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# NEEDS ASSESSMENT OF SYRIAN WOMEN AND GIRLS UNDER TEMPORARY PROTECTION STATUS IN TURKEY

ANKARA, JUNE 2018



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# FOREWORD AND ACKNOWLEDGEMENTS

Recognizing and responding to the needs of women and girls who have been forcibly displaced from their homes is crucial to our mission as humanitarians and development actors. The 2030 Agenda for Sustainable Development, with dedicated goals to achieve gender equality and empower all women and girls (SDG 5) and to promote peaceful and inclusive societies (SDG 16), is a clear call to member states, UN agencies and non-governmental organizations to adopt gender responsive policies and programs in response to conflict and forced migration.

However, even when policy and program planners have the best intentions to meet the needs of women and girls, too often they lack detailed and comprehensive information on the needs and how to address them. Sex disaggregated data, gender-based evidence and indicators to measure how projects impact the lives of women and girls are frequently incomplete or missing altogether.

Turkey has been a remarkable host to Syrian refugees, whose numbers continue to grow to reach more than 3.5 million in mid-2018. The government has pioneered new and generous programs to respond to the needs of Syrian men and women, boys and girls. Together with the President and Prime Minister offices, the Disaster and Emergency Management Authority, the Ministries of Health, Education, Interior and Family and Social Policies, have all played leading roles in increasing the gender sensitivity of the refugee response in Turkey.

To support the Government of Turkey and the efforts of UN agencies, international and national NGOs, UN Women initiated this assessment, partnering with the Association of Solidarity with Asylum Seekers and Migrants (SGDD-ASAM).

This needs assessment of Syrian women and girls under temporary protection status in Turkey is the product of ideas, recommendations, data, analysis, literature support and editing of a large number of

people. We would like to herewith acknowledge the contribution of our staff who have been intricately involved in all aspects of the development and finalization, including Sabine Freizer, Fulya Vekiloglu, Iris Bjorg Kristjansdottir and Ege Tekinbas from UN Women and Ibrahim Vurgun Kavlak, Kadir Beyaztaş, Alican Yücel, Yasemin Karadağ and the field staff from SGDD-ASAM.

Field research was conducted by SGDD-ASAM and supported by a research team consisting of Professor Sema Buz and professor Burcu Hatipoğlu from the University of Hacettepe and Dr. Besim Can Zirh from the Middle East Technical University for the analysis of findings. Technical comments, drafting and editing was provided by independent expert Cecilia Utas.

We are grateful for the expertise provided by the members of the Advisory Board that supported the assessment, comprised of representatives from public bodies, UN Women and SGDD-ASAM and experts on women and gender studies from academia and civil society and for the contribution of beneficiaries and stakeholders in the consultation workshop on the preliminary findings in June 2018

Lastly, we acknowledge the generous support from the UN Women National Committee in Iceland and the Icelandic Government in funding and supporting this comprehensive need assessment.

June, 2018



**Alia El-Yassir**

Representative to Turkey  
UN Women

# ABOUT UN WOMEN

**UN Women is the UN entity dedicated to gender equality and the empowerment of women. UN Women supports UN Member States as they set global standards for achieving gender equality, and works with governments and civil society to design the laws, policies, programmes and services needed to implement these standards.**

UN Women in Turkey carries out program implementation, coordination, and the promotion of gender responsive norms, policies and legislation. In addition to contributing to the refugee response mechanism in Turkey, with special focus on women and girls, it is implementing projects on gender equality in political leadership and participation, violence against women, early and forced marriages, women's

empowerment with the private sector. It chairs the Gender Equality and Women's Empowerment Result Group, which coordinates and promotes the UN system's work on advancing gender equality. UN Women overall goal/agenda is to empower refugee women and girls, and expand their access to opportunities, rights and services, as required by international treaties and national legislation.



# ABOUT SGDD-ASAM

**The Association for Solidarity with Asylum Seekers and Migrants (SGDD-ASAM) was established in Ankara in 1995 as an independent, impartial and non-profit association to assist migrants, refugees and asylum seekers living in Turkey.**

Since its establishment, SGDD-ASAM has been providing social and legal support for migrants, refugees and asylum-seekers to access their rights and services, while organizing psychosocial support, numerous courses and activities for the purpose of integrating them into society. With 80 offices in Turkey, SGDD-ASAM implements its activities across more than 48 provinces.

SGDD-ASAM organizes meetings and conferences at a national and international level to expand public awareness regarding migrants, refugees and asylum-seekers, and to strengthen collaboration and communication between non-governmental organizations operating in this field, as well as public

institutions. The Association also organizes workshops with the press to assist them in reflecting the news relating to migrants, refugees and asylum-seekers in an accurate way.

SGDD-ASAM offers its services to all migrants, refugees and asylum-seekers without making any discrimination based on race, gender, sexual orientation, religion, language and political opinion. As a part of this aspiration SGDD-ASAM has undertaken this needs assessment exercise in collaboration with UN Women.

# GLOSSARY

**Asylum seeker:** A man or woman whose request for sanctuary has yet to be processed. National asylum systems are in place to determine who qualifies for international protection<sup>1</sup>.

**Child labour:** Work that is often defined as depriving children of their childhood, their potential and their dignity, and that is harmful to physical and mental development. It refers to work that is mentally, physically, socially or morally dangerous and harmful to children; and interferes with their schooling by depriving them of the opportunity to attend school; obliging them to leave school prematurely; or requiring them to attempt to combine school attendance with excessively long and heavy work<sup>2</sup>.

**Child marriage:** Defined as a formal marriage or informal union before age 18, is a reality for both boys and girls, although girls are disproportionately the most affected. Child marriage is widespread and can lead to a lifetime of disadvantage and deprivation<sup>3</sup>. The issue of child marriage is addressed in a number of international conventions and agreements. The Convention on the Elimination of All Forms of Discrimination against Women, for example, covers the right to protection from child marriage in article 16, which states: *“The betrothal and the marriage of a child shall have no legal effect, and all necessary action, including legislation, shall be taken to specify a minimum age for marriage....”*<sup>4</sup>

**Decent work:** Involves work opportunities that are productive and delivers a fair income, security in the workplace and social protection for families, better prospects for personal development and social integration, freedom for people to express their concerns, organize and participate in the decisions that affect their lives and equality of opportunity and treatment for all women and men<sup>5</sup>.

**Informal employment:** An employment relationship that is outside the framework of state regulations either because (a) the enterprises, in which the jobs are located, are too small and/or not registered, or (b) labour legislation does not specifically cover or apply to atypical jobs (such as casual, part-time, temporary or home-based jobs) or to subcontracting arrangements in production chains (such as industrial outwork). These jobs (and, therefore, their incumbents) are unprotected by labour legislation<sup>6</sup>.

**Refugee:** *“Owing to well-founded fear of being persecuted for reasons of race, religion, nationality, membership of a particular social group or political opinion, is outside the country of his nationality and is unable or, owing to such fear, is unwilling to avail himself of the protection of that country; or who, not having a nationality and being outside the country of his former habitual residence, is unable or, owing to such fear, is unwilling to return to it”*<sup>7</sup>.

**Temporary Protection status in Turkey:** Syrian nationals, as well as stateless persons and refugees from Syria, are provided with temporary protection by the Government of Turkey, in accordance with law No. 6458 on Foreigners and International Protection of 4/4/2013<sup>8</sup>. The Directorate General of Migration Management (DGMM) is the responsible governmental body for all asylum procedures in Turkey, including the temporary protection regime. The Temporary Protection Regulation enshrines a range of rights, services and assistance for beneficiaries of temporary protection, including access to health, education, social assistance, psychological support and access to the labour market.

1 <http://www.unhcr.org/tr/signinmacilar>

2 <http://www.ilo.org/ipec/facts/lang--en/index.htm>.

3 [https://www.unicef.org/protection/57929\\_58008.html](https://www.unicef.org/protection/57929_58008.html)

4 <https://data.unicef.org/topic/child-protection/child-marriage/#>

5 <http://www.ilo.org/global/topics/decent-work/lang--en/index.htm>.

6 <http://www.ilo.org/public/english/bureau/stat/download/papers/meas.pdf>, page 6, para. 2, accessed on 24 June 2018.

7 <https://emergency.unhcr.org/entry/114761/refugee-definition>, Article 1(A)(2) of the 1951 Convention Relating to the Status of Refugees.

8 [http://www.goc.gov.tr/files/files/goc\\_kanun.pdf](http://www.goc.gov.tr/files/files/goc_kanun.pdf)

# EXECUTIVE SUMMARY

Turkey has been host to the largest number of Syrians forcibly displaced from their homes due to the conflict in Syria that has been ongoing since 2011. About half of the 3.5 million Syrians who have gained temporary protection in Turkey are women. They view their lives in Turkey, especially access to public services, shelter and employment, from their own distinct lens which is shaped by their gender, age, wealth, place of origin, and other variables. Women affected by war are at greater risk of being harmed and victimized, of ending up in vulnerable situations and of having fewer opportunities in their country of refuge.

This assessment is an attempt to amplify the voice of the Syrian women and girls living in Turkey, to express their lived experiences and perceptions about the challenges that they face and how they overcome them. It aims to identify and map the needs of Syrian women and girls in Turkey to inform policy and programming to support Syrian women and girls to become more self-reliant and resilient. This assessment also attempts to understand and appreciate how in many different ways women are creating and living with changing gender roles and establishing themselves as active actors of creating resilient communities rather than just victims of the conflict. The assessment does not cover refugee registration pertaining migration and resettlement.

The assessment finds that Syrian women consider access to housing, inability to speak in Turkish and employment to be their biggest challenges. Based on structured and in-depth interviews with 1291 Syrian women and girls across seven cities, the assessment reveals that many are satisfied with their access to services, especially medical, but they also lack information on the full range of assistance that is available to them.

The language barrier is a major obstacle that stands in the way of Syrians to access rights and services. Syrians in Turkey may enroll in free state supported Turkish language courses, but the study found that 70% of Syrian women do not speak any Turkish. This has an immediate effect on their access to services and employment. According to the data collected, only 15% of women work in income-generating jobs. Almost half of all widowed women surveyed therefore survive with monthly incomes around \$160 (700 TRY), as do 36% of divorced women and 32% of single women. These women fall far below Turkey's poverty and hunger thresholds (4,979 TRY and 1,518 TRY for a family of four) and make no more than half of

the country's minimum wage (1400 TRY)<sup>9</sup>. Poverty significantly increases Syrian women's vulnerable conditions especially in meeting the minimum standard of housing, access to services, and minimum income levels for food and income security.

Low income affects Syrian women's access to decent housing. As the government of Turkey decided after 2012 not to prioritize accommodation in camps/collective centers for Syrians, 93% of Syrians in Turkey currently live in private accommodations. Due to existing legislation, it is difficult for Syrians to purchase housing<sup>10</sup>. Through the Emergency Social Safety Net (ESSN) program, which reaches 1.26 million beneficiaries country-wide, some families receive cash assistance to be able to afford their daily needs, but on average the women interviewed in the study report that over half of their income is spent on rent, electricity and water.

Starting with a low-income base, Syrian women's limited resources were often only sufficient to cover the cost of the most basic needs. 36% of women described their place as bad or very bad to live in, 62% as habitable (acceptable), while only 2.2% as very good. More than 17% of women interviewed said that they live in sub-standard accommodations such as basements with no sunlight and poor ventilation, and shanty houses.

The poor quality of many Syrian women's housing exacerbates their vulnerability. Women reported living in overcrowded conditions, in Konya and Izmir over half of the women said that they were sharing their accommodations with at least one other family. Overcrowding puts additional care burdens on women and generally increases the risk of sexual and gender-based violence. In the survey, only 28% of women reported that they leave their houses daily, the others are largely confined to their homes with a staggering

9 "Poverty line in Turkey increases 11.8 percent in a year, hits nearly TRY 5000," Daily Sabah, 25 May 2017

10 Omar Kadkoy, "You Shall not Buy: Syrians and real estate ownership in Turkey," Hurriyet Daily News, 21 November 2016. <http://www.hurriyetdailynews.com/you-shall-not-buy-syrians-and-real-estate-ownership-in-turkey-106353>. Article 35 Clause 2 of Turkey's Law on Property No. 2644, issued in 1934, references other regulations and notes certain limitations with respect to foreigners acquiring property in the country.





39.8 percent of women saying that they go out once a week or less. At the same time, Syrian women report that they are obliged to move frequently due to high rents and their dependence on landlords. This reduces women's ability to build relations with their neighbors and host community. Due to limited opportunities for social cohesion between the Syrian and host communities, the Syrian community are found to congregate in Syrian dominant neighborhoods which further risks creating obstacles to cultural assimilation between different communities.

Despite their housing problems, 87% of Syrian women claimed that they feel safe at home, and 73% feel safe in their neighborhood. Syrian women consider that establishing relations with the host community is important but only slightly more than half of women interviewed say that they socialize with members of their host community. 46% of Syrian women note that they have received furniture/clothing support from their neighbors as well as assistance with jobs and childcare. They blame language barriers and some negative pre-conceptions for their inability to develop deeper bonds with their hosts. Some Syrian women consider that Turkish women provide them with positive examples of how to increase their independence and empowerment and help them

question longstanding attitudes on issues such as access to work, child marriage and education.

Syrian women in Turkey appear particularly satisfied with their access to medical services. 86% report being able to access free primary health care in the cities where they live. About 14% claim facing discriminatory attitudes, prejudices, and language and/or cultural barriers, resulting in low-quality or a lack of services. Almost all women said that they were well informed about the general medical services available to them but when it came to sexual and reproductive health issues, they were much less aware. Only 30% women interviewed said that they had accessed family planning services, while as many as 50% were not aware that this service is available. Similarly, 39% did not know that they could visit a gynecologist, and 60% did not realize that they could access psychological help.

Ensuring that Syrian children attend school remains a major challenge in Turkey, as 40% of Syrian school-aged children and adolescents remain out of school despite significant efforts by the Government of Turkey to increase enrollment and retention. In 2017, the national Conditional Cash Transfer for Education (CCTE) programme was extended to vulnerable Syrian

children under temporary protection. The programme incentivises the school attendance of older girls to ensure retention<sup>11</sup>. This is extremely important because the study found that the dropout rate for Syrian girls rises with age. 60% of those aged 12 to 14 are attending school, compared to only 23% of those aged 15 to 17. The main reasons for the drop are child marriage, family pressure, work, household and care responsibilities.

Only a small number of women (7%) have taken part in vocational training, and when they do take part the most popular areas of study are hairdressing (30%) and needlework (27%), which are closely related to traditional gender roles and provide limited opportunity for formal employment. Women claim that they are not attending courses because of childcare (26%), the courses are not useful (17%) and they lack information about them (15%). About 6% state that their spouse/partner does not allow them to attend courses. Yet in focus group discussions, Syrian women specifically raised the importance of compulsory language courses and provision of childcare services to help women continue their education or attend vocational training.

Since 2016, Syrians under temporary protection have been able to obtain work permits for formal employment, yet approximately 35,000 work permits were issued by the end of 2017. Very few were received by women. The Government of Turkey is taking steps to facilitate the access to work permits for Syrians, including with the establishment of a new e-registration system and reducing work permit fees, and these policies should help Syrian women who are interested in working legally. As the study does not focus on the systemic challenges faced by the refugees, the registration issues were not addressed. The assessment suggests to further examine the institutional and structural barriers to Syrian's full employment of their rights through a follow up study. At the same time Syrian women face particular gender based challenges. Limited access to education, in Turkey and previously in Syria, heavy

care responsibilities, language barriers and family pressures continue to hamper their entry into the work force. 15% of Syrian women are working in either regular or irregular/seasonal work, especially in agriculture, textiles and service provision, though the fields vary among cities. More than half of working women are satisfied with their jobs; the remainder who are dissatisfied, are unhappy about low salaries, long working hours and conditions in the workplace. Syrian women have little knowledge of labour rights: 92% are unaware of work permit regulations.

In general, Syrian women appear poorly informed about their rights to protection and legal support services available to them. The study found that although Syrian women and girls risk ill-treatment and discrimination in their daily lives, 73% do not know where to find seek assistance related to violence or harassment. 74% do not know where to seek assistance for their children, despite 11% having experienced an incident with their children. Syrian women are unaware of various support services: 68% do not know about free legal counselling; 63% about home care, 59% about psychosocial support and 57% about childcare services.

Amongst Syrian women there is also a perception that welfare benefits and services are not provided in an equitable manner. Outreach services (home visits) could be a central way towards eliminating this perception and addressing any real disparities.

The assessment did not directly address gender and sexual based violence. Nonetheless, several women did report being directly or indirectly effected by gender-based violence throughout the assessment. While the assessment cannot measure the extent to which gender-based violence is prevalent amongst the Syrian population, it appears that the threat of violence is closely interlinked with the other challenges that Syrian women and girls face daily.

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11 United Nations Country Team, "Turkey Education Sector," Q4 January – December 2017 <https://data2.unhcr.org/en/documents/download/63145>

# GENERAL RECOMMENDATIONS

Based on the assessment of the needs of Syrian women and girls in Turkey, some basic findings and recommendations are immediately apparent. These recommendations are addressed to be further assessed and discussed with UN agencies, state bodies, and civil society groups that seek to support Syrian women and girls in Turkey. Recommendations include to:

- Continue supporting and expanding Syrian women's access to Turkish language courses. Ensure that women can participate in these courses by providing child care for their children, and when applicable to provide women's-only classes.
- Devise additional ways to support Syrian women's access to safe housing, possibly through the further extension of the ESSN and other cash allocations. Enforce the regulation of short term rental provision, provide information on tenant's rights and responsibilities, consider innovative public housing projects (possibly for host community members and Syrians) and reduce legal obstacles to property ownership for Syrians.
- Continue efforts to enroll and retain Syrian children in school, including through the provision of education stipends to families through the CCTE and other similar programs. Develop interventions to reach young women who are not in school to help them re-integrate the formal education system, to enter Turkish language courses and/or vocational training.
- Further expand public information campaigns in Turkish and Arabic, on platforms used by women, on the services available to Syrian women, including related to family planning, the availability of free legal aid and the new e-government work permit procedures. Focus on awareness generation using mass media tools familiarize host community with the situation of the Syrian community at large, and women and other vulnerable communities in particular to break the myths about Syrian population adversely affecting the country's development and obtaining benefits beyond what Turkish citizens' have access to.
- Continue women-only programming to support more women that are not willing or able to attend mixed-gender activities, so that they can become more active participants of the society, be more linked with the host community and increase their resilience.
- Further develop women's access to vocational training, not only in traditional women's fields of work (sewing, cooking, hair dressing) but also in areas where there are opportunities for regular employment.
- Continue assessing the specific needs of Syrian women and girls, including through the collection of gender disaggregated data, the inclusion of gender responsive indicators in programming, the dissemination and discussion of women refugee assessments and analysis and the inclusion of women and women's organizations in surveys, interviews and planning, including in 3RP Turkey chapter discussions, monitoring and evaluations. Continue sensitive data collection on gender-based violence and child marriage in Turkey.
- Establish and promote shared spaces for the Syrian and other refugee community members and the host communities to interact and assimilate, thereby, facilitate social cohesion and coexistence.



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## Recommendations for the Government

- Continue and extend information dissemination on the rules that regulate Syrian's access to existing rights and services, especially amongst women and other marginalised communities.

## Recommendations for the International Donor Community

- Maintain or increase provision of international funding and technical assisting to meet the needs of Syrian women and girls in Turkey, in close cooperation with the government of Turkey
- Develop and implement programming which specifically aim to meet women's needs and increase their resilience over the mid-long term. Syrian women should also be further included in needs assessments and program planning.

## Recommendations for Civil Society

- Integrate the findings of this study into field level responses and programs to support Syrian women. Support women and girls address the identified gaps and challenges, including to more effectively create awareness about gender-based violence and respond to it.
- Include men and boys in efforts to support women's empowerment and gender equality. Carry out more efforts to build up men and boys' awareness of women's rights, gender norms and the positive effects of women's empowerment.

## Next Steps

- The assessment provides detailed insight into the perspectives and priorities of Syrian women in host communities but does not cover the needs of women in camps. In-depth analysis of the legal and policy level barriers faced by refugee women, including refugees from other nationalities, is also not part of this assessment.
- UN Women is committed to applying the assessment's findings and integrating them into program planning and implementation in Turkey. The findings will be shared with diverse right holders and duty bearers involved in the refugee response inside Turkey and beyond.
- Gender based violence across different spaces and sectors clearly emerged through the interviews as an area that requires further study. Therefore, this assessment also recommends conducting a more in-depth analysis of violence occurring against women, girls, men and boys across different sectors.



# OVERVIEW OF THE SITUATION IN TURKEY

Since the start of the war in Syria, Turkey has become the host of the largest refugee population in the world<sup>12</sup>. By the end of 2017, the number of Syrians under temporary protection in Turkey reached over 3.5 million. Almost half are women and girls.

While numerous reports, including the Turkey chapters of the Regional Refugee and Resilience Plan (3RP), have over the past several years described and analysed the need of Syrians under temporary protection, few have emphasized women and girls' specific needs, opportunities, access to services and relations with the host community. In 2014 the Prime Ministry Disaster and Emergency Management Authority (AFAD), published a report on Syrian Women in Turkey which provided initial insight into women's specific needs and living conditions<sup>13</sup>. This assessment aims to update findings and analysis on Syrian women and girls in Turkey.

Conflict, migration and displacement affect men and women differently, and as such they have distinct needs, coping mechanisms, priorities and protection risks. A better understanding of these differences is necessary for implementing a gender-responsive and rights-based humanitarian response as articulated in the 3RP for 2018-2019, and for organizations to ensure they provide gender-sensitive programming. The 2018-2019 3RP for Turkey applies the Gender Marker which is another important tool to measure, track and report on allocations and programming advance gender equality and women's empowerment. While women's protection needs often increase in displacement, women also assume new roles as they seek to find food, shelter, water, education and health care.

There is a strong normative basis to call for gender equality in the delivery of protection and assistance, and to ensure women's leadership and participation in crisis, humanitarian and refugee settings. This basis includes the eight Women, Peace and Security resolutions that the UN Security Council passed since UNSCR 1325 in 2010. Humanitarian actors have an obligation to promote gender equality

through humanitarian action in line with the Inter-Agency Standing Committee (IASC) Gender Handbook (2006 and its 2017 revision), and its Policy on Gender Equality and the Empowerment of Women and Girls in Humanitarian Action (2017). The 2016 World Humanitarian Summit renewed participants' commitment to achieve gender equality and greater inclusivity (WHS, 2016) and gender responsive assistance is in line with the Sustainable Development Goals (SDGs) especially SDG 5 and SDG 16. There is also strong normative basis for gender sensitive asylum determination in the UNHCR Handbook for the Protection of Women and Girls (2008), CEDAW (General Recommendation 32), and the Istanbul Convention (Article 60 and 61).

UN Women was established to assist UN member states implement policies and program to achieve gender equality, women's empowerment and rights' protection. Since its inception, UN Women has been engaged in refugee response through its Humanitarian, and Peace and Security Units. According to UN Women's 2018-2021 Strategic Plan, one of UN Women's five main aims is to ensure that **"Women and girls contribute to and have greater influence in building sustainable peace and resilience and benefit equally from the prevention of natural disasters and conflicts and from humanitarian action (outcome 5)."** To reach this goal UN Women will work to ensure that "more women play a greater role and are better served by humanitarian response and recovery efforts" (output 14). UN Women has developed a flagship program called LEAP which aims to:

- 1) *Ensure that humanitarian/crisis response planning, frameworks and programming are gender inclusive and responsive,*
- 2) *Increase access to protection and economic opportunities for vulnerable and displaced women,*

12 Today as a consequence of the Syrian conflict there are approximately 6.1 million Syrian internally displaced people; 13.1 million people are in need of humanitarian assistance in Syria (HNO, UNOCHA, 2018). More than 5.3 million people have sought safety in neighbouring countries, namely, Egypt, Iraq, Jordan, Lebanon and Turkey (3RP, 2018)

13 Other past reports that have focussed on women include: Center for Transnational Development and Collaboration (2015), Syrian Refugees in Turkey: Gender Analysis; The Association for Human Rights and Solidarity for the Oppressed (Mazlumder), The Report on Syrian Women Refugees, May 2014; ASAM, The Condition of Women Refugees in Gaziantep, July 2016.

**3) Bridge the humanitarian/development divide in protracted and slow onset crises by promoting positive coping mechanisms, and sustainable livelihoods for marginalized women.** Since June 2017, LEAP is implemented by UN Women in Turkey.

This assessment was commissioned in 2017 in the context of UN Women's overall mandate and with the aim to contribute to Turkey's government and the UN Country Team's response to the Syrian crisis. It was carried out by UN Women and the SGDD- ASAM, to explore the challenges that refugee women and girls encounter in their daily lives. It examines women's access to: accommodation and shelter; health services; education; livelihoods/employment; social protection and relations with the host community. This study does not directly address other important issues effecting Syrian women's lives, such as the degree to which they may face sexual and gender-based violence (SGBV).

The assessment focuses on Syrian women at or above the age of 15 who are under temporary protection and living outside camps in Turkey. Quantitative and qualitative data-gathering techniques were used. Surveys were carried out through in-person interviews with a total of 1,230 women and girls in Hatay, Adana, Gaziantep, Şanlıurfa, Istanbul, Konya and İzmir. These cities were chosen because they tend to be where the largest numbers of Syrians reside, and include eastern and western locations<sup>14</sup>. Another 101 more in-depth discussions were conducted with Syrian women and girls, as well as with key duty-bearers<sup>15</sup>. Furthermore, 36 focus group discussions took place with four different group types: only Syrian women, only Syrian men, only host country citizens of both sexes, and a mixed group of Syrian women and host country women.

This assessment is primarily a perception survey revealing how Syrian women and girls consider their access to services, identify challenges and where they see opportunities. It is not an analysis of service provision per say and does not detail or evaluate the policies and programs that the Turkish government, UN agencies and non-governmental organizations have implemented. Data was not collected amongst the approximate 215,000 Syrians who have settled in camps.

The government of Turkey maintains an open-door policy to Syrians under threat and has shouldered most of the financial cost of supporting refugees. It estimates that since 2011, the state has spent \$30 billion on assistance to Syrians (TGNA, 2018). The state continues to regulate Syrians status under the Temporary Protection Regulation. (based on Article 91 in the Law No. 6458 on Foreigners and International Protection)<sup>16</sup>. Under temporary protection, Syrians have access to services provided to through the public system, especially to education and health. In January 2016, the Regulation on Work Permits of Refugees under Temporary Protection was passed, giving Syrians the right to apply for work permits and access to formal employment<sup>17</sup>. By the end of 2017, at least 35,000 work permits had been granted to Syrians (3RP). To travel inside Turkey, Syrians require official travel permits issued by the Directorate-General of Migration Management (DGMM)<sup>18</sup>.

Despite the generous benefits provided by the government, poverty remains prevalent among many Syrians because of the lack of regular income and the high cost of living in urban settings. Some 23.8% of Syrians under temporary protection were living below the extreme poverty line according to preliminary

14 According to figures from Turkey's Interior Ministry, 561,615 Syrians are living in Istanbul province; 475,800 in Şanlıurfa province; 443,837 in Hatay province; 383,206 in Gaziantep province; 208,334 in Mersin province; 203,575 in Adana province; 148,178 in Bursa province; 131,074 in Kilis province; 137,292 in Izmir province and 107,599 in Konya province. Figures quoted in: [https://www.goc.gov.tr/icerik6/temporary-protection\\_915\\_1024\\_4748\\_icerik](https://www.goc.gov.tr/icerik6/temporary-protection_915_1024_4748_icerik)

15 The list of key informant organizations can be accessed as Annex 3.

16 Syrians do not have full fledged refugee status in Turkey (even though the term "refugee" may be used in this report to describe Syrians for ease of use). According to a report of the Turkish Grand National Assembly (2018): "Granting a permanent status to such persons fleeing war and migrating en mass is not a solution. On the contrary, it expands the problem for the source and destination countries. It is required that returns take place after the war to the geographic locations emptied. A permanent status would complicate the return process and would lead vacuums in the geography where no civilian population is left." (p.4-5)

17 Work permits originally cost 537,50 TRY but were reduced to 200 TRY for Syrians as of 15 December 2017,

18 Fevzi Kızılkoyun "Turkish Government Stops Relocating Syrians to Istanbul," Hurriyet Daily News, 9 February 2018. <http://www.hurriyetdailynews.com/turkish-government-stops-relocating-syrians-to-istanbul-127084>

findings of a pre-assessment baseline conducted for the Emergency Social Safety Net (World Bank/WFP, 2017). In a protracted situation with people running low on assets, vulnerability increases as does pressure to resort to negative coping mechanisms such as child marriage, polygamy, child labour, malnutrition and reduced quantity and quality of food consumption, and street begging.

Syrian women and girls are vulnerable to sexual and gender-based violence in their country of origin, while they travel and in their host countries. The prevalence of sexual violence against Syrian women on the move has been documented by several reports, but there is little accountability or justice for these crimes (Freedman, 2016; UN Women, 2016; UN Women, 2017; Center for Transnational Development and Collaboration, 2015; Mazlumder, 2014). The United Nations Population Fund (UNFPA) has developed Minimum Standards for Prevention and Response to Gender-Based Violence in Emergencies (2015) which it is applying in Turkey in addition to carrying out GBV counseling and providing women and girls safe spaces.

The government of Turkey has substantial ownership and exerts strong leadership in refugee response. Social assistance is provided by the Ministry of Family and Social Policy (MoFSP), in coordination with AFAD, DGMM, the Directorate General of Citizenship and Population Affairs (DGCPA), the Turkish Red Crescent (TRC) and line ministries. The Emergency Social Safety Net (ESSN) which was launched at the end of 2016 is a cash assistance scheme reaching over 1.3 million of the most vulnerable Syrians to cover essential needs such as food, rent and utilities. Other cash assistance programs exist such as the Conditional Cash Transfer for Education (implemented by UNICEF, TRC, Ministry of National Education and MoFSP). Furthermore, municipalities distribute food, clothing, and household items and organize campaigns to increase donations (amongst other things) for Syrians. While the government is taking up different support mechanisms, municipal infrastructure and service delivery continues to be strained due to significant increases in demand (3RP 2018).

While Turkish citizens has shown exemplary generosity and care vis-a-vis Syrians, tensions between Syrians and their hosts are increasing. According to the International Crisis Group (2018), "Incidents of intercommunal violence increased threefold in the second half of 2017 compared to the same period in 2016. At least 35 people died in these incidents during 2017, including 24 Syrians." It has been found that in some instances there is an attempt to create a public perception that Syrian asylum-seekers have a tendency to commit crimes. This makes understanding misperceptions and discrimination, and ways to support integration and harmonization, between Turkish and Syrian women critical to reduce social tensions and for conflict prevention.

The 3RP for Turkey 2017-2018, identified critical sectors in need of support: protection, food security, education, health, basic needs and livelihoods. In the 3RP it is emphasized that sex-disaggregated data and gender analysis of these sectors is limited, and further work is needed (3RP, 2017). In the United Nations Development Cooperation Strategy (2016-2020) for Turkey, gender equality and women's empowerment are core objectives, overseen by a results group led by UN Women<sup>19</sup>. The UN country team aims to contribute both to reduced discrimination and to gender-sensitive policy-making with a focus on gender-based violence.

To support these measures, and assure more gender responsive policy making and programming, there is an urgent need to identify and further map the needs of Syrian women and girls in Turkey. The following report offers the first comprehensive research with this aim since 2014.



<sup>19</sup> The work is framed under two outcomes: 1) improved legislation, policies, implementation and accountability mechanisms to enable equal and effective social, economic and political participation of women and girls by 2020; and 2) improved legislation, policies, implementation and accountability mechanisms (on prevention and protection) to promote gender equality and reduce all forms of sexual and gender-based violence by 2020.

# METHODOLOGY

## Design

**The project aims to assess the needs of Syrian women and adolescent girls, explore challenges that refugee women encounter in their daily lives and reveal opportunities for greater social cohesion. These issues are researched through understanding access to existing services and livelihood opportunities, and the ability of service providers to respond to the particular needs of Syrian women and girls.**

The project focused on out-of-camp Syrian women aged 15 and over who are under temporary protection status in Turkey, and who have different demographic structures and migration characteristics. The assessment drew on three distinctive data and information sources:

- A secondary data and literature review that guided field data collection, but also served as a foundation for the analysis and conclusions.
- Primary data collection generating representative quantitative data through individual interviews based on an intensive and structured questionnaire.
- Primary data collection generating indicative qualitative data to substantiate and explain quantitative findings:
  - In-depth semi-structured interviews with a small sample of Syrian women.
  - Key informant interviews with Syrian and Turkish opinion leaders and representatives from local NGOs, international NGOs and governmental institutions; and
  - Focus group discussions mainly with Syrian women, but also with men and Turkish nationals.

The quantitative research was conducted in the provinces of Hatay, Adana, Gaziantep, Istanbul, Şanlıurfa, Konya and Izmir. Cities with high concentrations of Syrian residents were selected in each as representative of a given region.

A total of 1,230 structured interviews were conducted on a face-to-face basis at participants' homes or at community centres, where a quota sampling method was chosen to ensure regional representative distribution in terms of age and other population data based on DGMM database. In this study, Krejcie

& Morgan's (1970) sample size calculation method was adopted to ensure that the Syrian population in Turkey was represented by a sufficient number of surveys. Based on this method, quotas were determined by age, sex, city and region. As seen in the table below, quotas were calculated based on Syrian women population taking into consideration the coefficients of primarily the region and then those of city and age groups. Moreover, geography played an important role in sample selection for cities in particular. After determining the number of Syrian women that should participate in the survey, the population density of districts and neighbourhoods of the cities was analysed, to select relevant distribution for each city. In line with this distribution, participants were randomly selected by house visits facilitated in the selected districts and neighbourhoods. Additionally, for potential biased data at the local level, only one interview was conducted per household and never more than three on the same street. Thus, it was aimed to ensure to have representative sample distribution for the neighbourhoods. Data related to the local Syrian women population was taken from ASAM's database.

The sample was representative with a confidence level of 95% and a confidence interval of plus or minus 3%. The distribution of participants over the provinces makes the results indicative over the categories of analysis used (province, education level, Turkish language knowledge, professions in Syria, monthly income in Turkey and marital status).

The assessment was bound by a series of limitations. As a methodological limitation, even though up-to-date DGMM's Syrian population data were used to determine the sample distribution; Syrians often tend move from their registered city to the cities that have more employment opportunities. This might affect coefficients of population distribution. Additionally, lack of prior research studies on the topic and available and/or reliable data on Syrian women and girls are another methodological limitation that is faced. At the design stage of the project, it was considered to include socioeconomic level of Syrians



to quota sampling; however, there was little or no secondary data available. It was considered a risk to use ASAM's database to determine socioeconomic levels of participants even though ASAM has supported high number of Syrians in Turkey and being known among the Syrian population across Turkey.

**TABLE 1**  
**DISTRIBUTION OF THE PARTICIPANTS BY STUDY PROVINCES AND AGE GROUPS**

NUMBER OF QUESTIONNAIRES		1,230		Age group and coefficient				
				0.14	0.37	0.29	0.20	
Coefficient	Region	Coefficient	Province	15-19	19-29	30-44	>=45	TOTAL
0.33	Mediterranean	0.72	Hatay	40	104	88	57	289
		0.28	Adana	13	40	34	21	108
0.32	Southeastern Anatolia	0.44	Gaziantep	22	64	50	34	179
		0.56	Şanlıurfa	28	77	60	42	207
0.22	Marmara	1.00	Istanbul	33	92	83	42	250
0.08	Central Anatolia	1.00	Konya	14	37	31	19	101
0.05	Aegean	1.00	Izmir	16	35	32	22	105
			<b>TOTAL</b>	<b>166</b>	<b>449</b>	<b>378</b>	<b>237</b>	<b>1230</b>

To substantiate the quantitative research, in-depth and key informant interviews and focus group discussions were conducted in Gaziantep, Hatay, Istanbul, Izmir and Konya, taking into consideration different cultural, economic and social structures. Hatay was selected since Arabic is spoken in daily life, while Izmir and Istanbul were included due to their socio-cultural and economic structures, which differ from those in cities in central Anatolia, such as Konya, and the southeast, such as Gaziantep.

Sixty-one in-depth interviews were conducted with Syrian women and girls under temporary protection and 40 key informant interviews were carried out with Syrian and Turkish opinion leaders and representatives from local NGOs, international NGOs and governmental institutions. Interviews were recorded with voice record devices, when agreed by the interviewees with a written consent. When interviewers didn't accept to use voice recorders, support was provided by note takers. See Annex 3. for the organizations of the trained experts in gender with whom these interviews were conducted.

**TABLE 2**  
**DISTRIBUTION OF INTERVIEWS**

In-depth and key informant interviews	Gaziantep	Hatay	Istanbul	Sanliurfa	Izmir	TOTAL
Syrian women under temporary protection status	12	12	12	12	13	61
Syrian opinion leaders	2	1	2	1	2	8
Turkish opinion leaders	2	1	2	1	2	8
Local NGOs	3	1	2	1	1	8
International NGOs	2	1	2	1	3	9
Governmental institutions	1	1	2	1	2	7
<b>TOTAL</b>	<b>22</b>	<b>17</b>	<b>22</b>	<b>17</b>	<b>23</b>	<b>100</b>

Thirty-six focus group were carried out in the five main project provinces. Utmost attention was paid to ensure that the participants represented different groups, in terms of age, ethnic origin, cultural background and socioeconomic circumstances. In this respect, four groups were created: only Syrian women, only Syrian men, only host country citizens of both sexes, and a mixed group comprising Syrian women and host country women. Focus group participants were invited to ASAM premises to participate in the discussions.

Unlike with the in depth-interviews, voice record devices were not used in the focus group discussions to prevent possible complications on data.

The aim was to understand the common problems of Syrian women, male perceptions, the perspectives of host country citizens, and differences of opinions between the Syrian and host country women. The groups also offered the opportunity to observe how women preferred to narrate and interpret their experiences.

**TABLE 3**  
**DISTRIBUTION OF THE FOCUS GROUP DISCUSSIONS**

Focus group discussions	Izmir	Hatay	Gaziantep	Konya	Istanbul	TOTAL
Syrian women under temporary protection	2	4	4	2	6	18
Syrian men under temporary protection	1	1	1	1	2	12
Host country society (both sexes)	1	2	2	1		6
Syrian women and host country women	1	2	1	1	1	6
<b>TOTAL</b>	<b>5</b>	<b>9</b>	<b>8</b>	<b>5</b>	<b>9</b>	<b>36</b>

## Process

**To strengthen the gender responsiveness of the needs assessment, all stages were conducted under the supervision of an advisory board (see Annex 4).**

The field team, composed of 25 women field workers and interpreters, received training on gender-sensitive research methodologies from academicians. A three-day training was conducted by academics specialized in gender studies and intersectionality in integrating gender-sensitive approaches into research and analysis in quantitative and qualitative data collection, and to practise gender-sensitive communication.

Steps were taken to ensure informed consent. Participants were informed of the aim and confidentiality of the study and requested to sign an English or Arabic version of an informed consent form, which explained every aspect of the study in detail. For participants aged 15 to 18, parental consent was obtained.

Throughout the study, ASAM protection staff became involved if a situation arose in which a participant needed immediate protection support and referrals. The interviews were carried out respondents homes, in most cases ASAM premises or in a place requested by the participants, with priority given to ensuring a safe environment in which participants could freely express themselves. Interviews were paused when needed to avoid fatigue, as the questionnaire was rather comprehensive.

Kobotoolbox, an open source data collection tool, was used for the survey forms. Instant support services related to information technology was provided by the project team during the field research via Kobotoolbox software, run on tablets. The data collected via tablets with internet connection were instantly uploaded to an online system that enabled to monitor the process actively and effectively. Potential sampling errors were avoided by notifying the field team on a daily basis with regards to the quota and the number of remaining interviews determined for the sample. Besides, the coordinates of the interviews, which were conducted through house visits in the neighbourhoods that were determined in accordance with ASAM database, were gathered and followed. The gathered data was

transferred by the project team to the SPSS software that is used for quantitative data analysis. The questions and the answers were coded and delivered to the academic team for analysis.

In-depth interviews and focus group discussions were conducted and recorded by female and Arabic-speaking staff from ASAM who had previous experience in gender-sensitive research. The qualitative data entry was performed by the project team using Nvivo software. To protect privacy and personal information of the participants, nicknames were used, and the entry of qualitative data was conducted using these nicknames. The coding and the analysis of the qualitative data was performed by the academic team.

Before the field research, a mapping study of institutions and services for Syrian women in the project cities was conducted, with the aim of capturing the current situation and facilitating the triangulation of data.

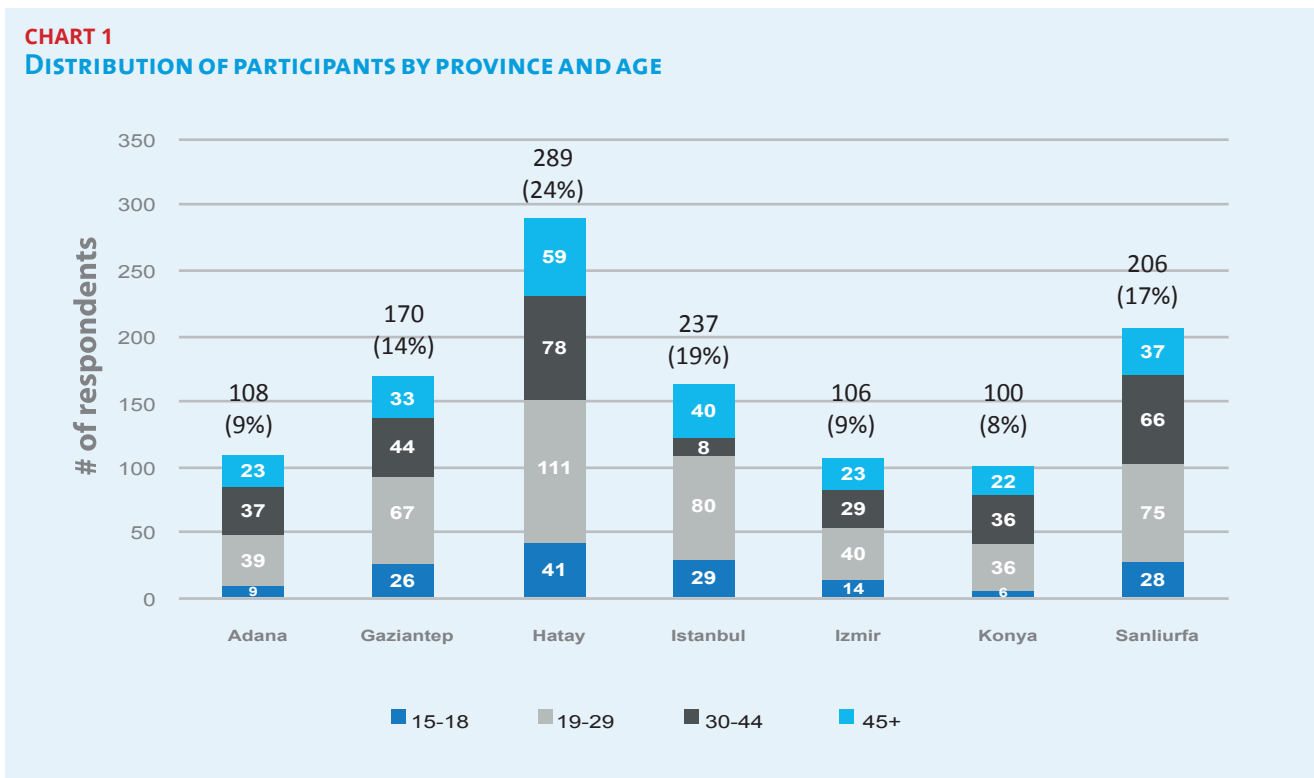
Three academic consultants with experience in quantitative and qualitative research, including gender analysis, analysed the recorded interviews.

While the basic needs of women were identified through quantitative data, qualitative data gave more in-depth information about sociocultural patterns and dynamics. For example, the needs of widowed women, women living with disabilities, and divorced, young or single women clearly differed from the needs of the majority of Syrian women.

The key informant interviews identified other revealing gender issues that might not be expressed in one-to-one in-depth interviews. The mixed and sex-segregated focus group discussions were useful in making visible gender-based needs, and the common and varying needs of women in both Syrian and Turkish communities.

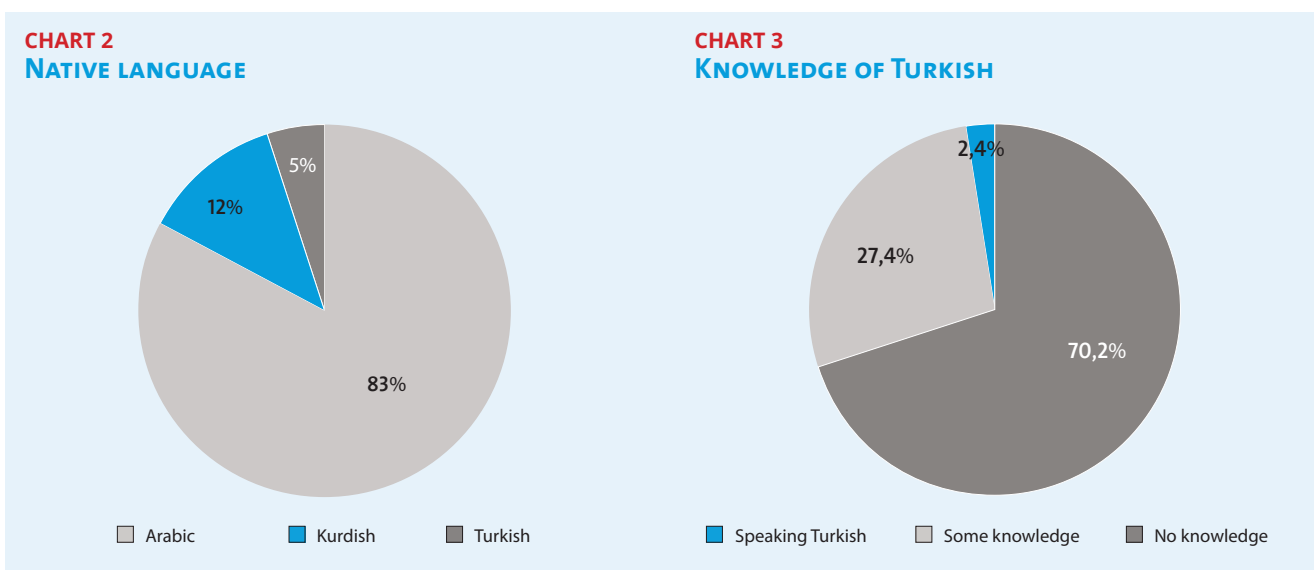
## Participants' Profiles

A total of 1,230 Syrian women and girls aged 15 and above from Hatay, Istanbul, Şanlıurfa, Gaziantep, Adana, Izmir and Konya were interviewed for this study. The average age of the participants was 32.6. See Chart 1 for the distribution of participants by research province and age. Out of the total, 60% came from Aleppo, and 62% were living in cities when they were in Syria.



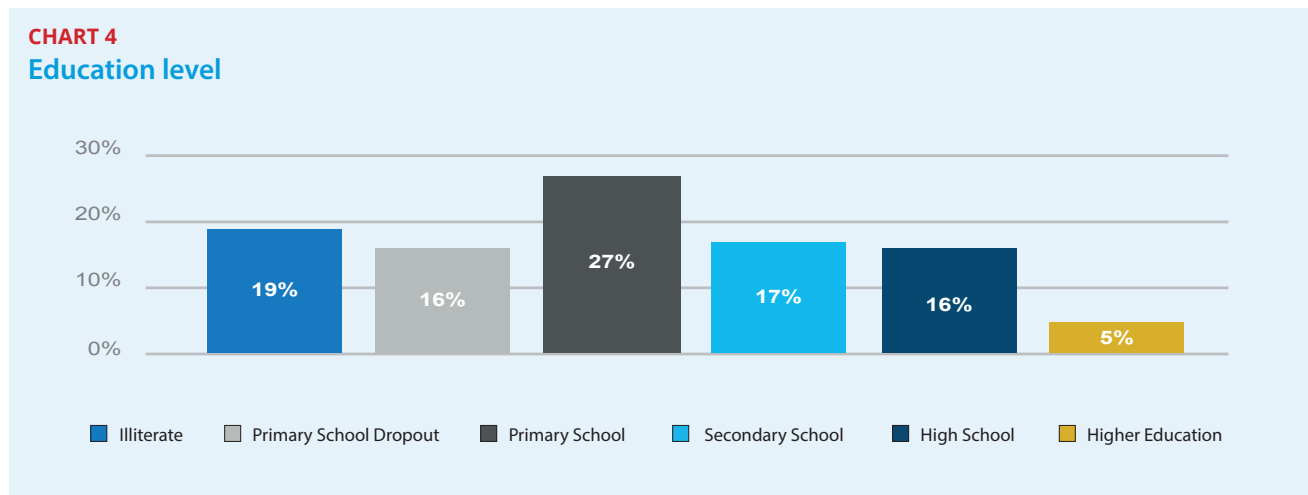
The native language of most participants was Arabic (83%), while 12% had Kurdish as their mother tongue and 5% Turkish (Chart 2). 70.2% of the participants

did not know Turkish, but 64.3% with no knowledge of Turkish stated that someone in the family knows enough for issues in their daily lives (Chart 3).



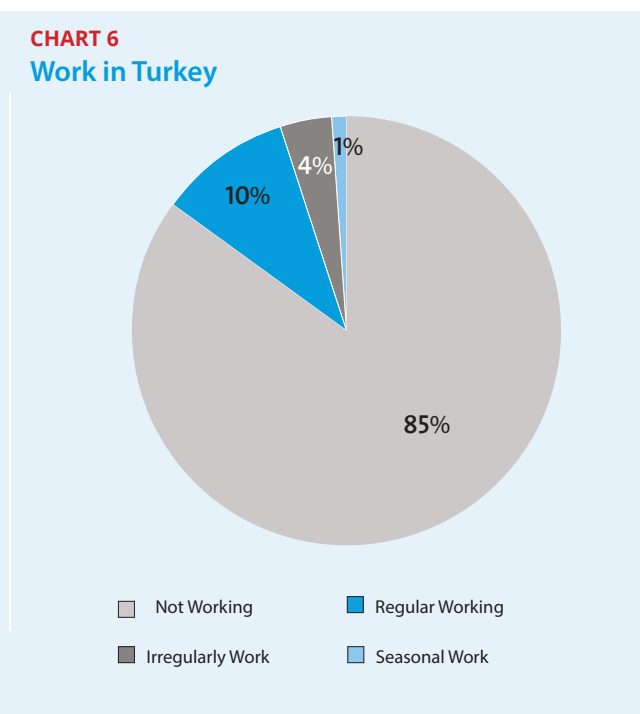
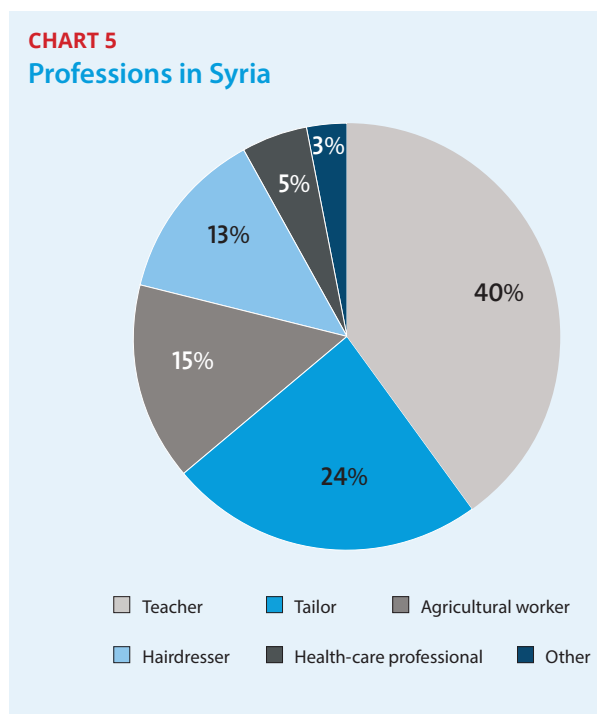
Among the participants, 27% were graduates of primary school, 16% had not completed primary school and 19% were illiterate (Chart 4). Only 5% had higher education, a rate compatible with the one

indicated in the AFAD report (2014), which found that 6.2% of Syrian women (7.3% of Syrian women living outside the camps) had higher education.

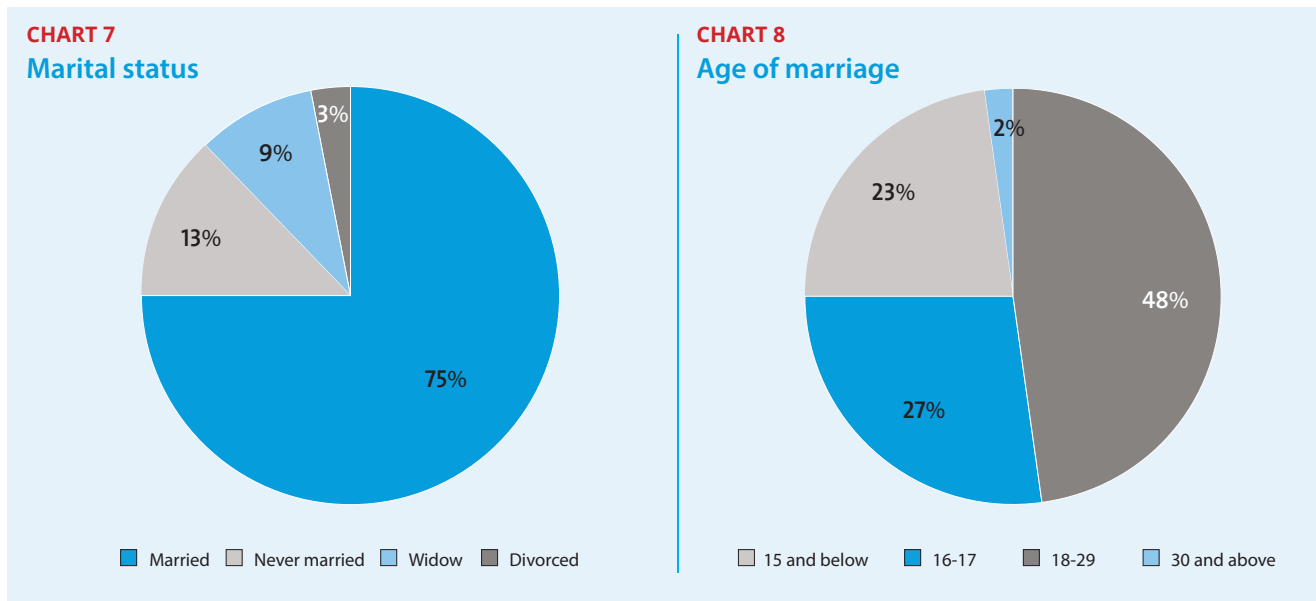


85% of the participants stated that they were either housewives or students and not working. Among the working, most common profession among Syrian women is teacher with a 40%. Other professions were: tailor (24%), agricultural worker (15%), hairdresser (13%), health-care professional (5%) and other (3%).

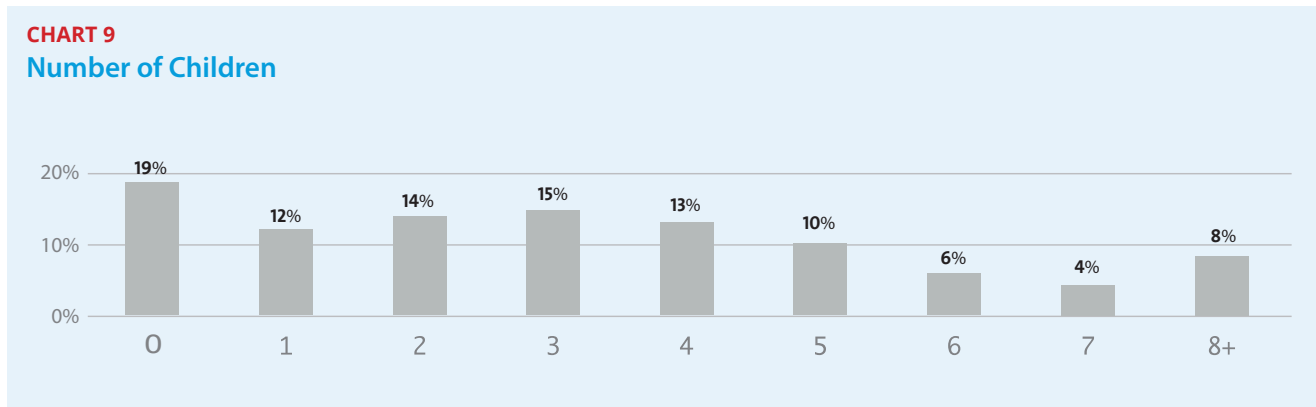
In terms of current income-generating activities (Chart 6), 85% do not work in an income-generating job in Turkey, like their situation in Syria. Of the 15% who have developed a working life in Turkey, 50.5% work in services, 26.6% in textiles and 9.8% in agriculture



In terms of marital status, 75.3% of the participants were married, 12.3% were never married, 9.1% were widowed and 3.3% were divorced (Chart 7). The rate of marriage under age 18 was 50.3% (Chart 8).

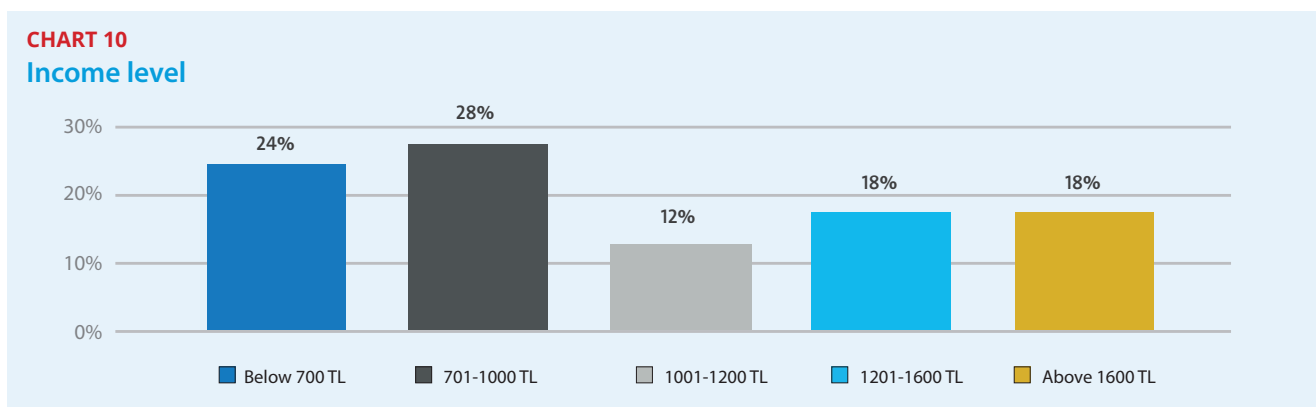


19.1% of participants don't have children, 40% have one to three children, 29% four to six children, and 12% seven children or more (Chart 9).



The income level is generally very low, with 82% of participants reporting an income below 1,600 TRY. This compares to the TIS (Turkey Worker Union Confederation) hunger level, which is 1,608 TRY for

a family of four (Chart 10). 45% of widows have an income of less than 700 TRY compared to 20% of married women, 32% of single women and 36% of divorced women.



# FINDINGS

## Accommodation and Shelter

Accommodation is a fundamental basic need where gender-related issues must be better understood. Syrian women and girls living outside camps in Izmir, Istanbul, Gaziantep, Şanlıurfa, Hatay, Konya and Adana face a number of challenges. The main areas of concern are:

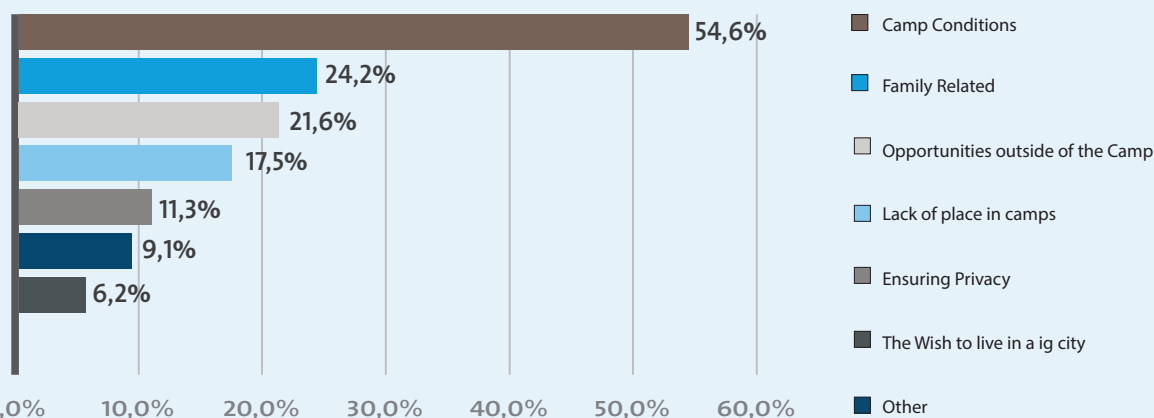
- Availability and conditions of housing
- Cost of living
- Crowdedness and lack of privacy
- Moving frequently

Among women interviewed for this study, 8% have experienced camp life, and 54.6% of them described conditions that are under their usual standards as their main reason for leaving the camp. 17.5%

experienced insufficient space in the camps. Others left for better opportunities (21.6%), being closer to the city (6.2%) or closer to family (24.2%) (Chart 11).

CHART 11

Reasons for leaving camps



Living in a city is preferred due to the conditions in the camps. This contradicts many studies suggesting that refugees living in the camps have a significantly better

situation due to the provision of good nutrition and shelter, and easy access to humanitarian assistance, and health and education services.

## Availability and Conditions of Housing

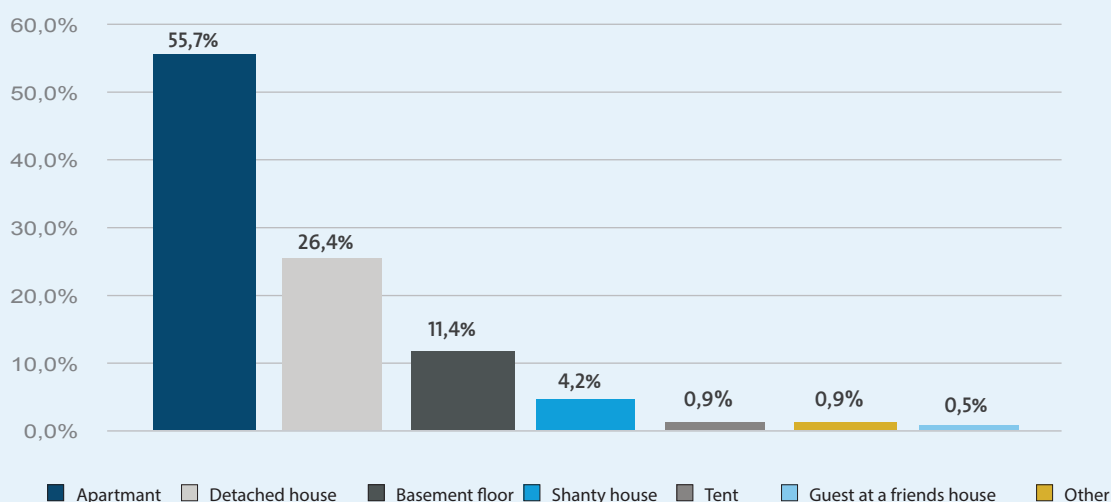
The challenges of finding accommodation are exacerbated by the lack of specific public support for Syrians. Syrian nationals cannot acquire real estate in Turkey according to the Land Register Law no. 2644. This means that people live mostly in rented accommodations.

Syrians with means or Turkish relatives to help them buy property might have good accommodations, while a large portion with fewer financial means find accommodations in basements, warehouses, and storage and shanty houses closed with plastic or nylon covers. Such places are not compatible with humanitarian conditions (Barin, 2015).

As summarized in Chart 12, 55.7% of Syrian women and girls live in apartment buildings, 26.4% in detached houses and more than 17% in sub-standard accommodations, such as basements with no sunlight and poor ventilation (11.4%) and shanty houses (4.2%). Syrian women also live in the derelict parts of cities or in tents that they have put up in parks (0.9%). As many as 18% live in substandard accommodation.

**CHART 12**

**Accommodation type by province**



	Province						
	Adana	Gaziantep	Hatay	Istanbul	Izmir	Konya	Sanliurfa
Apartment	27,8%	41,8%	73,4%	64,5%	65,1%	70,3%	34,3%
Detached house	72,2%	35,3%	12,1%	1,6%	27,4%	15,8%	49,8%
Shanty house		4,7%	2,4%	8,9%	3,8%	7,9%	1,4%
Basement floor		14,1%	6,6%	23,4t%	3,8%	5,0%	14,5%
Tent			3,8%				
Guest at a friends house			1,4%	0,4%		1,0%	
Other		4,1%	0,3%	1,2%			

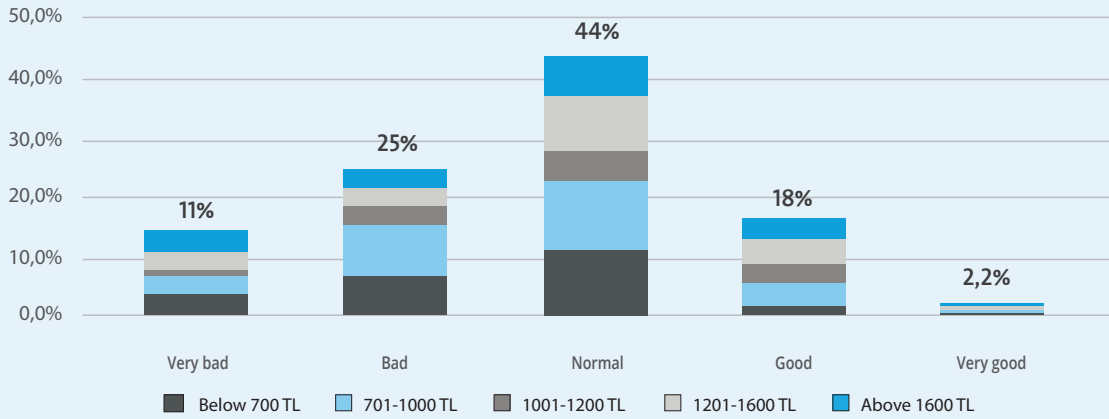
Accommodation types vary greatly between provinces. In Adana, there are only two of these types; apartments (27.8%) and detached houses (72.2%). In Hatay, women are mainly in apartments (71.4%); it is the only province where accommodation in tents (3.8%) occurs. In Istanbul, as many as 8.9% are living in shanty houses and 23.8% in unhealthy basements.

More than 82% of the women live in acceptable accommodations, but many of these buildings were considered in physically poor condition. 36% described their place as bad or very bad to live in, 62% as acceptable (normal and good), while only 2.2% as very good (Chart 13). 34% of women with the lowest income said they are living in very bad conditions, compared to only 11% of women with the highest income.



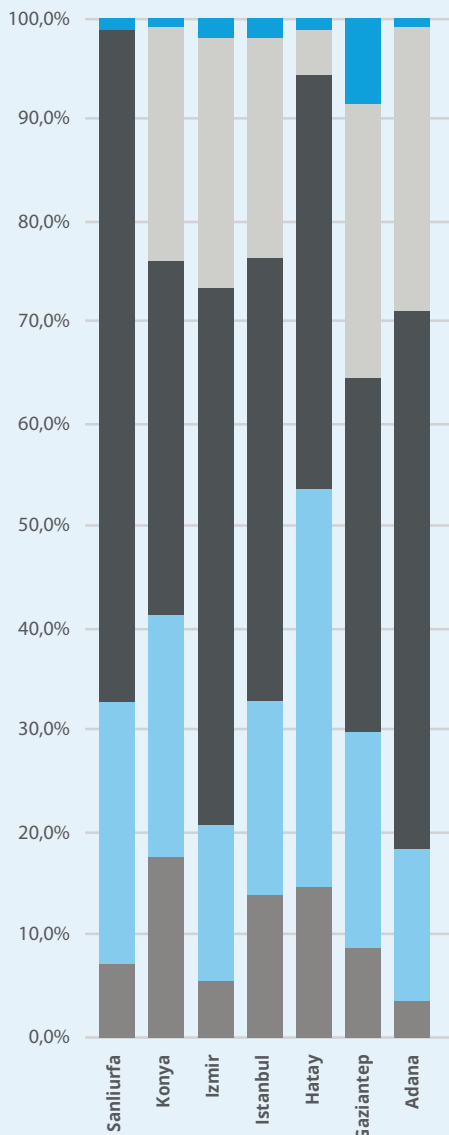
**CHART 13**

**Perception of condition of accommodation**



**CHART 14**

**Perception of condition by province**

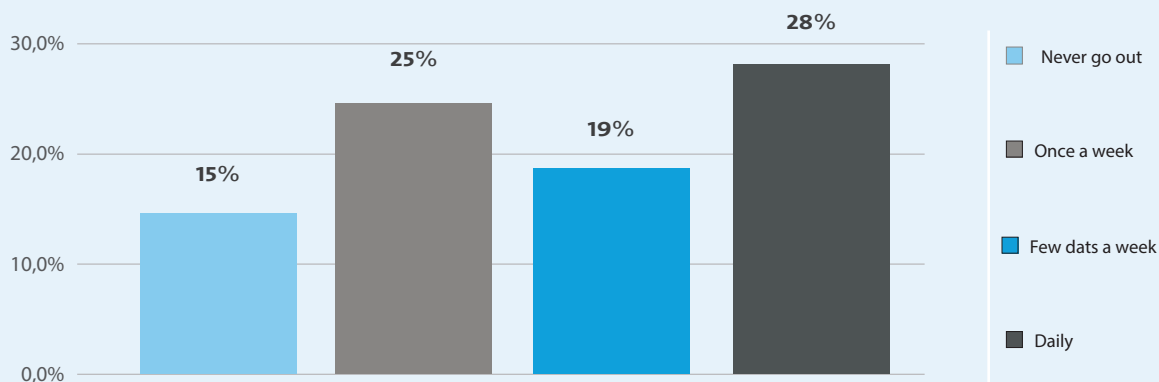


The greatest shares of women describing their housing conditions positively (good or very good) were in Izmir, Gaziantep and Adana. In Hatay, 53.7% referred to housing conditions as bad (Chart 14).

An International Organization for Migration (IOM) assessment (2017) highlighted that 28% of respondents reported that their shelters had poor hygiene facilities, and 19% reported lack of protection from weather conditions. 11% of all assessed shelters were “uninhabitable.” These findings correspond to this current study.

Poor housing conditions might be considered a further risk to women who, due to a patriarchal culture, experience less freedom of movement and may be confined for long hours in unhealthy conditions.

**CHART 15**  
Frequency of going out



As the demand for houses for rent in the border provinces is too high, rents have increased dramatically. House rents vary between TRY 100.00 and TRY 1,500.00. Houses are mostly shared by two or more families, and household goods are generally donated by caring members of the host community, national and international NGOs, and public institutions.

Since Syrians cannot legally own houses, they must rely on the rental market with its increasing prices. Despite social housing assistance, such as rent support offered by social assistance and solidarity foundations, it is inadequate and a temporary solution. In the long term, this results in aggravated

poverty and substandard housing conditions, which end up placing additional burdens on women.

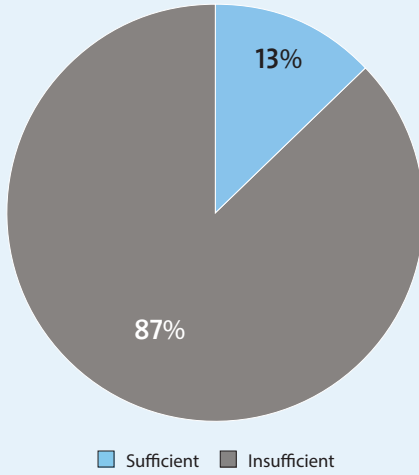
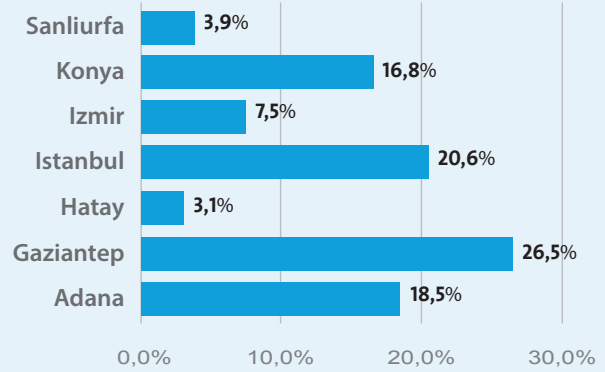
The research showed that the cost of living and budget allocations vary significantly among cities. The most expensive cities are Istanbul (TRY 1,688) and Konya (TRY 1,625), and the most economical cities are Adana (TRY 1,380) and Hatay (TRY 1,210). The most expensive cities with respect to rental expenses are Istanbul and Konya, and the cheapest cities are Adana and Şanlıurfa. Rent on average constitutes 32% of the total cost of living, and including heating, electricity and water, 56%.

**TABLE 4**  
Average expenses by province

Provinces	Rent	Electricity	Water	Nutrition	Transportation	Heating	TOTAL (TRY)
Adana	407	89	65	496	108	214	1380
Gaziantep	418	84	76	603	79	187	1447
Hatay	451	76	45	436	46	156	1210
Istanbul	653	91	84	653	82	125	1688
Izmir	416	106	82	555	134	213	1505
Konya	550	74	63	636	83	220	1625
Sanliurfa	383	87	53	572	78	345	1517

87% of the participants stated that their monthly income is not sufficient (Chart 16) and does not meet their basic needs. 52% have incomes of less than TRY 1,000, 30% have incomes between TRY 1,000 and TRY

1,600, and 18% have more than TRY 1,601 (see Chart 10). These rates indicate that participants are living below the absolute poverty line.

**CHART 16****Income-expenditures balance****CHART 17****Sufficient income by province**

Among the cities, the greatest insufficiencies in monthly income versus expenses were in Hatay (3.1%), Şanlıurfa (3.9%) and Izmir (7.5%). The majority of people saying their income is sufficient were in Gaziantep (26.5%), Istanbul (20.6%) and Adana (18.5%) (Chart 17). This doesn't correlate with the data on how expensive the different cities are or high rental costs. The findings suggest that another parameter is more important – namely, livelihoods and employment.

Qualitative data suggest that paying the rent and the other costs of a house (electricity, water, etc.) are issues that women find most troubling. E. (40 years old, married with nine children, living in Hatay for two years) says: *“I lose sleep over how I will pay the rent and bills.”*

Other testimonies indicate that being able to pay rent is the foremost need, and affordable housing is the most important form of support. I. (50 years old, married with nine children, living in Izmir for three years) said: *“We are well, except for the rent. Those who are issued a Red Crescent card pay their rents with their cards. We have to pay by our own and are having difficulty.”*<sup>20</sup>

Housing issues are a leading cause of a sense of guilt over failing to care for children's needs. E. (34 years old, married with three children, living in Istanbul) states: *“After paying the rent and bills, we are left with 400 TRY to eat and drink for a month. 100 TRY per week*

*is not enough. Let's say we went out for a change. Then we have to cut off some other expenses to make ends meet.”* Under such circumstances, families usually fail to pay the rent, and their debt grows each month.

Relationships with landlords are, in many cases, described as tense and a problem that women must address since their husbands are usually away from home and only bring in irregular income. Sometimes, women are in debt to the landlord and may be asked to take care of the landlord's house. E. (32 years old, married with two children, living in Izmir for five years) says that she was left by her husband, and as a means of paying rent, she was asked to care for her landlord: *“My landlord is old, and I look after him since his sons are in Germany. I do the laundry, cooking, get his medicine, nursing him. I am living upstairs as a tenant. I earn 1,200 TRY, but after deducting the rent, they give me 700 TRY. This money is not sufficient for me and my two children's subsistence, but I cannot find work somewhere else. I must be thrifty. My children are so young.”* This kind of cheap care work for landlords makes women vulnerable to abuse.

Provision of targeted affordable housing or rental support should be considered as an alternative solution to help women and girls become more comfortable in their daily lives and avoid abusive relationships.

20 Participants who lacked sufficient information regarding the Kızılay Card has been given information.

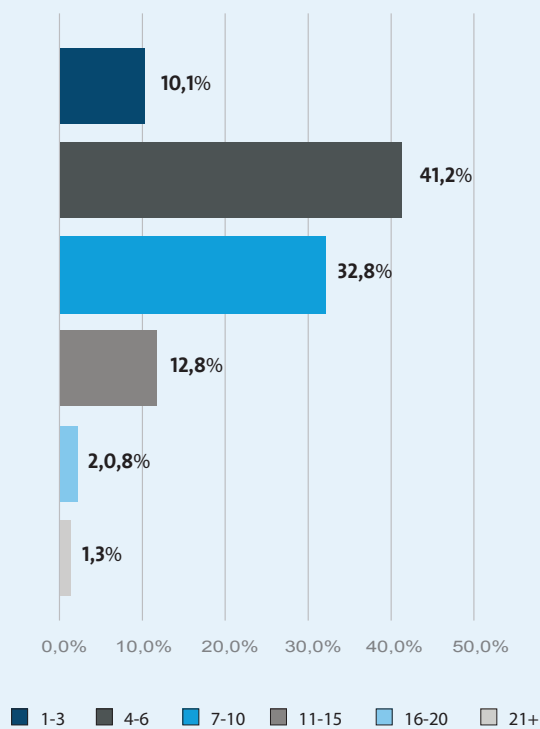
## Crowded Living Conditions

According to Mazlumder (2015), many accommodations are too small and humid compared to the number of people living in these spaces. Kitchens and bathrooms used by a high number of people can be unhealthy. With no inclusive accommodation policy in Turkey with respect to the Syrians, and skyrocketing rents, Syrians are often forced to move in with family and relatives to make ends meet.

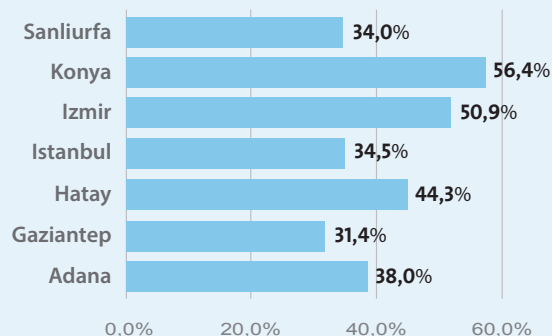
They tend to settle in the same cities as their relatives, and generally in the same house, with two to three rooms on average. Almost half (48.7%) are living in households larger than seven people (Chart 18).

Houses are often shared by more than one family (40%). The sharing of a house is associated with high-cost rentals and negative attitudes in the host community about renting a house to multiple families. The practice of sharing is most frequent in Konya (56.4%), followed by Izmir (50.9%) and Hatay (44.3%) (Chart 19).

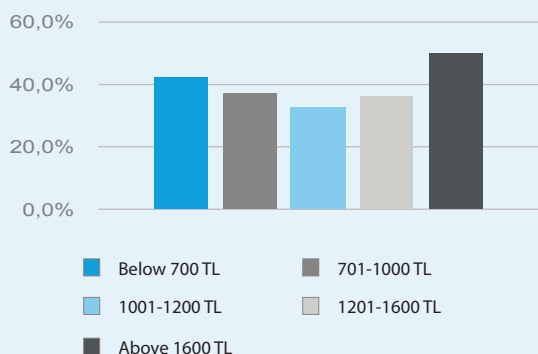
**CHART 18**  
Number of people living in the same household



**CHART 19**  
House-sharing with another family by province



**CHART 20**  
House-sharing with another family by income group



An interesting finding is that the highest income group is more likely to share a house with another family (50%) (Chart 20). A likely explanation would be that people with the highest incomes are in the larger cities where housing is harder to find.

Single Syrian women are prone to having a feeling of estrangement towards the host community, and for this reason, they tend to prefer living in neighbourhoods where Syrians are densely populated. They are often in a house with another family or hosted by relatives. Unfortunately, the risks for gender-based violence, sexual abuse of girls and child marriage in crowded arrangements are high and hard to address. With the lack and inadequacy of women's shelter services, there are few refuges from violence for Syrian women.

The main concerns for Syrian women in crowded living conditions are lack of privacy and abuse. F. (23 years old, married with one child, living in Izmir) married to escape a crowded living situation and remembered: *“Initially, we could not get a tent, so we moved in to our relatives’ tent. There were 15 of us, the women and children, in one tent, and the men were staying in another tent. I stayed with my father, stepmother and sibling for about one year at the camp. The conditions were terrible, and I could not get along with my stepmother although I loved her. To me, marriage was sort of an escape from there. Then I started to live with the family of my husband.”*

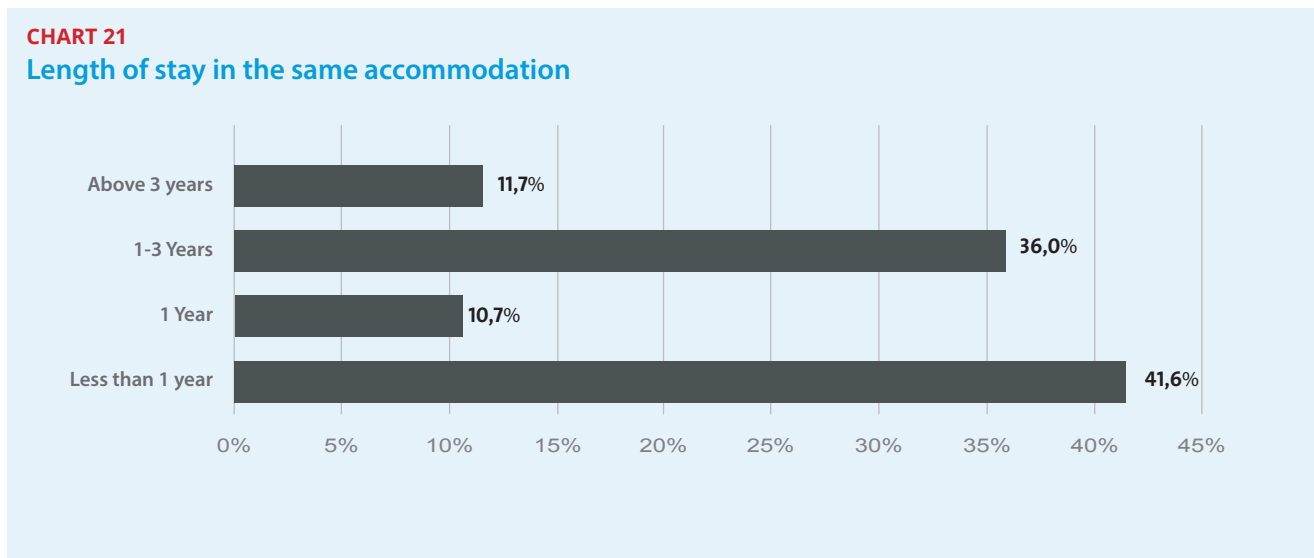
Marriage is considered by some women as a way of getting rid of such unfavourable conditions. But often they end up in similar crowded conditions, in a mother-in-law’s house or together with other families. A majority of women who described their house negatively are widows, divorced, or have a lot of children and a low income. Syrian women and girls are

also expected to care for children, disabled individuals and elderly people, which increases workloads in a crowded space or when living with another family.

Widows and young girls who must move to the houses of their male relatives are the most vulnerable to abuse under crowded conditions. For instance, H. (49 years old, single, no child, living in Istanbul for four years) said that she experienced economic abuse when she stayed with her nephews in Adana: *“My nephews were working in Adana and I went there and worked with them. They beat me and made me suffer, they took my money, and nothing happened when I complained. A woman, my previous neighbour from Syria, called me and invited me to Istanbul. Now I am living alone.”*

## Frequent Relocation

Women move from one house to another quite frequently (Chart 21). Many women stated that they have been living in their current house for less than one year (41.6%) or for one year (10.7%).



*"When I am looking for a house for rent, people do not want to rent it to me because I am divorced.... Even the children are a problem. If you have more than two children, they do not want to let the house in case they would make too much noise. I am separated from my husband, so is my sister. We face quite a lot of difficulties,"* said Z. (divorced, living with her three children in Izmir).

G. (32, married with one child, living in Şanlıurfa for two and half years) said: *"I have moved six times since I came to Turkey. Because rents are so high, and they keep increasing the rent."*

Changing residence and moving frequently is particularly difficult for women as it is often their responsibility to find new housing. For example, crowded living conditions can make landlords unwilling to rent to them. Without support from neighbours and relatives, finding and furnishing a house is stressful.

Additionally, in the Syrian community, where disabled individuals are frequent, house conditions are far from providing mobility, which increases the burden on caregivers, primarily women.

# HEALTH

In September 2013, the Prime Ministry issued the “Circular on Health Services to be Offered Under Temporary Protection” to lift the restrictions on Syrians accessing health services. With this regulation, after having obtained an official identity card from government agencies, Syrians began to have access to the Turkish medical system.

Nonetheless, problems in accessing health services did not completely come to an end. Some Syrians refrain from getting identity cards because they think this may prevent acceptance in Europe or travelling outside Turkey (HPG, 2017). Non-registered Syrians have limited access to primary or referral health care but are provided emergency care and essential public health services free-of-charge, and then referred for registration to be able to access further care.

To address increasing demand on basic health services, the Ministry of Health is establishing Migrant Health Centres, where Syrian doctors and nurses provide services to Syrians under temporary protection, with support from Turkish doctors and nurses. The centres should address some of the negative effects of displacement, such as language, cultural norms and socioeconomic barriers, and ensure better access to preventative services, medications, medical devices and specialized services, e.g., sexual and reproductive health care and rehabilitation health care (Health sector, 3RP 2018).

The literature review suggested that some health problems should be given extra consideration. According to a study by Ergin (2015), there is a considerable problem with nutrition because of

limited access to nourishment. Only a small number of Syrians have three meals a day; this situation creates the risk of serious complications, especially for children. According to a series of surveys 50% of Syrian women have iron deficiency and 46% have B12 deficiency because of undernourishment.

Furthermore, women have both different health issues and needs for health-care services. Many women, especially young girls, face the risks of gender-based violence, a shortened education and child marriage (AFAD, 2014).

25% of Syrian women are of reproductive age, and approximately 4% are pregnant and need care without facing economic, social and cultural deterrents (e.g., the lack of female medical providers). Psychosocial effects of war and displacement continue and impacts such as major depression and post-traumatic stress disorder need to be addressed through more specialized care and household expenditures (Health sector, 3RP 2018).

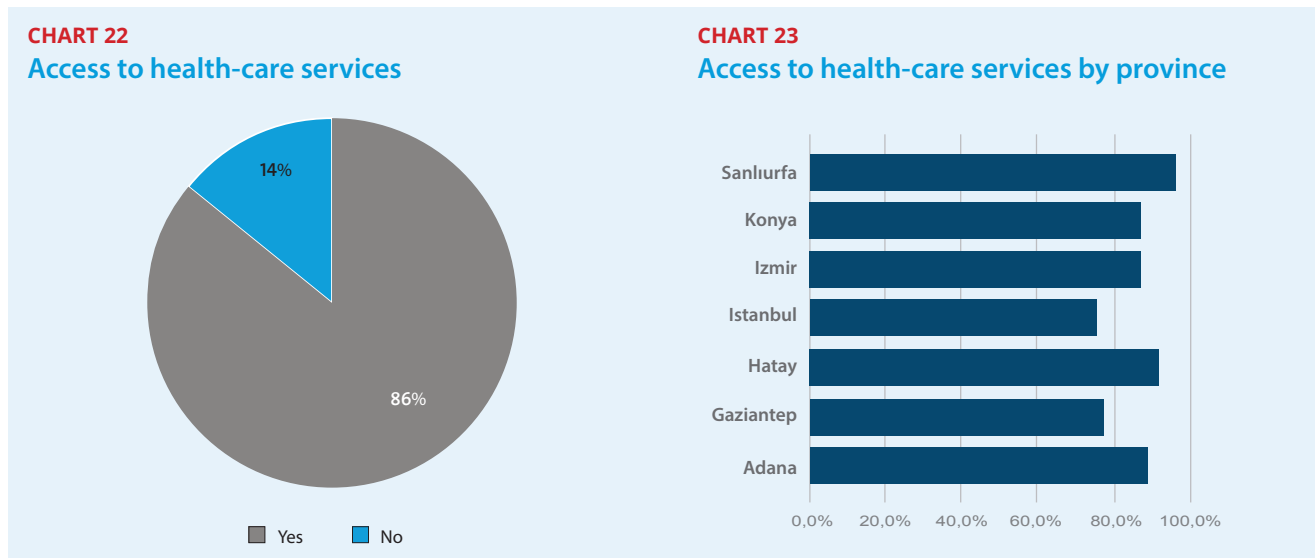
This current study shows major gender needs for health-care services in terms of:

- Access to services
- Preventive and women-specific care
- Psychosocial support



## Access to Health Care

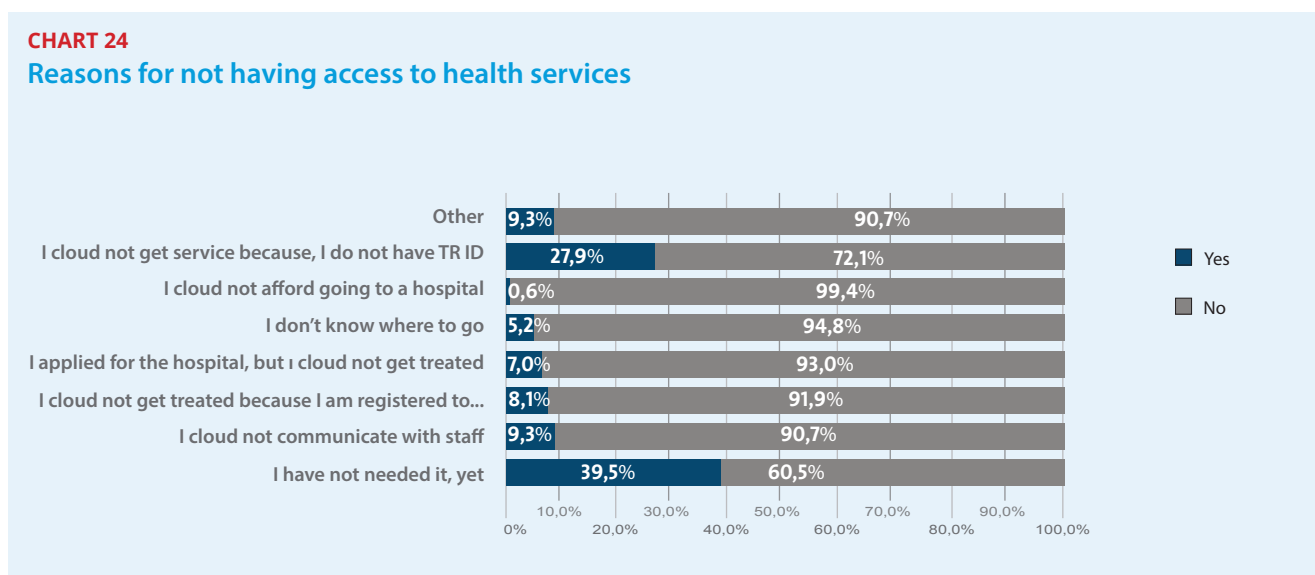
86% of the women surveyed stated that they benefited from health-care services in the city where they live (Chart 22), but access varies by city (Chart 23). The highest and lowest percentages of women benefiting from health-care services are in Şanlıurfa (96.1%) and Istanbul (75.5%).



Syrian women who have not benefitted from health-care services indicate that the main problems are:

- 1) they do not have an identity card that gives them access or are registered in another province than they are currently living in (services must be obtained in the place of registration);
- 2) they are not, or feel they will not be, able to communicate with hospital personnel due to the language barrier; and
- 3) they occasionally suffer from discriminatory attitudes and behaviour among personnel. Lacking sufficient information on the services and how to access them is another problem (Chart 24).

A previous study (Erdoğan, 2017) that investigated where and how often Syrians experience problems in Turkey, and which services they are satisfied with, observed that the Syrian population gave the highest recognition to health services, with 72.8 points out of 100.

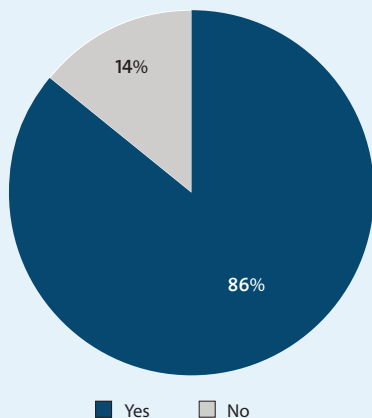




This is corroborated by the results of this study, with 85.6% of participants being satisfied (Chart 25). Health services are more appreciated in Hatay (93.2%), Izmir

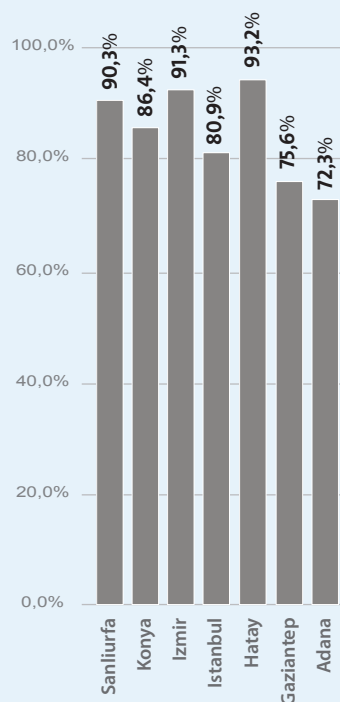
(91.3%) and Şanlıurfa (90.3%) than in Adana (72.3%) and Gaziantep (75.6%) (Chart 26).

**CHART 25**  
Satisfaction with treatment

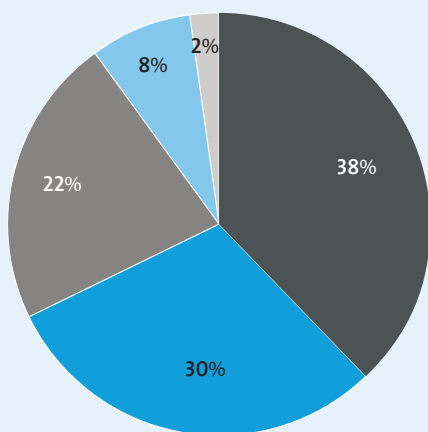


Though satisfaction is quite high, there are some problems such as needed services were not available (41.7%), difficulties in communicating (32.5%) and experiences of discriminatory behavior (23.8%) (Chart 27).

**CHART 26**  
Satisfaction with treatment by province



**CHART 27**  
Reasons given for lack of access to health services



- Not provided the service I needed
- I was discriminated last time I went
- Quota of the Hospital was full
- Cloud not communicated with staff
- Condition of health Facility was not enough

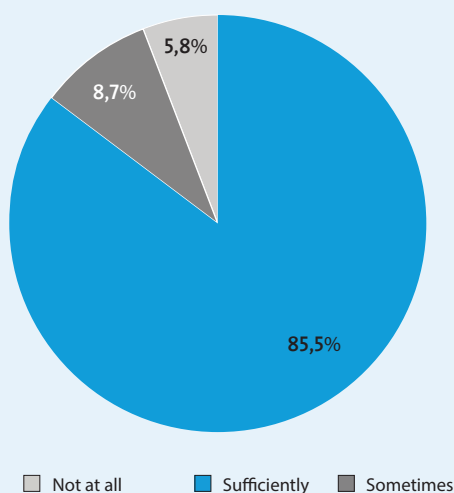
"I am having problems because I can not speak Turkish. For example, at the doctors, I say 'intestines', but the doctor understands the stomach. So he gives me the wrong drug. Sometimes we throw away that medicine because that is the wrong drug. Both sides cannot

reach each other because of the language barrier," said H. (30 years old, married with four children, living in Gaziantep). Her testimony illustrates the frustration that many Syrian women feel.

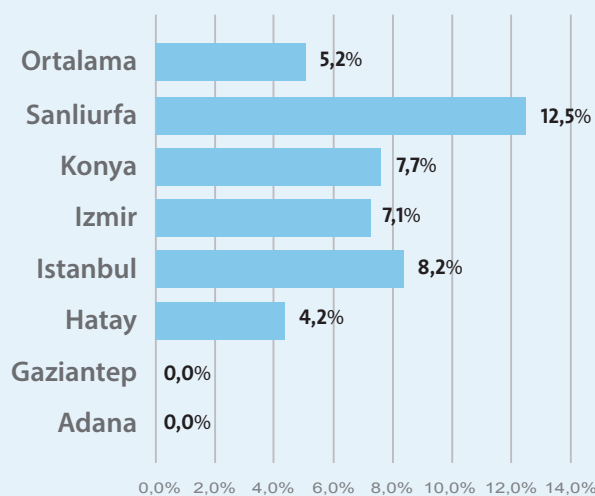
Although 85.5% of women stated to have access to medicines (Chart 28), the lack of access to the right medication for the right treatment remains as one of the major challenges related to health due to communication problem between patient and health personnel. Additionally, free medications for chronic diseases and treatments that require follow-up appear to be a challenge, if patient is for example

not sufficiently informed about the necessary steps for follow-up. The provision of some health-care services in return for a fee can be problematic: *“The service is good, but we pay for some medicine, this is the difficulty,”* said C. (32 years old, married with three children, living in Hatay for one year).

**CHART 28**  
Access to medicines



**CHART 29**  
Lack of information about health services by province



The lack of information on health-care services and how to benefit from them is another impediment. Only 5.2% of women overall stated this as a reason for not accessing health services, but there are significant variations among provinces. While no one seems to lack information about general health services in Gaziantep and Adana, 12.5% lack information in Şanlıurfa (Chart 29).

*we can find an interpreter in the hospital, but we are charged for each examination and other procedures. The hospital should provide this service.”*

The provision of health-care services by female doctors and the communication between doctors and patients in Arabic can prevent misunderstandings. H. (22 years old, married with two children and pregnant, living in Hatay for nine months), summarizes: *“The attitude of doctors is quite fine. There are also interpreters. Most of doctors can speak Arabic, too. This relieves us.”*

According to Syrian women, the language problem and slightly discriminatory practices are most frequently experienced in Gaziantep, Izmir and Istanbul. Most women who repeatedly go to the hospital but do not receive sufficient services give up the idea of receiving care and instead consider the services neglectful.

The language barrier can be addressed by the help of translators. Some women state that they must pay for interpreters, which can be difficult. They instead must rely on their neighbours from the host community. G. (27 years old, married with one child, pregnant, living in Izmir), noted: *“There should be an interpreter that works for the hospital and gets paid by the hospital. Sometimes*

Women giving birth described prejudices created by the perception that Syrian women give birth to a lot of babies. They related accounts of facing discriminatory practices and behaviour by a few doctors, nurses and other health personnel. The narrative of A. (24 years old, married with two children, living in Gaziantep) summarized how women feel in these situations: *“First of all, some nurses, doctors and other personnel are ill-treating us because we are Syrian. When women give birth, nurses are shouting at them. They say, “Why*

*are you crying out so much? If you cannot endure it, why do you give birth to so many children?” Also, they do not anaesthetize us although they do so to other women giving birth. Additionally, many people enter and exit the room when Syrian women are giving birth.”*

For fighting discrimination, the proper functioning of the free interpreter service and complaint mechanisms stand out as important aspects.

## Preventive and Women-Specific Care

25% of Syrian women are of reproductive age and 4% are pregnant, which make pregnancy care and monitoring, postnatal and newborn care, disease screening and family planning services crucial. Ergin (2015) found that 26.7% of the women had never consulted any health-care facility or medical staff while pregnant, 47.7% experienced miscarriage or stillbirth while in Turkey, and 36.4% had never encountered family planning services.

**CHART 30**  
Access to family planning and treatment for gynaecological diseases

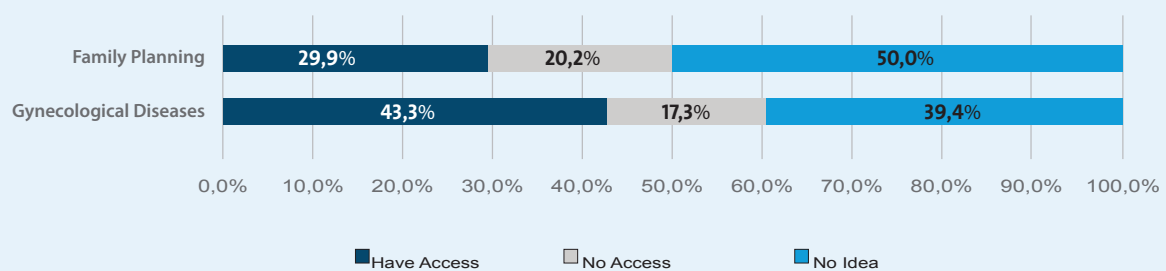
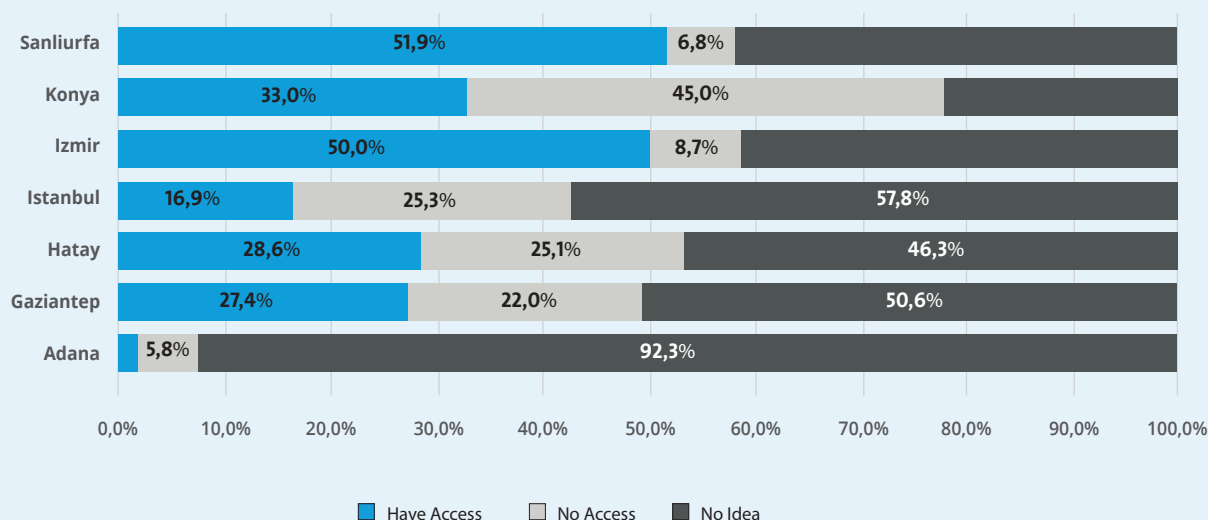


Chart 30 shows an even bleaker picture with only 29.9% having accessed family planning, and as many as 50% having no idea that this service is available. Another 20.2% state they don't have access. The situation is better with gynaecological services, with 43.3% having access. Nevertheless, the level of unawareness of these services is high at 39.4%.

The greatest lack of knowledge was in Adana (92.3%), followed by İstanbul (57.8%), Gaziantep (50.6%), Hatay (46.3%), İzmir (41.3%), Şanlıurfa (41.3%) and Konya (22.0%) (Chart 31). To address these gaps and identify barriers preventing access to health services, further studies are needed, and different service models should be developed.

**CHART 31**  
**Access to family planning by province**



Many women do not take part in the decision to have a baby. V. (15 years old, single, no child, living in Gaziantep) said: *“In our culture, we do whatever men wish. When they want a child, we have a child.”*

Services are needed to prevent unintended pregnancies and avoid deliveries under unhealthy conditions as well as unsafe abortions that may be sought to end unintended pregnancies. Further information to prevent sexually transmitted diseases is also required. One reason for the high level of unawareness of services for gynaecological diseases and women’s health is that spouses do not give permission to seek such service. B. (44 years old, married but separated, living with nine children in Izmir) stated that Syrian men need to be trained on this matter, and that polygamy creates a severe condition of fragility for women: *“Last year they organized a training course on women’s health. I enrolled, but my husband did not allow me. It is all in men’s hands. If they wish, we must have a baby, otherwise, they would have another wife. Family planning is something nice that we want to learn, but it is not enough if only women receive such services. Men should also learn about it.”*

Family planning and women’s health are defined by some Syrian women as either an area in which they have no rights or a trivial need that is less important than other pressing needs. There are prejudices against such services that need to be addressed.

Some also noted that free services and training by female health-care professionals sensitive to women’s rights, without a language problem, would help women gain strength to resist pressures such as to repeatedly give birth or to have male children. A. (21 years old, engaged, no children, living in Izmir) said: *“Every woman needs such training courses. Syrian people have lots of children. Only proper training can fix this. Also, the financial power of the family is important. Everyone should think whether they will be able to look after and provide education to their children.”*

## Gender-Based Violence

One of the most common human rights violations experienced by Syrian women and girls is gender-based violence (AFAD, 2014), which is closely associated with the trauma of war. It was difficult to include gender-based violence in this study. The phenomenon is invisible due to broad cultural acceptance. Questions on gender-based violence were excluded in interviews, but without any probing, gender-based violence was often raised in the focus group discussions.

Remarkably, in a focus group discussion with Syrian men, they emphasized the importance of information in fighting various forms of gender-based violence, such as child marriage, sexual harassment and rape: *“Most importantly, we do not talk about sexual life to our daughters and sons because we are embarrassed. When girls who marry early experience something bad about their marriage, they become depressed because nobody has talked to them about such matters before, and they*

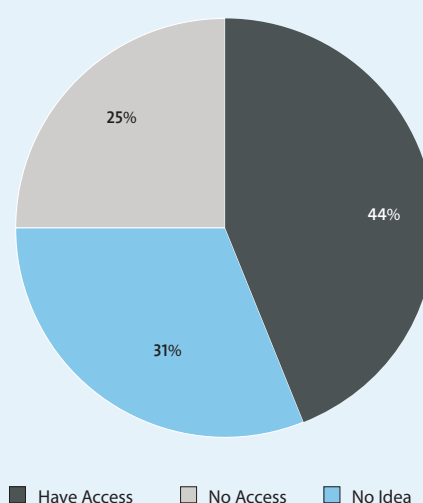
*cannot tell about the bad things that have befallen them because of fear and embarrassment. They should be trained on this matter. We can minimize incidents of rape or divorce with training courses.”* noted a Syrian man (39 years old, married with six children, living in Konya for three and half years) in a focus group discussion in Konya.

Gender-based violence should be considered in all health-care services. Policies and projects need to ensure that services are supplemented by psychosocial support, legal counselling, information in Arabic and campaigns for preventing gender-based violence.

## Hygienet

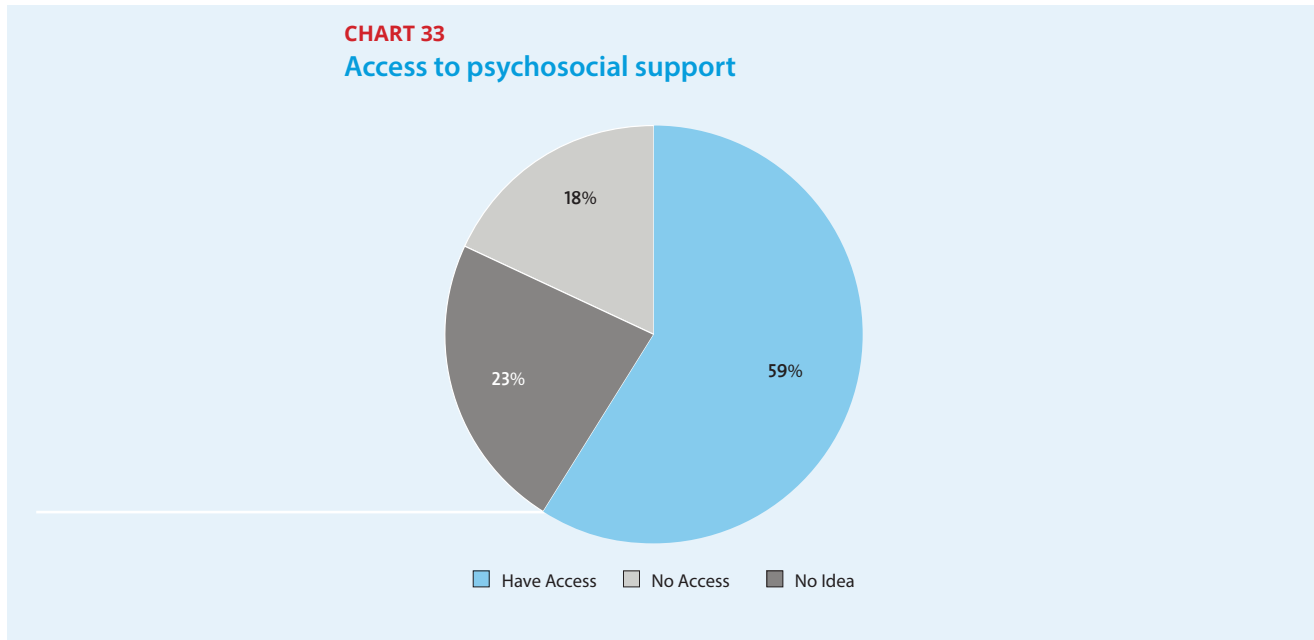
Mazlumder (2015) stated that Syrians, particularly those residing outside the camps, are at a high risk of infection and epidemics, due to living conditions, unsatisfactory nutrition and limited or no self-care. The current study indicated that the disadvantages of Syrian women and girls in accessing hygiene materials are an important aspect of health-care needs. 56% of the women are either unable to access hygiene materials (31%) or do not have any idea about the services related to such needs (25%) (Chart 32). A similar lack of knowledge and lack of access to hygiene materials was identified in all cities.

**CHART 32**  
Access to hygiene materials

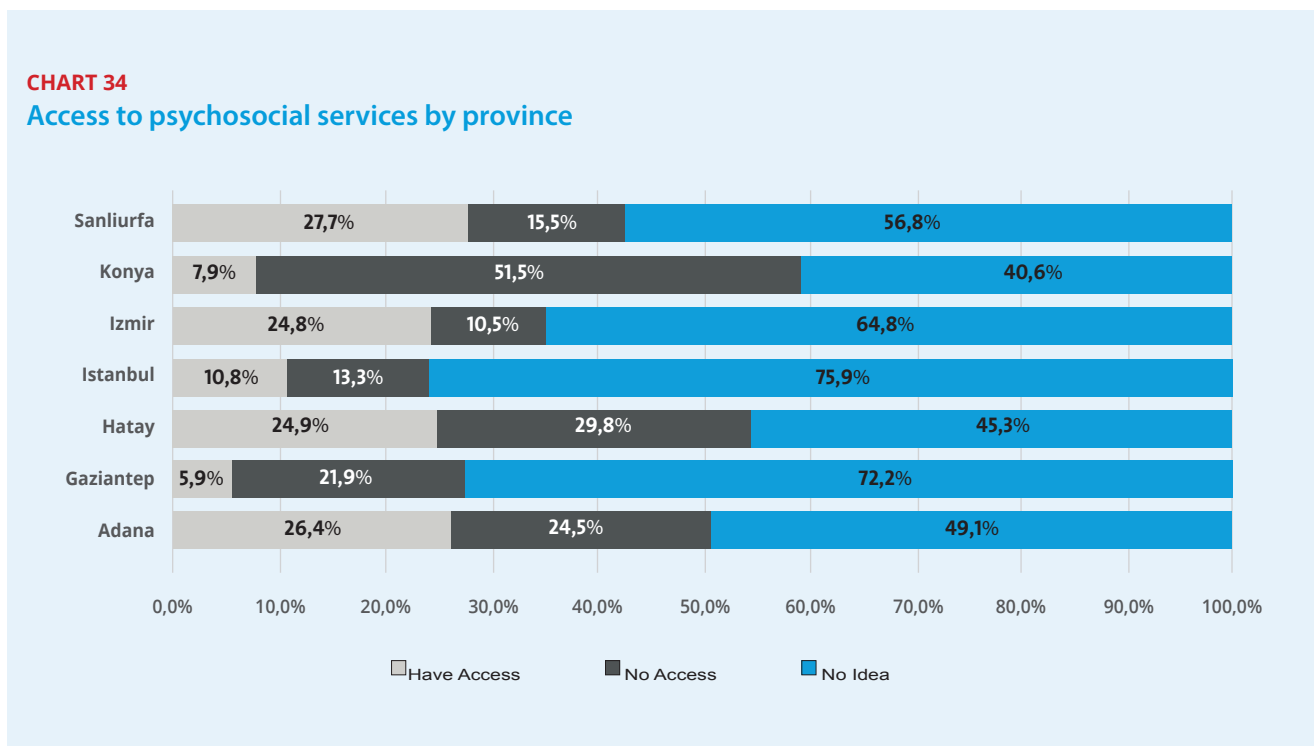


## Psychosocial Support

An examination of the ability of Syrian women and girls to benefit from psychosocial support services revealed that 18.6% access the services, while 58.8% are not aware of their existence and another 22.6% do not benefit from them despite being aware of them (Chart 33).



Those who are completely unaware of such services live mostly in İstanbul (75.9%) and Gaziantep (72.2%). Cities with relatively better access are Şanlıurfa (27.7%), Adana (26.4%) and Hatay (24.9%). Gaziantep and Konya have remarkably low access, at 5.9% and 7.9%, respectively. These data underline that psychosocial services need to be improved in all cities, but in some more than others (Chart 34).



# EDUCATION

There are multiple challenges for Syrian women and girls in continuing their education in Turkey. The result is that a relatively high percentage end up with only lower level education.

With the introduction of a circular in 2014, the government of Turkey, under the auspices of the Ministry of National Education, ensures access to education for all school-aged Syrian children under temporary protection. Data acquired from the DGMM show that 51% of the Syrian population is between the ages of 0 and 18, adding up to approximately 1.5 million Syrian children. Despite efforts resulting in 600,000 children attending school, 40% of Syrian school-aged children and adolescents remain out of school (Education sector, 3RP 2018).

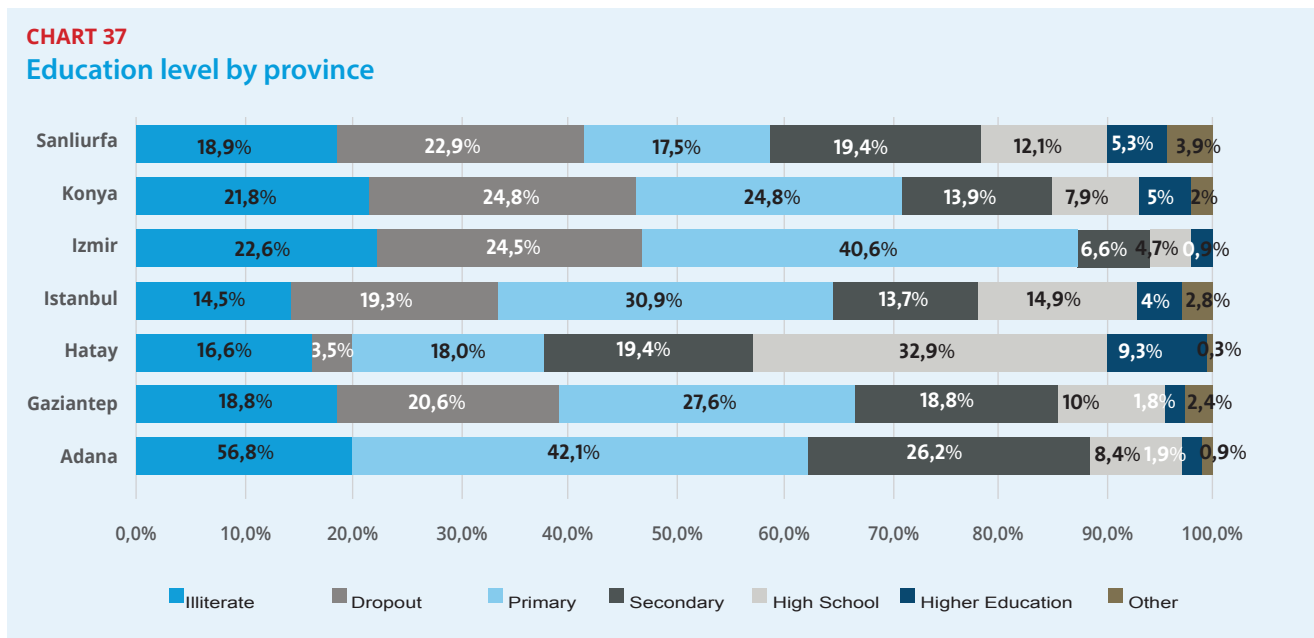
For married women, discontinuation of education and vocational training, due to childcare responsibilities, language barriers and spouses not allowing them to continue their education, affect employment prospects.

Among gender-related requirements and problems in education, this study looked in particular at:

- Illiterates
- Dropouts
- Language barriers
- Lack of financial support

## Access to Education and Vocational Training

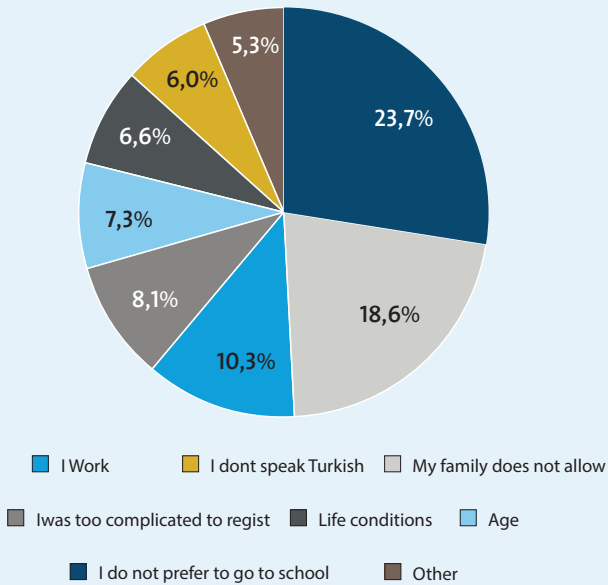
62% of survey participants had a primary school or lower education level due to dropping out, 19% were illiterate, while 21% had a high school education. Only 5% had a higher education (Chart 4).



When educational status is considered according to provincial distribution, Hatay (42.1%) and Istanbul (18.9%) have the highest rates in terms of high

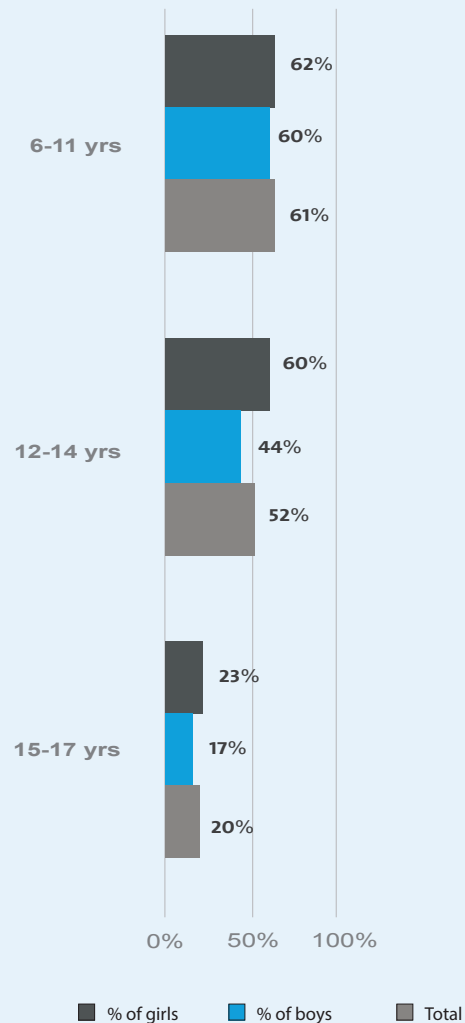
school or higher education. Provinces with the lowest education (primary school and lower) are Izmir (87.7%) and Konya (71.4%) (Chart 37).

**Chart 38**  
Reasons for dropping out



The reasons Syrian women leave school are that they prefer not to go (23.7%) or that the family does not allow them to (18.6%) (Chart 38). 10.3% are working and 8.1% stated that it is too complicated to register to go to school. Only 6% said that the language barrier is the main reason.

**CHART 39**  
School attendance by age and sex



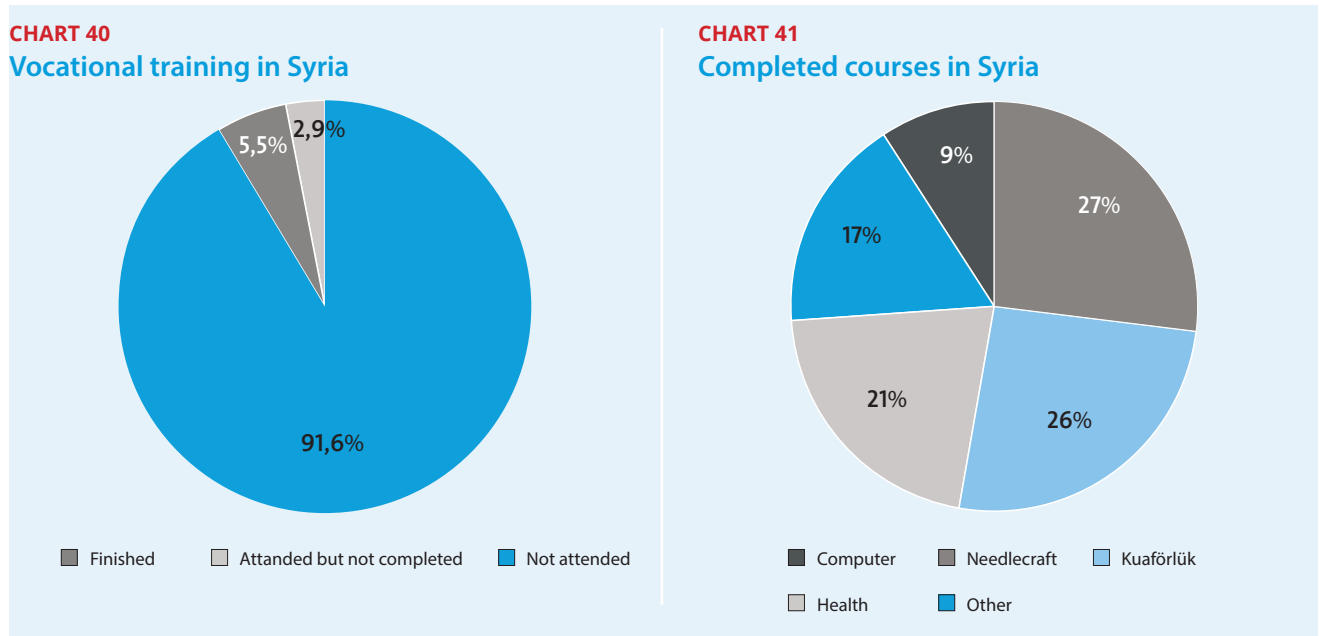
Among the children of participants, school attendance from ages 6 to 14 was 61%. This rate fell for the older ages (52% for 12 to 14 years of age, and 20% for 15 to 17 years of age). The proportion of boys and girls varies (Chart 39), with higher school attendance for girls between 12 and 14. There is a large drop in school attendance from 15 to 17, a 37% decrease for girls and 27% for boys.

This drop is likely to be linked to high rate of child marriages for girls and child labour for boys (see Chart 60).

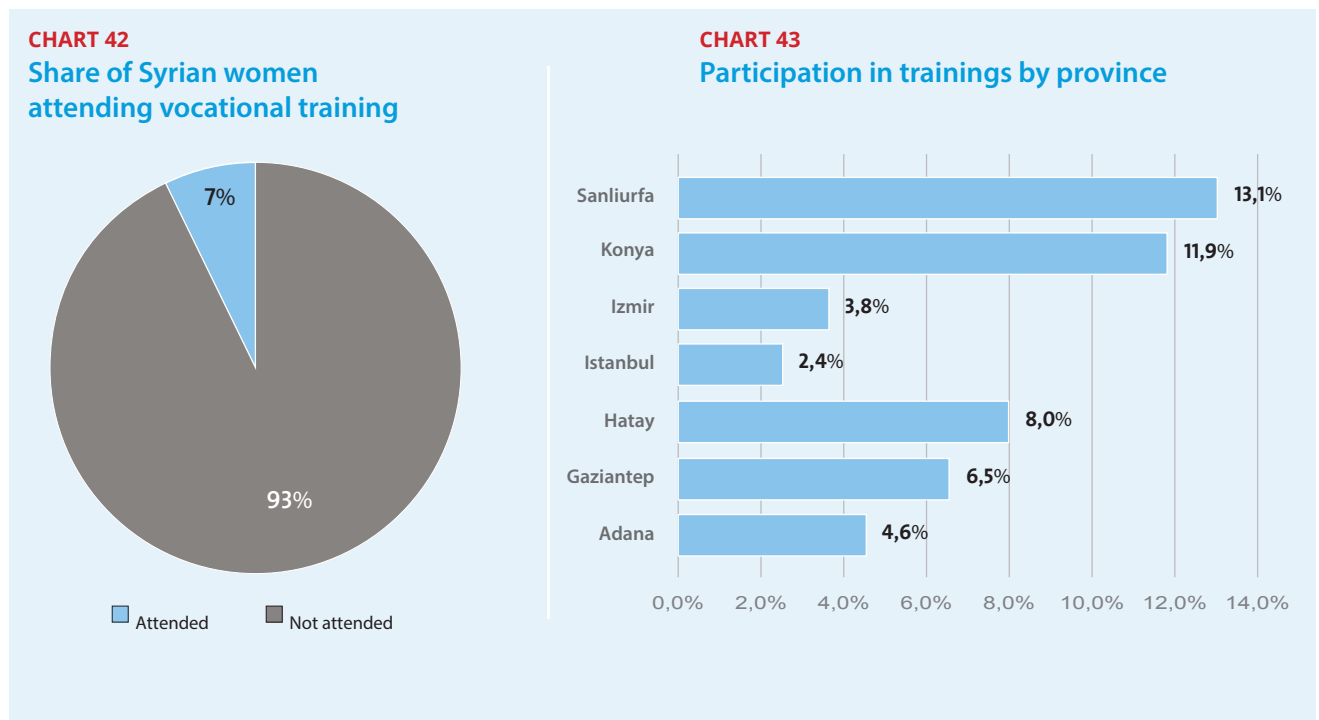


## Vocational Training

8.4% of participants had attended a vocational training course while in Syria; most (65%) had completed their training (Chart 40), mainly in needlecraft (27%) followed by hairdressing (26%) (Chart 41).



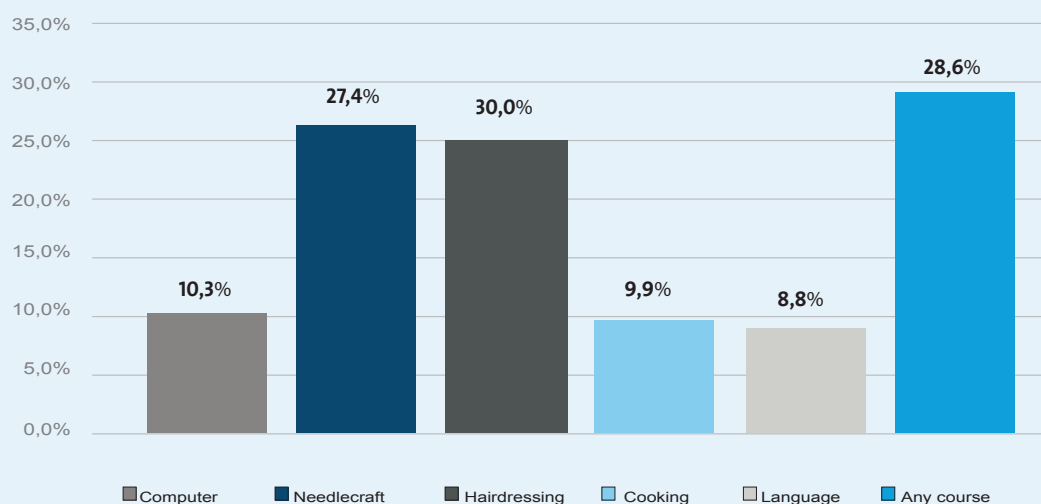
The participation of Syrian women and girls in vocational training decreased slightly after arriving in Turkey. The ratio of those attending vocational training courses after coming to Turkey is 7.2% (Chart 42).



Women participate mostly in the needlework and hairdressing courses being run by NGOs and tend to complete them. The greatest participation in vocational training is in Şanlıurfa (13.1%) and the lowest in Istanbul (2.4%) (Chart 43).

Syrian women were asked about preferences for training. The most popular options were hairdressing (30.0%), needlework (27.4%), computers (10.3%), cooking (9.9%) and language education (8.81%) (Chart 44)

**CHART 44**  
**Preferred vocational training areas**



These areas are preferred as they provide an income without interfering with childcare responsibilities and are closely related with traditional gender roles as well as earlier training in Syria.

*“In fact, I would have loved to attend to hairdressing course. These courses will be helpful for Syrian women. They will acquire a profession, can work outside, earn money. So, I would like to attend these courses if they are delivered in safe places such as an office,”* (32 years old, married with two children, living in Izmir for five years).

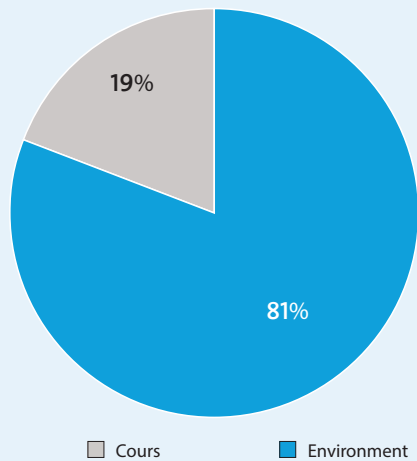
Interviews revealed the need to increase access to vocational education. An international NGO employee in Gaziantep said: *“Efforts should be made to open vocational courses in many places accessible to women and bring Turkish women and Syrian women together to enhance social cohesion.”*

Vocational education should be conducted in places accessible to women. Providing childcare services will increase participation. That said, opinion leaders and NGO workers stressed the importance of women having access to or being ensured employment after participating in vocational training and receiving certificates of attendance.



## Language Acquisition

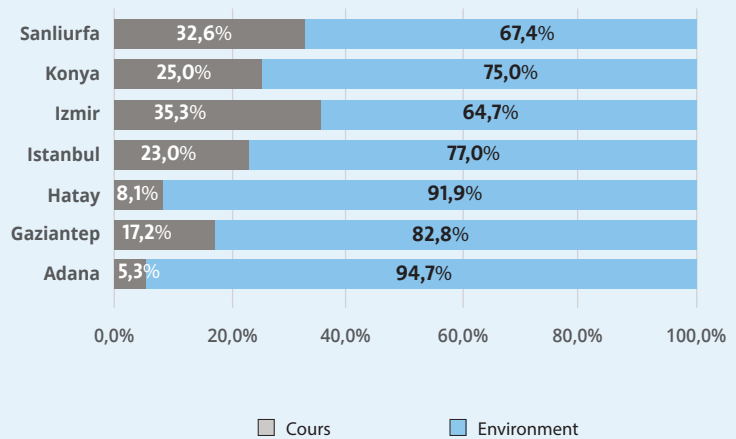
**CHART 45**  
Language acquisition



Only 19.2% of those who stated that they could speak Turkish (29.8%) said that they have attended a Turkish language course; 80.8% noted that they have learned Turkish while communicating in their environment (Chart 45).

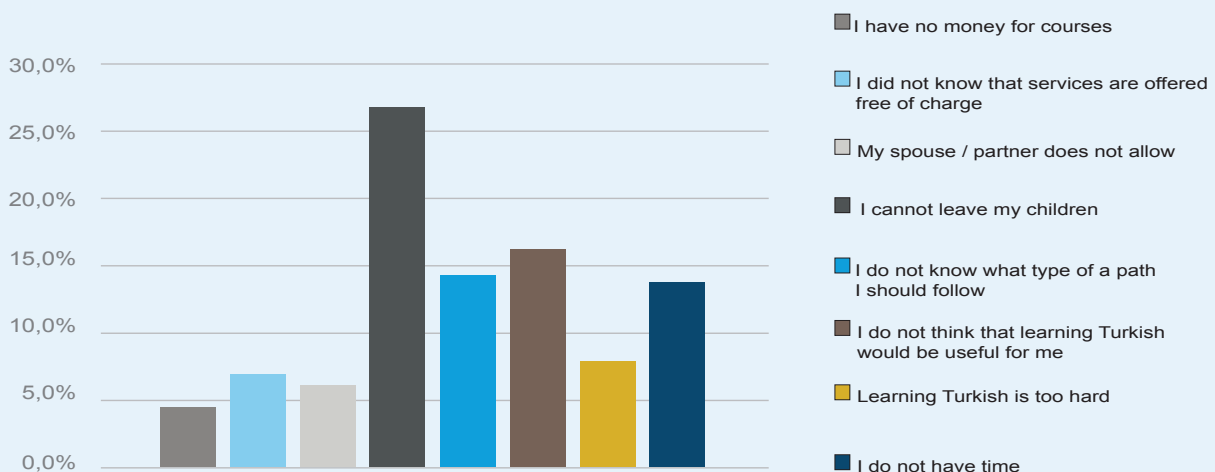
The geographic variance is quite high with Izmir (35.3%) and Şanlıurfa (32.6%) having the highest rates of Turkish language course attendance, while Hatay (8.1%) and Adana (5.3%) have the lowest (Chart 46).

**CHART 46**  
Language acquisition by province



Hatay is close to the Syrian border and has a high percentage of Arabic-speakers. The reasons for not attending a language course are no childcare services available (26.4%), not useful (16.8%), unaware of possibility (14.8%), unsure of what to do (14.8%) and no time (14.1%). Only 6.2% state that her spouse/partner does not allow her to attend the course (Chart 47).

**CHART 47**  
Reasons for not learning Turkish



Lack of language acquisition is a main barrier for both Syrian women and their children. Language issues are expressed as obstacles for children's education, employment and integration into Turkish society.

Women state that they wish to learn the language, and that language courses should be compulsory to avoid gender-related obstacles.

## Dropouts

Communication problems and language barriers are the main reasons given for children to drop out of school. *“When my child starts to go to school, it will be difficult for him in terms of language. He knows nobody and has no friends. Maybe his classmates will see him different just because he is Syrian. Teachers do not care for Syrians because the children do not understand them. Each school should have a teacher that speaks Arabic so that children can access them in difficult situations particularly in the low grades,”* (single with one child, living in Izmir).

Many children do not receive sufficient support in learning Turkish, which results in difficulties in developing friendships as well as performing at school. Children may become unwilling to continue with their education.

The Ministry of National Education has developed an Accelerated Learning Programme targeting dropouts between the ages of 10 and 18 years. It provides a bridge to formal education, vocational training and life skills development for those who have missed several years of education (Education sector, 3RP 2018).

Several gender-related obstacles stand in the way of education for girls. A gender analysis report by the Centre for Transportation Development and Collaboration emphasized that Syrian parents often feel anxious about sending their girls to school, either due to transport cost or they do not think it is safe for their girls to walk to school. Boys are more likely to drop out of school due to child labour than girls.

Dropping out of school increases the risk of negative coping mechanisms such as child marriage and child labour (see Charts 39 and 60). A UNHCR report (2017) found that these two issues represent the most significant and pressing problems interrupting the education of Syrian children in Turkey. The report discusses how both are socially acceptable ways for the Syrian community to cope with economic and social challenges.

Among adolescents who are not able to continue their education in Turkey, the main reasons for girls are not allowing girls to go out of the house; keeping girls in the house after primary school; giving girls caring responsibilities at home; and arranging child marriages.

*“If I demand to study now, who would work, how would we live? I am 16 years old now, how could I go to the same grade with 10-year-old children? Who would take care of the house? I have no information on vocational courses. I do not know where they are held. It would be easy to find a job if language and then school problems are solved,”* said H. (16 years old, living in Izmir).

Some Syrian women are aware of how good education can increase their possibilities in the job market. But even beyond gender stereotypes and cultural norms, they face obstacles in accessing knowledge on requirements for education in Turkey, such as steps to obtain a diploma, exams to be taken, etc. They try various means such as learning Turkish or English and performing necessary procedures for diploma equivalency. N. (23 years old, married with one child and pregnant, living in Gaziantep) described her experience: *“There are various requirements for admission to university. Very tough requirements... For instance, age limit makes it harder for us to be admitted. Obtaining a diploma is also difficult. They were going to give it after an exam, but then they told us that the exam was not enough. They made us take another exam.”*

## Insufficiency in Education Supports

Socioeconomic factors negatively affect the educational participation of children, youth and adults (Education sector, 3RP 2018). The main factor is insufficient resources, even though Syrian women want to prioritize their children's education.

*"All I want is to receive support or aid for my children to go to school. Their study is the most important thing to me, but the costs are too high. There should be courses free of charge so that I can send them. But the courses here are very expensive,"* said Z (39 years, married with five children, living in Gaziantep).

Other obstacles comprise enrolment difficulty, no diploma equivalency, negative attitudes of teachers, unprofessional teachers, and distance to schools and subsequent traveling costs. Children are asked to work instead. To counter this, Syrian women suggested conditioned education aids, compulsory primary education, and separate girls' and boys' schools.

According to the field researches, education is not described as a need of high priority in a list of basic needs unless other basic needs are met.

D. (married with two children, living in Hatay) underlined: *"I was studying psychology in Syria but could not continue my education here. It is too bad. I have children, but I have no one to look after them. The life is very tough with no one to support me. Of course, I would have loved to finish it."*



# LIVELIHOODS

**Syrian women who want to access the Turkish labour market struggle with language problems, childcare responsibilities and other gender challenges. Married women are not always allowed to work by their family. Many women who did not work in Syria are not able to do so in Turkey.**

While jobs are available, Syrians are often viewed as a cheap and flexible labour force, where people work long hours for low wages. This makes Syrian women particularly vulnerable to exploitation and abuse.

The study looked at the following core issues::

- Access to formal employment
- Social and institutional environment for women to work
- Low wages and work conditions
- Child labour

## Access to Formal Employment

Following the adoption of the Regulation on Work Permits of Foreigners under Temporary Protection in January 2016, an estimated 13.000 work permits had been issued (MoLSS, 2017).

Furthermore, an **“Economy and Workforce Study Group”** was formed under the coordination of the Prime Ministry of the Republic of Turkey. It was charged with mapping the Syrian workforce and increasing employability, such as by providing vocational training aligned with labour market needs and enhancing entrepreneurship skills. Numerous legal arrangements are now in place aimed at creating formal and registered employment conditions.

Also, as a consequence of an update of the Syrians' registration data conducted by DGMM, a reassessment of the Syrians' vocational competency and education level can be regarded as a supportive step to be taken for these studies within the framework of labour force deficit.

Syrians living in urban areas have little choice but to work to survive; between 800,000 and 1 million are working. Informal employment and the large informal economy, which is as high as 35 percent in Turkey, are the biggest problems.

Syrians under temporary protection and host communities are challenged by a national unemployment rate of 10.2% (Turkstat July 2017). When mass migration occurs, one of the greatest worries among local people is losing their jobs, although the arrival of so many Syrians in Turkey has not resulted in a situation that would deepen these concerns. The number of people who have lost their

jobs to Syrians has been limited. The unemployment rate was 11.1% in 2010 and 10.9% in 2016, a 0.2% decline (MBSRC, 2017). Besides, it should be noted that Syrian migration has brought about financial diversity to Turkey's economy.

A common problem in border towns and large cities is that Syrians are forced to work as cheap labour for wages well below the market. This has seriously affected and distorted not only the socio-cultural fabric but also the local economy. The Syrians' Barometer (2017) research conducted by Prof. Dr. Murat Erdoğan revealed that Syrians in Turkey complain mostly about poor working conditions and not being paid enough. The perception that Turks exploit Syrians was prevalent among 54.6% of Syrians. Formal employment is one of the priority areas in terms of both preventing labour exploitation and employment in the informal economy, and at the same time, avoiding work losses and social tensions in the host community.

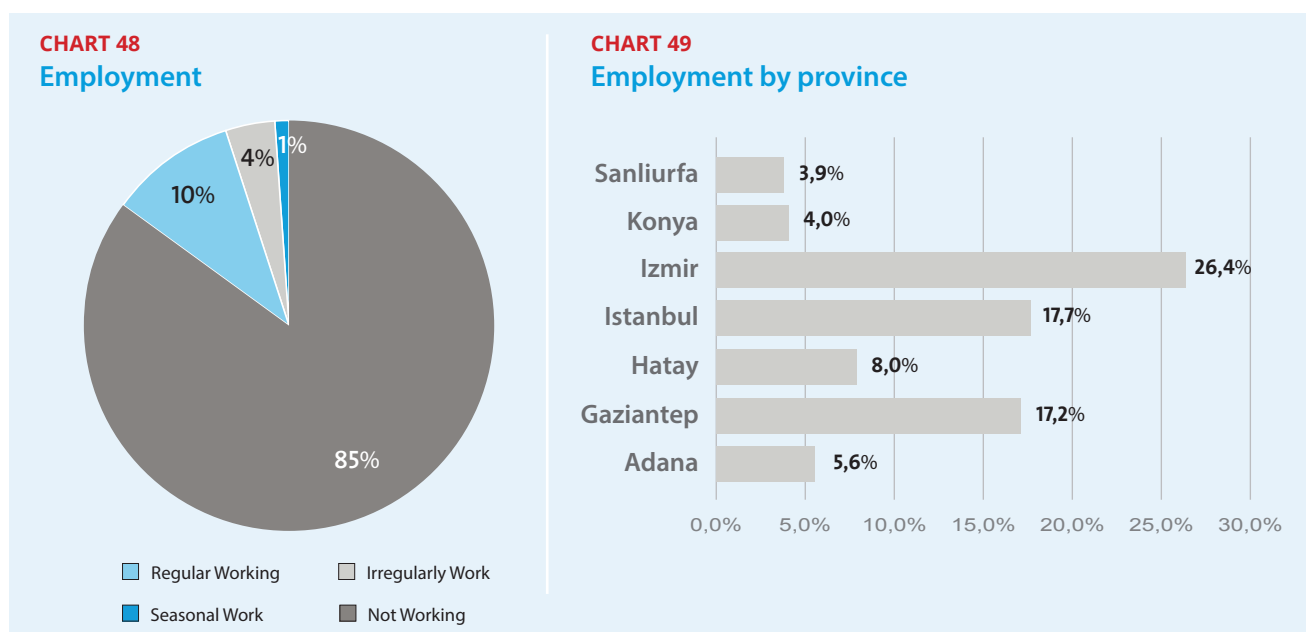
Among the Syrians who work in Turkey, 43.1% say they work in daily jobs, 40.7% in regular jobs and 6.2% in seasonal jobs. Syrians have adapted themselves to working life in Turkey quite quickly. Along with the wage-worker, there are also investors (9%) who have established their own businesses. Interestingly, the real tension in the host community stems not from Syrians working, but from them opening their own workplaces (Erdoğan, 2017).

The employment opportunities available to Syrian women show similarities and dissimilarities with the general Syrian population. Factors such as the shortage of formal employment opportunities, a perception that they are cheap labour and their acceptance of wages equaling a third of the minimum wage (TISK/Hugo, 2015) perpetuate their employment in poorly paid jobs with long working hours.

Employment among Syrian women is only 20%. There are numerous reasons for this. They encompass legal status, language barriers, security and gender-related obstacles (Mazlumder, 2014) such as traditional gender roles and care-giving responsibilities. Many women end up dependent on the male spouse or family member.

Most Syrian women in this study were unemployed in Syria; 85% are unemployed in Turkey. Only 10% said that they work in a regular income-generating activity, while 5% have irregular or seasonal work (Chart 48).

The share working for income is lower than the average quoted by Mazlumder, but higher than the share found by AFAD (2014) of only 3%. However, it should be considered, that there might be external reasons related to current or previous regulations in Turkey that hinder Syrian's to have formal employment. Before assessing the statistics on employment, it should be considered that big proportion of participants informally working and some of these participants might be reluctant to give information about their employment.



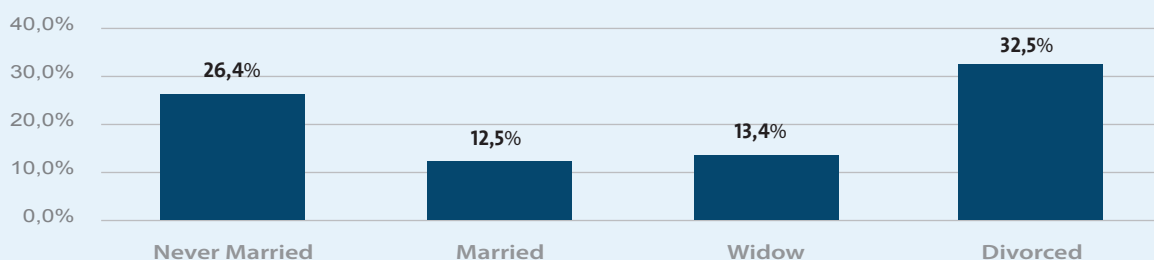
The share of Syrian women working varies significantly among cities, with 26.4% in Izmir, 17.7% in Istanbul and 17.2% in Gaziantep. The lowest labour force participation rates are in Şanlıurfa (3.9%), Konya (4%) and Adana (5.6%) (Chart 49). Cities like Izmir, Istanbul and Gaziantep with larger industry and service sectors may present more opportunities in terms of employment and home-based income generating activities.

Those with a higher education diploma (44.1%), who are divorced (32.5%) and who are not married (26.4%) have higher rates of paid employment (Chart 50).

In the report of the Humanitarian Policy Group (2017), the most common jobs among Syrian women are secretarial, working in the textile industry and teaching in Syrian schools. Syrian women highlighted

the importance of the supportive role of male family members in their employment activities. In other words, they need the approval and encouragement of their husbands to start seeking employment, and want their husband's assistance for housework.

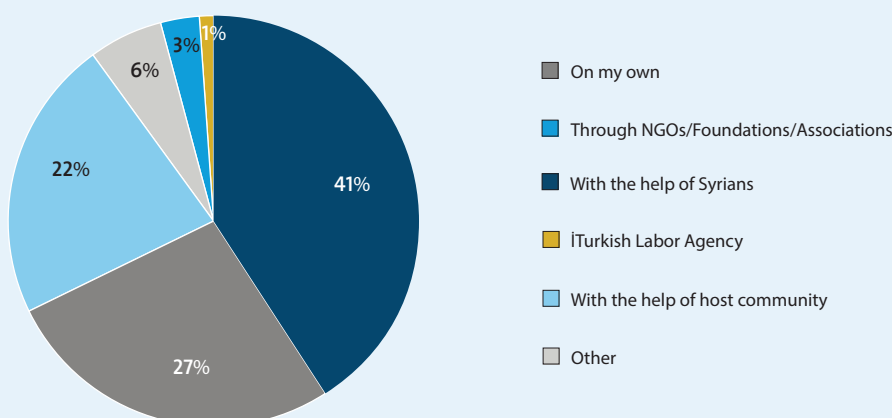
**CHART 50**  
**Employment by marital status**



Women working in regular or irregular jobs mostly found employment through the assistance of other Syrians (40.5%), on their own (27%) or with the help of host community members (22%). Only 4% were assisted by a Turkish labour agency (1%) or organizations (3%) (Chart 51).

A high rate of women is not informed about work permits (91.7%). A key informant, a lawyer in Gaziantep, said that women lacked knowledge about rights and responsibilities in employment areas, such as means to access the labour market and tax payment. They therefore work off the records in unprotected jobs. International NGO workers in Hatay and Gaziantep stated that employers tend to employ Syrians informally to evade bureaucratic procedures with respect to working permits.

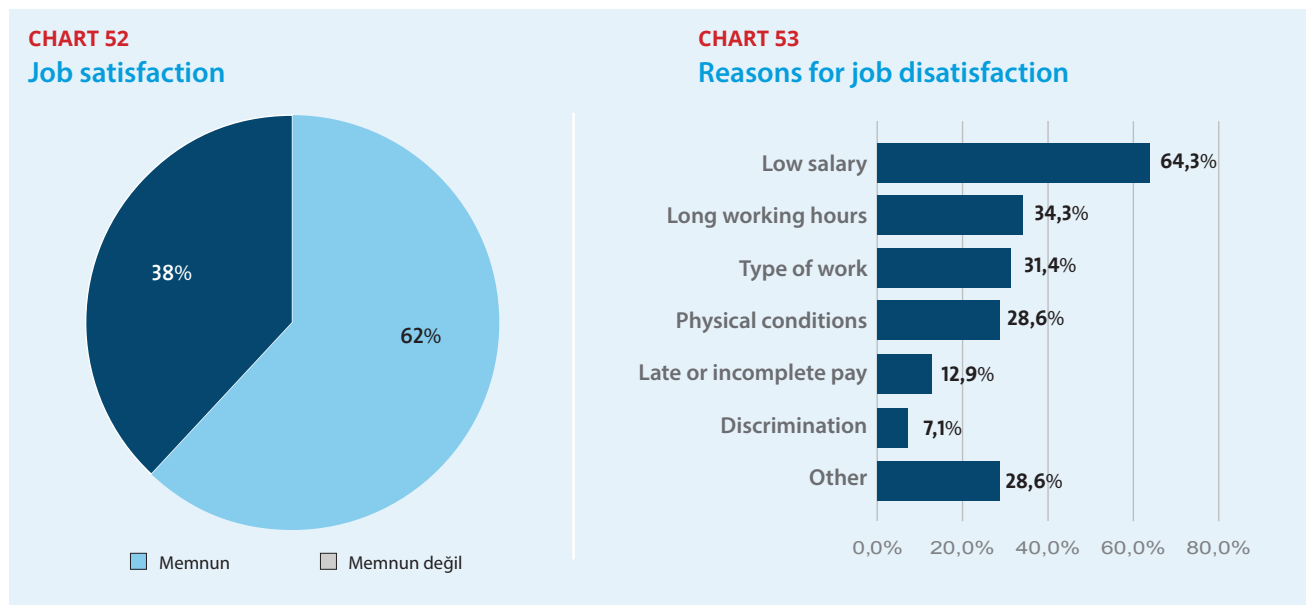
**CHART 51**  
**The way to find a job**



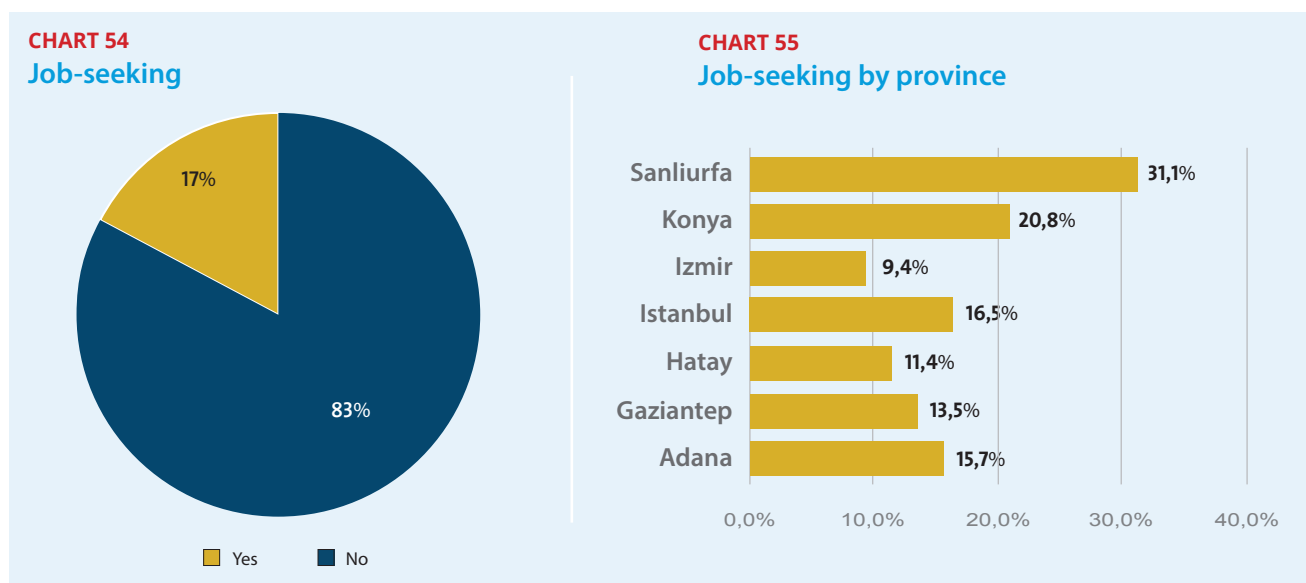


Among the women who say that they have a paid job (15%), more than half say that they are satisfied with their jobs (Chart 52). A low salary was the main reason for dissatisfaction among more than half of the working women (64.3%). Other major reasons were long working hours (34.3%), type of job (31.4%) and

physical conditions in the workplace (28.6%) (Chart 53). When satisfaction based on different employment sectors is taken into consideration, 71% who work in the service sector say that they are satisfied with their jobs, compared to 49% in textiles.

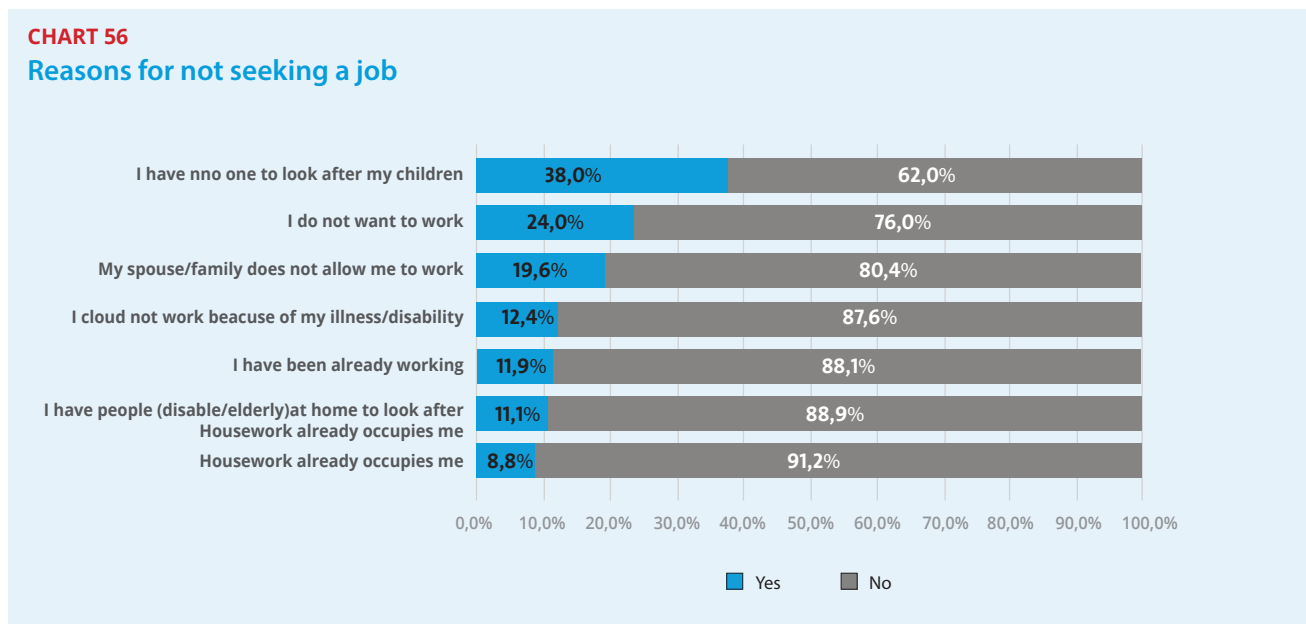


83% of non-working women state that they are not looking for a job (Chart 54). The ratio of those seeking employment is highest among divorced women (32.5%) as there is no spouse to contribute to household income. Other groups seeking jobs are young women (21.6%). As education level rises and household income decreases, the ratio of those seeking employment rises dramatically.



Among the different cities, a larger ratio of women is searching for jobs in Şanlıurfa (31.1%) the city with the lowest employment rate, while in Izmir only 9.4% of Syrian women were seeking a job (Chart 55).

The main reasons for woman not to seek a job were: no childcare (38%), not wanting to work (24%), no permission of spouse/partner (19.6%), illness/disability (12.4%), existence of dependents in the house (11.1%) and other housework (8.8%) (Chart 56).



“Yes, I looked for a job. But they either wanted the language or said no outright. Only there was a woman, they wanted me to look after an elderly, stay at the house 24 hours but I have three children, how will I look after them?” said E. (33 years old, widow with three children, living in Şanlıurfa).

Women who did not work in Syria tend to not seek a job after coming to Turkey unless forced to do so by circumstances. Long working hours leave them less time to fulfil caretaking and domestic responsibilities, and insufficient childcare affects them as much as women of the host community. Many Syrian women prefer to work at home, through various economic activities such as online marketing, cooking, or making handicrafts (HPG, 2017).

Cultural barriers to working outside the home include family pressures and gender norms. Since Syrians mainly live in conservative neighbourhoods, coming home late at night can result in rumours regarding women’s dignity. Other problems are distance to the workplace, heavy working conditions, such as long working hours, and lack of sufficient rest and break opportunities. For women who do not accept work with bad conditions and low pay, there are limited opportunities.

CHART 57

Income-generating activity

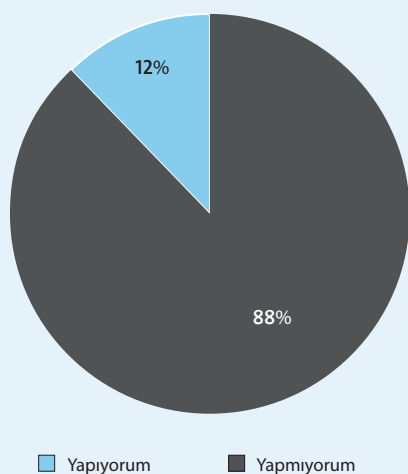
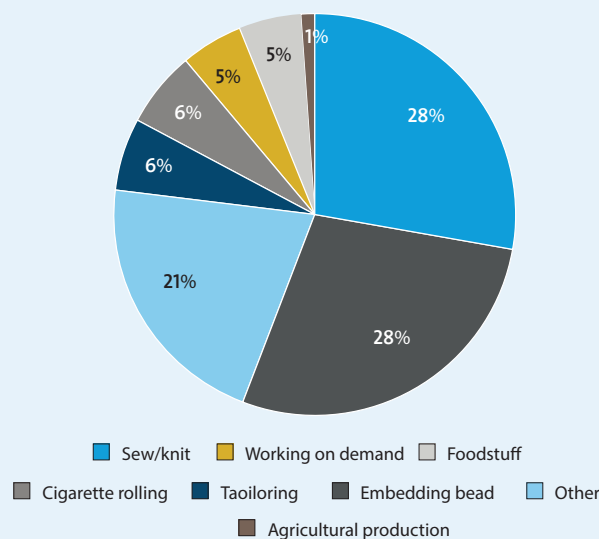


CHART 58

Types of home-based income-generating activities



The rate of any income generating domestic activity is quite low (12%) (Chart 57). Income-generating work at home typically comprises embedding bead (28%), sewing/knitting (28%), tailoring (6%), rolling up cigarettes (6%), working on demand (5%), food production (5%), agricultural production (1%) and other works (21%) (Chart 58).

Approximately 45% of women carrying out domestic income-generating activities state that they can earn 1000 TRY or more. These earnings are far from being a main income, however; they mainly make a small contribution to the family budget. Divorced women are most engaged in production at home, at 22.5% compared with the average of 12%.

Among different groups, the highest rate of engagement domestic income-generating activities is among girls aged 15 to 18. This puts them at risk of dropping out of school to contribute to the household income.

## Institutional and Social Environment for Working Women

Women’s limited access to and information about institutional services leave them mainly to search for jobs through informal means and networks like other Syrians or host community members. The reasons for low institutional support are the lack of knowledge, assumption that the support requires payment and caretaking burdens.

*“We are the ones working and we are the ones doing housework. All my responsibilities have increased. When we were in Syria, my husband used to work, and I used to do housework and raise the children. But here, things are different, I have all the responsibility. I bathe the children, I work, I clean, I go to the market. My husband is at home,”* (Gaziantep, focus group discussion with Syrian women).

Syrian women’s increased responsibilities can include working for income, even if they were not doing so in Syria. This is a challenge but also an opportunity.

A Syrian woman opinion leader from Hatay explains that this empowers women:

*“Men were also afraid of us working in Syria. They wanted women to deal with the house only and fancy up for themselves. The women have become stronger here. Here, they can stand for their rights once they have a problem, because they work. Here, women go outside, drop their kids at school, do house shopping, because men work for very long hours.”*

Other challenges revealed in the focus group discussion are that educated women may be forced to find jobs that are below their skills and experiences, and there is a risk of sexual abuse in the workplace.

A Syrian female opinion leader in Istanbul stated that sexual abuse in the workplace is common: *“Number of women encountering sexual abuse in their workplace is really high. Most of the women who come for an abortion express that they got pregnant because of rape.”*

Despite all the challenges pertaining to gender, women stated that they wish to work and that they need economic, social and caretaking support and regulations that both enable them to work and reduce their unpaid care work. Mechanisms to protect women against sexual abuse in the workplace are also critical.

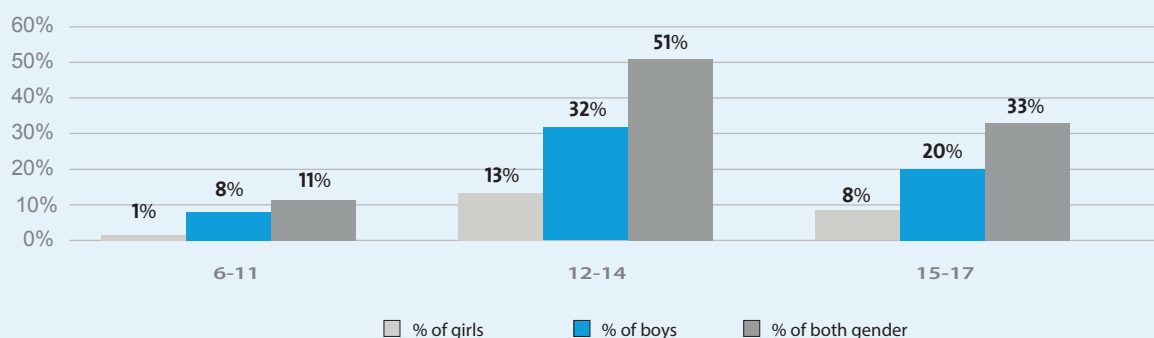
## Child Labour as an Issue of Children’s Rights

“I started looking for a job since my husband was jailed. Right now, I am working, and I am the one who is bringing home money. My 13-year-old daughter also started working. We both provide for the house,” said a Syrian woman (Gaziantep, focus group discussion).

Chart 59 shows how Syrian children are working at different ages. Child labour is one of the reasons for school dropout, particularly for boys, with a 19% increase in child labour between age groups of 6-11 and 12-14 boys working. For girls, a decline in school attendance between age groups 12- 14 and 15-17 (37%, Chart 39) seems to have less direct correlation with increased labour. There is only a 3% increase in girls working, which would indicate that other reasons for school dropouts are more prevalent, such as child

marriage and household chores. The connection between children’s education and employment was supported by testimonies by Syrian women. Girls start to work in domestic income generation and maybe outside in case of an absent father or male family member, or when the father is ill and cannot work.

**CHART 59**  
Child labour by age and sex



Due to low income in many households, the share of children working is increasing. Child labour is not a new problem, but it has become more obvious with the mass Syrian immigration. Problems such as lack of formal employment, restrictions on work permits and costs related to education contribute to children working.

Often girls work at home, while boys work outside, creating a gender difference expressed by a Syrian woman in a focus group discussion in Gaziantep: “My 14-year-old brother is working outside. Our girls bring the work home.”

# SOCIAL COHESION

The main challenge for Syrian women and girls in establishing relations with the host community in Turkey is the language barrier. Cultural barriers, insecurity and biased attitudes (such as the belief that Syrian women intend to take Turkish women's husbands) are other factors.

A Police Academy study of the perception of Syrians by Turkish citizens found that 86.6% of the respondents believed that the unemployment rate has increased since the arrival of the Syrians; 69.9% that there has been a decrease in social assistance provided to Turkish citizens; 45% that access to health services has become difficult; 44.5% that the quality of education has decreased and 60% that incidents of violence, battery, injury and murder have increased (MBSCR, 2017). The report underscored that these beliefs are wrong and based on prejudice and misinformation.

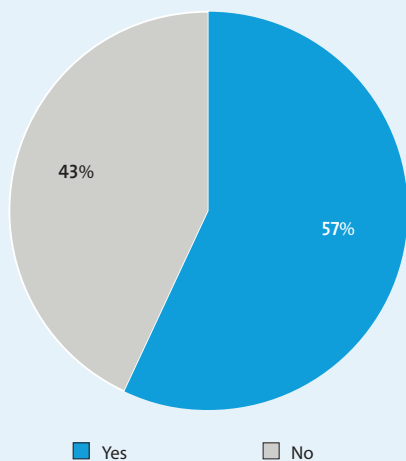
Negative perceptions are further exacerbated for Syrian women. While prejudice drives many Syrians as a whole to settle in Syrian neighbourhoods, relations with the host community and support from neighbours are important for Syrian women, who mostly do not work and spend their time at home.

Key gender-related issues in terms of social cohesion are:

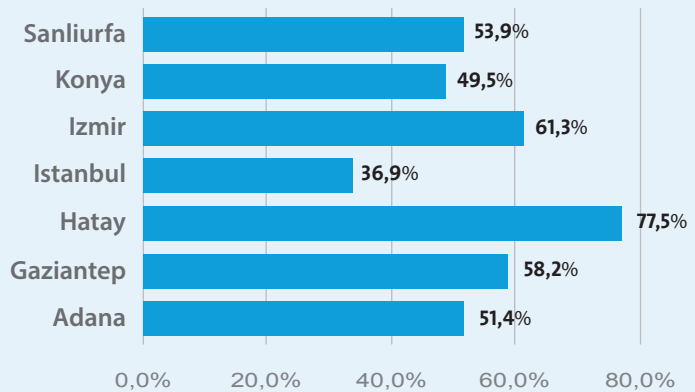
- Host community relations
- Safety and security
- Language barrier
- Cultural barriers
- Opportunities for change

56.7% of Syrian women have social relations with individuals of the host community while 43.3% do not have any (Chart 60). A higher percentage of Turkish-speaking participants (72.3%) have established social relations with the host community.

**CHART 60**  
Relationship with the host community



**CHART 61**  
Relationship with the host community by province



The percentage of those with relations with the host community is higher in Hatay (77.5%), Izmir (61.3%) and Gaziantep (58.2%) compared to other provinces (Chart 61). Hatay has the highest percentage since it borders Syria, and has linguistic and cultural similarities. Findings show that relations with the host community increase with the duration of the stay in Turkey. 43% of those who have been residing there for less than one year have relations with the

host community, while this figure rises to 66.7% for those living there for more than five years. Married women tend to have fewer relationships with the host community (53.7%), while divorced women, widows and women who have never married have higher level of contact (between 65% and 67%). 81.4% of those who do not have relations with the host community declared that in fact they would like to have such relations.

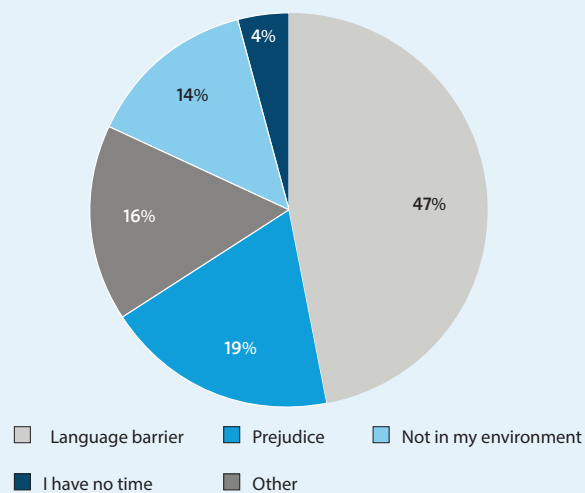
Relations are higher in parallel to a higher level of educational attainment. 73% of high school graduates and 71% of university graduates have relations with the host community, whereas this figure falls to 54% for primary school graduates.

The main problems in establishing relations are the language barrier (47%), followed by discrimination (19.4%) and the absence of nearby host community members (14%) (Chart 62).

Although Syrian women face problems due to the language barrier, they have some relations with the host community in variable frequencies. 28% state that they meet some host community members every day, 37% at least once a week and 10% at least monthly (Chart 63). The fact that almost 15% of women never go out, as well as others who go out infrequently, means that they live isolated from the community (see Chart 15).

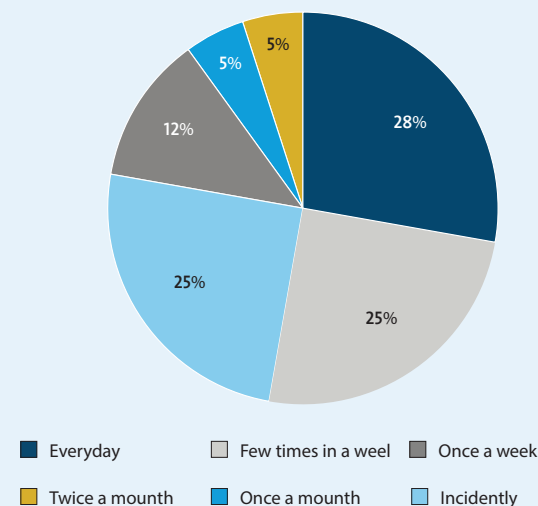
In terms of assistance from the host community, 45.2% of Syrian women received furniture/clothing from their neighbours, 15.1% had childcare, 15.7% had support when they were sick, 9.7% received economic support, 9.6% received assistance for finding a job and 4.9% received support for the education of their children (Chart 64). The type of support varies; for example, single Syrian women receive more support in finding a job (20%), while women between 30 and 44 years receive more support to care for their children (20%). Generally, lower-income Syrian women have more support from the host community. At this point, an emphasis can be made on the invisible but crucial support from the Turkish society in addition to the support provided by the government of Turkey.

**CHART 62**  
Problems in establishing relations with the host community



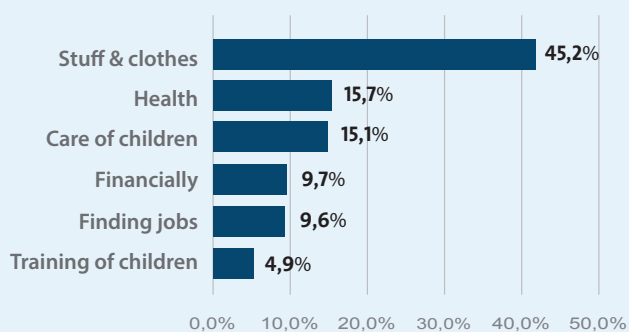
The language barrier is most significant in Adana (65.7%) and Konya (54.4%) and least significant in Izmir (6.3%).

**CHART 63**  
Meeting frequency with host community



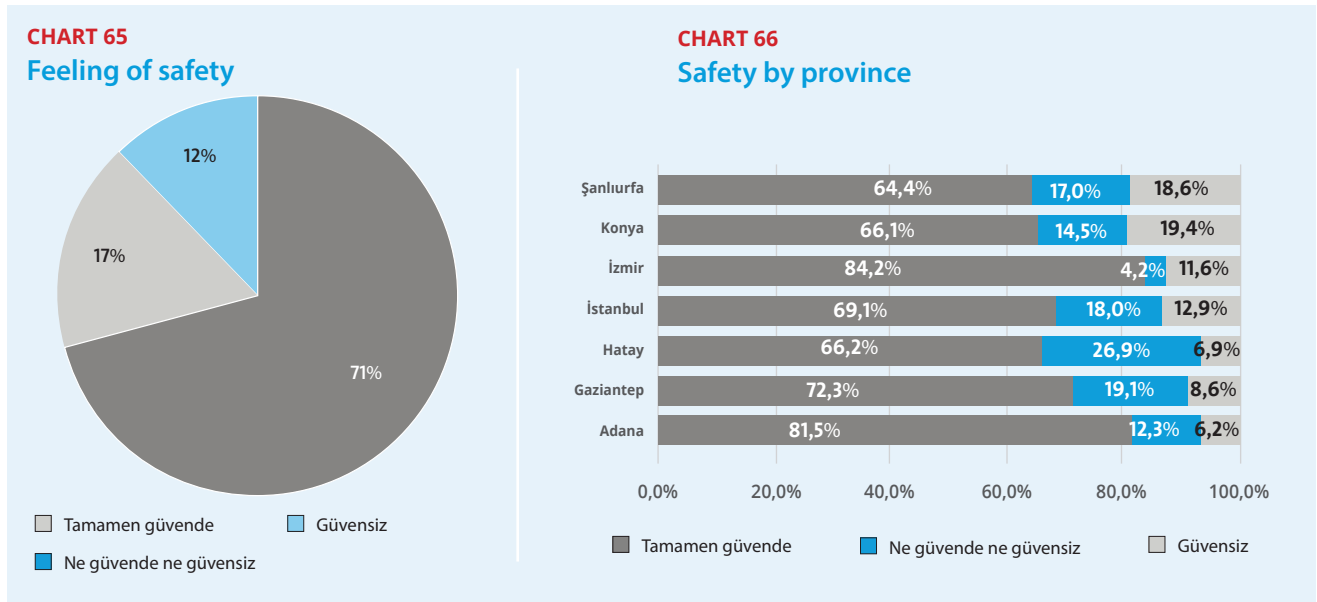
Generally, these findings indicate that relations with neighbours appear to be an important source of social support in the daily lives of Syrian women.

**CHART 64**  
Type of support from host community



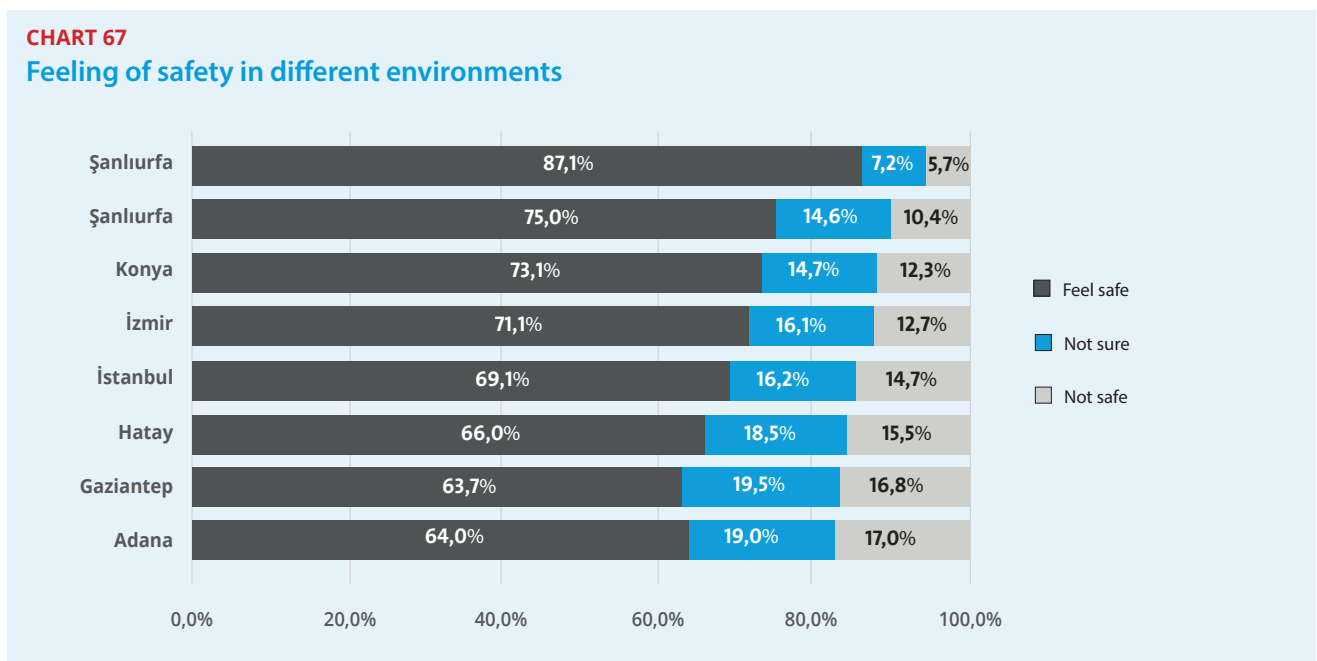
## Safety and Security

Safety and security seem to be a lesser concern for Syrian women. 70.7% who go out declared they feel totally safe when doing so. Another 17.1% declared they feel neither safe nor unsafe. Only 12.3% feel unsafe (Chart 65). Izmir and Adana had the highest percentage of women reporting to feel safe but women in Hatay, Konya and Sanliurfa only about 66% of the women declared to feel safe.



Women feel most safe at home (87%). 75.1% feel safe in hospitals, and 73% feel safe in their neighbourhood. These places are followed by the municipality building, shopping malls, streets and parks (Chart 67). A sense

of insecurity is higher in terms of concerns for children; 25.9% of Syrian women are worried for their children's safety (Chart 70).



This positive data should be assessed considering the fact that the participants fled from the conflict in Syria, and their perceptions might be affected by the peaceful conditions in Turkey. In the interviews and focus groups, responders were less explicit about their feeling of safety. During a focus group discussion with Syrian women in Gaziantep, a woman explained for example: “They are behaving badly towards us here. One day I was sitting on the balcony and my neighbour upstairs poured down water on me. I asked her why she did it and she started yelling at me, even swearing. She said: ‘Enough, go away. You drink our water, eat our food, steal our husbands.’”

Due to negative economic circumstances and prejudices, Syrian women are sometimes regarded as working in any kind of job, including prostitution. I. (35 years old, married with three children, living in Istanbul) said: “They consider us ready to undertake any job just because we are destitute. Of course, there might be some people doing it, but you can’t put everyone in the same pot.”

A Syrian woman opinion leader, who lives in Izmir, reflected: “We can work here and make our living. But I keep on thinking why Turks do not accept Syrians. We have always been sister countries. When a Syrian buys a car, they say ‘You buy a car and don’t pay any rent. Europe pays your rent.’ Such discriminatory discourses and generalizations make the situation even harder.”

Such comments suggest that members of the host community do not have enough information on the legal status of Syrians in Turkey and the support mechanisms for them. A discriminatory discourse has flourished based on inadequate information, which hampers, or even eliminates, chances for the host community and Syrians to live together.

At this point, it is crucial for the host community to take into consideration the individuality of crimes and not generalize any negative situation and prejudice regarding the Syrian population that might stem from lack of accurate information.

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## Language Barrier

Syrian women often live in a restricted space in their own communities due to their cultural codes. This limits them in learning Turkish and interacting with the women from the host community. As stated earlier, less than 30% of Syrian women have some knowledge of Turkish.

While some women go out to benefit from social aid, shop to meet the needs of their families and work, they feel insecure and afraid of getting lost due to not being understood.

A Turkish social worker in the Temporary Training Center in Konya observed: “*Syrian women don’t go out and they don’t learn Turkish because all of their neighbours are Syrian. Only after I served in the Temporary Training Center did I start to understand them.*”

Syrian women find that the language barrier is most pressing in health and education situations where communication is key. A. (38 years old, married with three children, living in Şanlıurfa) said: “*Language barrier is my main problem here. We can’t make ourselves understood at the hospital and we don’t understand how our children are performing in school when we visit.*” The women worry that not being understood adversely affects them and their children.

When women do not speak Turkish, someone in the family is often able to communicate enough to manage daily life. This makes women more dependent, however, often on a spouse or male family member.

Language barriers leave Syrian women with limited opportunities for integration as understanding and expressing oneself correctly is crucial. There are fewer options to access information and embrace new ideas. Some women emphasize that Turkish language courses are important, but courses that may lead to significant transformations, such as in women’s health, children’s education, etc., need to be in Arabic. Syrian women also state that Arabic is important for them in terms of intergenerational communication within the family and cultural exchange, and that Arabic courses need to be delivered for their children born in Turkey.

Other areas of concern are places, such as police station or the Migration Office, where legal procedures and applications need to be followed.



## Cultural Barriers

Another barrier to social cohesion involves differences in culture reflected in daily routines, the status of women and social structure. Dressing styles and social relations vary. Some similarities come to the forefront in eating and drinking habits and social rules, however. Family and children are important in both societies.

Syrian women and girls think that women in Turkey have more rights. Z. (39 years old, married with five children, living in Gaziantep for four years), explains: *"Here in Turkey women have rights. In Syrian families, men make all decisions, but here women and men have equal rights. In Turkey, women are regarded much more highly. For instance, I recently went to the police station and they asked why my photo wasn't on the family pedigree and said it was compulsory here. In Syria, men have second, third and even fourth wives. This is not the case here."*

The joint focus group discussions revealed that Syrian women are not aware of gender-based violence also faced by women in Turkey. Sharing women's experiences and common platforms could bring together women of both communities to address this common issue.

An international NGO staff person working in Şanlıurfa explained the differences between the Turkish and Syrian Civil Law regarding the marital status of Syrian women and girls: *"Most of the Syrian women got married in Syria, and then they are not registering their marriage in Turkey. So, if they want to get divorced, they cannot. Sometimes their husbands leave them to go work or marry in another city and they are disempowered to do anything against their husbands' will."* Due to this lack of registration and documentation of Syrian marriages in Turkey, Syrian women find themselves in position to be unable to divorce their husbands in Turkey.

The host and Syrian communities both prefer relations with their own members, which may be the main impediment to social cohesion. H. (49, single, no child, living in Istanbul for four years) expressed this situation: *"But in a social point of view, Turks socialize with Turks, and Syrians with Syrians. Off course there is not much social cohesion."*

Sometimes Syrian women seem to have isolated themselves socially due to the exclusionary behaviours of the host community. For instance, B. (25 years old, married with two children, living in Istanbul) said: *"Although we pay our rent, they don't want us here. We don't go out. I don't know about their culture because I haven't had any relations. I have been here for five years, but I haven't got socialized with anyone."*

Syrian women said it was difficult to find a social environment to learn the language of the host community, which deepens cultural as well as spatial segregation. Where there is greater social cohesion, this helps women learn the language. E. (40 years old, married with nine children, living in Hatay) explained: *"Syrians that have socialized with Turks have been able to learn Turkish. There have also been cultural interactions."*

In Hatay, where women don't have any language problem because the host community speaks Arabic, women often still do not leave their houses, and the lack of information on employment, training, assistance, etc. is still not addressed. Syrian women have no information on how they can join the labour force or what they can do to obtain a work permit, which also could further integration.

The dominant feeling of host community members is that Syrians should adapt themselves to the culture in Turkey. Trainings and awareness-raising activities may ease some of the differences. A mukhtar in Istanbul explained: *"All in all, they live in Turkey and need to embrace this culture. We can hold conferences and try to raise their living standards to ours. If these are done, I believe this process will go on smoothly."*

## Opportunities for Change

Women's daily lives in Turkey continue to be shaped by traditional gender-based division of labour, as they were in Syria, with men being the main breadwinners and women and girls being responsible for domestic work and care. Today in Turkey, women who are active in the labour market continue to fulfill their housework and care tasks. Syrian men in Turkey often work long hours and many women mentioned that when their husbands had more regular work in Syria, they were able to spend more time at home, sharing some of the child rearing responsibilities.

In Turkey, some Syrian women also described how even when they work and their husbands stay at home, they are left with most of the care duties. F. (41 years old, married with two children, living in Hatay) said she is working and assuming the responsibility for domestic work: *"In the morning, I prepare the breakfast for my children and then go to work. I clean the house and perform non-domestic works as well. I bring my husband medicine when necessary. Since my husband is ill, he cannot work, he needs care."* Being divorced or a widow also seems to have increased the responsibilities of Syrian women with regards to their gender roles.

Settling in Turkey creates an opportunity for interrogating paternalistic attitudes, including those on women's role in the public realm, child marriage and the education of girls. For instance, H. (30 years old, married with four children, living in Gaziantep) stated that she did not approve of young marriages anymore: *"We used to believe that girls had to marry when they reached a certain age. We didn't care whether they would go to school or whether the persons they would marry were bad. But now whenever someone speaks of marriage at early age, I get pissed off. I say it is impossible."*

The changing roles of Syrian women were also acknowledged by Syrian men. In a focus group discussion with men in Izmir, a participant stated: *"Syrian women that has a profession go out more often, making them freer here, which brings about both good and bad things."*

The increased visibility of women in the public sphere has emerged after women, and particularly young girls who have learned Turkish and have joined the labour force. Further emancipation depends on opportunities to improve self-confidence, set their own rules for their lives and act accordingly. This in turn requires greater access to economic resources and educational opportunities.

The narrative of H (30 years old, married with four children, living in Gaziantep) shows that social services help women improve their self-confidence and support the education of their daughters: *"I used to have no purpose, but after I started to come to ASAM, I feel I have more self-confidence. I would never want my daughters to marry early like me under any circumstances. I want them to receive education and obtain a diploma. Diploma brings meaning to a woman's life."*

Being more in the public sphere brings new risks and resistance. It is necessary to take precautions that protect Syrian women and girls from harassment and violence as they evolve and act freely in the public realm. Awareness-raising activities on women rights and gender equality need to involve Syrian men to change their attitudes towards women's right to equal opportunities.

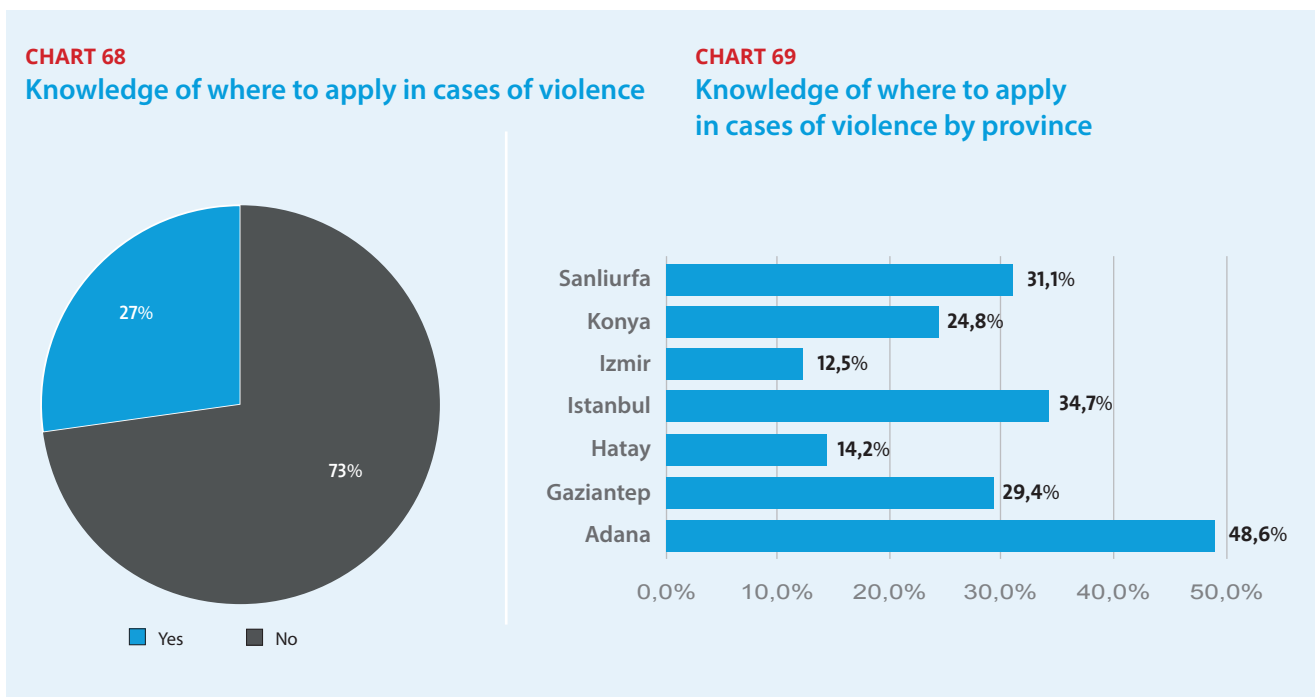
# SOCIAL PROTECTION AND SUPPORT

Most of the women who participated in the research live in urban areas and have easy access to social services and educational and employment-related opportunities, compared to those living in rural areas. Still, several shortcomings were revealed related to:

- Access to protection and social services
- Social support and aid

## Access to Protection and Social Services

Although Syrian women and girls face ill-treatment and discrimination in their daily lives, 73% do not know where to turn if violence or harassment threatens their safety (Chart 68). Knowledge of available services varies by province, reaching only 12.5% of women in Izmir and 14.2% in Hatay, compared to 48.6% in Adana (Chart 69).

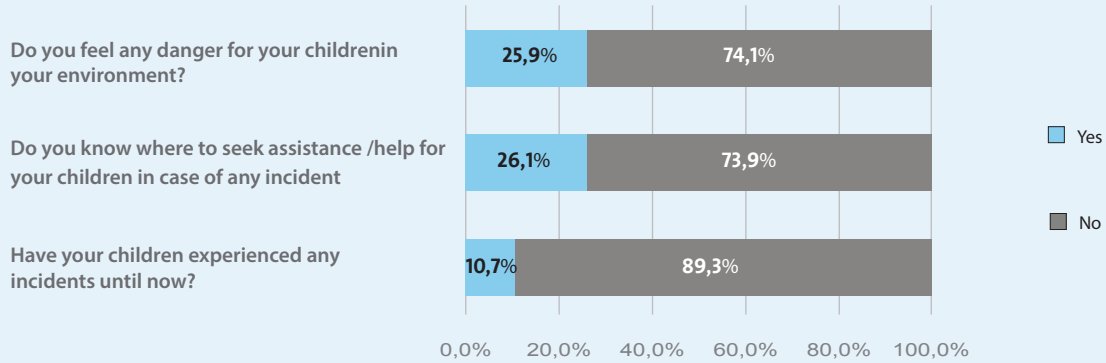


Those with a low income (below 700 TRY) and those with many children (more than six) have less knowledge of support mechanisms. There are no significant increases according to age. Among those with a primary school degree, 71% are not aware, compared to 59% among those with a bachelor's degree.

A similar situation prevails in knowing where to seek assistance for children in case of any incident. While 73.9% do not know where to find this, 10.7% have experienced an incident against their children, and

25.9% feel their children might be in danger (Chart 70). The percentages are significantly lower in Hatay (3.1%) and Izmir (9.5%) compared to other provinces. Those findings point to the need for informing and training women on what to do in cases of violence or threats to themselves or their children.

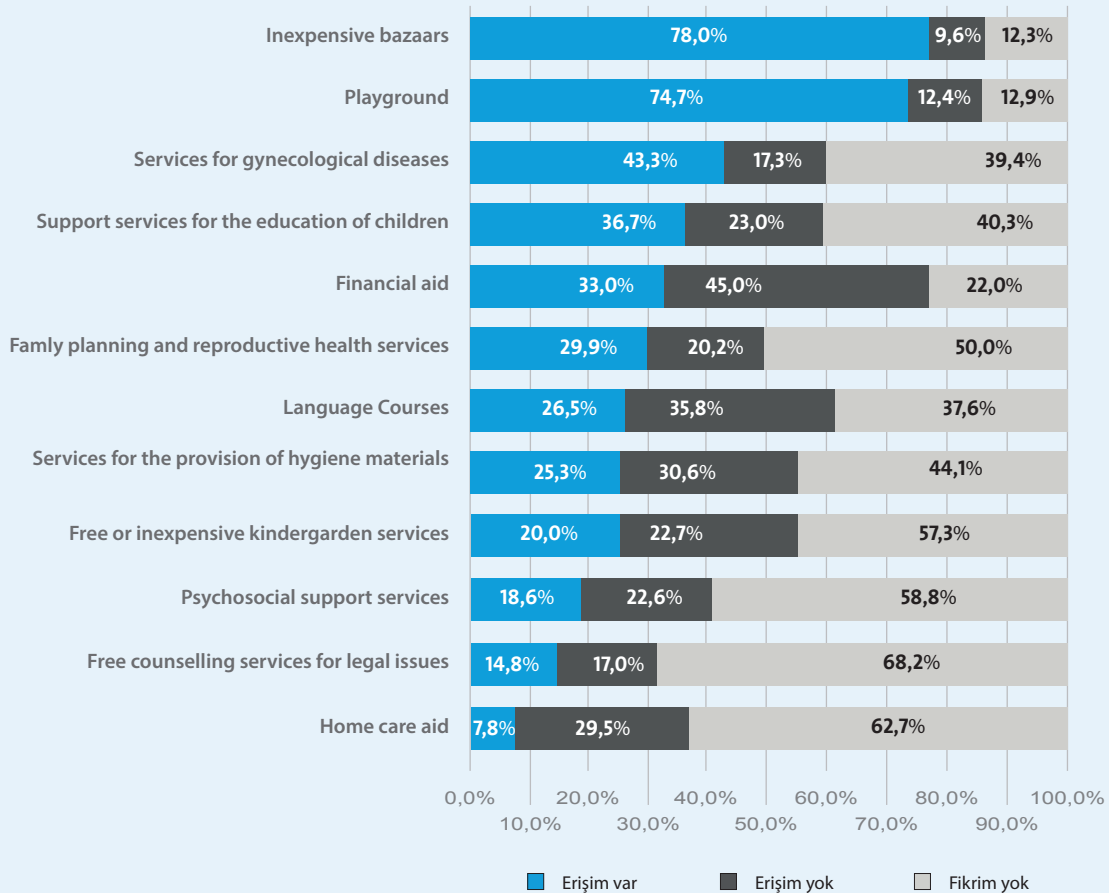
**CHART 70**  
**Children's safety**



Syrian women report to be unaware of many other services or support: 68.2% are not aware how to access free legal counselling, 58.8% how to access psychosocial support and 57.3% available childcare

services. According to the findings, only 33%% stated they receive financial support and 22% stated they have no idea how to access it. (Chart 71).

**CHART 71**  
**Aid and services received**



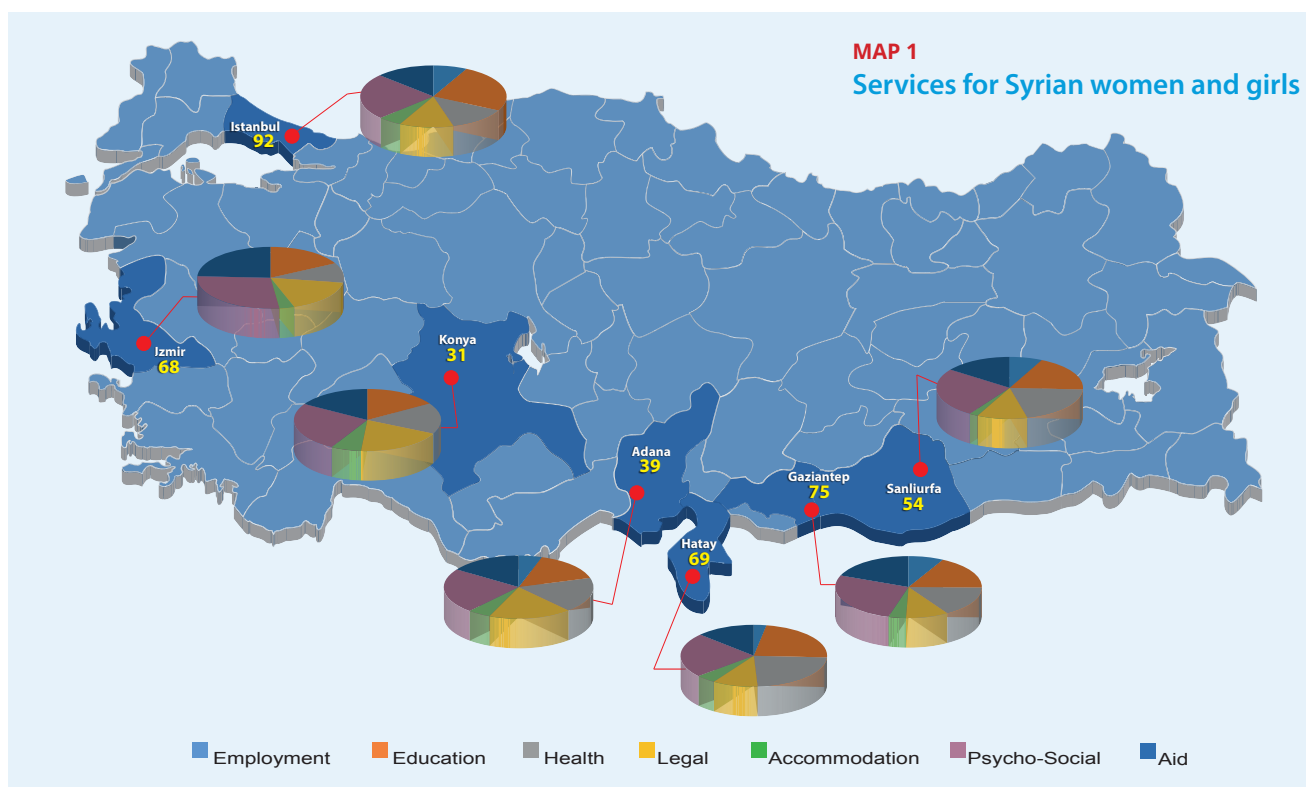
Levels of access to different services and forms of aid include inexpensive bazaars (78%), education for children (36.7%), financial (33%), family planning (29.9%), hygiene materials (25.3%), kindergarten services (20%), psychosocial support (18.6%), legal support (14.8%) and home care support (7.8%).

A mapping of social services aimed at Syrian women and girls revealed that services focusing exclusively on women are almost nonexistent, aside from those provided by local and international Syrian women's

associations. Most service providers support refugees and asylum seekers regardless of gender and age, although the principal beneficiaries are mainly women, except for employment and support services. The most frequently provided services benefit women more, including psychosocial support services (105), access to education services (83), access to health services (69) and cash/non-food items (68) (see Table 4).

**TABLE 5**  
Distribution of social service points in the research provinces

	Employment support services	Education services	Health services	Legal assistance	Accommodation services	Psychosocial support	Cash/non-food items
<b>Hatay</b>	2	16	16	7	3	16	9
<b>Adana</b>	2	6	7	7	2	9	6
<b>Konya</b>	0	5	5	6	2	8	5
<b>Istanbul</b>	7	23	12	11	5	22	12
<b>Izmir</b>	0	10	6	10	2	16	14
<b>Gaziantep</b>	6	13	12	7	3	20	14
<b>Sanliurfa</b>	4	10	11	6	1	14	8
<b>TOTAL</b>	<b>21</b>	<b>83</b>	<b>69</b>	<b>54</b>	<b>18</b>	<b>105</b>	<b>68</b>

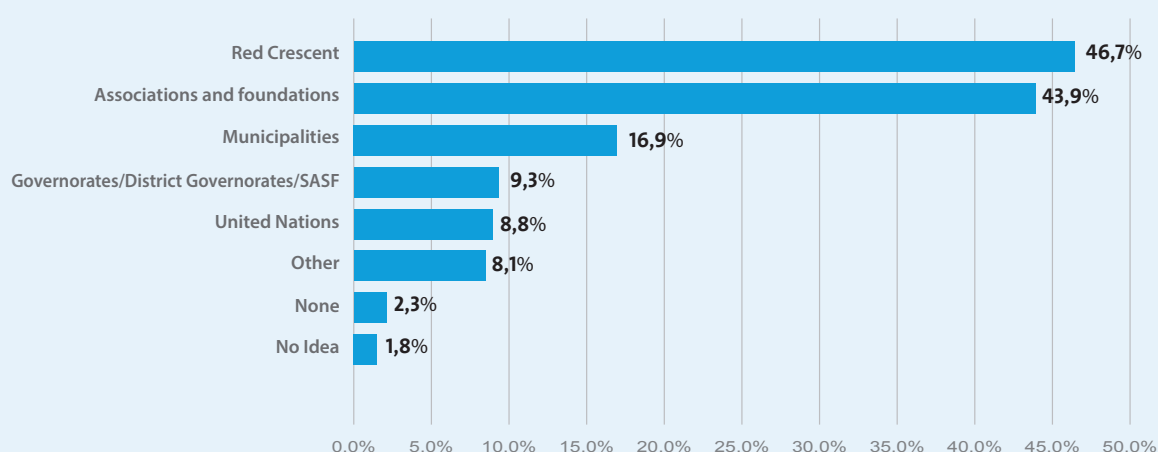


## Social Support and Aid

58.9% of Syrian women stated that they received aid at some point after they came to Turkey from various organizations such as the Red Crescent (46.7%), various associations and foundations (43.9%), municipalities (16.9%), governorates/district governorates/social assistance and solidarity foundations (9.3%) and the United Nations (8.8%) (Chart 72).

**CHART 72**

### Assistance received from different organizations



National and international NGOs, local administrations and district governorates deliver professional training courses and provide coal and supplies.

Areas of support requested by Syrian women are cash assistance, psychological and psychosocial support, educational financial support and material, vocational training courses and legal support.

While some advocate for direct cash assistance, others prefer support which build skills such as trainings: *“Psychological or educational services are more beneficial. They are more helpful than financial aid. Because the money they give is one-off. But the other ones are regular. For example, I was thrilled when I got my PTT card<sup>21</sup>. But the training courses have had a bigger effect on my life, house and children. The effect still goes on.”* (H., 30 years old, married with four children, living in Gaziantep).

Syrian women seem to be especially in need of protection, including legal and psychological support. For example, E. survivor of psychological violence (32 years old, married with two children, working as care worker, living in Izmir) said that she and her husband had come to Izmir along with their two children with the aim of resettling in a third country. However, her husband exerted increasing psychological violence against her. Eventually she turned to an NGO for legal assistance and was granted a protection order as well as psychosocial support. As mentioned above (Chart 71) less than half of the Syrian women interviewed were however aware of the availability of free counseling for legal issues and psychological support.



PHOTO BY: SGDD-ASAM / Osmaniye Team

<sup>21</sup> UNHCR supported Winterization Support project distributes pre-paid MasterCard for basic needs of vulnerable refugee families in order to them prepare for and get through the winter. These cards also known as “PTT Card”



Almost 33% of Syrian women access financial aid while 45% do not receive it even though they are aware of it. Both in the focus groups and in-depth interviews, Syrian women and men stated that welfare benefits and social services were not provided fairly, and they perceived this as causing injustice and inequity: *"The services are not equal, not fair, not accessible to every person. The assistance should be given in an equal way, and the commission delegation visiting houses should be trained or oriented,"* noted A. (43 years old, married with six children, living in Hatay).

The narrative of E. (32 years old, married with two children, living in Izmir) shows that criteria for the provision of welfare benefits need to align with the actual life conditions of Syrian women: *"For example, we were living in one room in my previous house. They came to check my house. They saw the furniture that my neighbours had given us. Then we received no aid. Actually, we had nothing to cook that day. It is wrong to decide just by looking at the furniture."*

Another matter is that Syrian women don't know if they would get welfare benefits while employed. H. (49 years old, single, no child, living in Istanbul) emphasized the need for conducting home visits outside the working hours of Syrian women who need aid even though they have to work: *"I can't take a leave to receive aid every day. I called the municipality staff to check my house and living conditions. They came for home visit without calling and left because I wasn't at home. They said there was nobody at home. What can I do? I live alone. Should I wait for them to visit me for days without going to work?"*

Additionally, Syrians who frequently move, often find that the aid they receive has been cut off, and women have to follow the same grueling procedures again and again to receive welfare benefits.

# Conclusions

The assessment confirms that many Syrian women and girls in Turkey continue to have substantial needs because they are living in overwhelming poverty, in inadequate housing, with little or no knowledge of Turkish and have limited interaction with the host community. Inability to speak Turkish is a major obstacle which tends to compound all others. Syrians in Turkey many enroll in free state sponsored Turkish language courses, but the study found that 70% of Syrian women do not speak any Turkish. This has an immediate effect on their access to housing, services and employment.

Only around 15% of the women surveyed reported active participation in the labour market in Turkey and 24% live in a household with an income below 700 TRY per month. According to TÜRK-İŞ, (Turkey Worker Union Confederation) the hunger level for a family of four was 1662 TRY in March 2018. Divorced and widowed women are especially vulnerable as they must often care alone for their household, which creates even bigger challenges for them to participate in the labour market and exit poverty.

Syrian women and girls' situation makes them easier targets for exploitation, for example in the workplace through poor working conditions or sexual violence. In some cases, relatives take advantage of them by

offering accommodations in exchange for housework, child labour and/or child marriage. Women accept to rely on negative coping mechanisms because they see few other options available.

To address the situation of Syrian women, a comprehensive approach is needed. It could include targeted financial support and/or enhanced gender-sensitive protection and social support systems.

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## Accommodation

Syrian women's main concerns regarding accommodation is the availability of affordable, safe and longer term housing. 87% stated that their monthly income does not meet their basic housing needs. Many Syrian women end up in shared housing or with relatives, leading to crowded conditions, lack of privacy and an increased risk for gender-based violence. Syrian women report that they are obliged to move frequently due to high rents and their dependence on landlords. This, and Syrians tendency to congregate in certain neighborhoods, reduces women's ability to build relations with their neighbors and risks creating obstacles to harmonization and social cohesion in Turkish society.

For Syrian women and girls to be empowered and to be able to benefit from all the opportunities that are available in Turkey, they need safe and affordable accommodation. Therefore, the provision of inexpensive housing for those who need it should be prioritized. Syrian women could be supported through the further extension of the ESSN and other cash-for-rent allocations. At the same time, their tenants' rights should be better protected through the enforcement of regulations on rental provision and the further dissemination of information on tenant's rights and responsibilities. Information campaigns should also promote common living and harmonization between

Syrians and their hosts to help reduce discrimination in rents and to promote social cohesion.

Innovative public housing projects (possibly for host community members and Syrians) and the reduction of legal and administrative obstacles to property ownership for Syrians are other measures that could improve Syrian women's access to housing.



## Health

The large majority of Syrian women report both accessibility and satisfaction with general health-care services. Yet as 14% report difficulties due to prejudice, language and cultural barriers, and registration-related problems, there is a need to further enhance already ongoing measures to provide interpretation services, employ more Syrian health staff, and to reduce social and cultural deterrents, such as a lack of female medical providers. Discrimination and access problems are likely to fall even further with more free interpreter services and effective complaint mechanisms in medical facilities.

Awareness and accessibility of women-specific health services are low; almost half of Syrian women were unaware of family planning and gynecological services, and more than half were unaware of psychosocial support services. Increased information and education on sexual and reproductive health services, should also address family planning, women's health and psychosocial support amongst refugees.

Gender based violence mechanisms and protection in Turkey, needs to be even further enhanced, as the finding of this report show it to be a critical risk factor for Syrian women and girls; all health services should ensure protection and provide referrals to survivors of gender-based violence.

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## Education

The low ratio of Syrian women attending vocational training courses (7.2%) and the fact that most Syrian women who learn Turkish do so through community interactions rather than language courses suggest that Syrian women are restricted by home care duties and traditional gender roles. Other education modalities that could be considered might be more accessible and widespread stipends for language courses, and the provision of childcare services to help more women continue their education or attend vocational training.

While many Syrian women request vocational training that teaches them skills that are in line with their traditional gender roles, training also needs to align with the needs of local labour markets to increase employment opportunities.

Low enrolment and dropouts among Syrian girls as they get older are due to child marriage, household and care responsibilities, and sometimes work. Child marriage is often resorted to only as a coping mechanism amid dire socioeconomic circumstances. It needs to be addressed through awareness-raising of its negative effects, and the empowerment

of women and girls. Various forms of social and economic support, diversified education options and established safe education areas for girls could also help reduce child and forced marriage and support young women's further education.

Young women say that they are motivated to continue with their higher education but are uninformed of the procedures on how to acquire it in Turkey. Services aimed at Syrian women and girls on access to education and educational information such as; diploma equivalency, examinations etc. are needed.

## Livelihoods

Only 15% of Syrian women have regular or irregular/seasonal work. Another 12% stated that they are engaged in some income-generating activity or production. They often work for low pay, with long working hours and in bad physical conditions in the informal labour market. Only 17% of women that are not active in the formal or informal labour market said that they are looking for a job. Others for reasons including, childcare responsibilities, cultural biases, illness/disability, care of other dependents and housework, are not actively seeking any employment.

The Turkish state is taking steps to facilitate the access to work permits for Syrians, including with the establishment of a new e-registration system and reducing fees, and these policies should help Syrian women who are interested in working legally. Information on the new e-registration system should be targeted to women, and efforts should be taken to link women with potential employers. As Syrian women appear poorly informed about their rights

to protection and legal support services in the labour market, information dissemination is key. Strengthening of mechanisms that protect women against sexual abuse in their workplace is also critical.

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## Social Cohesion

More than half of Syrian women have social relations with the host community and receive regular support from it. The main obstacles are language, discrimination, cultural barriers, and the seclusion of some Syrian women in all-Syrian neighborhoods or their homes.

There are more similarities than differences between Syrian and Turkish women, however, and they share many of the same challenges. Establishing shared platforms for them to address gender issues, including gender-based violence, would help cultivate a common consciousness and mechanisms to confront joint concerns.

Some Syrian women who participated in the study, said that they consider Turkish women as having more rights and independence, and this has led them to question prevailing attitudes in their community regarding women's access to work, education and child marriage. For Syrian women who assume a

more assertive and public role, new risks and forms of resistance may surface. These need to be addressed to protect Syrian women and girls from harassment and violence.

Given limited access to information about Syrians' legal status and current circumstances, some host community members fall into a discriminatory discourse that hampers social cohesion. To counter this negative discourse, news and social media, cultural and sport events, could be utilized to promote positive examples of harmonization led by and including women.

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## Protection and Social Support Services

Awareness of and access to protection and social services by Syrian women are extremely low, often only a little more than 60%. Less than 15% of Syrian women have access to free legal support, while 68% are not aware that such services exist.

The high level of unawareness indicates that information campaigns and training are needed, for example, on mechanisms to use in cases of gender-based violence. Psychosocial support and protection services should be integrated with legal support in providing protection from violence.

Almost 60% of Syrian women stated that they receive aid; 33% are accessing financial aid. However, some women who participated in the study also shared the

impression that welfare benefits and social services are not provided fairly and based on greatest need. Further dissemination of simple messages on eligibility criteria is therefore needed.

Welfare benefits that are provisional and small in amount cannot be considered a sustainable solution to women's struggle against poverty. A longer-term strategy needs to be developed grounded in education and the promotion of livelihoods.

# AFTERWORD

**As of June, 2018, the number of Syrians in Turkey has reached 3.6 million. 63% of the entire Syrian population who left their homelands due to the crisis live in Turkey. When compared the number of Syrian refugees in Turkey with the populations of 28 European countries, it is seen that the Syrian population in Turkey corresponds to the 22nd most densely populated country in Europe. Therefore, the Syrian population that currently live in Turkey is greater in number than 7 European countries. This, in fact, indicates that all the procedures related to Syrians amount to a workload that is almost as heavy as it takes to restructure an entire state.**

Also, there is a group of approximately 400 thousand Afghan and Iraqi people in Turkey which shows that the number of non-Syrians in Turkey is greater than that of Syrians in other countries such as Egypt.

Since 15.03.2011, the date on which the conflict began, more than 310 thousand Syrian children have been born in Turkey. While over 1.6 million of the total 3.6 million consist of Syrians aged 18 or under, 46% of the total population consist of women. With regards to the Turkish population, 1 out of every 20 people is a refugee.

The Syrian crisis can be divided into two different parts:

The first 4 years can be referred to as the first period in which both authorities and the Syrians themselves regarded the crisis as a rather short-term problem, an assumption because of which steps such as meeting such temporary needs as accommodation, nutrition, and health were taken rather than planning new lives.

The second period includes the years 5,6,7, and 8, the current one. In this period, due to the anticipation that the crisis is not going to be resolved in a short time, there has been a mobility in Turkey with regards to the Syrians. The Syrian population that used to live around the border towns and in South East Anatolia, have recently migrated to industrialized cities where the labor market is more active and today, İstanbul alone hosts around 600 thousand Syrians. The focal points of this second period have been participation in education opportunities, special needs of women and children, child marriage, child labor, and problems of people with chronic diseases, the disabled, and the elderly, etc. During this period, protection has come into prominence and the actors focused more on the aforementioned issues. Besides, access to livelihood and labor market has become more important subjects. As a result of the mobility in Turkey and the increase in participation in the labor market in this period, Syrians have become more visible in Turkey.

There are 1 million school-age children in Turkey and efforts regarding education have been accelerated. As for the issues hindering Syrians from accessing education, the number of schools and teachers have been increased and these issues constitute one of the areas which is given utmost attention through conditional cash transfers and the contributions of NGOs and other international organizations.

Considering the number of non-Syrian refugees in Turkey, – which is greater than the number in Egypt which was affected by the crisis- the efforts regarding the refugee women should also be increased for women coming from other countries such as Afghanistan, Iraq and so on.

There is a need for versatile support for refugees. Even though subjects such as Protection, Social and Economic Support, Employment, and Access to Labor Market may seem different from one another, in order to have all these fields support each other and not lose the holistic view on these matters, presence of mechanisms that can provide integrated solutions will prevent the dissociation of the elements that constitute life.

In addition to the fact that Turkey has shown an exemplary approach to the Syrian crisis, it is still a debatable issue whether the Turkish approach to Syrians and to the complicated issues are comprehended accurately or sufficiently. Apart from the considerable amount of support that Turkey has provided as a state, the support and solidarity provided by the host community in various different situations is an unspoken element that has made life easier for Syrians.

Contrary to many countries who regard the notion of migration as a problem rather than prosperity, Turkey has not regarded refugees as an element of domestic policy during the processes that came along with the crisis. The fact that the refugee subject has not become an element of negative content in its domestic policies is among the greatest successes of Turkey in terms of not leading the life conditions of the refugees into negativity.

Through this study, efforts have been made to draw attention to certain findings regarding refugee women, a population among which changes occurred in the most evident way in terms of changing, becoming apparent and abolishing of the gender roles, a group that is deprived of access to rights and services in various way because of the existing perspective on gender.

It is obvious that the state of being both “refugee” and “woman” at the same time – whether assessed altogether or separately - is one of the subjects that needs focus in the forthcoming processes.

The main objective of this study is to grant more visibility on the subject by producing data that will shed light on the future studies on refugee women rather than merely repeating what is obviously apparent.



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# Annexes

## Annex 1: Abbreviations

- Association of Solidarity with Asylum Seekers and Migrants (SGDD-ASAM)
- Centre for Transportation Development and Collaboration (CTDC)
- Civil Society Organization (CSO)
- Danish Refugee Council (DRC)
- Disaster and Emergency Management Authority (AFAD)
- Emergency Social Safety Net (ESSN)
- Conditional Cash Transfer for Education (CTTE)
- Focus Group Discussion (FGD)
- Humanitarian Policy Group (HPG)
- Inter-Agency Standing Committee (IASC)
- International Labour Organization (ILO)
- International Non-Governmental Organization (INGO)
- International Organization for Migration (IOM)
- Ministry of Interior Directorate General of Migration Management (DGMM)
- Ministry of National Education (MoNE)
- Non-profit Organization (NGO)
- Presidency for Turks Abroad and Related Communities (YTB)
- Post and Telegraph Corporation (PTT)
- Regional Refugee & Resilience Plan (3RP)
- Sexual and Gender Based Violence (SGBV)
- Temporary Education Centers (TEC)
- Temporary Protection Status (TPS)
- Turkey Workers Union Confederation (TURK-IS)
- Turkish Medical Association (TMA)
- United Nations Development Cooperation Strategy (UNDCS)
- United Nations High Commissioner for Refugees (UNHCR)
- United Nations Office for the Coordination of Humanitarian Affairs (UNOCHA)
- United Nations of International Children's Emergency Fund (UNICEF)
- United Nations Women (UNW)
- Welt Hunger Hilfe (WHH)
- Women's Commission for Refugee Women and Children (WCRWC)

## Annex 2: Questionnaire /Analysis plan

The analysis plan reflects the questionnaire administered for the quantitative part of the research and is available in full in Data analysis plan.xls

Information	Question	Options	Category of Analysis	Report Charts
Demographic: Respondent information	Province	<ul style="list-style-type: none"> <li>o Adana</li> <li>o Gaziantep</li> <li>o Hatay</li> <li>o Istanbul</li> <li>o Şanlıurfa</li> <li>o Izmir</li> <li>o Konya</li> </ul>		Chart 1: Distribution of participants by province and age
Demographic: Respondent information	Q1: What is your age?	<ul style="list-style-type: none"> <li>Open</li> <li>Numeric</li> </ul>	Province; Age; Education level; Marital status; Income	Chart 1: Distribution of participants by province and age
Demographic: Respondent information	Q2: Education level (The latest diploma will be taken into consideration, if available)	<ul style="list-style-type: none"> <li>o Illiterate</li> <li>o Literate, but have never attended a school</li> <li>o Dropout</li> <li>o Primary school</li> <li>o Secondary school</li> <li>o High school</li> <li>o Technical high school</li> <li>o University graduate</li> <li>o Master's graduate</li> <li>o Other .....</li> </ul>	Province; Age; Education level; Marital status; Income	Chart 4: Education level Chart 37: Education level by province
Demographic: Respondent information	Q3: What was your job in Syria?	<ul style="list-style-type: none"> <li>Open</li> </ul>	Province; Age; Education level; Marital status; Income	Chart 5: Professions in Syria
Demographic: Respondent information	Q4: What is your marital status?	<ul style="list-style-type: none"> <li>o Never married</li> <li>o Married</li> <li>o Widow</li> <li>o Divorced</li> </ul>	Province; Age; Education level; Marital status; Income	Chart 7: Marital Status
Demographic: Respondent information	Q5: How old were you married? (if married)	<ul style="list-style-type: none"> <li>Open</li> <li>Numeric</li> </ul>	Province; Age; Education level; Marital status; Income	Chart 8: Age of Marriage
Demographic: Respondent information	Q6: Are you married to a person from the host community? (if married)	<ul style="list-style-type: none"> <li>o Yes</li> <li>o No</li> </ul>	Province; Age; Education level; Marital status; Income	
Demographic: Respondent information	Q7: Does your husband have another wife than you? (if married)	<ul style="list-style-type: none"> <li>o Yes</li> <li>o No</li> </ul>	Province; Age; Education level; Marital status; Income	
Demographic: Respondent information	Q8: If yes, how many? (including you)	<ul style="list-style-type: none"> <li>o 1</li> <li>o 2</li> <li>o 3</li> <li>o 4</li> </ul>	Province; Age; Education level; Marital status; Income	
Demographic: Respondent information	Q9: Do you have any children? How many?	<ul style="list-style-type: none"> <li>Open</li> <li>Numeric</li> </ul>	Province; Age; Education level; Marital status; Income	Chart 9: Number of children
Demographic: Respondent information	Q9a: Age (per child)	<ul style="list-style-type: none"> <li>Open</li> <li>Numeric</li> </ul>	Province; Age; Education level; Marital status; Income	
Demographic: Respondent information	Q9b: Sex	<ul style="list-style-type: none"> <li>o Male</li> <li>o Female</li> </ul>	Province; Age; Education level; Marital status; Income	
Demographic: Respondent information	Q9c: Schooling	<ul style="list-style-type: none"> <li>o Illiterate</li> <li>o Primary school drop-out</li> <li>o Primary school</li> <li>o Secondary school</li> <li>o High school</li> <li>o Higher education</li> </ul>	Province; Age; Education level; Marital status; Income	Chart 39: School attendance by age and sex
Demographic: Respondent information	Q9d: Working	<ul style="list-style-type: none"> <li>Open</li> </ul>	Province; Age; Education level; Marital status; Income	Chart 60: Child labour by age and sex
Demographic: Respondent information	Q9e: Marital status	<ul style="list-style-type: none"> <li>o Never married</li> <li>o Married</li> <li>o Widow</li> <li>o Divorced</li> </ul>	Province; Age; Education level; Marital status; Income	
Demographic: Respondent information	Q10: If having children, what does your child do?		Province; Age; Education level; Marital status; Income	



Information	Question	Options	Category of Analysis	Report Charts
Demographic: Respondent information	Q11: Were you living in the city centre or in the rural?	o City centre o Rural	Province; Age; Education level; Marital status; Income	
General	Q12: Before coming to Turkey in which province you were living in Syria?	Syrian province and district listed	Province; Age; Education level; Marital status; Income	
General	Q13: Have you stayed in a camp?	o Yes o No	Province; Age; Education level; Marital status; Income	
General	Q14: What was the reason for leaving the camp? (If having stayed in camp)	o Opportunities outside the camp o The wish to live in a big city o Ensuring privacy o Lack of place in camps o Other	Province; Age; Education level; Marital status; Income	Chart 11: Reasons for leaving camp
General	Q15: When you first arrived in Turkey, were you planning go back to Syria?	o Yes o No	Province; Age; Education level; Marital status; Income	
General	Q16: How many months have you been living in Turkey?	Open Numeric	Province; Age; Education level; Marital status; Income	
General	Q17: How many months have you been living in this city?	Open Numeric	Province; Age; Education level; Marital status; Income	
Accommodation	Q18: Was there a specific reason for choosing this city?	o Close to border o I have relatives here o I have friends here o Employment opportunities o Incidentally o Other	Province; Age; Education level; Marital status; Income	
Accommodation	Q19: What are the other cities you lived in previously before your current residence?	Open	Province; Age; Education level; Marital status; Income	
Language	Q20: What is your native language?	o Arabic o Kurdish o Turkish o Other	Province; Age; Education level; Marital status; Income	Chart 2: Native language
Language	Q21: Which languages do you speak?	o Arabic o Kurdish o Turkish o Persian o English o Other	Province; Age; Education level; Marital status; Income	
Language	Q22: Do you know Turkish?	o Yes o A Little o No	Province; Age; Education level; Marital status; Income	Chart 3: Knowledge of Turkish incl. Q27
Language	Q23: Where did you learn Turkish? (if know Turkish)	Open	Province; Age; Education level; Marital status; Income	Chart 45: Language acquisition Chart 46: Language acquisition by province
Language	Q24: Have you tried to learn Turkish before? (if not knowing Turkish)	o Yes o No	Province; Age; Education level; Marital status; Income	Chart 45: Language acquisition Chart 46: Language acquisition by province

Information	Question	Options	Category of Analysis	Report Charts
Language	Q25: Is there a reason that you cannot learn Turkish? (if not knowing Turkish)	<ul style="list-style-type: none"> <li>o I have no money to afford for Turkish courses</li> <li>o I did not know that these kinds of services are offered free of charge</li> <li>o My spouse/ partner does not allow me to go to a course</li> <li>o I cannot leave my children and attend a course</li> <li>o I do not know what type of a path I should follow</li> <li>o I do not think that learning Turkish would be useful for me</li> <li>o I prefer learning English instead</li> <li>o Other</li> </ul>	Province; Age; Education level; Marital status; Income	Chart 47: Reasons for not learning Turkish
Language	Q26: If you had tried, why were you not successful?	<ul style="list-style-type: none"> <li>o The course was unsatisfactory</li> <li>o I could not find an environment to improve my Turkish</li> <li>o I did not have time to practice what I have learned at the course</li> <li>o I had to leave the course</li> <li>o Other</li> </ul>	Province; Age; Education level; Marital status; Income	
Language	Q27: Does any of your family members know Turkish?	<ul style="list-style-type: none"> <li>o Yes</li> <li>o No</li> </ul>	Province; Age; Education level; Marital status; Income	Chart 3: Knowledge of Turkish incl Q22
Media & communication	Q28: Do you know how to use a computer?	<ul style="list-style-type: none"> <li>o Yes</li> <li>o No</li> </ul>	Province; Age; Education level; Marital status; Income	
Media & communication	Q29: Do you have a smartphone?	<ul style="list-style-type: none"> <li>o Yes</li> <li>o No</li> </ul>	Province; Age; Education level; Marital status; Income	
Media & communication	Q30: Do you use social media?	<ul style="list-style-type: none"> <li>o Yes</li> <li>o No</li> </ul>	Province; Age; Education level; Marital status; Income	
Media & communication	Q31: Which social media accounts do you have? (if yes to using social media)	<ul style="list-style-type: none"> <li>o Facebook</li> <li>o Twitter</li> <li>o Instagram</li> <li>o Snapchat</li> <li>o Tumblr</li> <li>o Vine</li> <li>o Scorp</li> <li>o Telegram</li> <li>o Whatsapp</li> <li>o Other</li> </ul>	Province; Age; Education level; Marital status; Income	
Accommodation	Q32: Where do you stay currently?	<ul style="list-style-type: none"> <li>o Apartment</li> <li>o Detached house</li> <li>o Shanty house</li> <li>o Basement floor</li> <li>o Tent</li> <li>o Stay as a guest at a relative's house</li> <li>o Stay as a guest at a friend's house</li> <li>o Other</li> </ul>	Province; Age; Education level; Marital status; Income	Chart 12: Accommodation type by province with table by province
Accommodation	Q33: How many people you live together in your household?	Open Numeric	Province; Age; Education level; Marital status; Income	Chart 18: # of person living in same household
Accommodation	Q34: How many rooms you have in your household?	<ul style="list-style-type: none"> <li>o 1</li> <li>o 2</li> <li>o 3</li> <li>o 4</li> <li>o 5</li> <li>o 6</li> </ul>	Province; Age; Education level; Marital status; Income	
Accommodation	Q35: Are you sharing your house with another family?	<ul style="list-style-type: none"> <li>o Yes</li> <li>o No</li> </ul>	Province; Age; Education level; Marital status; Income	Chart 19: House sharing with another family by province Chart 20: House sharing with another family by income group

Information	Question	Options	Category of Analysis	Report Charts
Accommodation	Q36: How many households do you live together? (If yes to sharing)	Open Numeric	Province; Age; Education level; Marital status; Income	
Accommodation	Q37: Since when you are living in this house? (in months)	Open Numeric (months)	Province; Age; Education level; Marital status; Income	Chart 21: Length of stay in the same accommodation
Accommodation	Q38: How would you describe the place you are staying at the moment?	o Very bad o Bad o Average o Good o Very good	Province; Age; Education level; Marital status; Income	Chart 13: Perception of condition of accommodation by income Chart 14: Perception of condition of accommodation by province
Education and training	Q39: Are you currently attending school?	o Yes o No	Province; Age; Education level; Marital status; Income	
Education and training	Q40: Do you have any difficulties in communicating at the school? (if yes to Q39)	o Yes o No	Province; Age; Education level; Marital status; Income	
Education and training	Q41: With whom do you have difficulties in communicating at the school? (if yes, to Q40)	o Teachers o Staff members at the school o Students o Other	Province; Age; Education level; Marital status; Income	
Education and training	Q42: Have you felt discriminated at school? (if yes to Q39)	o Yes o No	Province; Age; Education level; Marital status; Income	
Education and training	Q43: What kind of discrimination do you think you were exposed to? (if yes to Q42)	o National origin o Gender o Linguistic o Other	Province; Age; Education level; Marital status; Income	
Education and training	Q44: Who treats you in a discriminative way? (if yes to Q42)	o Teachers o Students o Staff members at the school o Other	Province; Age; Education level; Marital status; Income	
Education and training	Q45: (Asked if answer for going school is "no"), what would be the reasons? (if no to Q39)	o I work o Since I do not know Turkish, I cannot attend any school o I don't prefer to school o My family does not allow me to attend any school o It was too complicated to register o Other	Province; Age; Education level; Marital status; Income	Chart 38: Reasons for discontinuing education
Education and training	Q46: Have you attended any course facilitating access to jobs (vocational training) in Syria?	o Yes o No	Province; Age; Education level; Marital status; Income	Chart 40: Vocational training in Syria
Education and training	Q47: Have you completed your training? (if yes to Q46)	o Yes o No	Province; Age; Education level; Marital status; Income	
Education and training	Q48: Which course/ program did you join? (if yes to Q46)	o Computer o Needlecraft o Cooking o Hairdressing o Other	Province; Age; Education level; Marital status; Income	Chart 41: Completed Courses in Syria
Education and training	Q49: Have you attended any course facilitating access to jobs (vocational training) in Turkey	o Yes o No	Province; Age; Education level; Marital status; Income	Chart 42: Vocational training in Turkey Chart 43: Vocational training in Turkey by province
Education and training	Q50: Have you completed your training? (if yes to Q49)	o Yes o No	Province; Age; Education level; Marital status; Income	
Education and training	Q51: Did you get your certificate from a public institution or an NGO? (if yes to Q50)	o Public institution o NGO-INGO	Province; Age; Education level; Marital status; Income	

Information	Question	Options	Category of Analysis	Report Charts
Education and training	Q52: Which course/ program did you join? (if yes to Q49)	<ul style="list-style-type: none"> <li>o Computer</li> <li>o Needlecraft</li> <li>o Cooking</li> <li>o Hairdressing</li> <li>o Other</li> </ul>	Province; Age; Education level; Marital status; Income	
Education and training	Q53: Which course/ program would you join, if you had the opportunity? (if no to Q49)	<ul style="list-style-type: none"> <li>o Computer</li> <li>o Electrician</li> <li>o Needlecraft</li> <li>o Cooking</li> <li>o Hairdressing</li> <li>o Shoemaking</li> <li>o I would not like to join to any course</li> <li>o Other</li> </ul>	Province; Age; Education level; Marital status; Income	Chart 44: Preferred vocational training areas
Employment	Q54: Do you work at a paid job at the moment?	<ul style="list-style-type: none"> <li>o Yes, I regularly work</li> <li>o Yes, I work at seasonal jobs</li> <li>o Yes, I work irregularly</li> <li>o No, I do not work</li> </ul>	Province; Age; Education level; Marital status; Income	Chart 6: Work in Turkey and Chart 48: Employment (same chart) Chart 49: Employment by province Chart 50: Employed by marital status
Employment	Q55: Are you looking for a job?	<ul style="list-style-type: none"> <li>o Yes</li> <li>o No</li> </ul>	Province; Age; Education level; Marital status; Income	55: Job seeking Chart 56: Job seeking by province
Employment	Q56: If not, could you please state the reason for that? (if no to Q55)	<ul style="list-style-type: none"> <li>o I do not want to work</li> <li>o I have been already working</li> <li>o Until now, I did not need to work I have looked for a job for a very long period of time, now I think that I will not be able to find a job</li> <li>o My spouse/ family does not allow me to work I have no one to look after my children</li> <li>o I have people (disable/ elderly) at home to look after</li> <li>o Housework already occupies me I don't know where and how to look for jobs /</li> <li>o I could not work because of my illness/ disability / I could not find a suitable job for my expertise/ profession</li> <li>o Other</li> </ul>	Province; Age; Education level; Marital status; Income	Chart 57: Reasons for not seeking a job
Employment	Q57: Have you been offered information on work permits?	<ul style="list-style-type: none"> <li>o Yes</li> <li>o No</li> </ul>	Province; Age; Education level; Marital status; Income	
Employment	Q58: If yes, who did you provide with information on work permits? (if yes to Q57)	Open	Province; Age; Education level; Marital status; Income	
Employment	Q59: If yes, were you satisfied with the service? (if yes to Q58)	<ul style="list-style-type: none"> <li>o Yes</li> <li>o No</li> </ul>	Province; Age; Education level; Marital status; Income	
Employment	Q60: Type of job If you work, what tyoe of job? If yes to Q54	Open	Province; Age; Education level; Marital status; Income	
Employment	Q61: What is the sector? If yes to Q54	<ul style="list-style-type: none"> <li>o Agriculture</li> <li>o Animal husbandry</li> <li>o Industry</li> <li>o Service (Maintenance, cleaning, sales person, etc.)</li> <li>o Textile/ Garment</li> <li>o Other</li> </ul>	Province; Age; Education level; Marital status; Income	Chart 51: Working sectors

Information	Question	Options	Category of Analysis	Report Charts
Employment	Q62: How did you find this job? If yes to Q54	<ul style="list-style-type: none"> <li>o On my own</li> <li>o With the help of Syrians (neighbours, relatives, etc.)</li> <li>o With the help of people from the host community</li> <li>o ISKUR (Turkish Labour Agency)</li> <li>o Through NGOs/ foundations/ associations</li> <li>o Other</li> </ul>	Province; Age; Education level; Marital status; Income	Chart 52: The way of finding a job
Employment	Q63: Have you been offered any job matching support in Turkey?	<ul style="list-style-type: none"> <li>o Yes</li> <li>o No</li> </ul>	Province; Age; Education level; Marital status; Income	
Employment	Q64: Have you been satisfied by the job matching support? If yes to Q63	<ul style="list-style-type: none"> <li>o Yes</li> <li>o No</li> </ul>	Province; Age; Education level; Marital status; Income	
Employment	Q65: If you have found your job through NGOs/ foundations/ associations, could you please give its name? If yes to Q54	Open	Province; Age; Education level; Marital status; Income	
Employment	Q66: Are you happy with your job? If yes to Q54	<ul style="list-style-type: none"> <li>o Yes</li> <li>o No</li> </ul>	Province; Age; Education level; Marital status; Income	Chart 53: Job satisfaction
Employment	Q67. Would you like to continue to do this job? If yes to Q54	<ul style="list-style-type: none"> <li>o Yes</li> <li>o No</li> </ul>	Province; Age; Education level; Marital status; Income	
Employment	Q68. If no, would you like to do something else? If yes to Q54	Open	Province; Age; Education level; Marital status; Income	
Employment	Q69: If not, could you please tell us the reasons? If no to Q68	<ul style="list-style-type: none"> <li>o Physical conditions of the workplace</li> <li>o Attitude of the employer</li> <li>o Type of work</li> <li>o I am exposed to discrimination at the workplace</li> <li>o The salary is low</li> <li>o My salary is either paid late or incomplete</li> <li>o Long working hours</li> <li>o Care burden</li> <li>o Other</li> </ul>	Province; Age; Education level; Marital status; Income	Chart 54: Reason for job dissatisfaction
Employment	Q70. Do you earn money from any activity or production that you do at home?	<ul style="list-style-type: none"> <li>o Yes</li> <li>o No</li> </ul>	Province; Age; Education level; Marital status; Income	Chart 58: Income generating activity
Employment	Q71. What type of activities/ production do you do at home? If yes to Q70	<ul style="list-style-type: none"> <li>o I sew/ knit</li> <li>o I produce foodstuff (Cake, dessert, pastry, pickle, jam)</li> <li>o I give lectures/ training</li> <li>o I produce agricultural or husbandry products, (tomato, milk, egg, fruit)</li> <li>o I work upon demand</li> <li>o Other</li> </ul>	Province; Age; Education level; Marital status; Income	Chart 59: Type of income generating activities
Service/assistance	Q72. Did you receive any help from any institution in Turkey?	<ul style="list-style-type: none"> <li>o Yes</li> <li>o No</li> </ul>	Province; Age; Education level; Marital status; Income	
Service/assistance	Q73. Could you tell us the institutions/ organizations that you receive assistance from? If yes to Q72	<ul style="list-style-type: none"> <li>o Public Institutions</li> <li>o Municipality</li> <li>o NGO's</li> <li>o United Nations</li> <li>o Neighbours/ Relatives</li> <li>o ASPIM</li> <li>o Kizilay</li> <li>o AFAD</li> <li>o None</li> <li>o No idea</li> <li>o Other</li> </ul>	Province; Age; Education level; Marital status; Income	

Information	Question	Options	Category of Analysis	Report Charts
Service/assistance	Q74. Do you have any institutions/ organizations that you receive regular assistance from? If yes to Q72	<input type="radio"/> Public Institutions <input type="radio"/> Municipality <input type="radio"/> NGO's <input type="radio"/> United Nations <input type="radio"/> Neighbours/ Relatives <input type="radio"/> ASPiM <input type="radio"/> Kizilay <input type="radio"/> AFAD <input type="radio"/> None <input type="radio"/> No idea	Province; Age; Education level; Marital status; Income	Chart 74: Assistance received from organisations
Service/assistance	Q75. Which of the following services/assistances are available for you?	<input type="radio"/> I have access <input type="radio"/> I don't have access <input type="radio"/> I don't know <input type="radio"/> Would you like to have access? (if not having access)	Province; Age; Education level; Marital status; Income	Chart 73: Forms of aid received
Service/assistance	Q75a. Free counselling services for legal issues	<input type="radio"/> I have access <input type="radio"/> I don't have access <input type="radio"/> I don't know <input type="radio"/> Would you like to have access? (if not having access)	Province; Age; Education level; Marital status; Income	Chart 73: Forms of aid received
Service/assistance	Q75b. Free or inexpensive kindergarden services	<input type="radio"/> I have access <input type="radio"/> I don't have access <input type="radio"/> I don't know <input type="radio"/> Would you like to have access? (if not having access)	Province; Age; Education level; Marital status; Income	Chart 73: Forms of aid received
Service/assistance	Q75c. Playground	<input type="radio"/> I have access <input type="radio"/> I don't have access <input type="radio"/> I don't know <input type="radio"/> Would you like to have access? (if not having access)	Province; Age; Education level; Marital status; Income	Chart 73: Forms of aid received
Service/assistance	Q75d. Inexpensive bazaars	<input type="radio"/> I have access <input type="radio"/> I don't have access <input type="radio"/> I don't know <input type="radio"/> Would you like to have access? (if not having access)	Province; Age; Education level; Marital status; Income	Chart 73: Forms of aid received
Service/assistance	Q75e. Support services for the education of children	<input type="radio"/> I have access <input type="radio"/> I don't have access <input type="radio"/> I don't know <input type="radio"/> Would you like to have access? (if not having access)	Province; Age; Education level; Marital status; Income	Chart 73: Forms of aid received
Service/assistance	Q75f. Language Courses	<input type="radio"/> I have access <input type="radio"/> I don't have access <input type="radio"/> I don't know <input type="radio"/> Would you like to have access? (if not having access)	Province; Age; Education level; Marital status; Income	Chart 73: Forms of aid received
Service/assistance	Q75g. Family planning and reproductive health services	<input type="radio"/> I have access <input type="radio"/> I don't have access <input type="radio"/> I don't know <input type="radio"/> Would you like to have access? (if not having access)	Province; Age; Education level; Marital status; Income	Chart 30: Access to family planning and treatment for gynaecological diseases Chart 31: Access to family planning by province
Service/assistance	Q75h. Services for gynaecological diseases	<input type="radio"/> I have access <input type="radio"/> I don't have access <input type="radio"/> I don't know <input type="radio"/> Would you like to have access? (if not having access)	Province; Age; Education level; Marital status; Income	Chart 30: Access to family planning and treatment for gynaecological diseases
Service/assistance	Q75i. Psychosocial support services (counselling etc.)	<input type="radio"/> I have access <input type="radio"/> I don't have access <input type="radio"/> I don't know <input type="radio"/> Would you like to have access? (if not having access)	Province; Age; Education level; Marital status; Income	Chart 33: Access to psychosocial support Chart 34: Access to psychosocial support by province
Service/assistance	Q75j. Services for the provision of hygiene materials	<input type="radio"/> I have access <input type="radio"/> I don't have access <input type="radio"/> I don't know <input type="radio"/> Would you like to have access? (if not having access)	Province; Age; Education level; Marital status; Income	Chart 32: Access to hygiene materials
Service/assistance	Q75k. Home care aid	<input type="radio"/> I have access <input type="radio"/> I don't have access <input type="radio"/> I don't know <input type="radio"/> Would you like to have access? (if not having access)	Province; Age; Education level; Marital status; Income	Chart 35: Access to home care services Chart 36: Access to home care services by province

Information	Question	Options	Category of Analysis	Report Charts
Service/assistance	Q75I. Financial aid	<ul style="list-style-type: none"> <li>o I have access</li> <li>o I don't have access</li> <li>o I don't know</li> <li>o Would you like to have access? (if not having access)</li> </ul>	Province; Age; Education level; Marital status; Income	
Service/assistance	Q76. Do you have access to health services in your current city?	<ul style="list-style-type: none"> <li>o Yes</li> <li>o No</li> </ul>	Province; Age; Education level; Marital status; Income	Chart 22: Access to health-care services Chart 23: Access to health-care services by province
Service/assistance	Q77. If not, why? If no to Q76	<ul style="list-style-type: none"> <li>o I don't know how to reach services.</li> <li>o I applied for the hospital, but I could not get treated.</li> <li>o I could not afford going to a hospital.</li> <li>o Since I don't speak Turkish, I could not communicate with staff or I thought I would not be able to communicate with the hospital staff.</li> <li>o Since I have been registered to another city, I could not benefit from medical services.</li> <li>o I have not needed it, yet.</li> <li>o Other</li> </ul>	Province; Age; Education level; Marital status; Income	Chart 24: Reasons for not having access to health services Chart 29: Lack of information about health services by province
Service/assistance	Q78. If you could not get treated, what was the reason?	<ul style="list-style-type: none"> <li>o The service quota of the hospital was full.</li> <li>o Last time I went to the hospital, I was discriminated.</li> <li>o They did not provide the service that I needed.</li> <li>o I could not communicate with staff.</li> <li>o Other</li> </ul>	Province; Age; Education level; Marital status; Income	
Service/assistance	Q79. Do you have any access to the medication required for your treatment? (If yes to Q75)	<ul style="list-style-type: none"> <li>o Not at all</li> <li>o Sometimes</li> <li>o Sufficiently</li> </ul>	Province; Age; Education level; Marital status; Income	Chart 28: Access to medicines
Service/assistance	Q80. Are you satisfied with the treatment? If yes to Q76	<ul style="list-style-type: none"> <li>o Yes</li> <li>o No</li> </ul>	Province; Age; Education level; Marital status; Income	Chart 25: Satisfaction of treatment Chart 26: Satisfaction of treatment by province
Service/assistance	Q81. If not satisfied, what was the reason for that? If no to Q80	<ul style="list-style-type: none"> <li>o Insufficiency of the health center</li> <li>o Attitudes of the health-care staff</li> <li>o Lack of communication</li> <li>o Other</li> </ul>	Province; Age; Education level; Marital status; Income	Chart 27: Reasons for not being satisfied with health services
Social cohesion	Q82. Do you have any social interaction with the persons from the host community? (Such as neighbours, friends)	<ul style="list-style-type: none"> <li>o Yes</li> <li>o No</li> </ul>	Province; Age; Education level; Marital status; Income	Chart 61: Relationship with host community Chart 62: Relationship with host community by province
Social cohesion	Q83. If you don't have any social interaction with the host community, why? If no to Q82	Open	Province; Age; Education level; Marital status; Income	Chart 63: Problems for establishing relations with the host community
Social cohesion	Q84. Would you like to have social interaction with the host community? If no to Q82	<ul style="list-style-type: none"> <li>o Yes</li> <li>o No</li> </ul>	Province; Age; Education level; Marital status; Income	
Social cohesion	Q85. How often do you meet with people from the host community? If yes to Q82	<ul style="list-style-type: none"> <li>o Everyday</li> <li>o Few times in a week</li> <li>o Once a week</li> <li>o Couple of times in a week</li> <li>o One a month</li> <li>o Incidentally</li> <li>o Other</li> </ul>	Province; Age; Education level; Marital status; Income	Chart 65: Meeting frequency with host community

Information	Question	Options	Category of Analysis	Report Charts
Social cohesion	Q86. Are you happy with the frequency of the contact? If yes to Q82	<input type="radio"/> Want to contact less <input type="radio"/> I am happy with the frequency <input type="radio"/> Want to contact more often	Province; Age; Education level; Marital status; Income	
Social cohesion	Q87. If you are not happy, why? If yes to Q82 - pending Q86		Province; Age; Education level; Marital status; Income	
Social cohesion	Q88. Would you like to meet more people from the host community?	<input type="radio"/> Yes <input type="radio"/> No	Province; Age; Education level; Marital status; Income	
Social cohesion	Q89. Could you evaluate your relationships with the persons from the host community in terms of helping each other? If yes to Q82	<input type="radio"/> They support us financially <input type="radio"/> They assist us in finding jobs <input type="radio"/> They care of our children <input type="radio"/> They provide us with some stuff and clothes <input type="radio"/> They help us in the training of children <input type="radio"/> They support us when we get sick <input type="radio"/> Other	Province; Age; Education level; Marital status; Income	Chart 66: Type of support from host community
Social cohesion	Q90. How often do you go out?	<input type="radio"/> I do not go out <input type="radio"/> Once a week <input type="radio"/> Few times in a week <input type="radio"/> Everyday	Province; Age; Education level; Marital status; Income	Chart 15: Frequency of going out
Social cohesion	Q91. How safe do you feel when you go out alone?	<input type="radio"/> I do not go out alone <input type="radio"/> I do not feel very safe <input type="radio"/> I neither feel safe nor unsafe <input type="radio"/> I completely feel safe	Province; Age; Education level; Marital status; Income	Chart 67: Feeling of safety Chart 68: Safety by province
Social cohesion	Q92. How safe do you feel yourself in the spaces below?	<input type="radio"/> I do not know <input type="radio"/> Not at all (1) <input type="radio"/> Ok (2) <input type="radio"/> Very much (3)	Province; Age; Education level; Marital status; Income	Chart 69: Feeling of safety in different environments
Social cohesion	Q92a. At park	<input type="radio"/> I do not know <input type="radio"/> Not at all (1) <input type="radio"/> Ok (2) <input type="radio"/> Very much (3)	Province; Age; Education level; Marital status; Income	Chart 69: Feeling of safety in different environments
Social cohesion	Q92b. On street	<input type="radio"/> I do not know <input type="radio"/> Not at all (1) <input type="radio"/> Ok (2) <input type="radio"/> Very much (3)	Province; Age; Education level; Marital status; Income	Chart 69: Feeling of safety in different environments
Social cohesion	Q92c. At municipality	<input type="radio"/> I do not know <input type="radio"/> Not at all (1) <input type="radio"/> Ok (2) <input type="radio"/> Very much (3)	Province; Age; Education level; Marital status; Income	Chart 69: Feeling of safety in different environments
Social cohesion	Q92d. In neighbourhood	<input type="radio"/> I do not know <input type="radio"/> Not at all (1) <input type="radio"/> Ok (2) <input type="radio"/> Very much (3)	Province; Age; Education level; Marital status; Income	Chart 69: Feeling of safety in different environments
Social cohesion	Q92e. At shopping	<input type="radio"/> I do not know <input type="radio"/> Not at all (1) <input type="radio"/> Ok (2) <input type="radio"/> Very much (3)	Province; Age; Education level; Marital status; Income	Chart 69: Feeling of safety in different environments
Social cohesion	Q92f. At Hospital	<input type="radio"/> I do not know <input type="radio"/> Not at all (1) <input type="radio"/> Ok (2) <input type="radio"/> Very much (3)	Province; Age; Education level; Marital status; Income	Chart 69: Feeling of safety in different environments
Social cohesion	Q92g. At home	<input type="radio"/> I do not know <input type="radio"/> Not at all (1) <input type="radio"/> Ok (2) <input type="radio"/> Very much (3)	Province; Age; Education level; Marital status; Income	Chart 69: Feeling of safety in different environments
Social cohesion	Q92h. In social activities	<input type="radio"/> I do not know <input type="radio"/> Not at all (1) <input type="radio"/> Ok (2) <input type="radio"/> Very much (3)	Province; Age; Education level; Marital status; Income	Chart 69: Feeling of safety in different environments
Social cohesion	Q92i. At NGO's	<input type="radio"/> I do not know <input type="radio"/> Not at all (1) <input type="radio"/> Ok (2) <input type="radio"/> Very much (3)	Province; Age; Education level; Marital status; Income	



Information	Question	Options	Category of Analysis	Report Charts
Social cohesion	Q93. Do you know which institutions that you can consult in case of harassment or violence?	Open	Province; Age; Education level; Marital status; Income	Chart 70: Knowledge of where to apply in case of violence Chart 71: Knowledge of where to apply in case of violence by province
Social cohesion	Q94. Please assess the below points for your children	<input type="radio"/> Satisfactory <input type="radio"/> Unsatisfactory	Province; Age; Education level; Marital status; Income	
Social cohesion	Q94a. Education	<input type="radio"/> Satisfactory <input type="radio"/> Unsatisfactory	Province; Age; Education level; Marital status; Income	
Social cohesion	Q94b. Health	<input type="radio"/> Satisfactory <input type="radio"/> Unsatisfactory	Province; Age; Education level; Marital status; Income	
Social cohesion	Q94c. Nutrition	<input type="radio"/> Satisfactory <input type="radio"/> Unsatisfactory	Province; Age; Education level; Marital status; Income	
Social cohesion	Q94d. Safety	<input type="radio"/> Satisfactory <input type="radio"/> Unsatisfactory	Province; Age; Education level; Marital status; Income	
Social cohesion	Q94e. Social life	<input type="radio"/> Satisfactory <input type="radio"/> Unsatisfactory	Province; Age; Education level; Marital status; Income	
Social cohesion	Q95. Do you feel any danger for your children in your environment?	<input type="radio"/> Yes <input type="radio"/> No	Province; Age; Education level; Marital status; Income	Chart 72: Children Safety
Social cohesion	Q96. What kind of dangers do you feel for your children? If yes to Q95	Open	Province; Age; Education level; Marital status; Income	
Social cohesion	Q97. Do you know where to seek assistance/ help for your children in case of any incident?	Open	Province; Age; Education level; Marital status; Income	Chart 72: Children Safety
Social cohesion	Q98. Have your children experienced any incidents until now?	<input type="radio"/> Yes <input type="radio"/> No	Province; Age; Education level; Marital status; Income	Chart 72: Children Safety
Social cohesion	Q99. Could you please briefly describe the incident? If yes to Q98	Open	Province; Age; Education level; Marital status; Income	
Social cohesion	Q100. What do you think about the Syrian children under 18 attendances to school?	See below	Province; Age; Education level; Marital status; Income	
Social cohesion	Q100a. For girls	<input type="radio"/> It's alright if they don't continue their education <input type="radio"/> Primary education is sufficient <input type="radio"/> Secondary education is sufficient <input type="radio"/> High school education is sufficient <input type="radio"/> They shall go to university or further	Province; Age; Education level; Marital status; Income	
Social cohesion	Q100b. For boys	<input type="radio"/> It's alright if they don't continue their education <input type="radio"/> Primary education is sufficient <input type="radio"/> Secondary education is sufficient <input type="radio"/> High school education is sufficient <input type="radio"/> They shall go to university or further	Province; Age; Education level; Marital status; Income	
Social cohesion	Q101. What do you think about the employment of your children below 18?	See below	Province; Age; Education level; Marital status; Income	
Social cohesion	Q101a. For girls	<input type="radio"/> They should work in any condition <input type="radio"/> They shall work unless they drop out the school <input type="radio"/> They should certainly not work	Province; Age; Education level; Marital status; Income	

Information	Question	Options	Category of Analysis	Report Charts
Social cohesion	Q101b. For boys	<input type="radio"/> They should work in any condition <input type="radio"/> They shall work unless they drop out the school <input type="radio"/> They should certainly not work	Province; Age; Education level; Marital status; Income	
Social cohesion	Q102. Do you agree to following statements:	<input type="radio"/> Strongly disagree (1) <input type="radio"/> Agree (2) <input type="radio"/> Strongly agree (3)	Province; Age; Education level; Marital status; Income	
Social cohesion	Q102a. I have difficulties in living together with people from a totally different culture and lifestyle.	<input type="radio"/> Strongly disagree (1) <input type="radio"/> Agree (2) <input type="radio"/> Strongly agree (3)	Province; Age; Education level; Marital status; Income	
Social cohesion	Q102b. We do not have substantial differences in terms of cultural background and lifestyles with Turks	<input type="radio"/> Strongly disagree (1) <input type="radio"/> Agree (2) <input type="radio"/> Strongly agree (3)	Province; Age; Education level; Marital status; Income	
Social cohesion	Q103. Are there any differences between your role in the family when you were in Syria and following your arrival in Turkey?	<input type="radio"/> Changed positively <input type="radio"/> Nothing changed <input type="radio"/> Changed negatively	Province; Age; Education level; Marital status; Income	
Social cohesion	Q104. Do you agree to following statements:	<input type="radio"/> Strongly disagree (1) <input type="radio"/> Agree (2) <input type="radio"/> Strongly agree (3)	Province; Age; Education level; Marital status; Income	
Social cohesion	Q104a. Women should not work if there are no financial problems in the household	<input type="radio"/> Strongly disagree (1) <input type="radio"/> Agree (2) <input type="radio"/> Strongly agree (3)	Province; Age; Education level; Marital status; Income	
Social cohesion	Q104b. Only certain professions are for women	<input type="radio"/> Strongly disagree (1) <input type="radio"/> Agree (2) <input type="radio"/> Strongly agree (3)	Province; Age; Education level; Marital status; Income	
Social cohesion	Q104c. Women can work in the same jobs with men	<input type="radio"/> Strongly disagree (1) <input type="radio"/> Agree (2) <input type="radio"/> Strongly agree (3)	Province; Age; Education level; Marital status; Income	
Social cohesion	Q104d. We take all the important decisions in the family together	<input type="radio"/> Strongly disagree (1) <input type="radio"/> Agree (2) <input type="radio"/> Strongly agree (3)	Province; Age; Education level; Marital status; Income	
Social cohesion	Q104e. Making a living for the family is men's responsibility	<input type="radio"/> Strongly disagree (1) <input type="radio"/> Agree (2) <input type="radio"/> Strongly agree (3)	Province; Age; Education level; Marital status; Income	
Social cohesion	Q104f. Deciding on with whom and when to marry for the girls is men's responsibility	<input type="radio"/> Strongly disagree (1) <input type="radio"/> Agree (2) <input type="radio"/> Strongly agree (3)	Province; Age; Education level; Marital status; Income	
Social cohesion	Q104g. Men should decide which of the kids should continue their education	<input type="radio"/> Strongly disagree (1) <input type="radio"/> Agree (2) <input type="radio"/> Strongly agree (3)	Province; Age; Education level; Marital status; Income	
Social cohesion	Q104h. The works to be done in the household by women are clear (sewing, needlework, cooking, dishes, taking care of the children, cleaning, etc.)	<input type="radio"/> Strongly disagree (1) <input type="radio"/> Agree (2) <input type="radio"/> Strongly agree (3)	Province; Age; Education level; Marital status; Income	
Social cohesion	Q104i. The works to be done in the household by men are clear (repairs, maintenance, etc.)	<input type="radio"/> Strongly disagree (1) <input type="radio"/> Agree (2) <input type="radio"/> Strongly agree (3)	Province; Age; Education level; Marital status; Income	
Social cohesion	Q105. What do you think about the most important problem that Syrian women encounter in Turkey?	Open	Province; Age; Education level; Marital status; Income	
Livelihood	Q106. What is your average monthly income?	Open Numeric	Province; Age; Education level; Marital status; Income	
Livelihood	Q107. What is your household's monthly income?	Open Numeric	Province; Age; Education level; Marital status; Income	Chart 10: Income level

Information	Question	Options	Category of Analysis	Report Charts
Livelihood	Q108. Does your monthly income meet your monthly expenditures?	o Yes o No	Province; Age; Education level; Marital status; Income	Chart 16: Income-Expenditures Balance Chart 17: Sufficient income by province
Livelihood	Q109. How do you spend your money? Please fill out the below expenditure table		Province; Age; Education level; Marital status; Income	Table 4: Average expenses by province
Livelihood	Q109a. Rent	Open Numeric	Province; Age; Education level; Marital status; Income	Table 4: Average expenses by province
Livelihood	Q109b. Electricity bill	Open Numeric	Province; Age; Education level; Marital status; Income	Table 4: Average expenses by province
Livelihood	Q109c. Water bill	Open Numeric	Province; Age; Education level; Marital status; Income	Table 4: Average expenses by province
Livelihood	Q109d	Open Numeric	Province; Age; Education level; Marital status; Income	Table 4: Average expenses by province
Livelihood	Q109e. Heating	Open Numeric	Province; Age; Education level; Marital status; Income	Table 4: Average expenses by province
Livelihood	Q109f. Transportation	Open Numeric	Province; Age; Education level; Marital status; Income	Table 4: Average expenses by province
General	Q110. Are there any other points that you would like to add?	Open	Province; Age; Education level; Marital status; Income	

### Annex 3: Key Informant Organizations

Name	
1	Yarının Kadınları Komitesi
2	Gaziantep Barosu
3	Kırkayak Kültür ve Sanat Merkezi
4	Kızılay
5	UNICEF
6	UNFPA
7	UNHCR
8	Dar el Salam
10	Hatay Meclisi Şura
11	WHH
12	Altınözü SYDV
13	Narlıca SYDV
14	Hatay Muhtarlar Derneği
16	Ministry of Family and Social Policy
17	İhsan Derneği
18	Tarlabası Toplum Merkezi
20	Türk Kızılayı Toplum Merkezi
21	Konak Belediyesi
22	Tepecik Eğitim ve Araştırma Hastanesi
23	Buhas-Der
24	ASAM - Kadın Komitesi
25	MUDEM
26	IOM
27	Agora Sosyal Yaşam Atolyesi
28	Şönim
29	DRC
30	ATAA Relief

## Annex 4: Advisory Board for the Needs Assessment

To support the project team, an advisory board that included experts on women and gender studies from academia, civil society and public bodies was formed by UN Women in cooperation with ASAM. The main function of this board was to give their expert opinions to the project team, in terms of gender related issues throughout the course of the project. To achieve this aim, the board was asked to meet with the project team and UNW on three occasions during the project.

The Advisory board consisted of members from UN Women, SGDD-ASAM, GIGM, Ministry of Labour and Social Security, Ministry of Family and Social Policy, Ministry of Education, Ministry of Health, AFAD, ILO, UNHCR, UNFPA, UNRCO, Hacettepe Women's Research and Implementation Center, Hacettepe University Institute of Population Studies and Middle East Technical University.

The objective of these meetings was:

- After the pilot field research, to discuss the findings and make recommendations on the need to review the gender-sensitive methodology and / or question set.
- To follow the field research and discuss the preliminary findings on gender issues.
- To discuss the dissemination of the final research results when the draft report was completed and follow up gender related policy actions.

In addition, the Advisory board monitored and drove forward the implementation of assessment, as well as the following functions:

- To serve as a source of information, expertise and experience on support for Syrian women in Turkey
- To recommend gender equality strategies for future actions
- To advise on progress and the preliminary findings
- To facilitate communication and coordination among the relevant stakeholders
- To ensure that the input of women civil society organizations is embedded in the research process.





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