



Follow-up Perception Survey

Türkiye/Syria Earthquake Appeal 2023

For Disasters Emergency Committee (DEC)

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Table of Contents

AC	RONYMS AND TERMS	3
	EXECUTIVE SUMMARY	
	INTRODUCTION AND BACKGROUND	
3.	METHODOLOGY	9
4.	SAMPLING	. 11
5.	LIMITATIONS	. 13
6.	FOLLOW-UP PERCEPTIONS SURVEY FINDINGS	. 14
7	CONCLUSIONS AND RECOMMENDATION	39





ACRONYMS AND TERMS

Acronym	Full Term			
CHS	Core Humanitarian Standards			
FCRM	Feedback and Response Complaints Mechanism			
DEC Disasters Emergency Committee				
FGDs	Focus Group Discussions			
GoS Government of Syria				
IDPs	Internally Displaced Persons			
INGOs	International Non-Governmental Organisations			
KIIs	Key Informant Interviews			
MPCA	Multi-Purpose Cash Assistance			
NGO	Non-Governmental Organisation			
NWS	North-West Syria			
PDM	Post-Distribution Monitoring			
PSEA	Protection from Sexual Exploitation and Abuse			
PWD	Persons With Disabilities			
SOP	Stannard Operating Procedures			
TSE	Türkiye/Syria Earthquake			
WASH	Water, Sanitation, and Hygiene			





Table of Figures

Figure 1: Methodology Design.	8
Figure 2: Follow-up Survey Locations.	9
Figure 3: Sectors and Activities.	10
Figure 4: Follow-up Survey Respondents by Sex.	11
Figure 5: Respondents Perceptions of Impact by Activity	25
Figure 6: Awareness of PSEA Reporting Channels.	29
Figure 7: Awareness of FCRM.	31





1.EXECUTIVE SUMMARY

On February 6, 2023, a 7.8-magnitude earthquake devastated South-East Türkiye and North-West Syria (NWS), followed by several strong aftershocks. The earthquakes, the largest in centuries in the region, struck in the heart of winter, killing more than 50,000 people and causing mass destruction of buildings and infrastructure across both countries. More than a million survivors were left homeless, forced to live outside in bitterly cold weather. The earthquakes exacerbated an already complex situation in the region, which has been destabilised by years of conflict and displacement.

During Phase I (February to July 2023) of the DEC funded Türkiye/Syria Earthquake (TSE) Appeal, fourteen DEC member agencies worked closely with multiple local partner organisations across the region to deliver humanitarian assistance in both Türkiye and Syria. Operations in Syria encompassed areas in NWS and the Government of Syria (GoS) regions. As part of its commitment to accountability and learning, the DEC commissioned NSDation Consultancy Services to conduct a real-time response review of the TSE Phase I response in 2023. The overall objective of the response review was to evaluate the response against the Core Humanitarian Standard (CHS) and Grand Bargain commitments and to provide real time lessons so that DEC member agencies can adapt their programming.

In 2024, NSDation conducted a follow-up perception survey, using the updated 2024 Core Humanitarian Standard (CHS) framework to assess the Phase 2 DEC response's effectiveness in meeting needs and supporting recovery. This survey examined how Phase 2 incorporated feedback from the initial review, tracked changes in affected people's perceptions of DEC assistance, and evaluated how well activities. were adapted to ongoing community needs.

To ensure comparability, the follow-up survey prioritised sampling the same activities included in the initial perception survey conducted during Phase I. This approach enabled longitudinal analysis, allowing for the tracking of changes in perceptions over time and providing insights into the sustained impact of interventions. However, when direct comparisons were not feasible—due to changes in programme implementation, the introduction of new resilience-building activities in Phase 2, or contextual factors such as shifting needs and priorities—the analysis adapted by focusing on thematic similarities and overarching objectives.

In such cases, qualitative assessments and thematic analysis were conducted to capture the broader impact of interventions, particularly those aimed at mid- to long-term resilience and recovery. This adaptive approach ensured that the follow-up survey remained comprehensive and reflective of the evolving nature of Phase 2 interventions, even when direct comparability was limited.





The key findings of the follow-up perceptions survey are as follows:

CHS I

Participation and inclusion

The follow-up survey revealed that the majority of respondents were aware of eligibility criteria and expressed generally positive perceptions of fairness. However, a notable decline in awareness levels was observed compared to the previous year, particularly pronounced in Türkiye. The survey captured gaps in awareness, participation, and alignment of assistance with community needs across Türkiye and Syria, with the biggest gaps including awareness of project activities and recipient rights, particularly affecting women and elderly people, and participation in the design phase.

CHS₂

Timeliness, effectiveness and in accordance with specific needs

Timeliness perceptions remained stable, with 86% of respondents affirming that support arrived when needed, despite some differences across hubs. Satisfaction with the type and quality of assistance improved, with 89% of respondents satisfied. NWS recorded the highest satisfaction at 97%, reflecting effective cash and shelter support. Unmet needs remain, unsurprisingly, a pressing issue across all regions. Financial assistance is a top priority in all hubs, while food and water access are critical in GoS and NWS.

CHS 3

Preparedness and resilience

Phase 2 interventions contributed to community resilience and recovery, with perceptions varying across regions and activity types. Cash and voucher assistance effectively addressed immediate needs but were widely viewed as temporary solutions, particularly in Türkiye. In contrast, NWS and GoS reported stronger positive perceptions, with activities such as water infrastructure repairs, health consultations, and shelter improvements contributing significantly to resilience. However, long-term benefits were limited by challenges such as substandard materials and the temporary nature of cash-based support.





CHS 4

Do no Harm-people & the environment

Community tensions related to assistance remained minimal, increasing slightly from 2% in 2023 to 4% in 2024. Key concerns included perceived favouritism in Türkiye, frustrations with cash assistance criteria and health service availability in NWS, and logistical challenges in water distribution in GoS. Environmental impacts were limited, though sanitation issues in GoS highlighted localized hygiene risks. Awareness of PSEA reporting channels varied significantly, with NWS showing the highest awareness and GoS the lowest. Confidence in PSEA mechanisms was high among those informed, but gaps in communication and accessibility persist, particularly in GoS.

CHS 5

Concerns and complaints

Awareness of feedback mechanisms improved from 47% in 2023 to 53% in 2024, though regional disparities remain. NWS reported the highest awareness (85%), supported by accessible channels like hotlines and WhatsApp, while GoS showed only slight improvement (16% to 19%), with rural residents and marginalised groups facing significant barriers. In Türkiye, awareness decreased (50% to 42%), with females more familiar than males. Overall, comfort in providing feedback increased to 74% in 2024, up from 70% in 2023. However, significant regional differences were observed, with NWS reporting the highest levels of safety and trust at 88%, with GoS at 44% where fear of retribution and bias persist. Despite progress, targeted outreach and culturally appropriate improvements are needed to address regional and demographic disparities.

CHS 6

Coordination and complementary

Coordination among service providers improved across regions, though duplication challenges persist, particularly in Türkiye. Duplication rates in Türkiye increased from 7% in 2023 to 15% in 2024, primarily involving food kits and health services due to logistical confusion and complex registration processes. In NWS, duplication rates remained stable at 6%, with minor overlaps in assistance from other actors. In GoS, duplication was effectively eliminated, dropping to 0% in 2024, reflecting strong collaboration with local authorities and high satisfaction with complementary service delivery. Enhanced inter-organizational alignment and role clarification remain critical to reducing redundancies and improving efficiency in Türkiye and NWS.





CHS 7

Continuous improvement based on feedback

Efforts to adapt support based on community feedback revealed significant regional disparities in perceived responsiveness and the visibility of changes. In Türkiye, 45% of respondents felt their feedback was acted upon, with improvements noted in basic needs and living conditions. However, 55% felt their feedback was not addressed, pointing to gaps in communication and alignment with expectations. In NWS, 43% noticed

some service improvements, such as in water and shelter, but 89% observed no changes, underscoring inconsistent communication and unmet expectations. In GoS, confidence in feedback mechanisms was low, with 71% of respondents feeling their feedback was not considered, and 96% reporting no observed changes. Enhanced communication and operational adjustments are needed across all regions to improve trust and demonstrate the impact of community feedback.

CHS 8

Respectful, competent and well managed & safety

The follow-up survey revealed high community satisfaction with the respect, dignity, and professionalism demonstrated by staff and volunteers in delivering post-earthquake assistance. All respondents (100%) confirmed respectful and dignified treatment, and 96% were satisfied with staff competence. However, minor concerns in GoS highlighted issues with technical staff responsiveness to community feedback on repair quality. Sustaining professionalism and enhancing the integration of feedback into operations remain key priorities to ensure continued quality and accountability.

2.INTRODUCTION AND BACKGROUND

On February 6, 2023, a devastating 7.8-magnitude earthquake struck South-East Türkiye and North-West Syria (NWS), followed by powerful aftershocks. The disaster caused widespread destruction, claiming over 50,000 lives and displacing millions. Survivors were left exposed to harsh winter conditions without adequate shelter, compounding an already fragile situation exacerbated by years of conflict and displacement. To address these urgent needs, the DEC Türkiye/Syria Earthquake (TSE) Appeal was launched.

During Phase I (February to July 2023), fourteen DEC member agencies worked with local partners to deliver humanitarian assistance across Türkiye and Syria, covering both NWS and Government of Syria (GoS) regions. As part of its commitment to accountability, DEC commissioned NSDation Consultancy Services to conduct a real-time response review. This review assessed Phase I activities against Core Humanitarian Standard (CHS) and Grand Bargain commitments, providing actionable recommendations to adapt programming for Phase 2.





Purpose of the Follow-Up Perceptions Survey

Building on the Phase I review, the 2024 follow-up perception survey aimed to assess the effectiveness of DEC's Phase 2 response in addressing needs and supporting recovery. The survey evaluated how Phase 2 activities incorporated feedback from the initial review and tracked changes in perceptions of DEC assistance. By triangulating new data with Phase I findings, the survey examined how well the response adapted to evolving community needs.

Scope and Methodology

The follow-up survey focused on Phase 2, covering DEC Member Charities and national partners in similar geographical locations as Phase I, to the extent possible. It included all three operational hubs covered in the initial review: Northwest Syria, Government of Syria areas, and Türkiye. The survey was designed to align with the updated 2024 CHS framework, ensuring consistency and depth in assessing community perceptions.

Objectives

- Analyse Changes in Perceptions and Experience: The survey documented and analysed the changes in perceptions and experiences of receiving aid among the affected population regarding DECfunded assistance between Phase I and Phase 2.
- 2. Evaluate Success and Areas for Improvement: It evaluated perceptions of success and areas for improvement from the perspective of the affected population.
- 3. Identify Unaddressed Gaps in Assistance: The survey provided DEC Member Charities and their partner organisations with insights into the priorities and needs that were not fully addressed, highlighting those that remained significant for the affected population.

3.METHODOLOGY

Conceptual Foundation and Guiding Framework

The survey approach was based on the DEC accountability framework and the Core Humanitarian Standard (CHS), utilising the ALNAP learning and RTE guidelines alongside the Good Enough Guidelines to develop a flexible information collection strategy.

The review team implemented a Guiding Framework to systematically assess various aspects related to the perception survey objectives, including effectiveness of response efforts, coordination mechanisms, accountability, transparency, resource allocation, capacity building, and community engagement. This comprehensive assessment enabled the team to capture critical elements contributing to the effectiveness of the earthquake response.

The survey reflected several contextual challenges:

- The large number of charities and partner organisations involved.
- Geographical spread of staff across Türkiye and Syria.





- Multiple affected regions.
- Tensions between refugees and host communities.
- Unique social, political, and security challenges in both countries.
- Diverse cultural and linguistic contexts.

The review team collaborated with DEC member charities, partner organisations, and affected communities to collect data and insights that shaped the survey process. The Guiding Framework is detailed in Annex A.

Figure 1: Methodology Design.

Follow-up Survey Methodology Overview







4.SAMPLING

Selection of outputs and activities

The follow-up survey incorporated activities from both the initial perception survey and new Phase 2 initiatives, focusing on those that enhance long-term resilience and recovery. This selection aimed to ensure comparability with Phase I and integrate new resilience-building measures reflective of the phase's objectives. This approach ensured that the survey captures relevant changes and improvements while allowing for meaningful comparison between the two phases.

When direct comparison was unfeasible due to changes in programme implementation or context, the analysis adapted by examining thematic continuities and overarching goals. The analysis extended beyond direct comparisons to include qualitative assessments and thematic analysis, enriching the understanding of interventions' broader impacts on resilience and recovery despite the lack of one-to-one activity match.

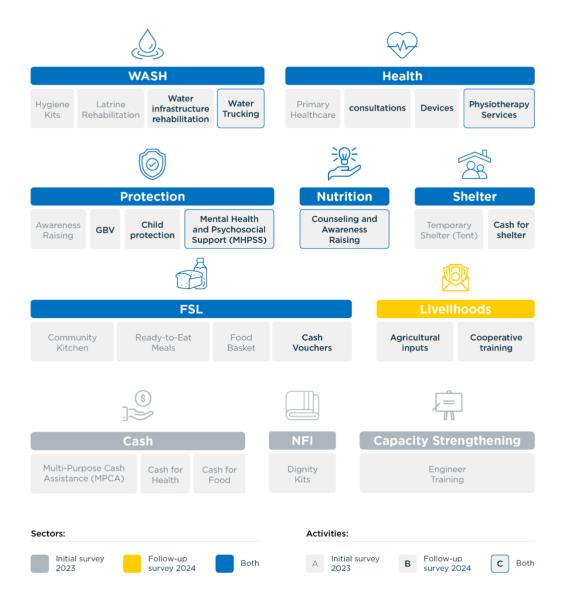
Figure 2: Follow-up Survey Locations.







Figure 3: Sectors and Activities.



Sample size:

In total, 360 surveys were conducted. In Türkiye, the proportion of female respondents in the follow-up survey increased compared to the initial survey, largely due to the nature of sampled activities that specifically targeted women, such as nutrition services. Additionally, during field visits for activities like water infrastructure rehabilitation, most interviews were conducted during the day when women were more likely to be at home, as men were typically at work. This contributed to a higher percentage of female respondents.

In contrast, the percentage of female respondents in Syria decreased, primarily due to the sampling method used. Most activities sampled in Syria often utilised a catchment area method, where household interviews were conducted using a random walk technique across targeted areas. In such cases, men were more likely





to participate in interviews due to cultural and social norms, which often limited women's engagement. Despite these variations in gender representation, the comparative analysis found no significant limitations, and any gender-related trends are discussed in their respective sections.

All survey results were analysed with disaggregation by gender, disability, and displacement status to identify any variations in findings. When differences were observed, they were highlighted in the respective sections of the report.

Figure 4: Follow-up Survey Respondents by Sex.



To complement the findings of the follow-up perception survey, NSDation conducted eight Focus Group Discussions (FGDs) to gather in-depth qualitative data. These discussions were designed to provide a deeper understanding of community perspectives and evaluate the collaborative effectiveness of DEC-funded interventions that require collective action.

In addition, Key Informant Interviews (KIIs) were conducted in situations where surveys were not feasible due to inaccessibility of affected populations. A total of four KIIs were conducted in Syria, with two in NWS and two in GoS areas. These KIIs provided critical insights, particularly in areas where logistical challenges limited direct engagement with larger groups.

5.LIMITATIONS

- Access to affected populations in both countries was not always feasible; key informant interviews were conducted to compensate for missing surveys.
- Direct comparison between Phase I and Phase 2 activities was limited due to changes in programme implementation and contextual factors, affecting the precision of longitudinal analysis.
 To bridge these gaps, the analysis focused on thematic continuities and overarching objectives, which provided useful insights but lacked the specificity of direct comparisons..
- CHS 2014 standards were used in the first survey, while CHS 2024 standards were applied in the follow-up.
- The data collection phase was extended to ensure participation from some DEC member charities.





6. FOLLOW-UP PERCEPTIONS SURVEY FINDINGS

Direct comparison was limited or not applicable in cases where sampling the same activity was not possible due to changes in activities between Phase I and Phase 2. In such cases, we sampled Phase 2 activities within the same sector to allow for thematic analysis. The follow-up survey also targeted the same locations as Phase I to ensure valid comparisons in terms of context.

Figure 3: Sectors and Activities illustrates which activities were retained from the initial survey and which new activities were introduced in the follow-up survey.

Additionally, some questions were unique to the follow-up survey and were not included in the initial survey. This has been highlighted in the section titles.

Table 1:Comparative analysis overview

СНЅ	Theme/Criteria	Comparative Analysis		
	Access to Items or Services	Yes		
CHSI	Knowledge and Understanding of Assistance	Yes		
СПЗТ	Consultation and Participation	Partially		
	Perceptions of Fairness and Transparency	Yes		
	Satisfaction and Relevance of Services	Yes		
CHS2	Anticipated and Unmet Needs	Partially		
CH32	Socio-Economic Benefits	No		
	Long-Term Sustainability	No		
CHS3	Community Tensions	Yes		
	Environmental Impact	No		
CHS4	Perceptions of PSEA Reporting mechanism	No		
CHS5	Feedback and Complaint Mechanisms	Yes		
CHS6	Duplication of Assistance	Yes		
CHS7	Changes Based on Community Feedback	Partially		
CHS8	Respect and Dignity in Service Delivery	Yes		
Exist Strategy	Future Plans and Exist Plans	No		





CHS₁

People and communities can exercise their rights and participate in actions and decisions that affect them.

Awareness of Project Activities and Rights

Finding 1: The lack of information about rights and future support timeframes reflects a strategic gap, particularly for marginalised and age-diverse groups in all hubs.

The follow-up survey reveals a persistent communication gap in awareness of project activities and affected population's' rights across Türkiye and Syria, with only 51% of respondents informed about available assistance compared to 60% last year. This decline in awareness indicates that, despite some progress in certain regions, communication strategies are not consistently effective, underscoring the need for more proactive and inclusive information dissemination.

Overall, project participants valued the clarity, respectfulness, and cultural relevance of the information provided. In particular, visual aids were identified as effective in improving understanding, especially in NWS. However, the data suggests that communication efforts need to be enhanced to provide beneficiaries with regular and comprehensive updates, particularly regarding rights and long-term support plans. The survey results indicate that beneficiaries' awareness fluctuates, with many respondents feeling informed only at distribution events, which limits their understanding of ongoing project activities and their entitlements.

In **Türkiye**, awareness among respondents slightly declined, with 47% informed about available services in the follow-up survey compared to 55% last year. The most significant gap was in awareness of rights, with only 33% of respondents informed of their entitlements to assistance. While visual aids and community engagement efforts were effective in some areas, respondents emphasised the need for communication that is age-appropriate and tailored to reach diverse groups, particularly children and the elderly. The steady decline in awareness levels suggests that communication strategies need to be more inclusive and sustained to address barriers for specific demographics and improve understanding of available services and rights.

In **NWS**, awareness dropped significantly from 79% last year to 63% this year. Visual aids, such as diagrams, have been effective tools in explaining complex information. However, respondents expressed concerns about the infrequency of updates on support continuity, with specific groups like teachers noting uncertainty regarding salary timelines. A key informant mentioned, "There was no information on when salaries would come." Respondents who were not consistently informed often cited a lack of communication outside of distribution events, suggesting that information is perceived as sporadic. This feedback underscores the need for more consistent and proactive communication channels, particularly regarding program timelines and ongoing support activities.

Awareness of available services in **GoS** declined slightly, with 47% of respondents aware of available assistance this year, down from 54% last year. This decrease suggests that reliance on local volunteers and community leaders, while culturally relevant, may be insufficient to reach marginalised groups consistently. Respondents appreciated the respectful and clear communication from organisations but expressed a need





for more regular updates on long-term support. The lack of consistent information, particularly for remote communities, highlights the need for an expanded communication strategy that reaches beneficiaries beyond major population centres.

Awareness, Understanding and Perceptions of Fairness of Eligibility Criteria (Questions Exclusive to the Follow-Up Survey)

Finding 2: Awareness of eligibility criteria was moderate, with generally positive perceptions of fairness overall; however, regional variations in concerns were evident.

The follow-up perception survey assessed respondents' awareness, understanding, and perceptions of the fairness of the eligibility criteria used to determine assistance eligibility.

Overall, 60% of respondents reported being informed of these criteria, consistent across NWS and Türkiye², at 61% and 59% awareness respectively. Among those aware of the criteria, respondents in both hubs reported a full understanding³ of the eligibility requirements.

Regarding **perceptions of fairness**, 88% of respondents across all regions felt the eligibility criteria were fair, while 12% expressed concerns. However, perceptions varied significantly by region and gender:

- In **Türkiye**, 81% of respondents perceived the criteria as fair, with female respondents (67%) more likely to support this view than males (14%). Meanwhile, 19% expressed concerns about fairness, citing perceived discrimination in aid distribution, where some in need did not benefit while others less in need did. Feedback from FGDs largely supported these survey findings, with participants generally agreeing that the criteria were applied fairly and without discrimination. However, one participant, whose child had benefited from PSS services, raised a specific concern regarding the household-based selection rule for project participants. She felt this rule unfairly limited her ability to secure psychological support for both her son and daughter, as only one family member per household was eligible. Despite her objection, she appreciated the team's empathetic response and their clear explanation of the criteria.
- In NWS, 93% believed the criteria were fair, with 86% of female and 68% of male respondents affirming this view. Respondents noted specific challenges, such as the requirement for identification documents post-earthquake, criteria that excluded smaller or families with one or more members with special needs, and inconsistent distribution that left out certain groups, such as women without children or farmers with small landholdings. FGD participants in NWS echoed these survey results,

¹ These questions were included specifically in the follow-up survey to evaluate any changes and identify gaps in understanding that may have emerged since the initial survey.

² The relevant survey and FGD question targeted respondents who received assistance based on selection and eligibility criteria, excluding those who benefited from water infrastructure rehabilitation and health consultations. In GoS, all survey and FGD respondents benefited from water infrastructure rehabilitation, resulting in no survey or FGD data from this region. However, KIIs were conducted with member charities and external evaluators to gather insights on MPCA services.

³ Respondents reported full understanding of the eligibility criteria was self-assessed. Verification of their understanding was not conducted, as respondents were only asked if they fully understood the criteria, to which they responded affirmatively.





generally perceiving the assistance as fair and impartial. However, some participants highlighted cases of exclusion, particularly for families who were absent during assessments or for newcomers to the community, indicating areas where further adjustments may be needed.

KIIs from NWS further supported these findings, specifically noting that healthcare facilities, like hospitals, employed automated systems to ensure fair and impartial distribution of medications based strictly on doctor prescriptions and availability. Hospitals also maintained accessible complaint systems and visible communication boards, which enhanced transparency and accountability in service distribution.

In **GoS**, KIIs provided comprehensive insights into perceptions of eligibility criteria fairness and transparency, especially concerning the Multi-Purpose Cash Assistance (MPCA) program. According to KII respondents, these criteria, focused on prioritising those with severe housing damage, were widely understood and accepted by the community. However, KII feedback indicated that inflation affected perceptions of fairness over time, as the reduced purchasing power of the cash assistance made it harder for recipients to meet essential needs. Although transparency in the distribution process was generally high, KII respondents noted a lack of clarity on whether the assistance was intended for basic needs or housing repairs, which led to confusion among recipients. Respondents suggested that future programs should consider economic changes in cash-based assistance and provide clearer communication regarding program objectives.

Participation in Decision-Making

Finding 3: Participation in decision-making was evident through various tools and mechanisms, with most consultations occurring during the implementation phase and less at the design stage. While this approach facilitated adaptive management, it was less effective in enabling beneficiaries to influence formative decisions, particularly impacting marginalised groups, such as women and IDPs.

Across both Türkiye and Syria, 36% of respondents reported being consulted about their needs, with internally displaced persons (IDPs) having higher consultation rates than other demographic groups. Additionally, male respondents reported higher levels of consultation (57%) compared to female respondents (29% consulted) and most consultations occurred through individual interviews with organisation staff. These findings suggest that while some efforts were made to engage beneficiaries, there remain gaps in achieving inclusive and meaningful participation.

In addition, 74% of respondents across GoS, NWS, and Türkiye felt that their participation in consultations had an impact on project decisions and actions, though the degree of influence varied by region and need type. This finding highlights organisational efforts to incorporate community input in several areas, although some recipients expressed reservations about the extent to which their feedback shaped the final project outcomes.

Across the regions, consultation was generally more common during the implementation phase rather than at the project design stage. This trend was observed consistently, with mechanisms such as post-distribution monitoring (PDM), face-to-face consultations, and feedback hotlines utilised to gather input. While these efforts facilitated community feedback and were a good way to capture real-time information to feed into





adaptive management, there was limited integration of community perspectives in the initial stages of project planning. Project participants expressed a need for greater involvement in decision-making with some noting that they were consulted on aspects such as training topics and immediate needs but not on more significant decisions about the types of assistance provided.

In **Türkiye**, consultation levels were the lowest, with 75% of respondents reporting they were not consulted on their needs indicating a need for more inclusive engagement strategies, particularly at the design stage. Nevertheless, some participants noted that their input was considered in specific areas. Suggestions, such as increasing activity frequency and identifying families in need, were actively incorporated, leading to improved service delivery and outreach. Some participants highlighted that their input resulted in tangible benefits, including addressing children's needs, providing material and emotional support, and ensuring long-term sustainability through training and skill-building opportunities. This partial engagement suggests a segmented approach to participation, where project participants had more influence over secondary aspects of support but limited input on foundational aspects such as the types of assistance offered or the structure of aid delivery.

67% of respondents who reported being consulted, felt their consultations impacted project decisions, particularly in areas related to clean water provision and renovations that addressed immediate community needs. Respondents acknowledged that their input was valued and noted tangible outcomes in project implementation that aligned with their requests. However, 33% of participants felt their feedback was not impactful, indicating a sentiment that the project adhered closely to pre-set plans without sufficient flexibility to adjust based on local consultations. This group expressed frustration that their requests for higher cash assistance amounts, and improved service standards were not incorporated, signalling a need for greater adaptability in project planning.

In **NWS**, participants reported feeling that their opinions were considered, especially regarding training topics and essential needs. Many respondents appreciated the open communication, with one participant remarking, "I felt my opinion was important when they asked me about the training I needed." Consultation methods varied, such as using social media platforms to inform the community about available services and coordinating resource distribution with local healthcare facilities. Feedback from these consultations reportedly led to improvements in service coordination, particularly between hospitals, enhancing access to medications and other resources for vulnerable groups through referrals. This reflects an openness to community input during implementation, yet the predetermined nature of aid options limited recipients' influence over core decisions.

In terms of ability to influence project decisions, 78% of respondents perceived their participation had a positive influence. Respondents credited organisations with addressing community-specific requests, including food distribution and awareness programs, which better aligned the project with local needs. Feedback provided during consultations was seen as instrumental in refining the scope of assistance to address priorities such as nutrition and community awareness. However, respondents who felt their suggestions were not fully integrated, specifically mentioned requests for expanded cash support and enhanced service quality. This perceived gap suggests that while the organisation effectively addressed some needs, structural limitations constrained their ability to fully adapt to all community feedback.

In **GoS**, consultation rates were moderate, with key informants noting that while community input was limited at the design stage, it became more significant during implementation. PDM and face-to-face consultations were the primary methods of gathering feedback, along with hotlines to facilitate real-time input. The project team made efforts to adapt to logistical challenges, such as power cuts, by adjusting





consultation times—using volunteers to contact project participants during off-hours. 72% of respondents believed their participation influenced the project, with many noting that their input contributed to essential outcomes, such as clean water provision, infrastructure renovations, and cash voucher distributions. Respondents indicated that consultations led to adjustments in project design to meet specific community needs, demonstrating the organisation's responsiveness to certain feedback. However, the remainder of respondents felt their input had no impact, as they perceived the project to follow a predetermined plan (this was also mentioned by FGD participants). This group noted that urgent needs were prioritised based on the organisation's assessment rather than community-specific feedback, leaving suggestions for increased cash assistance, additional water tanks, and service quality improvements unmet.

Alignment of Assistance with Identified Needs (no comparison available)

Finding 4: While most respondents felt the assistance aligned with their needs, gaps in flexibility and sustainability limited effectiveness, with predetermined aid interventions, insufficient funding for critical repairs, and administrative burdens affecting overall satisfaction.

Survey data shows that the majority of respondents (85%) across GoS, NWS, and Türkiye felt that the assistance they received largely aligned with their needs identified during the consultation phase. However, a closer examination reveals gaps in how well the aid matched specific needs, as well as frustrations about unmet expectations and partial alignment in each region. Respondents who were only "somewhat" satisfied or dissatisfied provided insights into specific areas where their needs were inadequately met, reflecting broader challenges in consultation effectiveness and response flexibility.

In **Türkiye**, 83% of respondents felt the assistance aligned with their needs 13% said somehow and attributed it to the needs of further children support and cash assistance.

In **NWS**, 84% of respondents indicated that the assistance they received generally aligned with their needs, yet 16% expressed that the assistance did not align with their needs primarily due to insufficient financial support and gaps in the provision of requested items and services. Many noted that the cash assistance provided was inadequate to cover the full costs of home repairs, particularly for homes that were severely damaged. This forced some to resort to borrowing money or selling personal assets to complete the repairs. In addition to financial shortfalls, there were unmet requests for critical items such as water tanks, potable water services, and waste removal infrastructure, which were either not provided or insufficient in quantity. Similarly, agricultural inputs such as seeds, fertilisers, and pesticides were reported as inadequate or of poor quality, limiting their effectiveness in addressing agricultural needs.

In the **GoS**, 89% of respondents felt that the assistance they received aligned with their needs. However, 8% indicated that the assistance somehow met their needs. For example, while the project addressed issues such as repairing the sewage system, it did not extend to fixing the damage caused by leaks, leaving some needs unmet. Similarly, while temporary solutions for water provision were implemented, beneficiaries expressed a preference for permanent and sustainable solutions, such as extending water networks to homes or at least ensuring consistent pumping into wells. Requests for repairing essential electrical lines were also only partially fulfilled. This feedback suggests that while certain aspects of the assistance were appreciated, the lack of comprehensive and sustainable interventions left some needs unaddressed, preventing the assistance from fully meeting their expectations. As one respondent articulated, "We requested permanent water solutions, not temporary fixes," reflecting a desire for more sustainable, long-term approaches to basic service needs.





CHS₂

People and communities access timely and effective support in accordance with their specific needs and priorities.

Finding 1: While access to services has generally improved across Türkiye and Syria, potential issues persist, particularly for vulnerable groups. Barriers remain in relation to digital systems, transportation, and perceptions of fairness in aid distribution, disproportionately affecting those with restricted movement, limited economic capacity, or those living far from service points.

Accessibility to Services (for Respondents)

Similar to last year, accessibility to certain services, such as health, protection, and nutrition services and facilities, was assessed this year. The results indicated no significant issues for the majority of respondents. However, this year's analysis highlights recurring challenges in some hubs and new barriers in others. Overall, accessibility was assessed by respondents across the three hubs and rated as follows: 96% reported services as "very accessible or accessible," while 4% reported them as "somewhat accessible." These findings align with last year's results, where 97% of respondents confirmed access to services (mainly the same services, in addition to WASH facilities).

In 2024, in **Türkiye**, most services were rated as "very accessible or accessible" (97%), while 3% rated them as "somewhat accessible." Transportation challenges and the distance to service points emerged as primary obstacles, consistent with last year's findings, where 4% of respondents cited long journeys to access health services and MPCA support as barriers.

In contrast, in **NWS**, most services were rated as "very accessible or accessible" (92%), while 8% rated them as "somewhat accessible," compared to no access barriers reported last year. Respondents who reported a lack of accessibility were those trying to access health facilities in NWS and noted difficulties navigating the online registration link, connectivity issues, and high demand that frequently overloaded the system. This digital barrier, newly highlighted this year, underscores the need for more user-friendly registration solutions and expanded support to enhance health service accessibility.

In **GoS**, no access barriers were reported this year, whereas last year, 6% of respondents encountered challenges accessing capacity-strengthening activities, mainly due to the absence of transportation support.

Inclusiveness in Service Delivery (on behalf of Others)

Across both years, a majority of respondents in both Türkiye and Syria (84%) reported that they believed most people in need had access to services.

In **Türkiye**, the follow up survey indicates an increase in the percentage of respondents perceiving cases of exclusion, rising from 23% last year to 30% this year. Vulnerable groups—including women, children, persons with disabilities (PWDs), and the elderly—were identified as the main groups facing access barriers, consistent with last year's findings. A notable majority of those reporting barriers this year were from





Hatay, predominantly Turkish citizens, with 80% of them being women who had received agricultural inputs, nutrition services, and physiotherapy.

Last year, similar perceptions were reported, with 23% of respondents citing access challenges for others, particularly pregnant women and newly displaced individuals. These groups often missed awareness sessions or MPCA distributions due to logistical issues or their absence during distribution events. While these findings do not necessarily point to systemic exclusion, they highlight perceptions of limited access among certain vulnerable groups. This could reflect growing needs due to decreased funding and reduced emergency aid, an increase in the number of people requiring assistance, greater severity of needs, or a lack of understanding about the selection criteria for assistance. These trends suggest the need to explore localised challenges and address gaps in outreach and accessibility, ensuring services effectively reach those who need them most.

In **NWS**, the analysis revealed minimal change in perceptions of access issues over the two years, with 8% of respondents reporting challenges for others this year compared to 9% last year. Last year, respondents identified neighbours, relatives, widows, newly displaced individuals, and the elderly as groups potentially missing out on protection, MPCA, and water supply services. This year, the focus shifted, with participants explicitly pointing to female elderly individuals and newly displaced people as facing access barriers.

Respondents attributed these barriers to various factors, including organisational capacity constraints, which prevented support for additional participants, and the receipt of orphan sponsorships from other organisations, excluding individuals from eligibility. Other reasons cited included significant home destruction exceeding the financial support provided, lack of ownership documentation, and logistical challenges such as absence during verification visits or failure to meet eligibility criteria. Specific examples included widows who missed food basket distributions because they were away for work during verification and families or individuals who did not qualify due to limited family size or non-compliance with selection criteria. Overcrowding and high demand for services were also mentioned.

These findings highlight complex and nuanced challenges affecting perceptions of access in NWS. While the reported percentage remains stable, the reasons provided emphasise the need for more transparent communication of selection criteria, tailored support mechanisms for the most vulnerable, and efforts to address systemic obstacles such as documentation requirements and resource limitations.

In **GoS** areas, reported access difficulties for others remained relatively stable according to approximately 8% of respondents, who pointed to issues primarily affecting multi-family households and rural communities. A significant factor limiting equitable access inclusiveness in GoS was the reliance on top-down targeting approaches, which was reported to cause the exclusion of often excluded marginalised groups. Compared to last year, when respondents mentioned similar issues, this year's findings indicate a continuing need for more inclusive targeting methods that consider the perspectives and needs of those in remote areas.

Perceptions of Favouritism or Discrimination

The comparative analysis reveals a mixed yet improving landscape regarding perceptions of favouritism or discrimination in service delivery. However, isolated cases persist, underscoring ongoing challenges in equitable service distribution.

In **Türkiye**, perceptions of favouritism have increased slightly this year, with 11% of respondents reporting favouritism or discrimination, compared to 3% last year. Last year's reports centred on prioritisation of relatives and specific connections, with notable barriers stemming from data protection laws that limited





DEC member charities ' access to refugee data, complicating fair targeting. This year, although most respondents reported no issues, certain challenges persisted, revealing factors that still influence perceptions of fairness:

- Several respondents noted that their applications were not registered in the system, preventing them from receiving assistance.
- Some individuals observed favouritism within their communities, even if they had not experienced it directly.
- Three respondents indicated that assistance was preferentially distributed to friends or relatives, with some feeling that aid was not directed toward those most in need.
- Citizenship status was a key factor in perceived discrimination, with three respondents noting that lack of citizenship restricted their access to aid.

The recurring reports of favouritism in Türkiye underscore ongoing issues related to data access, eligibility, and barriers for certain groups, especially refugees. These findings highlight the need for enhanced transparency, adjustments to targeting criteria to reduce perceived biases, and advocacy for more inclusive assistance.

In **NWS**, the perception of favouritism has declined, with no respondents reporting favouritism this year, compared to 2% last year. Last year's concerns, primarily voiced by hosts and IDPs, focused on perceived inequities in MPCA and water distribution, with some questioning the eligibility of recipients and fairness of allocations. This year, improved transparency and distribution practices may have contributed to the reduction in reported favouritism. However, some concerns remain regarding resource allocation, particularly in water distribution. The previous complaints about favouritism in water and MPCA distribution suggest that logistical adjustments and transparent resource allocation remain important to maintain these improvements.

In **GoS** areas, reports of favouritism have remained low but stable, with 2% of respondents reporting perceived favouritism this year, consistent with one case last year. Last year, one respondent reported that individuals personally known to the assistance team were prioritised during aid distribution events, which created a perception of favouritism in the selection process.

This year, similar concerns were raised, particularly around the placement of water tanks, with some respondents perceiving that tanks were situated closer to certain homes, favouring specific households. Others noted that aid was sometimes distributed to individuals from outside the local community, prompting concerns over fair resource allocation. These findings suggest that while reports of favouritism are low, specific logistical practices in distribution may still be perceived as favouring certain groups, pointing to a need for equitable planning and clearer communication about distribution criteria.

Perceptions of Intervention Timeliness

Finding 2: Overall, findings reflect stable perceptions of assistance timeliness, with 86% of respondents across all hubs reporting timely support, consistent with last year's findings. Despite this overall stability, hubs differences emerged: NWS showed an increase in satisfaction with timeliness, while GoS and Türkiye experienced slight declines compared to the previous year.

Türkiye: Perceptions of timely aid in Türkiye declined slightly, with 73% of respondents in 2024 indicating assistance was provided when needed, down from 78% in 2023. Gender disparities were notable, with 56% 22





of female respondents reporting timely assistance compared to 18% of males. Host community members showed the highest satisfaction with timeliness at 56%, compared to 11% among IDPs and 7% among returnees. Satisfaction also varied by disability status, with 63% of non-disabled respondents satisfied, versus 11% of disabled respondents.

In 2023, multiple member charities highlighted that registration and approval procedures for INGOs delayed cash assistance (MPCA). By 2024, this concern persisted, with respondents still reporting delays in cash distribution. Additionally, recipients of PSS services expressed that starting mental health support from phase 1, rather than waiting until phase 2, would have been crucial for addressing the immediate psychological impacts of the crisis effectively.

FGD results largely aligned with survey findings, with participants generally perceiving support as timely. However, some noted specific concerns, especially around the delayed timing of cash support. While participants appreciated flexible scheduling for PSS sessions, several voiced specific feedback, for example, one respondent remarked, "The psychological support sessions need to be more consistent and last longer."

In contrast, **NWS** saw an improvement, with 97% of respondents in 2024 affirming prompt assistance, up from 94% in 2023. No notable gender or disability differences were observed; however, satisfaction was higher among IDPs (55%) than host community members (40%) and returnees (2%). In 2023, logistical challenges—such as issues with money transfers and delayed cash disbursements—led to delays of up to four months. In 2024, respondents expressed ongoing concerns, particularly about delays in receiving cash for shelter and home rehabilitation as well as water network repairs, emphasising that these services should have been prioritised sooner. KIIs further highlighted limitations in providing timely healthcare, despite hospitals' efforts to maintain accessible 24/7 services. Delays in medical supplies resulted in some service gaps, indicating the importance of consistent delivery of essential items to fully address community needs.

FGDs in NWS supported these survey findings, with participants expressing satisfaction with the timing of assistance, particularly for food baskets, shelters, training sessions, and water supply.

GoS saw a slight decline in perceived timeliness, with 85% of respondents in 2024 considering the aid timely, down from 94% in 2023. Similarly to NWS, no major gender disparities were reported. Satisfaction with timeliness varied by community status, with 51% of host community members satisfied, compared to 13% of IDPs and 22% of returnees. A key issue cited was the prolonged delay in repairing the sewage network, which worsened existing leakage problems and contributed to a perception of delayed assistance in addressing critical needs. FGD feedback in GoS aligned with survey findings, with participants appreciating the "timely distribution of aid.

Additionally, KIIs provided insights into delays specifically affecting cash assistance, revealing that coordination issues with government bodies—such as the requirement for engineering assessments before disbursing funds—further impacted timeliness. While the cash assistance was provided in a single instalment, which the community valued for its flexibility, delays extending into April 2024 hampered the timely resolution of urgent needs, particularly for families requiring immediate shelter repairs.





Effectiveness of Assistance in Supporting Recovery Beyond the Emergency Phase

Finding 3: The 2024 follow-up survey indicates a slight decline in perceived effectiveness of assistance in supporting recovery, with 69% of respondents across all hubs feeling Phase 2 assistance helped them move forward, compared to 87% in 2023 for Phase I. However, regional trends varied: NWS saw a modest improvement in satisfaction, while perceptions in GoS and Türkiye demonstrated a decline.

In **Türkiye**, perceptions of the assistance's effectiveness declined. While 87% of respondents in 2023 felt their most pressing needs had been met by the assistance provided, this satisfaction level fell to 58% in 2024, indicating a noticeable decrease in respondents' confidence in Phase 2 support.

In **NWS**, the trend showed slight improvement. Satisfaction increased from 76% in 2023 to 79% in 2024, with respondents perceiving the Phase 2 assistance as increasingly helpful for recovery beyond the emergency period.

In **GoS** areas, there was a substantial drop in satisfaction levels. While 96% of respondents in 2023 reported that Phase I assistance met their emergency needs, only 68% in 2024 felt Phase 2 assistance had similarly helped them recover, indicating a decline in perceived effectiveness in this region.

The follow-up perception survey respondents highlighted several ways in which DEC assistance effectively supported their transition from emergency needs to longer-term recovery. Those who perceived the assistance as beneficial shared examples of impactful support, including cash vouchers, which enabled recipients to meet essential needs like food, rent, and basic household supplies. Additionally, respondents noted that cash assistance facilitated sustainable outcomes, such as home renovations, which contributed to stability and long-term resilience.

Specific assistance types also received positive feedback: medical services and medication provision addressed ongoing health needs, while food baskets and water supply ensured continuous access to basic resources. Furthermore, psychological support and awareness sessions were valued for helping recipients adapt, manage fear, and improve mental well-being, underscoring the importance of mental health services in recovery efforts.

Conversely, among the 31% of respondents who felt the assistance was not sufficient to support their recovery, key issues cited included the limited and one-time nature of the aid, which some felt was inadequate to meet their ongoing needs. Several noted that certain services, like medical clinics, were mobile and infrequent—available only every two to three weeks—and often lacked essential medicines.

Others mentioned ongoing challenges that persisted despite the assistance, such as long-standing issues with sewage leakage that predated the earthquake, or the impractical location of water tanks, which left some respondents needing to purchase potable water regularly.

Respondents' Satisfaction with Assistance and Service

Finding 4: Overall findings indicate that satisfaction with the type and quality of assistance in 2024 showed a positive trend, with an increase in the proportion of respondents either "satisfied" or "very satisfied" compared to 2023. However, regional disparities emerged, with notable gains in satisfaction reported in NWS, while satisfaction in Türkiye remained stable and GoS experienced a slight decline.





I. Satisfaction with Type of Assistance

The follow-up survey of 2024 reveals a slight overall increase in satisfaction with the **type of assistance** provided, rising to a combined satisfaction rate of 89% (57% very satisfied and 32% satisfied), compared to 88% in the initial survey (44% very satisfied and 44% satisfied).

In **Türkiye**, the results show a largely stable satisfaction rate over the two years. In 2023, 85% of respondents were either satisfied or very satisfied (46% satisfied and 39% very satisfied). By 2024, the satisfaction rate held steady at 84%, though the distribution shifted slightly to 50% satisfied and 34% very satisfied.

In **NWS**, the 2024 survey indicates a marked improvement in satisfaction levels. In 2023, 88% of respondents were satisfied or very satisfied (45% satisfied and 43% very satisfied). By 2024, this figure rose impressively to 97%, with 20% satisfied and 77% very satisfied.

In **GoS**, satisfaction rates showed a slight change from 2023 to 2024. In 2023, 90% of respondents were either satisfied or very satisfied with the assistance received (40% satisfied and 50% very satisfied). In 2024, the satisfaction rate remained high at 81%, with 26% satisfied and 55% very satisfied.

2. Satisfaction with the Overall Quality of services

Regarding the quality of DEC funded assistance, the follow-up survey of 2024 reflects a slight overall increase in satisfaction with the quality of assistance across the three hubs. In 2024, 90% of respondents reported being either satisfied or very satisfied (32% satisfied and 58% very satisfied), up from 87% in 2023 (47% satisfied and 40% very satisfied). Regional variations reveal nuanced differences in satisfaction levels.

In **Türkiye**, satisfaction with quality varied. In 2023, 85% of respondents were either satisfied or very satisfied (46% satisfied and 39% very satisfied). By 2024, satisfaction held steady at 73%, though the distribution shifted: 51% of respondents expressed satisfaction, and 22% were very satisfied. Neutral responses rose from 12% in 2023 to 24% in 2024, while dissatisfaction remained low but consistent. Respondents cited specific issues with the water network rehabilitation, including inadequate water pressure, as a factor contributing to lower satisfaction levels in certain areas.

In **NWS**, the data also shows substantial improvement. In 2023, 85% of respondents reported satisfaction with quality, with 54% satisfied and 31% very satisfied. By 2024, this rate climbed to 100%, with 76% very satisfied and 24% satisfied. However, specific concerns were raised regarding the quality and quantity of agriculture seeds and insufficient medication.

In **GoS**, satisfaction with the quality of assistance rose notably. In 2023, 91% of respondents expressed satisfaction, with 40% satisfied and 51% very satisfied. By 2024, 79% of respondents were very satisfied and an additional 19% satisfied, totalling 98%. This increase in those very satisfied, alongside a reduction in neutral responses from 9% in 2023 to 2% in 2024, highlights a positive trend in perceptions of quality in GoS. Respondents cited issues with the water network, including weak water pressure and incomplete street paving following repairs, as factors contributing to lower satisfaction in certain areas.





Unmet Needs

Finding 5: The follow-up perception survey highlighted persistent unmet needs across regions, with food assistance remaining a priority in GoS and NWS, while financial assistance was the leading unmet need in Türkiye.

The follow-up perception survey identified the top three unmet household needs across GoS, NWS, and Türkiye, revealing both common and region-specific gaps in assistance.

In **GoS**, food assistance was the most frequently cited unmet need, with 42% of respondents highlighting it as a priority. This was followed by a need for medical services and medications (18%) and improved access to water (15%), underscoring a demand for basic sustenance and healthcare support.

NWS exhibited a similar trend, with an even stronger emphasis on food assistance (60%), followed by water access (34%) and financial support (30%), which highlights significant economic challenges facing households.

In **Türkiye**, the priority presented a different pattern. Financial assistance was the most pressing unmet need, cited by 35% of respondents, reflecting economic pressures unique to this region. Clothing needs (20%) and food assistance (10%) were also highlighted, indicating a need for basic household essentials.

Awareness and Perceptions of Referral Systems⁴ (Only follow-up perceptions survey).

Finding 6: The follow-up perception survey reveals limited awareness of the referral system—meant to connect project participants with additional support for unmet needs—across all hubs.

The follow-up perception survey highlights limited awareness of the referral system—designed to connect beneficiaries with additional support for unmet needs—across **Türkiye and NWS**. In NWS, awareness stood at 3%, and **Türkiye** showed slightly higher awareness at 13%. However, in GoS, none of the respondents reported being aware of the referral system.

Despite low awareness levels, respondents who were informed about the referral system in **NWS** and **Türkiye** largely expressed satisfaction. In **NWS**, 56% reported being satisfied, with an additional 19% very satisfied, particularly appreciating referrals to medical centres or health organisations for specialised treatments such as MRI and CT scans.

Similarly, in **Türkiye**, the majority of respondents expressed satisfaction with the referral process, with 50% satisfied and 29% very satisfied. Respondents noted referrals to various support services, including:

- Connections to the Turkish Red Crescent for comprehensive support services,
- Referrals to mobile clinics for medical care, and
- Access to legal consultations for Temporary Protection Card transfer issues.

⁴ The referral system is a coordinated process that links individuals in need to appropriate services, ensuring timely, safe, and confidential access across sectors. It facilitates collaboration among actors to address gaps, uphold dignity, and prioritise the most vulnerable through clear protocols and accountability.





The limited awareness among respondents underscores a critical need for enhancements to the member charities and National partners referral system's visibility and functionality.

CHS 3

People and communities are better prepared and more resilient to potential crises.

Perceptions of Impact on Community Resilience and Recovery

Finding 1: Phase two interventions made a substantial contribution to the resilience and recovery of affected populations, with impacts varying significantly by activity type and regional conditions.

The interventions provided broad support for household **socio-economic stability**, with 83% of respondents across hubs noting some degree of improvement. However, the extent of this impact varied by region. In **Türkiye**, only 9% of respondents felt the assistance made positive impacts, although 49% reported that it helped "somewhat." This moderate response suggests that the short-term relief offered was valued but that community needs for sustained resilience remain, unsurprisingly, unfulfilled. In contrast, communities in **NWS** and **GoS** reported increased perceptions of positive impact, 94% and 97%, respectively.

Income support, focused on MPCA and livelihoods in **NWS**, was particularly noted for its immediate financial relief, with 79% of respondents reporting some improvement in family income. This cash-based approach allowed recipients flexibility in addressing urgent needs.

In line with income support, the project's **food security** assistance in **NWS** yielded mixed outcomes highlighting the interconnected challenges households face. While 62% of respondents reported that the assistance helped them meet their food needs to some extent, 38% found the support inadequate. Several barriers including high food prices, limited crop yields, and insufficient irrigation, hindered the full impact of agricultural assistance, especially for those relying on crop production as a primary food source.

Expanding beyond income and food security, health interventions in NWS and Türkiye saw varied responses, with 82% of respondents noting positive health improvements. In **Türkiye**, 74% felt that the health project contributed to better health, though limitations were evident, with 26% citing minimal impact. In **NWS**, health support was received more favourably, with 88% of respondents acknowledging a positive impact.

Complementing health support, nutrition interventions in **Türkiye** aimed to address immediate food access and stability. Although 69% of respondents noted an improvement in nutritional status, the limited timeframe of the project impacted the sustainability of its effects.

Water access efforts showed marked success in **NWS**, with 96% indicating the project "very much" improved access. **GoS** responses were more varied, with logistical challenges in hilly areas limiting the reach of water trucks, leaving some residents with additional costs to access water. These findings suggest that while water initiatives were effective in NWS, targeted adjustments may enhance access elsewhere.

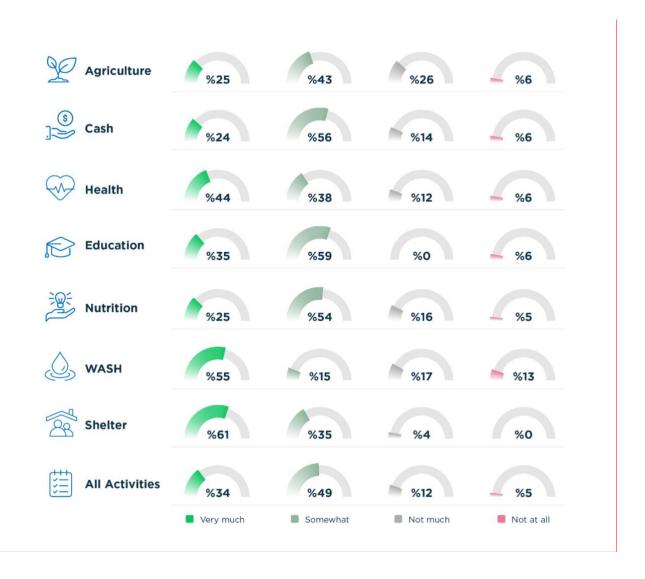
Lastly, **shelter improvements** in NWS had a strong positive effect, with 96% reporting increased safety and security for their families, underscoring the impact of cash-for-shelter support.





The chart below summarises respondents' perceptions of each activity's lasting impact and reflects that respondent perceptions confirm contribution to resilience⁵, though differences by activity type and region underscore the importance of tailoring efforts to address local needs and sustainability.

Figure 5: Extent to Which the Project Improved Key Impact Dimensions by Activity



Long-Term Impact of Support on Communities

Finding 2: About a quarter of respondents viewed the services as having a long-term impact. Perceptions varied by region and activity type, with Türkiye showing the highest positive responses, followed by NWS, and GoS with the lowest.

28

⁵ The options "Very Much," "Somewhat," etc., indicate the degree to which respondents perceive each activity as having a positive impact on their community.





Across the regions surveyed, 31% of respondents perceived that the support received had resulted in lasting improvements for communities, revealing varied views on the sustainability of these interventions. Türkiye showed the highest level of positive responses, followed by NWS, and then GoS, which exhibited the lowest positive feedback.

In **Türkiye**, 42% of respondents perceived long-term community benefits largely related to psych-social and health-related support. Mental health sessions and consultations for prenatal and postnatal care were frequently cited as beneficial, increasing awareness about mental health practices and maternal care, which respondents felt would have lasting impacts beyond the project's duration. However, those who disagreed emphasised that cash support, while helpful, was temporary in nature, providing short-term relief without addressing ongoing community needs after the project ended as previously discussed under the findings section" Perceptions of Impact on Community Resilience and Recovery".

NWS presented a mixed picture, with 30% of respondents acknowledging sustained improvements. Water infrastructure repairs contributed to recovery efforts and helped foster stability within the community. Health consultations were also seen as impactful, improving public health awareness and reducing long-term risks. Some respondents valued the cash support provided, which assisted families in managing immediate expenses, however, many felt these improvements were too short-lived, as challenges resurfaced after the project's completion, limiting impact.

In **GoS**, 19% of respondents reported a long-term benefit, with reduced sewage repair needs being highlighted as a lasting impact that minimised community disruptions. However, the majority felt that the impact was compromised by the low quality of materials used, particularly in sewage and water systems, where temporary repairs failed to provide a durable solution. This suggests that even when activities are designed to foster long-term improvements, substandard quality can hinder the durability of outcomes, limiting the overall effectiveness of support.

The varying perceptions of sustainability across regions and types of support underscore the influence of an activity's nature on the perceived long-term impact. Activities that build knowledge, skills, or infrastructure—such as health-related consultations, cooperative training, and infrastructure repairs—were more likely to be seen as having a lasting benefit. In contrast, immediate relief-focused activities, such as Cash and Voucher Assistance, tended to be seen as providing essential but temporary support.

CHS 4

People and communities access support that does not cause harm to people or the environment.

Issues or Tensions in the Community

Finding 1: In 2024, the proportion of respondents across all hubs reporting tensions caused by a project increased to 4%, up from 2% in 2023.

In **Türkiye**, community perceptions showed minor variation, with 4% reporting issues in 2023, slightly increasing to 6% in 2024. The primary source of tension was perceived unfairness in aid distribution, with respondents citing favouritism by local leaders, in one case the village head. One respondent specifically





mentioned dissatisfaction with AFAD's role, highlighting a lack of clarity in the selection process, which contributed to perceptions of inequity. In the previous perception survey, respondents had cited inequity, specifically noting that not all ethnic groups were treated equally. This year's findings suggest a slight increase in overall tensions; however, concerns have now broadened to include issues with local leadership and transparency in aid distribution.

While the scale of perceived favouritism remains low, its recurrence in the follow-up survey suggests it may be a bigger issue in Türkiye. It is important to note that the perception survey does not provide specific evidence linking this finding directly to DEC assistance. Given that this is a government led response, aid recipients may face challenges in identifying which actor provided specific assistance. As a result, respondents may use the survey to express broader concerns about aid distribution processes, which could include but are not limited to DEC-supported interventions.

In **NWS**, perceptions shifted slightly from no respondents reporting tensions in 2023 to 3% of respondents raising them in 2024. These centred around frustrations with cash assistance criteria that limited support to specific families or individuals. Additionally, participants using health services noted that limited availability—particularly two days per week for internal services—led to overcrowding at health facilities, creating tension among patients.

In **GoS** areas, community perceptions remained stable, with 6% of respondents reporting tensions across both 2023 and 2024. In 2024, some respondents highlighted logistical challenges in water distribution for residents in elevated or hilly areas. The terrain restricted water truck access, leading to tanks being placed farther from certain homes. This created tension between residents with closer access to the tanks and those who faced additional costs to transport water to their households as mentioned earlier under CHSI, finding 5.

Environmental Impact

Finding 2: Across hubs, the follow-up perception survey found minimal concerns about the environmental impact of project activities, with most respondents perceiving no negative effects. However, sanitation concerns in GoS underscore the need for proactive measures to address localised environmental issues and safeguard community health.

The follow-up perception survey examined the environmental impact of project activities across Türkiye, NWS, and GoS, with respondents reporting minimal concerns overall.

In **Türkiye and NWS**, FGDs participants did not highlight any negative environmental effects from projects.

In **GoS**, however, some FGD participants raised concerns about sanitation issues, noting open drains and uncovered sanitation pits posed potential hygiene risks. As one participant remarked, "There are open drains and sanitation pits without covers, and insects accumulate." These findings suggest that further investigation by the member charities and National partners may be warranted to assess whether these concerns are project related. Proactively exploring these issues will help ensure environmental safety and maintain community health standards.





Awareness and Perceptions of PSEA Reporting Channels

Finding 3: The follow-up survey revealed a minority of respondents with PSEA awareness across regions; 42% of respondents stated familiarity with PSEA specific reporting channels. Awareness varied by region, highest in NWS and lowest in GoS. Among those informed, 97% expressed confidence in the effectiveness of these channels in preventing exploitation and abuse.

The follow-up perception survey assessed respondents' awareness of Protection from Sexual Exploitation and Abuse (PSEA) reporting channels, revealing that 42% of respondents across all hubs were aware of these mechanisms. Significant regional differences emerged, with awareness levels varying across Türkiye, NWS, and GoS.

In **Türkiye**, 30% of respondents indicated familiarity with PSEA mechanisms. Notably, awareness was higher among female respondents (23%) compared to males (7%). Respondents most commonly learned about PSEA channels through direct communication with agency staff (36%) and community meetings (33%), with information sessions also contributing (25%). FGDs supported these survey findings where a minority of participants (8 out of 21) reported receiving information about PSEA reporting channels.

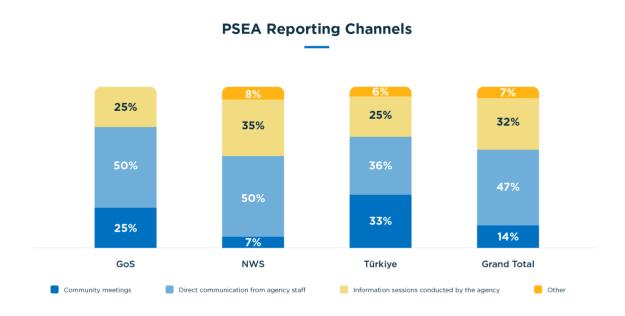
In NWS, awareness of PSEA channels was the highest among regions, with 73% of respondents indicating familiarity with these mechanisms. However, gender disparities were notable, with 52% of males aware compared to only 21% of females. Direct communication with agency staff was the primary method of awareness (51%), followed closely by information sessions conducted by member charities or National partners (35%), and community meetings (7%). FGDs reinforced these findings, with participants attributing their awareness of exploitation and abuse prevention mechanisms to workshops and sessions that explained various forms of abuse, available support systems, and provided specific contact information for reporting incidents. However, some participants raised concerns about culturally sensitive language, particularly regarding the term "sexual abuse," underscoring the need for culturally adaptive terminology. KIIs added further context, highlighting specific safety measures implemented within health services, including regular follow-ups with patients to monitor well-being, dedicated psychosocial support teams to assist vulnerable individuals, structured complaint systems to document and address concerns, and a dedicated hotline for reporting incidents of exploitation or abuse. These measures, along with regular PSEA training for staff, form a comprehensive approach that prioritises early issue identification and fosters a supportive, responsive environment for all community members.

In **GoS**, awareness of PSEA reporting channels is low, with 8% of survey respondents familiar with these mechanisms—a stark contrast to the 73% awareness reported in NWS. However, FGD participants, particularly those benefiting from MPCA, referenced only their knowledge of the general Feedback and Complaints Response Mechanism (FCRM) as a channel for submitting complaints or concerns. This underscores a significant gap in awareness regarding the existence of separate, dedicated PSEA reporting mechanisms. The reliance on the general FCRM highlights the urgent need for enhanced communication and training to ensure communities are informed about how to report PSEA concerns through appropriate and specialised channels.





Figure 6: Awareness of PSEA Reporting Channels.



Across all regions, those aware of PSEA mechanisms expressed high confidence in their effectiveness, with 97% believing these systems play a significant role in preventing exploitation and abuse. In GoS, the only 8% of respondents who were aware of the PSEA channels affirmed the effectiveness, followed closely by 99% in NWS and 89% in Türkiye.

These findings underscore the need for culturally sensitive, targeted awareness strategies by member charities and National partners to ensure all communities are fully informed and adequately protected from exploitation and abuse. Expanding outreach efforts and adapting training to local contexts can strengthen both awareness of and trust in PSEA reporting mechanisms, ultimately enhancing the effectiveness and accessibility of these protections across all regions.

CHS 5

People and communities can safely report concerns and complaints and get them addressed.

Awareness of Feedback and Complaints Response Mechanisms

Finding 1: Awareness of feedback mechanisms has generally improved since last year. However, regional variations were observed, with NWS demonstrating high accessibility, Türkiye and GoS continue to face challenges in accessibility and understanding of available channels.

Awareness of feedback mechanisms has shown a modest increase in 2024, with 53% of respondents across regions reporting familiarity with complaint channels, up from 47% in 2023. While this improvement highlights progress in making these mechanisms more visible, gaps remain that require further attention.





In **Türkiye**, awareness decreased slightly, with 42% of respondents reporting familiarity with feedback mechanisms compared to 50% in 2023, where females (28%) are more aware than the males (13%). Only 31% of respondents were aware of in-person feedback options, with lower familiarity with other channels like email or suggestion boxes. Some participants expressed hesitancy due to fears of bias, noting that complaints might affect their eligibility or access to future services. Despite available channels, such as inperson meetings at agency offices and WhatsApp numbers, many respondents felt uncertain about the complaint process or expressed concerns about potential bias in handling complaints. Respondents emphasised the need for clearer guidance on accessing and using feedback channels, with one remarking, "I wasn't given a contact number, but I know I can speak to the team if needed."

In contrast, **NWS** demonstrated considerable improvement, with awareness rising from 72% in 2023 to 85% in 2024. The difference of awareness between males (56%) and females (29%) was significant. This high awareness rate was attributed to diverse and accessible channels, including suggestion boxes, dedicated hotlines, and in-person consultations through community leaders. Efforts by member agencies and National partners to improve accessibility, such as accommodating patients with long travel distances and expanding awareness sessions, were well-received. Respondents positively noted that "hotlines and WhatsApp channels make it easier for everyone to provide feedback, especially for those unable to visit in person." With 43% of respondents using these platforms, respondents reported that improvements made to these mechanisms, such as extended hours and simplified instructions, allowed for greater inclusivity. However, some noted confusion over the purpose of complaint boxes, with mixed understanding of whether they were solely for complaints or also suggestions. One respondent expressed concern over possible misuse, noting, "Students sometimes use the complaint system against teachers, which could be misinterpreted."

In **GoS**, awareness remains low, with 19% of respondents aware of feedback mechanisms, up slightly from 16% in 2023. Many respondents who were aware, preferred face-to-face communication facilitated by trusted local volunteers, especially for sensitive issues. However, some respondents in GoS reported inconsistencies in information dissemination, with marginalised groups and rural residents expressing challenges in accessing feedback channels. One participant shared, "We trust the organisation's volunteers, but we're not always informed about other ways to raise issues." In-person interactions and community leaders were the most utilised feedback channels due to a strong cultural preference for face-to-face communication, particularly among female-headed households and rural residents. Respondents shared that this approach fosters trust and allows for more personal engagement. However, barriers like limited access to phones and electricity affected access to hotline options, with some respondents stating, "We prefer to speak directly to trusted people from the organisation."





Figure 7: Awareness of Feedback and Complaints Response Mechanisms by Communication Channel.

Initial survey 2023	Hotline /Whatsapp	Email	Suggestion boxes	In-person at agency offices	Community leaders	● ● ● Other
GoS	43%	8%	0%	49%	0%	1%
NWS	51%	28%	10%	8%	0%	3%
Türkiye	42%	16%	7%	25%	0%	11%

Follow-up survey 2024	Hotline /Whatsapp	Email	Suggestion boxes	In-person (Staff)	Community leaders	• • • Other
GoS	41%	9%	3%	13%	25%	9%
NWS	43%	28%	13%	9%	6%	0%
Türkiye	29%	22%	6%	31%	8%	4%

Safety and Comfort in Providing Feedback

Finding 2: Positive trends in respondents' comfort in providing feedback were highlighted, though safety concerns remain for specific groups.

The perception of safety when providing feedback saw a slight improvement, with 74% of respondents across hubs feeling comfortable sharing feedback, an increase from 70% in 2023. In NWS, 88% of respondents felt safe, highlighting the effectiveness of digital channels and greater collaboration with local NGO workers. However, in GoS, only 44% felt comfortable, with fears of retribution or bias cited as significant barriers. Participants reported concerns such as, "We worry about consequences if our identity is known."

Across the two years, there is a clear trend of increasing comfort with feedback mechanisms and diversified channel usage. While GoS still struggles with low awareness and cultural barriers, NWS and Türkiye show increasing adaptability to local needs. Feedback mechanisms have become more embedded in community practices, with targeted improvements like multilingual support and community-led sessions in NWS contributing to higher awareness and perceived accessibility.





CHS 6

People and communities access coordinated and complementary support.

Perceptions of Coordination and Complementary Support in Service Delivery

Finding 1: Coordination among service providers has improved, but duplication remains a challenge in certain areas, particularly in Türkiye, where multi-organizational aid efforts occasionally overlap, indicating a need for better inter-organizational alignment.

The survey asked whether respondents received duplicated assistance⁶ for the same needs from multiple organisations. Responses show that duplication of services, while generally low, varies by hub, with Türkiye experiencing a higher incidence than GoS and NWS.

- Türkiye: Türkiye reported the highest incidence of duplication, with 15% of respondents indicating they received assistance for the same needs from more than one organisation. Government agencies, municipal entities (Belediye), and other NGOs were highlighted as common providers of overlapping aid, particularly in sectors like food kits and health services. Some respondents, for instance, mentioned receiving health services and similar food baskets from multiple organisations, leading to logistical challenges and occasional confusion over eligibility criteria. Compared to the 2023 survey (7%), this increase in duplication underscores the need for improved coordination mechanisms, especially as organisations seek to reach vulnerable populations swiftly. Additionally, certain respondents highlighted challenges in navigating multiple registration processes, suggesting a need for a more unified, coordinated system to streamline access.
- NWS: 6% of respondents reported receiving duplicate services, which is consistent with last year's findings (8%). Although duplication is limited, respondents expressed that coordination could be improved further to avoid minor overlaps, particularly in areas such as food assistance and health services. For example, a respondent received food kits from both Hand in Hand and GOAL, leading to logistical confusion. The data indicates that while coordination is generally effective, targeted improvements could further optimise service delivery by clarifying roles and responsibilities among different providers.
- GoS: No respondents reported duplicated services in the follow-up survey, compared to 1% of
 the initial survey of 2023. Participants appreciated the collaborative efforts with local authorities,
 indicating a streamlined approach that minimises redundancies and aligns with community needs.
 Many community members expressed satisfaction with the complementary nature of support,
 which reduced gaps in essential services and demonstrated a strong alignment with local needs.

35

⁶ The analysis of duplication of efforts focuses on identifying major duplication gaps reported by a significant number of participants within the same regions, rather than assessing whether the response was effectively coordinated. Reaching such a conclusion would require a more comprehensive analysis, including a larger sample size and broader scope beyond this follow-up survey. Therefore, the analysis below offers a snapshot of participants' perceptions regarding duplication





CHS 7

People and communities access support that is continually adapted and improved based on feedback and learning.

Improvements Based on Community Feedback

Finding 1: While charities have made efforts to adapt support based on community feedback, gaps remain in visible improvements, with regional differences in perceived responsiveness, particularly in GoS and NWS.

- Türkiye demonstrated the most positive perceptions of agency responsiveness, with 45% of respondents stating that feedback was acted upon. While still falling short of a majority, this figure suggests a relatively higher trust in the feedback process, possibly due to more visible changes or effective communication strategies in Türkiye. However, 55% of respondents still indicated that they felt their feedback was not addressed, signalling room for further alignment between community input and tangible program improvements. The highest percentage of respondents noticing improvements in Basic Needs and Living Conditions(32%), suggesting greater visibility of feedback-driven changes. However, with 68% of respondents still indicating a lack of observed improvements, the data shows a continuing need for proactive adaptations and enhanced transparency around program adjustments.
- **NWS** presented a slightly more balanced view, with 57% responding that their feedback was not acted upon, while 43% felt it was. This difference may reflect varied experiences with feedback responsiveness, where specific adjustments were recognized by some but not consistently communicated or experienced across all communities. Respondents noted that while some essential services, such as water and shelter, had improved, broader concerns about sustainable support and long-term planning remained unaddressed. 89% of respondents reported they had not seen improvements based on feedback, while 11% did observe some changes. This may indicate progress but still reflects a limited perception of feedback implementation. Respondents highlighted a need for more consistent communication on how feedback influences program adjustments, with some expressing frustration over unmet expectations for improved resources and services.
- GoS respondents showed a notable lack of confidence in the agency's responsiveness, with 71% feeling that their feedback was not considered. This sentiment indicates a possible disconnect between community expectations and agency actions, where logistical or operational challenges may hinder the capacity to adapt assistance. A few respondents suggested that the feedback mechanisms felt performative rather than impactful, leading to scepticism regarding the value of their input. 96% of respondents reported they had not noticed any tangible changes based on community feedback, highlighting concerns that feedback mechanisms may not be translating into effective program adaptations. Despite community engagement efforts, the high rate of negative responses suggests challenges in implementing feedback or communicating the impact of these changes to community members.





CHS 8

People and communities interact with staff and volunteers that are respectful, competent, and well-managed.

Demonstrating Quality and Accountability: Staff and Volunteer Conduct and Community Perceptions

Finding 1: High levels of community satisfaction across both countries highlight the respect, dignity, and professionalism demonstrated by staff and volunteers, supported by strong organisational commitment to quality and accountability. However, minor concerns in operational responsiveness and attention to community feedback indicate areas for potential improvement.

Across all hubs, data reflects high levels of community satisfaction regarding the respect, dignity, and professionalism demonstrated by staff and volunteers in the delivery of post-earthquake assistance. A culture of accountability and quality, actively promoted by leadership and supported by comprehensive training and capacity-building initiatives, has played a crucial role in shaping positive recipient experiences. Yet, a small percentage of respondents reported concerns related to certain operational aspects and responsiveness to local needs, suggesting areas for potential improvement in quality and accountability practices.

Community Perceptions of Respectful and Dignified Treatment

In each of the regions assessed, 100% of respondents confirmed that staff and volunteers treated them with respect and dignity. This widespread positive feedback highlights organisational success in promoting a culture of professionalism and respect across different cultural and operational contexts.

Satisfaction with Professionalism and Competence

Satisfaction with the competence of staff and volunteers was high across all regions, with 96% of respondents either "satisfied" or "very satisfied." This reflects the impact of targeted training and capacity-building initiatives that equip staff with the skills needed for high-quality service delivery. However, a small subset of respondents (1% "dissatisfied" and 3% "neutral") in GoS expressed concerns about specific operational shortcomings. Some respondents expressed frustration with certain technical staff who appeared dismissive of community feedback on repair quality. This feedback suggests a gap in operational responsiveness and underscores the importance of integrating community insights into technical assessments to ensure that quality standards are consistently upheld.





Exit Strategy

DEC member charities have outlined varied exit strategies in their reports, each implementing distinct plans and approaches suited to their operational contexts. For example, in Türkiye, some member charities are focusing on household rehabilitation and communal upgrades, securing additional funding where possible to extend critical services. These strategies emphasise capacity building by transferring responsibilities for schools, vocational centres, and local services to community organisations and authorities to promote long-term resilience.

In Syria, member charities are cantering their exit strategies on sustaining healthcare access and empowering local communities to manage disaster response independently. Key approaches include ensuring continued medical supply chains, transitioning protection and education services to community committees, and conducting service mapping to help communities connect with other available resources. Each member charity's approach reflects a commitment to fostering resilience and sustainability in ways tailored to the unique needs of Türkiye and Syria.

In the eyes of project participants, the exit strategy findings reveal a significant communication gap regarding future plans across all hubs, leaving beneficiaries uncertain about upcoming services. In GoS, 91% of respondents stated that they are not informed about future plans, while in NWS, 93% reported no communication, and 85% of respondents were unaware in Türkiye. The low levels of awareness, particularly in GoS and NWS, suggest a potential risk of communities being left unsupported, with no clear understanding of how or when services might be phased out or transitioned. This uncertainty undermines the community's ability to plan for their own needs and may lead to reliance on short-term aid and negative coping mechanisms rather than fostering long-term resilience.

The analysis aims to highlight that, while member charities have developed diverse exit strategies tailored to each context, a gap remains in the effective communication of these plans to project participants. In other words, although member charities are committed to fostering resilience and sustainability, the intended strategies and transition plans are not consistently reaching or being understood by communities. This gap in transparency and engagement, especially regarding future plans, poses a risk to sustaining the positive impacts of these efforts.





7. CONCLUSIONS AND RECOMMENDATION

Conclusion 1

Despite some positive findings on eligibility criteria awareness and alignment of assistance with needs, low awareness of activities and rights, in addition to participation challenges, were seen across the board, particularly for vulnerable groups, as well as gaps in addressing long-term needs and priorities.

Moderate awareness of eligibility criteria and generally positive perceptions of fairness were set against low awareness of project activities and recipient rights, with vulnerable groups, including women, children, and the elderly, particularly affected by inconsistent communication strategies. In Türkiye, the low proportion of respondents aware of their rights is a concern. Exclusion challenges due to documentation requirements or household size led to a lack of trust in the fairness of the distribution process.

Participation in decision-making was evident during the implementation phase but perceived as more limited at the design stage. Marginalised groups, particularly women, reported lower participation rates, reflecting a need for earlier and more inclusive consultation practices.

Alignment of assistance with identified needs was strong, however, gaps in flexibility and sustainability were evident, particularly in addressing long-term needs such as infrastructure repairs and permanent water solutions. Enhancing financial support and expanding the scope of services to include sustainable interventions can bridge these gaps, ensuring that assistance fully addresses community priorities.

Recommendation I.I

Enhance Comprehensive Awareness of Eligibility Criteria and Rights

- Consider launching targeted awareness campaigns on eligibility criteria & recipient rights across all
 regions to foster clearer understanding and perceptions of fairness. Use accessible language and
 visuals through community meetings, posters, and digital channels, adapting formats to meet the
 communication preferences of each region. This approach will help ensure recipients understand
 who qualifies for assistance and why, thereby supporting a more transparent and trusted
 distribution process.
- As recommended in the 2023 survey, work with local gatekeepers to continue to facilitate the information shared through awareness campaigns to bring consistency and sustainability of communication.

Recommendation 1.2

Enhancing Participation in Decision Making

• Establish consultation practices early in the project cycle to ensure that community input shapes the initial planning and design of assistance. This proactive approach will allow recipients to influence the types of services provided, fostering a greater sense of ownership and relevance.





- Where recipient suggestions cannot be implemented, provide specific explanations as to why
 certain inputs were not feasible. This transparency can improve trust and help individuals to
 understand the constraints faced by the organisation, fostering a more collaborative relationship.
- As recommended in the last survey, encourage participatory planning processes where community members actively contribute to identifying their own needs and priorities. This can include:
 - Community-Led Projects: Support and fund community-led projects that address specific medium to long-term needs identified by the affected population, such as rebuilding infrastructure, livelihood support, or psychosocial services.
 - Capacity Strengthening: Provide training and capacity- strengthening programmes to equip community members with the skills and knowledge needed to take charge of their recovery efforts effectively.
 - Local Resource Mobilisation: Facilitate community initiatives for resource mobilisation, enabling communities to take ownership of their recovery by leveraging local resources and assets.

Conclusion 2

Generally effective and timely interventions generating high satisfaction but significant levels of remaining unmet needs.

The overall perception of survey respondents was that phase two support was effective and timely with high levels of satisfaction but significant levels of unmet needs. Timeliness perceptions remained stable, with the majority of respondents affirming that support arrived when needed, despite some differences across hubs, particularly related to cash delays for shelter support in NWS, registration delays and a need for earlier mental health support in Türkiye, and in GoS, a need for faster cash disbursement for urgent infrastructure repairs. Addressing cash delays, enhancing coordination with government agencies, and prioritising mental health and infrastructure support can improve timeliness across regions. In addition, satisfaction with the type and quality of assistance improved between 2023 and 2024 and service access issues were few with also few reports of perceived inclusion challenges.

Unmet needs remain, unsurprisingly, a pressing issue across all regions. Cash assistance is a top priority in all hubs, while food and water access are critical in GoS and NWS. Targeted interventions addressing region-specific needs, such as food support, water infrastructure rehabilitation, and expanded financial aid, are essential to strengthen resilience.

Awareness of referral systems was notably limited, with only 3% of respondents in NWS and I3% in Türkiye familiar with these mechanisms, while no respondents in GoS reported awareness. However, those aware expressed high satisfaction, highlighting the system's value in connecting communities to health, legal, and specialised services. Increasing targeted outreach and clarifying the system's purpose are recommended to improve awareness and accessibility, particularly in GoS where gaps are most pronounced.

Recommendation 2.1 Enhance Intervention Timeliness

 In Türkiye and GoS, member charities could explore collaboration with government agencies to simplify registration and approval for emergency cash assistance. Developing specialised SOPs with local authorities can reduce bureaucratic delays and ensure timely cash distribution to meet urgent community needs.





To address the psychological impacts of crises more effectively, member charities and National partners should initiate mental health support in the earliest response phases. This proactive approach will better meet immediate needs, particularly for vulnerable groups, and could include extending session durations or adjusting frequency based on participant feedback.

Recommendation 2.2 - Expand Financial & Food Assistance

 Financial assistance remains a critical unmet need across all hubs, driven by economic pressures in Türkiye and crises in Syria. Member charities could scale up cash-based interventions, such as multipurpose cash assistance, tailored to cover essential expenses like rent, utilities, and daily necessities. Adapting this assistance to each region's economic challenges would enhance flexibility and resilience for households managing immediate needs.

Recommendation 2.3 - Improve Water Access in NWS and GoS

 Ensuring adequate water access in NWS and GoS is essential, particularly in areas with limited infrastructure. Member charities could enhance water distribution by rehabilitating water networks and expanding water trucking services where needed. Partnering with local authorities and municipalities can further strengthen infrastructure repair efforts, supporting sustainable water access solutions for these communities.

Recommendation 2.4 - Accessibility and Inclusion

- Implementing collaborative coordination mechanisms across organisations will help address transport and distance barriers, ensuring a more inclusive response across Türkiye and Syria.
- Member charities providing health consultations should consider revising their registration process to ensure smoother access with a focus on ensuring that technical support is readily available to address any issues users may face. Before setting up such systems, a thorough assessment of feasibility should be conducted, including evaluating the technology's reliability, internet access, availability of mobile devices, and the system's capacity to handle high volumes of traffic. Additionally, member charities could offer alternative registration methods, such as phone-based hotlines, in-person registration points, or offline support mechanisms to ensure accessibility for those with limited internet access or digital literacy.
- To reduce perceptions of favouritism and discrimination, particularly in Türkiye, clear communication regarding eligibility and distribution criteria is essential (see recommendation 1.1). Engaging community leaders and stakeholders in the targeting and distribution process can foster trust and mitigate perceived biases, especially among non-citizen and refugee populations.

Recommendation 2.5 - Enhance Referral System Awareness and Accessibility

• Increase Awareness of Referral Systems: Member charities and national partners should launch targeted awareness campaigns in NWS and Türkiye to improve understanding of the referral





system's purpose and availability. Using community meetings, posters, and digital channels, information about the system's function and benefits should be communicated clearly. Incorporating success stories from referrals could also help build trust and encourage engagement.

Conclusion 3

Limited contribution to community resilience with more intentional focus required on durable solutions.

Phase 2 interventions supported community resilience and recovery, with varied impacts across regions and activity types. Cash and voucher assistance addressed immediate needs but were often seen as temporary solutions, particularly in Türkiye. In NWS and GoS, activities like water infrastructure repairs, health consultations, and shelter improvements had stronger positive perceptions, contributing to resilience.

Long-term benefits were limited by challenges such as substandard materials and the short-term nature of cash-based support. Recommendations include integrating cash assistance with sustainable strategies, such as vocational training and small business support, and expanding knowledge-based initiatives like cooperative training to ensure enduring benefits.

Recommendation 3.1- Enhance Contribution to Communities Resilience and Recovery

- While cash and voucher assistance effectively address urgent needs, member charities and national
 partners could integrate these programs with long-term strategies, such as vocational training or
 small business support, to enhance recovery. This combined approach addresses immediate relief
 while fostering self-reliance and resilience, especially in regions like Türkiye and NWS, where
 concerns about the temporary nature of support were noted.
- Expanding activities that build knowledge and skills, such as cooperative training, can ensure benefits
 extend beyond the project timeline. These interventions, frequently recognized for their lasting
 impact, offer a sustainable path to strengthen community resilience and recovery.

Conclusion 4

Significant lack of awareness of PSEA mechanisms in GoS areas highlights an area of concern, with improvements identified regarding isolated environmental risks and issues of perceived favouritism.

Community tensions caused by assistance remained minimal across all hubs, with only a slight increase from 2023 to 2024 (2% to 4%). Key issues included perceived favouritism in Türkiye, frustrations with cash assistance criteria and health service availability in NWS, and logistical challenges in water distribution in GoS. Environmental impacts were also minimal, though sanitation concerns in GoS highlighted localised hygiene risks. Awareness of PSEA reporting channels varied significantly by region, with NWS showing the highest awareness and GoS the lowest. While confidence in PSEA mechanisms was high among those informed, gaps in communication and accessibility persist, particularly in GoS. Recommendations include improving transparency in aid distribution, addressing environmental and logistical issues in GoS, and implementing culturally sensitive PSEA awareness campaigns tailored to local needs and vulnerabilities.





Recommendations 4.1-Enhance Awareness of PSEA Reporting Channels

The desk review of DEC member charities phase 2 planning documents reveals that all member charities have established reporting mechanisms for reporting and handling PSEA issues, and training on PSEA and the code of conduct has been provided to staff. However, while systems are in place, raising community awareness is key to ensuring utilisation and effectiveness.

- To ensure that information about protection measures and reporting channels reaches all
 community members, member charities should implement tailored communication strategies that
 consider the diverse needs of different groups. This includes adapting information for children,
 people with limited literacy, disabilities, or limited access to digital tools.
- As recommended in 2023 (although not specifically for one hub), in GoS, member charities and National partners should take immediate steps to enhance community awareness of dedicated PSEA channels, ensuring these are clearly distinguished from general complaint mechanisms. This is essential to guarantee that communities have access to safe and appropriate channels for reporting exploitation and abuse effectively.

Conclusion 5

Despite progress, FCRM remain in need of improvement in accessibility and utilisation, particularly for vulnerable groups.

Awareness of feedback and complaints mechanisms has generally improved since 2023, particularly in NWS, where diverse and accessible channels have bolstered engagement and trust. However, regional disparities persist, with Türkiye and GoS facing significant challenges in accessibility and utilisation of these mechanisms. Vulnerable groups, including women and rural residents, remain disproportionately affected due to cultural barriers, lack of information, and fears of bias or retribution. The perception of safety and comfort in providing feedback has improved across hubs, but persistent concerns, especially in GoS, highlight the need for targeted interventions to address these barriers. Efforts must prioritise enhancing accessibility, trust, and inclusivity, particularly for marginalised populations.

Recommendation 5.1 – Enhancing Awareness and Accessibility of Feedback Mechanisms

- The DEC member charities should expand and localise feedback channels by introducing a broader range of channels, such as mobile hotlines, suggestion boxes, and in-person sessions, to suit diverse preferences and regional needs. Tailoring communication strategies to local cultural contexts, ensuring materials are multilingual and using accessible visuals will amplify the accessibility of feedback channels.
- Develop and disseminate clear guidance through providing simple, consistent instructions on how
 to use feedback mechanisms, emphasising their confidentiality and impartiality. Work with trusted
 local leaders and volunteers to enhance understanding of the purpose and process of feedback
 mechanisms.
- Local implementing partners should target vulnerable groups by implementing focused outreach campaigns for marginalised populations, including women, rural residents, and those with limited literacy, to raise awareness and ensure equitable access.





Conduct regular training for implementing partner staff and volunteers by equipping personnel with
the skills to handle complaints impartially and sensitively, addressing cultural and gender-specific
concerns.

Recommendation 5.2 – Strengthening Trust and Comfort in Feedback Mechanisms

- The DEC member charities should enhance transparency and accountability by clearly communicating how feedback is processed, including timelines for resolution and actions taken.
 Provide follow-ups on feedback, ensuring respondents know their input is valued and impactful.
- The local implementing partners should ensure confidentiality and mitigate risks through strengthening anonymous feedback options to alleviate fears of bias or retribution. Special emphasis should be given to educate communities about safeguards in place to protect their identities and rights when submitting feedback.
- Monitoring and adapting Feedback Systems to regularly assess the effectiveness of feedback mechanisms and use findings to address gaps, particularly in low-performing regions like GoS.
- Fostering community-led approaches by involving beneficiaries in evaluating and refining feedback mechanisms, ensuring they remain relevant and responsive to local needs.

Conclusion 6

Positive perceptions of coordination were captured despite some examples of duplication in Türkiye.

Perceptions on coordination among service providers have improved since 2023, particularly in NWS and GoS, where collaborative efforts have minimised service gaps and demonstrated a strong alignment with community needs. However, challenges persist in Türkiye, where 15% of respondents reported duplication of services, up from 7% in 2023. Duplication primarily occurred in sectors like food kits and health services, often due to overlapping efforts by government agencies, municipalities, and NGOs. This has occasionally resulted in logistical challenges and confusion for beneficiaries, including navigating multiple registration processes.

In contrast, NWS maintained a low rate of duplication (6%), consistent with the previous year, but respondents highlighted minor overlaps in food and health assistance. Meanwhile, GoS reported no cases of duplicated services in 2024, reflecting effective coordination and complementary approaches with local authorities. Despite progress in most areas, Türkiye's findings indicate a need for enhanced interorganizational alignment and a more unified approach to streamline service delivery and improve efficiency across all regions.

Recommendation 6.1: Perceptions of Coordination and Complementary Support in Service Delivery

- The DEC member charities should develop or strengthen coordination platforms at the regional
 and national levels to align planning and implementation across organisations. This will aid sharing
 beneficiary data securely, ensuring privacy compliance, to avoid duplication in registration and
 service delivery.
- The local implementing partners should define clear roles and sectors of responsibility for each organisation to prevent overlap, particularly in high-need areas like Türkiye. Conducting regular coordination meetings with stakeholders, including local authorities and NGOs, to address gaps and redundancies in real-time.





• Streamline Registration Processes by developing a unified registration system to simplify beneficiary access and reduce confusion caused by multiple registration processes, particularly in Türkiye.

Conclusion 7

Efforts to adapt programming based on community feedback have shown some progress but remain inconsistent across regions, with significant room for improvement in perceived responsiveness.

Türkiye displayed the most positive perceptions, with 45% of respondents recognizing that feedback was acted upon. Visible changes in areas such as basic needs and living conditions contributed to relatively higher trust in the process. However, the majority still felt their feedback was not addressed, signalling a need for greater transparency and alignment between feedback and program adjustments.

NWS respondents reported mixed experiences, with 43% perceiving feedback-driven changes but a majority (57%) feeling that feedback was not adequately addressed. While some essential services showed improvement, broader issues, such as sustainable support and long-term planning, were noted as unmet needs. Limited communication about how feedback influences programming likely exacerbates frustrations and undermines trust in the system.

GoS demonstrated the lowest confidence in agency responsiveness, with 71% indicating that their feedback was not considered and 96% failing to observe tangible changes. This reflects a disconnect between feedback mechanisms and their implementation, potentially driven by operational constraints or misaligned priorities. Respondents described feedback systems as feeling "performative," raising concerns about their perceived legitimacy. These findings underscore the need for consistent communication about the impact of feedback and a stronger focus on integrating community input into actionable program improvements.

Recommendation 7.1 - Improvements Based on Community Feedback

- The DEC member charities should establish transparent Feedback-to-Action processes maintaining
 clear workflows to ensure community feedback is reviewed, prioritised, and integrated into
 programming, with specific timelines for action. Train staff to communicate these processes
 effectively to beneficiaries, building trust in the system.
- Improve Visibility of Feedback-Driven Changes through regularly updated communities on how their feedback has informed program adjustments through accessible channels such as town halls, community boards, and digital platforms. Share examples of feedback-driven improvements, using storytelling approaches to illustrate impact and foster trust.
- The local implementing partners should address operational barriers to mitigate logistical challenges, such as resource constraints or capacity issues, that hinder the implementation of feedback-driven changes, particularly in GoS. Leverage partnerships with local organisations to expand the capacity for adapting programs to community needs.





Conclusion 8

Satisfaction with NGO staff behaviour is prevalent.

This follow- up survey highlights high levels of community satisfaction with the respect, dignity, and professionalism demonstrated by staff and volunteers in delivering post-earthquake assistance, driven by strong organisational commitment to quality and accountability. While 100% of respondents confirmed respectful and dignified treatment, and 96% expressed satisfaction with staff competence, minor concerns were noted in the Government of Syria regarding technical staff responsiveness to community feedback on repair quality. These findings underscore the need to enhance feedback integration and operational responsiveness while sustaining the organisation's commitment to professionalism and quality service delivery.

Conclusion 9

Exit Strategy: Diverse Exit Strategies Undermined by Communication Gaps

DEC member charities have developed tailored exit strategies to foster resilience in Türkiye and Syria. In Türkiye, efforts focus on household rehabilitation, communal upgrades, and transferring responsibilities to local organisations. In Syria, priorities include sustaining healthcare access, transitioning services to community committees, and mapping resources to support disaster response.

However, significant communication gaps about future plans were reported, with 91% in GoS, 93% in NWS, and 85% in Türkiye unaware of upcoming services. This risks leaving communities unsupported and reliant on short-term aid, undermining resilience.

While the strategies demonstrate a commitment to sustainability, clearer communication is needed to prepare communities for transitions and sustain the positive impacts.

Recommendations 9.1 Enhancing Communication and Community Engagement in Exit Strategies

- Each member charity should establish clear, consistent communication channels to inform project
 participants about upcoming changes, timelines, and what they can expect post-project. This could
 include community meetings, informational posters, and digital updates tailored to the needs of
 each hub.
- Actively involve community members in exit strategy discussions, allowing them to provide
 feedback on how services will transition or close. This participatory approach can help align exit
 plans with community expectations and reduce the risk of misinformation.
- Identify and train trusted community members or leaders as focal points to disseminate exit
 information and provide clarity on how services will shift. These individuals can bridge
 communication gaps and ensure that the exit plan reaches all community levels, especially the most
 vulnerable.
- Member charities should communicate not only the overall exit timeline but also details on how
 and why certain services are transitioning. This could include explaining alternative service options,
 referrals, or available resources, giving communities a roadmap for continuity.





- To verify understanding and address any lingering concerns, member charities should conduct brief
 assessments or feedback sessions with community members post-communication efforts. This
 ensures that critical information has been effectively conveyed and that community members feel
 prepared for upcoming transitions.
- Where services are transitioning, member charities should collaborate closely with local authorities
 and organisations to ensure continuity. Clear handovers and support for local actors will reinforce
 the sustainability of exit efforts and support long-term resilience in the community.





