

**LOCAL ADMINISTRATION REFORM PROJECT PHASE III
CITIZEN SERVICE PERCEPTION RESEARCH FINAL REPORT**

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1. DEFINITIONS

Appropriate Sampling Unit: The sampling unit that needs to answer the interview during the field study according to the scope and definitions of the work.

Base weight: The reverse of the selection probability.

Block: Group of approximately 100 (hundred) house addresses that are sequential and located within the neighborhood (residential areas) in a municipal area (province).

Central Coordination Office: The unit assigned commissioned by the Contractor to coordinate all central and field works/services. This office is managed by the authorized Central Coordinator assigned by the Contractor.

Contractor: Institutions/Organization/Company to carry out the work on behalf of UNDP.

Controller: Professionally experienced personnel that supervises the interviewers in the field and their works and activities (especially the cases of unanswered interview forms in the field). He/she shall carry out the control of the surveys to be determined by the Contractor's central coordination office and cooperate with the survey interview team when needed.

Correcting for non-response bias: It means the corrections in the weighting calculations to minimize the effects of the non-response errors on the estimations. Correcting for nonresponse bias shall be made taking the homogenous units into consideration.

Field Officers: The person or sub-contractor who coordinates and oversees the interview teams under the directives of the Central Coordinator.

Framework: Tool that contains all the units involved under the scope of the work and the contact details of these units. This tool is the block address list to be procured from TurkStat (Turkish Statistical Institute).

House: House where at least one person resides.

Household member: A member of the group of people that constitute household who reside(s) or has the intention to reside in the residential address of the household permanently.

Household: People that reside alone or the group of people that reside in the same house irrespective of whether they have kinship or not and meet their shelter, food etc. needs commonly, participate in services and management of the household.

LAR III Project: Local Administration Reform Project (Phase III) financed by the European Union and carried out by United Nations Development Program Turkey Office.

Loss rate: Calculated as percentage of the total of non-response and out-of-scope units in the sample volume.

Missing data rate: Calculated on the basis of question (variable). Missing data rate is calculated as the percentage of non-response questions in the sampling.

Missing data: Item non-response caused by non-response to certain questions in the interview form.

Non-response form: The form containing non-response reasons and prepared to determine the conditions of the non-responding household and to create statistical estimation by applying the necessary correction rules during the weighting stage in cases when the survey cannot be conducted with the sample household.

Non-response: The case when the interview form is not applied to or no response is received from the household or individual when it is possible to receive responses from such household or individual.

Non-response rate: The ratio of the number of non-responding units in the sampling to the number of appropriate units in the sampling and is calculated as shown below:

$$R_c = n_c / (n_s - n_k)$$

$$R_{nc} = 1 - R_c$$

Where: R_c : Response rate n_c : Answered unit number n_s : Number of samples selected n_k : Number of out-of-scope sampling unit R_{nc} : Non-response rate

Observation unit (survey interview unit): Any individual in 18-64 age category and residing in the house permanently who has been interviewed to collect the data targeted within the sampling unit. This study will apply survey quota to survey units.

Out-of-scope (foreign) sampling unit: Units other than the appropriate sampling units that need to answer the interview.

Out-of-scope rate: Calculated as the percentage of inappropriate units (out-of-scope) in the total volume of units.

Pilot study: Survey carried out before the base main survey at a smaller scale to collect information as to increase the efficiency of the main survey.

PMU (Project Management Unit): Unit that has been commissioned to carry out the technical coordination of the work under these technical specifications within the scope of LAR III project and on behalf of UNDP.

Proxy approach: The case where the sampling unit cannot be accessed for any reason and the interview form is answered by someone else acting as proxy to the sampling unit.

Sampling frame: The household addresses determined by block sampling in the Turkish Statistical Institute address registries.

Sampling unit: Units located within the sampling frame (the unit that needs to be accessed to carry out the work).

Sub-contractor: Real or legal entities that will carry out a part of the work under the contract on behalf of and in connection with the Contractor upon the approval of UNDP.

Substitute (replacement): Another unit that is accessible and assumed to have the same characteristics with the sampling unit to be used to substitute the sampling unit if the sampling unit cannot be accessed for any reason.

Survey (interview) form: Interview form that has been devised as appropriate to the requirements of the work containing the household and individual information and to be applied to the appropriate sampling unit to collect the opinions of the appropriate sampling unit.

Survey quota: Gender and 10-years age groups on a provincial basis that shall be used as survey quota of the work.

Interviewer (surveyor): Personnel that apply the interview form to the determined targeted persons and groups and who have adequate technical qualifications and knowledge described in the specifications.

Target universe population of the work: The target population of the work consists of the citizens of the Republic of Turkey who reside in the houses that are located within the borders of 30 metropolitan municipalities in Turkey.

UNDP (Administration): United Nations Development Program Turkey Country Office as the administration to commission the work.

Unit non-response: Unit that does not respond to the interview form although it is an appropriate sampling unit. It describes the situation when information cannot be received about any of the household members or interview cannot be conducted in a household.

Work: Collection of the data that will serve as a basis of 'Impact Assessment and Needs Analysis Activities' to be carried out under LAR III Project in accordance with the survey method and sampling plan described in these technical specifications.

2. BACKGROUND

LAR III is the third one of the projects supporting local administration reform financed by EU under IPA Funding Framework and carried out by UNDP. The first phase of this project (LAR I) was carried out in 2005-2007 and the second phase (LAR II) was carried out in 2009-2011. Benefitting from the outputs of the past projects, LAR III aims to carry out a series of activities to increase the capacities of the Ministry of Interior, and Ministry of Environment and Urbanization as well as the municipalities as beneficiaries and to increase the participation in our local administration system. Initially, the project is planned to be implemented for the period of 2018-2020.

The overall objective of the LAR III Project is to ensure effective, inclusive, accountable and participatory local governance in Turkey, in particular through support to further implementation of the LARs undertaken between 2003-2013, in line with international standards. The specific objective of the project is to develop and strengthen the administrative capacity and cooperation of MoI, MoEU and Local Authorities themselves in the task of ensuring the effective implementation of the new local administration model in line with principles of democratic governance.

The Project aims to achieve the following results:

- Administrative and operational capacities for efficient provision of local services enhanced,
- Administrative and operational capacities of the local authorities for the implementation of new Metropolitan Municipality Model strengthened,
- Institutional capacity of the local authorities in terms of service delivery and adoption of the principles of democratic governance enhanced,
- Public awareness on urbanization enhanced through institutional and individual capacity enhancement programs,
- Efficiency of the local services enhanced through online management systems.

There are three components of the project:

1. First Component: Effective Local Service Delivery
2. Second Component: Capacity Building for New Metropolitan Municipality Model and Inclusive Local Governance Processes
3. Third Component: Establishing and Updating the Management Information System Infrastructure for Local Administration System

2.1. Description of the Work

The work under these specifications is an interview survey planned to be conducted to provide the required input to the following activities within the scope of Second Component of LAR III project:

- “F.2.1.1. Assess the impact of the implementation of Metropolitan Municipality legislation on local authorities
- “F.2.3.1 Conduct Needs assessment for public awareness on urbanization targeting the disadvantaged groups (population affected by internal migration, youth, women, children)

The objective and method of the interview survey are explained below:

2.2. Objective of the Work

The objective of this survey is:

- a) Measuring the public perception and opinion on the implementation of metropolitan municipality legislation in metropolitan cities
- b) Measuring awareness level of disadvantaged population (population affected by internal migration, youth, women, children and disadvantaged individuals) on urbanization

For this purpose, a field survey will be conducted in 30 provinces that have ‘metropolitan municipality status’ which will include face-to face-interviews with 10,005 persons. The data collection and analysis works will target all the citizens in 30 metropolitan cities and the contents of the survey will include the followings, besides providing general information on urbanization awareness:

- Concepts and problems on right to city Level of satisfaction on access to services, public administration experience, and on services and behavioral patterns
- Determining the metropolitan cities’ capabilities to become ‘women friendly city, youth friendly city, child friendly city’, etc.

3. PHASES OF THE WORK

3.1. Project and planning

The Contractor shall submit to UNDP detailed work plans (showing the schedule of such tasks as work calendar, communication channels, work teams, training plans etc.) prepared in line with these technical specifications within 5 (five) business days following counter-signature of the contract.

Accordingly, the following plan was shared with the UNDP in the beginning of fieldwork.

Project Processes	Dates	Explanation
Interview Form Approval/Script Writing	28.10.2019/31.10.2019	
Surveyor Handbook Distribution	13.11.2019	The latest version of the handbook will be shared with the authorities.
1.) Ankara Training 2. İstanbul Training 3. Trainings in other provinces	7.11.2019	İzmir, Ankara, Adana, Mersin, G.Antep, K.Maraş, Diyarbakır, Mardin, Ş.Urfa, Konya, Muğla, Aydın, Eskişehir, Kayseri, Malatya, Van participants
	11.11.2019	İstanbul field team, Antalya, Balıkesir, Denizli, Erzurum, Hatay, Kocaeli, Manisa, Ordu, Samsun, Sakarya, Tekirdağ, Trabzon participants
	13-14-15.11.2019	Trainings in other provinces will be given in November 13, 14 and 15 November. You can attend these trainings online.
Field Pilot (50 Adet Ankara)	7-8.11.2019	
Revisions	12.11.2019	Correction of the script or question related mistakes detected during the pilot.
Pilot Study Interim Report	13.11.2019	Pilot study data will be shared with the authorities. Field observations and thoughts on pilot field study will also be shared.
Obtaining TSI Sample Addresses	4.11.2019	TSI lists have been procured.
Field Study Start	18.11.2019	Field process will begin on Monday, November 18 th , upon your approval.
Field Study End	30.12.2019	Data collection will be completed in the week of December 30 th . The collected data will be shared with the authorities. Moreover, the interim report on fieldwork process and data will be shared. The interim report will include general data distribution, survey quota distribution, non-response rate, the problems encountered during field implementation and solutions applied.
Reporting	6.01.2020	The field study final report will be shared with the authorities in the week of January 6 th .
Tables and Graphs	13.01.2020	Preparation of tables and graphs will begin in the week of January 13 th based on the approved data.

3.2. Development of data entry program

- a) Data entry program shall be developed by the Contractor to include, in addition to all information in the interview form to be given by UNDP, such operational information as interviewer and controller information, the place where interview is conducted (location GPS information), date, start and finish time of the interview, list of household members, non-response information (household, individuals, etc.)
- b) In addition to above, the program shall ensure the following-up of compliance of collected data to survey quota.
- c) This developed program shall be executable on portable devices and shall be used in the field by the interviewer for data entry during the conduct of interview. The program shall have control/warning notifications compatible with the structure of interview form.

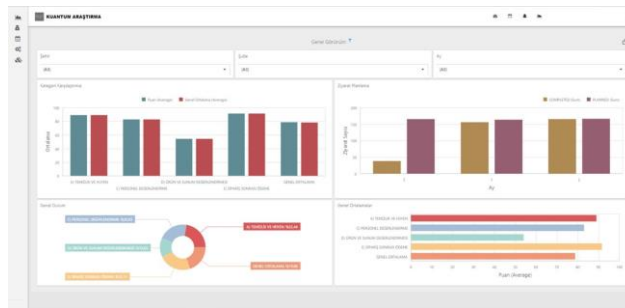
d) Data entry program shall not allow skipping the questions in the interview form without answering them. Data to be collected using the data entry program shall be submitted to UNDP at least once in a week during the course of survey activity and it shall be ensured that UNDP can monitor the data simultaneously.

Accordingly, results of the research were shared with the Institution through the online platform created with Kuantum Research’s own software. System was logged in via user name and password. Interviews conducted via online tablets are projected **live** on to the dashboards assigned to you.

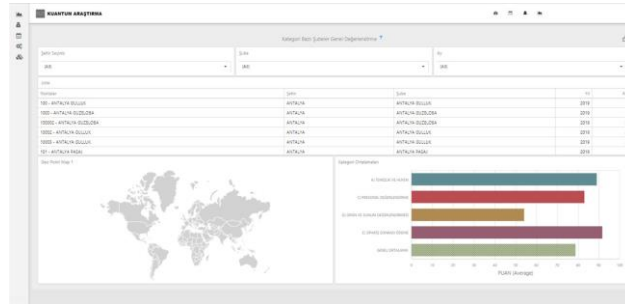
Closed ended questions were able to be followed with statistical analyses on the dashboard.

Dashboard Visual Examples

Dashboard



Question Based Analyses



3.3. Pilot study and revisions

a) Pilot implementation shall be conducted within the borders of Ankara province to measure the functionality of the interview form and application developed and to minimize the possible errors.

b) Pilot implementation aims to test that questions are understandable and ensure reading fluency and that the language used is appropriate, thereby, eliminating the problems that may arise during the actual implementation. Pilot implementation shall be conducted in 50 (fifty) households to be determined by the Administration, which are located in Ankara urban center and rural areas and are not included in the address list of the actual field work.

c) Assessing the observers’ reports and also the Contractor’s reports jointly, the

Administration may request the Contractor to design a new interface of the interview for tablet device. If needed by the Administration, interview shall be re-tested in the field by the Contractor. Contractor shall ensure that the interview is implemented on different segments of the society during the pilot implementation.

d) Contractor shall carry out this work with its own personnel and UNDP shall assign observers from its own team to observe the field implementation.

e) UNDP may change the interviewer and controller profile in light of the information obtained during the pilot works. The essential criteria for the profile are such characteristics as age, gender, education status, etc.

f) If UNDP determines any problems related to fluency, logical error, expression problem or any other problems in the interview during the pilot implementation, necessary improvements shall be made in the interview and/or data entry application. Field implementation shall begin after the approval of such improvements by UNDP.

Accordingly, pilot study was conducted in Ankara with 51 interviews.

We shared the following notes regarding the pilot study and interview form functionality analyses with UNDP authorities;

Pilot Study Notes	
Responses from the field are mainly in relation to the new term Metropolitan Municipality.	
There are positive responses to services as there is a public transportation service provided at night.	
Should social media be evaluated under "internet" in news sources or be a separate section?	
People's responses to the study are positive as it is about municipalities.	
The interview form takes about 15 minutes to complete without the disability form.	
Forms are generally fluent.	
There are many likert questions in the interview form. We recommend applying rotation first. We also recommend adding grid control* for the likert questions to contribute to field control. We believe that we can better the process by cancelling the surveys that fail the likert control and re-training the surveyors.	

Case Processing Summary

		N	%
Cases	Valid	51	100
	Excluded ^a	0	0
	Total	51	100

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
0,958*	84

*Cronbach's Alpha value was high.

Kuantum notes about pilot study;

Data Control Questions
B1.16.1 Disability Services satisfaction will be evaluated by checking disability in households.
B1.16. Questions numbered 1, 2, 3, 4, 5 and 6 will be checked by taking surveyor based averages.
B2.3.9.1 Disability-related problems will be checked via the frequency of using the disability services.
B2.3.9.2 Children living at home questions will be checked with the frequency of using children centers.
B2.3.9. questions 1, 2, 3, 4, 5, 6, 7, 8, and 9 will be checked with demography questions.
Frequency of using public transportation in question B2.3.1 will be checked with the people not using public transportation in question B2.1.
*In grid control, there will be another question added to the likert question with an additional explanation as "Attention surveyor! I am satisfied with not asking". The surveyor will be expected to abide by this warning

3.4. Training activities

- Contractor shall train all the personnel to be employed in this study (interviewer, controller etc.) on their respective duties before the beginning of field implementation (pilot works and actual works).
- UNDP shall have the power to control and change the training program to be detailed by the Contractor in the work plan.

Same training shall be given to the personnel that joins the works at a later stage for any reason. Each interviewer shall have access to electronic and printed training materials (interviewer handbook). Interviewers shall be given practical training on the data entry program approved by UNDP

Accordingly, the first major training was conducted in Ankara by Kuantum Research with the participation of UNDP officials in a hotel's meeting room. Supervisors and some interviewers of provinces in Central Anatolia, Aegean, East / Southeast Anatolia and Mediterranean Regions participated in the training. Both project details were explained and project processes were shown on the script in the training. At the

same time, UNDP official Mr. Uğur made a presentation about the general interviewer training.

The second major training was given in the Kuantum Research Kağıthane office. Mr Bran from the UNDP team also participated in the training. Some interviewers and supervisors of Marmara, mainly İstanbul, and Black Sea region also participated in the training. All İstanbul interviewers were present in the training. Simultaneous online trainings were given to the interviewers in other provinces following the second major training. UNDP officials also attended the online trainings over Zoom, with the participation of 25-30 people. Below is the interviewer handbook:

KUANTUM RESEARCH CITIZEN SERVICE&PERCEPTION RESEARCH TRAINING BOOKLET (2019)

➤ GENERAL RULES

*Extremely revealing, flamboyant and extraordinary clothing and appearance shall be avoided as it might cause discomfort and decrease the attention to the main subject of the interview. Male field researchers cannot attend field studies without clean shave and female field researchers cannot attend field studies with heavy make-up or jewelry that draw too much attention.

* Interviewers/field researchers shall be careful about behaviors that might not be welcomed in certain neighborhoods/study areas.

*All field researchers shall carry and show their name badges to the people they interview.

*Field researchers shall return all material given to them to the supervisors at the end of each day. There shall be no changes made on the materials used.

*Acting with a marketing approach or pushing the interviewee too much is wrong. Insisting too much might have a negative outcome.

*While meeting the interviewees, we must make it clear that we are not marketers or sellers; we are merely doing research on consumer behaviors and habits.

*Privacy policy: Client shall not be revealed to the interviewee, even if they ask. Personal information (address, phone number, name, surname etc.) cannot be shared with third parties. These information is only received for classification and building trust.

*. Purpose of the study shall be explained to the interviewers. Please read the explanation that pops up when you click the interview link. You will inform the interviewee accordingly about the purpose of the study, duration of the nterview and institutions behind the study.

* Some interviewees might wander off the subject while answering questions and start talking about their thoughts and emotions. In these cases, we might need to

draw the attention back to the question without being rude. Chatting must be avoided. The reason you are there is not personal but professional. Also, argument with interviewees must be avoided at all costs.

* The survey is for one person only. Whoever started answering the questions, must answers all of the questions. If there is a disabled person in the household that is in line with our disabled criteria, we will conduct an interview with that person.

*No one other than the interviewees themselves shall be allowed to intervene with the interview. People who try to intervene shall be warned politely. If this situation repeats, the interview shall be stopped.

* Field researchers cannot start fieldwork without taking the interview form training and doing field survey.

*If not specific for the project, surveys cannot be given to the interview to be filled out.

*Surveys cannot be carried out with missing or insufficient material. All field researchers shall check their bags before going on to the field.

* Personal information of the interviewee shall be put into the survey in full (Address, phone number, name-surname etc.).

* If for any reason you cannot continue the interview, you shall not disclose the reason to the interviewee. A few spontaneous questions shall be asked before stopping the interview.

➤ THINGS TO TAKE INTO ACCOUNT WHILE LOOKING FOR INTERVIEWEES

*Permission from parents is necessary if the interview is to be conducted with children aged 6 to 14.

*For both safety and trustworthiness, it is important to keep a certain distance after ringing doorbells

*Each field researcher can work alone. A field researcher shall not visit households or workplaces without a supervisor or another field researcher.

*Interviews cannot be conducted with people working in sectors defined as unfavorable or prohibited.

*Guests cannot be interviewed.

*Drunk people, mentally challenged people cannot be interviewed.

➤ WHERE NOT TO CONDUCT INTERVIEWS

*Interviews cannot be conducted in public places such as coffee shops, schools, hospitals etc.

*Interviews cannot be conducted out on the streets.

*Interviews cannot be conducted in the houses of people you find outside walking on the street.

➤ THINGS TO TAKE INTO ACCOUNT WHILE CONDUCTING THE INTERVIEW

- *Questions shall be asked the way they are written in the forms. *Nothing shall be added or removed.
- *Questions shall be asked in their order on the interview form.
- *In cases where the interviewee doesn't understand a question, the question must be read again.
- *Leading questions such as "Do you think so?" or "You liked it, didn't you?" shall be avoided.
- *Incomplete interviews are not valid. The whole form shall be filled out with the answers of the interviewee.
- *If more information is required from the interviewee, more scrutiny is necessary. You can move forward by asking questions such as "What else? Anything else?"
- *Answers to open ended questions shall be written the way they are said by the interviewee. More examination is necessary. Some very general answers such as "nice, beautiful, bad" shall be examined more to find out what was actually meant by asking questions such as "what about it is beautiful, what do you mean by beautiful?" etc.
- *In questions where card sets are used, it shall be made sure that the interviewee answers the questions by looking at the cards.

➤ THINGS TO TAKE INTO ACCOUNT DURING FIELD STUDY

- *The location of the field study is determined in the address list procured from TSI. Interviews shall be conducted in the addresses assigned to the tablets of each surveyor.
- *Field studies are conducted in teams.
- *Stickers are obligatory in household studies conducted in teams.
- *Supervisors responsible for field researchers in field studies conducted in teams are also responsible for the whole field.
- *Field researchers are paid in accordance with the number of valid surveys they conduct.

➤ LAW ON PERSONAL DATA PROTECTION - PRIVACY

As Kuantum Research, in accordance with the provisions of privacy policy and law on personal data protection (KVKK), we respect the personal data of every person we contact during our research studies and every person that visits our website or contacts us electronically. "Personal data" stands for every piece of information that

identifies or makes a person identifiable such as name, address, e-mail address, phone number, TR ID number etc. Moreover, it also stands for other information that identifies or makes a person identifiable such as license plate number or VIN number, bank info, family status info, lifestyle choices, shopping habits, voice or image etc.

All of this data shall be anonymized after the end of the project and shall not be shared with third parties. Privacy shall be ensured by Kuantum Research.

➤ CONTROL STANDARDS

Accompaniment: Supervisor accompanying field researcher during interviews. 10% accompaniment is required in the interviews on the first day of the field researchers.
Back-Check: Supervisor going back and asking pre-defined control questions after the field researcher completes the interview. In team projects, BC control required to be conducted by the supervisor is 20%

Lisining in the apartment: Supervisor checking if the interview rules are followed properly, without being noticed, while the field researcher is conducting the interview.

Phone Check: 100% phone check is done for all interviews conducted in the field. All interviews conducted by researchers who remain below 30% are cancelled.

Data Check: In field researcher-based answers, consistency is checked with the answers given by the interviewee.

➤ PROJECT SPECIFIC REQUIREMENTS

1) Address Based Working Rules

Field study is an address based work. The number of addresses to be reached in each block is 10. In order to ensure reaching this number, 50% more addresses (15 addresses) will be assigned to your systems.

- A minimum of 8 interviews is required in the given address cluster. Approximately 10 interviews are sufficient for each cluster.
- If the door is not answered in the assigned address, two more visits are made at two different times. If it is still unavailable, there is no need to back to the same address.
- No interviews shall be conducted with people under 18, illiterate people, Syrian citizens or refugees. Interviews are to be conducted only with Turkish citizens.
- Photo evidence is required in cases where the required number of surveys cannot be reached in the assigned cluster; the resident is not at home; the address corresponds to places such as a school, empty field or cemetery.
- Photo evidence is required if the apartment number is not present in the building.

- 2) Things to take into account while implementing the interview form:
 - Our clothing shall be standard, presentable, and not extravagant.
 - We shall avoid being overly assertive while implementing the interview form.
 - We shall not go into the field without nametags.
 - If there is a disabled person in the household, the script will open the disabled form. This shall be completed in accordance with the rules.
 - There is an age and gender quota applied in order for the study to be representative of Turkey. Question forms shall be implemented in accordance with these quotas.
 - Implementation of the interview form shall be in accordance with the project training you received and the training link that was sent to you.
 - Interviewers shall conduct interviews in the addresses procured from TIS and uploaded on their systems.

- 3) Control process
 - No one shall go onto the field without watching the project training link first. Otherwise, if detected, all interviews by the interviewer shall be cancelled.
 - Interviewer based questions shall be audited to certain extents.
 - Tablet GPS shall be turned on. Interview form would be unimplementable if GPS is not turned on.
 - Non-response form shall be filled out in cases where there is no one in the address given to you; the person refused being interviewed; there is no one qualified to answer questions; the interview is stopped before it was completed; there is no permanent resident at the household; the address could not be found or the address is not a residence etc.

3.5. Field implementation

- a) Contractor shall be obliged to visit and conduct the survey at the sample addresses to be obtained from Turkish Statistical Institute.
- b) Central coordinator shall share the addresses with provincial field officers at the beginning of the project, which will only be detailed as avenue / street names. Provincial field officers shall forward to central coordinator their field planning and details of the streets to be visited by each interviewer and central coordinator shall upload directly to the tablet devices of interviewers the exact addresses where the interview is to be conducted. Field officers shall under no circumstances be given a printed or electronic list of detailed address information that includes apartment and/or door numbers. Turkish Statistical Institute addresses shall under no circumstances be shared with field officers in written/printed form.
- c) Work shall be carried out at the addresses within the borders of 30 metropolitan municipalities. The addresses of the households where the interviews will be

conducted shall be obtained from Turkish Statistical Institute by the Contractor via fulfilling the official procedures and payment formalities before the beginning of the field implementation.

- d) Quota shall be applied on the interview units. The quota to be applied shall be based on gender and age categories beginning from 18-24 age category on provincial basis. Administration shall submit to the Contractor the distribution of gender and age categories on provincial basis.
- e) The minimum number of successful interviews expected to be conducted within the borders of 30 Metropolitan Municipalities are given below;

Metropolitan Municipality	Min. No. of Interviews	Metropolitan Municipality	Min. No. of Interviews	Metropolitan Municipality	Min. No. of Interviews
ADANA	305	GAZİANTEP	276	MARDİN	223
ANKARA	685	HATAY	263	MERSİN	291
ANTALYA	356	İSTANBUL	1.587	MUĞLA	250
AYDIN	256	İZMİR	568	ORDU	234
BALIKESİR	272	KAHRAMANMARAŞ	240	SAKARYA	240
BURSA	396	KAYSERİ	260	SAMSUN	257
DENİZLİ	250	KOCAELİ	295	ŞANLIURFA	250
DİYARBAKIR	246	KONYA	316	TEKİRDAĞ	248
ERZURUM	227	MALATYA	231	TRABZON	235
ESKİŞEHİR	246	MANİSA	274	VAN	228
				TOTAL	10.005

- f) The number of interviews above includes non-response and out-of-scope cases, as well as cases where the respondent is not at home (not available). The rate of these three cases is estimated as 50% of the interviews. Thus, the number of addresses to be procured from Turkish Statistical Institute for each province should be at least %50 more than the targeted number of interviews indicated in the above table. Final number of valid interviews shall be at least 10,005 in total.
- g) Acceptable non-response, not available and out-of-scope rate is determined as 60% maximum for each block and 50% for each province. Survey shall be conducted accordingly in all blocks given by Turkish Statistical Institute. The case of not conducting any interview in a whole block shall be acceptable only when all addresses have been accessed and have been documented to be not available. This is applicable only after visiting the addresses third time and documenting that address information is insufficient.
- h) The survey shall be conducted, as described above, at the given addresses using computer aided face-to-face interview method. The interviewers shall conduct the interview using the tablet devices which shall be procured by the Contractor and provided to the interviewers. The data entry program shall be running in these tablet devices, the specifications of which are given below, and interviewers shall record

the responses they receive instantly. Interviews cannot be conducted using another communication device (telephone, e-mail, mail, delivering the interview form to the household and recollecting after response etc.)

- i) The features of tablets to be used are as follows ;
 - i. The survey software to be used for the application (CAPI- Computer Assisted Personal Interviewing) shall be capable of conducting both online and offline interviews and saving the GPS location information.
 - ii. Tablets shall perform secure data exchange with “data collection server” of the Contractor.
 - iii. Tablets shall not allow any other access -except for the installed operating system- or using applications other than the interview application and shall not allow connections other than to the “data collection server” of the Contractor.
 - iv. Tablets shall transfer the collected interview data and location data (GPS) to “data collection server” of the Contractor as encrypted and through a secure internet connection.
 - v. Data shall not be stored in the tablet memories or external memories, data that could not be transferred instantly shall be sent to “data collection server” of the Contractor through secure data transfer latest within 24 hours from data entry and such data shall be deleted from the tablet automatically.
 - vi. Data related to the interview conducted in a household shall be confirmed by the interviewer and shall be closed to interviewer intervention instantly.
 - vii. Tablets shall have a screen size of at least 9 inches and a resolution that allows reading the questions on the screen easily and not causing marking errors.
 - viii. All software and hardware shall be provided by the Contractor. Telephone numbers of the households and individuals interviewed shall be taken. The rate of the responding households without telephone number shall not exceed 25% on the basis of province and 40% on the basis of each interviewer considering the responded interviews s/he conducted.
- j) Interviewers shall not take part in another work during the period they work in this project. Interviewers shall work under the guidance and monitor of the controllers in all stages including the time period before the field implementation. Interviewer shall refrain from statements and behaviors that may affect the perception of the relevant questions by the individual.
- k) Interviewers shall fill out ‘Household Non-response Form’ in cases that are specified in Household Non-response Form (Annex 2).
- l) If the sampling unit (household/individual) is not available at home, household shall be visited for three times at least at different dates and time periods (in the morning, in the afternoon, evening) and one such visit being at weekend. If the household or individual cannot be accessed despite these visits, the interviewer shall fill in Household Non-response Form. Contractor is obliged to inform UNDP of the

nonresponse and out-of-scope (workplace, empty residence, plot, warehouse etc.) cases together with reasons. For this purpose, Contractor shall mark the non-response reasons and out-of-scope cases on the 'Household Non-response Form' given in Annex 2 and explanation shall be written to describe the reasons.

- m) For the households that agree to respond, interviewer shall record the name, age and gender information of all household members residing permanently in the Household Composition beginning from the oldest household member and shall create the list of individuals. Interview shall be conducted with an individual in 18-64 age category, residing in the household permanently. Compliance with survey quota shall be observed in determining the individual to be interviewed. If the interview cannot be conducted with such determined individual on that date, appointment shall be made for a later date. The entire interview shall be conducted and completed with the selected individual.
- n) If the person answering the interview does not have sufficient information on the relevant household member, the interviewer must request to have face-to-face interview with the relevant member. It must be emphasized during interviewer training that all information on all the household members shall be collected completely.
- o) Interviewer cannot collect the information on the selected household and the selected member of the household from people outside the household.
- p) Contractor shall be responsible for managing the works, controlling the interviews conducted and solving the problems encountered in the field and shall submit to UNDP the roles and the management plan of the personnel they employ for these works.
- q) Contractor cannot fill out 'Non-response Form' for all households in address clusters defined as a block by UNDP (block non-response). If 'Non-response Form' form needs to be filled for all households at a given address in the block for any reason, Contractor shall notify UNDP of this situation while the field implementation is ongoing.
- r) If UNDP accepts the justification as a valid reason, it may request the 'Non-response Form' be filled out for the Block or it may give another block address to replace these addresses and request the interview form be applied to these new addresses (substitute address) at its own discretion. Contractor cannot object to the decisions of UNDP or give an excuse against such decision. Contractor agrees to act as UNDP decides.
- s) The highest 'Loss Rate (out-of-scope + non-response) acceptable to UNDP is determined as 50%.

Accordingly, some cluster-based addresses were procured from TIS (TUIK) as stated in the specification in the beginning of the study. Considering non-response rates, 15.150 addresses were procured for 10.005 interviews. A total of 1.010 clusters of 15 were acquired. The number of interviews to be conducted in each cluster was 10, with a minimum of 8 and a maximum of 12. In this regard, data collection was completed with 10.382 interviews as shown in the table below:

Province	Interview quota	After Field Study	Realization %
ADANA	305	335	109,8
ANKARA	685	710	103,6
ANTALYA	356	369	103,7
AYDIN	256	260	101,6
BALIKESİR	272	307	112,9
BURSA	396	413	104,3
DENİZLİ	250	250	100,0
DIYARBAKIR	246	246	100,0
ERZURUM	227	236	104,0
ESKİŞEHİR	246	292	118,7
GAZİANTEP	276	281	101,8
HATAY	263	272	103,4
İSTANBUL	1.587	1632	102,8
İZMİR	568	578	101,8
KAHRAMANMARAŞ	240	264	110,0
KAYSERİ	260	260	100,0
KOCAELİ	295	298	101,0
KONYA	316	316	100,0
MALATYA	231	231	100,0
MANİSA	274	284	103,6
MARDİN	223	226	101,3
MERSİN	291	296	101,7
MUĞLA	250	256	102,4
ORDU	234	233	99,6
SAKARYA	240	260	108,3
SAMSUN	257	260	101,2
ŞANLIURFA	250	263	105,2
TEKİRDAĞ	248	288	116,1
TRABZON	235	240	102,1
VAN	228	226	99,1
Total	10.005	10.382	103,8

Household non-response rates are shown in the following table:

Non-Response Reasons for Households where Interviews were not Conducted	N	%
Household could not be found at home during the field study	2006	44,33
Household refused being interviewed	1500	33,15
There was no person in the household qualified to answer questions (ill, old, communication problems etc.)	321	7,09
Empty residence	181	4,00
Address could not be found	161	3,56
Other	156	3,45
Address is secondary residence (summerhouse, seasonal)	83	1,83
Address is not residence (construction site, workplace, government agency, school etc.)	62	1,37
Interview could not be completed	33	0,73
Interview could not be conducted as the resident was a refugee	12	0,27
There is no one present in the household	8	0,18
Demolished building	2	0,04
Total	4525	100,0

The tablets we used worked both online and offline. Their screen sizes were 9 inches or over.

As required by the privacy clauses in the specifications and KVKK, our interviewers did not see or download the addresses. All processes were completed on the system with Kuantum Research's own software. The interviewers were only given province/district and neighborhood information. The interviewers who went to the neighborhood assigned for them logged into the system with an SMS password sent to their phones. After the system confirmed that the interviewers were at the correct addresses with GPS control, it provided addresses for the interviewers via Google Maps. The interviewers were then able to access interview forms and conduct interviews when they arrived at the assigned addresses.

At the beginning of the study, GPS information of the addresses procured by TIS were bought by Kuantum Research from Google. Thus, all addresses were registered into the system.

3.6. Quality control

- a) 20% of the field implementation, including at least 10% of the interviews conducted by each interviewer in the project shall be controlled by the Contractor through telephone using CATI (Computer Assisted Telephone Interview) methods.
- b) Questions to verify the conduct of the interview and to control basic characteristics of the household members will be asked during the quality controls. These questions shall be submitted to prior approval of the Administration. Results will be submitted to UNDP as a report.

- c) In addition to above, UNDP shall carry out its own analysis and control works during the course of implementation using the interview data that Contractor shall submit regularly or allows UNDP to access such data. If such control works of UNDP reveal that interview has not been actually conducted in a household where it was reported to have been conducted, that the interview was conducted with someone other than the person determined or that it was conducted with another method than the interview method specified, then the relevant interviewer shall be discharged from this work and all interviews conducted by him/her shall be cancelled and repeated.
- d) Controls shall be carried out by the controllers on their own tablet devices. The interviews to be controlled shall be identified by the central coordination office and such interviews shall be uploaded by central coordination office to the tablets to be used by controllers.

Quality control processes applied are as follows:

- In the field study, we started the quality control process by ensuring the privacy of the addresses we procured. Coordinates of the addresses bought from Google were uploaded to our system, which uses a Kuantum Research software. Only when the interviewers reached the addresses assigned to them were they allowed to see the addresses and open the interview form. After arriving at the neighborhoods, the interviewers had to log in to the system using a password sent to their phones via SMS. Thus, we made sure that the interviewers arrived at the addresses.
- This process was followed by GPS coordinate control. Interviews that started at an address and ended in another address were cancelled. Because, our system not only receives the location info but also tracks the interviewer's location and uploads it into the system every 5 seconds. This way, we are able to determine where the interview started and ended.
- During the field control process, regional supervisors accompanied interviewers and displayed the correct implementation of the interview form. 500 accompanied visits were conducted. In addition to this, back-checks were also done. 10% field control was achieved.
- Received interviews underwent time controls. Transition time between pages was checked. Some interviews that lasted shorter than a certain time limit were cancelled.
- Phone controls were also done for the interviews that came from the field. Controls were completed with a 25-30% approval for interviewers. If 25-30% could not be achieved, the interviews within non-respond category with the reasons No Such Person (ÖBY) – Number No Longer Available (NKD) were cancelled. Only approved interviews by the interviewers who remained below this rate were accepted. Interviews without a direct reason for cancellation such as ÖBY-NKD conducted by the interviewers who remained over the 25-30% ratio were included in the data.

- If the total ÖBY (No Such Person) -NKD (Number No Longer Available) and cancellation ratios on interviewer basis were %50 or above, interviews were cancelled in blocks.

3.7. Delivery of raw data on interview works to UNDP

- a) Within 5 (five) days after the expiration of the time period specified for the field survey, Contractor shall submit the raw data together with the interview form in conformity with the Recording Structure and Coding Standard to be given by UNDP. The variable name, variable length and variable type related to each question, and the corresponding "Field Name", "Field Size" and "Field Type" shall be submitted to UNDP in electronic medium in the requested format and accuracy.
- b) The data shall be delivered in SPSS format tagged with labels of variables and variable values.
- c) UNDP shall carry out the necessary control on such delivered raw data within 5 (five) business days. At the end of this period, the errors detected in the data set shall be notified to the Contractor in order to be corrected.
- d) Contractor shall correct the errors notified by the Administration within 5 (five) business days and shall submit the error-free raw data to UNDP. Raw data not submitted in the requested format or accuracy as requested by UNDP shall not be deemed to have been received by UNDP and shall not extend the time period set for the delivery period.

Accordingly, raw data was shared with UNDP after the field study was completed. The data was first shared in Excel format. SPSS data was also shared after UNDP Controller Mr. Uğur completed the revision on the Excel format.

3.8. Interim Report on field implementation

- a) Contractor shall provide to UNDP information on field implementation within 5 (five) business days after the expiration of the time period specified for field implementation. Contractor shall prepare an interim report for briefing and make a presentation including visual components. Such briefing shall include general data distribution, survey quota distribution, non-response, telephone rates and GPS points as well as general situations, problems encountered during the field implementation and solution methods applied to such problems.
- b) After the analysis of the raw data and interim information report, UNDP shall decide whether the field implementation was conducted in accordance with the conditions specified in the specifications and whether the data produced meets the requirements of compliance. If it is concluded that necessary conditions are met, the Contractor shall be notified accordingly, and the Contractor shall proceed to stages described in Article 3.10 below.

- c) If the Administration concludes that works and data produced do not meet the requirements of the criteria set forth in the specifications, Contractor shall be deemed to have failed to complete the work. In this case, the Contractor will not be entitled to receive any payment. UNDP may, at its own discretion, demand the completion of the work by making deductions to the contractual amount or terminate the Contract unilaterally without making any payments to the Contractor.

At this phase, some missing information regarded disabled people was detected. Kuantum Research reached these households via phone within 2 days to complete the missing information and the data was delivered to the authorities in full.

Please refer to the tables below with regards to the interim information;

- Number of visits to complete interviews:

	Number of Visits							
	1		2		3		4+	
	Number	%	Number	%	Number	%	Number	%
Total Number of Interviews								
10382	3854	37,1	4127	39,8	2304	22,2	97	0,9

- In general; during the field study, 1.156 interviews were cancelled and not included in the details due to reasons such as coordinate, TK, data control, logic control etc.

Cancellation Reasons	N	%
PHONE NUMBER MISSING / NOT PRESENT / INTERVIEWER BASED CONTROL	344	29,8
DURATION CANCELLATION	280	24,2
INTERVIEW NOT CONDUCTED IN RESIDENCE	179	15,5
DID NOT PARTICIPATE IN THE INTERVIEW	169	14,6
INTERVIEWER BLOCK CANCELLATION	105	9,1
WRONG ADDRESS	40	3,5
TEST INTERVIEW	14	1,2
CAN'T SPEAK TURKISH / NOT TURKISH CITIZEN	13	1,1
SPOUSE'S PHONE, SPOUSE NOT PRESENT / INTERVIEWER BASED CONTROL	7	0,6
HUNG UP UPON HEARING ABOUT THE RESEARCH	2	0,2
FRIENDS WITH THE INTERVIEWER	1	0,1
SAID THAT THERE WERE NOT MANY MUNICIPALITY RELATED QUESTIONS	1	0,1
DOESN'T KNOW THE DATES OF BIRTH OF THE HOUSEHOLD MEMBERS	1	0,1
Final Total	1156	100,0

- **Problems Encountered in the Field and Actions Taken**

Interviewers who reach their regions with GPS coordinates are able to log into the application in their tablets with the password they receive via SMS. This way, they are able to access the blocks assigned to them in the region via Google Maps or Yandex.

The most important issues faced during field study;

- 4 of our interviewers were taken to the police station by the police in Gaziantep. After our coordinator called the station and explained the project and project authorizations, the interviewers were able to return to the field within approximately 1 hour.
- Gökdere village in Tortum district of Erzurum could not be accessed due to snow. Block visits were conducted the next day.



Photo of the situation in Gökdere Village

- The batteries of tablets used by the interviewers die 2 times faster because of Google Maps and Yandex use. In order to solve this problem, power banks were bought and delivered to the fields.
- According to the interviewer report, there are only 2 residences in Sazova neighborhood (code: 1310) of Eskişehir. Both households refused to be interviewed. Other than these two residences, there are only empty fields and scrap dealer shops in the area. Thus, no interview ws conducted in this region.

With the participation of UNDP controller Mr. Uğur, another visit was made to the cluster number 1310 on 31.12.2019. Some of the households that refused interview agreed to an interview during the visit. Our interviewers conducted 6 interviews in this cluster on January 2nd, 2020 as agreed in the previous visit.



Interviews could not be conducted in the following 4 clusters due to the reasons explained in the table below:

PROVINCE	DISTRICT	CLUSTER NO	EXPLANATION
ERZURUM	KARAYAZI	1283	ROAD BLOCKED DUE TO SNOW
GAZİANTEP	ŞAHİNBEY	1356	HOUSEHOLDS EMPTY AS THEY ARE SUMMERHOUSES
GAZİANTEP	YAVUZELİ	1329	VILLAGE MUKHTAR DID NOT ALLOW
İSTANBUL	KADIKÖY	1464	APARTMENT BLOCK SECURITY DID NOT ALLOW

3.9. Data control

- a) Contactor shall be obliged to code the answers to the questions, including open-ended ones, according to the standards specified by UNDP.
- b) Data control shall be carried out by the Contractor.
- c) Contractor shall be obliged to carry out interviews that are compliant with the survey quota.
- d) To calculate the final weights and carry out quality controls, Contractor shall submit the raw data to UNDP within 5 (five) business days following the receipt of the raw data after eliminating all errors and deficiencies specified by UNDP as to Age, Gender, Household Size, Household List, Survey Quota, Conflicting Answers and such other information needed for necessary household components.
- e) Data not submitted in the format or accuracy as requested by UNDP shall not be deemed to have been received by UNDP and shall not extend the time period set for the delivery period.
- f) The following controls shall be carried out by the Contractor;
 - i. Distribution compliance control; which means that distribution of certain variables in the interview survey does not show significant deviation from general distribution of each province within the scope of study. Contractor shall submit to UNDP in the Interim Report the comparison of the age, gender, household size and 'age vs. gender' distributions of the interview to the general distribution of each province within the scope of the survey work.
 - ii. Data control; which means that there are no codes other than the codes for answers given to the questions in the interview form and that there are no unanswered questions other than logical skips etc.
 - iii. Coherence control; which means that there is no contradiction between the answers given to the questions in the interview form.
 - iv. Missing empty interview control; which means that there are no empty or uncompleted forms in the interviews conducted by the Contractor.
 - v. Sample volume control; which refers to the total number of interviews (answered or unanswered) after conducting the interviews at the addresses determined by UNDP at the onset of the study.

- g) Contractor shall be liable to carry out the specified control works and meet the specified criteria.

Accordingly, all deficiencies were completed, all logic controls were made and open-ended questions were coded. With the approval of UNDP Authorities, both weighted and unweighted tables and graphs have been prepared in the requested fractions. Tables and graphs will be delivered on Monday, February 3rd. You can find some tables related to data controls below:

- Gender quota distribution following the field study is shown below:

	Female		Male		Total	
	N	%	N	%	N	%
ADANA	139	41,5	196	58,5	335	100,0
ANKARA	344	48,5	366	51,5	710	100,0
ANTALYA	166	45,0	203	55,0	369	100,0
AYDIN	106	40,8	154	59,2	260	100,0
BALIKESİR	123	40,1	184	59,9	307	100,0
BURSA	209	50,6	204	49,4	413	100,0
DENİZLİ	141	56,4	109	43,6	250	100,0
DİYARBAKIR	109	44,3	137	55,7	246	100,0
ERZURUM	140	59,3	96	40,7	236	100,0
ESKİŞEHİR	153	52,4	139	47,6	292	100,0
GAZİANTEP	152	54,1	129	45,9	281	100,0
HATAY	148	54,4	124	45,6	272	100,0
İSTANBUL	840	51,5	792	48,5	1.632	100,0
İZMİR	304	52,6	274	47,4	578	100,0
KAHRAMANMARAŞ	123	46,6	141	53,4	264	100,0
KAYSERİ	107	41,2	153	58,8	260	100,0
KOCAELİ	120	40,3	178	59,7	298	100,0
KONYA	148	46,8	168	53,2	316	100,0
MALATYA	103	44,6	128	55,4	231	100,0
MANİSA	115	40,5	169	59,5	284	100,0
MARDİN	115	50,9	111	49,1	226	100,0
MERSİN	131	44,3	165	55,7	296	100,0
MUĞLA	110	43,0	146	57,0	256	100,0
ORDU	102	43,8	131	56,2	233	100,0
SAKARYA	130	50,0	130	50,0	260	100,0
SAMSUN	132	50,8	128	49,2	260	100,0
ŞANLIURFA	103	39,2	160	60,8	263	100,0
TEKİRDAĞ	120	41,7	168	58,3	288	100,0
TRABZON	100	41,7	140	58,3	240	100,0
VAN	120	53,1	106	46,9	226	100,0
Total	4.953	%47,7	5.429	%52,3	10.382	

- Age;

	N	%
15 - 19	396	3,8
20 - 24	1.581	15,2
25 - 29	1.568	15,1
30 - 34	1.428	13,8
35 - 39	1.174	11,3
40 - 44	915	8,8
45 - 49	741	7,1
50 - 54	1.078	10,4
55 - 59	464	4,5
60 - 64	372	3,6
65 - 69	356	3,4
70 - 74	163	1,6
75 - 79	78	,8
80 - 84	41	,4
85 +	27	,3
Total	10.382	100,0
Average	38,5	
Standard deviation	14,59	

	Quota age group				
	20_29	30_39	40_49	50_59	60 +
Total after field	34,1%	25,1%	16,0%	14,9%	10,0%
DISTRIBUION OF QOUTA	22,45%*	23,63%	20,34%	15,71%	17,87%
QUOTA DEVIATION (+ overdone, - underdone)	11,7%	1,4%	-4,4%	-0,9%	-7,9%

- The distribution of age groups obtained from TÜİK (Turkish Statistical Institue) did not cover the age range of 18-19 years.

4.1. Problems Encountered during Field Study and Solutions

Kuantum Research has been in the research sector since 2006. In line with our 14 years of experience and know-how, we took many actions before, during and after this study. These actions are as follows:

- Before the study, two major training meetings were held in Ankara and Istanbul with the participation of approximately 30 people in each meeting. Provincial supervisors and some interviewers attended these meetings. UNDP team, Controllers Mr. Uğur and Mrs. Ülker attended the training meeting in Ankara. Mr. Baran from the UNDP team attended the training in Istanbul.

- Following these trainings held in two metropolitan cities, online trainings were carried out with interviewers from 30 metropolitan cities. Mr. Gökhan and Mr. Baran from the UNDP team attended these meetings, as well.
- A pilot study including 51 interviews was conducted following the training in Ankara. The results of the pilot study shown in the table below were shared with the Administration.

Pilot Study Notes
Most of the answers from the field were in relation to the <u>new term</u> Metropolitan Municipality.
There are positive responses to services as there is a public transportation service provided at night.
Should social media be evaluated under "internet" in news sources or be a separate section?
People's responses to the study are positive as it is about municipalities.
The interview form takes about 15 minutes to complete without the disability form.
Forms are generally fluent.
There are many likert questions in the interview form. We recommend applying rotation first. We also recommend adding grid control* for the likert questions to contribute to field control. We believe that we can better the process by cancelling the surveys that fail the likert control and re-training the surveyors.

- After the trainings, the 'Surveyor Handbook' was prepared before the field work started and it was distributed to all field supervisors and surveyors with the approval of UNDP. The handbook explains; basic rules, things to be considered while looking for interviewees, things to be taken into account while implementing the interview form, things to be considered while doing field study, KVKK-Privacy, control standards and project specific requirements.
- Field study that started after the trainings continued with high rates of supervisor accompaniment. During the implementation, both the approaches of interviewers were observed and warnings and trainings were repeated for interviewers to make up for the deficiencies detected.
- All interviews were conducted in households during the field study. No interview was conducted in places such as work places, streets, parks or coffee shops etc.
- In the interviews held in the households, we noticed that some citizens did not want to respond, while others asked for detailed information about why this study was conducted.
- We also encountered some seasonal difficulties as the data collection process coincided with December. Especially while visiting Eastern and Southeastern Anatolia regions, we were challenged by seasonal conditions such as rain, snow etc. For example, the block visits planned for Gökdere village in Tortum district of Erzurum could not be made at first because of the snow. The households in this village were only reached for a visit the next day.

Problems Encountered in the Field and Actions Taken

- 4 of our interviewers were taken to the police station by the police in Gaziantep. After our coordinator called the station and explained the project and project authorizations, the interviewers were able to return to the field within approximately 1 hour.
- Gökdere village in Tortum district of Erzurum could not be accessed due to snow. Block visits were conducted the next day.
- The batteries of tablets used by the interviewers die 2 times faster because of Google Maps and Yandex use. In order to solve this problem, power banks were bought and delivered to the fields.
- According to the interviewer report, there are only 2 residences in Sazova neighborhood (code: 1310) of Eskişehir. Both households refused to be interviewed. Other than these two residences, there are only empty fields and scrap dealer shops in the area. Thus, no interview was conducted in this region.
- With the participation of UNDP controller Mr. Uğur, another visit was made to the cluster number 1310 on 31.12.2019. Some of the households that refused interview agreed to an interview during the visit. Our interviewers conducted 6 interviews in this cluster on January 2nd, 2020 as agreed in the previous visit.
- Interviews could not be conducted in the following 4 clusters due to the reasons explained in the table below:

PROVINCE	DISTRICT	CLUSTER NO	EXPLANATION
ERZURUM	KARAYAZI	1283	Road blocked due to snow
GAZİANTEP	ŞAHİNBEY	1356	Households empty as they are summerhouses
GAZİANTEP	YAVUZELİ	1329	Village mukhtar did not allow
İSTANBUL	KADIKÖY	1464	Apartment block security did not allow

- During the study, 10.382 interviews were conducted. In the table below, you can see the number of visits done before conducting the interviews.

	Number of Household Visits							
	1		2		3		4+	
Total number of Interviews	Number	%	Number	%	Number	%	Number	%
10382	3854	37,1	4127	39,8	2304	22,2	97	0,9

- In accordance with the table above, our rate of conducting interviews at the first visit is 37.1%. This rate is 39.8% for second visits. In addition, the Quantum field team completed 23.1% of the sample with three or more visits to the same addresses.

- Our data collection times were between 10 am and 19 pm. However, weekend visits were planned to the households that could not be reached during the first visits. At this point, weekend teams were also taken to the field on rotation.

4.2. Methodological Information about the Study

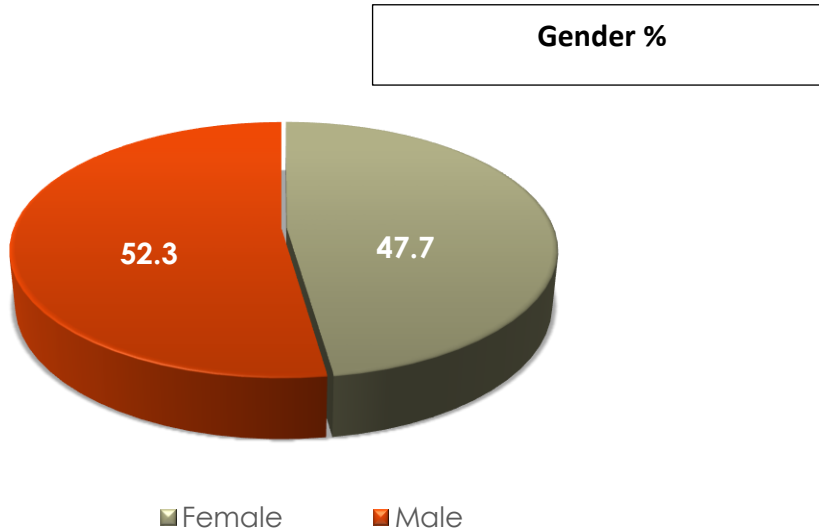
- **Objective of the Study;** Measuring the satisfaction of citizens regarding public services. Gathering opinions of citizens regarding access to services, their satisfaction with services and service providers, participation in public administration and metropolitan municipality legislation. Contributing to increasing service quality, providing better quality service for for citizens and disadvantaged individuals and strengthening participation.
- **Sample;** Interviews were conducted with men and women aged 18-65 and over residing in 30 metropolitan cities, representing Turkey. A total of 10.382 people were interviewed including 101 people with visual impairments, orthopedical and chronic disabilities.
- **Method;** The study was conducted using CAPI (Computer-Assisted Personal Interview) technique with Quantitative Research method.
- **Schedule;** Data collection process was completed between November 18th – January 2nd.
- Sample details are provided in the table below:

Province	N	%	Province	N	%
Adana	335	3,2	Kayseri	260	2,5
Ankara	710	6,8	Kocaeli	298	2,9
Antalya	369	3,6	Konya	316	3,0
Aydın	260	2,5	Malatya	231	2,2
Balıkesir	307	3,0	Manisa	284	2,7
Bursa	413	4,0	Mardin	226	2,2
Denizli	250	2,4	Mersin	296	2,9
Diyarbakır	246	2,4	Muğla	256	2,5
Erzurum	236	2,3	Ordu	233	2,2
Eskişehir	292	2,8	Sakarya	260	2,5
Gaziantep	281	2,7	Samsun	260	2,5
Hatay	272	2,6	Şanlıurfa	263	2,5
İstanbul	1632	15,7	Tekirdağ	288	2,8
İzmir	578	5,6	Trabzon	240	2,3
Kahramanmaraş	264	2,5	Van	226	2,2
TOTAL			30	10382	%100

- The study was carried out in 30 metropolitan cities under study 10. 382 address is specified in the following map of Turkey.



- Gender, marital status and education level of the interviewed people are stated in the graphs below;



*The ratio of women in Turkey according to 2019 TÜİK population data 52%, were male rate 49,8 %

	Female		Male		Total	
	N	%	N	%	N	%
ADANA	139	41,5	196	58,5	335	100,0
ANKARA	344	48,5	366	51,5	710	100,0
ANTALYA	166	45,0	203	55,0	369	100,0
AYDIN	106	40,8	154	59,2	260	100,0
BALIKESİR	123	40,1	184	59,9	307	100,0
BURSA	209	50,6	204	49,4	413	100,0
DENİZLİ	141	56,4	109	43,6	250	100,0
DİYARBAKIR	109	44,3	137	55,7	246	100,0
ERZURUM	140	59,3	96	40,7	236	100,0
ESKİŞEHİR	153	52,4	139	47,6	292	100,0
GAZİANTEP	152	54,1	129	45,9	281	100,0
HATAY	148	54,4	124	45,6	272	100,0
İSTANBUL	840	51,5	792	48,5	1.632	100,0
İZMİR	304	52,6	274	47,4	578	100,0
KAHRAMANMARAŞ	123	46,6	141	53,4	264	100,0
KAYSERİ	107	41,2	153	58,8	260	100,0
KOCAELİ	120	40,3	178	59,7	298	100,0
KONYA	148	46,8	168	53,2	316	100,0
MALATYA	103	44,6	128	55,4	231	100,0
MANİSA	115	40,5	169	59,5	284	100,0
MARDİN	115	50,9	111	49,1	226	100,0
MERSİN	131	44,3	165	55,7	296	100,0
MUĞLA	110	43,0	146	57,0	256	100,0
ORDU	102	43,8	131	56,2	233	100,0
SAKARYA	130	50,0	130	50,0	260	100,0
SAMSUN	132	50,8	128	49,2	260	100,0
ŞANLIURFA	103	39,2	160	60,8	263	100,0
TEKİRDAĞ	120	41,7	168	58,3	288	100,0
TRABZON	100	41,7	140	58,3	240	100,0
VAN	120	53,1	106	46,9	226	100,0
Total	4.953	%47,7	5.429	%52,3	10.382	
DISTRIBUION OF QOUTA		%50,08		%49,92		
QUOTA DEVIATION * (+ overdone, - underdone)		%-2,38		%2,38		

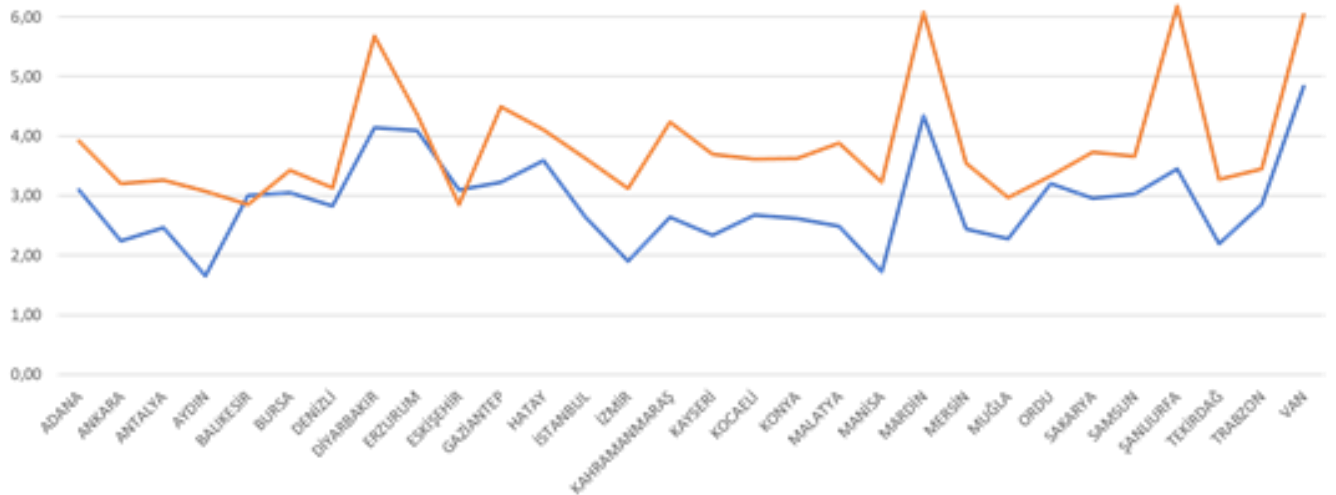
- The age distribution of the interviewees within the scope of the study is given in the tables below.

	Research Rates		Averages Turkey	
	N	%	N	%
15 - 19	396	3,8	2532638	4,2
20 - 24	1.581	15,2	6624078	11,0
25 - 29	1.568	15,1	6367311	10,6
30 - 34	1.428	13,8	6363017	10,6
35 - 39	1.174	11,3	6584843	10,9
40 - 44	915	8,8	5967384	9,9
45 - 49	741	7,1	5533559	9,2
50 - 54	1.078	10,4	4675373	7,8
55 - 59	464	4,5	4389997	7,3
60 - 64	372	3,6	3554769	5,9
65 - 69	356	3,4	2722672	4,5
70 - 74	163	1,6	2016913	3,4
75 - 79	78	,8	1308299	2,2
80 - 84	41	,4	817730	1,4
85 +	27	,3	685113	1,1
Total	10.382	100,0	60143696	100,0
Average	38,5			
Standart deviation	14,59			

	Quota age group				
	20_29	30_39	40_49	50_59	60 +
Total after field	34,1%	25,1%	16,0%	14,9%	10,0%
DISTRIBUTION OF QOUTA	22,45%*	23,63%	20,34%	15,71%	17,87%
QUOTA DEVIATION (+ overdone, - underdone)	11,7%	1,4%	-4,4%	-0,9%	-7,9%

- The distribution of age groups obtained from TÜİK (Turkish Statistical Institute) did not cover the age range of 18-19 years.

- As you can see in the table above, there is no difference between the research results and TIS results. In addition to this, you can also find the statistical distribution of household sizes on a provincial basis. This distribution shows that TIS data and field study data are parallel. This enhances the quality of the data collected in the field.



4.3. Kontroller Controls Carried out by Kuantum Research (Contractor)

- **Distribution compliance control;**
 - Means the distribution of certain variables in the interview survey does not show significant deviation from general distribution of each province within the scope of study. Accordingly, provincial quotas were formed in the sample before the study. Representation of each province within the sample was determined and the study was carried out in accordance with this representation.
 - At the same time, gender and age quotas were also formed based on the representation of Turkey. All these fractions were followed online via the dashboard during the field study and shared with the UNDP team.
- **Data control;**
 - Means that there are no codes other than the codes for answers given to the questions in the interview form and there are no unanswered questions other than logical skips etc. Accordingly, first the script for the interview form was written. Thanks to the script, field study was conducted online, using tablets. Conditions, assignments and some logic control systems on the interview forms were created during script writing.

- In closed-ended questions, no coding was created except for the codes in the interview form. However, in semi-open-ended questions, some vague expressions were coded within logic and the code key was shared with the UNDP team in SPSS file.
 - There are no unanswered or incomplete interviews in the final data. Except for the conditional questions (logic skips) in the interview form, all interviewees answered all questions suitable for themselves.
- **Coherence control;**
 - Means that there is no contradiction between the answers given to the questions in the interview form. Crosschecks were carried out. You can find some of the questions where logic controls were applied;
 - B2.1 Which transport vehicle you use the most in your daily life?
B2.3 How often do you use the following services?
Answers given to the abovementioned questions were crosschecked.
 - B2.3 The phrases in the question “How often do you use the following services?” were crosschecked with disability, having children, age and gender.
 - B2. 4 Has there been urban transformation in your neighborhood? and B2.5 Has urban transformation affected you directly? were crosschecked according to provinces.
 - B3.2 Have you ever made a complaint / suggestion to the Metropolitan Municipality regarding the services? and B3.3 How long did it take Metropolitan Municipality to respond to your complaint / suggestion? were crosschecked.
 - B5.2. Employment status question and B5.3, B5.4 B5.5, B5.6, B5.7 and B5.8 questions were crosschecked.
 - B6.14 How much is your total personal monthly income? and B6.15 How much is your household's total monthly income? were crosschecked.
 - The questions mentioned above are some of the crosschecked questions. Similar questions in the Disability Form were also checked.
 - **Missing or empty interview control;**
 - Means that there are no empty or uncompleted forms in the interviews conducted by the Contractor. Accordingly, the system does not allow skipping to the next page if there are any unanswered questions.
 - Thus, all interviews delivered are completed in full (except for logic skips).
 - **Sample volume control;**
 - Refers to the total number of interviews (answered or unanswered) after conducting the interviews at the addresses determined by UNDP at the onset of the study. Accordingly, 10.382 interviews were conducted, as stated in the table below. Moreover, 1.156 interviews were cancelled after controls.

- Number of visits before conducting the interviews;

	Number of Household Visits							
	1		2		3		4+	
	Number	%	Number	%	Number	%	Number	%
Total Number of Interviews	3854	37,1	4127	39,8	2304	22,2	97	0,9

- 1.156 interviews were cancelled and not included in the details due to reasons such as coordinate, TK, data control, logic control etc.

Cancellation Reasons	Sayı	%
PHONE NUMBER MISSING / NOT PRESENT / INTERVIEWER BASED CONTROL	344	29,8
DURATION CANCELLATION	280	24,2
INTERVIEW NOT CONDUCTED IN RESIDENCE	179	15,5
DID NOT PARTICIPATE IN THE INTERVIEW	169	14,6
INTERVIEWER BLOCK CANCELLATION	105	9,1
WRONG ADDRESS	40	3,5
TEST INTERVIEW	14	1,2
CAN'T SPEAK TURKISH / NOT TURKISH CITIZEN	13	1,1
SPOUSE'S PHONE, SPOUSE NOT PRESENT / INTERVIEWER BASED CONTROL	7	0,6
HUNG UP UPON HEARING ABOUT THE RESEARCH	2	0,2
FRIENDS WITH THE INTERVIEWER	1	0,1
SAID THAT THERE WERE NOT MANY MUNICIPALITY RELATED QUESTIONS	1	0,1
DOESN'T KNOW THE DATES OF BIRTH OF THE HOUSEHOLD MEMBERS	1	0,1
Final Total	1156	100,0

4.4. Weighted and Unweighted Frequencies of Questions

- In the table below, you can find the weighted and unweighted frequencies of questions. Please refer to the Excel file shared with you for results related to age, gender, province etc. fractions.

Province	Male		Female		Total	
	N	%	N	%	N	%
ADANA	140	41,8%	195	58,2%	335	100,0%
ANKARA	344	48,5%	366	51,5%	710	100,0%
ANTALYA	166	45,0%	203	55,0%	369	100,0%
AYDIN	106	40,8%	154	59,2%	260	100,0%
BALIKESİR	123	40,1%	184	59,9%	307	100,0%
BURSA	209	50,6%	204	49,4%	413	100,0%
DENİZLİ	141	56,4%	109	43,6%	250	100,0%
DİYARBAKIR	110	44,7%	136	55,3%	246	100,0%
ERZURUM	140	59,3%	96	40,7%	236	100,0%
ESKİŞEHİR	153	52,4%	139	47,6%	292	100,0%
GAZİANTEP	153	54,4%	128	45,6%	281	100,0%
HATAY	148	54,4%	124	45,6%	272	100,0%
İSTANBUL	840	51,5%	792	48,5%	1632	100,0%
İZMİR	305	52,8%	273	47,2%	578	100,0%
KAHRAMANMARAŞ	123	46,6%	141	53,4%	264	100,0%
KAYSERİ	107	41,2%	153	58,8%	260	100,0%
KOCAELİ	120	40,3%	178	59,7%	298	100,0%
KONYA	148	46,8%	168	53,2%	316	100,0%
MALATYA	103	44,6%	128	55,4%	231	100,0%
MANİSA	115	40,5%	169	59,5%	284	100,0%
MARDİN	115	50,9%	111	49,1%	226	100,0%
MERSİN	131	44,3%	165	55,7%	296	100,0%
MUĞLA	110	43,0%	146	57,0%	256	100,0%
ORDU	102	43,8%	131	56,2%	233	100,0%
SAKARYA	130	50,0%	130	50,0%	260	100,0%
SAMSUN	132	50,8%	128	49,2%	260	100,0%
ŞANLIURFA	103	39,2%	160	60,8%	263	100,0%
TEKİRDAĞ	120	41,7%	168	58,3%	288	100,0%
TRABZON	100	41,7%	140	58,3%	240	100,0%
VAN	121	53,5%	105	46,5%	226	100,0%

W Province	Male		Female		Total	
	N	%	N	%	N	%
ADANA	252400	42,5%	341439	57,5%	593839	100,0%
ANKARA	846003	48,7%	890724	51,3%	1736727	100,0%
ANTALYA	340458	44,3%	427208	55,7%	767666	100,0%
AYDIN	146623	40,5%	215855	59,5%	362478	100,0%
BALIKESİR	168593	39,2%	261627	60,8%	430220	100,0%
BURSA	455252	50,6%	444918	49,4%	900170	100,0%
DENİZLİ	183419	55,0%	150118	45,0%	333537	100,0%
DİYARBAKIR	159164	44,5%	198881	55,5%	358045	100,0%
ERZURUM	108620	58,8%	75972	41,2%	184592	100,0%
ESKİŞEHİR	166099	53,1%	146531	46,9%	312630	100,0%
GAZİANTEP	261902	54,9%	215546	45,1%	477448	100,0%
HATAY	226271	54,6%	188008	45,4%	414279	100,0%
İSTANBUL	2294526	52,4%	2085400	47,6%	4379926	100,0%
İZMİR	752018	53,0%	667937	47,0%	1419954	100,0%
KAHRAMANMARAŞ	137362	47,5%	151947	52,5%	289309	100,0%
KAYSERİ	162767	41,3%	230993	58,7%	393760	100,0%
KOCAELİ	241574	44,0%	306856	56,0%	548430	100,0%
KONYA	275640	44,4%	344666	55,6%	620306	100,0%
MALATYA	96079	44,5%	119630	55,5%	215709	100,0%
MANİSA	175002	38,9%	274731	61,1%	449733	100,0%
MARDİN	80220	50,1%	79754	49,9%	159974	100,0%
MERSİN	234658	44,5%	292550	55,5%	527208	100,0%
MUĞLA	138097	42,0%	190479	58,0%	328576	100,0%
ORDU	106026	44,3%	133381	55,7%	239407	100,0%
SAKARYA	144376	50,9%	139190	49,1%	283566	100,0%
SAMSUN	199877	51,8%	186263	48,2%	386140	100,0%
ŞANLIURFA	137878	37,5%	229974	62,5%	367852	100,0%
TEKİRDAĞ	130768	41,5%	184055	58,5%	314823	100,0%
TRABZON	102598	42,7%	137756	57,3%	240355	100,0%
VAN	120040	54,8%	99203	45,2%	219243	100,0%

Education Levels	Frequency	Percent	Valid Percent	Cumulative Percent
Illiterate	229	2,2	2,2	2,2
Literate, never went to school	125	1,2	1,2	3,4
Leaving primary school	399	3,8	3,8	7,3
Primary school graduate	1406	13,5	13,5	20,8
ProvincePrimary / Secondary Education	383	3,7	3,7	24,5
Primary / Secondary School graduate	1062	10,2	10,2	100,0
Vocational / technical high school student	10	,1	,1	24,6
Open high school student	278	2,7	2,7	27,3
Open vocational high school student	41	,4	,4	27,7
Open imam hatip high school student	6	,1	,1	27,7
High school graduate	3132	30,2	30,2	57,9
Leaving high school	228	2,2	2,2	60,1
2-year associate degree student	129	1,2	1,2	61,3
2-year associate degree	636	6,1	6,1	67,4
2-year associate leave	41	,4	,4	67,8
At least 4-year faculty / college student	667	6,4	6,4	74,3
At least 4-year faculty / college graduate	1316	12,7	12,7	86,9
At least 4-year faculty / college student leaving	66	,6	,6	87,6
Graduate student	71	,7	,7	88,3
Graduate degree	136	1,3	1,3	89,6
PhD student	12	,1	,1	89,7
PhD graduate	9	,1	,1	89,8
Total	10382	100,0	100,0	

Education Levels	Frequency	Percent	Valid Percent	Cumulative Percent
Illiterate	311379	1,7	1,7	1,7
Literate, never went to school	192792	1,1	1,1	2,8
Leaving primary school	677343	3,7	3,7	6,5
Primary school graduate	2400874	13,2	13,2	19,6
ProvincePrimary / Secondary Education	647160	3,5	3,5	23,2
Primary / Secondary School graduate	1807404	9,9	9,9	100,0
Vocational / technical high school student	18332	,1	,1	23,3
Open high school student	498899	2,7	2,7	26,0
Open vocational high school student	84417	,5	,5	26,5
Open imam hatip high school student	11326	,1	,1	26,5
High school graduate	5602845	30,7	30,7	57,2
Leaving high school	371260	2,0	2,0	59,3
2-year associate degree student	230271	1,3	1,3	60,5
2-year associate degree	1126699	6,2	6,2	66,7
2-year associate leave	65772	,4	,4	67,0
At least 4-year faculty / college student	1229029	6,7	6,7	73,8
At least 4-year faculty / college graduate	2451660	13,4	13,4	87,2
At least 4-year faculty / college student leaving	106492	,6	,6	87,8
Graduate student	118065	,6	,6	88,4
Graduate degree	265065	1,5	1,5	89,9
PhD student	20001	,1	,1	90,0
PhD graduate	18820	,1	,1	90,1
Total	18255902	100,0	100,0	

Age	Frequency	Percent	Valid Percent	Cumulative Percent
15 - 19	396	3,8	3,8	3,8
20 - 24	1581	15,2	15,2	19,0
25 - 29	1568	15,1	15,1	34,1
30 - 34	1428	13,8	13,8	47,9
35 - 39	1174	11,3	11,3	59,2
40 - 44	915	8,8	8,8	68,0
45 - 49	741	7,1	7,1	75,2
50 - 54	1078	10,4	10,4	85,5
55 - 59	464	4,5	4,5	90,0
60 - 64	372	3,6	3,6	93,6
65 - 69	356	3,4	3,4	97,0
70 - 74	163	1,6	1,6	98,6
75 - 79	78	,8	,8	99,3
80 - 84	41	,4	,4	99,7
85 +	27	,3	,3	100,0
Total	10382	100,0	100,0	

Age / W	Frequency	Percent	Valid Percent	Cumulative Percent
15 - 19	715298	3,9	3,9	3,9
20 - 24	2770635	15,2	15,2	19,1
25 - 29	2782936	15,2	15,2	34,3
30 - 34	2505397	13,7	13,7	48,1
35 - 39	2020437	11,1	11,1	59,1
40 - 44	1592824	8,7	8,7	67,9
45 - 49	1252140	6,9	6,9	74,7
50 - 54	1924888	10,5	10,5	85,3
55 - 59	772755	4,2	4,2	89,5
60 - 64	691481	3,8	3,8	93,3
65 - 69	686043	3,8	3,8	97,0
70 - 74	289894	1,6	1,6	98,6
75 - 79	132931	,7	,7	99,4
80 - 84	69032	,4	,4	99,7
85 +	49213	,3	,3	100,0
Total	18255902	100,0	100,0	

Marital Status	Frequency	Percent	Valid Percent	Cumulative Percent
The married	5819	56,0	56,0	56,0
Single	3843	37,0	37,0	93,1
His wife is dead	455	4,4	4,4	97,4
Divorced	224	2,2	2,2	99,6
Lives separately	41	,4	,4	100,0
Total	10382	100,0	100,0	

Marital Status-W	Frequency	Percent	Valid Percent	Cumulative Percent
The married	9929174	54,4	54,4	54,4
Single	6956502	38,1	38,1	92,5
His wife is dead	873620	4,8	4,8	97,3
Divorced	433978	2,4	2,4	99,7
Lives separately	62628	,3	,3	100,0
Total	18255902	100,0	100,0	

Employment	Frequency	Percent	Valid Percent	Cumulative Percent
Salaried	4617	44,5	44,5	44,5
Casual	274	2,6	2,6	47,1
Employer	218	2,1	2,1	49,2
Self-employed	679	6,5	6,5	55,8
Home-based employee	38	,4	,4	56,1
Unpaid family worker	58	,6	,6	56,7
Housewife, does not work paid	1964	18,9	18,9	75,6
Unemployed- looking for job	1162	11,2	11,2	86,8
Retired	84	,8	,8	87,6
Disabled, not working	31	,3	,3	87,9
Contiunes his education	48	,5	,5	88,4
Didn't want to specify	446	4,3	4,3	92,7
I do not want to answer	275	2,6	2,6	95,3
Not answer	162	1,6	1,6	96,9
Retired, working	311	3,0	3,0	99,9
He-she Interested in housework, helping his-her wife	15	,1	,1	100,0
Total	10382	100,0	100,0	

Employment / W	Frequency	Percent	Valid Percent	Cumulative Percent
Salaried	8361062	45,8	45,8	45,8
Casual	391665	2,1	2,1	47,9
Employer	453314	2,5	2,5	50,4
Self-employed	1072997	5,9	5,9	56,3
Home-based employee	57567	,3	,3	56,6
Unpaid family worker	74991	,4	,4	57,0
Housewife, does not work paid	3316792	18,2	18,2	75,2
Unemployed- looking for job	2046629	11,2	11,2	86,4
Retired	131135	0,7	0,7	87,1
Disabled, not working	47593	0,3	0,3	87,4
Contiunes his education	76872	0,4	0,4	87,8
Didn't want to specify	860764	4,7	4,7	92,5
I do not want to answer	521169	2,9	2,9	95,4
Not answer	251269	1,4	1,4	96,8
Retired, working	568392	3,1	3,1	99,9
He-she Interested in housework, helping his-her wife	23691	,1	,1	100,0
Total	18255902	100,0	100,0	

B.1.1 Expressions		Not satisfied at all	Not satisfied	Moderately satisfied	Satisfied	Very satisfied	I have no idea	Total
Access to public transportation	N	634	878	2138	4686	1776	270	10382
	%	6,1%	8,5%	20,6%	45,1%	17,1%	2,6%	100,0%
Pricing of public transportation	N	982	1730	3109	3288	951	322	10382
	%	9,5%	16,7%	29,9%	31,7%	9,2%	3,1%	100,0%
Cleaning services	N	773	1415	2873	4048	1161	112	10382
	%	7,4%	13,6%	27,7%	39,0%	11,2%	1,1%	100,0%
Water services	N	771	1290	2962	4024	1243	92	10382
	%	7,4%	12,4%	28,5%	38,8%	12,0%	,9%	100,0%
Sewage services	N	907	1420	2864	3924	1045	222	10382
	%	8,7%	13,7%	27,6%	37,8%	10,1%	2,1%	100,0%
Natural gas	N	845	1221	2677	3500	1065	1074	10382
	%	8,1%	11,8%	25,8%	33,7%	10,3%	10,3%	100,0%
Status of sidewalks, roads, streets and buildings in the neighborhood	N	1101	1673	2976	3421	1083	128	10382
	%	10,6%	16,1%	28,7%	33,0%	10,4%	1,2%	100,0%
Bicycle lanes	N	1357	1306	2195	2809	836	1879	10382
	%	13,1%	12,6%	21,1%	27,1%	8,1%	18,1%	100,0%
Urban lighting- (Street-bus stop-park)	N	800	1363	3022	3799	1207	191	10382
	%	7,7%	13,1%	29,1%	36,6%	11,6%	1,8%	100,0%
Parks	N	1031	1477	2616	3801	1115	342	10382
	%	9,9%	14,2%	25,2%	36,6%	10,7%	3,3%	100,0%
Children's playgrounds (playgrounds and areas in other multi-purpose parks)	N	1098	1536	2552	3312	993	891	10382
	%	10,6%	14,8%	24,6%	31,9%	9,6%	8,6%	100,0%
Green spaces	N	1060	1560	3070	3174	1138	380	10382
	%	10,2%	15,0%	29,6%	30,6%	11,0%	3,7%	100,0%
Neighborhood/ district/ neighborhood management	N	867	1274	2641	4033	1118	449	10382
	%	8,4%	12,3%	25,4%	38,8%	10,8%	4,3%	100,0%
Sport services (sport schools, courses, playfields and courts)	N	1125	1522	2391	2920	836	1588	10382
	%	10,8%	14,7%	23,0%	28,1%	8,1%	15,3%	100,0%
Cultural services (concert halls, theaters,museums, libraries)	N	1090	1477	2473	2910	867	1565	10382
	%	10,5%	14,2%	23,8%	28,0%	8,4%	15,1%	100,0%
Services for people with disabilities	N	1171	1339	2482	2373	762	2255	10382
	%	11,3%	12,9%	23,9%	22,9%	7,3%	21,7%	100,0%
Child services	N	1186	1452	2284	2866	838	1756	10382

	%	11,4%	14,0%	22,0%	27,6%	8,1%	16,9%	100,0%
Youth services	N	1078	1510	2274	2838	867	1815	10382
	%	10,4%	14,5%	21,9%	27,3%	8,4%	17,5%	100,0%
Services for woman	N	1233	1395	2572	2392	829	1961	10382
	%	11,9%	13,4%	24,8%	23,0%	8,0%	18,9%	100,0%
Services for the elderly	N	1176	1315	2586	2419	905	1981	10382
	%	11,3%	12,7%	24,9%	23,3%	8,7%	19,1%	100,0%
At home care-cleaning services	N	1111	1240	2543	2323	830	2335	10382
	%	10,7%	11,9%	24,5%	22,4%	8,0%	22,5%	100,0%
Social aid	N	1293	1511	2607	2309	802	1860	10382
	%	12,5%	14,6%	25,1%	22,2%	7,7%	17,9%	100,0%
At home health services (Municipality)	N	1086	1247	2568	2401	823	2257	10382
	%	10,5%	12,0%	24,7%	23,1%	7,9%	21,7%	100,0%
Trainings for adults: Hobby courses	N	1137	1349	2176	2907	808	2005	10382
	%	11,0%	13,0%	21,0%	28,0%	7,8%	19,3%	100,0%
Trainings for adults: vocational courses	N	1165	1358	2134	2901	825	1999	10382
	%	11,2%	13,1%	20,6%	27,9%	7,9%	19,3%	100,0%
Training courses for children (study, music, painting etc.)	N	1137	1391	2598	2423	814	2019	10382
	%	11,0%	13,4%	25,0%	23,3%	7,8%	19,4%	100,0%
T Traffic regulations – traffic lights, overpasses and underpasses	N	1203	1479	3012	3079	882	727	10382
	%	11,6%	14,2%	29,0%	29,7%	8,5%	7,0%	100,0%
Air quality-cleanliness	N	1074	1573	3179	3116	1023	417	10382
	%	10,3%	15,2%	30,6%	30,0%	9,9%	4,0%	100,0%
Water quality-cleanliness	N	1119	1503	2634	3732	1002	392	10382
	%	10,8%	14,5%	25,4%	35,9%	9,7%	3,8%	100,0%
Urban transformation implementations	N	1149	1452	2171	2987	798	1825	10382
	%	11,1%	14,0%	20,9%	28,8%	7,7%	17,6%	100,0%
Announcement services of the municipality (activity news, promotion of new applications)	N	1034	1514	3123	2768	829	1114	10382
	%	10,0%	14,6%	30,1%	26,7%	8,0%	10,7%	100,0%

B.1.1 Expressions		Not satisfied at all	Not satisfied	Moderately satisfied	Satisfied	Very satisfied	I have no idea	Total
Access to public transportation	N	873761	1393533	3664211	8742870	3186531	394996	18255902
	%	4,8%	7,6%	20,1%	47,9%	17,5%	2,2%	100,0%

Pricing of public transportation	N	1475891	2965903	5673378	5891048	1783390	466291	18255902
	%	8,1%	16,2%	31,1%	32,3%	9,8%	2,6%	100,0%
Cleaning services	N	1147704	2326804	5089584	7433078	2089301	169431	18255902
	%	6,3%	12,7%	27,9%	40,7%	11,4%	0,9%	100,0%
Water services	N	1100309	2099464	5214116	7510412	2190230	141372	18255902
	%	6,0%	11,5%	28,6%	41,1%	12,0%	,8%	100,0%
Sawage services	N	1304495	2272358	5046984	7348607	1939170	344287	18255902
	%	7,1%	12,4%	27,6%	40,3%	10,6%	1,9%	100,0%
Natural gas	N	1301696	2019826	4765516	6665919	1938765	1564180	18255902
	%	7,1%	11,1%	26,1%	36,5%	10,6%	8,6%	100,0%
Status of sidewalks, roads, streets and buildings in the neighborhood	N	1698553	2847997	5202298	6385568	1928487	192999	18255902
	%	9,3%	15,6%	28,5%	35,0%	10,6%	1,1%	100,0%
Bicycle lines	N	2155116	2212650	3919406	5327477	1568980	3072273	18255902
	%	11,8%	12,1%	21,5%	29,2%	8,6%	16,8%	100,0%
Urban lighting- (Street-bus stop-park)	N	1244249	2270588	5322569	6954834	2185107	278556	18255902
	%	6,8%	12,4%	29,2%	38,1%	12,0%	1,5%	100,0%
Parks	N	1632242	2482871	4545131	7062021	2068338	465298	18255902
	%	8,9%	13,6%	24,9%	38,7%	11,3%	2,5%	100,0%
Children's playgrounds (playgrounds and areas in other multi-purpose parks)	N	1751091	2523858	4543703	6206403	1826937	1403910	18255902
	%	9,6%	13,8%	24,9%	34,0%	10,0%	7,7%	100,0%
Green spaces	N	1711378	2677970	5427627	5800957	2122846	515124	18255902
	%	9,4%	14,7%	29,7%	31,8%	11,6%	2,8%	100,0%
District/neighborhood market places	N	1363758	2096967	4690250	7478935	2013891	612101	18255902
	%	7,5%	11,5%	25,7%	41,0%	11,0%	3,4%	100,0%
Sport services (sport schools, courses, playfields and courts)	N	1740825	2581982	4291742	5479273	1560845	2601235	18255902
	%	9,5%	14,1%	23,5%	30,0%	8,5%	14,2%	100,0%
Cultural services (concert halls, theaters,museums, libraries)	N	1660041	2540444	4470021	5459063	1632017	2494316	18255902
	%	9,1%	13,9%	24,5%	29,9%	8,9%	13,7%	100,0%
Services for people with disabilities	N	1884106	2305385	4569247	4419692	1400661	3676811	18255902
	%	10,3%	12,6%	25,0%	24,2%	7,7%	20,1%	100,0%
Child services	N	1873254	2433645	4071807	5381304	1567942	2927951	18255902
	%	10,3%	13,3%	22,3%	29,5%	8,6%	16,0%	100,0%
Youth services	N	1685061	2512733	4023769	5368158	1597393	3068788	18255902
	%	9,2%	13,8%	22,0%	29,4%	8,8%	16,8%	100,0%
Services for woman	N	1968541	2371674	4678438	4473128	1522262	3241858	18255902
	%	10,8%	13,0%	25,6%	24,5%	8,3%	17,8%	100,0%
Services for the elderly	N	1870969	2233483	4758306	4435086	1687140	3270919	18255902

	%	10,2%	12,2%	26,1%	24,3%	9,2%	17,9%	100,0%
At home care-cleaning services	N	1790100	2087388	4667709	4318914	1539345	3852447	18255902
	%	9,8%	11,4%	25,6%	23,7%	8,4%	21,1%	100,0%
Social aid	N	2094825	2547266	4683045	4286076	1490344	3154346	18255902
	%	11,5%	14,0%	25,7%	23,5%	8,2%	17,3%	100,0%
At home health services (Municipality)	N	1740658	2102550	4732494	4432803	1516709	3730688	18255902
	%	9,5%	11,5%	25,9%	24,3%	8,3%	20,4%	100,0%
Trainings for adults: Hobby courses	N	1790358	2246431	3834193	5552852	1522339	3309730	18255902
	%	9,8%	12,3%	21,0%	30,4%	8,3%	18,1%	100,0%
Trainings for adults: vocational courses	N	1828904	2252805	3812694	5551926	1518157	3291416	18255902
	%	10,0%	12,3%	20,9%	30,4%	8,3%	18,0%	100,0%
Training courses for children (study, music, painting etc.)	N	1798126	2352365	4674967	4509803	1529635	3391007	18255902
	%	9,8%	12,9%	25,6%	24,7%	8,4%	18,6%	100,0%
T Traffic regulations – traffic lights, overpasses and underpasses	N	1926749	2439794	5567456	5689029	1565503	1067370	18255902
	%	10,6%	13,4%	30,5%	31,2%	8,6%	5,8%	100,0%
Air quality-cleanliness	N	1755096	2639583	5799638	5618546	1763759	679279	18255902
	%	9,6%	14,5%	31,8%	30,8%	9,7%	3,7%	100,0%
Water quality-cleanliness	N	1727716	2495700	4658330	6978418	1729025	666713	18255902
	%	9,5%	13,7%	25,5%	38,2%	9,5%	3,7%	100,0%
Urban transformation implementations	N	1869334	2419785	3847246	5639059	1500570	2979908	18255902
	%	10,2%	13,3%	21,1%	30,9%	8,2%	16,3%	100,0%
Announcement services of the municipality (activity news, promotion of new applications)	N	1641816	2520055	5641180	5181861	1501561	1769428	18255902
	%	9,0%	13,8%	30,9%	28,4%	8,2%	9,7%	100,0%

B1.2 Statements		Not satisfied at all	Not satisfied	Moderately satisfied	Satisfied	Very satisfied	I have no idea	Total
Municipality bus drivers and transportation	N	545	919	2326	4269	1897	426	10382
	%	5,2%	8,9%	22,4%	41,1%	18,3%	4,1%	100,0%
Municipality Social aid workers	N	546	1104	2588	3629	1242	1273	10382
	%	5,3%	10,6%	24,9%	35,0%	12,0%	12,3%	100,0%
Municipality Social services/support workers (kindergarten)	N	464	1026	2351	3600	1266	1675	10382
	%	4,5%	9,9%	22,6%	34,7%	12,2%	16,1%	100,0%

B1.2 Statements W		Not satisfied at all	Not satisfied	Moderately satisfied	Satisfied	Very satisfied	I have no idea	Total
Municipality bus drivers and transportation	N	778799	1469386	4054264	7956494	3393568	603391	18255902
	%	4,3%	8,0%	22,2%	43,6%	18,6%	3,3%	100,0%
Municipality Social aid workers	N	743191	1852326	4716943	6568096	2267906	2107441	18255902
	%	4,1%	10,1%	25,8%	36,0%	12,4%	11,5%	100,0%
Municipality Social services/support workers (kindergarten)	N	681649	1671317	4243075	6708221	2260714	2690926	18255902
	%	3,7%	9,2%	23,2%	36,7%	12,4%	14,7%	100,0%

How much do you have to walk to access public transportation?	Frequency	Percent	Valid Percent	Cumulative Percent
5 minutes or less	4436	42,7	42,7	42,7
6-10 minutes	3558	34,3	34,3	77,0
11-15 minutes	1348	13,0	13,0	90,0
16-20 minutes	724	7,0	7,0	97,0
30 minutes	146	1,4	1,4	98,4
31 minutes or more	170	1,6	1,6	100,0
Total	10382	100,0	100,0	

How much do you have to walk to access public transportation?/ W	Frequency	Percent	Valid Percent	Cumulative Percent
5 minutes or less	7330966	40,2	40,2	40,2
6-10 minutes	6682254	36,6	36,6	76,8
11-15 minutes	2466438	13,5	13,5	90,3
16-20 minutes	1288371	7,1	7,1	97,3
30 minutes	240476	1,3	1,3	98,6
31 minutes or more	247398	1,4	1,4	100,0
Total	18255902	100,0	100,0	

B2.3 Statements		Almost every day	Several times a week	Several times a month	Several times a year	Not at all	I don't have this service where I live	Total
How often do you use public transportation?	N	2732	3881	2311	835	623	0	10382
	%	26,3%	37,4%	22,3%	8,0%	6,0%	0,0%	100,0%
How often do you use sports centers?	N	0	1771	2096	1683	3951	881	10382
	%	0,0%	17,1%	20,2%	16,2%	38,1%	8,5%	100,0%
How often do you use cultural centers (concert halls, theaters, museums,	N	0	1325	2384	2328	3492	853	10382

libraries)?								
	%	0,0%	12,8%	23,0%	22,4%	33,6%	8,2%	100,0%
How often do you use parks?	N	674	2595	3494	1574	1639	406	10382
	%	6,5%	25,0%	33,7%	15,2%	15,8%	3,9%	100,0%
How often do you use playgrounds for children (children parks or areas in parks designated for children)?	N	216	800	1319	1846	5239	962	10382
	%	2,1%	7,7%	12,7%	17,8%	50,5%	9,3%	100,0%
How often do you use green spaces?	N	772	2475	3582	1601	1481	471	10382
	%	7,4%	23,8%	34,5%	15,4%	14,3%	4,5%	100,0%
How often do you use bicycle lanes?	N	35	150	455	1796	5960	1986	10382
	%	,3%	1,4%	4,4%	17,3%	57,4%	19,1%	100,0%
How often do you use neighborhood market places?	N	702	3421	3154	1119	1487	499	10382
	%	6,8%	33,0%	30,4%	10,8%	14,3%	4,8%	100,0%
How often do you use Disabled Services and Rehabilitation centers?	N	0	99	139	112	9907	125	10382
	%	0,0%	1,0%	1,3%	1,1%	95,4%	1,2%	100,0%
how often do you use children's centers?	N	0	358	558	1226	6996	1244	10382
	%	0,0%	3,4%	5,4%	11,8%	67,4%	12,0%	100,0%
How often do you use summer sport schools for children?	N	0	223	378	443	7918	1420	10382
	%	0,0%	2,1%	3,6%	4,3%	76,3%	13,7%	100,0%
How often do you use youth centers?	N	0	411	669	1472	5718	2112	10382
	%	0,0%	4,0%	6,4%	14,2%	55,1%	20,3%	100,0%
How often do you use summer sport schools for young people?	N	0	617	714	748	7128	1175	10382
	%	0,0%	5,9%	6,9%	7,2%	68,7%	11,3%	100,0%
How often do you use Women Counseling Centers?	N	164	413	580	561	8150	514	10382
	%	1,6%	4,0%	5,6%	5,4%	78,5%	5,0%	100,0%
How often do you use other centers for women (Women's clubs etc.)?	N	173	401	580	544	8132	552	10382
	%	1,7%	3,9%	5,6%	5,2%	78,3%	5,3%	100,0%
How often do you use Living Homes (Yaşam Evleri)?	N	2	24	57	1013	7441	1845	10382
	%	,0%	,2%	,5%	9,8%	71,7%	17,8%	100,0%
How often do you use at home cleaning services?	N	0	1	85	1863	6493	1940	10382
	%	0,0%	,0%	,8%	17,9%	62,5%	18,7%	100,0%
How often do you use Trainings for Adults: Municipality courses such as Hobby courses-Public Training Centers?	N	176	287	675	777	6619	1848	10382

	%	1,7%	2,8%	6,5%	7,5%	63,8%	17,8%	100,0%
How often do you use Trainings for Adults: Vocational Courses-İŞKUR etc.?	N	75	268	646	857	8536	0	10382
	%	,7%	2,6%	6,2%	8,3%	82,2%	0,0%	100,0%
Courses for children	N	40	146	471	769	7660	1296	10382
	%	,4%	1,4%	4,5%	7,4%	73,8%	12,5%	100,0%
How often do you use Municipality building/buildings?	N	108	1046	2163	3754	2765	546	10382
	%	1,0%	10,1%	20,8%	36,2%	26,6%	5,3%	100,0%
How often do you use Governor's office and Provincial directorate buildings?	N	84	210	2278	3726	3493	591	10382
	%	,8%	2,0%	21,9%	35,9%	33,6%	5,7%	100,0%

Were you directly affected by urban transformation?		Not satisfied at all	Not satisfied	Moderately satisfied	Satisfied	Very satisfied	I have no idea	Total
Yes	N	43	32	143	251	109	13	591
	%	7,3%	5,4%	24,2%	42,5%	18,4%	2,2%	100,0%
No	N	23	52	140	443	131	7388	8177
	%	,3%	,6%	1,7%	5,4%	1,6%	90,4%	100,0%
I don't know	N	1	2	21	15	2	1573	1614
	%	,1%	,1%	1,3%	,9%	,1%	97,5%	100,0%

Were you directly affected by urban transformation? /w		Not satisfied at all	Not satisfied	Moderately satisfied	Satisfied	Very satisfied	I have no idea	Total
Yes	N	92007	66654	328144	553057	242762	27244	1309867
	%	7,0%	5,1%	25,1%	42,2%	18,5%	2,1%	100,0%
No	N	45382	100970	295558	986286	267292	12501404	14196892
	%	,3%	,7%	2,1%	6,9%	1,9%	88,1%	100,0%
I don't know	N	2119	3074	41732	29708	5874	2666636	2749143
	%	,1%	,1%	1,5%	1,1%	,2%	97,0%	100,0%

B3.1 Expressions		Totally disagree	Disagree	Partially	Agree	Totally agree	I have no idea	Total
Overall I am happy to live in this city.	N	252	642	1441	5081	2929	37	10382
	%	2,4%	6,2%	13,9%	48,9%	28,2%	,4%	100,0%
I am generally satisfied with municipal services	N	557	1416	2870	4275	1167	97	10382
	%	5,4%	13,6%	27,6%	41,2%	11,2%	,9%	100,0%

I feel safe in public transport.	N	533	1477	2514	4416	1184	258	10382
	%	5,1%	14,2%	24,2%	42,5%	11,4%	2,5%	100,0%
In terms of the services offered by the municipality, I feel safe in the street in the city.	N	648	1720	2611	4101	1162	140	10382
	%	6,2%	16,6%	25,1%	39,5%	11,2%	1,3%	100,0%
In terms of the services offered by the municipality, I feel safe in the night street in the city.	N	789	1660	2906	3687	1187	153	10382
	%	7,6%	16,0%	28,0%	35,5%	11,4%	1,5%	100,0%

B3.1 Expressions /W		Totally disagree	Disagree	Partially	Agree	Totally agree	I have no idea	Total
Overall I am happy to live in this city.	N	396054	1036144	2563614	9137310	5068191	54588	18255902
	%	2,2%	5,7%	14,0%	50,1%	27,8%	,3%	100,0%
I am generally satisfied with municipal services	N	779332	2441100	5086173	7741765	2093011	114521	18255902
	%	4,3%	13,4%	27,9%	42,4%	11,5%	,6%	100,0%
I feel safe in public transport.	Nı	800664	2566588	4408969	8069718	2046705	363258	18255902
	%	4,4%	14,1%	24,2%	44,2%	11,2%	2,0%	100,0%
In terms of the services offered by the municipality, I feel safe in the street in the city.	N	1000771	3094997	4544479	7395603	2051156	168897	18255902
	%	5,5%	17,0%	24,9%	40,5%	11,2%	,9%	100,0%
In terms of the services offered by the municipality, I feel safe in the night street in the city.	Sayı	1265823	2959799	5213755	6539281	2080478	196766	18255902
	%	6,9%	16,2%	28,6%	35,8%	11,4%	1,1%	100,0%

Evaluate the statement in general. " Municipality system in Turkey Its development in 15 years has been positive "				
	Frequency	Percent	Valid Percent	Cumulative Percent
Totally disagree	270	2,6	2,6	2,6
Disagre	915	8,8	8,8	11,4
Partially agre, partially disagree	3416	32,9	32,9	44,3
Agree	4726	45,5	45,5	89,8
Totally agree	1055	10,2	10,2	100,0

Total	10382	100,0	100,0
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Evaluate the statement in general. " Municipality system in Turkey Its development in 15 years has been positive "				
W	Frequency	Percent	Valid Percent	Cumulative Percent
Totally disagree	388856	2,1	2,1	2,1
Disagre	1472518	8,1	8,1	10,2
Partially agre, partially disagree	6084612	33,3	33,3	43,5
Agree	8421404	46,1	46,1	89,7
Totally agree	1888513	10,3	10,3	100,0
Total	18255902	100,0	100,0	

B4.4 Statements		Totally disagree	Disagree	Partially	Agree	Totally agree	I have no idea	Total
Transforming the villages into neighborhoods has been positive.	Sayı	753	1120	1821	3917	2091	680	10382
	%	7,3%	10,8%	17,5%	37,7%	20,1%	6,5%	100,0%
Rransform the municipalities of the districts into neighborhoods has ben positive	Sayı	753	1445	2468	3563	1361	792	10382
	%	7,3%	13,9%	23,8%	34,3%	13,1%	7,6%	100,0%
The closure of special provincial administrations was positive.	Sayı	799	1398	2347	3083	1143	1612	10382
	%	7,7%	13,5%	22,6%	29,7%	11,0%	15,5%	100,0%
The extension of the province to the whole was positive by including the metropolitan municipality's villages and towns.	Sayı	762	1333	2565	3600	1241	881	10382
	%	7,3%	12,8%	24,7%	34,7%	12,0%	8,5%	100,0%
It has been positive that the district municipality has been extended to the entire district by including the villages and towns.	N	756	1333	2635	3524	1261	873	10382
	%	7,3%	12,8%	25,4%	33,9%	12,1%	8,4%	100,0%
It was positive to give metropolitan and district municipalities responsibility to support agriculture and animal husbandry	N	678	1274	2557	3388	1500	985	10382
	%	6,5%	12,3%	24,6%	32,6%	14,4%	9,5%	100,0%

B4.4 Statements/W		Totally disagree	Disagree	Partially	Agree	Totally agree	I have no idea	Total
Transforming the villages into neighborhoods has been positive.	N	1154065	1952793	3293100	7036173	3675168	1144604	18255902
	%	6,3%	10,7%	18,0%	38,5%	20,1%	6,3%	100,0%
Ransform the municipalities of the districts into neighborhoods has ben positive	N	1162894	2545788	4475813	6285589	2462499	1323320	18255902
	%	6,4%	13,9%	24,5%	34,4%	13,5%	7,2%	100,0%
The closure of special provincial administrations was positive.	N	1196129	2416499	4177309	5672258	2059469	2734238	18255902
	%	6,6%	13,2%	22,9%	31,1%	11,3%	15,0%	100,0%
The extension of the province to the whole was positive by including the metropolitan municipality's villages and towns.	N	1204721	2265560	4581798	6505458	2229343	1469021	18255902
	%	6,6%	12,4%	25,1%	35,6%	12,2%	8,0%	100,0%
It has been positive that the district municipality has been extended to the entire district by including the villages and towns.	N	1207575	2298701	4711854	6318179	2272374	1447218	18255902
	%	6,6%	12,6%	25,8%	34,6%	12,4%	7,9%	100,0%
It was positive to give metropolitan and district municipalities responsibility to support agriculture and animal husbandry	N	1018966	2173187	4572711	6274310	2649025	1567702	18255902
	%	5,6%	11,9%	25,0%	34,4%	14,5%	8,6%	100,0%

B4.2 Statements		Totally disagree	Disagree	Partially	Agree	Totally agree	I have no idea	Total
Which rules will be applied in which subject in the municipality is certain and appropriate action is taken accordingly.	N	509	1096	2295	4231	1679	572	10382
	%	4,9%	10,6%	22,1%	40,8%	16,2%	5,5%	100,0%
The municipality maintains equality in their behavior to business owners and citizens	N	820	1735	3000	3321	949	557	10382

	%	7,9%	16,7%	28,9%	32,0%	9,1%	5,4%	100,0%
The municipality provides accurate and sufficient information on matters concerning the citizen	N	799	1671	2976	3461	957	518	10382
	%	7,7%	16,1%	28,7%	33,3%	9,2%	5,0%	100,0%
Citizens and non-governmental organizations have a say in the municipality's decisions	N	851	1704	2928	3130	974	795	10382
	%	8,2%	16,4%	28,2%	30,1%	9,4%	7,7%	100,0%
The municipality has sufficient staff and skills	N	799	1644	2576	3312	1095	956	10382
	%	7,7%	15,8%	24,8%	31,9%	10,5%	9,2%	100,0%
The municipality uses its resources adequately and efficiently.	N	911	1669	2769	3206	993	834	10382
	%	8,8%	16,1%	26,7%	30,9%	9,6%	8,0%	100,0%
The municipality concludes its services within a reasonable time.	N	971	1633	2991	3107	914	766	10382
	%	9,4%	15,7%	28,8%	29,9%	8,8%	7,4%	100,0%
The municipality takes care of the public's interest (benefit).	N	816	1644	2666	3348	969	939	10382
	%	7,9%	15,8%	25,7%	32,2%	9,3%	9,0%	100,0%
The municipality develops new solutions - ideas to help citizens live better.	N	823	1541	2830	3557	935	696	10382
	%	7,9%	14,8%	27,3%	34,3%	9,0%	6,7%	100,0%
The city council agenda and - or its decisions - can be followed through the municipal publications - website.	N	1086	1478	2751	2831	896	1340	10382
	%	10,5%	14,2%	26,5%	27,3%	8,6%	12,9%	100,0%
The municipality takes into account the priorities and needs of citizens while providing services.	N	932	1651	2993	3075	929	802	10382
	%	9,0%	15,9%	28,8%	29,6%	8,9%	7,7%	100,0%
In urban transformation practices, he asks the views of those affected by urban transformation	N	975	1569	2733	2561	844	1700	10382
	%	9,4%	15,1%	26,3%	24,7%	8,1%	16,4%	100,0%
I think the municipality is transparent about budget and spending.	N	1088	1610	2947	2820	851	1066	10382
	%	10,5%	15,5%	28,4%	27,2%	8,2%	10,3%	100,0%
Municipal support-help desks (blue-white-burgundy) work effectively	N	878	1446	2510	3188	887	1473	10382
	%	8,5%	13,9%	24,2%	30,7%	8,5%	14,2%	100,0%
The municipal complaints mechanism works effectively.	N	876	1504	2534	3107	893	1468	10382

	%	8,4%	14,5%	24,4%	29,9%	8,6%	14,1%	100,0%

B4.2 Statements /w		Totally disagree	Disagree	Partially	Agree	Totally agree	I have no idea	Total
Which rules will be applied in which subject in the municipality is certain and appropriate action is taken accordingly.	N	723017	1783863	4050877	7765063	3041997	891086	18255902
	%	4,0%	9,8%	22,2%	42,5%	16,7%	4,9%	100,0%
The municipality maintains equality in their behavior to business owners and citizens	N	1244947	2965389	5412528	5998511	1780545	853981	18255902
	%	6,8%	16,2%	29,6%	32,9%	9,8%	4,7%	100,0%
The municipality provides accurate and sufficient information on matters concerning the citizen	N	1157115	2837404	5369404	6388981	1702902	800097	18255902
	%	6,3%	15,5%	29,4%	35,0%	9,3%	4,4%	100,0%
Citizens and non-governmental organizations have a say in the municipality's decisions	N	1301484	2931654	5222395	5733400	1802861	1264108	18255902
	%	7,1%	16,1%	28,6%	31,4%	9,9%	6,9%	100,0%
The municipality has sufficient staff and skills	N	1241468	2823367	4597451	5995544	1989676	1608396	18255902
	%	6,8%	15,5%	25,2%	32,8%	10,9%	8,8%	100,0%
The municipality uses its resources adequately and efficiently.	N	1462628	2799389	4915643	5907081	1866815	1304345	18255902
	%	8,0%	15,3%	26,9%	32,4%	10,2%	7,1%	100,0%
The municipality concludes its services within a reasonable time.	N	1506663	2800674	5313105	5807176	1637289	1190995	18255902
	%	8,3%	15,3%	29,1%	31,8%	9,0%	6,5%	100,0%
The municipality takes care of the public's interest (benefit).	N	1216246	2837321	4760398	6142936	1757048	1541953	18255902
	%	6,7%	15,5%	26,1%	33,6%	9,6%	8,4%	100,0%
The municipality develops new solutions - ideas to help citizens live better.	N	1234857	2561929	5100891	6662036	1671002	1025188	18255902
	%	6,8%	14,0%	27,9%	36,5%	9,2%	5,6%	100,0%
The city council agenda and - or its decisions - can be followed through the municipal publications - website.	N	1773846	2423896	4865641	5305173	1689297	2198049	18255902
	%	9,7%	13,3%	26,7%	29,1%	9,3%	12,0%	100,0%

The municipality takes into account the priorities and needs of citizens while providing services.	N	1458514	2775686	5359290	5747312	1667453	1247647	18255902
	%	8,0%	15,2%	29,4%	31,5%	9,1%	6,8%	100,0%
In urban transformation practices, he asks the views of those affected by urban transformation	N	1527789	2638192	4907866	4777770	1562155	2842130	18255902
	%	8,4%	14,5%	26,9%	26,2%	8,6%	15,6%	100,0%
I think the municipality is transparent about budget and spending.	N	1715441	2695607	5263898	5285729	1580955	1714273	18255902
	%	9,4%	14,8%	28,8%	29,0%	8,7%	9,4%	100,0%
Municipal support-help desks (blue-white-burgundy) work effectively	N	1346105	2416488	4476233	5966762	1637205	2413108	18255902
	%	7,4%	13,2%	24,5%	32,7%	9,0%	13,2%	100,0%
The municipal complaints mechanism works effectively.	N	1338821	2524511	4513647	5846857	1609654	2422413	18255902
	%	7,3%	13,8%	24,7%	32,0%	8,8%	13,3%	100,0%

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