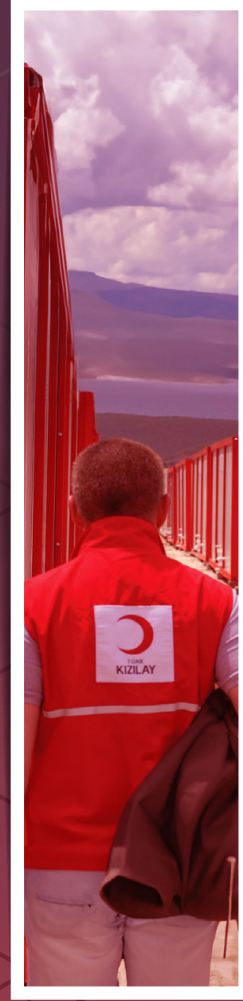
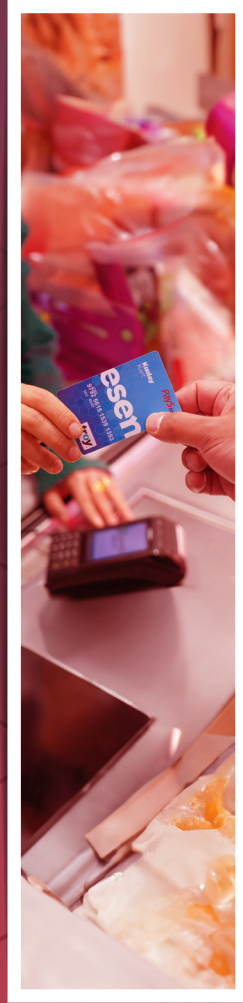
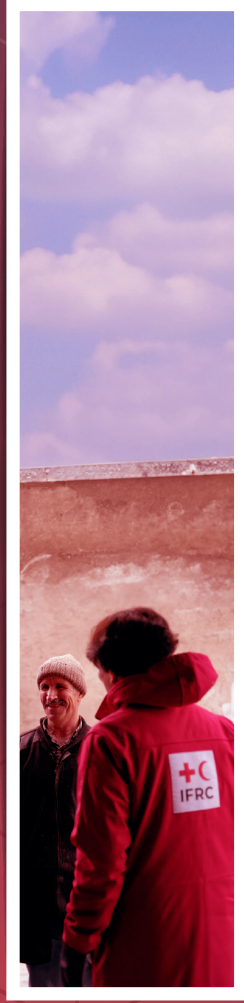


# Post-Distribution Monitoring Survey

February 2024  
Kızılay ESEN Card



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# Chapter 1: Introduction

This Post-Distribution Monitoring (PDM) was carried out to assess the impact of Kızılay ESEN assistance on the socioeconomic conditions of recipients, with a particular focus on their level of expenditure, debt, coping strategies, and food consumption. This cash assistance aims to support and empower households impacted by the earthquake to address their most important needs with the freedom of choice and dignity.

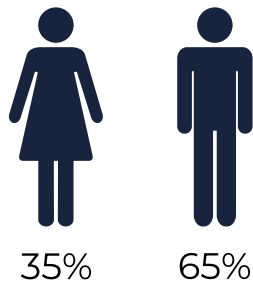
The targeted households were identified based on vulnerability, programme selection criteria introduced in November 2023, namely, no registry of regular work in SGK database and retirees whose monthly income per person in the household is less than 1/3 of the minimum wage. Information was conveyed to participants who were notified via SMS about eligibility, and entitlement. The 168 Kızılay Call Centre remained operational to address inquiries about the Project, allowing targeted populations to access information, report issues, file complaints or provide any feedback related to the assistance.

It is important to note that this PDM was conducted with recipients who met the new eligibility criteria introduced in November 2023. Thus, it serves as both a PDM study and a baseline study for the recipients who continued to receive MPC assistance from November 2023 onwards under the new criteria.

The data collection was conducted in November 2023. The unit of analysis is household. Sample size for the Kızılay ESEN Card recipients was calculated at a 95 per cent confidence level and 5 per cent margin of error. PDM study captured responses from 395 Kızılay ESEN Card recipients. As part of programme criteria, all of the participants were earthquake-affected. Enumerators from 168 Kızılay Call Centre collected the data over the phone.

This report presents the main findings of the post-distribution monitoring exercise to support evidence-based decision-making and ensure the intended assistance reaches the most vulnerable.

## Chapter 2: Demographics



**Figure 1: Gender breakdown of the surveyed recipients**

Males make up the majority of the surveyed respondents, comprising 65%. Participants were selected from among Turkish nationals.

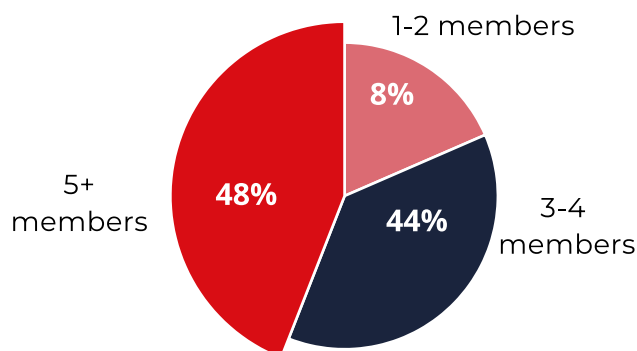
The age distribution shows a concentration in the 36 to 45-year bracket, which accounts for 33% of the sample. This is followed by those aged 55 and older, making up 25%. The age group of 26 to 35 is represented by 19%, while the 46 to 55 category accounts for 18%, and the 18 to 25 category comes in at 6%.

Except for the 26 to 35 age range, males consistently outnumber females in the different categories. The gender demographics across the various age groups are detailed in Table 1.

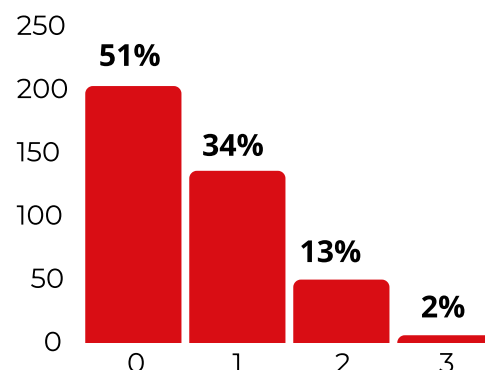
**Table 1: Gender breakdown of the surveyed recipients across age groups**

Age Groups	Female	Male
	18-25	2%
26-35	11%	8%
36-45	13%	20%
46-55	5%	13%
55 +	4%	21%

According to the analysis, it is concluded that 92% of the households have three or more members and nearly half of those households have more than five members. Regarding household members, the majority of respondents (73%) indicated that there are children in their household. In addition, almost half (48%) of the respondents stated that they live with at least one member with disability.



**Figure 3: Percentage of members with disabilities in households**

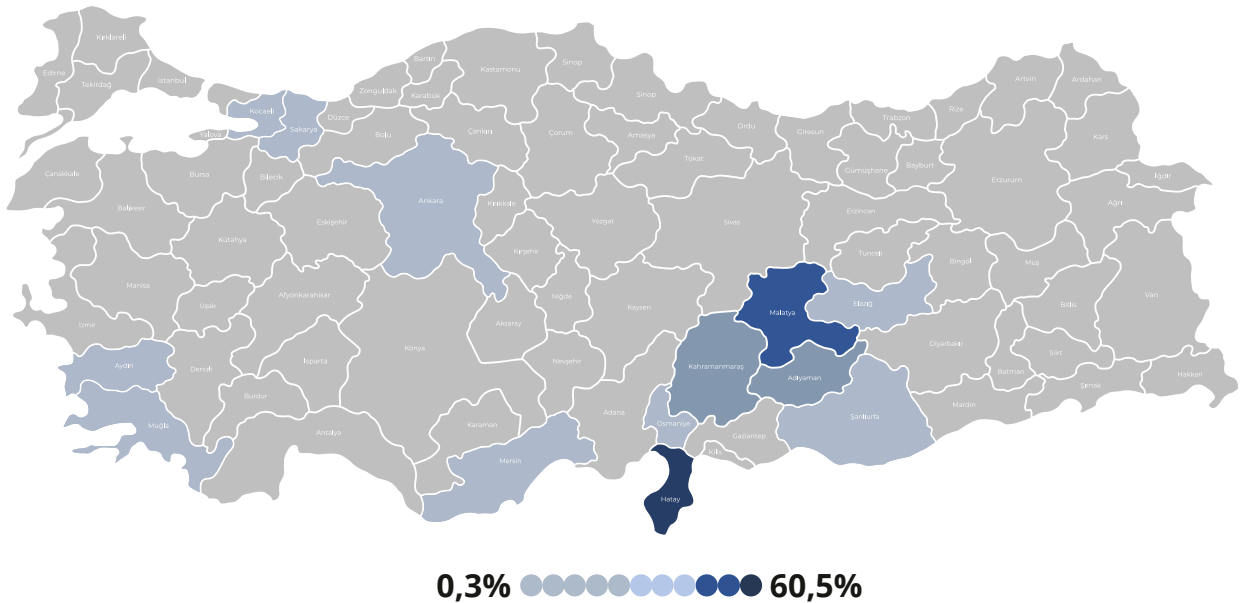


**Figure 3: Percentage of members with disabilities in households**

## Chapter 3: Study Location

A total of 395 respondents to the post-distribution monitoring survey were geographically dispersed across 13 provinces in Türkiye, with a considerable number currently residing in the southeast, which was the epicentre of the earthquake. The sample group consists of recipients who relocated to a different area after the earthquake, as well as those who remained in the same area.

Breakdown of respondents across Türkiye



After the earthquake, 88% of the respondents chose to remain in the affected provinces, while 12% relocated to other provinces across Türkiye. Those who moved to different provinces were primarily from Hatay, Malatya, Kahramanmaraş, and Adıyaman, which are the provinces most affected by the earthquake. The main destinations for respondents after the earthquake were Ankara, Aydın, Sakarya, Kocaeli, and Mersin.

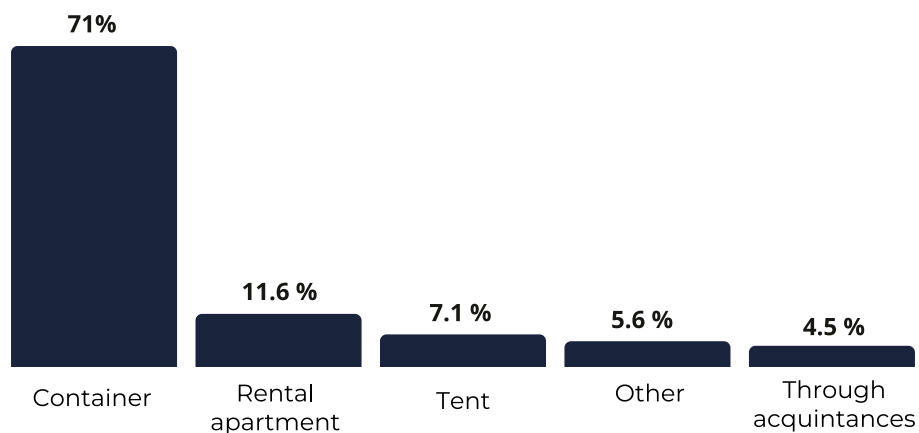


Figure 4: Housing arrangements of respondents

At the time of the study, almost 80% of the respondents were staying at temporary accommodations. 71.1% of the respondents were living in containers, following 11.6% at rental apartments and 7.1% of the respondents were living in tents.

# Chapter 4: Findings

## I Utilization, Access and Community Engagement

**A significant majority of respondents utilized the assistance for their food needs.**

The vast majority of Kızılay ESEN Card recipients' first expenditure item was food, utilized with assistance. This was followed by hygiene commodities, representing 26% of the total expenditure and serving as the second biggest expense and priority item. Clothing items and shoes accounted for 24% of their total expenditure, prioritizing the utilization of Kızılay ESEN Card assistance.

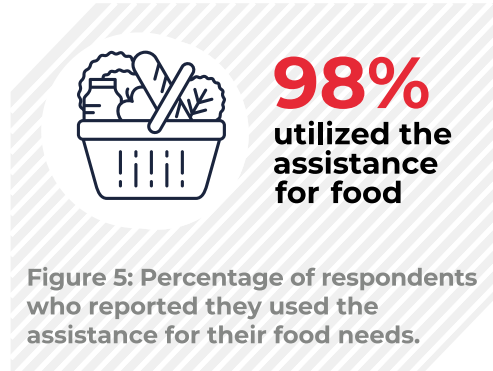


Figure 5: Percentage of respondents who reported they used the assistance for their food needs.

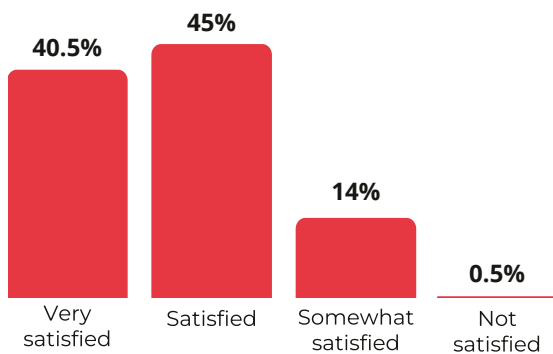


Figure 6: Overall satisfaction of the processes

Regarding the satisfaction levels of the recipients, it is noteworthy that the overall satisfaction with the cash assistance process was exceptionally high. A resounding 99.5% of the participants explicitly conveyed their satisfaction with the Kızılay ESEN Card cash assistance procedures. This overwhelming consensus underscores the effectiveness and positive reception of the process involved in distributing cash assistance through Kızılay ESEN Card, highlighting a remarkable degree of satisfaction among the recipients.

Furthermore, it is worth highlighting that not only were the procedures well-received, but the satisfaction levels regarding the amount distributed were also notably high. A substantial 93.42% of recipients expressed satisfaction with the cash assistance they received. This dual endorsement, both in terms of process and amount, further solidifies the success and positive impact of the cash assistance program among the recipients.

The distribution of preferences among recipients for the method of receiving assistance reveals a predominant inclination toward cash assistance, with 84% of participants expressing a preference for this form. This preference suggests a strong desire for flexibility and autonomy in managing the aid according to individual needs.

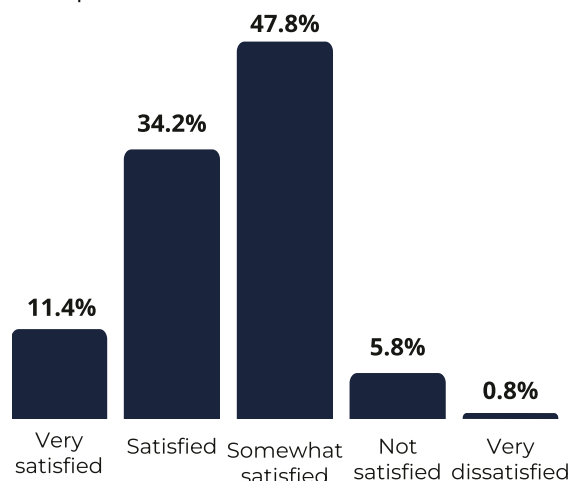


Figure 7: Satisfaction with the amount distributed

Examining the data on access to marketplaces reveals important findings, with a significant 72% of recipients reporting no difficulty in reaching local markets. This positive response aligns with the high satisfaction levels expressed in the earlier responses, indicating a generally smooth and accessible market environment for the majority. However, it is crucial to note that 21% of participants identified distance or time as a hindrance to market access.

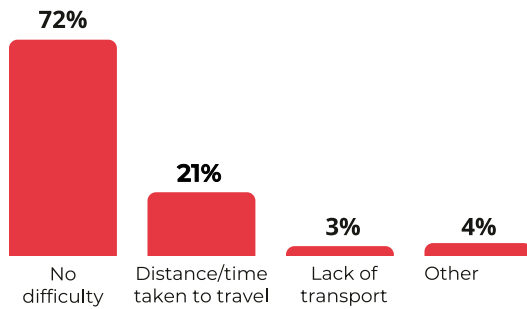


Figure 8: Access to marketplace

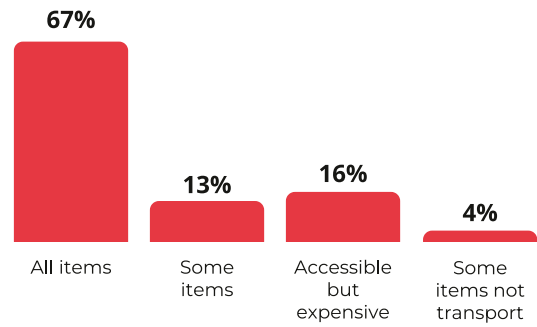


Figure 9: Availability of items in marketplace

Shifting the focus to the availability of items within markets, the majority of recipients, totaling 67%, reported having access to all the items they needed. However, it is notable that 16% mentioned encountering availability issues due to high prices. This finding underscores economic considerations influencing the affordability of certain items, suggesting potential areas for targeted support or intervention to enhance affordability and address remaining accessibility challenges for a more inclusive assistance programme.

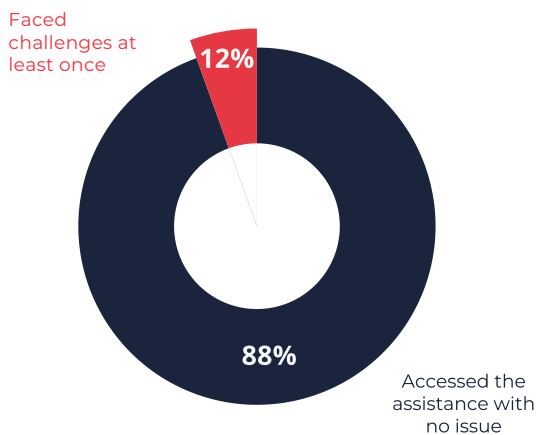


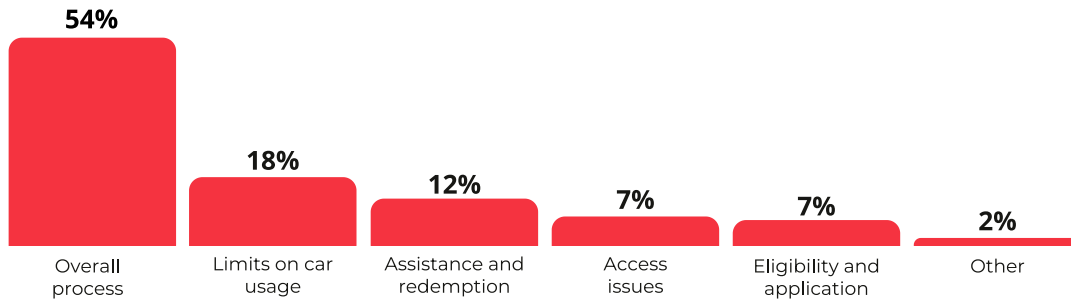
Figure 10: Access to the assistance

The data reveals that a significant majority, 88%, did not face difficulties accessing the assistance, while 12% reported that they have faced challenges at least once. These issues include physical access issues related to utilizing the Kızılay ESEN card (such as transportation or disability constraints), insufficient information on card usage, non-functional or unusable cards, lost/stolen cards, time limit to redeem the assistance and other concerns that were not specified by the respondents.

The data illustrates that effective communication reached 37% of the respondents, highlighting that the information dissemination strategies were quite successful for a significant portion of the people served. This is further evidenced by 72.66% of respondents indicating no need for further information post-distribution, suggesting a strong foundation of initial engagement and clarity provided.

However, there remains room for improvement as indicated by the feedback from other respondents: 22% reported receiving no information, and an additional 24% considered the information they received to be very limited. This feedback underscores the importance of expanding and enhancing outreach efforts to ensure comprehensive coverage and understanding for the next phase of the programme.

The expressed interest in acquiring more information from 27.34% of respondents points to an active desire for deeper understanding and engagement with the programme. Addressing this interest by refining and targeting communication strategies presents an opportunity to foster greater empowerment and satisfaction, enhancing the effectiveness and impact of the Kızılay ESEN Card Programme for all involved.

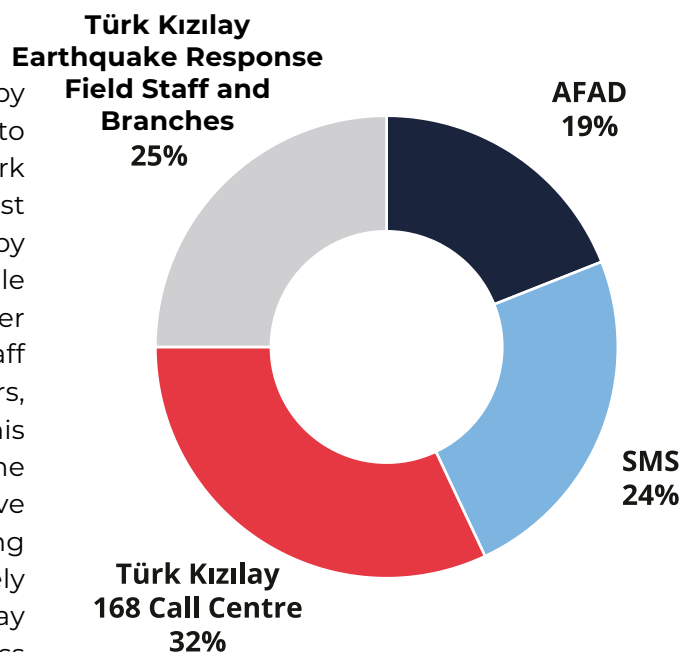


**Figure 11: Information request by subjects on ESEN Card**

The detailed breakdown not only highlights the insufficiencies in the current information dissemination but also provides valuable insights into specific areas of interest that respondents are keen to be more informed about. Addressing these specific topics can contribute significantly to enhancing satisfaction and understanding among Kızılay ESEN Card recipients.

The analysis highlights a critical area for improvement in the programme —specifically, the dissemination of information on feedback mechanisms. Only about a quarter of respondents (23%) indicated awareness of how to provide feedback or register complaints. Knowledge of feedback channels is primarily divided among Türk Kızılay 168 Call Centre (55%), Afet ve Acil Durum Yönetim Başkanlığı (AFAD) (26%), and Türk Kızılay staff or branches (9%). However, actual engagement in providing feedback remains low, with only 7% of respondents reporting having given feedback or made complaints. Notably, the primary channels utilized for feedback are Türk Kızılay 168 Call Centre and AFAD.

The feedback channels preferred by respondents reveal key insights into their communication choices. Türk Kızılay 168 Call Centre is the most utilized channel at 32%, followed by SMS at 24%. AFAD is another notable option, chosen by 19%, while other channels, including Türk Kızılay staff and local community leaders, collectively represent 25%. This distribution underscores the importance of a diverse and effective feedback system. Enhancing communication through widely preferred channels like the Türk Kızılay 168 Call Centre and SMS could address concerns raised about information dissemination and feedback engagement.



**Figure 12: Preferred feedback channels**



# Chapter 5: Findings

## I Economic Indicators and Coping Strategies

### Income

The median<sup>1</sup> household income of Kızılay ESEN Card recipients revealed as **10,500 TRY.**

The analysis indicates that the average number of individuals previously employed, but currently unemployed post-earthquake, stands at 0.78 per household. However, the average number of individuals currently engaged in employment is 0.65 per household. This suggests a reduction in workforce size compared to the pre-earthquake period, reflecting a noticeable decline in workforce participation or employment opportunities.



Figure 13: Median household income

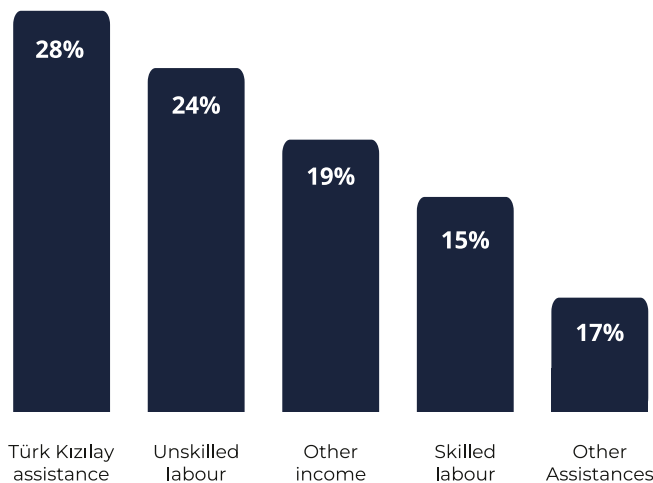


Figure 14: Main source of income

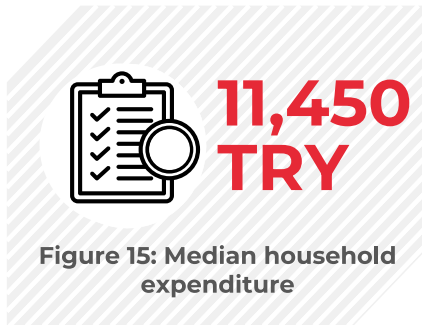
The analysis highlights the primary sources of income for households are Türk Kızılay assistance, unskilled labor, and other sources, predominantly “emekli maaşı” as other, emerging as the main contributors, representing 28%, 24%, and 19%, respectively. Skilled labor and other assistance programs are also significant contributors, accounting for 15% and 7% of household income, respectively.

It is worth noting that almost one-third of the respondents depend on assistance for their livelihood. This highlights the substantial impact of external aid on the financial well-being of households. Understanding this dependence on assistance is crucial for tailoring support programs to effectively address the economic needs and enhance the resilience of the affected community.

1. The median represents the middle value in a dataset when arranged in ascending order, indicating that half of the households have incomes below this value and half have incomes above it.

## Expenditure

Findings revealed that the highest proportion of household expenditure is allocated to food-related expenses.



According to the analysis, the median household expenditure for the respondents stands at 11,450 TRY. A deeper look into the expenditure shows that food is the most significant expenditure item, constituting 42% of total household expenditure. As it was highlighted in the demographics part, only 11.6% of the respondents live in rental apartments. For those living in rental apartments, the share of rent consists of 28% of their total expenditure. This

is followed by other expenses, constituting 20% for education, and utilities at 3%, and lastly health expenditures with 1% of household expenditures.

The findings reveals a concerning reality where almost a quarter of the respondents, revealing the most vulnerable group, states “fully unable” to meet their basic needs aligned with their priorities. This highlights a significant portion of the population facing significant challenges. Moreover, the analysis also showed that majority, with over half of the respondents, indicating that they are “partially able” to address their essential needs. The median expenditure for this group stands at 12,000 TRY. Smaller yet significant percentages of households report being “mostly able” (8.61%) or “fully able” (7.09%) to meet their needs.

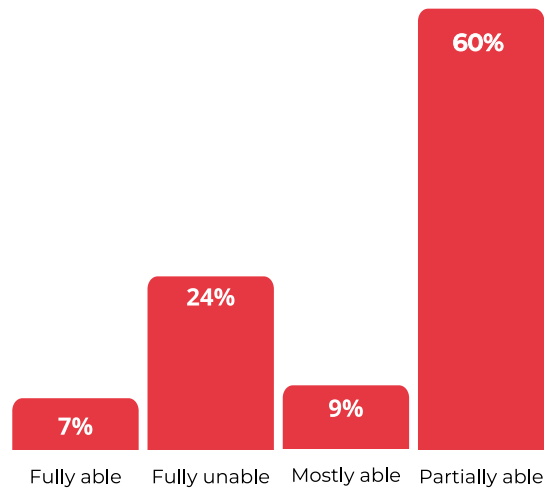


Figure 16: Ability to meet basic needs according to household priorities

## Debt

64% of recipient households were found to have debt, and 40% incurred debt in the last 3 months, according to PDM.

Reliance on debt as a means of survival is evident among Kızılay ESEN Card households. The analysis revealed that the median debt amount for recipient households is 24,000 TRY.

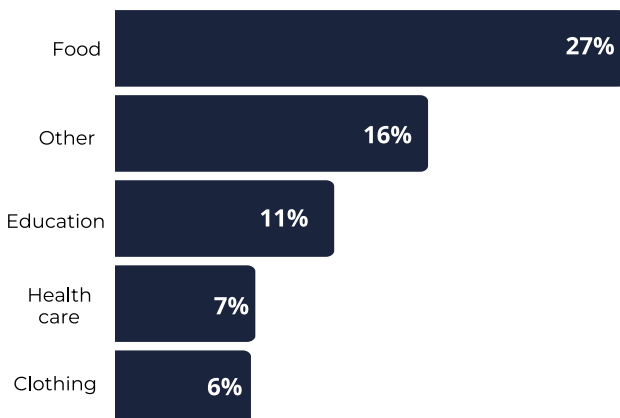


Figure 17: Top 5 Debt reasons of recipients

In-depth analysis of recipient households' reasons for getting into debt shows that food constitutes the most significant portion at 27%, underlining the crucial role of this basic necessity in household expenses. Following closely are education at 11% and other unspecified reasons at 16%. Health care, clothing, and utilities each represent approximately 6-7%, emphasizing the importance of these essential needs in contributing to household debt.

## Livelihood coping strategy index (LCSI)

Findings reveal that the most adopted coping strategies are spending savings and borrowing money. The average LCSI score of the respondents is 4.48.

### Emergency coping strategies:

*These affect future productivity but are extremely difficult to reverse or more dramatic in nature.*

As shown in Figure 18, the analysis revealed that for recipient households, the most frequently adopted emergency coping strategy was relocating the entire household to another location, with a rate of 24%. This was followed by sending household members to scavenge with 8% and involving children in income generation.

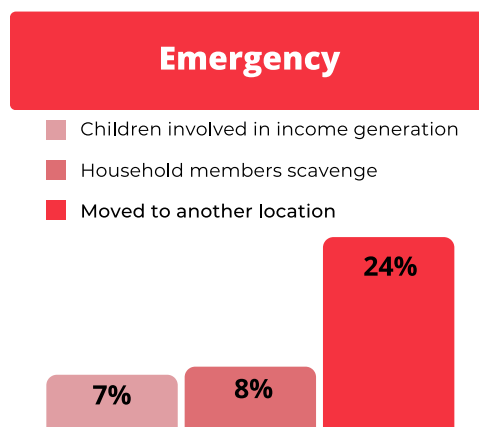


Figure 18: Emergency strategies

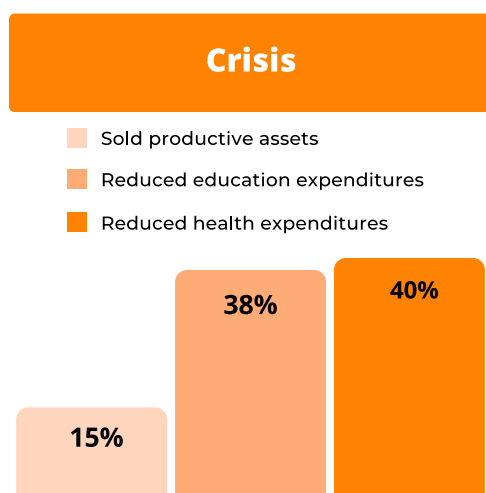


Figure 19: Crisis strategies

### Crisis coping strategies:

*These could potentially undermine their longterm resilience capacity.*

The most adopted crisis coping strategy among the respondents was reducing health expenditures, with 40%, followed closely by reducing education expenditures, at 38%, and selling productive assets or means of transport, at 15%. These coping strategies, although addressing immediate needs, highlight potential long-term consequences on economic stability, education, and healthcare access.

### Stress coping strategies:

*These indicate a reduced ability to deal with future shocks due to a current reduction in resources or an increase in debts.*

As indicated in Figure 20, the most commonly used livelihood means of coping for recipient households were spending savings (46%) and borrowing money to fulfill their essential needs. Buying food on credit has also been adopted by 35% of the recipient households. These coping mechanisms underscore the financial challenges experienced by the population, emphasizing the need for targeted support and interventions to ease the immediate pressures and promote financial resilience.

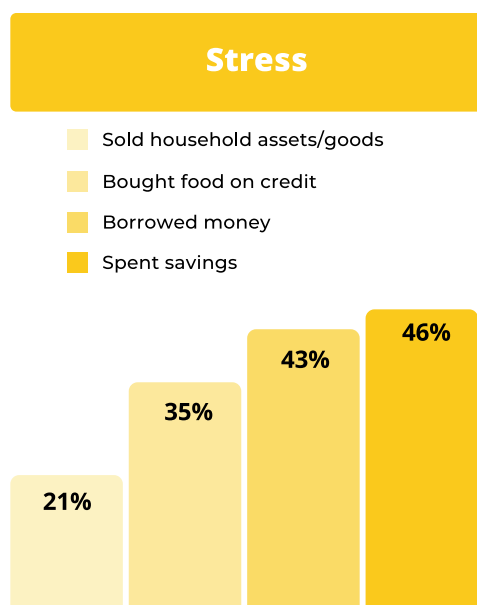


Figure 20: Stress strategies

## Reduced coping strategy index (rCSI)

The most common coping strategy for recipient households was relying on cheaper or less preferred food. Reducing adult food consumption, meals and portions were other common strategies adopted.

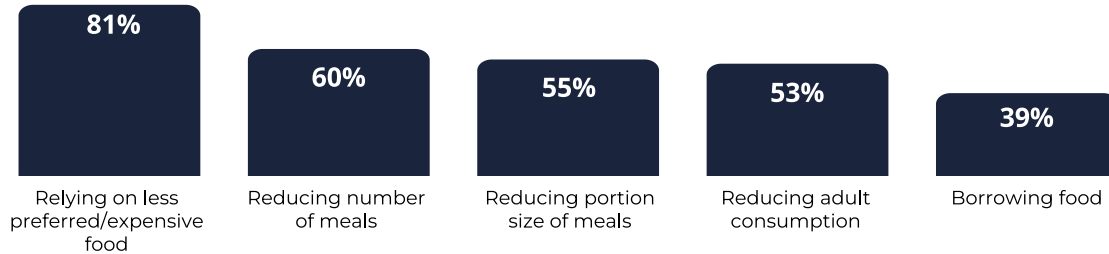


Figure 21: Coping strategies

The Reduced Coping Strategies Index (rCSI) serves as a proxy indicator based on household food insecurity. It is a negative indicator that reflects the frequency with which households resort to coping strategies. According to survey results, rCSI score of the respondents is 19.14.

The most common coping strategy employed by recipient households is to rely on less preferred or cheaper food, with 81% resorting to this strategy. Furthermore, more than half of the respondents (60%) households resorted to reducing number of meals. Reducing portion size of meals and reducing adult food consumption to ensure children can eat size were other coping strategies that were adopted by the significant portion of the respondent households.

## Food Security

The percentage of households meeting the acceptable food consumption score was 47%.

Food security<sup>2</sup> is described as “when all people, at all times, have both physical and economic access to adequate food to meet their dietary needs for a productive and healthy life”. In this study, the Food Consumption Score (FCS) was utilized to assess the level of food security of participating households.

The percentage of households exceeding the acceptable FCS criterion is 47%. Meaning, less than half of the respondent households have acceptable food consumption.

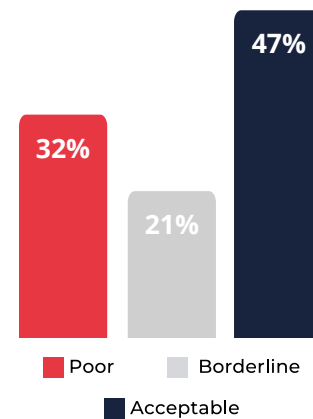


Figure 22: Food consumption groups

While the acceptable Food Consumption Score criterion serves as a valuable metric for assessing food security, it is imperative to consider its relationship with the role of the Kızılay ESEN card and the financial indebtedness of recipient households. As previously observed, an overwhelming 98% of respondents relied on the Kızılay ESEN card for their food needs, underscoring its key role in ensuring access to essential nutrition. Despite the evident reliance on the assistance, a significant 64% of recipient households were burdened with debt, with 40% incurring further debt within the last 3 months. Notably, 27% of this debt was allocated to food purchasing, emphasising the prioritisation of basic needs despite financial constraints. Addressing these interconnected dynamics of food security and financial vulnerability is paramount for fostering the enduring resilience and well-being of vulnerable households.

2. For more detailed information, please visit: <https://www.worldbank.org/en/topic/agriculture/brief/food-security-update/what-is-food-security>

## Chapter 6: Conclusion

The survey's findings underline the crucial role that Kızılay ESEN Card assistance plays in supporting the affected populations, demonstrating a high dependency on this aid for addressing essential needs, particularly food security.

A **significant portion** of the surveyed households utilized the Kızılay ESEN Card assistance primarily for food, reflecting the ongoing challenges in meeting basic nutritional needs post-earthquake. The data indicates a profound **reliance on cash assistance**, with a majority expressing a preference for this form of aid, underscoring its importance in providing flexibility and autonomy to the beneficiaries.

Economic indicators reveal that many **households are grappling with debt**, with a notable number incurring new debts in the aftermath of the earthquake. Coping strategies employed by households, such as reducing expenditures on education and health, highlight the trade-offs being made to manage their financial constraints. These strategies, while offering short-term relief, may have long-term implications on the overall well-being and resilience of the affected populations.

**Overall satisfaction** with the Kızılay ESEN Card programme is **exceptionally high**. Access to marketplaces and the availability of essential items have been largely **positive**, indicating that the assistance has been effective in enabling households to procure their needs. However, the survey also points to **areas needing improvement**, such as the **dissemination of information** regarding the Kızılay ESEN Card and **feedback mechanisms**. To this extent, Türk Kızılay has taken significant measures to recruit field staff in order to cover the overall need and ensure the quality of the programme.

In conclusion, the Kızılay ESEN Card programme has been pivotal in offering immediate relief to households affected by the earthquake in Türkiye. It has facilitated access to basic needs, particularly food, and has been a key economic support for those facing financial difficulties. Moving forward, it is imperative to address the feedback and information gaps identified in the survey to enhance the programme's effectiveness and ensure that the assistance continues to meet the evolving needs of the affected populations, ultimately contributing to their recovery and long-term resilience.

# Annex 1: Food related indicators



## Food Consumption Score <sup>1</sup>

Food Consumption Score (FCS) indicator is a composite score based on households' dietary diversity, food frequency, and the relative nutritional importance of different food groups. The FCS is calculated by inspecting how often households consume food items from the different food groups during a seven-day reference period. The FCS is a proxy indicator of household access to food. It has been validated against the quantity of caloric intake.



## Reduced Coping Strategy Index (rCSI) <sup>2</sup>

The consumption-based coping strategy index is used to assess the level of stress faced by a household due to food shortages. It is measured by combining the frequency and severity of the reduced strategies households are engaging in to cope with lack of food or money to buy it. It is calculated using the five standard strategies using a 7-day recall period.

1. Rely on less preferred and less expensive food
2. Borrow food or rely on help from relative(s) or friend(s)
3. Limit portion size at meals
4. Restrict consumption by adults/mothers to allow small children to eat
5. Reduce number of meals eaten in a day



## Livelihood Coping Strategy Index (LCSI) <sup>3</sup>

The livelihood coping strategies for food security are indicators used to measure the extent of livelihood coping that households needed to utilise as a response to a lack of food or money to purchase food during the 30 days prior to the survey. The formulation of an LCS FS module requires the selection of at least four stress strategies, three crisis strategies, and three emergency strategies from the standardised available master list while taking into consideration the local context.



## Minimum Expenditure Basket (MEB) <sup>4</sup>

A minimum expenditure basket (MEB) is an operational tool. It is used to identify and calculate, in a particular context and for a specific moment in time, the average cost of a socioeconomically vulnerable household's multisectoral basic needs that can be monetized and accessed in adequate quality through the local market. Goods and services included in the MEB should enable households to meet basic needs and minimum living standards without resorting to negative coping strategies or compromising their health, dignity, and essential livelihood assets. An MEB can be calculated for different household sizes.

1 • For more detailed information, please visit: <https://resources.vam.wfp.org/data-analysis/quantitative/food-security/food-consumption-score>

2 • For more detailed information, please visit: <https://resources.vam.wfp.org/data-analysis/quantitative/food-security/reduced-coping-strategies-index>

3 • For more detailed information, please visit: <https://resources.vam.wfp.org/data-analysis/quantitative/food-security/livelihood-coping-strategies-food-security>

4 • For more detailed information, please visit: <https://www.calpnetwork.org/wp-content/uploads/2022/10/Calculating-MEB-A-guide-to-practice.pdf>

## **TÜRK KIZILAY (TURKISH RED CRESCENT)**

The largest humanitarian organization in Türkiye

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



## **THE INTERNATIONAL FEDERATION OF RED CROSS AND RED CRESCENT SOCIETIES (IFRC)**

The world's largest humanitarian network

The International Federation of Red Cross and Red Crescent Societies (IFRC) is the world's largest humanitarian organization, reaching 150 million people in 192 National Societies, including Türk Kızılay (Turkish Red Crescent), through 13.7 million volunteers. Together, we act before, during and after disasters and health emergencies to meet the needs and improve the lives of vulnerable people.



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We want to extend our heartfelt gratitude to everyone involved in making this Post-Distribution Monitoring exercise possible. A special acknowledgment is due to the respondents for their valuable time and effort in addressing the questions.

# Photo Credits

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