 years	60+ years	Total	18-59 years	60+ years	Total
Do not wish to answer	%	24.9	40.0	25.2	16.1	11.8	15.6	21.7	18.2	21.4
	#	51	2	53	19	2	21	70	4	74
Not applicable	%	19.5	0.0	19.0	21.2	35.3	23.0	20.1	27.3	20.6
	#	40	0	40	25	6	31	65	6	71
Not satisfied at all	%	4.9	0.0	4.8	10.2	5.9	9.6	6.8	4.5	6.7
	#	10	0	10	12	1	13	22	1	23
Satisfied	%	12.2	0.0	11.9	11.9	17.6	12.6	12.1	13.6	12.2
	#	25	0	25	14	3	17	39	3	42
Very satisfied	%	38.5	60.0	39.0	40.7	29.4	39.3	39.3	36.4	39.1
	#	79	3	82	48	5	53	127	8	135

Table 89 Satisfaction levels for social and cultural activities (by Community Center)

		Istanbul	Izmir	Konya	Mardin	Mersin	Total
Do not wish to answer	%	0.0	0.0	51.5	20.3	19.4	18.3
	#	0	0	35	14	14	63
Not applicable	%	40.8	32.3	5.9	2.9	2.8	16.8
	#	29	21	4	2	2	58
Not satisfied at all	%	0.0	3.1	8.8	1.4	29.2	8.7
	#	0	2	6	1	21	30
Satisfied	%	8.5	24.6	16.2	4.3	18.1	14.2
	#	6	16	11	3	13	49
Very satisfied	%	50.7	40.0	17.6	71.0	30.6	42.0
	#	36	26	12	49	22	145

Table 90 Satisfaction levels for social and cultural activities (by age and gender)

		Female			Male			Total		
		18-59 years	60+ years	Total	18-59 years	60+ years	Total	18-59 years	60+ years	Total
Do not wish to answer	%	21.5	20.0	21.4	14.4	5.9	13.3	18.9	9.1	18.3
	#	44	1	45	17	1	18	61	2	63
Not applicable	%	17.1	0.0	16.7	18.6	5.9	17.0	17.6	4.5	16.8
	#	35	0	35	22	1	23	57	1	58
Not satisfied at all	%	7.8	0.0	7.6	11.0	5.9	10.4	9.0	4.5	8.7
	#	16	0	16	13	1	14	29	1	30
Satisfied	%	11.2	20.0	11.4	18.6	17.6	18.5	13.9	18.2	14.2
	#	23	1	24	22	3	25	45	4	49
Very satisfied	%	42.4	60.0	42.9	37.3	64.7	40.7	40.6	63.6	42.0
	#	87	3	90	44	11	55	131	14	145

Table 91 Satisfaction levels for ID Card and registration services (by Community Center)

		Istanbul	Izmir	Konya	Mardin	Mersin	Total
Do not wish to answer	%	0.0	0.0	45.6	21.7	5.6	14.5
	#	0	0	31	15	4	50
Not applicable	%	5.6	46.2	10.3	1.4	1.4	12.5
	#	4	30	7	1	1	43
Not satisfied at all	%	1.4	6.2	7.4	2.9	29.2	9.6
	#	1	4	5	2	21	33
Satisfied	%	14.1	20.0	11.8	4.3	8.3	11.6
	#	10	13	8	3	6	40
Very satisfied	%	78.9	27.7	25.0	69.6	55.6	51.9
	#	56	18	17	48	40	179

Table 92 Satisfaction levels for ID Card and registration services (by age and gender)

		Female			Male			Total		
		18-59 years	60+ years	Total	18-59 years	60+ years	Total	18-59 years	60+ years	Total
Do not wish to answer	%	18.0	0.0	17.6	10.2	5.9	9.6	15.2	4.5	14.5
	#	37	0	37	12	1	13	49	1	50
Not applicable	%	13.2	0.0	12.9	13.6	0.0	11.9	13.3	0.0	12.5
	#	27	0	27	16		16	43	0	43
Not satisfied at all	%	5.4	0.0	5.2	17.8	5.9	16.3	9.9	4.5	9.6
	#	11	0	11	21	1	22	32	1	33
Satisfied	%	10.7	0.0	10.5	11.0	29.4	13.3	10.8	22.7	11.6
	#	22	0	22	13	5	18	35	5	40
Very satisfied	%	52.7	100.0	53.8	47.5	58.8	48.9	50.8	68.2	51.9
	#	108	5	113	56	10	66	164	15	179

Table 93 Satisfaction levels for school registration support (by Community Center)

		Istanbul	Izmir	Konya	Mardin	Mersin	Total
Do not wish to answer	%	0.0	0.0	48.5	21.7	9.7	15.9
	#	0	0	33	15	7	55
Not applicable	%	62.0	67.7	5.9	1.4	1.4	27.2
	#	44	44	4	1	1	94
Not satisfied at all	%	1.4	1.5	5.9	0.0	30.6	8.1
	#	1	1	4	0	22	28
Satisfied	%	2.8	6.2	8.8	5.8	16.7	8.1
	#	2	4	6	4	12	28
Very satisfied	%	33.8	24.6	30.9	71.0	41.7	40.6
	#	24	16	21	49	30	140

Table 94 Satisfaction levels for school registration support (by age and gender)

		Female			Male			Total		
		18-59 years	60+ years	Total	18-59 years	60+ years	Total	18-59 years	60+ years	Total
Do not wish to answer	%	18.5	20.0	18.6	12.7	5.9	11.9	16.4	9.1	15.9
	#	38	1	39	15	1	16	53	2	55
Not applicable	%	27.8	20.0	27.6	26.3	29.4	26.7	27.2	27.3	27.2
	#	57	1	58	31	5	36	88	6	94
Not satisfied at all	%	5.9	0.0	5.7	11.9	11.8	11.9	8.0	9.1	8.1
	#	12	0	12	14	2	16	26	2	28
Satisfied	%	6.8	20.0	7.1	10.2	5.9	9.6	8.0	9.1	8.1
	#	14	1	15	12	1	13	26	2	28
Very satisfied	%	41.0	40.0	41.0	39.0	47.1	40.0	40.2	45.5	40.6
	#	84	2	86	46	8	54	130	10	140

Table 95 Satisfaction levels for CCTE (Conditional Cash Transfer for Education) (by Community Center)

		Istanbul	Izmir	Konya	Mardin	Mersin	Total
Do not wish to answer	%	0.0	0.0	41.2	21.7	16.7	15.9
	#	0	0	28	15	12	55
Not applicable	%	57.7	72.3	2.9	1.4	4.2	27.2
	#	41	47	2	1	3	94
Not satisfied at all	%	2.8	7.7	4.4	4.3	26.4	9.3
	#	2	5	3	3	19	32
Satisfied	%	8.5	3.1	16.2	5.8	15.3	9.9
	#	6	2	11	4	11	34
Very satisfied	%	31.0	16.9	35.3	66.7	37.5	37.7
	#	22	11	24	46	27	130

Table 96 Satisfaction levels for CCTE (Conditional Cash Transfer for Education) (by age and gender)

		Female			Male			Total		
		18-59 years	60+ years	Total	18-59 years	60+ years	Total	18-59 years	60+ years	Total
Do not wish to answer	%	19.5	20.0	19.5	11.0	5.9	10.4	16.4	9.1	15.9
	#	40	1	41	13	1	14	53	2	55
Not applicable	%	27.8	20.0	27.6	27.1	23.5	26.7	27.6	22.7	27.2
	#	57	1	58	32	4	36	89	5	94
Not satisfied at all	%	6.3	0.0	6.2	15.3	5.9	14.1	9.6	4.5	9.3
	#	13	0	13	18	1	19	31	1	32
Satisfied	%	5.9	40.0	6.7	13.6	23.5	14.8	8.7	27.3	9.9
	#	12	2	14	16	4	20	28	6	34
Very satisfied	%	40.5	20.0	40.0	33.1	41.2	34.1	37.8	36.4	37.7
	#	83	1	84	39	7	46	122	8	130

Table 97 Satisfaction levels for medical, wheelchair and prosthetics support (by Community Center)

		Istanbul	Izmir	Konya	Mardin	Mersin	Total
Do not wish to answer	%	0.0	1.5	42.6	27.5	29.2	20.3
	#	0	1	29	19	21	70
Not applicable	%	87.3	69.2	0.0	1.4	2.8	31.9
	#	62	45	0	1	2	110
Not satisfied at all	%	1.4	1.5	2.9	2.9	33.3	8.7
	#	1	1	2	2	24	30
Satisfied	%	2.8	7.7	11.8	4.3	13.9	8.1
	#	2	5	8	3	10	28
Very satisfied	%	8.5	20.0	42.6	63.8	20.8	31.0
	#	6	13	29	44	15	107

Table 98 Satisfaction levels for medical, wheelchair and prosthetics support (by age and gender)

		Female			Male			Total		
		18-59 years	60+ years	Total	18-59 years	60+ years	Total	18-59 years	60+ years	Total
Do not wish to answer	%	23.9	40.0	24.3	15.3	5.9	14.1	20.7	13.6	20.3
	#	49	2	51	18	1	19	67	3	70
Not applicable	%	34.1	20.0	33.8	28.8	29.4	28.9	32.2	27.3	31.9
	#	70	1	71	34	5	39	104	6	110
Not satisfied at all	%	6.3	20.0	6.7	12.7	5.9	11.9	8.7	9.1	8.7
	#	13	1	14	15	1	16	28	2	30
Satisfied	%	7.8	20.0	8.1	8.5	5.9	8.1	8.0	9.1	8.1
	#	16	1	17	10	1	11	26	2	28
Very satisfied	%	27.8	0.0	27.1	34.7	52.9	37.0	30.3	40.9	31.0
	#	57	0	57	41	9	50	98	9	107

Table 99 Satisfaction levels with help with legal issues (by Community Center)

		Istanbul	Izmir	Konya	Mardin	Mersin	Total
Do not wish to answer	%	0.0	0.0	45.6	37.7	20.8	20.9
	#	0	0	31	26	15	72
Not applicable	%	69.0	78.5	4.4	2.9	2.8	31.0
	#	49	51	3	2	2	107
Not satisfied at all	%	1.4	6.2	2.9	2.9	36.1	10.1
	#	1	4	2	2	26	35
Satisfied	%	26.8	4.6	19.1	5.8	19.4	15.4
	#	19	3	13	4	14	53
Very satisfied	%	2.8	10.8	27.9	50.7	20.8	22.6
	#	2	7	19	35	15	78

Table 100 Satisfaction levels with help with legal issues (by age and gender)

		Female			Male			Total		
		18-59 years	60+ years	Total	18-59 years	60+ years	Total	18-59 years	60+ years	Total
Do not wish to answer	%	24.9	20.0	32.7	16.1	5.9	14.8	25.7	9.1	24.5
	#	51	1	52	19	1	20	70	2	72
Not applicable	%	34.1	20.0	44.7	26.3	29.4	26.7	37.1	27.3	36.4
	#	70	1	71	31	5	36	101	6	107
Not satisfied at all	%	8.3	20.0	11.3	13.6	5.9	12.6	12.1	9.1	11.9
	#	17	1	18	16	1	17	33	2	35
Satisfied	%	12.2	20.0	16.4	18.6	29.4	20.0	17.3	27.3	18.0
	#	25	1	26	22	5	27	47	6	53
Very satisfied	%	20.5	20.0	27.0	25.4	29.4	25.9	26.5	27.3	26.5
	#	42	1	43	30	5	35	72	6	78

Table 101 Satisfaction levels with help with transportation to important appointments (by Community Center)

		Istanbul	Izmir	Konya	Mardin	Mersin	Total
Do not wish to answer	%	0.0	0.0	44.1	46.4	18.1	21.7
	#	0	0	30	32	13	75
Not applicable	%	64.8	73.8	13.2	2.9	2.8	31.0
	#	46	48	9	2	2	107
Not satisfied at all	%	1.4	7.7	7.4	0.0	33.3	10.1
	#	1	5	5	0	24	35
Satisfied	%	23.9	3.1	11.8	4.3	19.4	12.8
	#	17	2	8	3	14	44
Very satisfied	%	9.9	15.4	23.5	46.4	26.4	24.3
	#	7	10	16	32	19	84

Table 102 Satisfaction levels with help with transportation to important appointments (by age and gender)

		Female			Male			Total		
		18-59 years	60+ years	Total	18-59 years	60+ years	Total	18-59 years	60+ years	Total
Do not wish to answer	%	24.4	40.0	24.8	18.6	5.9	17.0	22.3	13.6	21.7
	#	50	2	52	22	1	23	72	3	75
Not applicable	%	32.7	0.0	31.9	31.4	17.6	29.6	32.2	13.6	31.0
	#	67	0	67	37	3	40	104	3	107
Not satisfied at all	%	8.3	0.0	8.1	12.7	17.6	13.3	9.9	13.6	10.1
	#	17	0	17	15	3	18	32	3	35
Satisfied	%	10.7	40.0	11.4	13.6	23.5	14.8	11.8	27.3	12.8
	#	22	2	24	16	4	20	38	6	44
Very satisfied	%	23.9	20.0	23.8	23.7	35.3	25.2	23.8	31.8	24.3
	#	49	1	50	28	6	34	77	7	84

Table 103 Distribution of problems registering/joining a service/activity at Community Centers? (by Community Center)

		Istanbul	Izmir	Konya	Mardin	Mersin	Total
Do not wish to answer	%	2.8	0.0	2.9	0.0	0.0	1.2
	#	2	0	2	0	0	4
No	%	93.0	93.8	88.2	95.7	91.7	92.5
	#	66	61	60	66	66	319
Yes	%	4.2	6.2	8.8	4.3	8.3	6.4
	#	3	4	6	3	6	22

Table 104 Distribution of problems registering/joining a service or activity at the Community Center? (by age and gender)

		Female			Male			Total		
		18-59 years	60+ years	Total	18-59 years	60+ years	Total	18-59 years	60+ years	Total
Do not wish to answer	%	1.0	0.0	1.0	1.7	0.0	1.5	1.2	0.0	1.2
	#	2	0	2	2	0	2	4	0	4
No	%	92.2	100.0	92.4	92.4	94.1	92.6	92.3	95.5	92.5
	#	189	5	194	109	16	125	298	21	319
Yes	%	6.8	0.0	6.7	5.9	5.9	5.9	6.5	4.5	6.4
	#	14	0	14	7	1	8	21	1	22

Table 105 Has the Community Center been able to help you with your problems? (by Community Center)

		Istanbul	Izmir	Konya	Mardin	Mersin	Total
Do not wish to answer	%	2.8	0.0	0.0	13.0	2.8	3.8
	#	2	0	0	9	2	13
No – CC has not been able to help	%	16.9	18.5	14.7	7.2	47.2	21.2
	#	12	12	10	5	34	73
No - Does not have problems	%	53.5	60.0	63.2	36.2	9.7	44.1
	#	38	39	43	25	7	152
Yes	%	26.8	21.5	22.1	43.5	40.3	31.0
	#	19	14	15	30	29	107

Table 106 Has the Community Center been able to help you with your problems? (by age and gender)

		Female			Male			Total		
		18-59 years	60+ years	Total	18-59 years	60+ years	Total	18-59 years	60+ years	Total
Do not wish to answer	%	4.9	0.0	4.8	2.5	0.0	2.2	4.0	0.0	3.8
	#	10	0	10	3	0	3	13	0	13
No – CC has not been able to help	%	20.5	0.0	20.0	21.2	35.3	23.0	20.7	27.3	21.2
	#	42	0	42	25	6	31	67	6	73
No - Does not have problems	%	42.0	40.0	41.9	46.6	52.9	47.4	43.7	50.0	44.1
	#	86	2	88	55	9	64	141	11	152
Yes	%	32.7	60.0	33.3	29.7	11.8	27.4	31.6	22.7	31.0
	#	67	3	70	35	2	37	102	5	107

Table 107 Reasons why the Community Center was unable to assist with beneficiaries' problems? (by Community Center)

		Istanbul	Izmir	Konya	Mardin	Mersin	Total
CC does not have the services to help/ there aren't any services for the problem in general	%	15.8	3.9	1.9	3.3	53.7	14.2
	#	6	2	1	1	22	32
CC did not understand my problem	%	21.1	2.0	11.3	3.3	65.9	19.1
	#	8	1	6	1	27	43
CC activities/services are not relevant to my problems	%	13.2	5.9	0.0	6.7	14.6	7.1
	#	5	3	0	2	6	16
CC was not able to understand my problem	%	13.2	2.0	5.7	0.0	14.6	6.7
	#	5	1	3	0	6	15
Other	%	0.0	11.8	0.0	0.0	0.0	2.7
	#	0	6	0	0	0	6
Do not wish to answer	%	0.0	2.0	1.9	3.3	4.9	2.2
	#	0	1	1	1	2	5

Table 108 Reasons why the Community Center was unable to assist with beneficiaries' problems? (by age and gender)

		Female			Male			Total		
		18-59 years	60+ years	Total	18-59 years	60+ years	Total	18-59 years	60+ years	Total
CC does not have the services to help/ there aren't any services for the problem in general	%	28.8	0.0	28.8	26.8	20.0	25.5	28.0	20.0	27.4
	#	19	0	19	11	2	13	30	2	32
CC did not understand my problem	%	33.3	0.0	33.3	39.0	50.0	41.2	35.5	50.0	36.8
	#	22	0	22	16	5	21	38	5	43
CC activities/services are not relevant to my problems	%	12.1	0.0	12.1	12.2	30.0	15.7	12.1	30.0	13.7
	#	8	0	8	5	3	8	13	3	16
CC was not able to understand my problem	%	16.7	0.0	16.7	9.8	0.0	7.8	14.0	0.0	12.8
	#	11	0	11	4	0	4	15	0	15
Other	%	7.6	0.0	7.6	9.8	0.0	7.8	8.4	0.0	7.7
	#	5	0	5	4	0	4	9	0	9
Do not wish to answer	%	1.5	0.0	1.5	2.4	0.0	2.0	1.9	0.0	1.7
	#	1	0	1	1	0	1	2	0	2

Table 109 Has the beneficiary met with a caseworker? (by Community Center)

		Istanbul	Izmir	Konya	Mardin	Mersin	Total
Have not met with a caseworker	%	1.4	84.6	13.2	8.7	5.6	21.7
	#	1	55	9	6	4	75
Met with a caseworker	%	98.6	15.4	86.8	91.3	94.4	78.3
	#	70	10	59	63	67	270

Table 110 Has the beneficiary met with a caseworker? (by age and gender)

		Female			Male			Total		
		18-59 years	60+ years	Total	18-59 years	60+ years	Total	18-59 years	60+ years	Total
Have not met with a caseworker	%	21.5	20.0	21.4	22.9	17.6	22.2	22.0	18.2	21.7
	#	44	1	45	27	3	30	71	4	75
Met with a caseworker	%	78.5	80.0	78.6	77.1	82.4	77.8	78.0	81.8	78.3
	#	161	4	165	91	14	105	252	18	270

Table 111 Extent to which Community Center caseworkers have been able to assist with problems (by nationality)

		Syria	Iraq	Other	Total
	#	149	2	1	152
Completely	%	44.9	40.0	12.5	44.1
	#	71	2	4	77
To some extent	%	21.4	40.0	50.0	22.3
	#	33	1	0	34
Not at all	%	9.9	20.0	0.0	9.9
	#	73	0	2	75
Have not met with a caseworker	%	22.0	0.0	25.0	21.7
	#	6	0	1	7
Do not wish to answer	%	1.8	0.0	12.5	2.0
	#				

Table 112 Extent to which Community Center caseworkers have been able to assist with problems (by Community Center)

		Istanbul	Izmir	Konya	Mardin	Mersin	Total
	%	5.7	0.0	1.7	0.0	2.9	2.6
Do not wish to answer	#	4	0	1	0	2	7
	%	4.3	30.0	1.7	1.6	38.2	12.6
Not at all	#	3	3	1	1	26	34
	%	35.7	30.0	30.5	9.5	36.8	28.5
To some extent	#	25	3	18	6	25	77
	%	54.3	40.0	66.1	88.9	22.1	56.3
Completely	#	38	4	39	56	15	152
	%						

Table 113 Extent to which Community Center caseworkers have been able to assist with problems (by age and gender)

		Female			Male			Total		
		18-59 years	60+ years	Total	18-59 years	60+ years	Total	18-59 years	60+ years	Total
Do not wish to answer	%	2.5	0.0	2.4	2.2	7.1	2.9	2.4	5.6	2.6
	#	4	0	4	2	1	3	6	1	7
Not at all	%	11.8	0.0	11.5	15.4	7.1	14.3	13.1	5.6	12.6
	#	19	0	19	14	1	15	33	1	34
To some extent	%	28.0	25.0	27.9	26.4	50.0	29.5	27.4	44.4	28.5
	#	45	1	46	24	7	31	69	8	77
Completely	%	57.8	75.0	58.2	56.0	35.7	53.3	57.1	44.4	56.3
	#	93	3	96	51	5	56	144	8	152

Table 114 Ratings of respectfulness of staff and volunteers (by Community Center)

		Istanbul	Izmir	Konya	Mardin	Mersin	Total
	%	0.0	0.0	1.5	1.4	0.0	0.6
Do not wish to answer	#	0	0	1	1	0	2
	%	0.0	0.0	1.5	0.0	1.4	0.6
Not respectful at all	#	0	0	1	0	1	2
	%	5.6	7.7	7.4	2.9	27.8	10.4
Respectful	#	4	5	5	2	20	36
	%	94.4	92.3	89.7	95.7	70.8	88.4
Very respectful	#	67	60	61	66	51	305
	%						

Table 115 Ratings of respectfulness of staff and volunteers (by age and gender)

		Female			Male			Total		
		18-59 years	60+ years	Total	18-59 years	60+ years	Total	18-59 years	60+ years	Total
Do not wish to answer	%	0.5	0.0	0.5	0.8	0.0	0.7	0.6	0.0	0.6
	#	1	0	1	1	0	1	2	0	2
Not respectful at all	%	0.5	0.0	0.5	0.8	0.0	0.7	0.6	0.0	0.6
	#	1	0	1	1	0	1	2	0	2
Respectful	%	10.7	0.0	10.5	11.9	0.0	10.4	11.1	0.0	10.4
	#	22	0	22	14	0	14	36	0	36
Very respectful	%	88.3	100.0	88.6	86.4	100.0	88.1	87.6	100.0	88.4
	#	181	5	186	102	17	119	283	22	305

Table 116 Distribution of beneficiaries that experience barriers to receiving services from the Community Centers (by Community Center)

		Istanbul	Izmir	Konya	Mardin	Mersin	Total
Do not wish to answer	%	1.4	0.0	2.9	0.0	1.4	1.2
	#	1	0	2	0	1	4
No	%	80.3	41.5	60.3	58.0	84.7	65.5
	#	57	27	41	40	61	226
Yes	%	18.3	58.5	36.8	42.0	13.9	33.3
	#	13	38	25	29	10	115

Table 117 Distribution of beneficiaries that experience barriers to receiving services from the Community Centers (by age and gender)

		Female			Male			Total		
		18-59 years	60+ years	Total	18-59 years	60+ years	Total	18-59 years	60+ years	Total
Do not wish to answer	%	0.5	0.0	0.5	2.5	0.0	2.2	1.2	0.0	1.2
	#	1	0	1	3	0	3	4	0	4
No	%	62.4	80.0	62.9	70.3	64.7	69.6	65.3	68.2	65.5
	#	128	4	132	83	11	94	211	15	226
Yes	%	37.1	20.0	36.7	27.1	35.3	28.1	33.4	31.8	33.3
	#	76	1	77	32	6	38	108	7	115

Table 118 Types of barriers to receiving services from the Community Centers experienced by beneficiaries (by Community Center)

		Istanbul	Izmir	Konya	Mardin	Mersin	Total
Do not wish to answer	%	0.0	0.0	0.0	3.4	0.0	0.9
	#	0	0	0	1	0	1
I find it difficult to talk with staff/volunteers	%	15.4	0.0	0.0	0.0	0.0	1.7
	#	2	0	0	0	0	2
Language barriers	%	0.0	0.0	28.6	82.8	20.0	29.6
	#	0	0	8	24	2	34
Other	%	30.8	13.2	0.0	0.0	10.0	8.7
	#	4	5	0	0	1	10
The CC is too busy	%	0.0	0.0	0.0	0.0	10.0	0.9
	#	0	0	0	0	1	1
The hours of the activities in the CC are not convenient	%	15.4	2.6	3.6	0.0	0.0	3.5
	#	2	1	1	0	0	4
Transportation to the CC is difficult	%	30.8	71.1	53.6	13.8	40.0	47.0
	#	4	27	15	4	4	54
Transportation to the CC is expensive	%	7.7	13.2	3.6	0.0	20.0	7.8
	#	1	5	1	0	2	9

Table 119 Types of barriers to receiving services from the Community Centers experienced by beneficiaries (by age and gender)

		Female			Male			Total		
		18-59 years	60+ years	Total	18-59 years	60+ years	Total	18-59 years	60+ years	Total
Do not wish to answer	%	1.3	0.0	1.3	0.0	0.0	0.0	0.9	0.0	0.9
	#	1	0	1	0	0	0	1	0	1
I find it difficult to talk with staff/volunteers	%	1.3	0.0	1.3	0.0	16.7	2.6	0.9	14.3	1.7
	#	1	0	1	0	1	1	1	1	2
Language barriers	%	23.7	0.0	23.4	43.8	33.3	42.1	29.6	28.6	29.6
	#	18	0	18	14	2	16	32	2	34
Other	%	9.2	0.0	9.1	6.3	16.7	7.9	8.3	14.3	8.7
	#	7	0	7	2	1	3	9	1	10
The CC is too busy	%	0.0	0.0	0.0	3.1	0.0	2.6	0.9	0.0	0.9
	#	0	0	0	1	0	1	1	0	1
The hours of the activities in the CC are not convenient	%	3.9	0.0	3.9	3.1	0.0	2.6	3.7	0.0	3.5
	#	3	0	3	1	0	1	4	0	4
Transportation to the CC is difficult	%	50.0	100.0	50.6	40.6	33.3	39.5	47.2	42.9	47.0
	#	38	1	39	13	2	15	51	3	54
Transportation to the CC is expensive	%	10.5	0.0	10.4	3.1	0.0	2.6	8.3	0.0	7.8
	#	8	0	8	1	0	1	9	0	9

Table 120 Do beneficiaries know how to make a complaint or provide feedback to the Community Centers (by Community Center)

		Istanbul	Izmir	Konya	Mardin	Mersin	Total
Do not wish to answer	%	0.0	1.5	2.9	2.9	2.8	2.0
	#	0	1	2	2	2	7
No	%	73.2	80.0	44.1	73.9	84.7	71.3
	#	52	52	30	51	61	246
Yes	%	26.8	18.5	52.9	23.2	12.5	26.7
	#	19	12	36	16	9	92

Table 121 Do beneficiaries know how to make a complaint or provide feedback to the Community Centers (by age and gender)

		Female			Male			Total		
		18-59 years	60+ years	Total	18-59 years	60+ years	Total	18-59 years	60+ years	Total
Do not wish to answer	%	1.0	0.0	1.0	4.2	0.0	3.7	2.2	0.0	2.0
	#	2	0	2	5	0	5	7	0	7
No	%	71.2	100.0	71.9	70.3	70.6	70.4	70.9	77.3	71.3
	#	146	5	151	83	12	95	229	17	246
Yes	%	27.8	0.0	27.1	25.4	29.4	25.9	26.9	22.7	26.7
	#	57	0	57	30	5	35	87	5	92

Table 122 Extent to which beneficiaries feel comfortable making a complaint or provide feedback to the Community Centers (by Community Center)

		Istanbul	Izmir	Konya	Mardin	Mersin	Total
Do not wish to answer	%	15.5	13.8	22.1	11.6	8.3	14.2
	#	11	9	15	8	6	49
Not comfortable at all	%	5.6	7.7	1.5	27.5	1.4	8.7
	#	4	5	1	19	1	30
comfortable	%	45.1	29.2	23.5	13.0	11.1	24.3
	#	32	19	16	9	8	84
Very comfortable	%	33.8	49.2	52.9	47.8	79.2	52.8
	#	24	32	36	33	57	182

Table 123 Extent to which beneficiaries feel comfortable making a complaint or provide feedback to the Community Centers (by age and gender)

		Female			Male			Total		
		18-59 years	60+ years	Total	18-59 years	60+ years	Total	18-59 years	60+ years	Total
Do not wish to answer	%	12.2	0.0	11.9	15.3	35.3	17.8	13.3	27.3	14.2
	#	25	0	25	18	6	24	43	6	49
Not comfortable at all	%	9.8	0.0	9.5	8.5	0.0	7.4	9.3	0.0	8.7
	#	20	0	20	10	0	10	30	0	30
Comfortable	%	24.9	20.0	24.8	23.7	23.5	23.7	24.5	22.7	24.3
	#	51	1	52	28	4	32	79	5	84
Very comfortable	%	53.2	80.0	53.8	52.5	41.2	51.1	52.9	50.0	52.8
	#	109	4	113	62	7	69	171	11	182

Table 124 Means of financial support for beneficiaries' families (by Community Center)

		Istanbul	Izmir	Konya	Mardin	Mersin	Total
ESSN/Kizilay assistance	%	54.9	18.5	57.4	37.7	63.9	47.0
	#	39	12	39	26	46	162
Financial support from family	%	23.9	7.7	7.4	7.2	13.9	12.2
	#	17	5	5	5	10	42
I work	%	43.7	24.6	26.5	56.5	22.2	34.8
	#	31	16	18	39	16	120
Other family members work	%	40.8	67.7	50.0	0.0	25.0	36.2
	#	29	44	34	0	18	125
NGO assistance	%	2.8	1.5	0.0	1.4	1.4	1.4
	#	2	1	0	1	1	5
Other	%	0.0	0.0	0.0	0.0	5.6	1.2
	#	0	0	0	0	4	4
No financial support	%	1.4	4.6	8.8	4.3	15.3	7.0
	#	1	3	6	3	11	24

Table 125 Means of financial support for beneficiaries' families (by age and gender)

		Female			Male			Total		
		18-59 years	60+ years	Total	18-59 years	60+ years	Total	18-59 years	60+ years	Total
ESSN/Kizilay assistance	%	48.3	40.0	48.1	40.7	10.3	44.8	45.7	63.6	46.7
	#	99	2	101	48	12	60	147	14	161
Financial support from family	%	11.7	40.0	12.4	9.3	4.3	11.9	10.9	31.8	12.2
	#	24	2	26	11	5	16	35	7	42
I work	%	24.4	40.0	24.8	52.5	3.4	49.3	34.8	27.3	34.2
	#	50	2	52	62	4	66	112	6	118
Other family members work	%	48.3	20.0	47.6	17.8	3.4	18.7	37.3	22.7	36.2
	#	99	1	100	21	4	25	120	5	125
NGO assistance	%	2.0	0.0	1.9	0.8	0.0	0.7	1.6	0.0	1.4
	#	4	0	4	1	0	1	5	0	5
Other	%	1.5	0.0	1.4	0.8	0.0	0.7	1.2	0.0	1.2
	#	3	0	3	1	0	1	4	0	4
No financial support	%	3.9	0.0	3.8	11.9	0.0	10.4	6.8	0.0	6.4
	#	8	0	8	14	0	14	22	0	22

Table 126 Do children in the household currently work to support your family (by Community Center)

		Istanbul	Izmir	Konya	Mardin	Mersin	Total
Yes – by working	%	36.8	12.5	36.0	-	7.1	24.4
	#	7	3	9	-	1	20
Yes – helping in a family business	%	0.0	0.0	0.0	-	21.4	3.7
	#	0	0	0	-	3	3
Yes – financial/NGO assistance	%	0.0	0.0	0.0	-	0.0	0.0
	#	0	0	0	-	0	0
No	%	57.9	79.2	56.0	-	71.4	65.9
	#	11	19	14	-	10	54
Other	%	5.3	4.2	8.0	-	0.0	4.9
	#	1	1	2	-	0	4
Do not wish to answer	%	0.0	4.2	0.0	-	0.0	1.2
	#	0	1	0	-	0	1

Table 127 Do children in the household currently work to support your family (by age and gender)

		Female			Male			Total		
		18-59 years	60+ years	Total	18-59 years	60+ years	Total	18-59 years	60+ years	Total
Yes – by working	%	23.0	0.0	23.0	57.1	100.0	60.0	28.4	100.0	29.2
	#	17	0	17	8	1	9	25	1	26
Yes – helping in a family business	%	5.4	0.0	5.4	21.4	0.0	20.0	8.0	0.0	7.9
	#	4	0	4	3	0	3	7	0	7
Yes – financial /NGO assistance	%	1.4	0.0	1.4	0.0	0.0	0.0	1.1	0.0	1.1
	#	1	0	1	0	0	0	1	0	1
No	%	68.9	0.0	68.9	21.4	0.0	20.0	61.4	0.0	60.7
	#	51	0	51	3	0	3	54	0	54
Other	%	1.4	0.0	1.4	0.0	0.0	0.0	1.1	0.0	1.1
	#	1	0	1	0	0	0	1	0	1
Do not wish to answer	%	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
	#	0	0	0	0	0	0	0	0	0

Table 128 Has any working person in this family experienced any problems in the workplace because of the boss or co-workers? (by Community Center)

		Istanbul	Izmir	Konya	Mardin	Mersin	Total
Do not wish to answer	%	0.0	0.0	5.0	2.9	11.1	2.4
	#	0	0	1	1	1	3
No	%	77.3	36.6	45.0	57.1	66.7	52.8
	#	17	15	9	20	6	67
Yes	%	22.7	63.4	50.0	40.0	22.2	44.9
	#	5	26	10	14	2	57

Table 129 Has any working person in this family experienced any problems in the workplace because of the boss or co-workers? (by age and gender)

		Female			Male			Total		
		18-59 years	60+ years	Total	18-59 years	60+ years	Total	18-59 years	60+ years	Total
Do not wish to answer	%	1.3	0.0	1.3	4.5	0.0	4.2	2.5	0.0	2.4
	#	1	0	1	2	0	2	3	0	3
No	%	49.4	100.0	50.6	56.8	50.0	56.3	52.1	66.7	52.8
	#	38	2	40	25	2	27	63	4	67
Yes	%	49.4	0.0	48.1	38.6	50.0	39.6	45.5	33.3	44.9
	#	38	0	38	17	2	19	55	2	57

Table 130 Do beneficiaries' children go to school? (by Community Center)

		Istanbul	Izmir	Konya	Mardin	Mersin	Total
No - none	%	27.9	33.3	12.0	10.5	35.7	25.5
	#	12	12	6	2	20	52
Yes – all	%	30.2	30.6	52.0	84.2	39.3	43.1
	#	13	11	26	16	22	88
Yes – some	%	41.9	36.1	36.0	5.3	25.0	31.4
	#	18	13	18	1	14	64

Table 131 Do beneficiaries' children go to school? (by age and gender)

		Female			Male			Total		
		18-59 years	60+ years	Total	18-59 years	60+ years	Total	18-59 years	60+ years	Total
No - none	%	24.6	0.0	24.6	26.5	30.0	26.9	25.3	30.0	25.5
	#	31	0	31	18	3	21	49	3	52
Yes – all	%	46.0	0.0	46.0	39.7	30.0	38.5	43.8	30.0	43.1
	#	58	0	58	27	3	30	85	3	88
Yes – some	%	29.4	0.0	29.4	33.8	40.0	34.6	30.9	40.0	31.4
	#	37	0	37	23	4	27	60	4	64

Table 132 Frequency in which beneficiaries' children go to school (by Community Center)

		Istanbul	Izmir	Konya	Mardin	Mersin	Total
A couple times a month	%	0.0	0.0	4.5	0.0	2.8	2.0
	#	0	0	2	0	1	3
A couple times a week	%	6.5	0.0	9.1	0.0	8.3	5.9
	#	2	0	4	0	3	9
Do not wish to answer	%	0.0	0.0	0.0	0.0	2.8	0.7
	#	0	0	0	0	1	1
Every day	%	93.5	100.0	86.4	100.0	83.3	90.8
	#	29	24	38	17	30	138
Once a month or less	%	0.0	0.0	0.0	0.0	2.8	0.7
	#	0	0	0	0	1	1

Table 133 Frequency in which beneficiaries' children go to school (by age and gender)

		Female			Male			Total		
		18-59 years	60+ years	Total	18-59 years	60+ years	Total	18-59 years	60+ years	Total
A couple times a month	%	1.1	0.0	1.1	4.0	0.0	3.5	2.1	0.0	2.0
	#	1	0	1	2	0	2	3	0	3
A couple times a week	%	5.3	0.0	5.3	6.0	14.3	7.0	5.5	14.3	5.9
	#	5	0	5	3	1	4	8	1	9
Do not wish to answer	%	0.0	0.0	0.0	2.0	0.0	1.8	0.7	0.0	0.7
	#	0	0	0	1	0	1	1	0	1
Every day	%	92.6	0.0	92.6	88.0	85.7	87.7	91.0	85.7	90.8
	#	88	0	88	44	6	50	132	6	138
Once a month or less	%	1.1	0.0	1.1	0.0	0.0	0.0	0.7	0.0	0.7
	#	1	0	1	0	0	0	1	0	1

Table 134 Did beneficiaries face any challenges when enrolling children in school? (by Community Center)

		Istanbul	Izmir	Konya	Mardin	Mersin	Total
No	%	67.7	70.8	77.3	88.2	58.3	71.1
	#	21	17	34	15	21	108
Yes	%	32.3	29.2	22.7	11.8	41.7	28.9
	#	10	7	10	2	15	44

Table 135 Did beneficiaries face any challenges when enrolling children in school? (by age and gender)

		Female			Male			Total		
		18-59 years	60+ years	Total	18-59 years	60+ years	Total	18-59 years	60+ years	Total
No	%	65.3	0.0	65.3	78.0	100.0	80.7	69.7	100.0	71.1
	#	62	0	62	39	7	46	101	7	108
Yes	%	34.7	0.0	34.7	22.0	0.0	19.3	30.3	0.0	28.9
	#	33	0	33	11	0	11	44	0	44

Table 136 Challenges beneficiaries faced when enrolling children in school (by Community Center)

		Istanbul	Izmir	Konya	Mardin	Mersin	Total
Did not have identification /documentation	%	50.0	42.9	80.0	50.0	33.3	50.0
	#	5	3	8	1	5	22
Had language difficulties	%	30.0	0.0	10.0	50.0	33.3	22.7
	#	3	0	1	1	5	10
Felt discriminated against	%	10.0	57.1	20.0	0.0	26.7	25.0
	#	1	4	2	0	4	11
Other	%	30.0	42.9	0.0	0.0	46.7	29.5
	#	3	3	0	0	7	13
Do not wish to answer	%	0.0	0.0	0.0	0.0	0.0	0.0
	#	0	0	0	0	0	0

Table 137 Challenges beneficiaries faced when enrolling children in school (by age and gender)

		Female			Male			Total		
		18-59 years	60+ years	Total	18-59 years	60+ years	Total	18-59 years	60+ years	Total
Did not have identification /documentation	%	38.1	0.0	38.1	42.9	0.0	42.9	39.3	0.0	39.3
	#	16	0	16	6	0	6	22	0	22
Had language difficulties	%	19.0	0.0	19.0	14.3	0.0	14.3	17.9	0.0	17.9
	#	8	0	8	2	0	2	10	0	10
Felt discriminated against	%	21.4	0.0	21.4	14.3	0.0	14.3	19.6	0.0	19.6
	#	9	0	9	2	0	2	11	0	11
Other	%	21.4	0.0	21.4	28.6	0.0	28.6	23.2	0.0	23.2
	#	9	0	9	4	0	4	13	0	13

Table 138 Distribution of whether beneficiaries experienced challenges when visiting a hospital (by Community Center)

		Istanbul	Izmir	Konya	Mardin	Mersin	Total
No	%	40.8	41.5	47.1	44.9	44.4	43.8
	#	29	27	32	31	32	151
No one has needed to visit a hospital	%	5.6	0.0	1.5	0.0	2.8	2.0
	#	4	0	1	0	2	7
Yes	%	53.5	58.5	51.5	55.1	52.8	54.2
	#	38	38	35	38	38	187

Table 139 Distribution of whether beneficiaries experienced challenges when visiting a hospital (by age and gender)

		Female			Male			Total		
		18-59 years	60+ years	Total	18-59 years	60+ years	Total	18-59 years	60+ years	Total
No	%	41.0	20.0	40.5	49.2	47.1	48.9	44.0	40.9	43.8
	#	84	1	85	58	8	66	142	9	151
No one has needed to visit a hospital	%	0.5	0.0	0.5	5.1	0.0	4.4	2.2	0.0	2.0
	#	1	0	1	6	0	6	7	0	7
Yes	%	58.5	80.0	59.0	45.8	52.9	46.7	53.9	59.1	54.2
	#	120	4	124	54	9	63	174	13	187

Table 140 Challenges beneficiaries faced when visiting a hospital (by Community Center)

		Istanbul	Izmir	Konya	Mardin	Mersin	Total
Language barriers	%	92.1	76.3	77.1	84.2	81.6	82.4
	#	35	29	27	32	31	154
Did not have the needed identification/documentation	%	2.6	5.3	28.6	5.3	7.9	9.6
	#	1	2	10	2	3	18
Felt discriminated against	%	31.6	18.4	28.6	7.9	23.7	21.9
	#	12	7	10	3	9	41
Cost of services, medication, etc. was too expensive	%	7.9	13.2	5.7	0.0	10.5	7.5
	#	3	5	2	0	4	14
Hospital hours were not convenient	%	18.4	2.6	14.3	7.9	21.1	12.8
	#	7	1	5	3	8	24
Transportation was difficult/expensive	%	0.0	5.3	11.4	5.3	10.5	6.4
	#	0	2	4	2	4	12
Other	%	7.9	10.5	2.9	5.3	7.9	7.0
	#	3	4	1	2	3	13

Table 141 Challenges beneficiaries faced when visiting a hospital (by age and gender)

		Female			Male			Total		
		18-59 years	60+ years	Total	18-59 years	60+ years	Total	18-59 years	60+ years	Total
Language barriers	%	54.5	28.6	53.6	60.6	63.6	61.0	56.2	50.0	55.8
	#	102	2	104	43	7	50	145	9	154
Did not have the needed identification/documentation	%	6.4	0.0	6.2	7.0	9.1	7.3	6.6	5.6	6.5
	#	12	0	12	5	1	6	17	1	18
Felt discriminated against	%	15.5	28.6	16.0	12.7	9.1	12.2	14.7	16.7	14.9
	#	29	2	31	9	1	10	38	3	41
Cost of services, medication, etc. was too expensive	%	4.8	14.3	5.2	5.6	0.0	4.9	5.0	5.6	5.1
	#	9	1	10	4	0	4	13	1	14
Hospital hours were not convenient	%	9.1	14.3	9.3	5.6	18.2	7.3	8.1	16.7	8.7
	#	17	1	18	4	2	6	21	3	24
Transportation was difficult/expensive	%	5.9	0.0	5.7	1.4	0.0	1.2	4.7	0.0	4.3
	#	11	0	11	1	0	1	12	0	12
Other	%	3.7	14.3	4.1	7.0	0.0	6.1	4.7	5.6	4.7
	#	7	1	8	5	0	5	12	1	13
Do not wish to answer	%	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
	#	0	0	0	0	0	0	0	0	0

Table 142 Distribution of whether beneficiaries feel that they have friends in the city (by Community Center)

		Istanbul	Izmir	Konya	Mardin	Mersin	Total
Do not wish to answer	%	0.0	0.0	0.0	5.8	8.3	2.9
	#	0	0	0	4	6	10
No	%	52.1	36.9	23.5	44.9	65.3	44.9
	#	37	24	16	31	47	155
Yes	%	47.9	63.1	76.5	49.3	26.4	52.2
	#	34	41	52	34	19	180

Table 143 Distribution of whether beneficiaries feel that they have friends in the city (by age and gender)

		18-59 years	60+ years	Tot al	18-59 years	60+ years	Tot al	18-59 years	60+ years	Tot al
Do not wish to answer	%	1.5	0.0	1.4	5.9	0.0	5.2	3.1	0.0	2.9
	#	3	0	3	7	0	7	10	0	10
No	%	44.9	60.0	45.2	42.4	58.8	44.4	44.0	59.1	44.9
	#	92	3	95	50	10	60	142	13	155
Yes	%	53.7	40.0	53.3	51.7	41.2	50.4	52.9	40.9	52.2
	#	110	2	112	61	7	68	171	9	180

Table 144 Distribution of whether beneficiaries have any Turkish friends (by Community Center)

		Istanbul	Izmir	Konya	Mardin	Mersin	Total
Do not wish to answer	%	0.0	0.0	0.0	0.0	1.4	0.3
	#	0	0	0	0	1	1
No	%	49.3	35.4	45.6	33.3	56.9	44.3
	#	35	23	31	23	41	153
Yes	%	50.7	64.6	54.4	66.7	41.7	55.4
	#	36	42	37	46	30	191

Table 145 Distribution of whether beneficiaries have any Turkish friends (by age and gender)

		Female			Male			Total		
		18-59 years	60+ years	Tot al	18-59 years	60+ years	Tot al	18-59 years	60+ years	Tot al
Do not wish to answer	%	0.0	0.0	0.0	0.8	0.0	0.7	0.3	0.0	0.3
	#	0	0	0	1	0	1	1	0	1
No	%	48.3	80.0	49.0	36.4	41.2	37.0	44.0	50.0	44.3
	#	99	4	103	43	7	50	142	11	153
Yes	%	51.7	20.0	51.0	62.7	58.8	62.2	55.7	50.0	55.4
	#	106	1	107	74	10	84	180	11	191

Table 146 Reasons why beneficiaries report not having Turkish friends (by Community Center)

		Istanbul	Izmir	Konya	Mardin	Mersin	Total
Do not wish to answer	%	2.9	0.0	0.0	8.7	4.9	3.3
	#	1	0	0	2	2	5
I am shy	%	0.0	4.3	0.0	4.3	0.0	1.3
	#	0	1	0	1	0	2
I do not have anything in common with Turkish people	%	11.4	4.3	0.0	17.4	22.0	11.8
	#	4	1	0	4	9	18
I do not have time to make new friends	%	5.7	4.3	9.7	0.0	4.9	5.2
	#	2	1	3	0	2	8
I do not like Turkish people	%	2.9	0.0	0.0	4.3	0.0	1.3
	#	1	0	0	1	0	2
I have enough friends already	%	0.0	0.0	0.0	4.3	0.0	0.7
	#	0	0	0	1	0	1
I have not met any Turkish people	%	2.9	13.0	0.0	21.7	9.8	8.5
	#	1	3	0	5	4	13
Language barriers	%	60.0	69.6	87.1	30.4	56.1	61.4
	#	21	16	27	7	23	94
Other	%	2.9	4.3	3.2	0.0	0.0	2.0
	#	1	1	1	0	0	3
Our cultures are too different	%	11.4	0.0	0.0	8.7	2.4	4.6
	#	4	0	0	2	1	7

Table 147 Reasons why beneficiaries report not having Turkish friends (by age and gender)

		Female			Male			Total		
		18-59 years	60+ years	Total	18-59 years	60+ years	Total	18-59 years	60+ years	Total
Do not wish to answer	%	4.0	25.0	4.9	0.0	0.0	0.0	2.8	9.1	3.3
	#	4	1	5	0	0	0	4	1	5
I am shy	%	2.0	0.0	1.9	0.0	0.0	0.0	1.4	0.0	1.3
	#	2	0	2	0	0	0	2	0	2
I do not have anything in common with Turkish people	%	14.1	50.0	15.5	4.7	0.0	4.0	11.3	18.2	11.8
	#	14	2	16	2	0	2	16	2	18
I do not have time to make new friends	%	4.0	0.0	3.9	4.7	28.6	8.0	4.2	18.2	5.2
	#	4	0	4	2	2	4	6	2	8
I do not like Turkish people	%	1.0	0.0	1.0	2.3	0.0	2.0	1.4	0.0	1.3
	#	1	0	1	1	0	1	2	0	2
I have enough friends already	%	1.0	0.0	1.0	0.0	0.0	0.0	0.7	0.0	0.7
	#	1	0	1	0	0	0	1	0	1
I have not met any Turkish people	%	10.1	25.0	10.7	4.7	0.0	4.0	8.5	9.1	8.5
	#	10	1	11	2	0	2	12	1	13
Language barriers	%	57.6	0.0	55.3	76.7	57.1	74.0	63.4	36.4	61.4
	#	57	0	57	33	4	37	90	4	94
Other	%	1.0	0.0	1.0	4.7	0.0	4.0	2.1	0.0	2.0
	#	1	0	1	2	0	2	3	0	3
Our cultures are too different	%	5.1	0.0	4.9	2.3	14.3	4.0	4.2	9.1	4.6
	#	5	0	5	1	1	2	6	1	7

Table 148 Do beneficiaries feel they have the same access to public services as Turkish citizens (by Community Center)

		Istanbul	Izmir	Konya	Mardin	Mersin	Total
Do not wish to answer	%	4.2	1.5	1.5	0.0	1.4	1.7
	#	3	1	1	0	1	6
No	%	43.7	53.8	44.1	49.3	26.4	43.2
	#	31	35	30	34	19	149
Yes	%	52.1	44.6	54.4	50.7	72.2	55.1
	#	37	29	37	35	52	190

Table 149 Do beneficiaries feel they have the same access to public services as Turkish citizens (by age and gender)

		Female			Male			Total		
		18-59 years	60+ years	Total	18-59 years	60+ years	Total	18-59 years	60+ years	Total
Do not wish to answer	%	0.5	0.0	0.5	3.4	5.9	3.7	1.5	4.5	1.7
	#	1	0	1	4	1	5	5	1	6
No	%	50.2	60.0	50.5	33.1	23.5	31.9	44.0	31.8	43.2
	#	103	3	106	39	4	43	142	7	149
Yes	%	49.3	40.0	49.0	63.6	70.6	64.4	54.5	63.6	55.1
	#	101	2	103	75	12	87	176	14	190

Table 150 Do beneficiaries feel they have the same access to public services as Turkish citizens (by age and gender)

Do beneficiaries feel they have the same access to public services as Turkish citizens					
Highest level of education		Yes	No	Do not wish to answer	Total
No formal education	#	27	11	1	39
	%	69.2	28.2	2.6	11.3
Primary school	#	71	56	1	128
	%	55.5	43.8	0.8	37.1
Secondary school	#	54	50	2	106
	%	50.9	47.2	1.9	30.7
College	#	4	8	0	12
	%	33.3	66.7	0.0	3.5
Vocational	#	1	2	1	4
	%	25.0	50.0	25.0	1.2
Some university	#	22	11	1	34
	%	64.7	32.4	2.9	9.9
Bachelor Degree	#	4	5	0	9
	%	44.4	55.6	0.0	2.6
Post-Graduate	#	7	6	0	13
	%	53.9	46.2	0.0	3.8

Table 151 Beneficiaries who would like additional information on how to report and protect themselves and others from situations of violence, exploitation and abuse (by Community Center)

		Istanbul	Izmir	Konya	Mardin	Mersin	Total
Do not wish to answer	%	5.6	0.0	1.5	1.4	27.8	7.5
	#	4	0	1	1	20	26
No	%	7.0	21.5	30.9	59.4	51.4	34.2
	#	5	14	21	41	37	118
Yes	%	87.3	78.5	67.6	39.1	20.8	58.3
	#	62	51	46	27	15	201

Table 152 Beneficiaries who would like additional information on how to report and protect themselves and others from situations of violence, exploitation and abuse (by age and gender)

		Female			Male			Total		
		18-59 years	60+ years	Total	18-59 years	60+ years	Total	18-59 years	60+ years	Total
Do not wish to answer	%	5.9	0.0	5.7	10.2	11.8	10.4	7.4	9.1	7.5
	#	12	0	12	12	2	14	24	2	26
No	%	32.7	80.0	33.8	36.4	23.5	34.8	34.1	36.4	34.2
	#	67	4	71	43	4	47	110	8	118
Yes	%	61.5	20.0	60.5	53.4	64.7	54.8	58.5	54.5	58.3
	#	126	1	127	63	11	74	189	12	201

Table 153 Beneficiaries who would like to attend additional information sessions and workshops on topics at the Community Centers (by Community Center)

		Istanbul	Izmir	Konya	Mardin	Mersin	Total
Violence against Women	%	21.1	46.2	47.1	53.6	38.9	41.2
	#	15	30	32	37	28	142
Laborexplotation	%	8.5	63.1	44.1	39.1	15.3	33.3
	#	6	41	30	27	11	115
Accessible services for refugees	%	25.4	73.8	42.6	7.2	23.6	33.9
	#	18	48	29	5	17	117
Educating teenagers	%	7.0	46.2	5.9	2.9	9.7	13.9
	#	5	30	4	2	7	48
Vocational course (e.g. electrician, mechanic, plumber)	%	18.3	32.3	5.9	5.8	9.7	14.2
	#	13	21	4	4	7	49
Child marriage	%	4.2	30.8	7.4	2.9	11.1	11.0
	#	3	20	5	2	8	38
Maltreatment of children in school (bullying)	%	8.5	56.9	7.4	1.4	15.3	17.4
	#	6	37	5	1	11	60
Cooking course	%	36.6	47.7	5.9	30.4	16.7	27.2
	#	26	31	4	21	12	94
Risks of trafficking	%	5.6	21.5	2.9	0.0	6.9	7.2
	#	4	14	2	0	5	25
Marriage and Divorce law in Turkey	%	14.1	41.5	13.2	0.0	13.9	16.2
	#	10	27	9	0	10	56
Child abuse	%	12.7	46.2	13.2	2.9	13.9	17.4
	#	9	30	9	2	10	60
Legal rights of refugees in Turkey	%	35.2	72.3	36.8	7.2	23.6	34.5
	#	25	47	25	5	17	119
English course	%	35.2	66.2	20.6	18.8	48.6	37.7
	#	25	43	14	13	35	130
Prevention of sexual abuse	%	7.0	36.9	1.5	8.7	8.3	12.2
	#	5	24	1	6	6	42
Relationship Advice	%	9.9	47.7	1.5	5.8	8.3	14.2
	#	7	31	1	4	6	49

Table 154 Beneficiaries who would like to attend additional information sessions and workshops on topics at the Community Centers (by Community Center)

		Female			Male			Total		
		18-59 years	60+ years	Total	18-59 years	60+ years	Total	18-59 years	60+ years	Total
Violence against Women	%	15.3	0.0	15.2	7.0	12.8	7.5	12.5	11.1	12.4
	#	111	0	111	26	5	31	137	5	142
Laborexplotation	%	8.1	16.7	8.2	13.9	7.7	13.3	10.1	8.9	10.1
	#	59	1	60	52	3	55	111	4	115
Accessible services for refugees	%	9.0	16.7	9.0	11.8	17.9	12.4	9.9	17.8	10.2
	#	65	1	66	44	7	51	109	8	117
Educating teenagers	%	5.0	0.0	4.9	2.9	2.6	2.9	4.3	2.2	4.2
	#	36	0	36	11	1	12	47	1	48
Vocational course (e.g. electrician, mechanic, plumber)	%	2.8	0.0	2.7	6.7	10.3	7.0	4.1	8.9	4.3
	#	20	0	20	25	4	29	45	4	49
Child marriage	%	4.0	0.0	4.0	2.4	0.0	2.2	3.5	0.0	3.3
	#	29	0	29	9	0	9	38	0	38
Maltreatment of children in school (bullying)	%	5.9	0.0	5.9	4.3	2.6	4.1	5.4	2.2	5.2
	#	43	0	43	16	1	17	59	1	60
Cooking course	%	9.4	50.0	9.7	5.6	5.1	5.6	8.1	11.1	8.2
	#	68	3	71	21	2	23	89	5	94
Risks of trafficking	%	1.5	0.0	1.5	3.5	2.6	3.4	2.2	2.2	2.2
	#	11	0	11	13	1	14	24	1	25
Marriage and Divorce law in Turkey	%	5.0	0.0	4.9	5.4	0.0	4.9	5.1	0.0	4.9
	#	36	0	36	20	0	20	56	0	56
Child abuse	%	5.8	0.0	5.7	4.6	2.6	4.4	5.4	2.2	5.2
	#	42	0	42	17	1	18	59	1	60
Legal rights of refugees in Turkey	%	10.1	0.0	10.0	11.0	12.8	11.2	10.4	11.1	10.4
	#	73	0	73	41	5	46	114	5	119
English course	%	10.7	16.7	10.8	12.1	15.4	12.4	11.2	15.6	11.4
	#	78	1	79	45	6	51	123	7	130
Prevention of sexual abuse	%	3.6	0.0	3.6	3.8	5.1	3.9	3.6	4.4	3.7
	#	26	0	26	14	2	16	40	2	42
Relationship Advice	%	4.0	0.0	4.0	5.1	2.6	4.9	4.4	2.2	4.3
	#	29	0	29	19	1	20	48	1	49

Table 155 Are there any restrictions on Syrians working in Turkey? (By Community Center)

		Istanbul	Izmir	Konya	Mardin	Mersin	Total
Do not know	%	12.7	10.8	14.7	5.8	5.6	9.9
	#	9	7	10	4	4	34
Do not wish to answer	%	2.8	0.0	0.0	1.4	45.8	10.4
	#	2	0	0	1	33	36
No	%	66.2	24.6	29.4	44.9	34.7	40.3
	#	47	16	20	31	25	139
Yes	%	18.3	64.6	55.9	47.8	13.9	39.4
	#	13	42	38	33	10	136

Table 156 Are there any restrictions on Syrians working in Turkey? (By age and gender)

	Female	Male	Total
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		18-59 years	60+ years	Total	18-59 years	60+ years	Total	18-59 years	60+ years	Total
Do not know	%	9.3	60.0	10.5	8.5	11.8	8.9	9.0	22.7	9.9
	#	19	3	22	10	2	12	29	5	34
Do not wish to answer	%	10.2	0.0	10.0	10.2	17.6	11.1	10.2	13.6	10.4
	#	21	0	21	12	3	15	33	3	36
No	%	43.4	20.0	42.9	38.1	23.5	36.3	41.5	22.7	40.3
	#	89	1	90	45	4	49	134	5	139
Yes	%	37.1	20.0	36.7	43.2	47.1	43.7	39.3	40.9	39.4
	#	76	1	77	51	8	59	127	9	136

Table 157 What is the legal age of marriage in Turkey? (By Community Center)

		Istanbul	Izmir	Konya	Mardin	Mersin	Total
16 years	%	0.0	0.0	1.5	0.0	1.4	0.6
	#	0	0	1	0	1	2
17 years	%	0.0	0.0	0.0	0.0	1.4	0.3
	#	0	0	0	0	1	1
18 years	%	64.8	84.6	97.1	94.2	63.9	80.6
	#	46	55	66	65	46	278
19 years	%	1.4	1.5	0.0	1.4	2.8	1.4
	#	1	1	0	1	2	5
20+ years	%	33.8	13.8	1.5	4.3	30.6	17.1
	#	24	9	1	3	22	59

Table 158 What is the legal age of marriage in Turkey? (By age and gender)

		Female			Male			Total		
		18-59 years	60+ years	Total	18-59 years	60+ years	Total	18-59 years	60+ years	Total
16 years	%	0.0	0.0	0.0	1.7	0.0	1.5	0.6	0.0	0.6
	#	0	0	0	2	0	2	2	0	2
17 years	%	0.0	0.0	0.0	0.0	5.9	0.7	0.0	4.5	0.3
	#	0	0	0	0	1	1	0	1	1
18 years	%	78.0	60.0	77.6	85.6	82.4	85.2	80.8	77.3	80.6
	#	160	3	163	101	14	115	261	17	278
19 years	%	1.0	0.0	1.0	2.5	0.0	2.2	1.5	0.0	1.4
	#	2	0	2	3	0	3	5	0	5
20+ years	%	21.0	40.0	21.4	10.2	11.8	10.4	17.0	18.2	17.1
	#	43	2	45	12	2	14	55	4	59

Table 159 Do you know someone who was married before the age of 18? (By Community Center)

		Istanbul	Izmir	Konya	Mardin	Mersin	Total
Do not wish to answer	%	1.4	0.0	0.0	2.9	16.7	4.3
	#	1	0	0	2	12	15
No	%	46.5	23.1	10.3	39.1	51.4	34.5
	#	33	15	7	27	37	119
Yes	%	52.1	76.9	89.7	58.0	31.9	61.2
	#	37	50	61	40	23	211

Table 160 Do you know someone who was married before the age of 18? (By age and gender)

		Female			Male			Total		
		18-59 years	60+ years	Total	18-59 years	60+ years	Total	18-59 years	60+ years	Total
Do not wish to answer	%	3.4	0.0	3.3	5.9	5.9	5.9	4.3	4.5	4.3
	#	7	0	7	7	1	8	14	1	15
No	%	28.8	40.0	29.0	42.4	47.1	43.0	33.7	45.5	34.5
	#	59	2	61	50	8	58	109	10	119
Yes	%	67.8	60.0	67.6	51.7	47.1	51.1	61.9	50.0	61.2
	#	139	3	142	61	8	69	200	11	211

Table 161 Is it acceptable to discipline a child with physical force? (By Community Center)

		Istanbul	Izmir	Konya	Mardin	Mersin	Total
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Yes – in school/by a teacher	%	0.0	1.5	14.7	1.4	1.4	3.8
	#	0	1	10	1	1	13
Yes – at home/by a family member	%	12.7	9.2	17.6	1.4	2.8	8.7
	#	9	6	12	1	2	30
Yes – other	%	9.9	7.7	0.0	8.7	1.4	5.5
	#	7	5	0	6	1	19
No	%	76.1	86.2	75.0	87.0	95.8	84.1
	#	54	56	51	60	69	290
Do not wish to answer	%	2.8	0.0	0.0	1.4	0.0	0.9
	#	2	0	0	1	0	3

Table 162 Is it acceptable to discipline a child with physical force? (By age and gender)

		Female			Male			Total		
		18-59 years	60+ years	Total	18-59 years	60+ years	Total	18-59 years	60+ years	Total
Yes – in school/by a teacher	%	4.2	0.0	4.1	3.3	0.0	2.9	3.9	0.0	3.7
	#	9	0	9	4	0	4	13	0	13
Yes – at home/by a family member	%	10.3	0.0	10.1	6.7	0.0	5.8	9.0	0.0	8.5
	#	22	0	22	8	0	8	30	0	30
Yes – other	%	7.0	0.0	6.9	3.3	0.0	2.9	5.7	0.0	5.4
	#	15	0	15	4	0	4	19	0	19
No	%	77.5	100.0	78.0	85.8	100.0	87.6	80.5	100.0	81.7
	#	165	5	170	103	17	120	268	22	290
Do not wish to answer	%	0.9	0.0	0.9	0.8	0.0	0.7	0.9	0.0	0.8
	#	2	0	2	1	0	1	3	0	3

Appendix II: Baseline Questionnaire

English Questions and Answers	Turkish Questions and Answers	Arabic Questions and Answers
Enumerator's Name	Anketörün ismi	اسم الحساب
<i>Hevin Kara Khalil</i>	<i>Hevin Kara Khalil</i>	<i>Hevin Kara Khalil</i>
<i>Walid Hassan</i>	<i>Walid Hassan</i>	<i>Walid Hassan</i>
<i>Dina Suleyman</i>	<i>Dina Suleyman</i>	<i>Dina Suleyman</i>
<i>Suhaip Mahli</i>	<i>Suhaip Mahli</i>	<i>Suhaip Mahli</i>
<i>Muhammed Ali</i>	<i>Muhammed Ali</i>	<i>Muhammed Ali</i>
<i>May Basali</i>	<i>May Basali</i>	<i>May Basali</i>
<i>Nursav Haso</i>	<i>Nursav Haso</i>	<i>Nursav Haso</i>
<i>Vecdi Mustafa</i>	<i>Vecdi Mustafa</i>	<i>Vecdi Mustafa</i>
<i>Delil Hasan</i>	<i>Delil Hasan</i>	<i>Delil Hasan</i>
<i>Hatice Ramo</i>	<i>Hatice Ramo</i>	<i>Hatice Ramo</i>
Center:	Merkez:	مركز:
<i>Istanbul Bagcilar</i>	<i>Istanbul Bagcilar</i>	<i>Bagcilar</i> اسطنبول
<i>Izmir</i>	<i>Izmir</i>	<i>Izmir</i> إزمير
<i>Konya</i>	<i>Konya</i>	<i>Konya</i> قونية
<i>Mardin</i>	<i>Mardin</i>	<i>Mardin</i> ماردين
<i>Mersin</i>	<i>Mersin</i>	<i>Mersin</i> مرسين
We are an external consultancy firm and we are conducting a survey on behalf of the Turkish Red Crescent Society (TRCS) to understand how the Community Center support individuals, like you, with information, services and support that can improve your life in Turkey and make you feel safer, happier and more confident in yourself. Some of the questions at the beginning relate to your personal data such as your age and nationality. All information you provide will be confidential and anonymous and will not be shared with external organisations. You have been randomly selected to take part in this survey. The results of this questionnaire will be used by Turkish Red Crescent to improve its programmes. Your participation will have no effect on any services you receive, and the information will be used for analysis only. The interview should take about 25 minutes to complete. This is voluntary, and you can choose not to answer any of the questions, or to withdraw from participating in the assessment at any time. Please be assured that we are external to TRCS and we will only share the results of this discussion anonymously with our donor partners.	Biz dışarıdan hizmet veren bir danışmanlık firmasıyız ve Türk Kızılayı Toplum Merkezi'nin sizin gibi bireylere Türkiye'deki yaşamınızı iyileştirecek, kendinizi daha güvende, mutlu ve rahat hissettirecek bilgiler, hizmetler ve destekler ile nasıl yardımcı olduğunu anlamak için Türk Kızılayı adına bir araştırma düzenlemekteyiz. Başlangıçtaki soruların bazıları yaşınız ve milliyetiniz gibi kişisel bilgileriniz ile ilgilidir. Sağladığınız tüm bilgiler gizli ve isimsiz olacak ve diğer kuruluşlarla paylaşılmayacaktır. Bu araştırmada yer almak için rassal olarak seçildiniz. Bu anketin sonuçları Türk Kızılayı tarafından kendi programlarını geliştirmek amacıyla kullanılacaktır. Katılımınız aldığınız hizmetleri etkilemeyecektir ve bilgileriniz yalnızca analiz amacıyla kullanılacaktır. Görüşmenin tamamlanması yaklaşık 25 dakika sürmektedir. Bu çalışma gönüllülük esasına dayanmaktadır ve herhangi bir soruya yanıt vermemeyi veya herhangi bir anda değerlendirmeye katılmaktan çekilmeyi tercih edebilirsiniz. Lütfen bizim Türk Kızılayı Topluluğu için bir dış hizmet sağlayıcı olduğumuzdan ve bu görüşmenin sonuçlarını yalnızca bağış yapan ortaklarımızla isimsiz olarak paylaşacağımızdan emin olunuz.	نحن شركة استشارية خارجية ونحن بصدد إجراء دراسة استقصائية بالنيابة عن جمعية الهلال الأحمر التركي (TRCS) لفهم كيف يدعم مركز المجتمع الأفراد، مثلك، بالمعلومات والخدمات والدعم الذي يمكن أن يحسن حياتك في تركيا ويجعل تشعر أنك أكثر أمانًا وسعادة وأكثر ثقة في نفسك. تتعلق بعض الأسئلة في البداية ببياناتك الشخصية مثل عمرك وجنسيتك. جميع المعلومات التي تقدمها ستكون سرية ومجهولة المصدر ولن تتم مشاركتها مع المنظمات الخارجية. لقد تم اختيارك عشوائيًا للمشاركة في هذا الاستطلاع. سيستخدم الهلال الأحمر التركي نتائج هذا الاستبيان لتحسين برامجهم. لن يكون لمشاركتك أي تأثير على أي خدمات تتلقاها، وسيتم استخدام المعلومات للتحليل فقط. يجب أن تستغرق المقابلة حوالي 25 دقيقة. هذا أمر اختياري، ويمكنك اختيار عدم الإجابة عن أي سؤال، أو الانسحاب من المشاركة في التقييم في أي وقت. يُرجى الاطمئنان إلى أننا خارج نطاق نظام TRCS ونشارك فقط نتائج هذه المقابلة بدون الكشف عن الهوية مع شركائنا المانحين.
Are you happy to participate in our assessment?	Değerlendirmemize katılmaktan memnun musunuz?	هل أنت سعيد بالمشاركة في تقييمنا؟
<i>Yes</i>	<i>Evet</i>	<i>Yes</i> نعم
<i>No</i>	<i>Hayır</i>	<i>No</i> لا
Survey	Araştırma	الدراسة الاستقصائية
Country	Ülke	دولة
<i>Syria</i>	<i>Suriye</i>	<i>Syria</i> سوريا
<i>Iraq</i>	<i>Irak</i>	<i>Iraq</i> العراق

Afghanistan	Afganistan	أفغانستان
Other	Diğer	آخر
Gender	Cinsiyet	جنس
Female	Kadın	أنثى
Male	Erkek	ذكر
B. Demographics	B. Beşeri	التركيبة السكانية B.
Q1. Age	Q1. Yaşınız	Q1. عمر
Q2. Marital status	Q2. Medeni durumunuz	Q2. الحالة الاجتماعية
Single	Bekar	أعزب
Married, currently living with spouse	Evli, şu anda eşiyle birlikte yaşıyor.	متزوج ، يعيش حالياً مع الزوج
Married, not currently living with spouse	Evli, şu anda eşiyle birlikte yaşamıyor.	متزوج ولا يعيش حالياً مع الزوج
Divorced	Boşanmış	مطلق
Widowed	Dul	أرمل
Q3. Highest level of education	Q3. En yüksek eğitim düzeyiniz	Q3. أعلى مستوى تعليمي
No formal education	Resmi bir eğitimi yok	لا يوجد تعليم رسمي
Primary school	İlkokul	المدرسة الابتدائية
Secondary school	Orta dereceli okul	المدرسة الثانوية
College	Yüksek okul	كلية
Vocational	Meslek okulu	مهني
Some university	Bazı üniversiteler	بعض الجامعات
Bachelor Degree	Lisans derecesi	درجة البكالوريوس
Post-Graduate	Mezun	متخرج
Q4. Do you have children under the age of 18?	Q4. 18 yaşın altında çocuğunuz var mı?	Q4. هل لديك أطفال تقل أعمارهم عن 18 سنة ؟
Yes	Evet	نعم
No	Hayır	لا
C. Interaction with Community Center.	C. Toplum Merkezi ile etkileşim	التفاعل مع مركز المجتمع C.
Q5A. How satisfied are you with the following services and activities?	Q5A. Aşağıdaki hizmetler ve etkinliklerden ne kadar memnunsunuz?	Q5A. ما مدى رضاك عن الخدمات والأنشطة التالية؟
Very satisfied	Çok memnun	راض جداً
satisfied	Biraz memnun	راض إلى حد ما
Not satisfied at all	Hiç memnun değil	غير راض على الإطلاق
Not applicable	Uygulanabilir değil	غير قابل للتطبيق
Do not wish to answer	Cevap vermek istemiyor	لا يرغب في الإجابة
Q5a01. Training in sewing techniques	Q5a01. Dikiş teknikleri eğitimi	Q5a01. التدريب على تقنيات الخياطة
Very satisfied	Çok memnun	راض جداً
satisfied	Biraz memnun	راض إلى حد ما
Not satisfied at all	Hiç memnun değil	غير راض على الإطلاق
Not applicable	Uygulanabilir değil	غير قابل للتطبيق
Do not wish to answer	Cevap vermek istemiyor	لا يرغب في الإجابة
Q5a02. IT course	Q5a02. Bilgi teknolojileri kursu	Q5a02. دورة تكنولوجيا المعلومات
Very satisfied	Çok memnun	راض جداً
satisfied	Biraz memnun	راض إلى حد ما
Not satisfied at all	Hiç memnun değil	غير راض على الإطلاق
Not applicable	Uygulanabilir değil	غير قابل للتطبيق
Do not wish to answer	Cevap vermek istemiyor	لا يرغب في الإجابة
Q5a03. Beauty and Hairdressing course	Q5a03. Güzellik ve kuaförlük kursu	Q5a03. دورة التجميل وتصفيف الشعر
Very satisfied	Çok memnun	راض جداً
satisfied	Biraz memnun	راض إلى حد ما
Not satisfied at all	Hiç memnun değil	غير راض على الإطلاق
Not applicable	Uygulanabilir değil	غير قابل للتطبيق
Do not wish to answer	Cevap vermek istemiyor	لا يرغب في الإجابة
Q5a04. Turkish language course	Q5a04. Türkçe dil kursu	Q5a04. دورة اللغة التركية
Very satisfied	Çok memnun	راض جداً
satisfied	Biraz memnun	راض إلى حد ما
Not satisfied at all	Hiç memnun değil	غير راض على الإطلاق
Not applicable	Uygulanabilir değil	غير قابل للتطبيق
Do not wish to answer	Cevap vermek istemiyor	لا يرغب في الإجابة

Q5a05. Information sessions	Q5a05. Bilgilendirme seansları	Q5a05. جلسات إعلامية
Very satisfied	Çok memnun	راض جدا
satisfied	Biraz memnun	راض إلى حد ما
Not satisfied at all	Hiç memnun değil	غير راض على الإطلاق
Not applicable	Uygulanabilir değil	غير قابل للتطبيق
Do not wish to answer	Cevap vermek istemiyor	لا يرغب في الإجابة
Q5a06. Health-related activities	Q5a06. Sağlık ile ilgili etkinlikler	Q5a06. الأنشطة المتعلقة بالصحة
Very satisfied	Çok memnun	راض جدا
satisfied	Biraz memnun	راض إلى حد ما
Not satisfied at all	Hiç memnun değil	غير راض على الإطلاق
Not applicable	Uygulanabilir değil	غير قابل للتطبيق
Do not wish to answer	Cevap vermek istemiyor	لا يرغب في الإجابة
Q5a07. Child and youth activities	Q5a07. Çocuk ve gençlik aktiviteleri	Q5a07. أنشطة الأطفال والشباب
Very satisfied	Çok memnun	راض جدا
satisfied	Biraz memnun	راض إلى حد ما
Not satisfied at all	Hiç memnun değil	غير راض على الإطلاق
Not applicable	Uygulanabilir değil	غير قابل للتطبيق
Do not wish to answer	Cevap vermek istemiyor	لا يرغب في الإجابة
Q5B. How satisfied are you with the following services and activities?	Q5B. Aşağıdaki hizmetler ve etkinliklerden ne kadar memnunsunuz?	Q5B. ما مدى رضاك عن الخدمات والأنشطة التالية؟
Q5b08. Social and cultural activities	Q5b08. Sosyal ve kültürel etkinlikler	Q5b08. الأنشطة الاجتماعية والثقافية
Very satisfied	Çok memnun	راض جدا
satisfied	Biraz memnun	راض إلى حد ما
Not satisfied at all	Hiç memnun değil	غير راض على الإطلاق
Not applicable	Uygulanabilir değil	غير قابل للتطبيق
Do not wish to answer	Cevap vermek istemiyor	لا يرغب في الإجابة
Q5b09. ID Card and registration	Q5b09. Kimlik kartı ve kayıt	Q5b09. بطاقة الهوية والتسجيل
Very satisfied	Çok memnun	راض جدا
satisfied	Biraz memnun	راض إلى حد ما
Not satisfied at all	Hiç memnun değil	غير راض على الإطلاق
Not applicable	Uygulanabilir değil	غير قابل للتطبيق
Do not wish to answer	Cevap vermek istemiyor	لا يرغب في الإجابة
Q5b10. Children school registration support	Q5b10. Çocuklara okul kaydı desteği	Q5b10. دعم تسجيل المدرسة للأطفال
Very satisfied	Çok memnun	راض جدا
satisfied	Biraz memnun	راض إلى حد ما
Not satisfied at all	Hiç memnun değil	غير راض على الإطلاق
Not applicable	Uygulanabilir değil	غير قابل للتطبيق
Do not wish to answer	Cevap vermek istemiyor	لا يرغب في الإجابة
Q5b11. CCTE (Conditional Cash Transfer for Education)	Q5b11. Eğitim için koşullu nakit transferi	Q5b11. (تحويل نقدي مشروط للتعليم) CCTE
Very satisfied	Çok memnun	راض جدا
satisfied	Biraz memnun	راض إلى حد ما
Not satisfied at all	Hiç memnun değil	غير راض على الإطلاق
Not applicable	Uygulanabilir değil	غير قابل للتطبيق
Do not wish to answer	Cevap vermek istemiyor	لا يرغب في الإجابة
Q5b12. Help with wheelchair/prosthetics/medical support	Q5b12. Tekerlekli sandalye/protez/tıbbi destek	Q5b12. الأطراف الصناعية / دعم كرسي متحرك / الدعم الطبي
Very satisfied	Çok memnun	راض جدا
satisfied	Biraz memnun	راض إلى حد ما
Not satisfied at all	Hiç memnun değil	غير راض على الإطلاق
Not applicable	Uygulanabilir değil	غير قابل للتطبيق
Do not wish to answer	Cevap vermek istemiyor	لا يرغب في الإجابة
Q5b13. Help with legal issues	Q5b13. Yasal konular ile ilgili yardım	Q5b13. مساعدة في القضايا القانونية
Very satisfied	Çok memnun	راض جدا
satisfied	Biraz memnun	راض إلى حد ما
Not satisfied at all	Hiç memnun değil	غير راض على الإطلاق
Not applicable	Uygulanabilir değil	غير قابل للتطبيق
Do not wish to answer	Cevap vermek istemiyor	لا يرغب في الإجابة

Q5b14. Help with transportation to important appointments	Q5b14.Önemli randevular için ulaşım yardımı	Q5b14. مساعدة التنقل إلى المواعيد الهامة
Very satisfied	Çok memnun	راض جدا
satisfied	Biraz memnun	راض إلى حد ما
Not satisfied at all	Hiç memnun değil	غير راض على الإطلاق
Not applicable	Uygulanabilir değil	غير قابل للتطبيق
Do not wish to answer	Cevap vermek istemiyor	لا يرغب في الإجابة
Q5b15. Others, please specify:	Q5b15. Diğer, lütfen açıklayınız:	Q5b15. آخر، يرجى التوضيح.
Please, specify	Lütfen açıklayınız	يرجى التوضيح:
Very satisfied	Çok memnun	راض جدا
satisfied	Biraz memnun	راض إلى حد ما
Not satisfied at all	Hiç memnun değil	غير راض على الإطلاق
Not applicable	Uygulanabilir değil	غير قابل للتطبيق
Do not wish to answer	Cevap vermek istemiyor	لا يرغب في الإجابة
Q6. Have you experienced any problems registering/joining a service or activity at the CC?	Q6. Toplum merkezinde bir hizmet veya etkinliğe kayıt olmak /katılmak ile ilgili bir problem yaşadınız mı?	Q6. هل واجهت أي مشاكل في التسجيل / مركز CC الانضمام إلى خدمة أو نشاط في المجتمع؟
Yes	Evet	نعم
No	Hayır	لا
Do not wish to answer	Yanıtlamak istemiyor	لا يرغب في الإجابة
Q7. What was/were the problem(s)?	Q7. Problem(ler) ne/neler idi?	Q7. (المشاكل)؟ ما كانت المشكلة
Q8. Has the CC been able to help you with your problems?	Q8. Toplum merkezi problemlerinizi için size yardımcı olabildi mi?	Q8. مركز المجتمع (من) CC هل تمكن مساعدتك في حل مشكلاتك؟
Yes	Evet	نعم
No – CC has not been able to help	Hayır-toplum merkezi yardım edemedi	لا - لم يكن CC مركز المجتمع قادراً على المساعدة
No - Does not have problems	Hayır-problemi yok	لا - لا توجد مشاكل
Do not wish to answer	Cevap vermek istemiyor	لا يرغب في الإجابة
Q9. If yes, which programmes?	Q9. Evet ise, hangi programlar?	Q9. إذا كانت الإجابة بنعم، فما هي البرامج؟
Q10. Why not? (select all that apply)	Q10. Niçin yardımcı olamadı? (uygun olanların tümünü seçiniz)	Q10. (لماذا لا؟) اختر كل ما ينطبق
CC does not have the services to help/ there aren't any services for the problem in general	Toplum merkezinin yardım edebilecek bir programı yok/bu probleme yönelik genel olarak hiçbir hizmet yok	مركز المجتمع ليس لديها خدمات للمساعدة CC
CC did not understand my problem	Toplum merkezi benim problemimi anlamadı	لم يفهم (CC مركز المجتمع) مشكلتي
CC activities/services are not relevant to my problems	Toplum merkezinin etkinlikleri/hizmetleri benim problemimle ilgili değil	أنشطة / خدمات (CC مركز المجتمع) ليست ذات صلة بمشاكلي
CC was not able to understand my problem	Toplum merkezi benim problemimi anlayamadı	لم يتمكن (CC مركز المجتمع) من فهم مشكلتي
Other (specify)	Diğer(Belirtiniz)	غير ذلك (حدد)
Do not wish to answer	Cevap vermek istemiyor	لا يرغب في الإجابة
Q11. If you have spoken to a CC caseworker before about any problem faced by you or your family, to what extent has he/she been able to help you?	Q11. Eğer daha önce sizin veya ailenizin karşılaştığı herhangi bir problem hakkında bir toplum merkezi sosyal görevlisi ile konuştuyunuz, size ne ölçüde yardımcı olabildi?	Q11. إذا كنت قد تحدثت مع أحد أخصائيي الحالة في المركز قبل أي مشكلة تواجهك أنت أو عائلتك، فإلى أي مدى كان بمقدوره مساعدتك؟
Completely	Tamamen	تماماً
To some extent	Biraz	إلى حد ما
Not at all	Hiç değil	على الإطلاق
Have not met with a caseworker	Sosyal görevli ile görüşmedim.	لم يجتمع مع أخصائي الحالة
Do not wish to answer	Cevap vermek istemiyor	لا يرغب في الإجابة
Q12. How respectful are the staff/volunteers of the CC towards you?	Q12. Toplum merkezi çalışanları/gönüllüleri size karşı ne kadar saygılılar?	Q12. مركز CC ما مدى احترام موظفي / متطوعي المجتمع تجاهك؟
Very respectful	Çok saygılı	محترم جداً
respectful	Biraz saygılı	محترم بعض الشيء
Not respectful at all	Hiç saygılı değil	غير محترم على الإطلاق

<i>Do not wish to answer</i>	<i>Cevap vermek istemiyor</i>	لا يرغب في الإجابة
Q13. Are there any barriers you face to receiving services from the CC?	Q13. Toplum merkezinden hizmet almakta herhangi bir engel ile karşılaştınız mı?	هل هناك أي عوائق تواجهك في الوصول إلى مركز المجتمع؟ (CC)
Yes	Evet	نعم
No	Hayır	لا
<i>Do not wish to answer</i>	<i>Yanıtlamak istemiyor</i>	لا يرغب في الإجابة
Q14. What are the barriers?	Q14. Engeller nelerdir?	ما هي العوائق؟
<i>Language barriers</i>	<i>Dil engeli</i>	حواجز اللغة
<i>Not enough women translators to talk to</i>	<i>Konuşulabilecek yeterli sayıda kadın çevirmen yok</i>	لا يوجد عدد كاف من المترجمات للتحدث إليه
<i>Transportation to the CC is difficult</i>	<i>Toplum merkezine ulaşım zor</i>	النقل إلى (CC مركز المجتمع) أمر صعب
<i>Transportation to the CC is expensive</i>	<i>Toplum merkezine ulaşım pahalı</i>	النقل إلى (CC مركز المجتمع) غير مكلف
<i>The hours of the activities in the CC are not convenient</i>	<i>Toplum merkezindeki etkinliklerin saatleri uygun değil</i>	ساعات الأنشطة في (CC مركز المجتمع) ليست مريحة
<i>I find it difficult to talk with staff/volunteers</i>	<i>Çalışanlar/gönüllüler ile konuşmak zor</i>	أجد صعوبة في التحدث مع الموظفين / المتطوعين
<i>The CC is too busy</i>	<i>Toplum merkezi çok meşgul</i>	مركز المجتمع (مشغول جدا) CC
<i>Other (specify)</i>	<i>Diğer(belirtiniz)</i>	غير ذلك (حدد)
<i>Do not wish to answer</i>	<i>Cevap vermek istemiyor</i>	لا يرغب في الإجابة
Q15. Do you know how to make a complaint or provide feedback to the CC?	Q15. Nasıl şikayette bulunabileceğinizi veya toplum merkezine nasıl geri bildirimde bulunabileceğinizi biliyor musunuz?	هل تعرف كيفية تقديم شكوى أو تقديم مركز المجتمع؟ (CC تعليقات إلى)
Yes	Evet	نعم
No	Hayır	لا
<i>Do not wish to answer</i>	<i>Yanıtlamak istemiyor</i>	لا يرغب في الإجابة
Q16. To what extent do you feel comfortable making a complaint?	Q16. Şikayette bulunmak konusunda ne ölçüde rahat hissediyorsunuz?	إلى أي مدى تشعر بالراحة عند تقديم شكوى؟
<i>Very comfortable</i>	<i>Çok rahat hissediyorum</i>	مريح جدا
<i>comfortable</i>	<i>Biraz rahat hissediyorum</i>	مريحة إلى حد ما
<i>Not comfortable at all</i>	<i>Hiç rahat hissetmiyorum</i>	غير مريح على الإطلاق
<i>Do not wish to answer</i>	<i>Cevap vermek istemiyor</i>	لا يرغب في الإجابة
D. Life in Turkey	D. Türkiye'de hayat	D. الحياة في تركيا
Q17. Arrival year in Turkey	Q17. Türkiye'ye geliş yılınız	Q17. سنة الوصول إلى تركيا
Q18. How does your family financially support itself at the moment?	Q18. Şu anda aileniz kendisini maddi anlamda nasıl geçindiriyor?	Q18. كيف تدعم عائلتك نفسها ماليا في الوقت الحالي؟
<i>ESSN/Kızılay assistance</i>	<i>ESSN/Kızılay yardımı</i>	مساعدة ESSN / Kızılay
<i>Financial support from family</i>	<i>Aileden maddi destek</i>	الدعم المالي من الأسرة
<i>I work</i>	<i>Ben çalışıyorum</i>	أعمل
<i>Other family members work</i>	<i>Diğer aile üyeleri çalışıyor</i>	أعضاء الأسرة الآخرين العمل
<i>NGO assistance</i>	<i>Sivil toplum örgütü yardımı</i>	مساعدة المنظمات غير الحكومية
<i>Other (specify)</i>	<i>Diğer(Belirtiniz)</i>	غير ذلك (حدد)
<i>No financial support</i>	<i>Maddi destek yok</i>	لا يوجد دعم مالي
<i>Do not wish to answer</i>	<i>Cevap vermek istemiyor</i>	لا يرغب في الإجابة
Q19. Do any of your children or household members under the age of 18 currently work to support your family?	Q19. Şu anda 18 yaş altındaki çocuklarınızdan veya aile bireylerinizden herhangi birisi ailenize destek olmak amacıyla çalışıyor mu?	Q19. هل يوجد في الوقت الحاضر أي من أطفالكم تحت سن 18 أو أي أحد من أفراد العائلة بالعمل من أجل المساعدة في الدخل المالي للأسرة؟
<i>Yes – by working</i>	<i>Evet-çalışarak</i>	نعم - من خلال العمل
<i>Yes – helping in a family business</i>	<i>Evet-aile işine yardım ederek</i>	نعم - المساعدة في عمل عائلي
<i>Yes – financial/NGO assistance</i>	<i>Evet-maddi/sivil toplum örgütü yardımı</i>	نعم - مساعدة مالية / منظمات غير حكومية
No	Hayır	لا
<i>Other (specify)</i>	<i>Diğer(Belirtiniz)</i>	غير ذلك (حدد)
<i>Do not wish to answer</i>	<i>Cevap vermek istemiyor</i>	لا يرغب في الإجابة
Q20. Has any working person in your family experienced any problems in the workplace because of the boss or coworkers?	Q20. Aile bireylerinizden çalışan herhangi biri işyerinde işyeri sahibi veya çalışanlardan kaynaklanan herhangi bir sorun yaşad mı?	Q20. هل واجه أي شخص عامل في عائلتك أي مشاكل في مكان العمل بسبب رئيسه أو زملائه؟

Yes	Evet	نعم
No	Hayır	لا
Do not wish to answer	Yanıtlamak istemiyor	لا يرغب في الإجابة
Q21. What were the problems (such as a lack of social security, insufficient wages, too long hours, discrimination, etc.)	Q21. Problemler nelerdi (sosyal güvenliğin olmaması, yetersiz ücretler, fazla uzun çalışma saatleri, ayrımcılık, vs.)	Q21. مثل الافتقار إلى الضمان (ما هي المشكلات الاجتماعية ، وعدم كفاية الأجور ، وساعات العمل الطويلة ، والتمييز ، وما إلى ذلك)
Q23. Do your children go to school?	Q23. Çocuklarınız okula gidiyor mu?	Q23. هل يذهب أطفالك إلى المدرسة؟
Yes – all	Evet-hepsi	نعم جميعا
Yes – some	Evet-bazıları	نعم بعض
No - none	Hayır-hiçbiri	لا - لا شيء
Do not wish to answer	Cevap vermek istemiyor	لا يرغب في الإجابة
Q24. How frequently do your children attend school?	Q24. Çocuklarınız ne sıklıkla okula gidiyor?	Q24. كم مرة يذهب أطفالك إلى المدرسة؟
Every day	Her gün	كل يوم
A couple times a week	Haftada birkaç kez	عض الايام في الاسبوع
A couple times a month	Ayda birkaç kez	في الشهر بضع مرات
Once a month or less	Ayda bir veya daha az	في الشهر مرة او اقل
Do not wish to answer	Cevap vermek istemiyor	لا اريد الإجابة
Q25. Did you face any challenges enrolling your child(ren) in school?	Q25. Çocuklarınızı okula kayıt ettirirken herhangi bir zorlukla karşılaştınız mı?	Q25. هل واجهت أي تحديات في تسجيل طفلك (أطفالك) في المدرسة؟
Yes	Evet	نعم
No	Hayır	لا
Do not wish to answer	Yanıtlamak istemiyor	لا يرغب في الإجابة
Q26. What were the challenges	Q26. Zorluklar nelerdi?	Q26. ما هي التحديات
Did not have identification/documentation	Kimliğin/evrakları yoktu	لم توجد هوية / وثائق
Had language difficulties	Dil ile ilgili zorluklar yaşadı	واجه صعوبات لغوية
Felt discriminated against	Ayrımcılık hissetti	أحس بالتمييز ضده
Other (specify)	Diğer(Belirtiniz)	غير ذلك (حدد)
Do not wish to answer	Cevap vermek istemiyor	لا يرغب في الإجابة
Q27. Why do your children not attend school?	Q27. Çocuklarınız neden okula devam etmiyor?	Q27. لماذا لا يذهب أطفالك إلى المدرسة؟
Child(ren) are too young	Çocuk(lar) çok küçük	الطفل (الأطفال) صغار جدا
Child(ren) have all completed schools	Çocuk(lar) okullarını bitirdiler	جميع الأطفال أكملوا المدارس
Transportation is too expensive and school is too far to reach on foot	Ulaşım çok pahalı ve okul yürüyerek gidilemeyecek kadar uzak	النقل مكلف للغاية والمدرسة بعيدة عن الوصول سيئا على الأقدام
Was not able to register children at school	Çocukları okula kaydettirmek mümkün olmadı	لم يكن قادرا على تسجيل الأطفال في المدرسة
Does not have the proper documents/identification	Uygun evraklar/kimlik belgesi yok	لا يملك الوثائق / الهوية الصحيحة
Does not know how to register children at school	Çocukları okula nasıl kaydettireceğini bilmiyor	لا يعرف كيفية تسجيل الأطفال في المدرسة
Does not want to register children	Çocukları kaydettirmek istemiyor	لا يريد تسجيل الأطفال
Child(ren) need to work	Çocuk(lar)ın çalışması gerekiyor	يحتاج الطفل (الأطفال) للعمل
Other (specify)	Diğer(Belirtiniz)	غير ذلك (حدد)
Do not wish to answer	Cevap vermek istemiyor	لا يرغب في الإجابة
Q28. Have you or someone in your household experienced any challenges visiting a hospital?	Q28. Siz veya evinizde yaşayanlardan biri hastane ziyareti konusunda herhangi bir zorlukla karşılaştınız mı?	Q28. هل واجهت أنت أو أحد أفراد أسرتك أي تحديات في زيارة مستشفى؟
Yes	Evet	نعم
No	Hayır	لا
No one has needed to visit a hospital	Hastaneye gitmeye ihtiyaç duyan kimse olmadı	لم يكن هناك حاجة لأحد لزيارة المستشفى
Do not wish to answer	Cevap vermek istemiyor	لا يرغب في الإجابة
Q29. What were the challenges?	Q29. Zorluklar nelerdi?	Q29. ما هي التحديات؟
Language barriers	Dil ile ilgili zorluklar	حواجز اللغة

Did not have the needed identification/documentation	Gereken kimlik/evraklar yoktu	لم يملك الوثائق / الهوية الصحيحة
Felt discriminated against	Ayrımcılık hissetti	أحس بالتمييز ضده
Cost of services, medication, etc. was too expensive	Hizmetler, tedavi vs. çok pahalıydı	تكلفة الخدمات ، والأدوية ، وما إلى ذلك كانت مكلفة للغاية
Hospital hours were not convenient	Hastane saatleri uygun değildi	ساعات المستشفى لم تكن مريحة
Transportation was difficult/expensive	Ulaşım zordu/pahalıydı	النقل كان صعباً / مكلفاً
Other (specify)	Diğer(Belirtiniz)	غير ذلك (حدد)
Do not wish to answer	Cevap vermek istemiyor	لا يرغب في الإجابة
Q30. Are there people, such as friends or family, that you can talk to when you have problems?	Q30. Sorun yaşadığınızda konuşabileceğiniz arkadaşlar veya aile bireyleri gibi kimseler var mı?	هل هناك أشخاص ، مثل الأصدقاء أو العائلة ، يمكنك التحدث إليهم عند حدوث مشكلات؟
Yes	Evet	نعم
No	Hayır	لا
Do not wish to answer	Yanıtlamak istemiyor	لا يرغب في الإجابة
Q31. Do you have any Turkish friends?	Q31. Hiç Türk arkadaşınız var mı?	هل لديك أي أصدقاء أتراك؟
Yes	Evet	نعم
No	Hayır	لا
Do not wish to answer	Yanıtlamak istemiyor	لا يرغب في الإجابة
Q32. Can you explain why?	Q32. Sebebini açıklayabilir misiniz?	هل يمكنك أن تشرح لماذا؟
Language barriers	Dil ile ilgili zorluklar	حواجز اللغة
I have not met any Turkish people	Bir Türk ile tanışmadım	لم أقابل أي شخص تركي
I have enough friends already	Zaten yeterince arkadaşım var	لدي ما يكفي من الأصدقاء بالفعل
I do not like Turkish people	Türkleri sevmiyorum	أنا لا أحب الشعب التركي
I do not have anything in common with Turkish people	Türklerle ortak bir yanım yok	ليس لدي أي شيء مشترك مع الشعب التركي
Our cultures are too different	Kültürlerimiz çok farklı	ثقافتنا مختلفة جداً
I do not have time to make new friends	Yeni arkadaşlar bulacak vaktim yok	ليس لدي وقت لتكوين صداقات جديدة
I am shy	Çekingenim	أنا خجول
Other (specify)	Diğer(Belirtiniz)	غير ذلك (حدد)
Do not wish to answer	Cevap vermek istemiyor	لا يرغب في الإجابة
Q33. Do you feel you have the same access to public services (such as schools, hospitals and police support) as Turkish citizens?	Q33. Kamu hizmetlerine (okullar, hastaneler ve polis desteği) Türk vatandaşları ile aynı ölçüde erişiminiz olduğunu hissediyor musunuz?	هل تشعر أن لديك نفس الوصول إلى الخدمات العامة (مثل المدارس والمستشفيات ودعم الشرطة) كالمواطنين أتراك؟
Yes	Evet	نعم
No	Hayır	لا
Do not wish to answer	Yanıtlamak istemiyor	لا يرغب في الإجابة
Q34. How would you describe your relationship with your neighbors?	Q34. Komşularınızla ilişkinizi nasıl tanımlarsınız?	كيف تصف علاقتك مع جيرانك؟
Very good	Çok iyi	جيد جداً
good	Biraz iyi	جيد إلى حد ما
Neutral	Nötr	محايد
bad	Biraz kötü	سيئة إلى حد ما
Very bad	Çok kötü	سيئة جداً
Do not wish to answer	Cevap vermek istemiyor	لا يرغب في الإجابة
Q35. How would you describe the relations between Syrian and Turkish people in this neighborhood?	Q35. Bu çevrede Suriyeli ve Türk kişiler arasındaki ilişkileri nasıl tanımlarsınız?	كيف تصفون العلاقات بين الشعبين التركي والترك في هذا الحي؟
Very good	Çok iyi	جيد جداً
good	Biraz iyi	جيد إلى حد ما
Neutral	Nötr	محايد
bad	Biraz kötü	سيئة إلى حد ما
Very bad	Çok kötü	سيئة جداً
Do not wish to answer	Cevap vermek istemiyor	لا يرغب في الإجابة
E. Safety, dignity, barriers and threats.	E: Güvenlik, onur, engeller ve tehditler.	E. السلامة والكرامة والعوائق والتهديدات.
HINT: Please inform the beneficiary that this information will only be shared with	İPUCU: Lütfen katılımcıyı bu bilgilerin toplum merkezinin ilgilendiğini	تلميح: الرجاء إبلاغ المشارك أن هذه المعلومات فقط تتم مشاركتها مع (CC مركز المجتمع) حتى

the CC so they can contact the beneficiary about future activities and sessions related to the topics they have expressed interest in. No other information from this survey will be shared with the CC. Finally, remind the beneficiary that they do not need to share any contact information if they do not wish to do so.	söylediği konular ile ilgili gelecekteki seanslar ve etkinlikler hakkında kendisiyle iletişim kurabilmesi için yalnızca toplum merkezi ile paylaşılacağı konusunda bilgilendiriniz. Bu anketteki başka hiçbir bilgi toplum merkezi ile paylaşılmayacaktır. Son olarak, katılımcıya istemediği takdirde herhangi bir iletişim bilgisi paylaşmak zorunda olmadığını hatırlatınız.	يتمكنوا من الاتصال بالمشارك حول الأنشطة والجلسات المستقبلية المتعلقة بالموضوعات التي أبدوا اهتمامًا بها. لن تتم مشاركة أي معلومات أخرى من هذا الاستطلاع مع (CC مركز المجتمع). أخيرًا، ذكر المشارك أنه لا يحتاج إلى مشاركة أي معلومات اتصال إذا لم يرغب في القيام بذلك.
Q36. What does it mean to you to feel safe?	Q36. Güvende olmak sizin için ne ifade ediyor?	Q36. ماذا يعني لك أن تشعر بالأمان؟
Please inform the beneficiary: Safety can be more than physical safety. Safety is not limited to physical safety but can include psychological/emotional risks, discrimination, sexual assault and harassment. Threats to safety can come from a variety of sources, including from family members, friends, neighbors, strangers, civil servants, police, NGO representatives, political representatives, etc.	Lütfen katılımcıyı bilgilendirin: Güvenlik, fiziksel güvenlikten fazlası olabilmektedir. Güvenlik, fiziksel güvenlik ile sınırlanmamış olmasının yanı sıra psikolojik/duygusal riskleri, ayrımcılığı, cinsel saldırı ve tacizi içerebilir. Güvenliğe yönelik tehditler aile üyelerini, arkadaşları, komşuları, yabancıları, memurları, polisi, sivil toplum örgütü temsilcilerini, siyasi temsilcileri, vs. içeren çeşitli kaynaklardan gelebilmektedir.	يرجى إبلاغ المشارك: السلامة يمكن أن تكون أكثر من السلامة البدنية. السلامة لا تقتصر على السلامة الجسدية ولكن يمكن أن تشمل المخاطر النفسية / العاطفية والتمييز والاعتداء الجنسي والمضايقات. يمكن أن تأتي التهديدات للسلامة من مجموعة متنوعة من المصادر، بما في ذلك أفراد العائلة والأصدقاء والجيران والغرباء والموظفين الحكوميين والشرطة وممثلي المنظمات غير الحكومية والممثلين السياسيين، إلخ.
Q37. Currently, to what extent do you feel safe in your daily life?	Q37. Halihazırda günlük hayatınızda ne ölçüde güvende hissediyorsunuz?	Q37. حاليًا، إلى أي مدى تشعر بالأمان في حياتك اليومية؟
Very safe	Çok güvenli	امن جدا
safe	Biraz güvenli	آمن إلى حد ما
Not safe at all	Hiç güvenli değil	غير آمن على الإطلاق
Do not wish to answer	Cevap vermek istemiyor	لا يرغب في الإجابة
Q38. What makes you feel unsafe?	Q38. Sizi neler güvensiz hissettirir?	Q38. ما الذي يجعلك تشعر بعدم الأمان؟
Q39. To what extent do you feel safe walking home alone at night?	Q39. Geceleri yalnız başınıza evinize yürürken ne ölçüde güvende hissediyorsunuz?	Q39. إلى أي مدى تشعر بالأمان وأنت تسير إلى المنزل بمفردك أثناء الليل؟
Very safe	Çok güvenli	امن جدا
safe	Biraz güvenli	آمن إلى حد ما
Not safe at all	Hiç güvenli değil	غير آمن على الإطلاق
Do not wish to answer	Cevap vermek istemiyor	لا يرغب في الإجابة
Q40. To what extent do you feel safe when visiting shops in this city?	Q40. Bu şehirdeki mağazaları ziyaret ederken ne ölçüde güvende hissediyorsunuz?	Q40. إلى أي مدى تشعر بالأمان عند زيارة المحلات التجارية في هذه المدينة؟
Very safe	Çok güvenli	امن جدا
safe	Biraz güvenli	آمن إلى حد ما
Not safe at all	Hiç güvenli değil	غير آمن على الإطلاق
Do not wish to answer	Cevap vermek istemiyor	لا يرغب في الإجابة
Q41. To what extent do you feel safe when visiting government offices in this city?	Q41. Bu şehirdeki devlet ofislerini ziyaret ederken ne ölçüde güvende hissediyorsunuz?	Q41. إلى أي مدى تشعر بالأمان عند زيارة المكاتب الحكومية في هذه المدينة؟
Very safe	Çok güvenli	امن جدا
safe	Biraz güvenli	آمن إلى حد ما
Not safe at all	Hiç güvenli değil	غير آمن على الإطلاق
Do not wish to answer	Cevap vermek istemiyor	لا يرغب في الإجابة
Q42. What could be done to make you feel safer in this community?	Q42. Bu toplumda daha güvende hissetmeniz için neler yapılabilir?	Q42. ما الذي يمكن عمله لجعلك تشعر بأمان أكبر في هذا المجتمع؟
Q43. If you or someone you know experienced a problem like domestic violence, do you feel you would be able to seek help?	Q43. Sizin veya tanıdığınız birinin aile içi şiddet gibi bir sorun yaşaması halinde yardım isteyebileceğinizi hissediyor musunuz?	Q43. إذا كنت أنت أو أي شخص تعرفه يعاني من مشكلة مثل العنف المنزلي، هل تشعر أنك ستتمكن من طلب المساعدة؟
Yes	Evet	نعم
No	Hayır	لا

<i>Do not wish to answer</i>	<i>Yanıtlamak istemiyor</i>	لا يرغب في الإجابة
Q44. Who would you seek help from?	Q44. Kimden yardım isterdiniz?	Q44. من الذي تطلب المساعدة منه؟
<i>Friends</i>	<i>Arkadaşlar</i>	اصدقاء
<i>Family</i>	<i>Aile</i>	أسرة
<i>Police</i>	<i>Polis</i>	شرطة
<i>TRC Community Center</i>	<i>Türk Kızılayı Toplum Merkezi</i>	مركز المجتمع TRC
<i>Medical professionals</i>	<i>Sağlık profesyonelleri</i>	محترفين طبيًا
<i>Other (specify)</i>	<i>Diğer(Belirtiniz)</i>	غير ذلك (حدد)
<i>Do not wish to answer</i>	<i>Cevap vermek istemiyor</i>	لا يرغب في الإجابة
Q45. Why not?	Q45. Niçin yardım isteyemezsiniz?	Q45. لماذا؟
<i>Do not feel like anyone would help</i>	<i>Kimsenin yardım edebileceğini sanmıyorum</i>	لا أشعر أن أي شخص من شأنه أن يساعد
<i>Do not feel comfortable talking about it</i>	<i>Bunun hakkında konuşurken rahat hissetmiyorum</i>	لا يشعر بالراحة في التحدث عنه
<i>Feel people will judge me</i>	<i>İnsanlar beni yargılayacakmış gibi hissediyorum</i>	أشعر أن الناس سيحكمون علي
<i>Feel like I or my partner would get in trouble</i>	<i>Benim veya partnerimin başının derde girebileceğini hissediyorum</i>	أشعر بأنني أو شريكي سنقع في مشكلة
<i>I do not have anyone I trust I can talk to</i>	<i>Güvenerek konuşabileceğim kimse yok</i>	ليس لدي أي شخص أثق في أنني أستطيع التحدث إليه
<i>Other (specify)</i>	<i>Diğer(Belirtiniz)</i>	غير ذلك (حدد)
<i>Do not wish to answer</i>	<i>Cevap vermek istemiyor</i>	لا يرغب في الإجابة
Q46. If you or someone you knew experienced a problem with the school of your children (such as problems with registration, conflict/bullying between children) do you feel you can seek help?	Q46. Siz veya tanıdığınız biri çocuklarınızın okulu ile ilgili bir sorun yaşadığında (kayıt problemleri, çocuklar arasında kavga/zorbalık gibi) yardım isteyebileceğinizi hissediyor musunuz?	Q46. إذا كنت أنت أو أي شخص تعرفه تعاني من مشكلة مع مدرسة أطفالك (مثل مشاكل التسجيل والتعارك/التسلط بين الأطفال)، هل تشعر أنه يمكنك طلب المساعدة؟
<i>Yes</i>	<i>Evet</i>	نعم
<i>No</i>	<i>Hayır</i>	لا
<i>Do not wish to answer</i>	<i>Yanıtlamak istemiyor</i>	لا يرغب في الإجابة
Q47. Who would you seek help from?	Q47. Kimden yardım isterdiniz?	Q47. من الذي تطلب المساعدة منه؟
<i>Friends</i>	<i>Arkadaşlar</i>	اصدقاء
<i>Family</i>	<i>Aile</i>	أسرة
<i>School authorities</i>	<i>Okul yöneticileri</i>	السلطات المدرسية
<i>Community Center</i>	<i>Toplum merkezi</i>	مركز اجتماعي
<i>Medical professionals</i>	<i>Sağlık profesyonelleri</i>	محترفين طبيًا
<i>Other (specify)</i>	<i>Diğer(Belirtiniz)</i>	غير ذلك (حدد)
<i>Do not wish to answer</i>	<i>Cevap vermek istemiyor</i>	لا يرغب في الإجابة
Q48. Why not?	Q48. Niçin yardım isteyemezsiniz?	Q48. لماذا؟
<i>Do not feel like anyone would help</i>	<i>Kimsenin yardım edebileceğini sanmıyorum</i>	لا أشعر أن أي شخص من شأنه أن يساعد
<i>Do not feel comfortable talking about it</i>	<i>Bunun hakkında konuşurken rahat hissetmiyorum</i>	لا يشعر بالراحة في التحدث عنه
<i>Feel people will judge me</i>	<i>İnsanlar beni yargılayacakmış gibi hissediyorum</i>	أشعر أن الناس سيحكمون علي
<i>Feel like I or my child would get in trouble</i>	<i>Benim veya çocuğumun başının derde girebileceğini hissediyorum</i>	أشعر بأنني أو طفلي سنقع في مشكلة
<i>I do not have anyone I trust I can talk to</i>	<i>Güvenerek konuşabileceğim kimse yok</i>	ليس لدي أي شخص أثق في أنني أستطيع التحدث إليه
<i>Other (specify)</i>	<i>Diğer(Belirtiniz)</i>	غير ذلك (حدد)
<i>Do not wish to answer</i>	<i>Cevap vermek istemiyor</i>	لا يرغب في الإجابة
Q49. If you or someone you know experienced a problem with work (such as exploitation or violence) do you feel you can seek help?	Q49. Siz veya tanıdığınız biri işi ile ilgili bir sorun (istismar veya şiddet gibi) yaşadığında yardım isteyebileceğinizi hissediyor musunuz?	Q49. إذا كنت أنت أو أي شخص تعرفه يعاني من مشكلة في العمل (مثل الاستغلال أو العنف)، هل تشعر أنه يمكنك طلب المساعدة؟
<i>Yes</i>	<i>Evet</i>	نعم
<i>No</i>	<i>Hayır</i>	لا
<i>Do not wish to answer</i>	<i>Yanıtlamak istemiyor</i>	لا يرغب في الإجابة
Q50. Who would you seek help from?	Q50. Kimden yardım isterdiniz?	Q50. من الذي تطلب المساعدة منه؟

<i>Friends</i>	<i>Arkadaşlar</i>	اصدقاء
<i>Family</i>	<i>Aile</i>	أسرة
<i>School authorities</i>	<i>Okul yöneticileri</i>	السلطات المدرسية
<i>Community Center</i>	<i>Toplum merkezi</i>	مركز اجتماعي
<i>Medical professionals</i>	<i>Sağlık profesyonelleri</i>	مختبرين طبيًا
<i>Other (specify)</i>	<i>Diğer(Belirtiniz)</i>	غير ذلك (حدد)
<i>Do not wish to answer</i>	<i>Cevap vermek istemiyor</i>	لا يرغب في الإجابة
Q51. Why not?	Q51. Niçin yardım isteyemezsiniz?	Q51. لماذا؟
<i>Do not feel like anyone would help</i>	<i>Kimsenin yardım edebileceğini sanmıyorum</i>	لا أشعر أن أي شخص من شأنه أن يساعد
<i>Do not feel comfortable talking about it</i>	<i>Bunun hakkında konuşurken rahat hissetmiyorum</i>	لا يشعر بالراحة في التحدث عنه
<i>Feel people will judge me</i>	<i>İnsanlar beni yargılayacakmış gibi hissediyorum</i>	أشعر أن الناس سيحكمون علي
<i>Feel like I could lose my job</i>	<i>İşimi kaybedebileceğimi hissediyorum</i>	أشعر أنني قد أفقد وظيفتي
<i>I do not have anyone I trust I can talk to</i>	<i>Güvenerek konuşabileceğim kimse yok</i>	ليس لدي أي شخص أثق في أنني أستطيع التحدث إليه
<i>Other (specify)</i>	<i>Diğer(Belirtiniz)</i>	غير ذلك (حدد)
<i>Do not wish to answer</i>	<i>Cevap vermek istemiyor</i>	لا يرغب في الإجابة
Q52. Have you or someone you know ever experienced any violence (physical, psychological, sexual or emotional)?	Q52. Siz veya tanıdığınız biri hiç şiddete maruz kaldınız mı? (fiziksel, psikolojik, cinsel veya duygusal)	Q52. هل تعرضت أنت أو أي شخص تعرفه لأي عنف (جسدي أو نفسي أو جنسي أو عاطفي)؟
<i>Yes</i>	<i>Evet</i>	نعم
<i>No</i>	<i>Hayır</i>	لا
<i>Do not wish to answer</i>	<i>Yanıtlamak istemiyor</i>	لا يرغب في الإجابة
Q53. Can you describe what type(s) of violence you have experienced or witnessed?	Q53. Ne tür şiddete maruz kaldığınızı veya şahit olduğunuzu tanımlayabilir misiniz?	Q53. أنواع العنف الذي (هل يمكنك وصف نوع تعرضت له أو شاهدته؟
<i>Physical violence</i>	<i>Fiziksel şiddet</i>	العنف الجسدي
<i>Psychological violence</i>	<i>Psikolojik şiddet</i>	العنف النفسي
<i>Emotional violence</i>	<i>Duygusal şiddet</i>	العنف العاطفي
<i>Sexual assault</i>	<i>Cinsel saldırı</i>	الاعتداء الجنسي
<i>Sexual harassment</i>	<i>Cinsel taciz</i>	التحرش الجنسي
<i>Other (specify)</i>	<i>Diğer(Belirtiniz)</i>	غير ذلك (حدد)
<i>Do not wish to answer</i>	<i>Cevap vermek istemiyor</i>	لا يرغب في الإجابة
Q54. If yes, could you tell us who did it?	Q54 Eğer cevabınız evet ise bunu kimin yaptığını bize söyleyebilir misiniz?	Q54. إذا كانت الإجابة بنعم ، هل يمكن أن تخبرنا من فعل ذلك؟
<i>Spouse/partner</i>	<i>Eş/partner</i>	الزوج / الشريك
<i>Other family member</i>	<i>Diğer aile üyesi</i>	فرد آخر من العائلة
<i>Boss/coworker</i>	<i>İşyeri sahibi/İş arkadaşı</i>	مدير / زميل
<i>Other person in the workplace</i>	<i>İş yerindeki başka birisi</i>	شخص آخر في مكان العمل
<i>Stranger</i>	<i>Yabancı biri</i>	غريب
<i>Government official</i>	<i>Devlet memuru</i>	مسؤول حكومي
<i>Other (specify)</i>	<i>Diğer</i>	غير ذلك (حدد)
<i>Do not wish to answer</i>	<i>Cevap vermek istemiyor</i>	لا يرغب في الإجابة
Q55. Did you seek help?	Q55. Yardım istediniz mi?	Q55. هل طلبت المساعدة؟
<i>Yes</i>	<i>Evet</i>	نعم
<i>No</i>	<i>Hayır</i>	لا
<i>Do not wish to answer</i>	<i>Yanıtlamak istemiyor</i>	لا يرغب في الإجابة
Q56. Who did you seek help from?	Q56. Kimden yardım istediniz?	Q56. من الذي طلبت المساعدة منه؟
<i>Family</i>	<i>Aile</i>	أسرة
<i>Friends</i>	<i>Arkadaşlar</i>	اصدقاء
<i>Police</i>	<i>Polis</i>	شرطة
<i>Community Center</i>	<i>Toplum merkezi</i>	مركز اجتماعي
<i>Other (specify)</i>	<i>Diğer(Belirtiniz)</i>	غير ذلك (حدد)
<i>Do not wish to answer</i>	<i>Cevap vermek istemiyor</i>	لا يرغب في الإجابة
Q57. Why not?	Q57. Niçin yardım isteyemediniz?	Q57. لماذا؟
<i>Do not feel like anyone would help</i>	<i>Kimsenin yardım edebileceğini sanmıyorum</i>	لا أشعر أن أي شخص من شأنه أن يساعد

Do not feel comfortable talking about it	Bunun hakkında konuşurken rahat hissetmiyorum	لا يشعر بالراحة في التحدث عنه
Feel people will judge me	İnsanlar beni yargılayacakmış gibi hissediyorum	أشعر أن الناس سيحكمون علي
Feel like I could lose my job	İşimi kaybedebileceğimi hissediyorum	أشعر أنني قد أفقد وظيفتي
I do not have anyone I trust I can talk to	Güvenerek konuşabileceğim kimse yok	ليس لدي أي شخص أثق في أنني أستطيع التحدث إليه
Other (specify)	Diğer(belirtiniz)	غير ذلك (حدد)
Do not wish to answer	Cevap vermek istemiyor	لا يرغب في الإجابة
Q58. Hypothetically, if you were to experience violence, who would you go to for help?	Q58. Varsayalım ki, şiddete maruz kalacak olsanız, yardım için kime giderdiniz?	Q58. نظريًا ، إذا كنت ستعرض للعنف ، من الذي ستذهب إليه طلبًا للمساعدة؟
Family	Aile	أسرة
Friends	Arkadaşlar	اصدقاء
Police	Polis	شرطة
Community Center	Toplum merkezi	مركز اجتماعي
Other (specify)	Diğer(Belirtiniz)	غير ذلك (حدد)
No one	Hiç kimse	لا أحد
Do not wish to answer	Cevap vermek istemiyor	لا يرغب في الإجابة
Q59. Have you ever felt discriminated against at a school, hospital or other place based on your sex or gender?	Q59. Okulda, hastanede veya başka herhangi bir yerde cinsiyetiniz veya cinsel kimliğiniz sebebiyle ayrımcılığa maruz kaldığınızı hissettiğiniz oldu mu?	Q59. هل سبق لك أن شعرت بالتمييز ضدك في مدرسة أو مستشفى أو أي مكان آخر بناءً على نوع جنسك؟
Yes – at school	Evet-okulda	نعم - في المدرسة
Yes – at hospital	Evet-hastanede	نعم - في المستشفى
Yes – at other government building	Evet-diğer bir devlet binasında	نعم - في مبنى حكومي آخر
Yes – at a private shop or business	Evet-bir özel işyeri veya mağazada	نعم - في متجر خاص أو تجاري
Yes – other (specify)	Evet-diğer(Belirtiniz)	نعم - غير ذلك (حدد)
No	Hayır	لا
Do not wish to answer	Cevap vermek istemiyor	لا يرغب في الإجابة
Q60. Have you ever felt discriminated against at a school, hospital or other place based on your nationality?	Q60. Okulda, hastanede veya başka bir yerde milliyetiniz sebebiyle ayrımcılığa maruz kaldığınızı hissettiğiniz oldu mu?	Q60. هل شعرت بالتمييز ضدك في مدرسة أو مستشفى أو أي مكان آخر بناءً على جنسيتك؟
Yes – at school	Evet-okulda	نعم - في المدرسة
Yes – at hospital	Evet-hastanede	نعم - في المستشفى
Yes – at other government building	Evet-diğer bir devlet binasında	نعم - في مبنى حكومي آخر
Yes – at a private shop or business	Evet-bir özel işyeri veya mağazada	نعم - في متجر خاص أو تجاري
Yes – other (specify)	Evet- Diğer(Belirtiniz)	نعم - غير ذلك (حدد)
No	Hayır	لا
Do not wish to answer	Cevap vermek istemiyor	لا يرغب في الإجابة
Q61. To what extent is learning Turkish important to your daily life?	Q61. Türkçe öğrenmek günlük yaşamınız için ne ölçüde önemlidir?	Q61. إلى أي مدى يعد تعلم اللغة التركية مهمًا بالنسبة لحياتك اليومية؟
Very important	Çok önemli	مهم جدا
important	Biraz önemli	مهم نوعا ما
Not important at all	Hiç önemli değil	ليس مهمًا على الإطلاق
Already speaks Turkish	Zaten Türkçe konuşabiliyorum	بالفعل يتحدث التركية
Do not wish to answer	Cevap vermek istemiyor	لا يرغب في الإجابة
F. Personal capacity and knowledge	F: Kişisel kapasite ve bilgi	F. القدرة الشخصية والمعرفة
Q62. Are there any restrictions to Syrians working in Turkey?	Q62. Türkiye'de çalışan Suriyelilere yönelik herhangi bir kısıtlama mevcut mu?	Q62. هل هناك أي قيود على السوريين العاملين في تركيا؟
Yes	Evet	نعم
No	Hayır	لا
Do not know	Bilmiyorum	لا أعلم
Do not wish to answer	Cevap vermek istemiyor	لا يرغب في الإجابة
Q63. What are the restrictions?	Q63. Bu kısıtlamalar nelerdir?	Q63. ما هي القيود؟
Yes	Evet	نعم
No	Hayır	لا
Do not wish to answer	Yanıtlamak istemiyor	لا يرغب في الإجابة

Q64. What is the legal age of marriage in Turkey?	Q64. Türkiye'de yasal evlilik yaşı kaçtır?	Q64. ما هو السن القانوني للزواج في تركيا؟
Q65. Do you know someone who was married before the age of 18?	Q65. 18 yaşından önce evlenmiş birini tanıyor musunuz?	Q65. هل تعرف شخصاً تزوج قبل عمر 18 عامًا؟
Yes	Evet	نعم
No	Hayır	لا
Do not wish to answer	Yanıtlamak istemiyor	لا يرغب في الإجابة
Q67. Is it acceptable to discipline a child with physical force (such as hitting or spanking)?	Q67. Bir çocuğu fiziksel güç kullanarak (vurmak veya tokat atmak gibi) discipline etmek kabul edilebilir mi?	Q67. هل من المقبول تأديب الطفل بقوة جسدية (مثل الضرب أو الصفع)؟
Yes – in school/by a teacher	Evet-okulda/öğretmen tarafından	نعم - في المدرسة / من قبل المعلم
Yes – at home/by a family member	Evet-evde/bir aile üyesi tarafından	نعم - في المنزل / من قبل أحد أفراد الأسرة
Yes – other	Evet-diğer	نعم - أخرى
No	Hayır	لا
Do not wish to answer	Cevap vermek istemiyor	لا يرغب في الإجابة
Q68. Would you like the CC to provide you with additional information on how to report and protect yourself, your family and/or your friends from situations of violence, exploitation or abuse?	Q68. Toplum merkezinin şiddet, istismar veya suistimal durumlarını nasıl bildirebileceğiniz ve kendinizi, ailenizi ve/veya arkadaşlarınızı nasıl koruyabileceğiniz hakkında ilave bilgi sağlamasını istermiydiniz?	Q68. هل ترغب في تزويد (مركز المجتمع) بمعلومات إضافية حول كيفية الإبلاغ حماية أو أصدقائك من حالات / نفسك / أو عائلتك العنف أو الاستغلال أو الإساءة؟
Yes	Evet	نعم
No	Hayır	لا
Do not wish to answer	Yanıtlamak istemiyor	لا يرغب في الإجابة
Q69. Would you like to attend in the future additional information sessions and workshops on the following topics here at the Community Center?	Q69. Bu toplum merkezinde gelecekte aşağıdaki konularda düzenlenecek ilave bilgilendirme seansları ve atölyelere katılmak istermiydiniz?	Q69. هل ترغب في حضور دورات وورش عمل إضافية في المستقبل حول المواضيع التالية في مركز المجتمع؟
Violence against Women	Kadına karşı şiddet	العنف ضد المرأة
Laborexplotation	İş gücü istismarı	استغلال العمالة
Accessible services for refugees	Mültecilerin yararlanabileceği hizmetler	خدمات ميسرة للاجئين
Educating teenagers	Ergen eğitimi	تعليم المراهقين
Vocational course (e.g. electrician, mechanic, plumber)	Mesleki eğitim (elektrikçi, tamirci, tesisatçı gibi)	دورة مهنية (مثل كهربائي، ميكانيكي، سباكة)
Child marriage	Çocuk evliliği	زواج الأطفال
Maltreatment of children in school (bullying)	Okulda çocukların kötü davranışları(zorbalık)	سوء معاملة الأطفال في المدرسة (المضايقة)
Cooking course	Aşçılık kursu	دورة طبخ
Risks of trafficking	Kaçakçılık riskleri	مخاطر الاتجار/التهرب
Marriage and Divorce law in Turkey	Türkiye'deki evlilik ve boşanma hukuku	قانون الزواج والطلاق في تركيا
Child abuse	Çocuk istismarı	أساءة الأطفال
Legal rights of refugees in Turkey	Mültecilerin Türkiye'deki yasal hakları	الحقوق القانونية للاجئين في تركيا
English course	İngilizce kursu	دورة اللغة الانجليزية
Prevention of sexual abuse	Cinsel istismarın önlenmesi	الوقاية من الاعتداء الجنسي
Relationship Advice	İlişki tavsiyeleri	تقديم نصيحة العلاقة
Q70. If yes, can we collect some contact information for follow up on information about the subjects you have selected?	Q70. Eğer evet ise, seçtiğiniz konular hakkındaki bilgileri takip edebilmemiz için iletişim bilgilerinizden bazılarını toplayabilir miyiz?	Q70. إذا كانت الإجابة نعم، فهل يمكننا جمع بعض معلومات الاتصال لمتابعة المعلومات حول الموضوعات التي حددتها؟
Yes	Evet	نعم
No	Hayır	لا
Do not wish to answer	Yanıtlamak istemiyor	لا يرغب في الإجابة
Q71. Name	Q71. İsim	Q71. اسم
Q72. Phone number	Q72. Telefon numarası	Q72. رقم الهاتف
Survey is finished	Anket tamamlanmıştır	نهاية الدراسة الإستقصائية

Appendix III: Focus Group Discussion Guides

Adult FGD Guide

Demographic information to be collected for each beneficiary

Age	Gender	Marital Status

3 separate FGDs are to be conducted for refugees (men, women and children) in each of 5 locations. A maximum of 10 persons should participate in each FGD. The rationale behind conducting separate FGDs are to ensure women, men and children can discuss openly and avoid influence from either party in responding. To ensure an inclusive approach, while selecting the beneficiaries for FGDs, considerations will be made to include elderly, disable, and single heads of households.

The below Focus Group Discussion questions will be structured as 1-hour discussion and it is aimed at understanding the perception of safety, dignity and barriers faced by **men and women** within the CC services and in the local society. The findings of the assessment will guide any adjustments and improvements to ongoing interventions by TRCS Community Center (CC).

The team facilitating the FGD will consist of 1 PSS/Protection team member from TRC, enumerator and interpreter from the consultancy team.

Preparation before the focus group

- Is the room easily accessed for men, women, disabled/elderly?
- Remove / limit the number of distractions in the room
- Are refreshments available?
- Do you have the topic guide?
- Do you have paper and pen(s) to record the discussion?

Introduction for the focus group discussion

Prior to beginning the focus group discussion, the focus group facilitator introduces the purpose of the focus group and provides information about consent and confidentiality.

Use the following text:

'Thank you very much for coming today. We are a consultancy firm external to the Turkish Red Crescent and we are conducting a survey on their behalf to understand how the TRCS Community Center can improve their services to make sure that you can feel safe, respected and part of the community.'

We will only share the results of this discussion anonymously with our donor partners. Your participation will have no effect on any services you receive, and the information will be used for analysis only. The results of this discussion will be used by the Turkish Red Crescent to improve and measure the impact of their programmes. We will gather notes during our discussion, but the notes will be anonymized and reported without any judgement or opinion. This survey will be used by TRCS to improve its activities and services in the Community Center.

The discussion should last roughly 1 hour. Participation is voluntary, and you can choose not to answer any of the questions, or to withdraw from participating in the focus group at any time.

Are you happy to continue participating?’

Just before we begin, I would like to state some ground rules that will help our discussion go well:

- The most important rule is that only one person speaks at a time. There may be a temptation to jump in when someone is talking but please wait until they have finished so that we can listen to everyone’s views.
- There are no right or wrong answers
- If there are any questions or discussions that you do not wish to answer or participate in, you do not have to do so; however please try to answer and be as involved as possible.
- As interviewers, you are here to facilitate discussion. There must be no judgement, no reaction and no discrimination arising from any of the answers given.
- When you do have something to say, please do so. There are many of you in the group and it is important that I obtain the views of each of you
- You do not have to agree with the views of other people in the group but to respect each other’s views.
- If at any point you feel upset or uncomfortable about anything that is being said in the group discussion, feel free to take a break, leave the room and come back when you feel ready. If at any point you do not wish to continue participating in the group discussion, you are free to interrupt and leave at any given moment.
- Refrain from discussing the comments of other group members outside, after the focus group.

Does anyone have any questions at this point?

OK, let’s begin

- Let’s start by introducing ourselves. Your names will not be recorded or shared at any point.
- And how long have you been living in [*which part of city*]?

FGD Guide

1. Confidence in accessing public services in Turkey
How confident do you feel when accessing public services (such as schools, hospitals, police and government offices) in Turkey?
 1. What makes you feel confident/what makes you not feel confident?
 2. What negative experiences, if any, have you had when accessing public services?
 3. What would you need to be more confident when accessing public services?

2. Feelings of safety during everyday activities in their neighborhood
 Safety is not limited to physical safety but can include psychological/emotional risks, discrimination, sexual assault and harassment. Threats to safety can come from a variety of sources, including from family members, friends, neighbors, strangers, civil servants, police, NGO representatives, political representatives, etc. How safe do you feel during your everyday activities in your neighborhood?
 1. What things do you worry about when you are out in your neighborhood?
 2. In what ways do you feel more safe in Turkey compared to Syria?
 3. In what ways do you feel less safe in Turkey compared to Syria?
 4. What would you need to feel more safe in your neighborhood?

3. Feelings of safety in CCs
 How safe do you feel when you are in the Community Center? HINT: Safety is not limited to physical safety but can include psychological/emotional risks, discrimination, sexual assault and harassment.
 1. When, if ever, have you felt threatened or scared when visiting the Community Center?
 2. What could be done to make you feel more safe and comfortable at the Community Center?
 3. Do you feel comfortable having your children visit the Community Center?
 4. What could be done to help you feel more safe in the Community Center?

4. Respectful treatment in CCs
 How respectful has your treatment by staff and volunteers been at the Community Center?
 1. What behaviour or experiences make you feel respected at the Community Center?
 2. What behaviour or experiences make you feel disrespected at the Community Center?
 3. What could be done to help you feel more respected in the Community Center?

5. Respectful treatment outside CCs
 Do you feel that staff in other services outside TRC, for example police or hospital, treat you in the same way/ treat you respectfully?
 1. What behaviour or experiences make you feel respected at places outside the Community Center?
 2. What behaviour or experiences make you feel disrespected at places outside the Community Center?
 3. What could be done to help you feel more respected in the community or when visiting public places?

6. Number benefiting from protection services in CCs
 What protection services have you received from the Community Center? HINT: Protection includes, restoring family links, legal and administrative advice, acting against exploitation and deception, providing information on the risks of abuse, exploitation, violence, early marriage, rights, school registration, assistive devices provision (e.g. hearing aid or wheelchair), and registration in Turkey (to get ID).
 1. What services/activities would help you feel safer and less at risk of abuse, neglect, exploitation and violence in your home?
 2. What services/activities would help you feel safer and less at risk of abuse, neglect, exploitation and violence in your community?

7. Persons with appropriate information on relevant rights
 Do you feel you understand your rights in Turkey and the laws of the country? HINT: In particular, we are interested in knowing if beneficiaries are aware of their rights to accessing public services, and laws related to marriage, etc.
 1. Where do you go when you need help accessing services?
 2. What topics do you feel you would like more information about?

3. What could be done to help you understand your rights in Turkey and the laws of the country?
8. Help seeking behaviours
When you have problems (in school, in the neighborhood, when dealing with government representatives, or when dealing with an employer), what are the ways that you deal with the problem?
1. Who do you go to when you need to talk about your feelings or negative experiences you have had?
 2. What support could the Community Center offer to help you deal with the problems you have?
HINT: Remind or inform beneficiaries that the Community Centers have a social worker and psychologist available.

Child FGD Guide (14 to 18 years)

Demographic information to be collected for each beneficiary

Age	Gender	Marital Status

Guidance for parents

The TRC Community Center is providing service for children, such as youth and children activities. To improve the quality of our work, we would like to discuss with children between age 14-18 what is their understanding of being happy, respecting each other, and the situations where they do not feel safe in Turkey, what they like and do not like with regards to topics such as school, their future, and their ideas about life in general. Their responses will be recorded by TRCS staff for documentation and improving its work for children.

Focus Group Discussion (FGD)

The below FGD questions are for **migrant and refugee children (aged between 14 - 18)** and is aimed at understanding their view of life in Turkey, their ideas about going to school, safety, bullying, and their relationship with Turkish children. The findings of the assessment will guide any adjustments and improvements to youth interventions by TRCS Community Center (CC).

The team facilitating the FGD will consist of 1 PSS/Protection team member from TRC, enumerator and interpreter from the consultancy team.

Preparation before the focus group

- Is the room easily accessed for girls, boys and disabled?
- Remove / limit the number of distractions in the room
- Are refreshments available?
- Do you have the topic guide?
- Do you have paper and pen(s) to record the discussion?

Introduction for the focus group discussion

Prior to beginning the focus group discussion, the focus group facilitator introduces the purpose of the focus group, and provides information about consent, and confidentially.

Use the following text:

‘Thank you very much for coming today. We are a consultancy firm external to the Turkish Red Crescent and we are conducting a survey on their behalf to understand how you feel about issues of education, safety and life in general in Turkey, and to see how the TRCS Community Center can improve their services for your own benefit. We are supported here today by the psychologist from TRCS just for extra support. Please tell us if this creates an issue for you.

All information you provide will be kept confidential. We will only share the results of this discussion anonymously with our donor partners. Your participation will have no effect on any services you receive, and the information will be used for analysis only. We will gather notes during our discussion, but the notes will be anonymized and reported without any judgement or opinion. This survey will be used by TRCS to improve its activities and services in the Community Center, and to identify ways to help you better in your life here in Turkey.

The discussion should last maximum 1 hour. Participation is voluntary, and you can choose not to answer any of the questions, or to withdraw from participating in the focus group at any time.

Are you happy to continue participating?’

Just before we begin, I would like to state some ground rules that will help our discussion go well:

- *The most important rule is that only one person speaks at a time. There may be a temptation to jump in when someone is talking but please wait until they have finished so that we can listen to everyone’s views.*
- *There are no right or wrong answers*
- *If there are any questions or discussions that you do not wish to answer or participate in, you do not have to do so; however please try to answer and be as involved as possible.*
- *When you do have something to say, please do so. There are many of you in the group and it is important that I obtain the views of each of you.*
- *You do not have to agree with the views of other people in the group but to respect each other’s views.*
- *Refrain from discussing the comments of other group members outside, after the focus group.*
- *Does anyone have any questions?*

OK, let’s begin

- *Let’s start by introducing ourselves and saying where we’re from.*
- *And how long have you been living in [which part of city]?*

FGD Guide

3. Confidence in accessing public services in Turkey
How comfortable do you feel when you talk to adults who work in schools, hospitals or police?

4. What makes you feel confident/what makes you not feel confident when talking to these adults?
 5. What could be done to help you feel more confident when you need to talk to people who work at schools, hospitals or other government buildings you may have to visit?
4. Feelings of safety during everyday activities in their neighborhood
Safety is not limited to physical safety but can include psychological/emotional risks, discrimination, sexual assault and harassment. Threats to safety can come from a variety of sources, including from family members, friends, neighbors, strangers, civil servants, police, NGO representatives, political representatives, etc. What makes you feel safe in this neighborhood? What makes you feel not safe in this neighborhood?
 5. What things do you worry about when you are out in your neighborhood?
 6. In what ways do you feel more safe in Turkey compared to Syria?
 7. In what ways do you feel less safe in Turkey compared to Syria?
 8. What would you need to feel more safe in your neighborhood?
9. Feelings of safety in CCs
When you go to the Community Center, how does it make you feel? HINT: Safety is not limited to physical safety but can include psychological/emotional risks, discrimination, sexual assault and harassment.
 5. When, if ever, have you felt threatened or scared when visiting the Community Center?
 6. What could be done to make you feel more safe and comfortable at the Community Center?
10. Respectful treatment in CCs
How respectful has your treatment by staff and volunteers been at the Community Center?
 4. How do the staff/volunteers at the Community Center treat you?
 5. Do you comfortable talking to staff and volunteers? Do you feel that the staff/volunteers listen to you?
11. Number benefiting from protection services in CCs
What types of activities have you participated in at the Community Center? HINT: Protection includes, restoring family links, legal and administrative advice, acting against exploitation and deception, providing information on the risks of abuse, exploitation, violence, early marriage, rights, etc. For children, protection services also relate primarily to the Child Friendly Spaces activities (a specific space/room and activities aimed at children aged 4 to 18 years of age).
 3. Have you participated in any Child Friendly Spaces activities? If yes, what was your experience?
 4. What services/activities would help you feel safer and less at risk in your community?
12. Persons with appropriate information on relevant rights
Do you feel you understand your rights in Turkey and the laws of the country? HINT: In particular, we are interested in knowing if beneficiaries are aware of their rights to accessing public services, and laws related to marriage, etc.
 4. Do you or any other kids/young people you know work to support your family? What do you think
 5. At what age do you think it is appropriate for young people to get married?
13. Bullying and discrimination
What is bullying? HINT: Bullying is not limited to experiences in schools or in playgrounds. Bullying is not limited to physical violence, but can include verbal abuse, taunting, threats, sexual

harassment or abuse, intimidation and name-calling. If beneficiaries are limiting their discussion to physical violence, use prompting questions to probe other types of bullying experiences.

1. Do children and young people in this neighborhood get bullied?
2. In what ways have you or someone you know been bullied?
3. In what ways can you seek help if you or someone you know has been bullied?

14. Help seeking behaviours

When you have problems (in school, in the neighborhood, when dealing with adults, or even when dealing with an employer), what are the ways that you deal with the problem?

3. Who do you go to when you need to talk about your feelings or negative experiences you have had?
4. What advice would you give to adults to help you deal with problems you have had?

15. Recommendations

What could be done in your opinion to make your neighborhood a better place for you and the other young Syrian people?

Appendix IV: Key Definitions for the Baseline Survey

The Red Cross Red Crescent Movement is based on 7 Fundamental Principles. Although you may not be a RCRC member, when performing any kind of work or activity on behalf of a component of the Movement, the following principles must be respected and adhered to: Humanity, Universality, Neutrality, Impartiality, Unity, Independence, Voluntary

Protection

Protection refers to the work that is done to keep people safe from harm, to ensure basic human rights are respected, and to preserve the safety, security and dignity of any person affected by crisis or violence.

Gender

Gender refers to the social differences between females and males during their life. It depends on cultural and societal aspects that determine a person's role and power in society based on being male or female. An example of gender roles can be the idea of women as carers of the house, loving the colour pink, and men as those working and providing for the family, and linked to the colour blue.

Gender Equality

It refers to the having the same human rights, the same access to services and the same power to make decisions in life regardless to a person's gender.

Child

Any human being under the age of 18 years. Children are one of the most vulnerable groups in society and all children have the right to be safe and protected.

Child Protection

It refers to the set of activities, policies, and practices aimed at protecting the rights of children to life, family, health and education.

Unaccompanied and Separated Children

An 'unaccompanied child' is a child who is separated from both parents and other relatives – and is not in the care of an adult who is responsible for the child.

Child labour

Any form of paid or unpaid work performed by a person under 18 years of age.

Child marriage

It refers to the marriage and union, by customs, religion or law, of a child to another child or adult.

Gender Based Violence

It refers to any form of violence and act that can hurt a person physically, sexually or psychologically on the basis of their gender, according to them being male or female. It is a result of gender inequality and abuse of power. Examples of GBV are sexual violence, domestic violence, trafficking, forced or early marriage, forced prostitution and sexual exploitation and abuse.

Trafficking

'Trafficking in human beings' means the recruitment, transportation of a person through the threat or use of force or other forms of coercion in order to exploit the person. Examples can be slavery, forced prostitution or forced begging.

Exploitation

It refers to abuse or misuse of position or influence or failure to use proper discretion, for personal benefit or to benefit another person. Forms of exploitation can be sexual, financial, laboretc.

Do no Harm

“Do no harm” generally refers to avoiding any negative effects from humanitarian activities. It means to develop and implement actions that at a minimum do not further harm the affected persons.

Neglect and negligent treatment: Neglect means the failure to meet children’s physical and psychological needs, protect them from danger, or obtain medical, birth registration or other services when those responsible for children’s care have the means, knowledge and access to services to do so.”