Amplify people's voices

‘Meet, Share, Inspire’ Conference
Ankara - Turkey
Pinar Okur - 25 September 2019
The challenge of connecting

- Time consuming
- Complicated
- Expensive
We stay in touch with different communities via:

- Upinion Messenger
- Facebook Messenger
- Progressive Web App
- WhatsApp
Methodology

What we do

- **Reach** your target audience
- **Connect** with them
- **Gather** insights, opinions, stories..
- **Share** information back with them about services and results
Our work in Turkey
Goal: improve living conditions of Syrians in Turkey while involving them in the change process by:

- Creating a strong connection between Syrian refugees and NGOs/UN agencies
- Creating a broad connection with thousands of Syrians in Turkey
- Creating a strong network with relevant stakeholders to connect them with the Syrian community in Turkey.
- Sharing information and results continuously with the Syrians
Reach of Syrian refugees in 6 areas in Turkey.
Profile of respondents

Geographic composition

We have targeted 6 provinces in Turkey:

- Istanbul (50%)
- Gaziantep (13%)
- Hatay (12%)
- Mersin (8%)
- Sanliurfa (7%)
- Kilis (2%)
- Other (9%)
Over 7000 Syrian respondents answered within 6 weeks via Facebook Messenger.

97% of them allowed us to contact them in the future.
Some insights

Challenges of Syrians in Turkey

**Financial means:** "We suffer when it is cold because we cannot even afford heating in our place." Preferred not to mention gender, age group 18-30, lives with a friend

**Language:** "My inability to understand the Turkish language is my challenge." Preferred not to mention gender, age group 31-40, lives with spouse and children

**Employment:** "Lack of job opportunities means we cannot afford our living expenses... We face all kinds of challenges in life because of the lack of stable jobs and the low wages." Man, age group 18-30, lives with a friend

**Housing:** "We live in a camp. It feels like a prison. We don't have a dignified live..." Man, age group 31-40, lives with spouse and children
Do Syrian women face different challenges?

Their challenges are:

- Raising their children in difficult circumstances and inability to afford living expenses
- Getting a job or finishing studies when they need to take care of their children
- Having children and starting a family when they have to work for excessive hours to afford their living expenses (rent, food, etc.)
- Harassment
To address these challenges

Syrians in our community suggest that:

- NGOs need to be more transparent, communicate with them more actively, and take their opinions into account. In this way, assistance provided can be regarded more fair.
- Chances for resettlement are necessary for many of them.
- Working conditions should improve; for example, with normal working hours.
- Free Turkish language courses need to be more available to enhance integration.
Impact we aim to see

**Inclusion** of displaced people in decision making

Better and customised **services** for displaced people

Easy **monitoring** leading to effective migration and integration **policies**
Thank you.

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