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NEEDS ASSESSMENT OF SYRIAN PEOPLE LIVING IN TURKEY



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NEEDS ASSESMENT OF SYRIAN PEOPLE LIVING IN TURKEY

1. INTRODUCTION

A needs assessment is a process used by organizations to determine priorities, make organizational improvements, or allocate resources. Needs assessment is also defined as the systematic effort to gather information from various sources that will help you identify the needs. In the face of the fact that little official information is available on how many Syrian People are living in which provinces of Turkey, their living conditions and accessibilities to basic services, there is a strong need to fill this information gap. The Research Centre on Asylum and Migration (İltica ve Göç Araştırmaları Merkezi-IGAM) Association made this research on need assessment of Syrian People Living in Turkey on behalf of GOAL. This research will include the assessment of initial needs of Syrians in seven selected cities of Turkey. The research will be a quick needs assessment. The results from the research will consist of crucial information for funding as well as implementation of assistance.

Ministry of Health, Ministry of Family and Social Politics, Ministry of National Education, Mayor's Offices, Provincial Directories, Journalists, Academics and Non-Profit Organizations (Civil Society Organizations) such as ASAM, AFAD, UNHCR, IOAM are key informants in this research.

2. SCOPE

This research will cover the assessment of initial needs of Syrians in seven cities of Turkey. These cities are selected and prioritized by GOAL. They are Antalya, Bursa, İzmir, Adana, İstanbul, Gaziantep and Hatay. The research would focus on health, education, employment/livelihoods needs of Syrian People.

3. METHODOLOGY

There are several basic Needs Assessment techniques. These are direct observation, questionnaires, consultation with persons in key positions, and/or with specific knowledge, review of relevant literature, interviews, focus groups, tests, records & report studies, work samples. IGAM developed a methodology that uses a combination of some of these assessment techniques as appropriate.

IGAM's Research Methodology consists of four main components. These components are; preparation and development of research plan, data collection, analysis and reporting. The methodology is presented in Figure-1.



Figure 1 Research Methodology

The GOAL requested that the research must focus on **health, education, employment/livelihoods** needs of Syrian People. The IGAM Research Team planned her research to answer the following questions which are categorized into four groups. These groups are **demographics, mapping, gaps/needs assessment** and **employment/livelihoods**.

It is planned to find best estimates regarding the number of Syrian People and other migrants in selected cities. Data will be disaggregated by age, gender, and ethnic composition where it is possible in “demographics” part of the research. There are some groups (United Nations, Non-Governmental Organizations, Government, Volunteer Groups etc.) in selected cities to provide services to migrant populations for each sector (health, education and employment). These groups will be identified and some information such as names, emails, phone numbers for key contacts at provincial offices for Ministries of Health, Education and DGMM related with these groups will be collected in “mapping” part of the research.

The services that are migrants requesting that are either unavailable or inadequate will be researched in this study. The barriers that migrants encounter when trying to access health and education services being made available by the Turkish Government and other providers will be identified and migrants’ opinion on these services will also be identified in “gaps/need assessment” part of the research. The IGAM Team will also research the sources of income, regularity and reliability of income and average monthly income. The migrants’ skills/trainings and what they are currently doing will also be researched in this study.

The second step in methodology is data collection. The IGAM Research Team planned to use direct observation, consultation with persons in key positions, and/or with specific knowledge, review of relevant reports/studies, interviews and questionnaires for data collection. Three cities, which are İstanbul, İzmir and Antalya, were selected for direct



observation, interviews and questionnaires. The desk work where the research team make literature reviews focusing on media scanning, relevant academic research, earlier surveys and government reports was planned. The semi-structural phone interviews were done. A questionnaire both in English and Arabic was prepared and distributed to seven cities. All of the collected data were analysed by using MS Excel in the third step of the methodology. Results of data analysis and interviews were compared for verification and validation of analysis. Finally, results of analysis were presented in reporting section of the methodology.

For the project activities, a research team with five interns/members will be formed under the supervision of an Metin Çorabatır who is an expert in asylum and media. Dr. Altan ÖZKİL who is one of the member of research team, will analyse the collected data by using quantitative and qualitative techniques. At the end, an analysis will evaluate the collected data in a more systematic way and prepare a final report.

4. THE RESEARCH TEAM

The IGAM Research Team consists of Team Leader, Field Researcher, Operations Analyst (Industrial Engineer) and one Intern. The research team was led by Metin ÇORABATIR who is an expert both on asylum and media. The data collection was completed by field researcher Elif ÖZMENEK ÇARMIKLI who is Head of Social Research Department of USAK and Turker SALIJI. The preparation of questionnaire and data analysis were accomplished by Dr. Altan ÖZKİL who is an industrial engineer and a faculty member in Civil Aviation School of Atılım University.

5. DATA COLLECTION

The data collection formats for “demographics”, “mapping”, “gaps/needs assessment” and “employment/livelihoods” were prepared. The gender, status, age distribution, jobs, education levels, ethnics and disable status were collected under demographics. The discrete age distribution for adults and children were identified. Age intervals such as (18-25), (25-35), (35-35), (45-55), (55-65) and (>86) were used for adults. Age intervals such as new born, (< 6 months), (6 months-1), (<2), (2-4), (4-7), (7-10), (10-12), (12-15) and (15-18) were used for children. Jobs are categorized as agriculture, service, food production, sales, cleaning, health, industry, retail services, logistics, transportation, daily work, education, law, engineering, hotel, security and others. Education level was categorized as illiterate, literate, primary school, secondary school, high school, vocational training, university and graduate level.

Name of agencies, communication information (name, phone and email) of point of contacts and provided services from United Nations, NGOs, Government, Volunteers and Others were collected for each sector (educations, health and employment) and for selected cities. This information was used for “mapping” part of the research.



The services provided were categorized into twelve areas. These areas are housing, tenth, food, clothing, hygiene, health, furniture, work, education, transportation, communication and personal development. In each service area, need was analysed, availability and adequacy were researched. This data collection process was implemented for health services, education and employment for selected seven cities. The IGAM Research Team also tried to find first three primary needs in each service area. The barriers to access health services/education and recommendations to easy access to health services/education were also tried to be identified by data collection in “**gaps and services**” part of the research.

The information related with source of income for Syrian People, their family size, average amount of income, payment regularity and reliability of income were also collected for each selected city. Source of income are categorized as paid work, remittances, support/fund from government and NGOs, savings and other. The family size was grouped as single, up to 4 people, 5-8 people and (<8 people). Average amount of income per family was also collected. Six groups were determined under average amount of income. (<200 TL), (200 TL - 500 TL), (500 TL – 750 TL), (750 TL – 1000 TL), (1000 TL – 2000 TL) and (> 2000 TL) are different groups for average amount of income per family. Regularity and reliability information for payment were collected under (regular and reliable), (regular but not reliable), (not regular) and (no income) groups.

The skills of Syrian People and what they are doing right now in selected cities were also collected. The average costs for four people in terms of rent, utilities, food and beverage, transportation, energy, communication, education and health for selected cities were also collected for “**employment/livelihoods**” part of the research.

Three cities out of seven cities were selected by consensus between IGAM Research Team and GOAL. These cities are İstanbul, İzmir and Antalya. IGAM Field Research Team visited these three cities. The dates for field researches were as follows:

- 21-22 January 2016 (İstanbul),
- 04-05 February 2016 (İzmir)
- 08-09 February 2016 (Antalya)

Finally, IGAM Research Team decided to prepare a questionnaire to capture data needs in other cities which were not visited by IGAM Field Research Team. Then it was decided to apply the questionnaire to all selected cities. The questionnaire in English and Arabic form was presented as Appendix-A.



6. ANALYSIS

6.1. Demographics

The IGAM Research Team collected data for selected cities by reviewing literature, relevant academic research, earlier surveys and government reports and focusing on media scanning. The semi-structural phone interviews and interviews with related officials and Syrian People in three selected cities which are İstanbul, İzmir and Antalya will provide data some valuable data for this analysis. It was not possible to collect all data from all selected. The following results were presented with data on hand. The IGAM Research Team decided to fill the gaps with questionnaire. The analysis results of questionnaire will be discussed in the next section of this report.

The number of Syrian People per selected city was presented in Figure-2. The total number of population in these selected cities are 1,391,150.

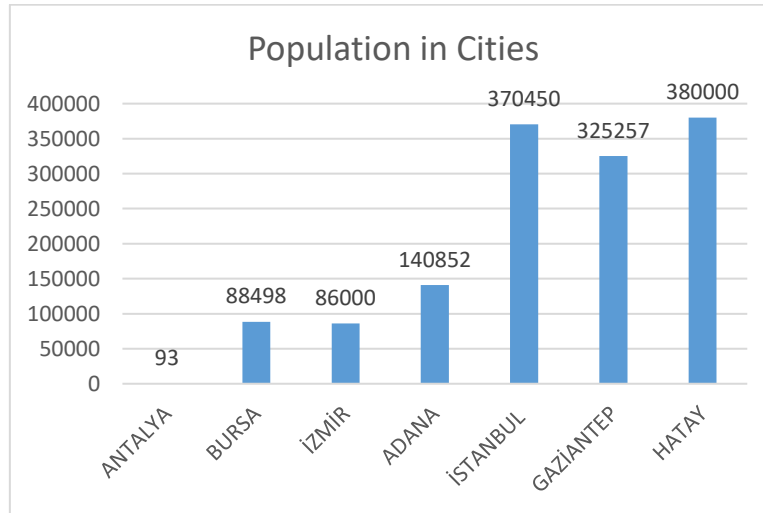


Figure 2 Population in Selected Cities

In Antalya the Ministry of Interior Directorate General of Migration Management have no records on Syrian People under temporary protection status. But according to NGO's in Antalya (Akdeniz Dayanışma Platformu - with 27 NGO's) there are 5000 Syrian families. Syrian families in Antalya have average of 4-6 children. According to ADAP and other relevant institutions total estimation is more than 30.000 unregistered Syrians in Antalya. Most of them are registered in other cities in all around Turkey.

The percentages of male and female of Syrian People in İzmir, Adana, İstanbul and Gaziantep was tabulated in Table-1. The percentages are close to each other except İstanbul.

TOTAL	İZMİR	ADANA	İSTANBUL	GAZİANTEP
POPULATION	86000	140852	370450	325257
FEMALE (%)	48%	49%	40%	51%
MALE (%)	52%	51%	60%	49%

Table 1 Female and Male Percentages

The percentages of adult and children for Syrian People were obtained only for İstanbul and Hatay. The 64 % of population in İstanbul is adult population and 36 % of population is children. These percentages are different in Hatay. The adult percentage in Hatay is 89 % and 11 % of population is children. Age distribution for both adult and children was researched. These distributions were estimated only for Gaziantep. The 75 % of adults' ages in Gaziantep are between 18-35 years old. Adult age distribution for Gaziantep was presented in Figure-3.

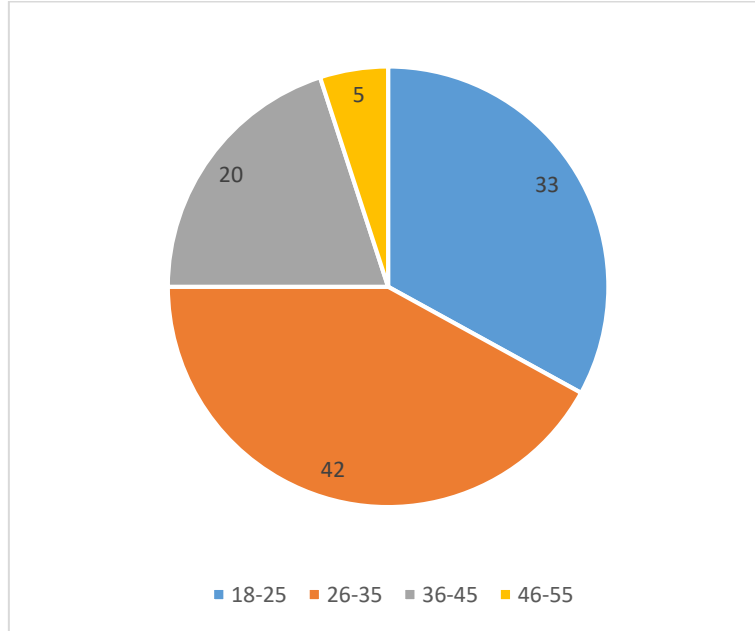


Figure 3 Adult Age Distribution (Gaziantep)

The 76 % of children's age in Gaziantep is less than 10 years old. Children's age distribution was presented in Figure-4.

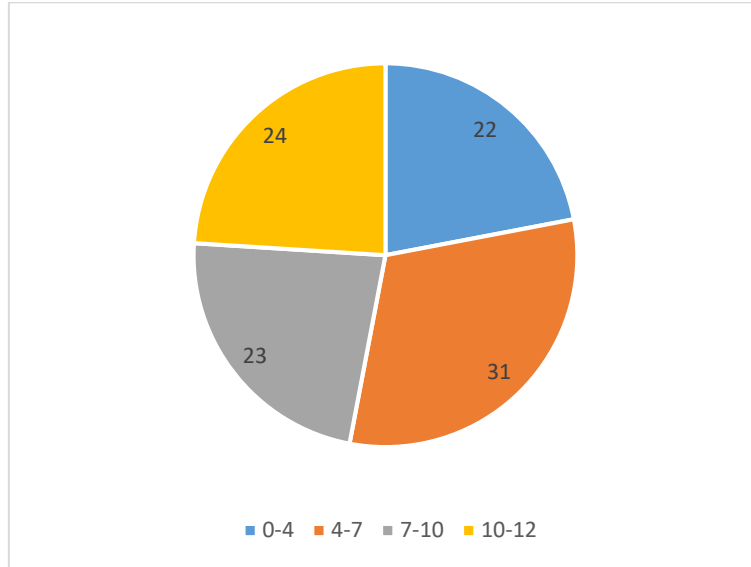


Figure 4 Children Age Distribution (Gaziantep)

The IGAM Research Team developed a job list for Syrian People in Turkey. Agriculture, Industry and Daily Work are common jobs for Syrians. Textile and Shoe -Making are important sectors in İzmir and İstanbul. Most of the jobs can be seen in İstanbul. The data for jobs were tabulated in Table-2.

	ANTALYA	İZMİR	İSTANBUL	GAZİANTEP	HATAY
Agriculture	x		x	x	x
Service	x	x			
Food Production			x	x	
Sales			x		
Cleaning		x			
Health					
Industry		x	x	x	x
Retail Services			x		
Logistics			x		
Transportation			x		
Daily work	x	x	x	x	x
Education					
Law			x		
Engineering			x		
Hotel					
Security			x		
Textile-Shoe Making		x	x		
Other		x	x	x	x

Table 2 Jobs Distribution

The percentage of disable Syrian People in each city was searched. Approximately 10 % of population in Adana and 25 % of population in İstanbul was informed as disable people.



6.2. Mapping

The organizations; which are currently providing services to migrant populations from United Nations, Non-Governmental Organizations, Government, Volunteer Groups or Others; in selected cities (Antalya, Bursa, İzmir, Adana, İstanbul, Gaziantep and Hatay) for health, education and employment were determined. Their provided services were identified. The communication information such as names, emails, phone numbers for key contacts at provincial offices for Ministries of Health, Education and Directorate General of Migration Management (DGMM) were also identified.

6.2.1. Antalya

- Antalya is one of the visited cities.
- There is no any United Nations Organizations for education, health and employment sector **(UN)**.
- Antalya Governorship is also providing services in all sectors. Their phone number is 90.242.243.9791 **(Government)**.
- Department of Social Services in Metropolitan Municipality of Antalya is providing services in all sectors. Ethem Sarıdoğan is responsible person. His phone number is 90.242.229.9496 **(Government)**.
- Aile Der Association of Family Support (Health & Education), Deniz Feneri Association (Health & Education) and ADAP (Health & Education) are NGOs in Antalya.
- Aile Der Association of Family Support is providing services for education and health. Bingör Çabuk is responsible person. His phone number is 90.505.467.6243 His email is antalyaaile@gmail.com **(NGO)**.
- Deniz Feneri Association is providing services for education and health. Mehmet Sargın is responsible person. His phone number is 90.541.311.6090 **(NGO)**.
- ADAP is providing services for education and health. Hakan Şimşek is responsible person. His phone number is 90.554.341.4298 **(NGO)**.
- The IGAM Research Team did not reach other organizations or volunteer groups for health, education and employment.
- The details of provided services were not obtained from interviews.

6.2.2. Bursa

- There is no any United Nations Organizations for education, health and employment sector **(UN)**.
- Bursa Governorship is also providing services in all sectors. Their phone number is 90.224.2735000 **(Government)**.
- General Directorate of Migration Management of Bursa is facilitating coordination between agencies and institutions. Their phone number is 90.224.2526458 Their email address is bursa@goc.gov.tr **(Government)**.



- Metropolitan Municipality of Bursa is providing services in all sectors. The phone number is 90.224.4441600/153 Their email address is alo153@bursa.bel.tr (**Government**).
- Mülteci Hakları Komisyonu (**Education**), ASAM-SGDD (**Education & Health**), Suriyeli Muhacirere Yardım Derneği (**Education & Health**) and Ceza İnfaz Sisteminde Sivil Toplum Derneği (**CİSST**) are NGOs in Bursa.
- Mülteci Hakları Komisyonu is providing services on Legal and Social Support, Raising Awareness, Advocacy, Policy-Making, Research, Organizing Conferences Workshops and Training. Their phone number is 90.312.4688460 (**NGO**).
- ASAM-SGDD is providing services on Humanitarian Aid, Legal and Social Support/Counselling, Health, Mental Health and Psychological Support, Education, Vocational Education, Culture & Arts, Research, Registration of Asylum Seekers on behalf of the UNHCR Turkey Office. Their phone number is 90.312.4275583 Their email is sgdd@sgdd.org.tr (**NGO**).
- Ceza İnfaz Sisteminde Sivil Toplum Derneği is providing services on Legal Support. Their phone number is 90.212.2936982 (**NGO**).
- Suriyeli Muhacirlere Yardım Derneği is providing services on Humanitarian Aid, Legal and Social Support/Counselling, Health and Education. Their phone number is 90.224.2232444 Their email is celenkarif@hotmail.com (**NGO**).
- The IGAM Research Team did not reach other organizations or volunteer groups for health, education and employment.

6.2.3. İzmir

- İzmir is one of the visited cities.
- UNHCR is an organization for education, health and employment sector. Fatin ALLAMİ. His phone number is 90.530.3265247 (**UN**).
- İzmir Governorship is also providing services in all sectors. Their phone number is 90.232.4558282. Their email is izmir@icisleri.gov.tr (**Government**).
- General Directorate of Migration Management of İzmir is facilitating coordination between agencies and institutions. Their phone number is 90.232.4024462 Their email address is izmir@goc.gov.tr (**Government**).
- Metropolitan Municipality of İzmir is providing services in all sectors. The phone number is 90.232.2931200. Their email address is him@izmir.bel.tr (**Government**).
- Association for Solidarity with Syrian Refugees (Suriyeli Mültecilerle Dayanışma Derneği) (**Education**), Mülteci-DER (**Education**), Mercy Corps (**Education**), Amnesty Turkey (**Education**), The Association for Solidarity with Asylum Seekers and Migrants (ASAM-SGDD) (**Education**), Halkların Köprüsü, İnsan Hakları Gündemi Derneği (**Education**), Sosyal Hizmet Uzmanları Derneği (SHUDER) İzmir Şubesi (**Education**), İnsan Eğitim, Kültür, Yardımlaşma ve İzmir Gıda Bankası Derneği (İnsan-Der), MAZLUMDER (**Education**), Eşit Yaşam Derneği (E-Der), Sosyal Yaşamı Geliştirme Derneği, İnsan Hakları Derneği, Cansuyu Yardımlaşma ve Dayanışma Derneği, İHH (**Education & Health**), Mültecilerle Dayanışma Derneği (Mülteci-Der) (**Education**), Ceza İnfaz Sisteminde Sivil Toplum Derneği



(CİSST) and Mülteci Hakları Koordinasyonu Derneği (**Education**) are NGOs in İzmir.

- The representative of Association for Solidarity with Syrian Refugees (Suriyeli Mültecilerle Dayanışma Derneği) is Mohammed Saleh. His phone number is 90.537.7228704 **(NGO)**.
- The representative of Mültecilerle Dayanışma Derneği (Mülteci-Der) is Pırl Erçoban. Her phone number is 90.533.4561982 **(NGO)**.
- The representative of Mercy Corps is Altuğ Çoşkun. His phone number is 90.531.3048503, his email is acoskun@rs.mercycorps.org **(NGO)**.
- The representative of Amnesty Turkey is Taner Yıldız. His phone number is 90.532.6816818 **(NGO)**.
- The representatives of Association for Solidarity with Asylum Seekers and Migrants (ASAM-SGDD) are Ahmet Günay and Esra Şimşir. Their phone number is 90.232.4211505. Ahmet Günay's email is ahmetgunay.sgdd@gmail.com **(NGO)**.
- The representative of Halkların Köprüsü is Cem Ferzi. His phone number is 90.232.4212280. Their email is haklarinkoprusu@gmail.com **(NGO)**.
- İnsan Hakları Gündemi Derneği is providing services on Legal and Social Support, Research, Organizing Conferences, Workshops and Training. Their phone number is 90.312.4280610 Their emails are refugee@rightsagenda.org and robertofrifrini@rightsagenda.org **(NGO)**.
- Sosyal Hizmet Uzmanları Derneği (SHUDER) İzmir Şubesi is providing services on Vocational Training, Raising Awareness, Advocacy, Policy-Making, Organizing Conferences, Workshops and Training. Their phone number is 90.507.3429542 their emails are tufanfirat@gmail.com and shuder35@gmail.com **(NGO)**.
- İnsan Eğitim, Kültür, Yardımlaşma ve İzmir Gıda Bankası Derneği (İnsan-Der) is providing services on humanitarian aid and providing food. The representative of İnsan-Der is Ahmet Topbaş. His phone numbers are 90.232.4250785 and 90.555.4198136 Their email is lkostekci42@msn.com **(NGO)**.
- MAZLUMDER is providing services on Legal and Social Support, Raising Awareness, Advocacy, Policy-Making, Organizing Conferences, Workshops and Training. Their phone number is 90.312.4181046 The email is info@mazlumder.org **(NGO)**.
- Eşit Yaşam Derneği (E-Der) is participating refugee work in the City Council. E-Der is project partnership with Mülteci-Der. Their email is info@esityasam.org.tr **(NGO)**.
- Sosyal Yaşamı Geliştirme Derneği's phone number is 90.232.4651339 and their website is on <http://sygd.tr.gg> **(NGO)**.
- İnsan Hakları Derneği is providing services on Legal and Social Support, Counselling, Raising Awareness, Advocacy, Policy-Making. Their phone number is 90.312.2303567/68/69 Their email is posta@ihd.org.tr **(NGO)**.
- Cansuyu Yardımlaşma ve Dayanışma Derneği is providing services on Humanitarian Aid. Their phone number is 90.312.2852003 Their email is cansuyu@cansuyu.org.tr **(NGO)**.



- İHH is providing services on Humanitarian Aid, Legal and Social Support/Counselling, Health, Education, Raising Awareness, Advocacy, Policy-Making, Culture & Arts. Their phone number is 90.212.6312121 Their email is info@ihh.org.tr **(NGO)**.
- Mültecilerle Dayanışma Derneği (Mülteci-Der) is providing services on Women's Rights/Gender, Children, Youth, Legal and Social Support/Advocacy, Raising Awareness, Policy-Making, Research, Organizing Workshops, Education and Protection. Their phone numbers are 90.232.4835421, 90.549.4835422 and 90.549.4835421 Their email is bilgi@mülteci.org.tr **(NGO)**.
- Ceza İnfaz Sisteminde Sivil Toplum Derneği is providing services on Legal Support. Their phone number is 90.212.2936982 and their email is info@tcps.org.tr **(NGO)**.
- Mülteci Hakları Koordinasyonu is providing services on Legal and Social Support, Raising Awareness, Advocacy, Policy-Making, Research, Organizing Conferences, Workshops and Training. Their phone number is 90.312.4688460 and their website is on <http://mültcecihaklari.org> **(NGO)**.
- The IGAM Research Team did not reach other organizations or volunteer groups for health, education and employment.

6.2.4. Adana

- There is no any United Nations Organizations for education, health and employment sector **(UN)**.
- Adana Governorship is also providing services in all sectors. Their phone number is 90.322.4592743. Their email is adana@icisleri.gov.tr **(Government)**.
- General Directorate of Migration Management of Adana is facilitating coordination between agencies and institutions. Their phone number is 90.322.3463561 Their email address is adana@goc.gov.tr **(Government)**.
- Metropolitan Municipality of Adana is providing services in all sectors. The phone number is 90.322.4592743 The email address is info@adana.bel.tr **(Government)**.
- Mülteci-DER **(Education)**, The Association for Solidarity with Asylum Seekers and Migrants (ASAM-SGDD) **(Education)**, İnsan Hakları Gündemi Derneği **(Education)**, Ceza İnfaz Sisteminde Sivil Toplum Derneği (CİSST) and Mülteci Hakları Koordinasyonu Derneği **(Education)**, KAOS GL, Bülbülzade Eğitim Sağlık ve Dayanışma Vakfı **(Education and Health)** and Kimse Yok mu Dayanışma ve Yardımlama Derneği **(Education)** are NGOs in Adana.
- Mültecilerle Dayanışma Derneği (Mülteci-Der) is providing services on Women's Rights/Gender, Children, Youth, Legal and Social Support/Advocacy, Raising Awareness, Policy-Making, Research, Organizing Workshops, Education and Protection. Their phone numbers are 90.232.4835421, 90.549.4835422 and 90.549.4835421 Their email is bilgi@mülteci.org.tr **(NGO)**.
- ASAM-SGDD is providing services on Humanitarian Aid, Legal and Social Support/Counselling, Health, Mental Health and Psychological Support, Education, Vocational Education, Culture & Arts, Research, Registration of Asylum Seekers



on behalf of the UNHCR Turkey Office. Their phone number is 90.312.4275583 Their email is sgdd@sgdd.org.tr (NGO).

- İnsan Hakları Derneği is providing services on Legal and Social Support, Counselling, Raising Awareness, Advocacy, Policy-Making. Their phone number is 90.312.2303567/68/69 Their email is posta@ihd.org.tr (NGO).
- İHH is providing services on Humanitarian Aid, Legal and Social Support/Counselling, Health, Education, Raising Awareness, Advocacy, Policy-Making, Culture & Arts. Their phone number is 90.212.6312121 Their email is info@ihh.org.tr (NGO).
- Ceza İnfaz Sisteminde Sivil Toplum Derneği is providing services on Legal Support. Their phone number is 90.212.2936982 and their email is info@tcps.org.tr (NGO).
- Mülteci Hakları Koordinasyonu is providing services on Legal and Social Support, Raising Awareness, Advocacy, Policy-Making, Research, Organizing Conferences, Workshops and Training. Their phone number is 90.312.4688460 and their website is on <http://multecihaklari.org> (NGO).
- KAOS GL is providing services on Legal and Social Support, Health, Raising Awareness, Advocacy, Policy-Making, Culture/Art and Research. Their phone number is 90.312.2300358 Their emails are hayriye@kaosgl.org and refugee@kaosgl.org (NGO).
- Bülbülzade Eğitim Sağlık ve Dayanışma Vakfı is providing services on Humanitarian Aid, Legal and Social Support, Health, Education, Vocational Training, Raising Awareness, Advocacy, Policy-Making, Culture and Art, Research, Organizing Conferences, Workshops and Training. Their phone number is 90.342.3605050 Their email addresses are bulbulzadevakfi@gmail.com and bilgi@bulbulzade.org (NGO).
- Kimse Yok mu Dayanışma ve Yardımlaşma Derneği is providing services on Humanitarian Aid, Health, Education, Raising Awareness, Advocacy, Policy-Making, Organizing Conference, Workshops and Training. Their phone is 90.850.7770577 The email is info@kimseyokmu.org.tr
- The IGAM Research Team did not reach other organizations or volunteer groups for health, education and employment.



6.2.5. İstanbul

- İstanbul is one of the visited cities.
- UNHCR is an organization for education, health and employment sector. The responsible person is Selen AY **(UN)**.
- İstanbul Governorship is also providing services in all sectors. Their phone number is 90.212.4555900 Their email is istanbul@icisleri.gov.tr **(Government)**.
- General Directorate of Migration Management of İstanbul is facilitating coordination between agencies and institutions. Their phone number is 90.212.4994000 Their email address is istanbul@goc.gov.tr **(Government)**.
- Metropolitan Municipality of İstanbul is providing services in all sectors. The phone number is 90.212.4551300 **(Government)**.
- The Association for Solidarity with Asylum Seekers and Migrants (ASAM-SGDD) **(Education)**, İnsan Kaynakları Geliştirme Vakfı (İKGV) **(Education & Health)**, MAZLUMDER **(Education)**, İnsan Hakları Derneği, Cansuyu Yardımlaşma ve Dayanışma Derneği, İHH **(Education & Health)**, Mülteci Hakları Koordinasyonu Derneği **(Education)**, Hayata Destek **(Education)**, International Blue Crescent (IBC) Uluslararası Mavi Hilal Vakfı, KAOS GL **(Health)**, Sosyal Kültürel Yaşamı Geliştirme Derneği (SKYGD), Göç Edenler Sosyal Yardımlaşma ve Kültür Derneği (Göç-Der), Tarlabası Toplumunu Destekleme Derneği (Tarlabası Toplum Merkezi) **(Education)**, Kadınlara Dayanışma Vakfı **(Education)**, Mavi Kalem Sosyal Yardımlaşma ve Dayanışma Derneği **(Education & Health)**, Anadolu Kültür Vakfı **(Education)**, Ok Meydanı Sosyal Yardımlaşma ve Dayanışma Derneği (OKDER) **(Health)**, Pozitif Yaşam Derneği **(Health)**, Yardımlı Uluslararası İnsani Yardım Derneği **(Health)**, Toplumsal Afet Derneği (TAP) **(Health)**, Kimse Yok mu Dayanışma ve Yardımlaşma Derneği **(Education and Health)** are NGOs in İstanbul.
- Association for Solidarity with Asylum Seekers and Migrants (ASAM-SGDD)'s phone number is 90.544.4275550 **(NGO)**.
- İnsan Kaynakları Geliştirme Vakfı (İKGV) is providing services on Humanitarian Aid, Legal and Social Support, Health, Education, Vocational Training, Raising Awareness, Advocacy, Policy-Making, Culture & Art, Research, Organizing Conferences, Workshops and Training, Psychosocial Help and Help with Legal Issues. The representative of İKGV is Alp Biricik. Their phone number are 90.533.5242586 and 90.212.2931605 Their emails are abiricik@ikgv.org, ikgv@ikgv.org **(NGO)**.
- Hayata Destek is providing services on training awareness, Turkish, English and Arabic Courses; Computer Courses, Kindergarten, Handicraft Courses, Social Activities. The representative is Aysu Kılıç. Their phone is 90.212.6975433 Their mail is akirac@hayatadestek.org **(NGO)**.
- MAZLUMDER is providing services on Legal and Social Support, Raising Awareness, Advocacy, Policy-Making, Organizing Conferences, Workshops and Training. Their phone number is 90.312.4181046 The email is info@mazlumder.org **(NGO)**.



- İnsan Hakları Derneği is providing services on Legal and Social Support, Counselling, Raising Awareness, Advocacy, Policy-Making. Their phone number is 90.312.2303567/68/69 Their email is posta@ihd.org.tr (NGO).
- Cansuyu Yardımlaşma ve Dayanışma Derneği is providing services on Humanitarian Aid. Their phone number is 90.312.2852003 Their email is cansuyu@cansuyu.org.tr (NGO).
- İHH is providing services on Humanitarian Aid, Legal and Social Support/Counselling, Health, Education, Raising Awareness, Advocacy, Policy-Making, Culture & Arts. Their phone number is 90.212.6312121 Their email is info@ihh.org.tr (NGO).
- Mülteci Hakları Koordinasyonu is providing services on Legal and Social Support, Raising Awareness, Advocacy, Policy-Making, Research, Organizing Conferences, Workshops and Training. Their phone number is 90.312.4688460 and their website is on <http://multecihaklari.org> (NGO).
- The representative of International Blue Crescent (IBC) Uluslararası Mavi Hilal Vakfı is Aziz Civelek. His phone number is 90.532.2359679 and his email is acivelek@ibc.org.tr (NGO).
- KAOS GL is providing services on Legal and Social Support, Health, Raising Awareness, Advocacy, Policy-Making, Culture/Art and Research. Their phone number is 90.312.2300358 Their emails are hayriye@kaosgl.org and refugee@kaosgl.org
- Sosyal Kültürel Yaşamı Geliştirme Derneği (SKYGD) is providing services on Raising Awareness, Advocacy, Policy-Making, Culture & Art and Research. Their phone number is 90.212.7084236 (NGO).
- Göç Edenler Sosyal Yardımlaşma ve Kültür Derneği (Göç-Der) is providing services on Humanitarian Aid, Legal and Social Support, Raising Awareness, Advocacy, Policy-Making and Research. Their phone number is 90.212.6356122 and their email address is gocder@hotmail.com (NGO).
- Tarlabası Toplumunu Destekleme Derneği (Tarlabası Toplum Merkezi) is providing services on Legal and Social Support, Education, Raising Awareness, Advocacy, Policy-Making, Culture & Art, Research, Organizing Conferences, Workshops and Training, Psycho-Social Support. Their phone number is 90.212.2972305 and their email address is iletisim@tarabasi.org (NGO).
- Kadınlarla Dayanışma Vakfı is providing services on Social Support, Raising Awareness, Advocacy, Policy-Making, Organizing Conference, Workshops, Education and Gender-Based Violence. Their phone number is 90.212.2515850 and their email address is info@kadav-ist.org (NGO).
- Mavi Kalem Sosyal Yardımlaşma ve Dayanışma Derneği is providing services on Humanitarian Aid, Legal and Social Support/Counselling, Health, Education, Raising Awareness, Advocacy, Policy-Making, Organizing Conference, Workshops and Training. Their phone number is 90.212.5344133 and their email address is mavikalem@mavikalem.org (NGO).
- Anadolu Kültür Vakfı is providing services on Humanitarian Aid, Education, Culture & Art, Research, Conference, Workshops and Training. Their phone number is



90.212.2314738 and their email address are iletisim@anadolukultur.org and info@anadolukultur.org (NGO).

- Ok Meydanı Sosyal Yardımlaşma ve Dayanışma Derneği (OKDER) is providing services on Humanitarian Aid, Health, Legal Support and Counselling. Their email address is okder2014@gmail.com (NGO).
- Pozitif Yaşam Derneği is providing services on is providing services on Health. Their phone number is 90.212.4181061 and their email address is info@pozitifyasam.org (NGO).
- Yardımelı Uluslararası İnsanı Yardım Derneđi is providing services on Humanitarian Aid, Social Support/Advocacy, Health, Education. Their phone number is 90.212.5414800 and their email address is yardimeli@yardimeli.org (NGO).
- Toplumsal Afet Derneđi (TAP) is providing services on Humanitarian Aid, Health, Search and Rescue. Their phone number is 90.533.4124691 and their email address is toplumsalafetplatformu@gmail.com (NGO).
- Kimse Yok mu Dayanışma ve Yardımlaşma Derneđi is providing services on Humanitarian Aid, Health, Education, Raising Awareness, Advocacy, Policy-Making, Organizing Conference, Workshops and Training. Their phone is 90.850.7770577 The email is info@kimseyokmu.org.tr (NGO).
- The IGAM Research Team did not reach other organizations or volunteer groups for health, education and employment

6.2.6. Gaziantep

- UNHCR is an organization for education, health and employment sector. The responsible people are Fuat ÖZDOĞRU from UNHCR (90.533.2768963), Hande DİLAVER from UNİCEF (90.546.4101553), UN Office for the Coordination of Humanitarian Affairs (UNOCHA) (90.342 3210426/27), Filiz DEMİR from IOM (90.5383358669), World Health Organization (WHO) (90.532.8-6832418) (UN).
- Gaziantep Governorship is also providing services in all sectors. Their phone number is 90.342.2310313 Their email is gaziantep@icisleri.gov.tr (Government).
- General Directorate of Migration Management of Gaziantep is facilitating coordination between agencies and institutions. Their phone number is 90.342.2150181 Their email address is gaziantep@goc.gov.tr (Government).
- Metropolitan Municipality of Gaziantep is providing services in all sectors. The phone number is 90.342.2111200 Their email address is iletisim@gantep.bel.tr (Government).
- Mercy Corps, The Association for Solidarity with Asylum Seekers and Migrants (ASAM-SGDD) (Education), İnsan Hakları Derneđi, Cansuyu Yardımlaşma ve Dayanışma Derneđi, İHH (Education & Health), Mülteci Hakları Koordinasyonu Derneđi (Education), International Blue Crescent (IBC) Uluslararası Mavi Hilal Vakfı, Yardımelı Uluslararası İnsanı Yardım Derneđi (Health), Kimse Yok mu Dayanışma ve Yardımlaşma Derneđi (Education and Health), Ceza İnfaz Sisteminde Sivil Toplum Derneđi (CİSST), Sosyal Hizmet Uzmanları Derneđi



(SHUDER), Bülbülzade Eğitim Sağlık ve Dayanışma Vakfı (**Education and Health**), Kamer Vakfı Gaziantep Şubesi (**Education**), Kırkayak Kültür, Sanat ve Doğa Derneği (**Eğitim**), Her Yerde Sanat Derneği (HYSD) (**Education**), Yuva Derneği (**Eğitim**), Mozaik Kadın ve Aile Derneği (**Education and Health**) are NGOs in Gaziantep.

- The representative of GOAL is Cem HATUNOĞLU. His phone number is (90.533.1688730)
- The representative of Mercy Corps is Serhan Alemdar. His phone number is 90.535.6282330 and his email address is salemdar@rs.mercycorps.org (**NGO**).
- Association for Solidarity with Asylum Seekers and Migrants (ASAM-SGDD) is providing services on Humanitarian Aid, Legal and Social Support/Counselling, Health, Mental Health and Psychological Support, Education, Vocational Education, Culture & Arts, Research, Registrations of asylum seekers on behalf of the UNHCR Turkey Office. Their representative is Tuğçe Atak. Her phone number is 90.312.4275550 and their email address is tugce.atak@sqdd-asam.org.tr (**NGO**).
- İnsan Hakları Derneği is providing services on Legal and Social Support, Counselling, Raising Awareness, Advocacy, Policy-Making. Their phone numbers are 90.312.2303567/68/69 and 90.534.4874318 Their email addresses are posta@ihd.org.tr and ozguravsar08@hotmail.com (**NGO**).
- Cansuyu Yardımlaşma ve Dayanışma Derneği is providing services on Humanitarian Aid. Their phone number is 90.312.2852003 Their email is cansuyu@cansuyu.org.tr (**NGO**).
- İHH is providing services on Humanitarian Aid, Legal and Social Support/Counselling, Health, Education, Raising Awareness, Advocacy, Policy-Making, Culture & Arts. Their phone number is 90.212.6312121 Their email is info@ihh.org.tr (**NGO**).
- Mülteci Hakları Koordinasyonu is providing services on Legal and Social Support, Raising Awareness, Advocacy, Policy-Making, Research, Organizing Conferences, Workshops and Training. Their phone number is 90.312.4688460 and their website is on <http://multecihaklari.org> (**NGO**).
- The representative of International Blue Crescent (IBC) Uluslararası Mavi Hilal Vakfı is Muzaffer Baca. His phone number is 90.216.3841486 and email addresses are mbaca@ibc.org.tr and info@ibc.org.tr (**NGO**).
- Yardımelî Uluslararası İnsani Yardım Derneği is providing services on Humanitarian Aid, Social Support/Advocacy, Health, Education. Their phone number is 90.212.5414800 and their email address is yardimeli@yardimeli.org (**NGO**).
- Kimse Yok mu Dayanışma ve Yardımlaşma Derneği is providing services on Humanitarian Aid, Health, Education, Raising Awareness, Advocacy, Policy-Making, Organizing Conference, Workshops and Training. Their phone is 90.850.7770577 The email is info@kimseyokmu.org.tr
- Ceza İnfaz Sisteminde Sivil Toplum Derneği is providing services on Legal Support. Their phone number is 90.212.2936982 and their email is info@tcps.org.tr (**NGO**).



- Sosyal Hizmet Uzmanları Derneği (SHUDER) is providing services on Vocational Training, Raising Awareness, Advocacy, Policy-Making, Organizing Conferences, Workshops and Training. Their phone number is 90.507.3429542 their emails are tufanfirat@gmail.com and shuder35@gmail.com (NGO).
- Bülbülzade Eğitim Sağlık ve Dayanışma Vakfı is providing services on Humanitarian Aid, Legal and Social Support, Health, Education, Vocational Training, Raising Awareness, Advocacy, Policy-Making, Culture and Art, Research, Organizing Conferences, Workshops and Training. Their phone number is 90.342.3605050 Their email addresses are bulbulzadevakfi@gmail.com and bilgi@bulbulzade.org (NGO).
- Kemer Vakfı is providing services on Education, Vocational Training, Awareness-raising/ Advocacy/ Policy-making, Research, Conferences/Workshops/Training, Support for the Victims of Gender-Based Violence. Their phone number is 90.342.2208336 Their email address is antepkamer@gmail.com (NGO).
- Kırkayak Kültür Sanat ve Doğa Derneği is providing services on Culture and Art, Research, Conferences/Workshops/ Training, Festivals. Their phone numbers are 90.342.2307454 & 90.505.3465560 Email address is kirkayaksanat@gmail.com (NGO).
- Heryerde Sanat Derneği (HYSD) is providing services on Education, Culture and Art (Music and Social Circus), Conferences/Workshops/Training. Their phone numbers are 90.541.6518262 and 90.482 2123039 Their email addresses are adam@heryerdesanat.org and heryerdesanatdernegi@gmail.com (NGO).
- Yuva Derneği is providing services on Legal and Social Support, Education, Vocational Training, Raising Awareness, Advocacy, Policy-Making, Organizing Conferences, Workshops and Training. Their phone number is 90.216.3250044 and their email address is yuva@yuva.org.tr (NGO).
- Mozaik Kadın ve Aile Derneği is providing services on Humanitarian Aid, Legal and Social Support, Health, Education, Awareness-raising/ Advocacy/Policy-making, Research, Conferences/Workshops/Training. Phone number is 90.342.3605050 and its email address is fadimeeminoglu@gmail.com (NGO).
- The IGAM Research Team did not reach other organizations or volunteer groups for health, education and employment

6.2.7. Hatay

- UNHCR is an organization for education, health and employment sector. Esra SU is responsible person. Her phone number is 90.538.3432259 (UN).
- Hatay Governorship is also providing services in all sectors. Their phone number is 90.326.2146213/14/15 Their email is hatay@icisleri.gov.tr (Government).
- General Directorate of Migration Management of Hatay is facilitating coordination between agencies and institutions. Their phone number is 90.326.2345930 Their email address is hatay@goc.gov.tr (Government).



- Metropolitan Municipality of Hatay is providing services in all sectors. The phone number is 90.326.2149190 Their email address is iletisim@hatay.bel.tr **(Government)**.
- The Association for Solidarity with Asylum Seekers and Migrants (ASAM-SGDD) **(Education)**, İnsan Hakları Derneği, Cansuyu Yardımlaşma ve Dayanışma Derneği, İHH **(Education & Health)**, Mülteci Hakları Koordinasyonu Derneği **(Education)**, Ceza İnfaz Sisteminde Sivil Toplum Derneği (CİSST), Bülbülzade Eğitim Sağlık ve Dayanışma Vakfı **(Education and Health)**, Yuva Derneği **(Eğitim)**, Yardımlı Uluslararası İnsani Yardım Derneği **(Health)**, Toplumsal Afet Derneği (TAP) **(Health)**, Hayata Destek İnsani Yardım Derneği **(Education)** are NGOs in Hatay.
- Association for Solidarity with Asylum Seekers and Migrants (ASAM-SGDD) is providing services on Humanitarian Aid, Legal and Social Support/Counselling, Health, Mental Health and Psychological Support, Education, Vocational Education, Culture & Arts, Research, Registrations of asylum seekers on behalf of the UNHCR Turkey Office. Their phone number is 90.312.4275583 and their email address is sgdd@sgdd-asam.org.tr **(NGO)**.
- İnsan Hakları Derneği is providing services on Legal and Social Support, Counselling, Raising Awareness, Advocacy, Policy-Making. Their phone numbers are 90.312.2303567/68/69 and 90.534.4874318 Their email addresses is posta@ihd.org.tr **(NGO)**.
- Cansuyu Yardımlaşma ve Dayanışma Derneği is providing services on Humanitarian Aid. Their phone number is 90.312.2852003 Their email is cansuyu@cansuyu.org.tr **(NGO)**.
- İHH is providing services on Humanitarian Aid, Legal and Social Support/Counselling, Health, Education, Raising Awareness, Advocacy, Policy-Making, Culture & Arts. Their phone number is 90.212.6312121 Their email is info@ihh.org.tr **(NGO)**.
- Mülteci Hakları Koordinasyonu is providing services on Legal and Social Support, Raising Awareness, Advocacy, Policy-Making, Research, Organizing Conferences, Workshops and Training. Their phone number is 90.312.4688460 and their website is on <http://multecihaklari.org> **(NGO)**.
- Ceza İnfaz Sisteminde Sivil Toplum Derneği is providing services on Legal Support. Their phone number is 90.212.2936982 and their email is info@tcps.org.tr **(NGO)**.
- Bülbülzade Eğitim Sağlık ve Dayanışma Vakfı is providing services on Humanitarian Aid, Legal and Social Support, Health, Education, Vocational Training, Raising Awareness, Advocacy, Policy-Making, Culture and Art, Research, Organizing Conferences, Workshops and Training. Their phone number is 90.342.3605050 Their email addresses are bulbulzadevakfi@gmail.com and bilgi@bulbulzade.org **(NGO)**.
- Yuva Derneği is providing services on Legal and Social Support, Education, Vocational Training, Raising Awareness, Advocacy, Policy-Making, Organizing Conferences, Workshops and Training. Their phone number is 90.216.3250044 and their email address is yuva@yuva.org.tr **(NGO)**.



- Yardımeli Uluslararası İnsani Yardım Derneği is providing services on Humanitarian Aid, Social Support/Advocacy, Health, Education. Their phone number is 90.212.5414800 and their email address is yardimeli@yardimeli.org (NGO).
- Toplumsal Afet Derneği (TAP) is providing services on Humanitarian Aid, Health, Search and Rescue. Their phone number is 90.533.4124691 and their email address is toplumsalafetplatformu@gmail.com (NGO).
- Hayata Destek İnsani Yardım Derneği is providing services on Legal and Social Support/Counselling, Education, Psychosocial Support, Monitoring, Vocational Training, Rising Awareness, Advocacy, Policy-Making, Culture & Art, Organizing Conference and Workshops, Education. Their phone number is 90.216.3362262 Their email address is info@hayatadestek.org (NGO).
- The IGAM Research Team did not reach other organizations or volunteer groups for health, education and employment

6.3. Gaps and Services

The IGAM Research Team analysed services needed by Syrian People. If there is a need for one service, then availability and adequacy of this service were analysed. The IGAM Research Team also tried to identify primary needs (first three) in each desired services. The results of these analyses were presented on city basis as it follows:

6.3.1. Antalya

ANTALYA					
SERVICES X NEEDS					
NO	SERVICES	NEED ?	UNAVAILABLE ?	INADEQUATE ?	PRIMARY NEEDS (FIRST THREE)
1	Food	x		x	
2	Clothing	x		x	warm clothes, shoes
3	Hygiene	x		x	diaper, other hygiene materials
4	Health	x	x		Antalya authorities does not record the Syrian refugees under temporary protection. For his reason they have no access to Health services
5	Education	x	x	x	Syrians are not registered in Antalya as temporary protection status. Until first week of February 2016 unregistered Syrian children had no access to education in Antalya. But under new regulation from Ministry of Education, Syrian children will be able to register in primary and secondary schools. For registration to primary and secondary schools the only requirement will be that children or the family must be registered in any cities in Turkey under temporary protection status.
6	Communication	x		x	

Table 3 Antalya Needs Analysis

Health and education are unavailable and inadequate in Antalya. Food, clothing, hygiene and communication are available but not adequate. Warm clothes, shoes, diaper and other hygiene materials are primary needs.

Barriers to access health services in Antalya are listed below.

- ✓ Antalya authorities does not record the Syrian refugees under temporary protection. Since the Syrians have no record in Antalya they have no access to Health services
- ✓ Some NGO's like Deniz Feneri Association provide health service for Syrians for free. Deniz Feneri have made some agreements with two private hospitals (Akdeniz Şifa and Medstar). According to their agreements Deniz Feneri Association will pay only 1/3 of the hospital expenses.
- ✓ No access to medications



Recommendations to access health services in Antalya are listed below.

- ✓ Government authorities in Antalya should give Syrians temporary protection status. Only Antalya have no record of Syrians.

Barriers to access education services in Antalya are listed below.

- ✓ Syrians are not registered in Antalya under temporary protection status. Until February 2016 unregistered Syrian Children had no access to education in Antalya. But under new regulation from Ministry of Education Syrian children will be able to register in primary and secondary schools. For registration to primary and secondary schools the only requirement will be that children or the family must be registered in any city in Turkey under temporary protection status.

6.3.2. Bursa

BURSA					
SERVICES X NEEDS					
NO	SERVICES	NEED ?	UNAVAILABLE ?	INADEQUATE ?	PRIMARY NEEDS (FIRST THREE)
1	Housing				biggest need in general is the lack of guidance services
2	Food	Yes		Inadequate	
3	Clothing	Yes		Inadequate	
4	Health	Yes		Inadequate	
5	Education			Adequate	

Table 4 Bursa Needs Analysis

There is a need for guidance services for housing. Food, clothing, and health are available but not adequate. There are education opportunities in terms of education for Syrian People in Bursa.

Barriers to access health services in Bursa are listed below.

- ✓ Language
- ✓ Lack of awareness and knowledge of exiting medical facilities
- ✓ Lack of coordination between AFAD and hospitals

Recommendations to access health services in Bursa are listed below.

- ✓ Bursa needs at least 10 Refugee Health Centres
- ✓ Health through supporting the entrance of Syrian youths to Apprenticeship



- ✓ Definite need for more health care
- ✓ Basic humanitarian aid needs to be provided immediately (food, clothing, heating)

Recommendations to access education services in Bursa are listed below.

- ✓ Vocational training through supporting the entrance of Syrian youths to Apprenticeship

6.3.3. İzmir

İZMİR					
SERVICES X NEEDS					
NO	SERVICES	NEED ?	UNAVAILABLE ?	INADEQUATE ?	PRIMARY NEEDS (FIRST THREE)
1	Food	x		x	Baby food, staple food products
2	Clothing	x		x	Warm clothes, shoes
3	Hygiene	x		x	Diaper, other hygiene materials
4	Health	x			
5	Work	x		x	Regular jobs, additional business opportunities, prevention of industrial accidents
6	Education	x		x	Temporary education centers (Syrian Schools), teachers with Arabic & Turkish language skills
7	Communication	x		x	Translators, integration and awareness for acceptance of the Syrian refugees in community

Table 5 İzmir Needs Analysis

There is a need for food, clothing, hygiene, work, education and communication. All these are available but not adequate. Baby food, staple food products, warm clothes, shoes, diaper and other hygiene materials are needed by Syrian People in İzmir.

Barriers to access health services in İzmir are listed below.

- ✓ If Syrians are not registered in İzmir they have no access to Health Services
- ✓ Language
- ✓ Lack of women doctors
- ✓ Lack of examination of severe medical cases
- ✓ Health care for Syrians under temporary protection status does not cover; prosthesis, glasses, hearing aid, wheelchair and etc.
- ✓ Health care for Syrians under temporary protection status does not cover all medications. Some needed medications are expensive.



According to ASAM Local health authorities will provide Syrian doctors and nurses. **Recommendations to access health services** in İzmir are listed below.

- ✓ NGO's like ASAM, Mülteci DER, Suriyeli Mültecilerle Dayanışma Derneği (Association for Solidarity with Syrian Refugees), Mercy Corps and etc. are providing Arabic- Turkish translation service if necessary. These services are inadequate.
- ✓ Syrian women especially those who came from Aleppo - because of the religious and cultural reasons they do not want to get examined by a male doctor. To this regard women doctors should be provided too.
- ✓ According to ASAM, mentioned needs (left) are covering in Limited amount by donations (ex: German Consulate, business organization, Izmir Free Zone and private donations). ASAM does not accept donations. ASAM provides consultancy and guidance to independent benefactors.
- ✓ NGO's (like ASAM) and other benefactors are covering limited amount of mentioned expensive medications. These donations are inadequate.
- ✓ Patient acceptances in hospital emergency departments are working well
- ✓ Vaccination in all over cities is working well and public health centre (Halk Sağlık) is effective. Public health centre (Halk Sağlık) providing vaccination service at home addresses if necessary.
- ✓ According to ASAM Local health authorities will provide Syrian doctors and nurses.

Barriers to access education services in İzmir are listed below.

- ✓ Ensuring access to education for all children
- ✓ Child labour is one of the main barrier to access education
- ✓ Language barriers
- ✓ Child marriage is one of the main barriers to access education.

Recommendations to access education services in İzmir are listed below.

- ✓ According to Ministry of Education and Directorate General for Migration Management there are 22.000 children at their educational age. From 22.000 only 4000 of them are registered in schools in Izmir.
- ✓ According to ASAM language problem should be solved with preparatory training in Turkish. Turkish higher education system already includes compulsory minimum one-year Turkish lessons (TÖMER) for foreign students. This education system



should be integrated to primary and secondary education system for Syrian children under temporary protection. NGO's and Community Centres who are already providing Turkish-Arabic language courses should be "temporary" integrated to the main education system.

6.3.4. Adana

ADANA					
SERVICES X NEEDS					
NO	SERVICES	NEED ?	UNAVAILABLE ?	INADEQUATE ?	PRIMARY NEEDS (FIRST THREE)
1	Housing	x		Inadequate	Need for housing (18%)
2	Food	x			
3	Clothing	x			
4	Health	x			Need for health (13%)
5	Work	x		Inadequate	Need for participation to labor force (27%)
6	Education	x		Inadequate	Need for education (7%)
7	Financial/social aid			Inadequate	Need for financial/social aid (17%)

Table 6 Adana Needs Analysis

There is a need for housing, food, clothing, health, work, education and financial and social aid. Housing, work, education and financial and social aid are available but not adequate. Food, clothing and health are needed by Syrian People in Adana.

Barriers to access health services in Adana are listed below.

- ✓ Language (44.5%)
- ✓ Financial difficulties (15.6%)
- ✓ Lack of information (23.2%)
- ✓ Lack of relevant services (6.7%)
- ✓ Other (1.6%)

Barriers to access education services in Adana are listed below.

- ✓ Language/Communication
- ✓ Financial Difficulties
- ✓ Lack of information
- ✓ Lack of relevant service



- ✓ Lack of schools around nearby places
- ✓ Children have to work
- ✓ Ill-treatment to children at school
- ✓ Children are scared
- ✓ Only %25 of children is registered in schools. Unknown if they are able to continue their education.

6.3.5. İstanbul

İSTANBUL					
SERVICES X NEEDS					
NO	SERVICES	NEED ?	UNAVAILABLE ?	INADEQUATE ?	PRIMARY NEEDS (FIRST THREE)
1	Housing	x	x		Rent payment, houses with better living conditions
2	Food	x			
3	Clothing	x			Winter clothes, shoes, school uniforms
4	Hygiene	x			Dipers
5	Health	x	x		Translation in hospitals, treating severe medical cases
6	Work	x			*legal Access to labor* of the children who are at school age, 20% are working. Most are doing factory and manual labor work. The main reason children have to work (57% of the answers) is that incomes from the head of the household is not sufficient therefore the children must also work to support the family.
7	Education	x	x		Translation, education fees, transportation, uniforms and stationery costs
8	Transportation	x	x		Transportation to health services, education centers and city
9	Communication	x			Translation
10	Personal Development	x	x		Integration

Table 7 İstanbul Needs Analysis

There is a need for housing, food, clothing, hygiene, health, education, transportation, communication and personal development. Housing, health, education, transportation, and personal development are needs but not available by Syrian People in İstanbul.

Barriers to access health services in İstanbul are listed below.

- ✓ Translation



- ✓ Lack of information system in general and legal regulations
- ✓ Lack of examination of severe medical cases
- ✓ Lack of medications (expensive medications)
- ✓ Lack of information about medications
- ✓ Lack of psychosocial activities
- ✓ Health care for Syrians under temporary protection status does not cover; prosthesis, glasses, hearing aid, wheelchair and etc.

Recommendations to access health services in İstanbul are listed below.

- ✓ Translation in Turkish and in Arabic should be provided for refugees in Hospitals and in Health Centres. Translation in Turkish and in Arabic should be provided for refugees in Hospitals and in Health Centres.
- ✓ Information billboards should be translated for refugees. Websites of MOH and Hospitals should be updated and should give latest information and legal regulations. * The majority of interviewees reported that they know about health services, hospitals and pharmacies in their neighbourhood, but they do not have access to them mostly due to refusal from authorities to allow them to access the service which represented 54% of respondents, followed by 30% reporting that they did not have the adequate documents and 15% generally not knowing how to access the services (Interview from Support to Life in Oct. 2015 with 321 individuals).
- ✓ Medication prospectus should be in Arabic also
- ✓ The interviewees declare that they are suffering from stress and anger most of time and feel unsafe or unable to carry out essential activities for daily living some of the time. (Interview from Support to Life in October 2015 with 321 individuals.)

Barriers to access education services in İstanbul are listed below.

- ✓ Lack of Transportation to education centres
- ✓ Lack of language skills
- ✓ Lack of teachers with Arabic language skills
- ✓ Not being able to provide the uniforms
- ✓ Lack of legal regulations



- ✓ Ensuring access to education for all children (According to UN only 15% of children are able to go to schools)
- ✓ Lack of awareness

Recommendations to access education services in İstanbul are listed below.

- ✓ When asked what support families would need to support their child's education, the majority of respondents said they needed school materials (books, uniforms) followed by Turkish language skills for themselves and their children.
- ✓ The majority of interviewees state that they are unable to enrol their children in school because the schools claim they are over capacity or because the families need the wages of the child to support the family. The majority of interviewees state that they are unable to enrol their children in school because the schools claim they are over capacity or because the families need the wages of the child to support the family.
- ✓ In terms of education, most of the survey participants assert that they are not aware of education related services in their neighbourhood (43% of them), and even less are aware about right mechanisms to solve their legal issues (60% of them do not know about it).

6.3.6. Gaziantep

GAZİANTEP					
SERVICES X NEEDS					
NO	SERVICES	NEED ?	UNAVAILABLE ?	INADEQUATE ?	PRIMARY NEEDS (FIRST THREE)
1	Housing	x		x	
2	Food	x		x	
3	Hygiene	x		x	
4	Health	x			
5	Work	x	x	x	
6	Education	x		x	
7	Transportation	x		x	
8	Personal Development	x	x		

Table 8 Gaziantep Needs Analysis

There is a need for housing, food, hygiene, health, work, education, transportation and personal development. Work and personal development are need but not available. Other need areas are not adequate for Syrian People in Gaziantep.

Barriers to access health services in Gaziantep are listed below.

- ✓ Language



- ✓ If there is no registration/FID
- ✓ Lack of capacities of hospitals
- ✓ Frequently changing of referral mechanism between hospitals
- ✓ Transplantation is not available for Syrian refugees
- ✓ Mistreatments
- ✓ No covering medical equipment for disabled persons
- ✓ No covering disposable underpaid and formula for malnutrition

Recommendations to access health services in Gaziantep are listed below.

- ✓ Increasing number of staff who knows Arabic and controlling interpreters who work in public hospitals
- ✓ Registration should be without waiting for months and finishing provision of FIDs and editing error and mistakes on refugees' information on FIDs and systems
- ✓ Increasing numbers of doctors, nurses, hospitals and health centres
- ✓ Having stable referral mechanism and systems for available health services
- ✓ Having mobile health services especially for rural areas
- ✓ Supporting families to have and use hygiene materials
- ✓ Making awareness trainings for caring new born, gynaecological diseases and reproduction
- ✓ Examination of mentally retarded refugees by psychiatrists and giving committee reports for them

Barriers to access education services in Gaziantep are listed below.

- ✓ Lack of capacities of schools
- ✓ Transportation



- ✓ Financial needs for schooling costs
- ✓ Lack of controlling mechanism in TECs
- ✓ Lack of standard curriculum for TECs
- ✓ Quality of education and teachers
- ✓ Language barrier in Turkish schools
- ✓ Forcing children to work because of lack of income
- ✓ Early and child marriages

Recommendations to access education services in Gaziantep are listed below.

- ✓ Access to REM and special education for mentally disabled people
- ✓ Increasing number of schools for Syrians in different neighbourhoods
- ✓ Supporting students with stationaries, books etc.
- ✓ Having standard curriculum
- ✓ Controlling mechanism for TECs
- ✓ Preventing discrimination between Turkish and Syrian students
- ✓ Controlling mechanism to prevent child labour
- ✓ Controlling and penalising for child marriages
- ✓ Vocational and skills trainings with certification
- ✓ Turkish language courses with certification
- ✓ Diploma equivalency certificate for already graduated refugees



6.3.7. Hatay

HATAY (ANTAKYA)					
SERVICES X NEEDS					
NO	SERVICES	NEED ?	UNAVAILABLE ?	INADEQUATE ?	PRIMARY NEEDS (FIRST THREE)
1	Housing	x		x	
2	Tenth	x		x	
3	Food	x		x	
4	Health	x		x	
5	Work	x		x	
6	Education	x		x	

Table 9 Hatay Needs Analysis

There is a need for housing, tenth, food, health, work, education. They are all inadequate for Syrian People in Hatay (Antakya).

Barriers to access education services in Hatay are listed below.

- ✓ Forcing children to work because of lack of income
- ✓ Financial needs for schooling costs
- ✓ Language barrier in Turkish
- ✓ Schools in Antakya have no capacity for more students

6.4. Employment and Livelihoods

6.4.1. Antalya

The main source of income for Syrian People in Antalya is paid work (90 %). 10 % of population is single, 30 % of population is up to 4 people, 55 % of population is 5-8 people and finally 5 % of population is bigger than 8 people. 70 % of Syrian People earn money between 750-1000 TL. Only 20 % of salaries are regular and reliable. 50 % of population get their salaries regularly but it is not reliable. 5 % of population has no income. The skills of Syrian People and jobs that they are doing right now with respect to sectors were tabulated in Table-10 and presented in Figure-6.

Sector	Skills	Jobs
Agriculture	25	90
Service Systems	25	
Cleaning	25	
Daily work		10
Education	25	

Table 10 Skills X Jobs (Antalya)

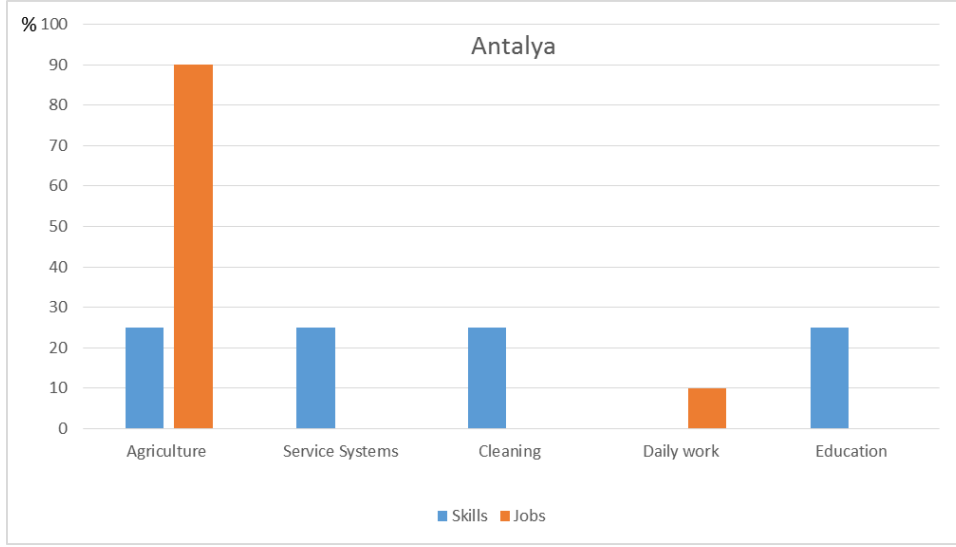


Figure 5 Skills X Jobs (Antalya)

6.4.2. İzmir

The main source of income for Syrian People in İzmir is paid work (80 %). 10 % of population is single, 40 % of population is up to 4 people, 40 % of population is 5-8 people and finally 10 % of population is bigger than 8 people, 70 % of Syrian People earn money between 500-750 TL, 30 % of Syrian People earn money between 750-1000 TL. 60 % of population get their salaries regularly but it is not reliable. The skills of Syrian People and jobs that they are doing right now with respect to sectors were tabulated in Table-11 and presented in Figure-7.

Sector	Skills	Jobs
Agriculture	5	
Service Systems	30	10
Textile	45	50
Health	3	
Daily work		20
Education	7	
Other	10	20

Table 11 Skills X Jobs (İzmir)

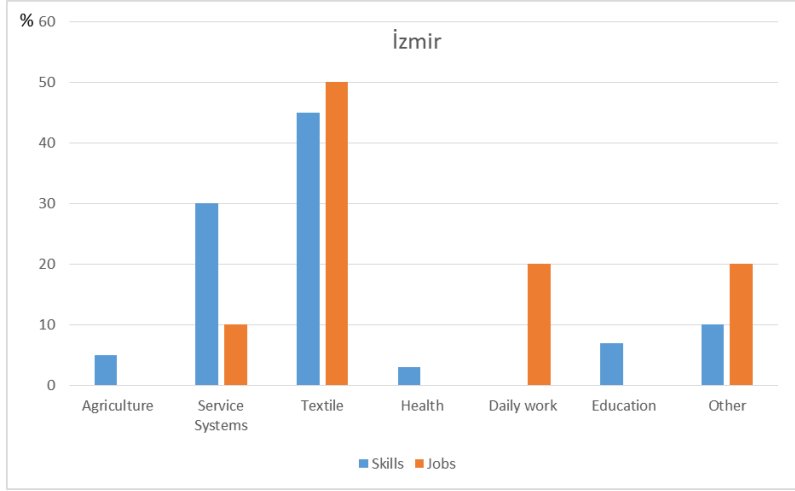


Figure 6 Skills X Jobs (İzmir)

6.4.3. Adana

The main source of income for Syrian People in Adana is paid work (80 %). 10 % of population is single, 40 % of population is up to 4 people, 40 % of population is 5-8 people and finally 10 % of population is bigger than 8 people. 30 % of Syrian People earn money between 250-500 TL, 30 % of Syrian People earn money between 500-750 TL, 30 % of Syrian People earn money between 750-1000 TL and 10 % of Syrians earn money more than 1000 TL. The skills of Syrian People and jobs that they are doing right now with respect to sectors were tabulated in Table-12 and presented in Figure-8.

Sector	Skills	Jobs
Agriculture		33
Daily work		33
Other		34

Table 12 Skills X Jobs (Adana)

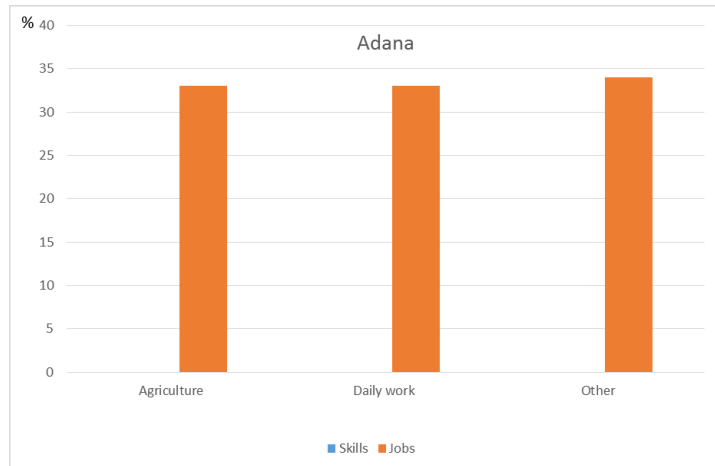


Figure 7 Skills X Jobs (Adana)



6.4.4. İstanbul

The main source of income for Syrian People in İstanbul is paid work (70 %). 10 % of population is single, 50 % of population is up to 4 people and 50 % of population is 5-8 people. 30 % of Syrian People earn money between 250-500 TL, 35 % of Syrian People earn money between 500-750 TL, 35 % of Syrian People earn money between 750-1000 TL and 30 % of Syrians earn money more than 1000 TL. The skills of Syrian People and jobs that they are doing right now with respect to sectors were tabulated in Table-13 and presented in Figure-9.

Sector	Skills	Jobs
Agriculture	25	10
Food Production	25	10
Textile	50	20
Daily work		20
Other		20

Table 13 Skills X Jobs (İstanbul)

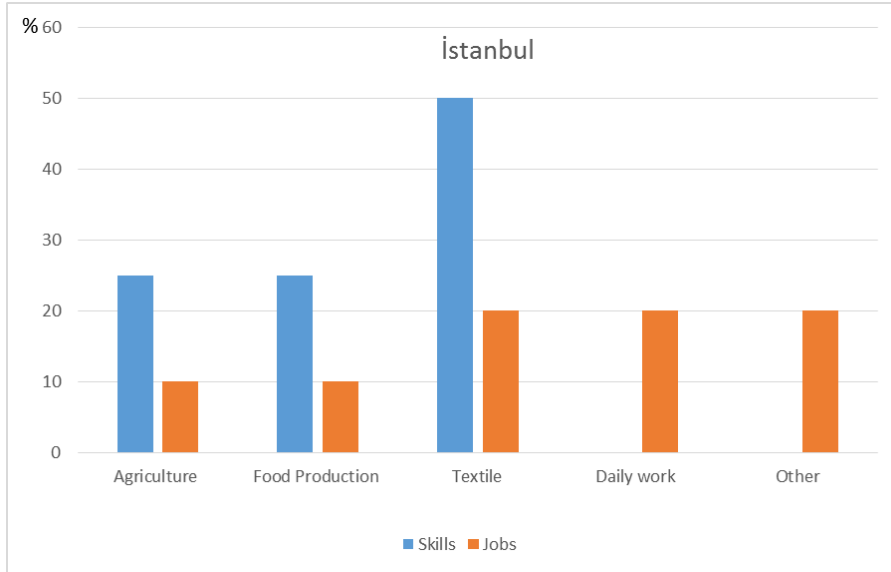


Figure 8 Skills X Jobs (İstanbul)

6.4.5. Gaziantep

The main source of income for Syrian People in Gaziantep is paid work (100 %). The skills of Syrian People and jobs that they are doing right now with respect to sectors were tabulated in Table-14 and presented in Figure-10.

Sector	Skills	Jobs
Agriculture	11	20
Food Production	11	20
Sales	11	
Textile	11	20
Health	11	
Industry	11	20
Daily work	11	20
Education	11	
Engineering	11	

Table 14 Skills X Jobs (İstanbul)

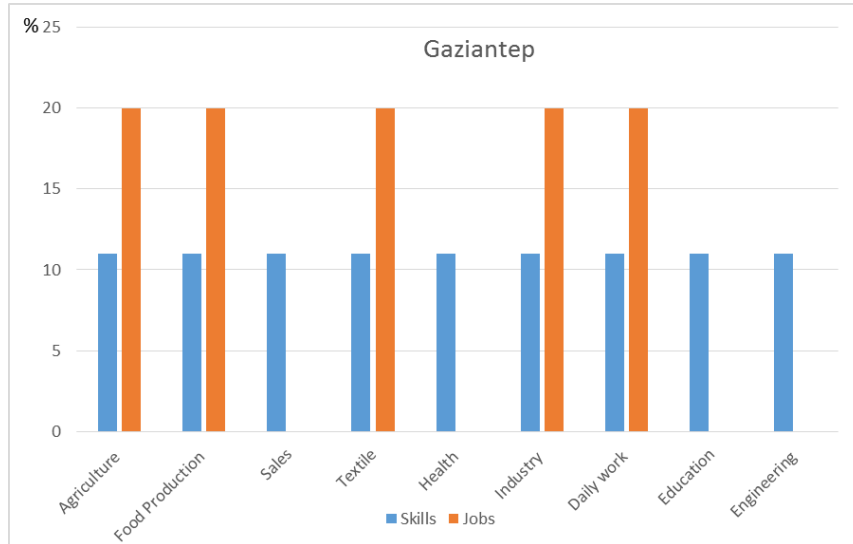


Figure 9 Skills X Jobs (Gaziantep)

6.4.6. Hatay

The main source of income for Syrian People in Hatay is paid work (90 %). 10 % of population is single, 55 % of population is up to 4 people, 30 % of population is 5-8 people and 5 % of population is more than 8 people. 40 % of Syrian People earn money between 500-750 TL, 50 % of Syrian People earn money between 750-1000 TL and 10 % of Syrians earn money more than 1000 TL. 35 % of Syrian's population earns regular and reliable salary. 35 % of population earns regular but not reliable salary.



7. FIELD RESEARCH STUDIES

7.1. İstanbul

The IGAM Field Research Team visited İstanbul on 21-22 January 2016. During this field research following activities were planned and accomplished.

- Human Resource Development Foundation (IKGV)- Alp Biricik - Tel: 0212 2931605
- (ASAM-SGDD) - Solidarity with Asylum Seekers and Migrants – Gizem Demirci – Tel: 0544 427 5550
- Hayata Destek - Support to Life – Aysu Kıracı Tel: 0212 6975433
- Uluslararası Mavi Hilal Vakfı /International Blue Crescent (IBC) - Aziz Civelek - Tel: 0216 4646881
- Visit to Vatan Street
- Visit to Çağlayan

The following issues were identified during the field research

- According to the non-official data, it is estimated that 450-500 thousand Syrian people live in İstanbul where according to the official data, 370 thousand Syrian people are registered.
- The number of the Syrian people who do not want to be registered and who are waiting to be registered in İstanbul is quite high.
- For those who fled from the war in Syria, the main reason for not wanting to get registered in Turkey is that they want to migrate to Europe and prefer to have the European borders as the international borders of their first registration. The Syrians who will be registered within European borders after Syria do not want to have the countries they transit to arrive at the European borders be detected. And due to that reason, they may recourse to the methods such as using different names. By this means, they are aiming at preventing themselves from being sent to third safe countries and they are aiming at staying in Europe.
- İstanbul is one of the major cities which are preferred by the Syrians who came from Syria and who are under Temporary Protection.
- The reason why the Syrians under Temporary Protection migrate inside Turkey is that they especially do not want to stay in camps. The Syrians who do not want to stay in camps mention that they leave this place because they do not have privacy and that in the camps they lose hope for future.
- The provinces preferred by the Syrians who do not want to stay in camps are those provinces located in western Turkey in general. These provinces are preferred because there are more job opportunities and possibility to migrate to Europe as well.



- The Syrians in Istanbul generally live in areas such as Esenler (50.000), Bağcılar (35.000), Güngören, Esenyurt, Fatih (13.000), Küçükçekmece (30.000).
- The major problems are particularly the lack of linguistic competence in Turkish language and communication problems, and also scarcity of warm clothes and shoes, food during winter months, and healthcare and educational services, transportation problems.
- IKGV, ASAM, Support to Life, Turkish Red Crescent – Istanbul, IBC, and Coordination Center for Syrian Refugees execute a total of 5 community centers in Istanbul.
- In the interviews, it has been mentioned that approximately 30 NGOs are actively giving service on asylum issues across Istanbul.
- It has been stated that the said NGOs which give faith-based services have larger budgets and they do not face difficulties in providing financial opportunities.
- The tradesmen, businessmen who would like to give service voluntarily, and other volunteering small scale individuals try to provide food, clothes and other services as much as they can.

Education

- The Syrians under Temporary Protection need to get registered in Istanbul first in order to benefit from educational services in Istanbul. Although the number of children who are at educational age in Istanbul is 100 thousand, a small number of those children are enrolled in a school. Despite the enrolment of those children, there is no record on whether their education continues. According to the official data of the United Nations, 37.123 Syrian children could have enrolled in school in Istanbul.
- Although temporary educational centres have been established for the Syrians, the transportation problem has yet to be overcome.
- Additionally, the lack of enough Syrian trainers still prevails.
- Furthermore, in terms of perception, the issue of education is not prioritized amongst the Syrians.
- For the children who could access the schools, the school expenses and transportation expenses are amongst the primary problems after language problem.

Healthcare

- Four important subjects come to forefront in healthcare:
 - Lack of translator at hospitals,
 - Hardships encountered in the provision of medications, which is the continuity of treatment,



- The Syrians who are disabled and need long term treatment (such as diabetic patients, epileptic patients etc.) cannot obtain adequate assistance,
- Hospitals and pharmacies are not knowledgeable on legislation
- Other than these, medical examination fee should be paid for physiotherapy, ophthalmological, dental examinations etc.
- As a solution, the doctors coming from Syria are trying to offer medical examination free of charge or in return for very low fee.

Employment

- The Syrians are generally working in daily wage works in the labour in Istanbul. Based on the interviews, it has been stated that 60% of the Syrians have regular jobs. Especially, they can find job opportunities in textile factories and shoe factory located in Küçükçekmece area.
- According to the statements of the Syrians visited in Küçükçekmece and of the Life to Support Foundation that executes one of the 5 community centers in Istanbul, the Syrians who find the opportunity to work receive half wage.
- The males of most of the Syrian families' work in more than one job.
- Job opportunities are offered in construction business, services, portorage apart from textile and shoemaking.
-
- In that sense, they have no insurance in the incidents of occupational accidents which are stated as one of the fundamental problems.
- Syrian families do not receive any other income apart from their work to generate income.
- Municipalities and district governorships have stated that they have given 400-500 TL assistance in rare cases and for once only.
- It has been stated that the women generally do not work. However, some women could found job opportunity at tailor shops.

7.2. İzmir

The IGAM Field Research Team visited İzmir on 04-05 February 2016. During this field research following activities were planned and accomplished.

- Solidarity with Syrian Refugees - Mohammed Saleh – Tel: 0537 849 0643
- Refugee Association - Pırl Erçoban – Tel: 0533 456 1982
- Visits to Basmane and Agor



- Amnesty International Turkey - Taner Kılıç – Tel: 0532 681 6818
- SGDD - ASAM - Esra Şimşir & Ahmet Günay- Tel: 0232 421 1505
- Mercy Corps - Altuğ Coşkun – Tel: 0531 304 8503
- İnsan Der - Ahmet Topbaş – Tel: 0 232 425 07 85 – 0 555 419 81 36
- Bridge of Communities - Cem Ferzi – Tel: 0232 421 22 80

The following issues were identified during the field research

- According to the official numbers, the number of Syrians under Temporary Protection in Izmir is 86.000. One of the characteristics of the Syrians in Izmir is that most of them come to Izmir temporarily. As in the other western provinces, Izmir is the most important transit zone to migrate to Europe. The Syrians transit from here by sea to go to Greece. Almost all of transit experiences to Europe are the trips taking place through illegal means.
- Migration Administration has two registration centers in Izmir. However, one of the most important problems is that the officials of Migration Management are having difficulties in registering and cannot come through with it. It is estimated that there is a significant number of Syrian people who are waiting to be registered. This situation is due to intensive migration influx as well as insufficiency of authorized officials at Migration Management.
- Substantial number of Syrian people consciously avoids getting registered in Izmir as much as they ever avoided in any other province in Turkey. The reason is that they want to migrate to Europe and that they prefer to have the European borders as the international borders of their first registration. The Syrians who will be registered within European borders after Syria do not want to have the counties they transit to arrive at the European borders be detected. And due to that reason, they may recourse to the methods such as using different names. By this means, they are aiming at preventing themselves from being sent to third safe countries and they are aiming at staying in Europe. Amongst those who do not want to be registered, there are those who disguise themselves by using different names while fleeing from the incidents in their country so that their identity would not reveal. It is stated that they recourse to these means as they are afraid of the elements in their country whom they are fleeing from.
- Basmane and Agora area have been identified to be the meeting points with human smugglers for the Syrians who want to transit to Europe by illegal means.
- It has been identified that the substantial part of the Syrians in Izmir are upper-middle aged people. The young population is those who want to leave Izmir in general and who reside there temporarily to recourse to these means.
- It has been stated that the Syrians in Buca and Kumburgaz maintain their lives under the hardest conditions.



- It has been indicated that the citizens of Turkmen origin who reside in Bornova are in better conditions compared to the other Syrian people. It has been remarked that as Turkmen-origin people have linguistic competence in Turkish language they do not experience difficulties in benefiting from the services and they are preferred more in terms of employment.

Education

- It has been indicated that the Syrian children in the schools in Izmir cannot access education in general sense.
- One of the most important problems of the children who want to enrol in schools is their incompetence in Turkish language.
- According to the data of the Ministry of National Education, there are 22.000 children at school age in Izmir, and only 4000 of these children are found to be enrolled in educational services. Meanwhile, the issue which has to be paid attention to is that the follow-up mechanism and numerical data on whether these children continue their education does not exist. In most of the cases, even though the children enrolled in school find opportunity to continue their education for a very short while, their enrolment is still reflected in the numbers.
- As one of the most important obstacles in accessing education, the children are in a situation to be obliged to work to earn income for their families and they work at a young age.
- Another obstacle that prevails for girls at school age is indicated to be child marriage.
- Another important problem that poses obstacle against the students enrolled in schools is expenses arising from transport to schools and stationary supplies and such like. The obstacles like these are the factors which prevent children from continuing their education and put them in a situation that disables them to continue in case they enrol in educational institutions.
- Syrian schools are not available in Izmir. With the decision taken by the Ministry of National Education, the schools are being identified in the intensely Syrian-populated areas of Izmir such as Buca, Bayraklı, Konak, Kumburgaz; and the steps are being taken to ensure that the children are enrolled in these identified schools. It is known that there are 500 certified Syrian teachers for the current planning. It has been said that this shall change with a recently taken decision.
- The issue that has to be paid attention to in terms of children accessing education is to ensure the integration of Syrian children in a proper manner. According to the opinions expressed during the visits, it is thought that the schools with Syrian children only would be unfavourable and would delay integration. According to the other viewpoint, it has



been expressed that the children who will start school together with Turkish students would experience serious difficulties due to the linguistic deficiencies in Turkish language and their shortcomings in basic education, and that they have had difficulties in keeping up with curriculum and they will face this difficulty in future. It is thought that due to their inability to keep up and the education gap they are in, serious psychological problems can be experienced in case at the same time, they are not managed with well-planned integration system to have education together with Turkish students.

- Another opinion brought forward is to implement a compulsory Turkish educational system such as TÖMER for the children at this age.

Healthcare

- In order for the Syrians under Temporary Protection to benefit from sustainable healthcare services, they have to be registered in Izmir.
- One of the most important obstacles related with healthcare is language problem. The doctors and nurses who do not speak Arabic have difficulties during medical examination of Syrian people coming for treatment. Translation services of non-governmental organizations and state authorities in Izmir are extremely insufficient. Non-governmental organizations provide translators for those who reach them. However, the number of translators remains low compared to the needs.
- Establishment of temporary healthcare centers is suggested as solution. Still, the legal regulations cannot be overcome to open aforesaid healthcare centers. According to the views of the Association for the Solidarity with Syrians, with the opening of temporary healthcare centers these services will be given by Syrian doctors and nurses to be employed here and the language problem and insufficiency of translators will be prevented and employment of Syrian doctors and nurses will be ensured.
- Another problem related with doctors and nurses is that female Syrian citizens do not want to receive medical examination by male doctors due to religious and cultural reasons. Considering the fact that significant portion of Syrians in Izmir (the citizens from Sunnite Arabic ethnicity and from more conservative segment compared to the other regions) are coming from Aleppo, the unavailability of female doctors is seen as an obstacle against women to benefit from healthcare services.
- The interviewed NGOs like ASAM and Association for the Solidarity with Syrians have been trying to ensure that the Syrians whom they can contact through the community center they execute benefit from the healthcare services. Thanks to the bilateral relations they built and the people who would like to voluntarily donate for the Syrians, they help covering healthcare services (and some other needs) of the Syrians. The said NGOs do not accept donation on behalf of the organizations, they direct the voluntary donors towards those who are identified and are in need of. During the interviews, the



said donors are cited as German Embassy, Church, IHH, Kimse Yok Mu, Businessmen, Tradesmen and so forth.

- One of the important problems related with healthcare is that glasses, hearing aids, wheelchairs, prosthetic organs and similar needs are not in the scope of healthcare services.
- In terms of vaccination, it is indicated that Izmir is working more effectively compared to the other provinces, and Public Health Center provide vaccines free of charge and if necessary at their homes and shelter addresses.
- It has been indicated that the healthcare activities of the Doctors Worldwide and Association for the Prevention of Infectious Diseases are very effective and important.

Employment

- During the discussions, it has been indicated that 30%of the Syrians in Izmir work in shoemaking sector. The other areas where the Syrians found job opportunities are construction, services and textile sector.
- As it is the case across Turkey, it is indicated that the Syrians work for lower wages in Izmir compared to Turkish citizens. However, it is stated that there is the tendency to pay the same per diem or salary to the Syrians as Turkish citizens.
- It has been expressed that the Syrians who find opportunity for lower wages face the justification that the Syrians deprive Turkish citizens of their jobs.
- It has been indicated that substantial number of the Syrians who find job opportunity could not have received their per diems or salaries as a result of arbitrary decision of employers. As they do not have legal assurances, it has not been possible to file a complaint or conduct proceedings.
- On the other hand, it has been revealed that hesitant behaviour was shown in filing complaint. It has been thought that a non-official complaint which will have repercussions on the grounds that salary or per diem of a Syrian has not been paid will negatively influence both the other Syrians and the employers who pay salaries regularly.
- It has been indicated that the Syrians in shoemaking sector from amongst those who find job opportunity are paid more regularly compared to others.
- It has been expressed that child labour is common in textile sector and they receive monthly wage of 400 – 600 TL, and that the Syrians who has master title receive 1000 – 1200 TL.



- It has been remarked that the Syrians who find job opportunity in service sector receive 800 – 1000 TL.
- It has been mentioned that construction workers receive 50 TL as per diem and that the job opportunities are irregular.

7.3. Antalya

The IGAM Field Research Team visited Antalya on 08-09 February 2016. During this field research following activities were planned and accomplished.

- AileDer / Association of Family Consultants - Güngör Çabuk Tel: 0505 467 6243
- Visit to Serik
- Antalya Metropolitan Municipality, Social Services Directorate – Director Ethem Sardoğan – Tel: 0242 249 5430-29-28
- Deniz Feneri / Association of Lighthouse - Mehmet Sargın – Tel: 0541 311 6090
- Antalya Governor's Office – 0242 2439791
- Akdeniz Dayanışma Platformu / Mediterranean Platform for Solidarity – Hakan Şimşek - Tel: 0554 341 4298

The following issues were identified during the field research

- Syrian refugees are not registered according to the decision and circular issued by Antalya Provincial Directorate of Migration Management affiliated to the Ministry of Interior.
- It has been identified that there are only 93 Syrians in Antalya according to official records and that these people are not under Temporary Protection. In that context, contrary to other provinces in Turkey, Antalya is the only city where Syrians are not registered.
- It is estimated that there are approximately 5000 families in Antalya based on the interview with AileDer, Antalya Branch of Deniz Feneri (Association of Lighthouse), Antalya Metropolitan Municipality Social Services Directorate, Governor's Office and Akdeniz Dayanışma Platformu (Mediterranean Platform for Solidarity). These figures were mentioned during meetings and it was stated that they were gathered through field studies and reports by NGOs and Universities (Akdeniz University Migration Studies Unit).
- Approximately 5000 Syrian families, unregistered by relevant units, have on average 4-6 children. In that respect, according to non-official data there are approximately 30.000 unregistered Syrians whose Temporary Protection Status is not valid within the borders of Antalya province.
- It has been stated that Syrians are not allowed in Antalya city centre due to touristic characteristics of the city. It is mentioned that law enforcement officers can expel or



send them out of city when seen in central areas of Antalya. Therefore, it might not be possible to see Syrians in Antalya in central areas of the city.

- Syrians are living in districts such as Yavuz Selim Neighbourhood, Serik, Kepez and Kumluca in Antalya. Majority of them are tenants and they stay in the same house with more than one family (relatives or other). Ones who cannot afford to rent a house stay in tents located out of city centre.

Education

- As Antalya is the only city where Syrians are not registered under temporary protection status, access to education has not been possible until very recently. However, thanks to a circular issued by Ministry of Education during the first week of February 2016, it is now ensured that Syrian children at school age are registered in schools in Antalya and have access to education services. This decision is deemed as a critical step in terms of support provided by official authorities for Syrians in Antalya.
- In order for a family to enrol their child at school age in a public primary or secondary school in Antalya, it is sufficient for them to get registered under temporary protection status anywhere in Turkey and to declare present in Antalya.
- A visit has been paid to a shed offering educational services through its own means in the centre of Serik. It has been opened thanks to the support by the municipality as well. Registration and educational services here are provided by Syrian citizens themselves. There is one building, used to serve for teaching Quran, as well as an additional shed serving as classrooms.

Healthcare

- Syrians do not have access to healthcare services due to the fact that Antalya is the only city where Syrians are not registered under temporary protection status.
- Interviews with Syrian refugees have revealed that many of them have not consulted a physician for their health problems.
- It is only Syrians applying emergency units of the hospital who get to be examined. It is not possible for them to benefit from other sustainable healthcare services.
- During meeting with Deniz Feneri (Lighthouse Association), it has been mentioned that the association provides Syrians, ones they can reach (as much as possible) with healthcare services. It has been stated that the Association provides Syrians with aids such as food, cash, urgent needs and healthcare services through donations to Deniz Feneri.
- Deniz Feneri has made agreements with Akdeniz Şifa and Medstar, which are both private hospitals so that Syrians have access to healthcare services. In the above-



mentioned hospitals, one third of the cost of healthcare services to be offered for Syrians is paid by Deniz Feneri Association.

- In addition to helping them receive healthcare services, Deniz Feneri provides translation services for these people as well.

Employment

- It is not possible for Syrians to benefit from employment opportunities in Antalya due to the fact that it is the only city where Syrians are not registered under temporary protection status. The regulation issued recently on employment permits of Syrians in general in Turkey is not valid for the city of Antalya.
- In that respect, the ones who find job opportunities in Antalya are unregistered workers.
- Antalya is one of the cities receiving significant number of seasonal workers as far as employment issue is concerned. Syrians migrate from Eastern cities of Turkey, where they are registered, or from all other cities to Antalya due to higher chances of employment.
- In certain cases, this inclination to migrate arises from unfounded rumours related to “high number of job opportunities” in Antalya. According to this, Syrians
 - hear about job opportunities in the cities they live from third persons
 - hear from their relatives or acquaintances coming to Antalya for work
 - get informed by “Sergeant (Çavuş)” providing unregistered seasonal employment.
- Per diems paid to Syrians used to be 20-30 TL, recently it has reached 40-50 TL, to put it more correctly, it has reached the same amount paid to Turkish seasonal workers.
- One of the significant reasons behind this has been tensions and conflicts between Turkish seasonal workers and Syrian workers. Turkish workers argue that Syrian workers agreeing to work for lower wages deprive Turkish workers of their jobs and that if Syrians go on working for lower amounts of payment, Turkish citizens will never be preferred for jobs.
- “Sergeant” system is a common practice in Antalya and other cities where seasonal work opportunities are present. Sergeant is the person providing unregistered seasonal or daily work and serving as “middle man” between the employer and the worker. Sergeants or people working for the sergeants find Syrians as well as Turkish citizens living in Eastern part of Turkey, promise them job opportunities and bring them all together to Antalya in trucks or other vehicles. Tents are set up in order to accommodate Syrians coming here in groups. Syrian families are asked to pay 500-700 TL for these tents. If the payment is not done at the moment of arrival, then it is deducted from their “salaries/per diems” when they get to find jobs.



- The “Sergeant” gets to know about seasonal job opportunities through his own experience and methods and then makes a deal with employers. Employers ask the Sergeant to recruit workers according to their needs and the number of required workers. There could be two kinds of deals between the employers and the Sergeants;
 - “Profit-loss agreement” between the Employer and the Sergeant (Here the Employer makes the payment concerning the work to the Sergeant and the Sergeant pays the workers the per diem he identifies. The employer is usually not aware of the amount paid to the workers.)
 - Sergeant receiving commission per deal (In this case, the employer makes the payment to the workers but the Sergeant acting as middle man receives commission based on the deal made among the employer- sergeant -worker.)

In both cases, Syrian workers (Turkish citizens as well) are negatively affected and “the sergeant” exploits the situation. However, as Syrian families do not have other alternative of livelihood, they turn a blind eye on this kind of exploitation by the sergeant, the employer or any other person. They argue that they are content about the situation and defend the Sergeant as they are the only ones helping them in this respect and there is no other alternative.

- This is also the case for Syrians living in the tents located in Serik (along the roads far away from the city centre) in Antalya. Syrians, brought here by the sergeant, go on with their lives until they find a job opportunity. It has been observed that they are staying here temporarily and that they are ready to move in case they find a job somewhere else. They might migrate to another city if the Sergeant finds them a different job opportunity. They usually get to work in greenhouses. People working for the Sergeant stay in the tents with Syrians. They try not to leave Syrians alone with people coming to visit them or talk to them. They generally try to answer the questions posed to Syrians themselves, in order to prevent Syrians from talking negatively about them. As it is already mentioned, Syrians in general defend these people (namely Sergeant and the people working for sergeant) or are usually afraid of them. Syrians abstain from conflicting these people who are “helping” them meet their financial needs for their survival.
- Interviews have revealed that Syrians are able to find jobs and earn income in general in Antalya.

Conclusion

- It appears that exceptional situation of Antalya, in terms of not registering Syrians, have fallen short of expected outcome. The fact that there are 30.000 unregistered Syrians living in the city according to non-official data leads to illegal practices becoming more widespread. These kind of gaps, which official authorities fail to fill, are filled by persons and institutions inclined to illegal practices, which in turn exacerbates victimization of



Syrians who have fled their countries due to civil war and who are in need of international protection. Therefore, the decision taken by public and government authorities in Antalya should immediately be changed and it should be ensured that Syrians in Antalya have access to public services such as protection, healthcare, education services and employment opportunities just like other Syrians registered under temporary protection in other cities.

- The above-mentioned steps, taken in order to provide Syrian children in Antalya with educational services, are deemed as promising and positive. It has been realized during the interviews that the studies and reports by civil society and the universities have been effective in terms of taking the relevant decision on education. The relevant studies strongly underline that a generation deprived of education in Antalya will lead to serious sociological problems in the future and destroy social peace. Based on these conclusions, Ministry of Interior and Ministry of National Education have made it possible for Syrian children in Antalya to have access to education despite the fact that they cannot be officially registered. This should pave the way for ensuring that the Syrians located in Antalya have access to all services offered to the Syrians living in other cities.
- It is critical that field studies as well as studies conducted by NGOs and relevant departments of universities, which have proved to be quite effective in terms of the decision taken on educational services, should focus on areas of need and be submitted to relevant authorities. There should be more coverage on local and national media channels about the situation in Antalya in order to raise awareness and affect public opinion. The aim should be to stimulate state and government officials through the created impact.



8. ANALYSIS OF QUESTIONNAIRES

The IGAM Field Research Team visited only three of selected cities for this research. There were some questions that were needed to be answered in the research proposal. The team collected some information by desk research from the cities that were not visited. The IGAM Research Team realized that to capture the data needed especially from not visited cities, to prepare and collect the information via a questionnaire would be beneficial. The point of contacts from cities was determined and the information was collected from these cities by questionnaire except Antalya and Gaziantep. The IGAM Research Team analysed the answers given to questionnaire. Results are presented below:

The total number of Syrian People who participated in questionnaire is 179. The number of questionnaires per cities is bigger than 30 as it was shown in Figure-11.

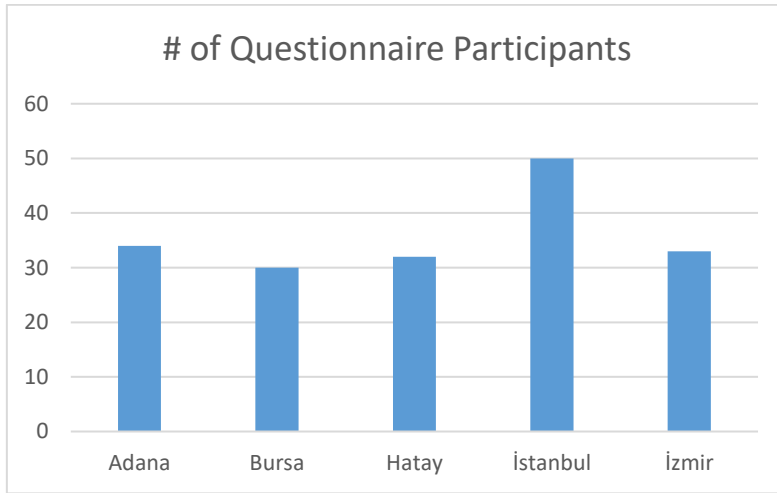


Figure 10 Questionnaire Participants

The number of participants to questionnaire with respect to gender is tabulated below in Table – 15. 36 % of participants are female and 64 % of participants are male in total. These percentages are valid for Hatay, İstanbul and İzmir. The male and female percentages are close 50 % in Adana and Bursa.

Years	Adana	Bursa	Hatay	İstanbul	İzmir	Total
Female	15	15	5	17	12	64
Male	19	15	27	33	21	115
Total	34	30	32	50	33	179

Table 15 Questionnaire Participants by Gender

The education levels of participants are categorized as Illiterate, Literate, Primary School Graduate, Secondary School Graduate, High School Graduate, Vocational School Graduate and University Graduate. The number of participants per each selected city by education level was tabulated in Table-16 and percentages of education levels were presented in Figure-12

Education level	Adana	Bursa	Hatay	İstanbul	İzmir	Total
Illiterate	12	1	1	3	5	22
Literate	14	3	2	4	5	28
Primary school graduate	4	1	5	14	4	28
Secondary school graduate		1	15	10	3	29
High school graduate		6	1	8	6	21
Vocational school graduate		1	2	2	3	8
University graduate		17		9	9	35
Total	30	30	26	50	35	171

Table 16 Participants by Education Level

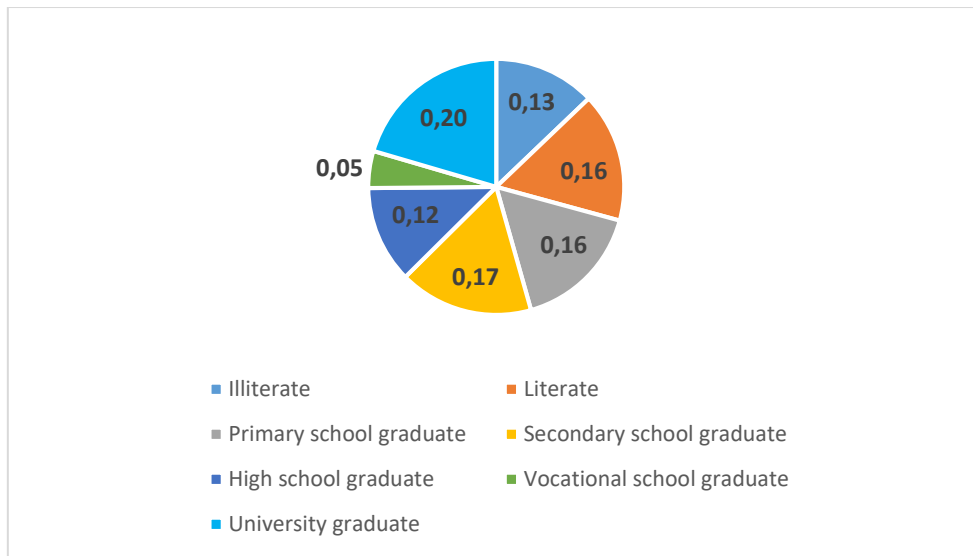


Figure 11 Participants by Education Level

The age group distributions of participants are categorized as (18-25), (26-35), (36-45), (46-55), (56-65) and (>65). The number of participants per each selected city by age group distribution level was tabulated in Table–17 and percentages of age group distribution levels were presented in Figure-13. The participant Syrian People are generally young.

Age Group	Adana	Bursa	Hatay	İstanbul	İzmir	Total
18-25	9	6	9	10	1	35
26-35	11	12	10	20	12	65
36-45	7	7	8	14	7	43
46-55	4	3	4	5	9	25
56-65	3	1	1		5	10
66 and above				1		1
Total	34	29	32	50	34	179

Table 17 Participants by Age Group Distribution

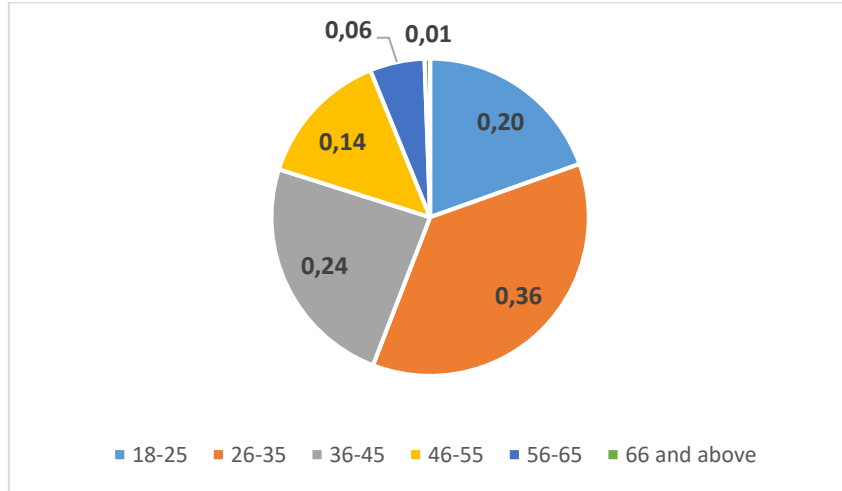


Figure 12 Participants by Age Distribution

The time spent in Turkey of participants are categorized as (1-6 months), (7-12 months), (13-24 months), (25-36 months), (More than 3 years) The number of participants with respect to time spent in Turkey per each selected city by age group distribution level was tabulated in Table–18 and percentages of age group distribution levels were presented in Figure-14.

How long have you been living in Turkey?	Adana	Bursa	Hatay	İstanbul	İzmir	Total
1-6 months	4	5	8	5	3	25
7-12 months	11	1	7	4	6	29
13-24 months	12	17	7	18	12	66
25-36 Months	4	5	7	16	6	38
More than 3 year	3	2	2	6	7	20
(blank)				1		1
Total	34	30	31	50	34	179

Table 18 Participants by Time Spent in Turkey

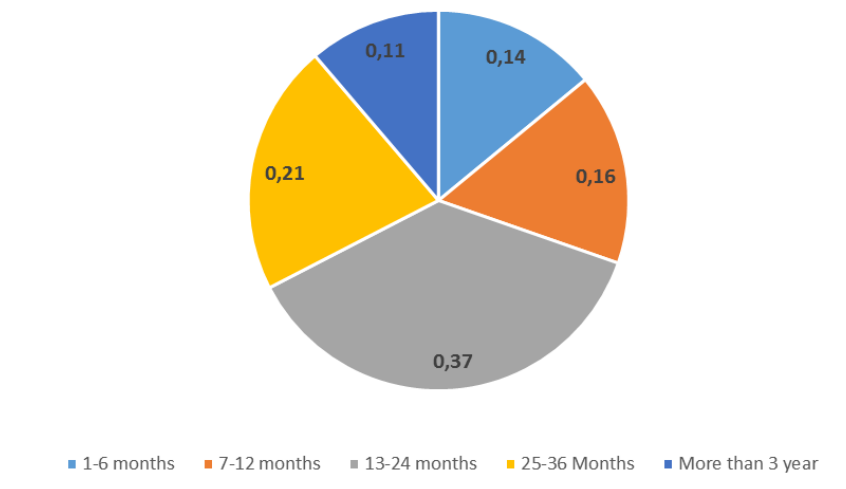


Figure 13 Participants by Time Spent in Turkey

Age distribution of participants with respect to selected cities are given in Figure-15.

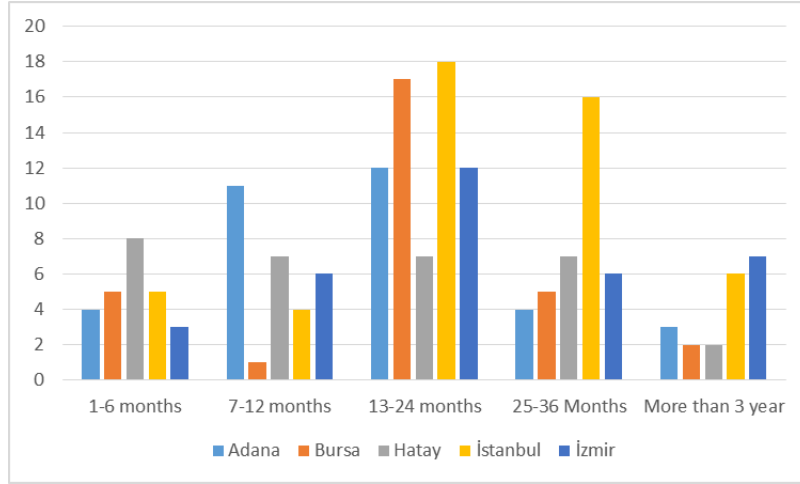


Figure 14 Participants by Time Spent in Turkey by Cities

The Job done in Syria per each selected cities were tabulated in Table-19 and the percentages of each job in total were presented in Figure-14. The participants people are basically working in service, education, industry, sales and agriculture sectors before they come to Turkey.

Job Done in Syria	Adana	Bursa	Hatay	İstanbul	İzmir	Total
Service	5	1	13	5	7	31
Industry	4	3	1	14	4	26
Education		16		5	5	26
Other	2	1		13	3	19
Sales	3	2	6	3	1	15
Agriculture	4	1	1	4	2	12
Cleaning	6		3	1	1	11
Health	3	2	4	1		10
Daily work	2	2		1	3	8
Food production	1		4	1	1	7
Logistics	2				3	5
Engineering		1		1	2	4
Retail Services	1				1	2
Transportation					1	1
Total	33	29	32	49	34	177

Table 19 Job Done in Syria by Selected Cities

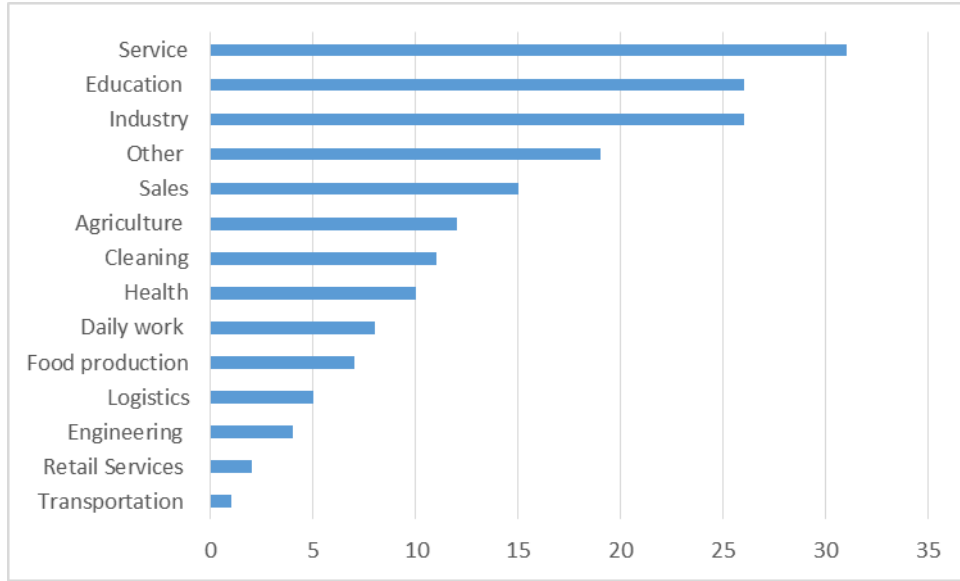


Figure 15 Job Done in Syria (Total)

The Job done in Syria per each selected cities were presented in Figure–15.

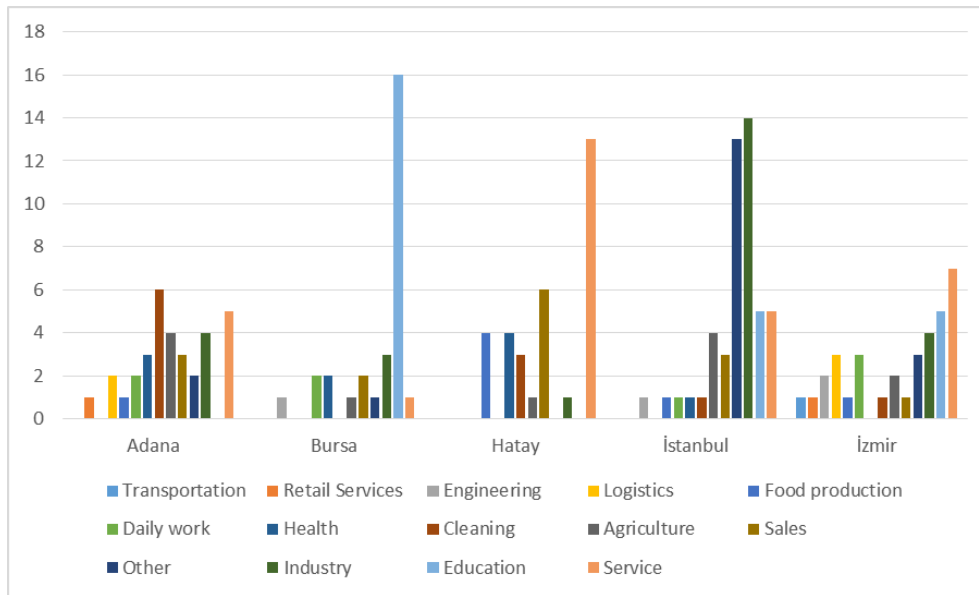


Figure 16 Job Done in Syria by Cities

The Sector Worked in Turkey per each selected city were tabulated in Table–20 and the percentages of each sector worked in Turkey were presented in Figure-16.

Which Sector do You Work in Turkey?	Adana	Bursa	Hatay	İstanbul	İzmir	Total
Other	11	2	1	20	10	44
Service	3		12	3	5	23
Industry	1		1	13	4	19
Education		16		1		17
Sales	4	1	5	4		14
Daily work	4	3		3	4	14
Agriculture	4	1	2	3	1	11
Cleaning	5	1	2		2	10
Food production			5	1	2	8
Health	1		4			5
Logistics					3	3
Retail Services				1	1	2
(blank)					1	1
Hotel	1					1
Total	34	24	32	49	33	172

Table 20 Sector Worked in Turkey by Selected Cities

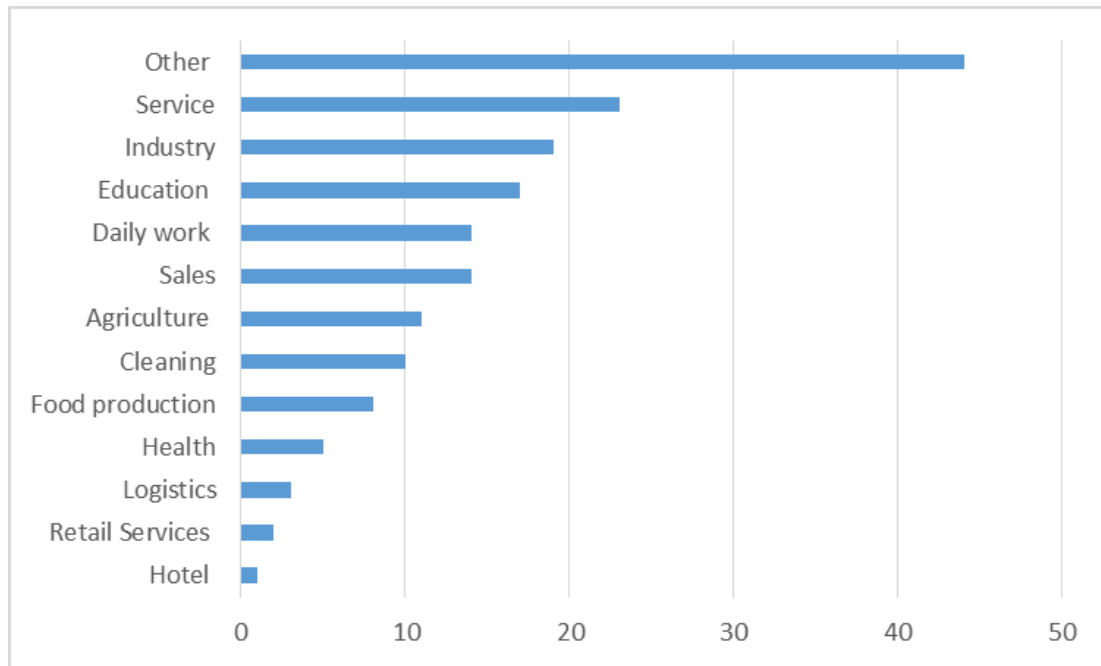


Figure 17 Sector Worked in Turkey

The Sector Worked in Turkey for Syrian People per each selected city were presented in Figure-17.

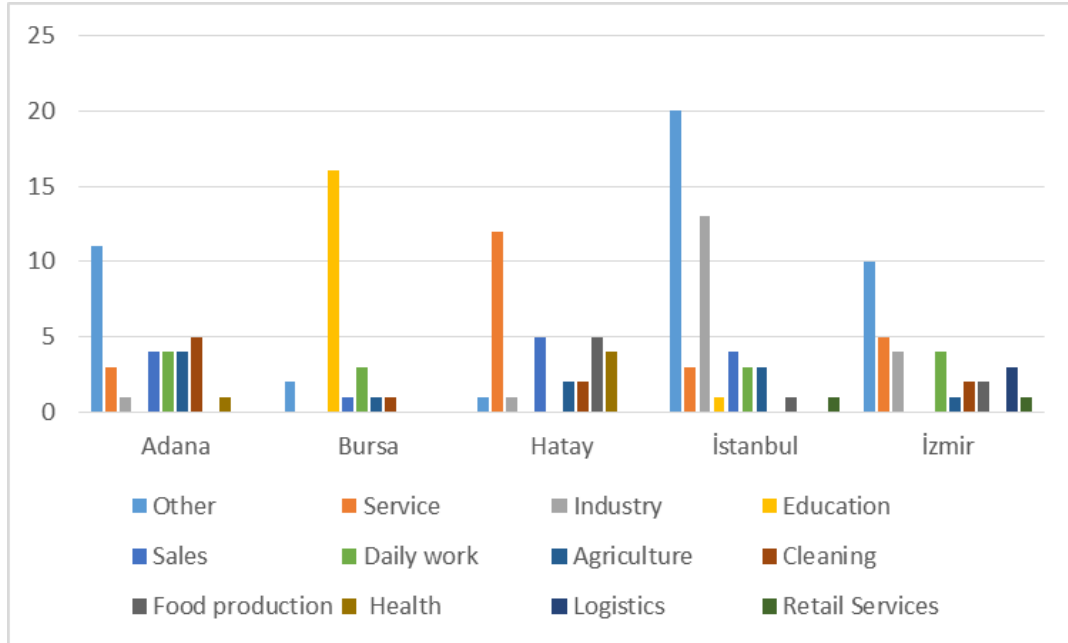


Figure 18 Sector Worked in Turkey by Cities

The Source of Income per each selected city were tabulated in Table-21 and the percentages of each source of income were presented in Figure-17, The percentages of each source of income with respect to cities were presented in Figure-18.

What is Source of Your Income?	Adana	Bursa	Hatay	İstanbul	İzmir	Total
Paid work	7	17	6	36	16	82
Others	3	2	3	4	13	25
Remittances	5		18	2		25
Support/funds from NGOs	4	6	2	2	2	16
Support/funds from government	9	2	2	1		14
Savings from homeland	6		1	3	2	12
Total	34	27	32	48	33	174

Table 21 Source of Income in Turkey by Selected Cities

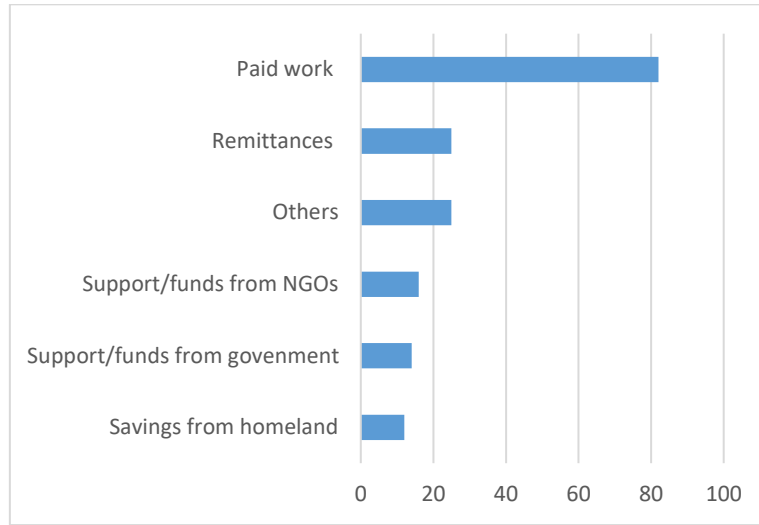


Figure 19 Source of Income in Turkey (%)

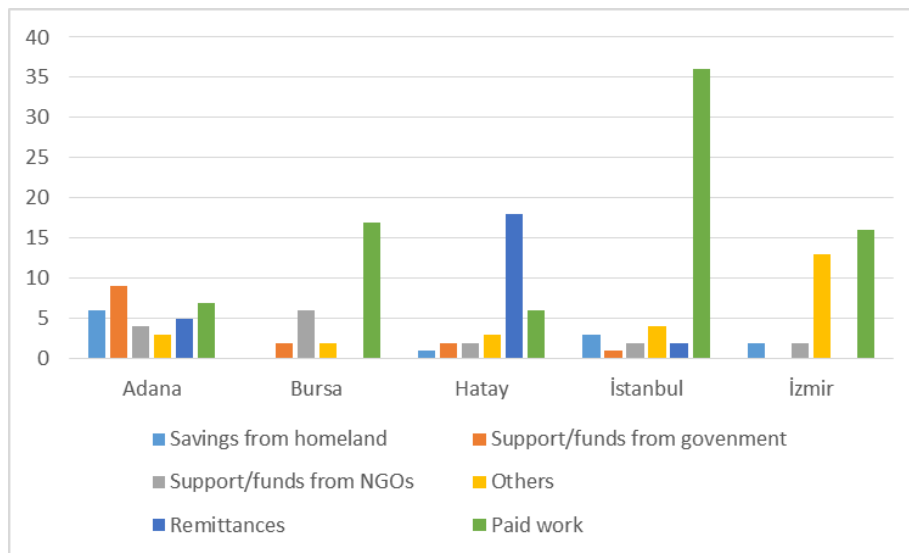


Figure 20 Source of Income in Turkey with respect to Cities

The Amount of Income per each selected city were tabulated in Table-22 and the percentages of each amount of income were presented in Figure-19, The percentages of each amount of income with respect to cities were presented in Figure-20.

What is the Amount of Your Income?	Adana	Bursa	Hatay	İstanbul	İzmir	Total
Less than 200 TL	15	1	6	9	9	40
Between 201 TL and 750 TL	14	11	17	8	8	58
Between 751 TL and 1000 TL	5	12	9	10	14	50
Between 1001 TL and 2000 TL				18	1	19
More than 2001 TL				1		1
(blank)					1	1
Total	34	24	32	46	33	169

Table 22 Amount of Income in Turkey by Selected Cities

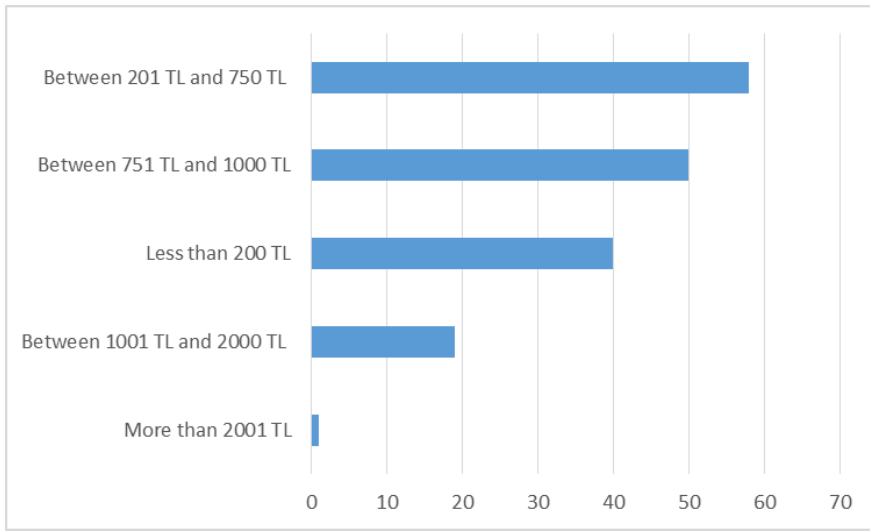


Figure 21 Amount of Income in Turkey

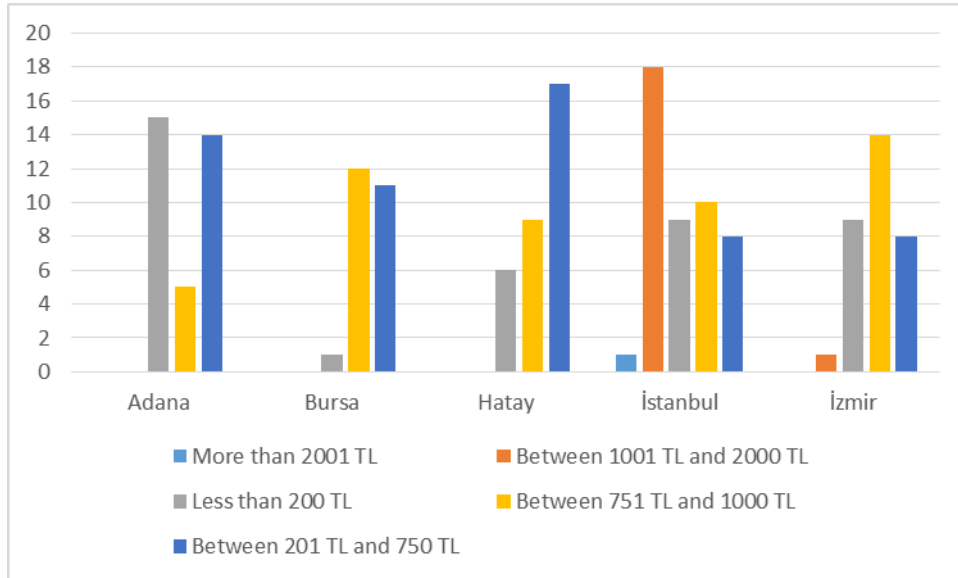


Figure 22 Amount of Income in Turkey with respect to Cities

The Regularity of Income per each selected city were tabulated in Table-23 and the percentages of regularity of income were presented in Figure-21, The percentages of regularity of income with respect to cities were presented in Figure-22.

What is the Regularity of Your Income	Adana	Bursa	Hatay	İstanbul	İzmir	Total
Regular but not reliable	8	16	14	9	5	52
Not regular	11	3	11	9	13	47
No income	6	7	4	14	13	44
Regular and reliable	9	1	2	14	1	27
Total	34	27	31	46	32	170

Table 23 Regularity of Income in Turkey by Selected Cities

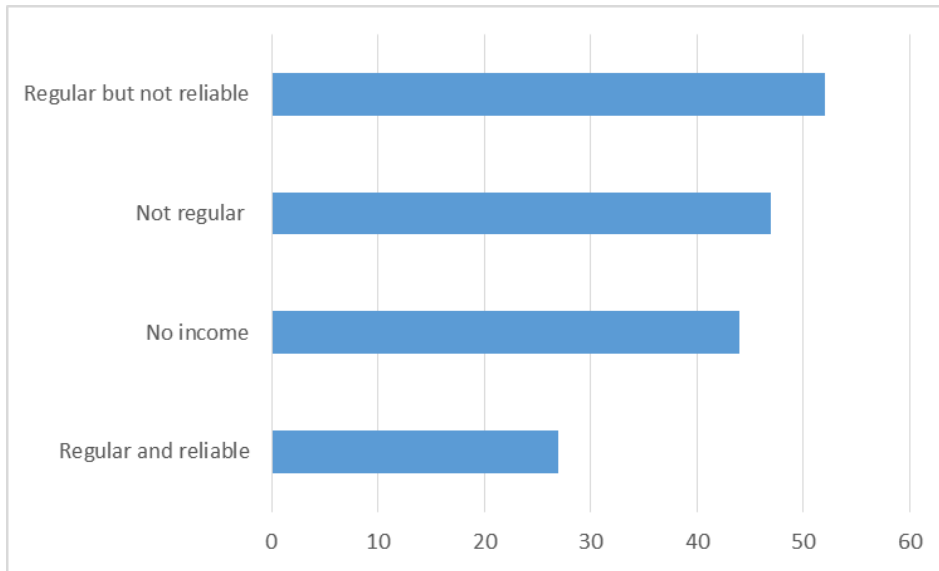


Figure 23 Regularity of Income in Turkey

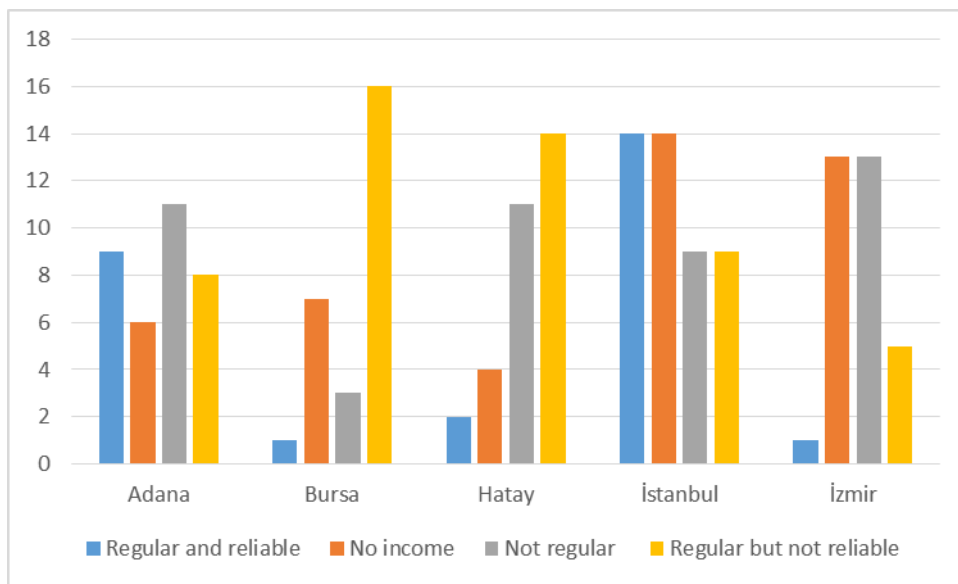


Figure 24 Regularity of Income in Turkey with respect to Cities

The Family Size of Syrians per each selected city were tabulated in Table–24 and the percentages of family size were presented in Figure-23, The percentages of family size with respect to cities were presented in Figure-22.

What is Your Family Size?	Adana	Bursa	Hatay	İstanbul	İzmir	Total
Single	3	1	5	4	1	14
Up to four people	19	10	8	19	13	69
5-8 people	10	14	9	19	19	71
More than 8 people	2	5		8		15
Total	34	30	22	50	33	169

Table 24 Family Size of Syrians by Selected Cities

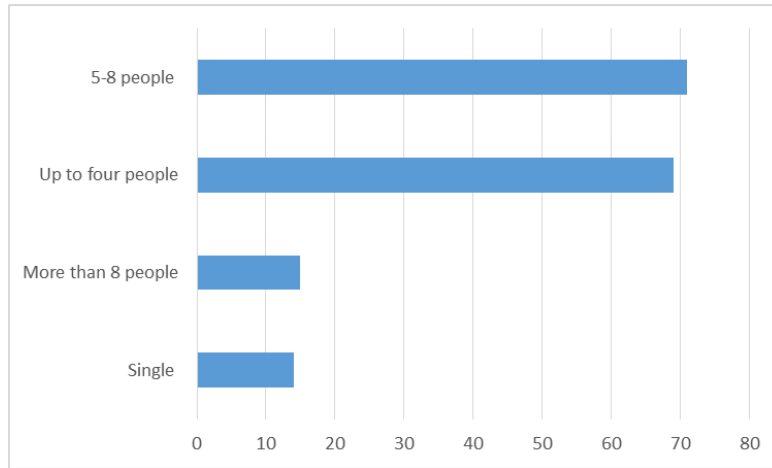


Figure 25 Family Size

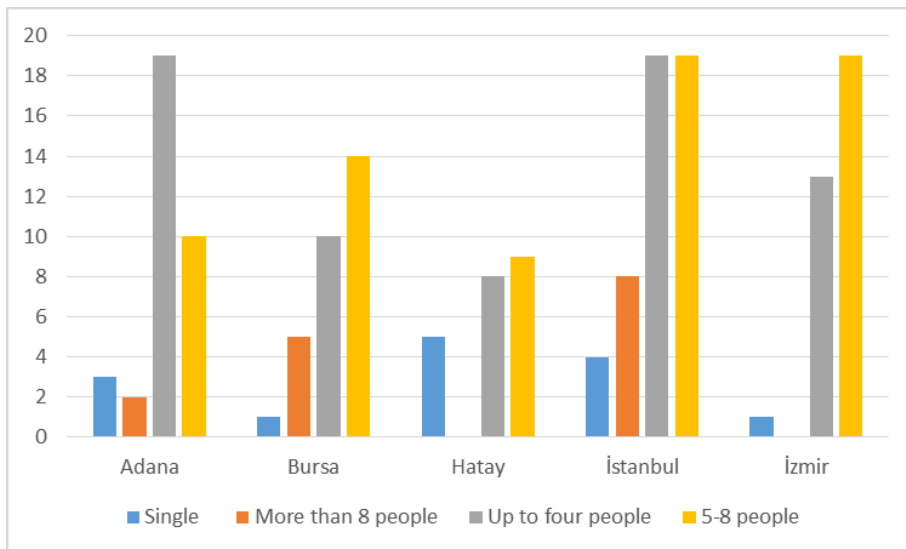


Figure 26 Family Size by Cities

The Type of Services for Syrians in general per each selected city were tabulated in Table–25 and the type of services per each selected city were presented in Figure-25/Figure-29.

What type of services you need?	Adana	Bursa	Hatay	İstanbul	İzmir	Total
Housing	34	19	11	38	24	126
Health	17	19	1	29	25	91
Food	22	8	10	18	23	81
Education	4	13	1	31	18	67
Work	15	10	1	24	12	62
Clothing	17	3	4	16	17	57
Furniture	18	9		9	9	45
(blank)	7	9	11	3	6	36
Personal Development	4	6		9	10	29
Communication	1	4		18	2	25
Transportation	5	5	1	9	1	21
Hygiene	2	4	1	8	4	19
Tent	3		2	1	1	7
Total	149	109	43	213	152	666

Table 25 Type of Services for Syrians by Selected Cities

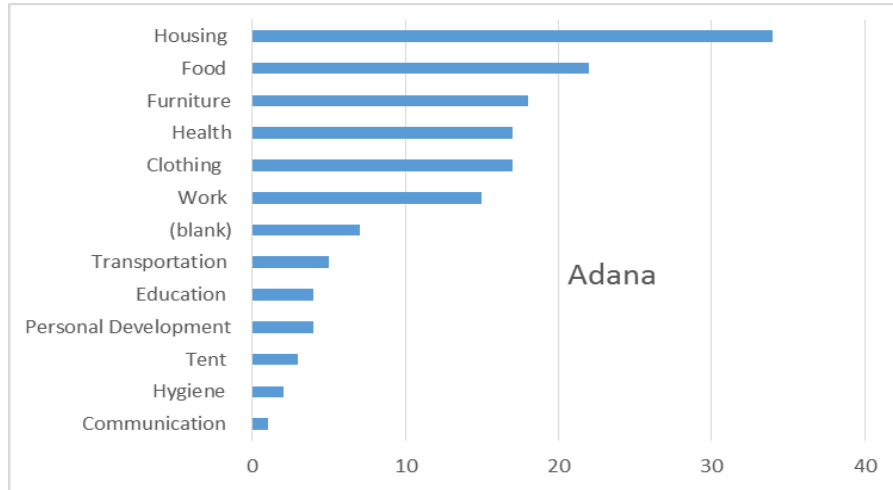


Figure 27 Type of Services Needed (Adana)

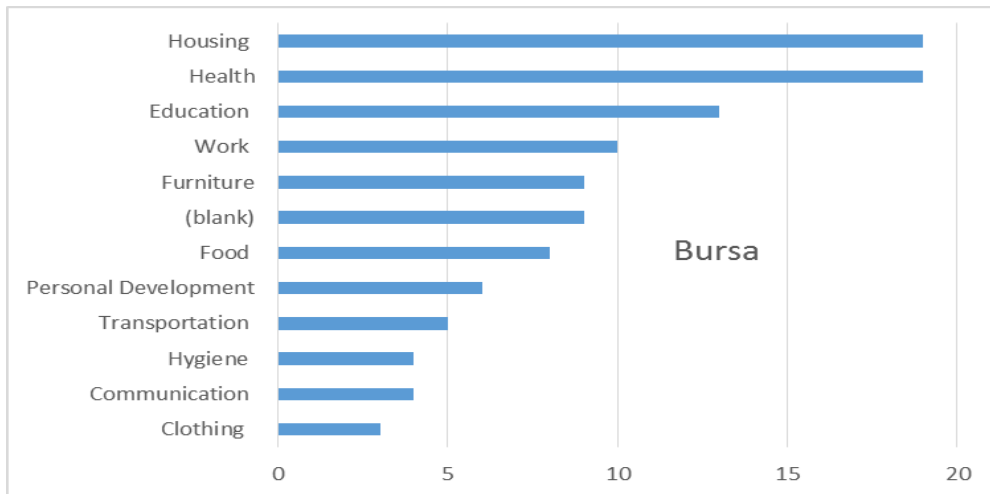


Figure 28 Type of Services Needed (Bursa)

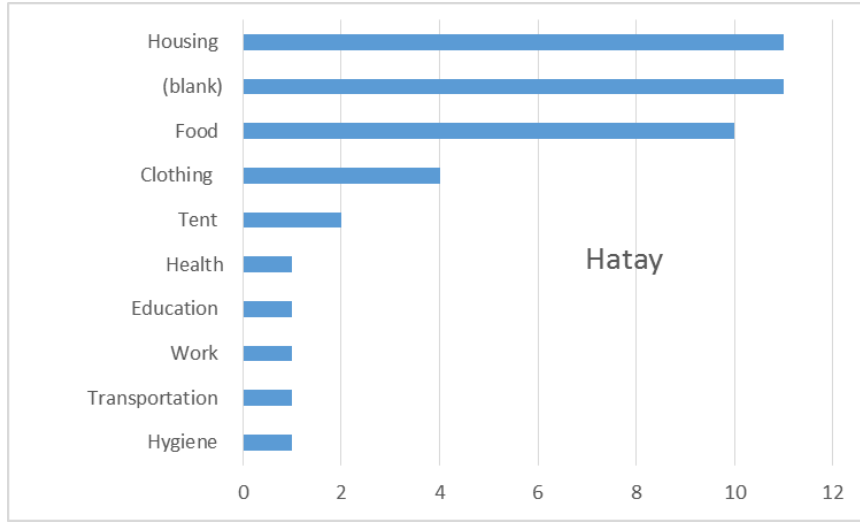


Figure 29 Type of Services Needed (Hatay)

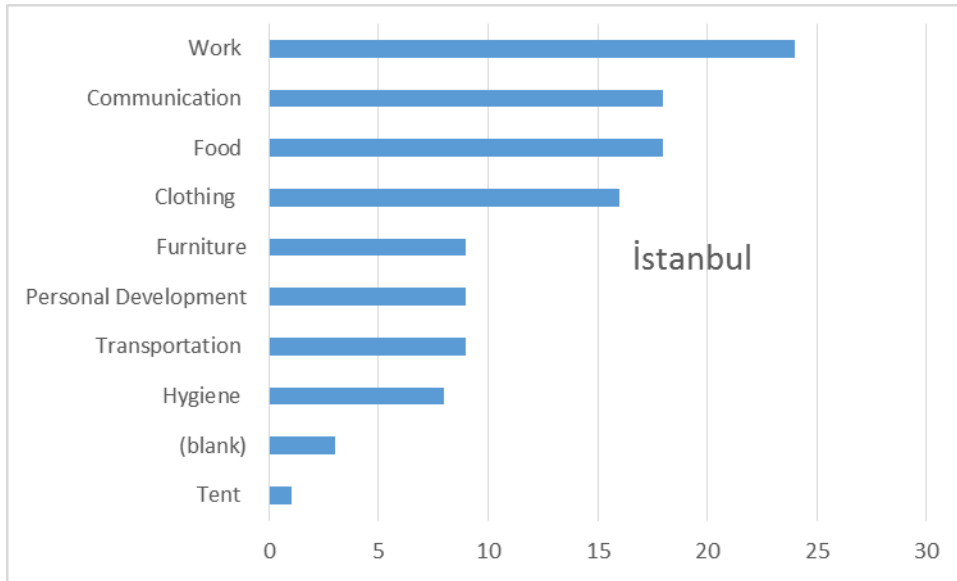


Figure 30 Type of Services Needed (İstanbul)

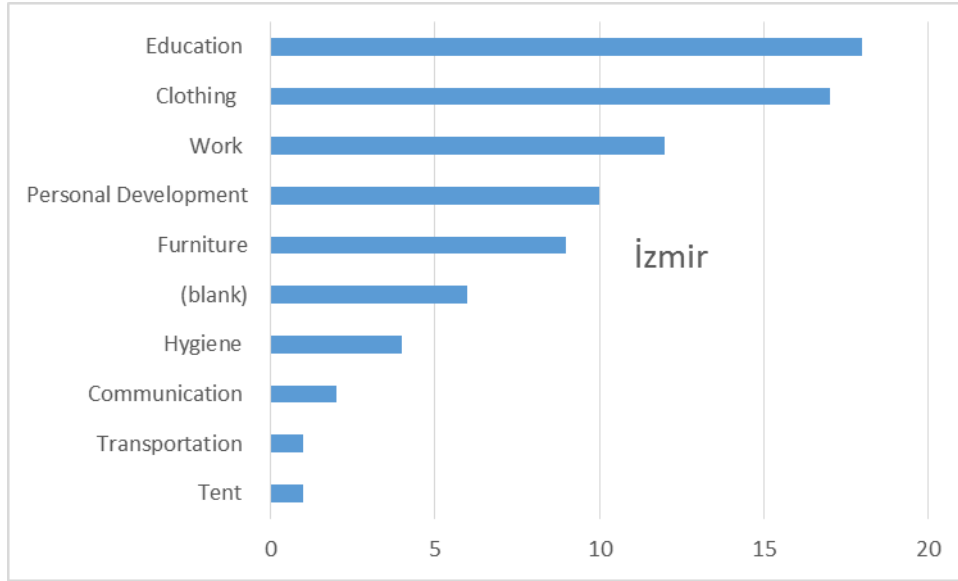


Figure 31 Type of Services Needed (İzmir)

The Type of Unavailable Services for Syrians in general per each selected city were tabulated in Table–26 and the type of services per each selected city were presented in Figure-30/Figure-34.

Specify unavailable services to you and your family	Adana	Bursa	Hatay	İstanbul	İzmir	Total
Housing	16	12	17	21	21	87
(blank)	11	11	10	12	9	53
Health	4	12		15	20	51
Food	5	6	9	10	19	49
Education	5	4	5	19	15	48
Clothing	6	6		10	14	36
Work	6	5	1	15	8	35
Furniture	12	8		2	12	34
Hygiene	2	1	1	9	7	20
Personal Development	3	3		6	6	18
Communication		1		10	1	12
Transportation		3	4	4	1	12
Tent	1		5	2		8
Total	71	72	52	135	133	463

Table 26 Type of Unavailable Services for Syrians by Selected Cities

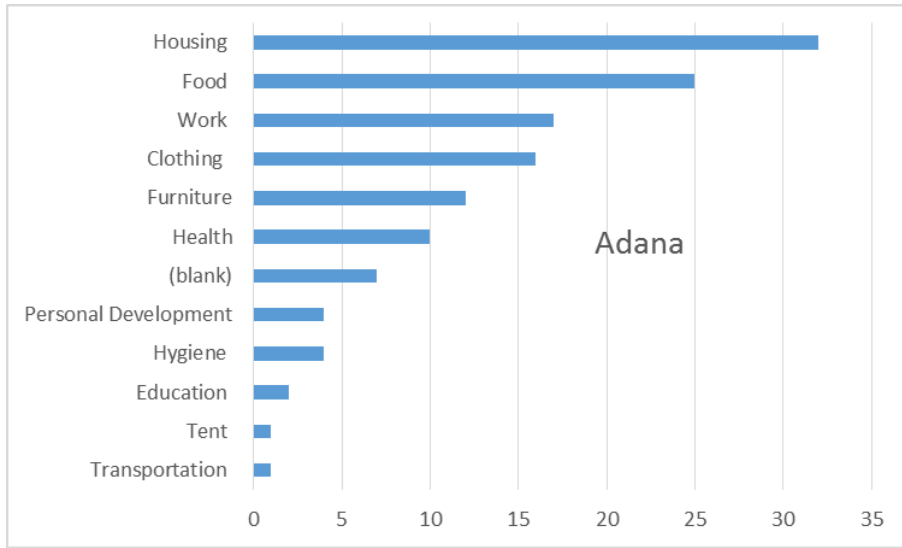


Figure 32 Type of Unavailable Services Needed (Adana)

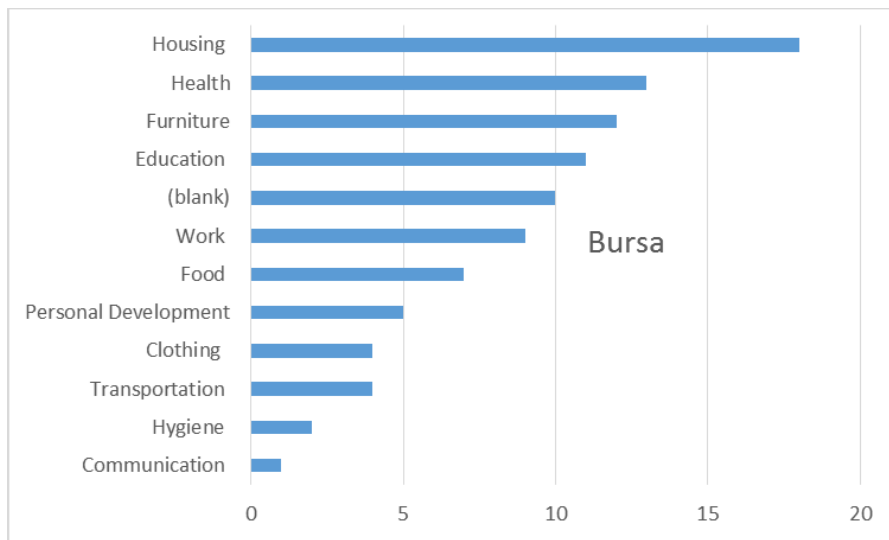


Figure 33 Type of Unavailable Services Needed (Bursa)

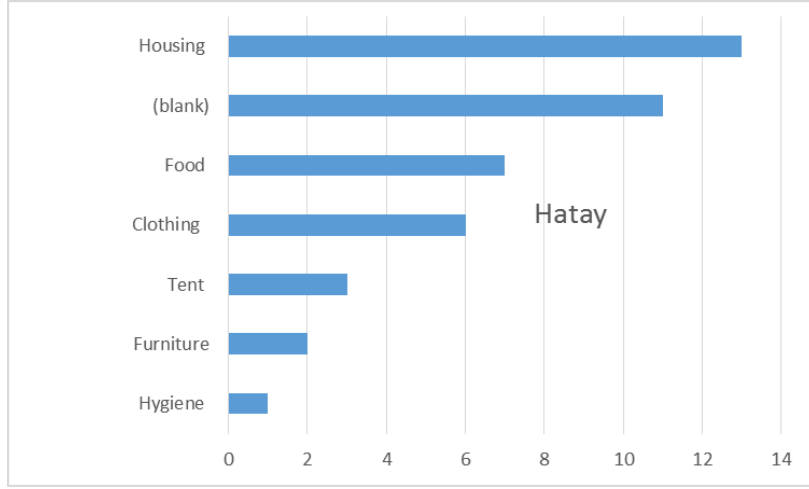


Figure 34 Type of Unavailable Services Needed (Hatay)

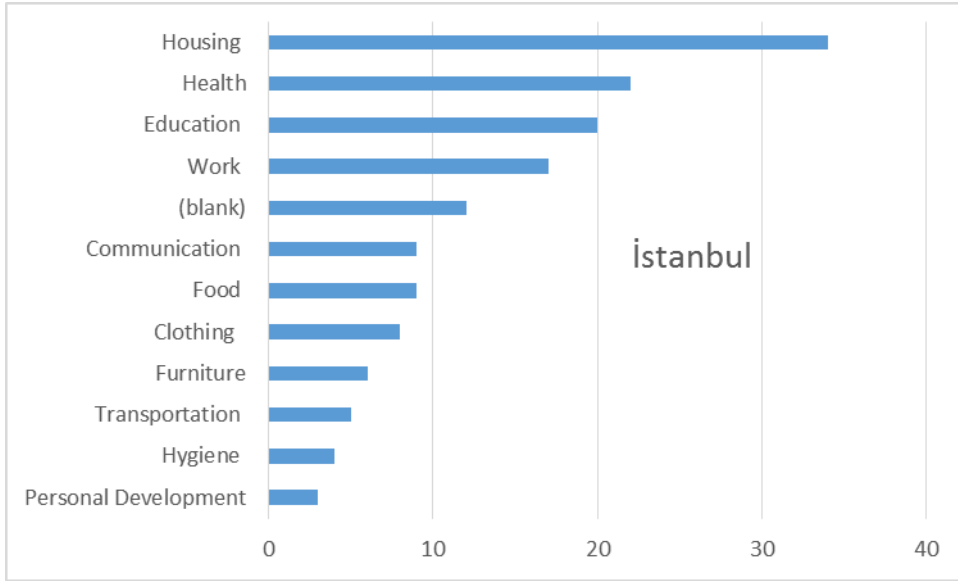


Figure 35 Type of Unavailable Services Needed (İstanbul)

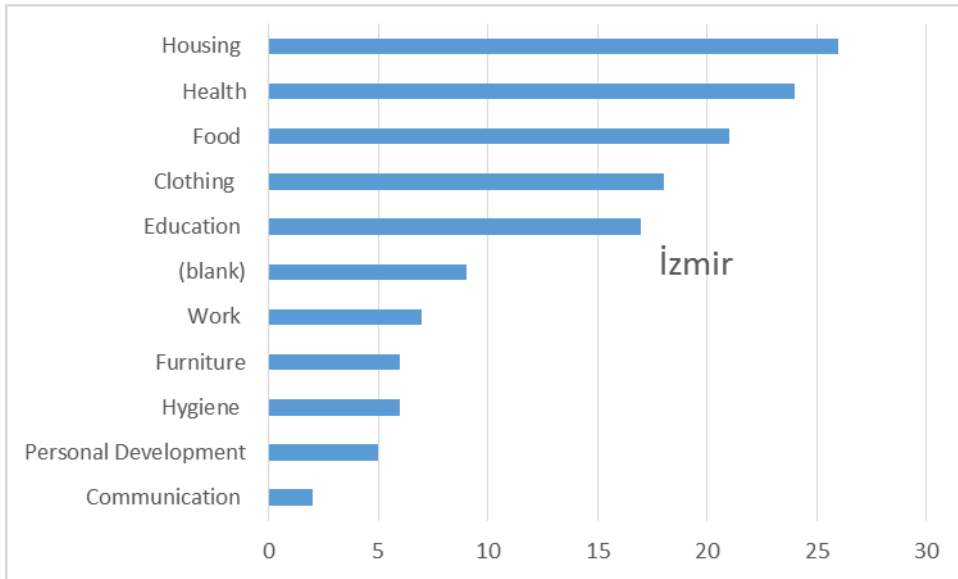


Figure 36 Type of Unavailable Services Needed (İzmir)

The Available but Not Adequate Services for Syrians in general per each selected city were tabulated in Table–27 and the available but not adequate services per each selected city were presented in Figure-35/Figure-39.

Specify available but not adequate services to you and your family	Adana	Bursa	Hatay	İstanbul	İzmir	Total
Housing	4	10	15	26	22	77
Food	18	10	3	17	21	69
Health	9	11	1	16	21	58
Clothing	17	9	5	12	13	56
(blank)	9	9	11	12	10	51
Education	3	4		21	18	46
Work	7	4	1	19	8	39
Furniture	6	8		9	10	33
Hygiene	3	3	3	8	3	20
Communication	1	3		12	2	18
Transportation		3		9	3	15
Personal Development	1	3		9	2	15
Tent			4			4
Total	78	77	43	170	133	501

Table 27 Available but Not Adequate Services for Syrians by Selected Cities

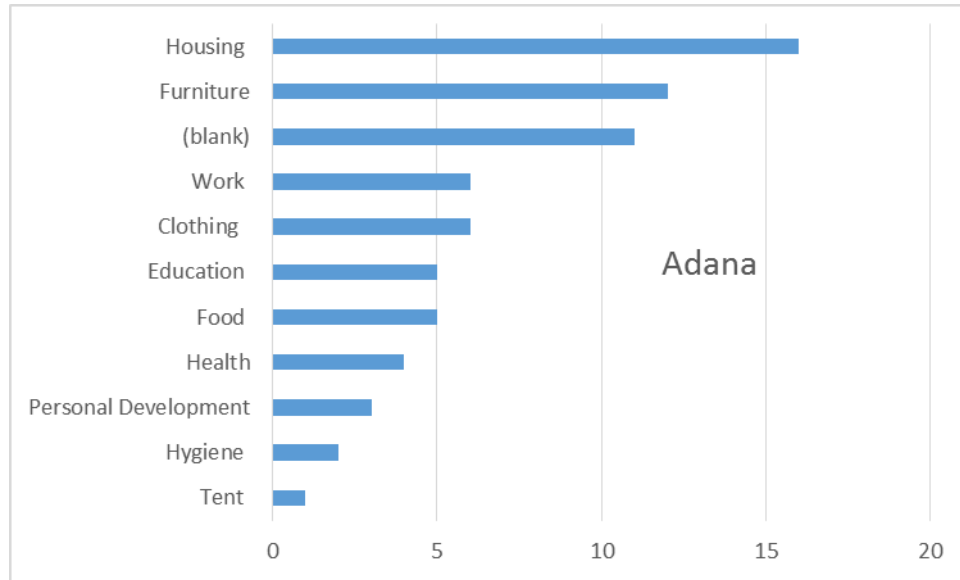


Figure 37 Available but not Adequate Services Needed (Adana)

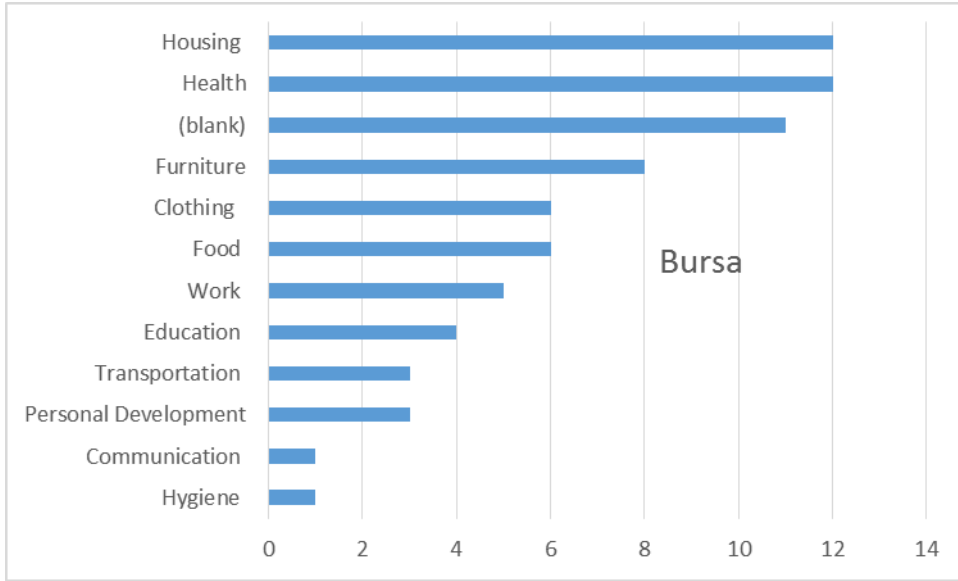


Figure 38 Available but not Adequate Services Needed (Bursa)

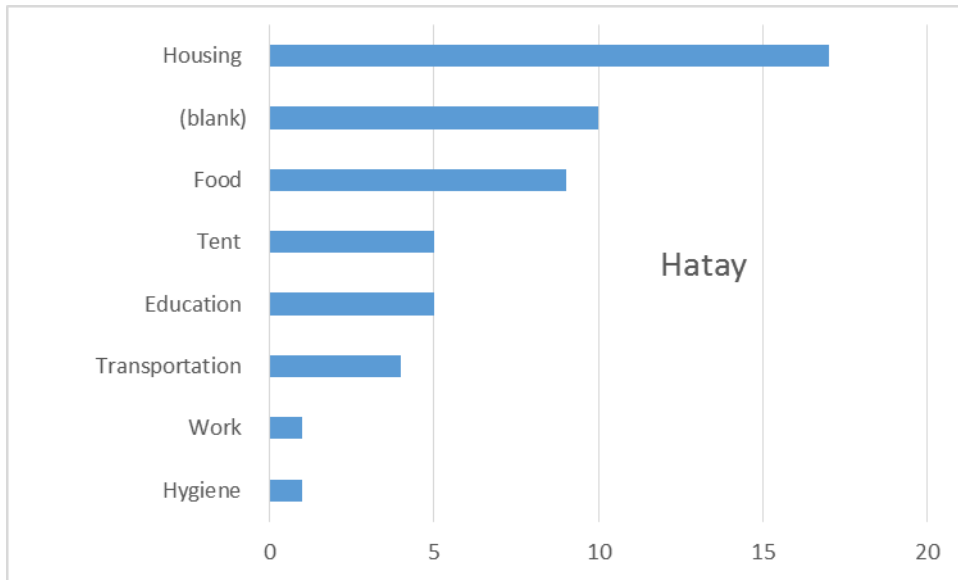


Figure 39 Available but not Adequate Services Needed (Hatay)

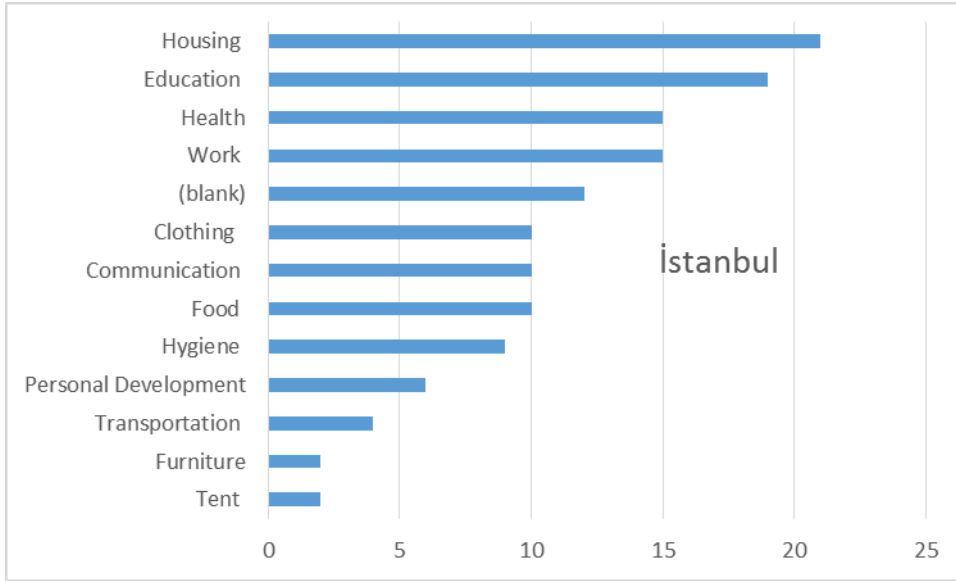


Figure 40 Available but not Adequate Services Needed (İstanbul)

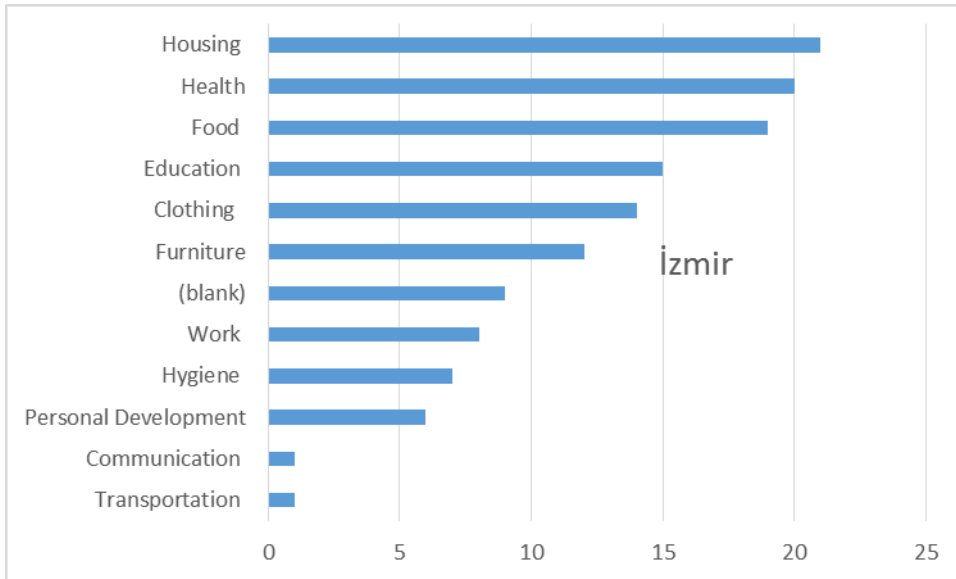


Figure 41 Available but not Adequate Services Needed (İzmir)

The Satisfaction Level of Medical Services for Syrians per each selected city were tabulated in Table–28 and the satisfaction level available but not adequate services per each selected city were presented in Figure-40.



Satisfaction level of medical services you've received?	Adana	Bursa	Hatay	İstanbul	İzmir	Total
Very satisfied	7	1	9	3	1	21
Satisfied	11	9	15	4	7	46
Sometimes	8	11	5	10	13	47
Not satisfied generally	4	4	1	18	7	34
Not satisfied at all	4	3		4	1	12
(blank)				1		1
Total	34	28	30	40	29	161

Table 28 Satisfaction Level from Medical Services by Selected Cities

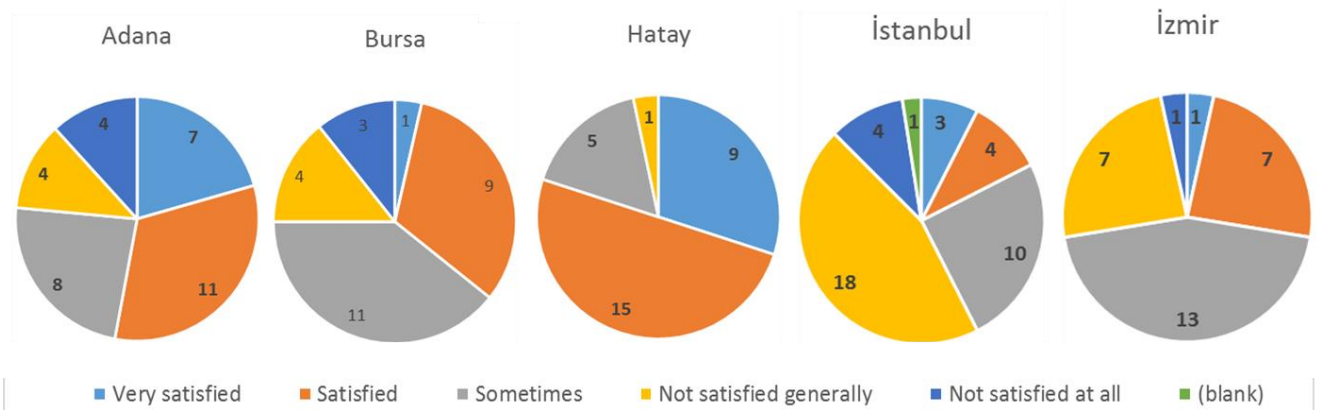


Figure 42 Satisfaction Level from Medical Services by Selected Cities

The Barriers that you Encounter to Access Health Services for Syrians per each selected city were tabulated in Table–29 and The Barriers that you Encounter to Access Health Services per selected cities were presented in Figure-41/44.

The barriers that you encounter when trying to access health services	Adana	Bursa	Hatay	İstanbul	İzmir	Total
We do not know Turkish and nobody speaks arabic in health services	9	18	6	21	26	80
We do not know Turkish and there is no translator (Turkish-Arabic) in health services	12	9	5	23	18	67
We do not have money for payment for health services	1	16	4	17	8	46
We do not have money for transportation (to and from health services)	3	6	7	14	15	45
(blank)	7	8	8	9	7	39
There is lack of equipment and support materials for health services	2	5	1	9	3	20
The behaviour of health people is not polite	6	1		8	2	17
The behaviour of Turkish patients is not polite	5	1	1	5	1	13
There is lack of health services	5	2		2	3	12
There is lack of doctor	1	3	1	2	2	9
Total	51	69	33	110	85	348

Table 29 The Barriers that you Encounter to Access Health Services

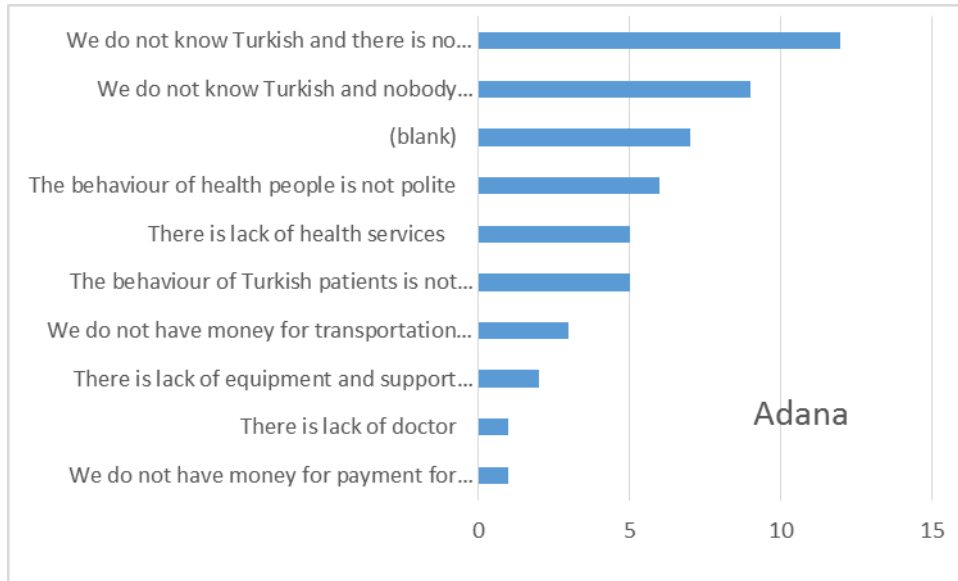


Figure 43 The Barriers that you Encounter to Access Health Services (Adana)

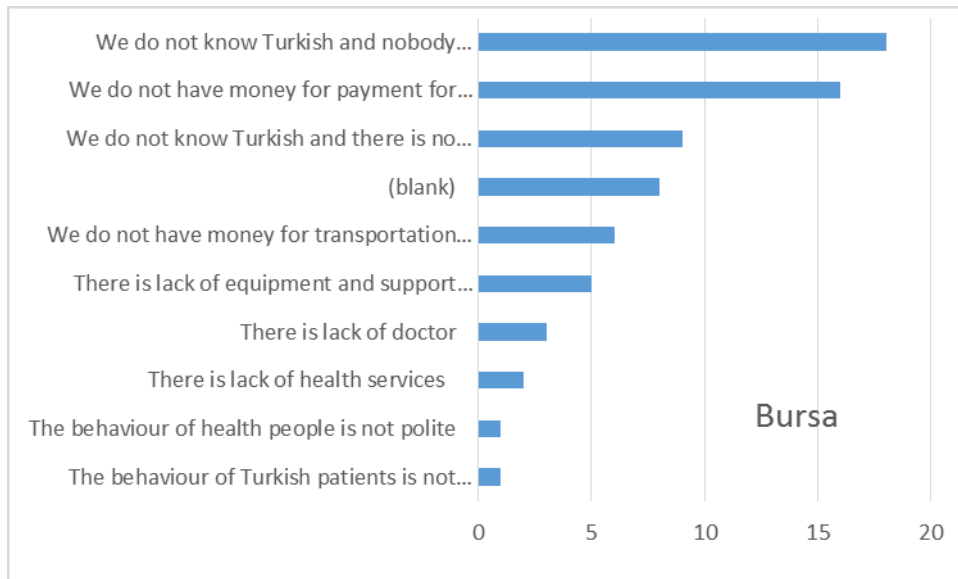


Figure 44 The Barriers that you Encounter to Access Health Services (Bursa)

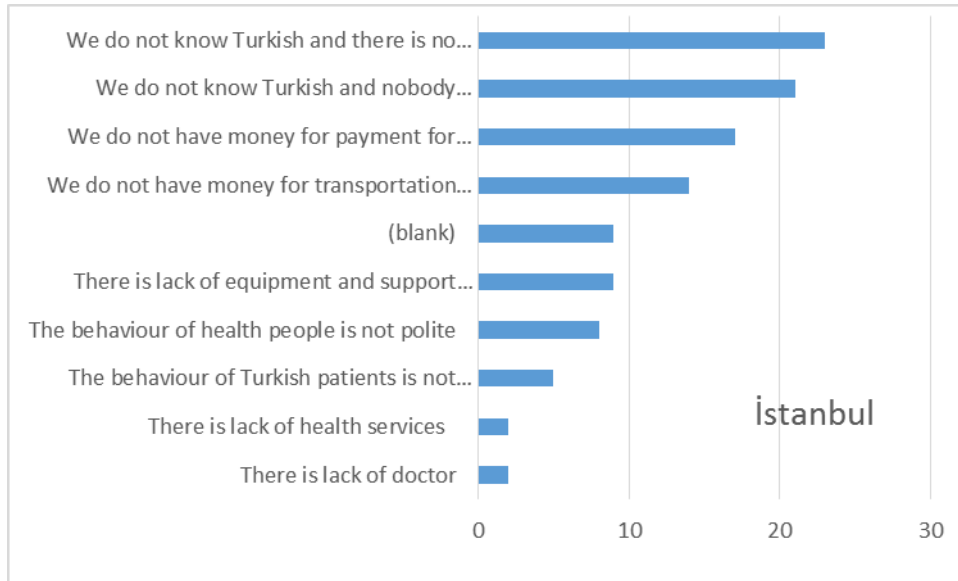


Figure 45 The Barriers that you Encounter to Access Health Services (İstanbul)

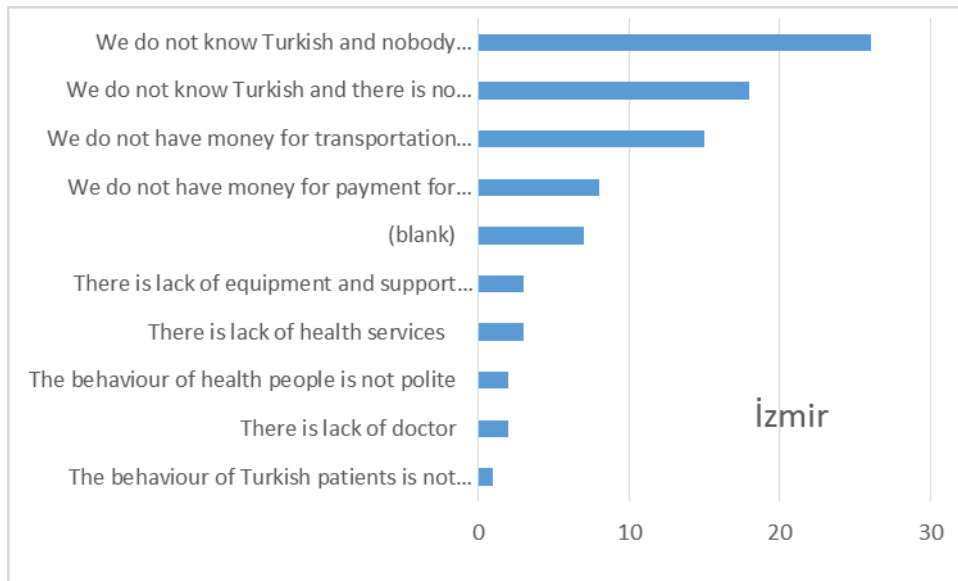


Figure 46 The Barriers that you Encounter to Access Health Services (İzmir)

The Barriers that you Encounter to Access Education Services for Syrians per each selected city were tabulated in Table-30 and The Barriers that you Encounter to Access Education Services per selected cities were presented in Figure-45/49.

The barriers that you encounter when trying to access education services	Adana	Bursa	Hatay	İstanbul	İzmir	Total
We do not know Turkish and nobody speaks arabic in Turkish Schools	3	12	9	20	15	59
We do not have money for contribution payment for education	1	14	8	20	16	59
(blank)	11	13	11	13	10	58
There is no working permit for Syrian people	3	18		10	19	50
There are children whose ages are between 6-10 years and not attend school yet	8	10		16	14	48
We do not have money for transportation (to and from education services)	3	8	8	7	15	41
There is lack of Turkish-Arabis instructors	6	6		13	6	31
There is lack of equipment and support materials in Arabic for education services	2	8	3	5	8	26
There is no money for food in School	1	6	1	6	10	24
There is no money for heating, operating and support for Syrian Schools	2	8		4	10	24
There is lack of Arabic books to work with	6	9		4	2	21
There is lack of Arabic instructors in Syrian Schools	4	4		3	9	20
The behaviour of Turkish students is not polite	2	1	3	5	6	17
The behaviour of education health people is not polite	1	4	5	1	3	14
Total	53	121	48	127	143	492

Table 30 The Barriers that you Encounter to Education Health Services

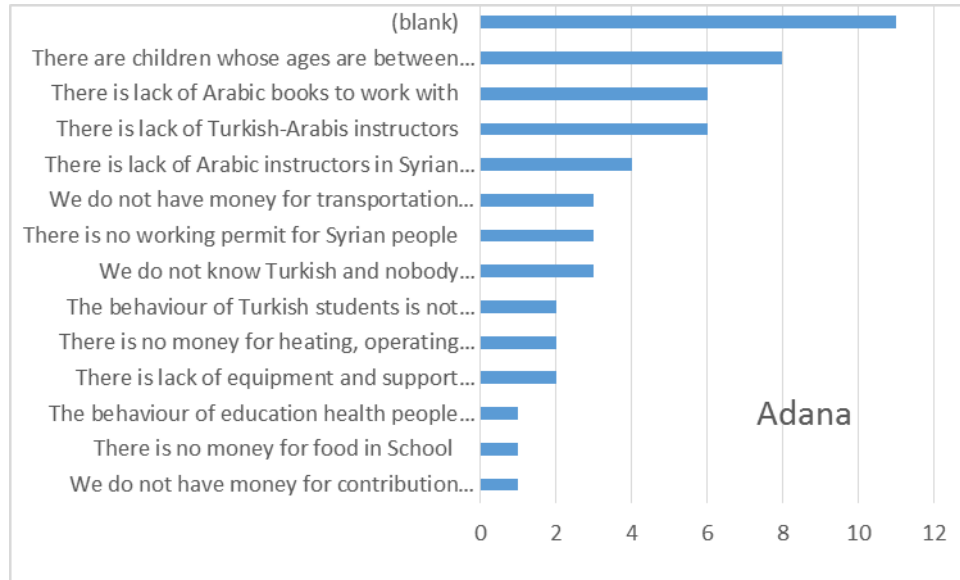


Figure 47 The Barriers that you Encounter to Access Education Services (Adana)

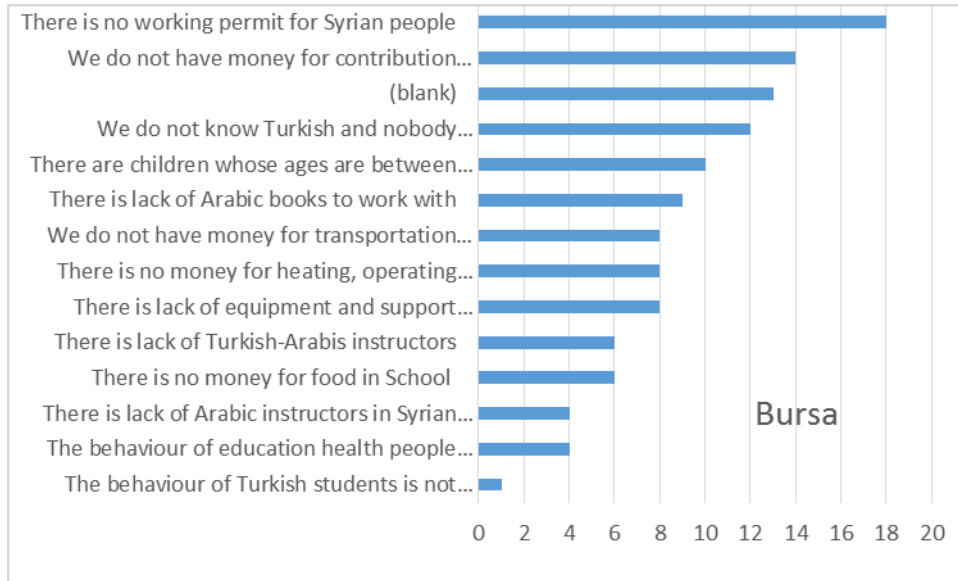


Figure 48 The Barriers that you Encounter to Access Education Services (Bursa)

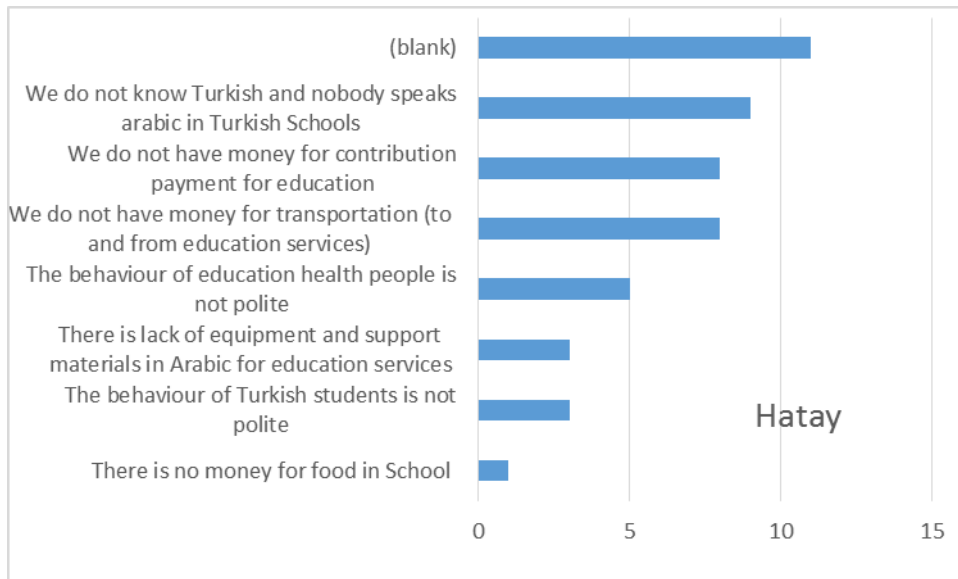


Figure 49 The Barriers that you Encounter to Access Education Services (Hatay)

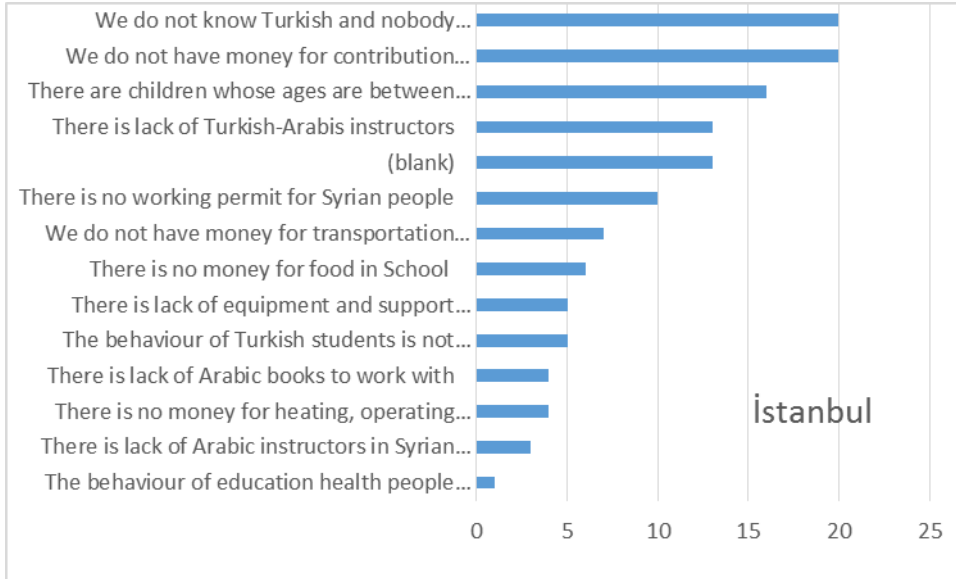


Figure 50 The Barriers that you Encounter to Access Education Services (İstanbul)

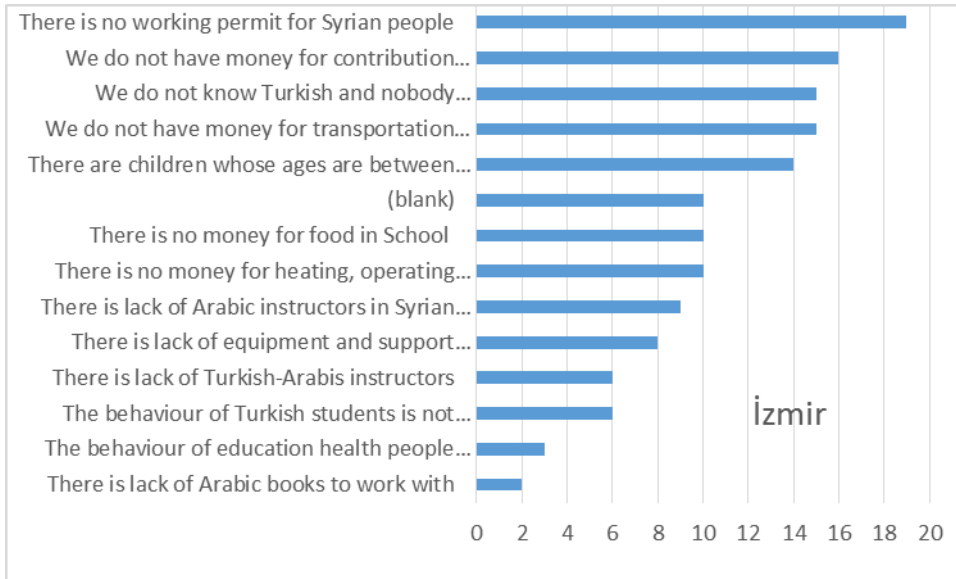


Figure 51 The Barriers that you Encounter to Access Education Services (İzmir)



There were two open-ended questions (Question # 15 and Question # 18) in questionnaire. The participants of the questionnaire (Syrian People) wrote in these blanks what their opinions are.

Question # 15 was about medical services received. The given answers are presented below:

- ✓ Adana
 - Physiotherapy will be needed because of herniated disk.
 - Medicine will be needed for flu.
 - Medicine to decrease fever of children.
 - Medicine will be needed for vascular occlusion.
 - We wait a lot in front of doctor's queue.
 - Medicine to prevent heart attack.
 - Medicine to balance blood pressure and cholesterol
 - Medicine to control high fever in children.
 - Medicine for diabetics.
 - Acquisition of hearing aids.
 - Acquisition of eye glasses.
 - Orthopedic operations will be needed.
 - Translator from Turkish to Arabic and other war
- ✓ Hatay
 - Test for Diabetic,
 - Simple Emergency Support,
 - Physiological Medicine
 - Pain Killer,
 - Medical Tests
 - Throat Surgery
 - HBV Vaccination
 - Pain Killer and Antibiotics for Internal Efection,
 - Medical services are okay but provide medicine,
 - Women Disease Treatment
 - Dentist
- ✓ İstanbul
 - Getting rid of requested extra money form hospitals,
 - Some medicine for daily problems
 - Dentist
 - Medicine to balance blood pressure and cholesterol
 - Medicine to control high fever in children.
 - Medical assistance for disable persons
 - Kidney Failure Prevention
- ✓ İzmir
 - Simple surgeries,
 - Medical services,
 - Need kidney follow up,
 - Never get services because of the language problem



- , Prevention of diabetics and hyper tension,
- Check-ups and control
- Eye surgery,
- Delivery surgery,
- Dentist
- ✓ Bursa
 - Eye surgery,
 - Simple emergency services
 - Delivery operations,
 - Dentist Mechanism,
 - Difficult Procedures,
 - Residence Permit,
 - Heart Surgery,
 - Delivery,
 - Dermatology Treatment.

Question # 18 was about recommendations for medical services. The given answers are presented below:

- ✓ Adana
 - Translator knows Arabic,
 - Transportation Cost Needed to Medical Services
 - Prevention of waiting lines,
 - Enough health services
 - Good behavior expected from health personnel,
 - Travelling cards are also needed.
 - Money
 - Translators
 - Discount on some equipment
 - Not enough money
 - Turkish Translator
 - Need respect,
- ✓ Hatay
 - Free Medications,
 - Arabic Doctors,
 - Medical services for all diseases
 - Employing Syrian doctors and nurses.
 - Prevention of diabetics and hyper tension,
 - Check-ups and control
 - Translators
- ✓ İstanbul
 - Learning Turkish Language.
 - Need Financial Assistance
 - Asking for procedures and rights of the patients,



- Easy transportation to medical services,
- Health Professionals to deal with old people
- Free medicine
- Priority should be given to medical condition
- ✓ İzmir
 - Translators
 - Easy access to the hospitals and medicals
 - Language Problems
- ✓ Bursa
 - Need Turkish documents
 - Translator
 - Medical centers
 - Asking for work
 - Financial Support
 - Free medication

9. RESULTS AND RECOMMENDATIONS

The IGAM Research Team completed his research on the assessment of initial needs of Syrians in seven cities of Turkey. These cities are Antalya, Bursa, İzmir, Adana, İstanbul, Gaziantep and Hatay. The research focused on health, education, employment/livelihoods needs of Syrian People.

Several basic Needs Assessment techniques were used. Direct observation, questionnaires, consultation with persons in key positions, and/or with specific knowledge, review of relevant literature, interviews, focus groups, tests, records & report studies, work samples are some methods used during this research.

Three cities were visited for interviews. Also a questionnaire prepared in Arabic and applied to Syrian People. Results from interviews verified and validated by questionnaire. This research was accomplished in a very limited time. Results provide some ideas to understand the big picture. Whenever it is decided to focus any of the area worked in this research, then The IGAM Research Team recommends to have more focused and detailed research on this area.



APPENDIX – A

SURVEY FORM FOR THE REFUGES

نموذج استبيان للاجئين

This survey form has been prepared for the “NEEDS ASSESMENT OF SYRIAN PEOPLE LIVING IN TURKEY ” research project conducted by The Research Centre on Asylum and Migration (IGAM) for GOAL Global.

IGAM Project Team

Survey Date تاريخ المسح	Ethics أخلاق	Survey Place مدينة

- 1. Gender الجنس**
 - a. Male رجل
 - b. Female امرأة
- 2. Education level - مستوى التعليم**
 - a. Illiterate - أميون
 - b. Literate - القراءة والكتابة
 - c. Primary school graduate - خريج المدرسة الابتدائية
 - d. Secondary school graduate - مدرسة الأوسط
 - e. Vocational school graduate - خريج مدرسة مهنية
 - f. High school graduate - خريج مدرسة ثانوية
 - g. University graduate - خريج جامعي
- 3. Age Group - الفئة العمرية**
 - a. 18-25
 - b. 26-35
 - c. 36-45
 - d. 46-55
 - e. 56-65
 - f. 66 and above - ستة وستين و فوق
- 4. How long have you been living in Turkey? منذ متى وأنت تعيش في تركيا -**
 - a. 1-6 months. – أشهر 1-6
 - b. 7-12 months. – أشهر 7-12
 - c. 1-2 years – واحدة أو سنتين
 - d. 2-3 years – سنتين أو ثلاث سنوات
 - e. More than 3 years – أكثر من ثلاث سنوات
- 5. Job Done in Syria - ما هو نوع العمل تفعل في سوريا**
 - a. Agriculture - زراعة
 - b. Service - خدمة
 - c. Food production - إنتاج الغذاء
 - d. Sales - مبيعات



- e. Cleaning - تنظيف
 - f. Health - الصحة
 - g. Industry - صناعة
 - h. Retail Services - خدمة البيع بالتجزئة
 - i. Logistics - الخدمات اللوجستية
 - j. Transportation - نقل
 - k. Daily work - العمل اليومي
 - l. Education - تعليم
 - m. Law - ولىر
 - n. Engineering - الهندسة
 - o. Hotel - فندق
 - p. Security - أمن
 - q. Other - البعض
- 6. Which Sector do You Work in Turkey? حيث كنت تعمل في تركيا؟**
- a. Agriculture - زراعة
 - b. Service - خدمة
 - c. Food production - إنتاج الغذاء
 - d. Sales - مبيعات
 - e. Cleaning - تنظيف
 - f. Health - الصحة
 - g. Industry - صناعة
 - h. Retail Services - خدمة البيع بالتجزئة
 - i. Logistics - الخدمات اللوجستية
 - j. Transportation - نقل
 - k. Daily work - العمل اليومي
 - l. Education - تعليم
 - m. Law - ولىر
 - n. Engineering - الهندسة
 - o. Hotel - فندق
 - p. Security - أمن
 - q. Other - البعض
- 7. What is Source of Your Income? كيف يمكنك كسب المال**
- a. Paid work - العمل المأجور
 - b. Remittances - التحويلات
 - c. Support/funds from government - الحكومة من أموال / دعم
 - d. Support/funds from NGOs - دعم / الأموال من المنظمات غير الحكومية
 - e. Savings from homeland - وفورات من الوطن
 - f. Others - آخرون
- 8. What is the Regularity of Your Income? ما هو انتظام الدخل الخاص بك**
- a. Regular and reliable - منتظم وموثوق بها
 - b. Regular but not reliable - منتظم ولكن لا يمكن الاعتماد عليها
 - c. Not regular - لا العادية



d. No income - لا دخل

9. What is the Amount of Your Income? ما هو مقدار دخلك?

- a. Less than 200 TL - 200 أقل من
- b. Between 201 TL and 750 TL بين 201 TL و 750 TL
- c. Between 751 TL and 1000 TL - بين 751 TL و 1000 TL
- d. Between 1001 TL and 2000 TL - بين 1001 TL و 2000 TL
- e. More than 2001 TL - 2001 أكثر من

10. What is Your Family Size? كم من الناس هناك في عائلتك؟

- a. 1
- b. 2-4
- c. 5-8
- d. More than 8 - أكثر من ثمانية

11. What type of services you need? ما نوع الخدمات التي تحتاجها؟

Please prioritize them. يرجى وضع أولويات لها.

Write prioritization number next to services. كتابة رقم بجانب الخدمات.

(1) represents the most important service below. (1) يمثل أهم خدمة أدناه.

- a. Housing - إسكان
- b. Tent - خيمة
- c. Food - طعام
- d. Clothing - ملابس
- e. Hygiene - النظافة
- f. Health - الصحة
- g. Furniture - أثاث
- h. Work - عامل
- i. Education - تعليم
- j. Transportation - نقل
- k. Communication - اتصالات
- l. Personal Development - تنمية الشخصية

12. Please specify three basic needs for the first five prioritized services in Question # 11. يرجى تحديد

ثلاثة الاحتياجات الأساسية لأول خمس خدمات الأولوية في السؤال رقم 11.

Please type name of needs next to given services below.

- a. Housing - إسكان
- b. Tent - خيمة
- c. Food - طعام
- d. Clothing - ملابس
- e. Hygiene - النظافة
- f. Health - الصحة
- g. Furniture - أثاث
- h. Work - عامل
- i. Education - تعليم
- j. Transportation - نقل
- k. Communication - اتصالات



l. تنمية الشخصية - Personal Development

13. Please specify unavailable services to you and your family.

الرجاء اختيار الخدمات التي لا تتوفر لك ولعائلتك

- a. Housing - إسكان
- b. Tent - خيمة
- c. Food - طعام
- d. Clothing - ملابس
- e. Hygiene - النظافة
- f. Health - الصحة
- g. Furniture - أثاث
- h. Work - عامل
- i. Education - تعليم
- j. Transportation - نقل
- k. Communication - اتصالات
- l. تنمية الشخصية - Personal Development

14. Please specify available but not adequate services to you and your family.

الرجاء اختيار الخدمات التي تتوفر لك ولعائلتك، ولكنها غير كافية

- a. Housing - إسكان
- b. Tent - خيمة
- c. Food - طعام
- d. Clothing - ملابس
- e. Hygiene - النظافة
- f. Health - الصحة
- g. Furniture - أثاث
- h. Work - عامل
- i. Education - تعليم
- j. Transportation - نقل
- k. Communication - اتصالات
- l. تنمية الشخصية - Personal Development

15. From your arrival till now, what kind of medical services have you received?

حتى الآن، ما هو نوع من الخدمات الطبية قد تلقيت؟

If you have been diagnosed, what kind of treatment/cure suggested?

إذا كنت قد تم تشخيص، أي نوع من العلاج / علاج المقترحة؟



16. How satisfied have you been in general from the medical services you've received?

ما مدى رضاك وانت تم في عام من الخدمات الطبية التي تلقيتها؟

- Very satisfied. راض جداً
- Satisfied. راض
- Sometimes. أحيانا
- Not satisfied generally. غير راض بشكل عام
- Not satisfied at all. غير راض على الإطلاق

17. The barriers that you encounter when trying to access health services are given below.

وفيما يلي الحواجز التي واجهتك عند محاولة الوصول إلى الخدمات الصحية.

Please select the important barriers for you and your family. (You may select more than one)

يرجى تحديد العوائق الهامة بالنسبة لك ولعائلتك. (يمكنك اختيار أكثر من واحد)

- We do not have money for payment for health services -
أنا لا نملك المال لدفع تكاليف الخدمات الصحية
- We do not know Turkish and nobody speaks arabic in health services
ونحن لا نعرف تركي، ولا أحد يتكلم العربية في الخدمات الصحية
- We do not know Turkish and there is no translator (Turkish-Arabic) in health services
نحن لا نعرف التركي وليس هناك الترجمة (التركية-العربية) في الخدمات الصحية
- We do not have money for transportation (to and from health services)
ليس لدينا المال للنقل (من وإلى الخدمات الصحية)
- There is lack of equipment and support materials for health services
وهناك نقص في المعدات والدعم مواد للخدمات الصحية
- There is lack of doctor وهناك نقص في الأطباء
- There is lack of health services هناك نقص خدمات الصحية
- The behaviour of health people is not polite. سلوك الناس الصحية ليست مهذبة.
- The behaviour of Turkish patients is not polite. سلوك المرضى التركي ليس مهذبا.

18. Please explain recommendations that will help you to get rid of barriers for health services.

يرجى توضيح التوصيات التي من شأنها أن تساعدك على التخلص من الحواجز على الخدمات الصحية.

19. The barriers that you encounter when trying to access education services are given below.

وفيما يلي الحواجز التي واجهتك عند محاولة الوصول إلى خدمات التعليم.

Please select the important barriers for you and your family. (You may select more than one)

يرجى تحديد العوائق الهامة بالنسبة لك ولعائلتك. (يمكنك اختيار أكثر من واحد)

- a. We do not have money for contribution payment for education.
ليس لدينا المال لدفع مساهمة للتعليم.
- b. We do not know Turkish and nobody speaks arabic in Turkish Schools
نحن لا نعرف التركي ولا أحد يتحدث اللغة العربية في المدارس التركية
- c. We do not have money for transportation (to and from education services)
ج. ليس لدينا المال للنقل (من وإلى خدمات التعليم)
- d. There is lack of equipment and support materials in Arabic for education services
وهناك نقص في المعدات والدعم مواد باللغة العربية لخدمات التعليم
- e. There is lack of Turkish-Arabis instructors.
وهناك نقص في المعلمين التركية-العربية
- f. There is lack of Arabic instructors in Syrian Schools
وهناك نقص في معلمي اللغة العربية في المدارس السورية
- g. There is lack of Arabic books to work with
وهناك نقص في الكتب العربية للعمل مع
- h. There is no money for heating, operating and support for Syrian Schools
لا يوجد مال لأغراض التدفئة وتشغيل ودعم (للمدارس السورية)
- i. There is no working permit for Syrian people
لا يوجد تصريح عمل للشعب السوري
- j. The behaviour of education people is not polite.
سلوك الناس في التعليم ليس مهذبا
- k. The behaviour of Turkish students is not polite.
سلوك الطلاب التركي ليس مهذبا
- l. There is no money for food in School
لا يوجد مال للطعام في مدرسة
- m. There are children whose ages are between 6-10 years and not attend school yet.
هناك أطفال الذين تتراوح أعمارهم بين 6-10 سنوات ولا يذهبون إلى المدرسة بعد.

20. Please explain recommendations that will help you to get rid of barriers for education services.

يرجى توضيح التوصيات التي من شأنها أن تساعدك على التخلص من الحواجز لخدمات التعليم.

Thanks for the cooperation

شكرا للتعاون



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