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# Labor Market Research on Syrians Under Temporary Protection in Ankara

May 2019

ANKARA

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## CONTENT

<b>INTRODUCTION .....</b>	<b>10</b>
<b>EXECUTIVE SUMMARY .....</b>	<b>11</b>
<b>SECTION 1 TURKISH RED CRESCENT COMMUNITY CENTERS.....</b>	<b>21</b>
1.1. GENERAL INFORMATION ON COMMUNITY CENTERS .....	23
1.2. OBJECTIVE OF COMMUNITY CENTERS .....	24
1.3. COMMUNITY CENTERS PROGRAMS .....	24
1.3.1. Protection Program .....	24
1.3.2. Health and Psychosocial Support Program .....	26
1.3.3. Livelihood Development Program.....	26
1.3.4 Social Cohesion Program.....	28
1.3.5. Restoring Family Links.....	28
<b>SECTION 2 STATUS OF THE SYRIAN MIGRANTS, CONDUCTED PROJECTS AND RESEARCHES.....</b>	<b>31</b>
2.1. SYRIAN CRISIS AND STATUS OF THE MIGRANTS IN MIDDLE EAST NORTH AFRICA REGION .....	33
2.2 APPROACH OF INTERNATIONAL ORGANIZATIONS TO SYRIAN MIGRANTS.....	34
2.3. APPROACHES OF OTHER COUNTRIES TO SYRIAN MIGRANTS.....	39
2.4. STATUS OF THE SYRIANS UNDER TEMPORARY PROTECTION IN TURKEY.....	44
2.5. RESEARCHES CONDUCTED BY NATIONAL INSTITUTIONS AND ORGANIZATIONS, NGOs AND ACADEMY ON SYRIAN MIGRANTS IN TURKEY .....	49
2.5.1. Researches on Syrian Migrants in Turkish Labor Market.....	50
2.5.2. Researches on Syrian Women and Children .....	53
<b>SECTION 3 LABOR MARKET MAIN INDICATORS .....</b>	<b>58</b>
3.1. GENERAL VIEW OF LABOR MARKET IN TURKEY .....	60
3.2. GENERAL VIEW OF LABOR MARKET IN ANKARA.....	63
<b>SECTION 4 METHODOLOGY .....</b>	<b>73</b>
<b>SECTION 5 FINDINGS.....</b>	<b>81</b>
5.1. DEMOGRAPHIC PROFILE OF THE INTERVIEWEES.....	83
5.2. SOCIO-ECONOMIC PROFILE OF THE INTERVIEWEES.....	93
5.3. WORKING CONDITIONS AND RELATED PROBLEMS.....	102

5.4. ASSESSMENTS OF TURKISH EMPLOYERS ON SYRIAN MIGRANTS.....	122
<b>SECTION 6 FINDINGS RELATED TO STAKEHOLDERS AND POTENTIAL COOPERATION OPPORTUNITIES .....</b>	<b>137</b>
<b>SECTION 7 GENERAL ASSESSMENT AND SUGGESTIONS.....</b>	<b>145</b>
7.1. GENERAL ASSESSMENT .....	147
7.2. SUGGESTIONS FOR LIVELIHOOD DEVELOPMENT TO BE IMPROVE.....	151
7.2.1. Suggestions for Social Cohesion of Syrian Migrants.....	152
7.2.2. Suggestions for Ensuring Employment of Syrians.....	154
7.2.3. Suggestions to Employers for Employment of Syrian Migrants.....	158

## MAPS

Map 1. Number of Syrian Migrants in Middle East and North African Countries .....	11
Map 1 Number of Syrian Migrants in Middle East and North African Countries .....	34
Map 2. Distribution of the SuTP by Provinces with the highest Syrian population (As of 16.08.2018).....	46
Map 3. Ankara Central District Populations .....	63
Map 5. The Provinces Where They Come From in Syria (N=91).....	92

## TABLES

Table 1. Sectorial breakdown in the fund of EU Facility for Refugees in Turkey.....	37
Tablo 2. İŞKUR'un Suriyelilere Yönelik Verdiği Hizmetler.....	48
Table 3. Not Seasonally Adjusted Main Labor Force Indicators, April 2017, April 2018 .....	59
Table 4. Employment Status and Employees by Economic Activity, April 2017, April 2018 (15 Years and Over) .....	60
Tablo 5. Eğitim Durumuna Göre İşgücü Durumu, Nisan 2017, Nisan 2018 (15 +) .....	61
Table 6. Capacity Report General View.....	62
Table 7. The Number of Capacity Reports by Products in Ankara .....	64
Table 8. Ankara Capacity Report and Number of Employees.....	64
Table 9. Number of Female and Male Employees in Ankara by Sectors .....	66
Table 10. Number of Job Openings in Ankara by Sectors .....	68
Table 11. Job Vacancy Count According to Occupational Groups.....	68
Table 12. Number of People Hard to Fill in by Sectors .....	69
Table 13. Age Average of the Participants by Gender.....	85
Table 14. Arithmetic Average of the Duration of Residence in Turkey and Ankara 88	
Table 15. Arithmetic Average of the Number of Individuals in the Household.....	91
Table 16. The Number of Participants with and Without Temporary Protection ID and Work Permit.....	91
Table 17. Arithmetic Average of Household Monthly Income .....	93
Table 18. Job-Seeking Methods of Syrian Migrants .....	94
Table 19. The Percentage of Families Benefiting from Turkish Red Crescent Courses .....	97
Table 20. Rent and Other Consumption Expenses of Families .....	97

Table 21. Arithmetic Average of Rent Paid by Syrian Migrants .....	98
Table 22. Rents Paid by Syrian Migrants.....	99
Table 23. Whether Syrian Migrants Want to Live in a City Other Than Ankara .....	99
Table 24. The Advantages of Living in Ankara .....	101
Table 25. Whether They Want to Return to Syria.....	101
Table 26. Jobs of People Living in the Household.....	104
Table 27. Professions Performed by Men in Syria .....	106
Table 28. Professions Performed by Women in Syria.....	107
Table 30. Jobs of Women .....	112
Table 32. Opinions of Women Regarding the Reasons for Syrians' Unemployment .....	115
Table 33. Institutions and Organizations Interviewed .....	123
Table 34. Businesses Interested in Employing Syrian Personnel .....	132
Table 35. Organizations at the Group Discussion and Services They Provided .....	139
Table 36. Related Organizations for the Employment of Syrians and Their Capabilities .....	142
Table 37. Households of Syrian Migrants by Income Levels .....	148

**GRAPHICS**

Graphic 1. Distribution of FRIT Fund to the Implementing Agencies .....	37
Graphic 2. Fund Amount Allocated for 3RP Turkey by Years.....	38
Graphic 3. Population of SuTP in Turkey by Years.....	44
Graphic 4. Distribution of Syrians in Turkey by Gender and Age Group.....	45
Graphic 5. Sectorial Breakdown of Workplaces in Ankara.....	65
Graphic 6. The Distribution of Employees in Ankara by Professions and Gender.....	67
Graphic 8. Participants' Gender Distribution .....	84
Graphic 9. Marital Status of the Participants.....	84
Graphic 10. Age Distribution of the Participants .....	85
Graphic 11. Educational Level of Men and Women .....	87
Graphic 12. Duration of Residence in Turkey .....	88

Graphic 13. Number of Children Born in Syria and Turkey .....	89
Graphic 14. Number of Children of the Participants.....	89
Graphic 15. Number of Individuals in the Household.....	90
Graphic 16. Level of Turkish Language (%) .....	93
Graphic 17. The Level of the Household Monthly Income .....	94
Graphic 18. Support Received from Turkish Red Crescent.....	95
Graphic 19. Support Received from Municipalities.....	96
Graphic 20. Support Received from Other Organizations.....	96
Graphic 21. Rent and Other Consumption Expenses of Families .....	98
Graphic 22. Number of Employed Individuals in the Household.....	103
Graphic 23. The Employment Status of Syrian Migrants in Turkey.....	108
Graphic 24. The Employment Status of Syrian Men in Turkey.....	108
Graphic 25. The Employment Status of Syrian Women in Turkey .....	109
Graphic 26. The Distribution of Syrian Migrants by Their Working Durations.....	109
Table 29. Jobs of Men.....	110
Table 31. Opinions of Men Regarding the Reasons for Syrians' Unemployment.....	114



Dear Kızılay Fellows,

The number of people who are compelled to migrate from the lands where they are born and grown up has exceeded 3.5 million a long time ago. Nearly 150,000 of these people continue their lives in the camps while the rest in every little corner of our country under temporary protection.

It should not be seen such large numbers as only figures or statistics; each figure contains a separate life story. When all these numbers and life stories combine, Turkey's history of great kindness appears, the country hosting the largest number of migrants in the world.

Our services for suffering people struggling to survive in harsh conditions who had to flee their homes, the cities they live in due to the inhumane situation in Syria, can be grouped under two headings. The first of these, we can call them acute period activities as well, are the services for providing basic humanitarian needs for survival. The second heading is; services for the social needs and for the cohesion of these people who have temporary protection status within our borders with the society.

In order to meet social needs, our main activity titles are developing livelihoods and employment activities. By force of Kızılay principles, one of our main objectives is the protection of the dignity of the beneficiaries while we provide services. For this reason, instead of beneficiaries to be dependent on aid, we try to support them to become working, producing and useful individuals both for themselves and for the society they live in. At this point, Labor Market Research on Syrians under Temporary Protection in Turkey contains so valuable data that can shed light on our efforts in this aspect.

I would like to express my gratitude herein to Turkish Red Crescent fellows, stakeholders and its supporters, Career Counselling and Human Resources Development Association (KARDER) specialists who conducted the field works and the analysis on behalf of Turkish Red Crescent, personnel of the Community-Based Migration Programme Coordinatorship and its subsidiaries Community Centers and the valuable members of the Kızılay Family whose efforts delight the people in need. I hope this important research will conduce towards numerous benevolence stories.

Dr. İbrahim Altan  
Turkish Red Crescent General Director



## INTRODUCTION

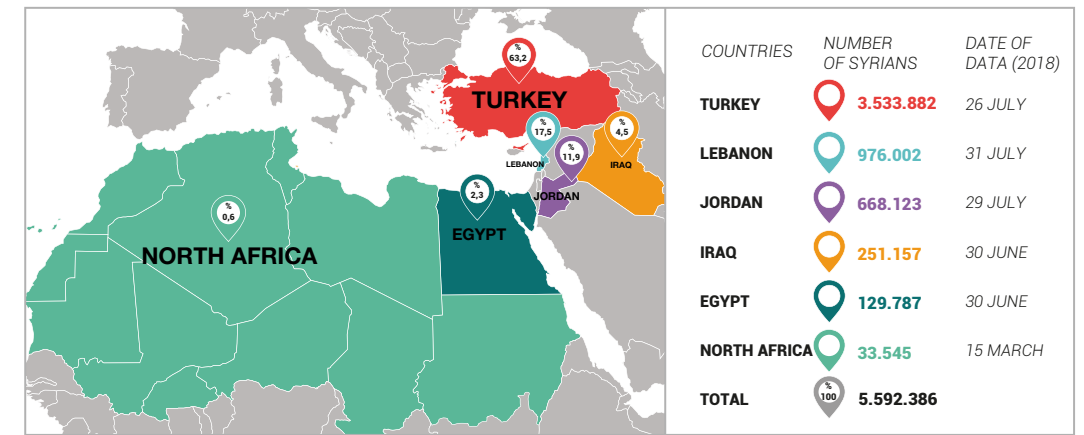
This research report was prepared by the experts of Career Counselling and Human Resources Development Association (KAR-DER) for Turkish Red Crescent. As explained below, Turkish Red Crescent carries out programs in 15 Community Centers in different provinces of Turkey, especially for Syrians who live under temporary protection in Turkey, as well as other foreigners and locals they live with. The main purpose of the research is to reveal the profile of Syrians who live under temporary protection in Ankara and to make employer and sector analyses based on employment in order to ensure more efficient conduct of Community Centers Livelihood Development Program activities in terms of employability.

The research report consists of seven sections. Turkish Red Crescent Community Centers and the services they offer are briefly explained in the first section. The Syria crisis, the wave of migration brought by the crisis, the situation of Syrian migrants in Turkey and countries in the region, information on projects and researches on Syrian migrants are given in the second section. Data on Turkey and Ankara labor market are presented in the third section. The methodology of research, data collection processes, data collection tools and restrictions of the research are given in the fourth section. The following fifth section covers the findings of the research, which are presented in 4 sub-headings: Demographic profile of Syrian interviewees; their economic profile; working conditions and problems; employer's evaluations on Syrian migrants. Services and potential cooperation opportunities by related stakeholders for the cohesion and employment of Syrian migrants are given in the sixth section. In the seventh and last section of the report, a general evaluation is made and suggestions are offered based on the data obtained in the research, observations and results of other researches.

## EXECUTIVE SUMMARY

3,533,882 of the 5,592,386 Syrian migrants displaced during the civil war in Syria have migrated to Turkey. The Turkish government provides support services to the migrants who escaped from the war and took refuge in the country, both for responding to the migration crisis and ensuring recovery after crisis. Within the scope of Temporary Protection Regulation published on 13/10/2014 as per Article 91 "Temporary Protection" of Law no. 6458, fundamental rights and services were guaranteed by providing Temporary Protection IDs to Syrian migrants in Turkey.

Map 1. Number of Syrian Migrants in Middle East and North African Countries



Source: UNHCR (2018)

In its capacity as a National Society, Turkish Red Crescent conducts humanitarian response activities for the Syria crisis both within and outside the boundaries and provides services for recovery. Within this scope, 15 different Turkish Red Crescent Community Centers were established in 14 provinces of Turkey for the purposes of maintaining psychological, social and economic well-being of Syrians affected by the Syria crisis and living under temporary protection outside camps in Turkey, as well as other foreigners and communities they live with, ensuring recovery and developing the culture of living together with the local community. Protection, Health and Psychosocial Support, Livelihood Development and Social Cohesion programs are being conducted through the Community Centers for these purposes.

The expressions of Syrian, migrants and Syrian migrants used throughout the report refers to the Syrian migrants who live in Turkey and have legal status within the scope of "temporary protection" as per Law No. 6458 on Foreigners and International Protection (LFIP).

**Based on the needs, Turkish Red Crescent provides various services with 15 Community Centers in 14 provinces.**

ment Program -which aims to maintain economic well-being of beneficiaries of Community Centers, increase their employability and support their participation in the labor force- in line with the market demands. Specifically to Ankara, it was carried out to determine the problems of Syrian migrants regarding participation in the labor force, learn their expectations from the demand side, identify the professions/jobs needed and therefore include Syrian migrants into the labor market.

The research was conducted in Altındağ and Keçiören districts, which have the heaviest population of Syrian migrants in Ankara. Both quantitative and qualitative data production tools were used in the research. In order to evaluate the supply side of the labor market, face-to-face interviews were made personally with 91 employed and unemployed individuals in total (both women and men) in different age groups. Information on a total of 600 persons from the households were collected and evaluated with these interviews. Regarding the employers, who constitute the demand side of the labor market; interviews were made in regions where Syrians are employed, as well as with employers' representatives and presidents of chambers of tradesmen.

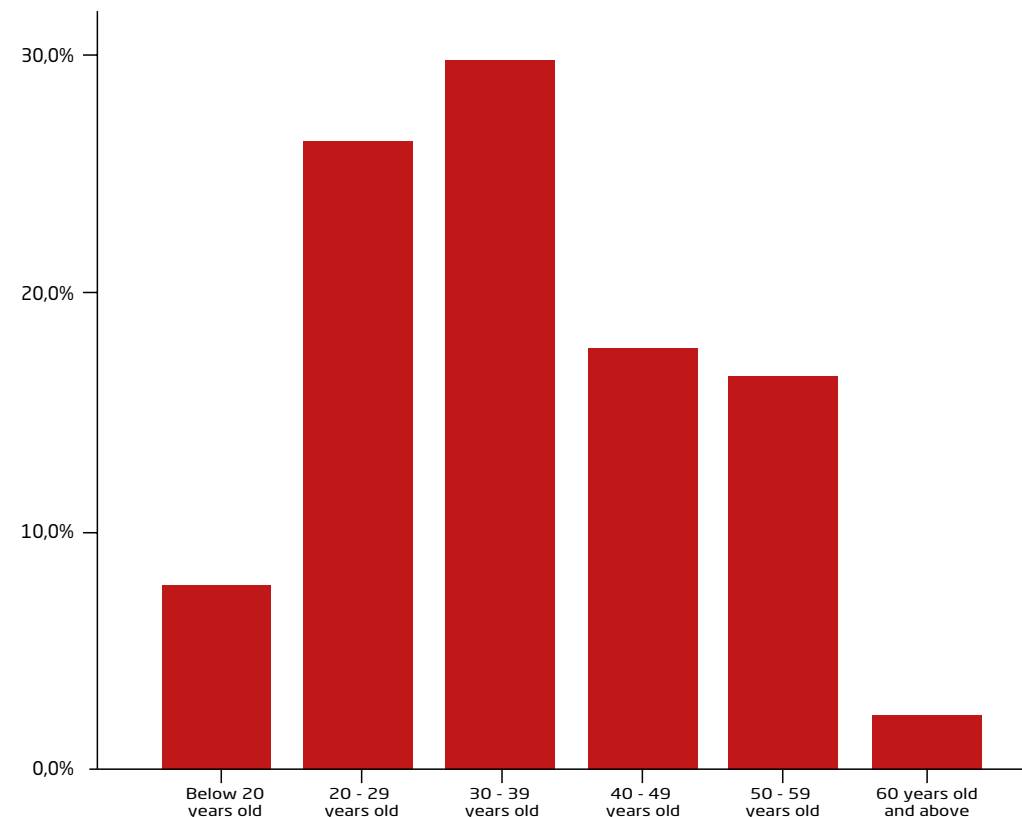
Basic data and statistical records on the Syrian migrants were also evaluated within the scope of the research, in order to ensure that the data obtained in these interviews are assessed to cover the current situation. Furthermore, national and international researches conducted until today in Turkey regarding Syrian migrants' access to livelihoods, relevant funds provided and studies by national and international organizations were also included in the report by secondary data analysis.

The general view of labor market in Turkey and specifically in Ankara reveals a regression in unemployment figures in recent years. In line with the 2017 edition of İŞKUR's (Turkish Employment Agency) labor force research conducted regularly, the sectorial breakdown of workplaces and the number of persons employed in these sectors reveal that manufacturing, construction, administrative and support services, and wholesale and retail trade rank as the first four. In terms of professions; the first four ranks are elementary occupations, service employees and salespersons, artisans and related persons and professionals. The first four sectors where employment is the hardest and have the most vacancy announcements in Ankara are manufacturing, wholesale and retail trade and administrative and support services.

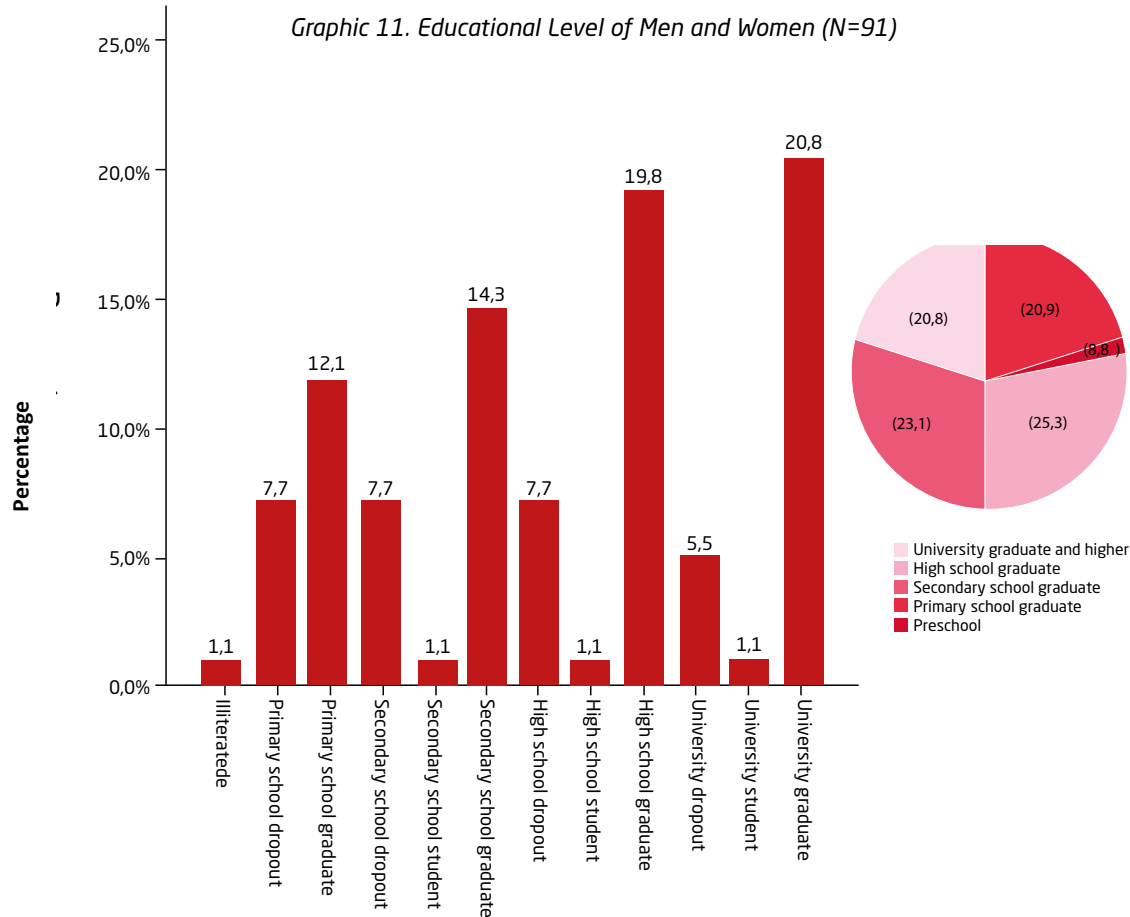
Profession such as electricians, sanitation workers, gas metal arc welders and sales assistants are stated to be the hardest vacancies to fill in Ankara. This provides significant data for including Syrian migrants into the labor market. According to the official figures; 81,312 Syrians live in Ankara where the research was conducted. Syrians in Ankara mostly live in shanty houses and quarters under urban transformation in Altındağ and Keçiören districts. In order to analyze the labor force supply side in the research, interviews were made with 91 employed/unemployed female and male individuals from different age groups and educational levels, and studies were conducted based on the data of 600

persons in total from the households. It was found that the individuals interviewed have been living in Turkey for 36.38 months on average and in Ankara for 32.40 months on average and 75.8% of them have migrated from Aleppo region of Syria.

Graphic 10. Age Distribution of Participants (N=91)



Graphic 11. Educational Level of Men and Women (N=91)



The findings for age and education reveal that the educational level of Syrian participants in the research are close to the average of the similar age group in Turkey. In terms of household size, it was found that Syrian households consist of 6.6 persons on average, the number of their children ranges between 1 and 11, 56% of them has 3 or fewer children and 44% have four and more children. Another important finding in terms of the participation of Syrian immigrant workforce into the labor market is that 32.4% of the Syrians within the scope of the research can understand but cannot speak Turkish, 33.8% can understand and speak Turkish and 33.8% do not have knowledge of Turkish grammar.

**Syrians within the scope of the research declared that;**

**%32.4 can understand but cannot speak Turkish,**

**%33.8 can understand and speak Turkish,**

**%33.8 do not have knowledge of Turkish grammar.**

It was found out that households participating in the research have an average monthly income of TRY 2,385 and average monthly rental expense of TRY 428 as the basic accommodation expenditure.

**The following data were obtained when the individuals' sources of income and access to the labor market were evaluated:**

- It was declared that nobody works in the household of 13.2% of the Syrians within the scope of the research, while 1 person works in approximately 43%, 2 persons work in 21%, 3 persons work in 14.3%, 4 persons work in 6.6% and 7 persons work in 2.2% of the households.
- It was stated that approximately 35.2% of the employed persons found their job by visiting workplaces, 35.2% with the help of their friends and relatives, and others by using social media and multiple channels.
- It was found that 41.8% of the Syrian migrants participating in the research are employed as paid workers, 7.7% have set up their own business, 5.4% work from home, and 45.1% do not work.
- Men are mostly employed in furniture sector and daily works in Ankara Sitaler.
- Women work in sectors such as tailoring, hairdressing, cleaning works and clerkship.

**The following data were obtained when individuals access to their livelihoods by entrepreneurship and setting up their own business:**

- Syrian migrants that set up their own business opened shops of all sorts in Altındağ district of Ankara, especially on Selçuk and Şehit Rafet Sever avenues.
- Syrian migrants have establishments of all sorts on these avenues, where there are almost no Turkish tradesmen.
- Syrian migrant tradesmen hesitated to declare their monthly or weekly income.
- Unpaid family workers are mostly employed in establishments. Syrian migrants work in all establishments that employ paid workers.
- The incomes of Syrian migrant workers employed in Syrian establishments are less than the incomes of Syrians employed in Turkish establishments.

When the research data are evaluated in terms of obstacles and difficulties encountered in accessing the labor force, both female and male workers complain about long working hours and hard working conditions in Turkey, stating that the working hours are shorter and more flexible in Syria. In addition, research findings show that difficulties regarding employment of women and men should be discussed separately.



**The main obstacles to women's participation in the labor force are as follows:**

- Traditional values and social positioning in the regions that women come from (Syrian men do not approve that their wives and daughters work; however, their employment in jobs regarded as "women's work" is found appropriate. These are nursing, teaching, hairdressing etc.,
- Low level of education,
- Having no occupational skills,
- Insufficient knowledge of Turkish language,
- Obligation to look after children or elders at home.

**The main obstacles to men's participation in the labor force are as follows:**

- Age factor,
- Low wages,
- Having no work permit,
- Illness and disability,
- Insufficient knowledge of Turkish language.

Men with high level of education and professional career stated that they cannot participate in the labor force because there is no diploma equivalency and cannot find jobs in fields suitable for their qualifications. Syrian men who work as lawyers, engineers or doctors in Syria stated that they cannot practice these professions in Turkey and do not want to work as unskilled workers.

For evaluations in the demand side of the labor force of the research, interviews were made with employers that employ or do not want to employ Syrians, as well as with employers' representatives and presidents of chambers of tradesmen. In these interviews, employers that employ Syrians stated that they cannot find Turkish workers in fields that do not require many qualifications, so they employ Syrians.

For example, employers in Ankara Furniture Industry Complex and Ankara Scrap Collectors Complex, where Syrians are employed mostly, expressed that they cannot find Turkish workers because they do not like the job or the wage offered; therefore, Syrians fill an important gap.

The employers interviewed emphasized that they have experienced problems with Syrians' working discipline and loyalty. Institutional businesses in Ankara stated that they do not want to employ Syrians for various reasons such as having no working discipline and breaking the labor peace in the workplace.

In consequence of interviews with employers, chambers of tradesmen and sector/profession representatives, four different patterns were found: (1) employers who do not want to employ Syrians under any circumstances; (2) employers who state that they may employ Syrians if they cannot find local workers; (3) employers who want to employ Syrians as

apprentices; (4) employers who want to employ Syrians without discrimination if they do a good job and have good performance.

Very few establishments responding to the survey sent to members via Ankara Chamber of Industry stated that they did not want to employ Syrians, while the majority of them expressed they might employ Syrians in fields that do not require many qualifications or that Syrians can gain qualifications within a short time. Within this scope, more than 300 demands for workers in various fields were received in one week. This demand seems to be an important agenda item for Turkish Red Crescent Ankara Community Center as part of livelihood development activities for Syrians.

As stated above; many public institutions, international organizations and non-governmental organizations provide various services for Syrians. However, the cooperation and coordination among these organizations is not at the desired level. Within this scope, a meeting was held with stakeholder organizations. A significant issue that came to the forefront in these discussions is the fact that each institution and organization has strengths arising from its laws and statutes and that cooperation on the field is mandatory. Creation of a dataset for Syrian migrants and inclusion of the services by each institution and organization in this dataset seems to be an inevitable fact in the coordination of services offered. Providing Turkish language skills to Syrian migrants is important both for social cohesion and participation in the labor market. We see that Syrian migrants have begun to involve in livelihood development activities - than relying solely to in-kind and cash support and been increasingly included in the labor market.

Upon holistic analysis of all data obtained, we can outline suggestions developed for Syrian migrants' access to livelihoods under these headings:

**Suggestions to the Sector for Livelihood Development**

- The state to determine the government policy on the issue, appointing the responsible organizations and their roles and responsibilities clearly and preparing activity plans in a coordinated manner,
- Ensuring active coordination of all public, corporate and NGO stakeholders,
- Creating a database available to all stakeholders and updated frequently,
- Evolving Livelihood Development activities from "social assistance" approach to "economic development" approach,
- Conducting social impact researches, measuring impact and monitoring the progress, ensuring efficiency of program-related planning in this way.

### Suggestions for Social Cohesion of Syrian Migrants

- Increasing the proficiency and quality of existing courses in Turkish language training,
- Canalizing young Syrians who left school to apprenticeship trainings,
- Providing Turkish Republic citizenship consciousness trainings,
- Struggling with discrimination and exclusion with positive communication campaigns.

**“ Creation of a dataset of Syrian migrants and inclusion of the services by each institution and organization in this dataset seems to be an inevitable fact in the coordination of services offered. ”**

### Suggestions for Ensuring Employment of Syrians

- Arranging incentives and planning funds effectively in order to prevent unregistered employment for Syrian migrants,
- Providing information and awareness programs to develop working discipline and habits, which are the primary requirements of Syrian immigrant labor force,
- Evaluating occupational profiles primarily for directing Syrian migrants towards occupational training,
- Providing basic and social competence development opportunities to Syrian migrants who want to be employed,
- Creating training and information tools on labor market data (job seeking, access to jobs, working life, legal rights etc.),
- Ensuring documentation and certification of occupational competence of Syrian migrants in learned professions (regarding diploma equivalency),
- Developing the efficiency of initiatives for training, registration and sufficient knowledge of language in order to eliminate the problem of low wages for Syrian labor force,
- Providing basic occupational health and safety training to Syrian migrants who want to be employed,
- Supporting entrepreneurship of Syrian migrants and adaptation of Syrian entrepreneurs to legal legislation,
- Providing occupational trainings and entrepreneurship support for Syrian handicrafts, local production and skillful works requiring high level of occupational skills and creating platforms to supply these products to consumers,
- Encouraging manufacturing and marketing of domestic productions, as an employment opportunity for Syrian women.

### Suggestions to Employers for Employment of Syrian Migrants

- Filling the employers' knowledge deficiency on employing Syrians,
- Taking precautions to change the negative perception of employers regarding Syrian migrants,
- Building up the employer's trust on the fact that they will not be treated unfairly in case of a negative situation with Syrian workers,
- Balancing the wages paid by employers to local workers and Syrian workers in exchange for their effort and promoting relations between employers and employees,
- Developing incentives and/or suggestions for employers to take the risks of employing Syrians.



## *SECTION 1*

# **TURKISH RED CRESCENT COMMUNITY CENTERS**



## SECTION 1 TURKISH RED CRESCENT COMMUNITY CENTERS



### 1.1. GENERAL INFORMATION ON COMMUNITY CENTERS

The conflicts in Syria have been continuing for seven years, leading to a devastating and lasting humanitarian crisis and forcing people to internal and external migration. Currently, more than 5.6 million Syrians live in neighboring countries, and the crisis has spread to the region and caused more people to migrate to safer places. As a result of the influx of displaced people in Syria to Turkey, the number of Syrians under temporary protection exceeded 3.5 million (UNHCR, July 2018). Approximately 220,000 Syrians live in 20 camps established by the Turkish Government, while a majority of them live outside the camps with the host communities (AFAD, July 2018). This figure even increases when the number of unregistered Syrians and displaced people from other nationalities (Afghans, Iraqis etc.) is taken into consideration. Therefore, Turkey

has become the country that accommodates the most refugees and migrants in the world. Within the scope of Turkish Red Crescent Syria Crisis Humanitarian Relief Operation, Turkish Red Crescent Community Centers commenced their activities in January 2015 to offer psychosocial support, guidance, protection and training services for Syrians living under temporary protection outside temporary shelters, as well as other vulnerable groups they live with. Currently, there are community centers in Şanlıurfa, Istanbul (Sultanbeyli and Bağcılar), Konya, Ankara, Kilis, Bursa, İzmir, Adana, Mersin, Hatay, Gaziantep, Kayseri, Kahramanmaraş and Mardin. 15 community centers managed by Turkish Red Crescent Community-Based Migration Programme Coordinatorship provides services for all vulnerable migrant communities and the local people they live with.

## 1.2. OBJECTIVE OF COMMUNITY CENTERS

The main objective of Community Centers within the scope of Community-Based Migration Programme is to carry out post-crisis recovery aid activities by maintaining psychological, social and economic well-being of Syrians affected by the crisis and live under temporary protection outside temporary shelters in Turkey, as well as other migrants under international and temporary protection and communities they live with in Turkey, ensuring recovery and developing the culture of living together with the local community.

Activities such as adaptation to Turkey (provision of information on legal rights and humanitarian services), Turkish language training, vocational training, individual and group psychosocial support activities, group therapies, individual therapies, drama, music and workshop activities for children, child and youth-friendly space activities, health information and referral activities, information meetings for women, handicrafts, garment manufacture, art and design training for women, referrals for jobs, field works (needs assessment etc) case management and protection activities are carried out under the roof of Community Centers.

## 1.3. COMMUNITY CENTERS PROGRAMS

### PROGRAMS CONDUCTED

The services are provided and activities are conducted within the scope of 4 main programs:

#### 1.3.1. Protection Program

The Protection Program aims to prevent,

mitigate or eliminate negative outcomes of risks and threats as well as situations such as violence, exploitation and abuse which were experienced by especially Syrians and the groups or people that were displaced and took refuge in Turkey as a result of war and humanitarian crises reasons.

Activities carried out in line with this aim are addressed within the framework of Red Cross and Red Crescent Movement principles, International Humanitarian Law, Human Rights and National Legislation while the inclusive activities in the following areas were performed to respond the needs of people and raise awareness.

#### Access to Basic Rights and Services

Within the scope of the program, information is provided about the fundamental rights and responsibilities of displaced people that took refuge in Turkey as well as other vulnerable groups, and about services including education, health, registration, marriage/divorce and legal aid accessible within the framework of these rights while they are supported personally if there is any problem in reaching these services. Individual supports can be in shape of referrals to the institutions and ensuring one-to-one interviews with the institutions while it can also include actions like accompanying the person and providing translation support.

#### Child Protection and Access to Education

Child Protection activities carried out within the program focus on children who face child protection risks including especially child labor and negligence, exploitation, child marriage or children unaccompanied or separated from their family. In order to decrease, prevent and eliminate the risks that

children encounter, activities should be conducted in coordination with especially the Ministry of Family, Labor and Social Services, relevant institutions and organizations upon the determination and evaluation of children under aforesaid risks.

A good part of Child Protection operations are constituted of activities for children who do not maintain education or have a risk of not maintaining education. Interviews are made with the families and children who are not able to access education, cannot show regular attendance or have threats on accessing education recently despite their regular attendance. Accordingly, the reasons of problems in question are inquired and endeavor is made to eliminate those reasons.

#### Prevention of Human Trafficking and Response Towards Victims of Human Trafficking

Within the scope of Human Trafficking as one of the worst kinds of human exploitation, support is also provided for the shelters -administered by the Directorate General of Migration Management- for victims of human trafficking, apart from the basic intervention such as identification and re-directing to the relevant units. As part of this support, within the needs of women and children staying at shelters assistance in terms of social service and psychosocial are provided.

#### Prevention of and Struggle Against Violence

As part of this, preventing all kinds of violence -physical, psychological and emotional-; performing responses together with the relevant institutions and organizations through identifying the persons exposed

to any kind of violence; and strengthening the capacity of a person who is subjected to violence through enabling him/her to access rights and supports he/she needs are all aimed.

Especially struggle against violence to women is at the forefront within the scope of the work.

#### Legal Information and Consultancy

As part of this, preventing all kinds of violence -physical, psychological and emotional-; performing responses together with the relevant institutions and organizations through identifying the persons exposed to any kind of violence; and strengthening the capacity of a person who is subjected to violence through enabling him/her to access rights and supports he/she needs are all aimed.

Especially struggle against violence to women is at the forefront within the scope of the work.

#### In-Kind Aid for Protection Needs

In-kind support provided within the protection aims to support individuals and/or their families; decreasing and ending the protection risk; enabling access to fundamental rights and services; reducing the level of addictions in daily life; supporting for the maintenance of a life with dignity and ensuring it is strengthened. In-kind supports are used as promoters during the intervention periods for persons and communities that are responded within the protection.

Practices within the Community-Based Migration Protection Program are carried out through the following **four main activities**.

- Individual Support - Case Management and Referral



- Information and Raising Awareness Works
- Advocacy
- Capacity Building

### 1.3.2. Health and Psychosocial Support Program

Aim of this program is to support social, psychological and physical well-being of individuals who experienced challenging situations to improve their coping skills with similar challenging situations. The following activities are carried out as part of the Health and Psychosocial Support Program:

#### Psychological Support

Individual consulting/therapy services and group works on depression, trauma, anxiety, panic attack and suchlike disorders, referral and follow-up services for advanced psychological disorders are carried out.

#### Psycho-education

Protecting-preventing trainings for children, adults and teachers to increase psychological resilience and improve social skills.

#### Supporting Healthy Life

Seminars, first aid, hygiene and distribution of newborn sets, health screenings (height, weight, diabetes, tension measuring, cancer screenings) are carried out about the subjects including public health risks, healthy living skills, first aid, maternal and child health, protection from contagious diseases, chronic diseases and implementations of care and hygiene.

#### Community-Based Volunteering Programs

**Community-Based Health and First Aid Program:** Volunteers receive training in the

program that is initiated for the prioritization of communities' needs about health, increasing their knowledge about basic health and first aid and creating awareness about the public health risk factors and they organize needs assessment, field works and seminars to mainstream the program elements among their own communities.

**Family Training Program:** Volunteers attend training of trainers that is organized about marriage life, family communication, child development and healthy living skills and they organize needs assessment activities, field works and seminars to mainstream the training elements among their own communities.

**Health Training Centers:** For Syrians and local people, inclusive health training and seminars are organized and materials are provided in Arabic because of the language barrier.

#### Support Studies for Personnel

In order to reduce stress of workers assigned to Community-Based Migration Programme Coordinatorship and its affiliate Community Centers, arising from being exposed to stress by the work's very nature and to increase the productivity, personal and group psychological support activities for the personnel are carried out.

### 1.3.3. Livelihood Development Program

It aims to ensure that people in need living under temporary protection and international protection in our country as well as the local people are self-sufficient; to increase their employability through improving their professional capacity, referrals to work and to promoting entrepreneurship. Within the

scope of Livelihood Development Program, three main sub-programs are being implemented:

#### Employment Referrals

As part of the labor force demand analysis, activities like creating a profile database of the beneficiaries, personal competence assessment, Turkish language proficiency evaluations and personality inventories are carried out. Within the scope of labor force supply analysis; determination of positions with difficulty in employment and vacancies, collecting the employer demands and competency needs as well as workshops with stakeholders and employers are all carried out.

As a result of these analyses, beneficiaries participate into vocational educations, Turkish language courses and personal competency development trainings intended for covering the market needs and appropriate beneficiaries are referred to the employers and for the vacancies. At this point, for beneficiaries who are referred for employment, are given information about legal and cultural working conditions and for employers, consultation services during work permit application process are provided and work permit tuition fees are paid.

#### Entrepreneurship Program

Basic and advanced entrepreneurship trainings are provided through collaboration with universities, civil society organizati-

ons and techno-parks in line with the needs analyses performed by Community Centers about local entrepreneurship. Following the trainings, entrepreneurship camps are organized for the beneficiaries to create business and feasibility plans, the ones with sustainable business plans are designated and an in-kind support can be provided to them. In the meantime, mentorship and incubation assistance is provided in the areas of legal support, marketing, finance and business management supports during the incorporation process.

Additionally, support for domestic production, small agricultural and husbandry production including material, equipment and consumables is given for the beneficiaries who participate to the Community Center vocational trainings and receive certifications to do domestic production and create livelihoods.

#### Agriculture and Livestock Program

Beneficiaries are provided with theoretical and practical trainings on agriculture and husbandry to meet local needs in accordance with the collaborations with local institutions affiliated to Ministry of Agriculture and Forestry, agricultural chambers, unions and universities. Beneficiaries having completed the trainings successfully are referred for employment or domestic production, small agricultural and husbandry production Support is provided for the beneficiaries that desire to produce.

### 1.3.4 Social Cohesion Program

For people who were forced to migrate to Turkey because of the reasons including civil war, conflict, terrorism etc., activities to develop a culture of living together, voluntarism studies, awareness studies as well as actions for the inclusion of community members to the activities undertaken at Community Centers, supporting the public and civil society and informing both local and migrant communities through several communication channels are carried out at Community Centers. "Social Cohesion Program" which is intended for the implementation of these activities is composed of four sub-programs.

#### Developing Co-existence Culture

It is aimed to develop a culture of living together, to ensure that the local people and migrants live together seamlessly and that they acknowledge each other and to raise awareness. In order to realize these aims, several activities in line with fundamental principles and goals are carried out.

#### Volunteering

The manner of work based on volunteerism is one of the fundamental principles of Turkish Red Crescent being one of the National Societies. Within the scope of Social Cohesion Program, volunteering collaborations in various areas and capacity building studies are conducted.

#### Strengthening Public and Civil Community

There are some local civil society organizations which carry out programs to make contributions to migration-themed policies of the government that are authorized and actives in this manner in the regions of Tur-

key where migrants mostly live. Activities to strengthen civil society are being performed to provide services to larger masses by increasing the capacities of these institutions through making collaborations with them.

#### Community Engagement and Accountability (CEA)

Improving the communication, community participation and accountability in the programs and activities carried out within the Community Centers constitute the basis of our work. It is important to share information with the community on time and accurately as well as ensuring duplex communication and listening to the needs, complaints and suggestions regularly in terms of conducting the programs and activities at the Community Centers more effectively and increasing the sustainability.

### 1.3.5. Restoring Family Links

Apart from these four main programs, **Restoring Family Links** is one of the main activity areas of a National Society.

Through the instruments of legal frameworks such as Restoring Family Links, International Humanitarian Law, Human Rights Declarations and the rights provided by the statutes of Republic of Turkey, it is ensured that people benefit from the rights including family reunification, tracing and family messaging.

It is composed of three main studies conducted to enable people to reunite with their first rank relatives and/or the ones in special need, whom they drifted apart or clarify their fate and/or continue the communication with them on a regular basis.

#### Family Reunification

It is a humanitarian aid service provided to reunite family members who were drifted apart from each other on the migration route and who cannot reunite with their own means naturally. It is expected that the family member in Turkey is under temporary protection or international protection and the country where reunification takes places must confirm family reunification. At each stage of family reunification, support should be provided through collaborating with the related National Society or International Committee of the Red Cross (ICRC).

#### Investigating Missing Persons

It is a humanitarian agency and tracing service provided internationally in order to find the family member who was lost on the migration route and not a sight or sound of him/her. If the Claimer among the foreigners who were drifted apart on the migration route is in abroad, tracing of the lost family member thought to be in Turkey is carried out. If the foreigner is in Turkey, the request to find lost family member is forwarded to the related National Societies and ICRC Office to make searches abroad.

#### Delivering Family Messages

It is a humanitarian agency service provided to enable family members obtain the rights of receiving information about each other when they do not have an opportunity to communicate through regular communication channels and learn about each other's situation. Within this scope, family members are supported to communicate with each other about family issues by proving their family ties -if necessary- and to be monitored to the degree that authorities (mostly

prison or orphanage managers) give permission. Communication types include *salamat* (sending one's compliment), well-being, family message, telephone or video-conference.

Communicated cases by the Turkish Red Crescent Community Centers and branches as well as the requests forwarded from the related public enterprises, international organizations and civil society organizations are evaluated on a case-by-case basis.





*SECTION 2*

**STATUS OF THE SYRIAN  
MIGRANTS, CONDUCTED  
PROJECTS AND  
RESEARCHES**



## SECTION 2

### STATUS OF THE SYRIAN MIGRANTS, CONDUCTED PROJECTS AND RESEARCHES

Syrian crisis, migration case of Syrians after 2011, approaches of international organizations for Syrians and the projects carried out will be addressed in this section. It can be difficult to locate the conducted research and its results without including this data. Researches carried out in Turkey about Syrian migrants will also be mentioned in this section. Main themes of the conducted researches and the results obtained are provided under the sub-headings of labor market, women and children, harmonization of Syrians and Syrians in countryside.

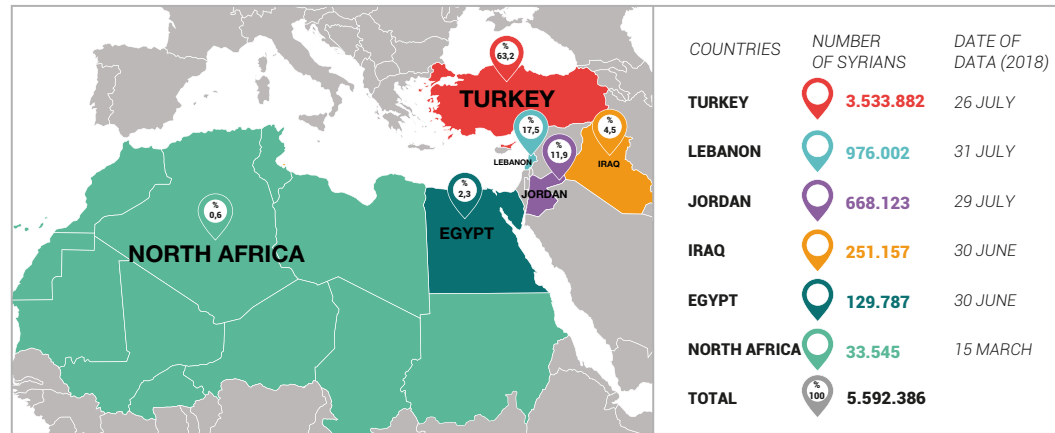
#### 2.1. SYRIAN CRISIS AND STATUS OF THE MIGRANTS IN MIDDLE EAST NORTH AFRICA REGION

History of humanity has witnessed large mass movements of migration due to the developments stimulated by the economic needs which mostly bear political reasons. In 21st Century, while irregular migration movements from the poverty-stricken countries around the world towards the regions thought to have welfare continued due to the economic reasons; politic-economic instability in Middle East region resulted as foreign intervention to Iraq. On the other hand, Syrian civil war starting in 2011 opened the doors of massive and irregular migration from these countries to Turkey. The number that has been rapidly reached by the flow of migrants especially since 2013 situates Turkey as the country sheltering the highest number of refugees today. Syria crisis caused the greatest flow of migrants

occurring after the World War II. Syrian Arab Republic's population was 22,399,254 in 2012 (nüfusu. com, 2012) while it decreased with a rate of 21% as the civil war turns its 6th year (Strategically, 2018) and was recorded as 18,284,407 in 2018 (Worldometers, 2018). The migration which was performed by the Syrian migrants to Iraq, Lebanon, Jordan and Turkey resulted in displacement of a population around 7 million both in and out of Syria. According to UNHCR data, it is known that due to the war in Syria, 5,592,386 Syrian citizens migrated to neighboring and close proximity countries while it was 1,000,000 to European Union countries and 100,000 to North America in total. However, since the irregular migration, birth rates and the population lost in the war cannot be recorded appropriately due to the still continuing civil war and as the updates of these numbers are provided from various sources, it becomes difficult to obtain accurate information regarding the population movements.



Map 1 Number of Syrian Migrants in Middle East and North African Countries



Source: UNHCR (2018)

Cohesion and livelihood problems of both migrants and local people vary across economic, social and cultural features of the migration-receiving countries. Thus, economic and social support needs of the countries hosting the migrants differ accordingly.

Though the most receiving country is Turkey, ratio of Syrian migrant population to the country population in other countries also lead to different problems and solution offers. Moreover, the rate of fertility getting higher based on the cultural and psychosocial reasons and this cause a rise in the population of the hosting country provoke several challenges in the resource allocation over time. No sooner than the civil war started in Syria, Syrian civilians living near the borders of Turkey entered into the south and southeastern cities of Turkey both in irregular and regular ways at certain intervals. As the inflow started slowly but increased in time, all international organizations and local governments, notably the EU countries turned this large-scaled migration movement into a governance model.

## 2.2 APPROACH OF INTERNATIONAL ORGANIZATIONS TO SYRIAN MIGRANTS

As soon as the Syrian civil war started, domestic migration movement which was already occurring due to the political distress in the region gained speed and ended up with the civilians pour along the border of neighboring countries. International organizations took action to protect civilians, especially the children, to provide humanitarian aid and support while the neighboring countries was forced to take role and responsibility in the management of a migration movement with around 7 million people.

World Migration Report (IOM, 2018) remarks that the migration phenomenon ever changes from limited regional movements to a population movement which is closely interrelated with each other around the world. In the report, it was noted that the migrant population, which started to move no sooner than the Syria civil war after 2010, was recorded as the greatest migration movement and concordantly, that Turkey

gained the title as the country hosting the highest refugee population since that date (2018: 33-35).

This also made international collaboration necessary for the settlement of the matter which emerged naturally. International collaboration examples for relieving the problems of Syrian migrants and host countries are as follows:

Aid activities carried out by the European Union for Syrian migrants have an important position in the management of the migration in the region as an alternative source. European Commission signed EU Regional Trust Fund agreement in 2014. It activated a new strategic financial tool with the purpose of providing aid for Syria crisis along with this agreement. The first fund used came from EU and Italy budget as 40 million Euros. Germany also contributed to

Trust Fund with 5 million Euros. It was expected that the whole budget was going to be provided for the region before that year ended.

The fund was going to be used as a support for the migrant-receiving host communities neighboring Syria. The first meeting of this support which was also called MADAD fund was held in 2015. Beneficiary number is 400,000 migrants and the local people of host countries (EC, 2015). Initiated with European Council with the agenda of "Asylum-seeker Crisis" on 15 October 2015 in Berlin within the framework of international burden sharing mind; the process towards the occurring migration flow reached to a chief degree with the 18 March Statement about funds transfer of 3 billion Euros. Then, EU Facility for Refugees in Turkey (FRiT) was put into practice with the commission decision.

15 OCTOBER 2015 COUNCIL	<p><b>Turkey-EU Joint Action Plan</b></p> <ul style="list-style-type: none"> <li>• Providing visa liberalization,</li> <li>• Providing financial support for Syrians in our country,</li> <li>• Opening chapters en route of EU membership,</li> </ul>
29 OCTOBER 2015 COUNCIL	<ul style="list-style-type: none"> <li>• Putting into practice visa liberalization on condition that Readmission Agreement entered in the force in June 2016</li> <li>• Providing financial support of 3 billion € by EU side</li> </ul>
18 OCTOBER 2016 COUNCIL	<ul style="list-style-type: none"> <li>• Upon the utilization of first 3 billion €, receiving additional 2 billion € until the end of 2018 within the limits of FRiT</li> </ul>
28 JULY 2016 DECISION	<ul style="list-style-type: none"> <li>• A "special measure" decision for the support to be funded by the 2016-2017 General Budget of EU</li> </ul>
20 JULY 2017 DECISION	<ul style="list-style-type: none"> <li>• Extension of operational implementation date to June 2021</li> <li>• Appropriations</li> </ul>
DECEMBER 2017	<ul style="list-style-type: none"> <li>• All agreements of 3 billion € assigned to several sectors with the Decisions of EU Commission and HIP were signed by EU.</li> </ul>



With a total fund of 3 Billion Euros, 2 Billion Euros of FRiT funds are provided by EU countries while 1 Billion Euro is provided by European Commission.

Projects within the scope of FRiT enter into the area of responsibility of two departments in EU: Directorate-General for Neighbourhood and Enlargement Negotiations (DG NEAR) and Directorate-General for European Civil Protection and Humanitarian Aid Operations (DG ECHO). 1.6 Billion Euro and 1.4 Billion Euro of funds within the scope of FRiT are provided by DG NEAR and DG ECHO respectively. DG NEAR uses three types of fund instrument within the scope of FRiT. Among those, IPA is pre-accession support instrument. Some flexibility special to the FRiT projects were brought for the usage of IPA funds and usage of these funds was facilitated. Contract authority of IPA funds is EU Delegation Turkey (EUD Turkey). These funds are made available directly to Turkish ministries or indirectly through International Finance Institutions (IFIs). European Union Trust Fund (EUTF) is another important instrument used for the funding of FRiT projects. EUTF rather focuses on economic and social needs as well as the education of Syrian refugees. EUTF projects are carried out by International Organizations (IOs), IFIs and NGOs. On the other hand, Instrument contributing to Stability and Peace (IcSP) includes the subjects of preventing conflicts, establishing peace and preparation for crisis. Only one project was carried out and completed within the scope.

DG ECHO funds are provided for the humanitarian aids. These funds are provided within the framework of Humanitarian Implementation Plans (HIPs). DG ECHO funds are executed by European Commission. These funds are made available through International Organizations (IOs) and Non-Governmental Organizations (NGOs). Agreements are made with executive institutions for both DG NEAR and DG ECHO. These agreements can be contract, delegation agreement or administration agreement by fund type. General coordination affairs and procedures about FRiT funds in European Union are carried out by FRiT Office established in DG NEAR in Brussels. DG ECHO personnel also work under this structure even though it is the General Directorate that is responsible for the humanitarian aid department of the fund, despite the FRiT Office is established in DG NEAR.

As a result of first extensive monitoring and evaluation study, it is seen that an amount of 1,126 billion Euros which is equal to 37.5% of FRiT funds was used as of 31 May 2018. Actualization rate according to the transferred (released) amount is at a level of 58.2%.

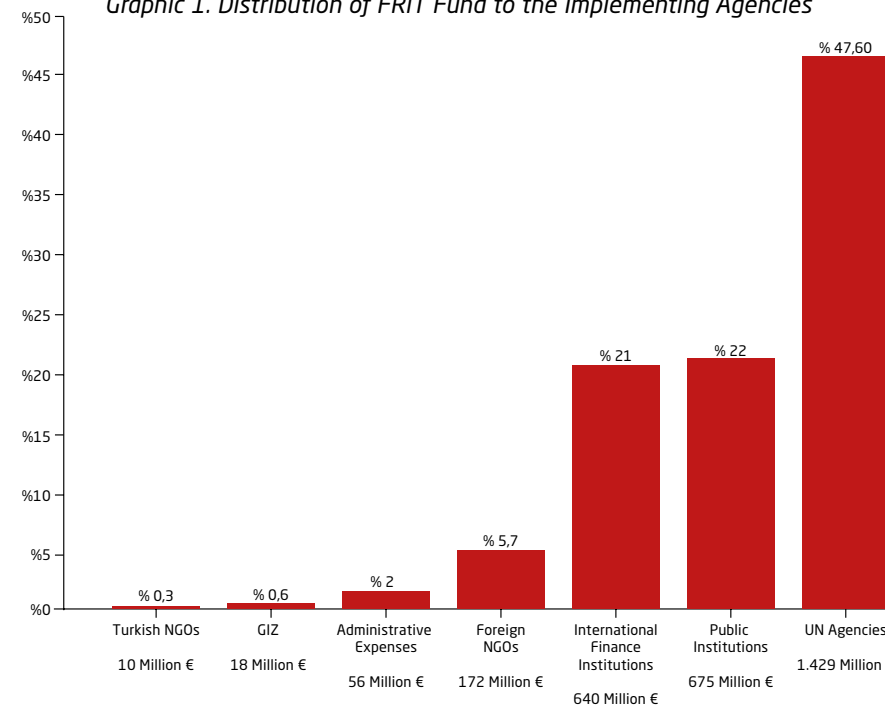
The highest share in the distribution of allocated fund by sectors within the scope of Facility for Refugees in Turkey was 42.7% and it was dedicated to social protection sector. Social protection is followed by education sector with 29.2% and health sector with 15.2%.

Table 1. Sectorial breakdown in the fund of EU Facility for Refugees in Turkey

Sector	Contractual Amount (€)	Percentage
Social Protection	1.280.509.517	42,7
Education	874.990.644	29,2
Current (Direct) (MoNE)	300.000.000	10,0
Investment (Indirect) (WB, KfW)	445.000.000	14,8
Other	129.990.644	4,3
Health	455.178.483	15,2
Current (Direct) (Ministry of Health)	300.000.000	10,0
Investment (Indirect) (CEB, AFD)	90.000.000	3,0
Other	65.178.483	2,2
Socio-Economy	229.009.356	7,6
Migration Management	105.000.000	3,5
General Administration	55.312.000	1,8
FRiT Total	3.000.000.000	100,0

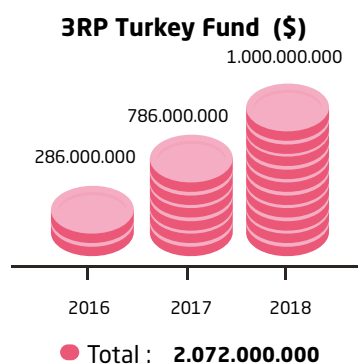
It is seen that the highest share of FRiT funds according to the implementing agencies belongs to UN agencies with a rate of 47.6%. UN agencies are followed by the international finance institutions. The amount directly allocated to public institutions is at a level of 22%.

Graphic 1. Distribution of FRiT Fund to the Implementing Agencies



In order to meet needs such as medication, food, sheltering, clothing and heating of the population forced to migrate in and out of Syria, United Nations High Commissioner for Refugees (UNHCR, 2018b) provides an overall financial support within a program defined as 3RP (Regional Refugee, Resilience Plan). Besides, the agency joins forces with at least 270 stakeholders to ensure that host countries' states develop national plans as well as innovative programs with relevant cost. According to the 3RP Regional Fund Sources data published on the web site of United Nations Office for the Coordination of Humanitarian Affairs (UNOCHA) Financial Tracking System, total amount of funds used by the institutions under the roof of 3RP is around 2 Billion USD including 286 million USD for 2016, 786 million USD for 2017 and 1 Billion USD for 2018.

Graphic 2. Fund Amount Allocated for 3RP Turkey by Years



ILO (2015) defined the assignments, roles and responsibilities required to be shared in the management of migration process in the countries where Syrian migrants got settled, separately for host countries' states, relevant stakeholders and ILO. In this assignment, states are responsible for de-

veloping living strategies of local people and migrants, design and carry out reforms for labor market, ensuring social dialog between social parties for employment. On the other hand, stakeholders are responsible for maintaining the employment quality through social dialog, operating the mechanism that will ensure Syrians' participation to this dialog and securing skill-job match of local people and Syrians for the improvement of initiative. ILO further detailed its projects on this theme in other studies. In fact, ILO (2018) lists the goals it set in the countries in this region that hosts Syrian migrants as the following: preventing child labor, jobs worthy of human dignity, supporting the private sector businesses for job creation and exportation, ensuring job-skill matching, facilitating work permits through education and certification. ILO's perception of international aid for all countries can be summarized as protection, adaptation and resourcing for livelihood. Primarily the children, women and elderly are defined as sensitive vulnerable groups. ILO stated that 4.4 billion dollars support will be used for around 9 million migrant and local populations in the region for the same purposes above in 2018-2019.

UNOCHA Report (2017) includes the projects and activities conducted for migrants at the border crossing region of Syria-Turkey of Turkey Humanitarian Aid Fund provided by the European countries, particularly England, including France, Germany, Sweden, Switzerland, Holland, Denmark, Belgium, and Ireland as well as South Korea. During the implementation initiated as pilot study on the northeastern of Syria, 45.8 million US dollars fund was provided for the execution

of 97 projects. 65 stakeholders, 44 national NGOs, 13 international NGOs, 6 United Nations agencies, 2 Red Cross and Red Crescent Societies took part in the charge of fund. It was aimed to provide humanitarian aid for 4,205,511 people while 2,496,966 people were reached. Lifesaving humanitarian aid for vulnerable people under risk, diminishing the risks about protection, providing aid in international law and human rights, increasing the recovery and compatibility activities to ensure access for fundamental services constituted the purposes of the program.

United Nations World Food Programme (WFP) (2018) provided 42.5 tons of food aid to 3.35 million people in Syria, in the residential areas along the border of Turkey, in various regions of the country and in countries receiving migrants. Food security support was provided through the collaborations with United Nations Food and Agriculture Organization (FAO) and NGOs as well as the ministries of agriculture of the countries in the region where migrants live. For this purpose, 709,400 USD was transferred in cash and 148.5 million USD fund was anticipated for 2018-2019.

### 2.3. APPROACHES OF OTHER COUNTRIES TO SYRIAN MIGRANTS

Speaking the same language with the Syrian migrants and relatively having similar cultural values are the common features of the sample countries on the Map 1 and which are host to Syrian migrants including Iraq, Lebanon and Jordan. These two distinc-

tive features can be advantageous in terms of ensuring social adaptation between host country population and migrants. Syrian migrants are mostly hosted in camps in the countries except from Turkey. Among these countries, Turkey determined a status with the term "temporary protection<sup>1</sup>" and a regulation is published in the country for the Syrians. It also provided the opportunity for Syrians to settle down in the urban cities of the country. Apart from these features, the situations of the countries in terms of international aid, strategies to cope with the current crisis and the collaborations can be summarized as follows:

#### Iraq

Iraq, striving to be freed of war environment since 2003, was exposed to a migration wave with the Syrian civil war and problems occurred as the region where the border of both countries lay was not safe. Migrant population is sheltered in 35 different camps in the country. As of April 2018, food aid was provided for 58,908 Syrian migrants while it was aimed as for 65,000 people. This aid is being carried out as payments of monthly 27 dollars per person in the beneficiary Syrian families and it is conducted by the United Nations World Food Programme (WFP) (UNHCR, 2018b).

#### Lebanon

With the entrance of 1.5 million Syrian migrants by 2016, 39% of the population of Lebanon which is 4,300,000 has become composed of migrants. This caused im-

<sup>1</sup> Temporary protection defines "the protection status granted to foreigners, who were forced to leave their countries and are unable to return to the countries they left arrived at or crossed our borders in masses to seek urgent and temporary protection and whose international protection requests cannot be taken under individual assessment." (DGMM, 2016).

poverishment of the Lebanon people and doubled the unemployment rate (20%). ILO (2017) has put a plan into practice to be carried out between 2017-2020 to eliminate aforesaid problems. According to this plan, 4 objectives were set in the way of protecting vulnerable population, providing urgent aid for these groups, support for the supply of services through operating the national systems and ensuring the economic, social and environmental stability of Lebanon. Within this scope, it was planned to determine the effects of migrant population, providing support to local people on access to employment and livelihoods, ruling out the unacceptable jobs and child labor. It was designed to improve local economy through vegetable gardening together with the local stakeholders in north Lebanon for 50,000 beneficiaries. With the collaboration of ILO-UNICEF, skills development, vocational and technical education and training were provided according to the market needs and 8,500 workdays were reached for the local people and Syrians. Public substructure and public property maintenance was completed and the new ones are supplied. Training was provided to at least 200 state officials and subcontractor personnel (ILO, 2018:3).

### Jordan

630.000 Syrian migrants entered into Jordan by 2016. Constituting 10% of Jordan population, 20% of the migrant population stays in camps. A population of this ratio caused problems in the substructure and resource allocation of the country which had a vulnerable economy already. In addition to the problems including the decrease of wages in labor market, arising of hard working conditions, and shrinkage of

employment for local people, child labor and informal employment became prevalent (ILO, 2018). Economic, politic and commercial agreement of collaboration between EU and Jordan government facilitated UN agencies to develop new ways and methods for Syrian migrant problem in 2016. Programs conducted by UNHCR and ILO were organized for the existing need in the original conditions of the country with an eye to benefits of both Syrian migrants and local people (BetterWork, 2017). For the solution of problems, ILO and its stakeholders carried out action plan oriented to three purposes, including facilitating public-private sector dialog, developing value chains and strengthening organization capacity for employment opportunities. 46,000 work permits were issued in agriculture and construction sectors, 600 Jordanian and Syrian women were employed in manufacturing industry while 13% of these working in labor-intensive jobs and 4% of them obtained work permits between 2016 and 2018. 46,000 work permits were issued in agriculture and construction sectors while 1,500 Jordanians and Syrians were employed. 165,000 work days were created while an increase of 115%-297% was ensured for the incomes of Jordanians and Syrians. Moreover, 8,178 Jordanian and Syrian people received certificates through attending tests in 11 branches of construction sector. As per the agreement between ILO and Jordanian Government that 677 companies received trainings, a mutual understanding was reached about Construction Industry Unions and decent work (2018:4-5).

As stated above, collaborations built between the international partners of EU, WFP,

FAO, UNOCHA and suchlike institutions and local partners; government agencies in the host countries also provided fund support for the solution of problems like livelihood, health, food, employment and cohesion of both migrant population and host community.

### Turkey

Turkey, as a country hosting 63.2% of Syrian migrant population, differs from other countries where Syrian migrants live in many aspects and shines out in its region as an economically fast-growing country with its 80-million population. Unlike the other neighboring or close proximity migrant-receiving countries, Turkey has an advanced industrial and tertiary sector which involves professional and technical occupations and demand for qualified labor force is also high. Local people have difficulty in communicating with Syrians, at least a population of 3.5 million, since the vernacular is different. This problem constitutes an obstacle both in employment and ensuring social cohesion. Language insufficiency which is not described as a problem in other countries hosting Syrians constitutes a problem in Turkey and it becomes a huge obstacle for children's schooling and maintaining their education.

Turkish government's providing a living opportunity other than in camp for Syrian migrants and undertaking the finance of sheltering and livelihood resources are specified as a first implementation in the world about sheltering such a migrant population in the report on Syria Crisis by WB (2015). In this report, it is indicated that this implementation may cause problems in long-term, sensitivity should be shown about the

social cohesion and tension management. It is also emphasized that especially the first migrant group entering into Turkey brought their capital and other savings with them, established their own enterprises in cities like Gaziantep and Hatay, and contributed Turkish economy by doing so. However, the next groups of migrants were needy and unqualified; this could lead to problems in adaptation to labor market and to the migrant-receiving country.

These problems gave both international and national institutions as well as NGOs cause for providing fund, making researches and carrying out projects about getting a profession, job creation and occupational skill trainings. By this way, migrant crisis was addressed in its various parts and endeavors were made to provide support for solution of the problems. With this design, 139 international NGOs received accreditation in 2015 and most of them are the stakeholders of UN (Erdoğan, 2018). These institutions carry out aid activities in subjects like the protection of Syrian migrants, preventing child labor, providing sources of health, medication and livelihoods as well as psychosocial support. Utilization of funds provided by EU member countries for Syrian migrants in Turkey and named as FRiT was programmed to be 6 billion Euros in total with two installments as 3 billion in 2016-2017 and 3 billion in 2018-2019 (EC, 2018). Within the scope of this program, covering the fundamental needs of 1.3 million beneficiaries was aimed as part of the Emergency Social Safety Network (ESSN) implementation. It was ensured that 266,000 children going to school and their families continue their education through Conditional Cash Transfer for



Education (CCTE). 18,000 pregnant women benefited prenatal and postnatal nursing services. In education sector, it was enabled that 500,000 Syrian migrant children found an opportunity to education. 5,500 Turkish language teachers were employed to provide language training for 312,000 children in 23 cities. As for substructure service, 125 reinforced concrete and 50 prefabricated schools were started to be constructed. Approximately 45 students were enabled to benefit from remedial training. Transportation system for at least 32,000 children to schools was ensured.

Primary health care over 760,000 were provided in health sector. At least 217,000 children were vaccinated, 12 immigrant health centers started to operate with 813 personnel (EC, 2018).

Agreement worth of 34 million Euros for "Education in Emergency" signed by European Union and UNICEF in 2017 also entered into force. This aid is aimed for Syrian children to register in formal training and to continue permanently. Conditional Cash Transfer for Education was developed based on the Emergency Social Safety Network (Kızılaykart ESSN) which was initiated by European Commission in 2016. It was planned to provide cash transfer for encouraging around 230,000 children to go to school regularly through this project.

The subject of attendance of Syrian children to school is of importance in its own regarding the ratios they have in migrant population. As of the date 19 July 2018, 49% of Syrian migrants with a population of 3,541,572 (the number on Table 1 was updated by DGMM) in Turkey is comprised

of 0-18 ages children who should attend to primary education. 0-14 age rate is 38.7% (DGMM, 2018). These ratios present the importance of educational investment made for children in terms of human capital in Turkey in short term. However, there are problems about the numbers of enrolled and attending children to schools.

ILO (2018: 8-9) established the support program planned for Turkey on three main pillars. In the first pillar, it is aimed to strengthen the labor market organizations and mechanisms (Social stakeholders and government agencies, especially MOLSS). In order to provide integrated employment and guidance services in Turkish and Arabic, it is aimed to build "One Stop Shops" in cooperation with Chambers of Commerce and Industry and to create centers only for women in cooperation with an NGO, ASAM. Creating livelihoods for local and Syrian women as well as ensuring their development through organizing occupational and technical training courses are also included in the first pillar. As part of this, 300 personnel in each stakeholder were trained. In the second pillar, it was aimed to develop skills and competences of local labor force and Syrian migrants so as to meet the needs of labor market. For the third pillar, it is important the participation to employment to support formal job creation and entrepreneurship opportunities. For this purpose, SME consultancy, advice for cooperatives and collaboration work with employers were planned.

In accordance with the planning, 89 Syrians were trained about SME commercial and labor law. First Turkish-Syrian women cooperative was founded. 450 people were

employed in 2017 and it was planned to employ 7000 people within 2018-2019 term. 5,971 Syrian and Turkish people benefited from occupational training and it is planned to provide this training to 29,100 people in 2018-2019 term. 10,835 Syrians and Turkish citizens were directly or indirectly supported in accordance with the social cohesion. It is aimed that this number will reach to 72,000 in 2018-2021 period. International funds and aids make important contributions to reach these objectives. For example, a fund of 13,744,076 Euro was transferred by EU to provide job creation and entrepreneurship opportunities for local labor force and Syrians. ILO provided voluntary seed funds of 1,015,000 for the development of decent work opportunities while Japan embassy transferred 300,000 USD to Gaziantep One Stop Shop Women Center as an income resource. USA provided a financial source of 10,000,000 USD for the harmonization of Turkish and Syrian labor force in labor market.

FAO (2017) realized a plan for the strengthening of Syrian migrants in agriculture industry, restoring them with the resilience to cope with challenges and ensuring food security. The first phase of the plan was planned to carry out in 2017-2018. A training program which will result in "monitoring, evaluation and learning" was prepared by determining the demographic information and skills of Syrian migrants within an institutional framework and through the collaboration with stakeholders. This program requires reaching 45,200 households (226,000 people) and training these people for agricultural activities to carry out

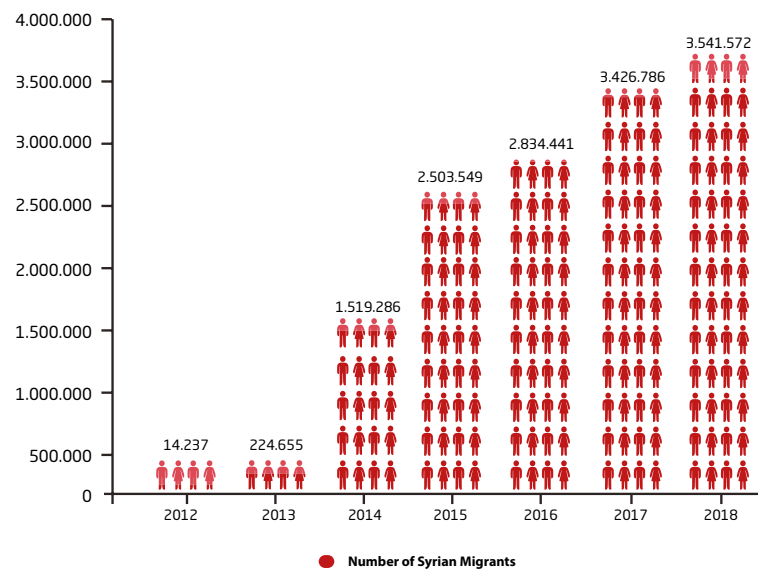
the plan towards decreasing the risk and improving the current capacity. The fund allocated for the first stage of this plan is 19.9 million USD. The plan is carried out through three pillars: Under the title of food security in the first pillar, it is planned to provide opportunities of small-scale agricultural production, healthy products and good nutrition. In the second pillar, it is aimed to bring competence to Syrians through occupational skills training for them to join in labor market and by this way, ensuring their access to rural income sources. As for the third pillar, United Nations agencies and stakeholders plan to respond to the protection needs of refugees, humanitarian needs of the ones who are in the most vulnerable situations and its long-term socio-economic effects in neighboring countries of Syrian crisis including Turkey, Lebanon, Jordan, Iraq and Egypt by the way of Regional Refugee and Resilience Program Plan 3RP for responding the Syria crisis. 3RP Turkey aims to increase employability of 3RP partners and incomes of beneficiaries with the purpose of developing livelihoods and job opportunities in strategic objective. According to the data analysis provided by 3RP program partners, job opportunities were created for 27,099 beneficiaries in 2017. Among these beneficiaries, 1,487 were employed, 2,180 established his/her own enterprise and 2,600 benefited from the activities that increase income and 4,380 found job opportunities in agriculture and food industries. Additionally, it was ensured that 14,180 people became teachers, 1,200 became doctors and nurses while 1,072 people found employment opportunity in government agencies.

### 2.4. STATUS OF THE SYRIANS UNDER TEMPORARY PROTECTION IN TURKEY

Syrians entering Turkey through the border are identified with a special status as "Syrians under temporary protection (SuTP)" through the Circular published in 2012 and then with the Temporary Protection Regulation issued in 2014. Following the arrangements to be made on international family reunification, it can be easily calculated that the Syrian population in Turkey, which exceeded 3,500,000 in 2018, will exceed

5% of the Turkish population in the future. Hosting the Syrian migrants reaching a high population in a short time in Turkey has become a significant economic and social problem for both EU countries facing the risk of exposure to mass migration and other countries. In this context, a solution to the current problem was sought with the contribution of international organizations and it was decided to provide economic and humanitarian aid to Syrian migrants and to the host country, provided that they are hosted within the borders of Turkey.

Graphic 3. Population of SuTP in Turkey by Years



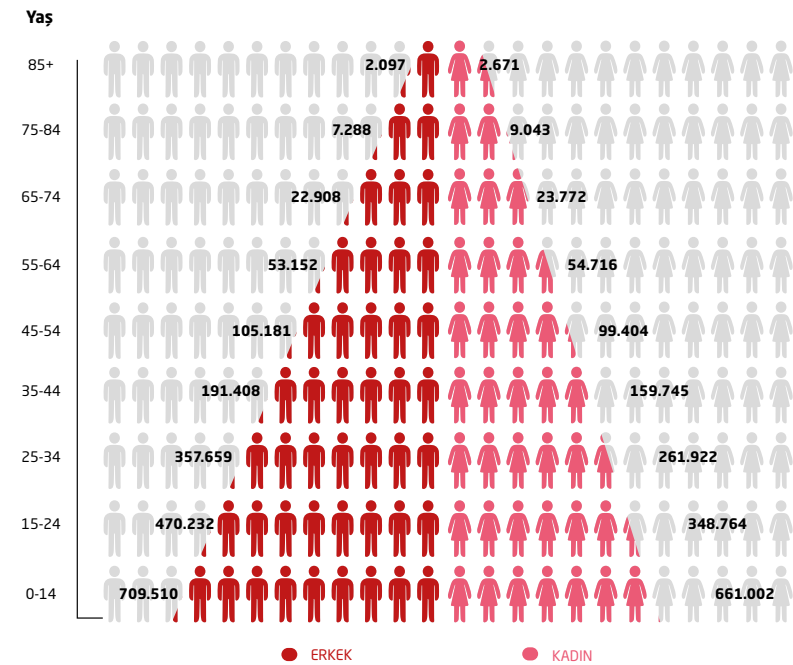
Source: www.goc.gov.tr (01.08.2018)

The flow of the migrants to Turkey was managed and coordinated by the Republic of Turkey Disaster and Emergency Management Authority (AFAD). Since 2011, Turkey has been hosting Syrian migrants through accommodation in temporary accommodation centers and by settling them in neighboring provinces. In 2016, 69,755 Syrians arrived in Turkey through irregular migration. Syrians take the first place among the

foreigners who come with irregular migration. Despite all the measures taken, irregular immigration may still continue.

As of July 2018, the number of Syrian migrants in temporary accommodation centers decreased to 210,177. So far, 14,913 Syrian migrants have left Turkey based on a "1:1" exchange formula under EU-Turkey Deal. Between 2014-2018, a total of 14,314 pe-

Graphic 4. Distribution of Syrians in Turkey by Gender and Age Group



Source: DGMM (2018), (as of 19.08.2018) compiled from the table.

ople were placed in the third countries. Of these countries, Canada has been the leading country with a total of 6,238 migrants, which is followed by the USA with 3,902 migrants and Norway with 1,926 migrants (DGMM, 2018).

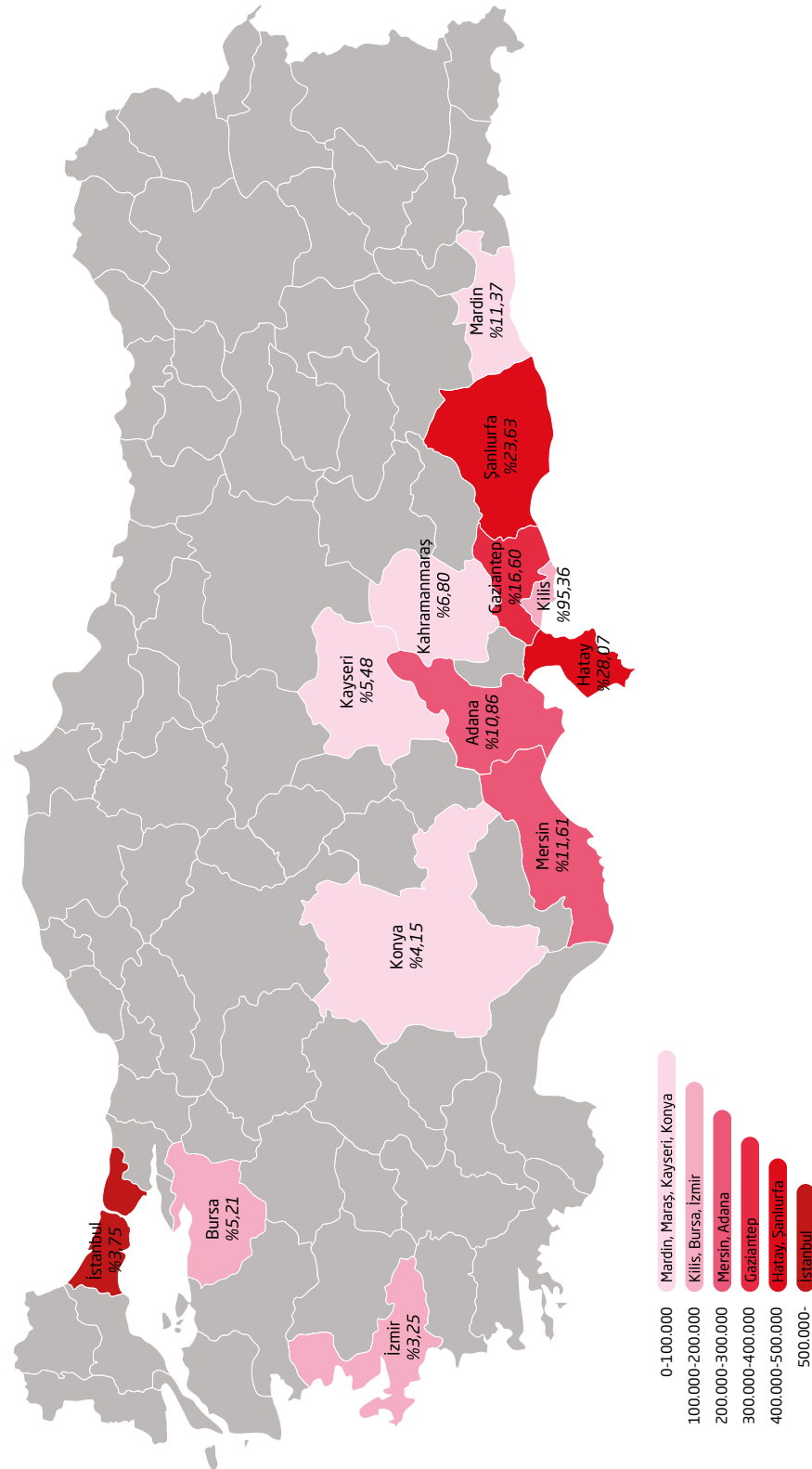
Graph 4 shows that 36.8% of the Syrian migrant population is under 14 years of age. This shows that the young population should be taken into consideration in future projections made for the Syrian population. Investments in schooling and acquisition of skills should be used mostly for this age group. If migrants are permanent, these children will be a part of the country's future human capital.

Although the Syrian population seems to be relatively low in Ankara, many Syrians den-





Map 2. Distribution of the SuTP by Provinces with the highest Syrian population (As of 16.08.2018)



Source: [www.goc.gov.tr/icerik6/title-coruma\\_363\\_378\\_4713\\_icerik](http://www.goc.gov.tr/icerik6/title-coruma_363_378_4713_icerik) (29.08.2018).

(\*) Provinces with temporary accommodation centers  
 Source: <https://multeciler.org.tr/turkiyedeki-suriyeli-sayisi/> (03.08.2018).

sely live in some districts and neighborhoods in Ankara. The fact that Ankara is the capital city of Turkey, the central importance of public institutions and organizations, and relatively limited industrial sector impose restrictions on the participation of the Syrian population in employment and the creation of a livelihood. The advantage of Ankara is that it is cheaper than the provinces where the industry stands out, such as Izmir and Istanbul.

SuTPs in Turkey are currently not able to benefit from Law No. 4817 on Work Permit for Foreigners. Within the scope of the Regulation on Work Permits of Foreigners under Temporary Protection dated 15.01.2016, some professions (including physicians, lawyers, dentists) are not permitted to be performed in Turkey while regulations have been made on official work permits for other professions. Agricultural activities or livestock works have been determined to be exempted from work permit. However, the implementation has been left to the initiative of provinces and quota restrictions may be considered. According to the regulation, less payment than the minimum wage rate is prohibited and the number of foreigners under temporary protection, who work at the workplace, cannot be more than 10% of the number of Turkish citizens working at the workplace for sectors other than hu-

manitarian aid. If less than 10 workers are employed in the workplace, the number of foreign workers shall be limited to 1. Although the regulation paves the way for the employment of foreigners under temporary protection, it also takes into account the protection of the local labor force due to the unemployment in the labor market. The problems such as professional competence certificate, work permit fees, lack of diploma equivalency and the fact that foreigners cannot open a bank account are among the factors preventing the participation of the foreigners under temporary protection in the employment. Apart from these, the lack of linguistic competence, unfamiliarity with the working culture and the low level of knowledge and skills are other barriers to participation in the employment.

Regulations such as work permit<sup>2</sup> and residence permit<sup>3</sup> are related to the demand for the Syrian labor force. Employers request facilitates getting the work permit. However, due to the high number of the migrant population, the transition to registered employment is not possible for all. As of 2016, a total of 13,290 Syrians have been granted work permits; 13,288 with indefinite work permits and 2 with the definite work permits.

Of these, only 8.6% were female (1,145 pe-

2 Work permit is defined as "The permit which is issued as an official document by the Ministry and grants work and residence permit to the foreigner until its expiration" (MoLSS, 2016: 116).

3 The Law on Foreigners and International Protection acknowledges that the work permit is also valid as a residence permit. Residence permit does not imply a work permit (Asar, 2016: 76).

Definite Work Permit: Foreigners will be granted maximum one-year work permit on their first application provided that the permit's duration is not exceeding their employment or service contract periods and that they are employed for a certain job in a certain workplace. If the extension application is approved, foreigner serving under the same employer will be given a maximum two-year extension on the first extension application and a maximum of three years for the ensuing extension applications. Indefinite Work Permit: Foreigners holding long-term residence permits or minimum eight years of legal work permit may apply for permanent work permit. However, having the requirements for application shall not confer an absolute right for foreigners (MoLSS, 2016:116).

ople) (MoLSS, 2016:125-127). In Kilis where the Syrian population is at its highest, the number of foreigners granted work permits is only 128; the number is 339 in Şanlıurfa, 47 in Mardin, 852 in Adana and 3,110 in Gaziantep (2016:134-135). In 2017, the number of Syrians with a residence permits was recorded as 65,348 (DGMM, 2018). Although not included in the official statistics of the MoLSS yet, Hürriyet Daily News (2018) announced that 87,000 of the 100,000 work permit applications have been approved by the MoLSS in 2017. According to the information obtained from the Ministry, the number of Syrians who were granted work permits is around 50,000 as of May 2018.

Turkish Employment Agency (İŞKUR) has also begun to serve the SuTP within the framework of the legal regulations and regulations mentioned above. As of the end of May 2018, the service provided by İŞKUR to Syrians is given in Table 6.

**Tablo 2.** İŞKUR'un Suriyelilere Yönelik Verdiği Hizmetler

Services Offered	Number
Number of Syrians registered to İŞKUR	15.769
Those benefited from on-the-job training programs	1.746
Employed	1.339
Those receiving individual counseling service	8.345
Those receiving vocational training course	1.298
Those receiving entrepreneurship training	5

Source: İŞKUR 2018

Considering the high number of Syrian migrants in Turkey, the figures above may seem low. There are three main points to be emphasized here. Firstly, İŞKUR does not take Syrians into the scope of service due to the

protection of Syrians and being perceived as "temporary" in the first years. Secondly, tendencies of employers such as employing Syrians have emerged in recent years. Lastly, Syrians seeking a job and wanting to work are not aware of İŞKUR's presence and services offered by it. In recent years, the awareness of employers about recruiting Syrians has increased, international and national institutions and organizations serving the Syrians, including the Turkish Red Crescent, have begun to make more efforts in this regard, the work permit costs of the employers have been started to be covered via funds and employers have been supported by various funds for insurance costs and fees. These factors led to a significant increase in services for the employment of Syrians. In this context, İŞKUR has increased its services for Syrians as of 2018 and has tried to respond to the demands of the employer. For example, in Bursa province in 2018, 419 Syrians benefited from the on-the-job training program and were employed. While the number of Syrians employed by İŞKUR in 2017 was 806, this number was 516 in the first months of 2018.

Considering the statistics of schooling and educational status (DGMM, 2016), it is seen that 3,367 Syrian students were granted a residence permit. In the 2016-17 academic year, 14,765 students were registered in higher education and 166,482 students were registered in secondary education. Furthermore, 331 Syrian teachers were reported to work in the education system.

In order to provide services for such a large population like having access to legal rights, such as residence and work permits, and to provide assistance and livelihood as well

as mandatory services, such as health and education, the use of financial resources, a well-organized institutional capacity and a team of experts are needed. In order to achieve the results of such a service in a short period of time, it is necessary for the local people to accept Syrians and to be open to the civil society cooperation as much as the international support.

In the beginning, the local people displayed a solidaristic attitude towards migrants with the sense of offering help and support to their neighbors. However, the idea that living together can turn into an obligation in time has revealed that the problem of cohesion exists not only for Syrian migrants but also for the local population. Since 2011, the legal regulations of the state and various policy implementations have been playing an important role as well as financial and moral support provided by the international community, collaborative approaches of non-governmental organizations (NGOs), and well-organized Turkish humanitarian aid organizations, such as AFAD and Turkish Red Crescent, in the elimination of various unconformities and problems caused by living together. Since it is of great importance to make determinations regarding the current situation in the solution-seeking process, the results of the analysis revealed by numerous academic researches as well as the deep interest of the press have been both illustrative and informative. In addition, many international and national organizations cooperated and prepared various research reports and provide education, health, and psychological support services through various funds.

Studies on the current situation can be col-

lected under some headings. It should be primarily highlighted that each study has focused on the cohesion problem and has given priority to the solution of this problem. Other subjects include the education of children, the protection of small children from all types of abuse (e.g. child labor, depriving the child of education, child marriage, etc.), the current status of Syrians in the labor market and the search for employment.

### 2.5. RESEARCHES CONDUCTED BY NATIONAL INSTITUTIONS AND ORGANIZATIONS, NGOs AND ACADEMY ON SYRIAN MIGRANTS IN TURKEY

There is a wide literature which includes numerous studies on the Syrian migrants in Turkey. This is an advantage because it shows the level of awareness about the relevant issue and a large number of research reports have created a rich data source. Some of the studies carried out in Turkey focuses on country-based problems caused by migration mobility in the region and particularly on social adaptation of local people and migrants, participation in employment in a way that will not break the labor peace and will not damage the perception of justice, job creation, vocational and technical training. Some studies are in the form of reports issued with the support of international organizations. Another literature source is the studies conducted by state institutions and organizations.

Regardless of their publication dates, all researches and publications on Syrian migrants are important for the conceptual model and have functions in terms of showing the direction of a change. A literature review on labor market, agricultural sector and so-

cial adaptation of women and children was made and related studies were presented briefly below.

**2.5.1. Researches on Syrian Migrants in Turkish Labor Market**

The economic impacts of migration and their reflections on the labor market play an important role in the studies on Syrian migrants.

In the report titled “Field Survey on Demographic View, Living Conditions and Future Expectations of Syrians in Turkey” prepared by AFAD in 2017, the situation of the Syrians in the labor market and evaluations on working conditions are included. The research was realized with a sample size of 2,435 people selected from 9 provinces with a population of 10,000+ and its findings can be summarized as follows: The average income of Syrian migrants in Turkey is higher than their income when they were in Syria. The ratio of those who said that they worked in the last 1 month was 23.2%. The highest number of employment was in Bursa (37%), Konya (34%) and Kayseri (32%), respectively. It was determined that Syrians borrowed debts (30%) from their relatives or friends for food supply. The percentage of Syrians who cannot access to labor market information is 74.9% and Syrians had no adequate information regarding the sectors they could work in Turkey and the conditions of such sectors. The percentage of Syrians assessing the working conditions in Turkey as positive (40.7%) and negative (36.5%) are close to each other. Of the Syrians, 63.9% do not receive financial aid from NGOs and 70.9% do not receive financial aid from a governmental organization.

.....  
*In general, employers think that it is difficult for Syrians to access jobs at the level they want because of the low educational level and lack of skill, as well as language barrier.*  
 .....

In a study by Kaygısız (2017) titled “Impacts of Syrian Refugees on Turkish Labor Market”, the following subjects are focused on: registered and unregistered employment of Syrians its impact on unemployment, Syrian labor force by sectors, working conditions in the market, status of Syrian women and children in the labor market, and problems encountered by Syrian entrepreneurs. Low wages, irregular jobs and long-lasting and tiring working hours determine the working conditions for Syrians. In the relevant study, the employers’ opinions were also included. The number of companies established by the Syrians was 72 in 2011, which was increased to 1,764 in 2016 (24.5-fold increase). However, it was determined that Syrian migrants were generally suffering from a lack of livelihoods and it was difficult for them to be entrepreneurs due to barriers such as low income and work permits. Employers emphasize that it is difficult to obtain accurate information about Syrians because of the lack of a database showing the skill level of the Syrian labor force. In general, employers think that it is difficult for Syrians to access jobs at the level they want because of the low educational level and lack of skill, as well as language barriers.

.....  
*The highest number of employment was in Bursa (37%), Konya (34%) and Kayseri (32%), respectively.*  
 .....

In a research report by Erdoğan (2018) titled “Promoting Decent Work for Syrians under Temporary Protection in Turkey: What Should Workers’ and Employers’ Organizations Do? Needs Analysis on Building Capacity in Workers’ and Employers’ Organizations”, the status of Syrian migrants in labor force and their access to employment was questioned on the basis of providing decent work and opinions of both workers’ and employers’ organizations were obtained. The sample of the study consisted of Turkish Confederation of Employer Associations (TİSK) and Confederation of Turkish Tradesmen and Craftsmen (TESK) and their affiliates as employers and Confederation of Turkish Trade Unions (TÜRK-İŞ), HAK-İŞ Trade Union Confederation (HAK-İŞ) and Confederation of Progressive Trade Unions of Turkey (DİSK) - three largest labor confederations - and their affiliates. TESK gradually began registering the Syrian tradesmen as its members in various provinces of Turkey which enables the reflection of the experience and observations of this institution in the research. While TİSK defines the acceptance of Syrians as a humanitarian duty, TESK approaches the issue from the point of unfair competition between local tradesmen and unregistered Syrians. Although labor unions concerned also approaches towards acceptance of Syrian migrants as a humanitarian duty, they reported that they have concerns about negative impacts on labor markets. Labor unions are united in the idea of formal employment of Syrian workers that ensures equal working conditions between them and local labor force. It has been determined that TİSK, TESK, and trade unions have limited cooperation with

other NGOs and refugee associations on the Syrians issue. Research, in fact, revealed that employers’ organizations did not consider the issue of Syrians as a priority issue. Similarly, TÜRK-İŞ and DİSK give a medium priority to the issue.

The project on the “Assessment of Livelihood Opportunities of Syrians” (2017) was conducted in Ankara, Izmir, Gaziantep, and Hatay provinces by Association for Solidarity with Asylum Seekers and Migrants (ASAM) and funded by the World Bank (WB). The existence of barriers in the labor market, such as unregistered employment, low wages and unqualified jobs was determined and a group of Syrians workers in the agricultural sector were interviewed. The existence of social, cultural and economic barriers, as well as the major impacts on host communities were tried to be clarified.

In ILO’s research report (2016) titled “Outlook of Employers and Workers in Şanlıurfa to the Employment of Syrians”, 444 employers engaged in the services, mining, manufacturing, agriculture, and energy sectors were included among these sectors, the Syrians are the most employed in the construction sector (21%), whereas manufacturing, agriculture and service sectors are determined to be the sectors with the lowest level of qualified labor force (65%). Employers have put forward various reservations regarding the employment of Syrians, which include the following: such employment may lead to security problems; there are language barriers; Syrians lack necessary know-how and qualifications, and there is a flight risk. Enterprises state that they can employ Syrians if need arises (60%) and the government extends its support in this context



(64%), they would employ Syrians. Of the employers, 32% reported that they would never employ Syrians in any circumstance. The research focuses on the negative attitudes of employers and reasons.

A report (2017) titled *“Benefit to the Employee, Benefit to the Employer”* was published within the scope of EU-funded “Project on Reducing Unregistered Employment” which was jointly implemented by Ankara, İstanbul and Adana Chambers of Industry with Social Security Institution (SSI), MoLSS, and Human Resources Development Operating Structure (İKGPRO). The study was carried out in Adana, Ankara and İstanbul and included 3 sample groups from 6 sectors namely food, textile and ready-to-wear clothing, furniture, plastic, machinery and metal. The first group consists of members of Ankara, İstanbul, and Adana Chambers of Industry (1,000 people). The second group included 495 workers and the third group included 365 people from TÜRK-İŞ and HAK-İŞ. In the study, three sample groups reported the external migration as the cause of unregistered employment. It has been argued that the prevention of immigration would be effective in reducing unregistered employment. The sectors with the highest number of unregistered employment are the textile and ready-to-wear clothing, construction, service and food.

Although the results of aid and training activities of **Food and Agriculture Organization (FAO) (2018)** for Syrian migrants and local people in the agricultural sector and reports reflecting the results of researches conducted have not been published yet, it has been acknowledged that agricultural training programs were organized in diffe-

rent provinces for Syrians employed in agricultural production. In these training programs, 50-75% Syrians and 25-50% local farmers were given training and agricultural workers were taken under training within this scope. The aim of these training programs is to increase the professional capacity of the Syrian and local population working in agriculture sector. Until today, 900 people were trained in Gaziantep, Adana, Mersin, Şanlıurfa and Isparta. Besides these training programs, FAO provided a research on agricultural labor market and Syrian and local population working in agriculture.

TİSK Report prepared by **Erdoğan and Ünver (2015)** is based on the research titled “Perspectives, Expectations and Suggestions of the Turkish Business Sector on the Syrians in Turkey” in collaboration with Hacettepe University Migration and Politics Research Center (HUGO). The research was carried out as a qualitative research with a sample of 134 opinion leaders including representatives of chambers of industry, commerce and tradesmen, representatives of organized industrial zones, tourism professionals, NGO representatives, and authorities of state provincial organizations from 18 provinces. The findings of the study show that the participants believe that the migration process is not managed well. Participants further expressed that a buffer zone should be created for Syrians. In order to prevent unregistered employment, it is expected that the state to take urgent measures and will make incentives such as premiums and tax deductions. Employers are of the opinion that the issue of employment is the responsibility of the state and that it should not be left to the employer. It has been further emphasized that emp-

loyment should be provided in equal market and competition conditions. The statement “employment of Syrians endangers working peace” is common. Tourism representatives stated that Syrians should be kept apart from the touristic regions; otherwise it would endanger the sphere of “aesthetics, peace, and trusteeship”. In brief, employment for the Syrians should be created by the state. Regarding the cohesion, the participants think that social cohesion has become difficult to be achieved because of the size, uncontrolled nature and rural identity of the said population. Although there is a concept of “neighborhood and religious fellowship”, it is stated that this does not eliminate the current concerns. It may be necessary to consider that the local people’s attitudes may have changed after the three years of the research.

The results of *“Economic Effects of Syrian Refugees on Turkey: a Synthetic Modelling”* report prepared by **ORSAM (2015)** show that Syrians relatively contribute to the country economically despite the negative effects on the Turkish economy in some ways. The study carried out in nine provinces as sample (Hatay, Gaziantep, Şanlıurfa, Kilis, Kahramanmaraş, Adana, Mardin, Osmaniye and Mersin) tried to find an answer to the following question: “What would have happened to the economy in these nine provinces if there had been no Syrians in Turkey?” Although there are differences depending on the socio-economic development level of the provinces and the sectorial structure of the economy, there is almost no need even for internal migration in all provinces (except Mersin). Similarly, inflation was determined to be lower. It was determined that, if there were no Syrians in

Turkey, the import and export would be less, the rents would be lower and the number of students per teacher would be less (although it differs in some provinces). In addition, unemployment rate in informal sectors have been increased, wages have become lower, number and quality of the health services have declined and rents have been increased with the Syrians’ arrival. Thus the increase of the investments in these provinces has led to the creation of new job opportunities and the income level close to the minimum wage has been achieved. However, the employment rates getting higher in Gaziantep while decreases in Kilis, where the Syrian population is concentrated at most, highlights the importance of regional characteristics. The latest statistics confirm that Syrian population is gradually decreasing in Kilis.

### 2.5.2. Researches on Syrian Women and Children

Among the Syrian migrant population, women and children constitute the most vulnerable group in terms of health and protection. Health and nutrition are the leading issues in all plans and programs for Syrians and most of them include policy recommendations and implementations for the employment of women and protection of children from all kinds of abuse and child labor. In this section, some examples from the researches and studies on women and children are given briefly.

In cooperation with UN Women, ASAM (2018) carried out a study in 7 provinces of Turkey, where the Syrians are concentrated. In this study, structured and in-depth interviews were conducted with 1,291 Syrian women and girls. Of the Syrian women,

70% do not speak Turkish and only 15% of them work in income-generating jobs. 50% of widowed women, 36% of divorced women and 32% of single women have income below 160 USD. It has been determined that some families can meet their daily needs with Emergency Social Safety Network (ESSN) program. In terms of housing quality, 36% of the women said they lived in very bad quality houses, 62% lived in livable houses and 2.2% lived in good quality houses. In Konya and İzmir, there are houses in which more than one family lives and this creates problems in overcrowded households. 28% of the women stated that they could get out of the house only for one day a month and 29.8% had the opportunity to go out one day a week. This leads women to have difficulty in establishing a social relationship with the environment. In terms of safety, 87% of women reported that they feel safe in their houses and 73% in their neighborhoods. Only half of these women stated that they could establish interpersonal relationships. Healthcare services have been observed to be the area where women are most satisfied with (86%). While 60% of 12-14-year-old girls go to school, this rate is 23 in the 15-17 age group. This decrease is mainly due to early marriage and the necessity to stay at home. Only 7% of women received vocational training. The reasons for women to stay away from education include lack of information about the courses, finding courses inadequate and necessity of childcare (26%).

**Of the Syrian women, 70% do not speak Turkish and only 15% of them work in income-generating jobs.**

**Rothwerder (2018)** tarIn a study by Rothwerder (2018), it is investigated how Syrian women, girls and people with disabilities have been affected by war and migration. The author begins the text by criticizing that data sources are outdated and not accessible and points out the difficulties of conducting research in both gender and disability blind environment. The strategy pursued by the researcher aimed to create a compilation on the subject by reviewing the studies and projects carried out so far. Key findings were collected under 3 main headings. In the first heading, the status of Syrian women in Turkey was investigated in terms of health, sheltering, female-headed households, livelihoods and employment, social protection, prostitution, violence, polygamous and unregistered marriages, gender roles, isolation and support networks. Under the second heading, status of Syrian girls in Turkey was evaluated in terms of education, out of school children, child labor, child marriage and child protection. In the third heading, status of Syrians with disabilities in Turkey was evaluated in terms of education, sheltering and transport, employment, humanitarian aid, disability type and gender. Under all headings, the author emphasizes the presence of negative conditions despite the support and funding by NGOs, as well as underlining several behaviors and conditions such as lack of hygiene, poverty, unemployment, exclusion and discrimination. It has been further pointed out that some women have turned to survival sex as a result of poverty and girls are becoming the victims of human trafficking.

Under a grant agreement signed between the EU and Turkish Ministry of National Education, Project on "Promoting Integration of

Syrian Children to Turkish Education System (PCTES)" was initiated in 2016. The project will be completed in 2018, aiming at improving access to education for Syrian children, improving educational quality as well as educational institutions and their staff.

In a study by **Harunoğulları (2016)** titled "Syrian Asylum-Seeker Child Workers: Case of Kilis", 62 Syrian children living in households with more than one family residing were interviewed. Children are directed to work due to poverty or the demand of their families. They are mostly engaged in waste picking (e.g. paper or plastic materials) and have to work for very long hours at places and under the conditions that are not suitable for children with a low wage. Children have been observed to feel useful when they bring in money. However, their physical and mental status was concluded to be unhealthy. It has been understood that Syrian child workers, who spend time outside for long hours unaccompanied and alone and who are open to all kinds of abuses, are more vulnerable than local child workers. Besides the fact that it is not possible to continue their education, it has been determined that children, who are at risk in terms of health conditions, have no time to establish relationships with their peers and play activities despite being children.

"Istanbul Labor Market Assessment Report" prepared by **INGEV (2015)** evaluates the results of a field survey conducted in the districts with the highest population of Istanbul. During this survey, interviews were with young people aged 15+ involved in the labor market and employers. By benefiting from the focus group discussions, demographic, education and employment

status of Syrian youth were determined on the basis of retail, textile, construction, accommodation, catering, and health sectors. The biggest barrier to the employment of Syrian youth is the lack of Turkish language. Other barriers to employment include work permits, conflicts at the workplace and increased rate of local youth unemployment. Knowledge of Arabic language, government incentives, and high labor turnover in workplaces are considered as job opportunities for Syrian youth. In order to ensure the participation of Syrians in employment, it has been recommended in the research that cooperation should be made with İŞKUR (Turkish Employment Agency); funding for work permit should be provided; young Syrians should be provided with vocational and technical training; they should be also provided with language education; suitable timing and training duration should be ensured for working youth; and partnerships should be established with companies providing training.

The report titled "Syrian Women in Turkey" prepared by AFAD (2014) is one of the first researches to reveal the situation of Syrian women as a vulnerable group at risk during the civil war and the migration processes. Demographic information on migrant women shows the general profile of women entering the country, their economic situation and their potential to make an economic contribution to the country they came. The study was designed towards the experiences and perceptions before, during, and after migration. The struggle for a decent living of those who are accommodated in sheltering centers and non-residents, their efforts to meet their basic needs, employ-



ment status, psycho-social situations and their perception of services provided by the host country were reported in detail.

In conclusion, considering the studies above, we can say that Syrian migrants have been an important research subject in recent years. There is still a need for in-depth

analyses of the situation of Syrians with the social, cultural and psychological dimensions. The existence of the Syrian population and their interaction with the local population has not been sufficiently investigated yet. There is further a need for detailed and comprehensive studies on lifestyles, cohesion and employment status of Syrians.



## *SECTION 3*

# **LABOR MARKET MAIN INDICATORS**



### SECTION 3 LABOR MARKET MAIN INDICATORS

The work towards incorporating Syrians living in different cities of Turkey to the labor market cannot be carried out independently from Turkey's general economic situation and labor market indicators. Therefore, this chapter will firstly cover the general view of labor market in Turkey and then the labor market information for Ankara province where the research took place. There are, for sure, many indicators regarding the labor market. Instead of providing information for all of these indicators, it would be more appropriate to include the main indicators relevant with the general purpose of the research.

Table 3. Not Seasonally Adjusted Main Labor Force Indicators, April 2017, April 2018

	Total		Men		Women	
	2017	2018	2017	2018	2017	2018
15 years and over	(Thousand)					
Population	59,709	60,519	29,551	29,955	30,158	30,564
Population	31,444	32,095	21,371	21,692	10,073	10,402
Population	28,157	29,009	19,418	19,887	8,739	9,122
Agricultural	5,320	5,305	2,914	2,953	2,406	2,352
Non-agricultural	22,836	23,704	16,503	16,934	6,333	6,769
Unemployed	3,287	3,086	1,954	1,805	1,334	1,281
Not in labor force	28,265	28,424	8,180	8,262	20,085	20,162
	(%)					
Labor force participation rate	52,7	53,0	72,3	72,4	33,4	34,0
Employment rate	47,2	47,9	65,7	66,4	29,0	29,8
Unemployment rate	10,5	9,6	9,1	8,3	13,2	12,3
Non-agricultural unemployment rate	12,4	11,4	10,3	9,5	17,3	15,8
Age group of 15-16						
Labor force participation rate	57,8	58,3	78,0	78,2	37,4	38,2
Employment rate	51,6	52,6	70,7	71,6	32,3	33,4
Unemployment rate	10,7	9,8	9,3	8,4	13,5	12,6
Non-agricultural unemployment rate	12,4	11,4	10,4	9,5	17,4	15,9
Young population (ages 15-24)						
Unemployment rate	19,8	16,9	17,2	14,1	24,6	22,0
Neither in employment nor in education and training rate <sup>1</sup>	22,1	21,3	12,5	12,4	31,9	20,6

The figures in the table may not give the sum due to rounding.

(1) It is the ratio of young people who are not employed and who are not in education (formal and informal) to the total young population.

Source: TURKSTAT April 2018 Labor Force Statistics

### 3.1. GENERAL VIEW OF LABOR MARKET IN TURKEY

According to Turkey Statistical Institute (TURKSTAT) data, as can be understood from Table 3 the number of people that are 15 years and over, seems as 60,519,000 in Turkey, having a total population of 80 million. Despite the slight increase in the labor force participation rate with the employment campaign carried out in the recent years in Turkey, the unemployment rate in Turkey has declined nearly one point. A decline of 2% in the youth unemployment rate, which corresponds to approximately double the average unemployment rate, is also seen. Despite the positive developments in female labor force participation rate and employment compared to previous years, significant differences remain in the unemployment and labor force participation rate between women and men. The point that should be overemphasized here is that one in every five young people in the 15-24 age range is neither involved in employment nor in education. This is an issue that excessive emphasis should be put on with the increase of the young Syrian population.

Considering the type of employment of the population within the employment, we see that there is a decline in unpaid family workers and this is seen more among the women. Another noteworthy point in Table 4 is that there is a decrease in employment within agriculture and construction sectors, and an increase in the employment within service and industry sectors.

Table 4. Employment Status and Employees by Economic Activity, April 2017, April 2018 (15 Years and Over)

Employment Status and Economic Activity	Total		Men		Women	
	2017	2018	2017	2018	2017	2018
<b>Employment Status</b>	<b>28,157</b>	<b>29,009</b>	<b>19,418</b>	<b>19,887</b>	<b>8,739</b>	<b>9,122</b>
Paid Or Casual	18,910	19,598	13,407	13,661	5,504	5,937
Employer	1,314	1,318	1,206	1,212	108	106
Self-Employed	4,805	5,058	3,959	4,134	846	924
Unpaid Family Workers	3,128	3,034	847	879	2,281	2,155
<b>Economic Activities</b>	<b>28,157</b>	<b>29,009</b>	<b>19,418</b>	<b>19,887</b>	<b>8,739</b>	<b>9,122</b>
Agriculture	5,320	5,305	2,914	2,953	2,406	2,352
Industry	5,372	5,650	4,096	4,261	1,276	1,389
Construction	2,187	2,155	2,109	2,058	78	97
Services	15,277	15,899	10,299	10,615	4,978	5,284

Source TURKSTAT, Labor Force Statistics, April 2018

As can be seen from Table 5, there is a positive relationship between education level and labor force participation. As the level of education increases, the labor force participation

rate also increases. While the lowest rate in labor force participation takes place among the illiterates, the highest rate takes place among those that receive higher education. In terms of labor force participation, there is a 10-point difference between vocational high school graduates and academic high school graduates. Young people who have a profession participate more in the labor force. This finding has a special importance for Syrian youth to continue to vocational high schools and to acquire a profession.

Comprehending the general view of the labor market requires reviewing different sources and different indicators. Because each indicator sheds light onto different aspects of the market. In this context, capacity reports prepared by the chambers of industry have a special importance. Capacity reports prepared by the chambers of industry have the characteristics of report cards of the member enterprises. These reports include information on the production subject, production capacity, equipment pool, capital, and number of employees, and enterprises use these reports in many areas. The capacity reports are used for obtaining investment incentive certificate, industry registry certificate, for import and export operations, for public and private tenders, for the provision of domestic and foreign loans, for obtaining manufacturer's certificate, for tax inspections and for similar transactions. Data obtained from capacity reports, that are submitted to the approval of the Union of Chambers and Commodity Exchanges of Turkey-TOBB, are published each year by TOBB under the name of Capacity Reports Statistics.

Tablo 5. Eğitim Durumuna Göre İşgücü Durumu, Nisan 2017, Nisan 2018 (15 +)

Educational status	Labor Force Participation Rate					
	Total		Men		Women	
	2017	2018	2017	2018	2017	2018
Illiterates	18,6	18,8	33,5	31,0	15,5	16,3
Educated below high school	48,5	49,0	68,7	69,0	27,5	28,2
High school	55,5	55,1	72,2	72,0	35,5	35,2
Vocational or technical high school	66,8	66,2	81,6	81,2	43,0	42,3
Higher Education	80,2	79,4	86,9	86,6	72,2	70,9
<b>Total</b>	<b>52,7</b>	<b>53,0</b>	<b>72,3</b>	<b>72,4</b>	<b>33,4</b>	<b>34,0</b>

Source: TURKSTAT, Labor Force Statistics, April 2018

The TOBB Capacity Report dated January 2017 displays a different view regarding the general economic situation and the number of employees. At the enterprises other than those with the number of employees 100-249 and 250 and above, a decrease is seen both in the number of employees and the number of capacity reports compared to the previous year. When 2016 TOBB Capacity report was analyzed, an increase was observed



in employment compared to the previous year. While the total number of employees was 2,947,254 in 2015 at the premises that receive industry capacity report, this number was realized as 2,994,120 in 2016 and 2,905,511 in 2017. When the following capacity report table is analyzed, it is seen that the enterprises with 100 or fewer employees need less capacity reports. Another point that the capacity report shows is that there is shrinkage in employment in micro and small enterprises compared to 2016.

Table 6. Capacity Report General View

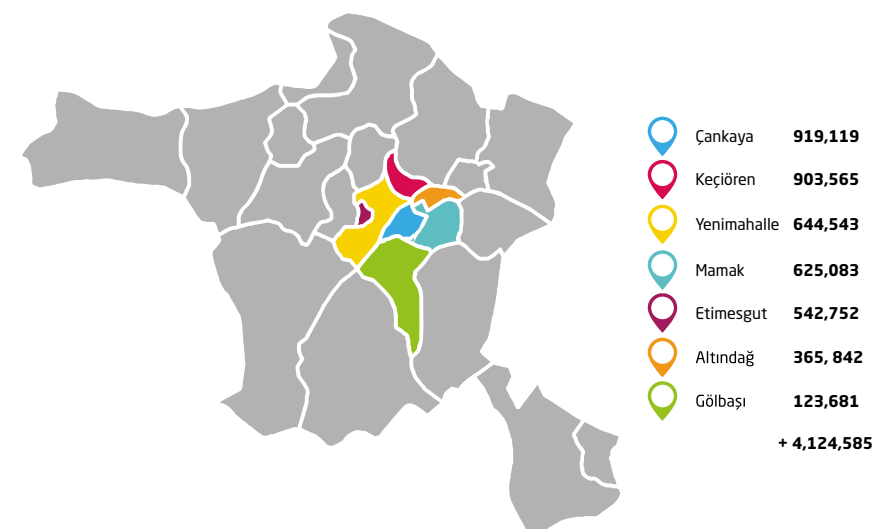
Range	Capacity Report Number			Total Employee		
	2016	2017 Employee	Periodical Difference Percentage	2016	2017	Periodical Difference Percentage
1-9	27.370	24.741	-9,61	144.713	132.607	-8,37
10-49	33.306	28.316	-14,98	770.270	671.327	-12,85
50-99	5.695	5.689	-0,11	401.056	399.868	-0,30
100-249	4.182	4.220	0,91	641.933	650.478	1,33
250+	1.816	1.859	2,37	1.036.148	1.051.231	1,46
<b>Toplam</b>	<b>72.369</b>	<b>64.825</b>	<b>-10,42</b>	<b>2.994.120</b>	<b>2.905.511</b>	<b>-2,96</b>

Source: TOBB Industry Capacity Report Statistics 2017

### 3.2. GENERAL VIEW OF LABOR MARKET IN ANKARA

After the main indicators of the labor market in Turkey, it would be appropriate to look at the main labor market indicators at Ankara, where the research is carried out. Ankara, with a total population of 5,346,518 according to the December 31, 2016 figures, is Turkey's 2nd biggest city after Istanbul. Although the separation of rural-urban was legally eliminated with the legal arrangement regarding metropolitan provinces, the vast majority of the population lives within the metropolitan boundaries of the classical sense. As can be understood from Map 3, the total population in these districts is seen as 4,124,585. The majority of the Syrian refugees live in Altındağ and Keçiören districts.

Map 3. Ankara Central District Populations



Source: Generated from 2017 Report of Ankara Provincial Employment and Vocational Education Board

Although Ankara is mostly called as “the city of bureaucracy” as being the capital, there are a considerable amount of industrial enterprises. There are a total of 12 Organized Industrial Zones (OIZ) in Ankara. According to the data of the Ministry of Industry and Technology, there are 5,000 companies in OSTİM OIZ. Within Sincan OIZ, where larger enterprises and production facilities are present and that is within Turkey's five largest OIZs according to many criteria, there are approximately 300 companies and employment is provided to 35,000 people. Ankara Furniture Industry Complex, which is not under OIZ status but where many small and medium-sized enterprises are present, directly or indirectly provides employment to a significant number of people. A considerable part of the Syrians in Ankara also work in the Furniture Industry Complex that is located in Altındağ district.

The above mentioned capacity report of the TOBB also gives the number of capacity reports according to the products of Ankara province. As stated in Table 12, “other structu-

res” made of iron and steel take place on the top on the number of capacity reports. When the wooden furniture and bedroom furniture in the 3rd and 5th sequence on Table 7 are taken into consideration together, the number of capacity reports takes place on the top in the furniture sector with 205. This data indicates that Ankara is actually an important furniture manufacturing center in Turkey. For this reason, Ankara Furniture Industry Complex seems as an important place in terms of the employment of Syrians. Although there is no official figure regarding Syrians working at the area called Siteler, the average number of employees in these Siteler is estimated to be 7,500 by the chambers of artisans.

Table 7. The Number of Capacity Reports by Products in Ankara

Sequence	Code	Explanation	Capacity Report Number
1	25.11.23.60.00	Other structures, from iron or steel	169
2	62.01.29.00.01	Other software, originals	129
3	31.09.13.00.00	Other wooden furniture (except bedroom, dining room, living room, kitchen, office, medical, surgical, dental/veterinary furniture and cases and cabinets specially designed for hi-fi, videos and televisions)	112
4	25.62.10.03.00	Lathed metal parts, for machine and mechanical devices	96
5	31.09.12.30.00	Wooden bedroom furniture (except fittings for built-in to wall cupboards, bed hinges, lamps and lighting tools, pedestal mirrors, seats)	93

Source: TOBB 2017 Industry Capacity Report Statistics Another noteworthy point for Ankara in January 2017 Capacity Report of TOBB is that there is a decrease both in the number of capacity reports and the number of employees in different categories in 2017, compared to the previous period. Compared to the previous period, the number of total employees decreased by 5.74% and the maximum decrease in employment occurred in “employed master” category with 17.70%.

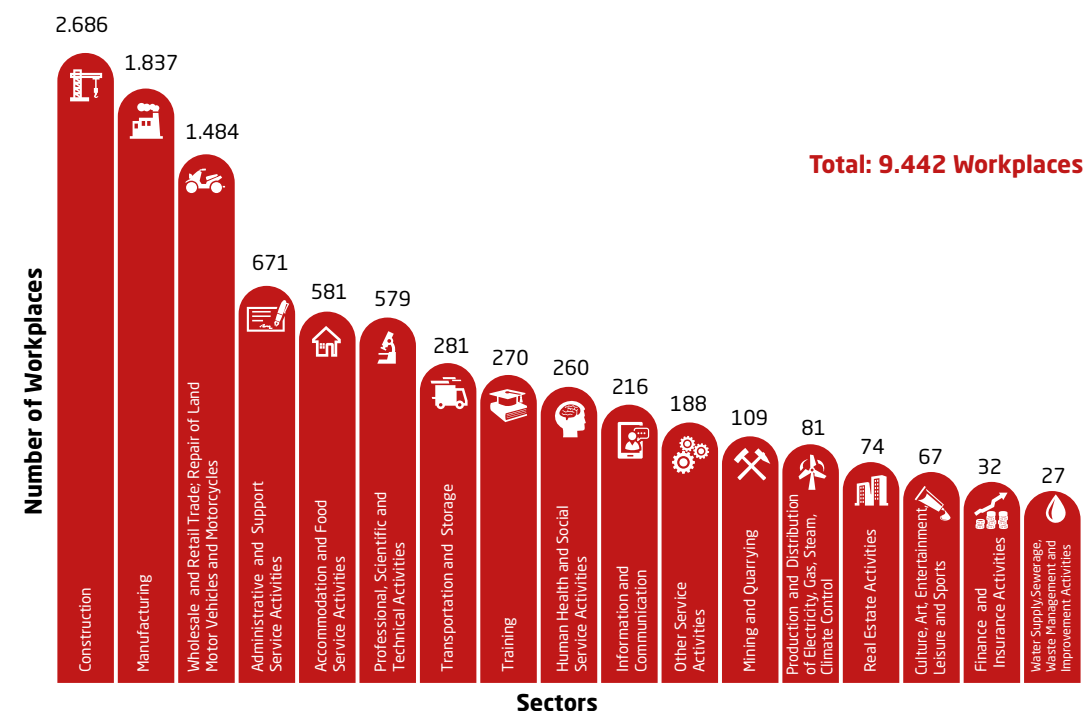
Table 8. Ankara Capacity Report and Number of Employees

Capacity Report/Number of Employees	Number	Change compared to the previous year %
Capacity Report	4123	-13.7
Employed Engineer	17,352	-4.38
Employed Technician	16,129	-2.21
Employed Master	13,427	-17.70
Employed Worker	82,099	-4.43
Administrative	22,111	-0.32
<b>Total (including other Employees)</b>	<b>151,947</b>	<b>-5.74</b>

Source: TOBB 2017 Industry Capacity Report Statistics January 2017

Both the Labor Market Research Report and the Provincial Employment and Vocational Training Reports carried out by the Turkish Employment Agency (İŞKUR) in each province provide important data on the labor market at provincial level. According to İŞKUR 2017 Ankara Labor Market Research Report-IPA, the construction and manufacturing sector took the first two places within the 9,442 workplaces included in the research that employ 20 or more employees. This was followed by the wholesale and retail sector.

Graphic 5. Sectorial Breakdown of Workplaces in Ankara



In the above mentioned İŞKUR Ankara IPA report, the manufacturing sector takes the first place regarding the distribution of the employees according to gender and sectors within the companies included in the research. The construction sector, which ranks first in terms of the number of workplaces, is ranked 3rd in terms of employment. The “Administrative and Support Service Activities”, which ranks 4th in the sector in terms of the number of workplaces, has moved to the 2nd place in terms of employment. Another noteworthy point in the research is that the number of female employees in the total number of employees is far behind the number of male employees.

Table 9. Number of Female and Male Employees in Ankara by Sectors

Sectors	Women	Men	Total
Manufacturing	14.645 %14.6	85.465 %85.4	100.110
Administrative and Support Service Activities	20.857 %31.5	45.311 %68.5	66.168
Construction	7.934 %12.9	53.162 %87.1	61.096
Wholesale and Retail Trade; Repair of Land Motor Vehicles and Motorcycles	13.950 %26.4	38.879 %73.6	52.829
Accommodation and Food Service Activities	6.269 %27.7	16.334 %72.3	22.603
Professional, Scientific and Technical Activities	6.039 %30.3	13.856 %69.7	19.895
Training	10.686 %61.4	6.712 %38.6	17.398
Human Health and Social Service Activities	8.903 %60.1	5.906 %39.9	14.809
Transportation and Storage	1.710 %13	11.453 %87	13.163
Information and Communication	3.523 %29.7	8.344 %70.3	11.867
Production and Distribution of Electricity, Gas, Steam and Climate Control	928 %8.4	10.227 %91.6	11.155
Other Service Activities	2.995 %34.1	5.778 %65.9	8.774
Mining and Quarrying	468 %13.2	3.084 %86.8	3.553
Real Estate Activities	738 %30.4	1.693 %69.4	2.431
Culture, Art, Entertainment, Leisure and Sports	688 %29.9	1.616 %70.1	2.303
Water Supply; Sewerage, Waste Management and Improvement Activities	147 %9.2	1.455 %90.8	1.602
Finance and Insurance Activities	511 %41.4	724 %58.6	1.235
<b>Grand Total</b>	<b>101,991</b> <b>%24.7</b>	<b>309,999</b> <b>%75.3</b>	<b>410,990</b>

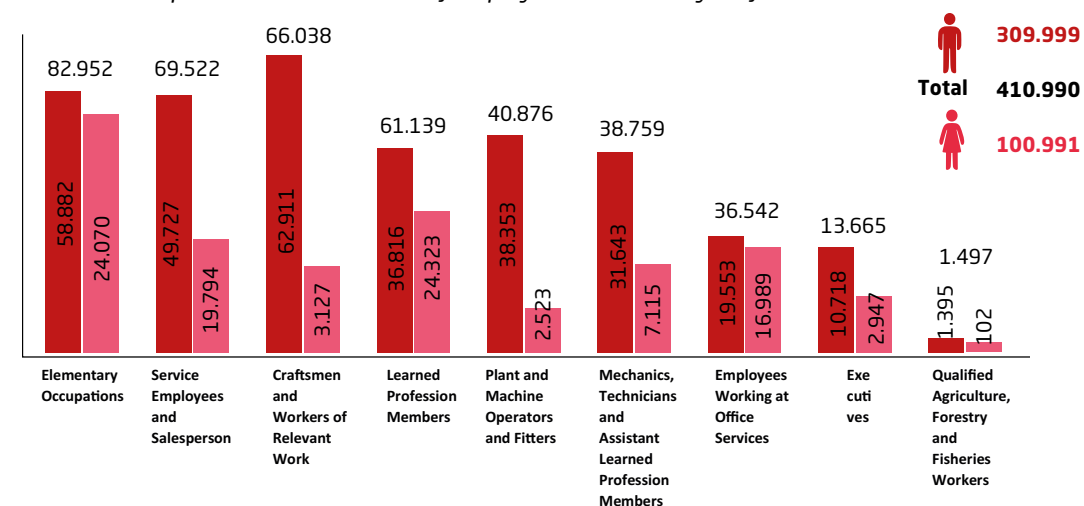
Source: İŞKUR IPA 2017

Looking at the distribution of the employees within the scope of the research in Ankara according to the occupational groups, "Elementary Occupations" takes the first place in terms of the number of employees. This data is important in terms of Syrians' participation in employment. As can be understood from the findings later in the research, a significant number of the Syrians in employment are employed in "elementary occupations" or at works that require less qualification.

*A significant number of Syrians are employed in "elementary occupations" or at works that require less qualification.*

Although 24% of the total employees within the scope of the research were women, the rate of women employed in "elementary occupations" was 29%, while the rate of women employed in "Office Services" was 46%. This data shows that women are mostly employed in office services in Ankara.

Graphic 6. The Distribution of Employees in Ankara by Professions and Gender



One of the most important indicators in employment creation and in the implementation of active employment measures that may increase the employability is the job openings. Because job openings refer to the vacant positions demanded by the employers. Looking over Table 6, we can see that there are 5,370 job opening postings in Ankara and the most job opening postings are in the manufacturing sector. This sector is followed by wholesale and retail trade and construction sector in terms of job openings. As will be mentioned in the later parts of the report, during our meetings with employers and sector representatives it is emphasized that the number of job openings in these sectors will always exist. These data should certainly be taken into consideration regarding the inclusion of Syrians in employment.



When the number of job openings is examined by occupational groups, the highest number of job openings is in the category of “Craftsmen and Workers of Relevant Work”. Indeed, the representatives of the chambers of merchants and craftsmen located in Ankara Furniture Industry Complex stated that they needed personnel. More detailed information will be provided later in this report. As stated in Table 11 below, there is also a significant number of job openings in “elementary occupational” group.

Table 10. Number of Job Openings in Ankara by Sectors

Sectors	Job Vacancy Count
Manufacturing	1.875
Wholesale and Retail Trade; Repair of Motor Vehicles and Motorcycles	948
Construction	662
Administrative and Support Service Activities	629
Accommodation and Food Service Activities	267
Professional, Scientific and Technical Activities	259
Information and Communication	213
Production and Distribution of Electricity, Gas, Steam and Climate Control	153
Human Health and Social Service Activities	121
Transportation and Storage	88
Training	57
Other Service Activities	50
Real Estate Activities	28
Culture, Art, Entertainment, Leisure and Sports	13
Mining and Quarrying	4
Water Supply; Sewerage, Waste Management and Improvement Activities	2
Finance and Insurance Activities	2
<b>Total</b>	<b>5370</b>

Table 11. Job Vacancy Count According to Occupational Groups

Occupational Groups	Job Vacancy Count
Mechanics, Technicians and Assistant Learned Profession Members	833
Craftsmen and Workers of Relevant Work	1.226
Service Employees and Salespersons	1.006
Plant and Machine Operators and Fitters	576
Elementary Occupations	896
Employees Working at Office Services	315
Learned Profession Members	472
Qualified Agriculture, Forestry and Fisheries Workers	6
Managers	40
<b>Total</b>	<b>5,370</b>

Source: İŞKUR IPA 2017

Although the number of job openings and requests from employment offices, it is seen that there is difficulty in providing staff in some sectors and professions and that the personnel in demand cannot be found or is hard to be found. This situation is described by İŞKUR as “hardest professions to fill in”. When Table 12 is reviewed, the main sectors that are hard to fill in seem as manufacturing, construction and wholesale and retail trade. This is not surprising, because in Ankara, as mentioned above, the sectors that provide the most employment are also those sectors. In these sectors, the labor force movement is high for several reasons.

Table 12. Number of People Hard to Fill in by Sectors

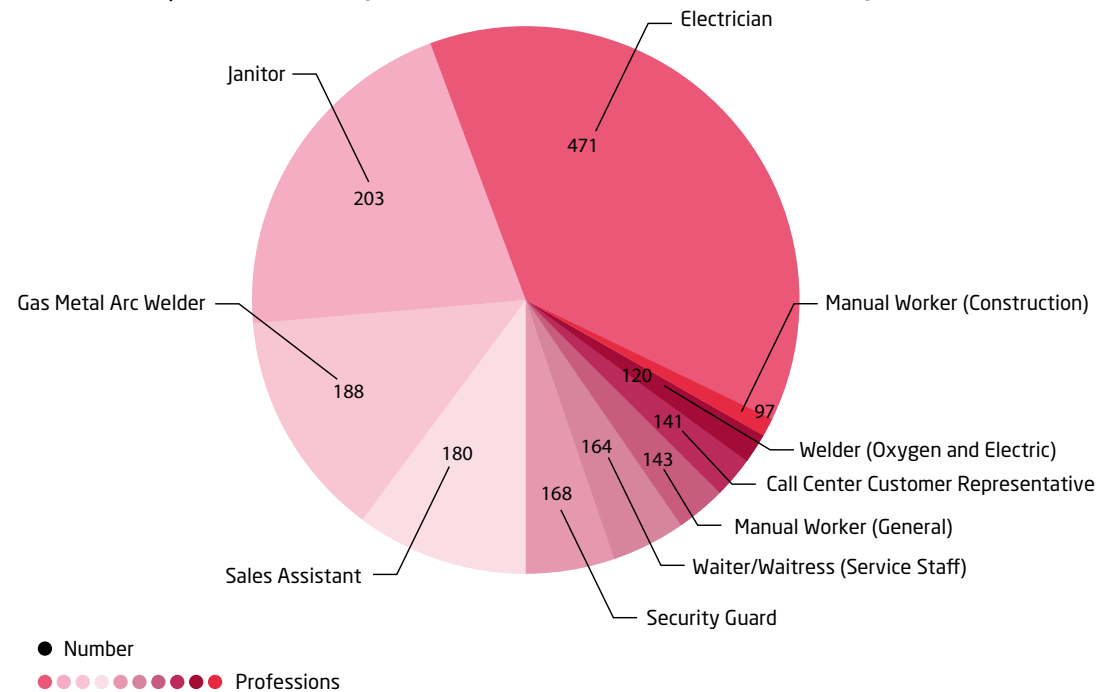
Sector	Number of People
Manufacturing	2.064
Construction	1.296
Wholesale and Retail Trade; Repair of Land Motor Vehicles and Motorcycles	939
Accommodation and Food Service Activities	437
Administrative and Support Service Activities	423
Professional, Scientific and Technical Activities	384
Information and Communication	172
Transportation and Storage	159
Training	153
Human Health and Social Service Activities	148
Other Service Activities	52
Culture, Art, Entertainment, Leisure and Sports	21
Mining and Quarrying	18
Production and Distribution of Electricity, Gas, Steam And Climate Control	14
Real Estate Activities	11
Water Supply; Sewerage, Waste Management and Improvement Activities	3
Finance and Insurance Activities	-
<b>Total</b>	<b>6,295</b>

Source İŞKUR IPA 2017

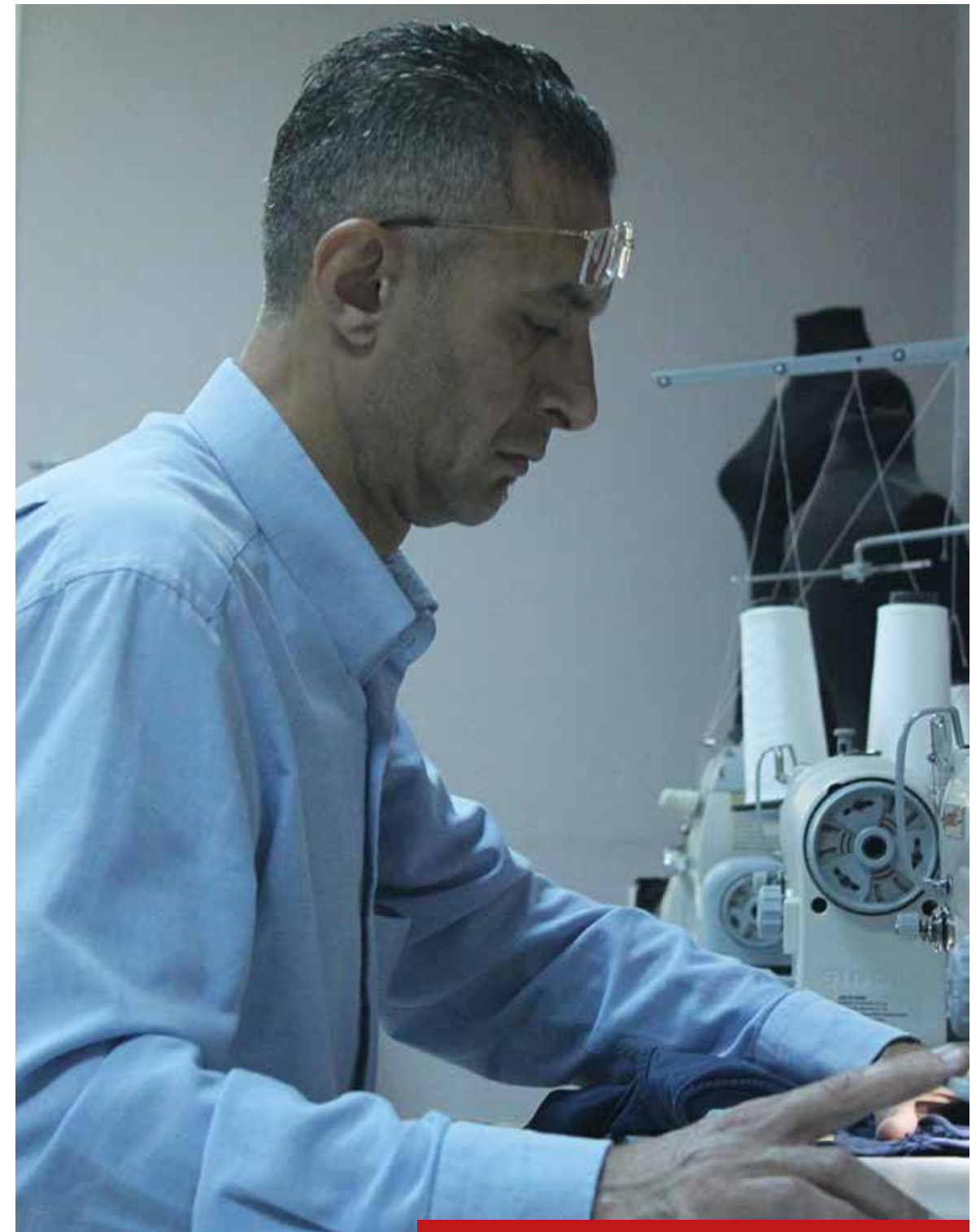
When we review the personnel that are hard to fill in according to their occupational groups, electrician is seen as the most important in these professions. When the professions that are hard to fill in on Graphic 7 are reviewed carefully, it is possible to evaluate these professions in two categories. A group of occupations, such as the gas metal arc welder, the oxygen welder, requires a certain qualification. The employer cannot find the qualifications demanded in these occupational groups. The second group occupations seem to be the professions that do not require much skill or that the skill can be gained in a relatively short time. As the staff seeking job in these professions demand relatively high wages, employment cannot be provided. For example the manual labor is a heavy duty in the construction sector, however the wages are low.

**As the staff seeking job in professions that do not require much skill or that the skill can be gained in a relatively short time demand relatively high wages, employment cannot be provided.**

Graphic 7. Number of Personnel That are Hard to Fill in and Professions



The information presented above is important regarding the efforts to include Syrians in employment. Turkey, compared to EU countries, is a country where the labor force participation is low and unemployment is high. Women’s labor force participation rate is also well below the EU average. However, we face the tangible fact that there are job vacancies in some sectors and some professions that enterprises and especially small enterprises cut back on employment costs to survive in the market within the national and international competition environment. Therefore, the measures to ensure the participation of Syrians in the labor market can be designed based on this fact.





*SECTION 4*

**METHODOLOGY**



## SECTION 4 METHODOLOGY

This research was carried out in the province of Ankara where Ankara Community Center of Turkish Red Crescent is located. The research started officially on 23 March 2018. The research consists of different phases: preparation studies; getting familiar with the research area; preparing the forms of interview; determining the people and organizations to be interviewed; performing the interviews; compiling the data; analyzing and reporting the data.

In the first 3 weeks, The Research Team scanned the researches on Syrian migrants, made interviews with the staff in Ankara Community Center, visited the neighborhoods with a dense Syrian population and the avenues they work in, made interviews with opinion leaders and then presented a Preliminary Report to Turkish Red Crescent at the end of the third week. In this process, draft data collection tools were also prepared and presented to Turkish Red Crescent with the report.

The research aiming that the impact of the Livelihood Development Program carried out by Turkish Red Crescent in Community Centers for especially Syrian migrants is increased and Syrian migrants participate in labor market required using many different data collection tools and methods. Because there is no solid and reliable data source for Syrians who are the target population and the employers who do and can employ Syrians. Despite the fact that official numbers for Syrian migrants living in Ankara are presented in the related chapter, these numbers are subject to change and

there is no reliable data to determine how many Syrians live in which neighborhood and district. Within this scope, the research team carried out the research by using the technique of collecting different data from different areas. Among the sources of data collection, there are Syrian opinion leaders; neighborhood representatives (mukhtars); Turkish and Syrian employers; sector and trade representatives of Turkish employers; employed and unemployed Syrian men and women in different age groups. In addition to these interviews, a focus group discussion was made with the representatives of other public institutions and civil society organizations providing services to Syrian migrants. Besides, a separate focus group discussion was made with the staff in Turkish Red Crescent Ankara Community Center. The issues addressed in the meetings with all sections are briefly described below.

There is an Advisory Board consisting of Syrian opinion leaders in Turkish Red Crescent Ankara Community Center. The opinion leaders in the Advisory Board consist of women and men mostly with a university degree (lawyer, architect, etc.) and having a certain impact over Syrians. In addition to the Syrian opinion leaders in Advisory Board, a meeting with other opinion leaders in Turkish Red Crescent Ankara Community Center was also made. In the meetings with opinion leaders, the following issues were addressed and related information was gathered: The socio-economic state of Syrians in general terms; the sectors and places in which employees work; difficulties they

face in working life; their basic sources of income; unemployed people's reasons for not working; differences in the cases of women and men; needs in relation to cohesion and livelihood. These interviews made in person within a group environment were recorded. Opinion leaders played the role of a facilitator in making interviews with Syrians employed, unemployed or free lance working.

The representatives of the neighborhoods in which Syrians live in great abundance were another source of data. Syrian migrants live mainly in districts of Altındağ and Keçiören in the city center of Ankara. In the district of Altındağ in which the research was conducted and Turkish Red Crescent Ankara Community Center is situated, Syrians predominantly live in the neighborhoods of Başpınar, Önder, Ulubey, Battalgazi, Baraj and Solfasol. In the interviews made with the neighborhood representatives, information about the following issues was obtained: neighborhood population in general; the number of Syrian inhabitants; socio-economic profiles of people in the neighborhood; in-kind and cash aids received by Syrians; relations between the local people and Syrians; the places in which Syrian employees work and unemployed people's reasons for not working.

Employers constituting the demand section of labor market were also interviewed in person. Syrian and Turkish employers were interviewed separately. In the interviews with employers, predominantly the following issues were discussed: the line of business; the total number of employees; the number of Syrian employees; reasons for employing or not employing Syrians;

working hours and conditions; wages paid; relations between Syrian and Turkish workers. Within the scope of the interviews with the employers, representatives of organized chambers of tradesmen at occupational level were also interviewed. In addition to the interviews made with employers in person, the research team also interviewed with the representatives of sectors and trade associations in person. The people primarily interviewed within this scope are the tradesman representatives of Ankara Furniture Industry Complex where Syrians are employed and have more possibility of employment. Among these, there are the representatives of Ankara Chamber of Furniture Manufacturers and Lacquer Makers, Ankara Chamber of Upholsterers, Ankara Chamber of Carpenters, Turkey Woodworking Federation of Tradesmen and Craftsmen, Ankara Tradesmen and Craftsmen Chambers' Union and Turkish Confederation of Tradesmen and Craftsmen. In these interviews, the general state of the sector was addressed, information regarding whether the members registered to the chambers employ Syrians was obtained, the issues concerning wages were negotiated and possible collaborations with Turkish Red Crescent in relation to the employment of Syrians were discussed.

In addition to the representatives of tradesmen, the representatives of industrial organizations were also interviewed. Within this scope, Ankara Chamber of Industry (ASO) was visited, discussions were made about the members' attitudes towards employing Syrians and it was agreed on that a survey prepared on this issue would be sent to the member employers. It was requested from ASO that the survey for employers prepa-

red by research team would be sent to all members to be completed. The survey was also published on the webpage of ASO. In the survey, in concise terms, the purpose was to learn whether the employers wanted to employ Syrians; if they did not, the reason for it; if they did the areas of employment and the number of people demanded for employment. As it will be presented in the following sections, there have been important feedbacks to this survey. The executives of Organized Industrial Zone were also among the visited employers. In these interviews, information was obtained regarding whether the employers employ Syrians. The key part of the interviews, namely the demand part of the labor market, is constituted by employed and unemployed Syrian men and women. For these interviews, female and male employees from different age groups and unemployed women and men were chosen. It was endeavored to collect both qualitative and quantitative data in the interviews made in person and in a group environment. As the analysis unit was taken as "household" in the research, information about the whole household was gathered in the interviews. Information was obtained about age, gender, level of education, profession of the interviewee, their number of children, the total number of people living in the household, the jobs they have, their methods for finding a job, their weekly earnings, the sources of income and level of income of the household, expense items of the household and the reasons of unemployed why they do not work and their needs to participate in labor market were tried to be clarified.

In addition to these interviews, there was

a group discussion with the representatives of the institutions and organizations providing services to Syrian migrants. The researchers played the role of facilitator in the group discussion and they asked two basic questions to the participants: The services provided to Syrians by the institutions and organizations and the possible collaborations in providing these services. It was ensured that all of the participants respond to the questions respectively. The opinions expressed were recorded in electronic environment. In addition to all these interviews, the research team tried to gain up-to-date information about Syrians from the related organizations. Within this scope, information regarding the services provided to Syrians by İŞKUR such as training at work, vocational courses, consultancy services for jobs and professions, was obtained as a result of the interviews made with the executives of Turkish Employment Agency.

As in every research, there are limits for this research as well. First of all, this research does not aim to represent the general population of Syrians. The purpose of this research is to form the general patterns of labor market related to employed and unemployed Syrians to be distinguished between women and men. Within this scope, interviews were made with a sample group complying with this purpose. For example, when the data in the following sections is reviewed, based on these interviews it can be deduced that an important part of Syrian women participate in the labor market and work. However, the truth is otherwise. Syrian men do not want their wives to be employed. The important point here is to find the reasons which direct women to work and to reveal the jobs



they have. It is possible that a truth such as the fact that women having lost their husbands or been left by them are forced to work and that they want to participate in the labor market for this reason would not be recognized in a sampling based on representation. In a similar fashion, the researchers tried to make separate interviews with employed and unemployed people in certain age groups. The purpose here is to determine the difference between employed and unemployed people who have similar quali-

ties (level of education, qualification, age) in terms of labor market. Therefore, the data in the following sections must be reviewed from this perspective.

Another limitation to consider for the assessment of the research results is that Syrians were interviewed in the presence of a translator out of necessity. Especially in qualitative interviews, the language used by the interviewee, the way they express the issue, the words they use are extremely

important for the researcher and they offer significant data. As translators became mediators in this research, unfortunately, these kinds of points could not be fully observed. The researchers tried to understand these points by mimics, gestures and body language of the interviewee.

Another point to be emphasized here is that employed and unemployed Syrians were not interviewed completely in their natural

environment, namely in their workplaces or household. The interviews were generally made in Turkish Red Crescent Ankara Community Center. Interviewing people in their workplaces surely offers valuable data concerning their working conditions and relations. However, the employees were invited to Community Center at the weekend and interviewed there as they were not available for the interviews within working hours.





## SECTION 5

# FINDINGS

## SECTION 5 FINDINGS

### 5.1. DEMOGRAPHIC PROFILE OF THE INTERVIEWEES

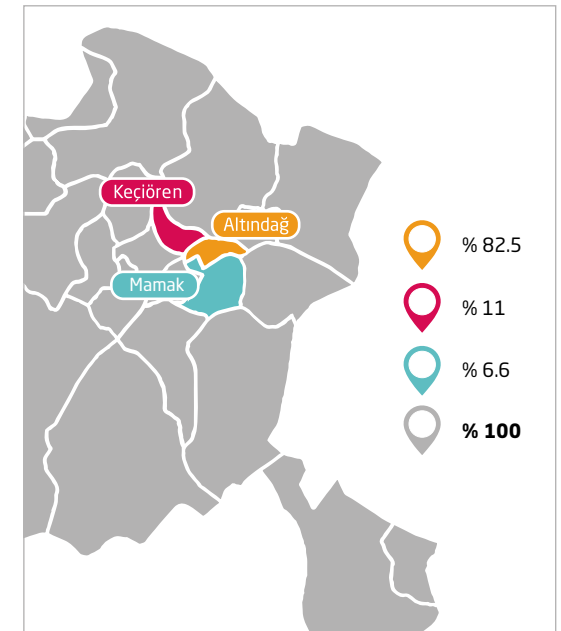
In this section, demographic characteristics of the Syrian interviewees will be given. Within this scope, findings related to the following issues will be presented in this order: in which district or quarter Syrians live in Ankara; distribution of gender, marital status and age; level of education; duration of presence in Turkey and Ankara; number of children; how many people live in the same household; with whom they live; whether they have Temporary Protection IDs and work permits and from which city in Syria they came from.

### Districts and Quarters of Residence

Tablo 4 incelendiğinde, araştırma verilerinin toplandığı Suriyelilerin çok büyük bir bölümünün (%82,4) Altındağ ilçesinde yaşadığı, bunu Keçiören (%11,0) ve Mamak'ta (n=6,6) yaşayanların izlediği görülmektedir. Altındağ'da yaşayan Suriyelilerin 13 Mahallede, Mamak'ta ve Keçiören'de ise üçer mahallede yaşadıkları anlaşılmaktadır. Altındağ'da yaşayan Suriyelilerin önemli bir bölümünün (%47,3) Ulubey ve Önder mahallerinde yaşadıkları dikkati çekmektedir.

Map 4. Districts and Quarters in Which Syrian Participants Live (N=91)

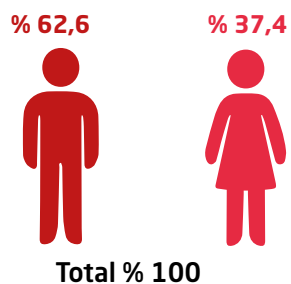
	District	Name of the Quarter	%
1	Altındağ	Ulubey	24,2
2	Altındağ	Önder	23,1
3	Altındağ	Doğantepe	7,7
4	Altındağ	Başpınar	4,4
5	Altındağ	Battalgazi	4,4
6	Altındağ	Solfasol	4,4
7	Altındağ	Alemdağ	4,4
8	Altındağ	Yıldıztepe	3,3
9	Altındağ	Ali Ersoy	2,2
10	Altındağ	Karapürçek	2,2
11	Altındağ	Baraj	1,1
12	Altındağ	Beşikkaya	1,1
13	Keçiören	Yeşilöz	5,5
14	Keçiören	Hasköy	4,4
15	Keçiören	Belirtilmemiş	1,1
16	Mamak	Hüseyingazi	4,4
17	Mamak	Bostancık	1,1
18	Mamak	Ekin	1,1
	<b>Total</b>		<b>100,0</b>



### Distribution of Gender

As can be seen in Graphic 8, out of 91 Syrians interviewed, 62.6% are men and 37.4% are women.

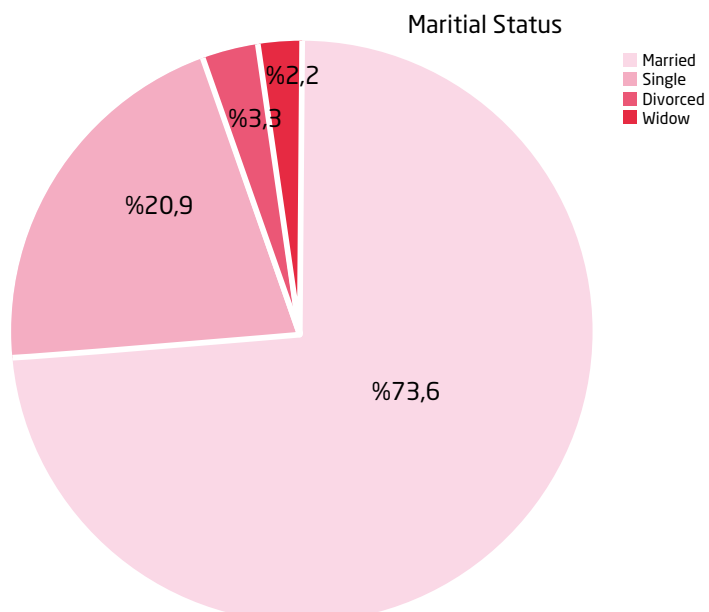
Graphic 8. Participants' Gender Distribution (N=91)



### Marital Status

Percentage distributions related to the marital status of the participants are given in Graphic 9. According to the findings, out of 91 participants, 73.6% are married, 20.9% are single and 5.5% are divorced or widowed.

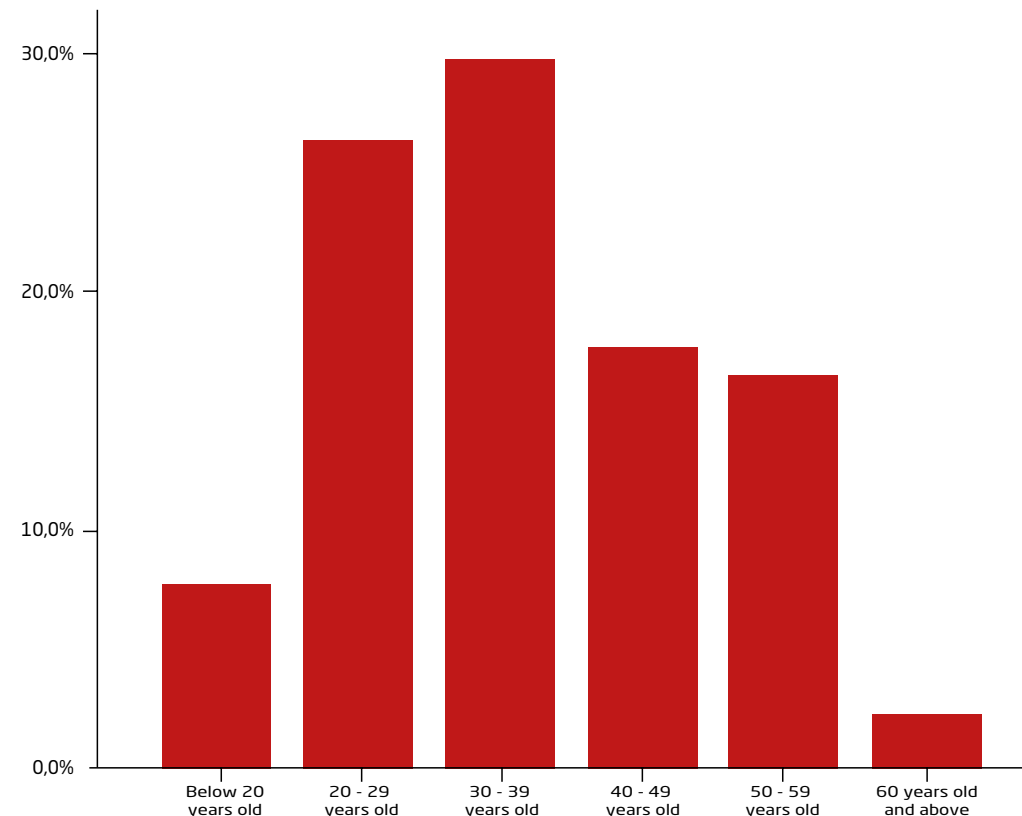
Graphic 9. Marital Status of the Participants (N=91)



### Age Distribution

Descriptive statistics related to the age distribution of the participants are given in Graphic 10 and Table 13. As can be seen in Graphic 10, the groups with ages 20 and below and 60 and over constitute 10% of the totality, while approximately a third of the group is below the age of 30 and two third of the group is under the age of 40.

Graphic 10. Age Distribution of the Participants (N=91)



As can be seen in Table 13, among the interviewed people, the youngest Syrian is 16 years old, the oldest Syrian is 63 years old and the average age is 35.9. When the age distribution was analyzed separately in accordance with the gender factor, it was determined that the age distribution of men changed between 16-63 years and the age average being 37.46, while the age distribution of women changed between 18-58 years and the average age being 33.38. According to this data, it is understood that female Syrian interviewees are 4 years younger than male Syrian interviewees in average.

Table 13. Age Average of the Participants by Gender (N=91)

	The Youngest	The Oldest	Arithmetic Average
Men (n=57)	16	63	37,46
Women (n=34)	18	58	33,38
<b>Total</b>	16	63	35,93



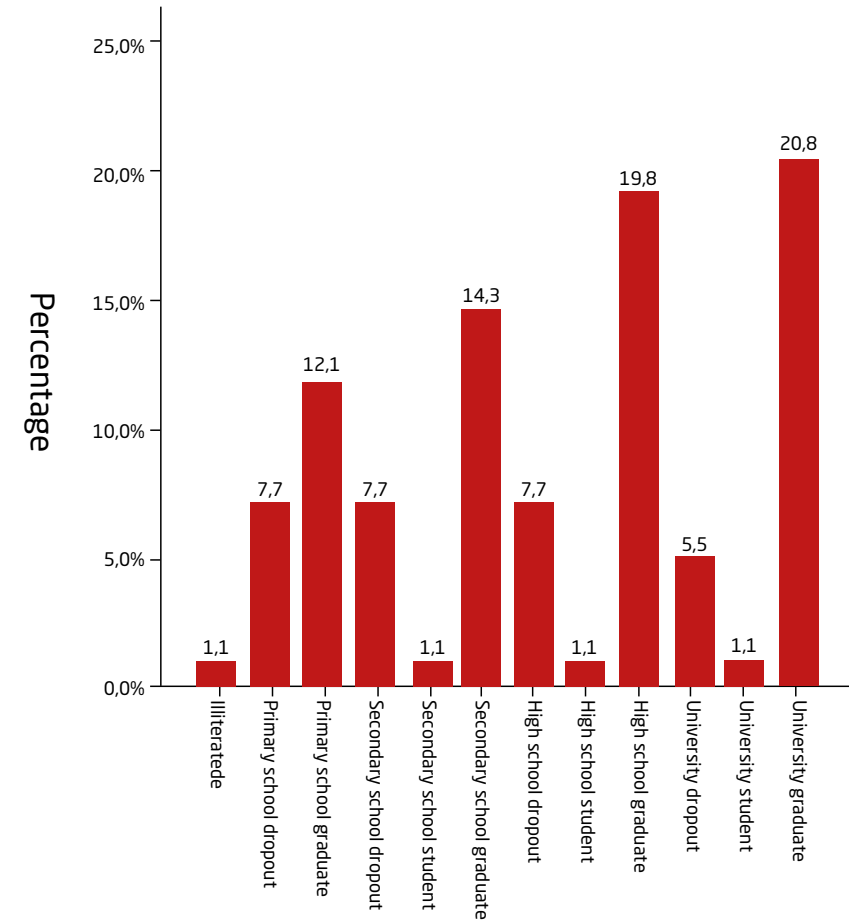
**Level of Education**

The level of education of the Syrian participants is presented in Graphic 11. As can be seen in Graphic 11, among the participants, 20.9% are primary school graduates or have a lower education level; 23.1% are secondary school graduates, students or dropouts, meaning that 44% of them are secondary school graduates or have a lower level of education. The findings also show that 28.6% of them are high school dropouts, students or graduates; 27.5% of them are university dropouts, students or graduates. These findings show that the educational level of Syrian participants is close to the average of the similar age group in Turkey.



When the distribution of educational level of the Syrian participants is reviewed by gender, the findings show that the educational level of women is lower than that of men. For example, the percentage of people being primary school graduates or having a lower educational level is 15.8% for men, while the related percentage is 29.4% for women. On the other hand, the percentage of participants being university students or graduates is 26.4% for men, while the related percentage is 14.7% for women. These findings demonstrate that women's percentage is higher for the low educational level, while men's percentage is higher for the high educational level.

Graphic 11. Educational Level of Men and Women (N=91)

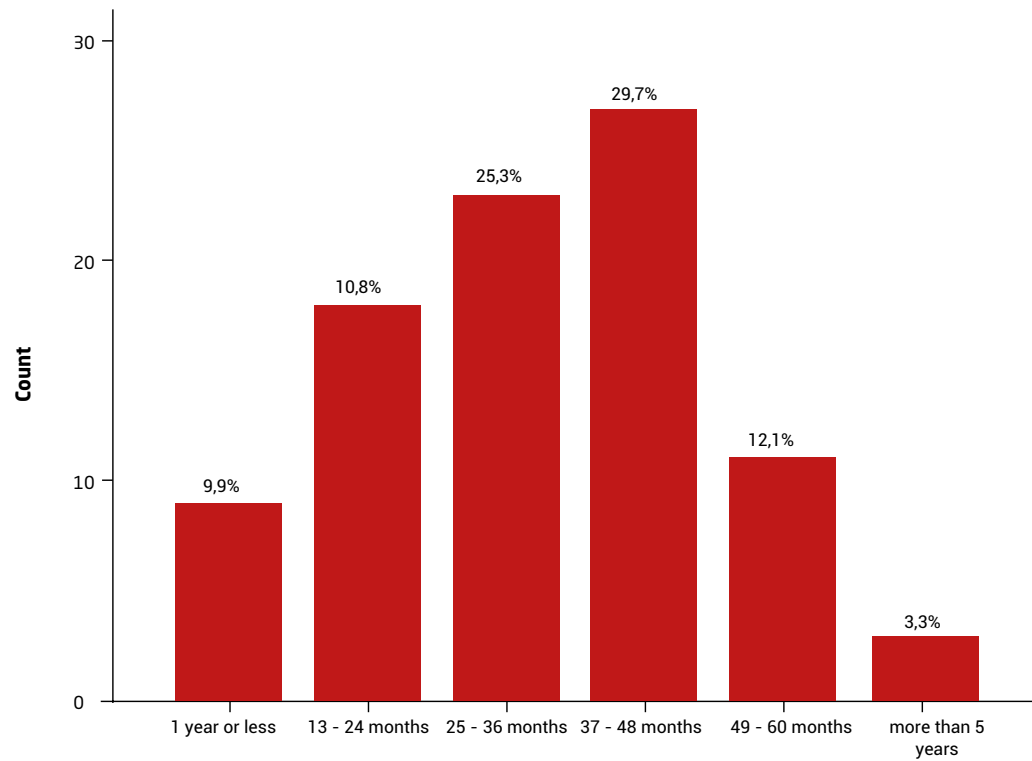


**Duration of Residence in Turkey and Ankara**

The findings related to Syrian participants' duration of residence in Turkey are presented in Graphic 12, while the findings related to their duration of residence in Ankara are presented in Table 14.

According to the findings, the percentage of people living in Turkey for a year or less is approximately 10%, for more than five years is 3.3%. The findings also show that approximately 45% of the group lives in Turkey for at least three years, while 55% of them live in Turkey for less than three years.

Graphic 12. Duration of Residence in Turkey (N=91)



The data related to Syrian participants' duration of living in Ankara is given in Table 14. According to the findings, while the percentage of people living in Ankara for a year or less is 14.3%, the percentage of people living in Ankara for more than four years is 5.5%. The findings also show that 37.4% of the group lives in Ankara less than two years, while 62.7% of them live in Ankara for more than two years.

The arithmetic average of Syrian participants' duration of residence in Turkey and Ankara and its standard deviation are presented in Table 27. It is seen that the participants' average duration of residence in Turkey is 36.4 months, while their average duration of residence in Ankara is 32.4 months. These findings show that Syrians have spent approximately 90% of their total time in Turkey in Ankara. This means that either a great majority of Syrians came directly to Ankara or they came there a short time after arriving in Turkey.

Table 14. Arithmetic Average of the Duration of Residence in Turkey and Ankara (N=91)

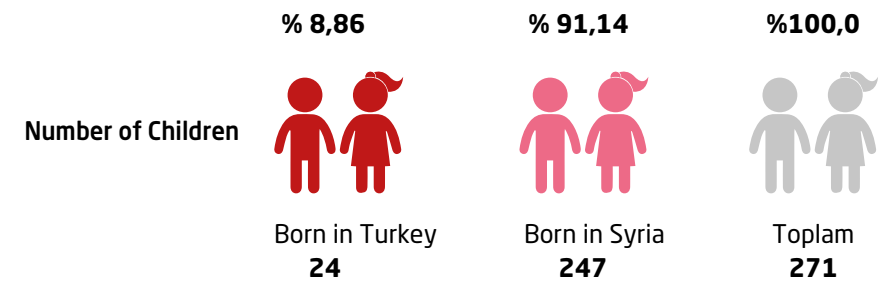
	Average
Duration of residence in Turkey by month	36,38
Duration of residence in Ankara by month	32,40

### Number of Children of the Participants

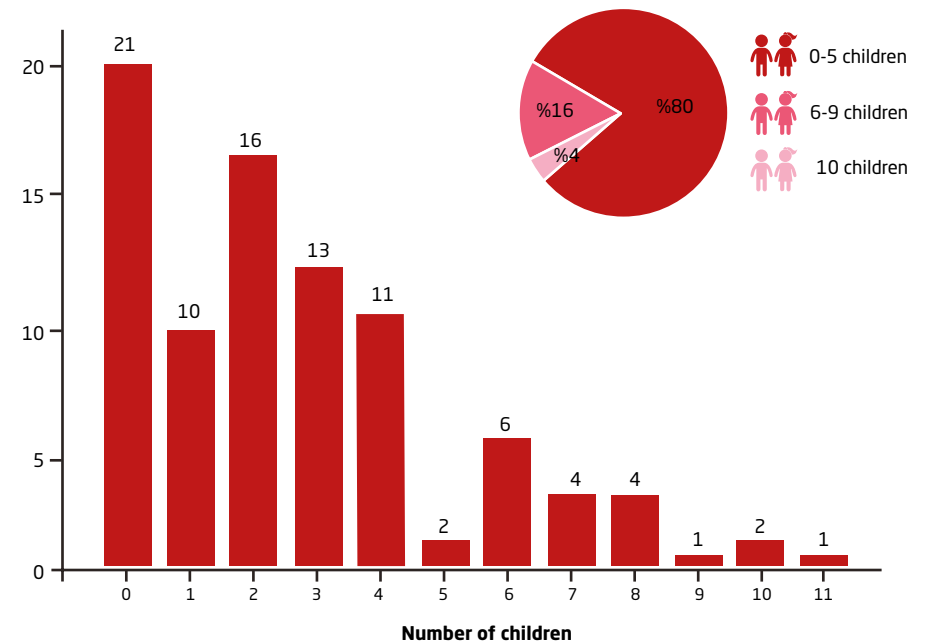
The numbers related to the participants' children are presented in Graphic 14. According to this data, out of 91 people interviewed, 21 people do not have a child, while 70 people have. It is understood that the number of children changes between 1 to 11 and the average number of children is 3.87. The findings show that 56% of the Syrians with children have three or less children, while 44% of them have four or more children.

The number of children born in Syria and Turkey is presented in Graphic 13. These findings demonstrate that 70 Syrians with children have 271 children in total and approximately 91% of these children were born in Syria, while 9% of them were born in Turkey.

Graphic 13. Number of Children Born in Syria and Turkey (N=91)



Graphic 14. Number of Children of the Participants (N=91)



### Number of Individuals in the Household and People with Whom They Live

Descriptive statistics related to the number of individuals living in the same household with the Syrian interviewees (n=91) are presented in Graphic 15. When the findings are reviewed, it is understood that 600 people live in 91 households; the number of households in which five or less individuals live is 42; the number of households in which 6-10 individuals live is 36; the number of households in which 11-18 individuals live is 13.



Graphic 15. Number of Individuals in the Household (N=91)



As can be seen in Table 15 and Graphic 15, the number of individuals living in the same household changes between 2 to 18, to be 6.6 people in average per household.

Table 15. Arithmetic Average of the Number of Individuals in the Household (N=91)

	Minimum	Maximum	Average	SD
Number of individuals in the household	2	18	6,6	3,5

### Household Members

As can be seen, out of 92 interviewees, 32 people (34.8%) live with their spouses and children, 7 (7.6%) people without a spouse live with their children and 7 people live with their parents and siblings (7.6%). According to this data, it is observed that 46 families in total (50%) are nuclear families and the other 46 families (50%) are larger families. Among these people, 9 people (9.8%) affirmed that their parents live in the same household as their spouses and children and it was stated that two, even four families live together in some households. It was stated that Syrians living in crowded households in addition to their spouses and children live in the same household with some of their relatives such as mother-in-law, father-in-law, daughter-in-law, son-in-law, grandchild, niece, uncle, children of uncle, aunt, aunt-in-law, uncle-in-law, brother in-law, etc.

### Temporary Protection ID and Work Permit

The percentage of people with and without "Temporary Protection ID" and "Work Permit" is presented in Table 16. It is seen that out of 90 Syrians in total, 88 people have a Temporary Protection ID, while only one person has work permit. The only person having work permit stated that he was general surgeon and works as a doctor in a community health center in the district of Mamak.

Table 16. The Number of Participants with and Without Temporary Protection ID and Work Permit (N=90)

	%
People with Temporary Protection ID	97,8
People Without Temporary Protection ID	1,1
People with Work Permit	1,1
<b>Total</b>	<b>100,0</b>

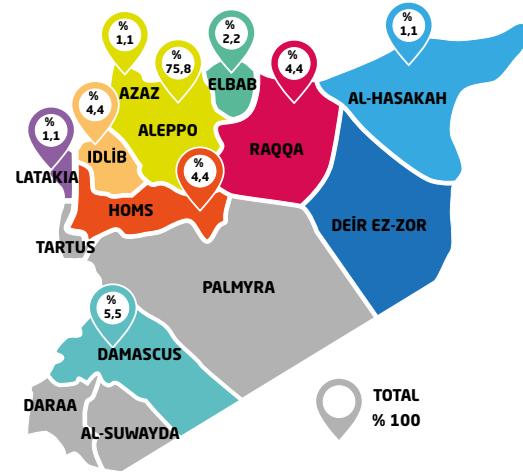
### The Provinces Where They Come From in Syria

As can be seen in Map 5, Syrian interviewees lived in 9 different cities in Syria before they came to Turkey but a great majority of the group with a percentage of 75.8% came from the city of Aleppo, to be followed by the cities of Damascus (5.5%), Homs (4.4%), Idlib (4.4%) and Raqqa (4.4%). 69% of the migrants lived in the city centers of Syria, while 31% lived in the countryside before they came to Turkey.



Map 5. The Provinces Where They Come From in Syria (N=91)

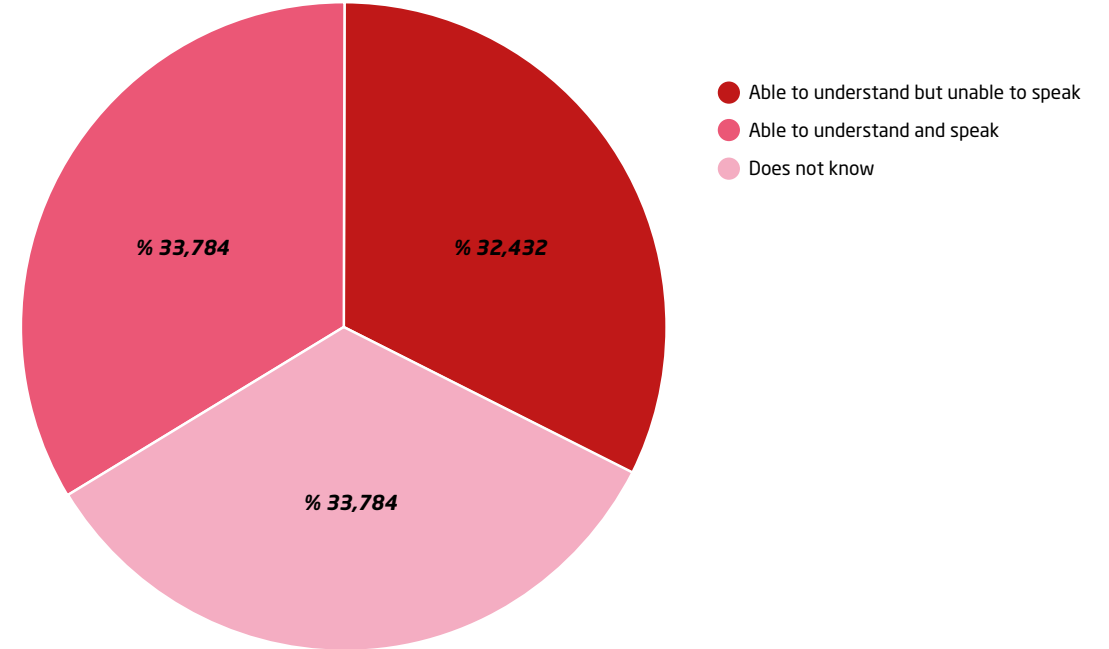
Şehir	%
1 Aleppo	75,8
2 Damascus	5,5
3 Homs	4,4
4 İdlib	4,4
5 Raqqa	4,4
6 Elbab	2,2
7 Azaz	1,1
8 Al-Hasakah	1,1
9 Latakia	1,1
<b>Total</b>	<b>100,0</b>
<b>City</b>	<b>: % 69,2</b>
<b>Countryside</b>	<b>: % 30,8</b>



### Level of Turkish Language

Findings related to the participants' level of Turkish language are presented in Graphic 16. In these findings, out of 74 participants giving information about their level of Turkish language, approximately a third stated that they could understand and speak Turkish; a third affirmed that they could understand but could not speak, while a third declared that they did not know Turkish.

Graphic 16. Level of Turkish Language (%) (N=91)



## 5.2. SOCIO-ECONOMIC PROFILE OF THE INTERVIEWEES

In this section where the socio-economic profile of Syrian migrants is investigated, the findings related to the following issues will be presented: the total household income, the job-seeking methods, the supports they receive from Turkish Red Crescent and other institutions, rent and other consumption expenses of families, whether they want to move out to a city other than Ankara, how they evaluate the advantages of being in Ankara and whether they want to return to Syria when the conditions are appropriate.

### Household Monthly Income

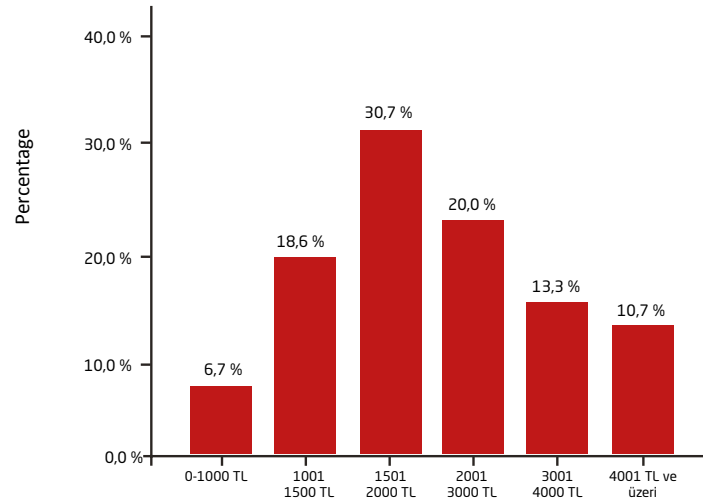
The arithmetic average of the minimum and maximum household income and the monthly income per household are presented in Table 17 and the percentage distribution for the monthly income is presented in Graphic 17. As can be seen in Table 17, the household monthly income changes between 0 and 6,400 TRY and the arithmetic average of the monthly income per household is 2,385 TRY.

Table 17. Arithmetic Average of Household Monthly Income (N=75)

	Minimum	Maximum	Average
Monthly household income	0	6.400	2385

Grafik 17 incelendiğinde, ailelerin %6,7'sinin aylık gelirlerinin 1.000 TL veya daha az olduğu, %25,3'ünün 1.500 TL veya daha az olduğu, %56'sının 2.000 TL veya daha az olduğu, %76'sının 3.000 TL veya daha az olduğu, %89,3'ünün ise 4.000 TL veya az olduğu görülmektedir.

Graphic 17. The Level of the Household Monthly Income (N=91)



### Job-Seeking Methods of Syrian Migrants

The methods used for job-seeking processes by Syrian migrants interviewed are presented in Table 18. According to this data, the methods the most used in job-seeking processes by Syrian migrants in Ankara are visiting workplaces or using friends and relatives as mediators. The total percentage of the participants declaring to use these two channels is 70.4%. Other than these methods, 10% of Syrians in the group declared to seek for job through social media, 8.5% stated to have built their own businesses as entrepreneurs, 11.2% said they used more than one channel.

Table 18. Job-Seeking Methods of Syrian Migrants (N=71)

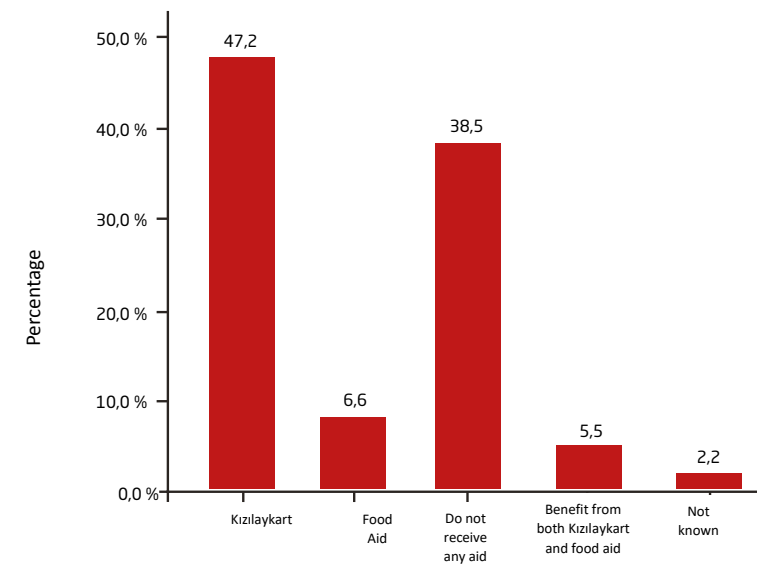
Channels for Finding a Job	%
Visiting workplaces	35,2
Through friends and relatives	35,2
Social media	9,9
Entrepreneurship	8,5
Using more than one channel	11,2
<b>Total</b>	<b>100,0</b>

### Supports Provided to Syrian Migrants

The migrants interviewed stated that they have received supports from various institutions and organizations in the form of food, coal, etc. and benefited from the courses of Turkish Red Crescent. The percentage of the people receiving support from Turkish Red Crescent is given in Graphic 18, receiving support from municipalities is in Graphic 19, getting aids from other organizations is in Graphic 20, benefiting from the courses organized by Turkish Red Crescent is in Table 19.

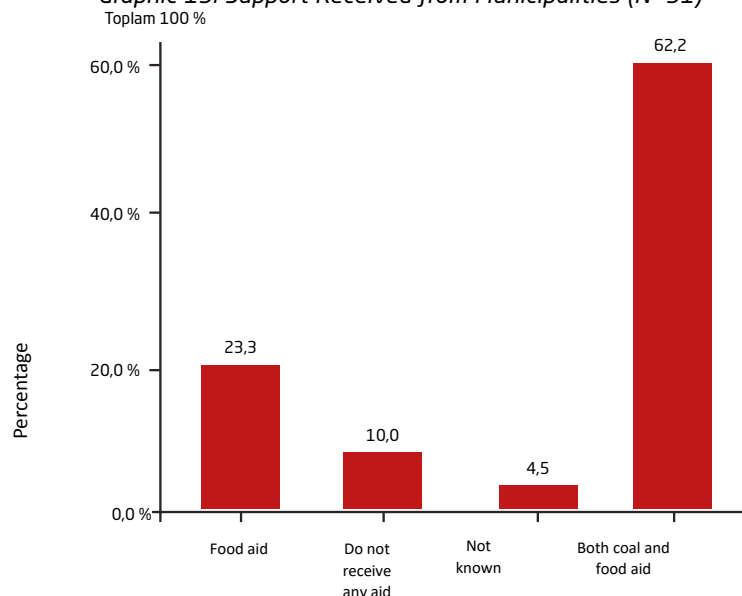
As it can be seen in Graphic 18, out of 91 Syrians interviewed, 47.2% stated they received aid in the form of Kızılaykart, 6.6% declared to get food aid and 5.5% affirmed having aids in the form of both Kızılaykart and food. Assessed in general terms, it can be said that 60% of Syrians get aids from Turkish Red Crescent.

Graphic 18. Support Received from Turkish Red Crescent (N=91)



When the supports taken from municipalities are analyzed (Graphic 19), it can be seen that 62.2% of the group interviewed receive aid in the form of both coal and food and 23.3% take only food aid. When these data are evaluated together, it is understood that 85.5% of Syrians obtain support from municipalities.

Graphic 19. Support Received from Municipalities (N=91)



The aids received by the Syrians interviewees from organizations such as associations, foundations, etc. other than Turkish Red Crescent and municipalities are presented in Graphic 20. A great majority of Syrians with a percentage of 83% stated that they did not receive any aid from organizations other than Turkish Red Crescent and municipalities, and 16.6% of them declaring to receive aids affirmed to get aid primarily from Deniz Feneri Association, Association for Solidarity with Asylum Seekers and Migrants (ASAM) and UNICEF.

Graphic 20. Support Received from Other Organizations (N=91)

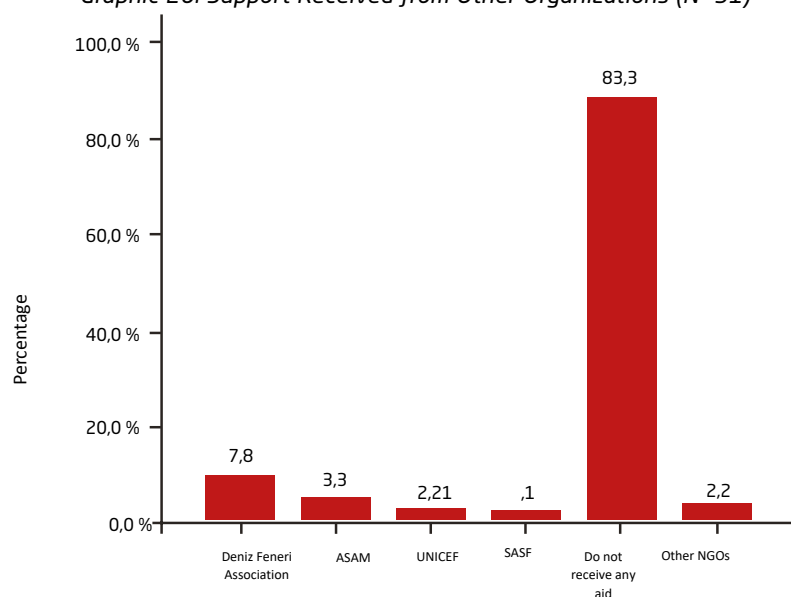


Table 19. The Percentage of Families Benefiting from Turkish Red Crescent Courses (N=90)

	%
Benefiting	58,9
Not benefiting	41,1
<b>Total</b>	<b>100,0</b>

When Syrian migrant families asked about whether there was anyone in the family benefiting from the courses organized by Turkish Red Crescent, approximately 60% of the participants interviewed stated that there were family members benefiting from the courses organized by Turkish Red Crescent, while 40% of the participants declared that there was no one in the family benefiting from these courses.

### Syrian Migrants' Rent and Consumption Expenses

The minimum and maximum limit and arithmetic average of the expenses of Syrian migrants concerning rent and other consumptions are presented in Table 20, the percentage distribution of rent and other consumption expenses is presented in Graphic 21, the arithmetic average of rents is given in Table 21 and the percentage distribution of rent is presented in Table 46 and Graphic 15.

According to the data in Table 20, rent and other consumption expenses of Syrian migrants change between 85 TRY and 4,200 TRY in a month and the average amount of expense is 671 TRY. The reason why the expenses of two Syrians declaring their monthly expenses of rent and others as 2,200 TRY and 4,200 TRY are excessively above the average is that these two people are engaged with trade, therefore their workplace rents are high.

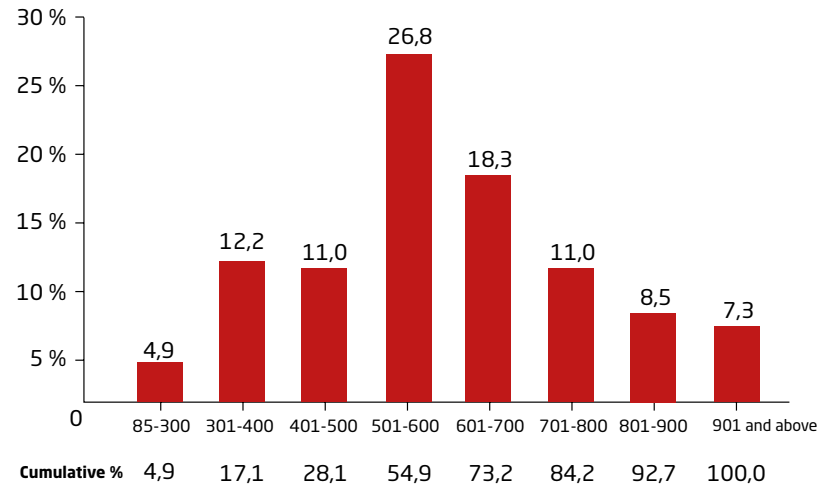
Table 20. Rent and Other Consumption Expenses of Families (N=82)

	Minimum	Maximum	Average	SD
Rent and other consumption expenses	85	4200	671	471

The percentage distribution of rent and other consumption expenses (electricity, water etc.) of Syrians is given in Graphic 21. The findings show that the monthly amount of the rent and other expenses of approximately 5% of this group is less than 300 TRY, 55% of the group is less than 600 TRY and 92.7% is less than 900 TRY.



Graphic 21. Rent and Other Consumption Expenses of Families (N=82)



Descriptive statistics in relation to house rents paid by Syrians are presented in Table 21. As can be seen in the table, the amount of rent changes between 150 TRY and 750 TRY and the average rent is 428 TRY.

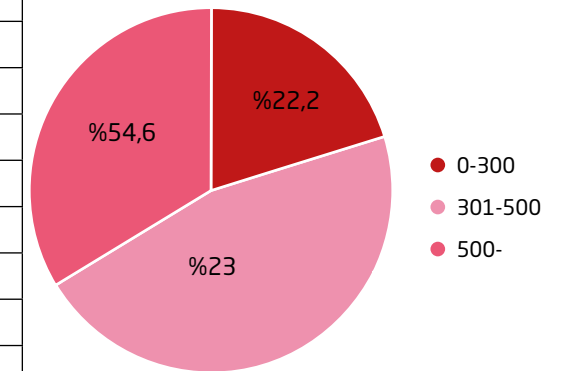
Table 21. Arithmetic Average of Rent Paid by Syrian Migrants (N=91)

	N	Minimum	Maximum	Average	SD
Rent (TRY)	68	150	750	428	141,4

A detailed percentage distribution of rents paid by Syrians is presented in Graphic 22. As can be seen in the table, out of the group, the rent of 22% is 300 TRY or less, that of 57.4% is 400 TRY or less, that of 89.7% is 600 TRY or less and that of 98.5% is 700 TRY or less.

Table 22. Rents Paid by Syrian Migrants (N=68)

Rent	%	Cumulative %
150	2,9	2,9
200	1,5	4,4
225	1,5	5,9
250	5,9	11,8
275	1,5	13,2
280	1,5	14,7
300	7,4	22,1
350	14,7	36,8
375	4,4	41,2
400	16,2	57,4
450	10,3	67,6
500	8,8	76,5
550	1,5	77,9
600	11,8	89,7
650	4,4	94,1
700	4,4	98,5
750	1,5	100,0
<b>Toplam</b>	<b>100,0</b>	



### Whether They Want to Live in a City Other Than Ankara

According to the findings in Table 23, a great majority of 90 Syrians interviewed (88%) stated that they did not want to live in a city other than Ankara, while 12% of them stated that they did. These findings mean that a great majority of Syrians living in Ankara do not think of leaving their city of residence.

Table 23. Whether Syrian Migrants Want to Live in a City Other Than Ankara (N=90)

	%
Not thinking about leaving Ankara	87,8
Thinking about moving from Ankara	12,2
<b>Total</b>	<b>100,0</b>

### The Advantages of Living in Ankara

The frequency distribution of the advantages of living in Ankara is presented in Table 24. This question was asked to the participants as an open-ended question and it was ensured that they could answer with more than one reason. Within this framework, the advantages of Ankara include the following: rents are cheap; it is easy to find a rental house; there are many opportunities for getting a profession and finding a job; education facilities are good; it is the capital; it is a democratic city allowing women to be in public; it is a city which is neat, peaceful, comfortable and clean; life conditions are good, it is a safe place and there are many organizations which could give them aid.



Table 24. The Advantages of Living in Ankara (N=91)

	The Advantages of Living in Ankara	Number	%
1.	Rents are cheap, livelihood is convenient, finding a rental house is easy	38	24,8
2.	There are many opportunities for acquiring a profession, finding a job and gaining money	24	15,7
3.	There are good opportunities for education, learning and children's access to schools	18	11,8
4.	It is the capital, it is a large city	15	9,8
5.	It is easy for women to go outside of the house, it is democratic	8	5,2
6.	It is neat, peaceful, comfortable, clean and life conditions are good	7	4,6
7.	It is a safe place	7	4,6
8.	People can have access to aids, relief organizations are here	7	4,6
9.	Social life is lively and there is the opportunity of getting to know a different culture	6	3,9
10.	Family and relatives are here	5	3,2
11.	Health care is good	4	2,6
12.	The number of Syrians is low in comparison with the provinces at the border.	3	2,0
13.	They do not know any place other than this one	3	2,0
14.	The population is tolerant, helpful and very respectful	3	2,0
15.	It offers the opportunity of learning a third language	2	1,3
16.	Technology is developed, bureaucracy is fast	2	1,3
17.	It is good in any respect	1	0,6
	<b>Total</b>	<b>153</b>	<b>100,0</b>

### Syrians Want to Go Back to Syria and the Family Members who Want to Go Back

The question of whether they would want to go back to Syria if the conditions were appropriate was asked to the Syrians interviewed and the answers are given in Table 25. The findings show that 57.8% of them want to return, while 41% of them do not.

Table 25. Whether They Want to Return to Syria (N=90)

	%
Wanting to return	57,8
Not wanting to return	41,1
Indecisive	1,1
<b>Toplam</b>	<b>100,0</b>

When the participants were asked about who would wish to return to Syria if the conditions got better, the majority of the participants expressed that generally older people would wish to return and younger people and children would ask to stay here.

Exemplary statements to these opinions are given below:

- “Our mother and father would return, we would stay”
- “We would return, our children would stay”
- “I would return, children would stay”

*The majority of the participants expressed that generally older people would wish to return and younger people and children would want to stay here.*

### 5.3. WORKING CONDITIONS AND RELATED PROBLEMS

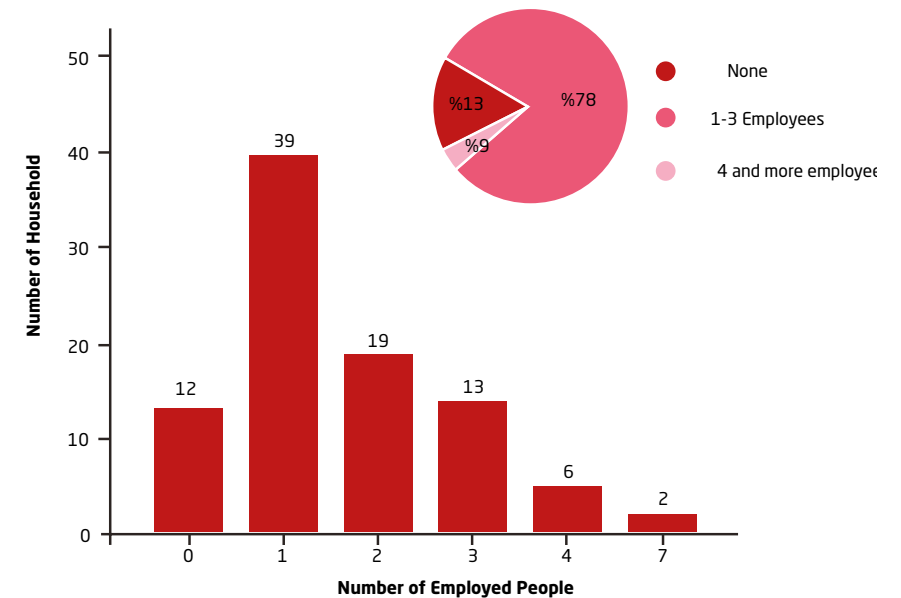
In this section, the employment state, working conditions and problems of Syrian interviewees within the scope of the research will be presented. As it was stated in the method section of the research, it was endeavored to obtain information about households in the process of collecting data. Meaning that besides collecting demographic data from employed person or persons in the same household not considering whether the interviewed person is employed, information about their occupations in Syria, occupations in Turkey, their professions, the wages received, problems faced, etc. was obtained. As the status of employment and working conditions differ for women and men, the collected data is presented separately for them.

#### Number of Employed Individuals in the Household

Descriptive statistics related to the number of employed people in the households of Syrian interviewees are presented in Graphic 22. It is seen that nobody works in the households of 13.2% of the interviewees, while 1 person works in approximately 43%, 2 people work in 21%, 3 people work in 14.3%, 4 people work in 6.6% and 7 people work in 2.2% of the households. The cases where there is not any employed person in the household arise from reasons such as physical disability or old age or arriving in Ankara recently. In fact, this situation shows that Syrians living in Ankara participate increasingly in labor force.

As it is seen in the same graphic, 154 people in total work in 91 households interviewed and taking into account the size of the households, it is understood that 154 employed people contribute to the livelihood of 600 people.

Graphic 22. Number of Employed Individuals in the Household (N=91)



#### Jobs of Employees

In accordance with the statements of Syrian interviewees (N=91), it is seen that 154 people work in the households (Table 26). It is seen that 22 out of 154 people are educated with a university degree. It is observed that out of these people, 9 people work as a teacher, the majority of teachers work in Temporary Education Centers, 3 people work as directors in these centers and some teach English at home. It was told that out of this group, 5 people work as Quran instructors and imams, 1 person was a family doctor, 1 person was a lawyer, 1 person was a nursery director, 1 person works as a nurse with a dentist and 1 person being an electrical engineer works as a machine repairer in a company in Siteler. It is observed that out of 5 people having built their own businesses, 1 person is a jeweler, 1 person sells car parts from home, 1 person sells food from home and 1 person is a tradesman.

#### It is observed that a great majority of Syrian employees (77.9%) work as blue-collar.

It is seen that out of these people, 42 people work in the furniture sector in jobs such as carpentry, upholstery in fabric, lagging; 10 people work in textile; 9 people are blacksmiths; 6 people are hairdressers; 5 people work as cleaners; 4 people are tailors; 4 people work in workplaces such as restaurant, confectionery, bakery, etc.; 3 people are computer operators; and two each works as glassmaker, lather, solid waste collector, driver, cook, painter, sales clerk, construction worker and white appliances repairer. It was declared that other people worked as security guard, worker, welder, butcher, hairdresser and tire seller. It is observed that out of this group, 14 people work in irregular jobs, work on a daily basis or not stating their jobs. Even though within the scope of sample in the individual interviews, the number of people having their own businesses is 4, many Syrians in



the quarters of Önder, Ulubey, Battalgazi in Altındağ District set up their own businesses. The research team made interviews in person with Syrian tradesmen in these quarters. In these quarters, the venture of Syrians setting up one's own business started by opening one or two stores became widespread quickly in time. All enterprises (with the exception of one or two) active especially in the avenues of Şehit Rafet Sever and Selçuk within the borders of Altındağ District close to Ankara Furniture Industry Complex are run by Syrians. Syrians often buy from Syrian tradesmen. Their enterprises serve in every area in order to meet daily needs of Syrians: jeweler, restaurant, barbershop, grocery store, butcher, greengrocer, bakery, clothing shop, car repair, cell phone store, perfumery, hairdresser, kitchen utensils store and other stores. In all these enterprises, there are Arabic signs. In line with the complaint and demand of local people, they were forced to have both Turkish and Arabic signs. The monthly rental fees start from 1,000 TRY up to 3,000-4,000 TRY. The proprietors of Syrian enterprises live in apartments with natural gas, differently from other Syrians.

Table 26. Jobs of People Living in the Household (N=91)

Jobs of People Living in the Household	Number	Jobs of People Living in the Household	Sayı
Furniture (upholstery in fabric, upholstery, lagging, carpentry, etc.)	42	Electrical engineer (repairs machines in Sitelер)	1
Textile	10	Dental Nurse	1
Blacksmith	9	Nursery director	1
Teacher	9	Family practitioner	1
Hairdresser	6	Legal advisor	1
Teacher in Quran course, imam	5	Selling car parts from home	1
Cleaner (construction cleaner, chromium cleaner)	5	Selling food from home	1
Waiter (bakery, confectionery, restaurant)	4	Jeweler	1
Tailor	4	Security guard	1
Sales clerk	3	Worker	1
Director (Temporary Education Center)	3	Welder	1
Computer Operator	3	Butcher	1
Tradesman	2	Pastry sale	1
Glass maker	2	Sewing	1
Lather	2	Barber	1
Solid waste collector	2	In the project of United Nations	1
Driver	2	Stallholder	1
Cook	2	Advertiser	1
Painter	2	Tire seller	1
Construction worker	2	The ones who change jobs constantly, work in any job or do not specify their jobs	14
White appliances repairer	2	<b>Total</b>	<b>154</b>

In the interviews made with Turkish tradesmen who have enterprises at the moment or handed over their enterprises in the aforementioned avenues, they stated that they could not compete with Syrian tradesmen because they did not pay taxes and are not registered and that the composition of the avenue changed. In these avenues, it is becoming harder to find an empty/rental place and when found, a high amount of "key money" is requested. It was determined that in renting these shops, Syrians who came to the region earlier became mediators.

These enterprises produce and sell in accordance with the traditions and patterns of consumption of Syrians. For example, a production facility making breads in Aleppo style to appeal the taste of Syrians was set up and this facility sells breads everyday in areas where Syrians are situated. Besides, here are Arabic labels over the product packages in the enterprises selling in the style of a grocery store. In the interviews made with the proprietors of these enterprises, they stated that they were in contact with the enterprise owners selling similar products in provinces where Syrian population is dense such as Gaziantep, Şanlıurfa, Hatay and made the packaging of these products together.

All of the employees in Syrian enterprises are Syrians. The employees in these enterprises work either as unpaid family workers or casual employees. In the interviews we made with the employees, they stated that Syrian employers gave lower wages in comparison with Turkish employers and they worked for long hours.

Syrian tradesmen are not registered to any trade association. In the interviews we

made, Syrian tradesmen stated that they did not know the related legislation and the registration system of trade associations. In the interviews we made with the officials of Ankara Tradesmen and Craftsmen Chambers' Union, they stated that Syrian tradesmen could become members with a temporary protection identification number but Syrian tradesmen were not willing to become members (with reasons such as paying contribution, the obligation to follow the standards determined by the Chambers). There are only 2 Syrian enterprises registered to the chambers having membership to Ankara Tradesmen and Craftsmen Chambers' Union (ESOB). One of them is a restaurant, while the other is active in the services of dry-cleaning and laundry.

In the interviews we made with Syrian tradesmen in person, they declared that they wanted to develop their enterprises and open new ones in different districts of Ankara. A proprietor of a confectionery store with 3 branches in Altındağ District stated that he wanted to open a store in Çankaya District as well but he could not because trade and chamber registry certificates were requested in that area. Another proprietor with a "falafel" enterprise told that he wanted to offer Syrian tastes to people living in Ankara but he could not because of lack of license and legal legislation. It was confirmed that Syrian enterprise owners had commercial and passenger vehicles, performing their daily works with their own cars, and the Police Department gave Syrian vehicles "special" license plate codes, such as 06 SA. It means that vehicles owned by Syrians are recognized by their plates by the related civil administration.

**Syrian tradesmen stated that they did not know the related legislation and the registration system of trade Chamber.**

*In the interviews we made with the officials of Ankara Tradesmen and Craftsmen Chambers' Union, they stated that Syrian tradesmen could become members with a temporary protection identification number but Syrian tradesmen were not willing to become members (with reasons such as paying contribution, the obligation to follow the standards determined by the Chambers).*

In the research, Syrian tradesmen specified that they arrived relatively earlier (5-6 years ago) in Turkey and brought capital with them and their purpose was to develop their enterprises by obtaining Turkish citizenship. The vast majority of Syrian tradesmen, with the exception of one or two, stated that they did not want to return even if the situation in Syria ameliorates, would continue with their work in Turkey and would make their investments in this direction.

**Professions Performed by the Interviewees in Syria**

Out of 91 people interviewed, according to their statements, 10 people were housewives in Syria, 8 people (6 men, 2 women) were students, 4 people (2 men, 2 women) were without any profession and unemployed, not having worked ever. When the number of these individuals without any profession and working experience is subtracted, the leftover are 69 individuals (49 men and 20 women) with profession. The

professions performed in Syria by male participants are presented in Table 27.

Table 27. Professions Performed by Men in Syria (N=49)

Professions Performed in Syria	%
Tradesman	16,3
Teacher	8,2
Lawyer	6,1
Engineer	6,1
Furniture Dealer	6,1
Driver (taxi, lorry)	6,1
Officer	4,1
Police officer	4,1
Lather	4,1
Blacksmith	4,1
Car mechanic	4,1
Farmer, Agriculturist	4,1
Tailor	2,0
Worker (Factory worker)	2,0
Shoe mender	2,0
Painter	2,0
Glassmaker	2,0
Doctor	2,0
Tile master	2,0
Imam	2,0
Prothonotary	2,0
Summoner	2,0
Notary	2,0
Advertiser	2,0
Chicken breeder	2,0
<b>Total</b>	<b>99,5</b>

When the data in Table 27 is reviewed, it is seen that the largest group among men is that of tradesmen with 8 people. The ones claiming they were tradesmen stated to have performed professions such as clothes store owner, draper, scrap collector, restau-

rant owner and confectioner. Among individuals with white-collar professions, there are 4 teachers, 3 lawyers, 3 engineers (electrical engineer, petroleum engineer, and agricultural engineer), 3 officers, 1 medical doctor, 1 prothonotary, 1 summoner and 1 notary. Among men, there are also 2 police officers, 1 imam, 1 advertiser, 2 farmers, 1 chicken breeder. Among men with blue-collar professions, there are 3 furniture dealers, 3 drivers (taxi, lorry driver), 2 lathers, 2 blacksmith masters, 2 car mechanics, 1 dyer, 1 glass maker, 1 tile maker, 1 shoe repairer, 1 tailor and 1 factory worker.

The percentage scale of professions performed by women interviewed is presented in Table 28. It was declared that the majority of women in the households within the scope of the research did not work in Syria, being "housewives". It is seen that out of a total 20 women having work experience in Syria, 7 women were hairdressers, to be followed by 5 teachers, 3 tailors, 2 factory workers, 1 lawyer, 1 architect-engineer and 1 officer.

Table 28. Professions Performed by Women in Syria (N=20)

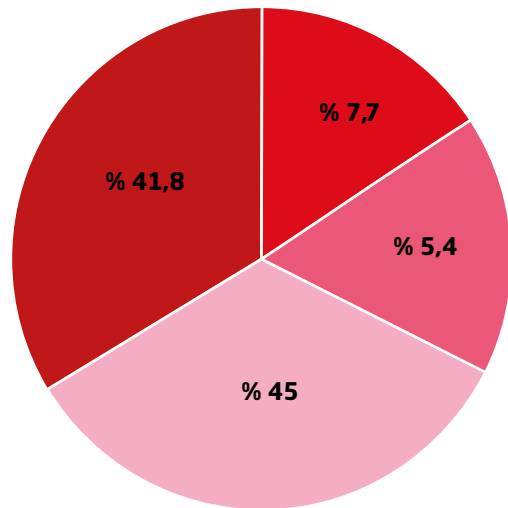
Professions Performed in Syria	%
Hairdresser	35,0
Teacher	25,0
Tailor	15,0
Factory worker	10,0
Lawyer	5,0
Architecture-engineer	5,0
Officer	5,0
<b>Total</b>	<b>100,0</b>

During the research, it was understood that hairdressing was a popular profession for Syrian women and it was determined that the reason for the popularity of hairdressing and skin care courses is the wish to acquire this "dream profession". The women interviewed, regardless of their current job, stated that they actually wanted to be hairdresser.

**The Employment Status of the Interviewees in Turkey-Their Professions**

The employment status of Syrian interviewees in Turkey is given in Graphic 23. As it is seen in the graphic, 55% of Syrians within the scope of the research work, while 45% of them do not. It is seen that the largest group (77.6%) among 49 employees in total is constituted by paid employees in a workplace, 14.3% of them doing their own businesses and 8.2% working at home (tailor, etc.).

Graphic 23. The Employment Status of Syrian Migrants in Turkey (Men and Women Together - N=91)



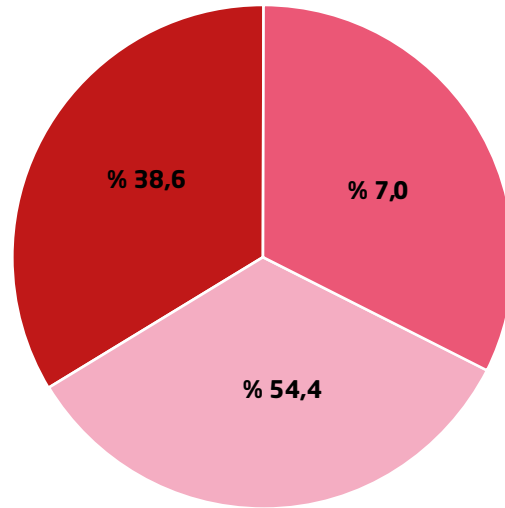
**Employment State**

- Paid worker
- Have their own businesses
- Works at home
- Does not work

**Employment Status of Men**

The employment status in Turkey of Syrian men is presented in Graphic 24. It is seen that out of the men within the scope of the research sample, 45.6% work and among the employed men, 84.6% are paid workers in a workplace, while 15.4% carry out their own business. Although 49 Syrian men worked in Syria, only 26 of them work in Turkey. In other words, it is understood that the percentage of the men working in Syria and having the possibility of being employed in Turkey is only 53.1%.

Graphic 24. The Employment Status of Syrian Men in Turkey (N=57)



**Employment State**

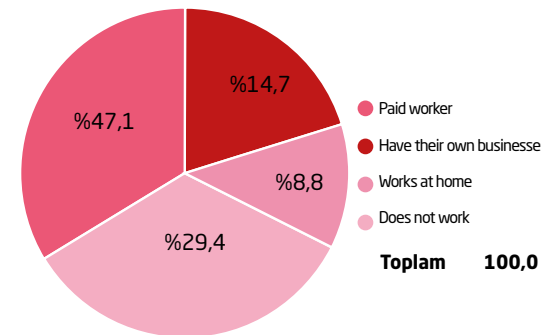
- Paid worker
- Have their own businesses
- Works at home
- Does not work

**Employment Status of Women**

The employment status in Turkey of Syrian women is presented in Graphic 25. As the interviews in the research were conducted more with the women having work experience, the findings can give the impression that a significant number of women have a work life. The data shows that 70.6% of the women within the scope of the research work in Turkey. Out of women working, 66.6% are paid employees in a workplace, 20.8% work at home, while 12.5% have their own business. It must not be thought from this distribution that the employment rate of Syrian women is high in the labor market of Turkey. As it was emphasized in the prior table, the highness of this rate

was formed purposefully and the reason for it is that a sample group aiming to reach working women was used. Still, when the two tables are compared, the increase in the number of working women is an indication that Syrian women are active in working life in Turkey. It is seen that the women placed in the sample are quite willing and persistent to be employed in Turkey. As a kindergarten entrepreneur, a woman claimed that "the behaviors of husbands towards their wives change as they notice the financial advantages of having women work". She stated that the fact that she earns 1,000 TRY in a month changed her husband very much and he became a man respecting his wife, he even asked her opinion when taking decisions.

Graphic 25. The Employment Status of Syrian Women in Turkey (N=34)

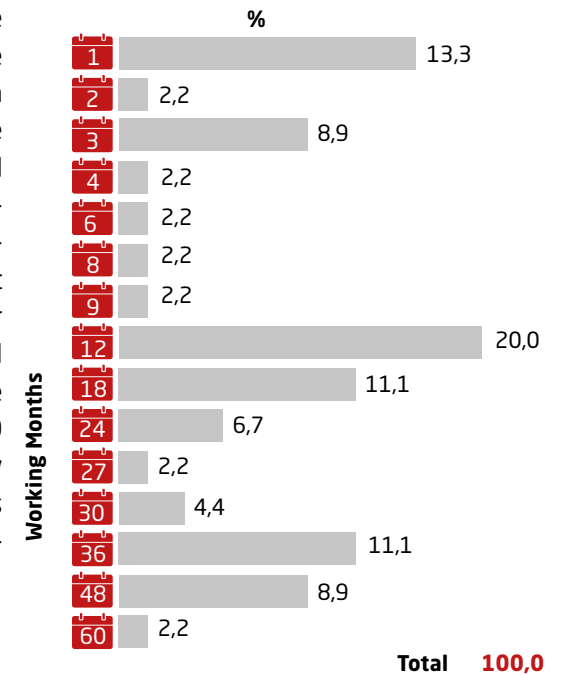


**Toplam 100,0**

**The Working Durations of Syrian Migrants in Turkey**

The statistics showing for how many months, 45 people declaring to be employed in Turkey work are presented in Graphic 26. According to the findings, 13.3% of the group work for a month, 24.4% for three months, 53.3% for a year and 71.1% for two years.

Graphic 26. The Distribution of Syrian Migrants by Their Working Durations (N=45)



**Jobs of Men**

It is understood that working Syrian men work predominantly in the sector of furniture in Siteler. According to the interviews within the scope of the research made in person with the employees, out of 26 Syrian men, 5 men work in a furniture shop, 5 men work in any job, 2 men have worked in jobs such as blacksmith, lather, solid waste collector, construction area cleaner, etc., under the light of their statements. Besides, 3 people are teachers in Temporary Education Center, 2 people are instructors in Quran courses, 2 people are directors (Temporary Education Center and Nursery director) and 1 person is legal advisor, according to their statements.



Table 29. Jobs of Men (N=91)

Jobs of Men in Turkey	Person	%
Furniture Dealer	5	19,2
Any job	5	19,2
Teacher	3	11,6
Blacksmith	2	7,7
Lather	2	7,7
Solid waste collecting	2	7,7
Construction cleaning	2	7,7
Instructor in Quran course	2	7,7
Manager	2	7,7
Legal advisor	1	3,8
<b>Total</b>	<b>26</b>	<b>100,0</b>



**Working Conditions of Men**

Among the most significant problems faced by Syrian men, is the inability to find a permanent job, dismissal because of the fact that there is no need for employee in the related workplace depending on the season and demand, not having work permits, insufficiency in Turkish language, etc.

**The points emphasized in group discussions in relation to working conditions are summarized below:**

- **Daily working hours:** Syrian men consider that daily and weekly working hours in Turkey are excessive.

- **Working at the weekend (Sundays):** Sometimes they have to work at the weekend as well.
- **The state of regular payment:** Wages are not paid on time and delays occur.
- **Bonus-overtime pay for extra working:** When worked overtime, overtime wage is not paid within the legal framework.
- **Whether there is work permit:** Work permits are not obtained and the employer does not make an effort to get them.
- **Kind of the job:** They usually work in labor-intensive jobs without qualification requirements.

There is not a great difference among incomes obtained by working Syrians. In addition to these incomes, they provide their livelihood through in-kind and cash aids given by Turkish Red Crescent, municipalities and NGOs.

**Especially in furniture sector in Siteler, Syrians have become almost the leading factor in labor force demand in research labor market.** Syrian workers are decisive especially in jobs requiring hard labor without any qualification or half-qualification.

The most important problem in workmanship wages is that Syrians receive lower wages in comparison with local workers (wages given to local workers and Syrian workers are different with a percentage of up to 20-70%, depending on the job). A crucial point determined is that employers hire Syrians in the status of “apprentice” with the purpose of teaching them the trade.

It seems that the jobs preferred the most by Syrians are usually the ones chosen by assessing the available options, the decision being obligatory, even though this situation may change in accordance with the place and job opportunities.

**Jobs preferred are as follows;**

- Furniture dealer,
- Textile worker,
- Teacher
- Commerce-tradesman
- Construction and metal working around OSTİM, vb.

In addition to the ones specified above, especially the ones with a university degree want to perform their professions. Among these, there are many different professions such as petroleum engineer, lawyer, teacher, psychologist, mufti, and lecturer. However, they cannot perform their professions as they do not have diploma equivalency and have language problems.

### Jobs of Women

The jobs performed by currently working women are presented in Table 30. According to this data, women work primarily in the areas of tailoring and hairdressing, to be followed generally by cleaning, assisting in sales, packaging, making tea and cleaning in furniture shops, upholstery, pillow cutting, and lagging. In addition, one woman is a teacher at Temporary Education Center and one is a kindergarten director and one sells food at home.

Table 30. Jobs of Women (N=91)

Jobs of Women in Turkey	Person	%
Tailor	4	16,7
Hairdresser	4	16,7
Cleaning	3	12,4
Packaging	2	8,3
Teacher	2	8,3
Sales clerk	2	8,3
Tea and cleaning lady	2	8,3
Selling food from home	1	4,2
Upholstery in fabric at home	1	4,2
Lagging operator	1	4,2
Worker in pillow cutting	1	4,2
Kindergarten director	1	4,2
<b>Total</b>	<b>24</b>	<b>100,0</b>



### Working Conditions of Women

It is a known fact that among Syrian population under temporary protection, the employment of women are lower than that of men. The women placed in the sample are specifically chosen from working women and it was strived to determine which causes directed them towards employment. **The leading factors** for women in the sample **to work** can be ordered as such:

- They are in need of income.
- They have job skills.
- They have prior work experience.
- They have professions.
- They expect to obtain income with the help of vocational skill courses.
- They have understood that skills such as cooking, stitching, etc. provide income through production at home (e.g. stuffed meatballs and stuffed vine leaves, upholstery cut and sewing).
- They have found financial support/partner to help them become entrepreneurs.
- They have had job offers (production at home, hairdressing or construction cleaning).

Among **job-seeking channels**, Syrian women mostly use the advices of their friends and acquaintances. Using social media is also an important way of seeking job. The women already having a profession were directed to jobs through UNICEF. The fact that the women who are heads of the family and have no one other than themselves to bring income to the household found jobs shows that they had support because of their "special circumstances".

The assessments of women in the sample regarding their working conditions can be ordered briefly as the following:

- Women working in jobs such as hairdressing and tailoring think that their jobs are the ones the most suitable for women. Hairdressing distinguishes itself as the dream profession.
- The women performing hairdressing at home stated that they did not have adequate equipment yet, their profit was too low, and they had no other complaint than staying at home all day waiting for infrequent customers.
- Women usually find working hours long and the work pressure tiresome in Turkey.
- The women stated that they encountered malpractices such as receiving low wages, even no wage at all although they worked or having the payment in delay or in installments and they leave their jobs for this reason.
- The women who brought up the issue of work permit and demanded diploma equivalency want these legal regulations to be made without delay in order not to work unregistered any longer.
- The women working on their own have dreams of building their businesses. The woman running a kindergarten and women having hairdressing shops stated that they wished to open a branch in another district but it was difficult to find suitable employees.
- Female entrepreneurs said that they

did not think of benefiting from local labor force as it was not possible for Turkish people to accept working with these wages. Besides, the fact that customers are Syrians requires the employment of personnel knowing Arabic.

- Female entrepreneurs stated to have financial and legal problems concerning getting license, renting a shop, providing supplies and enhancing the business.
- The fact that they are supposed to work at weekends (Saturdays) make women think that working hours are too long.
- Problems with transportation also make working conditions harder.

### Reasons for Syrian Migrants' Inability to Participate in Labor Market and Related Obstacles

The reasons for Syrian men and women are not able to join in the labor market will be given under different titles below.

Table 31. Opinions of Men Regarding the Reasons for Syrians' Unemployment (N=91)

Reasons for Not Working	Number	%
The employers do not apply for work permit	18	20,2
Syrians are paid low wages	18	20,2
Old age	14	15,7
Little or school age children(child care activity)	9	10,1
Being sick/disabled/war veteran	8	9,0
Being a student	7	7,9
Difficulty of finding a job	5	5,6
Employment of women is not approved socially	3	3,3
Not knowing Turkish	2	2,3
Not having diploma equivalency	2	2,3
Other reasons (pregnancy, new arrival, attending to a course)	3	3,4
<b>TOTAL</b>	<b>89</b>	<b>100,0</b>

### Reasons for Men to be Unemployed

Generally, migrants stated that they did not engage with their original professions and jobs. As it is expected, the main reasons are not being a Turkish citizen, not having a work permit, differences in wages of local workers and those of Syrian ones, having no diploma or profession equivalency.

The opinions of female and male participants concerning the reasons why Syrian migrants do notwork are given separately for women and men in Table 31. The findings show that among the reasons behind, the primary justifications are that Syrian migrants do not have work permits (20.2 %), they are paid low wages (20.2%), there are people in old age (15.7%), mothers with little or school age children give priority to the childcare (10.1%). In addition to those, being disabled or sick, being student, women to work not being socially approved, Turkish language issue and the problem of diploma equivalency were stated.

It seems that Syrians are forced to accept any job because of the conditions they live in and their problems of finding a job. Ways and resources of finding a job used by Syrian migrants are as follows:

- By coincidence,
- Friends,
- Neighbor advice (Turkish neighbors and/or Syrian neighbors),
- Being employed with an interview,
- WhatsApp groups,
- Unofficial mediators,
- Individual searches.

One point must be specified here; some of the people having found a job using WhatsApp groups stated that they gave commission in exchange for the job. While the amount of commission depends on the agreement, it is between 10-25% of a monthly wage. It was declared that this payment was made in cash.

### Reasons for Women to be Unemployed

The characteristics of the obstacles in the way of women's employment may differ depending on the degree of prevalence of traditional values in communities. Within this scope, for Syrian women under temporary protection, the position of their labor force in Turkish labor market is shaped and limited in a great scale by the system of values of their community. The degree of education and qualification that Syrian women labor force in working age placed in the sample are given in detail in the section of demographic information.

The reasons that Syrian women labor force in the sample do not work are given in the

table considering the responses of the ones giving more than one reason. The reasons given in the table reflect that labor market is functioning both by supply and demand.

Table 32. Opinions of Women Regarding the Reasons for Syrians' Unemployment (N=40)

Reasons for Not Working	%
Employment of women is not approved.	20,0
Old age	20,0
Being a student	17,5
Little and school age children (child care activity)	10,0
Lack of profession	10,0
Difficulty of finding a job	5,0
Problem of language	5,0
Not having work permit	5,0
Being disabled	2,5
Having newly arrived from Syria	2,5
Not having diploma equivalency	2,5
<b>TOTAL</b>	<b>100,0</b>

In the research, qualitative data was collected by making in-depth interviews with women working and not working. The reasons for Syrian women not working are ordered and sampled below as **supply-based obstacles** in the way of woman's employment in Turkish labor market.

- As it is seen in the table, the most crucial obstacle for the employment of women is that **their presentation in public sphere bounds by the will of fathers, husbands or brothers** (20%). In the interviews, when asked about their opinions on working, some women responded primarily that "there is no work permit" (5%) or "I



do not have a profession" (10%) but when reminded whether they could work if these problems were solved, they pointed to the original problem, saying, "my husband, brother, father do not allow me anyway". While other women explained the situation saying, "We struggled much even to attend to the courses organized by Turkish Red Crescent", men used expressions such as "women do not work in our community" or "it is forbidden". This obstacle, which can be solved depending on time and education, causes woman's employment to be performed at home in the current situation.

- **The fact that women are not accustomed to stepping into public areas appears to be another obstacle.** It was stated that when a Syrian woman making stuffed meatballs was asked by a restaurant to make 300 of them daily, she hesitated and declined the offer, even though she was the head of the household (there was no husband or brother to get permission). Women are not familiar with the culture of working and work discipline. It makes them hesitate that they do not have prior working experience, their self-confidence is insufficient and they do not trust other people.
- The fact that the childbearing age of women comes early, facilitates the practice of **child marriage** in communities where traditional values are powerful. This situation also results in exclusion from the **possibilities of getting education and skills**

**because of marriage.** The data taken from the women interviewed verifies it. However, the age of marriage is postponed by finishing high school or having university education. 23.4% of the women in the sample are primary school graduates. The percentage of secondary school graduates is 17.7; that of high school graduates is 17.6 and that of university graduates is 14.7. When the degree of education rises, employment becomes easier.

- A significant obstacle is **the excessive number of children and the existence of pregnancy in mature ages because of the fact that fertility rate is high in the family.** This situation prevents women in working ages from being employed. It was concluded that the majority of Syrian women in childbearing age have little children, being unable to be employed. Literature data reflect the same results. It was observed that the women participating in vocational courses in community centers came with their children and they could attend to the course after delivering them to the "child friendly space". As we presented in the related section, nearly half of the families (44%) have 4 or more children. The existence of families with 11 children is also exemplary to this situation. The average size of a family is 6.6. Moreover, it was seen through the interviews with women that the extended families also address the need for older people's care.
- Some of the women (20%) in the sample gave their old age as a reason

for not working. Being unqualified, having never worked before or not working for a very long time, to be followed by the factor of old age make employment difficult for women. Labor market demands young and cheap labor force and for this reason age factor constitutes an obstacle in the way of employment.

- The most important obstacle for women working freelance or with a potential of entrepreneurship is **the lack of financial resources.** Other problems were determined to be lack of knowledge, procurement problems and being unable to find a partner.
- The fact that **schooling rate is low** among the women population supposed to be in school age was determined through the interviews made with the employees of Turkish Red Crescent Community Center, the statements of women interviewed, and the observations of the research team. It was found out that families find it problematic for girls to attend to school after the primary school because of the mixed-sex education program. It is only possible for girls to attend to imam hatip girls schools (religious vocational schools). 3 women interviewed made statements in that direction. There are two women explaining the tendency for imam hatip high schools with the fact that Arabic and Quran lessons are factors increasing the student's level of success.
- In an interview made with a female student attending to secondary school in temporary education center, it was

found out that she was engaged and there were married people among her school friends. **Examples of this kind of practices are not found in the secondary school institutions of MoNE in Turkey.** It can be thought that this habit might exclude girls from the possibilities of developing education and skills in the process of transferring to Turkish schools.

In local education institutions, **"prejudiced discriminating behaviors towards an ethnic group"** faced by Syrian girls and boys **arising from Turkish students and/or teachers** should be considered as an obstacle as well. This situation prevents the investment in human resources for bringing up educated and qualified labor force and causes children to be pulled from education. Being able to raise the level of education and skill of Syrian labor force is crucial for their employment in the near future. Early marriages wait for the girls not desiring to go to school and boys may stay in the position of casual worker in early ages in the labor market. Women facing this kind of problems in schools stated that their children left the school or wanted to leave the school. This problem is worthy of consideration both to raise qualified labor force and to ensure the "cohesion" between the two communities.

While the fact that women are excluded from education prevents their access to professional occupations, the women having access to education opportunities face another obstacle. It

is the practices which will accumulate them in the **secondary labor market** so that they get skilled in unqualified jobs. It is shown in our research that women predominantly prefer professions such as hairdresser, tailor and teacher. These professions contain working areas which are both similar to the works women do at home and with a lower possibility of working with men. The men in the family allow their wives and daughters to work only under these circumstances.

- In the research, it was determined that Syrian women looking for income try to produce and offer services by **“working at home”**. These jobs are limited to hairdressing, tailoring, production of stuffed meatballs and stuffed vine leaves and production by piecework. Here, the remarkable point is that women pay attention to stay in contact with only Syrian population. If the customer or the employer is Turkish, husbands and other men in the family allow women only when a Syrian intermediates to work. For example, the woman working as an outsourcer in furniture upholstery business made business contact through the son of her Syrian neighbor. That is to say the wage issue is left to the will of the mediator.
- **High level education in the family, having lived in an urban area, the husband being educated can remove for women many of the obstacles given above.** The existence of Syrian women being

teacher, doctor, and psychologist can be given as an example to this situation. However, the obstacle in the way of these professionals to have a place in Turkish labor market is that the **diploma equivalency** is not provided. In the interviews made, it was learnt that many professionals practice their profession unregistered. Even though some interviews did not occur because of the difficulty in reaching some women in this group, information about these professionals (doctors, dentists, etc.) was received through other women interviewed.

- Women find the **working hours long** and the work tiresome. The women who are unfamiliar with the idea of working and forced to work for the first time in Turkey complain about tiredness. Another source of complaint is being unaccustomed to managing the duties of home and work together. The impression was got that this factor has a weight to remove the intention of working among women particularly over a certain age (40's).
- Another obstacle specific to women labor force is that they do not have **sufficient knowledge of the language** to join in Turkish labor market. As women cannot appear in public places and join the business world as much as men, they have not acquired sufficient language skills in Turkish. This deficiency not only constructs an obstacle in the way of employment but also prevents Turkish and Syrian population from making contact in daily life and

getting to know one another. Almost all women interviewed described their insufficiency in language as a communication barrier.

- **In the cases where woman is the head of the household**, providing the livelihood of the family and solving the problems is the responsibility of the woman. It was concluded that these women are more persistent and combative in maintaining their lives. The needs force conditions and the woman manages to find a job to be able to have an income in some way. It was detected that these women also followed the educational status of their children in the school and looked for solutions for the problems faced. However, some women (3 people) in this status stated that the conditions they wore them out and they would give up working if they could have the chance.
- It can be thought that another obstacle in the way of woman's employment is **social aids**. In the current situation, it seems difficult for Syrians to provide the livelihood of their families in an environment where there are no aids. It is known that aids and conditional cash supports as regular incomes encourage doing with less. This situation plays an obstructive role for Syrians to try to build a new life by struggling. The women interviewed demanded the aids paid by Turkish Red Crescent to be increased and become more prevalent, not to be even “conditional”. It was also observed that they were worried about the aids

being cut and in fact sometimes this concern hindered them responding correctly to the question of the income of the family.

The **demand-based obstacles** in the way of the employment of Syrian women labor force can be given as follows:

- Turkish employers demand Syrian women labor force in the **secondary labor market**. It is an obstacle that the level of skill of women labor force is low and that they do not have work experience. Recommended jobs are the ones not requiring any qualification being similar to woman's work at home such as cleaning, servicing tea, washing the dishes, being waitress, tailoring, hairdressing. Only a Syrian female worker, working in a workplace entirely consisting of men while using a lagging machine, described her job as a technical one.
- Turkish employers described the **language insufficiency** of Syrian labor force as an important obstacle. The fact that the language problem is more dominant among women labor force decreases the demand for female workers. Two employers interviewed in Siteler described the qualification of a tea lady as being “good-humored, clean and with a good knowledge of Turkish”.
- The way of working suggested by the employers desiring to employ women by giving them **work at home** through their acquaintances of Syrian men has the potential of exploiting woman's labor. There are women who could not

receive their payments even though they worked for weeks. Two Syrian female workers who have changed many jobs like this said, "There is nothing we could do to stand for our rights when we are not paid, so we just leave at once."

- There is a female worker who stated that she was exposed to **sexual harassment** by both Turkish and Syrian **employers**. There is not any other data obtained in this direction from other working women. The Syrian woman employee described this behavior as *"a situation in which she preferred to leave immediately without requesting any debts owned"*. It was understood that the woman, stating to be unable to tell her next employer the reason for leaving her job in a situation like this, could not use even a reference that could be identified as a "recommendation letter".
- 2 women interviewed touched upon the issue of **"work permit"** while enumerating the obstacles in the way of participation in labor market. In the interview made with the teacher who has given vocational skills training to more than 150 Syrian women till now, she emphasized that the biggest obstacle to the participation in labor market is to get a "work permit" from the husband, father or brother, rather than getting it from the state.
- The obstacles in the way of women wanting to **found their own businesses** start with the fact that the market is not willing to recognize

women as entrepreneurs. Women told that it was important that a man from their family took a part in their businesses. Renting a shop, getting license, having a place in the market in terms of income and expense transactions and lack of knowledge in legal matters emerge as significant problems. It is important to find a Turkish partner to overcome these problems. Women described this situation saying, "it is difficult to find a partner who will be trustworthy and not cheat".

- Women do not make any distinction between Turkish and Syrian employers. It was stated that both of them pay too low wages.
- Turkish citizens or foundations can become partners in the businesses **founded by women entrepreneurs**. It was determined that here the female entrepreneur does not act alone and there is always a man from the family accompanying her. The information provided by two female entrepreneurs show that women do not have much knowledge about the compatibility of the applications with laws. It was seen that foundations contribute with aids and become partners to these enterprises (two female entrepreneurs in education sector). However, the fact that they are in need of protection and open to misconduct can put Syrians under the risk.
- The fact that Ankara is not an industrial city offers limited possibilities in terms of **labor supply**. As it is difficult even

for male population to have access to employment, it can be deduced that this difficulty is felt more among women.

- Turkish employers prefer Syrian labor force because they can employ them **without any registration**. The demand for Syrian labor force increases because there are no insurance fees and they could be easily exempted from regulations such as severance pay. However, the executives of institutional companies or some businesses emphasizing issues of brand value and image stated that they were against unregistered employment.
- Turkish employers, especially the ones in Ankara Furniture Industry Complex, described Syrian labor force as **"life line support"**. In spite of this positive approach, the fact that they will not accept Syrian labor force in the case that Syrians build their own businesses in the near future and become competitors was emphasized by the respected Chamber representative in person. It can be thought that this problem can emerge independently from gender.
- The executives of the same chamber stated that they would attempt to create training opportunities for raising the level of qualification of Syrian labor force in the name of

furniture manufacturers in Siterler. While it is possible that girls attend to these trainings, obstacles both supply and demand-based can arise in the market at this point.

- Turkish employers affirmed that they found the work discipline of Syrian female workers weak. For example, it was told that women had difficulty in perceiving the work as a whole, they did not want to step outside to the stairs to wipe the shop's windows or go outside the shop, causing men to wipe the windows from outside.





### 5.4. ASSESSMENTS OF TURKISH EMPLOYERS ON SYRIAN MIGRANTS

#### The Process of Data Collection

The data collection process related to the interviews made with Turkish employers was conducted in three phases. In the first phase, five employers operating in the quarters where Syrians live in great number, including primarily Ulubey, Önder and Sitaler in Altındağ district, were interviewed to determine Turkish employers' perceptions of Syrian employees. The interviews were made in person in their own workplaces and these interviews took 15 to 45 minutes depending on the availability of employers. The employers interviewed are owners of stores in areas such as furniture decoration, furniture covering and furniture dealing shops, women clothing workshops, hardware shops, clothes and kitchen tools shops. While choosing the employers, the knowledge acquired from the specialists of Turkish Red Crescent Ankara Community Center was taken into consideration and it was found appropriate that an Ankara Community Center employee accompany these visits.

In the beginning of the interviews, the purpose of the visit and research was specified to the employers. When the purpose of the research was told, it was seen that some employers willingly accepted to make an interview but others hesitated. While some of the ones hesitating did not accept the interview, some were convinced and the interview was made. Some of the diffident employers did not accept to make the interview after reviewing survey questions and stating that "this is for official purpose".

It was seen that generally the employers who did not assent to make the interview or responded using a careful language were the ones employing unregistered personnel. For example, it was observed that after seeing the survey form, one employer thought it was an official document and refrained from it. Even though this employer unwilling to be interviewed was finally convinced, the interview took short time. It was understood that the companies interviewed employed Syrian employees not only at the time of the visit but also in the past, meaning they had enough experience to be able to give information about Syrian employees.

The second phase of the interviews consists of the ones made with employer organizations and representatives of sectors. Within this scope, the representatives of the sectors and trade associations in which Syrian employment is common were interviewed. Among the sector representatives, there are representatives of trade associations from Ankara Furniture Industry Complex, the executives of Ankara Chamber of Industry and representatives of trade committees, the executives of Ankara General Chamber of Scrap Collectors, the executives of Organized Industrial Zone, and organizations such as Ankara Tradesmen and Craftsmen Chambers' Union. Within this scope, the relevant representatives of public and NGOs were also interviewed. The list of the institutions and organizations interviewed is given in the Table 33.



Table 33. Institutions and Organizations Interviewed

Institution/Organization	Birim
İŞKUR, Turkish Employment Agency	<ul style="list-style-type: none"> <li>• Head of Department of Job and Occupation Consultancy</li> <li>• Head of Department of Active Labor Services</li> <li>• Head of Department of Labor Market and Statistics</li> </ul>
Directorate General of International Labor Force	<ul style="list-style-type: none"> <li>• Head of Department of International Labor Force Policies, Agreements and Legislation</li> </ul>
Provincial Directorate of Family and Social Policies	<ul style="list-style-type: none"> <li>• Representative of Provincial Directorate</li> </ul>
Provincial Directorate of Migration Management	<ul style="list-style-type: none"> <li>• Provincial Migration Management Expert Specialist</li> </ul>
Ankara Metropolitan Municipality	<ul style="list-style-type: none"> <li>• Branch Director</li> </ul>
Altındağ Municipality	<ul style="list-style-type: none"> <li>• Social Assistance Director</li> </ul>
Yunus Emre Institute	<ul style="list-style-type: none"> <li>• Turkish Education Director</li> </ul>

Ankara Chamber of Industry	<ul style="list-style-type: none"> <li>• Ankara Chamber of Industry Vice Chairman of Governing Board</li> <li>• Research and Guidance Director</li> </ul>
Ankara Chamber of Industry 2nd and 3rd OIZ	<ul style="list-style-type: none"> <li>• Chairman of Governing Board</li> <li>• OIZ Director</li> <li>• Project Manager</li> </ul>
Ankara Chamber of Commerce Glass and Glass Products Trade Committee	<ul style="list-style-type: none"> <li>• Committee Chairman and Members</li> </ul>
Ankara Chamber of Industry Mill and Pipe Trade Committee	<ul style="list-style-type: none"> <li>• Committee Chairman and Members</li> </ul>
GIZ International Services	<ul style="list-style-type: none"> <li>• GIZ INS Ankara Representative</li> <li>• Project Manager</li> <li>• Project Consultant of Community Centers</li> </ul>
Association for Solidarity with Asylum Seekers and Migrants-SGDD/ASAM	<ul style="list-style-type: none"> <li>• Deputy General Coordinator</li> <li>• Human Resources Director</li> <li>• Al Farah Children and Family Support Center Director</li> </ul>
The Research Center on Asylum and Migration (İGAM)	<ul style="list-style-type: none"> <li>• Chairman of Governing Board</li> <li>• Project Manager</li> </ul>
Turkey Woodworking Federation	<ul style="list-style-type: none"> <li>• Ankara Representative</li> </ul>
TİSK- Turkish Confederation of Employer Associations	<ul style="list-style-type: none"> <li>• Research Specialist</li> </ul>
TESK- The Confederation of Turkish Tradesmen and Craftsmen	<ul style="list-style-type: none"> <li>• Education and Research Director</li> </ul>
ANKESOB - Ankara Tradesmen and Craftsmen Chambers' Union	<ul style="list-style-type: none"> <li>• Education Director</li> </ul>
Ankara Chamber of Furniture Manufacturers and Lacquer Makers	<ul style="list-style-type: none"> <li>• Chairman of Governing Board</li> <li>• Members of the Governing Board</li> <li>• Secretary General</li> <li>• Consultant</li> </ul>
Ankara Chamber of Upholsterers	<ul style="list-style-type: none"> <li>• Chairman of Governing Board</li> <li>• Members of the Governing Board</li> <li>• Secretary General</li> </ul>
Ankara Chamber of Carpenters	<ul style="list-style-type: none"> <li>• Chairman of Governing Board</li> <li>• Chairman of Governing Board</li> </ul>
Ankara General Chamber of Scrap Collectors	<ul style="list-style-type: none"> <li>• Vice Chairman of Chamber</li> <li>• Secretary General</li> </ul>
Altındağ Ulubey Neighborhood (Quarter)	<ul style="list-style-type: none"> <li>• Neighborhood Representative (Mukhtar)</li> </ul>
Altındağ Başpınar Neighborhood	<ul style="list-style-type: none"> <li>• Neighborhood Representative</li> </ul>
Altındağ Önder Neighborhood	<ul style="list-style-type: none"> <li>• Neighborhood Representative</li> </ul>

Under the light of these interviews, in the 3rd phase of the research, a short survey for quantitative data collection from employers was prepared and in coordination with Ankara Chamber of Industry (ASO) presidents, this survey was published on ASO webpage and sent to the members via e-mail. In the survey, employers were asked about whether they employed Syrians, if not the reasons for it, if they did, in which areas and how many people they wanted to employ. This survey had important feedbacks in a short time.

Below, the data obtained in the first phase of the research is presented firstly. Then, the outcomes of the interviews made in person with employer organizations and sector representatives will be given. In the following section, the employment demands of ASO members will be given.

### The Number of Workers Employed

It was observed that some of the employers interviewed hesitated to give information about the number of workers employed and some did not add the number of unregistered employees to the total number. However, it was seen that some employers did not refrain from stating that they employed unregistered employees. For example, an owner of a workshop employing 25 local and foreign employees stated that there were 10 personnel working unregistered and without insurance.

Among the companies interviewed, there are both small businesses employing a couple of workers and middle-scaled companies employing 25-30 employees. It was stated that the number of Syrians working in these companies changed between 1-5 and that there were also Iranians, Azerbaijanis, Somalians and Afghans in some of them. It was observed that among the Syrians employed in the workplaces interviewed, nearly half of them were women and half of them were men. It was declared that Syrian employees generally worked as tailor, assembler, mechanic, sales clerk, cleaning staff and were responsible for making tea and running errands and some of them were younger than 18.

### Whether the Wages of Syrians Are Different Than Those of Turkish People

The majority of the proprietors of workplaces interviewed stated that the wages given to Syrians were at least 40-50% less than the ones given to Turkish workers, Turkish employers considered Syrians to be cheap labor force and even though Syrians knew this situation and they complained about it, they tolerated these conditions and low wages out of necessity. One employer stating an opposite view asserted with the phrases given below that there was not any discrimination among the wages of the qualified personnel:

*"We pay the Syrian 1,700, the Turkish worker gets 2,000 TRY. What determines the wage is not the nationality, it is the quality of the work done. When they reach the productivity of the Turkish worker, the wage will be the same. We do not make any discrimination in terms of work. The one having more experience and skill becomes prominent. This could be Syrian too. There is no discrimination. The only difference is that their Turkish is not good enough."*



A proprietor of a workplace stated that the insurance fees were high and for this reason they employed uninsured workers and in fact 40% of the workers employed were without insurance. This employer also stated that if the insurance fees had been low, all of the workers would have been insured. Some employers proposed that Syrians needed to be taught Turkish, given work permit and have insurance

**Whether There Is a Change in Workmanship Wages in Comparison with The Time before Syria Crisis**

The majority of the employers interviewed affirmed that the wages paid to the workers stayed the same after Syrians came and there was no change in the wages of the Turkish workers. An example to this situation could be given through the statement of an employer sharing this view:

.....  
**“ There has not been any change in the wages of Turkish workers. Yes, they have not increased but they have not decreased either...”**  
 .....

Some employers told that even though there was no decrease in the wages, the fact that personnel wages stayed the same also meant a reduction in wages because of the inflation. On the other hand, a few employers reported that personnel wages decreased after Syrian’s arrival. An employer stating that Syrians caused the wages to be reduced, pointed to the change in labor market saying, “Turkish workers who were reluctant to work earlier are forced to work now.”

Another employer said: “When my employee

*came one and a half year ago, he received a weekly payment of 250 TRY, while he receives 400 TRY now. As I am happy with the performance, I increased the payment”,* affirming that Syrians’ arrival did not affect negatively the wages of qualified Turkish personnel.

.....  
**“When my employee came one and a half year ago, he received a weekly payment of 250 TRY, while he receives 400 TRY now. As I am happy with the performance, I increased the payment”**  
 .....

**The Satisfaction Rate with the Work of Syrians**

More than half of the employers interviewed stated negative opinions about the quality and performance of most Syrian workers. The statements below told by employers can be given as examples:

- Their competence and performance are low.
- I find them insufficient. They have problems with the language, are picky about the food and they do not have neither discipline nor responsibility.
- They are unqualified.
- I employed 8 Syrians at different times earlier. However, I discharged them after a couple of days because I was dissatisfied with their work.
- There have been 20 Syrians in and out till now. We have been trying for 4-5 years. They are reckless. They are lazy and cannot adapt to the work. But this boy is different. I am pleased with him. He must be so too as he is here.

.....  
**“The government already pays them, why would I employ them too?” voicing their prejudice about Syrians.**  
 .....

Some employers declared that Syrians should not be treated with prejudice and there should be no generalization about it, saying, “All Syrians are not the same, it depends on the person.”

Even though a few, some employers voiced their prejudice about Syrians, saying, “The government already pays them, why would I employ them too?” It was noticed that this employer talked about Syrians in a negative manner from the beginning of the conversation to the end and did not say one positive thing about them.

**Whether an Action on Training and Capacity Building for Syrian Workers is Performed and whether There are Any Suggestions about it**

All of the employers interviewed stated that they did not work on any training or capacity building for Syrians, nor heard about anywhere doing these practices.

.....  
**“ We cannot train them, they seem to have been accustomed to ease back at home.”**  
 .....

While some told that training on “customer relations”, “communication”, “language education” would be appropriate, an employer made a generalization and showed their prejudice in this issue, saying, “We cannot train them, they seem to have been accustomed to ease back at home.” Some of the employers interviewed stated that they had no opinion about this. An employer emphasized the importance of going to school for

children and young people, saying, “Young Syrians do not go to school and prefer to work out of necessity for livelihood.”

.....  
**“ Young Syrians do not go to school and prefer to work out of necessity for livelihood. ”**  
 .....

**Assessment of Syrians In Terms of Work**

It was seen that Turkish employers’ perception of Syrian employees was negative in general but there were also employers voicing positive or unbiased views.

.....  
**“ They do not like working.”**  
 .....

The statements below can be given as examples to those of employers with negative views:

- They are weak in comparison with our Turkish people.
- They do not like working.
- They do not want to work overtime.
- Men are self-indulgent. They do not seem to have worked hard in Syria. They would not work if there was no need for it.
- Women do not often work. They only work in jobs concerning women.

In addition to the negative views stated above, there were people proposing that making generalizations would not be right, while some employers expressed positive views about Syrians. The statements below can be given as examples to this.

.....  
**“ They have good discipline ”**  
 .....

- I do not have any complaint.



An employer active in tailoring business reported that Syrian technology is old in comparison with ours and workers especially over a certain age were having difficulties adapting to the new technologies. The following statement can be given as an example:

- “Our technologies in sewing area are different. Their technologies and tools are old. Older people (over the age of 40) have troubles, they cannot get used to our new machines.”

### Recent Changes in the Number and Quality of Syrians and Other Migrant Workers

Some employers affirmed that there had been an increase in the number of Syrians in the recent years, while some declared that they did not have any opinion about this.

When it comes to whether there was any difference in quality between Syrians coming first and last, some employers reported that the Syrians coming first were more educated, better in economic terms and more vigilant, learnt the language in time, adapted to and developed in working and social life. Many employers specified that there was an increase in the level of adaptation of the first comers, even a change in clothes. Some employers stated that the first comers were vigilant and ungrateful, not being much affected by the war, that they said, “Are you going to make your boss rich by working too much?”, they did not like any job, not wanting to work hard, while the recent comers were better, they would do any job as they were exposed to the war conditions longer.

### Reasons for Employment of Syrian Workers

The most prominent reasons for employing Syrians were identified as low wages and lack of insurance. It was observed that nearly all employers agreed upon this. The opinions of an important employer on this issue can be given as an example:

“The most important reasons for employing Syrians are low wages and not paying insurance. 70% of employers employ them for this reason. I am charitable, I pay the same amount to Syrians as Turkish people.”

Another important motive for Turkish employers to employ Syrians is that Turkish people are unwilling to do difficult and dirty jobs, while Syrians have to work. The statements below of an employer can be given as example:

- “Everybody studies in Turkey. Turkish people do not work in dirt and dust. Syrians have no other choice.
- Lack of personnel, Turkish people are reluctant to work, they are picky about jobs.
- Syrians have become “life line support” for our works. Turkish people are keen on studying, they want to work as director at the office. In fact, if Syrians leave, we will not be able find any worker. We will have difficulty in finding apprentices.

Another reason is that employers have the chance of discharging Syrians easily, taking advantage of the insecure nature of the unregistered employment. The statements of employers given below show this situation clearly:

- They cannot do much when I do not pay their wages.
- I feel powerful as an employer.
- Employers have the ability to dismiss Syrians easily.

### Reasons for Not Employing Syrian Workers

- They do not know Turkish.
- They are careless.
- Their rate of job responsibilities is low.
- They do not take their work seriously, they are neglectful.
- Employers have negative prejudices about Syrians.

With the reasons specified above, people employing Syrians stated that they employed them for a trial of 2-3 days and they did not employ the irresponsible and unqualified ones.

### The Effect of the Arrival of Syrian Migrants on Turkish Employment

While most of the employers interviewed reported that they would partially have difficulties in finding workers if there were not any Syrian workers because they would have to pay higher wages, fewer of them told that they would surely have troubles. Some of these employers affirmed that small businesses will not be affected much but the workshops where 80% of the employees are Syrians will be quite affected by it.

An employer said, “Syrians are important for Sitelers. The fact that they work with low wages is an advantage for employers. Because of the fact that they are cheap, Turkish workers do not oppose.”

There were also some employers stating that they would not have any difficulty in finding workers even without Syrian workers. An employer told that even though employing unregistered and low-cost Syrians seemed as an advantage, it was a disadvantage for them not to be able to benefit from the incentives of İŞKUR.

### The Effect of Syrian Workers on Labor Market, Quality of Workmanship and Wages

Nearly all of the employers interviewed reported that wages in labor market decreased because of Syrians, meaning a decrease in costs as well but there was no difference in quality. Some employers said that there was no decrease in wages but they remained the same. An employer having a negative perception of Syrians in general said, “Turkish people cannot find any job because of Syrians. If it was up to me, I would send them all back.” Another employer told that employers did not prefer Turkish people as Syrians meant low-cost labor force.

Generally, employers stated negative opinions about the workmanship quality of Syrian workers. The following statements can be given as examples to these opinions:

- I employed 8 Syrians but they were not productive.
- They find the work tough, they want to come to work at 9 am and leave at 4 pm. “They want to work little and gain much”
- They do not like working overtime.
- The equality of the work they do is not too bad if they worked in the furniture area earlier but the quality decreases if they learn it for the first time.

Some characteristics of Syrians which are found strange were also mentioned:

- They have the habit of hitchhiking, it is a habit we are not used to.
- We pay monthly, they want to receive weekly payment. Because there are employers who employ them and do not give their wages.

**Whether Syrian Migrants will Return Home When the Crisis is Over**

The employers interviewed think that the majority of Syrian migrants here will not go back to Syria when the Syrian crisis is over. While an employer mentioned the possibility of return saying, "I employed 8 of them. Nearly all of them said that they would return if the war was over," the majority of employers think only few of them (5-10%) will return.

**The Opinions of Employer Organizations and Sector Representatives**

In this section, there will be the interviews made with employers and sector representatives specified. The data obtained in this way is not very distinct from the ones presented above. It is possible to classify the responses given within this scope in four groups: (1) I do not want to employ Syrians under any circumstances; (2) I may employ Syrians if I cannot find local workers; (3) I may employ them as apprentices; (4) I employ them without discrimination if they do a good job and have good performance.

.....  
*In the interviews made with the executives and members, these companies stated that **they did not want to employ Syrians** claiming that the peace at work would be disrupted, they might get a reaction if Syrians were employed when the local people were unemployed, problems might arise in the syndicate membership and collective contracts, it might harm the image of the company.*  
 .....

The first group of employers consists of executives of great businesses having a more institutional structure and affiliated with syndicates. In the interviews made with the executives and members of Ankara Human Resources Platform in which there are members of nearly 50 big businesses, these companies stated that they did not want to employ Syrians claiming that the peace at work would be disrupted, they might get a reaction if Syrians were employed when the local people were unemployed, problems might arise in the syndicate membership and collective contracts, it might harm the image of the company. Some of these businesses affirmed that they could employ qualified people such as an engineer or one or two employees within the scope of social responsibility and that these employees would be tolerated relatively more in the establishment. Among this group of employers, there are proprietors of small and middle scaled businesses. They also gave justifications in ideological terms (e.g. I cannot employ people who left their country and escaped from war) or claimed that they did not have work discipline and the necessary qualifications.

.....  
*They gave justifications in ideological terms (e.g. I cannot employ people who left their country and escaped from war) or claimed that they did not have work discipline and the necessary qualifications.*  
 .....

The second group of employers is the ones who accepted to employ Syrians under certain conditions. These employers who had an approach that can be summarized as, "in employment, Turkish citizens come first for me," declared that they could employ Syrians for the business to run if they could not find local employees with reasons such as not liking the job or not accepting the wage. As it was stated in the prior section, in some sectors and professions, there are difficulties in the provision of employees. This group of employers told that Syrians could fill in this gap. Some of the employers in Ankara Furniture Industry Complex employ Syrians for this reason. Some employers emphasized that they employed Syrians because they were unable to find local employees to do works such as sandpapering, covering or running errands and that Syrian workers play the role of "life lines" for businesses within this framework.

.....  
*In employment, Turkish citizens come first for me.*  
 .....

The third group of employers is the proprietors of micro or small businesses. These employers affirmed that they could employ Syrians within the scope of "apprenticeship". As is known, the age limit for employing an apprentice was annulled with the last regulation. Employers could employ people over

the age of 19 within the scope of apprenticeship without taking incentives. Within this framework, the employers desiring to employ Syrians have two key reasons. First of them is the justification that Syrians can only work as an apprentice to learn the profession as they do not have the required qualifications. For example, the executives of Ankara Chamber of Upholstery stated that an experience of at least three years is required to do upholstery. The second reason is the advantage of employing Syrians with lower wages because of the conditions of competition and the small benefit margin in the sector.

The fourth group of employers emphasized that performance and commitment to work are important for them and as long as the desired productivity was ensured, the nationality of the employee did not matter. Afghani shepherds who are known publicly and often find a place in the press as well can be given as an example to this and third group of employers. Peasants engaged with husbandry stated that they could not find local shepherds and Afghani shepherds did this work much better and with a lower wage.

**Businesses Interested in Employing Syrian Personnel**

In this sub-section, the answers given to the survey sent to the businesses which are members of Ankara Chamber of Industry (ASO) will be presented. It can be said that the answers obtained are not too many considering the number of businesses being members of ASO. It can be deduced that the majority of the businesses not responding to the survey do not want to employ Syrians. As it would be expected that the

companies want to employ Syrians and are in need of employees would fill a survey which could be completed in 5 minutes.

Nevertheless, a great amount of businesses interested in employing Syrians emerged in nearly a week. As can be seen in Table 34, there is a demand for qualified workers or unqualified manual workers in areas such as casting, machinery manufacture, construction, forest products, industrial kitchen products, etc. In some businesses, the fact that there was a demand for approximately 25-50 Syrian personnel shows that the prejudice against Syrian workers is not the same in every establishment. On the other hand, in the interviews made within the scope of this research with Syrians working and seeking a job, it was told that Syrians generally used common and individual methods in the process of job-seeking and they did not receive any institutional support. It seems that there is a need for intermediary institutions to work professionally in the process of bringing Syrians and companies together. When supply and demand in labor force are managed well, it seems possible that Syrians in Ankara can become more productive, able to be self-sufficient, happy and efficient individuals rather than being a "burden" over the society.

Table 34. Businesses Interested in Employing Syrian Personnel

Field of Activity	Place	The Position in Demand	Number of People
Upholstery	Siteler	To be employed in different but first stages of upholstery	100
Casting	Sincan	Stonemason, Molder, Ladle Maker, Coremaker, Unqualified Worker	20-25
		CNC Lathe Operator	2
		CNC Assistant Operator	1
		CNC Borverk Operator	2
		CNC Borverk Assistant Operator	1
		Mechanical Maintainer	2
		Electricity Maintainer	2
		CNC Cutting Bench Personnel	2
		Shovel Operator	1
		Forklift Operator	1
		Degree Welder	1
		Mold Painter	1
		Metal Sector	Tuzla (İstanbul)
Building Glass Curtaining	İvedik OSB	Unskilled worker	5-10
Glass Tube	Ankara	Employees to be trained	3-5

Bozkurt Cam	Ankara	Unskilled worker	3-5
Concrete - parquet-kerb	Yenimahalle	Blacksmith and molder	20-25
	Susuzköy (Ankara)	Blacksmith	3
		Molder	3
		Welder	3
		Assembly Specialist	1
Forest Products	Mengen (Bolu)	Electricity, mechanics, press operator, qualified worker	5-10
Machine Manufacture	Yenimahalle	Machine Assembler	5
		Consignment Warehouse Supervisor	2
		Welder	5
		Car Painter	3
Forage Production	Çubuk	Manual Worker	5
Manufacture of Industrial Kitchen Tools	Çubuk	Argon welder	1
		Electricity welder	1
		Assembly Specialist	1
Manufacture-Production	Kahramankazan	Packaging	2
Manufacture and Assembly of Earthquake Insulator	Kahramankazan	CNC Operator	Number Undetermined
		Assembly Worker	Number Undetermined
Construction	Çankaya	All kinds of jobs in construction sector	Number Undetermined
Construction Iron	Yenimahalle	No intention for employing	0
Food/Restaurant	Çankaya	No intention for employing	0
Textile	Çankaya	No intention for employing	0
Automotive	Ankara - Sakarya	No intention for employing	0

Cooperation with ASO, which is an important organization for employers in Ankara, can be a model in receiving employment demands. Employers do not want to deal with bureaucratic transactions such as getting a work permit for foreigners. It was observed that when they were told that Turkish Red Crescent can bear the expenses for permits and follow the related procedure, some employers became willing to employ Syrians. One of the important tasks of Turkish Red Crescent Community Centers is to introduce the Social Cohesion and Livelihood Development Programs to employers by working in close coope-



.....  
*It was told that Syrians generally used common and individual methods in the process of job-seeking and they did not receive any institutional support.*  
.....



## *SECTION 6*

# **FINDINGS RELATED TO STAKEHOLDERS AND POTENTIAL COOPERATION OPPORTUNITIES**

**SECTION 6**

**FINDINGS RELATED TO STAKEHOLDERS AND POTENTIAL COOPERATION OPPORTUNITIES**

As it is stated in the method section of the research, the institutions and organizations providing services to Syrians were visited in the field and information about the services provided was obtained within the scope of the research. In addition to these interviews, a focus group discussion with the representatives of the related institutions and organizations was arranged. Some related organizations invited to the meeting, namely, MoLSS Directorate General of International Labor Force, MoNE Directorate General of Life-Long Learning, local managers of Public Education Centers and Metropolitan Municipality were not able to attend the meeting. The managers of Turkish Red Crescent Ankara Community Center were at the meeting. Two issues were addressed at the meeting: 1) What are the services provided to Syrians by each organization and 2) How to develop a possible cooperation.

The services provided to Syrians by the institutions and organizations at the meeting are presented as a summary in the table below.

*Table 35. Organizations at the Group Discussion and Services They Provided (N=91)*

Kurum/Kuruluş	Verilen Hizmetler
İŞKUR, Turkish Employment Agency	<ul style="list-style-type: none"> <li>• Services within the scope of trainings at work are offered to Syrians having a work permit.</li> <li>• They can benefit from active labor force programs.</li> <li>• There are vocational courses to increase their competencies.</li> <li>• The cost of some services is born by organizations such as World Bank and GIZ.</li> </ul>
Provincial Directorate of Family and Social Policies	<ul style="list-style-type: none"> <li>• The same services offered to Turkish people are offered to Syrians as well, for example home care services at.</li> <li>• Women exposed to violence live in woman’s shelter houses.</li> <li>• Services are delivered to unaccompanied minors in the center in Ankara, Bağlum.</li> <li>• Orientation and Turkish language trainings are given to Syrian children in eight different social service centers in Ankara.</li> <li>• The priorities are social harmonization of Syrians, ensuring their cohesion.</li> </ul>
Provincial Directorate of Migration Management	<ul style="list-style-type: none"> <li>• Syrians as much as Turkish people utilize women locals and children centers.</li> <li>• Vocational courses in the needed areas will be offered in a center to be established.</li> <li>• Courses for women such as dressmaking and cooking are delivered.</li> <li>• Some of the financial sources are provided by international organizations.</li> <li>• İŞKUR, MoNE Directorate General of Life-Long Learning works in cooperation with employer organizations (ATO, ASO).</li> </ul>



Altındağ Municipality	<ul style="list-style-type: none"> <li>• Services for Turkish language training are offered.</li> <li>• Activities for playing games are organized with Turkish children.</li> <li>• Services given to Turkish citizens such as diapers, sickbeds, wheelchairs are provided to Syrians as well.</li> <li>• Food packages are provided to Syrians in need..</li> </ul>
Yunus Emre Institute	<ul style="list-style-type: none"> <li>• Majority of the services are offered abroad, there are 56 centers in 45 different countries.</li> <li>• There was a center in Damascus once but it was closed after the war.</li> <li>• In Turkey, it provides trainings of trainers (ToTs) to migrants and refugees and offers Turkish language education and material support to these trainings.</li> <li>• Turkish language trainings are provided to Syrians having professional occupations such as lawyer and journalist.</li> <li>• The project "Türkiye'yi Tanıyorum" (I Know about Turkey) will be started with Turkish Red Crescent.</li> <li>• Material support will be given with MoNE within the scope of the harmonization of Syrian migrants in Turkish education system.</li> </ul>
Ankara Chamber of Industry	<ul style="list-style-type: none"> <li>• A research on unregistered employment, including Syrians was carried out.</li> <li>• Services are offered for employers to obtain work permits of Syrians and to facilitate the process.</li> <li>• Entrepreneurship trainings are offered.</li> </ul>
GIZ International Services	<ul style="list-style-type: none"> <li>• There are 7 projects related to Syrian migrants and support services for funds and technical matters are offered.</li> <li>• Funds are provided to NGOs offering services to migrants.</li> <li>• Vocational and technical trainings are offered in cooperation with İŞ-KUR.</li> <li>• Project-based funds are provided to Community Centers.</li> </ul>
Association for Solidarity with Asylum Seekers and Migrants SGDD/ASAM	<ul style="list-style-type: none"> <li>• The association founded in 1995 renders services to asylum-seekers and migrants with its 1500 employees.</li> <li>• It delivers project-based services with the support of international organizations such as UNICEF, UNDP, World Bank and GIZ. The purpose is to solve all kinds of problems in relation to migrants.</li> </ul>
The Research Center on Asylum and Migration (İGAM,an NGO in the status of an association)	<ul style="list-style-type: none"> <li>• It has been delivering project-based services since it was founded 5 years ago.</li> <li>• It carries out a project supported by EU called RIYAD to facilitate the employment of Syrian migrants. It offers services for Turkish language and vocational training and aims to ensure the employment of 32 participants out of 36.</li> </ul>
Ankara Chamber of Furniture Manufacturers and Lacquer Makers	<ul style="list-style-type: none"> <li>• The organization having 3,500 members in Ankara, carries out activities for the employment of Syrians needed by its members.</li> <li>• It provides Syrian labor force to its members unable to obtain it from the local people.</li> <li>• It delivers hands-on trainings in workplaces and there are employees having the status of apprentice and people who are employed</li> </ul>

As it is seen, many organizations, attending to the meeting or not, provide services to Syrians and other migrants. There are project-based collaborations among these organizations even. The most important characteristic of a potential cooperation is that other related organizations also know what kinds of services are delivered in the field by which organizations and that sources and time can be used efficiently. The most significant factor here is that a healthy data set is created for the migrants registered. When a data set is not created, it is not known by the relevant organizations what kinds of services are obtained by Syrians from which organization. For example, in the meeting and interviews with the relevant organizations, it was observed that they did not know that the work permit fees of Syrians applying for work permit are paid by Turkish Red Crescent.

It is understood that the most appropriate organization for the data set of migrants to be created is Ministry of Interior Directorate General of Migration Management. This Directorate General records the migrants under temporary protection in Turkey and gives them temporary protection identification cards. These records can be transformed into a data set including the services rendered by the relevant organization. This data set surely cannot be shared by every institution or organization for diffe-

rent reasons. However, it can be ensured that the organizations rendering services to migrants can enter data within a limited area which can be provided to them. Thus, it will be possible to see all services given to migrants in the data set and to know what kinds of services are provided to whom by which organization.

Each organization delivering services to migrants has a powerful side stemming from its constitution. An organization can have an extensive fund of knowledge and experience in charity works, another in providing employment, another one in psychosocial support and another in delivering Turkish language training service. In periodical work meetings among organizations, roles and responsibilities in providing services can be determined by speaking about collaborations and services offered. Within this scope, protocols can be created and put into action among organizations.

The most important point is to enrich the Livelihood Development Program carried out especially for Syrians by Turkish Red Crescent Community Centers in cooperation with the relevant organizations and in line with the purpose of the current research. The model presented in Table 36 below can be examined in accordance with the results and observations obtained by this research with the related organizations.

Table 36. Related Organizations for the Employment of Syrians and Their Capabilities

	Checklist	Leading Responsible Organization
1	Recording all Syrians under temporary protection (including information in Job Seeker Data Set of İŞKUR)	Directorate General of Migration Management
2	Social and cultural Cohesion to the local community	Directorate General of Migration Management, Ministry of Culture and the related NGOs
3	Urban guidance in the province/district of residence (Organizations, services given by organizations, permissions, rules to be followed, etc.)	Municipality Culture Office
4	Strengthening Turkish Language knowledge	MoNE, Turkish Language Education Departments of Universities and the related NGOs
5	Acquiring employment and career skills (tools for job seeking, methods for job maintenance, personal development, etc.)	Turkish Employment Department of Job and Occupation Consultancy, RAM, the related NGOs.
6	Obtaining employment demands for Syrians from employers (visits to trade associations, visits to the chambers of employers, OIZ visits, online surveys, etc.)	İŞKUR and Turkish Red Crescent
7	Finding the employee needed	Turkish Red Crescent-İŞKUR
8	Determining the deficiencies in vocational and social skills and adapting them to the demands	Turkish Red Crescent-İŞKUR, Employer Organizations and organizations giving vocational trainings
9	Acquiring work permits for the appropriate employees	Turkish Red Crescent- Directorate General of International Labor Force
10	Identifying people to build their own business, determining their aptitude and providing entrepreneurship trainings	KOSGEB-İŞKUR- Turkish Red Crescent and the related trade associations
11	Monitoring and evaluation	Turkish Red Crescent-İŞKUR

The works and related organizations outlined above can be given in more detail. The main issue to be considered here is to act with a multi-stakeholder structure in the process of ensuring the cohesion and employment of migrants. The research process showed that collaborations among employer organizations and representatives of sectors have a determining role both in learning the conditions of employment and work in the sector and also creating employment. There are institutions and organizations that have experience in making the employed person suitable for the job and donating them with the necessary skills. Therefore, decent employment activities require cooperation among different organizations.





*SECTION 7*

**GENERAL ASSESSMENT AND  
SUGGESTIONS**



## SECTION 7

## GENERAL ASSESSMENT AND SUGGESTIONS

In this section, a general assessment will be offered in line with the qualitative and quantitative data obtained in the research. Moreover, the suggestions will be presented as sub-headings in the light of the data obtained in the research.

## 7.1. GENERAL ASSESSMENT

Turkey has had an influx of migrants with an increasing number because of the civil war in Syria. Migration still continues irregularly with the war moving into its 6th year. The provision of all kinds of support at international and national level for the harmonization of a population of 3.5 million with the local people in social and economic terms is being continued. Although some prescriptions were prepared for this issue, the goals have not been achieved yet. While the conducted researches point to the existence of substantial problems, the cohesion of the migrant population to the community and provision of their livelihoods are becoming obligatory. In this research too, the position of Syrians in labor force, their cohesion problems and livelihood strategies were specified. Within this scope, the purpose of this research is to ensure the employment of Syrian migrants and to identify what the stakeholders within the system can do for the enhancement of livelihoods.

**It was found out that the Syrian population followed an income strategy based on in-kind and cash aids.** The wages that the workers in the household earn based on these sources of income determine the level of livelihood of the household. The fact that aids are not cut makes the acceptance of illicit work easier. Providing income starts with the solidarity of family in the household and develops by strengthening the inner solidarity (building congregation) of the Syrian population under temporary protection. On the basis of this basic income strategy, Syrians try to build new strategies within the scope of the opportunities for access to the support of national and international institutions and organizations in the form of skill and vocational courses. Generally, low education and skill levels determine the income levels. The table 37 shows the characteristics of Syrian households according to their current level of income.

**It is important for the Syrian migrants to be in harmony with the local population in order to strengthen their life skills.** As "access to livelihoods" is a prerequisite for vital activities of Syrians in their residential areas, "their social cohesion with the local people" is also a prerequisite for them to feel safe. It must be remembered that a similar situation is also valid for the local community. The research data shows that at the beginning of the Syria crisis, Turkish people were ready to give support to Syrian migrants, they provided in-kind and cash aids and could even offer residence without taking any rent for a year. However, it is understood that the support of the local people has decreased and discriminating attitudes and behaviors have appeared in the recent years because of the

fact that the crisis continued for long, migrants have increased in number and become more visible in the social life and workmanship wages have decreased. The facilities provided to Syrian migrants are perceived by the local people as being “unfair” and cause for the negative attitudes to become more prominent.

Table 37. Households of Syrian Migrants by Income Levels

Poor Households	Middle Income Households	Households with a Better Income Level
<ul style="list-style-type: none"> <li>• Problems faced for meeting fundamental needs</li> <li>• Need for support</li> <li>• Inability to find a job</li> <li>• A lot of children</li> <li>• Lack of profession</li> <li>• There is no accommodation and/or it is in a very poor condition</li> </ul>	<ul style="list-style-type: none"> <li>• Fundamental needs are barely addressed</li> <li>• There are workers more than one in the household</li> <li>• Support from Turkish Red Crescent and/or other sources</li> <li>• House rents are payable</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to meet the fundamental needs</li> <li>• There are workers more than one in the household</li> <li>• Lack of profession</li> <li>• There is educated and qualified labor force in the household</li> <li>• Support from Turkish Red Crescent and/or other sources</li> </ul>

**There are two alternatives for Syrian migrants in the labor market of Turkey.** One of them is **the internal labor market** that Syrian migrants created specifically for themselves. Syrian entrepreneurs employ only Syrian workers in their businesses and obtain their needs from their own stores. They are situated in a private economy with their own bakeries, butchers and greengrocers. This trend is actually a part of the migration culture and appears almost as a universal behavior. Building a feeling of in-group ownership for migrants against the hardships of living in a different culture becomes a prerequisite of existence. The other one is labor market in Turkey. There are many obstacles for Syrian migrants in entering **the labor market of Turkey**. These obstacles are given in detail in the findings section of the research. It is acknowledged that national and international institutions, organizations and NGOs are making a great effort for these obstacles to be removed.

**It can be said that entering any of these markets is much more difficult for Syrian women. Syrian women and children are primary vulnerable groups within the frame of migrant protection around the world.** As it is not common for women to step into the public area, they cannot make a direct contact with the employer during their employment. Generally, Syrian women prefer producing (sewing, food production, etc.) or offering services (hairdressing) at home and contact established with the employer through a male of mutual acquaintance. The customers of women are generally Syrian women. While paid worker women prefer Syrian employers, it was observed that they work comfortably with

a Turkish employer as well. Child labor in any work activity is forbidden both in the laws and the international contracts in which Turkey is a party. It was reported that there are problems with Syrian children concerning their attendance to Turkish schools. Their obligation to leave the school and start with the working life gives rise to undesirable situations related to child labor and causes them to work temporarily with low wages in jobs in which no skill can be obtained as accidental labor force and to move into informal sectors. Syrians see the situation about children’s working positively thinking that they acquire professions and prepare themselves for life. The children who cannot attend to school are forced to work and asked to provide income to the household. As early marriage is a cultural fact for girls, their level of attendance to schools decreases.. Unfortunately, Syrian women, with the exception of the ones who had the opportunity of getting education (in very low percentages), cannot be productive in their working ages and become trapped at home burdened with the care of children and older people.

**There are obstacles for Syrian migrants to participate in labor market.** The principal obstacles are language insufficiency, low education level, insufficiency in the social and basic competencies to participate in labor force, being unaccustomed to work, not knowing the labor market and inability to access to the related information, low performance and not having a work permit. It also means low payment. The same obstacles are also applicable to women. However, women also have different obstacles. The biggest obstacle is that the man in the family (husband, father, brother) does not allow the woman to work. Another obstacle is the birth frequency of the women of working age.

**It was determined that Syrian migrants have problems in terms of work discipline.** Migrants generally complain about long and tiresome working hours. The work habits that Syrians are accustomed to result in that they cannot adapt to the practices valid in Turkey’s labor market such as working at the weekend and extension of working hours. Employers reported behaviors such as absence, not keeping promises, leaving work without notice, leaving when given a bit more salary.

**Many opportunities are offered for Syrian migrants to participate in professional and technical trainings.** Turkey provides trainings to the support personnel in Turkey and offers vocational and technical trainings to Syrian migrants in cooperation with national and international institutions and organizations to solve problems and ensure cohesion. A lot of courses are given by organizations such as private and public community centers, İŞKUR, etc. Subsistence allowances can be paid to the participants. However, a regular monitoring and evaluation of the participants of vocational trainings cannot be performed and for this reason their development in terms of employment cannot be monitored and the rates of their participation in labor force cannot be evaluated. Besides, the quality and sufficiency of the vocational trainings provided in meeting the needs of employers should be reviewed.

Another important point is that the employment programs for Syrians have become a

separate method of developing incomes and requires to be reconsidered as well. In the courses offered by various NGOs, the approaches “cash for work” or “cash for training” are applied and the participants are paid daily in exchange for participation in a certain rate. The average monthly payment to the participants of the trainings is approximately 800 TRY (the amount stated in the WFP’s research result) in the sector at the moment. While these payments motivate the participants to attend to vocational trainings, they also encourage them to participate in more than one training to obtain monthly income rather than increasing their employability by participating in the trainings. It is essential that regulations concerning daily training payments and limitations of participation in vocational trainings are made.

**Four types of employers were acknowledged during the research.** The first type of employer does not want to employ Syrians under any circumstances and states, “We cannot employ Syrians rather than Turkish people when the unemployment rate is high.” While the second type of employer says, “I cannot find local workers so I am willing to employ Syrians”, the third one states, “I employ them only as an apprentice even though they have work permit” and the fourth type of employer asserts, “I look at the performance; if it is good, they can work under the same conditions as the Turkish workers.” The last two employers have a potential to employ Syrians in nearly all sectors depending on the characteristics of the line of business. It was identified that a distinction between Arabs and Turkmens among Syrian migrants is made in terms of language proficiency, performance and work discipline, but it was emphasized that this attitude is based on that the employer considers the work experience and knowledge of Turkish language of the worker rather than any discriminating behavior.



## 7.2. SUGGESTIONS FOR LIVELIHOOD DEVELOPMENT TO BE IMPROVE

Before giving any suggestions for the development of livelihoods and social cohesion, it will be appropriate to give suggestions for some problems regarding institutional capacity detected during the research experience. Then, leading from the findings of the research, suggestions for Syrian migrants to have a place in Turkish labor force and develop their livelihoods can be collected under the titles of primarily the resolution of cohesion problem, removing obstacles in the way of employment, the protection of women and children, increasing schooling rates by preventing child labor and the approach of employers to Syrian employment.

- **It is needed that the government defines its policy on the issue, appoints the responsible organizations and their roles and responsibilities clearly and prepares activity plans in a coordinated manner.** The Republic of Turkey’s competency in implementing strategic management approach and activity and performance programs is high. As it is conducted in all strategic functions of the government, it is extremely important that the strategic management approach and planning are done efficiently and included in the performance program. By addressing it strategically, this issue will be an important tool to determine the basic strategy of the state and to carry out efficiently the efforts for assigning the activity plans, and responsibilities of the organizations in charge in line

with this strategy.

- **Active coordination of all public, corporate and NGO stakeholders to be ensured.** Many vocational training and entrepreneurship programs directing towards creating livelihoods are currently conducted. However, inefficiency and especially the overlapping efforts need to be prevented by coordinating these efforts with a holistic approach. It is needed that the responsible institutions of the state plan in accordance with the need for the effective use of resources by assuming the coordination leadership in line with the certified activity plans.
- **A database available to all stakeholders and updated frequently needs to be created.** The first step to ensure the cohesion of Syrian migrants with Turkey is to create a database concerning the information on Syrian population recorded with temporary protection identification cards starting with “99”, being available to all stakeholders and updated frequently. With this method, an important database can be created to be utilized for the harmonization of Syrian population through their characteristics such as the education and qualification level of the population, their trainings and certificates, outreaches obtained, the schooling activities of young people, their health problems, etc. The creation of such a database could have facilitated tracking the development of Syrians with information regarding



their residence details, jobs, duration of work and households. In other words, whether the vocational trainings given to Syrians resulted in employment and they transformed into an effort for employment can be monitored with **follow-up programs** created by the institutions and organizations offering these trainings, their social and economic effects can be determined and these **training programs can be revised and the curricula can be updated** in line with the needs identified through the feedbacks obtained.

- **Livelihood Development activities needs to be evolved from “social assistance” approach to “economic development” approach.** The studies for the current employment are carried out by NGOs especially in the subject of humanitarian aid with the resources for Syria crisis. It is important to address the immediate needs at the beginnings of the crisis and then to evolve the protection-focused activities from crisis management to economic development. The groups affected by the crisis (Syrians, Turkish citizens and other foreigners) need to plan for increasing their self-sufficiency and resilience. It should also be taken into consideration while conducting these studies that they would be integrated with the development objectives and policies of the country.
- **There is a need for social impact researches.** The result of all supports in education, employment and

entrepreneurship provided to Syrians can be supervised with the economic and social impact researches. In this way, what is appropriate and what is inefficient can be identified and updates would be performed by determining the problems. If it is required that the implementations have long-lasting and long-termed results, feedbacks should be acquired with slow steps and they must become sustainable with insistent approaches.

### 7.2.1. Suggestions for Social Cohesion of Syrian Migrants

- It does not seem very likely in the short term that the aids provided to Syrian migrants who are in the most vulnerable group with low skills are decreased or subjected to new conditions. The social cohesion and livelihood issues of the Syrian population is not at a level to be solved with temporary solutions and precautions at the macro level addressing together the problems and needs in relation to the relationship of the local people with the Syrian population are required. It is necessary that needs are identified and the related solutions are created and that these solutions bring in equal and fair results both for the local people and Syrian migrants.
- **The proficiency of existing courses in Turkish language training must be increased.** Turkish language training and teaching is an important issue to be taken seriously. In the

meeting with the stakeholders during the research, it was understood that stakeholders organize various trainings and language courses and give certificates independently from one another. It is necessary that the quality of Turkish teaching is handled with the approach of Turkish as a second language and the curriculum is reviewed in this way. **It will be useful that an approach is created in which Turkish is taught in different centers only with a common high standard as a second language** through the responsible institution determined in line with the strategic planning of the government. Moreover, it must be ensured that in the teaching of Turkish as a second language, technological innovations and digital media channels are utilized more efficiently. A special program for Turkish-Arabic language education can be provided over various media channels. In this training, there can be cartoons for children and short programs with Arabic subtitles in which information about daily life and handcrafts are shared. This regulation can be an advantage for women and little children who do not have much opportunity to leave the house.

- **It must be ensured that young Syrians who left school are canalized to apprenticeship trainings.** There is a need for the enhancement of apprenticeship training programs to resolve the lack of qualified labor force. The current relationship between the Public Education Centers in Ankara and

some chambers of commerce can be enlarged and young Syrian people can be involved. The participation of girls in these trainings according to their interest areas should be also encouraged. The pathway from apprenticeship to mastership in areas such as **draftsmanship, computer-aided design, jewelry and clothes design, pattern works, hairdressing, skin care** can be followed.

- **There is a need for citizenship knowledge training.** An expectation of Syrian migrants to change their lives is Turkish citizenship. In the interviews, data showing that Turkey is considered as a host country rather than a target country was gained. “The idea of obtaining Turkish passport and going abroad” and the will to transfer to especially European and Gulf countries were stated. The question, “Do I have to do military service if I become a citizen,” was asked by the young Syrians. These questions show that Syrians do not have enough information and awareness in the topic of citizenship. Citizenship is an identity fictionalized by the modern society and is different from being subjects. Therefore, it is necessary that the **Syrian population learn their citizenship rights** and their lack of knowledge **about the roles and responsibilities they must undertake is resolved through education.**
- **Discrimination and exclusion must be prevented.** The issue voiced particularly by Syrian women that

“they are excluded by the local people” appeared as a troubling problem for Syrians. It is observed that the local people also increasingly adopt more negative attitudes against Syrians. Increasing the harmony between local people and Syrian people can be realized only by building a **positive interaction** between the parties. Therefore, learning **Turkish** is the first step to be taken for the resolution of every problem. By using the same language, people can acknowledge that they have similar emotions and thoughts and can empathize with one another. Men stated that mosques may have this kind of function. Holidays, special days can be used as an opportunity for gatherings. Bazaars and fairs can be organized by the local authorities and steps can be taken to encourage participation into these activities. It will be useful to carry out a holistic communication campaign for a change in social perception through such activities.

### 7.2.2. Suggestions for Ensuring Employment of Syrians

- The efforts for the employment of Syrians necessitate multiple efforts. As it is stated in the former sections, Turkish Red Crescent must work in cooperation with the employers, employer organizations, İŞKUR and the relevant NGOs and vocational training institutions within the protocols and strengthen the cooperation thereof.
- **The way for Syrian migrants to be freed from illicit work is to** obtain a

work permit. Facilitative opportunities and incentives regarding this issue are offered to employers. However, **the delicate balances in the labor market must be considered** in the regulations for changing illicit work conditions. Registration of Syrian labor force, how it could affect the demand for Syrian labor force, the possibility of change in the positive approach of employers defining Syrian workers as “life line” must be taken into consideration. Whether the employers are ready to see the Syrian labor force as competitors who want to work for themselves and take initiatives as they acquire experience and knowledge is another question to be answered. It is necessary to follow suitable strategies by making a **healthy labor force planning** rather than methods to save the day. In the work permit issuance processes, “masters” may be chosen among the successful workers in the trainings for qualified labor force and they may be registered first. This situation can be functional as an encouraging method for **other immigrant** workers as well. Local **employers** can show a more positive approach **if their views are taken into consideration.**

- **For the Syrians in professional occupations, the issue of diploma equivalency appears as an important issue.** Turkey restrained the execution of certain professions by foreigners with the related legal regulation. It affects the perception of justice negatively that a mechanical

engineer works as a lathe worker, also meaning that qualified human source is wasted. If an assessment of human capital in Turkey is performed, the victimizations created by this situation may be relieved for certain occupations **by supplementary education and teaching** and the interests of the country are protected. In universities, deficiencies can be determined and endeavored to be resolved by comparing curricula through supplementary programs. It is obvious that people having such professions are immediately accepted as migrants in the Western countries. Considering the occupational standards of Turkish Vocational Qualifications Institution for the certification of vocational qualifications and other certification transactions will ensure the standardization in this issue.

- **Developing the efficiency of initiatives for training, registration and sufficient knowledge of language in order to eliminate the problem of low wages for Syrian labor force is necessary.** It makes the problem more challenging that the implementation requiring the same amount of wage for the same work cannot be applied even for the local labor force. High wages are possible for qualified employees. The actual problem is not to have a wage, **to have it late or deficient.** Ensuring the regularity of wages is possible by preventing unregistered employment. It is more strategic to **make improvements in stages** by

keeping the peace in the workplace while regulating wages. Considering the volume of the mass that should participate in the labor market, leaning towards challenging solutions can make the initiative result negatively. It is understood that institutionalized businesses are more sensitive about this.

- **Basic and social competence development opportunities should be provided to Syrians who want to be employed.** It is needed that the activities for evaluating and developing the basic skills necessary for being employed in labor market are planned and implemented. Development plans for the mass who want to be employed in line with the basic competence inventory work determined by İŞKUR based on business areas will ensure the sustainability of the labor force employed and career development.
- **Basic occupational health and safety training should be provided to Syrians who want to be employed.** Many Syrians do not have knowledge about occupational health and safety. They do not know which occupations are hazardous, too hazardous and a little hazardous. Therefore, they do not take any precautions. For example, it was determined that Syrians who are scrap collectors do not have the knowledge of hazardous waste and the employer gives information to Syrians by their own means.
- **As sources of living, Syrian**

**handcrafts, local production and skillful works requiring high level of occupational skills were identified.** As traditional handcrafts; felt products, gold and silver embroidery, carving, marquetry, pearl works seem prominent. The soap of Aleppo Gar is famous. Many entrepreneurs produce and sell Aleppo desserts currently. Small retailer can be considered as a source of living **by taking precautions for it not to be unfair competition for the local shopkeepers.**

- With trainings given to Syrian jewelers, it is possible to train skilled craftsmen to mix Turkish and Arabic style and design with them. If the local jewelers are willing to work with these craftsmen, the related products can have financial gains for the country with marketing in both domestic market and Middle-east countries.
- **Manufacturing and marketing of products within the household can be encouraged as an employment opportunity for Syrian women.** It is necessary to train women unable to work outside in **hygiene, materials selection, design, creativity, publicity, presentation** for activities such as cooking meals, dessert, jewelry, stitching, etc. for them to take the initiative. It is known that Turkish women become entrepreneurs by following a similar path. After this training, **marketing and sales training** is provided. The knowledge of how to make cost and profit

calculations and some information regarding supply chains can be given as a part of these trainings. It is possible for Syrian women to contribute in these works by learning packaging, so-called **enwrapping** and aesthetic designs to attract the customer. Even if the customers are primarily Syrian women, there is a potential that local women will be customers as well in a short time. Today, **bazaars in which women sell their handmade products** are becoming popular and marketing and online orders are becoming widespread. For this issue, **website development trainings** can be provided to Syrian women for them to sell their products online.

- **Livelihoods can be developed by supporting platforms where local products, products requiring craftsmanship and especially products within the household can meet customers. Local Product Fairs** can be organized for these products to reach local people. An opportunity can be created to attend these types of publicity and marketing activities organized in Ankara Chamber of Commerce Convention Center every year. While it is also a significant opportunity to bring two cultures together, it will provide income for Syrians through the sales. It can be thought that fairs will motivate Syrian manufacturers to lean towards these types of works and develop them. This will also be an opportunity for women manufacturers to bring their products into the market through NGOs.

- **Qualified Syrian labor force having skilled craftsmanship can serve in vocational trainings for Syrians.** An additional source of trainers can be provided in this way. As craftsmanship is important in works requiring hand skills, this method can be preferred for works done by seeing and experimenting.
- **The employment of Syrians can be improved, even if a little, by encouraging entrepreneurship.** However, entrepreneurship requires the fulfillment of procedures regulated with laws including primarily financing and work permit and also renting a store, license and dispatch note. It does not seem possible for Syrian migrants having a low level of income, education and skill to fulfill these requirements. These obstacles may be removed through **enterprises with Turkish partners** if trust building and a culture of cooperation could become prevalent. Women have intentions to open particularly hairdresser and beauty saloons.
- **The compatibility of Syrians building their own business with the local legislation needs to be ensured.** As it is presented in the related chapter, a lot of Syrians built their own business. However, these businesses are registered in neither the relevant trade association nor tax office. This is unsustainable. Therefore, it must be ensured that these shopkeepers register to the relevant trade association and have the relevant standards. Because some

occupations, especially the ones concerning public health such as food premises, require certain standards.

- **One of the primary needs of Syrian migrants labor force is to develop work discipline and the related habits.** Performance cannot emerge when the necessary information, experience and rules for modern business organization are not available. One of the most important complaints by employers other than that of language insufficiency is that Syrians do not have work discipline and are not used to working. While this attitude is a combination of habits acquired early in life with “the responsibility of doing homework”, “compensating for the mistake made”, “apologizing”, “job follow-up”, “being curious and making research”, it may be possible to raise awareness about work ethics with the trainings given to Syrians on this topic. Being attached to work, taking responsibility, the importance of performance, the relationship between profession and identity, skills development, giving motivation and maintaining it, “the concept of on time”, the skill of making good social relations, building an understanding of colleague, etc. can be included in the content of this training. Therefore, trainings for “employment skills” must be offered in vocational trainings for Syrians or independently from them.
- **Training for the knowledge of labor market is needed as well.** Instead of an official education process, to



ensure easy access to this information online, creating a Turkish-Arabic "Labor Market Information Chamber", ensuring the easy access of Syrians to the needed information in this chamber and "creating a frequently asked questions button" can be an important step. This chamber needs to be started, run and updated by a single organization for the application not to have information pollution. For example, change in the law concerning apprenticeship paved the way for older people to participate in apprenticeship trainings. However, the majority of Syrians are not aware of these practices.

- **Syrian migrants should be directed to vocational and technical trainings in accordance with sectorial needs and their profiles.** Generally, Syrians acquire skills on the job. Nevertheless, the use of technology in qualified works increases every day. While computer-aided production decreases the contribution of labor, the task of supervision is still the worker's responsibility. Many employers want the worker to be educated before delivering them expensive machines. Apprenticeship training and courses organized by trade associations have a significant function in training qualified labor force. These trainings need to be certified with examinations to be performed by a single center. It is not possible to determine the level of a skill obtained only with a "participation certificate". İŞKUR's vacancy charts show clearly

in which sector and business branch the vocational and technical trainings should be placed.

### 7.2.3. Suggestions to Employers for Employment of Syrian Migrants

- While the employment of Syrian migrant labor force means survival and gaining advantage of competition because of low wages and illicit work, the interviews made with TİSK (Turkish Confederation of Employer Associations) and the organizations related to TESK (The Confederation of Turkish Tradesmen and Craftsmen) on the issue of Syrian employment show the existence of a belief that Syrian employment is risky. However, the possibilities other than paid employment seem limited for Syrian migrants to maintain their lives. The regulations made by the state offer incentives to promote paid employment.
- **The employers' knowledge deficiency on employing Syrians needs to be filled.** Employers do not have the opportunity to reach Syrian workers unless there is a Syrian asking for work while passing the street. Employers use subcontracting system for accessing Syrian workers in accordance with their sectors, lines of business and registration status. This type of work relationship is used only for the provision of manual workers for one or two days. Employers, just like Syrian labor force, do not know how to access to up-to-date information regarding labor force. This information

can be offered under the button "Labor Market Information Chamber". In the interviews with employers, it was found out that some wanted to employ Syrians but did not know how to access them. Within this scope, Turkish Red Crescent Community Centers should inform employers and employing organizations and state that they could reach the Syrian jobseekers.

- **The acquisition of work discipline and working habits by Syrians can eliminate the negative perception of employers.** This problem which employers complain about the most can be resolved with education. In the section in which cohesion suggestions are offered, information related to the quality of this kind of education is provided.
- **The employer's trust on the fact that they will not be treated unfairly in case of a negative situation with Syrian workers should be built up.** Employers think that when they have a problem with a Syrian worker, the state has an intention to protect the Syrian worker. The protective attitude of the state regarding the fact that Syrians are competitors to the local shopkeepers and employers without paying taxes and being fined is a source of discomfort. The employer requests the declaration that Syrian workers and local workers have equal rights and responsibilities with a legal regulation within this framework.
- **Employers expect incentives and/or suggestions to take the risks of**

**employing Syrians.** The employment of poorly trained, low-skilled and inexperienced Syrian workers will require a significant amount of cost even if they are trained in an economically most fragile period.. To take such a risk, employers think that social security contributions and/or tax discounts are encouraging. Within this scope, it was defined as a positive step for Turkish Red Crescent paying the work permit fees. However, most employers are not aware on this.

**Balancing the wages paid by employers to local workers and Syrian workers in exchange for their effort is an issue that can be resolved at the level of relations between employers and workers.** Today, workers do not know the wages that their colleagues earn. In fact, two Turkish workers in the same workplace can have different wages even though they do the same work. Employers are worried that balancing the wages of local work force and Syrian work force will disrupt the peace at work. To solve this problem, education kits can be created in accordance with the results of a pilot survey called "meeting with the employer" to be conducted with a sampling chosen from the workplaces employing Syrian and local labor force. As management is a science and it is not possible for each employer to use it, there are miscommunications in employers' relations with their workers regarding issues such as justice, information exchange, effective listening and giving feedbacks. According to the results of this research, the relevant training packages can be put in training modules.

Within the provincial borders of Ankara, the

place having the highest employment rate of Syrians is the furniture production district called Sıtel. In the interviews with trade associations, it was understood that Syrian employment was considered positively with the condition that they had "language proficiency, willingness to work and work discipline". Language proficiency is primarily important in some lines of businesses for the pursuit of the information on the screens of CNC routers. Nearly all of the occupations such as carpentry, furniture, upholstery and glasswork are open to Syrian employment. Other lines of business available to Syrians are jobs such as furniture covering, overlock, needlecraft, joinery, covering works, packaging, covering cushions, carpets and rugs and flooring. The trainings can be provided both as hands-on training and within the frame of apprenticeship.

As a result, anticipations for the future and responses to improve the conditions are important for Syrian migrants. In these interventions, the starting point must be the social protection, economic protection and building professional capacity. Three areas of interventions within this scope are presented below:

- **Social protection intervention area:** Improving life and working conditions, controlling child labor, developing strategies for disadvantaged groups, creating social communication areas between local community and Syrian migrants, encouraging children's education, improving communication skills.
- **Economic protection intervention area:** Reducing illicit work, addressing the issue of work permit more, controlling wages and employment with low wages, determining strategies for people desiring to build their own business, giving a particular attention to social security implementations.
- **Professional capacity intervention area:** Organizing trainings to increase the professional capacity of workers. Moreover, fulfilling the conditions of Occupational Health and Worker Assurance and giving weight to ensuring accordance with the legal sanctions related to this issue.

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