



# COVID-19 COMMUNITY FEEDBACK REPORT - 3

COMMUNITY BASED MIGRATION PROGRAMME

TURKEY, OCTOBER 2021

## **COVID-19 COMMUNITY FEEDBACK REPORT -3**

### **Conducted by**

TRCS Staff and Volunteers

IFRC Migration Team

Fatma Nur Bakkalbaş

Onurcan Ceyhan

Tenadi Gölemerz

### **Graphic Design**

Onurcan Ceyhan

All photos credit - TRCS

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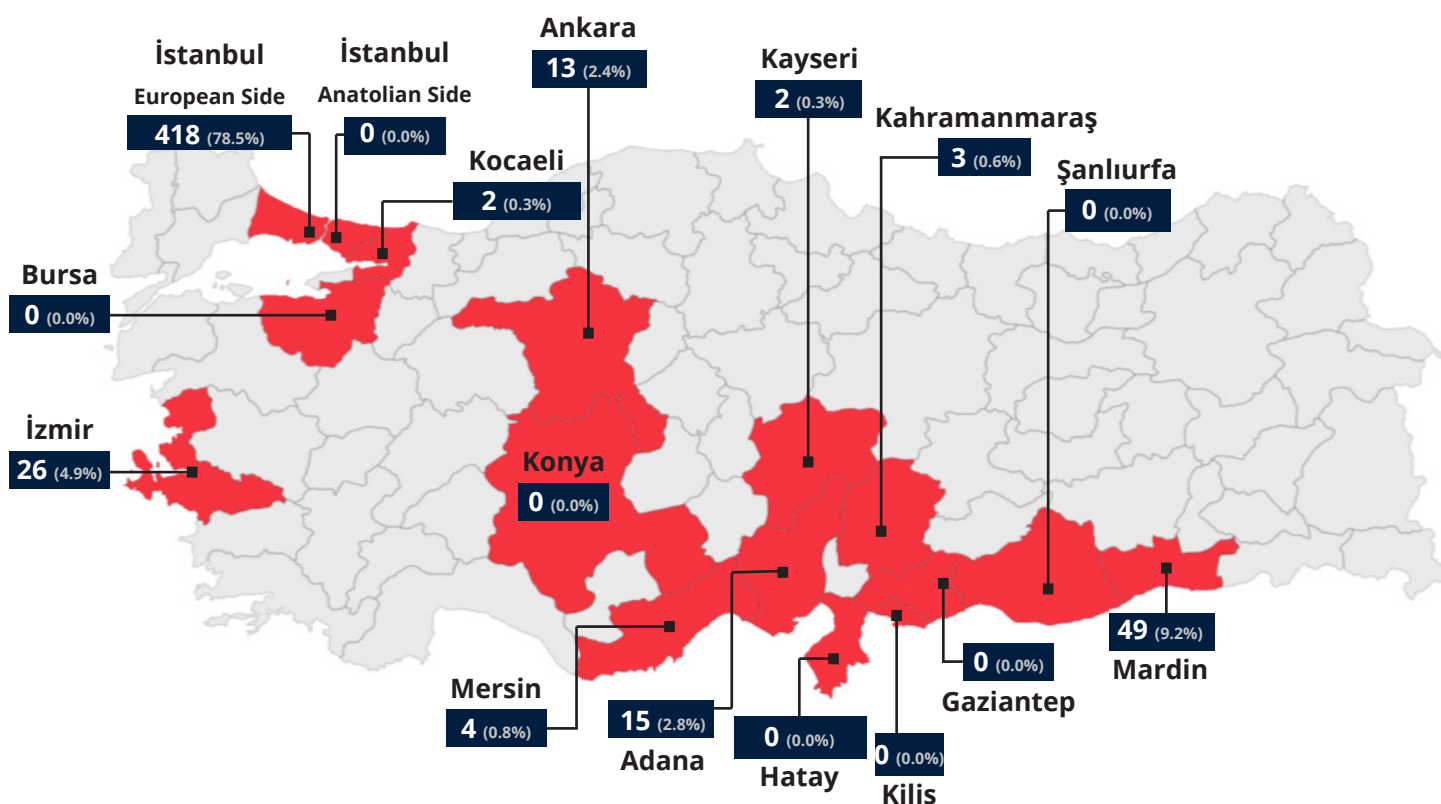
# INTRODUCTION

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, 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 Turkey. 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.

To enable all CC staff and volunteers to record and respond to various issues on COVID-19, a feedback form was developed and deployed through KoBo toolbox on 24 July 2020. This report, covering the period from 1 May– 31 August 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.

## Number of issues received, by province

Including feedback, questions, complaints and rumours



Map 1 TRCS Community Centre locations with total number of issues reported from May-August '21



# Demographic Profile

Analysis of the data shows, a total of 532 issues (questions, feedback, complaints, and rumours) were received from 9 Community Centres during the reporting period from refugees and local community members. The highest number of issues were reported from İstanbul European side Community Centre, with 418 (78.5%) issues. However, no issues were received from 7 Community Centres during these two months (May-August) reporting period .

Out of 532 issues, 279 (52.5%) issues were reported by men and 252 (47.4%) by women. The highest number of issues were reported by men in İstanbul-European side counting to 239 (44.8%) questions, feedback, complaints, and rumours.

The age distribution of the community members who shared various issues: 2 issues (0.2%) by children (5-17-year-olds), 521 issues (98.0%) by adults (18-59-year-olds) and 2 issues (0.4%) by older people (over the age of 60). The highest number of issues were reported by adults in İstanbul-European side (413 issues,79.3%). 7 respondents preferred not to share information about their age.

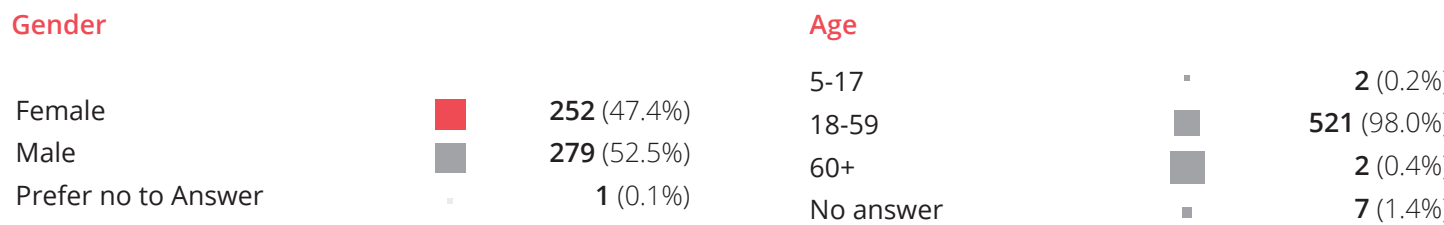


Figure 1 Gender-age structure of respondents

Out of 532 issues, 485 (91.2%) issues were reported by refugees , 38 (7.2%) by local people, and 8 issues (1.5%) by others who have either obtained residence permit or are unregistered. These people under 'Other' are from Iraq, Algeria, Iran, Egypt, and Yemen.



Figure 2 Nationality-status of respo

\* In this report, "refugee" is used to describe those who are under the Temporary Protection and International Protection as stated in the Foreigners and International Protection Law No. 6458. "Host population" are Turkish citizens. People under "Others" are those having residence permit or are unregistered migrants.





## Section A

**Responding to feedback, complaints,  
and questions**



## General Overview

Based on the data analysed, out of 532 issues the total number of complaints, feedback and questions received during the reporting period 497 of the issues consisted of feedback, questions, complaints and 35 were rumours. Out of 497 issues, 355 (66.7%) were feedback, 111 (20.9%) questions and 31 (5.8%) complaints.

<b>FEEDBACK:</b>	<b>355 (66.7%)</b>
<b>QUESTIONS:</b>	<b>111 (20.9%)</b>
<b>RUMOURS:</b>	<b>35 (6.6%)</b>
<b>COMPLAINTS:</b>	<b>31 (5.8%)</b>

Figure 3 Issue type

In general, more issues were reported by men (279 issues/52.5%) compared to women (252 issues/47.4%). Among the issues, feedback was the most shared issue by the men (195 feedback).



In the case of refugees and local people, more issues were being reported by refugees (485 issues, 91.2%) compared to local people (38 issues, 7.1%). Both for the refugees and the host population feedback was the most shared issue. The second most shared issue was rumour (12, 2.3%) for the host population while it was question (103, 19.4%) for the refugees.

Out of 532 issues, 485 (91.2%) issues were reported by refugees, 38 (7.1%) by local people, and 8 issues (1.5%) by others who have either obtained residence permit or are unregistered. These people under 'Other' are from Iraq, Algeria, Iran, Egypt, and Yemen.

Among the various issues, the highest number of feedback (296), questions (96) and complaints (23) were reported in İstanbul European side, while the highest number of rumours (18) reported in Mardin.

## Analysis of the number and types of issues (questions, feedback, complaints) reported by the community members on different categories

The different types of questions, feedback and complaints reported are classified under seven categories: **hygiene parcel, other TRCS activities on COVID-19, information about COVID-19, government support, psychosocial support, access to health care and others.** This classification is done based on the scope of the COVID-19 project and ongoing response to the outbreak in Turkey.

The KoBo form for this feedback system is designed to record the "type of issue", i.e., questions, feedback, or complaints, as well as the details on the "type of issue" by asking respondent "What is your issue related to" (which is a multiple-choice question). So, while a respondent may ask only one question, which is the main "type of issue", part of this question could relate to different topics.

For example, a community member asked this question – "Could you tell me about TRCS activities on COVID-19 and how to receive hygiene parcel?" So, for this, the main "type of issue" is "question". But when asked what the issue is related to, part of the question refers to TRCS services while the other part on hygiene parcel, so two responses are made.

Hence, although a total of 497 questions, feedback, and complaints were reported, 535 responses were received related to the details of those questions, feedback, and complaints. The following analysis is based on the 535 responses received.

# Responding to feedback, complaints and questions

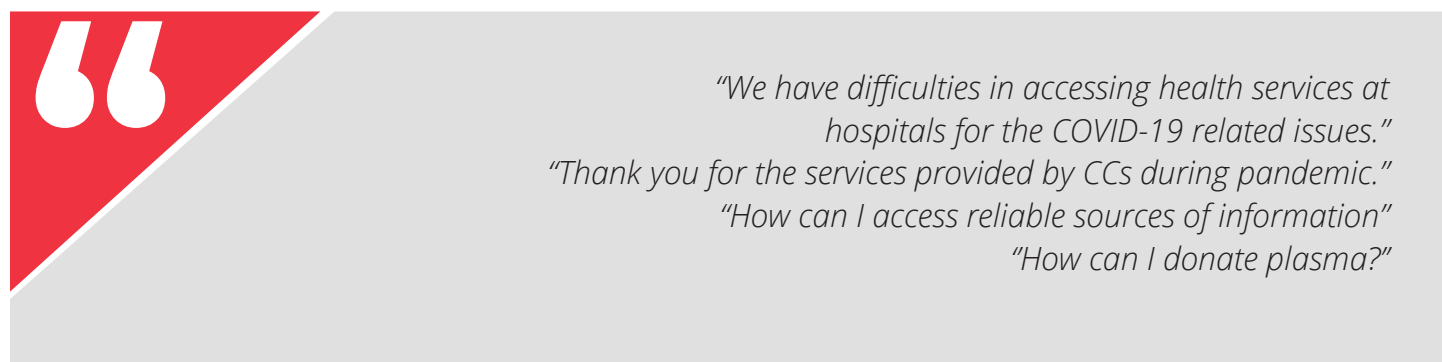
## Number of issues received, by category

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>204 (38.2%)</b>	<b>Hygiene Parcel</b>	<b>55 (10.3%)</b>
<b>Government support</b>	<b>108 (20.2%)</b>	<b>Access and referral to healthcare</b>	<b>22 (4.1%)</b>
<b>Other (COVID-19 related)</b>	<b>65 (12.2%)</b>	<b>Psychosocial support</b>	<b>18 (3.4%)</b>
<b>Other TRCS activities on COVID-19</b>	<b>63 (11.8%)</b>		

Figure 3 Number of issues received, by category

Majority, **204 responses** (38.2%) were under **Information about COVID-19**. 142 feedback were delivered under this category by the CC beneficiaries. The beneficiaries provided feedback on accessing health services about COVID-19 related situations, they suggested TRCS to provide more information against stigmatization of people who survived the disease and emphasized on lack of information on plasma donation and other COVID-19 related issues. Additionally, the respondent expressed their satisfaction on the information disseminated about COVID-19 related issues. 50 questions (9.4%) were asked about the trusted sources of information, COVID-19 symptoms, how to wash hands, how to use mask and precautions for pregnant women, precautions for people with chronic disease, how to use bleach/disinfectant at home.



The second highest number of issues reported were under the category of **Government Support with 108 responses (20.2%)**. The issues under “**Government Support**” category consist of 88 feedback and 17 questions and 3 complaints. The questions were mostly about accessing distance education programme and how to get Vefa social support services. There were feedback on the information request on work permit, support for obtaining identification document, lack of coordination among the institutions and satisfaction regarding Vefa social group support. Respondents emphasized that they were having unemployment issues due to COVID-19 and livelihood referral support from TRCS. A number of people asked questions about where they can receive social support, cash assistance and hygiene parcels.



“

*“How can I reach the Vefa social group support?”*  
*“I cannot find a job due to Corona, how can I benefit from Vefa support?”*  
*“Where can I apply for social support service?”*

**65 issues** reported under the category of **“Other”** with 38 feedback and 19 complaints and 8 questions. A large part of the responses under “Other” were related to COVID-19 vaccine and financial assistance request. Respondents gave feedback about their information needs related to COVID-19, they mentioned that they are in need of more trusted information about vaccines. The questions were mostly about the reliability and protectiveness of the vaccine, where they can get vaccinated, how to apply for financial assistance and they requested livelihood support from TRCS since unemployment issues due to COVID-19 continues. A number of respondents also asked how they can apply for special education for their disabled children with the opening of schools. Other respondents thanked TRCS for their services.

“

*“I have fears and questions about the Covid-19 vaccine’s side effects”*  
*“I think that people are unconscious about the Covid-19 vaccine and information should be provided on the subject”*  
*“I request special education for my disabled child.”*  
*“Is Covid-19 Vaccine mandatory?”*  
*“Thank you for the activities for children”*



Around **63 responses (11.8%)** were about **TRCS services**, with 48 feedback and 12 questions and 3 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 what were the main activities related to COVID-19. Few respondents also asked questions related to TRCS information services on COVID-19. The respondents thanked TRCS for the activities conducted at the CCs during this pandemic especially for the children and expressed their gratitude on how useful the EBA classes were.



Around **55 responses (10.3%)** were about **hygiene parcel**, where people asked about how to receive hygiene parcels from TRCS and if they can deliver the packages twice, and what are the products in the packages. The respondents also expressed their satisfaction for the hygiene parcels.



## Issue Category by Issue Type

more than one answer possible

	Complaint	Feedback	Questions
Information about COVID-19	■ 12 (2.3%)	■ 142 (26.6%)	■ 50 (9.4%)
Government Support	■ 3 (0.6%)	■ 88 (16.5%)	■ 17 (3.2%)
Other (COVID-19 Related)	■ 19 (3.6%)	■ 38 (7.1%)	■ 8 (1.5%)
Other TRCS activities on COVID-19	■ 3 (0.6%)	■ 48 (9.0%)	■ 12 (2.2%)
Hygiene Parcel	■ 1 (0.2%)	■ 35 (6.6%)	■ 19 (3.6%)
Access and referral to health care	■ 1 (0.2%)	■ 13 (2.4%)	■ 8 (1.5%)
Psychosocial support	■ 0 (0.0%)	■ 9 (1.7%)	■ 9 (1.7%)

Figure 5 Questions, feedback, complaints received under various categories, by number and percentage

## Analysis of the number and types of issues (questions, feedback, complaints) reported on different categories by gender and status

When analysing the number and type of issues reported under these different categories, it was found that more **men (279 responses/52.5%)** shared responses compared to women (252 responses/47.4%). The highest number of issues reported were under “Information about COVID-19” category where only **93 responses** were received from **women** compared to **109 responses from men**.

The issues were mainly around trusted sources of information, COVID-19 symptoms and these issues raised more by men compared to the women. The second highest number of issues reported were under the category of “**Government Support**” in which 39 responses were reported by women compared to 69 responses by men. The issues under this category were about accessing the distance education programme and Vefa social support and they were reported more by men. 21 responses were received from men, and 44 responses received from women asking questions, and sharing feedback under the category of “**Other**”.

## Issue Category (Detailed)

Access and referral to health care	Which hospitals to go	22 (4.1%)
Government Support	How to access distance education programme	70 (13.1%)
	How to get Vefa social support sevices	38 (7.1%)
Hygiene Parcel	How to receive TRCS hygiene parcel	36 (6.7%)
	Quality of hygiene parcel	19 (3.6%)
Information about COVID-19	Trusted sources of information	84 (15.7%)
	How to prevent COVID-19 infection	7 (1.3%)
	Who to ask questions about COVID-19	9 (1.7%)
	What to do if infected	4 (0.8%)
	Precautions for people with chronic disease	13 (2.4%)
	COVID-19 symptoms	21 (3.9%)
	How to wash hands	20 (3.7%)
	How to use masks	17 (3.2%)
	Precautions for pregnant women	17 (3.2%)
	How to use bleach/disinfectant at home	12 (2.3%)
Other (COVID-19 related)	Other (COVID-19 related)	65 (12.2%)
Other TRCS activities on COVID-19	TRCS activities on COVID-19	49 (9.2%)
	TRCS information services on COVID-19	14 (2.6%)
Psychosocial support	How to receive PSS support from TRCS	18 (3.4%)

Figure 6 Total number of questions, feedback, complaints received under various categories

Findings show refugees shared more responses (485 responses/91.2%) compared to host population (38 responses /7.14%). Responses by refugees were higher for all the categories than host population.

## How were the issues received?



The channel most frequently used by community members to share feedback was phone (291 issues/54.7%). The second most preferred channel was WhatsApp with 96 issues (18.1%). Despite the COVID-19 situation, face to face interaction at the Community Centres was the third most preferred channel used by people to share their concerns. Around 54 issues (10.2%) were recorded through face-to-face interaction at the centre. 37 (6.9%) issues recorded through online meetings with Zoom/Skype. 28 (5.3%) issues recorded through face-to-face outreach activities. 22 issues were reported through the Advisory Committee meetings. 3 respondents shared information through other channels and 1 issue shared through Feedback and Complaint Box.

<b>Phone</b>	<b>291 (54.7%)</b>	<b>WhatsApp</b>	<b>96 (18.1%)</b>
<b>Face to face (at Community Centre)</b>	<b>54 (10.2%)</b>	<b>Other*</b>	<b>3 (0.6%)</b>
<b>Advisory Committee meeting</b>	<b>22 (4.2%)</b>	<b>Zoom/Skype</b>	<b>37 (7.0%)</b>
<b>Face to face (outreach)</b>	<b>28 (5.3%)</b>	<b>Feedback and Complaint Box</b>	<b>1 (0.2%)</b>

Figure 7 Total number of issues reported through various communication channels

\*other issues received via outbound calls, and during distributions



## Response to community feedback and actions taken

Out of 497 questions, feedback and complaints reported by community members, 426 (85.7%) issues were responded, and action taken.

### Issue Type by Action

	Action not taken	Action taken
Feedback	■ 48 (9.7%)	■ 307 (61.8%)
Questions	■ 21 (4.2%)	■ 90 (18.1%)
Complaint	■ 2 (0.4%)	■ 29 (5.9%)

Figure 8 Actions taken in response to various issues, by number and percentage

Regarding the type of action taken, 325 issues were responded by **providing information on the topic requested**. For 58 issues, community members were **thanked for having shared their feedback**. 39 issues TRCS staff **explained how to access distance education programme**. For 28 issues, **information provided about Vefa social support services**.

### Type of Action Taken

more than one answer possible;

Provided information on the topic requested	■ 325 (64.7%)
Explained how to receive TRCS hygiene parcel	■ 8 (1.6%)
Thanked the person for the feedback	■ 58 (11.6%)
Explained how to access distance education programme	■ 39 (7.8%)
Provided information about TRCS COVID-19 activities	■ 10 (2.0%)
Other	■ 17 (3.4%)
Explained how to participate or receive PSS support from TRCS	■ 8 (1.6%)
Provided information about how to access health care system for COVID-19	■ 9 (1.8%)
Provided information about Vefa social support services	■ 28 (5.6%)
Referred to hospital	■ 0 (0.0%)

Figure 9 Type of actions taken in response to various issues

71 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.

According to TRCS Community Centre staff, majority of the issues have been responded immediately when they were received from community members. Information about the time required to respond to community feedback was not available in the dataset for this reporting period.

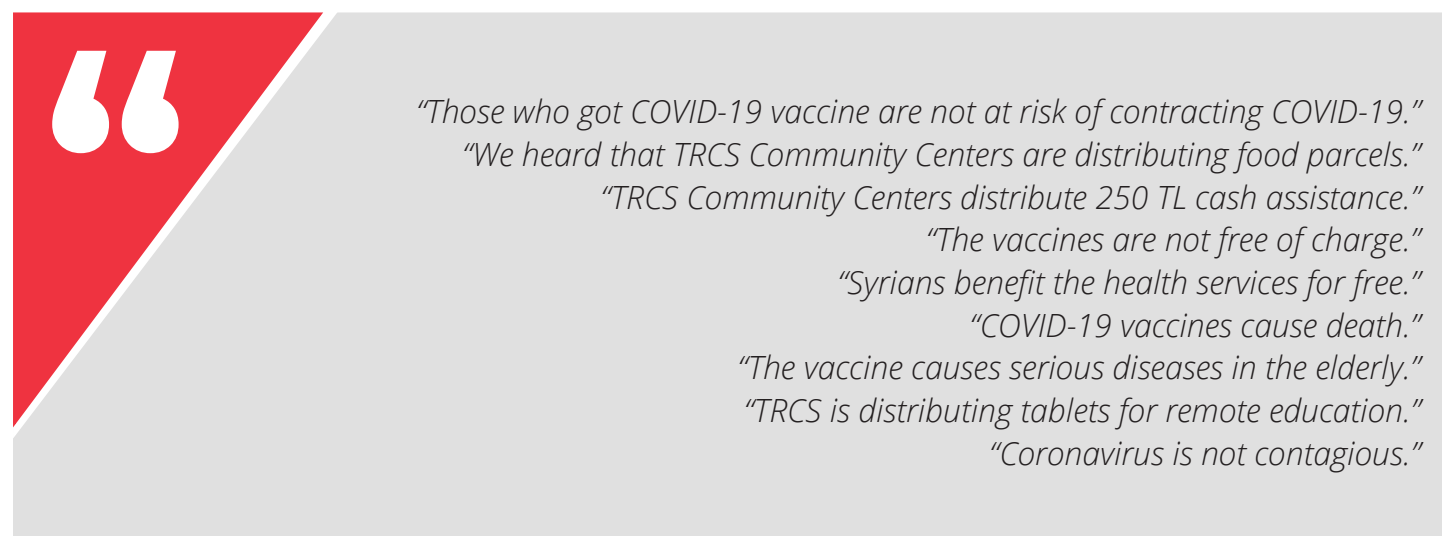


## Section B

# Responding to misperceptions rumours

## General Overview

In total 35 rumours were received, of which 11 were under "Other" category. The rest 24 were related to the stigma/negative attitude towards those infected with COVID-19 (6 rumours), medicine/ antibody (5 rumours), practise/behaviour to prevent risk of infection (4 rumours), negative attitude towards refugees (4 rumours). There was one rumour about each of the following topics; Religion or fatalism, perception about those infected with or recovered from Covid-19, origin of coronavirus, hospitals/health care facilities, conspiracy/war.



### Rumour related to?

Other	■	11 (31.4%)
Stigma/negative attitude towards those infected with COVID-19	■	6 (17.1%)
Medicine/Antibody	■	5 (14.3%)
Practise/behaviour to prevent risk of infection	■	4 (11.4%)
Negative attitude towards refugees	■	4 (11.4%)
Religion or fatalism	■	1 (2.9%)
Perception about those infected or recovered from COVID-19	■	1 (2.9%)
Origin of Coronavirus	■	1 (2.9%)
Hospitals/ health care facilities	■	1 (2.9%)
Conspiracy/war	■	1 (2.9%)

Figure 10 Rumours/misperceptions under different categories, by number and percentage

In the total of 35 rumours, majority of the rumours (18 rumours) were reported in Mardin, followed by Adana (6 rumours). The total number of rumours reported by refugees was higher (23 rumours/65.7%) compared to host population (12 rumours/34.3%). The rumours reported by women were higher in number (25 rumours/ 71.4%) compared to the men (10/ 28.6%).



## Where and how were the rumours heard?



Respondents informed that rumours were mostly heard in their neighbourhood (24 responses/33.3%) and from a relative/friend (23 response, 31.9%). Other places included street (5 responses/6.9%), school (4/5.6%), hospital (4/5.6%) and workplace (4/5.6%). For refugees, their neighbourhood, relatives, and friends were the channels they heard the rumour most, and for the host population it was their neighbourhood.

People hear these rumours often during conversation with their neighbours, family, relatives, refugees or through Whatsapp/ Facebook groups. Other mediums include during community meetings and conversation with locals. Both refugees and local people reports that they heard rumours during conversation with their family and relatives most.

### Where?

<b>In my neighbourhood</b>	<b>24 (33.3%)</b>
<b>From a relative/friend</b>	<b>23 (31.9%)</b>
<b>WhatsApp/Facebook groups</b>	<b>1 (1.4%)</b>
<b>Social media</b>	<b>2 (2.8%)</b>
<b>Television</b>	<b>0 (0.0%)</b>
<b>In the Community/Centre</b>	<b>0 (0.0%)</b>
<b>Shop/market</b>	<b>3 (4.2%)</b>
<b>Other</b>	<b>0 (0.0%)</b>
<b>Govenmental office</b>	<b>1 (1.4%)</b>
<b>Don't remember</b>	<b>1 (1.4%)</b>
<b>Workplace</b>	<b>4 (5.6%)</b>
<b>Street (not in my neighbourhood)</b>	<b>5 (6.9%)</b>
<b>School</b>	<b>4 (5.6%)</b>
<b>Hospital</b>	<b>4 (5.6%)</b>

### How?

<b>Talk w/neighbours</b>	<b>20 (30.0%)</b>
<b>Talk w/relative/family</b>	<b>23 (34.3%)</b>
<b>Talk w/refugees</b>	<b>4 (6.0%)</b>
<b>WhatsApp/Facebook groups</b>	<b>4 (6.0%)</b>
<b>Social media</b>	<b>3 (4.5%)</b>
<b>Talk w/locals</b>	<b>4 (6.0%)</b>
<b>Television</b>	<b>2 (3.0%)</b>
<b>Talk w/friends</b>	<b>3 (4.5%)</b>
<b>Other</b>	<b>0 (0.0%)</b>
<b>During community meeting</b>	<b>4 (6.0%)</b>
<b>Talk w/TRCS staff/volunteers</b>	<b>0 (0.0%)</b>

Figure 11 How and where the rumours were heard

## Verification and response to the rumours

- Out of 35 rumours, 19 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. For other rumours the verification process continues.
- Once verified, TRCS staff shared the factual information with the community members over phone, advisory committee and through visual materials in its social media platforms.

### Has rumour been already verified by TRCS?

Yes	■	19 (54.3%)
No	■	15 (42.9%)
Prefer not to Answer	■	1 (2.8%)

Figure 12 Total number of rumours verified

### How did TRCS hear the rumours from community members?

The channel most frequently used by community members to share rumours was phone, through which 14 rumours had been reported. Face to face at the Community Centres was the second most preferred channel used by people and 12 rumours had been reported through this channel.



## Other:

In total, 35 of the rumours were responded by the TRCS staff. 19 of them were responded to the rumour based on the key message from TRCS misperception bulletin and verified information. The examples of rumours for which TRCS staff provided information under the category of “others” are as follows.

- **Rumour:** “It was stated that the shops of Syrian tradesmen were closed or tax penalties were imposed during the pandemic period to the Syrians.”
- **Response:** “The problem was resolved by informing the TRCS Ankara Community Center lawyer to reached the respondent about the issue.
- **Rumour:** “TRCS distributes hygiene parcels.”
- **Response:** “It was stated that the Community Centers are not making any distribution at the moment, and the respondent will be contacted if there is a distribution in the future.”
- **Rumour:** “TRCS is distributing 500 TL cash assistance and food aid.”
- **Response:** “TRCS does not provide any cash assistances at the moment. Also, we do not have any food aid.”
- **Rumour:** “People can only get vaccinated in public hospitals, is this true?”
- **Reponse:** “The respondent was informed that, according to the information obtained from the official statements of the Ministry of Health, the COVID-19 vaccines are given free of charge in health institutions that offer vaccination services, primarily in Family Health Centers.





## Who we are

The International Federation of Red Cross and Red Crescent Societies (IFRC) is the world's largest humanitarian organization, reaching 150 million people in 192 National Societies, including Turkish Red Crescent (Türk Kızılay) through the work of 13.7 million volunteers.

Together, we act before, during and after disasters and health emergencies to meet the needs and improve the lives of vulnerable people. We provide assistance without discrimination as to nationality, race, gender, religious beliefs, class or political opinions.



The Turkish Red Crescent (Türk Kızılay) is the largest humanitarian organization in Turkey, to help vulnerable people in and out of disasters for years, both in the country and abroad. Millions of people currently receive support through our programmes in cooperation with the Government of Turkey. We are supporting vulnerable people, including refugees, Turkish communities, those impacted by disasters and other groups in need of humanitarian assistance.

### Contact us:

**Turkish Red Crescent Society:** Kamil Erdem Güler, Programme Coordinator, Community Based Migration Programme  
E [kamil.guler@kizilay.org.tr](mailto:kamil.guler@kizilay.org.tr)

**IFRC Turkey Delegation:** Shafiquzzaman Rabbani, Programme Coordinator  
E [shafiquzzaman.rabbani@ifrc.org](mailto:shafiquzzaman.rabbani@ifrc.org)

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