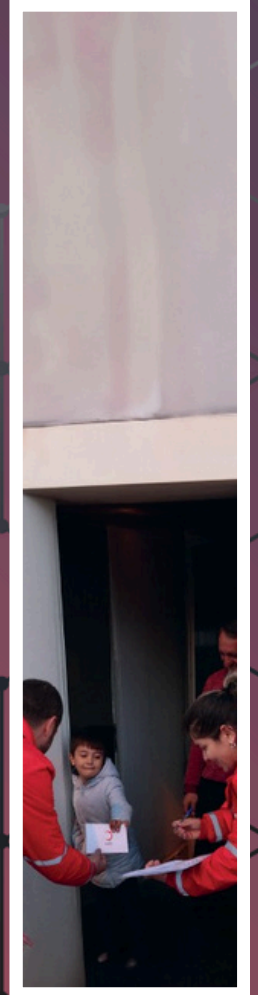
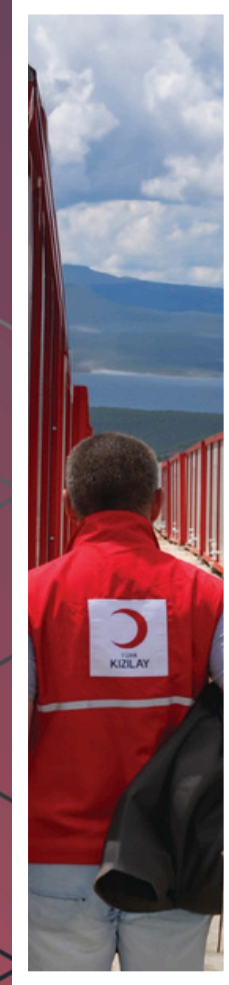
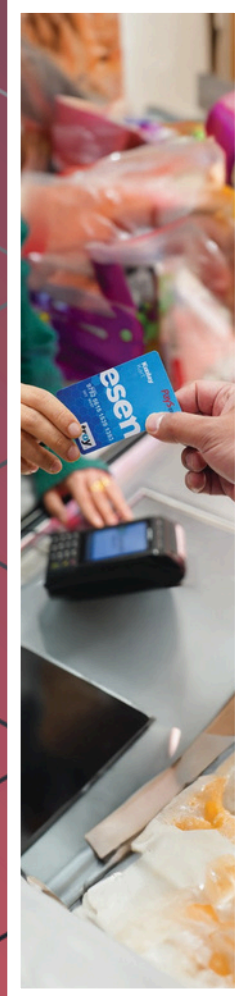
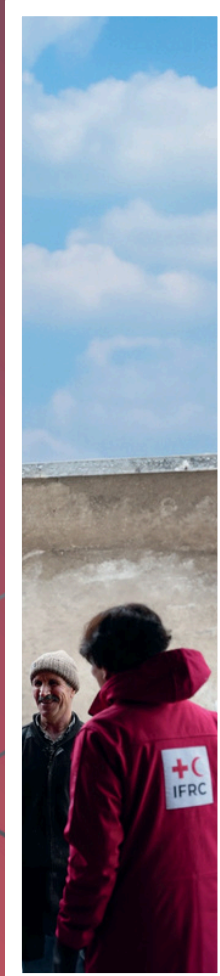


# Post-Distribution Monitoring Survey

December 2024

Basic Needs Cash Support Programme



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# Chapter 1: Introduction

This Post-Distribution Monitoring (PDM) study was carried out to assess the impact of Basic Needs Cash Support on the socioeconomic conditions of assisted individuals, with a particular focus on their level of expenditure, debt, coping strategies against negative economic conditions, and food consumption. This Basic Needs Cash Support aims to support and empower households impacted by the earthquake to address their most important needs with the freedom of choice and dignity.

The targeting of the households was made based on their vulnerability. For the period starting in March 2024, a decision was made to continue Basic Needs Cash Support implementation only for households listed in the Türk Kızılay ESEN Card programme who were in three provinces affected by the earthquake (Adıyaman, Hatay, and Kahramanmaraş) at the time of the disaster. According to programme rules, only right holders aged 18 and above were eligible for assistance under the Basic Needs Cash Support programme.

The list of households meeting these criteria is the main reference for the Basic Needs Cash Support programme which has been verified on a monthly basis through the MERNIS database. Additionally, the list has been updated as needed based on verifications conducted via the 168 Call Centre and feedback from the financial service provider (FSP). During this phase, the households on the ESEN Card list were prioritized based on the following criteria:

- Households that lost at least one family member due to the disaster, or
- Households with at least one individual over the age of 60.

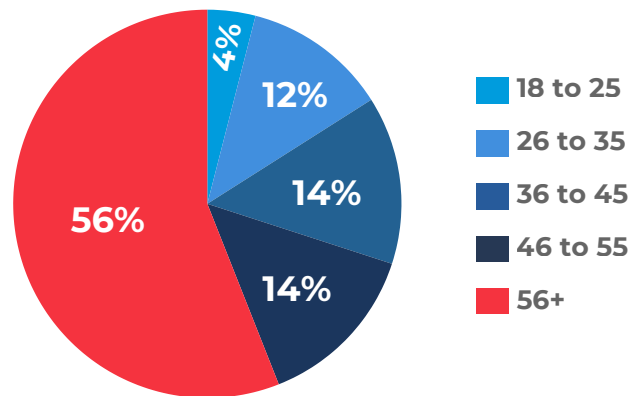
The 168 Kızılay Call Centre remained operational to address inquiries about the programme, allowing targeted populations to access information, report issues, file complaints or provide any feedback related to the assistance.

The data collection was conducted in August and September 2024. The unit of analysis is household. Sample size for this study was calculated at a 95 per cent confidence level and 5 per cent margin of error. PDM study captured responses from 382 earthquake-affected individuals who received Basic Needs Cash Support. Enumerators from 168 Kızılay Call Centre collected the data over phone calls.

This report presents the main findings of the post-distribution monitoring exercise to support evidence-based decision making, as well as to ensure the Basic Needs Cash Support reaches the most vulnerable households as intended.

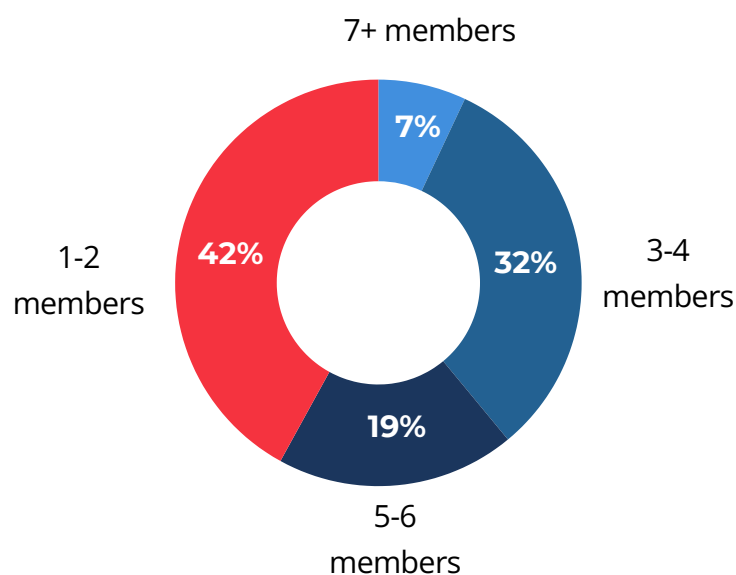
## Chapter 2: Demographics

Participants of this study are Turkish nationals. The majority of the participants were males, comprising 70 per cent. The age distribution shows a concentration in the 56-and-older age group, which accounts for 56 per cent of the sample. This is followed equally by the 36-to-45 and 46-to-55 age groups, with each accounting for 14 per cent (28 per cent in total). The 26-to-35 age group is represented by 12 per cent, while the 18-to-25 age group accounts for 4 per cent of the total sample.



**Figure 1: Age distribution of respondents**

Regarding household size, the majority of households (42 per cent) consisted of 1 or 2 members, followed by households with 3 to 4 members (32 per cent). Additionally, 19 per cent of households comprised 5 to 6 members, while 7 per cent had 7 or more members. Concerning household members, the majority of respondents (73 per cent) indicated that there are children in their household. In addition, 22 per cent of the respondents stated that they live with at least one member with disability.



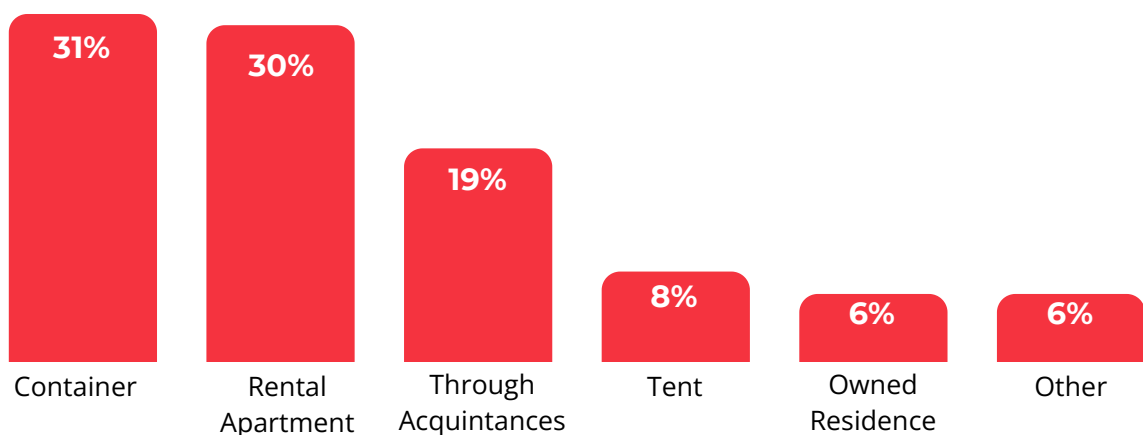
**Figure 2: Household size of respondents**

## Chapter 3: Living Conditions Before and After the Earthquake

A total of 382 respondents to the PDM survey were geographically dispersed across 19 provinces in Türkiye, with a considerable number of them residing, during the data collection, in the most severely affected provinces Hatay and Kahramanmaraş. The sample group consists of individuals who relocated to a different area after the earthquake, as well as those who remained in the same area.

After the earthquake, 61 per cent of the respondents chose to remain in the affected provinces, while 39 per cent relocated to other provinces across Türkiye. Those who moved to different provinces were primarily from Hatay, and Kahramanmaraş. At the time of the study, 31 per cent of the respondents were staying in container homes, followed by 30 per cent in rental apartments. Among the participants, 19 per cent were living with acquaintances, 8 per cent were staying in tents, 6 per cent were in their own homes, and another 6 per cent were in other housing arrangements.

**Figure 3: Housing arrangements of respondents**



The majority of respondents (57 per cent) indicated that they were receiving assistance prior to the earthquake. Of those, 46 per cent received aid from AFAD, followed closely by Türk Kızılay with 45 per cent. The remaining 9 per cent reported receiving assistance from other organizations. Most respondents (64 per cent) previously received cash assistance, followed by voucher assistance (17 per cent) and in-kind assistance (8 per cent). The remaining 11 per cent indicated they received other types of assistance.

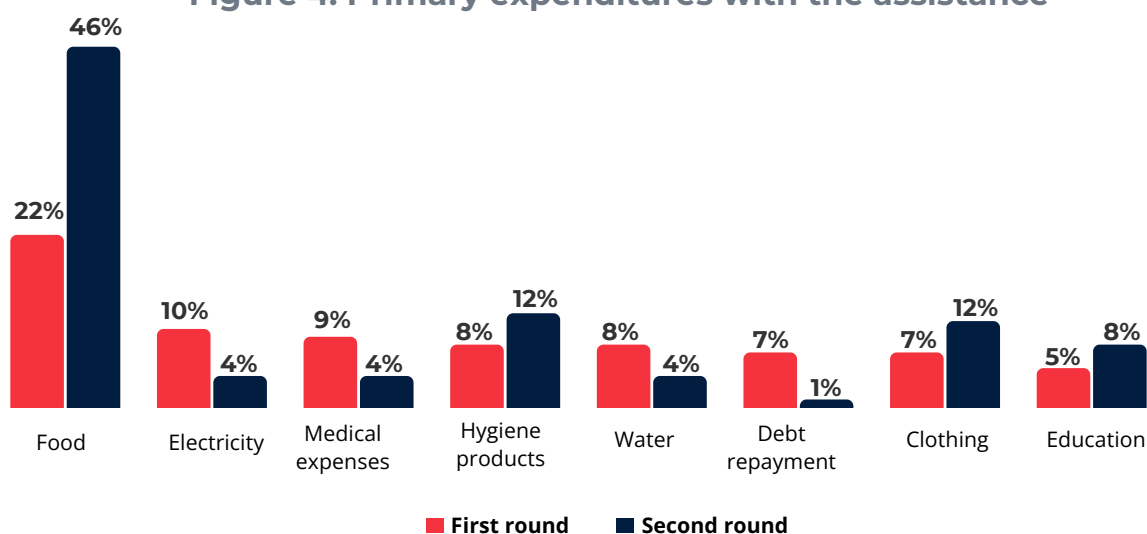
# Chapter 4: Findings

## ■ Utilization, Access and Community Engagement

**Food is the primary expenditure area for the utilization of the Basic Needs Cash Support.**

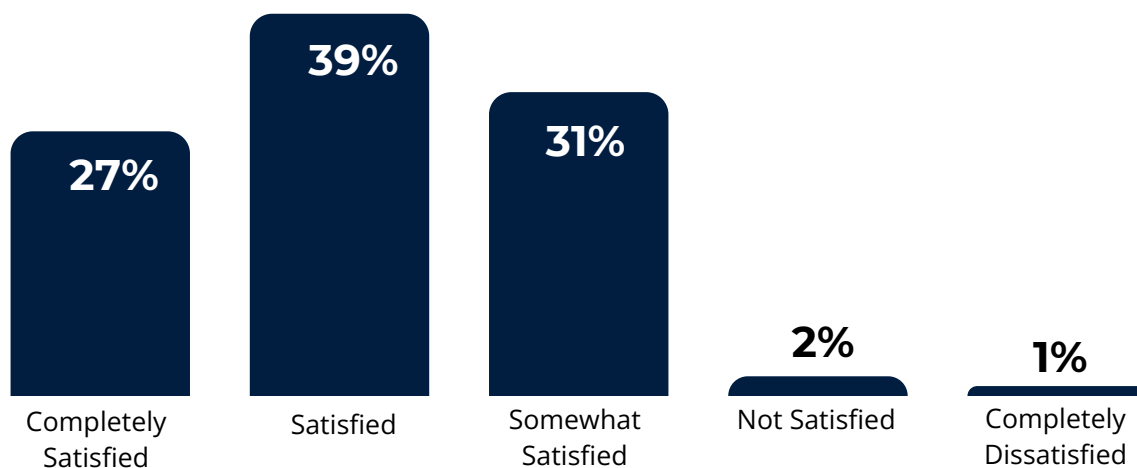
Food emerged as the primary expenditure category for the use of Basic Needs Cash Support, accounting for 22 per cent, followed by electricity at 10 per cent and medical expenses at 9 per cent. Other expenditures included hygiene products (8 per cent), water (8 per cent), debt repayment (7 per cent), clothing (7 per cent), transportation (6 per cent), education (5 per cent), rent (4 per cent), and communication services (4 per cent).

**Figure 4: Primary expenditures with the assistance**



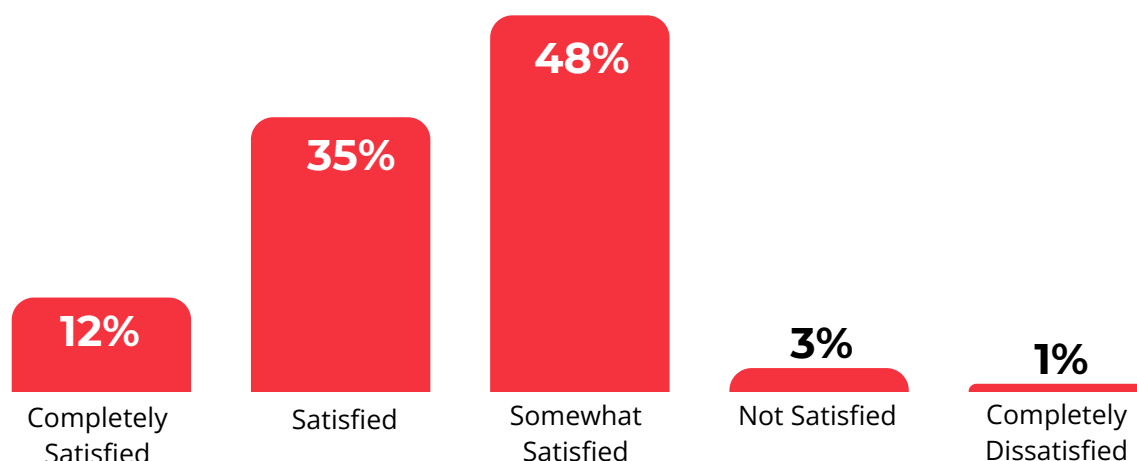
In terms of satisfaction levels, it is noteworthy that overall satisfaction with the cash assistance process was exceptionally high. A total of 97 per cent of participants expressed their satisfaction with the procedures for receiving the Basic Needs Cash Support. This consensus highlights the effectiveness and positive reception of the cash assistance distribution process.

**Figure 5: Satisfaction with the assistance process**



Additionally, it is important to emphasize that not only were the procedures well-received, but satisfaction with the amount of cash assistance distributed was also remarkably high. A staggering 96 per cent of respondents expressed satisfaction with the amount they received. Considering the previous round's<sup>1</sup> satisfaction levels, 99,5 per cent for the assistance process and 93 per cent for the amount of cash, this dual endorsement—both the process and the amount— along with consistently high levels of satisfaction further highlights the success and positive impact of the cash assistance programme among those who received from it.

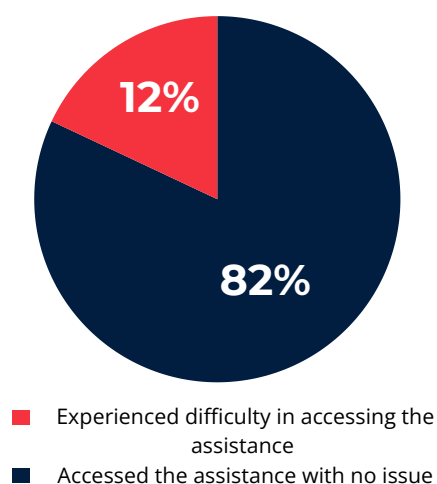
**Figure 5: Satisfaction with the transfer amount**



In terms of the individuals' preference for assistance modality, almost all respondents at 98 per cent stated cash assistance over vouchers. This preference indicates a clear desire for flexibility and autonomy in managing the aid according to individual needs.

The data also reveals that a significant majority (82 per cent) did not face difficulties accessing the assistance, slightly down from 88 per cent in the previous round. Meanwhile, 18 per cent reported encountering challenges at least once, up from 12 per cent previously. These issues included physical barriers such as lack of transportation or disability-related constraints. Some beneficiaries also perceived the time window for withdrawing money as too short. Delays in receiving the security password for withdrawals, technical problems with ATMs, and disrespectful behaviour by bank personnel were also reported challenges by beneficiaries. This slight increase in access-related challenges points at a need for additional support to address these recurring issues.

**Figure 6: Access to Assistance**



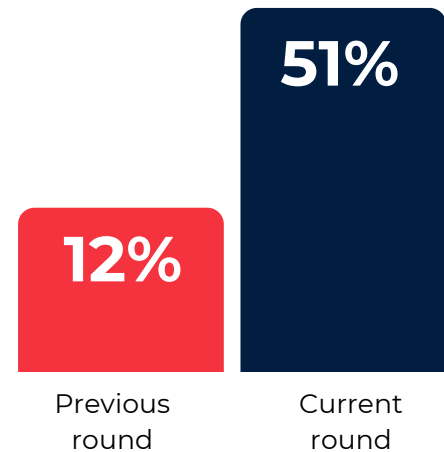
The analysis of information dissemination regarding the Basic Needs Cash Support reveals that overall satisfaction among respondents is moderate, with 54 per cent expressing satisfaction with the information provided. This reflects an improvement from the previous round, where only 37 per cent felt adequately informed. However, a detailed breakdown of the remaining 46 per cent in the current round shows that 30 per cent found the information to be inadequate or very limited, and an additional 16 per cent reported a complete absence of information about the assistance. This indicates ongoing challenges in reaching all individuals effectively.

1. For more detailed information, please visit: <https://reliefweb.int/report/turkiye/post-distribution-monitoring-survey-kizilay-esen-card-february-2024>



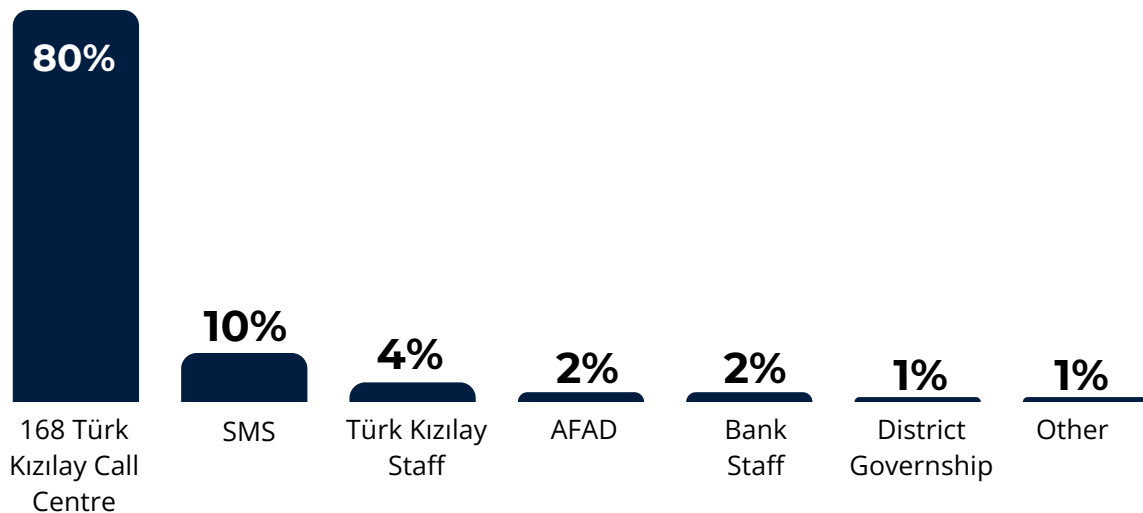
The analysis highlights a significant improvement in the communication of feedback mechanisms; 51 per cent of the respondents (23 per cent in the previous round) reported they were aware of how they could provide feedback or register complaints. Among those who were aware, the vast majority (86 per cent) identified the Türk Kızılay 168 Call Centre as their primary feedback channel. Engagement has also shown improvement, with 13 per cent of the respondents providing feedback or making complaints in this period, up from 7 per cent in the previous round. The primary channel utilized for feedback is the Türk Kızılay 168 Call Centre (71 per cent), followed by Türk Kızılay staff (19 per cent). Among those who provided feedback, 90 per cent expressed that they were treated respectfully by the staff receiving their feedback.

**Figure 7: Feedback Mechanism Awareness**



The feedback channels preferred by respondents reveal key insights into their communication choices. As highlighted earlier, the Türk Kızılay 168 Call Centre is the most utilized channel, followed by SMS, Türk Kızılay staff, and other less frequently used options such as AFAD staff, bank staff, district governorships, and local community leaders. 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 8: Preferred Feedback Channels**





# Chapter 5: Findings

## Economic Indicators and Coping Strategies

### Income

The analysis reveals the significant employment challenges caused by the earthquakes. On average, each household has 0.36 fewer employed individuals now than before the earthquake. Currently, the average number of actively employed individuals per household is 0.47. In comparison, the previous survey round showed an average of 0.78 individuals per household who were previously employed but are now unemployed, and 0.65 actively employed individuals per household. These figures highlight a persistent decline in workforce participation across the affected population.

The analysis indicates that almost half of the respondent households (49 per cent) have monthly income (labour and other included) between TRY 10,000 to 30,000 while households with less than TRY 10,000 income sits at 32 per cent. The remaining income levels of respondent households sits at 14 per cent for TRY 30,000 to 50,000 income and only six per cent for households with more than TRY 50,000 income. Analysis also revealed that median additional resource need of the respondents sits at TRY 10,000 to meet their basic needs.

Figure 9: Median Household Income

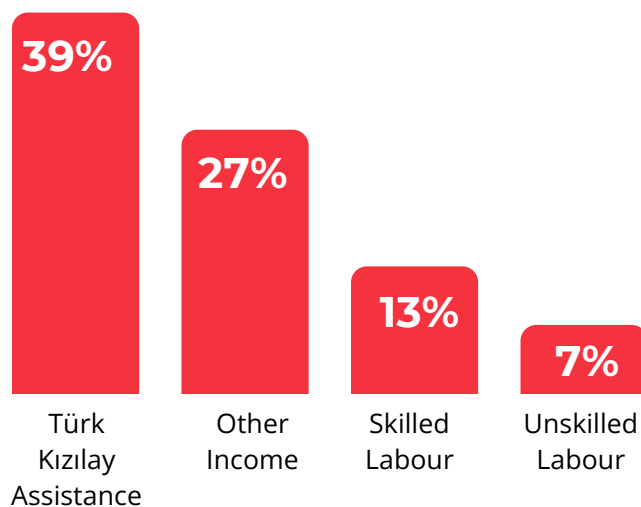


Figure 10: Main Source of Income

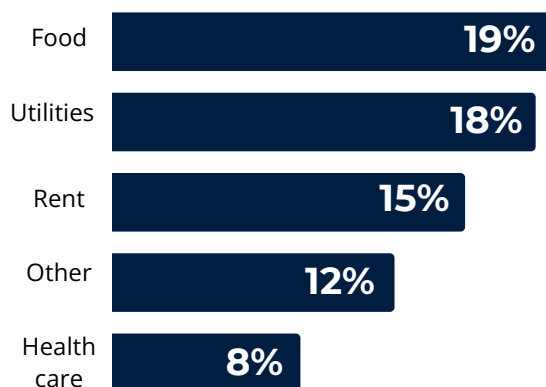
The analysis identifies the main sources of household income as Türk Kızılay assistance, various other sources, primarily “emekli maaşı (retirement pension),” and income from skilled and unskilled labor. These sources contribute 39 per cent, 27 per cent, 13 per cent, and 7 per cent respectively. It is important to highlight that more than one-third of the respondents rely on assistance for their livelihoods. This underscores the significant role that external aid plays in the financial stability of households. Recognizing this reliance on assistance is crucial for designing and developing support programmes that effectively address economic needs and bolster the resilience of the affected community.

## Debt

52 per cent of recipient households were found to have debt, with 38 per cent of them having incurred debt in the past 3 months. In the previous round, these figures were 64 per cent and 40 per cent respectively. Even though there is a decline, incurring debt is still prevalent among the recipient households

Reliance on debt as a means of survival is still evident among households. The analysis revealed that the median debt amount for recipient households increased from TRY 24,000 to 30,000.

In-depth analysis of recipient households' reasons for getting into debt shows that food still constitutes the most significant portion at 19 per cent, underlining the crucial role of this necessity in household expenses. Following closely are education at 11 per cent and other unspecified reasons at 16 per cent. Health care, clothing, and utilities each represent approximately 6-7 per cent, emphasizing the importance of these essential needs in contributing to household debt.



**Figure 11: Top 5 Reasons for Incurring Debt**

In-depth analysis of recipient households' reasons for getting into debt shows that food still constitutes the most significant portion at 19 per cent, which was 27 per cent in the previous round of PDM. Following closely are utilities at 18 per cent and rent at 16 per cent. Comparing with the previous round, utilities and rent replaced education and other unspecified reasons for incurring debt. Other main reasons for incurring debt include unspecified reasons, which account for 12 per cent, while healthcare and education each represent approximately 7-8 per cent.

## Expenditure

Findings revealed that food-related expenses still constitute the highest proportion of household expenditure.



**16,500  
TRY**

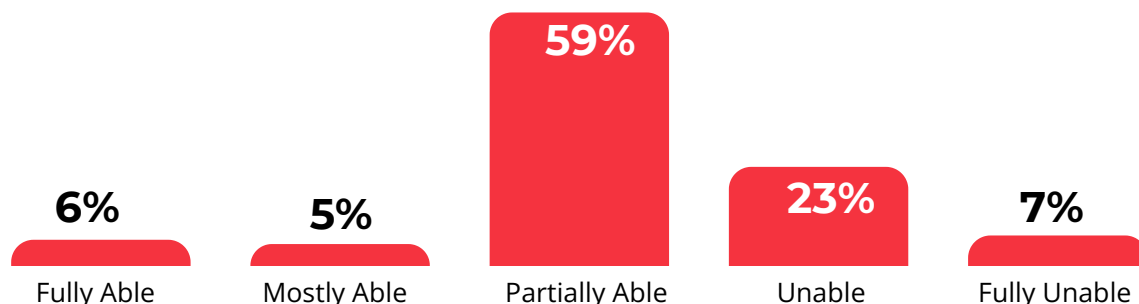
**Figure 12: Median Household Expenditure**

According to the analysis, the median household expenditure for the respondents increased from TRY 11,450 to TRY 16,500. A deeper look into the expenditure shows that food is still the most significant expenditure item, constituting 36 per cent of total household expenditure which was 42 per cent in the previous round of PDM. This minor decrease can be attributed to seasonality since the food is more available in the summer.

As it was highlighted in the demographics part, 30 per cent of the respondents live in rental apartments. For those living in rental apartments, the share of rent consists of 36 per cent of their total expenditure. This is followed by other expenses, constituting 17 per cent, utilities at 7 per cent and lastly health at 3 per cent of their household expenditures.

The findings reveals that almost quarter of the respondents (23 per cent) are “unable” to meet their basic needs in accordance with their priorities when asked about their ability to do so. When combined with those who are “fully unable” (7 per cent), a highly significant portion of the population (30 per cent) face significant challenges. In the previous round, the proportion of respondents categorized as 'fully unable' or 'unable'—measured together—stood at 24 per cent.

**Figure 13: Ability to meet basic needs according to household priorities**



The findings suggest a notable increase in the population experiencing difficulty in meeting their basic needs, highlighting the worsening conditions for a substantial segment of the population. Furthermore, the analysis also showed that majority, more than half of the respondents, stating that they are “partially able” to address their essential needs in accordance with their priorities. The median expenditure for this group stands at TRY 21,500. Smaller yet significant percentages of households report being “mostly able” (5 per cent) or “fully able” (6 per cent) to meet their needs.

## Livelihood Coping Strategy Index (LCSI)

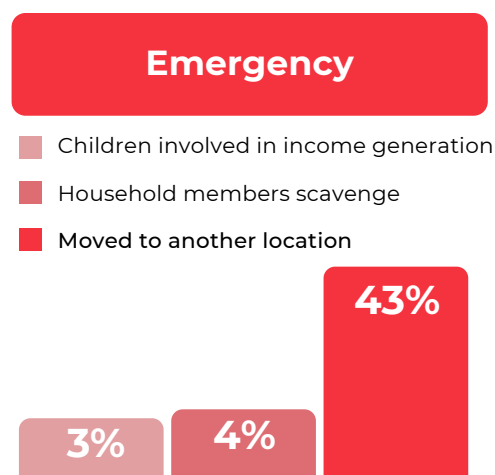
Findings reveal that the most adopted coping strategies are borrowing money and reducing health expenses. The average LCSI score of the respondents has slightly increased from 4.48 in the previous round to 4.59 in this round, indicating persistent or slightly intensified financial strain among households.

The Livelihood Coping Strategies Index (LCSI) is a proxy indicator that assesses the severity of livelihood-based strategies households adopt in response to shocks or stresses. It categorizes coping mechanisms into stress, crisis, and emergency strategies, reflecting the extent to which households are compromising their long-term resilience to meet immediate needs.

### Emergency coping strategies:

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

As shown in Figure 14, 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 43 per cent. This was followed by sending household members to scavenge with 4 per cent and involving children in income generation with 3 per cent.



**Figure 14: Emergency Strategies**

## Crisis

- Sold productive assets
- Reduced education expenditures
- Reduced health expenditures

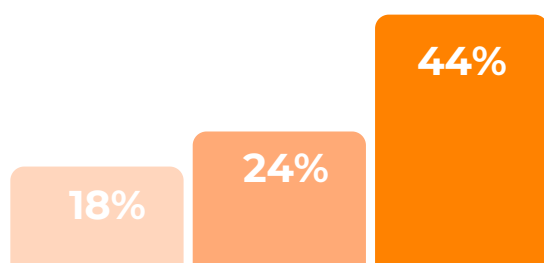


Figure 15: Crisis Strategies

## Crisis coping strategies:

*These could potentially undermine their long-term resilience capacity.*

The most adopted crisis coping strategy among the respondents was reducing health expenditures, with 44 per cent, followed by reducing education expenditures, at 24 per cent, and selling productive assets or means of transport, at 18 per cent. 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 the Figure 16, the most commonly used livelihood means of coping for recipient households were borrowing money (43 per cent) and buying food on credit to fulfill their essential needs. Spending savings has also been adopted by 37 per cent 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.

## Stress

- Sold household assets/goods
- Bought food on credit
- Borrowed money
- Spent savings

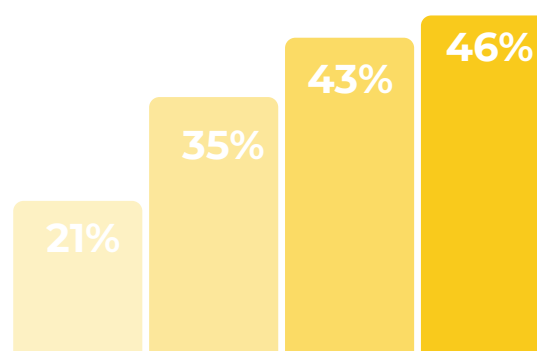
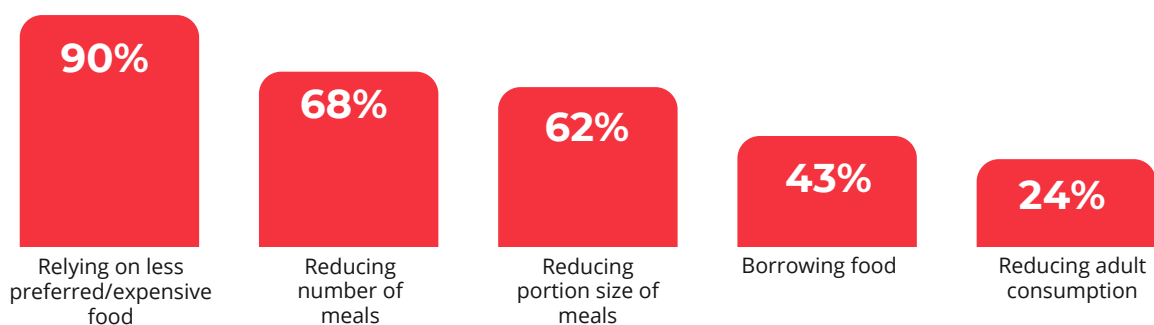


Figure 16: Stress Strategies

## Reduced coping strategy index (rCSI)

The most common coping strategy for recipient households was relying on cheaper or less preferred food, a trend that has increased from 81 per cent in the previous round to 90 per cent in this round. Other common strategies include reducing the number of meals and portion sizes, borrowing food, and reducing adult food consumption to ensure children can eat. These findings indicate a heightened reliance on coping mechanisms to address food insecurity.

**Figure 17: Consumption Based 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 at which households resort to coping strategies. According to survey results, rCSI score of the respondents stands at 18.75, indicating that households in the survey area are frequently employing coping strategies to manage their needs.

The most common coping strategy employed by recipient households is to rely on less preferred or cheaper food, with 90 per cent resorting to this strategy. Furthermore, more than half of the respondents (68 per cent) households resorted to reducing number of meals. Reducing portion size of meals was another significant coping strategy that recipients (62 per cent) had to adopt. Borrowing food and reducing adult food consumption to ensure children can eat were other coping strategies that were adopted by the significant portion of the respondent households.

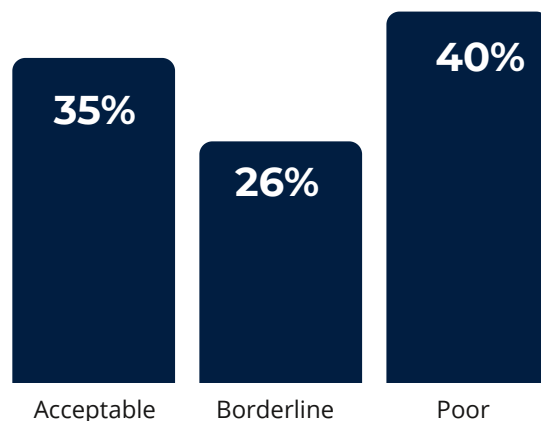
## Food Security

The percentage of households meeting the acceptable food consumption score is 35 per cent.

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 35 per cent, meaning, that only about one-third of the respondent households have acceptable food consumption.

Considering the previous PDM round, households with acceptable FCS score was 47 per cent. This notable decrease suggests that a significant number of households are increasingly unable to meet their dietary needs, which may have serious implications for their health and well-being.

**Figure 18: Emergency Strategies**

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

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 Basic Needs Cash Support programme and the financial indebtedness of recipient households.

Despite the evident reliance on the assistance, more than half of the of recipient households (52 per cent) were burdened with debt, with 38 per cent incurring further debt within the last 3 months. Notably, 19 per cent of this debt was allocated to food purchasing, emphasising the prioritisation of basic needs despite financial constraints. As it was also pointed out that food related expenses constitute 36 per cent of total household expenditures. Addressing these interconnected dynamics of food security and financial vulnerability is paramount for fostering the enduring resilience and well-being of vulnerable households.

## Conclusion

The findings from this PDM survey underscore the crucial role of Basic Needs Cash Support in assisting earthquake-affected households in Türkiye. This cash assistance has proven essential for meeting basic needs, particularly food, despite significant financial and logistical challenges faced by recipients.

The data analysis conducted for this study reveals **high dependency on the assistance**. While the majority of recipients reported prioritizing food as their primary expenditure, food security remains a concern, **as only 35 per cent of households** meet an **acceptable food consumption level**—a notable decline from the previous PDM round. This decrease reflects ongoing struggles with dietary needs, suggesting a need for continued and targeted support to improve food security.

**Economic challenges remain prevalent, with 52 per cent of households carrying debt** and a large proportion resorting to debt to cover essential expenses, including food. This reliance on debt, coupled with coping strategies like reducing health and education expenditures, underscores the vulnerability of these households and the potential long-term effects on their resilience. These economic hardships were already evident in the previous round, and **the current data highlights that debt accumulation has continued to rise, signalling the prolonged economic strain on affected households**.

**Satisfaction with the Basic Needs Cash Support programme remains high**, with nearly all participants reporting positive experiences with both the assistance process (97 per cent) and the amount provided (96 per cent). However, feedback highlighted areas for improvement, particularly in information dissemination and access to feedback mechanisms. Enhancing communication and support in these areas could strengthen the programme's impact and reach. **While satisfaction levels remain high, the previous round identified similar areas of improvement, which continue to be relevant in this round.**

In summary, Basic Needs Cash Support has been instrumental in providing immediate relief to earthquake-affected households. Comparisons with the previous round's results demonstrate the ongoing challenges and the need for continued adjustments to ensure the assistance remains responsive to the evolving needs of the population. Moving forward, addressing gaps in food security, economic resilience, and communication will be essential for enhancing the programme's effectiveness and supporting the long-term recovery and well-being of the affected population.

# 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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# Acknowledgement

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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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