







AFGANİSTAN HAZARALARI KÜLTÜR VE DAYANIŞMA DERNEĐİ
انجمن فرهنگي و همبستگی هزاره های افغانستان
AFGHANISTAN HAZARAS CULTURE AND SOLIDARITY ASSOCIATION

Analysis of the Refugees Situation in Türkiye 2023 (2)

The Research and Studies Committee of AHCSA

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Preface

One of the most important goals of the Afghanistan Hazaras Cultural and Solidarity Association (AHCSA) is to provide services for refugees living in Turkey. The AHCSA provides services for refugees through its head office in Trabzon province and volunteer representatives in 34 provinces of Turkey.

One of the significant activities of the association is cooperation with universities and research institutions in the field of migration studies and related matters to Afghanistan. In this regard, the association activated its "Research and Studies Committee" in 2022 to strengthen research, raise the capacity of students in the field of research, and provide analysis and research related to immigrants and refugees. In addition to compiling five training manuals on the topics of "cognitive and behavioral skills in the workplace concerning the issue of gender mainstreaming, advocacy training manual, conflict management training manual, and gender training manual," two analyses related to the situation of refugees in Turkey has also done by this committee. The first report was published in June 2023 and was welcomed by the Immigration Department of Trabzon province and the representatives of the UNHCR. Also, the first report related to refugees was sent to governmental and non-governmental organizations and published through the AHCSA's media.

The current research titled "Analysis of the situation of refugees in Turkey - second half of 2023" was completed by the initiative of the association's research and studies committee. Its purpose is to spread the challenges of refugees to institutions related to immigration and asylum. It is expected that the publication of this analysis will be used as a guide to provide better services and recognize the challenges and the situation of refugees in Turkey for institutions related to immigration and asylum.

I want to thank the Afghanistan Hazaras Cultural and Solidarity Association's research and studies committee, who have completed this analysis with great effort.

With Respect

Mohammet Gül

Chairman of the Board of the AHCSA

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Introduction

2011 and the start of the war in Syria, the spread of religious extremism and violence in Afghanistan (2007-2024), the intensification of war and violence in Iraq (2014), the fall of the republic and the re-establishment of the Taliban in Afghanistan (2021), the continuation of the war in Ukraine and the beginning The armed conflict between the Israeli government and the Hamas group (2023) has forced hundreds of thousands of people living in these countries to leave their original lands and migrate to other countries to save their lives and their families. In a holistic view, it can be said that religious extremism, war, discrimination, political pressure, and poverty, among other factors, are among the most basic causes of migration and trying to settle in European countries.

Based on the statistics provided by the United Nations High Commissioner for Refugees, Turkey, hosting about 3.4 million refugees, is at the top of the list of refugee-receiving countries.¹ According to the latest statistics provided by the Turkish Immigration Department, 3,206,696 Syrian refugees² under the temporary protection program and 259,468 asylum seekers (international protection) live in Turkey.³

Despite the publication of general statistics by the relevant departments, Valid statistics specifying the number of refugees in each city based on nationality, gender, type of sensitivity, and other indicators are not available. Based on the experience of some associations, including the AHCSA, one of the few organizations active in providing services for refugees in Trabzon province and its neighboring provinces, the total number of refugees in this area is estimated to be around 100,000. According to nationality, the refugees in this area include nationals of about 20 countries. However, the majority of refugees living in this area include Afghans, Syrian, Iraqi, Iranian, Saudi Arabian, Ukrainian, and some African. On average, from 2012 to 2023, the refugees mentioned above were referred to the Provincial Immigration Department by their own request or by offices aligned with the United Nations High Commissioner for Refugees. In some cases, immigrants detained by the security forces have been referred to the immigration office of the relevant cities, and through that, they have been introduced to the immigration office of different cities.

This is while the countries of origin witness a chaotic political, security, economic, and social situation. War and explosions continue in Afghanistan, peace talks in Syria have reached an

¹ <https://www.unhcr.org/refugee-statistics/>

² <https://www.goc.gov.tr/gecici-koruma5638>

³ <https://www.icisleri.gov.tr/icisleri-bakanimiz-sayin-ali-yerlikaya-tbmm-plan-ve-butce-komisyonunda-aciklamalarda-bulundu>

impasse, Ukraine is still embroiled in armed conflicts, and the war in Gaza has displaced thousands of people.

The statistics from this survey show that the process of interviewing, accepting, or rejecting asylum applications is progressing slowly. However, recently, many interviewees have received rejection answers. For those rejected, a ten-day deadline has been set to appeal to the International Protection Evaluation Commission of the Immigration Department in Ankara and a thirty-day deadline to appeal to the administrative court. Because most refugees do not know enough about the mentioned deadlines, they are always afraid of their cases being rejected. This is while the situation of the countries of origin has not changed much, and the return of the majority of those dismissed to the countries of origin can have dangerous consequences, including violence, discrimination, and even life risks.

There are many reports about the brutality and killing of former army personnel and their relatives,⁴ people appointed to non-Pashtun ethnic groups,⁵ civil society activists, human rights activists, and journalists⁶ by the Taliban. Women⁷ also live in an unfortunate situation in Afghanistan;⁸ The Taliban have issued about 90 decrees restricting women's work, education, hijab, and travel since the day they came to power.⁹ Lately, the Taliban have been arresting and imprisoning young girls under the pretext of not wearing the hijab.¹⁰ Unfortunately, news of the torture and rape of female prisoners by the Taliban has also been published,¹¹ which increases the concern about the return of migrants to Afghanistan. Due to ethnic tendencies and monopolization in Afghanistan, ethnic groups such as Hazaras are facing the risk of targeted attacks and explosions on the civilians of this tribe are increasing in different provinces of Afghanistan.¹² The forced migration of the people of the central and northern provinces of Afghanistan has continued severely, making them homeless and oppressing thousands of people in the central regions has caused another disaster in Afghanistan.¹³

⁴ <https://8am.media/the-taliban-have-accelerated-the-killing-of-former-soldiers/>

⁵ <https://extremism.gwu.edu/risks-facing-hazaras-in-taliban-ruled-afghanistan>

⁶ <https://www.hrw.org/news/2023/03/29/taliban-expand-civil-society-crackdown>

⁷ <https://www.crisisgroup.org/asia/south-asia/afghanistan/329-taliban-restrictions-womens-rights-deepen-afghanistans-crisis>

⁸ <https://www.voanews.com/a/women-in-afghanistan-facing-numerous-taliban-restrictions-in-2022/6868501.html>

⁹ <https://www.bbc.com/news/world-asia-64045497>

¹⁰ <https://www.bbc.com/persian/articles/cn3kkmel71ro>

¹¹ <https://8am.media/fa/from-torture-to-sexual-assault-and-murder-whats-happening-in-the-talibans-womens-prisons/>

¹² <https://www.voanews.com/a/bus-bombing-in-kabul-kills-7-afghan-civilians-/7345569.html>

¹³ <https://www.genocidewatch.com/single-post/taliban-oppression-of-women-and-genocide-of-hazaras>

Meanwhile, the deportation of Afghan refugees from neighboring countries (Pakistan and Iran) continues regardless of international laws and the prevailing crisis in Afghanistan. In the last three months of 2023, about 250,000 Afghan refugees have been deported from Pakistan.¹⁴ Deported refugees face the danger of homelessness and hunger in addition to the threat to their lives, and the Taliban group has not taken any action in this regard. If there is no revision in the process of deporting Afghan refugees, especially vulnerable groups and especially women, the future of those who are deported may face the risk of destruction, and possibly irreparable events will follow.

Violence has decreased in Syria; However, it seems that there is still a long way to go until the end of violence and war in Syria. According to published reports about the Syrian war, the peace negotiations in this country have faced a deadlock,¹⁵ and the Syrian war has become an attrition war that may last for years.¹⁶ Charles Lister, one of the senior experts at the Middle East Institute in Foreign Policy, says: "The Syrian crisis has entered its 13th year. Although the level of violence throughout this country is relatively low today compared to previous years, this crisis is far from over. Inside Syria, at least six different conflicts involving internal actors and foreign governments continue to this day, and all these conflicts are intensifying rather than showing signs of calming down. In almost all the polls conducted among the Syrian refugees in neighboring countries of Syria, they still emphasize their unwillingness to return to Syria under Assad's rule. This is why, according to some statistics, the illegal immigration of Syrians to European countries has increased significantly in 2023."¹⁷

The war in Gaza has caused about 1.9 million displaced people and about 85 percent of the residents of this area to be injured and displaced.¹⁸ The war in Gaza has become a crisis, which may result in a sharp increase in the number of refugees in different countries.

Based on the available experience, the process of examining the cases is going on slowly, the number of cases that the immigration department rejects are increasing, and the process of arresting and deporting immigrants from Turkey is going on. According to the findings of the present survey, asylum seekers who have been waiting for a long time to be transferred to a third country face many challenges and suffer from a lack of destiny.

¹⁴ <https://www.bbc.com/persian/articles/c80wpv210edo>

¹⁵ <https://www.voanews.com/a/syria-peace-talks-set-to-end-with-no-progress/1851178.html>

¹⁶ <https://www.theguardian.com/world/2013/oct/03/syria-deadlock-war-ceasefire-assad-regime>

¹⁷ https://syacd.org/refugees-a-russian-weapon-to-empty-syria-and-flood-europe/?gad_source=1&gclid=CjwKCAiAzJ0tBhALEiwAtwj8tiXLdvn-W_zWK3q706QgxR_IKc-jAjQm1HzqegxNbbRujX1Bn6bPgxoC5rgQAvD_BwE

¹⁸ <https://www.statista.com/statistics/1422394/palestinian-territories-number-of-internally-displaced-refugees-in-gaza-after-israeli-air-strike/>

The current research was carried out at the initiative of the research and studies committee of the AHCSA to confirm the challenges faced by refugees in Turkey. It is expected that the publication and sharing of the results obtained from this survey will be a guide for the future planning of the Immigration Department, the United Nations High Commissioner for Refugees, and other organizations active in the field of immigration and asylum.

Research Method

The data collection method in this research was field research and a questionnaire. Two focus group discussions with 26 people (13 people in each group) were also conducted to strengthen the obtained statistics. The questionnaires were completed in person and online using the "Kobo" application, and the sampling was from a random statistical population. The total number of those who answered the questionnaires is 388 from all over Turkey. As much as possible, efforts have been made to increase the number of respondents. However, according to the refugee population, the obtained answers can be generalized to the total number of refugees living in Turkey. Questionnaires focusing on the issues of health, language, challenges related to residence, education and children's rights, rights and responsibilities of refugees, job and income, access to government and non-government institutions related to immigration, and measuring the satisfaction of refugees with "AHCSA" has been compiled. Questionnaires have been prepared in three languages, Turkish, Dari, and Arabic, for better understanding, and cooperation has been done in the field of completing the questionnaires by the central office employees and the AHCSA's provincial representatives. SPSS V.22 software was used to analyze the obtained statistics. Also, the conducted focus groups were transcribed and analyzed with the help of MAXQDA software.

All the respondents were refugees and immigrants living in different cities in Turkey, and the balance of gender, age, nationality, and sensitivity was taken as much as possible in completing the questionnaires. Some refugees refused to answer the questionnaire. This number has stated that the reason for refusing to answer the questionnaires is the lack of confidence in dealing with their challenges. Some others have refused to complete the questionnaires, thinking it might harm their files. However, the association has tried to assure all the participants in this research that their information is confidential.

Findings

This research was conducted to analyze the situation of refugees in Turkey. The results of this research are expected to help local and international governmental and non-governmental organizations related to refugees plan and deal with the challenges of refugees. In this section, research findings are analyzed and evaluated with a topical focus on challenges.

1. Demographics

388 refugees from the cities of Trabzon 38.92%, Gümüşhane 11.86%, İstanbul 7.22%, Samsun 3.87%, Erzurum 3.61%, Ankara 3.35%, Niğde 3.35%, Kırşehir 2.84%, Bayburt 2.84%, Giresun 2.84%, Ordu 2.32%, Konya 2.32%, Erzincan 2.32%, Yalova 1.8%, Tokat 1.8%, Uşak 1.8% Eskişehir 1.5% and other cities 11.86% have answered the questioner. Among the total respondents, 62.63% (243) were men and 36.6% (142) were women. Only 0.77% (3 people) of gender variables have chosen another option. Based on these statistics, it appears that the questionnaires were completed with consideration given to gender balance.

The average age variable of the respondents shows that 36.6% are between the ages of 26-35, 28.09% are between the ages of 36-45, 16.49% are between the ages of 18-25, and 12.37% are between the ages of 46-55. year, and 31.4% were over 55 years old. The respondents to these questionnaires were Afghan refugees 77.58% (301 people), Syrian 12.37% (48 people), Iranian 6.7% (26 people) and other countries 3.35 (13 people). The obtained statistics show that the nationals of Afghanistan were more interested in participating in the research, and unlike the nationals of Iran and Syria, they did not significantly participate in this research. However, the number of Syrians participating in the needs assessment of this period has increased by about 10% compared to the previous period. The main reason for the increase in the number of Syrian respondents in this research is the publication of the questionnaire in Arabic.

Based on the past experiences of the Afghanistan Millennial Cultural and Solidarity Association, a large number of refugees refrain from answering questions related to refugee problems because of the fear that the answers will affect their cases. However, the number of survey respondents is satisfactory.

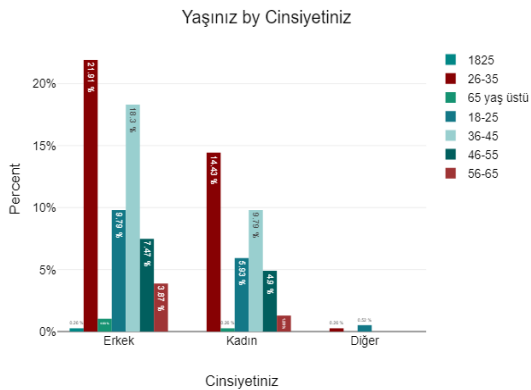


Chart No. 1: Statistics by age and gender



Chart No. 2: Statistics based on residence

Of the total respondents, 246 (63.4%) married, 92 (23.71%) single, 38 (9.79%) widows, and 12 (3.09%) single men with children. According to the research findings, 101 of the respondents,

including 84 women, do not have a job. According to the table below, other respondents have freelance jobs, daily wage workers, seasonal jobs and jobs with a fixed salary. According to the obtained statistics, the number of people who do not have a job (especially women) is worrying. Inflation and high prices, increase in house rent and high costs of health services have seriously threatened the quality of life of these people.

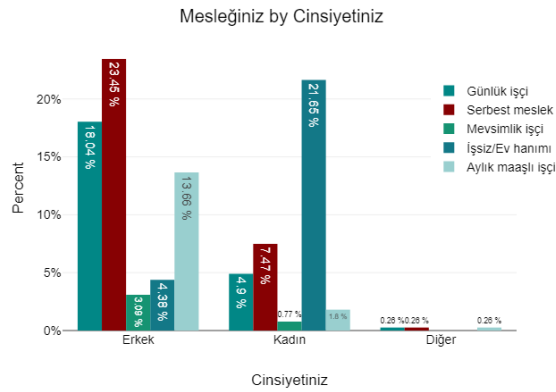


Chart No. 3: Occupation according to gender

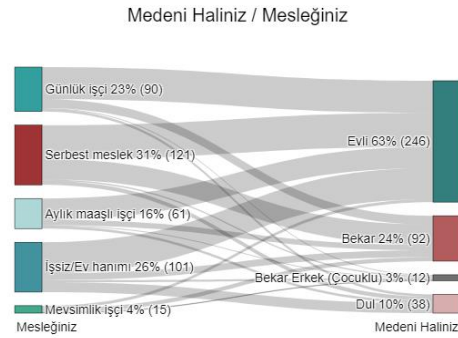


Chart number 4: Job according to marital status

According to the findings, 43.56% of respondents entered Turkey before 2018, 22.68% in 2018, 15.72% in 2019, and 18.04% after 2019. These statistics show that many people have not moved to a third country after five years or more, and the results of their interviews are unclear. On the other hand, according to some ideas, after the rule of the Taliban in Afghanistan, the intensification of the war in Ukraine, and issues related to Gaza, there is an expectation of an increase in the number of refugees in Turkey. However, the findings show that migration to Turkey has slowed. On the other hand, many of those who have not yet been interviewed, especially young and single people afraid of having their cases rejected, are trying to get to Greece and then to European countries through the smuggling routes. People who receive a rejection from the Immigration Department are in a hopeless situation. Because these people have the right to complain to the court after their cases are rejected, in the past, in most provinces of Turkey, associations of defense lawyers provided them with free defense lawyers. Providing a free defense lawyer has been stopped in most regions since November 2023, and refugees whose cases are rejected, on the one hand, due to lack of knowledge and, on the other hand, due to economic problems, cannot hire a defense lawyer. This situation causes the deadline for the complaint to be ended and many challenges to the rejection cases.

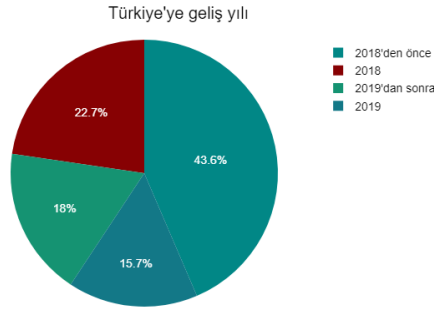


Chart No. 5: Year of arrival in Turkey

Table No. 1: Statistics obtained from demographic questions							
Question	Indicator	Frequency	Percentage	Question	Indicator	Frequency	Percentage
Gender	Male	243	62.63	Nationality	Afghanistan	301	77.58
	Female	142	36.6		Syria	48	12.37
	Other	3	0.77		Iran	26	6.7
			Other		13	3.35	
Age	18-25	64	16.49	Job	Freelance Job	122	31.44
	26-35	142	36.6		Day Laborer	90	23.2
	36-45	109	28.09		Monthly Salary	61	15.72
	46-55	48	12.37		Seasonal work	14	3.61
	55-65	20	5.15		Jobless / House wife	101	26.03
	+65	5	1.29				
Marital Status	Single	92	23.71	Type of residence permit	International protection	226	58.25
	Married	246	63.4		Temporary protection	52	13.4
	Widow	38	9.79		Residence permit	49	12.63
	Single man with children	12	3.09		Off the record	50	12.89
					Student	11	2.84
Year of arrival in Türkiye	Before 2018	169	43.56	Income	0-5500	148	38.14
	2018	88	22.68		5501-9000	82	21.13
	2019	61	15.72		9001-12000	125	32.22
	After 2019	70	18.4		Above 12000	33	8.51
Province	Trabzon	151	38.92	Province	Other	46	11.86
	Gümüşhane	28	7.22		İstanbul	21	5.41
	Samsun	15	3.87		Erzurum	14	3.61
	Ankara	13	3.35		Niğde	13	3.35
	Kırşehir	11	2.84		Bayburt	11	2.84
	Giresun	11	2.84		Ordu	9	2.32
	Konya	9	2.32		Erzincan	9	2.32
	Yalova	7	1.8		Tokat	7	1.8
	Uşak	7	1.8		Eskişehir	6	1.55

2. Access to Health Services

The lack of active health insurance for refugees is always one of their main problems. According to the obtained statistics, more than 64% of refugees do not have health insurance. This is while, according to statistics, lack of awareness has caused more than 49% of refugees

to be unaware of the conditions for opening their health insurance. On the other hand, the statistics show that 96.39 percent (374 people) of the respondents do not receive any assistance for hospital expenses or buying medicine from a particular institution. Considering the prevailing economic situation in Turkey and looking at the income of the refugees, it is easy to understand that the refugees cannot afford their health expenses.

The statistics show that about 28.61 percent of the respondents (111 people) do not have access to health services and hospitals. The lack of access to the hospital can be studied in two ways. Some do not have access to hospitals due to the poor economy, and others do not have access to hospitals due to a lack of documents (residence permits). On the other hand, refugees who receive a rejection from the Immigration Department cannot use health services even after the documents are invalidated or until the status is determined (court decision). This problem was obtained from group discussions; Those whose cases have been rejected or have not yet been able to receive residence permits and live without documents, besides not having access to health services, their children are also deprived of educational services.

“In the middle of the night, I felt severe pain in my stomach. My brother and I went to the hospital. After Kimlik control, they said your insurance is inactive, and you must pay the amount. I paid 2,500 liras for the examinations. Then I took the doctor's prescription and bought medicine for 710 liras. Our total monthly income is about 11 thousand liras. This year, our house rent is 4800 liras, and six of us live there. If I have to spend about 3,000 liras for one visit to the doctor, there will be nothing left for food.” (Zahra, 34 years old with three children, Trabzon)

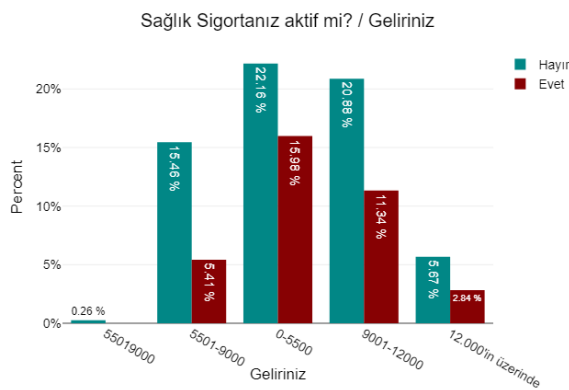


Chart No. 7: Active or inactive insurance according to the income variable.

Chart No. 6: Access to health centers according to gender

Another challenge of refugees is the lack of access to translation services in health centers (hospitals, clinics). 76.29% (296 people) of the respondents do not have access to interpretation services when visiting hospitals and health centers. Only 23.14% (92) have access to translation services. This number solves the translation problem when visiting the hospital by contacting the AHCSA, their friends, and relatives. However, from the results of the group discussions, it was found that in many cases, the lack of an interpreter (male and female) makes women, especially women, unable to share their health problems with doctors

easily. On the other hand, statistics show that Arabic interpreters are available in most hospitals, but there are no interpreters in other languages, including Dari. Another noteworthy point is that about 21% of the respondents have faced discrimination in hospitals and health centers. It seems that discrimination against immigrants is increasing at different levels.

Table No. 2: Statistics obtained from questions related to health services			
Question	Value	Frequency	Percentage
Is your insurance active?	Yes	138	35.57
	No	250	64.43
Do you know which people and under what conditions their insurances are active?	Yes	195	50.26
	No	193	49.74
Do you have access to hospitals and other health centers?	Yes	277	71.39
	No	111	28.61
Do you receive help from a special institution to buy medicine or medical expenses?	Yes	14	3.61
	No	374	96.39
Do the hospital employees (nurses, doctors and administrative officials) treat you well?	Yes	141	36.34
	No	83	21.39
	I have no opinion	164	42.27
Do you have access to translation services when visiting the hospital?	Yes	92	23.71
	No	296	76.29

3. Ability to Speak Turkish

One of the challenges refugees face is always the weakness in speaking Turkish. Refugees who cannot speak Turkish face problems in finding work, going to health centers, and solving their legal problems. Public Education Department (Halk Eğitimi) and the AHCSA always organize Turkish training courses; however, these programs do not seem to be enough due to the high number of refugees. On the other hand, economic problems have caused refugees to work. The working hours between 10 and 12 hours a day have caused refugees not to get a chance to learn Turkish. The statistics show that 51.29% (199 people) are fairly, 31.44% (122 people) are good, and 17.27% (67 people) of the respondents cannot speak Turkish. In the same way, 73.45% (285 people) of refugees face the challenge of communicating in the workplace, hospitals, and social environment due to their inability to speak Turkish.

According to the statistics, women suffer from this challenge more than men. Children are the only people with fewer challenges in speaking Turkish. As a result of group discussions, several participants suggested holding online training courses to solve this challenge.

“We have been coming to Turkey with my family for about 6 months. I was familiar with the cultural association of Hazaras through the Internet, and I knew that they help immigrants; that is why we came to Trabzon. With the association's cooperation and many difficulties, we could register ourselves in the immigration office and get residence permit (Kimlik). The economic situation is not good. I have very little knowledge of the Turkish language. They do not hire me wherever I go to work because I do

not know Turkish. Even some jobs, such as washing dishes in restaurants, do not require language. However, I have not been able to find a job so far. The only thing I can do is go to people's houses and clean some days." (Safiya, 26 years old, family members of 5, Trabzon)

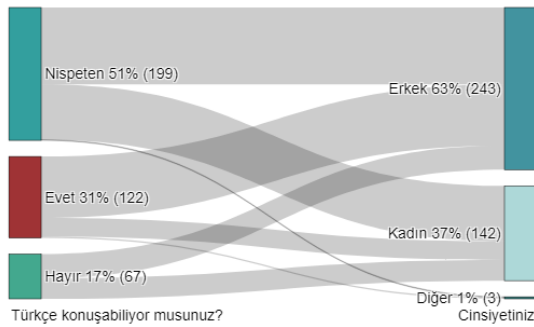


Chart No. 9: gender index + index of not speaking Turkish

Chart No. 8: Proportion of not speaking Turkish and facing problems

On the other hand, a large number of refugees are not literate. For this reason, it is difficult for them to participate in Turkish language courses. One of the participants in this connection says: "There is no Farsi interpreter when visiting the hospital. My illness is such that I have to go to the doctor every month. I cannot explain my problems well to the doctor. On the other hand, there is no Assam in our province, and other institutions do not work for immigrants; that is why I get help over the phone and with great difficulty from acquaintances who know the Turkish language." (Lila, 44 years old, single lady, Erzurum)

Some think that they may soon give an interview and transfer to a third country, which is why they do not show much interest in learning Turkish.

Table No. 3: Statistics obtained from questions related to language			
Question	Value	Frequency	Percentage
Can you speak Turkish?	Yes	122	31.44
	No	67	17.27
	Relatively	199	51.29
Have you ever faced a problem due to your inability to speak Turkish?	Yes	285	73.45
	No	103	26.55
If yes, how often?	Sometimes	204	52.71
	Always	81	20.93

4. Residence Permit and Related Challenges

Refugees who came to Turkey before 2018 or until the end of 2018 were referred to UNHCR and were referred to the Immigration Department of different cities through them. Except for the number who have received a rejection answer, the rest do not face any particular problem with extending their stays. However, those who came to Turkey (primarily single people) after

2019 and especially during 2021, 2022, and 2023 are facing many problems in challenging their residency and refugee registration. According to the available information, the request of single men who have become refugees in Turkey after 2019 has not been accepted by the relevant institutions.

"In the middle of 2023, I entered Turkey from the Van route; I reached Istanbul with many problems. I did not go to the immigration office out of fear because they said they would arrest and deport me. I went to Yalva, Kocaili, Bolu, and Chankri provinces but failed to register at the immigration office. I worked as a smuggler for several months and am now trying to get to Greece by water. Because I do not have Kimlik, I cannot go to the hospital, I cannot travel outside, and I am almost a prisoner. I work and sleep in the same workplace." (Karim, 19 years old, Afghan, Istanbul)

According to the statistics, 257 (66.24%) of the respondents who mostly entered Turkey in 2018 and before did not face the problem of registering their asylum, 131 (33.76%) who mostly entered in 2019 and after have entered Turkey and experienced problems to get residence. The obtained statistics show that single people, especially men, have faced more challenges in registering their asylum.

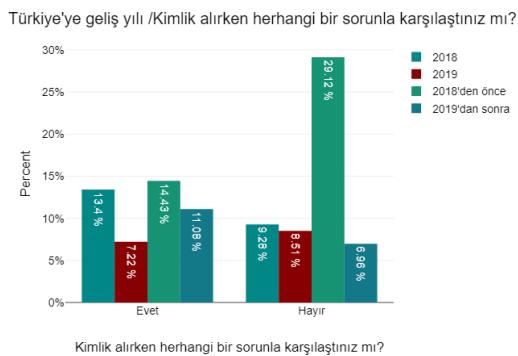


Chart No. 11: Proportion of asylum registration challenges according to the year of entry to Turkey

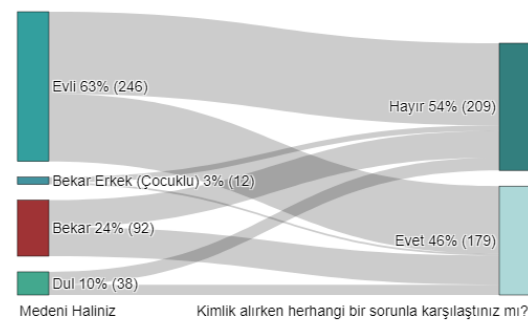


Chart No. 10: The challenge of registering asylum according to marital status

Refugees who have just arrived in Turkey need more knowledge about how to register as refugees and obtain residence. The statistics show that 81.44% (316 people) did not receive help from a specific institution for refugee registration, and only 18.56% (72 people) received advice and help from immigration-related institutions. It seems that the lack of familiarity with the institutions and the high number of cases have caused refugees to have little access to guidance, help, and advice from institutions active in immigration. Respondents to the questionnaire and those who have received help from various institutions during refugee registration: The names of these institutions are mentioned below:

If yes, Which Organization?	Frequency
Afghanistan Hazaras Culture and Solidarity Association	22
Local Immigration Departments	11
ASAM	10
HRDF	5
Family members	21
UNHCR	3

In addition to the lack of awareness, one of the reasons for refugees' lack of access to active institutions related to migration is the small number of these institutions in some cities. There are few institutions active in providing services for immigrants in Trabzon province and its neighboring provinces, and in contrast to the possible statistics of refugees in these cities, there are about 100,000 refugees. Therefore, there is a need to expand the range of services of existing and new institutions to start their activities in this field.

Question	Value	Frequency	Percentage
Have you faced a problem for obtaining a residence permit?	Yes	179	46.13
	No	209	53.87
When applying for asylum and residency, did you receive help, guidance, counseling or translation services from any institution?	Yes	72	18.56
	No	316	81.44

5. Education and children's rights

As it was said, families whose cases are rejected face many challenges until the outcome of the court and the clarification of their situation. They are deprived of health services due to not having documents (Kimlik), and their children are also deprived of going to school. As a result of long efforts and court decisions related to issues related to health and education, children continue their lessons only as guest students. However, no documents are given to guest students. This challenge, in addition to creating mental and emotional problems, may also endanger the lives of sick children in some cases.

Another challenge is economic problems. Inflation and high prices have made the income of families unable to support their livelihood. Because of this, some families have to send their children to work. Accordingly, 61.5% (238 people) of the respondents do not face any challenge in their children's education, and 14.99% (58) said that their children do not go to school.

Among the 58 respondents whose children do not go to school, 21 because of not having a residence permit, 15 because of economic conditions, 14 because the school is far from home,

and 8 because of facing discrimination in educational environments. They do not go to school. Deprivation of education is especially worrying due to the lack of residence permits, the rejection of cases, and the dire economic conditions. It seems that the continuation of this situation will increase the work of migrant children in Turkey. 39.28% of the respondents' children have access to educational materials, and 22.22% face challenges in preparing materials such as textbooks and stationery.

Due to various reasons, including political propaganda, discriminatory reactions and behaviors towards immigrants have increased at different levels. 142 people (36.69) of the respondents said that their children explained to them the experience of facing discrimination in schools.

“My son is in the 11th grade of the school. He has not been going to school for four months. The students beat him. When I went to the school, the school officials denied it. After that, my son is afraid to go to school, and he has not been going to school for about four months.” (Shabnam, single woman, two children, Iranian - Trabzon)

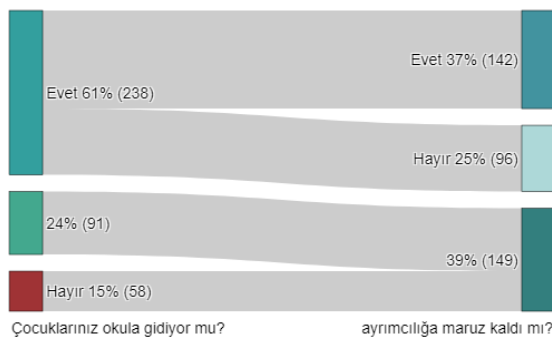


Chart number 13: Going to school and facing discrimination

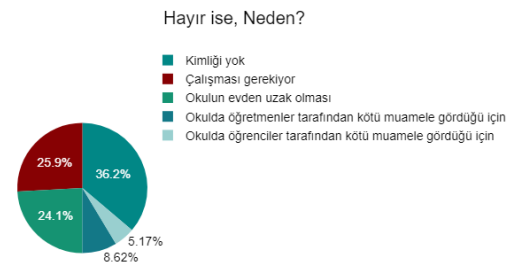


Chart No. 12: Factors preventing children's education

11.82 percent (45 people) of the respondents have disabled people in their families. Among them, 28 people (7.84) do not receive any kind of help from a particular institution. Regarding why they do not receive help, the respondents said:

- They want a percentage report, which the hospitals do not give.
- I have been told that these grants belong only to Turkish citizens.
- They say that no aid is given to immigrants and refugees.
- Because my daughter is over 18, they no longer help me.
- Because the immigration department has rejected us, we are not entitled to help.
- Because we do not have any legal documents (Kimlik), we are not entitled to help.
- I do not know the language, and I do not know where to turn for help.

Several refugee families have students studying in universities. Among these people, only about 10% of refugee students receive financial aid from particular institutions. 9.49 percent of the respondents who are students or families who have students said that they have experienced discrimination in the university environment in the following ways:

- Why don't you fight your enemies? Türkiye is full of immigrants. They say that 40% of the population of some cities are immigrants.
- They make discriminatory comments through social media.
- Because I do not know the Turkish language well, I am sometimes ridiculed.
- In general, little attention is given to immigrant students.
- Teachers indirectly discriminate against us.
- Because they do not have information about the countries of immigrants, they make incorrect judgments.

According to what was said, discriminatory behaviors are increasing.

Table No. 6: Statistics obtained from questions related to education, disability and discrimination			
Question	Value	Frequency	Percentage
Do your children go to school easily?	Yes	238	61.5
	No	58	14.99
If not, why?	No residence permit	21	5.51
	He has to work because of economic conditions	15	3.94
	The school is far from home	14	3.67
	Discrimination by teachers	5	1.31
	Discrimination by students	3	0.79
Do your children have access to educational materials (help books and stationery)?	Yes	152	39.28
	No	86	22.22
Have your children described to you the experience of facing discrimination at school?	Yes	142	36.69
	No	96	24.81
Is there a disabled person in your family?	Yes	45	11.6
	No	343	88.4
If yes; Does the disabled person in your family receive cash assistance from any institution?	Yes	17	4.76
	No	28	7.84
If you are a student or have a student in your family, does the mentioned person receive cash assistance from any institution?	Yes	23	5.93
	No	365	94.07
Have you faced discrimination in educational environments?	Yes	3	0.78
	No	20	5.22
	No comment	360	93.99

6. Rights and Responsibilities of Refugees

As it was said, the number of institutions active in providing services and information for refugees is negligible in most cities, especially in the Black Sea area. The statistics show that 86.08 percent (334 people) of the respondents need to learn more about the rights and responsibilities of refugees. Based on the findings of this research, refugees' lack of knowledge about their rights and responsibilities seems to be higher in the provinces of the Black Sea region.

34.28 percent (133 people) of the respondents need more knowledge about accessing health services, making an appointment at the hospital, etc. Statistics show that women have less knowledge about the rights and responsibilities of refugees than men.

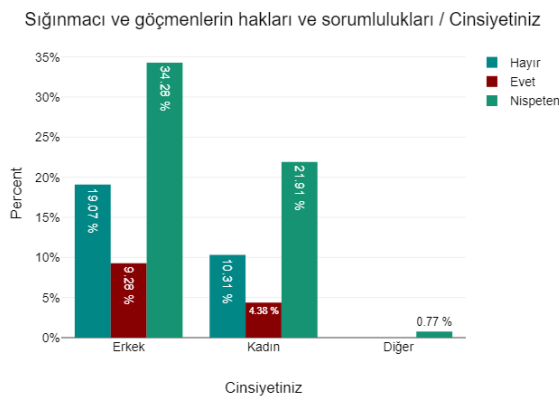


Chart No. 15: level of awareness according to gender index;

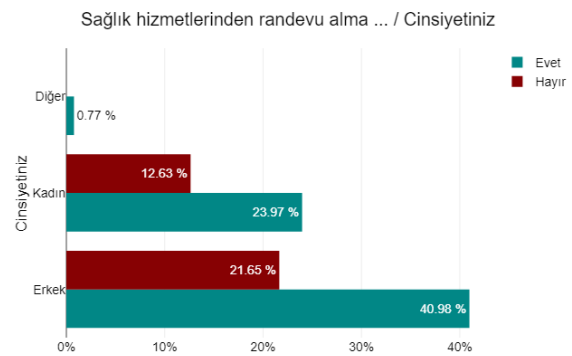


Chart No. 14: The level of awareness regarding taking turns from hospitals

It seems that “discriminatory behavior at social levels” is increasing. This issue may face many future challenges for the refugees and the host community. According to the statistics, 50.26 percent (195) of the respondents have experienced discriminatory behavior in one of the social environments, universities, and health centers during the last year.

Another noteworthy point is that the level of awareness regarding the rights of people with disabilities is very low among refugees. According to the obtained statistics, 86.08 percent (334 people) of the respondents are not aware of the rights of people with disabilities. The lack of awareness of the rights of people with disabilities has caused many families not to be able to receive help for the disabled person in their family.

Table No. 7: Statistics obtained from questions related to the rights and responsibilities of refugees			
Question	Value	Frequency	Percentage
Do you have enough information about the rights and responsibilities of refugees?	Yes	54	13.92
	No	113	29.12
	Relatively	221	56.96
	Yes	255	65.72

Do you have enough information about using health services, going to the hospital, making appointments, etc.?	No	133	34.28
Have you been discriminated against in social, health, educational and government environments in the past year?	Yes	195	50.26
	No	193	49.74
Do you know enough about the rights of people with disabilities?	Yes	54	13.92
	No	334	86.08

7. Employment and Income

Most respondents are engaged in construction work, working in restaurants with long hours, and working in tea plantations and hazelnut orchards. However, on the one hand, being a refugee and on the other hand, the weakness in speaking Turkish has caused the immigrants not to be able to work or create a job for themselves. Among the respondents, 68.39% (264) cannot be easily employed in work environments. Getting a work permit for refugees faces many challenges. Among all respondents, only 5.93% (23) have official work permits.

33.68 (130 people) of the respondents experience not receiving wages from employers. This statistic shows an increase of about 10%, according to the report's statistics (1st of 2023). Due to not having a work permit, this number cannot officially complain in this regard. Also, 46.37 percent (179 people) of the respondents have experienced discriminatory behaviors in the work environment during the past year. According to the first report of 2023, the statistics related to workplace discrimination show a 12% increase. It seems that refugees who are discriminated by their colleagues at work can raise the issue with their employers. However, if there is discrimination or harassment by the employer, the refugee will complain to the official authorities due to not having a work permit and fearing a fine.

Another noteworthy point is that the number of working children is increasing. 51.29 percent (199 people) of respondents have seen child refugee workers in work environments. The main reason for child labor is the lack of awareness of children's rights and the unstable economic situation of refugee families.

18 yaşının altında olup da çalışan bireyleri tanıyor musunuz?

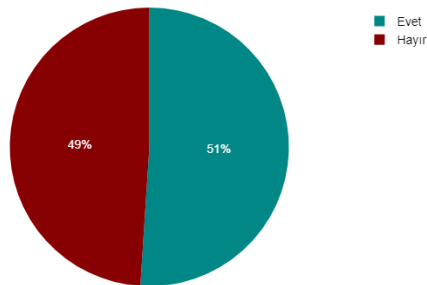


Chart No. 17: Measurement of children's work

Farklı iş yerlerinde kolayca işe alınabiliyor musunuz?/Cinsiyetiniz

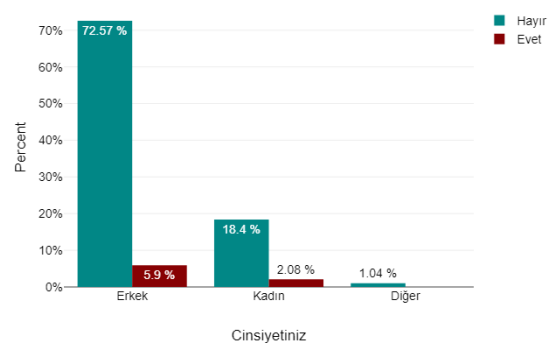


Chart No. 16: Employment status according to gender

Challenges related to obtaining work and employment permits on the one hand and inflation and house rent increases on the other hand have caused refugees to have many economic problems. 40.98% (159) respondents described their economic situation as bad, 18.81% (48) respondents described their economic situation as very bad, and 34.28% (133 people) described their economic situation as average. According to these statistics, the refugees' economic status and quality of life will experience more weakness over time.

Table No. 8: Statistics obtained from questions related to employment generation and economic status			
Question	Value	Frequency	Percentage
Can you easily get hired in different places?	Yes	23	5.96
	No	264	68.39
Have you obtained a work permit?	Yes	23	5.93
	No	314	80.93
	No Comment	51	13.14
Have you ever been unable to get your salary from the employer?	Yes	157	40.67
	No	130	33.68
Have you faced discrimination in the work environment in the past year?	Yes	179	46.37
	No	108	27.98
Do you know people who are under the age of 18 and are engaged in economic work?	Yes	199	51.29
	No	189	48.71
How do you evaluate the economic situation of yourself and your family?	Very Bad	73	18.81
	Bad	159	40.98
	Medium	133	34.28
	Good	21	5.41
	Alright	2	0.52

8. Access to governmental and non-governmental institutions related to immigration

According to the statistics, the refugees face challenges communicating with their cities' immigration offices. 39.69 percent (154 people) of the respondents complain about the lack of communication and access to the immigration office in their cities. This statistic varies according to different cities. 36.86 percent (143 people) of the respondents believe that the immigration department does not deal with their problems on time. Several refugees also complain about the misbehavior of the Immigration Department employees.

Statistics show that refugees need more knowledge about communicating with UNHCR. According to the obtained statistics, 50.77% of the respondents need more knowledge about the methods of communicating with UNHCR. Out of a total of 178 people who sent their problems to UNHCR by email, only 25 of them received a response. Considering that the access of refugees to aid organizations is limited in some provinces, lack of access or lack of response from UNHCR, the most important international organization defending the rights of migrants, is disappointing. At the same time, according to the information obtained from the group discourse studies, the indifference of the United Nations High Commissioner for Refugees to immigrants causes the bond of trust between the institution and the client to be

damaged. Also, this issue, besides creating and adding to the mental and emotional pressures of the refugees, increases the level of hopelessness of the immigrants more than before.

“My husband is sick, and his insurance is not active; I have two children who are students, and I cannot work because of my illness. Although we have been recognized as qualified refugees for about two years, we are still waiting to be transferred to a third country. The news that Iranians do not have a quota bothers me every day; the economic problems have become overwhelming. Even though I have called the United Nations many times and raised my problem, I have not received any answer or help from them.” (Maryam, 56 years old, Iranian, Trabzon)

The obtained statistics show that 78.61 percent (305 people) of the respondents do not know enough about the application and complaint methods and judicial authorities. It seems that the lack of awareness in this connection makes women who have been subjected to violence more vulnerable.

51.29% percent (199 people) of the respondents do not know about SYDV social services. Considering the increase of violence against women among refugees and the lack of access to justice institutions, the statistics show that 85.31% (331) of the respondents regarding the Center for the Prevention of Violence (ŞÖNİM) and how to communicate are not familiar with this center.

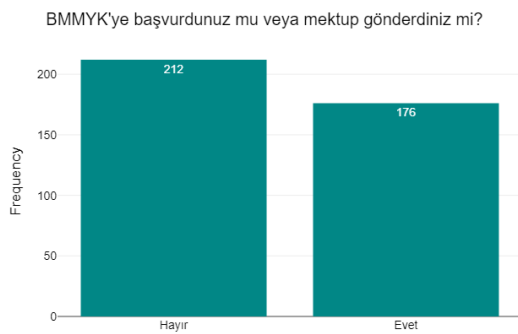


Chart number 19: Communication with UNHCR

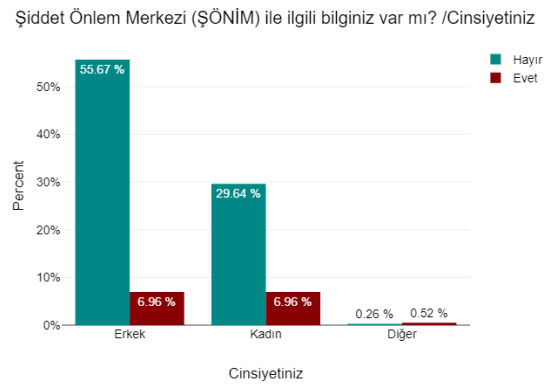


Chart No. 18: Level of awareness regarding ŞÖNİM (Violence Prevention Center)

157 of the respondents had questions and suggestions to the immigration offices of the provinces; after removing the repeated questions and suggestions, the summary is as follows:

- Why does the result of the initial interview take years? We interviewed two years ago, and the result still needs to be discovered.
- When visiting the immigration office, sometimes they treat you very inhumanely.

- I have been living illegally in Türkiye for two years. I have visited at least 4 cities to get Kimlik, but they do not give Kimlik to me because I am single. I am sick, I cannot go to the hospital, and I feel like a prisoner.
- Make the conditions for opening insurance easier because immigrants face many challenges.
- Handling the cases and determining the status of the interviewees should be speeded up.
- There are many rejection cases. I am from Afghanistan, and I have three young daughters. Are the Turkish government and the Turkish Immigration Department not aware of the situation of women in Afghanistan?
- The translator in the immigration office speaks Persian Iranian dialect, which has caused the Afghan immigrants to be unable to communicate properly with the translator.
- Is there positive discrimination in sensitive cases (such as families with disabled people and single women without guardians)?
- Afghanistan's security situation is not good; giving a negative answer to Afghan nationals may cause them to lose their lives. Please be more realistic about this.
- During the interview, the interviewer only asks his questions and does not allow clarifying the issue.
- The families who have received a rejection answer are deprived of all their human rights. This matter should be taken seriously.

173 people from UNHCR have asked about other similar cases. The general suggestion of the refugees was to speed up the investigation of the cases, to open the refugee insurance, and to be careful in dealing with the cases of Afghan nationals.

The statistics show that 66.49 percent (258 people) were familiar with the Afghan Millennial Cultural and Solidarity Association; among them, 43.67 percent (169 people) have referred to the association to receive services. According to the statistics obtained from the total number of people referred to the association, the problems of about 85.3% have been dealt with. 78.7 percent of the respondents have described the treatment of association employees as good and excellent, 1.78 percent as bad, and 0.592 percent as very bad. However, 60.05 percent of the respondents had access to the association's social pages. 77% of the respondents expressed their satisfaction with the association's services. 20.1% did not comment, and 2.96% expressed their dissatisfaction with the services of the Afghan Hazara Cultural and Solidarity Association. The communication networks of the Afghan Millennials Cultural Association need to be strengthened and expanded, and the points that have caused dissatisfaction should be addressed.

Table No. 9: Statistics obtained from questions related to refugees' access to governmental and non-governmental institutions related to immigration			
Question	Value	Frequency	Percentage
Can you easily go to the immigration office of your provinces and raise your problems?	Yes	165	42.53
	No	154	39.69
	No comment	69	17.78
To what extent does the Immigration Department take care of your problems in a timely manner?	Does not care	143	36.86
	Sometimes it is processed	200	51.55
	It is handled very well and on time	45	11.6
Do you know how to contact UNHCR?	Yes	191	49.23
	No	197	50.77
Have you ever referred or sent a letter to UNHCR to solve a specific problem?	Yes	176	45.36
	No	212	46.01
If yes; Have you received your answer? In other words, has your problem been addressed?	Yes	25	6.44
	No	151	38.92
Are you familiar with the methods of complaints and requests to judicial authorities?	Yes	83	21.39
	No	305	78.61
Have you ever used the services of "Association of Defense Lawyers" to solve your cases?	Yes	37	9.54
	No	351	90.46
Do you know about SYDV Social Foundation Aids Department?	Yes	189	48.71
	No	199	51.29
Do you know anything about ŞÖNİM Violence Prevention Center?	Yes	57	14.69
	No	331	85.31
Do you know about SHM Social Services Department?	Yes	51	13.14
	No	337	86.86
Are you familiar with the Afghanistan Hazaras cultural and solidarity association?	Yes	258	66.49
	No	130	33.51
Have you referred to AHCSA to solve your problems or get advice?	Yes	164	43.67
	No	89	23
If yes; Have your problems been dealt with when you refer to them?	Yes	87	22.48
	Relatively	58	14.99
	No	24	6.2
How did the employees of this institution treat you when you went to the AHCSA?	Great	64	16.54
	Good	101	26.1
	Bad	3	0.78
	Very bad	1	0.26
Do you use the AHCSA's social pages (Facebook, Instagram, Twitter, or the association's WhatsApp and Telegram groups)?	Yes	233	60.05
	No	155	39.95
To what extent are you satisfied with the services of the Afghanistan Hazaras Cultural and solidarity Association?	I am completely satisfied	40	10.34
	I am satisfied	90	23.26
	I have no opinion	34	8.79
	I am not satisfied	5	1.29

Conclusion

The present needs assessment was carried out to analyze the situation of refugees in Turkey and present its report to governmental and non-governmental organizations related to migration and the United Nations High Commissioner for Refugees, with the initiative of the research and studies committee of the Afghan Millennial Cultural and Affiliation Association. The method of collecting information in this poll is a questionnaire, and it has been completed online and in person. The statistics obtained in this research have been analyzed and evaluated using SPSS and MAXQDA programs. The total number of respondents to this survey was 388 people. Among them, 62.63% of the respondents were men, 36.6% of the respondents were women, and 0.77% of the respondents were "other." The respondents to this questionnaire were nationals of Afghanistan, Syria, Iran, Iraq, and some African countries. The report of the first half of 2023 of the Research Committee of the AHCSA was focused on Trabzon province. However, the second half report was done all over Turkey. Respondents from the cities of Trabzon 38.92%, Gümüşhane 11.86%, İstanbul 7.22%, Samsun 3.87%, Erzurum 3.61%, Ankara 3.35%, Niğde 3.35%, Kırşehir 2.84 %, Bayburt 2.84%, Giresun 2.84%, Ordu 2.32%, Konya 2.32%, Erzencan 2.32%, Yalova 1.8%, Tokat 1.8%, Uşak 1.8%, Eskişehir 1.5% and other cities 11.86% to jumps are sample responses.

Questionnaires focusing on the issues of health, language, challenges related to residence, education and children's rights, rights and responsibilities of refugees, job and income, access to government and non-government institutions related to immigration, and measuring the satisfaction of refugees with "AHCSA" has been compiled. Questionnaires have been prepared in Turkish, Dari, and Arabic for better understanding.

The statistics obtained show that the non-activation of insurance has caused many refugees not to have access to health services and to be unable to afford hospital expenses and the provision of medicine. The need for more interpreters in hospitals and health centers has caused refugees to face challenges. There are very few helping institutions in the provinces regarding hospital expenses, and almost most immigrants still need help from a unique institution in the field of treatment and medicine.

A large number of refugees still face the challenge of not speaking Turkish. This challenge has caused the refugees to face problems in various fields, such as finding a job, going to the hospital, government institutions, the immigration office, and social environments. Even though Turkish language training courses are organized by the "Public Education Department" and "AHCSA," they are still not enough. Several refugees cannot participate in these courses because they work 10 to 12 hours almost every day.

Refugees whose cases have been rejected have been deprived of all services. Children of these families can only go to schools as guests, and no services are provided for these people in hospitals. This situation is very worrying, and the refugees are suffering from this problem. Several people still do not have KIMLIC documents and cannot use educational, health, etc. services. If a logical solution is not found for this challenge, There will be bitter experiences.

Children of families with documents have access to school and are engaged in education. However, the level of discrimination experienced in educational environments is increasing. The weak economic situation has caused many refugee children not to have enough access to educational materials. Statistics show that there is not enough awareness among immigrants regarding the rights of people with disabilities. There is a need for different departments to increase their awareness activities in this regard.

The obtained statistics show that many immigrants still do not have enough knowledge about their rights and responsibilities. The need for awareness in various fields is felt seriously. Immigrants face challenges in finding work, and at the same time, they face discrimination in work and social environments.

Most of the respondents do not know enough about the methods of communication with UNHCR. The number of people who have sent their problems to this department personally or through other institutions has not received satisfactory feedback. On the other hand, only a few feedbacks have been received. Most respondents asked UNHCR to speed up the process of examining the cases by putting pressure on the Immigration Department. On the other hand, there is a severe demand for insurance and dealing with the problems of refugees who have received a rejection.

The citizens of Afghanistan have expressed their concern about the rejection of the cases. While Afghanistan is not a safe place to live, reports show that women in Afghanistan do not have any human rights, the gates of schools and universities are closed to girls, and women do not have the right to work. Lately, the Taliban have been arresting, imprisoning, and torturing young girls under the pretext of not wearing hijab. Monopolization and ethnic supremacy in Afghanistan have caused other ethnic groups, especially the Hazaras, to be oppressed, forced migrations, forced ransom payments, and targeted attacks. The intensity of targeted suicide and explosive attacks on Hazaras increased sharply in the last three months of 2023, and dozens of people lost their lives in these attacks. On the other hand, the insecurity and economic crisis in Afghanistan is intensifying day by day. However, rejecting the cases of Afghan nationals or re-deporting them to Afghanistan can be disastrous.

Most respondents are familiar with the Afghan Hazara Cultural and Solidarity Association. However, some still do not have enough trust in the association and think that discriminatory actions occur in this institution. There is a need for the Afghan Hazara cultural and solidarity association to pay serious attention in this direction.

This needs assessment was done in December 2023 and January 2024. The Afghan Millennials Cultural and Solidarity Association tries to conduct a similar needs assessment every six months and share the results with governmental and non-governmental institutions related to immigration.