

# COVID-19 COMMUNITY FEEDBACK REPORT

TURKEY, COMMUNITY-BASED MIGRATION PROGRAMME  
# 2 January-April 2021



TRCS staff distributing hygiene parcel and disseminating information about COVID-19 to a community member

The COVID-19 pandemic has resulted in both a public health crisis, and a humanitarian crisis, affecting the lives, health, and livelihoods of people around the world. In Turkey, understanding of the COVID-19 outbreak is rapidly evolving. There are information gaps, misconceptions, and rumours about the virus, how it can spread or how to prevent the risk of infection which can create social tension or lead to practising harmful behaviour.

As part of the IFRC supported COVID-19 response project targeting refugees and host population in Turkey, staff and volunteers of Turkish Red Crescent Society (TRCS) under the Community Based Migration Programme has been collecting and responding to communities' questions, feedback, complaints and rumours at each of its 16 Community Centres (CCs) across the country. This is one of the key activities under the project to monitor and address the information gaps, promote positive behaviour, and ensure that the services delivered are relevant and appropriate to communities' needs.

## WHAT INFORMATION IS COLLECTED?

### COMPLAINT

formal expression of dissatisfaction about service or someone's behaviour

### QUESTION

about COVID-19 or TRCS Community Centre COVID-19 activities

### FEEDBACK

information, suggestion, request or compliment

### RUMOUR

any unverified information transmitted from one person to another



## HOW INFORMATION IS COLLECTED?

To enable all Community Centre staff and volunteers to record and respond to various issues on COVID-19, a feedback form was developed through KoBo toolbox. Staff roles, responsibilities and procedures to respond to various issues on COVID-19 were shared with the Community Centres and discussed during an online training in July 2020. Starting from 1 August 2020, staff and volunteers at the Community Centres have started to use the KoBo feedback form. This report, covering the period from 1 January - 30 April 2021, presents an overview and analysis of various issues - questions, feedback, complaints, and rumours on COVID-19 that were received from and responded to community members in the 16 Community Centre locations. The findings are aimed to inform sector teams and improve the ongoing COVID-19 response operation.

Total number of issues received

**212**



**113**  
women

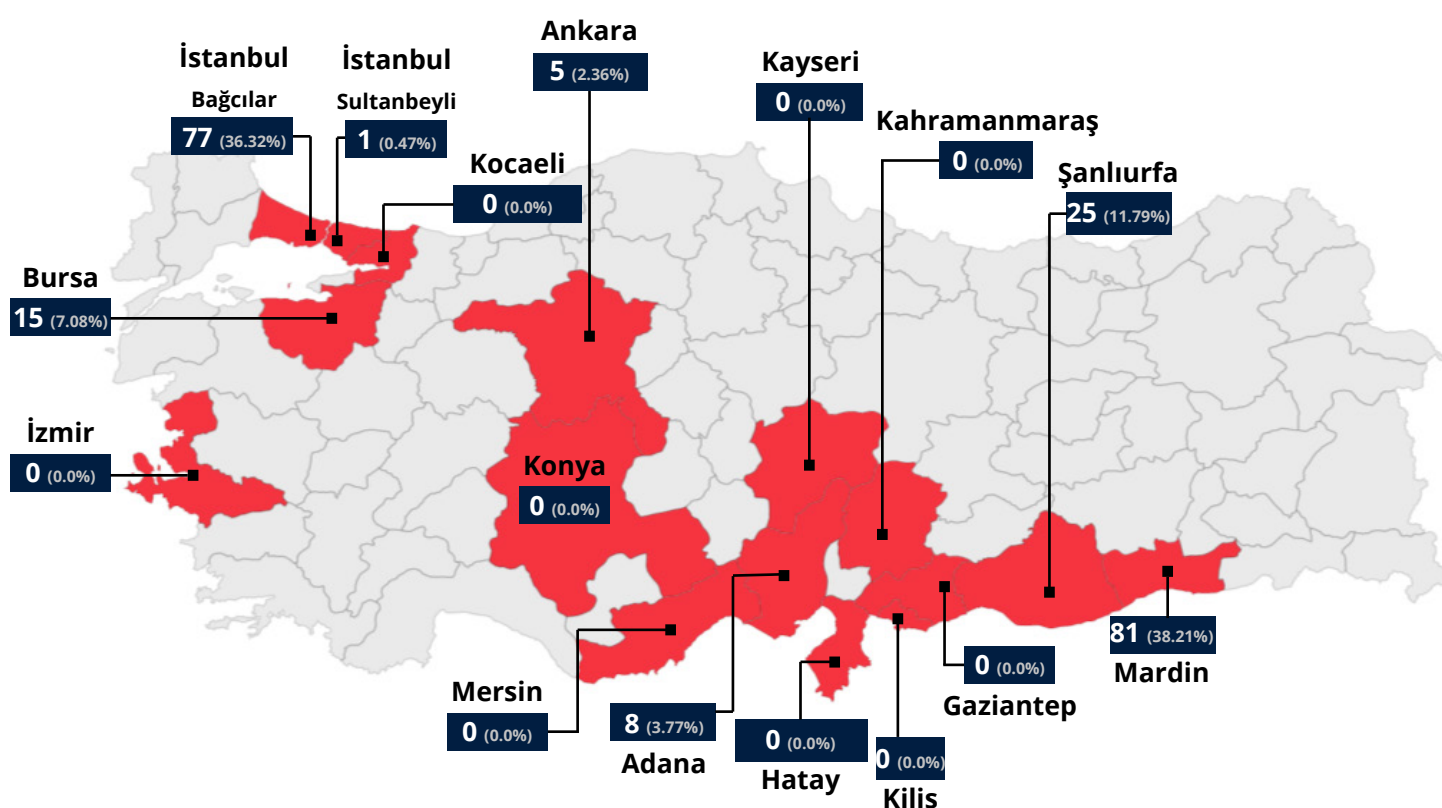


**99**  
men

<b>QUESTIONS:</b>	<b>37</b> (17.45%)
<b>FEEDBACK:</b>	<b>125</b> (58.96%)
<b>RUMOURS:</b>	<b>30</b> (14.15%)
<b>COMPLAINTS:</b>	<b>20</b> (9.43%)

## Number of issues received, by province

Including feedback, questions, complaints and rumours

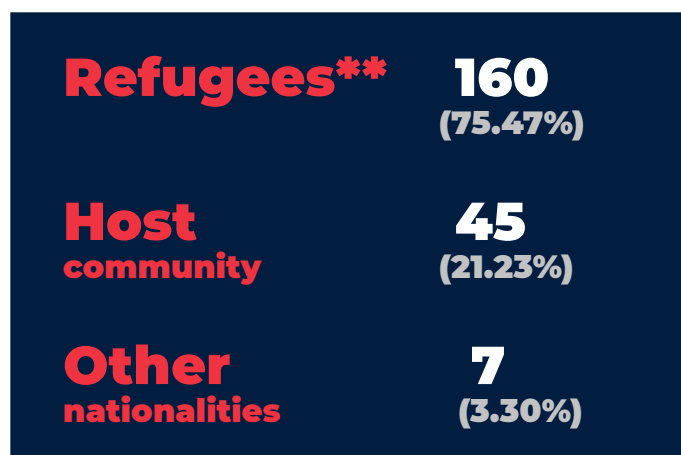
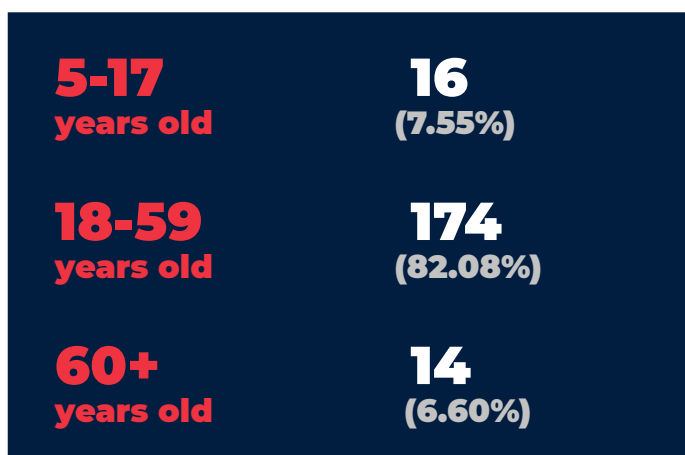


Out of 212 issues, 113 (53.30%) issues were reported by women and 99 (46.70%) by men. The highest number of issues were reported by men in İstanbul-Bağcılar counting to 51 (24.06%) questions, feedback, complaints, and rumours. Findings show that refugees shared more issues (160 -75.47%) compared to host population (45-21.23% ). 7 issues (3.30%) by people of nationalities such as Iraqi and Lebanese.



The age distribution of the community members who shared various issues: 16 issues (7.55%) by children (5-17-year-olds), 174 issues (82.08%) by adults (18-59-year-olds) and 14 issues (6.60%) by older people (over the age of 60). Once again, the highest number of issues were reported by adults in İstanbul-Bağcılar (72 issues,41.38%). 8 respondents preferred not to share information about their age.

## Number of issues received, by age and status



\* 8 (3.77%) of respondents did not share their age.

\*\* In this report, the term refugee refers to Syrians under Temporary Protection (SuTP) and those under International Protection as defined in the Law No: 6458 on Foreigners and International Protection.



TRCS staff responding to feedback from a Community Centre participant

# Responding to feedback, complaints and questions

## Number of issues received, by category

The different types of questions, feedback and complaints reported are classified under seven categories: hygiene parcel, TRCS services, information about COVID-19, government support, psychosocial support, access to health care and others.

<b>Information about COVID-19</b>	<b>63 (29.3%)</b>	<b>Government support</b>	<b>32 (14.9%)</b>
<b>Other (Covid-19 related)</b>	<b>51 (23.7%)</b>	<b>Other TRCS activities on COVID-19</b>	<b>31 (14.4%)</b>
<b>Hygiene Parcel</b>	<b>34 (15.8%)</b>	<b>Psychosocial support</b>	<b>4 (1.9%)</b>



Majority, 63 responses (29.3%) were under **Information about COVID-19**. Most of the respondents expressed their satisfaction on the services provided by TRCS during the pandemic, recognizing particularly the support on EBA courses for children. Others requested TRCS to open more service centre courses.

10 questions (5.05%) were asked about the trusted sources of information, who to ask questions about COVID-19, precautions for people with chronic disease and precautions for pregnant women. There were also few questions on COVID-19 vaccine about where to get the vaccines, if vaccines could prevent COVID-19 infection and if people with chronic disease could also get the vaccines.



*"I want more service centre courses to be opened."  
"Thank you for the services provided by CCs during pandemic."  
"I want to get the COVID-19 vaccine for my mom and dad. However, I do not know where to get information about this. Can you help me?"  
"Could people get vaccines at the blood centres?"*

The second highest number of issues reported were under the category of **"Other" with 51 responses (23.7%)** with 25 feedback and 15 questions and 11 complaints. A large part of the responses under "Other" were related to respondents' request for financial support. A number of people asked questions on the TRCS services most of which were about courses conducted in CCs and food voucher distribution. Other respondents thanked TRCS for their services. Complaints were about wrong hygiene parcel delivery and TRCS conducting very few courses. Few other respondents asked for information on the COVID-19 vaccine, distance education, school registration process.



*"My husband used to be a cook before the pandemic but now he is dismissed from work and he cannot find a new job. Can you help us find an employment?"*

**Around 23 responses (23.2%) were under the category of hygiene parcels** with 23 feedbacks, 9 questions and 2 complaint. Feedback was given to distribute the parcels not only once but on a regular basis. There were quite many people finding the hygiene parcel useful and thanked TRCS for distributing them. People asked about the procedure to receive and register for the hygiene parcels. Complaints were related to the low quality of toothpaste, shampoo, and laundry detergent in the package.



*"I am very satisfied with the quality of the diapers."  
"The items of the hygiene parcel were very useful, but it would be even more beneficial for us if this package was distributed regularly than just one time."*

Under Government support, 32 responses (14.9%) were received, most of them (23 responses) were regarding how to access distance education programme and the remaining were about Vefa support. Quite a many of the feedbacks were about lacking internet accesses and not having computer or tablets to access distance education programme by both local people and refugees.

Around 31 responses (14.4%) were about TRCS services, with 19 feedback and 10 questions and 2 complaints related to TRCS activities on COVID-19. Majority of the questions were about TRCS services and activities during COVID-19. For example, respondents asked if TRCS continued its regular activities at the CCs and asked the activities related to COVID-19. They also thanked TRCS for the EBA classes. Additionally, one of the significant feedback people shared was TRCS to provide livelihood support instead of distributing only hygiene parcels.

## How were the issues received?



The channel most frequently used by community members to share feedback was phone (212 issues/82.08%). Despite the COVID-19 situation, face to face interaction at the Community Centres was the second most preferred channel. Around 16 issues (7.55%) were recorded through face-to-face interaction at the centre. 8 (3.77%) issues recorded through online meetings with Zoom/Skype. 8 (3.77%) issues recorded through face-to-face outreach activities. Similar number of issues were reported through the Advisory Committee meetings (3 issues/1.42%) and WhatsApp (3 issues/1.42%).

<b>Phone</b>	<b>174 (82.08%)</b>	<b>Face to face (outreach)</b>	<b>8 (3.77%)</b>
<b>Face to face (at Community Centre)</b>	<b>16 (7.55%)</b>	<b>WhatsApp</b>	<b>3 (1.42%)</b>
<b>Zoom/Skype</b>	<b>8 (3.77%)</b>	<b>Advisory Committee meeting*</b>	<b>3 (1.42%)</b>

\* The Advisory Committee comprises of community representatives (locals and refugees) and functions as a platform to share with TRCS, along with other stakeholders, their feedback or concerns about the Community Centre activities and other issues affecting them.

## Response to community feedback

Out of 182 questions, feedback and complaints reported by community members, 142 (78.02%) issues were responded, and action taken - according to TRCS Community Centre staff, majority of the issues have been responded immediately.

98 issues were responded by providing information on the topic requested. For 49 issues, community members were thanked for having shared their feedback. 19 issues were responded by providing information about TRCS COVID-19 activities. For 14 issues, TRCS staff explained how to access distance education programme and 13 issues were responded by explaining to the community members how to receive the hygiene parcels. Complaints related to hygiene package were forwarded to health and PSS team. Other types of actions taken - information about COVID-19 are provided to communities based on the updates and information from the Ministry of Health website. 40 issues have not yet been responded and are still in process to being resolved. These issues will be followed up on and finalized within the given period of time.


## Responding to misperceptions/rumours

### Number of rumours received, by category

In total 30 rumours were received, of which 18 were under "Other" category. The rest 12 were related to the practice/behaviour to prevent risk of infection, perception about those infected with or recovered from COVID-19, and stigma/negative attitude towards those infected with COVID-19, medicine/ antibody, and hospitals/health care facilities. Under "Other" category, the rumour most reported was related to TRCS' support on cash assistance, house rental support Turkish courses and distributing computer tablets.

<b>Other (COVID-19 related)</b>	<b>18 (60.00%)</b>
<b>Perception about those infected or recovered from COVID-19</b>	<b>5 (16.67%)</b>
<b>Practise/behaviour to prevent risk of infection</b>	<b>4 (13.33%)</b>
<b>Stigma/negative attitude towards those infected with COVID-19</b>	<b>1 (3.33%)</b>
<b>Medicine/ Antibody</b>	<b>1 (3.33%)</b>
<b>Hospitals/ health care facilities</b>	<b>1 (3.33%)</b>

Examples of reported rumours classified as "Other":



*"The house rental support provided by the community centre will continue".*  
*"TRCS community centre is distributing 1000 TL cash support".*  
*"There is no coronavirus, it's a heavy flu".*  
*"We heard that coronavirus vaccine causes death and we don't want to get vaccinated."*  
*"Syrians do not catch the coronavirus".*  
*"Smokers are less affected by coronavirus".*  
*"I heard that COVID vaccines cause infertility".*  
*"I heard Turkish courses are being conducted face to face at the Community Centres. How can I register?"*



TRCS staff distributing hygiene parcel and disseminating information about COVID-19 to a community member

## Where and how were the rumours heard?



Respondents informed that rumours were mostly heard in their neighbourhood (17 responses/29.3%) and from a relative/friend (18 response, 31%). Other places included WhatsApp and Facebook groups, social media, in the Community Center, in the workplace, in school and street. These responses were higher for refugees than local people.

People hear these rumours often during conversation with their neighbours, family, relatives and friends, local people, or refugees. Other mediums include social media and WhatsApp/Facebook groups, also during community meetings. These responses were higher for refugees (39 responses) compared to local people (18 responses).

### Where?

<b>In my neighbourhood</b>	<b>17 (29.3%)</b>
<b>From a relative/friend</b>	<b>18 (31.0%)</b>
<b>WhatsApp/Facebook groups</b>	<b>9 (15.5%)</b>
<b>Social media</b>	<b>7 (12.1%)</b>
<b>In the Community/Centre</b>	<b>2 (3.4%)</b>
<b>Workplace</b>	<b>2 (3.4%)</b>
<b>School</b>	<b>2 (3.4%)</b>
<b>Street ( not in my neighbourhood)</b>	<b>1 (1.7%)</b>

### How?

<b>Talk w/neighbours</b>	<b>16 (28.1%)</b>
<b>Talk w/relative/family</b>	<b>15 (26.3%)</b>
<b>WhatsApp/Facebook groups</b>	<b>8 (14.0%)</b>
<b>Social media</b>	<b>7 (12.3%)</b>
<b>Talk w/refugees</b>	<b>4 (7.0%)</b>
<b>During community meeting</b>	<b>3 (5.3%)</b>
<b>Talk w/locals</b>	<b>2 (3.5%)</b>
<b>Talk w/friends</b>	<b>2 (3.5%)</b>

The channel most frequently used by community members to share rumours was phone, through which 21 rumours had been reported. Face to face at the Community Centres was the second most preferred channel used by people and 5 rumours had been reported through this channel.

Photo: Bağcılar Beneficiary Communication and Relationship Officer meets community member to listen and respond to his feedback.



## Verification and response to rumours

Out of 30 rumours, 24 of them have been verified and responded by TRCS staff. The rumours have been responded based on the verified information, videos, and TRCS misperception/rumour brochures.

Most of the rumours have been responded immediately based on the verified information. Once verified, TRCS staff shared the factual information with the community members over phone, advisory committee meetings and through visual materials in its social media platforms.



TRCS staff disseminating information on COVID-19 and its preventive measures



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