FOCUS GROUP DISCUSSION FINDINGS SOCIAL BEHAVIOUR

Together with other topics, Focus Groups with refugees and host communities analyse their perceptions and behaviour around issues on child marriage, child labour and peer bullying to develop targeted messages, participatory communication approaches and support communities to adopt safer practices. To enable communities to discuss openly and in-depth, questions around these topics were not included in the assessment survey.

CHILD MARRIAGE

Girls who drop out of school are reportedly subject to being married off through religious leaders as Turkish law does not permit marriage for girls under 18 years old.

The reasons for child marriage, as reported in the FGD, are a lack of income in the families, a perception of security and prospects of a better life if the child is married, and the common practice of child marriage in certain regions of Syria.

Both refugees and local community suggest the need to increase awareness among communities and engage with parents and religious leaders on the prevention of child

"Many families have more than 3 children. It is hard to upkeep. So, they marry off young girls. Others have lost or left their father in Syria, so they marry off their children for protection."

Refugee man, FGD in Ankara

PEER BULLYING

Peer bullying between children at school is often the result of misunderstanding and conflict brought about by cultural differences and language barriers. Peer bullying is one reason why children do not want to go to school. Syrian families reported that bullying by local children increases when local parents have negative perceptions of refugees.

Refugees inform that social activities at the centre have helped children to socialise and interact. However, in addition to psychosocial support, there is need to organize meetings and activities with children, parents and school teachers.

Children in the Focus Groups suggest through youth activities, TRCS can collaborate with schools to organize anti-discrimination seminars, social activities and anti-bullying campaigns for children, parents and teachers. Children participating in TRCS youth activities can act as peers to promote an enabling environment and strengthen relationship between refugee and local children.

"We can organize a session at our school and invite TRCS to share a presentation about the youth activities at the centre. There should be more events, so that we can understand the culture of Syrians and make more

Local child, FGD in Sultanbevli/Istanbul

friends."

CHILD LABOUR

Children would prefer to study, but some refugee children drop out of school and work in the agriculture sector or factories, often due to poor economic conditions.

Participants in the FGD suggest the need for awareness among family members and school teachers to prevent child labour, to support families to cover school expenses and provide psychosocial support.

"Poverty is the main reason for child labour. In Syria, children did not have to work but due to poor economic situations here, children must work."

Refugee woman, FGD in Bagcilar/Istanbul



PARTICIPATION AND FEEDBACK

HOW WOULD YOU PREFER TO ASK QUESTIONS OR RAISE COMPLAINTS TO TRCS ABOUT ITS SERVICES? HOW WOULD YOU PREFER TO RAISE SENSITIVE COMPLAINTS? (Top five)

General complaints or feedback



Face-to-face at

Community Centre





61 (15%) 64 (15%) Phone call Face-to-face at home





23 (5%) In community meetings at CC Anonymous phone call

Sensitive complatins

(complaints related to sexual exploitation/abuse, corruption or breach of RCRC fundamental principles or code of conduct by staff/volunteers)

Communities prefer to use the similar channels to share sensitive complaints. 74% respondents prefer face-to-face privately in CCs,14% privately at home, 8% by telephone, 3% in community meetings at CC, 3% mentioned other channels.

DO YOU KNOW PRINCIPLES OF THE TRCS AND HOW THEY WORK?

277 No (66%) ARE YOU TREATED RESPECTFULLY BY TRCS STAFF AND VOLUNTEERS? 376

(90%)

DOES ANYTHING STOP YOU FROM SHARING FEEDBACK OR COMPLAINTS?

No Yes

216 (51%) (language barrier, illiteracy, 138 (32%) political influence)

"We like to participate in advisory committee meetings. But we speak less in the meeting because it is a forum for the migrants."

Local woman, FGD in Ankara

DOES TRCS CC STAFF ASK FOR YOUR OPINION?

151 Yes (36%)Sometimes (27%)

125 No (30%)

> "We would like a forum of our own, where we can share our decisions and feedbacks about the activities in the community centre." Youth group participant, FGD in Adana

HAVE YOU USED THE COMPLAINTS BOX IN CC?

362 No

DO YOU KNOW HOW TO CONTACT TRCS CC FOR QUESTIONS OR TO SHARE FEEDBACK?



Yes, CC visit





27 (6%) Yes, WhatsApp No, I don't know

HAVE YOU CALLED THE 168 CALL CENTRE? 228

No

HOW WOULD YOU LIKE TRCS CC TO RESPOND TO YOUR COMPLAINTS OR FEEDBACK? (Top five)





16 (4%) Other: "Face-to-face at home", "Do not know", "WhatsApp", "Any mechanism"

A common observation was that the word 'complaint' had a negative connotation and hence the term 'feedback' is preferred.

You KizilayTM

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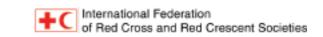




19 (5%)



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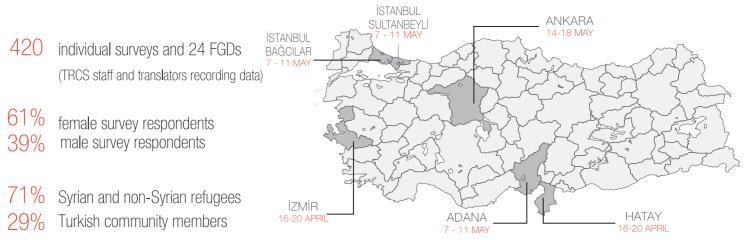


SUMMARY OF THE ASSESSMENT REPORT

COMMUNITY ENGAGEMENT AND ACCOUNTABILITY

TURKISH RED CRESCENT SOCIETY COMMUNITY-BASED MIGRATION PROGRAMME

This Community Engagement and Accountability (CEA) assessment gives an analysis of refugee and host community information needs in Turkey, looking at people's access to, and preferred communication channels; community structures; social cohesion and behaviours; preferred mechanisms for raising concerns and sharing feedback; and the capacity of staff and volunteers at Community Centres (CC) operating under the Turkish Red Crescent Society's (TRCS) Community-Based Migration Programme.



Map of Turkey; locations and dates of the data collection (April-May 2018)

CEA puts people and communities at the centre of programming to support the delivery of accountable and effective services. TRCS Community Centres adopt a community-based approach to implement protection, livelihood, health education, psychosocial support (PSS) and social cohesion activities. The findings of this assessment will guide adjustments to ongoing operations.

The assessment report covers the following sections:

1 INFORMATION NEEDS

Looking at community awareness of, and interaction with, TRCS Community Centres (CC), this section assesses what information communities have received, what is missing, and what matters most to them. Different groups such as men, women and children have different needs and use different communication channels. The data is being used to plan CEA approaches and activities, and to develop targeted messaging.

COMMUNICATION CHANNELS

This section examines people's access to, and use of, communication channels and awareness of TRCS' social media. This will guide TRCS on how it shares information about programme and other issues with communities.

COMMUNITY STRUCTURE, SOCIAL COHESION & BEHAVIOUR

Exploring the structure of refugee communities, this section looks at how local communities and refugee communities inter-relate, and emerging risks and unsafe practices. This helps inform social cohesion activities and community engagement approaches to ensure inclusive, participatory and improved strategies encouraging communities to adopt safer practices.

PARTICIPATION AND FEEDBACK

This section investigates how communities have been involved in program design and their preferred options for sharing feedback, concerns and complaints. This will help inform the planning and adaption of feedback mechanisms, and enhance community participation.

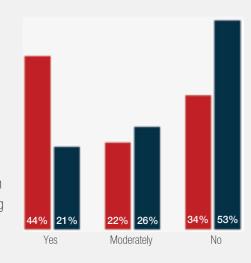
VFORMATION NEEDS

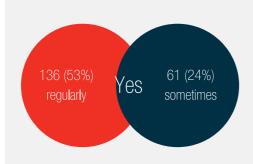
DO YOU KNOW ANYTHING ABOUT THE TRCS CC AND ITS SERVICES? DO YOU USE THE CC?

165 (39%) 97 (23%) 158 (38%) No Moderately Yes

While 38% of respondents say they know about the TRCS CC and its services, 39% say they know nothing at all. 23% of respondents reported moderate knowledge.

The level of awareness varies greatly between refugees and Turkish nationals, and according to gender and age.





In general, more women (80% respondents) use the Community Centre than men (71% resp.) and more refugees (86% resp.) visit the centre compared to the local communities (43% resp.).

RECEIVE INFORMATION ABOUT THE CC

SERVICES AND OTHER TOPICS? (Top five)

Face to face at CC Phone call Face to face at home

WHAT SERVICES DO YOU ACCESS IN THE COMMUNITY CENTRE?



Language courses Vocational training

Friends and neighbors 51%

TRCS Community Centre 15%

RC volunteers and staff 6%

Government", "Bazaar", "Outreach workers"

Public services

108 (55%)

HOW DID YOU LEARN ABOUT TRCS

22%

COMMUNITY CENTRES? (Top five)

WHAT INFORMATION DO YOU

NEED RIGHT NOW? (Top ten)

100 (51%)

32 (16%) Social and cultural

activities

12%

22 (11%) activities

■ Refugees ■ Residents







HOW WOULD YOU PREFER TO

138 (33%)

48 (11%)

Facebook



51 (12%) WhatsApp

Other ther: "Passing by the Centre", "NGOs and other agencies", "Hospitals"

rumours reflecting the

anxieties of the community

"We always hear we will be sent

back to Svria."

Refugee man, FGD in Bagcilar/Istanbul

WHICH SOURCES OF INFORMATION DO YOU TRUST THE MOST? (Top five)

ARE YOU AWARE OF RUMOURS SPREADING?

Rumours are one of the root causes of misunderstanding between local and refugee communities contributing to discrimination and conflicts.

96 (23%) of respondents report there are rumours spreading among local and refugee communities. 85 of them have been categorised as follows:

TRCS Programme Health services 113 (27%) Behaviour/Life saving 97 (23%) 93 (22%) Legal right for refugees 91 (22%) 62 (15%) 59 (14%) Education for children General news 51 (12%) Registration services

55 (65%) 26 (30%) Fear

Hostility

rumours reflecting threats to the community or prejudices; often targeting outside groups

Syrian students are going to the university without exam.'

Local child, FGD in Adana

Wish rumours reflecting the

4 (5%)

"Kizilay Kart will give all families 750 Tl for Ramadan."

hopes of the community

Survey respondent

COMMUNICATION CHANNELS

DO YOU OWN A MOBILE PHONE?

371 (88%) of the total respondents have access to mobile phones. Understanding accessibility of men and women to communication devices define appropriate CEA approaches and how they can be communicated.



221 out of 258 150 out of 162

WHAT DO YOU DO MOST WITH YOUR PHONE?

Phone calls	272 (70%)
WhatsApp	253 (66%)
Facebook	139 (36%)
Internet	75 (19%)
Instagram	68 (18%)
	WhatsApp Facebook Internet

DO YOU USE OTHER COMMUNICATION DEVICES OR CHANNELS?

14% of respondents use mobile phones which is recorded in the 'others' category. Focus Groups report that television channels such as TRT are popular among the refugees but most do not understand the Turkish language.

	Television	308 (73%)
	Computer	94 (22%)
?	Other	58 (14%)
	Tablet	45 (11%)
NEWS	Newspaper	23 (5%)

HAVE YOU VISITED TRCS CC ON SOCIAL MEDIA?

(Top three)

No

Yes. Yes. regularly sometimes

WHICH SOCIAL MEDIA DO YOU USE FOR CC?









6 (7%) Twitter

38 (10%)

Respondents suggest for improvement of TRCS Facebook page with regular updates of activities, information about the centre along with a dedicated call line to ensure communities are informed about the services and can contact TRCS when needed. The Facebook pages should also be translated to Arabic.

"Community Centre (CC) should have a Facebook page with photos and words, for us to learn Turkish, ask questions and have conversations. Some words are the same in Arabic but mean differently in Turkish. We want a CC Facebook page

in Arabic."

Refugee man, FGD in Ankara

DO YOU LISTEN TO RADIO?

Yes: 49 (12%)

7% of refugees 21% of residents

7% of the refugee respondents used to listen to radio in their country

22 (6%)

HAVE YOU USED MERHABA UMUT (HELLO HOPE) APPLICATION ON YOUR PHONE?

Don't know it, don't use	326 (84%)
Heard about, don't use	32 (8%)
Heard about and use	22 (6%)

STE COMMUNITY STRUCTURE AND SOCIAL COHESION

HOW ARE DECISIONS MADE IN REFUGEE COMMUNITY? (Top five)

Don't know 76 (25%) Through community meeting 74 (25%) 53 (18%) No decisions are made*

Through a community committee 25 (8%)

*at the community level Other: "Individually", "Talking with family members"

WHERE DO YOU INTERACT WITH HOST OR REFUGEE COMMUNITY? (Top five)



169 (40%)

195 (46%)

Shops and

health centres



76 (18%)

TRCS Community

Centres





53 (13%)

24 (6%)

Don't interact with Community

people from other projects backgrounds

HOW DO THE REFUGEE COMMUNITY LIVE IN THE CITY?

197 (66%)

in different parts of the city, not

necessarily side by side to the

local community

RATE THE RELATIONSHIP

COMMUNITIES

BETWEEN REFUGEES AND HOST

Scattered Clustered

> refugee families living together or within the same location

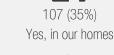
102 (34%)

Merged

refugees living in close proximity with the local community

DO YOU HAVE ANY COMMUNITY MEETINGS? WHERE?







19 (6%) 15 (5%) Yes, in market place Yes, in TRCS CC

HOW CAN RELATIONS BETWEEN HOST AND REFUGEE

(Top three)

Except in Hatay, residents in Adana, Ankara, Izmir, Bagcılar and Sultanbeyli in Istanbul rate their relations with refugees as mostly poor.

However, refugees in all cities rate their relationship with locals as good or fair.

COMMUNITIES BE IMPROVED?

195 (46%) 180 (43%) Through

Through cultural activities

Awareness raising on non discrimination

77 (18%)

Other: joint interventions for refugee and host community children at school to stop peer bullying, awareness raising among teachers and parents to stop peer bullying, promoting access to employment

WERE THERE ANY CONFLICTS IN THE LAST 3 MONTHS? WHAT WERE THE REASONS?

community

dialogue

BETWEEN REFUGEES AND HOST COMMUNITY AMONG THE REFUGEES

Different culture 49 (12%) Peer bullying

Yes Other ("Do not know") Unequal salaries

29 (56%) 11 (21%)

5 (10%) 5 (10%)

68 (16%) Yes

Other ("Do not know", "Family issues", "Debt") 23 (34%)

Crowded homes 20 (29%) Competitive job market

Poverty 7 (10%)

19 (28%)