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**YEREL YÖNETİM REFORMU
PROJESİ (YJR III)**
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NEEDS ASSESSMENT REPORT

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Component	Component 2: Capacity Building for New Metropolitan Municipality Model and Inclusive Local Governance Processes
Activity	A.2.3.1. Conduct needs assessment for public awareness on urbanization targeting the disadvantaged groups (population affected by internal migration, youth, women, children)
Output	Needs assessment report for public awareness on urbanization

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Abbreviations

MoFLSS: Ministry of Family, Labour and Social Services

UN: United Nations

EIGE: European Institute for Gender Equality

MoYS: Ministry of Youth and Sports

HUIPS: Hacettepe University Institution of Population Studies

ILO: International Labour Organization

WCC: Women Counselling Centre

MoNE: Ministry of National Education

OECD: Organization for Economic Cooperation and Development

NGO: Non-Governmental Organizations

TOHAD: Social Rights and Research Foundation

TURKSTAT: Turkish Statistical Institute

UNDP: United Nations Development Programme

UNICEF: United Nations International Children's Emergency Fund

EXECUTIVE SUMMARY

1. The exercise of urban rights and access to urban services are important to ensure that each individual enjoys a decent life, realize himself/herself and his/her capacity. Urban rights and services directly influence daily lives of individuals. In other words, an individual's life is directly affected by moving out of home to street, from street to office, urban areas, public buildings, schools, health centres, etc.; how these spaces are accessed, what kind of services exist and which challenges or problems are encountered. Each need that is not duly met by public has its negative effect on life quality. The absence of spaces where persons with disabilities (PWDs) and elderly people can socialize closes them in their homes and further aggravates their state of seclusion. The inadequacy of preschool childcare services keeps young women out of employment. The absence of study centres for children may create problems in spending out-of-school time. Each need that is not publicly met brings along difficulties for citizens in other fields, deprives them of many opportunities and may push them in disadvantage.
2. The objective of this work undertaken in the context of the Local Government Reform III, implemented by the United Nations Development Programme (UNDP), funded by the European Union, and supported by the Ministry of Interior and Ministry of Environment and Urbanization, is to explore the level of contentment regarding urban services of citizens in general and disadvantaged groups of women, youth, children, elderly and PWDs. In this study analysis focused on exploring services with lowest levels of satisfaction and variables that affect satisfaction. Variables used in analysing satisfaction include age, gender, level of education, household perception of economic status and frequency in service utilization.
3. The field survey aiming to measure the level of satisfaction of citizens was conducted in 30 metropolitan municipalities (MMs) in the period November-December 2019 by administering a questionnaire to 10,382 households. Responses were analysed using SPSS.
4. The survey focused on services delivered by MMs. The objective was to obtain details about the level of satisfaction related to social service practices that, although designed and organized for all citizens, specifically empower disadvantaged and vulnerable individuals.
5. According to the results of fieldwork, services for which citizen satisfaction is the highest include mass transport and infrastructure such as water supply and sewer networks. The level of satisfaction is lower when it comes to social assistance and social services particularly in the context of disadvantage groups. These can be listed as follows:
 - Social assistance
 - Services for women
 - Education services for children
 - Services to youth
 - Services to PWDs
 - Elderly services

Accordingly, municipalities need to conduct additional studies why the level of satisfaction in relation to social assistance and social services is low to provide a ground for reviewing existing policies and services. This can be ensured by assessment work to be conducted with those in need. For this assessment work to be conducted soundly, it can be executed by an independent unit in cooperation with universities.

6. The field survey outcomes suggest that there is no correlation between satisfaction and gender. The same is also true for age. The level of satisfaction with and information about available services rise along with level of education. Citizens with high school or lower education are less satisfied with municipal services, while citizens with lower education have both lower satisfaction and less knowledge of municipal services.

7. As stated above, the field survey shows that satisfaction from services is not affected by gender. The factors determining women's service utilization and satisfaction from services are the economic status of the households and the women personal income. The only exception to this is related to perception of security. It is investigated whether feeling safe and secure "in means of public transport", "in streets" and "in streets at night" varies by gender. According to analysis, statistically significant difference pertains only to the statement "I feel safe and secure in the street at night". No gender-wise difference could be observed in others.
8. The field survey also shows that satisfaction from services does not vary significantly by age. Nevertheless, when young age group is analysed we find that the level of satisfaction of disadvantaged persons in the age group 18-24 who are neither in employment nor in education is lower than other groups. It can be said that young people are not in a good position in service utilization too. Indeed, the proportion of those who have never used sports centres is over one-fourth in both disadvantaged and non-disadvantaged groups.
9. Findings suggest that the level of satisfaction of disadvantaged persons, those who declare their economic status of households "bad" or "very bad", women who are not in employment and have no personal income, are lower than the other groups.
10. The field survey shows that those who declare their economic status as "very bad" are less informed about urban services than other groups. It seems that municipalities need to find new ways and methods to promote their services to these groups. In general, women need to be informed about services for women, youth about youth services and elderly people about services to the elderly. In these groups, there is high proportion of persons without any information/idea about available services.
11. The results reveal that the services provided by municipalities are used in a limited fashion. Young people neither in employment nor in education benefit from vocational training courses less than other young people. 77.8% of youth (18-24), neither in employment nor in education say they have attended no vocational training course for adults.
12. The fieldwork shows that there is limited utilization of services produced by municipalities. 55.1% of women say they have never used women's counselling centres while 54.6% have similarly never used other centres for women. 8.9% of women say there is no counselling centre service in where they live and 9.7% say there is no other centre for women.
13. Considering that, women constitute a half of population this outcome must be analysed by relevant units. Data show that there is higher rate of use of centres by women who describe their household economic status as well. Hence, there may be more detailed consideration of such issues as whether centres actually respond to needs of different groups of women, whether they can diversify their services, their accessibility, whether they are known by women, etc. Policies may be developed to increase the number and improve the quality of MM Women's Counselling Centres and to facilitate access to these centres.
14. According to TURKSTAT's 2016 Family Structure data, small children (age group 0-3) in households are cared mainly by their mothers (86%) followed by maternal and paternal grandmothers (7.5%). Only 2.8% of these children attend day-care centres and preschools. The net enrolment rate for the age group 3-5 is 39.1% (MoNE, 2017/18). In municipalities there is no service classified as for children in the age group 0-3. The responsibility of care rests with mothers and paternal or maternal grandmothers. In particular, activities to support mothers who provide home-based care may be considered. There may be care on the basis of hours, formation of playgroups, etc. may be considered.
15. In Turkey, there are gaps not only in preschool services but also in services after children start school. In significant part of public schools, there is no full-day education. This is an important problem particularly for families where both parents are working and there is no one to take care

of children when they are out at work. Municipalities can diversify their courses for children to respond to this need. For elementary school age children, spaces may be created in neighbourhoods for children to play or for building skills.

16. Also limited is the rate of service utilization by elderly people. Parks are spaces that are most frequently used by people over age 60. It is observed that elderly people are not much informed about home-based care and cleaning services (36% unaware). There is also limited utilization of senior centres. One explanation may be that such centres do not exist in all municipalities.
17. According to the field survey, education services constitute the area that citizens with disabilities have the lowest level of satisfaction. Only 20.2% of PWDs say they are satisfied with education services they are offered. This points out to the need for municipalities to focus more on services to PWDs. According to survey results, one-fifth of PWDs are not informed about municipal services that they can benefit from.
18. It appears that PWDs face problems in using urban spaces. Only 17.1% think restaurants and cafes are fit for use by PWDs. Since 27.3% of PWDs have no opinion about restaurants and cafes, it can be concluded that they do not use these spaces. This suggests that municipalities must pursue policies to make such enterprises fit for use by PWDs. It may be considered to take account of the needs of PWDs in licensing procedures and apply incentives for enterprises that are sensitive to their needs.
19. Meanwhile 35.4% of PWDs think municipal buildings are fit for their use and 30.3% are in the same opinion for public buildings in general. Two-thirds of PWDs, however, say municipal and public building safe not fit for use by PWDs. The accessibility of public buildings is one of the most problematic ones not only for PWDs but all citizens. Public agencies mandated to offer equal services to all citizens must first organize and improve their infrastructure for properly responding to needs. It has to be friendly to PWDs, elderly and parents with children. Doing this, public agencies would also set an example for private enterprises.
20. There is need for special planning to ensure the participation of PWDs in daily life including required adaptations for access to services. Even when access to urban spaces is provided, there is still need to introduce adaptations to spaces for access. Pavements and roads are major barriers to persons with disabilities in accessing services. It is well known that some of arrangements meant to facilitate access are not disability friendly, e.g. yellow lines. Standards should be defined for services provided by MMs including infrastructure; monitoring indicators need to be developed to monitor, assess and regularly report the services. Such standards that will be defined in various areas and complement one another may bring about holistic improvement.
21. The field survey shows that a half of citizens are satisfied/very satisfied with the way that social service-social aid workers approach them. To bring the level of satisfaction further up it may be considered to undertake awareness building activities for social service and social aid workers. It must be firmly established that services to disadvantaged groups and PWDs in particular is responding to a right. All services must be delivered by observing the norms of equality, respect to human dignity and ban on discrimination.
22. The field survey shows the level of satisfaction increases along with use. For example, this level is higher among those using means of mass transport everyday relative to others.
23. The field survey shows the need to strengthen citizens' participation in municipal decision-making processes. 35.4% agree with the statement "Municipalities are transparent in their budgets and spending"; 35.9% say they can follow the agenda and decisions of the Municipal Council and 39.5% think citizens have their say in decisions taken by the Municipality. According to data, the rate of filing complaints or making suggestions to MMs is too low at 5.7% and 35% of those making complaints and suggestions received no response.

24. According to Article 77 “Voluntary Participation in Municipal Services”, municipalities are mandated to implement programmes to secure the participation of volunteers, support of citizens and to build solidarity in extending services to the elderly, women and children, PWDs and vulnerable and in ensuring effectiveness and efficiency in services. The mobilization of volunteers will both ensure the diversification of municipal services and positively affect citizen participation.
25. Suggestions by citizens for the improvement of urban services are firstly related to environmental issues. Suggestions coming from citizens concentrate on such requests as more and larger green areas, parks and gardens, reforestation and creation of urban woodlands. Then comes suggestions related to improvements in roads and sidewalks. There are also suggestions related to environmental cleanliness including streets, roads and sidewalks. The first suggestion coming from citizens with disabilities related to the improvement of urban services is that roads, parks and sidewalks must be improved for the use of PWDs. The second is related to necessary changes and adaptations in means of public transport with due account of the needs of elderly people and PWDs.
26. Citizen Satisfaction Surveys are one of the tools that demonstrate the satisfaction of citizens from public services. To understand why citizens are satisfied or not and to make in-depth analysis, qualitative studies need to be conducted.

1. CONCEPTUAL FRAMEWORK

1. The right to the city consists of multidimensional rights on a wide range including accommodation, participation, access to services, economic and cultural rights. Unequal access to urban services makes the concept of the right to the city important. City is a heterogeneous structure which contains differences. Needs and expectations relating to urban services may be different for women, the poor, migrants, the elderly, and persons with disabilities (PWDs). In order to prevent inequalities resulting from such differences, it is necessary to have public policies responsive to such differences and for the public to develop policies and provide services in the face of this reality.
2. Public services, particularly those which are produced at local level, directly affect everyday lives of individuals. Thus, delivering effective and customized public services has a direct effect on citizens' public satisfaction levels and access to facilities and opportunities of citizens.
3. Even though the central government has a significant effect on public services, they are basically provided by local administrations. Local administrations are defined as: "... apart from local government, a democratic organization with administrative and financial self-government and with public legal personality of which decision-making bodies are directly elected by electorates to meet local and common needs of a society" (Ministry of Development, 2014-2018).

1.1. International Documents and National Legislation relating to Urban Rights

4. There are many international documents relating to urban rights: The Global Charter-Agenda for Human Rights in the City of the United Cities and Local Governments, European Charter of Local Self-Government, European Convention on the Protection of Human Rights in the City, European Urban Charter I and II, World Charter on the Right to the City. New Urban Agenda Habitat III and European Urban Charter I-II are discussed in this study.
5. The most recent document relating to urban rights is Quito Declaration relating to New Urban Agenda for Sustainable Cities and Human Settlements for All issued under the United Nations Conference on Housing and Sustainable Urban Development (2016). The New Urban Agenda addresses cities and human settlements in the framework of 5 basic areas as planning, designing, financing, development and administration types. In addition to providing the right to suitable settlements, it is noted that cities and human settlements should provide "food safety and food services, health, education, infrastructure, transport, energy, air quality and equal access to public properties and services besides universal access to safe and affordable drinking water and health services as a universal right for all" (UN New Urban Agenda, 2017).
6. The Declaration describes cities and settlements as structures which encourage non-governmental participation, create sense of ownership and belonging among residents, prioritize safe, inclusive, accessible, green and quality public spaces, consider the needs of vulnerable individuals and promote pluralism and safety. It is indicated that women and girls will be empowered, all forms of discriminative acts both in private and public spaces will be fought against, public transport will be planned in accordance with gender to provide gender equality.
7. There are also statements in the Declaration relating to the groups which are pushed into disadvantage. "We accept that in groups exposed to all forms of discrimination, among others,

a special effort is needed to cope with discrimination encountered by women and girls in particular, children, youth, PWDs, HIV/AIDS patients, the elderly, indigenous people and local communities, those who live in slums or illegal settlements, homeless people, workers, smallholders and fishers, refugees, those who are displaced and come back and migrants regardless of their status” (UN New Urban Agenda).

Thus, the importance of the right to the city for all individuals is highlighted and it is emphasized on inclusion of urban services and its holistic structure that leaves no individual outside.

8. It is possible to refer to two important documents created at regional level relating to the right to the city: The European Urban Charter I (1992) and European Urban Charter II (2008). The European Urban Charter is considered as a manifest including guiding principles for local administrations and municipalities. This document is not open for signature like the European Charter of Local Self-Government; however municipalities can declare that they provide services in accordance with these principles.
9. Urban rights are identified in the European Urban Charter-I. According to the Charter, residents (Yener, Arapkirlioglu, 1996; Alkan, 2015);
 - have the right to live in a safe city. It is everybody’s right to live in a safe and secure city free from crime, violence and illegal activities as much as possible.
 - have the right to live in an unpolluted, healthy environment. They have the right to live in an environment without air, noise, water and soil pollution and with protected nature and natural resources.
 - have the right to be employed, participate in economic development and have individual economic freedom. Local administrations are directly or indirectly responsible for creating sufficient employment opportunities and providing economic development.
 - have the right for housing. It is under the responsibility of local administrations to provide sufficient housing stock which guarantees privacy and inviolability in a healthy and affordable way.
 - have the right for movement-mobility. It is necessary to provide a consistent order among all road users such as public transport, private vehicles, pedestrians and riders which does not restrict mobility and freedom of movement of each other.
 - have the right for health. It is necessary to provide an environment and conditions which help protect physical and mental health.
 - have the right to benefit from sports and recreation facilities. It is necessary to provide each individual with opportunities for sports and leisure time activities regardless of their age, skills and income status.
 - have the right to attend cultural activities. It is necessary to offer various cultural and creative activities and provide participation for them.
 - have the right for cultural combination. Communities including different cultural structures and ethnicities should be provided to live in peace from past to present.
 - have the right for a quality architectural and physical environment. Local administrations should be responsible for creating coherent and beautiful physical spaces with restoration of historical structure heritage in a sensitive way and implementation of qualified modern architecture.
 - have the right to live in an environment in harmony with urban functions. Functions of living, working and traveling and social activities should be offered in relation to each other as far as possible.

- have the right to participate in administration. It is necessary to provide assistance, information and freedom from unnecessary bureaucracy in pluralist democracies; urban administrations on the basis of solidarity between other institutions and organizations.
- have the right to participate in sustainable development. It is needed to reach agreement between sustainable development and environmental protection principles.
- have the right to benefit from urban properties and services. It is necessary to provide accessible, comprehensive and quality property and service delivery by local administration and private sector or with the partnership of both.
- have the right to live in an environment in which natural wealth and resources are protected. It is needed to protect and manage local natural resources and wealth in a rationalist, attentive, efficient and fair way by considering the benefit of local resident.
- have the right to protect their personal integrity. It is necessary to create urban conditions for social, cultural, ethical and mental development, and personal welfare of individuals.
- have the right to provide cooperation among local administrations. Individuals need to be free and encouraged relating to direct participation in relation among local administrations and international relations of local area where they live.
- have the right to be treated equally. Local administrations should be responsible for providing these rights equally to all individuals without social, economic and political discrimination by gender, age, ethnicity, belief and regardless of physical or mental disability.

Local administrations should be empowered to find required financial resources to provide the rights laid down in this Declaration.

10. The European Urban Charter I also laid down principles relating to PWDs and socio-economic disadvantages. The principles include enabling access for all individuals to every place that they would like to go in the cities, designing houses and workplaces according to PWDs and disadvantaged groups, adopting policies for the integration of disadvantaged groups with society, providing mobility for all people and making travel, communication and public transport accessible.
11. Charter-I was updated in 2008 considering differentiating and changing local administrations.¹ The European Urban Charter-II was adopted under the topic of Manifesto for a New Urbanism. The Declaration has an “urban” oriented approach. In Charter-II, it is strongly emphasized on cities being belong to those who live in them, participation of urban citizens in decision-making processes, local and participatory democracy points.
12. Considering national legislation, it is seen that urban peoples take place in various laws including Constitution partially or as a whole. Article 57 of the Constitution is relating to housing right. According to this Article, “Government takes measures to meet the housing needs in the framework considering characteristics and environmental conditions of cities and supports mass housing enterprises”.
13. Regulations on cities and local administrations in our country accelerated under local administration reform started in 2004. The following laws were put into force: Law No. 5216 on Metropolitan Municipalities (2004), Law No. 5302 on Special Provincial Administration (2005), Law No. 5393 on Municipality (2005) and Law No. 5449 on the Establishment, Coordination and Functions of Development Agencies (2006), Law No. 6360 on Establishment

¹ European Urban Charter. (1992). AB. <http://www.mimarlarodasiankara.org/?id=964>, Date Accessed 02.08.2019

of Metropolitan Municipalities and Twenty Six Districts in Thirteen Provinces and Amending Certain Laws and Decree-laws (2012).

Particularly by the Law No. 6360, the duties of MMs were expanded and opportunities to provide social services increased, that are important for the integration of disadvantaged groups with city along.

1.2. Urban Rights and Disadvantaged Groups

14. Disadvantaged groups can be defined as groups deprived of economic, social and cultural facilities of society. European Institute for Gender Equality (EIGE) defines disadvantaged groups as “groups exposed to poverty, social exclusion, discrimination and violence at higher level than general population including but not to be restricted with ethnic minorities, migrants, PWDs, desolate elderly persons and children”.²

According to the International Labour Organization (ILO), “Disadvantage refers to not only economic factors such as poverty, not knowing well about the functioning of formal/regular labour market and lack of experience, but also social factors such as gender, race, ethnicity, origins from migrant family, difficult access to quality education and job opportunities and geographic isolation” (ILO, 2011). Integration of economic factors and social factors creates the condition of being disadvantaged.

15. There are approaches which describe disadvantage not through its causes but through its results in terms of “blocking access to tools required for self-sufficiency”. People see themselves as disadvantaged in terms of level of blocked access to use of tools considered useful by the majority of society. These include self-government, incentive, responsibility, self-esteem, social support, health, education, information, employment, capital and support systems for vulnerable groups. Managing disadvantage means overcoming or removing obstacles at self-sufficient level (Mayer, 2003).

16. Disadvantage and discrimination are intertwined concepts. Discrimination against certain groups may push those groups into disadvantage. “Discrimination is a process of all negative attitudes and behaviours fed by prejudice against a group or its members” (IHOP, 2007). For instance, prejudice relating to PWDs not being able to work and therefore making discrimination during recruitment process continues the economically disadvantaged position of PWDs by excluding them from employment.

17. In Turkey, disadvantage is mostly discussed with employment. It is defined through groups facing with obstacles when getting into market and becoming permanent. Women, youth, long-term unemployed and PWDs are particularly indicated among groups requiring special policy in the National Employment Strategy (2014). When it comes to women, it is important to be employed and earn income to reduce disadvantage, and policies are developed accordingly.³ Special support programs of labour market are applied for the youth who are neither in education nor employed.⁴

18. National and international regulations are conducted for disadvantaged groups of PWDs, women, youth, migrants and urban poor to benefit from urban services and sustain their living under equal conditions. There are examples below relating to these regulations.

² EIGE, <https://eige.europa.eu/thesaurus/terms/1083> Date Accessed 29.07.2019

³ <https://ailevecalisma.gov.tr/sygm/programlarimiz/proje-destek-programlarimiz/>

⁴ <http://www.ikg.gov.tr/ne-egitimde-ne-istihdamda-olan-gencler-icin-istihdam-destek-programi-icin-hibe-programi-bilgilendirme-gunu-ve-egitim-il-ve-tarih-listesi-ve-kayit-islemleri/> Date Accessed 19.04.2020

Persons with disabilities (PWDs)

19. PWDs have less participation in employment, benefit less from public services in particular education, and use public places less.
20. The concepts of disability and person with disability are defined in UN documents and national legislation. It is stated in Convention on the Rights of Persons with Disabilities (2008) that disability is a developing concept and disability status is resulted from interaction of attitudes and environmental conditions preventing complete and effective participation of PWDs in the society under equal conditions with other individuals. It is expressed in the convention that “PWDs include those who have long-term physical, mental, intellectual or sensory impairments which prevents them from complete and effective participation in society under equal conditions with other individuals”.
21. In the Law No. 5378 on Persons with Disabilities (2005), the term “person with disability” is used to define “those who have difficulties in adapting to social life and meeting their daily needs as they lose their physical, mental, intellectual, sensorial and social abilities at various levels at birth or due to any reason and need services for protection, care, rehabilitation, counselling and support”.
22. There are many regulations in the national legislation relating to PWDs. The first legal regulation on PWDs was issued under the Law No. 3194 on Land Development Planning and Control. Along with an amendment to the law in 1997, it was added that “it is obligatory to comply with the relevant standard of Turkish Standards Institute in urban, social, technical infrastructure areas with land development plans to make environment accessibly and liveable for PWDs” and accessibility of PWDs to public services was included in the legislation.
23. In Transitional Article 2 of the Law No. 5378 on Persons with Disabilities, the following provision is included that “existing formal structures of public institutions and organizations, existing roads, sidewalks, zebra crossings, open-space areas, social and cultural infrastructure areas and all forms of structures which are built by natural and legal persons and provide public service shall be adapted for the accessibility of PWDs in eight years from the date when this law becomes effective”. It was determined as 7 years in the first version of the Article and the expiry date was prescribed as 2012.⁵ However in the forthcoming years, the time prescribed for amendment was extended as the regulations required for this Article were not fulfilled. Along with the Law No. 6353 on Amending Certain Laws and Decree-laws, the expression of “seven years” was amended as “eight years” in transitional Articles 2 and 3 of the Law No. 5378 and following paragraphs are included in Transitional Article 3.
24. Monitoring and supervision of the implementation of accessibility standards indicated in Transitional Article 2 of this Law and first paragraph of this Article are executed by a commission consisting of Ministry of Family and Social Policies, Ministries of Interior, Environment and Urbanization, Transport, Maritime Affairs and Communications and representatives of Confederation of Disabled Persons in each province. It is possible to set up more than one commission when required. It is possible to provide additional time as not to

⁵ <https://mevzuat.tbmm.gov.tr/mevzuat/faces/maddedetaylari?psira=11782>,

be more than two years from end of the period mentioned in first paragraph for relevant municipalities, institutions and organizations and all forms of structures providing public service and owners of open spaces and public transport vehicles to make required arrangements”.⁶

25. According to these regulations, infrastructure arrangements for PWDs should have been completed by year of 2015.

26. Principles and procedures relating to the implementation of this Article shall be laid down with the regulation to be issued within one year by the Ministry of Family, **Labour and Social Services** by taking opinions of the Ministries of Interior, **Treasury and Finance**, environment and Urbanization, **Transport and Infrastructure** and representatives of the Confederation of Disabled Persons”.

It is included in Article 7 that “Planning, designing, constructing, licensing and control processes shall be adapted to accessibility standards to provide access for PWDs in built environment”.

27. On the basis of the Law on Persons with Disabilities, standards relating to width and height of sidewalks are introduced in regulation on Monitoring and Supervision of Accessibility which became effective by being published in the Official Gazette of 20/07/2013 issue 28713.

28. Regulations are made in national legislation, which aims to prevent PWDs from being pushed into an economically disadvantaged position and to poverty for PWDs. The most significant ones among these are the Law No. 2022 on Establishing Monthly Salary to Turkish Citizens Who Are of Age 65 and Older, Needy, Incapable and Desolate which regulates transfer of income for PWDs and their families in poverty and the Labour Law No. 4857 which aims to increase employment for PWDs.

29. The most effective tools implemented to reduce poverty for PWDs are disability pension, family pension for PWDs (under the age of 18) and home care pension. According to data obtained in 2018, the number of individuals who benefit from disability pension is 629,551. 90,003 individuals benefit from family pension for PWDs and 513,276 individuals benefit from home care pension.⁷ Considering the fact that care services are usually provided by women, it will be understood that it is important for municipalities and other relevant institutions to pay regard to the needs of women providing care, in addition to transfer of income while planning policies and services relating to PWDs.

30. In accordance with the Labour Law No. 4857 “Employers are obliged to employ PWDs for jobs that are suitable for their professional, physical and intellectual status at the rate of 3% in private sector and 4% in public sector, where there are fifty or more employees.”(Article 30).

31. “Regulation on Service Units for Persons with Disabilities of Metropolitan Municipalities” was published in 2006 for the functioning of service units for PWDs in MMs. In Article 8(1)(f) of the Regulation, it is considered as a duty of MMs to provide vocational rehabilitations and

⁶ <https://www.resmigazete.gov.tr/eskiler/2012/07/20120712-11.htm>

⁷ https://ailevecalisma.gov.tr/media/11564/eyhgm_bueltlen_temmuz2019.pdf, Date Accessed 05.08.2019

educations by evaluating PWDs applying for vocational rehabilitation and education programs to make PWDs skilled labour and enable them to participate in working life.

32. Currently, there is no research on the current situation of PWDs. The most up-to-date data on this subject are obtained from the Population and Housing Survey conducted by TURKSTAT in 2011 and Turkey Health Survey (2016) every two years. According to the results of the Research on Population and Housing, the rate of population with at least one disability to total population is 6.9% in Turkey.
33. There are also institutional services laid down by central public institutions and municipalities for PWDs. Examples include Disability Centres⁸, Employment and Life Centre for Mentally Handicapped⁹, Hotline of *Alo Engelliyim [I am a person with disability]*¹⁰, Trade Centre for Persons with Disabilities¹¹ etc. Established by certain municipalities.
34. There are field surveys conducted by non-governmental organizations to assess services for PWDs. A comprehensive research was conducted in 2014 by Social Rights and Research Association to assess sensitivity of urban infrastructure to PWDs' use including public institutions. In accordance with the research, information is collected from governorships, municipalities and district governorships from 81 provinces. There are disability access ramps in 18,131 of the 110,538 main roads, avenues and streets in 51 provinces which replied to the applications to provide information.¹²
35. Out of 12,417 buses providing transport service, 4,077 of them had ramps or elevators, 869 had announcement system informing arrived stations for visually handicapped and 756 of them had visual warning system for hearing-impaired.
36. Accessibility conditions for governorships, municipality buildings and frequently used institutions (Provincial Directorates of Health and of National Education, Social Security Institution and ISKUR) from 81 provinces were applied for information. Out of 1,891 institutions applied for information, 806 replied. There are ramps and elevators in more than half (3,444) of 6,455 buildings belonging to these institutions. 6,067 out of 6,455 buildings do not have engraved floor for visually handicapped.
37. Out of 174 universities, 106 universities replied to applications for information. According to the data obtained, only 127 of 3,708 buildings in 106 universities established engraved floor. 2,061 of 3,708 buildings do not have a physical mechanism such as ramp or elevator for orthopedically handicapped persons (TOHAD, 2015).

Women

⁸ Istanbul Metropolitan Municipality

⁹ Yenimahalle Municipality

¹⁰ Kocaeli Metropolitan Municipality

¹¹ Ankara Metropolitan Municipality

¹² http://www.engellihaklariizleme.org/tr/files/belgeler/ozet_2014.pdf, Date Accessed 05.08.2019

38. Another disadvantaged group is women. Education, employment and income, risk of being exposed to violence are the basic indicators that can be used to understand disadvantage of women.
39. According to TURKSTAT labour statistics in 2019¹³, the rate of participation in labour force is 38.7% for women and 78.2% for men. While 59.8% of women cannot participate in labour as they deal with household chores, there is no man who cannot participate in labour because of household chores. According to the data provided in 2019, while the unemployment rate is 12.7% for men, it is 16.8% for women. The unemployment rate of young women is also higher than that of young men. While the unemployment rate for men between the ages of 20-24 is 23.9%, this rate is 33.3% for women. The unemployment rate for women holding Associate Degrees is almost twice as much as the rate of men holding Associate Degrees. According to the data in 2018, while the unemployment rate for men holding Associate Degrees is 10.3%, this rate is 18.5% for women. Inactivity along with poverty and insecurity result in many problems pushing women into disadvantage and preventing their capabilities.
40. In accordance with TURKSTAT National Education Statistics in 2019, 5.5% of the women at the age of 15 and over are not literate and this rate is 0.9% for men. The rate of men having graduated from high school and equivalent vocational high schools is 27.8% and this rate is 21.4% for women. The rate of men having graduated from college or further higher education is 17.5% and for women 15.3%.
41. Services like household chores, care of children, elderly and sick are provided by women. The fact that care services are only performed by women both brings together poverty of time and restricts opportunities for employment and income for women to be provided by working outside the house.
- Childcare is the most important one among care services. According to age groups in Turkey, considering early childhood care and participation rates for pre-school education institutions, the rate of those who benefit from daycare centre/kindergarten is 39% for three-five age group, 50% for four-five age group and 67% for five years of age (MoNE, 2017/18).
42. Violence against women is one of the main reasons preventing women from building a decent and safe life including rights to live. According to the data obtained from Research on Domestic Violence against Women in Turkey in 2014, the rate of those exposed to physical violence is 35.5%, sexual violence is 12%, physical and/or sexual violence is 37.5% and emotional violence is 43.9% at some point in their lives. The rate of those exposed to physical and/or sexual violence at some point in their lives is 43.3% for women who have never received education and completed elementary school, 41.8% for elementary school graduates, 36.7% for middle school graduates, 26.8% for high school graduates and 21% for those with higher education. 43.4% of women in low level of welfare and 31% of women in high level of welfare have been exposed to violence at some point in their lives.
43. Combating violence will prevent women from being driven into disadvantage by ensuring women's life safety and securing their participation in social life. Public policies and services, social service centres supporting women, counselling centres and shelter services are important in this respect. These services can be provided both by central government and municipalities.

¹³ Calculations are made through the database of TURKSTAT labour statistics on the basis of 15-64 age groups.

Centres for preventing violence are established in 81 provinces to provide counselling services for women. According to the Law No. 6360, municipalities with population higher than 100 thousands have to establish women's shelter (guesthouse). Since 2019, a total of 146 shelters provide service as being 113 affiliated to the Ministry of Family, Labour and Social Services, 32 affiliated to local administrations and 1 affiliated to NGO. 2 shelters are operated by the Directorate of Migration in the framework of combating human trafficking (MoFLSS, 2019).

44. In Turkey, certain legal regulations are enacted to facilitate combat violence against women. The aim of the Convention on preventing and combating violence against women and domestic violence (Istanbul Convention-2011) to which Turkey is a party, is to prevent violence against women and domestic violence, and provide protective and preventive measures for victims of violence.

The aim of the Convention is indicated in Article 1.¹⁴ Accordingly, it includes,

- a. Protecting women from all forms of violence, combating violence against women and domestic violence, preventing and prosecuting violence;
- b. Contributing to elimination of all forms of discrimination against women and encouraging actual equality of women and men by empowering women;
- c. Developing comprehensive framework, policies and measures to help and protect victims of violence against women and domestic violence;
- d. Developing international cooperation to eliminate violence against women and domestic violence;
- e. Providing support and help to institutions and law makers for providing effective cooperation to adopt a holistic approach to eliminate violence against women and domestic violence.

On the basis of this law, the Law No. 6284 on Family Protection and Preventing Violence against Women (2012) addresses Action against violence in all aspects and by including offender of violence

Youth

45. It is possible to use different criteria for the definition of young. Ministry of Youth and Sports considers individuals in age group between 14-29 as young and plan studies according to this target group (MYS, 2013).
46. The disadvantage status is expressed as "current status of an individual which is among the main causes of social exclusion and which occurs as a result of not participating in economic, social and political life" and determined that "Among disadvantaged young groups following ones are placed near the top as being PWDs, unemployed, those who cannot benefit from opportunities for education, criminals, those who are abused, street children and drug users" (MYS, 2013).
47. United Nations Children's Fund (UNICEF) defines children and youth belonging to certain groups as disadvantaged. "Children and youth belonging to groups in question can benefit less from certain rights or all rights when compared to the others. The groups meant here are children and youth with disabilities, children and youth living in rural settlements,

¹⁴ Convention on preventing and combating violence against women and domestic violence, <https://rm.coe.int/1680462545>, Date Accessed 31.07.2019

underdeveloped regions or poor urban neighbourhoods, children and youth raised in the middle of political violence, migrants, asylum seekers and refugees along with roman children and youth. These population groups coincide with each other from time to time, disadvantage of those who belong to more than one of these groups particularly gets harder”(UNICEF, undated).

48. Factors such as leaving school at early age, unemployment, living in poor houses and regions with risks of conflict increase disadvantage of youth.

1.3. Perception of Public Services: Satisfaction Measurements

49. Satisfaction can be defined as providing satisfaction and content for consumer or beneficiary with a product or service itself, or their specifications (as cited from James in Hjortskov, 2016a).
50. Studies are conducted on a wide range to assess satisfaction and perceptions relating to citizens’ access to services, participation and legislation. Satisfaction studies are significant to assess whether public policies and services are efficient or not.
51. It is necessary to know what people think about and hear their voice to improve public services. Citizen satisfaction surveys are effective tools which guide to assess service quality, receive feedback relating to services and provide better service to public institutions.
52. Citizen satisfactions surveys are also used to measure the performance of public institutions in recent years. Particularly in the last quarter, this becomes understandable along with considering citizen as customer and focusing more on understanding of performance management (Hjortskov, 2016b). More than one third of the municipalities which is more than 25,000 use the results of satisfaction surveys as a base for their financial and political decisions (as cited in Kantorová, Růžička, 2015).
53. Satisfactions levels of citizens for public services may change by expectation, perception, emotion, tolerance limits, political references and having knowledge about study (Carvalho, Brito, 2012; Hjortskov, 2016a).

When service delivery or performance is less than expectations, individuals are dissatisfied; if service delivery is at the same level with expectations or higher, individuals are satisfied (Hjortskov, 2016a: 20-21). In summary, low expectation for delivered service may bring along high satisfaction or high expectation may reduce satisfaction.

54. Research indicates that people are more satisfied with services which they receive directly in person. Interaction with service provider may be an important factor in terms of satisfaction and expectation (James, 2009).
55. In case of uncertainties relating to service outputs, emotions take bigger part in decisions of citizens on satisfaction (Hjortskov, 2016a: 82). When service outputs are not certain and their effects are not directly seen or felt, citizens get more doubtful about service delivery performance.

56. Demography, socio-economic status, and political and institutional factors influence individuals' satisfaction with public services. Those who are in socio-economically disadvantaged position, the unemployed in particular, have lower satisfaction level for public services. It is observed that different ethnic groups, non-white Americans in USA are less satisfied with public services. Effect of age and gender on satisfaction gave contradictory results in different studies (James, 2009).
57. There are studies indicating that choosing end-points in satisfaction scales (very satisfied/very dissatisfied) is related to voting decisions and who is voted in local administrations (James, 2009). On the other hand, references to policies and politicians in satisfaction studies create less satisfaction (Hjortskov, 2016a: 82).
58. Another focus is on how to measure citizen satisfaction and how to design field research and surveys. Van de Walle (2010) addresses the following questions relating to measurement: Do respondents actually have any idea *relating to the thing or opinion that is being assessed*? Is the thing being assessed, opinion expressed a reflection of what is existent or, is opinion created by what is expressed? How consistent are the opinions expressed?

1.4. Case Studies

59. Citizen Satisfaction studies are conducted all over the world. Several examples are provided here.
60. The case study on Perception of Quality of Life in European City¹⁵ is conducted once every three years since 2004. The study the last of which was conducted in 2015 was undertaken in 79 cities of Europe including Istanbul, Ankara, Diyarbakır and Antalya in Turkey. 40,798 individuals with different social and economic characteristics were interviewed on the phone in their native language and their satisfaction was assessed on the subjects of education, cultural and sports activities, public transport, security, air-water-noise pollution. It was also assessed whether migration and migrants were considered as a value for cities or not. The most frequently used vehicle and frequency of its use were also included among transport problems. In the case study on Perception of Quality of Life in European City, perception relating to services were assessed in general and service perception of disadvantaged groups were not examined.
61. The case study of Risks That Matter was conducted by the Organization for Economic Cooperation and Development (OECD) in 2018 at 21 OECD countries¹⁶ with the participation 22,000 individuals between the ages of 18-70 to assess social and economic risks and perception-satisfaction relating to services provided by governments on these issues. Income does not have a big role in satisfaction. In some cases, respondents with low income may be satisfied with services as much as those with high income (OECD, 2018).

¹⁵ Quality of Life in European City 2015, Flash Eurobarometer 419, https://ec.europa.eu/regional_policy/sources/docgener/studies/pdf/urban/survey2015_en.pdf, Date Accessed 05.08.2019

¹⁶ Austria, Belgium, Canada, Chile, Denmark, Estonia, Finland, France, Germany, Greece, Israel, Ireland, Italy, Lithuania, Mexico, Holland, Norway, Poland, Portugal, Slovenia, USA.

62. Satisfaction surveys are tools used in the United Kingdom to assess the performance of local administrations since 2002. Each local administrations are obliged to make this research once every three years (James, 2009).
63. There are also studies not relating to public services but relating to how public service providers are perceived. For instance, in Australia a field survey is conducted once in every three years to assess public perception relating to police, public employees and local administration employees. Study is conducted under three topics: satisfaction with receiving service from public employees, satisfaction with attitudes, business manners-involvement of public employees, satisfaction with abuses and complaints mechanisms.¹⁷
64. In addition, there are satisfaction studies on certain social groups or sectors. Citizen Satisfaction Survey: Regional Agricultural Services conducted by South African Public Services Commission is one of these studies. The aim of the study is to determine expectations of farmers and assess their satisfaction levels for services provided. Satisfaction is assessed in the framework of infrastructure (facilities, infrastructure, staff etc.), confidence (confidence in service and service provider), reliability (capacity of performing promised service in a right and reliable way), sensitivity (receiving service from employees in a fast, good and sensitive way) and empathy (individualized concern).¹⁸
65. In Turkey, large scale studies on satisfaction with public services are conducted by TURKSTAT. TURKSTAT Public Satisfaction Survey (2019) assesses the perception relating to annual education services, public services, social security and health, legal services, policing services, happiness, hope, perspective on European Union, expectation, personal income and social values. Public services are assessed under the indicators created relating to services provided by central government, municipalities and special provincial administrations. Services provided by municipalities are analysed by gender, age groups and education.
66. Municipalities also conduct studies to assess citizens' satisfaction levels for services provided. A study was conducted by Beşiktaş Municipality in 2015 and published as Comparative Results of Satisfaction Studies on Municipal Services March 2015¹⁹. The subjects on quality of service, service speed, citizens' knowledge of municipal activities-projects are included in the study.
67. There are also satisfaction studies conducted by NGOs and academies in Turkey. A research on Social Perspective on Public Administration, Public Services and Reform was conducted by TESEV in 2004. The aim of the study which represents urban population of Turkey was determined as "presenting comparative performance evaluations of central and local administrations from the perspective of urban population (Adaman, Çarkoğlu, Şenatarlar, 2004).
68. There are many studies conducted by academicians at municipal level. It was investigated in the study on Citizen Satisfaction in Municipality Services: Case of Silifke (2011) whether

¹⁷ Public Perception on the Public Services, Public Perception Series, Corruption and Crime Commission, 2011, www.ccc.qld.gov.au/research-and-publications/research/public-perceptions/public-perceptions-on-the-public-services-findings-from-the-2010-public-attitudes-survey.pdf, Date Accessed 31.07.2019

¹⁸ Citizen Satisfaction Survey: Regional Agricultural Services, 2008, https://www.gov.za/sites/default/files/gcis_document/201409/citizen-satisfaction-survey.pdf, Date Accessed 06.08.2019

¹⁹ Comparative Results of Satisfaction Studies on Municipal Services March 2015, Date Accessed 05.08.2019 http://besiktas.bel.tr/Resimler/file/BELED%C4%B0YE%20H%C4%B0ZMETLER%C4%B0%20MEMNUN%C4%B0YET%20ARA%C5%9ETIRMASI%20MART_2015.pdf

satisfaction varies by gender, age, educational level, level of income and neighbourhood of residence. No difference was observed by gender, age, income, educational level; however statistically significant difference was seen at municipal level.

It was identified in the Citizen Satisfaction in Municipality Services: Case of Elaziğ (2012) that there was no difference in satisfaction with municipal services by gender, age, education and income but there was difference between neighbourhoods.

In a Field Survey on Factors Affecting Success of Municipality and Public Satisfaction in Local Administrations, the success of municipality and citizens' satisfaction for living within the boundaries of relevant municipality were examined on the basis of Sarıyer Municipality example. In the analyses conducted by gender, age, education and residence periods, there was only relationship found in the same direction between residence periods and general public satisfaction.

In the study on Evaluation of Public Satisfaction in Municipality Services: Case of Yozgat (2010), public satisfaction was examined in terms of municipal services. There was no significant difference in satisfaction by educational level and gender. Citizens' satisfaction levels in social activity services varied by residence period. As the residence period increased, satisfaction increased too.

In the research on Evaluation of Factors Affecting Satisfaction Level of Municipality Services: Case of Izmir Metropolitan Municipality (2014), differently from other studies, statistically significant differences were observed by age, gender, marital status and educational level. According to the study, while male and married citizens were more satisfied with services than the other groups, as the age decreased and educational level increased, satisfaction decreased for many services provided.

In the study on Satisfaction Level of Municipality Services: Case of Çanakkale (2012), urban services were assessed in general and breakdowns were not analysed. In the study on a Comparative Analysis relating to Kocaeli and Sakarya MMs in terms of Citizen Satisfaction with Public Services for Transport and Environment, satisfaction levels of Kocaeli and Sakarya were assessed by services.

69. Different methods can be used in satisfaction studies such as surveys, in-depth interviews, focus group studies. As surveys may be conducted not only in person, but also by telephone or mail.

2. FIELD SURVEY METHODOLOGY

2.1. Preparation of Questionnaire

70. Aim of the field survey;

- a) is to assess perception and opinions of public on implementation of metropolitan legislation
- b) and level of awareness of disadvantaged group (PWDs, youth, women and poor) in terms of urbanization.

71. While preparing questionnaire, the framework of urban services is formed and questions included relating to 5 main fields. Questions relating to these fields are restricted with services provided by MMs. Services provided by central government such as health, education, policing, social security are left out of the scope.

Basic fields are as follows:

- Housing: Providing each individual with safe and healthy housing conditions
- Safety: Making city safe at all hours of a day and night for each individual living in the city
- Movement: Providing each individual living in the city with freedom of urban and inter-city movement, making urban infrastructure in accordance with the needs of different groups living in the city
- Access to public services: Providing public services and making them accessible in accordance with the needs of each individual living in the city
- Urban Democracy: Receiving opinions of urban citizens relating to urban administration and planning of services.

72. Two questionnaires are used for field survey: 1) questionnaire collecting household satisfaction-perception relating to urban services and 2) questionnaire collecting opinions of PWDs relating to urban services.

2.2. Sample Methodology

2.2.1. Population of the Study

73. Population of the study consists of individuals older than 18 years of age and living in 30 MMs. Gender and age restrictions are determined for respondents.

74. The address framework of the study include addresses which correlate with ABPRS (Address-Based Population Registration System) considering characteristics of addresses identified as “occupied dwelling”, “vacant dwelling” and “housekeeper's apartment” in the list of National Address Database (NAD) and in which at least one individual resides.

2.2.2. Sampling Method

75. Sampling method of the study is stratified, two-phase, cluster sampling. Strata of the study are defined as each MM.

76. Final sampling unit of the study is determined as households. The final sampling unit is reached by two-phase cluster sampling. Sampling selection is performed by Research Design Group affiliated to TURKSTAT Department of Sampling and Analysis Techniques.

77. Phase One Sampling Unit: household addresses in NAD list are assorted as clusters consisting of 100 neighbouring addresses on average (from 80 to 120). Phase one sampling unit include clusters of 100 addresses on average. Cluster sampling is performed with random selection from clusters consisting of 100 addresses on average.

78. Phase Two Sampling Unit: This involves households identified with addresses in clusters included in sampling. In phase two 15 households are systematically chosen from each selected cluster.

2.2.3. Determination of Number of Samples at Provincial Level and Number of Valid Surveys Obtained from the Study

79. The scope of the survey is 30 MMs and final sampling unit is households. As of the schedule when sampling study was conducted, approximate number of households is estimated by evaluating population growth and average size of households at the end of 2018. Total sample size of the Project is determined as 10,000.

80. Different methods are tested for the provincial distribution of 10,000 household surveys determined for the Project and it is decided that the most suitable one is compromise distribution. The reason for this is to guarantee an acceptable sample volume in stratum of Mardin which includes small number of units. On the other hand, the sampling rate of each stratum (possibility of households to be included as samples) will not be equal because of compromise distribution. That's why it is accepted to use sample weights during analyses.

81. It is decided to include 50% more samples in case of not being answered and being out of scope and 15,150 addresses as being the product of 15 are requested from TURKSTAT to include 15 addresses from each cluster. Sample weights are delivered by being calculated by TURKSTAT.

Table 1 Stratum sizes of study and actual numbers of survey

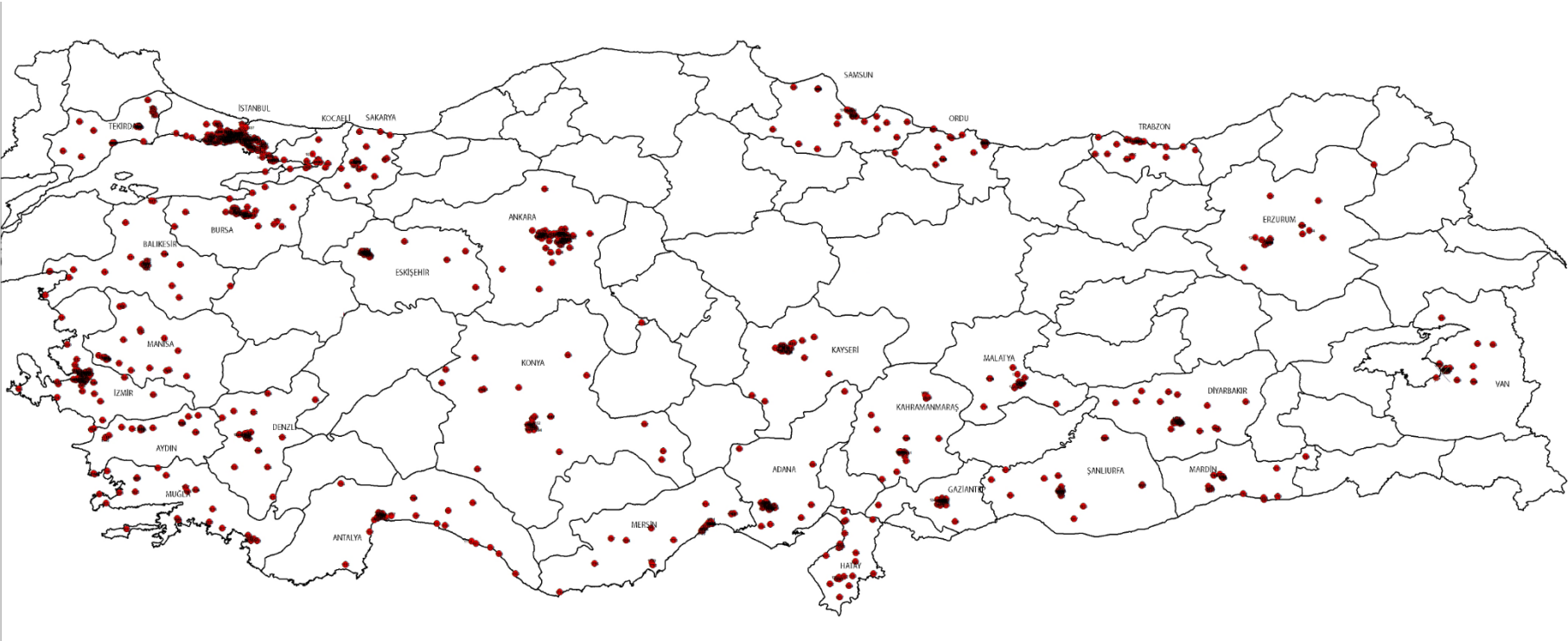
30 MMs	Year-end population in 2018*	Average size of household*	Estimated end-year number of households in 2018	Size of stratum sample with compromise distribution	Number of addresses requested from TURKSTAT	Actual number of surveys
Adana	2,220,125	3.92	566,359	305	465	335
Ankara	5,503,985	3.21	1,714,638	685	1035	710
Antalya	2,426,356	3.26	744,281	356	540	369
Aydin	1,097,746	3.08	356,412	256	390	260
Balıkesir	1,226,575	2.85	430,378	272	420	307
Bursa	2,994,521	3.43	873,039	396	600	413
Denizli	1,027,782	3.14	327,320	250	375	250
Diyarbakir	1,732,396	5.68	305,000	246	375	246

Erzurum	767,848	4.37	175,709	227	345	236
Eskişehir	871,187	2.85	305,680	246	375	292
Gaziantep	2,028,563	4.50	450,792	276	420	281
Hatay	1,609,856	4.11	391,693	263	405	272
Istanbul	15,067,724	3.63	4,150,889	1,587	2,385	1,632
İzmir	4,320,519	3.12	1,384,782	568	855	578
Kahramanmaraş	1,144,851	4.24	270,013	240	360	264
Kayseri	1,389,680	3.70	375,590	260	390	260
Kocaeli	1,906,391	3.61	528,087	295	450	298
Konya	2,205,609	3.63	607,606	316	480	316
Malatya	797,036	3.89	204,894	231	345	231
Manisa	1,429,643	3.23	442,614	274	420	284
Mardin	829,195	6.08	136,381	223	345	226
Mersin	1,814,468	3.55	511,118	291	435	296
Muğla	967,487	2.97	325,754	250	375	256
Ordu	771,932	3.34	231,118	234	360	233
Sakarya	1,010,700	3.73	270,966	240	360	260
Samsun	1,335,716	3.66	364,950	257	390	260
Şanlıurfa	2,035,809	6.18	329,419	250	375	263
Tekirdağ	1,029,927	3.28	314,003	248	375	288
Trabzon	807,903	3.45	234,175	235	360	240
Van	1,123,784	6.04	186,057	228	345	226
Total**	63,495,314		17,509,717	10,005	15,150	10,382

* Source: TURKSTAT

** Certain values obtained from calculations are rounded-up.

Figure 1 Map Distribution of Sample Clusters in Survey Study



2.2.4. Field Survey

82. Tolerance Limits of Sample

Sample formula

$$n = \frac{N t^2 p q}{d^2(N-1) + t^2 p q}$$

N: Population size

n: Sample size

t: 1.96 (95% table value for confidence level)

p*: Possibility of incidence

q: (1-p)

d: Tolerance Limit

(*value of 0.5 is used to reach highest sample size or to identify highest possible tolerance limit)

As follows:

$$d = \sqrt{(t^2 p q (N - n)) / (n(N - 1))}$$

Table 2 Tolerance limits of sample

Provinces	Number of households*	Number of Surveys	± Tolerance**	Provinces	Number of households*	Number of Surveys	± Tolerance**
Adana	593,839	335	5.3528	Kayseri	393,760	260	6.0757
Ankara	1,736,727	710	3.6771	Kocaeli	548,430	298	5.6755
Antalya	767,666	369	5.1005	Konya	620,306	316	5.5115
Aydın	362,478	260	6.0755	Malatya	215,709	231	6.4445
Balıkesir	430,220	307	5.5912	Manisa	449,733	284	5.8134
Bursa	900,170	413	4.8212	Mardin	159,974	226	6.5143
Denizli	333,537	250	6.1958	Mersin	527,208	296	5.6945
Diyarbakır	358,045	246	6.2461	Muğla	328,576	256	6.1226
Erzurum	184,592	236	6.3752	Ordu	239,407	233	6.4171
Eskişehir	312,630	292	5.7323	Sakarya	283,566	260	6.0749
Gaziantep	477,448	281	5.8445	Samsun	386,140	260	6.0757
Hatay	414,279	272	5.9402	Şanlıurfa	367,852	263	6.0408
Istanbul	4,379,926	1.632	2.4254	Tekirdağ	314,823	288	5.7721
Izmir	1,419,954	578	4.0754	Trabzon	240,355	240	6.3227
Kahramanmaraş	289,309	264	6.0287	Van	219,243	226	6.5155
Kayseri	393,760	260	6.0757	Total	18,255,902	10,382	0.9615

* Number of households obtained from TURKSTAT sample weights.

** Tolerance limit calculated at 95% confidence level.

83. As a survey method, face-to-face survey technique is applied through tablet computers.
84. Before field survey in Ankara, 51 pilot interviews are performed on addresses which are not included in the study. Pilot survey is assessed by criteria such as tablet application, correct understanding of questions by respondents and length of survey.
85. Data collection from field is conducted by a private company selected through tender. Field survey process is monitored and inspected by the administration from beginning to end. Monitoring process is conducted by the company with a web-based monitoring tool and inspection is performed by an appointed expert.
86. Same household is visited more than one time to complete survey interviews. These visits are mostly performed to complete Survey Form for Persons with Disabilities prepared for PWDs.

Table 3 Number of visits to households

1 st Visit		2 nd Visit		3 rd Visit		4 and more visits		Total number of surveys	
Count	%	Count	%	Count	%	Count	%	Count	%
3,854	37.1	4,127	39.8	2,304	22.2	97	0.9	10,382	100.0

2.2.5. Calendar of Field Survey

87. The field survey started in 18 November 2019 and completed in 30 December 2019. Satisfaction surveys are time and place dependent. Studies conducted on perception and satisfaction indicates that political preferences influence satisfaction. The field survey was commenced relatively a short time, approximately 8 months, after local elections in Turkey (31 March 2019). This period for Istanbul is a short time as 5 months. It is possible to say that transfer of Metropolitan municipal administrations²⁰ affect perception for satisfaction. When this survey is performed before elections or 2 years after elections, different results would be obtained. Still, satisfaction is affected positively by substantial services of which outputs can be seen immediately, for example providing transport at night. The more substantial and open services are, the more likely the satisfaction will increase. As satisfaction surveys assess perception, they are affected by emotions, expectations, preferences and experience.

All questions in the field survey are created to assess services and employees in field providing direct service. To keep the effects of political preferences on results at minimum, questions relating to mayor, municipal administration etc. are not included.

²⁰ In Ankara, Istanbul, Antalya, Adana, Mersin, Diyarbakır, Van and Mardin, administrations changed after municipal elections. During Survey process, Metropolitan Municipalities in Diyarbakır, Van and Mardin were being administered by caretaker mayors assigned by the Ministry of Interior.

Table Calendar of Field Survey

Project Processes	Dates
Questionnaire Approval/Script Writing	28-31.10.2019
Distribution of Surveyor Hand Books	13.11.2019
Surveyor Training	11, 13-15.11.2019
Field Pilots (50 in Ankara)	7-8.11.2019
Revisions	12.11.2019
Interim Report of Pilot Survey	13.11.2019
Receiving Sample Addresses from TURKSTAT	4.11.2019
Start of Field Survey	18.11.2019
End of Field Survey	30.12.2019
Reporting	6.01.2020
Tabulation and Graphics	13.01.2020

3. GENERAL FINDINGS OF FIELD SURVEY

88. SPSS is used to analyse the results of the surveys conducted with 10,382 households in 30 MMs.

3.1. Demographic and Socio-economic Information of Respondents

89. Provincial gender distribution of respondents is provided in the following table (Table 5). In the survey conducted, gender distribution is most balanced in Ankara. In Ankara, 51.3% of respondents are male and 48.7% are female. In Şanlıurfa with the highest rate of male respondents, 62.5% of respondents are male and 37.5% are female. After Şanlıurfa, Balıkesir comes with 60.8% male and 39.2% female respondents. Erzurum has highest rate of female respondents with the rate of 58.8%.

Table 4 Provincial gender distribution of respondents (sample, weighted)

	Male			Female			Total	
	Count	Sample (%)	Weighted (%)	Count	Sample (%)	Weighted (%)	Count	%
Adana	195	58.2	57.5	140	41.8	42.5	335	100.0
Ankara	366	51.5	51.3	344	48.5	48.7	710	100.0
Antalya	203	55.0	55.7	166	45.0	44.3	369	100.0
Aydın	154	59.2	59.5	106	40.8	40.5	260	100.0
Balıkesir	184	59.9	60.8	123	40.1	39.2	307	100.0
Bursa	204	49.4	49.4	209	50.6	50.6	413	100.0
Denizli	109	43.6	45.0	141	56.4	55.0	250	100.0
Diyarbakır	136	55.3	55.5	110	44.7	44.5	246	100.0
Erzurum	96	40.7	41.2	140	59.3	58.8	236	100.0
Eskişehir	139	47.6	46.9	153	52.4	53.1	292	100.0
Gaziantep	128	45.6	45.1	153	54.4	54.9	281	100.0
Hatay	124	45.6	45.4	148	54.4	54.6	272	100.0
Istanbul	792	48.5	47.6	840	51.5	52.4	1632	100.0
Izmir	273	47.2	47.0	305	52.8	53.0	578	100.0
Kahramanmaraş	141	53.4	52.5	123	46.6	47.5	264	100.0
Kayseri	153	58.8	58.7	107	41.2	41.3	260	100.0
Kocaeli	178	59.7	56.0	120	40.3	44.0	298	100.0
Konya	168	53.2	55.6	148	46.8	44.4	316	100.0
Malatya	128	55.4	55.5	103	44.6	44.5	231	100.0
Manisa	169	59.5	61.1	115	40.5	38.9	284	100.0
Mardin	111	49.1	49.9	115	50.9	50.1	226	100.0
Mersin	165	55.7	55.5	131	44.3	44.5	296	100.0
Muğla	146	57.0	58.0	110	43.0	42.0	256	100.0
Ordu	131	56.2	55.7	102	43.8	44.3	233	100.0

Sakarya	130	50.0	49.1	130	50.0	50.9	260	100.0
Samsun	128	49.2	48.2	132	50.8	51.8	260	100.0
Şanlıurfa	160	60.8	62.5	103	39.2	37.5	263	100.0
Tekirdağ	168	58.3	58.5	120	41.7	41.5	288	100.0
Trabzon	140	58.3	57.3	100	41.7	42.7	240	100.0
Van	105	46.5	45.2	121	53.5	54.8	226	100.0
Total	5,424	52.2	51.6	4,958	47.8	48.4	10,382	100.0

90. Distribution of age groups of the respondents is indicated in the following table (Table 6).

Density is mainly between the ages of 20-29 with the rate of 30,4%. This is followed by 30-34 age group at the rate of 13,7%.

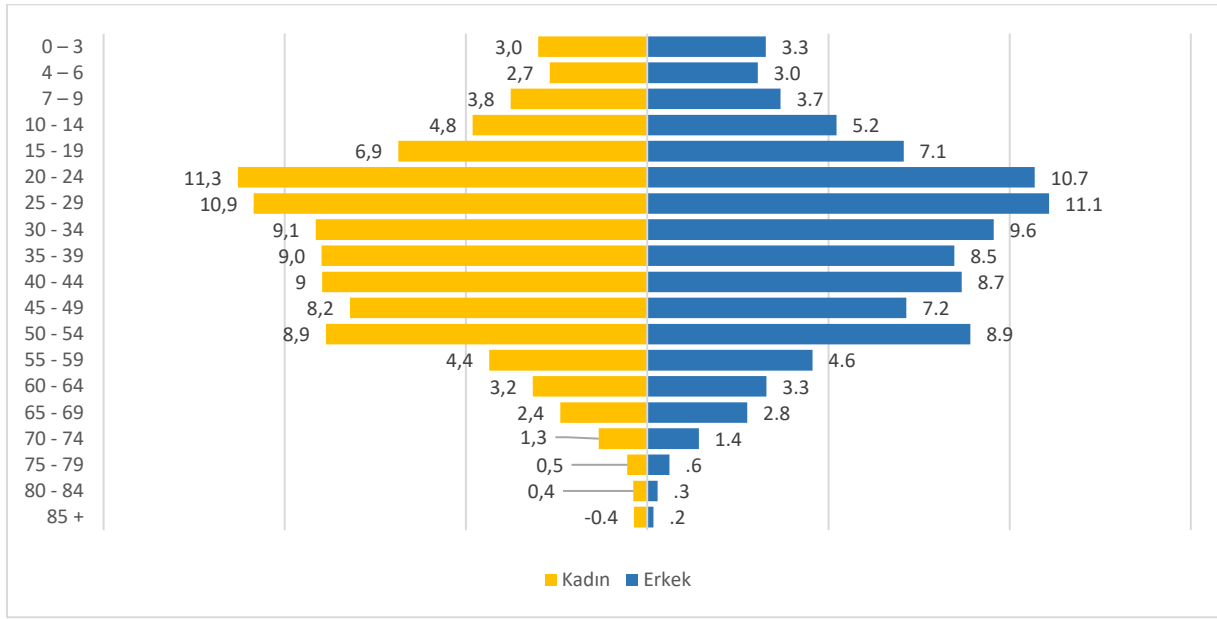
Table 5 Distribution of age groups of the respondents (sample, weighted)

Age	Count	Sample (%)	Weighted (%)
15 – 19	396	3.8	3.9
20 – 24	1,581	15.2	15.2
25 – 29	1,568	15.1	15.2
30 – 34	1,428	13.8	13.7
35 – 39	1,174	11.3	11.1
40 – 44	915	8.8	8.7
45 – 49	741	7.1	6.9
50 – 54	1,078	10.4	10.5
55 – 59	464	4.5	4.2
60 – 64	372	3.6	3.8
65 – 69	356	3.4	3.8
70 – 74	163	1.6	1.6
75 – 79	78	.8	.7
80 – 84	41	.4	.4
85 +	27	.3	.3
Total	10,382	100.0	100.0

91. The following figure shows the age distribution of households by gender (Figure 2).

Accordingly, 15-29 age group consists 29.8% of the population. The rate of population older than 65 years of age is 5.3%.

Figure 2 Age distribution by gender



Şekil 2	Figure 2
Kadın	Women
Erkek	Men

92. The distribution of respondents by their educational levels is indicated in the following table (Table 7). Accordingly, the rate of illiterates is 1.7%, elementary school graduates is 13.2%, middle school graduates is 9.9%; high school graduates is 30.7% and those who hold at least Bachelor’s Degree is 13.4%. High school graduates have the highest rate by educational level as 30.7%. 3.7% of respondents dropped out of elementary school, 3.5% middle school and 2% high school. The rate of those attending open high school is 3.4%.

Table 6 Distribution of respondents by their educational levels (sample, weighted)

	Count	Sample (%)	Weighted (%)
Illiterate	229	2.2	1.7
Literate, never attended school	125	1.2	1.1
Elementary school drop-out	399	3.8	3.7
Elementary school graduate	1406	13.5	13.2
Middle School drop-out	383	3.7	3.5
Middle School graduate	1062	10.2	9.9
Vocational/Technical High School student	10	.1	.1
Open High School student	278	2.7	2.7
Open Vocational high school student	41	.4	.5
Open Imam and Preacher High School student	6	.1	.1
High School Graduate	3132	30.2	30.7
High School drop-out	228	2.2	2.0

2-year Associate Degree student	129	1.2	1.3
2-year Associate Degree graduate	636	6.1	6.2
2-year Associate Degree drop-out	41	.4	.4
Bachelor's Degree student	667	6.4	6.7
Bachelor's Degree graduate	1,316	12.7	13.4
Bachelor's Degree drop-out	66	.6	.6
Master's Degree student	71	.7	.6
Master's Degree graduate	136	1.3	1.5
Doctoral Degree student	12	.1	.1
Doctoral Degree graduate	9	.1	.1
Total	10,382	100.0	100.0

93. Distribution of respondents by marital status is as follows: 54.4% are married, 38.1% are single, 4.8% are widowed, 2.4% are divorced and 0.3% live separated from their spouses.

Table 7 Distribution of respondents by marital status (sample, weighted)

	Count	Sample (%)	Weighted (%)
Married	5,819	56.0	54.4
Single	3,843	37.0	38.1
Widowed	455	4.4	4.8
Divorced	224	2.2	2.4
Separated	41	0.4	0.3
Total	10,382	100.0	100.0

94. Employment situation of respondents is examined in the following table. It is observed in the survey conducted that 45.8% of respondents are working with wage, 5.9% work at their own charges, 2.5% are employers and 2.1% are day wage employee. The rate of unemployed and job seekers is 11.2%. The rate of housewives is 18.2%.

Table 8 Employment distribution of respondents (sample, weighted)

	Count	Sample (%)	Weighted (%)
Wage-labour	4,618	44.5	45.8
Day-wage	274	2.6	2.1
Employer	218	2.1	2.5
Working on own account	679	6.5	5.9

Home-based worker (produces and sells at home)	38	0.4	0.3
Unpaid family worker	58	0.6	0.4
Housewife, not working as paid	1,964	18.9	18.2
Unemployed, looking for job	1,162	11.2	11.2
Retired (Proceed to Household Questionnaire)	84	0.8	0.7
With disability, unable to work (Proceed to Household Questionnaire)	31	0.3	0.3
Education ongoing (Proceed to Household Questionnaire)	48	0.5	0.4
Retired, working	311	3.0	3.1
Doing housework, helping spouse	14	0.1	0.1
Unknown	883	8.5	8.9
Total	10,382	100.0	100.0

95. The income distribution of respondents is indicated in the following table (Table 10). It is expressed that 23.7% of individuals do not have any personal income and 28.2% have income at level of minimum wage. The income group with the highest population is 2030-4000 with the rate of 35.9%. 1% of individuals have 10,000 TL and more income.

Table 9 Income distribution of respondents (sample, weighted)

	Count	Sample (%)	Weighted (%)
None	2,654	25.6	23.7
Minimum wage	2,962	28.5	28.2
2030-4000	3,599	34.7	35.9
4001-6000	825	7.9	8.2
6001-8000	229	2.2	2.7
8001-10000	36	0.3	0.4
10000 TL and more	83	0.8	1.0
Total	10,382	100.0	100.0

96. In addition to personal income, data relating to household income is also collected in the field survey. Accordingly, 27.4% of respondents said that their household income is at the level of minimum wage. The household income group with the highest population is 2030-4000 TL with the rate of 35.8%. 3.9% of the respondents did not share information for their income.

Table 10 Distribution of Household Income of Respondents (sample, weighted)

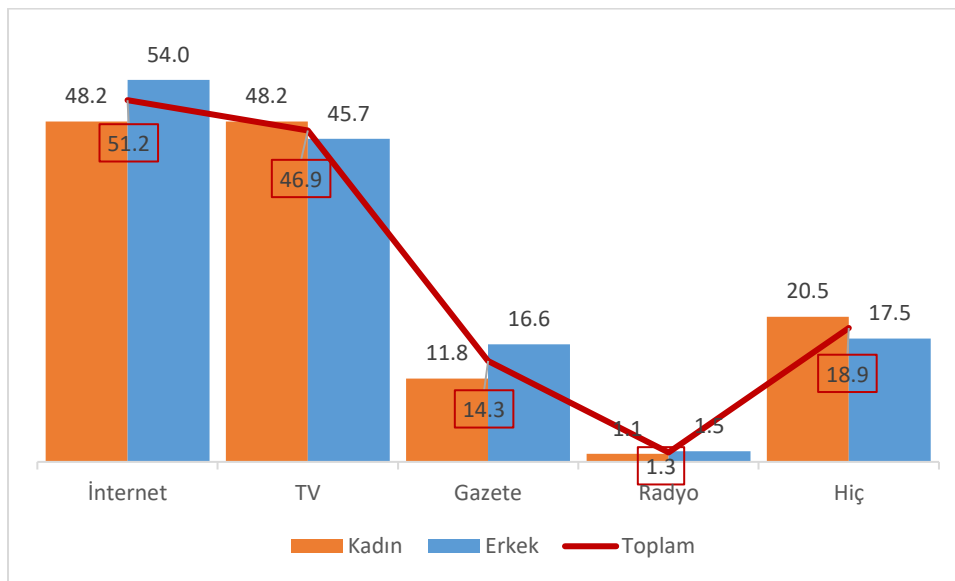
	Count	Sample (%)	Weighted (%)
Minimum wage	2,942	28.3	27.4
2030-4000	3,810	36.7	35.8
4001-6000	2,236	21.5	22.6
6001-8000	568	5.5	6.1
8001-10000	135	1.3	1.5
10000 TL and more	220	2.1	2.8
Not willing to answer	471	4.5	3.9
Total	10,382	100.0	100.0

97. There are PWDs in 3.1% of the households. The most frequently seen disabilities are orthopedic with 28.5% and mental disability with 27.1%. 53.4% of PWDs benefit from rehabilitation centres.

3.2. Urban Information Tools of Respondents

98. When examining urban information sources of respondents, the most frequently used tools appear as internet with 51.2% and television with 46.9%. 18.9% of individuals do not use any information source. When considered by gender, it is observed that while men use internet more than women, women prefer television more.

Figure 3 Urban Information Tools

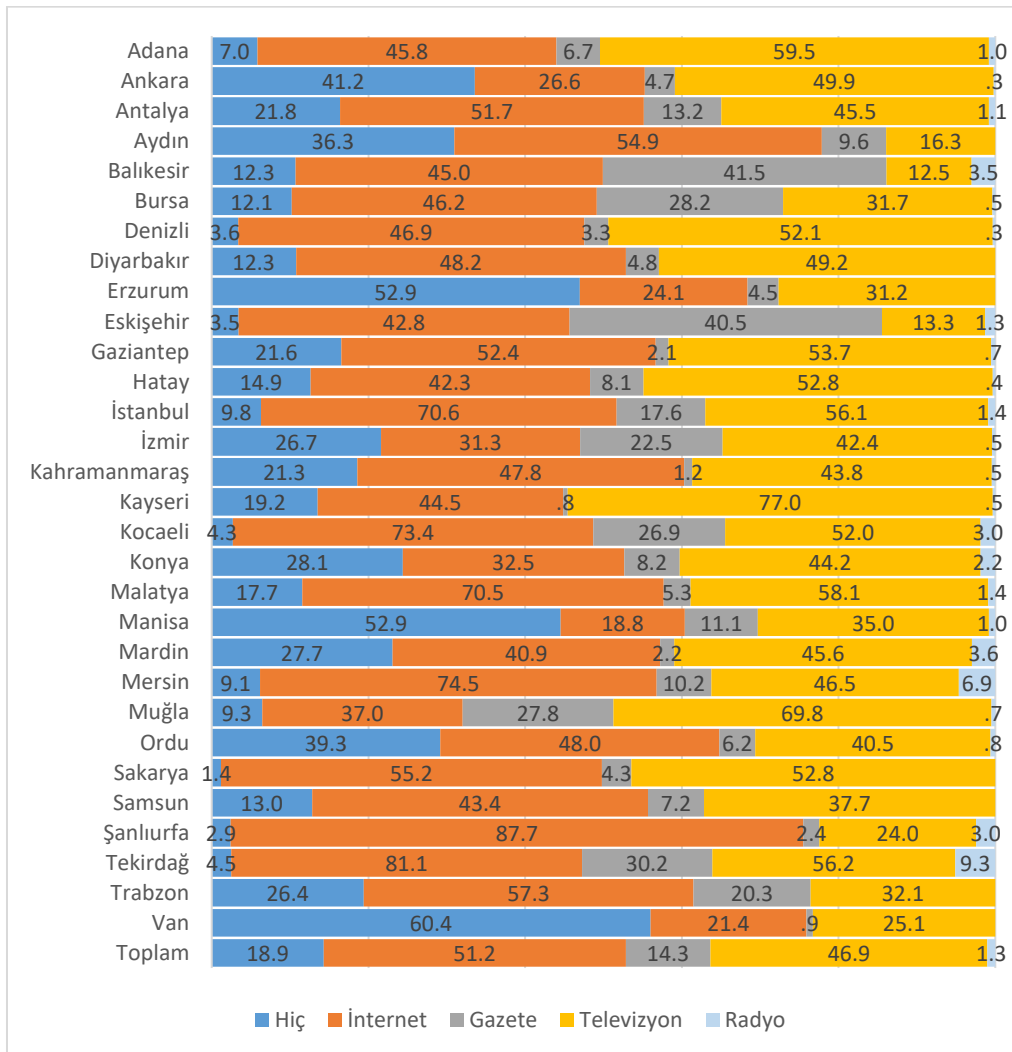


Şekil 3	Figure 3
İnternet	Internet
Gazete	Newspaper
Radyo	Radio

Hiç	None
Kadın	Women
Erkek	Men
Toplam	Total

99. When considered at provincial level, Şanlıurfa has the highest rate of those who claim main information source relating to urban news with 87.7% and Tekirdağ follows with 81.1%. The cities with the lowest rate of internet use for this purpose are Manisa with 18.8% and Van with 21.4%. Balıkesir with 41.5% and Eskişehir with 40.5% have the highest rates of following urban news through newspaper. The cities with the lowest rates of following news with newspaper are Kayseri with 0.8%, Van with 0.9% and Kahramanmaraş with 1.2%. Kayseri with 77% and Muğla with 77% take the lead in following urban news with television. Balıkesir and Eskişehir have the lowest rate of following news with television. The cities following urban news through radio are respectively Tekirdağ with 9.3% and Mersin with 6.9%. Van, Erzurum and Manisa are the cities that follow urban news at minimum level; Sakarya, Şanlıurfa, Eskişehir and Denizli are those that follow news the most.

Figure 4 Information sources of respondents relating to urban news



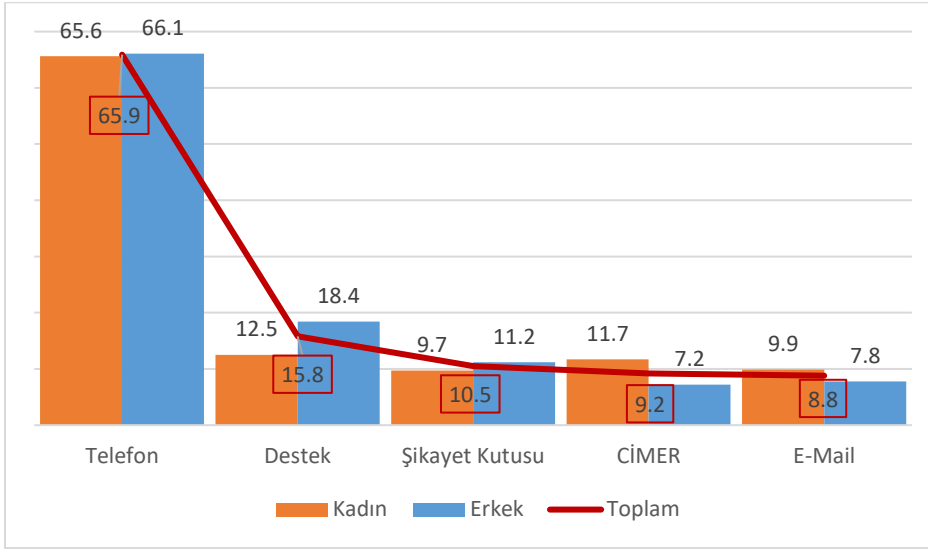
Şekil 4	Figure 4
Hiç	None
İnternet	Internet
Gazete	Newspaper

Televizyon	Television
Radyo	Radio

3.3. Use of Complaint Mechanisms by Citizens

100.5.7% of the citizens submit their complaints and recommendations relating to services to MMs. The most frequently used complaint mechanism is telephone with 65.9%, and the least used one is e-mail with 8.8%. The rate of submitting complaint/recommendation does not change by gender. Considering the tools being used, women have a higher rate of making complaints through CIMER when compared with men. On the other hand, it is observed that men use help desks more.

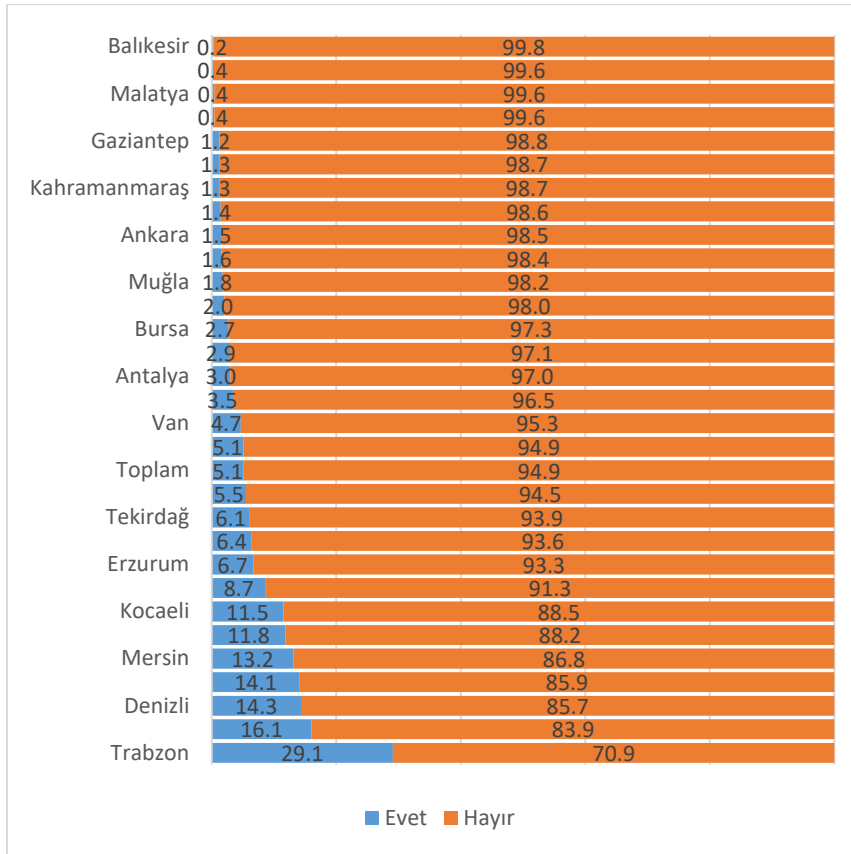
Figure 5 Tools used to submit complaints/recommendations



Şekil 5	Figure 5
Telefon	Telephone
Destek	Support
Şikayet Kutusu	Complaint Box
CİMER	CİMER
E-Mail	E-Mail
Kadın	Women
Erkek	Men
Toplam	Total

101. While Trabzon MM has the highest rate of 29.1%, in which complaint and recommendation mechanisms are used the most; Balıkesir MM has the lowest rate as 0.2%.

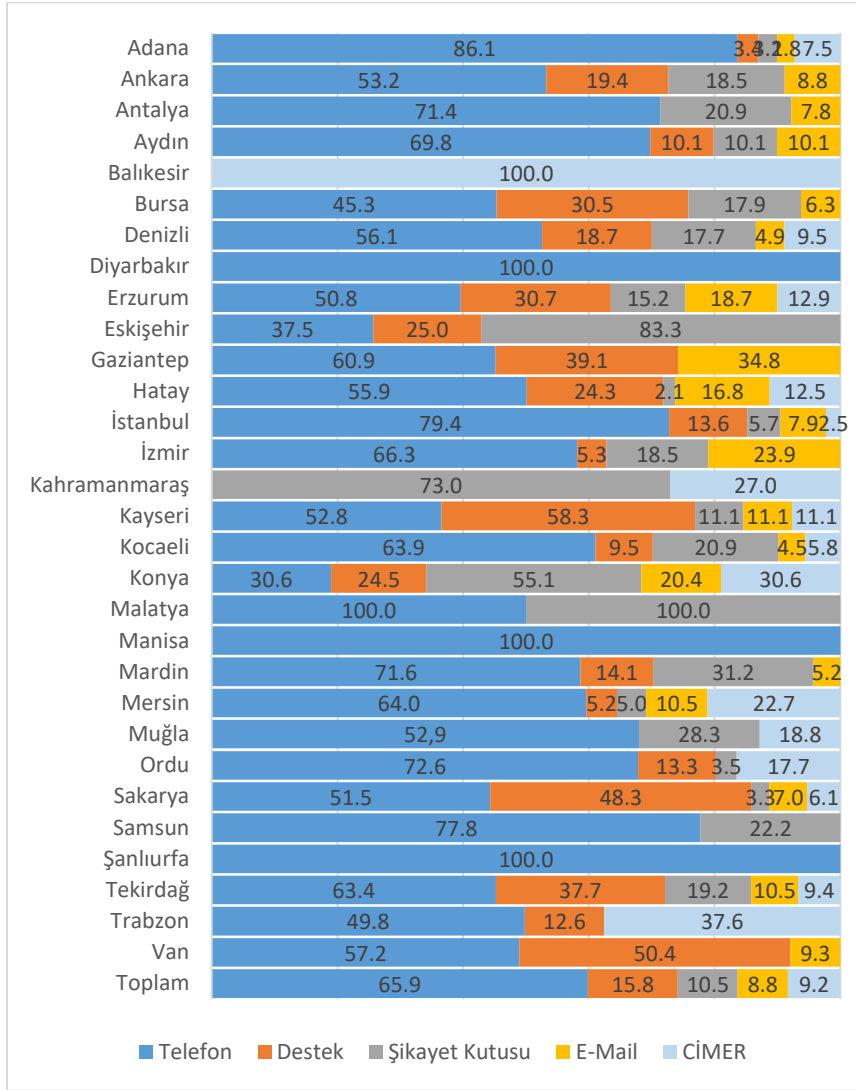
Figure 6 Use of complaint mechanisms by respondents at provincial level (%)



Şekil 6	Figure 6
Evet	Yes
Hayır	No

102. Considering the tools used by respondents making complaints/recommendations to MMs at provincial level, it is observed that all complaints/recommendations are submitted through telephone in Diyarbakır, Manisa and Şanlıurfa. By making complaints/recommendations, the highest frequency in utilization of hotline is in Kayseri with 58.3%; of e-mail in İzmir with 23.9% and of CIMER in Gaziantep with 34.8%.

Figure 7 Tools used to submit complaints to Metropolitan Municipality²¹



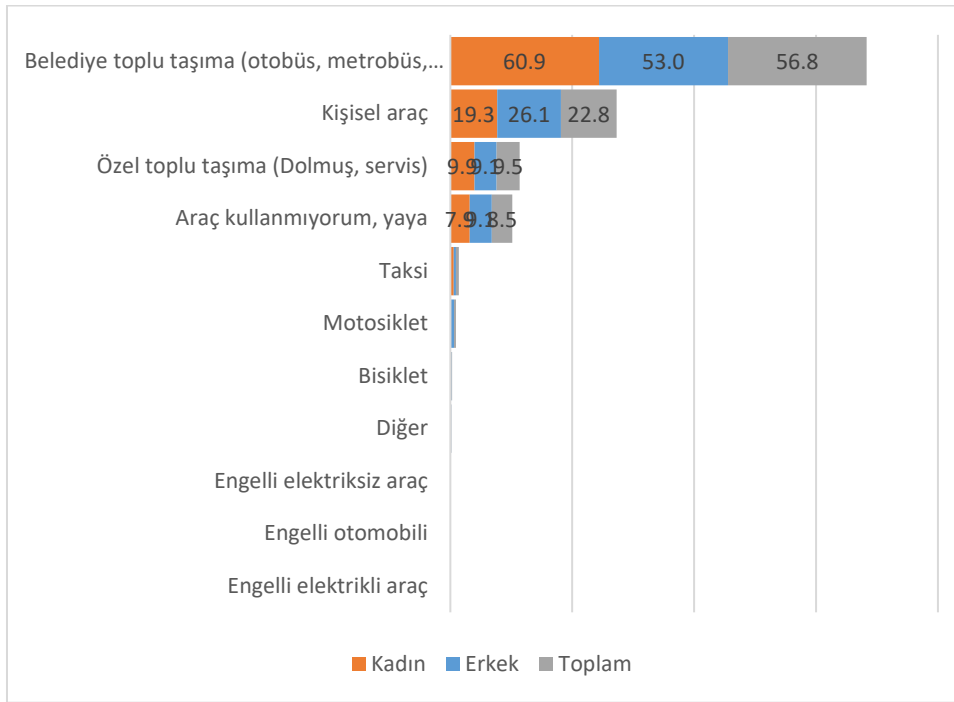
Şekil 7	Figure 7
Toplam	Total
Telefon	Telephone
Destek	Support
Şikayet Kutusu	Complaint Box
E-Mail	E-Mail
CİMER	CİMER

3.4. Most Frequently Used Transport Vehicles by Respondents

103. 56.8% of respondents use municipal public transport vehicles, 22.8% use private vehicles and 9.5% use private public transport vehicles. Considering by gender, while 60.9% of women and 53% of men use public transport vehicles; 19.3% of women and 26.1% of men use private vehicles. As expected, use of private vehicles is higher for men when compared to women.

²¹ As more than one option is selected, total rates are higher than 100%.

Figure 8 Most frequently used transport vehicles by respondents by gender (%)



Şekil 8	Figure 8
Belediye toplu taşıma (otobüs, metrobüs,...)	Municipal Public Transport (bus, metrobus,...)
Kişisel araç	Private vehicle
Özel toplu taşıma (Dolmuş, servis)	Private public transport (Public minibus, service)
Araç kullanmıyorum, yaya	Not using vehicle, pedestrian
Taksi	Taxi
Motosiklet	Motorcycle
Bisiklet	Bike
Diğer	Others
Engelli elektriksiz araç	Non-electric vehicle for PWDs
Engelli otomobili	Automobile for PWDs
Engelli elektrikli araç	Electric vehicle for PWDs
Kadın	Women
Erkek	Men
Toplam	Total

3.4.1. Access to public transport vehicles

104. 40.2% of the respondents can access public transport vehicles in 5 minutes and less. 36.6% can access vehicles between 6-10 minutes and 11.2% can access between 11-15 minutes. Data indicate that more than 76% of respondents access public transport in 10 minutes and less. 2.7% can access public transport vehicles in 30 minutes and more.

Table 11 Access time to public transport vehicles

	Municipal public transport (bus, metrobus, metro etc.)	Private public transport (Public minibus, service)	Others	Total
5 minutes and less	37.2	47.6	43.0	40.2
6-10 minutes	39.1	33.6	33.3	36.6

11-15 minutes	15.1	12.1	11.2	13.5
16-20 minutes	6.7	4.2	8.4	7.1
30 minutes	1.0	1.0	2.0	1.3
31 minutes and more	.9	1.6	2.0	1.4
Total	100.0	100.0	100.0	100.0

105. Considering access time to public transport vehicles at provincial level, Balıkesir, Hatay and Kayseri take the lead in terms of providing access to public transport vehicles in the shortest time. Antalya stands out as most problematic province with regard to providing access to public transport vehicles.

Table 12 Access to public transport vehicles at Metropolitan Municipality level

	5 minutes and less	6-10 minutes	11-15 minutes	16-29 minutes	30 minutes and more	Total
Adana	37.6	40.3	16.5	5.6	.0	100.0
Ankara	30.9	63.1	3.1	2.9	.0	100.0
Antalya	18.5	28.7	8.4	17.6	26.9	100.0
Aydın	60.8	25.7	10.1	3.4	.0	100.0
Balıkesir	81.5	11.9	5.3	1.2	.0	100.0
Bursa	54.2	18.2	21.0	6.3	.3	100.0
Denizli	63.8	32.9	1.6	1.6	.0	100.0
Diyarbakır	33.6	46.4	13.7	5.2	1.1	100.0
Erzurum	73.6	15.5	4.9	5.2	.8	100.0
Eskişehir	10.2	60.0	26.4	3.4	.0	100.0
Gaziantep	56.0	22.9	12.0	9.1	.0	100.0
Hatay	78.5	14.3	2.4	4.8	.0	100.0
Istanbul	28.0	45.3	17.7	8.6	.4	100.0
Izmir	26.3	50.9	16.3	5.0	1.4	100.0
Kahramanmaraş	58.1	31.6	2.5	7.2	.6	100.0
Kayseri	72.4	18.3	7.7	1.7	.0	100.0
Kocaeli	34.2	37.1	20.1	5.3	3.2	100.0
Konya	37.3	45.5	16.2	.0	1.0	100.0
Malatya	29.2	39.9	12.6	16.4	1.9	100.0
Manisa	16.1	17.9	56.9	9.1	.0	100.0
Mardin	43.5	19.1	17.0	18.3	2.1	100.0
Mersin	45.2	42.2	11.4	.5	.7	100.0
Muğla	39.2	49.7	8.5	2.6	.0	100.0
Ordu	49.7	25.9	8.5	15.9	.0	100.0
Sakarya	67.4	21.9	.0	6.4	4.4	100.0
Samsun	55.2	39.1	5.1	.7	.0	100.0
Şanlıurfa	32.0	50.2	7.9	6.3	3.6	100.0
Tekirdağ	36.4	35.9	16.6	10.2	1.0	100.0
Trabzon	43.8	20.0	23.6	12.6	.0	100.0
Van	40.4	37.0	17.2	3.6	1.8	100.0
Total	37.2	39.1	15.1	6.7	1.9	100.0

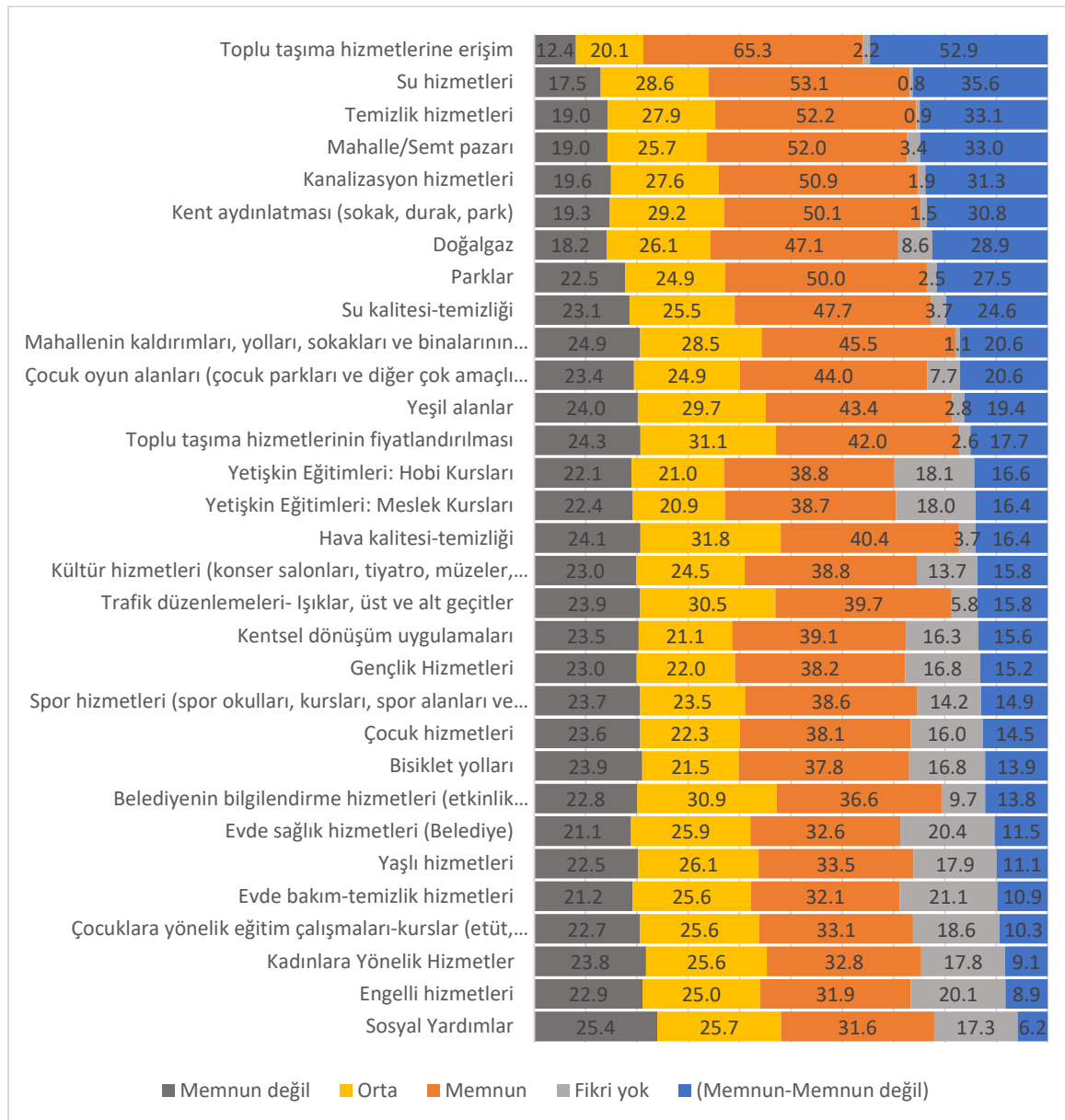
4. SATISFACTION ANALYSIS

4.1. General Satisfaction with Services Provided by Metropolitan Municipality

106. It is indicated in the following figure relating to satisfaction levels of citizens for services provided by MMs. Accordingly, access to public transport services has the highest satisfaction level with 65.3% in total. Total rate of those who are not satisfied with access to public transport services is 12.4%. Other infrastructure services with the highest total satisfaction are respectively, water with 53.1%, sanitation with 52.2%, neighbourhood bazaars with 52%, sewer with 50.9% and urban lighting with 50.1%. According to the table, it is observed that satisfaction with infrastructure is higher than the other services.

Annex 1 includes the tables on satisfaction with services at provincial level.

Figure 9 Satisfaction levels of citizens for services



Şekil 9	Figure 9
Toplu taşıma hizmetlerine erişim	Access to public transport services

Su hizmetleri	Water services
Temizlik hizmetleri	Cleaning services
Mahalle/Semt pazarı	Neighbourhood bazaars
Kanalizasyon hizmetleri	Sewer services
Kent aydınlatması (sokak, durak, park)	Urban lighting (street, bus stop, park)
Doğalgaz	Natural gas
Parklar	Parks
Su kalitesi-temizliği	Water quality-cleanliness
Mahallenin kaldırımları, yolları, sokakları ve binalarının...	Condition of Sidewalks, roads, streets and buildings of neighbourhood
Çocuk oyun alanları (çocuk parkları ve diğer çok amaçlı...	Playgrounds (children's parks and other spaces in multi-purpose parks)
Yeşil alanlar	Green spaces
Toplu taşıma hizmetlerinin fiyatlandırılması	Pricing of public transport services
Yetişkin Eğitimleri: Hobi Kursları	Adult education: Hobby courses
Yetişkin Eğitimleri: Meslek Kursları	Adult education: Vocational Courses
Hava kalitesi-temizliği	Air quality-cleanliness
Kültür hizmetleri (konser salonları, tiyatro, müzeler,...	Cultural services (concert halls, theatres, museums, libraries)
Trafik düzenlemeleri- Işıklar, üst ve alt geçitler	Traffic regulations, lights, underpasses and overpasses
Kentsel dönüşüm uygulamaları	Urban regeneration practices
Gençlik Hizmetleri	Youth services
Spor hizmetleri (spor okulları, kursları, spor alanları ve...	Sports services (sport schools and courses, sports fields and halls)
Çocuk hizmetleri	Child services
Bisiklet yolları	Bike ways
Belediyenin bilgilendirme hizmetleri (etkinlik haberleri,...	Information services of municipality (News on activities,...
Evde sağlık hizmetleri (Belediye)	Home delivery for healthcare services (Municipality)
Yaşlı hizmetleri	Services for the elderly
Evde bakım-temizlik hizmetleri	Home care- cleaning services
Çocuklara yönelik eğitim çalışmaları-kurslar (etüt, müzik,...	Educational work & courses for children (study hours, music, painting etc.)
Kadınlara Yönelik Hizmetler	Services for women
Engelli hizmetleri	Services for PWDs
Sosyal Yardımlar	Social aids
Memnun değil	Dissatisfied
Orta	Neither satisfied nor dissatisfied
Memnun	Satisfied
Fikri yok	No opinion
(Memnun-Memnun değil)	(Satisfied-Dissatisfied)

107. Satisfaction is at low level relating to social aids and social services provided by MMs for the integration of disadvantaged and vulnerable groups, to combat poverty and empower them. Service area with the lowest rate of total satisfaction is social aids with 25.4%. Social aids are followed by services for women with 23.8%, child services with 23.6%, youth services with 23%, services for PWDs with 22.9% and services for the elderly. It will be appropriate for municipalities to conduct studies relating to why satisfaction is low for social services. Apart from social aids and social services, the rate is relatively high as 22.8% for those indicating their dissatisfaction with information services of municipalities. While total satisfaction level for this service is 36.6%; the rate of those stating that they are not informed about information services is 13.8%.

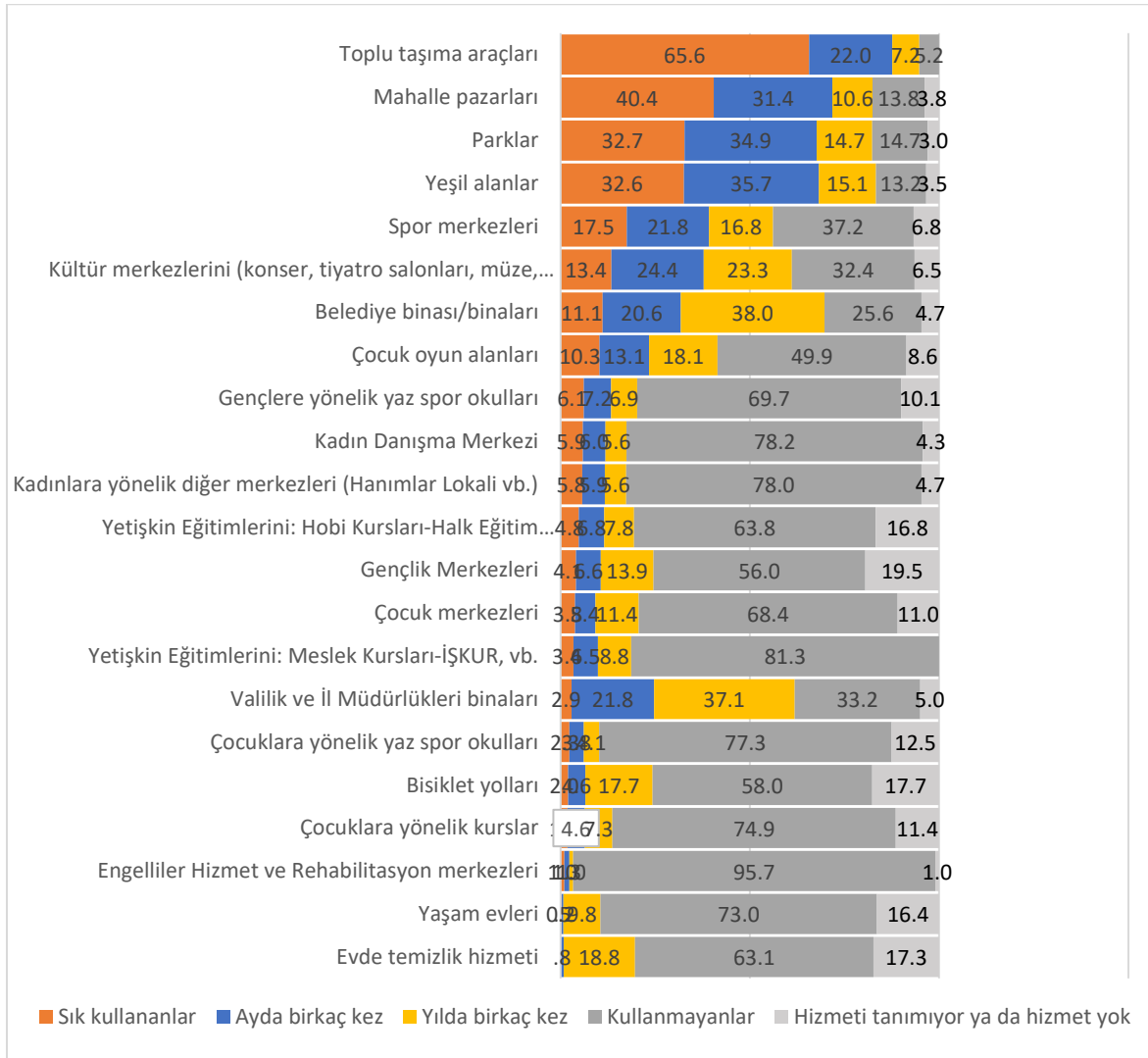
4.2. Relations between Service Frequency and Satisfaction

108. In this chapter, it is emphasized on service frequency and relations between service satisfaction and its use.

As expected, public transport is the most frequently used service. Total rate is 65.7% for those who use almost every day and who use a few times a week; 22% use a few times a month and 7.2% use a few times a year. The rate of those who never use public transport is 5.2%. Other services that are most frequently used are respectively neighbourhood bazaars, parks, green spaces and sports centres.

109. It is an expected result that house cleaning services, care homes, rehabilitation centres have a low rate of use as their target is a certain group of the population. It is an issue that should be considered that frequency in utilization of services and centres for children take place at the bottom. Courses for children are used every day or a few days a week with 1.8% and children centres with 3.8%. While the rate of those using courses for children a few times in a month is 4.6%, this rate is 5.4% for the use of children centres.
110. Not only the use of child services, but also use of all social services is low. While the rate of those who frequently (almost every day or a few times a week) use youth centres is 4.1%, 6.6% use a few times a month. 75.5% of the youth never use youth centres. 19.5% of the youth state that they do not have such service in the neighbourhood that they live.
111. Considering services for women, 78.2% of women expressed that they have never gone to women's counselling centres and 4.3% said there do not have such service in the neighbourhood that they live. When we consider these two rates together, it seems that 82.5% of women do not benefit from these centres. The frequency in service utilization is also low for centres such as women's lounge etc. Total rate is 82.7% for those who state that they have never used these centres and who say that they do not have such service in the neighbourhood that they live.
112. The rate of those who have never attended vocational courses for adults is 81.3% and total rate is 80.6% for those who have never used hobby courses or who state that they do not have such service in the neighbourhood that they live.
113. In conclusion, while vocational courses for adults, hobby courses, women centres and youth centres are the least used services, the most frequently visited places are open spaces, neighbourhood bazaars, parks and green spaces.

Figure 10 Service frequency



Şekil 10	Figure 10
Toplu taşıma araçları	Public transport vehicles
Mahalle pazarları	Neighbourhood bazaars
Parklar	Parks
Yeşil alanlar	Green spaces
Spor merkezleri	Sports centres
Kültür merkezlerini (konser, tiyatro salonları, müze,...)	Cultural services (concert halls, theatres, museums, libraries)
Belediye binası/binaları	Municipal building/buildings
Çocuk oyun alanları	Playgrounds
Gençlere yönelik yaz spor okulları	Summer sports schools for youth
Kadın Danışma Merkezi	Women Counselling Centre
Kadınlara yönelik diğer merkezleri (Hanımlar Lokali vb.)	Other centres for women (Women's lounge etc.)
Yetişkin Eğitimlerini: Hobi Kursları-Halk Eğitim...	Adult education: Hobby Courses-Public Education Centres
Gençlik Merkezleri	Youth Centres
Çocuk merkezleri	Child Centres
Yetişkin Eğitimlerini: Meslek Kursları-İŞKUR, vb.	Adult education: Vocational Courses-ISKUR etc.
Valilik ve İl Müdürlükleri binaları	Buildings of Governorship and provincial directorates
Çocuklara yönelik yaz spor okulları	Summer sports schools for children
Bisiklet yolları	Bike ways
Çocuklara yönelik kurslar	Courses for children
Engelliler Hizmet ve Rehabilitasyon merkezleri	Services for PWDs, rehabilitation centres

Yaşam evleri	Care homes
Evde temizlik hizmeti	Home care and cleaning services
Sık kullananlar	Frequent users
Ayda birkaç kez	A few times a month
Yılda birkaç kez	A few times a year
Kullanmayanlar	Non-users
Hizmeti tanımıyor ya da hizmet yok	Not have knowledge about service or service not provided

114. It is included in the following table the data indicating relations between service satisfaction and frequency. As frequency in service utilization increases in all services, satisfaction also increases. In the table, “those who use almost every day” and “those who use a few times a week” are identified as *frequent users*. Accordingly, while satisfaction rate is 73.4% for those who frequently use public transport vehicles, this rate decreases to 51.6% for those who use a few times a month and to 51.5% for those who use a few times a year.
115. When frequency and satisfaction are assessed together, services with the highest satisfaction are respectively as neighbourhood bazaars, educational services for women, hobby courses for adults, child services, parks, green spaces and youth services.
116. Considering relation between satisfaction with cultural services and their use, frequent users have the highest rate of satisfaction with 53.6%. This group is followed by those who use a few times a month with 46.1% and those who use a few times a year with 37%. In addition, 13.7% do not have any idea/information relating to cultural services in where they live.
117. The group of frequents “users has the highest rate of satisfaction with parks with 64.2%. This group is followed by those who use a few times a month with 49.6% and those who use a few times a year with 36.4%. The group with the lowest rate of satisfaction with parks includes those who state they do not have this service in where they live.
118. Frequent users have the highest rate of satisfaction with green spaces with 63.5%. This group is followed by those who use a few times a week with 60.7% and those who use a few times a month with 37.6%. As frequency in service utilization increases in green spaces, satisfaction also increases. The group with the lowest rate of satisfaction with green spaces includes those who state they do not have this service in where they live.
119. Frequent users have the highest rate of satisfaction with neighbourhood bazaars with 66.6%. This group is followed by those who use a few times a week with 65.3%, those who use a few times a month with 50.3% and those who use a few times a year with 30.9%. As frequency in service utilization increases in neighbourhood bazaars, satisfaction also increases. The group with the lowest rate of satisfaction with neighbourhood bazaars includes those who state they do not use this service and do not have it in where they live.
120. The satisfaction level is 60% for those who frequently use centres such as women’s counselling centres and women’s lounge. The satisfaction level is 65.9% for those who frequently use centres such as women’s lounge; 41% for those who use a few times a month and 33.3% for those who use a few times a year. While the satisfaction level is 63.5% for those who use women’s counselling centres; it is 39.3% for those who use a few times a month.
121. Frequent users have the highest rate of satisfaction with courses and studies for children with 64.5%. This group is followed by those who use a few times a month with 39% and those who use a few times a year with 29.6%. The groups with the lowest satisfaction level of educational child services at the rate of 38% are those who never use these services and/or those who state that they do not have them in where they live.

122. Frequent users have the highest rate of total satisfaction with youth services with 63.8%. This group is followed by those who use a few times a month with 41.7% and those who use a few times a year with 32.7%. The groups with the lowest satisfaction level of youth services are those who use a few times a year with 31.2% and those who never use with 22.4%.
123. Although the satisfaction level of frequent users in services for PWDs is higher than those who use services a few times a month and a few times a year, this rate is considered low with 47.8%. This group is followed by those who use a few times a month with 35.7% and those who use a few times a year with 23.9%. The group with the lowest satisfaction level of services for PWDs at the rate of 28.9% include those who state that they do not have this service in where they live.
124. Service for the elderly is another service group with low satisfaction level. While satisfaction level is 44.1% for frequent users, it is 33.4% for those who use a few times a month and 28% for those who use a few times a year. Even if there is a positive relationship between use and satisfaction in this service, it is observed that satisfaction is low in general.

Table 13 Relation between service utilization and satisfaction

	Frequent users				A few times a month				A few times a year				Never Used			
	Satisfied	Dissatisfied	Neither sat. nor dissat.	No opinion	Satisfied	Dissatisfied	Neither sat. nor dissat.	No opinion	Satisfied	Dissatisfied	Neither sat. nor dissat.	No opinion	Satisfied	Dissatisfied	Neither sat. nor dissat.	No opinion
Access to public transport services	73.4	9.6	16.4	.6	51,6	15,0	30,9	2,5	51,5	20,7	22,9	5,0	40,7	25,5	17,1	16,7
Sports services*sports centre	58.3	12.2	26.3	3.2	44,5	18,7	31,1	5,7	32,5	31,7	30,9	4,9	30,1	27,6	15,8	26,4
Cultural Services	53.6	14.4	28.4	3.6	46,1	17,4	31,8	4,7	37,0	27,9	29,8	5,3	30,3	26,6	15,3	27,8
Parks	64.2	12.8	22.2	.8	49,6	20,3	29,4	,7	36,4	32,4	29,3	1,9	35,9	36,8	17,4	9,9
Playgrounds	59.3	14.7	24.5	1.6	47,3	19,8	31,5	1,4	36,5	29,9	31,7	1,9	42,9	23,8	21,4	12,0
Green Spaces	63.5	11.9	23.5	1.0	37,6	22,2	39,2	1,0	30,8	33,8	33,6	1,8	27,9	42,8	18,0	11,2
Neighbourhood bazaars	66.6	11.0	21.3	1.1	50,3	15,9	32,6	1,2	30,9	31,2	34,5	3,4	34,3	35,3	18,1	12,2
Services for PWDs	47.8	22.3	27.6	2.3	35,7	22,7	35,0	6,5	23,9	36,9	31,1	8,1	31,7	22,8	24,8	20,6
Child Services	64.5	7.9	25.6	2.0	39,0	20,0	38,7	2,3	29,6	34,7	32,1	3,6	38,0	23,0	19,6	19,4
Youth Services	63.8	11.8	23.4	.9	41,7	19,4	37,0	1,9	32,7	31,2	31,9	4,2	37,5	22,4	18,9	21,3
Sports services*Sports schools	59.2	11.0	28.1	1.7	39,6	19,0	40,4	1,1	31,4	34,8	30,6	3,2	37,5	24,1	21,0	17,4
Services for Women*WCC	63.5	9.7	25.7	1.2	39,3	24,7	33,8	2,2	29,5	33,7	33,7	3,1	30,4	24,0	24,5	21,1
Services for Women *Other centres for women	65.9	9.1	24.3	.7	41,0	20,5	36,2	2,2	33,3	35,1	28,8	2,8	29,9	24,3	24,7	21,1
Services for the elderly	44.1	29.5	26.5	.0	33,4	24,3	35,0	7,3	28,0	32,9	34,5	4,6	34,1	21,3	25,1	19,5
Home care-cleaning services	.0	.0	100.0	.0	44,1	22,5	31,0	2,3	45,6	19,4	32,1	2,9	28,8	21,7	24,0	25,6
Hobby courses	65.2	8.7	24.4	1.7	45,4	17,2	34,6	2,8	30,9	33,1	31,6	4,4	37,4	22,3	18,6	21,7
Vocational courses	58.6	14.0	26.8	.5	48,2	17,3	31,4	3,1	35,7	28,2	31,1	5,0	37,5	22,5	18,7	21,4

4.3. Relation between Household Economic Status and Satisfaction

125. In this chapter, the relation between satisfaction with services and household perception of economic status is assessed. In the table, bad is total for those who indicate household perception of economic status as bad and very bad, on the other hand good is total for those who indicate as good and very good. Analyses were conducted on the basis of these total values.

Before analysing satisfaction table, it will be useful to check distribution of respondents by household perception of economic status. Accordingly, while 11.4% of respondents define household economic status as *bad* or *very bad*, 61% define as average and 27.6% as *good* or *very good*.

Table 14 Distribution of respondents by household perception of economic status

Household perception of economic status	%
Very bad	1.6
Bad	9.8
Average	61.0
Good	26.6
Very good	1.0
Total	100.0

126. Accordingly, when compared to the other groups, satisfaction with services is higher for those who indicate household perception of economic status as good. This condition is valid for all services without any exception.

127. While satisfaction level for Access to public transport services is 50% for those who indicate household economic status as *bad*, this rate is 70% for those who indicate as *good*. While satisfaction level of public transport prices is 50.2% for those who indicate household economic status is *good*, it is 28.8% for those who indicate as *bad*.

128. Satisfaction with services such as cleaning services, sidewalks, streets, roads, parks, and playgrounds of the neighbourhood and urban lighting is higher for the group indicating household perception of economic status as *good* when compared to the group indicating as *bad*.

- Satisfaction with cleaning services is 60.4% for those indicating household perception of economic status as good and 38.3% for those indicating as bad.
- Satisfaction with sidewalks is 53.4% for those indicating household perception of economic status as good and 34.2% for those indicating as bad.
- Satisfaction with parks is 54.5% for those indicating household perception of economic status as good and 39.6% for those indicating as bad.

- Satisfaction with playgrounds is 52.9% for those indicating household perception of economic status as good and 31.3% for those indicating as *bad*.
129. Satisfaction with services such as services for PWDs, services for women, social aids, home care and cleaning services, and educational studies for children is two times higher for those indicating household perception of economic status as *good* when compared to those indicating as *bad*.
- Satisfaction with services for PWDs is 18.5% for those indicating household perception of economic status as *bad* and 43.2% for those indicating as *good*.
 - Satisfaction with services for women is 20.8% for those indicating household perception of economic status as *bad* and 44.4% for those indicating as *good*.
 - Satisfaction with social aids is 20.3% for those indicating **household perception of economic status** as *bad* and 42.7% for those indicating as *good*.
 - Satisfaction with child services is 20% for those indicating household perception of economic status as *bad* and increases to 44.2% for those indicating as *good*.
130. The satisfaction level of services for youth and the elderly is considerably lower for those indicating household perception of economic status as *bad* when compared to those indicating as *good*. Considering youth services, while satisfaction level is 27.3% for those indicating household perception of economic status as *bad*, this rate increases to 45.6% for those indicating as *good*. Similarly in terms of services for the elderly, while satisfaction level is 22.5% for those indicating household perception of economic status as *bad*, this rate increases to 42.8% for those indicating as *good*.
131. Satisfaction with vocational and hobby courses for adults also vary by household perception of economic status. While satisfaction with vocational courses is 27.5% for those who indicate economic status as *bad*, it is 45.9% for those indicating as *good*. In addition, satisfaction level of hobby courses is 26.8% for those who state economic status as *bad* and 46.2% for those stating as *good*.

Table 15 Satisfaction with services by household perception of economic status

	Bad				Average				Good			
	Satisfied	Dissatisfied	Neither sat. nor dissat.	No opinion	Satisfied	Dissatisfied	Neither sat. nor dissat.	No opinion	Satisfied	Dissatisfied	Neither sat. nor dissat.	No opinion
Access to public transport services	50.0	23.3	23.7	3.1	63.3	13.1	21.8	1.8	76.2	6.5	14,7	2,6
Pricing of public transport services	28.8	37.2	30.6	3.4	40.9	25.8	31.4	1.9	50.2	15.6	30,5	3,7
Cleaning services	38.3	31.8	29.2	.8	51.0	19.1	29.1	.8	60.4	13.7	24,5	1,3
Sidewalks, roads, streets of neighbourhood	34.2	36.9	28.0	.9	44.1	26.1	29.0	.8	53.4	17.3	27,6	1,7
Urban lighting (street, bus stop, park)	41.1	27.6	29.2	2.0	49.7	19.3	29.8	1.1	54.5	15.6	27,6	2,2
Parks	39.6	32.4	23.7	4.2	49.9	23.4	24.7	2.0	54.5	16.6	25,8	3,0
Playgrounds	31.3	36.1	21.3	11.3	42.4	23.7	25.6	8.3	52.9	17.6	24,7	4,8
Green spaces	32.4	32.6	29.4	5.5	42.3	25.4	30.2	2.1	50.4	17.4	28,9	3,3
Neighbourhood bazaars	44.8	26.8	23.6	4.8	51.8	18.8	26.7	2.7	55.5	15.9	24,4	4,1
Sports services	26.1	30.3	20.8	22.8	36.9	24.6	22.7	15.8	47.5	18.8	26,5	7,2
Cultural services	26.1	28.7	22.0	23.2	37.1	23.8	24.3	14.7	47.9	18.8	25,9	7,3
Services for PWDs	18.5	28.4	22.8	30.3	29.3	23.7	26.3	20.7	43.2	19.0	23,1	14,7
Child services	27.1	29.5	21.5	21.9	36.8	23.3	22.2	17.8	45.5	21.8	22,9	9,8
Youth services	27.3	29.2	20.4	23.1	36.8	23.7	21.6	17.9	45.6	18.9	23,7	11,8
Services for women	20.8	29.3	24.7	25.2	29.9	24.0	27.4	18.7	44.4	20.9	22,1	12,7
Services for the elderly	22.5	28.3	23.4	25.8	31.4	22.7	26.9	19.0	42.8	19.6	25,4	12,2
Home care- cleaning services	20.8	23.2	25.4	30.6	29.5	21.3	26.9	22.2	42.5	20.2	22,6	14,7
Social aids	20.3	37.5	24.2	18.0	28.8	25.1	26.8	19.3	42.7	21.1	23,8	12,4
Adult education: Hobby courses	26.8	27.4	19.6	26.3	37.6	21.9	21.2	19.3	46.2	20.5	21,2	12,2
Adult education: Vocational courses	27.5	28.1	18.0	26.5	37.6	21.8	21.2	19.3	45.9	21.2	21,3	11,7
Educational work & courses for children	20.0	26.8	26.8	26.5	30.5	23.0	26.4	20.1	44.2	20.4	23,4	12,0
Urban Regeneration Practices	27.9	29.5	16.8	25.8	38.8	23.0	20.4	17.9	44.5	22.2	24,4	8,9

4.4. Satisfaction with services at urban-rural level

132. In the following table (Table 17), services provided by MMs are assessed by urban and rural neighbourhoods. When compared to rural neighbourhoods, satisfaction levels are higher in urban neighbourhoods in all services without any exception.

133. As some services concern cities more by their structure e.g. as in bike ways, it is understandable that rural neighbourhoods may not be informed or they may not have a positive or negative perception about these services. The situation is also not different for services such as natural gas which have not reached all rural neighbourhoods yet.

Citizens both in urban and rural areas are most satisfied with infrastructure services. While satisfaction with access to public transport services is lower in rural neighbourhoods when compared to urban neighbourhoods, this service has the highest satisfaction level with 55%. Satisfaction level of this service is 66.4% in urban neighbourhoods.

134. Other services with high satisfaction are sanitation with 47.4% in rural neighbourhoods and 52.7% in urban neighbourhoods, water with 45.3% in rural areas and 54.3% in urban, and lighting services with 42.8% in rural areas and 50.9% in urban.

135. While satisfaction with social aids is 32.1% in urban neighbourhoods, this rate is 28.7% in rural areas. For all target groups satisfaction with social services is lower in rural neighbourhoods when compared to urban neighbourhoods. The rate of those who are not informed about social services is higher in rural areas.

According to the table, satisfaction levels of citizens for certain services are as follows:

- While satisfaction with cultural services is 40.3% in urban neighbourhoods, this rate is 25.7% in rural areas.
- Satisfaction with services for PWDs is 32.7% in urban neighbourhoods and 24.9% in rural areas.
- Satisfaction with child services is 39.1% in urban neighbourhoods and 28.5% in rural areas.
- Satisfaction with youth services is 39.4% in urban neighbourhoods and 27.3% in rural areas.
- Satisfaction with services for women is 33.9% in urban neighbourhoods and 23.1% in rural areas.

Table 16 Satisfaction with services, urban versus rural neighbourhoods

	URBAN NEIGHBOURHOOD				RURAL NEIGHBOURHOOD			
	Dissatisfied	Neither sat. nor dissat.	Satisfied	No Opinion	Dissatisfied	Neither sat. nor dissat.	Satisfied	No Opinion
Access to public transport services	11.7	19.8	66.4	2.0	18.8	22.1	55.8	3.3
Pricing of public transport services	23.6	31.5	42.6	2.3	30.8	27.7	36.7	4.8
Cleaning services	18.1	28.4	52.7	.8	27.1	23.1	47.4	2.4
Water services	16.4	29.0	54.0	.6	27.8	24.7	45.3	2.3
Sewer services	18.3	28.1	52.2	1.5	31.6	23.4	39.2	5.7
Natural Gas	17.1	26.6	49.1	7.2	28.1	21.8	29.0	21.1
Condition of Sidewalks, roads, streets and buildings of neighbourhood	23.9	28.7	46.6	.8	33.8	26.8	36.3	3.2
Bike ways	23.2	21.7	39.2	15.9	30.7	19.3	25.2	24.9
Urban lighting (street, bus stop, park)	18.5	29.5	50.9	1.2	26.4	26.4	42.8	4.5
Parks	21.6	25.1	51.3	2.0	30.9	23.4	38.5	7.2
Playgrounds (children's parks and other spaces in multi-purpose parks)	22.4	25.2	45.2	7.2	32.5	22.3	32.9	12.3
Green spaces	23.4	30.0	44.3	2.3	29.4	27.4	35.6	7.5
Neighbourhood bazaars	18.0	26.1	53.1	2.8	27.9	22.4	41.6	8.1
Sports services (sport schools and courses, sports fields and halls)	22.6	23.7	39.9	13.8	33.5	22.0	26.4	18.1
Cultural services (concert halls, theatres, museums, libraries)	21.9	24.8	40.3	13.1	33.5	21.6	25.7	19.2
Services for PWDs	22.1	25.4	32.7	19.8	30.2	21.5	24.9	23.5
Child services	22.5	22.7	39.1	15.6	33.4	18.4	28.5	19.7
Youth services	22.0	22.3	39.4	16.4	32.0	19.9	27.3	20.9
Services for women	22.8	26.0	33.9	17.3	32.6	22.7	23.1	21.6
Services for the elderly	21.4	26.7	34.2	17.7	31.9	20.6	27.5	19.9
Home care- cleaning services	20.4	25.8	32.8	21.0	29.0	23.5	25.5	21.9
Social aids	24.7	26.1	32.1	17.2	32.1	22.0	27.8	18.2
Home delivery for healthcare services (Municipality)	20.3	26.3	33.1	20.2	27.8	22.6	27.5	22.1
Adult education: Hobby courses	20.8	21.1	40.2	17.8	33.7	19.9	25.3	21.1
Adult education: Vocational courses	21.1	21.1	40.1	17.7	33.4	19.2	25.9	21.5
Educational work & courses for children (study hours, music, painting etc.)	21.6	25.9	34.1	18.3	33.0	22.8	23.5	20.8
Water quality-cleanliness	22.5	25.8	48.3	3.4	28.9	22.7	42.5	5.8

137. As previously expressed, the frequency in utilization of social service centres is considerably low (Section 4.2). Considering the differentiation of urban-rural, frequency in utilization is lower in rural neighbourhoods when compared to urban neighbourhoods.

Table 17 Utilization of Services at the Differentiation of Urban and Rural Neighbourhoods

	URBAN NEIGHBOURHOOD					RURAL NEIGHBOURHOOD				
	Frequentl y	A few times a month	A few times a year	Never	Not applicabl e [no service]	Frequentl y	A few times a month	A few times a year	Never	Not applicabl e [no service]
How often do you use public transport?	67.0	21.8	6.6	4.7	.0	53.3	23.8	12.7	10.2	.0
How often do you use sports centres?	18.2	22.1	16.9	37.4	5.4	11.1	18.4	16.2	35.3	19.0
How often do you use cultural services (concert halls, theatres, museums, libraries)	14.0	25.2	23.6	32.1	5.2	8.3	16.9	21.0	35.7	18.0
How often do you use parks?	33.9	35.5	14.5	13.9	2.3	22.6	29.0	16.9	22.1	9.4

How often do you use playgrounds (children's parks and playgrounds in these parks)	10.8	13.4	18.0	49.9	7.9	5.3	10.0	19.0	50.3	15.3
How often do you use green spaces?	33.4	36.2	14.9	12.8	2.7	24.9	30.9	16.8	17.4	10.0
How often do you use bike ways?	2.1	4.7	17.8	58.7	16.7	.8	3.4	16.6	52.3	26.8
How often do you use neighbourhood bazaars?	41.0	31.7	10.6	13.6	3.1	35.4	28.2	10.7	15.1	10.6
How often do you use children's centres?	1.0	1.4	1.0	95.7	1.0	.8	.9	1.3	95.5	1.6
How often do you use summer sports schools for children?	4.0	5.6	11.6	68.9	9.9	1.7	3.6	10.4	63.9	20.4
How often do you use youth centres?	2.4	3.9	4.2	78.1	11.3	1.4	2.3	2.9	69.9	23.3
How often do you use summer sports schools for youth?	4.2	6.7	14.0	56.6	18.4	2.7	5.2	12.9	50.2	29.1
How often do you use women counselling centres?	6.2	7.4	7.1	70.4	8.9	5.6	4.9	5.5	62.9	21.2
How often do you use other centres for women (women's lounge etc.)	6.1	6.1	5.7	78.2	3.9	4.0	4.7	4.7	78.6	8.0
How often do you use homecare services?	6.0	5.9	5.8	77.9	4.3	3.3	6.0	4.1	78.5	8.2
How often do you use house cleaning services?	.0	.7	19.2	64.0	16.0	.0	1.4	14.9	54.7	29.1
How often do you use Municipal courses such as Adult education: Hobby courses-public education centres?	4.9	6.9	8.0	64.6	15.7	3.3	6.2	6.5	57.2	26.8
How often do you use services such as Adult education: Vocational Courses-ISKUR etc.?	3.3	6.7	9.0	81.0	.0	4.6	4.5	6.4	84.5	.0
Courses for children	1.8	4.6	7.4	75.8	10.4	1.6	3.8	6.5	66.8	21.3
How often do you use municipal buildings?	11.3	20.5	38.3	25.8	4.2	9.4	22.0	35.9	23.7	9.0
How often do you use the buildings of Governorship and provincial directorates?	2.7	21.9	37.2	33.6	4.5	4.5	20.7	36.2	29.6	9.0

4.5. Examination of Satisfaction with Social Services by Age, Gender and Education

138. Social services are significant in supporting disadvantaged groups and reducing their vulnerabilities. In the present chapter, the factors affecting satisfaction with services for PWDs, services for children, youth and women, services of the elderly and home care-cleaning services particularly used by the elderly which are discussed under the title of "Social Services", are taken into consideration. Each service is assessed in the framework of age, gender and education and impact of these variables is introduced.

Before proceeding with social services, it will be useful to assess the satisfaction with public transport services which is important to access and use services in the framework of the above-mentioned variables.

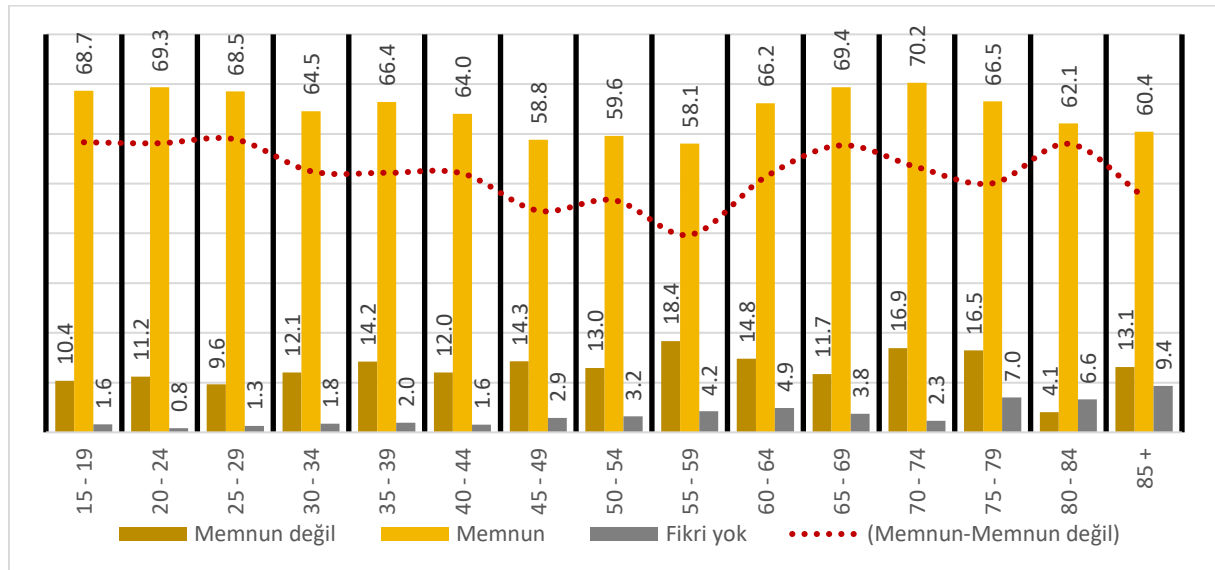
Satisfaction with Public Transport Services

139. 65.4% of the citizens are satisfied or very satisfied with public transport services. Total rate of those who are dissatisfied and very dissatisfied is 12.4%.

140. Satisfaction with public transport does not *indicate any significant change by gender*. While 64.3% of women are satisfied or very satisfied, this rate is 66.3% for men. *When considered by gender*, following table appears. Accordingly, while total satisfaction is 68.7% for those between the ages of 15-19 years, firstly it decreases and then re-increases for those who are over 60 years of age.

Red pointed line indicates the difference in satisfaction levels of both satisfied and dissatisfied groups by change by age.

Figure 11 Satisfaction of individuals with access to public transports by age (%)



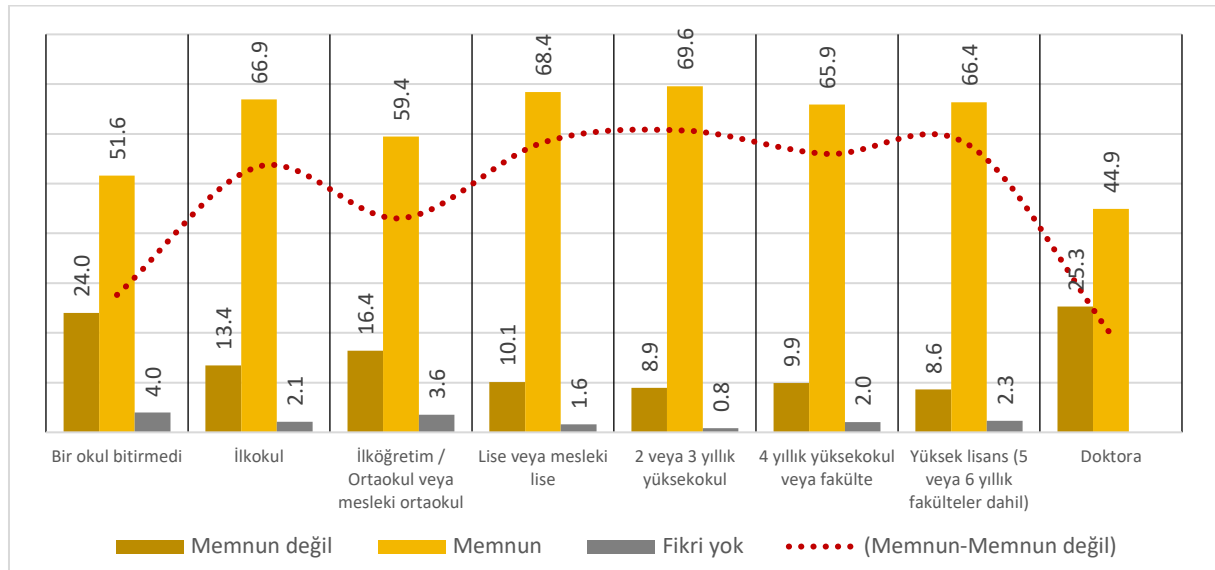
Şekil 11	Figure 11
Memnun değil	Dissatisfied
Memnun	Satisfied
Fikri yok	No opinion
(Memnun-Memnun değil)	(Satisfied-Dissatisfied)

141. Level of education does not affect satisfaction with public transport. The group with the lowest satisfaction includes those who did not finish school with 24% and 16.4% includes middle school graduates. As the level of education increases, satisfaction also increases. A similar satisfaction/dissatisfaction situation is in question at educational levels between high school and master degree (Figure 12).

Table 18 Satisfaction with Access to public transport vehicles by educational levels of individuals (%)

	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied	No opinion	Total
Not finished a school	8.9	15.1	20.4	38.4	13.2	4.0	100.0
Elementary school	5.6	7.9	17.5	48.9	18.0	2.1	100.0
Middle school or vocational middle school	6.8	9.6	20.6	44.7	14.8	3.6	100.0
High school or vocational high school	3.8	6.3	19.9	49.4	19.0	1.6	100.0
Associate Degree (2- or 3-year college)	2.3	6.7	20.6	47.7	21.9	.8	100.0
Bachelor's Degree (4-year)	3.8	6.1	22.2	51.0	14.9	2.0	100.0
Master's Degree (including Bachelor's with 5 or 6 years)	1.8	6.9	22.7	43.7	22.7	2.3	100.0
Doctorate	13.2	12.0	29.8	37.5	7.4	0.0	100.0
Total	4.8	7.6	20.1	47.9	17.5	2.2	100.0

Figure 12 Access to public transport by individuals till hair educational level (%)



Şekil 12	Figure 12
Bir okul bitirmede	Not finished a school
İlkokul	Elementary school
İlköğretim / Ortaokul veya mesleki ortaokul	Middle school or vocational middle school
Lise veya mesleki lise	High school or vocational high school
2 veya 3 yıllık yüksekokul	Associate Degree (2- or 3-year college)
4 yıllık yüksekokul veya fakülte	Bachelor's degree (4-year)
Yüksek lisans (5 veya 6 yıllık fakülteler dahil)	Master's degree (including Bachelor's with 5 or 6 years)
Doktora	Doctorate
Memnun değil	Dissatisfied
Memnun	Satisfied
Fikri yok	No opinion
(Memnun-Memnun değil)	(Satisfied-Dissatisfied)

142. When considered *at provincial level*, Izmir has the highest rate of satisfaction with 83.9%. It is followed by Eskişehir with 81.8%, İstanbul with 73.2% and Ankara with 70.6%. The provinces with the lowest total satisfaction are Mardin with 24,6%, Van with 35% and Malatya with 36.4%.

Table 19 Satisfaction of individuals with Access to public transport vehicles at provincial level (%)

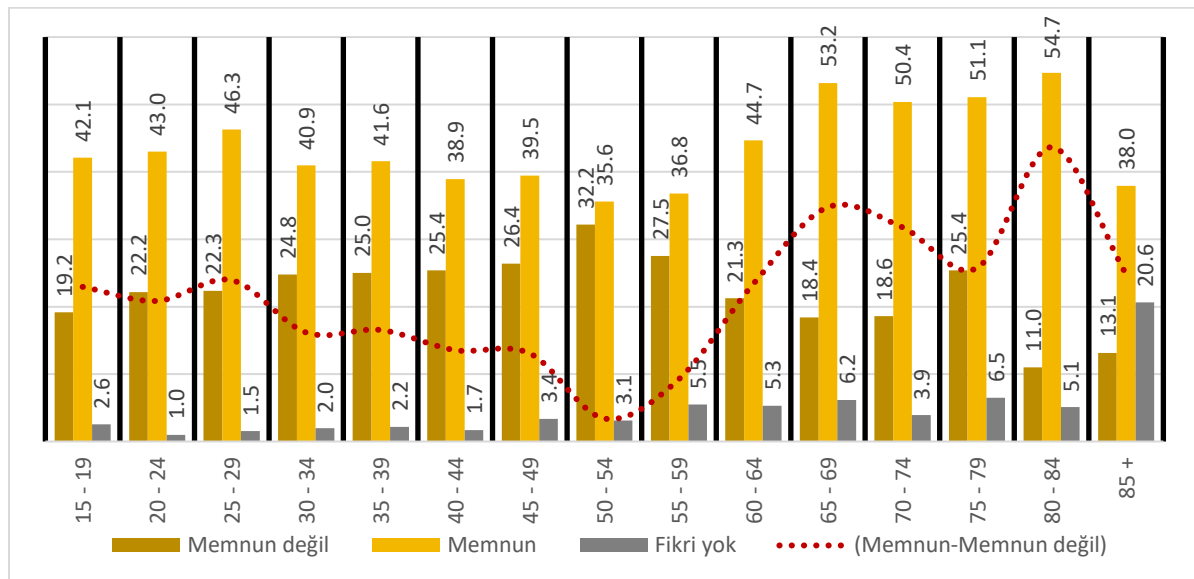
	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied	No opinion	Total
Adana	2.0	6.7	18.9	53.8	16.8	1.8	100.0
Ankara	3.3	7.3	18.2	44.2	26.5	.5	100.0
Antalya	5.3	5.9	21.5	52.0	13.2	2.1	100.0
Aydın	2.5	11.6	21.3	28.1	32.3	4.1	100.0
Balıkesir	8.1	5.1	12.6	39.1	29.3	5.7	100.0
Bursa	4.1	6.0	28.7	35.5	24.5	1.3	100.0
Denizli	20.5	5.7	11.5	47.3	8.0	7.1	100.0
Diyarbakır	9.7	29.4	20.9	34.2	3.4	2.4	100.0
Erzurum	24.2	10.4	17.4	33.9	7.0	7.1	100.0
Eskişehir	.0	3.5	14.7	38.1	43.7	.0	100.0
Gaziantep	5.7	11.2	17.6	52.5	11.5	1.4	100.0
Hatay	15.6	13.3	16.4	37.6	9.8	7.3	100.0
İstanbul	1.0	5.5	18.9	56.6	16.6	1.3	100.0
Izmir	2.4	3.9	7.5	71.7	12.2	2.4	100.0
Kahramanmaraş	5.3	10.8	17.1	57.5	8.9	.3	100.0

Kayseri	11.2	3.2	20.1	49.6	14.8	1.1	100.0
Kocaeli	.9	7.3	33.7	44.7	12.6	.7	100.0
Konya	8.9	11.4	11.9	30.5	34.3	3.1	100.0
Malatya	2.5	6.8	54.3	30.2	6.2	.0	100.0
Manisa	2.5	6.6	31.4	53.6	2.8	3.1	100.0
Mardin	23.1	18.3	22.6	20.8	3.8	11.4	100.0
Mersin	2.3	5.8	27.8	48.3	14.4	1.4	100.0
Muğla	3.3	6.7	22.3	44.6	21.3	1.8	100.0
Ordu	5.2	10.1	24.6	48.6	10.2	1.2	100.0
Sakarya	11.6	7.1	20.6	24.9	25.5	10.3	100.0
Samsun	9.3	11.4	28.8	33.0	17.5	.0	100.0
Şanlıurfa	.0	6.9	32.9	53.3	5.7	1.1	100.0
Tekirdağ	4.8	3.9	19.2	34.4	36.3	1.6	100.0
Trabzon	8.7	22.7	22.7	30.5	11.8	3.6	100.0
Van	23.6	18.9	16.3	33.1	1.9	6.2	100.0
Total	4.8	7.6	20.1	47.9	17.5	2.2	100.0

Pricing of public transport services

143. Gender *does not* make a significant difference in satisfaction with Pricing of public transport services. When considered by age, the age range with the highest total satisfaction is 60 years or older. It is possible to say that free use of public transport by the elderly plays a role for this. The difference between satisfied and dissatisfied individuals at the age range between the ages of 50-54 years reaches the bottom and then increases.

Figure 13 Satisfaction level of prices of public transport by age



Şekil 13	Figure 13
Memnun değil	Dissatisfied
Memnun	Satisfied
Fikri yok	No opinion
(Memnun-Memnun değil)	(Satisfied-Dissatisfied)

144. Satisfaction with pricing of public transport *varies by educational level*. Accordingly, the group which did not finish any school has the highest rate of total *dissatisfaction with 35.2%*. Considering total satisfaction level, even if there are fluctuations in high school and higher level of education, it is observed that in general satisfaction is significantly higher in educational levels that are lower than high school. Naturally, as the educational level increases,

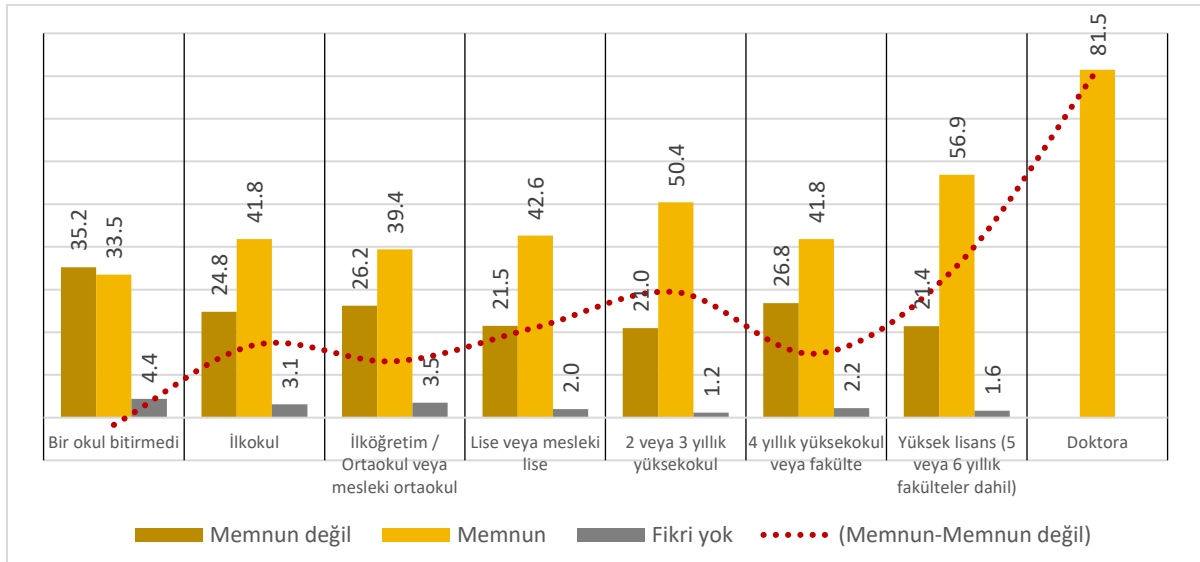
participation in employment and income also increase. Therefore, educational level should be discussed these variables.

Table 20 Satisfaction with pricing of public transport vehicles on the basis of educational level

	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied	No opinion	Total
Not finished a school	12.7	22.5	26.9	29.2	4.3	4.4	100.0
Elementary school	8.9	15.9	30.3	32.2	9.6	3.1	100.0
Middle school or vocational middle school	9.9	16.3	30.8	31.4	8.0	3.5	100.0
High school or vocational high school	6.6	14.9	33.9	32.8	9.8	2.0	100.0
Associate Degree (2- or 3-year college)	7.5	13.5	27.3	33.3	17.1	1.2	100.0
Bachelor's Degree (4-year)	7.7	19.1	29.2	31.8	10.0	2.2	100.0
Master's Degree (including Bachelor's with 5 or 6 years)	6.4	15.0	20.2	39.4	17.5	1.6	100.0
Doctorate	.0	.0	18.5	65.2	16.3	.0	100.0
Total	8.1	16.2	31.1	32.3	9.8	2.6	100.0

As indicated in the following figure (Figure 14), difference between satisfied and dissatisfied individuals, starts from negative and increases in those who did not finish any school. Moreover, Doctorate is the educational level which has the highest level of difference and in which satisfaction dominates.

Figure 14 Satisfaction with pricing of public transport by educational level



Şekil 14	Figure 14
Bir okul bitirmedir	Not finished a school
İlkokul	Elementary school
İlköğretim / Ortaokul veya mesleki ortaokul	Middle school or vocational middle school
Lise veya mesleki lise	High school or vocational high school
2 veya 3 yıllık yüksekokul	Associate Degree (2- or 3-year college)
4 yıllık yüksekokul veya fakülte	Bachelor's degree (4-year)
Yüksek lisans (5 veya 6 yıllık fakülteler dahil)	Master's degree (including Bachelor's with 5 or 6 years)

Doktora	Doctorate
Memnun değil	Dissatisfied
Memnun	Satisfied
Fikri yok	No opinion
(Memnun-Memnun değil)	(Satisfied-Dissatisfied)

145. It is indicated in the following table relating to the satisfaction level of public transport prices *at provincial level* (Table 22). The provinces with the lowest satisfaction with pricing are Van with 63.7%. Erzurum with 54.7% and Samsun with 52%. The provinces with the highest satisfaction level are Eskişehir with 67.2%, İzmir with 61% and Aydın with 56.8%.

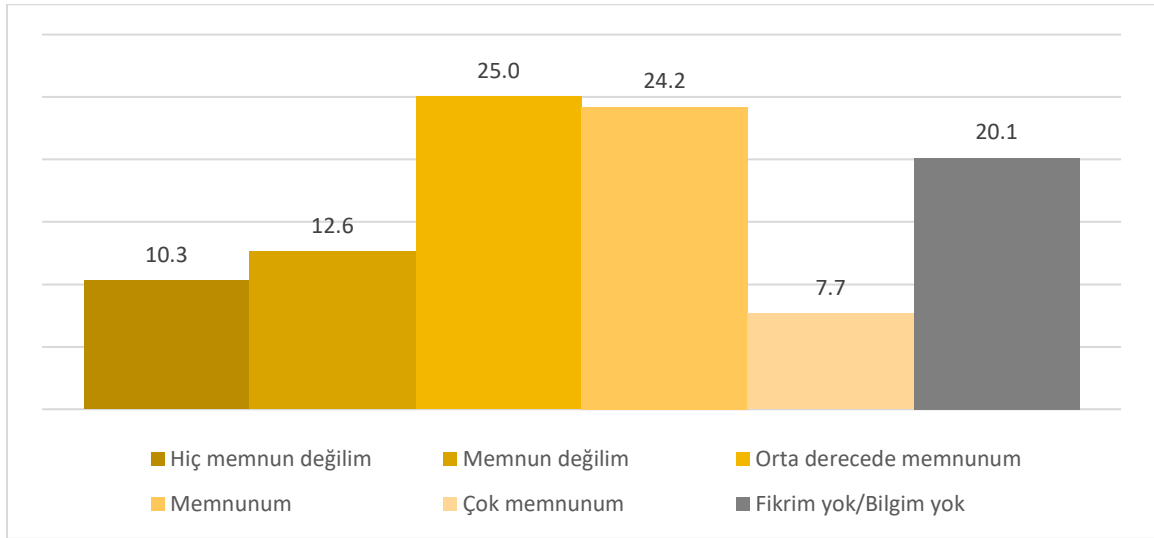
Table 21 Satisfaction level for pricing of public transport at provincial level (%)

	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied	No opinion	Total
Adana	14.0	18.2	34.3	27.2	5.1	1.4	100.0
Ankara	7.4	23.1	30.3	33.0	6.0	.1	100.0
Antalya	6.5	5.4	36.5	43.9	5.4	2.3	100.0
Aydın	5.4	10.2	24.4	45.1	11.8	3.1	100.0
Balıkesir	16.4	9.4	38.2	14.3	6.1	15.6	100.0
Bursa	10.6	18.5	39.4	19.3	7.3	4.8	100.0
Denizli	17.7	5.8	12.4	49.2	5.8	9.1	100.0
Diyarbakır	6.9	26.2	25.0	30.2	9.6	2.0	100.0
Erzurum	26.5	28.2	19.3	12.8	2.8	10.4	100.0
Eskişehir	.3	4.1	27.9	60.5	7.2	0.0	100.0
Gaziantep	9.5	18.6	22.4	37.6	10.1	1.8	100.0
Hatay	14.8	25.0	24.5	22.3	7.3	6.1	100.0
İstanbul	3.0	14.2	33.2	30.0	18.4	1.3	100.0
İzmir	4.0	9.1	22.9	54.9	6.1	3.0	100.0
Kahramanmaraş	7.7	19.3	20.6	32.7	19.0	.7	100.0
Kayseri	22.5	13.7	23.0	36.7	2.4	1.8	100.0
Kocaeli	5.9	21.7	38.5	25.4	8.3	.4	100.0
Konya	6.6	19.1	33.4	34.0	4.2	2.8	100.0
Malatya	8.2	9.7	62.4	16.3	3.0	.4	100.0
Manisa	4.1	21.6	54.8	17.5	1.3	.7	100.0
Mardin	17.4	17.9	24.0	27.9	1.4	11.4	100.0
Mersin	4.7	17.0	39.0	32.3	5.5	1.4	100.0
Muğla	7.2	15.3	24.1	46.7	5.2	1.4	100.0
Ordu	4.9	13.5	26.8	27.3	26.3	1.2	100.0
Sakarya	10.5	9.2	19.4	26.6	23.7	10.6	100.0
Samsun	30.4	21.6	29.8	15.9	2.2	0.0	100.0
Şanlıurfa	3.9	24.4	41.5	25.0	4.1	1.1	100.0
Tekirdağ	15.3	13.5	23.4	31.6	14.6	1.6	100.0
Trabzon	8.1	27.7	22.6	31.7	6.0	3.9	100.0
Van	28.9	34.8	12.4	13.3	3.4	7.2	100.0
Total	8.1	16.2	31.1	32.3	9.8	2.6	100.0

4.5.1. Services for PWDs

146. According to the data of total satisfaction, while 22.9% of the citizens are dissatisfied or very dissatisfied with services for PWDs; 31.9% are satisfied or very satisfied. On the other hand, 20.1% of the citizens are not aware of these services.

Figure 15 Total satisfaction with services for PWDs



Şekil 15	Figure 15
Hiç memnun değilim	Very dissatisfied
Memnun değilim	Dissatisfied
Orta derecede memnunum	Neither satisfied nor dissatisfied
Memnunum	Satisfied
Çok memnunum	Very satisfied
Fikrim yok/Bilgim yok	No opinion

147. *Gender and age* do not cause a significant difference at satisfaction level from services for PWDs. Considering *services for PWDs by educational level*, total *satisfaction* is at the highest level for those who have not finished any school is 29.4%; they are followed by middle school graduates with 24.9%. Satisfaction is higher in high schools and higher when compared to educational levels that are lower than high school. As the educational level *decreases*, *awareness of the services* also decreases, 28,3% of those who have not finished any school are not aware of services for PWDs.

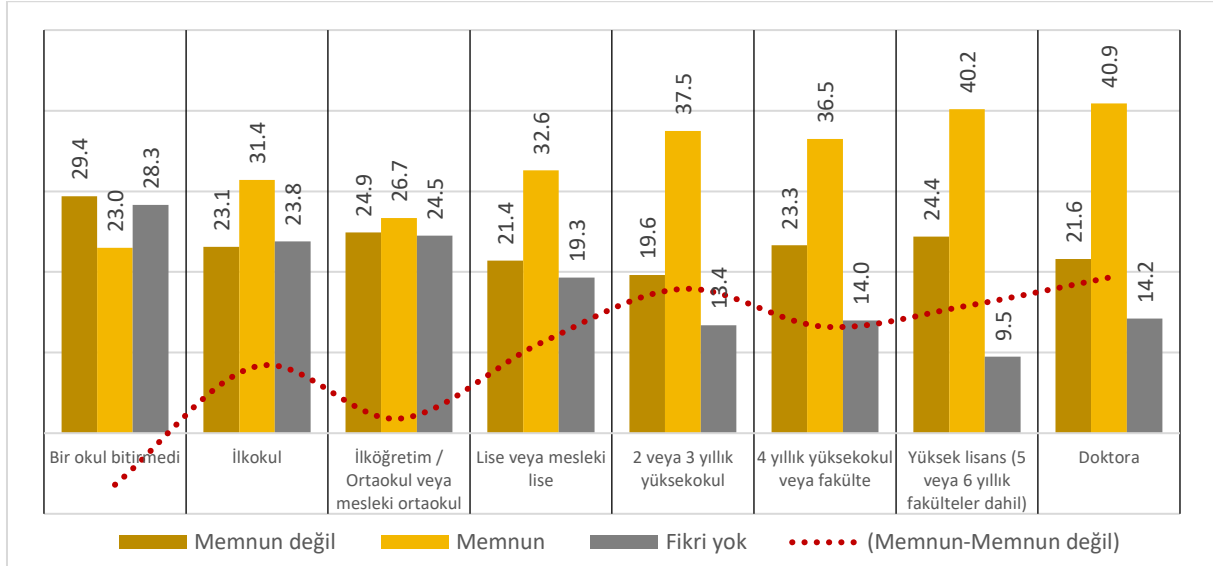
As indicated in Figure 16, difference between satisfied and dissatisfied individuals increases by starting from negative for those who have never finished any school. The educational level of doctorate has the highest satisfaction.

Table 22 Satisfaction with services for PWDs by educational level

	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied	No opinion	Total
Not finished a school	16.2	13.2	19.3	17.4	5.6	28.3	100.0
Elementary school	11.6	11.5	21.8	24.3	7.1	23.8	100.0
Middle school or vocational middle school	13.8	11.1	23.9	20.0	6.7	24.5	100.0
High school or vocational high school	8.6	12.8	26.6	25.0	7.6	19.3	100.0
Associate Degree (2- or 3-year college)	7.5	12.1	29.6	26.0	11.5	13.4	100.0
Bachelor's Degree (4-year)	8.3	15.0	26.3	28.0	8.5	14.0	100.0
Master's Degree (including Bachelor's with 5 or 6 years)	9.4	15.0	25.9	28.9	11.3	9.5	100.0

Doctorate	21.6	.0	23.4	40.9	.0	14.2	100.0
Total	10.3	12.6	25.0	24.2	7.7	20.1	100.0

Figure 16 Satisfaction with services for PWDs by educational level



Şekil 16	Figure 16
Bir okul bitirmede	Not finished a school
İlkokul	Elementary school
İlköğretim / Ortaokul veya mesleki ortaokul	Middle school or vocational middle school
Lise veya mesleki lise	High school or vocational high school
2 veya 3 yıllık yüksekokul	Associate Degree (2- or 3-year college)
4 yıllık yüksekokul veya fakülte	Bachelor's degree (4-year)
Yüksek lisans (5 veya 6 yıllık fakülteler dahil)	Master's degree (including Bachelor's with 5 or 6 years)
Doktora	Doctorate
Memnun değil	Dissatisfied
Memnun	Satisfied
Fikri yok	No opinion
(Memnun-Memnun değil)	(Satisfied-Dissatisfied)

148. Considering services for PWDs at provincial level, Mardin is the province with the lowest satisfaction level of 44.1%. It is followed by Van with 38.3% and Balıkesir with 37.3%. Ankara has the highest total satisfaction with 47.3%. Ankara is followed by Aydın with 42.5%.

Table 23 Satisfaction with services for PWDs at provincial level

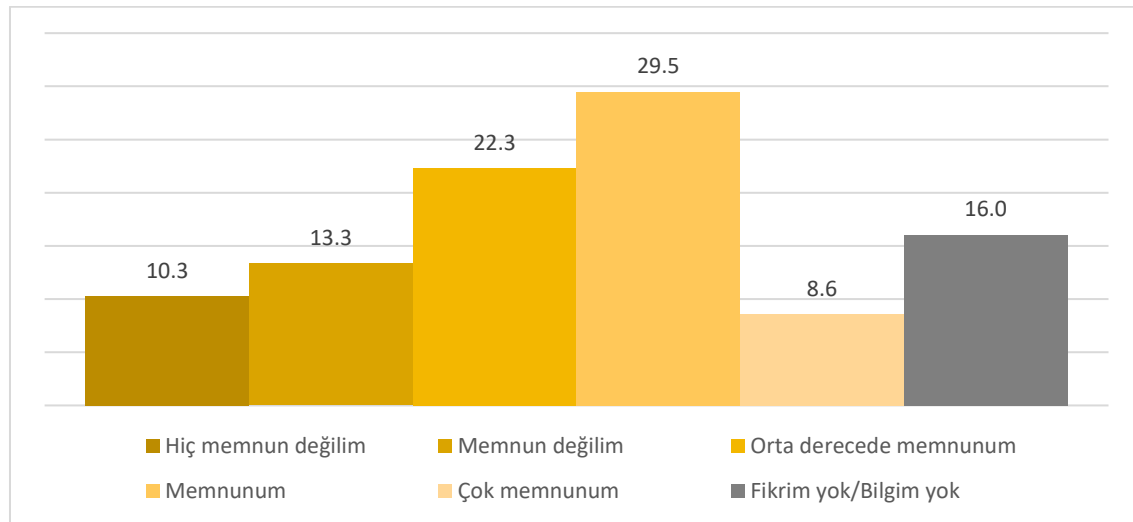
	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied	No opinion	Total
Adana	7.8	16.7	30.2	31.8	5.1	8.4	100.0
Ankara	9.5	12.7	25.8	37.4	9.9	4.7	100.0
Antalya	7.8	12.1	31.9	31.1	5.6	11.4	100.0
Aydın	8.3	11.7	17.3	29.3	13.2	20.2	100.0
Balıkesir	27.1	10.2	10.4	11.3	6.1	34.9	100.0
Bursa	15.6	12.5	19.5	15.3	9.3	27.8	100.0
Denizli	22.3	7.4	7.6	39.1	4.8	18.8	100.0
Diyarbakır	16.9	10.0	5.3	2.4	.8	64.7	100.0
Erzurum	23.3	7.7	17.8	19.7	4.4	27.1	100.0
Eskişehir	7.5	17.2	40.7	26.6	2.9	5.0	100.0
Gaziantep	6.0	10.6	11.7	29.8	5.4	36.5	100.0

Hatay	20.6	10.5	8.8	19.3	8.2	32.7	100.0
Istanbul	8.9	12.8	28.5	27.7	10.8	11.4	100.0
Izmir	5.7	3.6	15.3	17.3	3.2	54.8	100.0
Kahramanmaraş	9.5	14.1	13.7	27.3	12.4	22.9	100.0
Kayseri	7.1	10.2	58.5	7.6	.0	16.6	100.0
Kocaeli	7.3	15.8	28.1	30.5	7.6	10.7	100.0
Konya	6.9	16.1	28.7	28.7	10.9	8.7	100.0
Malatya	2.5	4.8	11.9	11.1	6.1	63.6	100.0
Manisa	8.2	26.3	41.6	20.5	1.4	2.0	100.0
Mardin	31.2	12.9	5.5	.0	.0	50.4	100.0
Mersin	8.3	15.6	36.2	18.1	2.1	19.8	100.0
Muğla	11.9	13.6	16.6	11.3	6.6	40.0	100.0
Ordu	8.0	16.6	23.6	30.9	11.3	9.6	100.0
Sakarya	14.1	11.8	19.5	13.7	10.4	30.5	100.0
Samsun	5.8	9.5	56.7	17.8	10.3	.0	100.0
Şanlıurfa	6.4	16.5	30.5	23.2	4.8	18.6	100.0
Tekirdağ	12.0	14.1	20.4	21.4	17.1	15.1	100.0
Trabzon	14.0	28.4	19.9	18.0	7.7	12.0	100.0
Van	23.2	15.1	12.0	14.5	.5	34.8	100.0
Total	10.3	12.6	25.0	24.2	7.7	20.1	100.0

4.5.2. Child Services

149. While 23.6% of the citizens are *very dissatisfied or dissatisfied* with child services. 38.1% are *satisfied or very satisfied*. The rate of those who are neither satisfied nor dissatisfied is at the highest level with 29.5%. The rate of those who have no opinion is 16%.

Figure 17 Total satisfaction with child services



Şekil 17	Figure 17
Hiç memnun değilim	Very dissatisfied
Memnun değilim	Dissatisfied
Orta derecede memnunuz	Neither satisfied nor dissatisfied
Memnunuz	Satisfied
Çok memnunuz	Very satisfied
Fikrim yok/Bilgim yok	No opinion

150. When *satisfaction with child services* is analysed by *age and gender*, it is observed that there is not a significant difference between women and men. While satisfaction rate is 38.8% for women, this rate is 37.4% for men. *Educational level*, on the other hand, *makes a difference*

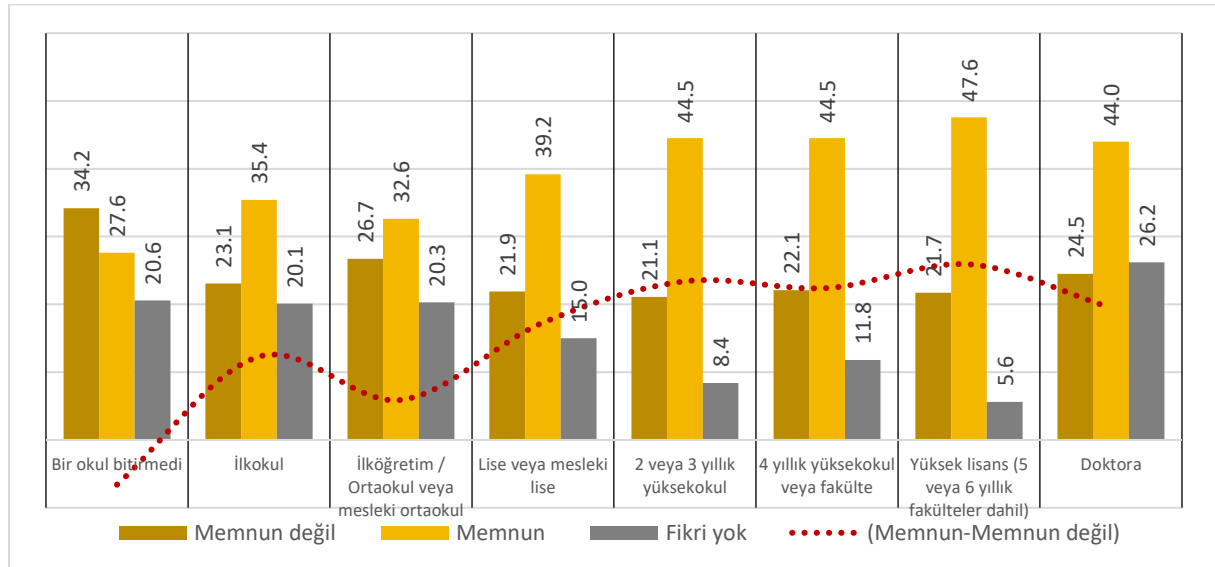
in satisfaction. In this regard, the educational level with the lowest satisfaction include those who have never finished any school with 34.2%. Satisfaction is higher in high schools and higher when compared to educational levels that are lower than high school.

When examining *the difference between satisfied and dissatisfied individuals* in Figure 18, it is observed that those who have never finished any school are more dissatisfied and start from negative. Master's Degree is the educational level with the highest difference between satisfied and dissatisfied individuals.

Table 24 Satisfaction with child services by educational level

	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied	No opinion	Total
Not finished a school	18.3	15.9	17.5	19.9	7.7	20.6	100.0
Elementary school	11.5	11.6	21.5	27.4	8.0	20.1	100.0
Middle school or vocational middle school	13.0	13.7	20.3	26.0	6.6	20.3	100.0
High school or vocational high school	8.8	13.1	23.8	30.6	8.6	15.0	100.0
Associate Degree (2- or 3-year college)	8.2	12.9	26.0	33.3	11.2	8.4	100.0
Bachelor's Degree (4-year)	7.3	14.8	21.6	34.9	9.6	11.8	100.0
Master's Degree (including Bachelor's with 5 or 6 years)	9.5	12.2	25.0	30.2	17.4	5.6	100.0
Doctorate	.0	24.5	5.3	44.0	.0	26.2	100.0
Total	10.3	13.3	22.3	29.5	8.6	16.0	100.0

Figure 18 Satisfaction with child services by educational level



Şekil 18	Figure 18
Bir okul bitirmede	Not finished a school
İlkokul	Elementary school
İlköğretim / Ortaokul veya mesleki ortaokul	Middle school or vocational middle school
Lise veya mesleki lise	High school or vocational high school
2 veya 3 yıllık yüksekokul	Associate Degree (2- or 3-year college)
4 yıllık yüksekokul veya fakülte	Bachelor's degree (4-year)

Yüksek lisans (5 veya 6 yıllık fakülteler dahil)	Master's degree (including Bachelor's with 5 or 6 years)
Doktora	Doctorate
Memnun değil	Dissatisfied
Memnun	Satisfied
Fikri yok	No opinion
(Memnun-Memnun değil)	(Satisfied-Dissatisfied)

151. Satisfaction with child services *at provincial level* is included in the following table (Table 26). In this regard, *the provinces with the lowest satisfaction* with child services are respectively Balıkesir with 52.5%. Mardin with 50.7%. Erzurum with 44.9% and Van with 44.2%. Another point that draws attention for child services is that *those who have no opinion about this service are in rise in certain provinces*. It is expressed that the rate of *those who have no opinion about this service* is 58.5% in Malatya. 53% in Izmir. 46.4% in Mardin and 45.9% in Diyarbakır.

Table 25 Satisfaction with child services at provincial level

	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied	No opinion	Total
Adana	5.1	24.2	36.1	24.6	5.7	4.2	100.0
Ankara	8.4	12.9	31.2	35.3	9.1	3.2	100.0
Antalya	9.9	10.1	29.0	32.7	6.4	11.9	100.0
Aydın	8.7	11.8	20.2	23.6	16.8	18.9	100.0
Balıkesir	38.9	13.6	9.0	11.3	5.5	21.7	100.0
Bursa	24.3	15.7	17.9	17.5	8.9	15.7	100.0
Denizli	17.6	8.5	5.6	43.5	5.7	19.1	100.0
Diyarbakır	16.6	19.7	12.2	4.8	.8	45.9	100.0
Erzurum	25.8	19.1	18.0	24.6	3.4	9.1	100.0
Eskişehir	5.7	19.5	40.6	26.8	2.5	4.9	100.0
Gaziantep	5.7	10.2	18.3	31.4	10.7	23.7	100.0
Hatay	18.6	17.1	14.7	24.0	6.7	18.9	100.0
Istanbul	6.7	11.4	19.4	39.9	12.7	10.0	100.0
Izmir	5.2	4.7	17.7	15.7	3.7	53.0	100.0
Kahramanmaraş	10.2	17.3	18.3	26.1	15.0	13.1	100.0
Kayseri	8.4	9.3	21.1	48.9	.0	12.3	100.0
Kocaeli	5.7	13.7	21.5	39.8	9.7	9.6	100.0
Konya	8.2	18.5	32.9	24.5	8.3	7.4	100.0
Malatya	3.4	9.0	13.9	11.4	3.9	58.5	100.0
Manisa	8.0	26.8	41.4	21.3	1.0	1.5	100.0
Mardin	38.9	11.8	3.0	.0	.0	46.4	100.0
Mersin	7.3	18.3	30.0	29.2	5.2	10.0	100.0
Muğla	12.5	11.0	7.8	21.3	6.7	40.6	100.0
Ordu	10.0	15.6	26.5	31.1	12.2	4.7	100.0
Sakarya	12.3	12.0	17.7	17.8	10.1	30.1	100.0
Samsun	4.6	7.5	19.7	56.7	11.4	.0	100.0
Şanlıurfa	5.4	13.7	37.6	23.5	6.3	13.4	100.0
Tekirdağ	7.7	14.8	21.7	26.2	22.2	7.3	100.0
Trabzon	18.0	24.8	20.8	16.0	14.5	5.9	100.0
Van	25.3	18.9	16.7	16.5	.4	22.2	100.0
Total	10.3	13.3	22.3	29.5	8.6	16.0	100.0

4.5.3. Youth Services

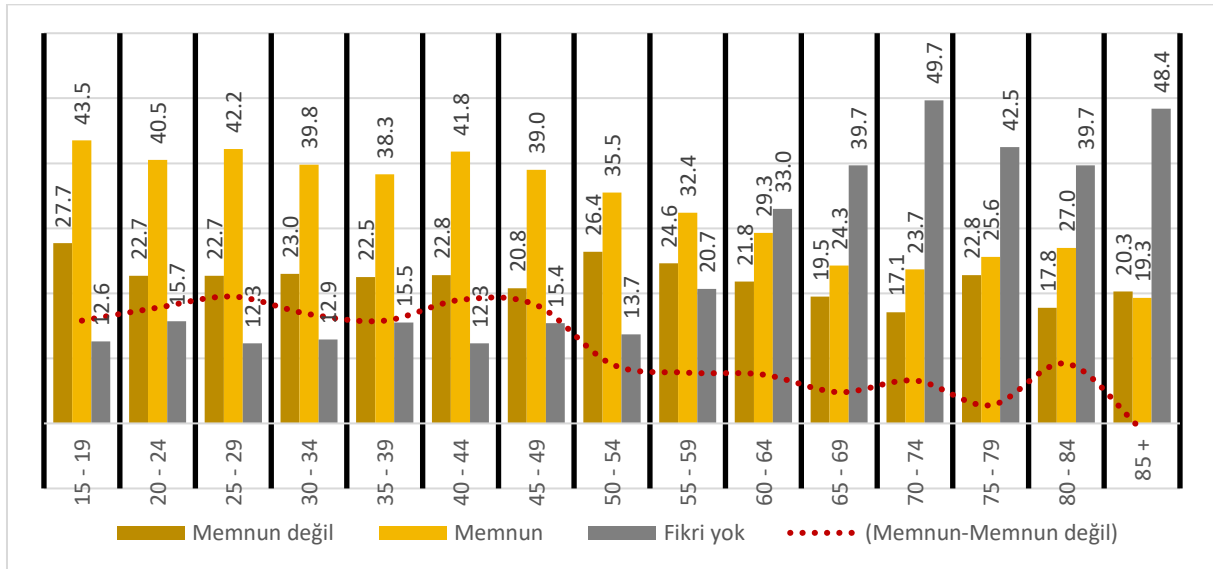
152. Considering satisfaction with *youth services by gender*, there is not a significant difference observed between women and men. Total rate of those who are satisfied is 25.6% for women and 25.1% for men. Age and education affect satisfaction with youth services. Accordingly. 15-19 age group has the lowest satisfaction with 27.7%. This age group also has the highest rate

of total for those who are satisfied/very satisfied with 43.5%. As the age increases, state of having knowledge of youth services decreases.

Table 26 Satisfaction with youth services by age

	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied	No opinion	Total
15 - 19	13.1	14.6	16.2	31.0	12.5	12.6	100.0
20 - 24	8.7	14.0	21.1	31.0	9.5	15.7	100.0
25 - 29	8.3	14.4	22.8	31.9	10.3	12.3	100.0
30 - 34	8.9	14.1	24.3	29.7	10.1	12.9	100.0
35 - 39	8.1	14.4	23.7	31.0	7.3	15.5	100.0
40 - 44	8.0	14.8	23.2	32.5	9.3	12.3	100.0
45 - 49	10.0	10.8	24.8	31.1	7.9	15.4	100.0
50 - 54	9.7	16.7	24.4	28.0	7.5	13.7	100.0
55 - 59	13.1	11.5	22.3	23.6	8.8	20.7	100.0
60 - 64	10.8	11.0	15.9	22.9	6.4	33.0	100.0
65 - 69	8.4	11.1	16.4	19.6	4.7	39.7	100.0
70 - 74	11.8	5.3	9.4	18.3	5.4	49.7	100.0
75 - 79	9.8	13.0	9.1	20.8	4.8	42.5	100.0
80 - 84	11.7	6.1	15.4	25.1	1.9	39.7	100.0
85 +	9.9	10.4	12.0	17.3	2.0	48.4	100.0
Total	9.2	13.8	22.0	29.4	8.8	16.8	100.0

Figure 19 Satisfaction with youth services by age



Şekil 19	Figure 19
Memnun değil	Dissatisfied
Memnun	Satisfied
Fikri yok	No opinion
(Memnun-Memnun değil)	(Satisfied-Dissatisfied)

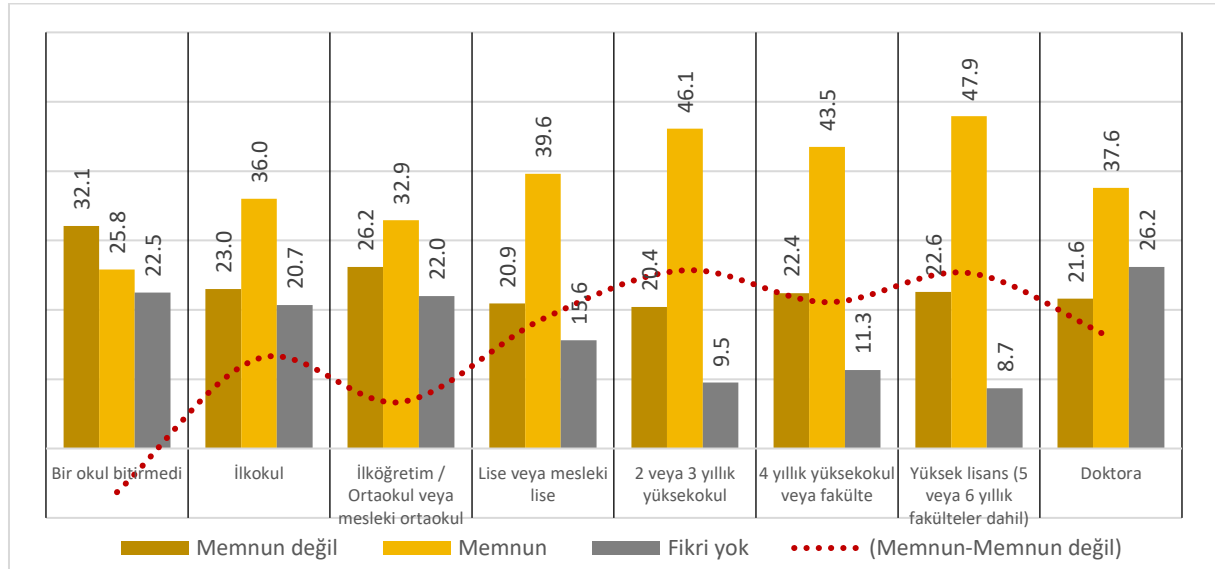
153. Considering youth services by educational level, those who have never finished any school has the lowest satisfaction with 32.1%. It is also observed in other educational levels that the satisfaction rate of those who are dissatisfied is more than one fifth, that is 20%. Satisfaction with youth services starts to increase at high school level and continues to increase until doctorate.

Table 27 Satisfaction with youth services by educational level

	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied	No opinion	Total
Not finished a school	16.1	16.0	19.7	18.7	7.1	22.5	100.0
Elementary school	10.7	12.3	20.3	27.3	8.7	20.7	100.0
Middle school or vocational middle school	12.6	13.6	18.9	26.4	6.5	22.0	100.0
High school or vocational high school	7.5	13.4	23.9	30.1	9.5	15.6	100.0
Associate Degree (2- or 3-year college)	7.2	13.2	24.0	33.6	12.5	9.5	100.0
Bachelor's Degree (4-year)	6.6	15.8	22.8	35.9	7.6	11.3	100.0
Master's Degree (including Bachelor's with 5 or 6 years)	7.9	14.7	20.9	32.7	15.2	8.7	100.0
Doctorate	.0	21.6	14.6	37.6	.0	26.2	100.0
Total	9.2	13.8	22.0	29.4	8.8	16.8	100.0

It is indicated in Figure 20 the difference between those who are satisfied and dissatisfied. Accordingly, the rate of those who have never finished any school and who are dissatisfied is higher than those who are satisfied. While dissatisfaction outweighs in the group of those who have never finished any school, satisfaction has a higher rate in the group of Master's Degree graduates.

Figure 20 Satisfaction by educational level



Şekil 20	Figure 20
Bir okul bitirmede	Not finished a school
İlkokul	Elementary school
İlköğretim / Ortaokul veya mesleki ortaokul	Middle school or vocational middle school
Lise veya mesleki lise	High school or vocational high school
2 veya 3 yıllık yüksekokul	Associate Degree (2- or 3-year college)
4 yıllık yüksekokul veya fakülte	Bachelor's degree (4-year)
Yüksek lisans (5 veya 6 yıllık fakülteler dahil)	Master's degree (including Bachelor's with 5 or 6 years)
Doktora	Doctorate

Memnun değil	Dissatisfied
Memnun	Satisfied
Fikri yok	No opinion
(Memnun-Memnun değil)	(Satisfied-Dissatisfied)

154. Satisfaction with *youth services at provincial level* is included in the following table. Mardin is the province with the highest level of those dissatisfied with youth services with 37.2%. It is followed by Erzurum with 26.5% and Van with 24.1%. Considering total satisfaction. it is observed that Mardin has the lowest satisfaction level with 47.9%. Mardin is followed by Erzurum with 46.9%, Trabzon with 44.9%, Van with 40.5% and Balıkesir with 37.8%.

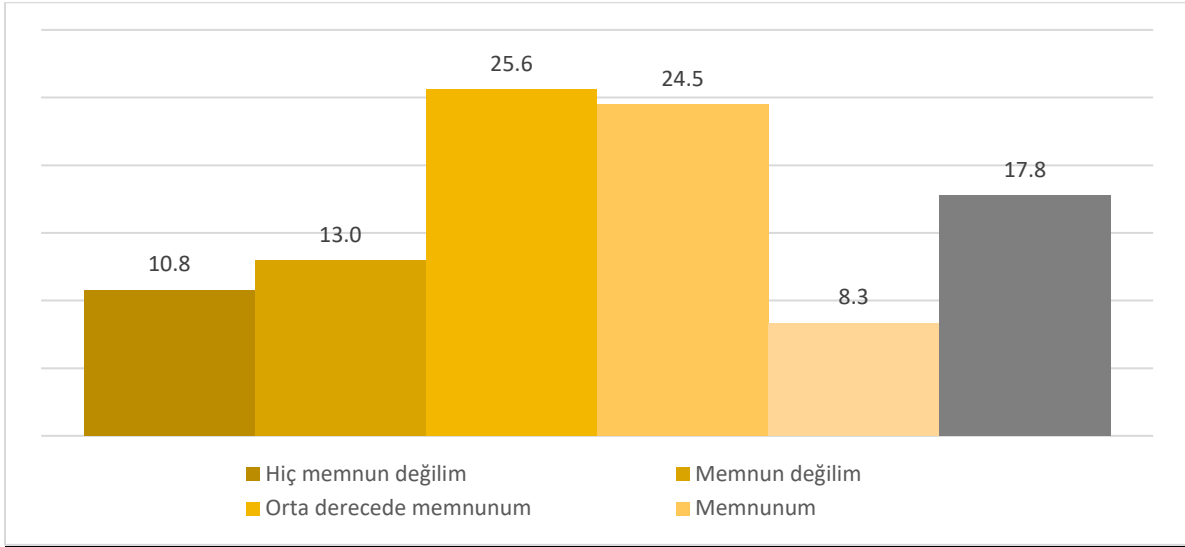
Table 28 Satisfaction with youth services at provincial level

	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied	No opinion	Total
Adana	5.5	26.6	31.4	24.4	7.7	4.4	100.0
Ankara	7.9	15.3	28.8	34.6	10.0	3.4	100.0
Antalya	10.0	11.6	34.9	23.7	8.5	11.3	100.0
Aydın	7.8	11.8	19.7	24.3	17.9	18.5	100.0
Balıkesir	23.4	14.4	12.3	9.5	5.7	34.6	100.0
Bursa	20.2	11.0	20.3	18.0	10.6	19.9	100.0
Denizli	18.7	9.0	7.6	36.1	6.4	22.2	100.0
Diyarbakır	14.1	23.0	12.8	8.4	.3	41.5	100.0
Erzurum	26.5	20.4	19.6	19.7	4.5	9.4	100.0
Eskişehir	6.0	19.8	41.2	25.7	3.3	3.9	100.0
Gaziantep	4.3	9.7	19.1	38.5	9.5	18.9	100.0
Hatay	18.4	16.5	16.2	22.3	5.4	21.2	100.0
Istanbul	6.3	11.7	18.9	40.6	12.3	10.3	100.0
Izmir	3.9	5.5	13.6	16.7	4.4	55.9	100.0
Kahramanmaraş	7.5	21.7	17.9	24.2	14.3	14.4	100.0
Kayseri	8.7	8.5	20.7	48.7	.0	13.4	100.0
Kocaeli	7.0	13.1	25.0	33.7	12.5	8.7	100.0
Konya	7.8	15.1	31.5	31.4	5.5	8.6	100.0
Malatya	2.6	5.0	11.4	13.9	7.4	59.8	100.0
Manisa	6.6	25.9	41.3	22.1	1.3	2.8	100.0
Mardin	37.2	10.7	3.4	.8	.5	47.3	100.0
Mersin	8.0	19.3	27.7	32.0	2.9	10.1	100.0
Muğla	13.6	13.9	7.8	19.8	5.2	39.7	100.0
Ordu	9.0	14.4	26.2	29.7	15.1	5.6	100.0
Sakarya	10.2	13.5	19.4	14.8	11.2	30.8	100.0
Samsun	2.1	9.8	17.8	58.2	12.2	.0	100.0
Şanlıurfa	5.9	15.9	35.6	26.1	3.8	12.7	100.0
Tekirdağ	7.3	16.5	25.4	22.6	20.4	7.9	100.0
Trabzon	15.8	29.1	22.3	19.2	9.6	4.0	100.0
Van	24.1	16.4	19.7	16.1	1.5	22.1	100.0
Total	9.2	13.8	22.0	29.4	8.8	16.8	100.0

4.5.4. Services for Women

155. 23.8% of the citizens expressed that they are dissatisfied/very dissatisfied with services for women and 32.8% said that they are satisfied/very satisfied. The rate of those who have no opinion about this service is 17.8%.

Figure 21 Total satisfaction with services for women

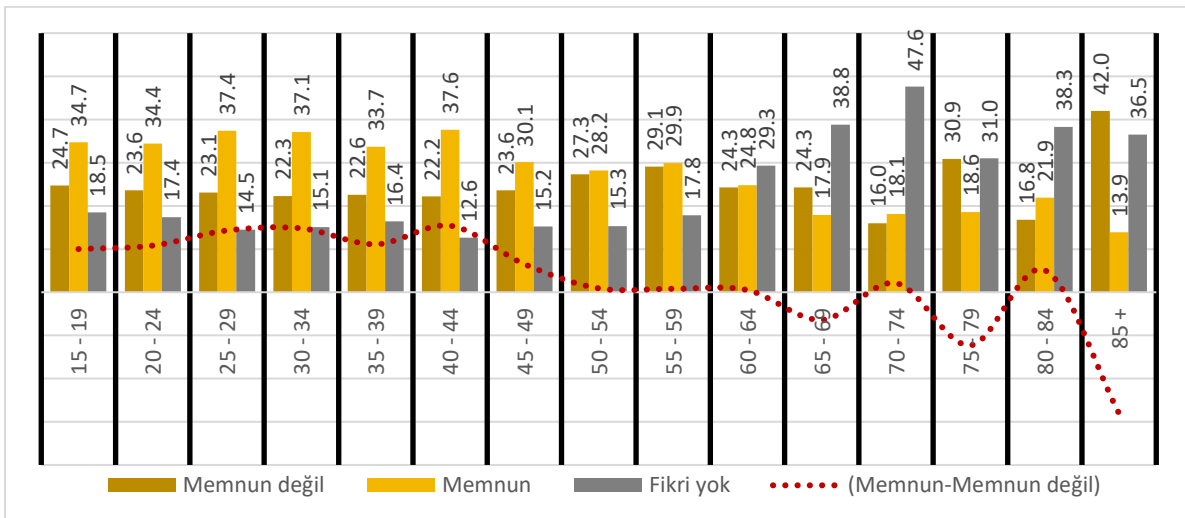


Şekil 21	Figure 21
Hiç memnun değilim	Dissatisfied
Memnun değilim	Satisfied
Orta derecede memnunuz	No opinion
Memnunuz	(Satisfied-Dissatisfied)

156. The age range of 40-44 has the highest total satisfaction with *services for women* with 37.6%. This age range is followed by range of 20-24 with 37,4%. The age ranges with the lowest satisfaction level are 55-59 with 29.1% and 50-54 with 27.3%. Individuals aged 50-60 age range are less satisfied with services for women when compared to other age groups. Knowledge of services instantly decreases at the age of 60 and over.

It is observed in the following figure (Figure 22) that difference between those who are satisfied and dissatisfied first increases by age, gets balanced along with the age of 50 and then becomes negative. In other words, the rate of *those who are dissatisfied* with the service is higher than *those who are satisfied*.

Figure 22 Satisfaction with services for women by age



Şekil 22	Figure 22
Memnun değil	Dissatisfied

Memnun	Satisfied
Fikri yok	No opinion
(Memnun-Memnun değil)	(Satisfied-Dissatisfied)

157. There is no significant difference observed in *satisfaction with services for women by gender*. The total rate of *those expressing that they are dissatisfied or very dissatisfied* from services is 24% for women and 23.6% for men. On the other hand, the rate of those who are satisfied or very satisfied is 34,6% for women and 31.2% for men. There is a 4% of difference between women and men for those expressing no opinion about the service.

Table 29 Satisfaction with services for women by gender

	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied	No opinion	Total
Women	10.6	13.4	25.9	25.7	8.9	15.4	100.0
Men	11.0	12.6	25.3	23.4	7.8	20.0	100.0
Total	10.8	13.0	25.6	24.5	8.3	17.8	100.0

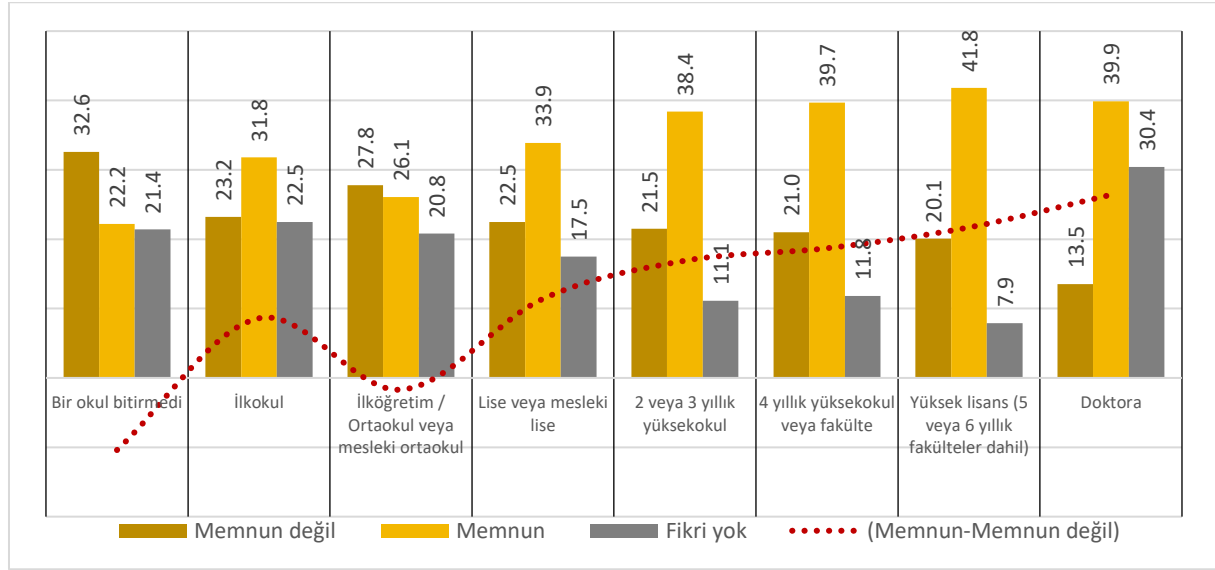
158. *Educational level affects satisfaction with services for women*. According to the results, as in the other services, the group with the lowest satisfaction level is those who have never finished any school with 32.6%. This group is followed by middle school graduates with 27.8%. The educational group of Bachelor's Degree has the highest satisfaction with services for women with 41%.

Knowledge and awareness of Master's Degree, Bachelor's Degree and 2-year college graduates relating to the services for women is higher than the other educational levels.

Table 30 Satisfaction with services for women by educational level

	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied	No opinion	Total
Not finished a school	18.1	14.5	23.8	17.6	4.6	21.4	100.0
Elementary school	12.3	10.9	22.6	24.1	7.7	22.5	100.0
Middle school or vocational middle school	14.4	13.4	25.3	19.3	6.8	20.8	100.0
High school or vocational high school	9.0	13.5	26.0	25.5	8.4	17.5	100.0
Associate Degree (2- or 3-year college)	8.8	12.7	28.8	26.9	11.5	11.1	100.0
Bachelor's Degree (4-year)	7.9	13.1	27.5	29.5	10.2	11.8	100.0
Master's Degree (including Bachelor's with 5 or 6 years)	6.9	13.2	30.2	28.5	13.3	7.9	100.0
Doctorate	.0	13.5	16.1	25.3	14.6	30.4	100.0
Total	10.8	13.0	25.6	24.5	8.3	17.8	100.0

Figure 23 Satisfaction with services for women by educational level



Şekil 23	Figure 23
Bir okul bitirmede	Not finished a school
İlkokul	Elementary school
İlköğretim / Ortaokul veya mesleki ortaokul	Middle school or vocational middle school
Lise veya mesleki lise	High school or vocational high school
2 veya 3 yıllık yüksekokul	Associate Degree (2- or 3-year college)
4 yıllık yüksekokul veya fakülte	Bachelor's degree (4-year)
Yüksek lisans (5 veya 6 yıllık fakülteler dahil)	Master's degree (including Bachelor's with 5 or 6 years)
Doktora	Doctorate
Memnun değil	Dissatisfied
Memnun	Satisfied
Fikri yok	No opinion
(Memnun-Memnun değil)	(Satisfied-Dissatisfied)

159. Satisfaction with services for women is indicated in the following table at provincial level. Accordingly, the provinces with the lowest total satisfaction level are respectively Mardin with 48.6%. Van with 44.7%. Balıkesir with 43.1% and Erzurum with 42.3%. On the other hand the provinces with the highest total satisfaction level are Ankara with 46.2%, Kocaeli with 44.8%, Ordu with 43.8% and Tekirdağ with 43.5%. The provinces with the highest rate of those expressing no opinion about services for women are Diyarbakır and Malatya with 61% and İzmir with 53.7%.

Table 31 Satisfaction with services for women at provincial level

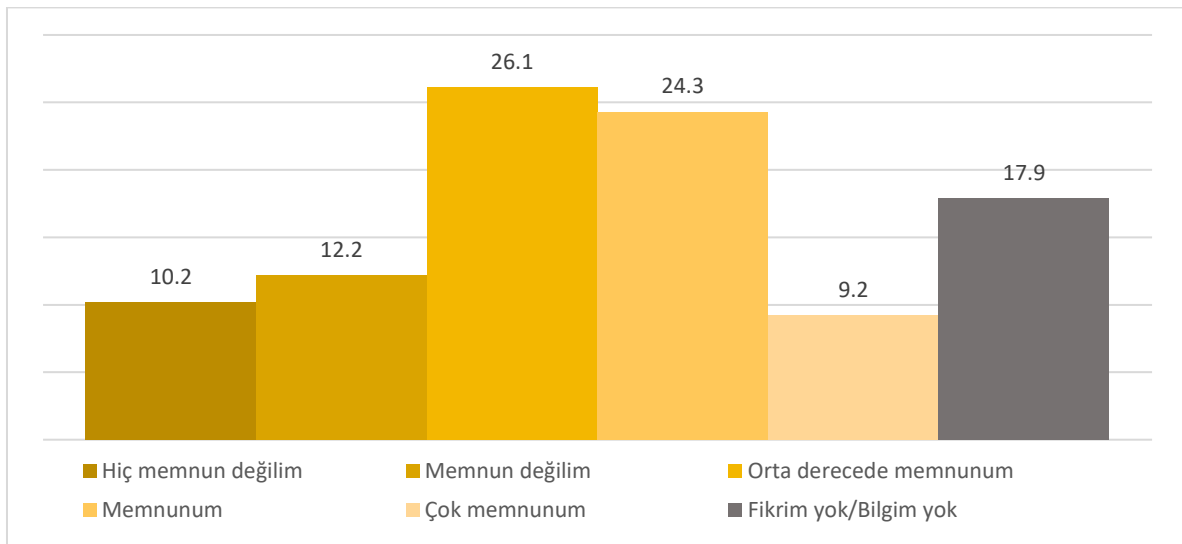
	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied	No opinion	Total
Adana	6.8	18.0	30.1	27.2	5.9	12.1	100.0
Ankara	8.8	13.0	28.7	34.6	11.6	3.4	100.0
Antalya	8.0	9.4	31.7	33.5	3.8	13.6	100.0
Aydın	10.2	14.1	17.8	22.0	17.0	19.0	100.0
Balıkesir	32.5	10.6	8.0	9.3	6.0	33.6	100.0
Bursa	23.1	16.4	19.7	14.1	7.4	19.4	100.0
Denizli	27.6	7.0	9.6	31.5	5.3	19.0	100.0
Diyarbakır	10.0	13.5	10.3	4.0	1.2	61.0	100.0
Erzurum	28.4	13.9	19.9	22.9	1.7	13.2	100.0
Eskişehir	7.8	19.0	39.1	27.1	2.8	4.2	100.0
Gaziantep	5.5	7.9	14.6	32.7	10.7	28.6	100.0

Hatay	25.0	14.5	14.1	19.9	6.8	19.7	100.0
Istanbul	8.4	13.5	27.4	28.9	11.7	10.2	100.0
Izmir	5.3	4.2	14.0	19.3	3.5	53.7	100.0
Kahramanmaraş	7.2	17.6	22.5	25.9	12.5	14.2	100.0
Kayseri	10.7	9.0	59.0	9.0	.0	12.3	100.0
Kocaeli	5.0	11.3	29.3	32.4	12.4	9.6	100.0
Konya	7.8	14.8	33.0	29.2	6.5	8.7	100.0
Malatya	2.1	10.8	9.4	11.0	5.6	61.0	100.0
Manisa	6.2	21.6	42.2	24.0	2.6	3.4	100.0
Mardin	37.1	11.5	3.0	.7	.0	47.7	100.0
Mersin	10.0	17.8	40.3	17.6	1.7	12.6	100.0
Muğla	12.9	10.9	18.4	9.9	7.3	40.6	100.0
Ordu	8.2	17.1	25.6	26.6	17.2	5.3	100.0
Sakarya	13.0	11.4	17.4	16.2	12.7	29.3	100.0
Samsun	3.8	9.8	55.1	18.9	12.3	.0	100.0
Şanlıurfa	5.9	15.5	28.0	29.5	4.4	16.6	100.0
Tekirdağ	9.1	13.6	24.5	23.1	20.4	9.3	100.0
Trabzon	18.8	26.1	17.1	20.6	7.6	9.7	100.0
Van	27.8	16.9	15.0	19.3	.5	20.6	100.0
Total	10.8	13.0	25.6	24.5	8.3	17.8	100.0

4.5.5. Services for the elderly

160. 22.4% of the citizens are either dissatisfied or very dissatisfied from services for the elderly. Total rate of those who express that they are satisfied/very satisfied with the services is 33.5%. 26.1% say that they are neither satisfied nor dissatisfied and 17.9% are not aware of this service.

Figure 24 Total satisfaction with services for the elderly



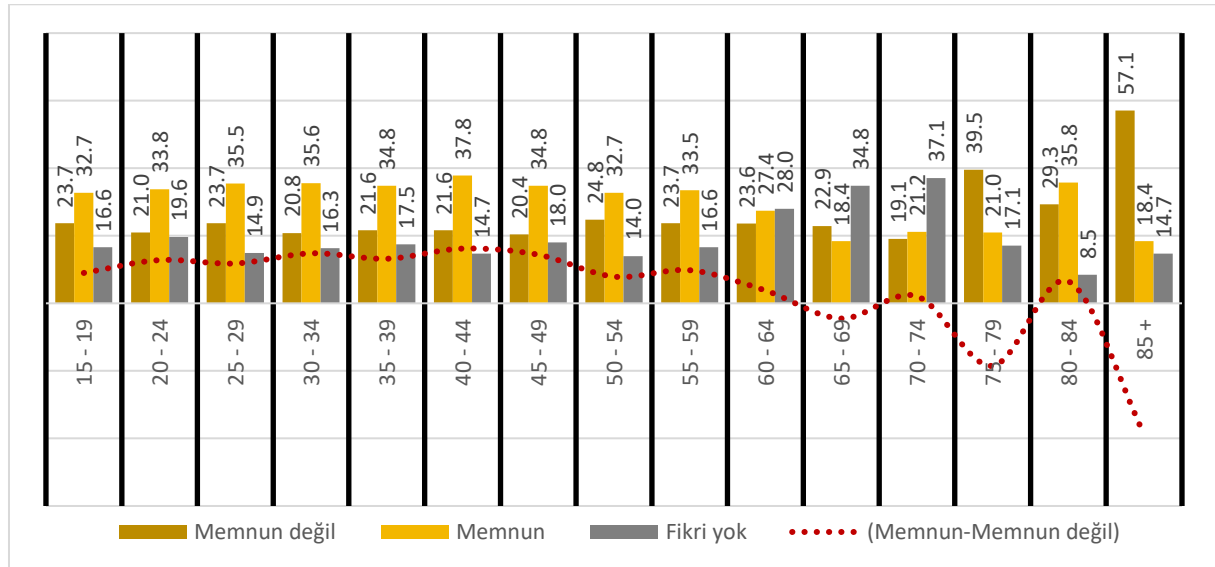
Şekil 24	Figure 24
Hiç memnun değilim	Very dissatisfied
Memnun değilim	Dissatisfied
Orta derecede memnunum	Neither satisfied nor dissatisfied
Memnunum	Satisfied
Çok memnunum	Very satisfied
Fikrim yok/Bilgim yok	No opinion

161. Satisfaction with services for the elderly is indicated in the following figure by age (Figure 25). Accordingly, the first point that draws attention is that the rate is higher for those who have

no opinion about services provided to individuals at the age range of 60-74. Considering satisfaction levels of the service, it is seen that those at the age of 60 and over are less satisfied when compared to the other age groups. In conclusion, the elderly are not satisfied with services provided for them.

In Figure 25 it is also indicated the difference between *those who are satisfied and dissatisfied*. Accordingly, difference decreases in 50s and becomes negative in 65-60 age range.

Figure 25 Satisfaction with services for the elderly



Şekil 25	Figure 25
Memnun değil	Dissatisfied
Memnun	Satisfied
Fikri yok	No opinion
(Memnun-Memnun değil)	(Satisfied-Dissatisfied)

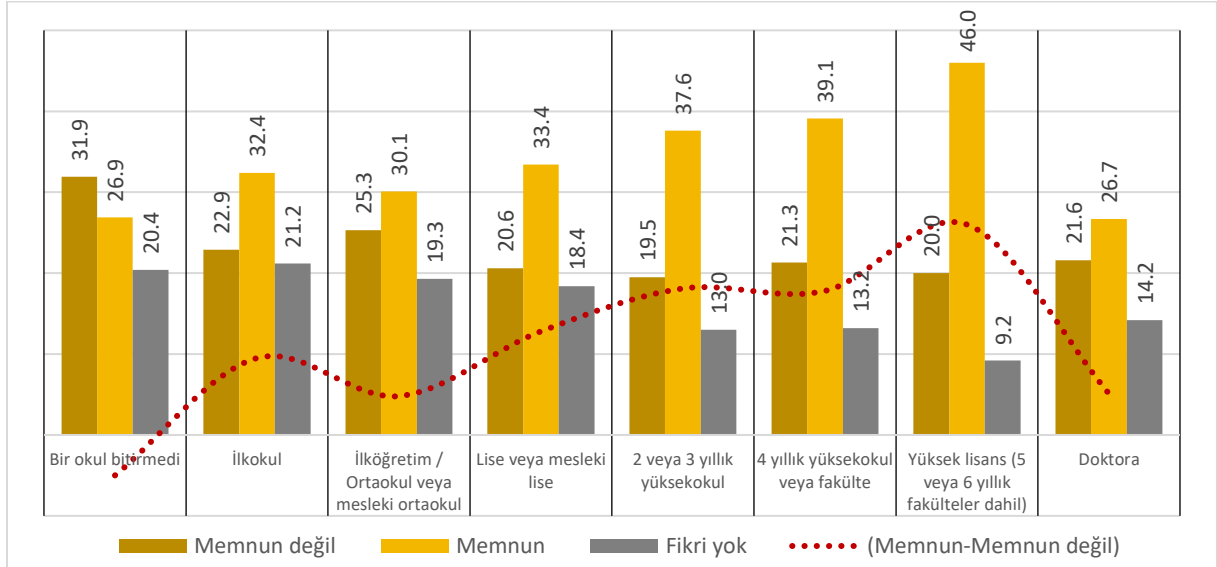
162. There is a small difference in satisfaction levels of services for the elderly by gender. While total rate of those who express that they are *dissatisfied or very dissatisfied* is 21.5% for women and 23.3% for men. Satisfaction with services for the elderly varies by educational level. Master's Degree graduates have the highest level of total satisfaction with 46%. On the other hand those who have never finished any school have the lowest level of satisfaction with 31,9%. As the educational level rises, knowledge of services for the elderly also increases.

Table 32 Satisfaction with services for the elderly by educational level

	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied	No opinion	Total
Not finished a school	18.7	13.2	20.8	19.9	7.0	20.4	100.0
Elementary school	11.5	11.4	23.6	23.2	9.2	21.2	100.0
Middle school or vocational middle school	12.9	12.4	25.4	22.3	7.8	19.3	100.0
High school or vocational high school	8.8	11.8	27.5	23.9	9.5	18.4	100.0
Associate Degree (2- or 3-year college)	7.5	12.0	29.9	25.2	12.4	13.0	100.0
Bachelor's Degree (4-year)	7.6	13.7	26.4	29.6	9.5	13.2	100.0

Master's Degree (including Bachelor's with 5 or 6 years)	7.8	12.2	24.8	34.2	11.8	9.2	100.0
Doctorate	5.3	16.3	37.6	26.7	.0	14.2	100.0
Total	10.2	12.2	26.1	24.3	9.2	17.9	100.0

Figure 26 Satisfaction with services for the elderly by educational level



Şekil 26	Figure 26
Bir okul bitirmede	Not finished a school
İlkokul	Elementary school
İlköğretim / Ortaokul veya mesleki ortaokul	Middle school or vocational middle school
Lise veya mesleki lise	High school or vocational high school
2 veya 3 yıllık yüksekokul	Associate Degree (2- or 3-year college)
4 yıllık yüksekokul veya fakülte	Bachelor's degree (4-year)
Yüksek lisans (5 veya 6 yıllık fakülteler dahil)	Master's degree (including Bachelor's with 5 or 6 years)
Doktora	Doctorate
Memnun değil	Dissatisfied
Memnun	Satisfied
Fikri yok	No opinion
(Memnun-Memnun değil)	(Satisfied-Dissatisfied)

163. Satisfaction with services for the elderly is indicated in the following table at provincial level. The provinces with the lowest total satisfaction with services for the elderly are Balıkesir with 46.3%, Trabzon with 45.5% and Mardin with 44%. The provinces with the highest total satisfaction are Denizli with 61.5%, Ankara with 43.6% and Kahramanmaraş with 41.5%. Lastly, the provinces with the highest rate of those who express they have no opinion about services for the elderly are Diyarbakır with 68%, Malatya with 64.9 and İzmir with 54.1%.

Table 33 Satisfaction with services for the elderly at provincial level

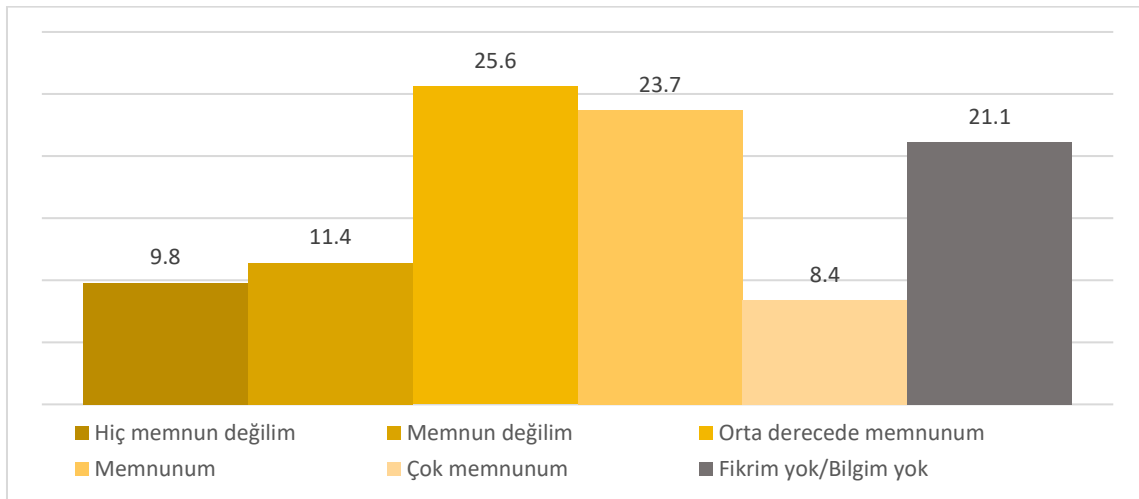
	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied	No opinion	Total
Adana	4.7	19.3	29.3	32.6	7.9	6.2	100.0
Ankara	7.5	12.7	31.8	33.9	9.7	4.4	100.0
Antalya	8.5	9.4	32.0	31.7	7.4	11.0	100.0
Aydın	8.3	12.5	22.2	25.7	14.0	17.3	100.0
Balıkesir	35.7	8.3	10.7	12.9	4.6	27.8	100.0

Bursa	21.7	13.5	20.1	17.3	9.4	18.0	100.0
Denizli	15.8	4.5	10.0	50.7	10.8	8.3	100.0
Diyarbakır	9.5	13.2	6.1	3.2	.0	68.0	100.0
Erzurum	25.2	15.3	18.3	24.0	5.7	11.5	100.0
Eskişehir	10.3	13.4	42.3	27.6	2.1	4.4	100.0
Gaziantep	3.4	12.7	10.8	31.4	12.0	29.7	100.0
Hatay	16.7	10.3	12.3	28.1	13.3	19.2	100.0
Istanbul	8.0	10.9	29.0	26.4	14.5	11.3	100.0
Izmir	7.3	5.0	13.1	18.0	2.5	54.1	100.0
Kahramanmaraş	9.1	16.2	15.1	25.5	15.9	18.1	100.0
Kayseri	5.9	10.5	59.2	10.1	.0	14.3	100.0
Kocaeli	7.2	13.6	33.5	24.6	12.9	8.2	100.0
Konya	9.4	13.1	28.4	33.4	5.8	9.8	100.0
Malatya	3.0	6.8	5.6	12.0	7.8	64.9	100.0
Manisa	8.1	26.6	39.3	23.7	1.0	1.2	100.0
Mardin	36.8	9.5	3.7	.0	.0	50.0	100.0
Mersin	7.2	18.5	40.8	14.8	2.5	16.2	100.0
Muğla	13.3	10.6	17.0	10.7	7.2	41.0	100.0
Ordu	8.1	18.7	25.9	26.6	12.9	7.8	100.0
Sakarya	11.2	12.3	16.4	18.9	13.0	28.1	100.0
Samsun	4.2	10.6	55.8	17.3	12.2	.0	100.0
Şanlıurfa	5.7	17.2	31.9	21.0	5.2	18.9	100.0
Tekirdağ	11.3	15.5	23.6	18.2	19.1	12.4	100.0
Trabzon	20.3	25.2	17.7	21.5	7.4	8.0	100.0
Van	27.7	9.4	16.5	20.8	1.3	24.4	100.0
Total	10.2	12.2	26.1	24.3	9.2	17.9	100.0

4.5.6. Home Care – Cleaning services

164. 21,2% of citizens express that they are *dissatisfied or very dissatisfied* with home care – cleaning services and 32,1% said they are *satisfied or very satisfied*. The rate of those who have no opinion about home care-cleaning services is 21,2%.

Figure 27 Total satisfaction with home care-cleaning services

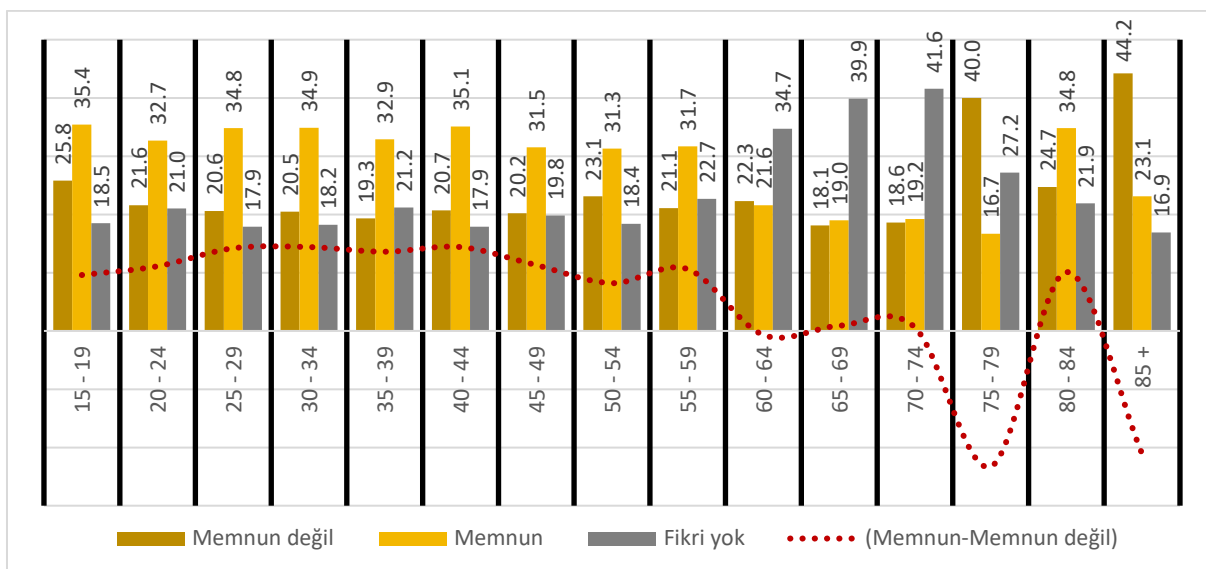


Şekil 27	Figure 27
Hiç memnun değilim	Very dissatisfied
Memnun değilim	Dissatisfied
Orta derecede memnunum	Neither satisfied nor dissatisfied
Memnunum	Satisfied
Çok memnunum	Very satisfied

Fikrim yok/Bilgim yok	No opinion
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165. Considering satisfaction with home care – cleaning services by *gender*, it is observed that there is not a significant difference. While 32.6% of women said that they are satisfied/very satisfied, this rate is 31.5% for men. On the other hand, age does not make any difference in satisfaction. With regard to the results, the rate of those who have no opinion about this service increases after the age of 55 years. Satisfaction with these services also decreases as getting older. As indicated in the following table and figure, the rate of those who are dissatisfied beginning from 60 years of age is more than the rate of those who are satisfied.

Figure 28 Satisfaction with home care-cleaning services by age



Şekil 28	Figure 28
Memnun değil	Dissatisfied
Memnun	Satisfied
Fikri yok	No opinion
(Memnun-Memnun değil)	(Satisfied-Dissatisfied)

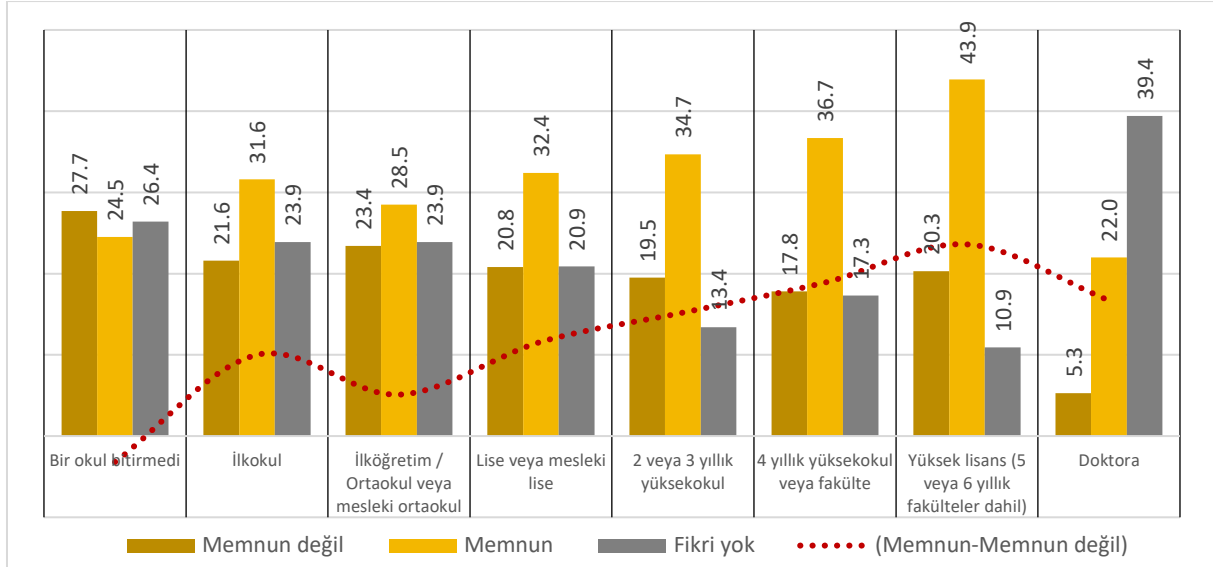
166. Satisfaction with *home care-cleaning services* varies by *educational level*. According to the data (Table 25), the rate of total satisfaction in college-graduates is at the highest level with 43.9%. This group is followed by Bachelor’s Degree holders with 36.7%. The group of those who have never finished any school has the lowest satisfaction level with 27.7%. As it is seen in the following figure (Figure 29), the educational group of Master’s Degree has the highest satisfaction rate.

Table 34 Satisfaction with home care-cleaning services by educational level

	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied	No opinion	Total
Not finished a school	16.7	11.0	21.4	19.0	5.5	26.4	100.0
Elementary school	10.7	10.9	22.7	24.0	7.6	23.9	100.0
Middle school or vocational middle school	12.5	10.9	24.2	19.8	8.7	23.9	100.0
High school or vocational high school	9.0	11.8	25.9	24.0	8.4	20.9	100.0
Associate Degree (2- or 3-year college)	6.9	12.6	32.4	24.1	10.6	13.4	100.0

Bachelor's Degree (4-year)	6.4	11.4	28.3	27.9	8.8	17.3	100.0
Master's Degree (including Bachelor's with 5 or 6 years)	8.0	12.3	25.0	30.4	13.5	10.9	100.0
Doctorate	5.3	.0	33.2	.0	22.0	39.4	100.0
Total	9.8	11.4	25.6	23.7	8.4	21.1	100.0

Figure 29 Satisfaction with home care-cleaning services by educational level



Şekil 29	Figure 29
Bir okul bitirmedi	Not finished a school
İlkokul	Elementary school
İlköğretim / Ortaokul veya mesleki ortaokul	Middle school or vocational middle school
Lise veya mesleki lise	High school or vocational high school
2 veya 3 yıllık yüksekokul	Associate Degree (2- or 3-year college)
4 yıllık yüksekokul veya fakülte	Bachelor's degree (4-year)
Yüksek lisans (5 veya 6 yıllık fakülteler dahil)	Master's degree (including Bachelor's with 5 or 6 years)
Doktora	Doctorate
Memnun değil	Dissatisfied
Memnun	Satisfied
Fikri yok	No opinion
(Memnun-Memnun değil)	(Satisfied-Dissatisfied)

167. Satisfaction with *home care-cleaning services* is indicated in the following table (Table 36) at provincial level. Accordingly, Malatya has the lowest satisfaction level in total with 46.4%; it is followed by Van with 42% and Balıkesir with 40.2%. The provinces that includes the highest rate of those who express they are satisfied/very satisfied are Denizli with 56.7%, Kocaeli with 43.7% and Ankara with 43.4%.

Table 35 Satisfaction with home care-cleaning services at provincial level

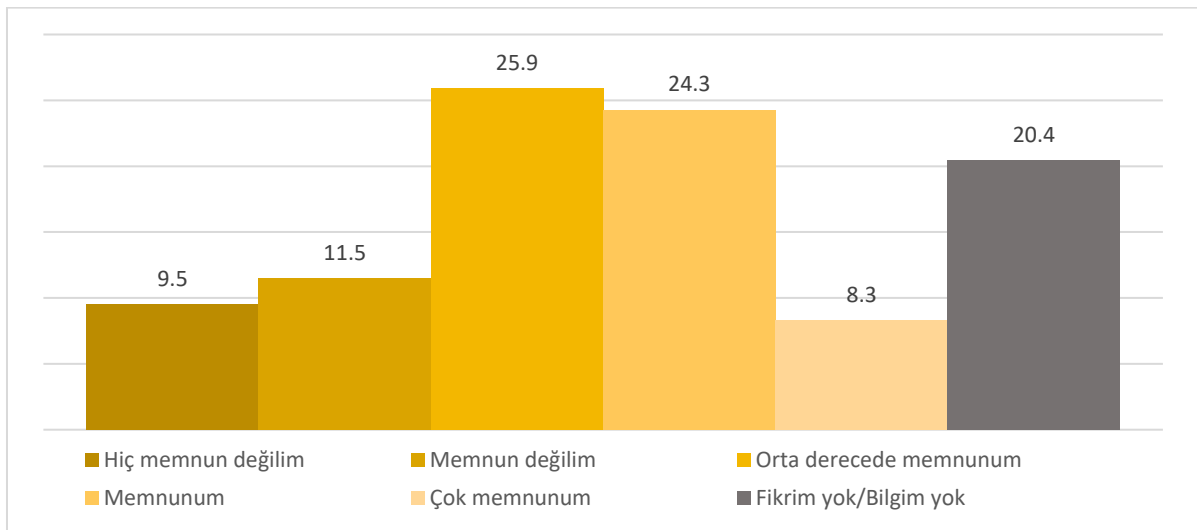
	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied	No opinion	Total
Adana	2.2	19.4	32.0	30.7	7.3	8.3	100.0
Ankara	8.4	12.0	31.6	34.7	8.7	4.5	100.0
Antalya	8.2	10.6	34.1	28.2	7.1	11.8	100.0
Aydın	7.9	12.0	20.0	27.4	14.1	18.6	100.0
Balıkesir	31.3	8.9	11.0	8.7	5.5	34.6	100.0
Bursa	20.6	15.0	17.0	15.7	9.9	21.8	100.0

Denizli	13.9	3.6	7.2	47.1	9.6	18.6	100.0
Diyarbakır	7.8	9.0	2.4	2.4	.0	78.4	100.0
Erzurum	22.8	13.9	19.5	18.8	3.5	21.4	100.0
Eskişehir	9.8	18.3	37.9	23.8	2.4	7.8	100.0
Gaziantep	4.2	8.9	10.4	21.7	10.4	44.2	100.0
Hatay	13.5	9.7	8.8	27.1	10.6	30.2	100.0
Istanbul	8.4	10.2	29.2	27.6	11.8	12.9	100.0
Izmir	5.6	3.6	11.3	14.8	3.8	60.8	100.0
Kahramanmaraş	8.5	12.8	15.5	26.3	12.5	24.4	100.0
Kayseri	5.3	10.4	62.4	7.9	.0	14.0	100.0
Kocaeli	5.0	11.9	29.5	29.4	14.3	9.9	100.0
Konya	10.4	13.7	28.5	30.8	7.0	9.5	100.0
Malatya	3.0	6.1	9.8	11.2	3.9	66.1	100.0
Manisa	8.1	28.1	40.9	19.6	1.1	2.1	100.0
Mardin	38.8	7.6	2.7	.7	.0	50.2	100.0
Mersin	7.1	12.8	39.4	13.7	4.5	22.4	100.0
Muğla	12.1	10.0	14.8	12.7	7.8	42.6	100.0
Ordu	9.5	12.5	27.2	32.3	9.9	8.6	100.0
Sakarya	12.7	9.9	19.0	15.0	10.9	32.5	100.0
Samsun	5.0	4.3	60.7	18.7	11.2	.0	100.0
Şanlıurfa	5.8	16.0	26.8	26.1	4.3	21.0	100.0
Tekirdağ	8.6	13.3	20.3	24.1	20.8	12.9	100.0
Trabzon	18.8	27.5	19.3	19.6	6.1	8.8	100.0
Van	26.3	15.7	11.9	14.2	.4	31.5	100.0
Total	9.8	11.4	25.6	23.7	8.4	21.1	100.0

4.5.7. Home delivery for healthcare services

168. While 21% of the citizens express that they are satisfied and very satisfied with home delivery for healthcare services, 32.6% say that they are dissatisfied or very dissatisfied and 34.3% express that they are neither satisfied nor dissatisfied with these services. One fifth of the respondents that is 20.4% are not aware of such service.

Figure 30 Satisfaction with home delivery for healthcare services

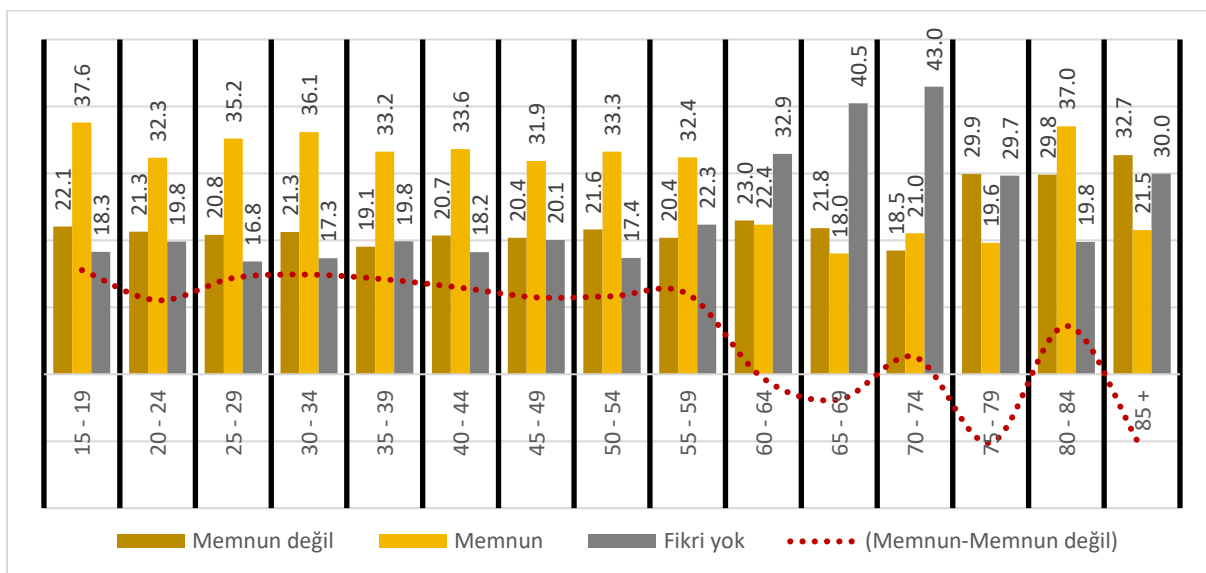


Şekil 30	Figure 30
Hiç memnun değilim	Very dissatisfied
Memnun değilim	Dissatisfied
Orta derecede memnunuz	Neither satisfied nor dissatisfied
Memnunuz	Satisfied

Çok memnunuz	Very satisfied
Fikrim yok/Bilgim yok	No opinion

169. Home delivery for healthcare services mainly focus on the elderly and PWDs. Considering satisfaction by age, a significant percentage of the elderly that varies between 29.7% and 43%, is not informed about this service. The elderly are *dissatisfied with* home delivery for healthcare services at a high level.

Figure 31 Satisfaction with home delivery for healthcare services by age



Şekil 31	Figure 31
Memnun değil	Dissatisfied
Memnun	Satisfied
Fikri yok	No opinion
(Memnun-Memnun değil)	(Satisfied-Dissatisfied)

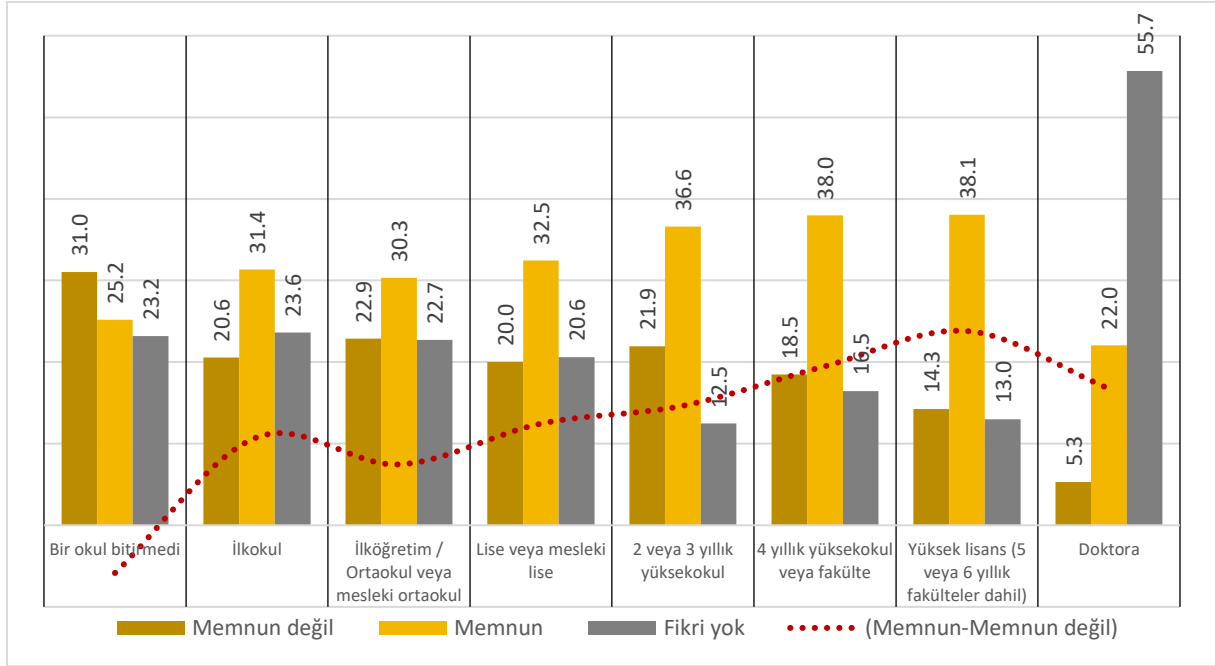
170. Considering satisfaction with home delivery for healthcare services by educational level, it is observed that as the educational level increases, satisfaction also increases. It takes attention here that 55.7% of those in the educational level of doctorate are not aware of this service.

Table 36 Satisfaction with home delivery for healthcare services by educational level

	Home delivery for healthcare services (Municipality)						Total
	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied	No opinion	
Not finished a school	17.3	13.8	20.6	19.2	6.0	23.2	100.0
Elementary school	10.6	10.0	24.4	22.2	9.2	23.6	100.0
Middle school or vocational middle school	11.2	11.7	24.1	22.7	7.7	22.7	100.0
High school or vocational high school	8.6	11.4	26.9	24.7	7.7	20.6	100.0
Associate Degree (2- or 3-year college)	8.0	13.9	29.0	26.3	10.3	12.5	100.0
Bachelor's Degree (4-year)	7.0	11.5	27.1	28.6	9.3	16.5	100.0
Master's Degree (including Bachelor's with 5 or 6 years)	4.0	10.2	34.7	26.2	11.8	13.0	100.0
Doctorate	5.3	.0	17.0	.0	22.0	55.7	100.0

Total	9.5	11.5	25.9	24.3	8.3	20.4	100.0
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Figure 32 Satisfaction with home delivery for healthcare services by educational level



Şekil 32	Figure 32
Bir okul bitirmedi	Not finished a school
İlkokul	Elementary school
İlköğretim / Ortaokul veya mesleki ortaokul	Middle school or vocational middle school
Lise veya mesleki lise	High school or vocational high school
2 veya 3 yıllık yüksekokul	Associate Degree (2- or 3-year college)
4 yıllık yüksekokul veya fakülte	Bachelor's degree (4-year)
Yüksek lisans (5 veya 6 yıllık fakülteler dahil)	Master's degree (including Bachelor's with 5 or 6 years)
Doktora	Doctorate
Memnun değil	Dissatisfied
Memnun	Satisfied
Fikri yok	No opinion
(Memnun-Memnun değil)	(Satisfied-Dissatisfied)

171. Considering home delivery for healthcare services at provincial level, the provinces with the lowest total satisfaction levels are Mardin, Diyarbakır and Kayseri. On the other hand, Denizli, Kocaeli and Ankara have the highest satisfaction levels.

Table 37 Satisfaction with home delivery for healthcare services at provincial level

	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied	No opinion	Total
Adana	5.7	16.4	33.8	31.0	6.8	6.3	100.0
Ankara	7.3	13.8	29.0	34.0	11.1	4.8	100.0
Antalya	8.5	10.7	35.2	27.9	5.8	11.8	100.0
Aydın	12.7	11.3	18.9	21.1	15.8	20.2	100.0
Balıkesir	27.2	9.1	13.0	9.8	7.1	33.8	100.0
Bursa	20.3	16.1	17.5	18.2	7.9	20.0	100.0
Denizli	10.0	3.5	6.6	53.1	9.3	17.7	100.0

Diyarbakır	14.5	10.6	4.9	2.4	.0	67.6	100.0
Erzurum	23.3	10.6	21.2	21.2	4.5	19.2	100.0
Eskişehir	12.0	19.1	33.6	24.8	3.9	6.6	100.0
Gaziantep	5.3	8.9	11.1	23.5	9.2	42.0	100.0
Hatay	13.2	8.6	11.3	27.4	12.4	27.0	100.0
Istanbul	7.5	9.5	30.2	29.6	11.0	12.1	100.0
Izmir	6.4	3.1	12.4	13.1	2.3	62.7	100.0
Kahramanmaraş	6.8	17.7	15.8	26.9	11.4	21.5	100.0
Kayseri	4.3	11.2	61.7	8.1	.0	14.7	100.0
Kocaeli	5.1	10.5	29.5	33.9	13.0	8.1	100.0
Konya	8.9	14.6	26.4	30.1	9.4	10.6	100.0
Malatya	2.6	7.3	8.9	12.1	3.4	65.7	100.0
Manisa	7.5	25.6	45.4	18.3	1.0	2.1	100.0
Mardin	34.2	9.4	4.0	.5	.0	52.0	100.0
Mersin	6.3	14.8	39.3	15.8	2.9	20.8	100.0
Muğla	12.6	10.5	16.3	12.8	6.1	41.7	100.0
Ordu	7.4	14.9	26.7	29.1	12.7	9.1	100.0
Sakarya	10.5	15.5	14.7	18.1	11.0	30.2	100.0
Samsun	3.5	6.2	61.7	16.8	11.7	.0	100.0
Şanlıurfa	5.3	17.8	23.8	25.4	6.0	21.6	100.0
Tekirdağ	9.0	13.4	24.6	21.9	18.8	12.3	100.0
Trabzon	21.4	23.4	19.7	17.6	8.7	9.2	100.0
Van	24.5	8.2	15.7	19.5	.0	32.1	100.0
Total	9.5	11.5	25.9	24.3	8.3	20.4	100.0

5. SATISFACTION OF DISADVANTAGED GROUPS WITH SERVICES

172. When considered general results, as previously expressed, the services that citizens are least satisfied with are respectively social aids, services for PWDs, home care services, home delivery for healthcare services, services for women, child services, educational services and services for the elderly. It is seen that as not being limited to disadvantaged groups, particularly social services alleviating the disadvantage constitute the service category with the lowest satisfaction level.
173. It is important for service planning and presentation to reveal who is not satisfied with services and why. To this end, satisfaction relating to the implementation of social services is generally examined by age, gender and educational level in the previous chapter. It is concluded that age and gender are not significant variables for satisfaction.
174. On the other hand, in the present chapter, the opinions-satisfaction levels of women, the youth in disadvantage, the elderly and PWDs which constitute the target group of the present study are examined relating to the services. It is also examined who use services for these groups and who are the main beneficiaries.

5.1. Women

175. Lack of income, being involved in employment or not and educational level are the leading factors that determine whether women are in disadvantage or not. Analyses for women are conducted on the basis of these three variables and age. It is emphasized on 1) the impact of these variables 1) on service utilization and 2) satisfaction. Before proceeding to the satisfaction, it will be useful to examine the data of income, education and employment for women.

More than one third of interviewed women, which is 34.5%, do not have personal income that belongs to them. This rate is 13.5% for men.

Table 38 Personal income status by gender

Level of Personal Income	Women	Men	Total
None	34.5	13.5	23.7
Minimum Wage	25.1	31.0	28.2
More than minimum wage	40.4	55.4	48.2
2030-4000	30.9	40.6	35.9
4001-6000	6.7	9.7	8.2
6001-8000	1.9	3.4	2.7
8001-10000	.1	.6	.4
10000 TL and more	.8	1.2	1.0
Total	100.0	100.0	100.0

When considered by educational level, educational level of 41% of women is at high school or lower and this rate is 36% for men. The rate of high school graduates is 37.6% for women, which is higher than other educational levels.

Table 39 Educational level by gender

Educational level	Women	Men	Total
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Not finished a school	8.7	4.4	6.5
Elementary school	13.7	19.5	16.7
Middle School	18.6	12.1	15.3
High school or vocational high school	37.6	41.6	39.6
Associate Degree (2- or 3-year college)	6.4	5.9	6.2
Bachelor's Degree	13.4	14.7	14.1
Master's Degree	1.5	1.6	1.6
Doctorate	0.1	0.1	0.1
Total	100	100	100

Data for employment by gender is indicated in Table 41. Accordingly, while 40.8% of women are employed, this rate is 72.3% for men. 37.5% of women express that they are housewives.

Table 40 Employment status by gender

	Women	Men	Total
Employed	40.8	72.3	57.0
Unemployed, looking for job	10.6	11.7	11.2
Housewife	37.5	-	18.2
Other (retired, with disability and unable to work etc.)	3.2	6.0	4.6
Unknown	7.9	10.0	8.9
Total	100	100	100

176. Before proceeding to satisfaction analysis, it is indicated whether gender has a role in service utilization or not. Accordingly, neighbourhood bazaar is the service which is used the most both by women and men. 15.5% of women and 19.5% of men expressed that they have never used neighbourhood bazaars.
177. The utilization rates of parks and green spaces are close to each other for women and men. Men use sports and cultural centres a little more than women. While 18.8% of men are frequent users (every day or a few times a week) for sports centres, this rate is 16% for women.
178. On the other hand, there is a significant difference in the use of playgrounds. While the rate of frequent users is 15.6% for women, this rate is 5.3% for men. While 46.3% of women never use playgrounds, this rate is 70% for men. The fact that childcare is under women's responsibility and gender-based role models bring together that playgrounds are used by women and men in different frequencies.
179. Even if utilization of summer sports schools for youth is low in both genders, it is more than 2 times for women when compared to men. When compared to men, women also have a higher rate of utilization for youth centres, child centres, vocational courses and hobby courses. The results indicate that presentation of these services are more women-oriented and involve men in a more restricted way. High level of employment for men and the quality of services offered in these centres have been effective in receiving these results.

Table 41 Relation between service utilization and gender

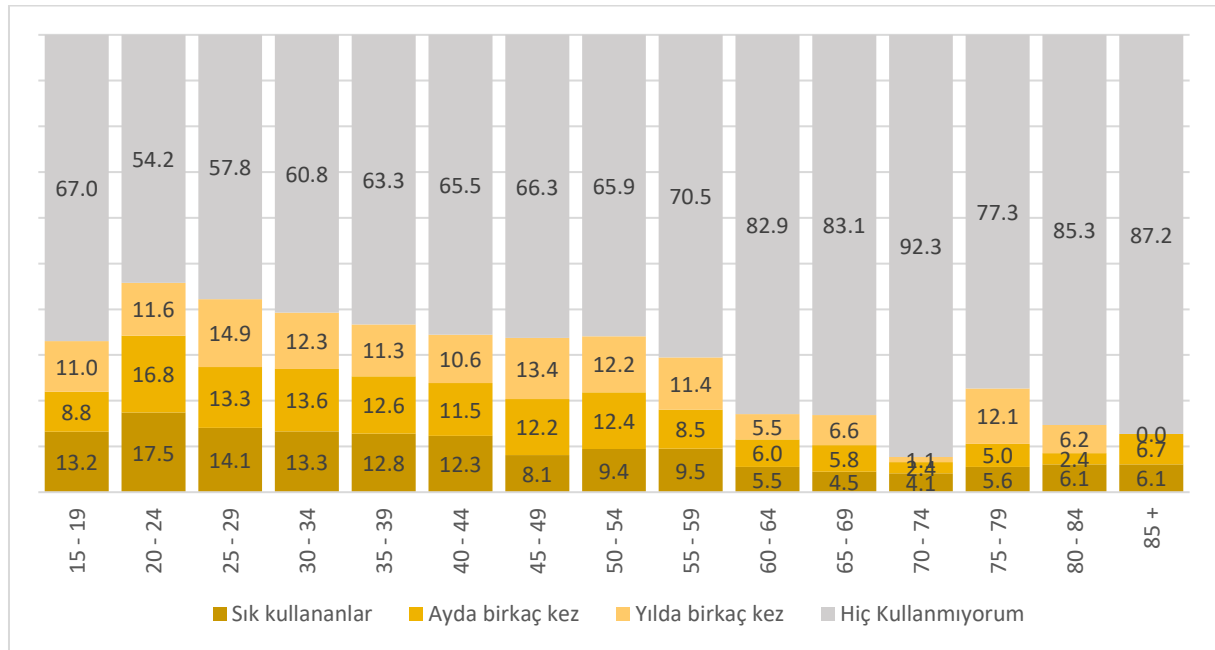
	Women	Men
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	Frequent users	A few times a month	A few times a year	Never Used	Frequent users	A few times a month	A few times a year	Never Used
Public Transports	66.0	23.7	6.0	4.3	65.3	20.4	8.3	6.1
Neighbourhood bazaars	42.8	31.6	10.1	15.5	38.2	31.2	11.1	19.5
Parks	33.0	34.9	15.6	16.5	32.5	34.9	13.9	18.7
Green spaces	31.0	36.6	16.0	16.4	34.1	34.8	14.3	16.9
Sports centres	16.0	20.8	16.1	47.0	18.8	22.6	17.5	41.0
Cultural centres	12.7	24.1	23.0	40.1	14.0	24.6	23.6	37.7
Municipal buildings	10.2	20.5	38.6	30.7	11.9	20.8	37.5	29.8
Playgrounds	15.6	19.7	18.3	46.3	5.3	6.9	17.8	70.0
Summer sports schools for youth	8.8	9.1	8.0	74.1	3.6	5.3	6.0	85.1
Women Counselling Centres	12.1	12.3	11.6	64.0				
Other centres for women	11.9	12.2	11.6	64.3				
Hobby courses	9.4	13.5	14.1	63.0	.5	.5	1.9	97.2
Youth centres	5.8	8.9	15.8	69.5	2.4	4.4	12.1	81.1
Child centres	6.1	8.1	10.9	74.9	1.6	2.9	11.9	83.6
Vocational courses	6.5	12.5	16.4	64.5	.5	.8	1.6	97.2
Buildings of Governorships and provincial directorates	2.7	21.2	36.1	40.0	3.1	22.4	38.1	36.4
Summer sports centres for children	4.3	6.9	4.6	84.2	.5	.8	3.6	95.0
Bike ways	4.1	9.5	21.3	65.1	.0	.0	14.3	85.7
Courses for children	3.0	5.7	7.6	83.7	.7	3.5	7.0	88.7
Services for PWDs rehabilitation centres	1.0	1.3	1.3	96.4	1.0	1.3	.7	96.9
Care homes	.4	.5	9.9	89.2	.1	.5	9.7	89.7
Home care-cleaning services	.0	1.7	20.5	77.8	.0	.0	17.2	82.8

Which women are using Women Counselling Centres?

180. The utilization levels of Women Counselling Centres (WCC) by women are indicated in the following figure by age ranges. Accordingly, young women at 20-24 age range have higher utilization rate when compared to the others. This age group is followed by women in 25-29 and 30-34 age ranges. As age increases, utilization of WCCs decreases. Another point to be indicated is that even in age range of 20-24 with the highest utilization level, 54.2% of individuals have never used these centres.

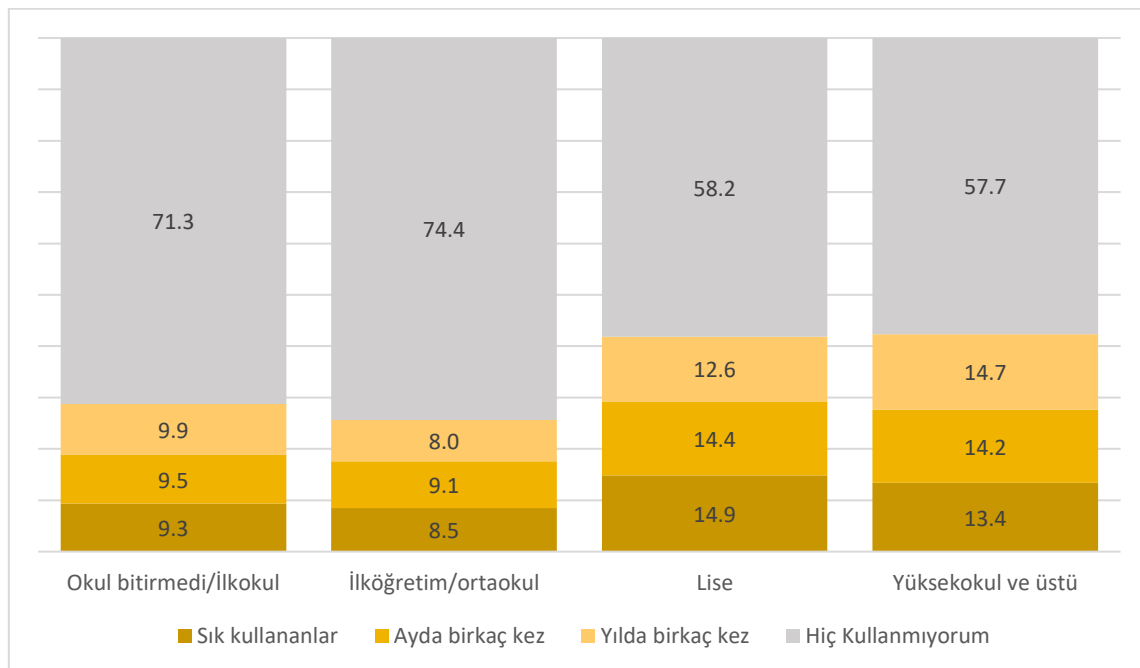
Figure 33 Utilization of Women Counselling Centres by age ranges of women



Şekil 33	Figure 33
Sık kullananlar	Frequent users
Ayda birkaç kez	A few times a month
Yılda birkaç kez	A few times a year
Hiç Kullanmıyorum	Never used

181. The rates of women to use WCCs and benefit from centres are indicated in the following figure by educational level (Figure 34). Accordingly, the group that benefits from WCCs the most involves high school graduates. They are followed by college and higher educational levels. It should be taken into consideration while evaluating that the rate of those who have never been to WCCs is considerably high as 58.2%.

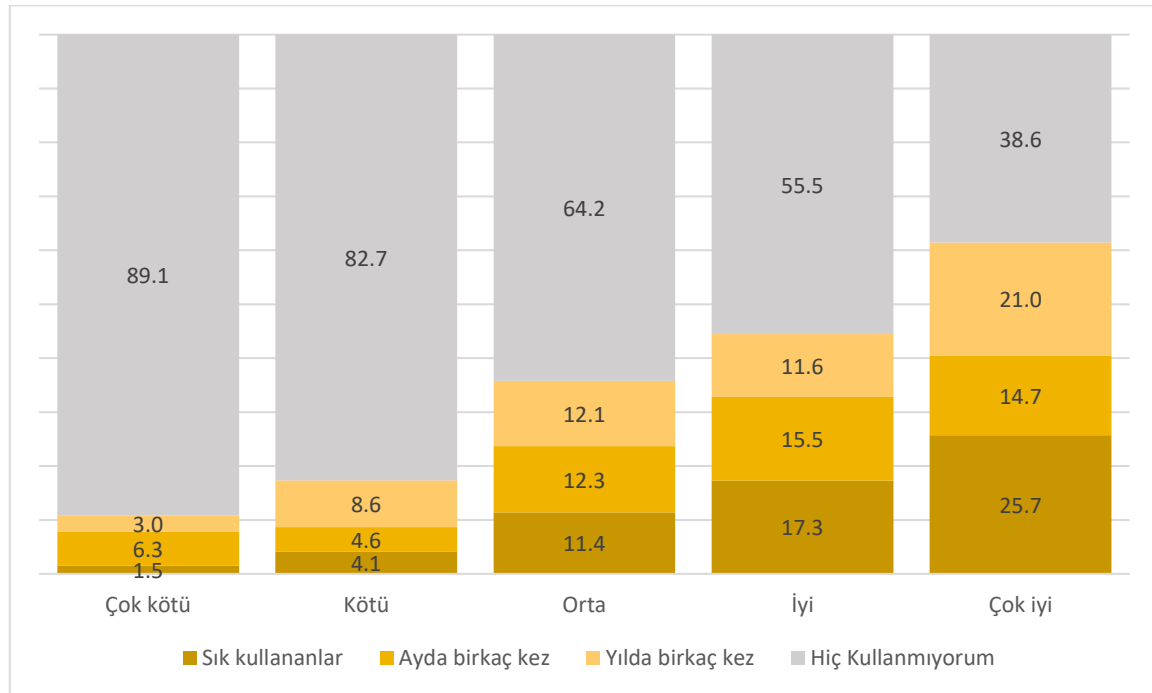
Figure 34 Utilization of Women Counselling Centres by educational levels of women



Şekil 34	Figure 34
Okul bitirmede/ilkokul	Not finished a school /Elementary school
İlköğretim/ortaokul	Elementary school/Secondary school
Lise	High school
Yüksekokul ve üstü	College or higher education
Sık kullananlar	Frequent users
Ayda birkaç kez	A few times a month
Yılda birkaç kez	A few times a year
Hiç Kullanmıyorum	Never used

182. The levels of women to use WCCs and benefit from centres are indicated in the following figure by economic status of the household. The group that uses WCCs and benefits from centres the most involve those who express economic status of the households as *very good*. This group is followed by those who express economic status of the households as *good*. While 38.6% of those who express economic status of the households as *very good* express that they have never used WCCs, this rate is 89.1% for those who express economic status of the households as *very bad*. Similarly, 82.7% of women who express economic status of the households as *bad* stated that they have never used centres. It is concluded that municipalities need to develop policies for those in economically disadvantaged positions to use WCCs.

Figure 35 Utilization of Women Counselling Centres by household perception of economic status of women



Şekil 35	Figure 35
Çok kötü	Very bad
Kötü	Bad
Orta	Average
İyi	Good
Çok iyi	Very good
Sık kullananlar	Frequent users
Ayda birkaç kez	A few times a month
Yılda birkaç kez	A few times a year
Hiç Kullanmıyorum	Never used

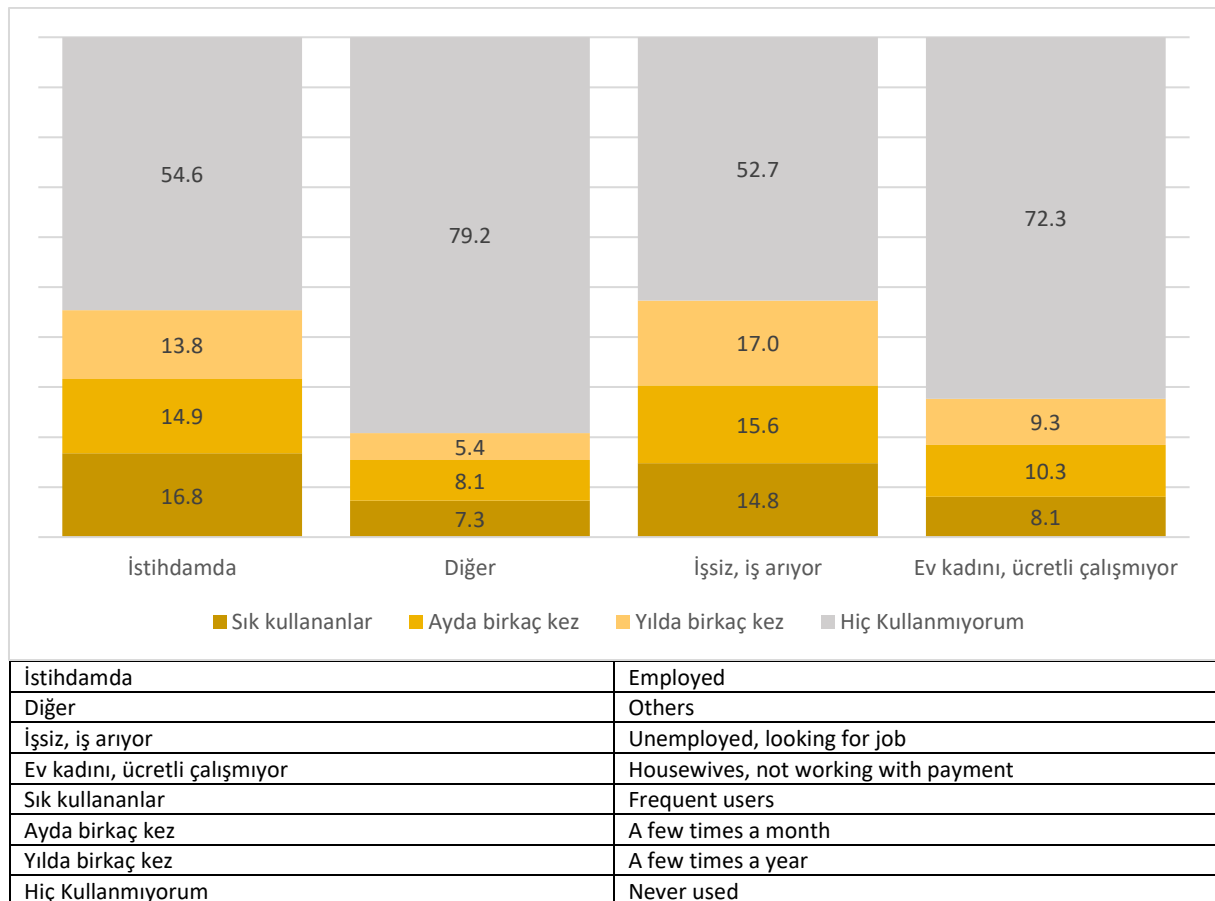
183. The levels of women to use WCCs and benefit from centres are indicated in the following table by their income status (Table 43). Although utilization level is low in both groups, while 51.2%

of women with income never use these centres, this rate is 62.7% for women without income. When we include those who express that they do not have such service in where they live, utilization level increases to 60% for women with income and to 71.8% for women without income.

Table 42 Utilization of Women Counselling Centres by personal income of women

Women							
	How often do you use Women Counselling Centres?						
	Almost every day	A few times a week	A few time a month	A few times a year	Never used	Do not have this service in where I live	Total
Without income	2.2	6.2	9.7	10.2	62.7	9.1	100.0
With income	4.0	10.1	13.6	12.3	51.2	8.8	100.0
Total	3.4	8.7	12.3	11.6	55.1	8.9	100.0

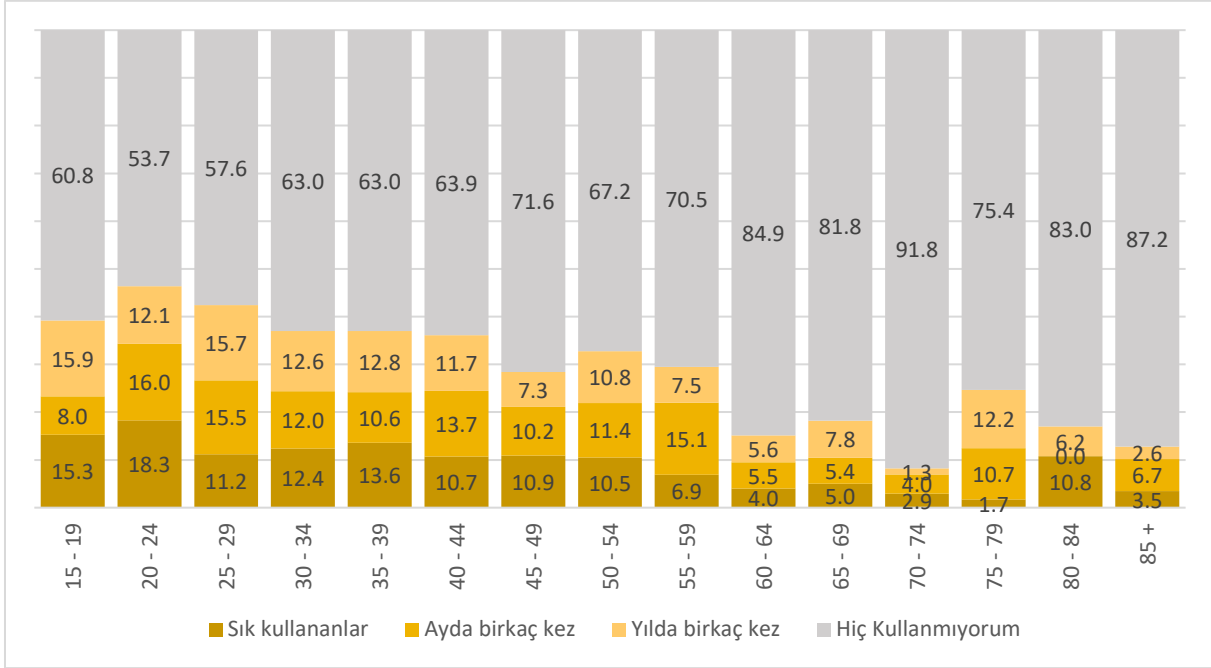
184. When examined the rates of women to use WCCs and benefit from centres by their employment status, even if utilization is low in both groups, women who are *employed* and women *who are unemployed-looking for job* more frequently use centres. Another striking point is that *housewives* have low rate of use for these centres. While 54.6% of women who are employed never use these services, this rate is 72.3% for housewives.



Are the other centres providing service for women used by which women (Women's Lounge etc.)?

185. Frequency of utilization of women’s lounges and similar centres is indicated in the following figure by age (Figure 36). According to the results, young women have a higher rate of utilization for these centres as in WCCs. The age range of 20-24 has the highest rate of utilization and it is followed by the age range of 25-29. It should be highlighted that even in these age ranges, more than 50% of individuals do not visit such centres.

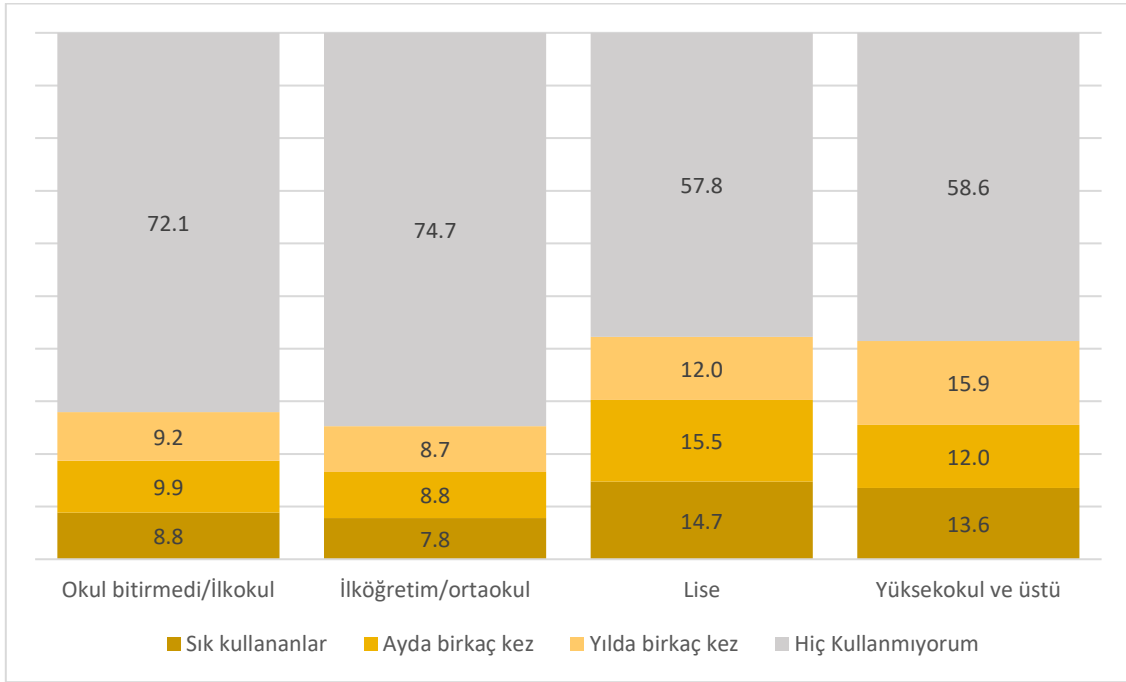
Figure 36 Frequency of use of women’s lounge by age



Şekil 36	Figure 36
Sık kullananlar	Frequent users
Ayda birkaç kez	A few times a month
Yılda birkaç kez	A few times a year
Hiç Kullanmıyorum	Never used

186. Considering the utilization of centres such as lounges for women etc. by educational level, it is concluded that high school graduates are those who most frequently use these centres as in WCCs. High school graduates are followed by university and higher educational levels. Approximately three out of four of women with an educational level lower than middle school graduate have never used these centres.

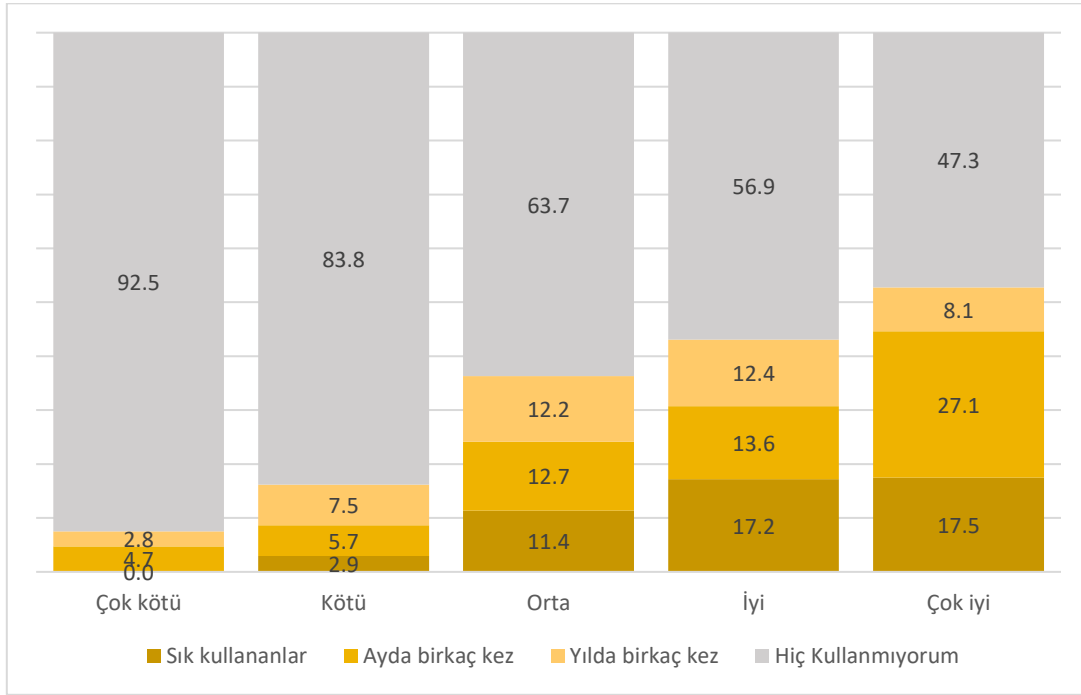
Figure 37 utilization of other services for women by educational level of women



Şekil 37	Figure 37
Okul bitirmedil/ilkokul	Not finished a school /Elementary school
İlköğretim/ortaokul	Elementary school/Secondary school
Lise	High school
Yüksekokul ve üstü	College or higher education
Sık kullananlar	Frequent users
Ayda birkaç kez	A few times a month
Yılda birkaç kez	A few times a year
Hiç Kullanmıyorum	Never used

187. It is indicated in the following table the rates of women to use other centres such as lounges for women etc. by the household perception of economic status. The group which uses there centres at the highest rate are those who define the economic status of the households as *very good*. 17.5% of women benefit from these centres almost every day and 27.1% use a few times a month. This group is followed by those who define the economic status of the households as *good*. 92.5% of women who define the economic status of the households as *very bad* have never used centres such as lounges etc. for women. Similarly, it is stated that 83.8% of women who define the economic status of the households as *bad* have never used these centres. There is need for municipalities to develop special policies for women in disadvantage.

Figure 38 Utilization of other centres for women (women's lounge etc.) by the household economic status



Şekil 38	Figure 38
Çok kötü	Very bad
Kötü	Bad
Orta	Average
İyi	Good
Çok iyi	Very good
Sık kullananlar	Frequent users
Ayda birkaç kez	A few times a month
Yılda birkaç kez	A few times a year
Hiç Kullanmıyorum	Never used

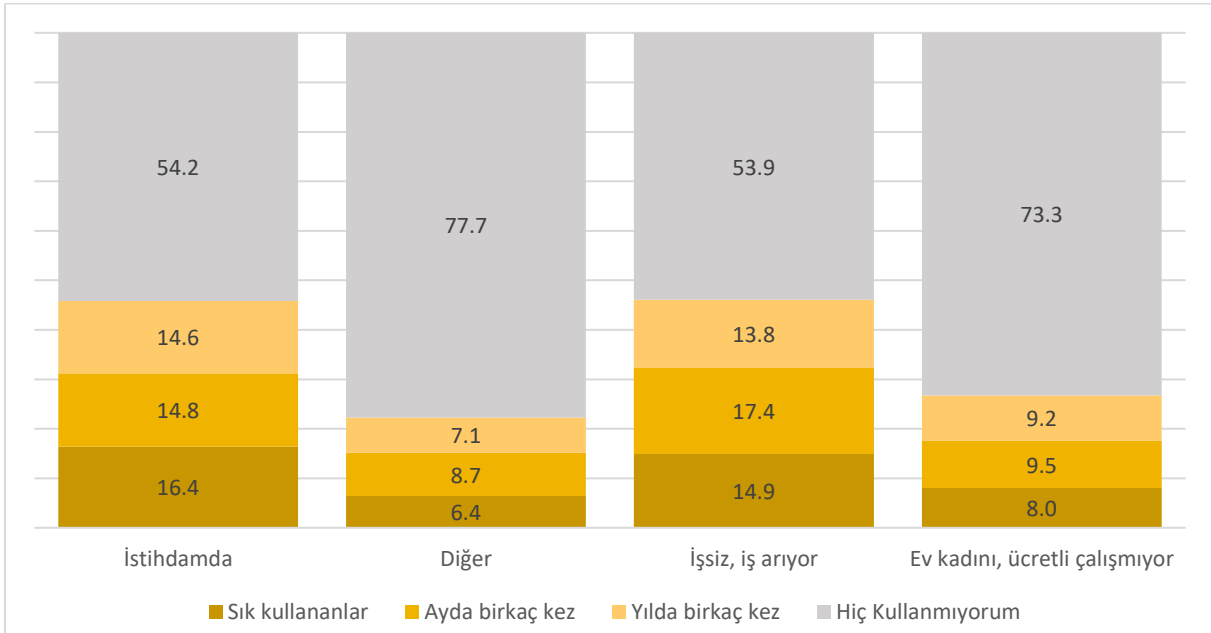
188. When assessed the utilization of other centres such as lounges etc. by women by income status, even if level of utilization is low in both groups, total rate is 72.4% for women without income who have never used this service and who express that they do not have this service in where they live. This rate is 61.1% for women with income.

Table 43 Utilization of other centres for women (women's lounge etc.) by income status

	How often do you use other centres for women (women's lounge etc.)?						Total
	Almost every day	A few times a week	A few time a month	A few times a year	Never used	Do not have this service in where I live	
Without income	2.5	5.8	9.6	9.7	62.8	9.6	100.0
With income	4.4	9.4	13.6	12.6	50.3	9.8	100.0
Total	3.7	8.1	12.2	11.6	54.6	9.7	100.0

189. The levels of women to use and benefit from centres such as lounges etc. for women are indicated in the following figure by employment status of women (Figure 39). Although the utilization is low in both groups, frequency of use of these centres is higher for women who are employed and who are unemployed and looking for job. Another striking point is that housewives have a lower rate of use for these centres. Almost three out of four of housewives have never used these centres.

Figure 39 Utilization of other centres for women (women's lounge etc.) by employment status

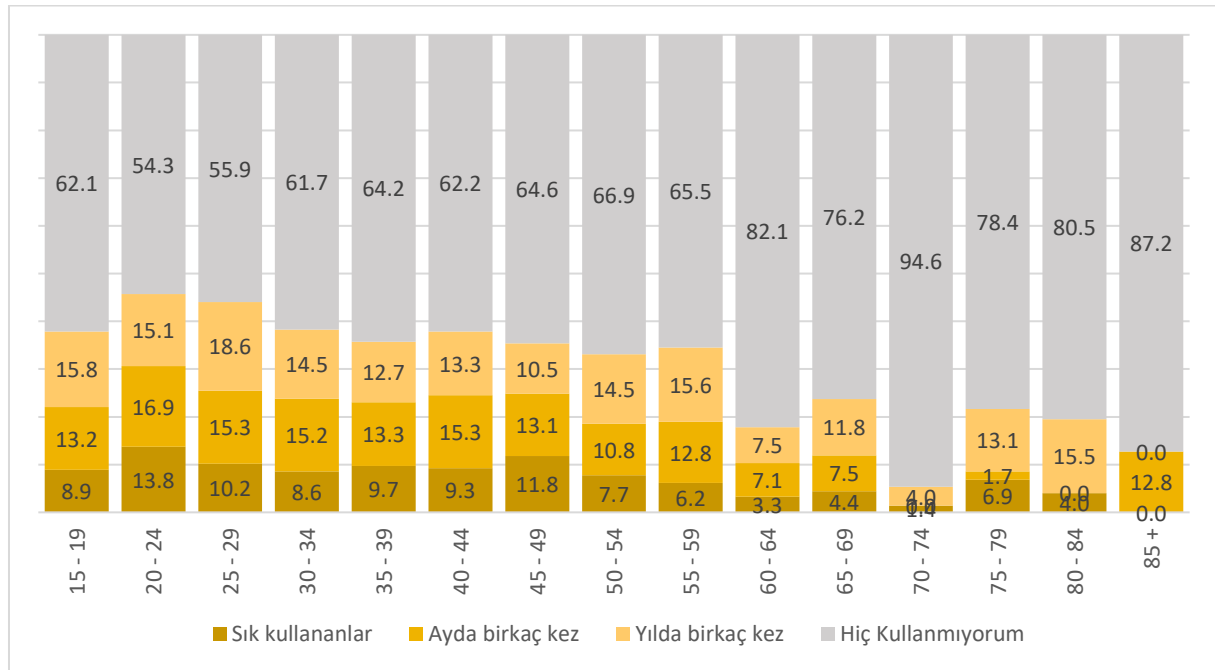


Şekil 39	Figure 39
İstihdamda	Employed
Diğer	Others
İşsiz, iş arıyor	Unemployed, looking for job
Ev kadını, ücretli çalışmıyor	Housewives, not working with payment
Sık kullananlar	Frequent users
Ayda birkaç kez	A few times a month
Yılda birkaç kez	A few times a year
Hiç Kullanmıyorum	Never used

Are the Hobby Courses of Municipalities and Public Education Centres used by which women?

190. It is also examined under the scope of the study that who benefit from hobby courses established by *Municipalities and Public Education Centres*. Accordingly, as in other services, young women in the age range of 20-29 have the highest rate of use by age and there is a balanced rate of use in the age range of 30-59.

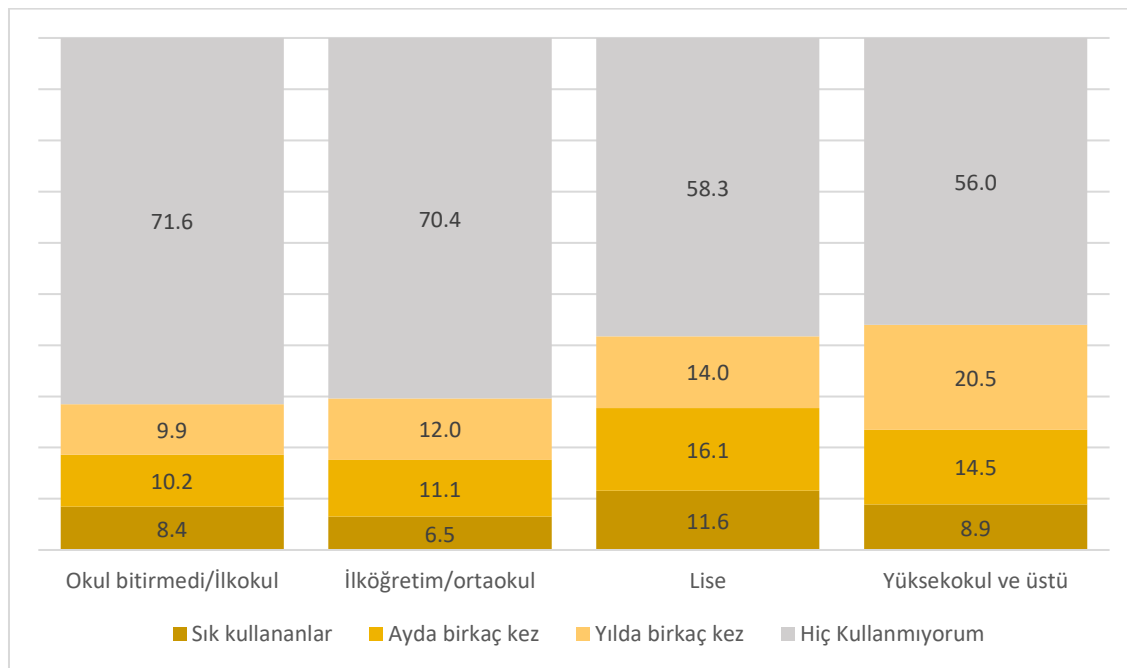
Figure 40 Level of utilization of hobby courses by women by age groups



Şekil 40	Figure 40
Sık kullananlar	Frequent users
Ayda birkaç kez	A few times a month
Yılda birkaç kez	A few times a year
Hiç Kullanmıyorum	Never used

191. As in other centres, women with higher educational levels benefit from hobby courses more. More than 70% of women at middle school and higher educational levels have never attended these courses. This rate is 56% for university graduates.

Figure 41 Level of utilization of hobby courses by women by educational level

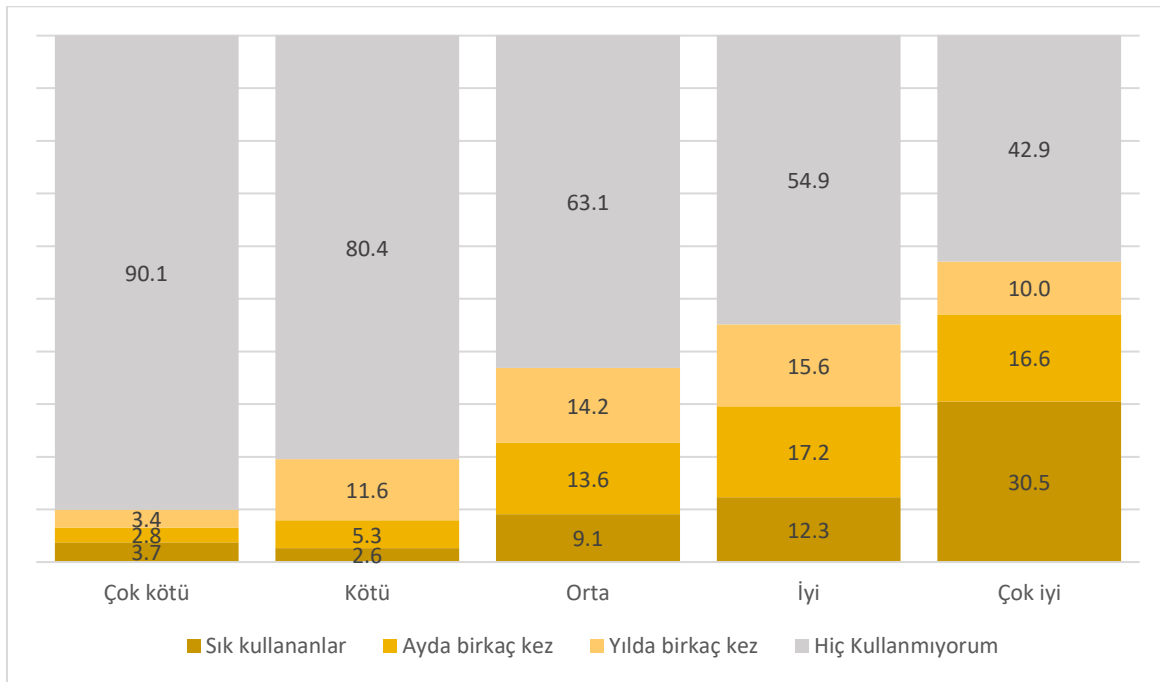


Şekil 41	Figure 41
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Okul bitirmedil/ilkokul	Not finished a school /Elementary school
İlköğretim/ortaokul	Elementary school/Secondary school
Lise	High school
Yüksekokul ve üstü	College or higher education
Sık kullananlar	Frequent users
Ayda birkaç kez	A few times a month
Yılda birkaç kez	A few times a year
Hiç Kullanmıyorum	Never used

192. Considering household perception of economic status, it is observed that women who define their economic status as *very good* more frequently participate in hobby courses. As the household perception of economic status, participation also decreases. 90.1% of women who expressed their economic status as *very bad* have never participated in these courses. This rate is 42.9% for those who define their situation as *very good*.

Figure 42 Level of utilization of hobby courses by women by household economic status



Şekil 42	Figure 42
Çok kötü	Very bad
Kötü	Bad
Orta	Average
İyi	Good
Çok iyi	Very good
Sık kullananlar	Frequent users
Ayda birkaç kez	A few times a month
Yılda birkaç kez	A few times a year
Hiç Kullanmıyorum	Never used

193. 59.1% of women with income and 70.6% of women without income have never participated in any course provided by Municipalities and Public Education Centres.

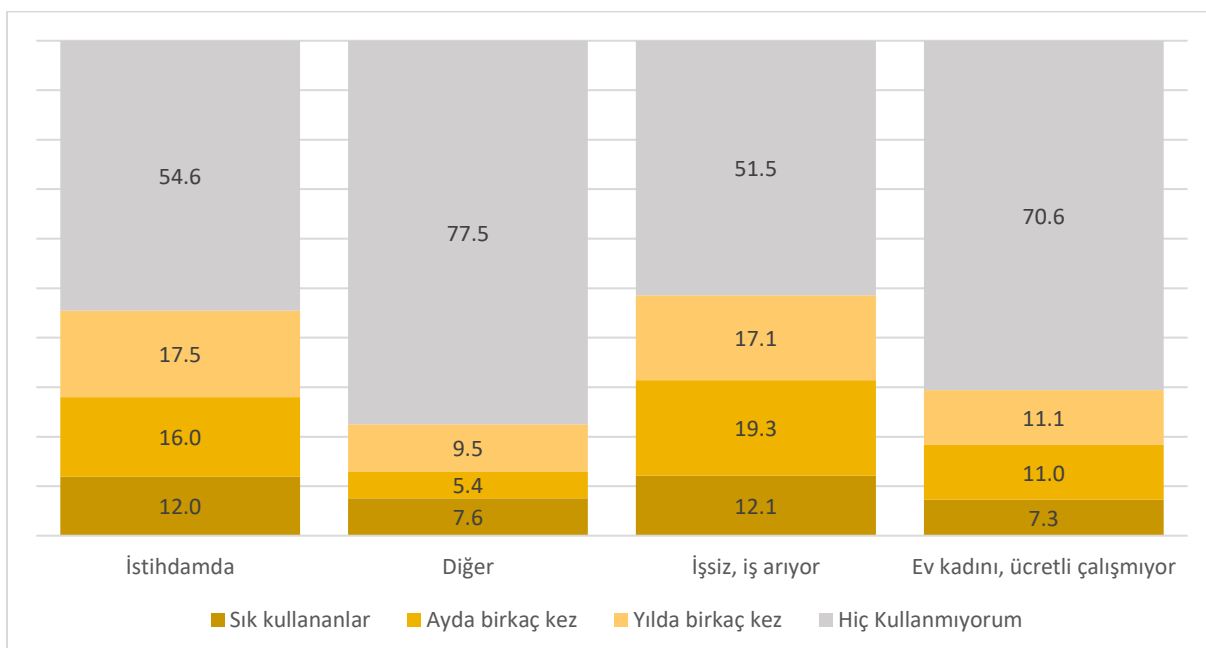
Table 44 Level of utilization of hobby courses by women by income status

	How often do you use Municipal courses such as Hobby courses-Public Education Centres?						
	Almost every day	A few times a week	A few time a month	A few times a year	Never used	Do not have this service in where I live	Total

Without income	2.5	4.8	10.1	12.1	60.4	10.2	100.0
With income	3.4	7.1	15.3	15.1	46.5	12.6	100.0
Total	3.0	6.3	13.5	14.1	51.3	11.7	100.0

194. As in other services, hobby courses are used by women who are employed and who are unemployed and looking for job. The level of utilization by housewives is considerably low when compared to other groups.

Figure 43 Level of utilization of hobby courses by women by employment status



Şekil 43	Figure 43
İstihdamda	Employed
Diğer	Others
İşsiz, iş arıyor	Unemployed, looking for job
Ev kadını, ücretli çalışmıyor	Housewives, not working with payment
Sık kullananlar	Frequent users
Ayda birkaç kez	A few times a month
Yılda birkaç kez	A few times a year
Hiç Kullanmıyorum	Never used

195. The data indicate that vocational training courses for adults are used by young women more than middle-aged women, by employed women more than the unemployed, by women with income more than women without income and by women who have educational level of high school or higher more than educational level of middle school and lower.

196. When these results are assessed as a whole, it is concluded that there is need for municipalities to conduct studies to provide women who are less educated, without income, in economic poverty and not employed to benefit from services more.

5.1.1. Satisfaction with services for women who have and without income

197. It is indicated in the following table the satisfaction with service for women who do not have personal income (Table 46). Accordingly, even if there is not a significant difference,

satisfaction level of women with income for social services is higher for women without income.

- Even if there is not a significant difference, satisfaction level for parks and green spaces is higher for women without income.
- Women with income have higher *satisfaction* when compared to women without income in playgrounds, sports centres; social aids, services for PWDs, child services, youth services, services for women, services for the elderly, home care-cleaning services, hobby courses and vocational training courses. While satisfaction rate of women with income is 35.4% for services for women, this rate is slightly lower as 33.3% for those without income. In general, there is a small difference between satisfaction rates of both groups.
- While satisfaction rate of women without income is 64.7% for access to public transport services, this rate is 64.1% for women with income which is very close to each other. While satisfaction with pricing is 39.7% for those *without income*, it is 42.9% for *those with income*.
- Women without income have higher satisfaction for urban lighting and traffic regulations. While 54.3% of women without income are satisfied with urban lighting, this rate decreases to 49.3% for women with income. This result can be assessed along with utilization of urban spaces and ownership of private vehicle. While the rate of private vehicle use is 13.7% for women without income, this rate is 22.2% for women with income.
- Considering satisfaction with municipal employees, women with income have *higher* satisfaction with both drivers of municipality busses and social aid/social service workers when compared to those without income.
- When income and household economic status are assessed together, satisfaction rate is lower in all services without exception for women who define household economic status as bad and express that they do not have income.

Table 45 Satisfaction of women with services by income

	Women with income				Women without income			
	Satisfied	Dissatisfied	Neither sat. nor dissat.	No opinion	Satisfied	Dissatisfied	Neither sat. nor dissat.	No opinion
Access to public transport services	64.1	11.0	22.9	2.0	64.7	15.9	16.7	2.7
Pricing of public transport services	42.9	22.5	32.3	2.3	39.7	28.5	28.7	3.0
Condition of Sidewalks, roads, streets and buildings of neighbourhood	46.6	22.1	29.9	1.3	47.9	28.0	23.5	.6
Parks	49.8	22.1	25.5	2.7	50.0	24.1	23.3	2.6
Green spaces	42.3	23.4	31.9	2.3	45.5	24.0	27.4	3.1
Sports centres	39.0	22.4	25.1	13.5	37.2	23.2	20.9	18.7
Cultural services	40.7	22.8	23.8	12.7	37.4	22.0	22.6	18.0
Urban lighting	49.3	18.4	30.7	1.6	54.3	19.6	25.1	1.0
Playgrounds	44.5	22.7	26.4	6.4	42.7	24.0	23.3	10.1
Social aids	33.4	22.6	27.2	16.9	31.1	28.6	22.6	17.7
Services for PWDs	32.7	22.4	28.0	17.0	30.0	22.9	20.6	26.5
Child services	39.6	22.3	23.4	14.8	37.1	23.9	20.9	18.0
Youth services	38.9	21.4	24.3	15.4	37.4	22.5	20.6	19.5
Services for women	35.4	23.3	27.3	14.1	33.3	25.4	23.3	18.0
Services for the elderly	34.9	21.3	29.0	14.8	33.4	22.1	22.1	22.3
Home care- cleaning services	33.4	20.7	27.5	18.4	31.3	20.2	21.8	26.7
Hobby courses	41.6	20.8	22.6	15.0	36.5	21.7	20.5	21.3
Vocational courses	41.8	21.0	22.3	14.9	36.8	22.2	18.9	22.1
Traffic regulations	41.5	22.0	30.4	6.0	42.1	25.4	27.5	5.0
Drivers of municipality buses and transport	60.3	11.2	25.3	3.2	59.7	14.4	21.4	4.5
Municipal social service/support employees	49.1	11.8	25.9	13.1	44.3	12.5	21.3	21.9

5.1.2 Satisfaction of employed/unemployed women

198. It is indicated in the following table the service satisfaction of women who are employed and unemployed (Table 47). Accordingly, especially satisfaction with social service practices is higher for employed women.

- *Employed* women have *higher* satisfaction with parks, green spaces, playgrounds, sports centres, cultural services, urban lighting and traffic regulations when compared to *unemployed* women.
- When compared to unemployed women, satisfaction level of *employed* women is *higher* in terms of all social aids and social service practices including services for PWDs, child services, youth services, services for women, services for the elderly, home care-cleaning services, hobby courses and vocational training courses. While satisfaction rate of services for women is 36.2% for employed women, this rate is 29% for unemployed women. Satisfaction rate of child services is 40.5% for employed women and 32.5% for the unemployed. Satisfaction rate of playgrounds in this group is respectively 44% and 42%.
- Along with the fact that satisfaction rates are considerably close to each other in Access to public transport services and pricing of these services, satisfaction rate is slightly higher for *unemployed* women. Access to public transport services is the only service with which unemployed women have higher satisfaction. It should be taken into consideration while interpreting this result that public transport is more used by employed women.
- Considering satisfaction with municipal employees, employed women have *higher* satisfaction with both drivers of municipality busses and social aid/social service workers when compared to unemployed women.
- When employment and household economic status are assessed together, satisfaction rate of services is lower for unemployed women who define household economic status as bad when compared to the other groups that are those who are employed and assess household economic status as good and average. Household economic status appears as a key factor in satisfaction.

Table 46 Satisfaction of women with services by employment

	Employed				Unemployed			
	Satisfied	Dissatisfied	Neither sat. nor dissat.	No opinion	Satisfied	Dissatisfied	Neither sat. nor dissat.	No opinion
Access to public transport services	64.2	12.8	20.7	2.2	64.6	12.1	20.9	2.5
Pricing of public transport services	41.5	24.7	31.4	2.4	42.8	24.2	30.0	3.0
Condition of Sidewalks, roads, streets and buildings of neighbourhood	47.4	24.0	27.5	1.0	45.8	24.7	28.2	1.2
Parks	49.8	23.1	24.5	2.6	49.8	21.8	25.5	2.9
Green spaces	43.9	23.5	30.1	2.6	41.8	24.2	31.4	2.6
Sports centres	39.7	22.7	23.8	13.7	33.5	22.4	23.3	20.7
Cultural services	40.8	22.3	23.7	13.2	35.2	23.3	22.0	19.6
Urban lighting	51.1	18.7	28.8	1.3	50.6	19.0	28.6	1.7
Playgrounds	44.4	24.0	25.1	6.5	42.0	20.2	26.0	11.9
Social aids	34.6	24.3	26.0	15.0	25.3	25.9	24.0	24.8
Services for PWDs	33.0	22.4	25.4	19.2	27.2	23.0	25.6	24.1
Child services	40.5	23.2	22.7	13.6	32.4	21.5	21.9	24.2
Youth services	39.7	21.9	23.6	14.9	33.8	21.3	21.2	23.7
Services for women	36.2	23.8	26.2	13.8	29.0	24.7	24.9	21.4
Services for the elderly	36.2	20.8	26.6	16.4	27.8	24.4	26.6	21.1
Home care- cleaning services	34.5	19.8	25.7	20.0	25.8	23.3	25.0	26.0
Hobby courses	41.0	20.8	22.9	15.3	35.4	22.3	18.2	24.1
Vocational courses	41.4	21.2	22.0	15.4	35.2	22.3	18.0	24.5
Traffic regulations	42.4	23.3	29.1	5.2	39.1	23.0	30.3	7.5
Drivers of municipality buses and transport	60.4	12.4	24.0	3.2	59.1	12.1	23.7	5.2
Municipal social service/support employees	47.8	11.5	24.8	15.9	46.1	14.2	22.6	17.0

5.1.3 Satisfaction of women by educational level

199. Satisfaction of women with services is indicated in the following table by educational level (Table 48). Accordingly, women with an educational level of high school or higher have higher satisfaction with social service practices when compared to women with an educational level of high school and lower.

- Women with an educational level of high school or higher have higher satisfaction with parks, green spaces, playgrounds, sports centres and cultural services when compared to women in other educational groups.
- When compared to women in other educational groups, women with *an educational level of high school or higher* have higher satisfaction with services for PWDs, child services, youth services, services for women, services for the elderly, home care-cleaning services, hobby courses and vocational training courses. While women with an educational level of elementary school and lower have higher satisfaction with services for women with 31.6%. this rate is 38.2% for those in university and higher educational level. Satisfaction level of child services for both of these groups are respectively 35.6% and 41.7%. While satisfaction rate of playgrounds is 39.9% in elementary school and lower educational level, this rate is 47.3% in university and higher educational levels.
- Satisfaction rate of access to public transport services and pricing of these services is higher for women with an educational level of high school and higher when compared to the other groups.
- Satisfaction with urban lighting and traffic regulations is higher for *women with an educational level of high school and lower*. As the educational level increases, use of private vehicle also increases. It is possible to assess satisfaction in traffic regulations in this respect.
- In all educational groups, satisfaction with drivers of municipality buses is higher than 50%. While the group with the lowest satisfaction level is university graduates with 55.6%, high school graduates have the highest satisfaction rate with 64.2%. High school and higher level of educational groups have higher satisfaction with social aid/social service workers when compared to the other groups.
- When household perception of economic status is assessed with education, satisfaction rate of women who define household economic status as *bad* and who have an educational level of elementary school and lower is lower when compared to women in the same educational group and who assess household economic status as *good* and *average*.

Table 47 Satisfaction of women with services by educational level

	Elementary school and lower educational level				Middle school				High School				University and higher educational level			
	Satisfied	Dissatisfied	Neither sat. nor dissat.	No opinion	Satisfied	Dissatisfied	Neither sat. nor dissat.	No opinion	Satisfied	Dissatisfied	Neither sat. nor dissat.	No opinion	Satisfied	Dissatisfied	Neither sat. nor dissat.	No opinion
Access to public transport services	63.0	16.0	18.1	2.9	58.8	17.1	19.9	4.2	68.0	9.2	21.3	1.5	63.9	11.5	23.3	1.3
Pricing of public transport services	40.7	29.0	26.8	3.5	37.3	26.7	32.1	3.9	42.4	21.5	34.1	1.9	45.7	23.5	29.3	1.5
Condition of Sidewalks. roads of neighbourhood	49.3	24.5	24.5	1.7	43.7	30.5	25.0	.7	48.5	20.9	29.8	.8	45.2	24.0	29.7	1.0
Parks	48.9	25.1	21.1	4.9	46.1	25.1	24.9	3.9	51.6	20.0	26.8	1.7	51.0	23.2	24.9	.9
Green spaces	43.1	23.9	28.3	4.7	38.7	25.9	32.1	3.4	46.1	21.1	31.1	1.7	43.3	25.8	29.8	1.2
Sports	34.9	23.0	19.1	23.0	31.5	23.9	21.0	23.6	42.0	21.0	26.5	10.5	41.6	24.1	25.9	8.3
Cultural services	34.7	22.1	19.4	23.8	30.2	23.0	24.6	22.2	43.0	22.9	24.3	9.8	46.7	21.9	24.8	6.6
Urban lighting	54.5	18.3	25.1	2.1	52.7	18.3	27.6	1.4	49.3	18.4	31.2	1.1	49.0	20.5	29.3	1.2
Playgrounds	39.9	25.3	21.4	13.4	40.5	25.5	25.2	8.8	45.9	19.9	27.6	6.6	47.3	24.6	25.4	2.6
Services for PWDs	29.8	19.7	21.7	28.9	26.0	23.5	23.5	27.0	34.8	21.8	27.1	16.3	33.6	25.9	28.1	12.5
Child services	35.9	23.2	18.8	22.1	32.8	25.8	19.2	22.2	41.7	20.5	25.5	12.3	41.7	24.1	24.1	10.1
Youth services	34.9	21.9	20.3	22.9	34.1	22.0	19.2	24.7	41.5	20.8	24.9	12.9	40.3	23.1	26.0	10.5
Services for women	31.6	24.1	23.0	21.4	27.8	27.2	24.5	20.5	37.8	22.4	26.8	12.9	38.2	23.8	28.6	9.3
Services for the elderly	33.0	22.3	22.8	22.0	31.1	23.1	25.2	20.6	35.6	20.0	28.8	15.6	36.7	22.4	27.8	13.2
Home care- cleaning services	30.4	19.8	22.7	27.2	27.3	21.4	25.1	26.2	35.5	20.7	25.7	18.1	34.6	20.4	28.5	16.5
Hobby courses	35.0	21.1	19.6	24.4	35.9	21.8	18.1	24.1	42.1	21.3	23.0	13.7	44.2	20.3	25.6	9.8
Vocational courses	35.1	22.9	17.6	24.4	35.4	21.5	18.9	24.2	42.5	20.6	23.0	13.9	44.8	21.5	23.4	10.3
Traffic regulations	43.4	22.6	26.4	7.5	41.5	22.4	27.1	9.0	41.2	22.5	32.0	4.3	41.1	25.7	29.8	3.4
Drivers of municipality buses and transport	61.1	15.0	19.4	4.5	55.8	15.1	22.3	6.8	64.2	9.7	23.8	2.3	55.6	11.9	30.3	2.3
Municipal social service/support employees	45.2	13.4	20.3	21.1	38.8	15.0	22.8	23.3	51.6	11.0	25.3	12.1	50.0	10.1	28.2	11.7

5.2. Youth

200. Employment and education are the key factor to determine being in disadvantage. There are 3 criteria used to express youth in disadvantage:

- Unemployed or Inactive
- Those who do not continue their education
- Aged 18-24

TURKSTAT assess youth unemployment for those aged 18-24 and 24-29. Regulations made to increase employment for women and youth centres on those aged 18-29 along with the Law No. 5763 amending the Labour Law and Other Laws. The regulation involves men older than 18 years and younger than 29 years and women older than 18 years. Labour force participation and unemployment data are assessed in 3 different age ranges as being 15-19, 20-24, 25-29 years. Considering municipalities, it is observed that youth services aim those aged 18-24. In the scope of the present study, 18 to 24 year olds are considered as fundamental analysis unit.

Youth in disadvantage do not refer to youth who is employed or in education process. On the other hand youth who are not in disadvantage are defined as those who are working and/or continue their education.

201. Gender-based distribution of youth aged 18-24 who are unemployed and not having education is indicated in the following table (Table 49). Accordingly, 18.3% of women are unemployed and looking for job. This rate increases to 42% when we include women who are expressed to be housewives and thus inactive. 20.8% of young men are unemployed and looking for job. This rate increases to 21.2% when we include those who are inactive. According to the above-listed criteria, 31.6% of youth aged 18-24 are involved in neither education nor employment and carry the risk of being in disadvantage.

Table 48 Youth in disadvantage

Age groups: 18-24									
	Women			Men			Total		
	In education	Not in education	Total	In education	Not in education	Total	In education	Not in education	Total
Employed	12.7	58.0	39.9	16.4	78.7	53.6	14.6	68.4	46.8
Inactive	4.1	.0	1.7	4.0	.4	1.9	4.1	.2	1.8
Unemployed, looking for job	80.0	18.3	42.9	79.6	20.8	44.5	79.8	19.6	43.7
Housewives, not working with payment	3.2	23.7	15.5	.0	.0	.0	1.6	11.8	7.7
Unknown	.0	.0	.0	.0	.0	.0	.0	.0	.0
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Considering the educational level of youth by disadvantage status, 74.2% of the youth in disadvantage have graduated from high school or vocational high school and 9.8% have education that is higher than high school. While 63.1% of youth who are not in disadvantage are high school or vocational high school graduate, 18.1% education beyond high school.

Table 49 Educational level of youth by disadvantage (graduated school)

	Disadvantaged (aged 18-24)	Not disadvantaged (aged 18-24)	Total
Not finished a school	1.8	1.3	1.4
Elementary school	7.4	5.8	6.1
Middle school or vocational middle school	8.6	11.6	11.0
High school or vocational high school	72.4	63.1	64.9
Associate Degree (2- or 3-year college)	3.9	8.4	7.5
Bachelor's Degree (4-year)	5.9	9.7	9.0
Master's Degree (including Bachelor's with 5 or 6 years)	.0	.1	.0
Total	100.0	100.0	100.0

5.2.1 Utilization of services by disadvantage

202. Setting aside public transport services, it is observed that service utilization rates of both young groups are mostly intensified in groups of frequently (total for almost every day and a few days a week) and a few days a month. Even if youth in disadvantage have higher rate of those who do not use hobby courses, vocational courses for adults and youth centres, this rate is more than 70% in both groups. 77.8% of youth express that they have never attended vocational training courses for adults. While the rate of those who do not use youth centres is 76.6% in the group with high risk of disadvantage, this rate is 71.9% in the other group. Service utilization of youth is considered as a significant problem.

Table 50 Frequency of service utilization by disadvantage

	Youth in disadvantage (aged 18-24)				Not in disadvantage (aged 18-24)				Total			
	Frequently	A few times a month	A few times a year	Never	Frequently	A few times a month	A few times a year	Never	Frequently	A few times a month	A few times a year	Never
How often do you use parks?	36.4	33.6	11.1	18.9	35.1	35.4	13.7	15.7	35.3	35.1	13.3	16.3
How often do you use green spaces?	37.6	32.1	13.2	17.1	32.6	37.4	15.2	14.8	33.6	36.4	14.8	15.2
How often do you use sports centres?	18.1	27.8	15.2	38.9	23.4	28.8	17.1	30.7	22.4	28.6	16.8	32.3
How often do you use cultural services (concert halls, theatres, museums, libraries)?	23.6	22.1	19.5	34.8	19.1	29.5	23.7	27.7	20.0	28.1	22.9	29.0
How often do you use Municipal courses such as Adult education: Hobby courses- Public Education Centres?	6.2	10.9	6.6	76.3	6.5	7.6	8.9	77.0	6.5	8.2	8.5	76.9

How often do you use services such as Adult education: Vocational Courses-ISKUR etc.?	6.4	7.4	8.4	77.8	5.0	7.6	9.6	77.8	5.3	7.6	9.4	77.8
How often do you use youth centres?	4.3	10.8	8.3	76.6	4.4	6.8	16.9	71.9	4.4	7.5	15.3	72.8

5.2.2. Satisfaction with services by disadvantage

203. According to the results of field survey, youth in disadvantage have lower satisfaction in all services except public transport services. While satisfaction with educational courses for adults is 37.3% in group of youth in disadvantage. this rate is 40.6% for those who are not in disadvantage. Satisfaction with youth services is respectively as 37.4% and 41.9%. In addition, youth in disadvantage also have less knowledge about services when compared to the other groups. While 24.4% of those in disadvantage express that they are not aware of youth services. this rate is 12.9% for youth who are not in disadvantage.

Table 51 Satisfaction with services by disadvantage

	Youth in disadvantage (aged 18-24)				Not in disadvantage (aged 18-24)				Total			
	Dissatisfied	Neither satisfied not dissatisfied	Satisfied	No opinion	Dissatisfied	Neither satisfied not dissatisfied	Satisfied	No opinion	Dissatisfied	Neither satisfied not dissatisfied	Satisfied	No opinion
Parks	20.4	28.0	47.1	4.6	20.2	25.0	53.2	1.6	20.2	25.6	52.1	2.1
Green Spaces	23.0	29.4	40.3	7.3	22.4	29.2	46.5	1.9	22.5	29.2	45.3	2.9
Sports services (sport schools and courses, sports fields and halls)	24.5	28.6	32.8	14.1	23.1	24.2	42.7	9.9	23.4	25.1	40.8	10.7
Cultural services (concert halls, theatres, museums, libraries)	25.9	22.4	36.8	14.9	24.6	23.4	42.7	9.3	24.8	23.2	41.6	10.4
Adult education: Hobby courses	22.3	18.1	34.2	25.4	23.6	20.3	41.3	14.7	23.3	19.9	40.0	16.7
Adult educations: Vocational courses	27.8	13.7	37.3	21.2	22.1	22.5	40.6	14.7	23.2	20.9	40.0	15.9
Youth services	24.2	14.0	37.4	24.4	23.6	21.6	41.9	12.9	23.7	20.1	41.1	15.1

5.3. Elderly

204. According to the definition of World Health Organization, those who are older than 65 years of age are accepted as old. This definition of age is also used in Turkey. However state takes 60-year of age as base while making service planning. Those who are aged 60 years or older are provided with service in nursing and rehabilitation centre for old persons and age limit is also 60 years in public nursing homes. Thus those who are aged 60 years of older are used as analysis units in the analyses.

205. Satisfaction of the elderly (60 years and older) with services is indicated in the following table (Table 54). Accordingly, access to public transport services is the service with the highest satisfaction. Satisfaction level of this service is 67.7%. Satisfaction with drivers of municipality buses is also at high level with 60.2%. Other services with more than 50% satisfaction are urban lighting and parks.
206. Traffic regulations, lights, underpass and overpasses are services with low satisfaction. Those who do not have knowledge about social service practices including services for the elderly vary between 30% and 40%. Social aid services is the service with the *lowest* satisfaction with 18.5% and it is followed by services for PWDs with 20% and services for women with 20.5%.
207. While 22.9% of the elderly said that *they are satisfied* with services for the elderly, 24.8% said that *they are not satisfied*. 30% of the elderly are not aware of the services. Satisfaction level is also low for home care and home delivery for healthcare services used mainly by the elderly. While 20.5% express that they are satisfied with home care services, 22.1% are not satisfied. This rate is respectively as 20.9% and 22.9% for home delivery for healthcare services. More than 36% of the elderly are not aware of these services and do not have opinion about them.

Table 52 Satisfaction with services (60 years and older)

	Satisfied	Dissatisfied	Neither sat. nor dissat.	No opinion	Total
Access to public transport services	67.7	13.7	14.2	4.4	100.0
Pricing of public transport services	49.2	19.5	25.4	5.9	100.0
Condition of Sidewalks, roads, streets and buildings of neighbourhood	48.0	26.5	23.9	1.6	100.0
Parks	55.0	20.7	20.1	4.2	100.0
Green spaces	43.1	26.2	25.8	4.9	100.0
Sports services (sport schools and courses, sports fields and halls)	26.7	22.9	14.8	35.6	100.0
Cultural services (concert halls, theatres, museums, libraries)	25.8	21.9	20.1	32.2	100.0
Urban lighting (street, bus stop, park)	60.5	15.2	22.1	2.3	100.0
Playgrounds (children's parks and other spaces in multi-purpose parks)	41.2	21.5	20.5	16.8	100.0
Social aids	18.5	26.6	19.0	36.0	100.0
Services for PWDs	20.0	21.0	22.7	36.4	100.0
Child services	26.2	21.7	13.9	38.1	100.0
Youth services	26.1	20.2	14.5	39.2	100.0
Services for women	20.5	23.7	19.7	36.1	100.0
Services for the elderly	22.9	24.8	22.3	30.0	100.0
Home care - cleaning services	20.5	22.1	21.3	36.2	100.0
Home delivery for healthcare services (Municipality)	20.9	22.9	19.8	36.4	
Adult education: Hobby courses	26.2	22.1	12.4	39.4	100.0
Adult education: Vocational courses	26.2	20.8	13.1	39.9	100.0
Traffic regulations-lights, underpass and overpasses	39.0	22.9	28.5	9.5	100.0
Drivers of municipality buses and transport	60.2	12.5	18.5	8.8	100.0
Municipal social service/support employees (daycare centre-home for elderly-counselling centres, lounges etc.)	48.0	13.1	15.8	23.1	100.0

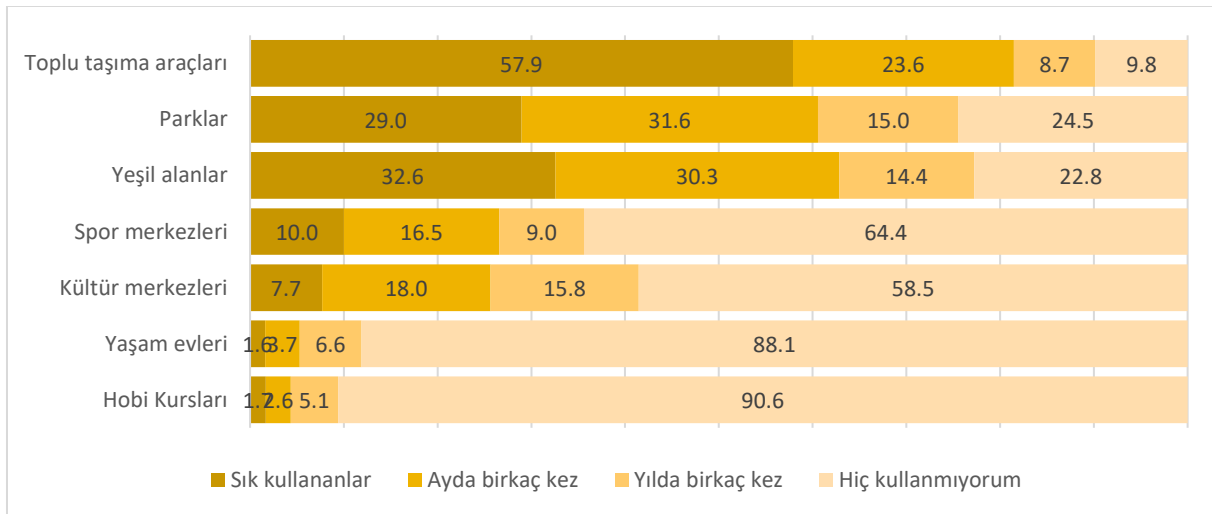
208. When satisfaction with home care and health services is assessed by gender, it is observed that women are more satisfied with health services and men are more satisfied with home care services.

Table 53 Satisfaction of the elderly with home care and health services by gender.

	Women				Men			
	Satisfied	Dissatisfied	Neither sat. nor dissat.	No opinion	Satisfied	Dissatisfied	Neither sat. nor dissat.	No opinion
Home delivery for healthcare services (Municipality)	21.4	20.4	22,0	36,1	20,5	24,9	18,0	36,6
Home care - cleaning services	19.6	22.2	22,3	35,9	21,2	22,1	20,3	36,4

209. Finally, it is emphasized on frequency of utilization of services for the elderly. 57,9% of the elderly frequently use public transport vehicles. This rate is followed by green spaces with 32,6%, parks with 29%, sports centres with 10% and cultural centres with 7,7%. Only 1,2% of the population who are over 60 years of age attend hobby courses.

Figure 44 Frequency of service utilization²²



Şekil 44	Figure 44
Toplu taşıma araçları	Public transport vehicles
Parklar	Parks
Yeşil alanlar	Green spaces
Spor merkezleri	Sports centres
Kültür merkezleri	Cultural centres
Yaşam evleri	Care homes
Hobi Kursları	Hobby courses
Sık kullananlar	Frequent users
Ayda birkaç kez	A few times a month
Yılda birkaç kez	A few times a year
Hiç kullanmıyorum	Never used

²² As frequencies of utilization in other services are too low, they are not included here.

5.4. Persons with disabilities (PWDs)

251. Interviews with PWDs are performed with PWD groups who have visual and orthopedic disabilities and chronic diseases. 51.6% of the PWDs who are interviewed are women and 48.4% are men. 13% of women and 14.3% of men are employed. Considering employment status, 64.8% of women and 75.2% are wage earner.

Table 54 Employment status of PWDs by gender

	Women	Men	Total
Wage-labour	64.8	75.2	70.1
Day-wage	12.6	.0	6.2
Working on own account	22.6	24.8	23.7
Total	100.0	100.0	100.0

252. 24.1% of PWDs go out of their houses 5 days a week. This groups mostly consists of those who are employed. On the other hand, 18.4% of PWDs rarely go out of house.

Table 55 Frequency of going out of house

	Women	Men	Total
5 days a week or more	24.6	23.5	24.1
1 to 4 days a week	36.7	42.7	39.6
1 to 3 days a month	22.8	7.5	15.4
Rarely	13.3	23.8	18.4
Never	2.6	2.4	2.5
Total	100.0	100.0	100.0

5.4.1. Service Satisfaction of PWDs

253. Satisfaction level of PWDs for urban services is indicated in the following table (Table 58) and figure (Figure 45) as a whole.

Family physician is service with *the highest total satisfaction* of PWDs with 74.2%. This is followed by urban lighting with 64.4%, neighbourhood bazaar with 59.4%, access to public transport services with 59.1%, general health services with 59% and services provided in hospitals with 52.9%. Satisfaction of PWDs is above the average.

When answers of “very satisfied” are assessed in themselves, family physician with 14.6% and urban lighting with 13% are the leading services.

254. Educational services for PWDs have *the lowest total satisfaction* of PWDs with 21.3%. This service is followed by spots services with 21.8%, services for women with 28.3%, child services with 29%, vocational training courses for PWDs with 29.2%, youth services with 31%, social activities for PWDs with 31.6% and counselling and rehabilitation services for PWDs with 32.2%.

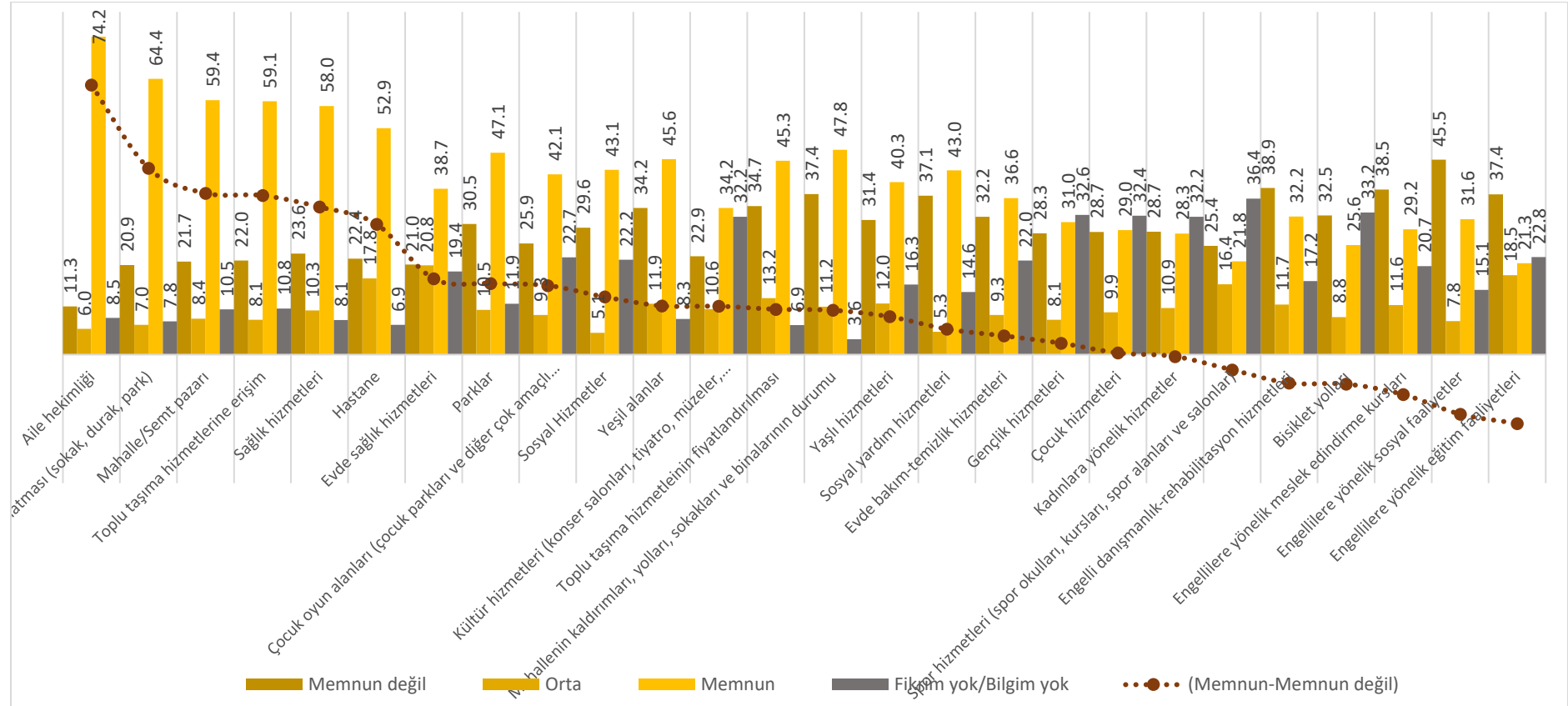
When answers of “very dissatisfied” is assessed in themselves, educational services for PWDs take the lead with 29.3%. This service is followed by home delivery for healthcare services with 24.2%, counselling and rehabilitation services with 23.2% and condition of sidewalks, roads, streets and buildings of neighbourhood with 20.2%.

255. On the other hand, PWDs have the lowest level of opinion/information in terms of sports services with 36.4%. Sports services are followed by bike ways 33.2%, youth services with 32.6%, child services 32.4%, services for women and cultural services with 32.2%.

Table 56 Service satisfaction of PWDs

	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied	No opinion	Total
Access to public transport services	13.1	8.9	8.1	51.6	7.5	10.8	100.0
Pricing of public transport services	14.3	20.4	13.2	36.4	8.9	6.9	100.0
Condition of Sidewalks, roads, streets and buildings of neighbourhood	15.7	21.7	11.2	46.2	1.6	3.6	100.0
Bike ways	13.8	18.6	8.8	20.7	4.9	33.2	100.0
Urban lighting (street, bus stop, park)	11.0	9.9	7.0	51.4	13.0	7.8	100.0
Parks	14.6	16.0	10.5	40.9	6.2	11.9	100.0
Playgrounds (children's parks and other spaces in multi-purpose parks)	12.5	13.5	9.3	33.7	8.3	22.7	100.0
Green spaces	12.6	21.6	11.9	35.3	10.3	8.3	100.0
Neighbourhood bazaars	10.5	11.2	8.4	51.5	7.9	10.5	100.0
Sports services (sport schools and courses, sports fields and halls)	14.7	10.7	16.4	15.9	5.9	36.4	100.0
Cultural services (concert halls, theatres, museums, libraries)	12.2	10.8	10.6	28.0	6.2	32.2	100.0
Social services	16.4	13.3	5.1	35.3	7.8	22.2	100.0
Counselling-rehabilitation services for PWDs	24.3	14.6	11.7	28.9	3.3	17.2	100.0
Social activities for PWDs	28.4	17.1	7.8	27.2	4.4	15.1	100.0
Vocational courses for PWDs	20.3	18.2	11.6	25.3	3.9	20.7	100.0
Educational activities for PWDs	26.5	10.9	18.5	15.3	6.0	22.8	100.0
Child services	14.8	13.9	9.9	23.6	5.4	32.4	100.0
Youth services	17.0	11.3	8.1	28.1	2.8	32.6	100.0
Services for women	18.1	10.6	10.9	23.5	4.8	32.2	100.0
Services for the elderly	18.6	12.9	12.0	34.4	5.9	16.3	100.0
Home care - cleaning services	19.0	13.2	9.3	31.9	4.7	22.0	100.0
Social aid services	22.6	14.5	5.3	39.6	3.4	14.6	100.0
Health services	13.5	10.1	10.3	46.9	11.1	8.1	100.0
Hospital	11.2	11.2	17.8	46.0	6.9	6.9	100.0
Family physician	4.5	6.8	6.0	59.6	14.6	8.5	100.0
Home delivery for healthcare services	11.2	9.8	20.8	29.4	9.3	19.4	100.0

Figure 45 Service satisfaction of PWDs



Şekil 45	Figure 45
Aile hekimliği	Family physician
Aydınlatması (sokak, durak, park)	Urban lighting (street, bus stop, park)
Mahalle/Semt pazarı	Neighbourhood bazaars
Toplu taşıma hizmetlerine erişim	Access to public transport services
Sağlık hizmetleri	Health services
Hastane	Hospital
Evde sağlık hizmetleri	Home delivery for healthcare services
Parklar	Parks

Çocuk oyun alanları (çocuk parkları ve diğer çok amaçlı...	Playgrounds (children's parks and other spaces in multi-purpose parks)
Sosyal Hizmetler	Social services
Yeşil alanlar	Green spaces
Kültür hizmetleri (konser salonları, tiyatro, müzeler,...	Cultural services (concert halls, theatres, museums, libraries)
Toplu taşıma hizmetlerinin fiyatlandırılması	Pricing of public transport services
Mahallenin kaldırımları, yolları, sokakları ve binalarının durumu	Condition of Sidewalks, roads, streets and buildings of neighbourhood
Yaşlı hizmetleri	Services for the elderly
Sosyal yardım hizmetleri	Social aid services
Evde bakım-temizlik hizmetleri	Home care- cleaning services
Gençlik hizmetleri	Youth services
Kadınlara yönelik hizmetler	Services for women
Spor hizmetleri (spor okulları, kursları, spor alanları ve salonlar)	Sports services (sport schools and courses, sports fields and halls)
Engelli danışmanlık-rehabilitasyon hizmetleri	Counselling-rehabilitation services for PWDs
Bisiklet yolları	Bike ways
Engellilere yönelik meslek edindirme kursları	Vocational courses for PWDs
Engellilere yönelik sosyal faaliyetler	Social activities for PWDs
Engellilere yönelik eğitim faaliyetleri	Educational activities for PWDs
Memnun değil	Dissatisfied
Orta	Neither satisfied nor dissatisfied
Memnun	Satisfied
Fikrim yok/Bilgim yok	No opinion
(Memnun-Memnun değil)	(Satisfied-Dissatisfied)

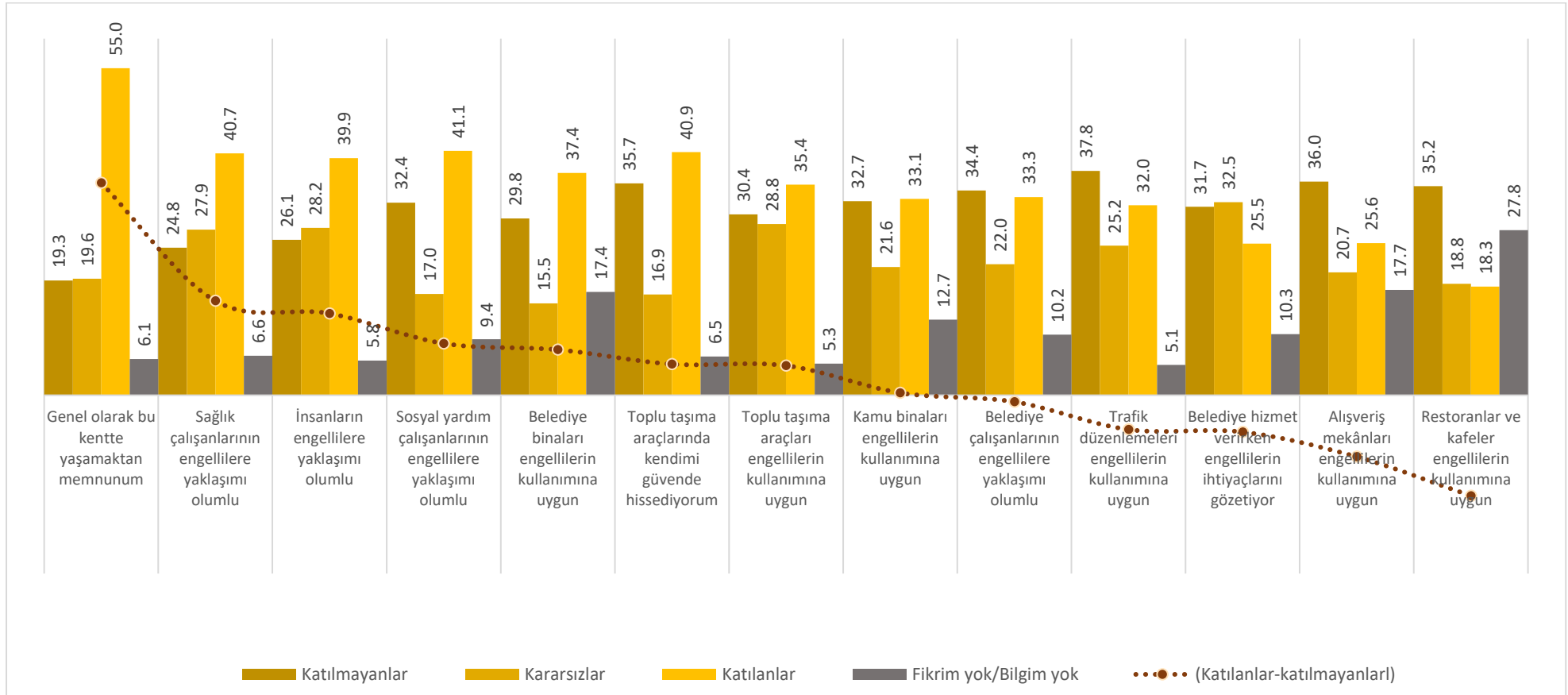
5.4.2. Perception on protecting needs of PWDs in services for PWDs

256. In the field survey, opinions are compiled relating to arrangement of urban spaces for PWDs, suitability of urban services for use of PWDs and approaches of people and municipal employees towards PWDs. The data is indicated in Table 59 and Figure 46. Accordingly, 55% of PWDs are satisfied with where they live. 39.9% of PWDs *agree or strongly agree* with that people have positive approach towards PWDs. 26.1% *disagree or strongly disagree with this opinion*. More than one fourth of PWDs consider the approach of people towards PWDs as problematic.
257. According to the data, the least suitable spaces for use of PWDs are restaurants and shopping centres. 17.3% of respondents strongly agree that restaurants are suitable for use of PWDs and 17.4% strongly agree that shopping centres are suitable for this purpose. 27.8% of the respondents do not have idea/opinion about whether restaurants are suitable for use of PWDs. This data can be interpreted as more than one fourth of PWDs do not use restaurant that much.
258. 35.4% of respondents think that municipal buildings are suitable for use of PWDs, 30.3% think that public buildings are suitable.
259. While 32.3% of PWDs agree/strongly agree with the opinion that public transport vehicles are suitable for their use, 30.4% disagree/strongly disagree with this opinion. While 30.3% of respondents think that traffic regulations are suitable for use of PWDs, this rate is 41.4% for those who think they are not suitable.
260. 25.3% of respondents think that municipalities protect the needs of PWDs while providing service. While 33.3% think that municipal employees have positive approach towards PWDs, 37.4% *disagree/strongly disagree* with this opinion.

Table 57 Perception of PWDs on protecting needs of PWDs in service production

	Strongly disagree	Disagree	Neither agr. nor disagr.	Agree	Strongly agree	No opinion	Total
Traffic regulations are suitable for use of PWDs	15.3	22.4	25.2	27.7	4.2	5.1	100.0
Public transport vehicles are suitable for use of PWDs	14.3	16.1	28.8	27.6	7.8	5.3	100.0
Municipal buildings are suitable for use of PWDs	13.0	16.7	15.5	27.2	10.2	17.4	100.0
Public buildings are suitable for use of PWDs	14.3	18.3	21.6	27.9	5.1	12.7	100.0
Shopping centres are suitable for use of PWDs	17.4	18.6	20.7	25.0	.6	17.7	100.0
Restaurants and cafes are suitable for use of PWDs	17.3	17.8	18.8	15.5	2.8	27.8	100.0
People have positive approach towards PWDs	13.6	12.5	28.2	36.0	3.9	5.8	100.0
Municipality protects the needs of PWDs while providing service	17.5	14.2	32.5	18.7	6.8	10.3	100.0
Municipal employees have positive approach towards PWDs	11.4	23.0	22.0	28.5	4.8	10.2	100.0
Health care professionals have positive approach towards PWDs	13.8	11.0	27.9	34.5	6.2	6.6	100.0
Social aid workers have positive approach towards PWDs	17.4	15.0	17.0	33.8	7.4	9.4	100.0
I am generally satisfied with living in this city	6.9	12.4	19.6	40.7	14.3	6.1	100.0
I feel safe in public transport vehicles	13.2	22.5	16.9	31.9	9.0	6.5	100.0

Figure 46 Perception of PWDs on protecting needs of PWDs in service production



Şekil 46	Figure 46
Genel olarak bu kentte yaşamaktan memnunum	I am generally satisfied with living in this city.
Sağlık çalışanlarının engellilere yaklaşımı olumlu	Health care professionals have positive approach towards PWDs.
İnsanların engellilere yaklaşımı olumlu	People have positive approach towards PWDs.
Sosyal yardım çalışanlarının engellilere yaklaşımı olumlu	Social aid workers have positive approach towards PWDs.
Belediye binaları engellilerin kullanımına uygun	Municipal buildings are suitable for use of PWDs.

Toplu taşıma araçlarında kendimi güvende hissediyorum	I feel safe in public transport vehicles.
Toplu taşıma araçları engellilerin kullanımına uygun	Public transport vehicles are suitable for use of PWDs.
Kamu binaları engellilerin kullanımına uygun	Public buildings are suitable for use of PWDs.
Belediye çalışanlarının engellilere yaklaşımı olumlu	Municipal employees have positive approach towards PWDs.
Trafik düzenlemeleri engellilerin kullanımına uygun	Traffic regulations are suitable for use of PWDs.
Belediye hizmet verirken engellilerin ihtiyaçlarını gözetiyor	Municipality protects the needs of PWDs while providing service.
Alışveriş mekânları engellilerin kullanımına uygun	Shopping centres are suitable for use of PWDs.
Restoranlar ve kafeler engellilerin kullanımına uygun	Restaurants and cafes are suitable for use of PWDs.
Katılmayanlar	Disagree
Kararsızlar	Undecided
Katılanlar	Agree
Fikrim yok/Bilgim yok	No opinion
(Katılanlar-katılmayanlar)	(Agree-Disagree)

6. EVALUATION OF METROPOLITAN MUNICIPALITIES IN THE FRAMEWORK OF PARTICIPATION and APPROACH TOWARDS CITIZENS

261. In the present chapter, MMs are assessed in the framework of participation and approach towards citizens. It is emphasized on satisfaction levels of citizens to live in the city where they are and their safety perception relating to the city.

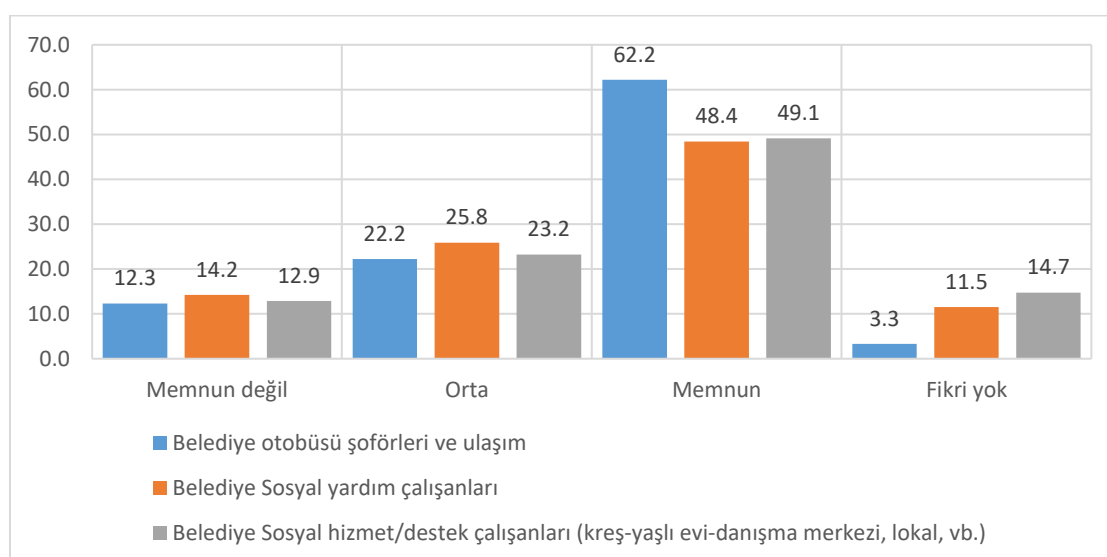
6.1. General Perception relating to Municipal Employee's Approach towards Citizens

262. When evaluating citizens' satisfaction levels for drivers of municipality buses, social aid workers and social service centres, drivers of municipality buses have the *highest total satisfaction level with 62.2%*. Total satisfaction level is 48.4% for social aid workers and this level is 49.1% for social service workers.

Table 58 Satisfaction with drivers of municipality buses, social aid and social service workers

	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied	No opinion	Total
Drivers of municipality buses and transport	4.3	8.0	22.2	43.6	18.6	3.3	100.0
Municipal social aid workers	4.1	10.1	25.8	36.0	12.4	11.5	100.0
Municipal social service/support employees (daycare centre-home for elderly-counselling centres, lounges etc.)	3.7	9.2	23.2	36.7	12.4	14.7	100.0

Figure 47 Satisfaction with drivers of municipality buses, social aid and social service workers



Şekil 47	Figure 47
Memnun değil	Dissatisfied
Orta	Neither satisfied nor dissatisfied
Memnun	Satisfied
Fikri yok	No opinion
Belediye otobüsü şoförleri ve ulaşım	Drivers of municipality buses and transport

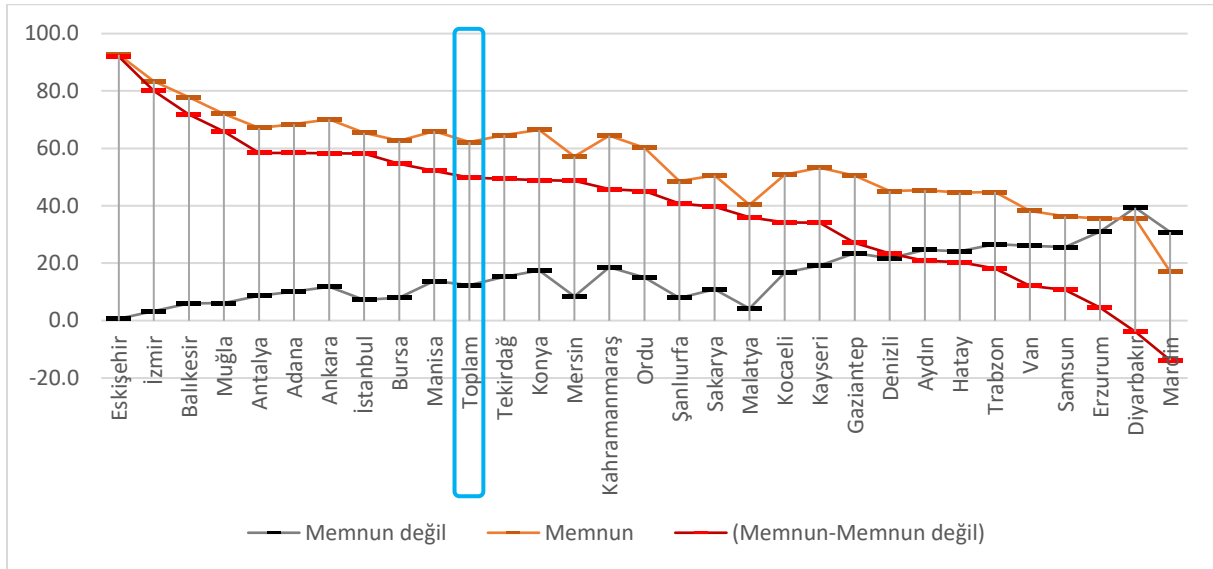
Belediye Sosyal yardım çalışanları	Municipal social aid workers
Belediye Sosyal hizmet/destek çalışanları (kreş-yaşlı evi-danışma merkezi, lokal, vb.)	Municipal social service/support employees (daycare centre-home for elderly-counselling centres, lounges etc.)

263. When evaluating satisfaction data for drivers of municipality buses at provincial level, Eskişehir has the highest total satisfaction with 92.6%. In Eskişehir, it is expressed that 71.3% of citizens are *very satisfied* with behaviours of drivers of municipality buses and 21.3% are *satisfied*. Eskişehir is followed by İzmir with 83.4% total satisfaction level and by Balıkesir with 78.8%. Provinces with the lowest satisfaction level are respectively Mardin, Diyarbakır and Erzurum.

Table 59 Satisfaction with drivers of municipality buses at provincial level

	Drivers of municipality buses and transport						
	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied	No opinion	Total
Adana	2.5	7.6	18.7	55.3	13.1	2.8	100.0
Ankara	1.5	10.3	17.8	41.1	29.1	.2	100.0
Antalya	6.1	2.7	22.1	49.5	17.7	2.0	100.0
Aydın	7.3	17.3	23.6	18.8	26.6	6.4	100.0
Balıkesir	1.7	4.3	16.3	44.3	33.5	.0	100.0
Bursa	4.4	3.7	28.2	36.4	26.3	1.1	100.0
Denizli	17.7	4.0	11.7	40.6	4.5	21.5	100.0
Diyarbakır	12.9	26.5	22.6	31.3	4.2	2.5	100.0
Erzurum	20.4	10.6	22.1	30.5	5.0	11.4	100.0
Eskişehir	.3	.4	6.7	21.3	71.3	.0	100.0
Gaziantep	6.9	16.6	24.6	41.6	9.0	1.3	100.0
Hatay	13.1	11.1	21.7	35.2	9.4	9.5	100.0
Istanbul	1.7	5.5	25.3	50.2	15.2	2.0	100.0
İzmir	1.0	2.3	8.9	66.2	17.2	4.3	100.0
Kahramanmaraş	6.4	12.2	15.3	54.2	10.2	1.7	100.0
Kayseri	15.1	4.1	24.8	40.4	12.9	2.7	100.0
Kocaeli	1.8	14.9	32.1	39.8	11.1	.4	100.0
Konya	4.7	12.8	13.1	27.5	39.0	3.1	100.0
Malatya	.4	3.9	40.9	33.2	7.1	14.5	100.0
Manisa	3.4	10.4	17.4	42.1	23.9	2.8	100.0
Mardin	17.9	13.0	32.1	16.7	.4	20.0	100.0
Mersin	2.1	6.3	32.0	46.4	10.7	2.4	100.0
Muğla	2.7	3.5	18.0	47.6	24.4	3.9	100.0
Ordu	2.5	12.6	23.6	53.9	6.3	1.2	100.0
Sakarya	7.0	3.8	19.2	18.5	32.0	19.3	100.0
Samsun	8.7	17.0	38.0	24.2	12.2	.0	100.0
Şanlıurfa	.4	7.5	42.0	44.3	4.4	1.5	100.0
Tekirdağ	4.1	11.2	19.0	34.3	30.3	1.1	100.0
Trabzon	6.8	19.9	24.6	32.4	12.4	4.0	100.0
Van	12.6	13.5	25.4	36.1	2.2	10.3	100.0
Total	4.3	8.0	22.2	43.6	18.6	3.3	100.0

Figure 48 Satisfaction with drivers of municipality buses at provincial level



Şekil 48	Figure 48
Memnun değil	Dissatisfied
Memnun	Satisfied
(Memnun-Memnun değil)	(Satisfied -Dissatisfied)

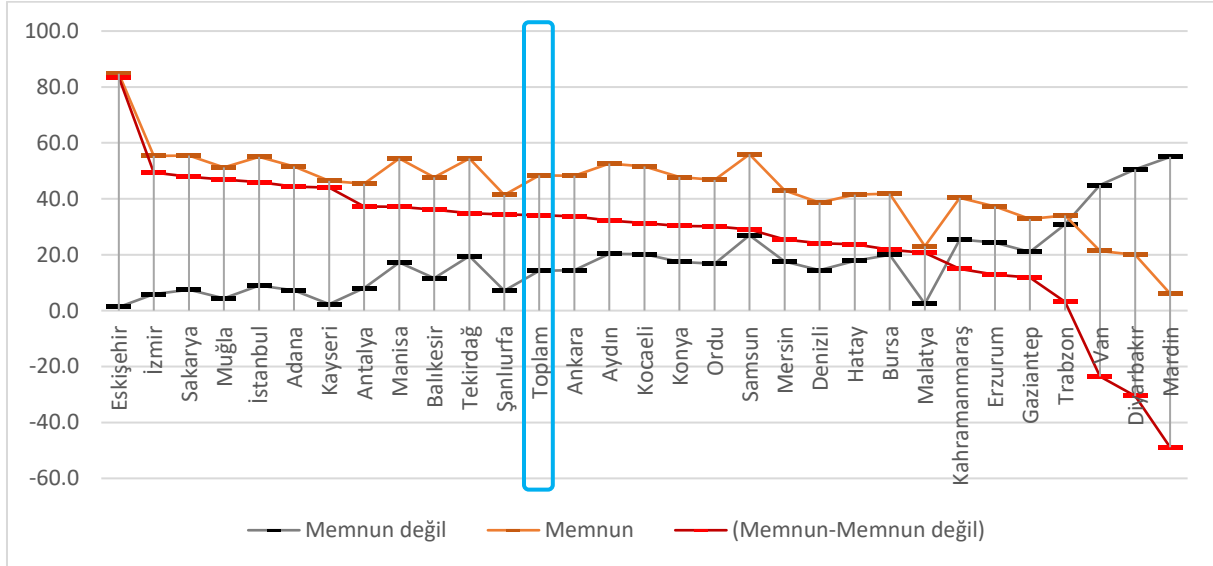
264. Considering satisfaction with social aid workers of municipality at provincial level, Eskişehir has the highest total satisfaction with 84.7%. In Eskişehir, it is expressed that while 69.9% of citizens are satisfied with behaviours of social aid workers, 14.8% are very satisfied. Eskişehir is followed by Sakarya with 55.5% total satisfaction level and by İzmir with 55.4%.

Table 60 Satisfaction with social aid workers at provincial level

	Municipal social aid workers							Total
	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied	No opinion		
Adana	1.3	5.9	36.5	46.1	5.5	4.8	100.0	
Ankara	.6	14.0	33.5	38.5	9.7	3.8	100.0	
Antalya	4.8	3.3	40.4	37.2	8.2	6.1	100.0	
Aydın	6.2	14.1	17.8	39.1	13.4	9.3	100.0	
Balıkesir	3.4	8.2	40.7	36.8	10.9	.0	100.0	
Bursa	3.3	16.7	35.6	29.2	12.6	2.7	100.0	
Denizli	13.3	1.2	9.2	36.4	2.2	37.7	100.0	
Diyarbakır	20.2	30.4	21.0	14.0	6.0	8.4	100.0	
Erzurum	12.2	12.1	26.4	32.3	4.9	12.1	100.0	
Eskişehir	.0	1.3	13.3	69.9	14.8	.7	100.0	
Gaziantep	5.5	15.5	27.8	26.9	5.9	18.5	100.0	
Hatay	10.2	7.6	22.3	34.5	7.0	18.5	100.0	
İstanbul	1.6	7.4	25.8	36.1	18.9	10.2	100.0	
İzmir	2.3	3.6	12.1	46.2	9.2	26.8	100.0	
Kahramanmaraş	8.1	17.4	21.1	25.1	15.3	13.0	100.0	
Kayseri	1.1	1.2	11.8	34.7	11.7	39.5	100.0	
Kocaeli	2.4	17.7	26.5	36.6	14.9	1.8	100.0	
Konya	1.3	16.2	28.2	41.4	6.4	6.5	100.0	
Malatya	2.1	.4	17.6	13.5	9.5	56.8	100.0	
Manisa	5.2	12.1	27.3	38.4	16.0	1.0	100.0	
Mardin	35.4	19.6	17.9	6.1	.0	21.0	100.0	
Mersin	2.7	14.9	34.6	35.9	7.0	4.8	100.0	
Muğla	.9	3.6	17.8	36.3	15.0	26.4	100.0	

Ordu	3.9	12.9	31.8	30.1	16.7	4.7	100.0
Sakarya	4.6	2.9	18.9	18.7	36.8	18.1	100.0
Samsun	17.5	9.5	16.8	40.4	15.5	.3	100.0
Şanlıurfa	.8	6.3	24.9	36.5	4.9	26.6	100.0
Tekirdağ	6.6	12.9	22.9	35.6	18.7	3.2	100.0
Trabzon	3.1	27.8	29.9	24.2	9.8	5.2	100.0
Van	18.3	26.7	16.3	21.4	.0	17.4	100.0
Total	4.1	10.1	25.8	36.0	12.4	11.5	100.0

Figure 49 Satisfaction with social aid workers at provincial level



Şekil 49	Figure 49
Memnun değil	Dissatisfied
Memnun	Satisfied
(Memnun-Memnun değil)	(Satisfied -Dissatisfied)

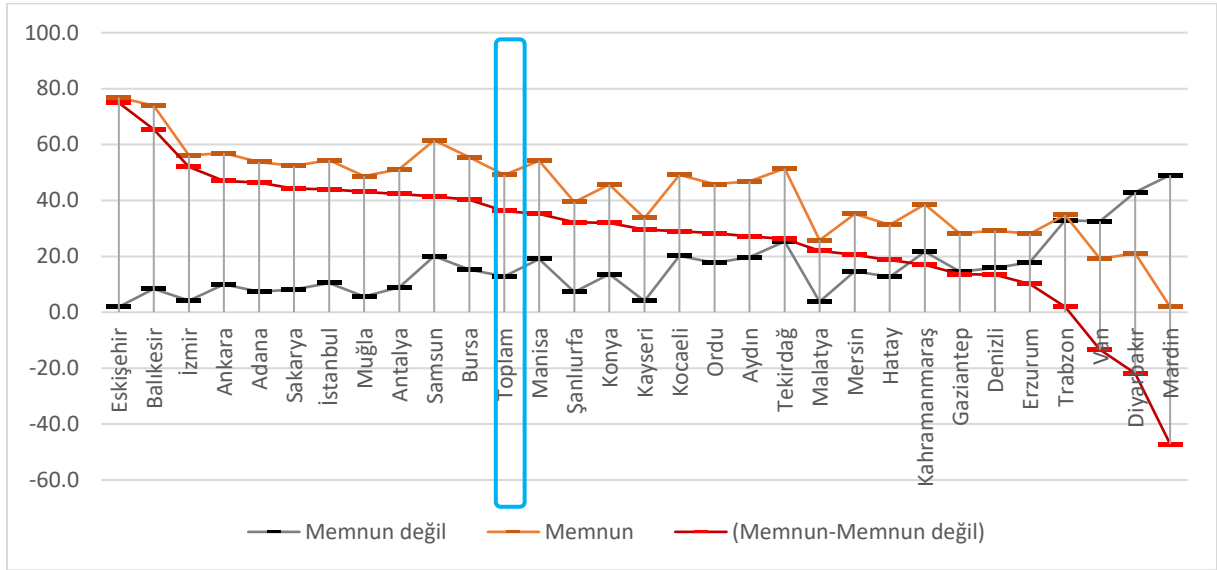
265. When evaluating satisfaction data for municipal social service employees at provincial level, Eskişehir has the highest satisfaction for social service employees with a total satisfaction level of 76.8%. In Eskişehir, 73.7% of citizens are satisfied with behaviours of social service employees and 3.7% are very satisfied. Eskişehir is followed by Balıkesir with 73.9 % total satisfaction level and by İzmir with 56.1%. While 31.3% of citizens are very satisfied with social service employees in Balıkesir, 41.6% are satisfied. The rate of those who are satisfied in Balıkesir is higher than those in Eskişehir.

Table 61 Satisfaction with social service employees

	Municipal social service/support employees (daycare centre-home for elderly-counselling centres, lounges etc.)						
	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied	No opinion	Total
Adana	1.0	6.3	23.3	45.5	8.2	15.6	100.0
Ankara	.8	9.1	29.1	43.5	13.4	4.1	100.0
Antalya	6.9	2.1	33.3	41.0	10.2	6.5	100.0
Aydın	3.1	16.6	21.8	28.2	18.7	11.6	100.0
Balıkesir	2.0	6.4	16.7	42.6	31.3	1.1	100.0
Bursa	4.5	10.7	24.6	40.9	14.5	4.7	100.0
Denizli	14.6	1.2	8.7	27.1	2.1	46.3	100.0
Diyarbakır	17.6	25.4	16.3	15.5	5.6	19.6	100.0

Erzurum	7.5	10.4	30.8	24.2	3.8	23.3	100.0
Eskişehir	.0	1.9	21.2	73.7	3.1	.0	100.0
Gaziantep	3.2	11.4	18.3	22.4	5.8	39.0	100.0
Hatay	6.9	5.7	26.6	27.3	3.9	29.6	100.0
Istanbul	2.9	7.6	23.3	40.1	14.4	11.9	100.0
Izmir	1.5	2.6	11.8	46.9	9.2	28.0	100.0
Kahramanmaraş	6.9	14.8	18.3	28.4	10.2	21.5	100.0
Kayseri	2.1	2.0	21.4	27.4	6.2	40.9	100.0
Kocaeli	.7	19.5	27.7	34.4	14.8	3.0	100.0
Konya	1.0	12.6	32.8	38.9	6.8	7.9	100.0
Malatya	3.0	.8	12.5	15.1	10.6	58.0	100.0
Manisa	4.5	14.5	25.6	35.6	18.6	1.2	100.0
Mardin	34.6	14.5	9.3	2.0	.0	39.7	100.0
Mersin	3.1	11.6	40.6	27.9	7.2	9.6	100.0
Muğla	.9	4.7	16.5	32.2	16.5	29.2	100.0
Ordu	3.6	14.0	30.8	31.3	14.6	5.7	100.0
Sakarya	3.5	4.6	18.8	17.1	35.2	20.8	100.0
Samsun	4.2	15.9	18.4	40.2	21.3	.0	100.0
Şanlıurfa	.4	6.8	30.3	36.1	3.3	23.1	100.0
Tekirdağ	6.3	19.0	16.4	25.4	26.0	6.9	100.0
Trabzon	5.9	27.1	25.0	21.8	13.0	7.3	100.0
Van	10.0	22.5	16.5	18.3	.8	31.8	100.0
Total	3.7	9.2	23.2	36.7	12.4	14.7	100.0

Figure 50 Satisfaction with social service employees



Şekil 50	Figure 50
Memnun değil	Dissatisfied
Memnun	Satisfied
(Memnun-Memnun değil)	(Satisfied -Dissatisfied)

6.2. Perception on Policy and Decision Making Processes of Metropolitan Municipalities

266. Perception relating to MM administrations is indicated in the following table (Table 64) and figure (Figure 51) in details. Accordingly, citizens have expressed positive opinions about adherence to rules, accurate and adequate information sharing and employee infrastructure.

59.2% of citizens think that there is adherence to rules in municipalities. 42.5% of citizens agree and 16.7% disagree with the statement that “Municipality knows which rules applies where and takes action accordingly”.

45.7% of citizens are agree or strongly agree with the opinion that “Municipality develops new ideas and solutions to provide citizens a better living”. 20.8% of citizens do not agree with this opinion.

44.3% of citizens think that municipalities inform adequate level of citizens. On the other hand 21.8% disagree and strongly disagree with the statement that “Municipality provides accurate and adequate information on subjects which concern citizens”.

43.7% of citizens think that municipality has adequate human resource. 22.3% of citizens disagree or strongly disagree with the statement that “Municipality has employees in adequate number and capability”.

267. The most negative opinions on municipalities are relating to urban regeneration, transparency in budget and resource expenditures and following agenda of municipal council.

34.8% of citizens agree or strongly agree with the statement that “For urban regeneration practices, municipality asks about opinions of those who are affected by urban regeneration.” 22.9% disagree or strongly disagree with this opinion.

While 37.7% of citizens agree with the statement that “I think municipality is transparent about budget and expenditures”, 28.8% disagree/strongly disagree with this opinion.

38.4% of citizens voice that “I can follow agenda and/or decisions made through municipal publications/website”.

268. 42.7% of citizens think that municipalities provide service in the framework of principle of equality. 25% of citizens disagree and strongly disagree with the statement that “Municipality equally treats business owners and citizens”. One fourth of citizens think that Municipalities violate principle of equality.

269. Another subject that is assessed is to what extent municipality is participatory or perceived. 41.3% of citizens agree or strongly agree with the statement that “Citizens/non-governmental organizations have a voice in decisions of municipalities”. 23.2% of citizens think that municipality is not participatory.

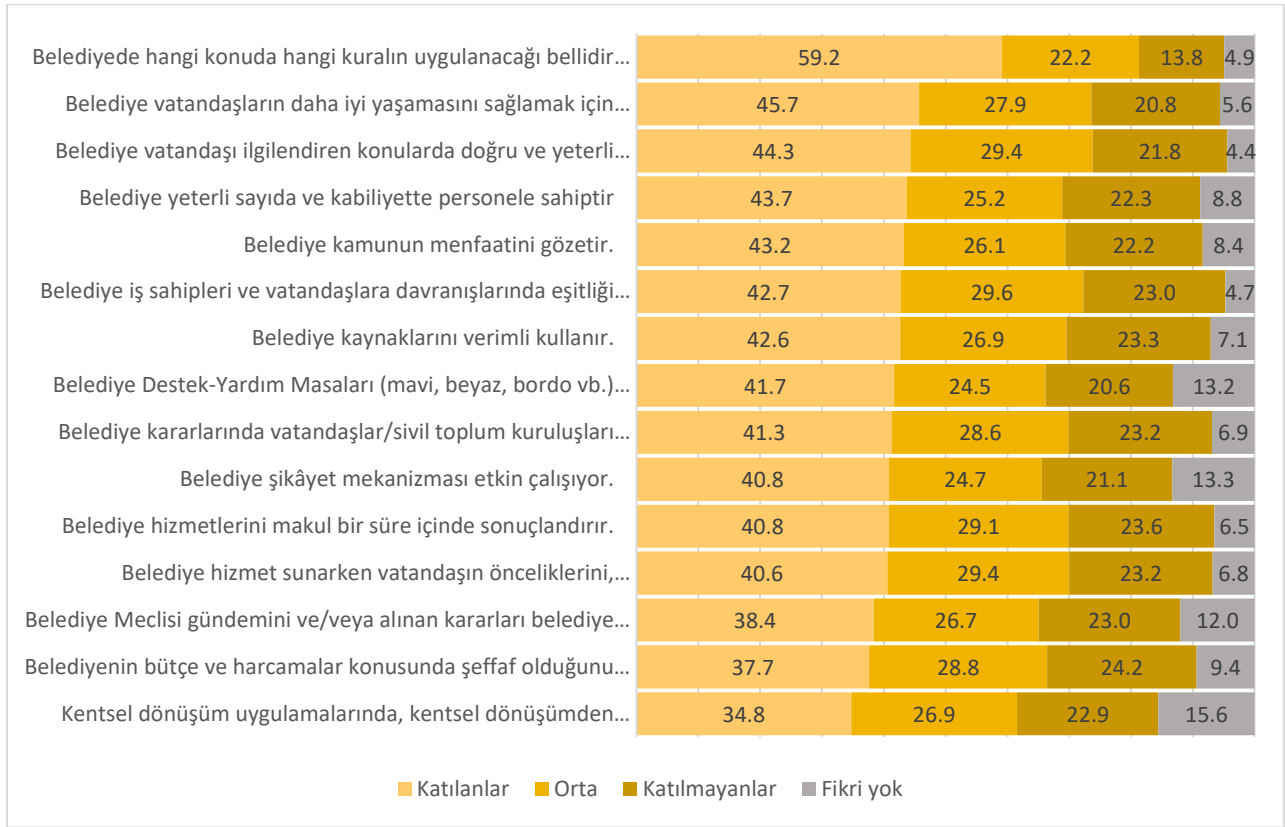
270. Annex 2 includes the tables examining perception on policy and decision making processes of MMs at provincial level.

Table 62 Perception of citizens on policy and decision making processes of municipalities

	Strongly disagree	Disagree	Partially Agree, Partially Disagree	Agree	Strongly agree	No opinion	Total

Municipality knows which rules applies where and takes action accordingly.	4.0	9.8	22.2	42.5	16.7	4.9	100.0
Municipality equally treats business owners and citizens.	6.8	16.2	29.6	32.9	9.8	4.7	100.0
Municipality provides accurate and adequate information on subjects which concern citizens.	6.3	15.5	29.4	35.0	9.3	4.4	100.0
Citizens/non-governmental organizations have a voice in decisions of municipalities.	7.1	16.1	28.6	31.4	9.9	6.9	100.0
Municipality has employees in adequate number and capability.	6.8	15.5	25.2	32.8	10.9	8.8	100.0
Municipality uses resources efficiently.	8.0	15.3	26.9	32.4	10.2	7.1	100.0
Municipality accomplishes services in a reasonable time.	8.3	15.3	29.1	31.8	9.0	6.5	100.0
Municipality observes the public benefit.	6.7	15.5	26.1	33.6	9.6	8.4	100.0
Municipality develops new ideas and solutions to provide citizens a better living.	6.8	14.0	27.9	36.5	9.2	5.6	100.0
I can follow agenda and/or decisions made through municipal publications/website.	9.7	13.3	26.7	29.1	9.3	12.0	100.0
Municipality considers priorities and needs of citizens while providing service.	8.0	15.2	29.4	31.5	9.1	6.8	100.0
For urban regeneration practices, municipality asks about opinions of those who are affected by urban regeneration.	8.4	14.5	26.9	26.2	8.6	15.6	100.0
I think municipality is transparent about budget and expenditures.	9.4	14.8	28.8	29.0	8.7	9.4	100.0
Municipal Support-Help desks (blue, white, Bordeaux etc.) work effectively.	7.4	13.2	24.5	32.7	9.0	13.2	100.0
Municipal complaint scheme works effectively.	7.3	13.8	24.7	32.0	8.8	13.3	100.0

Figure 51 Perception of citizens on policy and decision making processes of municipalities



Şekil 51	Figure 51
Belediyede hangi konuda hangi kuralın uygulanacağı bellidir...	Municipality knows which rules applies where and takes action accordingly.
Belediye vatandaşların daha iyi yaşamasını sağlamak için...	Municipality develops new ideas and solutions to provide citizens a better living.
Belediye vatandaşı ilgilendiren konularda doğru ve yeterli...	Municipality provides accurate and adequate information on subjects which concern citizens.
Belediye yeterli sayıda ve kabiliyette personele sahiptir	Municipality has employees in adequate number and capability.
Belediye kamunun menfaatini gözetir.	Municipality observes the public benefit.
Belediye iş sahipleri ve vatandaşlara davranışlarında eşitliği...	Municipality equally treats business owners and citizens.
Belediye kaynaklarını verimli kullanır.	Municipality uses resources efficiently.
Belediye Destek-Yardım Masaları (mavi, beyaz, bordo vb.)...	Municipal Support-Help desks (blue, white, Bordeaux etc.) work effectively.
Belediye kararlarında vatandaşlar/sivil toplum kuruluşları...	Citizens/non-governmental organizations have a voice in decisions of municipalities.
Belediye şikâyet mekanizması etkin çalışıyor.	Municipal complaint scheme works effectively.
Belediye hizmetlerini makul bir süre içinde sonuçlandırır.	Municipality accomplishes services in a reasonable time.
Belediye hizmet sunarken vatandaşın önceliklerini...	Municipality considers priorities and needs of citizens while providing service.
Belediye Meclisi gündemini ve/veya alınan kararları belediye...	I can follow agenda and/or decisions made through municipal publications/website.
Belediyenin bütçe ve harcamalar konusunda şeffaf olduğunu...	I think municipality is transparent about budget and expenditures.
Kentsel dönüşüm uygulamalarında, kentsel dönüşümden...	For urban regeneration practices, municipality asks about opinions of those who are affected by urban regeneration.
Katılanlar	Agree
Orta	Neither agr. nor disagr.
Katılmayanlar	Disagree
Fikri yok	No opinion

6.3. Satisfaction with living in the city and feeling safe

271. 77.9% of citizens are satisfied with living in the city where they stay. 50.1% of citizens agree and 27.8% strongly agree with the statement that “I am generally satisfied with living in this city”. 14% of citizens partially agree with this opinion.

Total rate is 53.9% for those who agree with the opinion that “I am generally satisfied with services provided by municipality”. 27.9% of citizens partially agree with this opinion.

272. While 55.4% of citizens feel safe in public transport vehicles, 24.2% partially agree with this opinion. 51.7% of citizens feel safe in streets of city and 24.9% partially agree with this opinion. While 47.2% of citizens feel safe in the city at night, 28.6% partially agree with this opinion.

Annex 3 includes the tables for general satisfaction levels relating to city at provincial level.

Table 63 General satisfaction with city

	Strongly disagree	Disagree	Partially Agree, Partially Disagree	Agree	Strongly agree	No opinion	Total
I am generally satisfied with living in this city.	2.2	5.7	14.0	50.1	27.8	.3	100.0
I am generally satisfied with services provided by municipality.	4.3	13.4	27.9	42.4	11.5	.6	100.0
I feel safe in public transport vehicles.	4.4	14.1	24.2	44.2	11.2	2.0	100.0
I feel safe in streets of city in terms of services provided by municipality.	5.5	17.0	24.9	40.5	11.2	.9	100.0
I feel safe in the city at night in terms of services provided by municipality.	6.9	16.2	28.6	35.8	11.4	1.1	100.0

Figure 52 General satisfaction with city



Şekil 52	Figure 52
Genel olarak bu kentte yaşamaktan memnunuz.	I am generally satisfied with living in this city.
Toplu taşıma araçlarında kendimi güvende hissediyorum.	I feel safe in public transport vehicles.
Genel olarak belediye hizmetlerinden memnunuz	I am generally satisfied with municipal services.
Belediye tarafından sunulan hizmetler yönüyle, Kentte sokakta kendimi güvende hissediyorum.	I feel safe in streets of city in terms of services provided by municipality.
Belediye tarafından sunulan hizmetler yönüyle, Kentte gece sokakta kendimi güvende hissediyorum.	I feel safe in the city at night in terms of services provided by municipality.
Katılanlar	Agree
Orta	Neither agr. nor disagr.
Katılmayanlar	Disagree
Fikri yok	No opinion

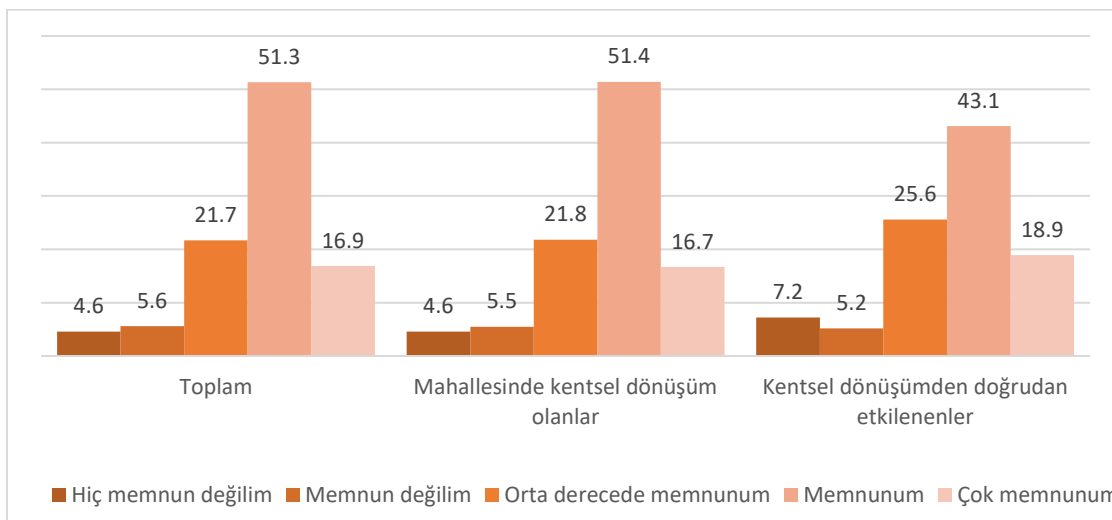
6.4. Satisfaction with urban regeneration

273. 68.2% of citizens are satisfied with urban regeneration. On the other hand, satisfaction level of those who are directly affected from urban regeneration is slightly lower than this general level. While 68.1% of citizens who have urban regeneration in their neighbourhood are satisfied or very satisfied, this rate decreases to 62% for those who are directly affected from urban regeneration. There is not a significant difference among satisfaction levels.

Table 64 Satisfaction with urban regeneration practices

	Are you satisfied with urban regeneration practices?					
	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied	Total
Total	4.6	5.6	21.7	51.3	16.9	100.0
Those who have urban regeneration in their neighbourhood	4.6	5.5	21.8	51.4	16.7	100.0
Those who are directly affected by urban regeneration	7.2	5.2	25.6	43.1	18.9	100.0

Figure 53 Satisfaction with urban regeneration practices



Şekil 53	Figure 53
Toplam	Total

Mahallesinde kentsel dönüşüm olanlar	Those who have urban regeneration in their neighbourhood
Kentsel dönüşümden doğrudan etkilenenler	Those who are directly affected by urban regeneration
Hiç memnun değilim	Very dissatisfied
Memnun değilim	dissatisfied
Orta derecede memnunum	Neither satisfied nor dissatisfied
Memnunum	Satisfied
Çok memnunum	Very satisfied

7. BASIC NEEDS

1. According to the study on citizen satisfaction, there are problems relating to service utilization and satisfaction of both general population and groups in disadvantage. According to the results of field survey, utilization of social service centres and satisfaction with services provided are in low level.
2. Considering services for women, it is expressed that 78.2% of women have never visited Women Counselling Centres and 4.3% voice that they do not have such service in where they live. When we sum up these rates it is concluded that 82.5% of women do not benefit from these centres. Utilization rate is low for centres such as women's lounge etc. Total rate is 82.7% for those who have never used these centres and express that they do not have such services in their neighbourhood.
3. As the disadvantage level of women increases, utilization of service centres decreases. Those who express household economic status as *very good* use Women Counselling Centres and benefit from centres at the highest level. This group is followed by those who express household economic status as *good*. While it is expressed that 38.6% of women who express household economic status as *very good* have never used Women Counselling Centres, this rate is 89.1% for those who express as *very bad*.
4. Considering the rates of women to use WCCs and benefit from centres by their income status, even if utilization is low in both groups, while 51.2% of women with income never use these centres, this rate is 62.7% for those without income. When we include women who express that they do not have such service in where they live, non-utilization rate increases to 60% for women with income and to 71.8% for women without income.
5. A similar image occurs considering vocational training and hobby courses. 59.1% of women with income and 70.6% of women without income have never attended any course provided by municipality and Public Education Centres. When assessed by household economic status, it is observed that women who express household economic status as *very good* attend hobby courses more. As household perception of economic status decreases, participation also decreases. 90.1% of women who express household economic status as *very bad* have never attended these courses. This rate is 42.9% for those who express household economic status as *very good*. When considered by educational level, more than 70% of women with middle school and lower educational level have never attended courses provided by municipality and Public Education Centres. This rate is 56% for university graduate women.

Evaluating results in general, it is concluded that there is need for municipalities to conduct studies to provide women who are less educated, without income, in economic poverty and not employed to benefit from services more.

6. In a similar way with women, youth also use service centres and benefit from services at a low level. 75.5% of youth never use youth centres. 19.5% of the youth express that they do not have such service in where they live. The rate is 81.3% for those who never use vocational courses for adults and total rate is 80.6% for those who never use hobby courses or express that they do not have such service in where they live. When assessed in the framework of

youth who have a risk of disadvantage and are neither in education nor employment, the following results are obtained:

- 84.8% of youth who are in disadvantage and 77.8% of youth who are not in disadvantage express that they have never attended vocational training courses for adults.
- While 79% of the youth in disadvantage also do not use youth centres, this rate is 72.6% for those who are not in disadvantage.

Service utilization of youth is considered as a significant problem.

7. Only 35.4% of PWDs think that municipal buildings are suitable for use of PWDs and this rate is 30.3% for public buildings. While 32.3% of PWDs think that public transport vehicles are suitable for use of PWDs, 30.4% think they are not suitable. It is observed that PWDs experience problems in using urban spaces. Only 17.1% think that restaurants and cafes are suitable for use of PWDs. The fact that 27.3% of PWDs do not have opinion about restaurants and cafes indicates that they do not use these places.
8. The field survey indicates that the elderly have limited use for services. Places which are most frequently used by individuals aged 60 years or older are green spaces with 32.6% and parks with 29%. The elderly have a considerably low level of awareness for home care-cleaning services. There is a limited use also for centres providing service to the elderly.

According to these results, youth and the elderly have low level of utilization for services. It should be focused on conducting studies to increase access, differentiating and diversifying services, conducting studies to determine needs of disadvantaged groups, raising awareness of policy makers and employees etc.

9. The field survey indicates that services with the highest satisfaction level are infrastructure services such as public transport, water, sewer and services with the lowest satisfaction are social aids and social service practices that are particularly for disadvantaged groups. Services with the lowest satisfaction level are respectively listed as;
 - Social aids
 - Services for women
 - Educational services for children
 - Youth services
 - Services for PWDs
 - Services for the elderly

While 25% of citizens are dissatisfied with social aids, this rate is 17.3% for those who express that they do not have knowledge about these aids. The rates of dissatisfaction are 23.8% for services for women, 23.6% for child services, 23% for youth services, 22.9% for services for PWDs and 22.5% for services for the elderly.

10. Considering satisfaction by household economic status, the following results are obtained. Satisfaction level of those who express household economic status as *good* is two times higher than satisfaction of those who express as *bad* in terms of services for PWDs, services for women, social aids, home care and cleaning services and educational studies for children.

- While satisfaction with services for PWDs is 18.5% for those who express household economic status as bad, this rate is 43.2% for those who express as good.
- Satisfaction with services for women is 20.8% for those who express household economic status as bad and this rate is 44.4% for those who express as good.
- Satisfaction with social aids is 20.3% for those who express household economic status as bad and this rate is 42.7% for those who express as good.
- While satisfaction with child services is 20% for those who express household economic status as bad, this rate is 44.2% for those who express as good.

Satisfaction level of those who express household economic status as *bad* is considerably lower than those who express as *good* also in services for youth and the elderly. Considering youth services while satisfaction rate is 27.3% for those who express household economic status as *bad*, this rates increases to 45.6% for those who express as good. Similarly, while satisfaction with services for the elderly is 22.5% for those who express household economic status as *bad*, this rate increases to 42.8% for those who express as *good*.

11. The data indicates that women in disadvantage are less satisfied with services. While satisfaction with services for women is 36.2% for employed women, this rate is 29% for unemployed women. Satisfaction with child services is 40.5% for employed women and 32.4% for the unemployed. While satisfaction level of women with elementary school or lower educational level is 31.6% in terms of services for women, this rate is 38.2% in university or higher educational level. Satisfaction with child services of these two groups are respectively 35.6% and 41.7%. While satisfaction with playgrounds is 39.9% in elementary school and lower educational level, this rate is 47.3% in university and higher educational level.
12. The field survey involves those aged 18-24 years and indicates that the youth in disadvantage who are neither in education nor employed have lower satisfaction with services when compared to other youth.

While satisfaction with youth services is 37.4% in this group, it is 41.9% for youth who are not in disadvantage. While satisfaction with sports services is 32.8% for the youth in disadvantage, this rate is 42.7% for those who are not in disadvantage. Satisfaction with cultural services is 36.8% for the youth in disadvantage and 42.7% for those who are not in disadvantage. While satisfaction with hobby courses for adults is 34.2%, it is 41.3% for those who are not in disadvantage. Satisfaction with vocational training courses for adults is 37.3% for the youth in disadvantage and 41.9% for those who are not in disadvantage.

It is observed that youth aged 18-24 years have *limited use of services*. It is possible to conduct studies to make Youth Centres a centre of attraction, raise awareness relating to Youth-Friendly Centres, conduct studies to determine the needs of youth and make service presentation through these needs and include Youth Assemblies of Citizens' Assemblies in the service planning process.

13. In general, the elderly have low satisfaction with services. It is expressed that 22.9% of the elderly are satisfied with services for the elderly and 24.8% are dissatisfied. 30% of the elderly are not aware of these services. Satisfaction level is low for home care and home delivery for healthcare services that are fundamentally used by the elderly. While 20.5% of the elderly voice that they are satisfied with home care services, this rate is 22.1% for those who

dissatisfied. On the other hand, these rates are respectively as 20.9% and 22.9% for home delivery for healthcare services. In addition, more than 36% of the elderly do not have knowledge and opinion about these services.

It is needed to diversify services for the elderly, raise awareness relating to good practices and consider on Elder-Friendly City.

14. The field survey has indicated that has *the lowest satisfaction level* of PWDs is for educational services for PWDs with 21.3%. Educational services are followed by sports services with 21.8%, services for women with 28.3%, child services with 29%, vocational training courses for PWDs with 29.2%, youth services with 31%, social activities for PWDs with 31.6 and counselling and rehabilitation services for PWDs with 32.2%.

PWDs have lowest level of opinion and knowledge about sports services with 36.4%. 17.2% of PWDs are not aware of counselling services for PWDs; 22.8% are not aware of educational services; 20.7% express that they are not aware of vocational training programs and 15.1% are not aware of social activities for PWDs.

25.3% of PWDs think that municipalities protect the needs of PWDs while providing service. While 33.3% think that municipality has a positive approach towards PWDs, 37.4% disagree or strongly disagree with this opinion.

There is need for municipalities to focus on services for PWDs. According to the results, one fifth of PWDs are not aware of municipal services for PWDs. It is needed to be informed about whether services for PWDs meet the needs of PWDs and about Disability-Friendly City concept.

Additionally, public institutions designated to provide equal service to citizens should first develop their infrastructures to be suitable with needs.

15. The field survey indicated that half of the citizens are *satisfied or very satisfied* with employees of social service centres. Total satisfaction level is 48.4% for *social aid workers* and 49.1% for *social service employees*.

It is possible to conduct studies on raising awareness for human right norms and rights-based approach in providing services to increase citizen satisfaction for employees. Human right norms and rights-based approach are basic reference resources while defining urban rights and services. It is significant to raise awareness and adopt the opinion that providing services to disadvantaged individuals is a right for them. It should be assured that all services are provided by paying regard to norms of equality, prohibition of discrimination and respect to human dignity.

16. The results of the study indicates that disadvantaged individuals, those who express household economic status as bad, unemployed individuals and those without income have lower satisfaction with services when compared to the other groups. It is possible to proceed with differentiation in services for these groups. It is necessary to be informed about disadvantaged

groups, their problems and what is done for the relevant issue, and good practices to be able to proceed with service differentiation.

Disadvantaged groups can conduct awareness-raising training in accordance with their features, determinants and needs, and it is possible to examine good practices that exist in the World and in Turkey

17. The field survey indicates that those who express household economic status as “very bad” are less aware of urban services when compared to the other groups. It is observed that in general, it is necessary to inform women and services for women, youth about youth services, the elderly about services for the elderly. There are high level of individuals in these groups who have no opinion about the service.

Municipalities need to find new ways and methods to introduce their services to these groups.

According to the results of the field survey, there is need for strengthening participation of citizens in decision making processes of municipalities. Another subject that is researched is to what extent municipality is participatory or perceived. 41.3% of citizens agree or strongly agree with the statement that “Citizens/non-governmental organizations have a voice in decisions of municipalities”. 23.2% of citizens think that municipality is not participatory. On the other hand, 38.4% of citizens voice that “I can follow agenda of Municipal Council and/or decisions made through municipal publications/website”.

Municipalities need to adopt participation in policy making-planning-designing and practice processes as main principle and provide each individual living in the city with opportunities to express their feelings and make their voice heard including disadvantaged groups. In this respect, it is possible to undertake work to raise awareness on participatory tools, cooperation between Municipality-NGO.

18. The rate of making complaints and recommendations to MMs is considerably low with 5.7%. 35% of those who have made complaints and recommendations have never been replied. 35.4% of individuals agree with the statement that “Municipality is transparent about budget and expenditures”. 35.9% of citizens express that they can monitor agenda and decisions of municipal council and 39.5% think that citizens/non-governmental organizations (NGO) have a voice in decisions of municipalities.

These results indicate that it is necessary to conduct studies on raising awareness to establish an effective complain/recommendation mechanism and create transparent and accountable structures.

19. It is necessary that the studies conducted by municipalities should be flexible and adaptable to conditions to be able to provide services as effective, productive and suitable for needs. Study programs created for crisis periods are significant to prevent services from getting interrupted and to meet recent needs.
20. MMs should conduct regular monitoring studies to increase service satisfaction. There should be standards for services provided including infrastructure Works, monitoring indicators

should be developed and results should be regularly reported. Monitoring study will also bring together the citizen satisfaction.

- It is possible to discuss studies on increasing awareness and capacities of municipal employees about monitoring,
- Mapping services and determining the points with higher dissatisfaction by using techniques such as service flow chart etc.,
- Increasing capacities of municipal employees to make internal evaluation-analysis.

8. RECOMMENDED FRAMEWORK FOR CAPACITY ENHANCEMENT PROGRAMS

The results of the field survey indicates that services with the highest citizen satisfaction are infrastructure services such as public transport, water, sewer and services with the lowest satisfaction are social aids and social service practices particularly for disadvantaged groups. Services with the lowest satisfaction, total satisfaction and dissatisfaction rates are indicated in Table 67.

Table 65 Satisfaction with social aids and social services

SOCIAL SERVICES	Dissatisfied	Neither sat. nor dissat.	Satisfied	No Opinion	3 provinces with the highest Total Dissatisfaction	3 provinces with the highest Total Satisfaction
Social aids	25.4	25.7	31.6	17.3	Diyarbakır (59.3) Mardin (54.7) Balıkesir (51.4)	Ankara (44.8) Ordu (44.3) Denizli (44.0)
Services for PWDs	22.9	25.0	31.9	20.1	Mardin (44.1) Trabzon (42.4) Van (38.3)	Ankara (47.3) Denizli (43.9) Aydın (42.5)
Home care-cleaning services	21.2	25.6	32.1	21.1	Mardin (46.4) Trabzon (46.3) Van (42.0)	Denizli (56.7) Tekirdağ (44.9) Kocaeli (43.7)
Home delivery for healthcare services (Municipality)	21.1	25.9	32.6	20.4	Trabzon (44.8) Mardin (43.6) Bursa (36.4)	Denizli (62.3) Kocaeli (46.9) Ankara (45.1)
Services for women	23.8	25.6	32.8	17.8	Mardin (48.7) Trabzon (45.0) Van (44.7)	Ankara (46.2) Kocaeli (44.8) Ordu (43.7)
Educational work & courses for children (study hours, music, painting etc.)	22.7	25.6	33.1	18.6	Trabzon (44.9) Balıkesir (44.8) Mardin 43.1)	Ankara (46.5) Tekirdağ (43.9) Gaziantep (43.5)
Services for the elderly	22.5	26.1	33.5	17.9	Mardin (46.3) Trabzon (45.4) Balıkesir (44.0)	Denizli (61.4) Ankara (43.6) Gaziantep (43.4)
Total (total for above-listed 7 social services)	22.8	25.6	32.5	19.0	Mardin (46.7) Trabzon (44.8) Balıkesir (42.5)	Denizli (49.3) Ankara (45.3) Ordu (42.4)

It is summarized in the previous chapter relating to the results of field survey and emerging needs. Intended for these needs identified in the Needs Assessment Survey, two activities are planned in the framework of raising urban awareness:

- a) Capacity enhancement program for employees of social service centres providing service to different target groups in local administrations (Activity 2.3.2)
- b) Capacity enhancement program for employees in social service units of Metropolitan Municipalities (Activity 2.3.3)

It is recommended to design and implement 5 different specific-purpose training modules for the following target groups under Activity 2.3.2:

- 1) Training module for employees of centres providing service for women

- 2) Training module for employees of centres providing service for children
- 3) Training module for employees of centres providing service for youth
- 4) Training module for employees of centres providing service for PWDs
- 5) Training module for employees of centres providing service for the elderly

Studies on city, urban rights and services, disadvantage, monitoring and evaluation will be included in each of these modules. Five different training sessions with approximately 70 participants for each will be conducted for 350 individuals in total working in social service centres of MMs. The scope of training modules is provided in Annex 4 on the basis of module designs to be prepared in this respect.

Under Activity 2.3.3, target group consists of employees working in units relating to social aids and social services in MMs. The names and structures of these units (department, directorate etc.) vary by municipalities. Moreover, as an employee can have responsibility relating to more than one service, employees will be separated on the basis of social service centres. Thus, it is recommended to design a single multi-purpose training module for this target group.

In this respect, 5 training sessions will be conducted, with each one-day long and to include 70 participants for each for 350 individuals in total intended for social service workers and administrative personnel of MMs. The scope of training modules is provided in Annex 5 on the basis of module designs to be prepared in this respect.

Training Format

Training will be provided in interactive (with question-answer technique) virtual classes. Training sessions will be recorded for sustainability, question and answers will be reported and then they will be transformed into distance learning material by UNDP.

Social Aids

In this respect, subject of social aids is the cross-cutting issue for target groups under Activities 2.3.2 and 2.3.3 and will be assessed in each training.

Survey for Employees

It will be useful to conduct a survey study to be able to provide data collection about social service centres and units of MMs to provide input for both Activities 2.3.2 and 2.3.3 and to assess supply side of services. Along with this survey to be coordinated by UNDP, it will be possible to make module design with the information of size of target group, capacity of centres and services that they undertake. The form prepared for this purpose is provided in Annex 6.

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ANNEXES

Annex 1. Service Satisfaction by Metropolitan Municipality

		Istanbul	Ankara	Izmir	Bursa	Antalya	Adana	Konya	Balıkesir	Kocaeli	Mersin	Eskişehir	Tekirdağ	Manisa	Gaziantep	Hatay	Kahramanmaraş	Şanlıurfa	Samsun	Sakarya	Kayseri	Aydın	Muğla	Denzil	Diyarbakır	Trabzon	Erzurum	Ordu	Malatya	Van	Mardin	Total
Access to public transport services	Very dissatisfied	1.0	3.3	2.4	4.1	5.3	8.9	2.0	.9	2.3	5.7	2.5	8.1	15.6	11.2	9.3	.0	2.5	9.7	20.5	3.3	4.8	.0	5.3	11.6	8.7	5.2	23.6	2.5	24.2	23.1	4.8
	Dissatisfied	5.5	7.3	3.9	6.0	5.9	11.4	6.7	7.3	5.8	11.2	6.6	5.1	13.3	3.2	11.4	6.9	11.6	29.4	5.7	6.7	3.9	3.5	10.8	7.1	22.7	10.1	18.9	6.8	10.4	18.3	7.6
	Neither sat. nor dissat.	18.9	18.2	7.5	28.7	21.5	11.9	18.9	33.7	27.8	17.6	31.4	12.6	16.4	20.1	28.8	32.9	21.3	20.9	11.5	22.3	19.2	14.7	17.1	20.6	22.7	24.6	16.3	54.3	17.4	22.6	20.1
	Satisfied	56.6	44.2	71.7	35.5	52.0	30.5	53.8	44.7	48.3	52.5	53.6	39.1	37.6	49.6	33.0	53.3	28.1	34.2	47.3	44.6	34.4	38.1	57.5	24.9	30.5	48.6	33.1	30.2	33.9	20.8	47.9
	Very satisfied	16.6	26.5	12.2	24.5	13.2	34.3	16.8	12.6	14.4	11.5	2.8	29.3	9.8	14.8	17.5	5.7	32.3	3.4	8.0	21.3	36.3	43.7	8.9	25.5	11.8	10.2	1.9	6.2	7.0	3.8	17.5
Pricing of public transport services	No opinion	1.3	.5	2.4	1.3	2.1	3.1	1.8	.7	1.4	1.4	3.1	5.7	7.3	1.1	.0	1.1	4.1	2.4	7.1	1.8	1.6	.0	.3	10.3	3.6	1.2	6.2	.0	7.1	11.4	2.2
	Very dissatisfied	3.0	7.4	4.0	10.6	6.5	6.6	14.0	5.9	4.7	9.5	4.1	16.4	14.8	22.5	30.4	3.9	5.4	6.9	17.7	7.2	15.3	.3	7.7	10.5	8.1	4.9	28.9	8.2	26.5	17.4	8.1
	Dissatisfied	14.2	23.1	9.1	18.5	5.4	19.1	18.2	21.7	17.0	18.6	21.6	9.4	25.0	13.7	21.6	24.4	10.2	26.2	5.8	15.3	13.5	4.1	19.3	9.2	27.7	13.5	34.8	9.7	28.2	17.9	16.2
	Neither sat. nor dissat.	33.2	30.3	22.9	39.4	36.5	33.4	34.3	38.5	39.0	22.4	54.8	38.2	24.5	23.0	29.8	41.5	24.4	25.0	12.4	24.1	23.4	27.9	20.6	19.4	22.6	26.8	12.4	62.4	19.3	24.0	31.1
	Satisfied	30.0	33.0	54.9	19.3	43.9	34.0	27.2	25.4	32.3	37.6	17.5	14.3	22.3	36.7	15.9	25.0	45.1	30.2	49.2	46.7	31.6	60.5	32.7	26.6	31.7	27.3	13.3	16.3	12.8	27.9	32.3
Cleaning services	Very satisfied	18.4	6.0	6.1	7.3	5.4	4.2	5.1	8.3	5.5	10.1	1.3	6.1	7.3	2.4	2.2	4.1	11.8	9.6	5.8	5.2	14.6	7.2	19.0	23.7	6.0	26.3	3.4	3.0	2.8	1.4	9.8
	No opinion	1.3	.1	3.0	4.8	2.3	2.8	1.4	.4	1.4	1.8	.7	15.6	6.1	1.8	.0	1.1	3.1	2.0	9.1	1.4	1.6	.0	.7	10.6	3.9	1.2	7.2	.4	10.4	11.4	2.6
	Very dissatisfied	2.7	2.8	6.3	11.7	3.5	9.8	3.7	1.4	2.9	6.6	7.0	13.9	20.8	7.5	13.9	.7	2.8	12.9	17.2	3.5	6.0	.0	3.5	3.7	14.6	8.2	14.9	1.7	23.5	37.4	6.3
	Dissatisfied	10.0	12.7	9.4	10.9	5.3	12.8	14.5	14.0	14.6	14.1	32.2	20.5	14.2	3.6	14.7	15.2	7.3	35.6	7.1	12.6	10.8	7.9	15.8	11.2	29.3	13.9	19.7	14.7	11.9	21.1	12.7
	Neither sat. nor dissat.	28.3	33.3	17.3	26.8	33.0	28.1	34.5	39.6	40.9	19.9	32.9	14.2	18.2	27.9	32.9	38.0	22.3	27.1	11.4	19.6	24.8	38.2	20.6	18.7	21.2	23.0	23.9	62.4	20.6	27.1	27.9
Water services	Satisfied	45.9	39.1	59.0	35.3	48.2	36.4	37.2	33.5	33.8	38.0	24.2	35.3	37.6	29.9	27.4	37.0	50.1	18.4	47.5	52.3	32.4	49.9	40.6	29.3	21.2	38.4	40.1	16.9	38.2	11.5	40.7
	Very satisfied	12.8	11.9	7.8	14.1	9.0	12.0	8.7	11.2	6.4	21.1	1.6	9.1	12.7	11.0	11.1	6.9	16.4	3.6	16.0	9.7	24.1	4.0	18.3	33.4	12.6	16.4	.9	3.4	5.1	.7	11.4
	No opinion	.4	.1	.2	1.2	1.1	.9	1.4	.4	1.4	.4	2.1	7.0	.5	.3	.0	2.2	1.0	2.4	.8	2.3	1.9	.0	1.1	3.6	1.1	.0	.5	.9	.8	2.2	.9
	Very dissatisfied	1.7	4.4	2.6	7.3	3.9	6.0	6.9	5.4	5.0	5.5	8.6	21.6	16.1	3.1	22.8	1.8	6.4	4.9	18.5	5.8	7.6	.0	5.6	6.1	10.6	7.8	13.0	4.7	20.0	33.9	6.0
	Dissatisfied	7.7	9.8	5.4	14.8	8.3	13.2	21.9	14.8	15.9	12.6	23.6	13.1	13.1	3.0	23.2	20.9	13.5	16.4	4.1	7.9	10.7	5.4	15.7	7.6	25.9	19.0	16.1	10.4	7.7	25.2	11.5
Sewer services	Neither sat. nor dissat.	29.1	31.7	16.6	30.7	34.2	28.8	26.7	38.2	39.2	20.8	43.0	31.9	14.8	25.1	38.9	36.4	25.7	25.1	9.4	20.0	26.5	43.8	21.7	19.3	28.8	18.1	20.8	60.1	27.6	20.2	28.6
	Satisfied	47.3	43.8	68.3	30.9	43.1	41.5	36.7	27.7	31.6	41.5	21.7	17.1	36.2	52.1	10.1	31.2	34.7	42.8	52.7	49.3	35.9	46.2	35.6	27.0	22.7	39.8	43.5	18.0	33.2	17.7	41.1
	Very satisfied	14.1	10.2	7.1	13.6	9.6	10.1	7.0	12.3	6.9	18.9	1.4	8.7	19.8	16.8	5.0	7.9	19.0	10.4	14.6	15.8	18.0	4.6	21.3	37.7	11.7	15.0	6.2	5.9	11.6	9	12.0
	No opinion	.1	.1	.0	2.8	.9	.3	.8	1.6	1.4	.8	1.8	7.7	.0	.0	.0	1.8	.7	.4	.8	1.2	1.3	.0	.0	2.3	.3	.3	.5	.8	.0	2.2	.8
	Very dissatisfied	2.5	4.0	4.8	9.0	6.8	10.7	5.8	4.5	5.8	5.4	4.0	17.5	19.4	4.3	15.1	5.8	5.6	10.4	14.5	18.3	7.9	.3	6.5	11.7	19.2	12.3	20.9	2.2	13.8	47.0	7.1
Natural gas	Dissatisfied	8.2	11.8	5.2	10.7	10.3	16.3	19.4	15.6	19.5	9.8	26.8	12.1	14.1	1.1	15.7	26.2	13.2	23.7	6.9	17.3	11.6	6.2	22.3	10.9	28.3	17.3	22.4	16.5	11.5	20.5	12.4
	Neither sat. nor dissat.	27.5	31.9	16.6	30.6	28.8	23.6	37.0	33.6	38.8	18.7	39.3	31.6	14.7	29.0	40.7	32.7	21.6	25.5	6.2	12.9	27.9	48.2	16.0	22.8	23.1	25.3	21.9	58.3	26.0	14.8	27.6
	Satisfied	46.7	41.2	64.4	32.5	43.6	36.5	32.5	32.2	31.0	42.1	27.4	19.4	35.7	61.1	23.6	28.6	44.3	34.6	59.3	35.5	27.3	42.6	32.8	21.3	24.2	31.4	28.0	13.0	40.3	14.1	40.3
	Very satisfied	13.7	11.0	8.2	14.5	7.2	12.7	4.1	11.2	2.1	23.6	.3	4.0	13.6	4.2	5.0	4.2	14.2	4.6	12.8	12.1	21.5	2.7	21.1	23.1	4.0	13.2	1.9	7.8	7.5	1.0	10.6
	No opinion	1.2	.1	.8	2.6	3.3	.3	1.2	2.9	2.8	.4	2.1	15.9	2.5	.3	.0	2.5	1.1	1.2	.3	3.9	3.8	.0	1.3	10.1	1.1	.5	4.9	2.2	.8	2.7	1.9
Condition of sidewalks, roads, streets and buildings of neighbourhood	Very dissatisfied	1.9	9.2	5.2	9.0	9.8	9.1	3.8	5.6	10.0	4.0	8.1	17.5	20.3	3.6	10.3	4.8	4.4	5.2	10.6	13.4	8.1	.0	7.9	10.9	22.0	4.4	22.2	2.7	19.4	21.3	7.1
	Dissatisfied	8.4	12.8	3.2	15.0	7.7	12.5	11.0	14.4	16.9	12.0	29.9	14.8	4.5	4.8	8.2	17.2	9.9	12.3	4.8	11.1	15.3	10.8	18.2	6.9	22.5	19.2	17.7	15.4	8.6	9.9	11.1
	Neither sat. nor dissat.	28.2	29.8	13.1	26.1	33.4	35.9	26.7	31.3	30.5	8.7	41.6	20.7	6.9	33.3	45.0	33.3	25.0	15.0	3.3	15.4	24.9	43.5	14.8	19.9	22.5	27.3	25.3	52.9	23.4	6.7	26.1
	Satisfied	44.8	37.7	61.8	34.3	30.7	30.7	35.3	40.5	23.5	28.8	17.0	27.3	18.7	48.5	26.1	28.1	36.7	17.7	37.7	34.4	31.4	42.7	26.0	19.6	24.8	27.8	21.0	18.2	29.4	6.9	36.5
	Very satisfied	15.9	10.4	6.9	12.5	6.8	8.7	4.1	7.1	2.4	24.0	2.2	6.4	5.3	7.9	10.1	4.7	12.6	5.9	10.9	3.6	18.1	2.9	15.1	31.7	6.8	16.6	2.6	5.5	8.6	1.8	10.6
Bike ways	No opinion	.8	.0	9.8	3.1	11.5	3.1	19.1	1.0	16.7	22.5	1.1	13.2	44.3	1.9	.3	11.8	11.4	43.8	32.8	22.1	2.3	.0	17.9	16.9	1.5	4.7	11.2	5.3	10.6	53.4	8.6
	Very dissatisfied	5.8	5.8	7.5	11.4	8.0	9.7	4.8	5.6	7.1	9.5	8.6	19.3	24.8	6.2	13.8	.6	9.5	14.0	31.9	16.4	7.0	.4	7.9	17.7	20.2	7.8	16.7	1.3	18.1	48.9	9.3
	Dissatisfied	14.0	14.4	12.4	18.1	10.3	16.5	23.8	15.5	15.3	12.7	25.9	17.8	17.4	10.3	19.7	17.6	12.7	34.4	8.4	15.1	15.2	7.4	24.0	13.6	24.6	12.5	20.7	15.8	11.9	21.8	15.6
	Neither sat. nor dissat.	28.0	29.2	16.0	32.9	30.5	31.6	29.5	31.1	41.7	23.2	39.7	26.3	14.1	36.4	44.9	43.8	22.5	25.9	15.5	17.6	26.0	45.9	18.8	20.0	28.0	32.2	26.3	57.8	19.2	16.1	28.5
	Satisfied	38.3	40.4	56.7	25.3	38.5	32.9	31.9	31.9	28.7	40.4	22.9	21.4	33.4	35.2	13.9	28.1	37.5	20.1	37.7	39.2	29.6	43.0	30.6	20.3	17.2	32.8	29.4	15.6	37.0	9.0	35.0
Bike ways	Very satisfied	13.6	10.2	7.0	9.9	9.6	8.4	8.3	15.5	5.1	13.8	1.4	6.6	10.2	11.9	7.7	6.0	17.4	4.3	5.8	10.6	20.9	3.4	17.6	23.4	9.0	14.7	5.6	7.6	13.3	1.0	10.6
	No opinion	.3	.0	.4	2.3	3.1	.9	1.7	.4	2.0	.4	1.5	8.6	.0	.0	.0	1.8	.4	1.2	.7	1.0	1.3	.0	1.1	5.1	1.0	.0	1.4	1.8	.5	3.2	1.1
	Very dissatisfied	11.7	6.7	6.0	16.8	10.3	11.9	10.8	5.8	8.4	3.2	4.4	15.8	30.1	18.6	7.1	8.2</															

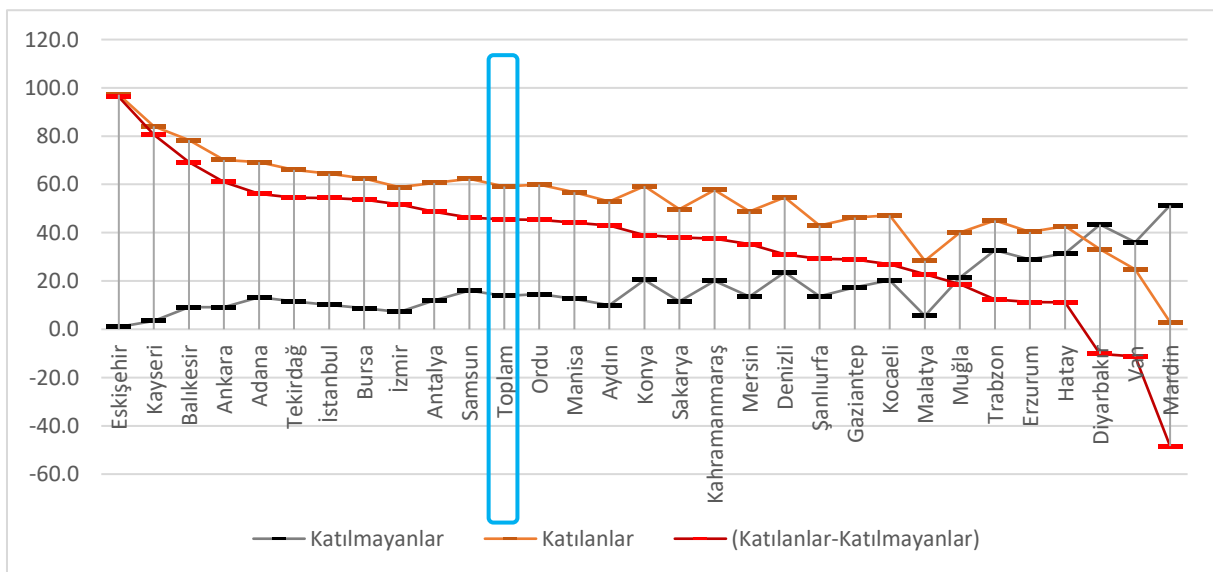
Urban lighting (street bus stop, park)	Very satisfied	13.8	9.2	8.8	4.5	7.3	4.0	10.3	2.9	8.0	2.5	6.1	2.8	.4	9.9	3.7	14.5	3.1	.9	8.6	16.2	5.3	13.1	16.6	6.0	12.7	.4	3.6	3.6	1.0	8.6	
	No opinion	10.9	5.6	34.8	10.5	12.6	5.3	15.0	11.2	16.1	49.6	3.8	12.7	45.4	9.9	.0	17.9	16.9	42.6	30.1	36.1	10.8	1.7	27.3	29.9	8.8	8.0	24.7	48.0	15.3	53.5	16.8
	Very dissatisfied	5.1	6.4	3.3	9.8	4.1	7.5	5.2	6.0	4.4	6.3	22.2	15.7	1.4	7.4	2.2	5.3	13.7	9.3	8.4	7.7	.9	7.9	7.7	13.2	4.6	14.4	2.2	8.3	38.5	6.8	
	Dissatisfied	9.9	11.3	6.3	15.8	10.1	16.6	17.0	15.5	15.2	10.8	22.9	18.3	11.1	9.9	13.9	19.2	8.6	24.8	2.5	10.5	13.8	12.4	16.7	8.6	24.3	16.5	13.6	8.8	11.8	21.1	12.4
	Neither sat. nor dissat.	30.1	32.8	13.9	30.3	33.7	27.6	28.9	30.9	40.4	17.8	44.4	24.0	15.7	43.3	49.0	36.8	23.8	24.3	8.8	24.3	26.5	53.5	18.7	20.8	20.1	29.0	27.5	62.5	22.2	19.8	29.2
	Satisfied	40.2	37.6	66.6	25.2	40.7	34.4	39.7	34.5	28.2	45.9	22.9	18.6	41.5	35.4	18.3	33.0	39.9	29.2	70.0	40.5	29.6	30.3	40.2	23.1	31.1	35.7	39.1	17.5	38.8	13.3	38.1
Parks	Very satisfied	14.2	11.9	9.7	16.0	7.5	12.2	7.6	13.2	8.1	20.3	1.5	5.5	15.6	9.9	11.4	6.7	20.0	2.4	9.4	14.6	20.4	1.9	15.0	31.5	11.1	14.1	3.0	5.5	18.8	2.6	12.0
	No opinion	.5	.0	.2	3.0	3.9	1.7	1.6	.7	2.1	.8	2.1	11.4	.4	.0	.0	2.2	2.4	5.6	.0	1.7	1.9	1.0	1.5	8.3	.3	.0	2.5	3.5	.0	4.8	1.5
	Very dissatisfied	7.0	7.7	6.3	13.2	8.2	9.7	4.4	4.6	5.3	4.1	9.6	17.9	25.2	7.9	5.1	2.8	5.9	18.2	17.9	12.1	4.9	.6	6.0	10.0	16.0	8.3	23.3	4.8	24.3	38.1	8.9
	Dissatisfied	11.5	13.1	7.9	16.4	9.3	16.6	21.5	14.8	15.5	9.9	25.7	10.1	18.1	4.2	10.9	11.3	10.3	30.2	9.2	13.8	15.8	17.5	19.7	15.8	20.5	11.7	22.1	14.8	13.5	20.7	13.6
	Neither sat. nor dissat.	21.8	29.7	16.1	30.0	31.7	32.1	27.4	26.7	29.5	21.7	37.9	25.7	16.8	14.6	15.5	41.6	21.1	19.3	10.0	16.9	25.8	44.1	22.8	18.6	23.6	32.3	25.2	55.7	19.8	16.2	24.9
	Satisfied	43.9	37.8	59.1	22.6	37.6	27.0	37.7	38.8	40.3	45.2	24.0	22.9	24.0	62.3	58.0	37.0	43.8	22.8	51.8	44.4	31.8	33.7	32.4	22.7	26.7	26.7	32.3	20.4	17.3	29.4	5.1
Playgrounds	Very satisfied	15.2	11.7	8.9	12.7	9.0	12.3	7.9	14.5	6.9	15.4	1.3	7.8	9.2	10.2	10.4	5.4	16.9	2.4	8.7	11.1	20.7	3.8	16.1	17.3	11.9	14.9	2.9	3.9	5.9	7	11.3
	No opinion	.5	.0	1.8	5.1	4.2	2.3	1.1	.7	2.5	3.6	1.5	15.6	6.7	.9	.0	1.8	2.0	7.0	2.4	1.6	.9	.3	3.0	15.6	1.2	.5	6.1	3.5	7.2	19.3	2.5
	Very dissatisfied	7.9	8.5	5.8	12.5	7.0	9.3	7.1	6.8	7.1	4.4	9.1	22.7	29.7	6.8	6.7	2.9	5.4	20.3	16.6	11.6	7.1	2.1	5.0	10.9	13.3	9.2	24.5	4.7	22.3	41.9	9.6
	Dissatisfied	12.0	10.5	5.4	15.3	10.9	16.5	25.5	16.1	17.2	9.5	27.9	15.7	15.3	10.6	8.3	14.9	11.1	22.8	11.2	18.0	17.5	14.8	22.3	15.5	22.3	15.5	24.0	9.9	19.2	17.0	13.8
	Neither sat. nor dissat.	22.9	30.4	18.5	29.4	30.0	26.7	34.8	24.6	31.1	25.1	41.7	23.6	13.7	21.8	17.6	44.5	21.2	13.6	8.6	15.0	22.5	41.2	20.8	22.6	27.9	29.0	19.9	16.4	20.0	13.3	24.9
	Satisfied	41.7	39.8	31.0	22.6	39.2	36.9	26.5	36.2	34.6	38.2	17.4	19.9	22.1	57.7	56.3	29.4	34.7	11.2	51.5	18.8	26.6	36.5	28.6	21.3	19.2	30.6	18.3	13.2	28.0	4.4	34.0
Green spaces	Very satisfied	13.9	10.1	6.8	13.5	8.0	8.3	4.3	14.3	3.7	14.5	1.7	7.1	7.6	1.3	11.1	5.4	18.0	1.1	6.6	9.0	23.4	3.8	13.0	16.7	14.1	13.4	1.8	5.6	4.0	1.5	10.0
	No opinion	1.6	.7	32.5	6.7	4.9	2.3	1.8	2.0	6.3	8.1	2.2	10.9	11.6	1.9	.0	2.8	9.6	31.0	5.6	27.6	2.9	1.6	10.3	12.9	3.2	2.2	11.4	50.2	6.6	21.9	7.7
	Very dissatisfied	9.8	7.3	5.7	10.1	9.2	7.7	6.4	5.8	4.5	4.4	5.5	19.0	23.5	7.1	6.1	1.8	5.0	17.0	19.5	12.3	7.0	4.1	11.3	9.1	9.0	5.9	33.2	3.9	23.4	33.8	9.4
	Dissatisfied	14.1	12.6	8.0	20.6	8.8	17.9	20.2	17.6	16.6	9.7	27.2	17.3	16.1	5.2	10.3	12.6	14.2	31.2	8.0	15.9	18.8	16.2	18.3	12.0	23.8	13.3	12.8	13.6	16.5	17.8	14.7
	Neither sat. nor dissat.	29.8	33.7	19.6	27.6	32.4	31.5	32.4	31.7	44.5	25.4	39.0	23.5	17.0	44.8	54.3	38.2	25.8	19.3	10.6	19.8	26.3	47.0	16.4	18.0	28.2	32.6	20.7	59.2	24.7	8.9	29.7
	Satisfied	28.2	36.4	55.9	23.9	37.5	32.4	31.5	31.4	27.5	44.5	26.2	14.1	27.8	29.9	14.3	39.2	36.2	15.9	49.7	38.5	27.3	29.7	37.7	27.8	23.1	33.4	22.1	11.5	24.2	4.4	31.8
Neighbourhood bazaars	Very satisfied	17.7	10.1	9.0	12.2	8.2	8.9	7.6	12.2	5.1	12.5	.3	8.8	11.5	12.4	15.1	6.4	17.2	2.1	8.8	11.7	19.3	2.6	14.1	17.1	15.6	14.8	3.0	5.1	7.5	5	11.6
	No opinion	.4	.0	1.8	5.7	3.8	1.7	1.9	1.2	1.7	3.5	1.8	17.4	4.2	.5	.0	1.8	1.6	14.5	3.4	1.8	1.3	.3	2.2	15.9	.4	.0	8.2	6.8	3.7	34.6	2.8
	Very dissatisfied	4.5	7.4	4.1	11.9	6.9	9.7	5.0	6.2	5.4	6.7	7.3	23.4	19.0	3.0	4.6	2.2	7.3	9.4	11.0	7.6	7.8	3.1	7.4	6.1	12.4	8.4	20.0	3.1	25.7	25.7	7.5
	Dissatisfied	8.3	11.8	5.0	15.1	6.8	15.3	16.1	12.3	14.1	14.1	26.0	19.4	9.3	5.0	12.3	11.2	10.9	21.5	5.6	9.3	14.5	17.3	15.6	14.0	19.9	12.2	16.3	6.6	10.6	15.7	11.5
	Neither sat. nor dissat.	22.7	30.5	28.7	27.3	34.1	27.6	26.0	28.6	28.0	15.5	44.5	19.8	13.8	12.9	14.7	44.4	21.2	30.7	6.0	16.0	22.8	48.1	21.5	19.0	21.1	25.6	20.6	53.6	18.1	20.6	25.7
	Satisfied	50.4	40.5	49.7	21.9	42.5	36.6	43.5	35.0	44.2	33.1	18.5	13.1	36.1	74.8	56.9	34.1	41.2	27.8	63.3	47.1	30.9	28.7	34.7	25.1	30.2	35.5	32.3	27.4	31.9	14.0	41.0
Sports services	Very satisfied	13.1	9.7	9.8	17.3	6.2	8.1	9.0	17.0	7.2	18.1	1.7	7.7	12.4	3.7	11.4	6.0	17.9	2.3	13.0	16.6	22.1	1.9	12.7	21.2	12.7	14.2	3.3	2.5	6.5	1.1	11.0
	No opinion	1.0	.1	2.7	6.4	3.4	2.6	.4	1.0	1.1	12.5	2.0	16.6	9.4	.7	.0	2.2	1.6	8.2	1.0	3.4	1.9	.9	8.2	14.7	3.7	4.2	7.5	6.8	7.3	22.9	3.4
	Very dissatisfied	6.9	6.7	4.9	14.3	10.9	9.7	8.2	6.8	6.9	3.0	5.0	20.0	26.0	8.8	2.4	6.9	7.8	19.2	23.9	13.5	8.4	2.9	9.3	11.2	18.1	8.2	27.7	2.6	29.1	36.7	9.5
	Dissatisfied	12.0	13.6	6.5	18.3	9.2	14.3	29.4	12.9	18.3	8.8	34.5	17.3	12.3	10.9	9.0	21.4	10.5	21.0	5.9	14.3	17.8	17.1	19.0	12.9	27.5	18.7	14.6	7.8	11.6	12.5	14.1
	Neither sat. nor dissat.	21.0	31.8	18.1	29.9	33.0	31.5	22.6	27.5	28.6	13.5	39.1	24.1	12.5	21.3	19.4	32.3	20.5	12.9	10.4	9.1	21.8	46.4	17.6	19.4	22.7	27.6	16.0	14.0	21.5	3.5	23.5
	Satisfied	39.6	35.1	18.6	17.9	34.1	30.7	27.7	33.8	33.4	38.2	18.5	16.7	18.2	50.3	58.7	27.1	26.9	7.1	33.6	20.2	21.9	30.2	23.6	14.3	17.0	28.3	19.6	14.1	20.6	.4	30.0
Cultural services	Very satisfied	12.6	9.9	4.2	9.7	6.6	7.0	5.3	10.5	3.4	10.3	1.0	5.0	4.9	.3	10.6	4.9	17.8	.4	7.3	6.9	21.5	2.1	14.2	13.1	9.7	12.7	.7	3.8	2.2	.0	8.5
	No opinion	8.0	2.8	47.5	9.9	6.2	6.8	6.8	8.4	9.3	26.2	1.9	17.0	26.1	8.4	.0	7.5	16.4	39.4	18.9	36.0	8.6	1.3	16.3	29.1	5.0	4.5	21.3	57.7	15.0	46.8	14.2
	Very dissatisfied	5.1	9.3	4.2	13.9	9.4	8.2	6.0	3.6	8.5	5.4	7.1	23.3	23.8	9.7	4.5	6.9	6.4	16.8	21.9	11.9	9.7	3.8	10.1	12.0	14.5	7.4	27.1	3.0	31.3	33.4	9.1
	Dissatisfied	13.7	11.2	5.5	20.9	10.2	14.7	27.8	12.6	16.1	7.8	28.4	13.4	11.3	10.2	9.5	20.9	10.4	19.8	8.3	13.2	13.9	18.8	15.4	14.0	31.2	14.5	14.9	9.5	8.6	13.8	13.9
	Neither sat. nor dissat.	22.1	30.9	21.5	27.0	32.9	31.4	29.4	31.5	31.3	14.1	41.5	25.5	13.0	20.3	20.0	36.3	22.7	16.3	9.6	11.7	23.1	43.0	17.6	16.3	25.8	28.5	16.4	12.7	16.3	6.2	24.5
	Satisfied	40.6	34.8	19.9	18.6	32.1	30.5	26.8	35.0	32.1	30.8	18.6	14.3	17.1	49.8	55.9	21.6	28.7	5.1	29.2	22.5	24.1	29.6	27.4	16.3	14.9	31.5	17.0	16.0	20.0	.8	29.9
Services for PWDs	Very satisfied	12.1	11.0	6.3	7.4	7.6	9.2	4.7	12.1	4.6	18.8	3.2	5.6	4.8	.3	10.1	4.8	16.2	1.1	7.1	3.0	20.6	2.2	14.3	12.4	10.4	14.2	.0	3.0	1.8	.0	8.9
	No opinion	6.4	2.8	42.5	12.1	7.7	5.9	5.3	5.2	7.4	23.1	1.2	17.9	30.0	9.7	.0	9.5	15.6	40.													

	Neither sat. nor dissat.	27.4	28.7	14.0	19.7	31.7	33.0	30.1	29.3	14.6	42.2	8.0	14.1	59.0	28.0	17.8	10.3	9.6	18.4	24.5	39.1	22.5	17.4	17.1	25.6	15.0	9.4	19.9	3.0	25.6		
	Satisfied	28.9	34.6	19.3	14.1	33.5	29.2	27.2	32.4	17.6	32.7	24.0	9.3	19.9	9.0	18.9	29.5	22.0	4.0	31.5	9.9	23.1	27.1	25.9	16.2	26.6	19.3	11.0	22.9	.7	24.5	
	Very satisfied	11.7	11.6	3.5	7.4	3.8	6.5	5.9	12.4	1.7	10.7	2.6	6.0	6.8	.0	12.3	4.4	17.0	1.2	5.3	7.3	20.4	2.8	12.5	12.7	7.6	17.2	.5	5.6	1.7	.0	8.3
	No opinion	10.2	3.4	53.7	19.4	13.6	8.7	12.1	9.6	12.6	28.6	3.4	33.6	19.7	12.3	.0	16.6	19.0	61.0	19.0	40.6	9.3	4.2	14.2	29.3	9.7	5.3	20.6	61.0	13.2	47.7	17.8
Services for the elderly	Very dissatisfied	8.0	7.5	7.3	21.7	8.5	9.4	4.7	7.2	7.2	3.4	8.1	35.7	16.7	5.9	4.2	5.7	8.3	9.5	15.8	13.3	11.3	10.3	9.1	11.2	20.3	8.1	27.7	3.0	25.2	36.8	10.2
	Dissatisfied	10.9	12.7	5.0	13.5	9.4	13.1	19.3	13.6	18.5	12.7	26.6	8.3	10.3	10.5	10.6	17.2	12.5	13.2	4.5	10.6	15.5	13.4	16.2	12.3	25.2	18.7	9.4	6.8	15.3	9.5	12.2
	Neither sat. nor dissat.	29.0	31.8	13.1	20.1	32.0	28.4	29.3	33.5	40.8	10.8	39.3	10.7	12.3	59.2	55.8	31.9	22.2	6.1	10.0	17.0	23.6	42.3	15.1	16.4	17.7	25.9	16.5	5.6	18.3	3.7	26.1
	Satisfied	26.4	33.9	18.0	17.3	31.7	33.4	32.6	24.6	14.8	31.4	23.7	12.9	28.1	10.1	17.3	21.0	25.7	3.2	50.7	10.7	18.2	27.6	25.5	18.9	21.9	26.6	20.8	12.0	24.0	.0	24.3
	Very satisfied	14.5	9.7	2.5	9.4	7.4	5.8	7.9	12.9	2.5	12.0	1.0	4.6	13.3	.0	12.2	5.2	14.0	.0	10.8	7.2	19.1	2.1	15.9	13.0	7.4	12.9	1.3	7.8	5.7	.0	9.2
	No opinion	11.3	4.4	54.1	18.0	11.0	9.8	6.2	8.2	16.2	29.7	1.2	27.8	19.2	14.3	.0	18.9	17.3	68.0	8.3	41.0	12.4	4.4	18.1	28.1	8.0	7.8	24.4	64.5	11.5	50.0	17.9
Home care-Cleaning services	Very dissatisfied	8.4	8.4	5.6	20.6	8.2	10.4	2.2	5.0	7.1	4.2	8.1	31.3	13.5	5.3	5.0	5.8	7.9	7.8	13.9	12.1	8.6	9.8	8.5	12.7	18.8	9.5	26.3	3.0	22.8	38.8	9.8
	Dissatisfied	10.2	12.0	3.6	15.0	10.6	13.7	19.4	11.9	12.8	8.9	28.1	8.9	9.7	10.4	4.3	16.0	12.0	9.0	3.6	10.0	13.3	12.8	12.8	9.9	27.5	12.5	15.7	6.1	13.9	7.6	11.4
	Neither sat. nor dissat.	29.2	31.6	11.3	17.0	34.1	28.5	32.0	29.5	39.4	10.4	40.9	11.0	8.8	62.4	60.7	26.8	20.0	2.4	7.2	14.8	20.3	37.9	15.5	19.0	19.3	27.2	11.9	9.8	19.5	2.7	25.6
	Satisfied	27.6	34.7	14.8	15.7	28.2	30.8	30.7	29.4	13.7	21.7	19.6	8.7	27.1	7.9	18.7	26.1	27.4	2.4	47.1	12.7	24.1	23.8	26.3	15.0	19.6	32.3	14.2	11.2	18.8	.7	23.7
	Very satisfied	11.8	8.7	3.8	9.9	7.1	7.0	7.3	14.3	4.5	10.4	1.1	5.5	10.6	.0	11.2	4.3	14.1	.0	9.6	7.7	20.8	2.4	12.5	10.9	6.1	9.9	.4	3.9	3.5	.0	8.4
	No opinion	12.9	4.5	60.8	21.8	11.8	9.5	8.3	9.9	22.4	44.2	2.1	34.6	30.2	14.0	.0	21.0	18.6	78.4	18.6	42.6	12.9	7.8	24.4	32.5	8.8	8.6	31.5	66.1	21.4	50.2	21.1
Social aids	Very dissatisfied	8.0	10.6	9.4	21.6	9.5	8.1	5.1	4.3	8.7	11.8	6.4	34.3	17.7	5.8	5.1	3.0	10.8	38.6	17.4	12.5	10.6	10.6	11.6	11.7	18.3	8.3	26.6	3.4	20.5	45.1	11.5
	Dissatisfied	11.7	12.9	7.0	15.0	9.7	15.8	27.5	13.7	26.4	17.2	29.8	17.0	12.6	8.4	8.7	14.4	13.6	20.6	5.2	10.0	15.7	16.3	18.8	12.8	26.9	17.4	19.5	6.4	12.1	9.6	14.0
	Neither sat. nor dissat.	28.0	27.8	11.0	17.7	33.6	31.5	30.6	29.9	33.7	21.1	41.7	12.0	14.9	56.6	53.7	31.8	20.4	8.6	7.6	19.8	25.0	41.6	21.5	18.2	18.3	22.8	18.5	10.7	25.3	2.5	25.7
	Satisfied	27.3	35.3	10.9	16.9	30.8	27.9	26.9	30.4	16.6	24.6	20.9	9.0	27.5	18.7	21.6	24.0	23.6	1.6	37.1	11.0	22.7	22.6	26.4	15.8	17.6	32.8	16.4	8.6	25.7	.0	23.5
	Very satisfied	12.4	9.5	3.0	9.3	5.2	6.8	7.1	11.1	2.3	7.5	.6	4.6	9.4	.8	10.9	7.0	12.8	.0	6.8	7.6	17.1	3.1	12.3	10.7	9.3	11.6	.0	4.2	5.7	.0	8.2
	No opinion	12.6	4.0	58.7	19.5	11.1	9.9	2.8	10.7	12.4	17.8	.6	23.0	17.9	9.7	.0	19.8	18.8	30.6	25.9	39.0	8.9	5.7	9.4	30.9	9.6	7.2	19.0	66.5	10.8	42.8	17.3
Home delivery for healthcare services (Municipality)	Very dissatisfied	7.5	7.3	6.4	20.3	8.5	8.9	5.7	5.1	6.3	5.3	7.5	27.2	13.2	4.3	3.5	5.3	12.7	14.5	10.0	12.6	9.0	12.0	6.8	10.5	21.4	7.4	24.5	2.6	23.3	34.2	9.5
	Dissatisfied	9.5	13.8	3.1	16.1	10.7	14.6	16.4	10.5	14.8	8.9	25.6	9.1	8.6	11.2	6.2	17.8	11.3	10.6	3.5	10.5	13.4	19.1	17.7	15.5	23.4	14.9	8.2	7.3	10.6	9.4	11.5
	Neither sat. nor dissat.	30.2	29.0	12.4	17.5	35.2	26.4	33.8	29.5	39.3	11.1	45.4	13.0	11.3	61.7	61.7	23.8	18.9	4.9	6.6	16.3	24.6	33.6	15.8	14.7	19.7	26.7	15.7	8.9	21.2	4.0	25.9
	Satisfied	29.6	34.0	13.1	18.2	27.9	30.1	31.0	33.9	15.8	23.5	18.3	9.8	27.4	8.1	16.8	25.4	21.1	2.4	53.1	12.8	21.9	24.8	26.9	18.1	17.6	29.1	19.5	12.1	21.2	.5	24.3
	Very satisfied	11.0	11.1	2.3	7.9	5.8	9.4	6.8	13.0	2.9	9.2	1.0	7.1	12.4	.0	11.7	6.0	15.8	.0	9.3	6.1	18.8	3.9	11.4	11.0	8.7	12.7	.0	3.4	4.5	.0	8.3
	No opinion	12.1	4.8	62.7	20.0	11.8	10.6	6.3	8.1	20.8	42.0	2.1	33.8	27.0	14.7	.0	21.6	20.2	67.6	17.7	41.7	12.3	6.6	21.5	30.2	9.2	9.1	32.1	65.7	19.2	52.0	20.4
Adult education-Hobby courses	Very dissatisfied	6.5	8.3	4.8	20.3	9.8	7.5	5.0	4.4	7.1	5.2	9.4	32.3	23.4	6.2	2.1	5.8	7.9	12.8	19.2	14.8	10.4	10.2	8.0	11.7	20.3	7.0	28.1	3.1	23.6	34.6	9.8
	Dissatisfied	10.4	12.1	2.1	11.7	12.9	17.5	20.3	10.4	22.2	10.2	28.8	13.2	11.2	9.6	8.5	15.9	13.0	23.5	4.0	11.3	11.8	14.6	19.7	10.9	24.2	15.2	13.2	7.3	14.9	7.6	12.3
	Neither sat. nor dissat.	18.2	28.8	13.6	18.8	28.0	24.7	31.4	24.8	27.3	18.0	36.0	14.7	9.5	21.3	19.1	38.5	21.8	10.8	4.9	5.6	27.1	41.5	18.2	17.2	22.1	28.3	16.4	9.1	21.0	3.0	21.0
	Satisfied	42.0	35.8	17.9	19.8	32.3	32.9	30.7	37.6	30.0	36.1	24.1	8.7	19.7	48.9	60.7	25.3	22.9	2.3	26.7	19.8	22.9	26.6	30.1	13.5	18.3	25.9	15.7	16.5	21.0	.0	30.4
	Very satisfied	12.9	10.7	4.1	8.8	6.8	6.1	4.2	11.8	1.4	9.7	1.3	5.1	6.9	.0	9.6	4.2	13.4	.0	5.2	6.2	17.1	1.7	10.6	12.2	9.4	17.2	.5	3.4	4.4	.7	8.3
	No opinion	9.9	4.4	57.5	20.7	10.1	11.4	8.4	11.0	11.9	20.8	.3	26.1	29.3	14.0	.0	10.2	21.0	50.6	40.1	42.3	10.6	5.3	13.3	34.5	5.7	6.5	26.2	60.6	15.0	54.1	18.1
Adult education-Vocational Courses	Very dissatisfied	5.9	8.8	4.5	23.4	8.6	6.8	5.9	7.4	9.4	5.7	6.7	33.8	23.7	4.8	5.1	5.9	8.4	14.9	20.4	13.6	10.0	11.8	9.1	11.6	14.1	8.7	28.5	3.9	25.8	32.5	10.0
	Dissatisfied	10.1	13.0	3.2	13.0	14.1	15.0	20.3	11.2	18.2	9.5	27.9	12.7	12.2	9.7	7.4	15.4	15.0	18.2	3.7	12.7	11.8	17.9	16.3	12.3	31.7	14.0	16.5	4.7	13.7	9.0	12.3
	Neither sat. nor dissat.	17.6	29.5	13.8	18.8	30.5	29.7	32.3	28.0	13.7	43.2	11.6	9.9	32.2	19.9	34.2	14.4	12.1	6.6	5.8	12.7	22.2	38.1	17.4	13.7	21.1	28.3	13.3	10.2	20.0	2.0	20.9
	Satisfied	44.8	34.6	17.3	16.8	29.2	29.3	30.1	34.8	30.4	38.8	20.8	12.3	18.7	49.9	54.2	27.7	23.4	3.9	24.4	18.3	28.9	23.8	29.1	16.0	15.0	27.4	16.0	15.4	19.3	.0	30.4
	Very satisfied	11.3	9.6	4.1	9.6	7.0	8.1	3.8	16.0	3.7	9.7	.3	3.8	8.1	.0	13.5	6.1	10.4	.0	5.2	7.2	17.7	2.6	13.9	12.6	12.5	14.5	1.1	3.9	5.7	.7	8.3
	No opinion	10.3	4.5	57.1	18.4	10.6	11.1	7.5	10.3	10.3	22.6	1.2	25.9	27.5	12.4	.0	10.8	21.4	50.9	39.8	42.3	9.5	5.8	14.1	33.8	5.6	7.1	24.6	61.5	15.5	55.8	18.0
Educational work & courses for children	Very dissatisfied	6.9	9.0	4.8	20.3	11.3	7.2	3.1	5.0	7.6	2.6	7.1	33.1	20.4	8.6	2.9	5.0	7.8	16.2	18.7	15.3	8.0	11.1	7.4	10.1	17.5	7.5	26.2	1.7	27.9	34.0	9.8
	Dissatisfied	12.2	13.0	3.9	13.9	11.6	14.9	20.4	13.9	17.3	9.8	28.2	11.7	10.2	8.4	12.3	16.6	14.1	16.1	5.0	11.9	13.0	19.6	17.5	11.8	27.4	18.3	13.1	5.1	10.5	9.1	12.9
	Neither sat. nor dissat.	26.8	27.7	13.2	15.9	34.2	32.2	34.5	33.0	43.3	13.1	39.7	12.9	13.5	60.1	56.3	31.8	19.0	13.0	9.3	11.6	24.4	36.1	18.7	14.5	21.6	24.1	17.8	12.7	22.9	2.0	25.6
	Satisfied																															

Urban regeneration practices	Very dissatisfied	8.4	8.7	5.1	24.8	7.1	8.0	4.8	8.1	7.2	7.7	8.0	26.9	24.6	3.0	7.4	4.9	9.4	10.7	10.2	15.0	10.4	4.1	11.2	8.7	17.3	7.1	29.6	3.0	25.3	36.2	10.2
	Dissatisfied	9.2	13.8	6.5	16.1	12.6	18.8	22.0	19.7	14.9	12.2	25.2	18.3	8.0	8.8	16.7	16.3	18.5	9.4	7.2	14.5	15.9	23.8	13.4	12.4	26.9	16.5	17.1	7.3	11.7	10.5	13.3
	Neither sat. nor dissat.	19.6	29.2	14.3	18.4	31.8	29.6	28.2	22.5	28.6	13.8	35.7	17.3	10.4	10.9	12.0	26.0	21.3	6.3	8.3	8.2	21.3	49.5	18.7	15.0	24.7	29.8	14.3	9.9	27.3	3.5	21.1
	Satisfied	42.2	35.5	17.6	15.7	32.7	28.7	37.5	30.6	35.1	40.3	27.7	14.3	16.6	66.9	55.8	24.2	25.1	4.4	30.8	19.2	21.1	19.7	30.2	18.3	18.1	26.1	20.7	13.3	23.2	.8	30.9
	Very satisfied	12.7	10.6	1.5	10.4	6.0	7.1	5.1	11.8	4.4	7.3	1.3	4.6	4.4	3.1	8.2	7.4	10.7	.4	4.5	3.7	19.9	1.3	12.2	13.2	9.0	17.4	1.1	3.0	5.6	.0	8.2
Information services of municipality	No opinion	8.0	2.2	55.0	14.6	9.8	7.8	2.4	7.2	9.8	18.7	2.1	18.6	36.1	7.4	.0	21.1	15.0	68.8	39.0	39.3	11.4	1.6	14.1	32.5	4.0	3.1	17.1	63.5	6.9	49.0	16.3
	Very dissatisfied	5.9	7.6	4.5	21.1	9.1	7.2	5.2	5.4	4.5	5.3	4.7	28.4	20.6	3.9	1.9	2.7	10.5	16.1	27.4	9.9	7.4	4.6	7.3	7.3	14.8	5.8	24.9	2.1	18.9	43.7	9.0
	Dissatisfied	9.4	17.9	9.2	17.3	11.3	19.3	15.1	12.8	19.5	16.8	18.9	16.5	13.8	7.3	8.2	15.0	13.5	15.5	7.1	18.3	14.8	30.2	19.4	12.4	27.7	13.0	15.7	6.9	17.4	21.3	13.8
	Neither sat. nor dissat.	33.9	28.9	27.4	22.1	35.2	33.7	34.6	31.6	40.8	30.9	31.3	17.1	23.5	66.5	56.4	39.9	19.7	28.0	10.0	22.9	23.7	49.1	25.5	22.3	25.8	30.6	21.6	12.4	24.6	4.5	30.9
	Satisfied	34.8	32.6	29.2	15.8	34.2	22.7	38.8	31.6	21.5	25.4	44.4	15.5	24.3	17.9	23.7	30.3	33.5	8.9	37.1	35.6	25.0	14.1	21.8	19.7	17.9	27.0	16.3	10.8	25.9	.3	28.4
	Very satisfied	10.4	11.2	3.3	10.6	6.0	8.7	4.1	10.7	4.6	8.6	.4	8.0	5.5	.0	9.8	6.5	16.1	1.6	7.0	7.3	20.3	.9	13.0	12.2	11.1	21.0	.0	4.2	2.2	.0	8.2
	No opinion	5.6	1.8	26.4	13.0	4.2	8.3	2.3	8.0	9.1	13.0	.3	14.5	12.2	4.5	.0	5.5	6.6	29.9	11.5	6.1	8.9	1.0	13.0	26.2	2.7	2.5	21.5	63.6	11.1	30.1	9.7

Annex 2. Perceptions on policy- and decision-making processes of Metropolitan Municipalities

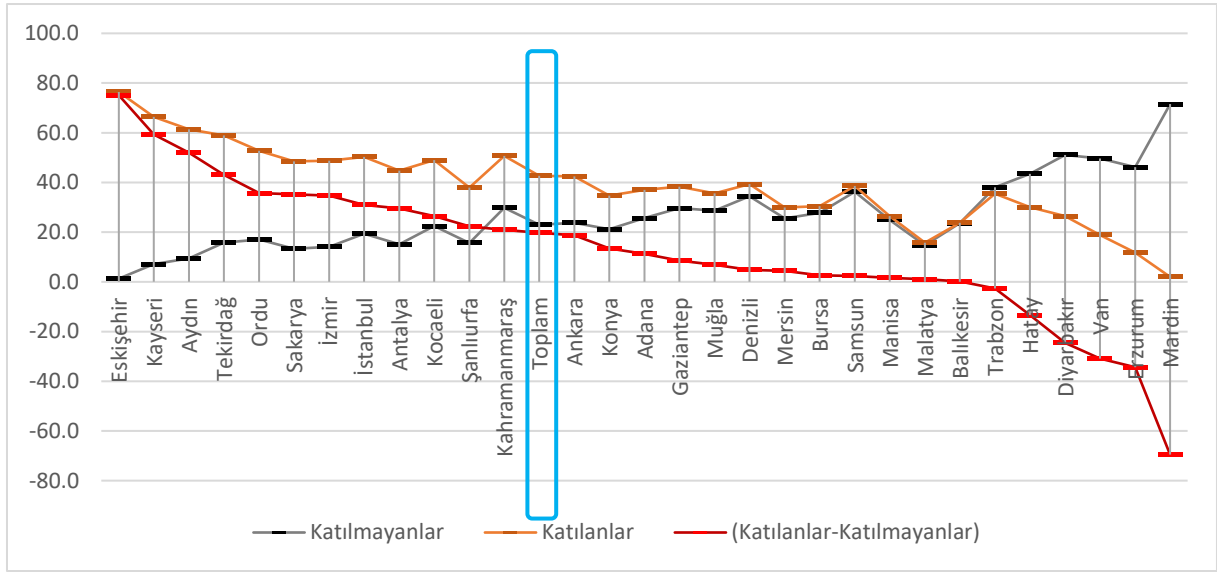
	Municipality knows which rules applies where and takes action accordingly.						Total
	Strongly disagree	Disagree	Partially agree, partially disagree	Agree	Strongly agree	No opinion	
Adana	1.0	12.2	15.2	54.9	14.4	2.3	100.0
Ankara	2.2	6.9	19.7	39.7	30.4	1.1	100.0
Antalya	5.1	6.9	25.2	49.0	11.6	2.2	100.0
Aydın	2.8	7.2	34.5	23.1	29.8	2.7	100.0
Balıkesir	3.4	5.8	9.1	44.7	33.7	3.3	100.0
Bursa	4.3	4.4	26.8	45.8	16.6	2.0	100.0
Denizli	12.4	11.3	13.4	49.8	4.8	8.3	100.0
Diyarbakır	7.4	35.9	20.9	28.0	5.2	2.5	100.0
Erzurum	13.5	15.4	14.6	34.4	5.8	16.1	100.0
Eskişehir	.6	.4	1.8	37.7	59.5	.0	100.0
Gaziantep	4.9	12.4	24.5	40.3	5.9	11.9	100.0
Hatay	12.1	19.4	18.2	35.2	7.4	7.7	100.0
Istanbul	2.0	8.1	21.5	47.7	16.7	3.9	100.0
Izmir	1.0	6.1	24.3	51.9	6.9	9.8	100.0
Kahramanmaraş	6.9	13.2	19.5	47.5	10.2	2.8	100.0
Kayseri	2.4	1.1	10.9	78.0	6.1	1.6	100.0
Kocaeli	5.4	14.9	31.8	36.4	10.8	.7	100.0
Konya	6.1	14.3	15.2	20.7	38.6	5.1	100.0
Malatya	.0	5.6	39.7	25.0	3.4	26.4	100.0
Manisa	3.0	9.6	27.5	52.3	4.5	3.1	100.0
Mardin	32.9	18.4	26.3	2.9	.0	19.4	100.0
Mersin	2.4	11.1	30.4	42.2	6.6	7.3	100.0
Muğla	3.4	18.0	23.2	23.4	16.7	15.4	100.0
Ordu	1.3	13.3	24.5	50.2	9.7	1.0	100.0
Sakarya	3.0	8.6	28.6	32.0	17.7	10.1	100.0
Samsun	7.1	9.0	21.6	28.7	33.7	.0	100.0
Şanlıurfa	.0	13.7	40.0	40.0	2.9	3.3	100.0
Tekirdağ	3.2	8.3	21.8	34.5	31.5	.6	100.0
Trabzon	9.2	23.6	20.4	31.1	14.0	1.8	100.0
Van	22.2	13.9	19.4	24.4	.4	19.6	100.0
Total	4.0	9.8	22.2	42.5	16.7	4.9	100.0



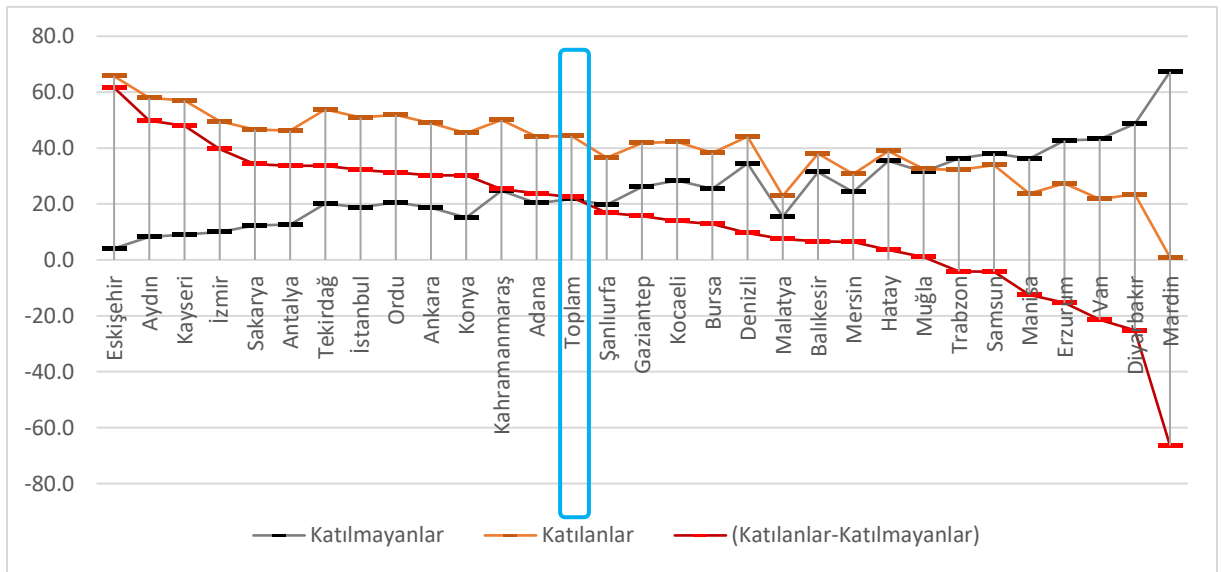
Buradan sonraki grafiklerin hepsi	All graphs hereafter
Toplam	Total

Katılmayanlar	Disagree
Katılanlar	Agree
(Katılanlar-Katılmayanlar)	(Agree-Disagree)

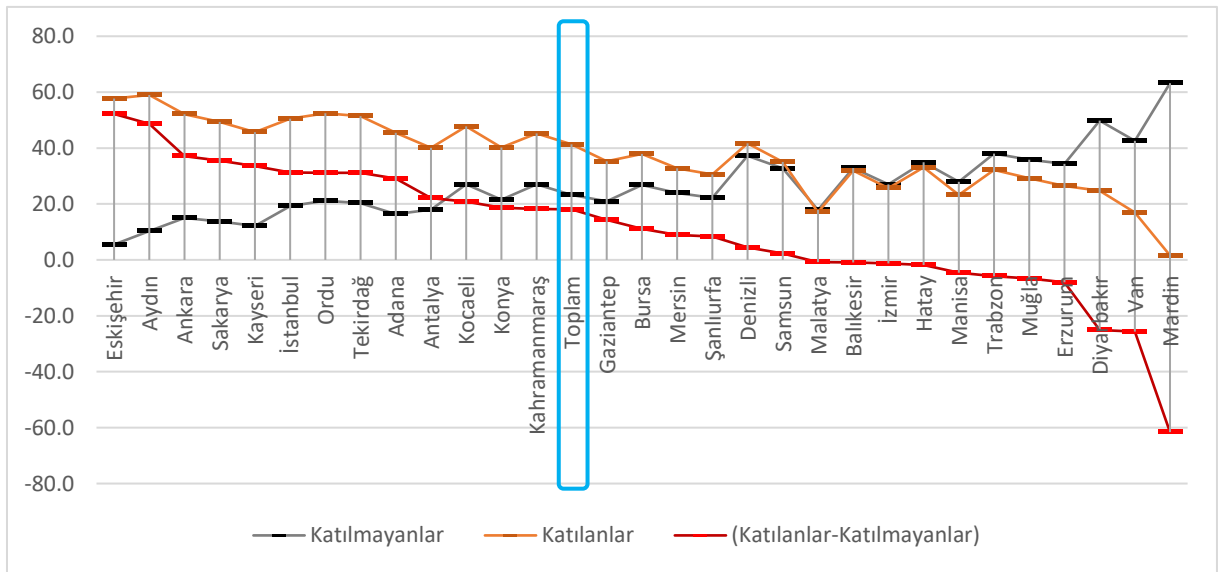
	Municipality equally treats business owners and citizens.						
	Strongly disagree	Disagree	Partially agree, partially disagree	Agree	Strongly agree	No opinion	Total
Adana	8.0	17.7	35.8	34.4	2.6	1.5	100.0
Ankara	4.2	19.5	33.3	37.2	5.2	.5	100.0
Antalya	3.4	11.7	38.6	38.1	6.6	1.6	100.0
Aydın	3.5	6.0	26.1	52.5	8.9	2.9	100.0
Balıkesir	12.4	11.2	36.9	16.0	7.8	15.7	100.0
Bursa	8.0	19.8	37.3	21.5	8.9	4.6	100.0
Denizli	19.3	15.2	19.5	34.5	4.8	6.7	100.0
Diyarbakır	11.1	39.9	19.9	20.9	5.6	2.5	100.0
Erzurum	16.7	29.4	29.8	10.6	1.2	12.4	100.0
Eskişehir	.3	1.0	22.3	67.2	9.2	.0	100.0
Gaziantep	9.6	20.1	24.3	32.5	5.8	7.7	100.0
Hatay	17.5	25.9	17.5	23.8	6.2	9.1	100.0
Istanbul	5.7	13.7	27.1	31.3	19.0	3.1	100.0
Izmir	3.0	11.1	27.5	45.9	2.9	9.5	100.0
Kahramanmaraş	8.9	20.9	18.1	32.5	18.2	1.4	100.0
Kayseri	1.8	5.3	23.2	57.6	8.8	3.3	100.0
Kocaeli	5.5	17.0	27.0	35.5	13.5	1.5	100.0
Konya	1.7	19.5	38.3	32.2	2.5	5.7	100.0
Malatya	4.0	10.7	44.4	9.3	6.5	25.1	100.0
Manisa	5.9	19.0	47.7	23.8	2.7	.8	100.0
Mardin	46.7	24.8	8.4	2.0	.0	18.2	100.0
Mersin	5.6	19.9	38.6	24.7	5.2	6.0	100.0
Muğla	4.2	24.5	21.2	28.6	7.0	14.4	100.0
Ordu	1.2	15.8	29.6	29.2	23.5	.6	100.0
Sakarya	3.7	9.6	28.6	32.8	15.7	9.6	100.0
Samsun	16.5	19.7	25.2	27.1	11.5	.0	100.0
Şanlıurfa	.3	15.3	42.8	35.4	2.5	3.7	100.0
Tekirdağ	7.0	8.8	25.3	41.0	17.9	.0	100.0
Trabzon	10.6	27.5	23.5	28.3	7.2	2.8	100.0
Van	27.1	22.6	18.2	18.4	.4	13.3	100.0
Total	6.8	16.2	29.6	32.9	9.8	4.7	100.0



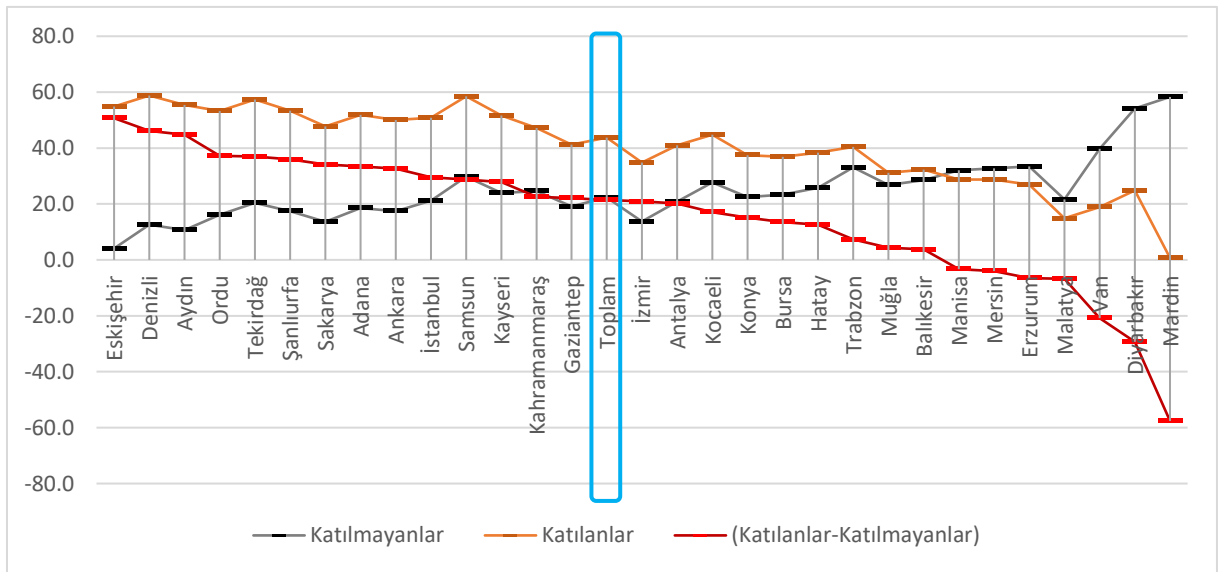
	Municipality provides accurate and adequate information on subjects which concern citizens.						
	Strongly disagree	Disagree	Partially agree, partially disagree	Agree	Strongly agree	No opinion	Total
Adana	2.4	17.9	32.6	37.0	7.1	2.9	100.0
Ankara	4.1	14.6	32.0	38.7	10.2	.4	100.0
Antalya	4.2	8.4	38.7	40.2	6.1	2.4	100.0
Aydın	2.7	5.5	30.6	43.5	14.5	3.2	100.0
Balıkesir	12.8	18.6	27.6	28.4	9.6	2.9	100.0
Bursa	7.9	17.5	34.4	29.2	9.0	2.0	100.0
Denizli	22.1	12.4	17.8	39.3	4.8	3.4	100.0
Diyarbakır	10.9	37.8	24.4	19.1	4.4	3.4	100.0
Erzurum	22.6	20.1	20.5	23.5	3.9	9.4	100.0
Eskişehir	.6	3.5	30.3	57.0	8.7	.0	100.0
Gaziantep	6.9	19.2	24.7	34.6	7.2	7.4	100.0
Hatay	18.0	17.4	18.2	30.4	8.5	7.5	100.0
Istanbul	4.4	14.4	28.4	39.4	11.6	1.9	100.0
Izmir	2.3	7.7	26.4	45.0	4.6	14.1	100.0
Kahramanmaraş	10.1	14.6	23.1	39.2	10.8	2.1	100.0
Kayseri	3.4	5.6	32.9	54.3	2.7	1.0	100.0
Kocaeli	3.9	24.5	28.4	28.0	14.3	1.0	100.0
Konya	3.1	12.0	33.1	37.9	7.4	6.6	100.0
Malatya	3.9	11.6	32.7	18.5	4.4	29.0	100.0
Manisa	7.5	28.7	38.7	22.4	1.3	1.4	100.0
Mardin	43.8	23.5	9.9	.9	.0	22.0	100.0
Mersin	5.7	18.6	40.0	21.8	8.9	5.0	100.0
Muğla	4.1	27.4	20.1	23.9	8.6	15.8	100.0
Ordu	3.9	16.7	26.4	34.2	17.7	1.0	100.0
Sakarya	4.0	8.4	31.4	31.9	14.7	9.6	100.0
Samsun	14.1	24.0	28.0	13.5	20.4	.0	100.0
Şanlıurfa	.6	19.1	39.3	29.2	7.3	4.5	100.0
Tekirdağ	3.4	16.7	24.8	31.2	22.6	1.3	100.0
Trabzon	9.6	26.7	29.2	18.0	14.2	2.4	100.0
Van	29.8	13.4	20.7	20.1	1.7	14.3	100.0
Total	6.3	15.5	29.4	35.0	9.3	4.4	100.0



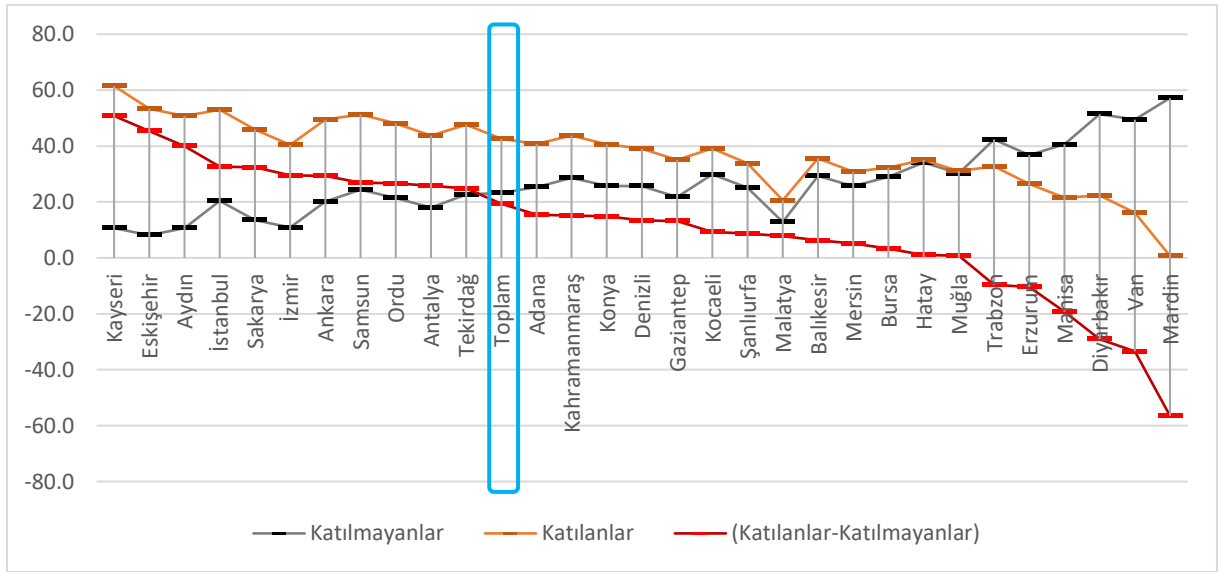
	Citizens/non-governmental organizations have a voice in decisions of municipalities.						Total
	Strongly disagree	Disagree	Partially agree, partially disagree	Agree	Strongly agree	No opinion	
Adana	2.9	13.5	34.1	39.9	5.6	4.1	100.0
Ankara	4.4	10.6	31.6	40.8	11.3	1.2	100.0
Antalya	4.3	13.7	39.6	31.3	8.8	2.2	100.0
Aydın	3.0	7.3	26.7	38.0	21.0	4.0	100.0
Balıkesir	18.3	14.6	30.2	22.8	9.2	4.9	100.0
Bursa	10.0	16.8	32.5	30.1	7.8	2.8	100.0
Denizli	25.3	11.9	16.1	36.5	5.2	4.9	100.0
Diyarbakır	11.2	38.6	20.4	20.4	4.3	5.0	100.0
Erzurum	14.6	19.8	21.8	22.0	4.4	17.3	100.0
Eskişehir	.6	4.9	36.8	52.3	5.4	.0	100.0
Gaziantep	6.0	15.0	23.0	30.8	4.5	20.8	100.0
Hatay	14.7	20.2	18.0	27.9	5.2	14.0	100.0
İstanbul	4.3	14.9	26.6	34.9	15.6	3.8	100.0
İzmir	6.8	20.2	25.0	23.2	2.5	22.2	100.0
Kahramanmaraş	5.6	21.4	20.8	29.8	15.4	7.0	100.0
Kayseri	5.8	6.3	35.9	43.7	2.0	6.4	100.0
Kocaeli	7.0	20.0	24.0	38.1	9.7	1.3	100.0
Konya	5.2	16.3	31.6	30.4	9.8	6.7	100.0
Malatya	4.7	13.2	27.1	11.2	5.9	37.7	100.0
Manisa	6.4	21.5	46.0	22.1	1.2	2.7	100.0
Mardin	40.3	22.9	7.4	1.6	.0	27.8	100.0
Mersin	8.1	15.8	37.4	27.1	5.7	5.9	100.0
Muğla	5.7	30.1	17.4	21.2	8.0	17.5	100.0
Ordu	6.1	15.1	25.5	38.5	13.9	1.0	100.0
Sakarya	4.2	9.6	26.9	33.4	15.9	10.0	100.0
Samsun	12.3	20.4	32.2	16.3	18.7	.0	100.0
Şanlıurfa	2.3	19.9	39.2	23.8	6.8	8.0	100.0
Tekirdağ	7.0	13.3	27.0	31.5	19.9	1.3	100.0
Trabzon	15.3	22.7	27.9	23.0	9.2	1.8	100.0
Van	23.5	19.1	20.1	16.2	.8	20.4	100.0
Total	7.1	16.1	28.6	31.4	9.9	6.9	100.0



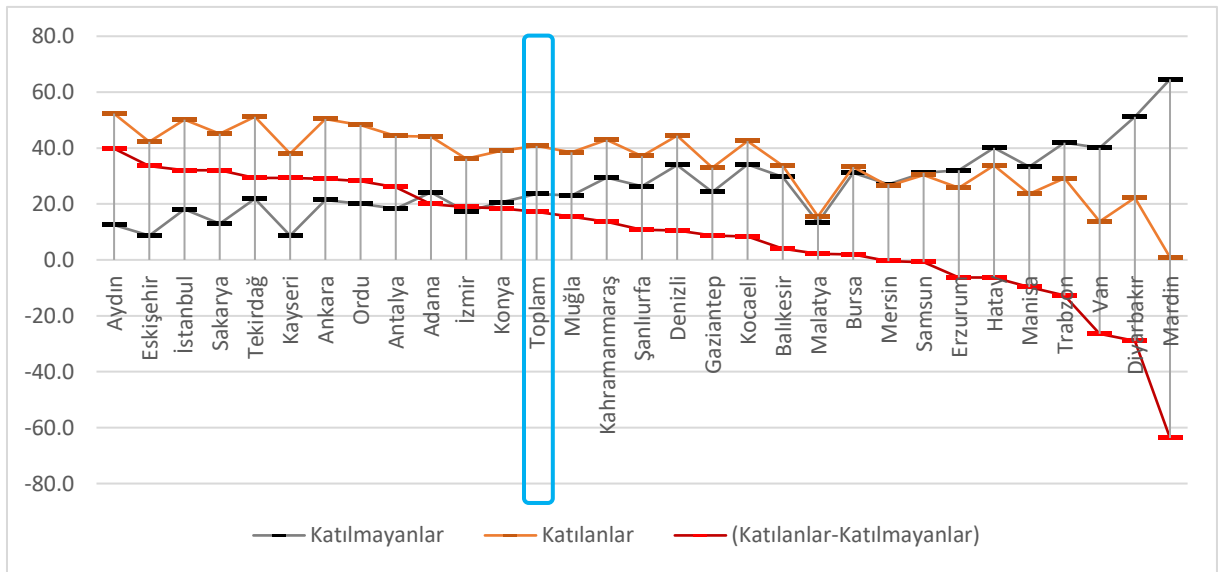
	Municipality has employees in adequate number and capability						Total
	Strongly disagree	Disagree	Partially agree, partially disagree	Agree	Strongly agree	No opinion	
Adana	3.4	15.1	25.9	37.4	14.5	3.7	100.0
Ankara	8.2	9.2	30.8	39.2	10.8	1.8	100.0
Antalya	4.7	16.1	36.3	33.8	7.2	2.1	100.0
Aydın	4.2	6.4	29.1	39.2	16.2	4.9	100.0
Balıkesir	13.7	14.8	29.0	25.4	6.9	10.2	100.0
Bursa	7.7	15.7	34.8	26.9	10.0	5.0	100.0
Denizli	11.3	1.3	7.8	53.3	5.5	20.8	100.0
Diyarbakır	15.6	38.6	15.9	19.5	5.4	4.9	100.0
Erzurum	13.1	20.3	23.5	24.2	2.7	16.2	100.0
Eskişehir	.6	3.5	41.1	47.8	7.0	.0	100.0
Gaziantep	4.5	14.6	23.8	31.6	9.6	15.9	100.0
Hatay	14.4	11.4	14.6	28.7	9.7	21.2	100.0
Istanbul	4.4	16.8	22.7	35.2	15.6	5.3	100.0
Izmir	5.6	8.2	16.2	31.0	3.8	35.1	100.0
Kahramanmaraş	7.7	16.9	23.6	32.0	15.2	4.6	100.0
Kayseri	.3	23.6	21.4	48.4	3.3	2.9	100.0
Kocaeli	6.6	21.1	25.0	33.8	11.0	2.4	100.0
Konya	7.6	14.8	34.3	28.3	9.2	6.0	100.0
Malatya	10.7	10.9	23.9	8.5	6.4	39.5	100.0
Manisa	9.5	22.6	36.6	27.9	.9	2.4	100.0
Mardin	33.7	24.6	7.2	.7	.0	33.7	100.0
Mersin	7.7	25.1	30.7	22.9	5.9	7.7	100.0
Muğla	6.5	20.3	22.6	23.3	7.9	19.4	100.0
Ordu	4.0	12.1	29.9	43.0	10.3	.6	100.0
Sakarya	2.8	10.8	28.8	31.2	16.5	9.9	100.0
Samsun	7.2	22.6	11.7	30.6	27.9	.0	100.0
Şanlıurfa	1.5	15.9	26.6	42.1	11.3	2.6	100.0
Tekirdağ	4.9	15.5	20.3	33.2	24.2	1.9	100.0
Trabzon	6.7	26.4	23.9	21.8	18.6	2.6	100.0
Van	26.2	13.5	21.9	17.7	1.2	19.4	100.0
Total	6.8	15.5	25.2	32.8	10.9	8.8	100.0



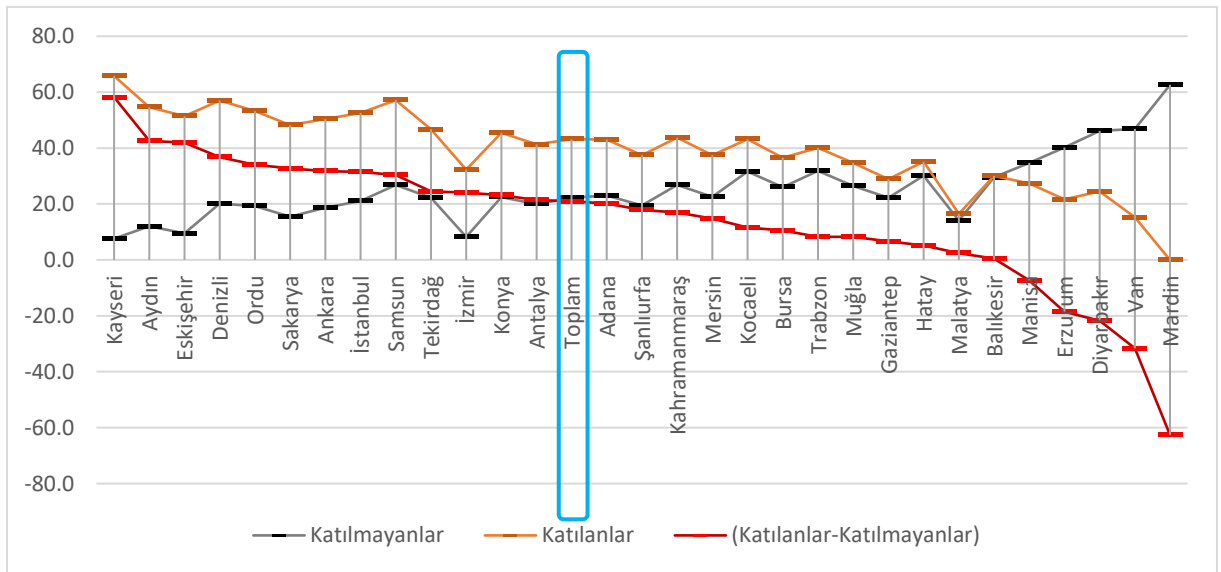
	Municipality uses resources efficiently.						Total
	Strongly disagree	Disagree	Partially agree, partially disagree	Agree	Strongly agree	No opinion	
Adana	6.1	19.2	29.9	33.6	7.2	3.9	100.0
Ankara	6.7	13.5	29.2	36.6	12.9	1.1	100.0
Antalya	6.2	11.8	35.6	39.5	4.3	2.7	100.0
Aydın	4.6	6.1	33.2	37.0	13.7	5.4	100.0
Balıkesir	10.1	19.2	25.2	27.9	7.7	9.9	100.0
Bursa	9.5	19.5	34.5	22.4	9.9	4.2	100.0
Denizli	17.0	8.6	24.6	33.5	5.5	10.9	100.0
Diyarbakır	16.2	35.2	20.9	17.7	4.6	5.4	100.0
Erzurum	16.3	20.5	23.6	21.6	4.8	13.3	100.0
Eskişehir	.7	7.4	38.4	44.8	8.6	.0	100.0
Gaziantep	8.5	13.3	27.7	30.2	4.8	15.5	100.0
Hatay	19.7	14.4	15.4	30.9	4.2	15.3	100.0
Istanbul	7.2	13.2	23.2	35.5	17.5	3.4	100.0
Izmir	2.8	8.1	24.1	37.4	3.0	24.4	100.0
Kahramanmaraş	7.8	20.8	24.4	28.1	15.6	3.3	100.0
Kayseri	3.0	7.7	23.8	59.0	2.5	4.1	100.0
Kocaeli	9.6	20.3	28.3	28.6	10.6	2.7	100.0
Konya	8.5	17.3	29.2	32.2	8.5	4.3	100.0
Malatya	3.5	9.3	20.1	16.2	4.4	46.4	100.0
Manisa	7.3	33.4	36.4	19.3	2.2	1.3	100.0
Mardin	35.7	21.5	5.0	.7	.0	37.1	100.0
Mersin	8.6	17.0	38.7	26.9	3.9	4.9	100.0
Muğla	4.9	25.3	20.3	25.0	6.0	18.6	100.0
Ordu	4.7	16.7	29.5	31.8	16.3	1.0	100.0
Sakarya	4.0	9.5	31.1	31.6	14.3	9.6	100.0
Samsun	13.3	11.1	24.4	39.3	12.0	.0	100.0
Şanlıurfa	1.2	23.9	36.7	28.0	5.8	4.5	100.0
Tekirdağ	8.0	14.7	25.5	26.6	21.0	4.2	100.0
Trabzon	14.3	28.1	23.1	20.6	12.2	1.8	100.0
Van	26.6	22.9	14.6	13.9	2.2	19.8	100.0
Total	8.0	15.3	26.9	32.4	10.2	7.1	100.0



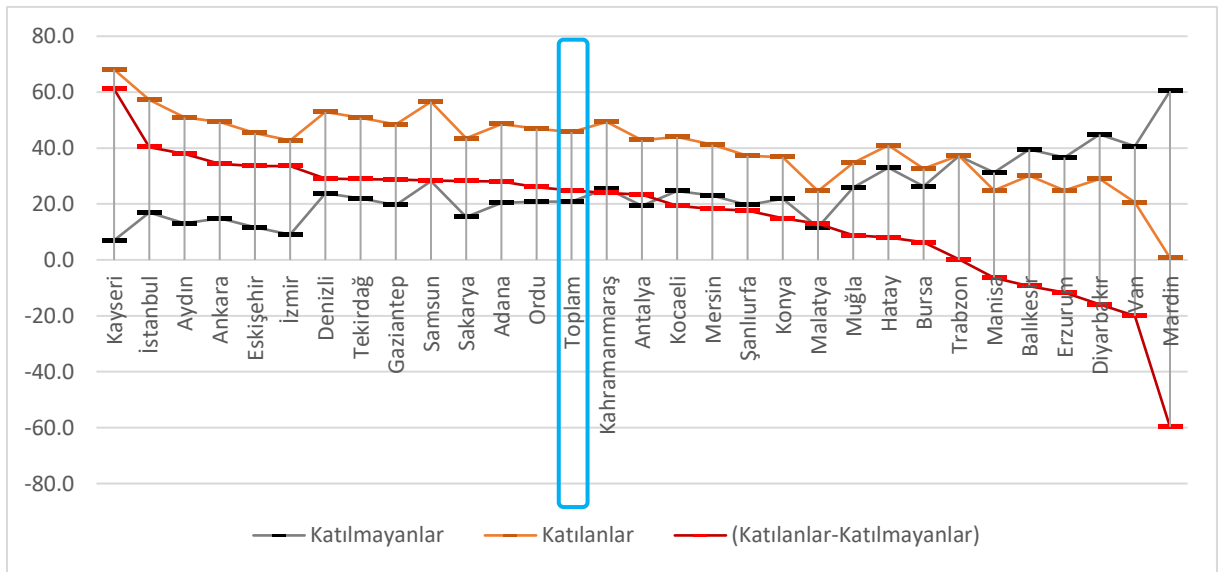
	Municipality accomplishes services in a reasonable time.						Total
	Strongly disagree	Disagree	Partially agree, partially disagree	Agree	Strongly agree	No opinion	
Adana	6.8	17.4	29.5	38.8	5.3	2.3	100.0
Ankara	7.2	14.2	27.5	38.9	11.5	.7	100.0
Antalya	5.8	12.5	34.9	38.4	5.9	2.5	100.0
Aydın	5.1	7.4	32.9	37.5	14.8	2.3	100.0
Balıkesir	14.3	15.4	29.2	23.7	10.0	7.4	100.0
Bursa	8.0	23.2	32.2	25.6	7.6	3.4	100.0
Denizli	23.4	10.5	18.6	41.0	3.4	3.1	100.0
Diyarbakır	16.2	35.0	21.5	16.7	5.5	5.0	100.0
Erzurum	16.8	15.3	31.4	19.4	6.4	10.7	100.0
Eskişehir	.3	8.4	49.2	36.6	5.6	.0	100.0
Gaziantep	7.7	16.6	25.2	27.1	5.9	17.5	100.0
Hatay	22.0	18.1	19.8	27.2	6.6	6.3	100.0
Istanbul	6.0	12.1	28.7	37.6	12.6	2.9	100.0
Izmir	5.8	11.5	21.7	33.7	2.5	24.8	100.0
Kahramanmaraş	7.5	21.9	24.1	29.2	13.8	3.5	100.0
Kayseri	2.6	6.1	52.5	35.4	2.6	.8	100.0
Kocaeli	11.9	22.2	22.5	29.2	13.3	.9	100.0
Konya	6.9	13.7	35.4	30.0	9.0	5.1	100.0
Malatya	5.2	8.2	20.4	8.5	7.1	50.6	100.0
Manisa	6.7	26.6	40.8	21.5	2.1	2.3	100.0
Mardin	46.2	18.4	3.7	.9	.0	30.9	100.0
Mersin	7.8	19.2	41.1	22.2	4.3	5.5	100.0
Muğla	4.7	18.3	20.3	28.5	10.0	18.2	100.0
Ordu	5.8	14.2	29.8	33.9	14.3	2.0	100.0
Sakarya	2.8	10.2	32.4	31.1	14.0	9.6	100.0
Samsun	15.1	16.0	38.6	20.8	9.5	.0	100.0
Şanlıurfa	1.1	25.2	30.6	29.4	7.7	6.1	100.0
Tekirdağ	7.8	14.1	22.3	29.5	21.7	4.6	100.0
Trabzon	12.6	29.3	26.4	18.4	10.8	2.5	100.0
Van	24.2	15.9	20.7	13.7	.0	25.5	100.0
Total	8.3	15.3	29.1	31.8	9.0	6.5	100.0



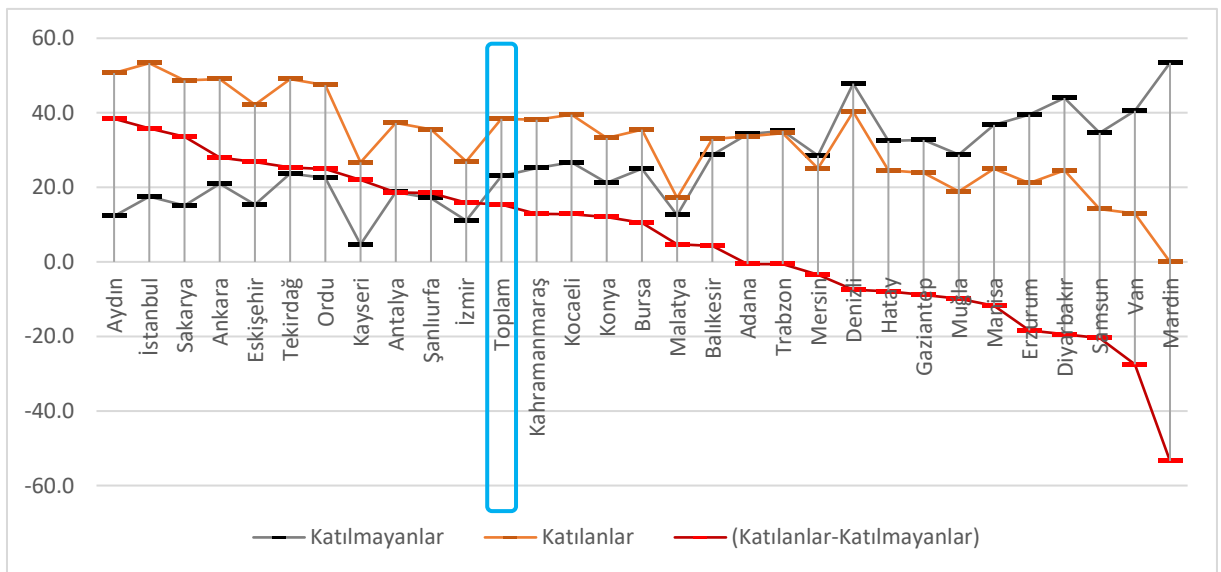
	Municipality observes the public benefit.						
	Strongly disagree	Disagree	Partially agree, partially disagree	Agree	Strongly agree	No opinion	Total
Adana	4.2	18.8	31.6	37.7	5.4	2.3	100.0
Ankara	4.4	14.3	29.7	39.5	10.9	1.3	100.0
Antalya	3.9	16.0	36.0	34.7	6.6	2.8	100.0
Aydın	4.4	7.6	29.6	38.4	16.2	3.9	100.0
Balıkesir	12.1	17.4	32.7	22.5	7.5	7.9	100.0
Bursa	9.3	16.7	33.7	28.4	8.1	3.8	100.0
Denizli	16.1	4.1	15.8	53.6	3.4	7.1	100.0
Diyarbakır	13.5	32.7	20.3	21.9	2.6	9.0	100.0
Erzurum	16.6	23.6	24.1	15.8	5.9	14.0	100.0
Eskişehir	1.3	8.2	39.1	38.9	12.5	.0	100.0
Gaziantep	5.4	16.8	21.5	20.6	8.3	27.4	100.0
Hatay	14.1	16.0	21.8	27.6	7.6	12.9	100.0
Istanbul	4.9	16.2	23.4	37.4	15.2	3.0	100.0
Izmir	1.2	7.0	20.3	30.4	1.9	39.1	100.0
Kahramanmaraş	8.0	18.8	23.2	30.8	12.9	6.3	100.0
Kayseri	1.4	6.2	24.4	62.7	3.1	2.2	100.0
Kocaeli	8.7	22.9	22.8	32.9	10.3	2.4	100.0
Konya	6.9	15.5	27.7	36.7	8.8	4.5	100.0
Malatya	5.2	8.9	20.9	9.1	7.4	48.5	100.0
Manisa	7.2	27.5	36.4	25.7	1.7	1.5	100.0
Mardin	40.4	22.2	3.8	.0	.0	33.6	100.0
Mersin	6.5	16.1	34.8	33.9	3.5	5.3	100.0
Muğla	5.0	21.5	20.0	25.6	9.1	18.8	100.0
Ordu	4.7	14.5	26.5	37.2	16.0	1.0	100.0
Sakarya	3.9	11.6	26.3	33.8	14.4	9.9	100.0
Samsun	11.9	14.9	16.0	44.4	12.8	.0	100.0
Şanlıurfa	1.5	18.0	37.7	30.4	7.0	5.4	100.0
Tekirdağ	10.6	11.6	25.2	25.2	21.5	5.9	100.0
Trabzon	11.8	20.0	25.3	27.9	12.2	2.8	100.0
Van	30.6	16.2	13.3	13.4	1.8	24.7	100.0
Total	6.7	15.5	26.1	33.6	9.6	8.4	100.0



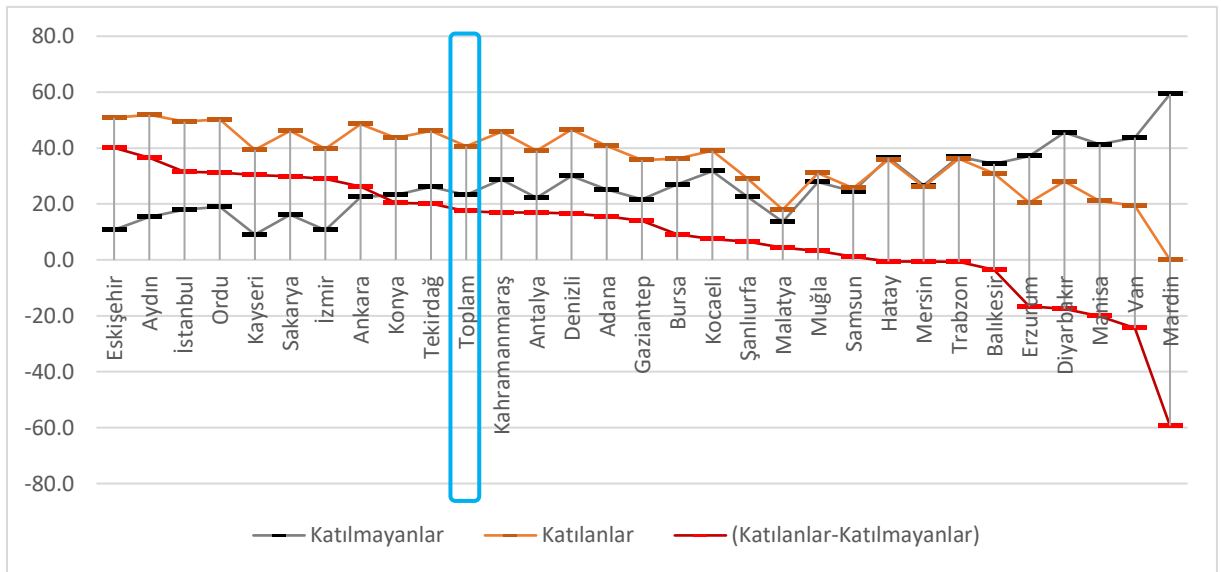
	Municipality develops new ideas and solutions to provide citizens a better living.						Total
	Strongly disagree	Disagree	Partially agree, partially disagree	Agree	Strongly agree	No opinion	
Adana	3.7	16.7	29.0	42.0	6.5	2.0	100.0
Ankara	5.0	9.9	35.3	40.2	9.1	.6	100.0
Antalya	6.0	13.4	37.1	37.5	5.3	.8	100.0
Aydın	4.3	8.8	33.7	36.2	14.8	2.0	100.0
Balıkesir	16.9	22.6	24.5	24.1	6.0	6.0	100.0
Bursa	6.4	19.9	37.7	24.1	8.5	3.5	100.0
Denizli	18.0	5.8	20.9	46.6	6.3	2.5	100.0
Diyarbakır	14.8	30.1	22.0	24.4	4.6	4.2	100.0
Erzurum	17.8	18.8	28.8	18.5	6.4	9.7	100.0
Eskişehir	1.6	10.1	42.9	39.1	6.2	.0	100.0
Gaziantep	5.4	14.2	23.6	39.8	8.6	8.3	100.0
Hatay	20.0	13.0	17.0	32.7	8.3	9.0	100.0
İstanbul	5.0	12.0	24.3	43.9	13.4	1.3	100.0
İzmir	1.9	7.2	27.7	39.1	3.6	20.4	100.0
Kahramanmaraş	6.3	19.2	21.4	35.1	14.3	3.8	100.0
Kayseri	1.9	5.1	21.6	66.0	2.1	3.2	100.0
Kocaeli	7.6	17.0	27.1	30.3	13.7	4.2	100.0
Konya	8.2	13.7	32.8	31.6	5.2	8.5	100.0
Malatya	5.2	6.5	13.5	19.0	5.6	50.3	100.0
Manisa	3.9	27.4	41.6	23.7	1.2	2.1	100.0
Mardin	40.8	19.6	5.8	.7	.0	33.1	100.0
Mersin	7.0	16.0	32.6	35.6	5.6	3.2	100.0
Muğla	4.9	21.0	20.9	27.0	7.7	18.4	100.0
Ordu	3.6	17.3	31.3	31.4	15.5	1.0	100.0
Sakarya	3.3	12.0	31.7	27.9	15.6	9.4	100.0
Samsun	8.2	20.0	15.2	45.2	11.4	.0	100.0
Şanlıurfa	1.6	18.0	37.8	30.3	6.9	5.4	100.0
Tekirdağ	5.1	16.9	22.8	28.9	22.0	4.2	100.0
Trabzon	13.9	23.2	23.7	20.6	16.7	1.8	100.0
Van	25.8	14.8	15.9	18.8	1.8	22.8	100.0
Total	6.8	14.0	27.9	36.5	9.2	5.6	100.0



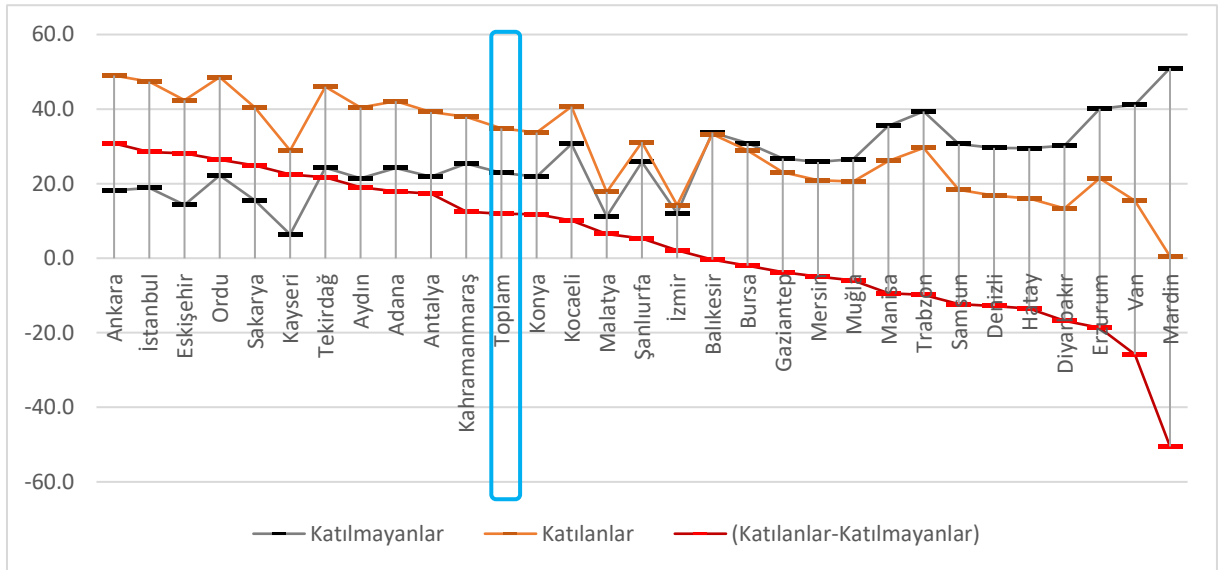
	I can follow agenda and/or decisions made through municipal publications/website.						
	Strongly disagree	Disagree	Partially agree, partially disagree	Agree	Strongly agree	No opinion	Total
Adana	18.9	15.4	26.4	30.6	3.1	5.6	100.0
Ankara	8.2	12.8	28.7	39.4	9.6	1.3	100.0
Antalya	6.9	11.8	38.4	30.6	6.7	5.6	100.0
Aydın	5.6	6.7	31.3	36.1	14.6	5.7	100.0
Balıkesir	16.2	12.5	31.5	24.4	8.6	6.7	100.0
Bursa	6.9	18.1	32.6	29.4	6.1	7.0	100.0
Denizli	35.8	12.0	7.2	36.6	3.7	4.8	100.0
Diyarbakır	12.5	31.5	20.3	20.4	4.2	11.0	100.0
Erzurum	17.4	22.1	22.6	15.9	5.2	16.7	100.0
Eskişehir	1.8	13.6	41.7	36.7	5.5	.7	100.0
Gaziantep	24.0	8.7	15.6	17.2	6.7	27.8	100.0
Hatay	17.5	15.0	14.2	19.2	5.4	28.7	100.0
İstanbul	8.1	9.4	24.6	36.3	17.0	4.4	100.0
İzmir	5.9	5.2	13.9	25.2	1.8	47.9	100.0
Kahramanmaraş	9.0	16.2	19.4	29.4	8.7	17.4	100.0
Kayseri	.5	4.2	57.9	24.4	2.3	10.6	100.0
Kocaeli	8.0	18.7	25.8	25.8	13.7	8.0	100.0
Konya	5.8	15.4	36.0	24.5	8.7	9.5	100.0
Malatya	2.1	10.4	22.1	14.1	3.1	48.2	100.0
Manisa	7.7	29.1	36.3	23.7	1.3	1.8	100.0
Mardin	34.3	19.1	4.9	.0	.0	41.6	100.0
Mersin	12.1	16.4	36.6	19.2	5.9	9.8	100.0
Muğla	4.6	24.2	15.2	14.2	4.7	37.2	100.0
Ordu	7.7	14.8	28.0	35.0	12.4	2.1	100.0
Sakarya	4.5	10.6	25.0	35.2	13.5	11.2	100.0
Samsun	16.2	18.4	46.8	10.4	3.8	4.3	100.0
Şanlıurfa	2.2	14.9	24.4	30.5	5.1	22.9	100.0
Tekirdağ	10.0	13.7	23.1	26.5	22.5	4.2	100.0
Trabzon	10.2	24.9	26.3	20.7	13.8	4.2	100.0
Van	20.4	20.1	17.8	11.8	1.2	28.8	100.0
Total	9.7	13.3	26.7	29.1	9.3	12.0	100.0



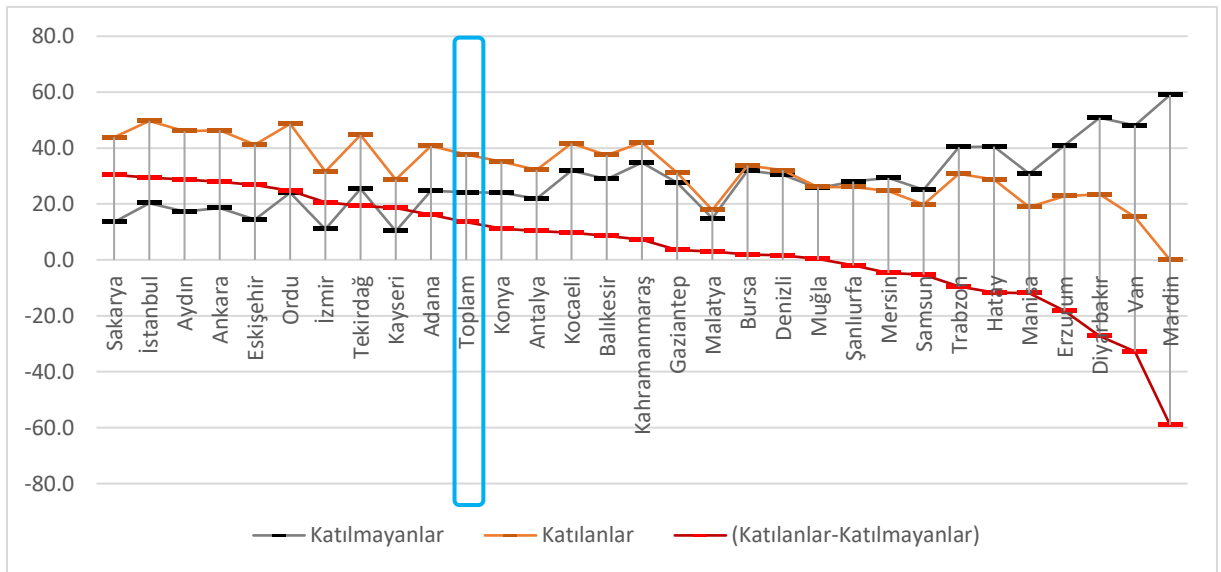
	Municipality considers priorities and needs of citizens while providing service.						Total
	Strongly disagree	Disagree	Partially agree, partially disagree	Agree	Strongly agree	No opinion	
Adana	4.6	20.6	32.0	37.4	3.4	2.0	100.0
Ankara	7.8	14.6	28.2	38.4	10.2	.8	100.0
Antalya	5.2	17.0	36.8	34.2	4.9	2.0	100.0
Aydın	6.5	8.9	30.7	33.2	18.7	2.0	100.0
Balıkesir	12.6	21.8	27.4	23.1	7.8	7.2	100.0
Bursa	9.8	17.2	33.6	27.9	8.3	3.1	100.0
Denizli	21.6	8.4	22.0	42.5	4.1	1.4	100.0
Diyarbakır	16.9	28.7	22.5	23.5	4.6	3.8	100.0
Erzurum	19.7	17.4	27.3	16.9	3.6	15.0	100.0
Eskişehir	1.3	9.5	38.4	41.1	9.8	.0	100.0
Gaziantep	7.9	13.8	30.6	30.5	5.2	12.0	100.0
Hatay	19.0	17.5	17.4	26.6	9.3	10.3	100.0
İstanbul	5.9	12.1	31.1	35.7	13.8	1.4	100.0
İzmir	3.5	7.2	16.9	36.3	3.4	32.7	100.0
Kahramanmaraş	8.6	20.2	23.5	30.0	15.8	1.8	100.0
Kayseri	1.1	8.0	50.4	37.0	2.4	1.2	100.0
Kocaeli	9.1	22.6	26.5	29.6	9.5	2.6	100.0
Konya	8.0	15.2	24.4	34.6	9.0	8.9	100.0
Malatya	6.2	7.4	16.7	12.4	5.6	51.8	100.0
Manisa	8.4	32.9	35.7	20.8	.3	2.0	100.0
Mardin	39.0	20.3	5.0	.0	.0	35.7	100.0
Mersin	10.8	15.9	42.5	21.4	4.7	4.6	100.0
Muğla	4.1	23.7	20.4	20.3	10.7	20.6	100.0
Ordu	6.0	13.0	29.7	35.1	15.2	1.0	100.0
Sakarya	3.0	13.2	28.1	32.7	13.4	9.6	100.0
Samsun	9.3	15.2	49.8	15.9	9.8	.0	100.0
Şanlıurfa	1.2	21.4	41.5	22.4	6.7	6.8	100.0
Tekirdağ	5.6	20.5	24.6	24.5	21.7	3.2	100.0
Trabzon	12.7	24.2	25.1	24.9	11.3	1.8	100.0
Van	30.6	13.1	13.9	17.2	2.1	23.1	100.0
Total	8.0	15.2	29.4	31.5	9.1	6.8	100.0



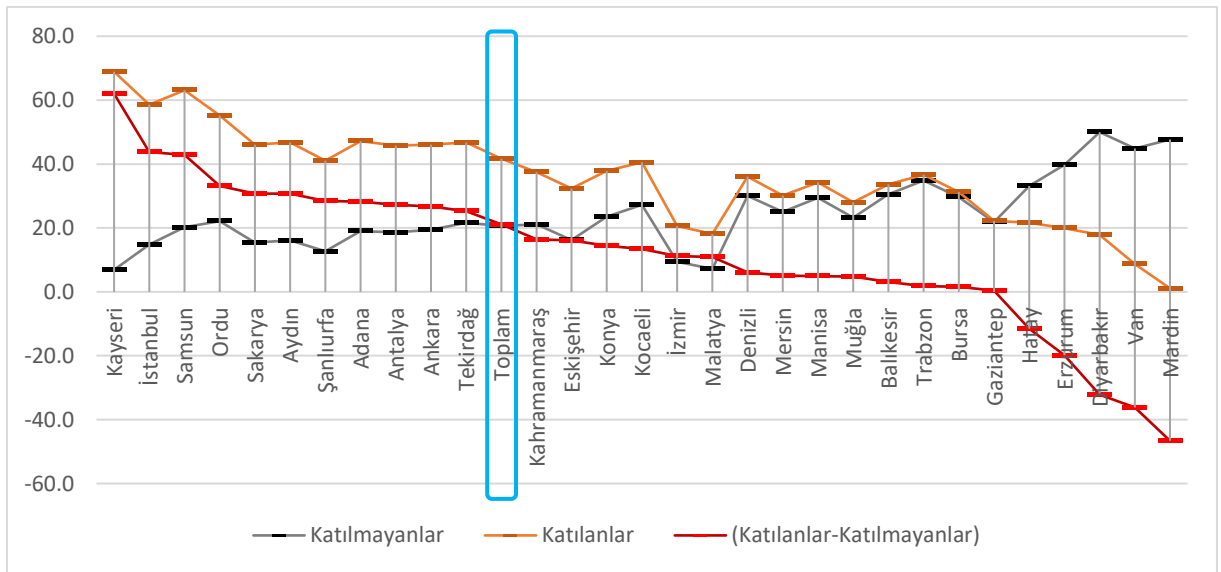
	For urban regeneration practices, municipality asks about opinions of those who are affected by urban regeneration.						
	Strongly disagree	Disagree	Partially agree, partially disagree	Agree	Strongly agree	No opinion	Total
Adana	4.2	20.0	29.0	37.8	4.3	4.8	100.0
Ankara	5.8	12.4	30.7	39.7	9.3	2.1	100.0
Antalya	6.8	15.1	31.9	33.5	5.7	7.1	100.0
Aydın	7.4	14.0	27.2	30.0	10.4	11.1	100.0
Balıkesir	15.4	18.3	28.6	24.2	9.1	4.4	100.0
Bursa	9.8	21.1	33.5	20.5	8.4	6.8	100.0
Denizli	21.1	8.5	10.8	14.4	2.4	42.8	100.0
Diyarbakır	10.5	19.7	14.3	11.5	1.9	42.0	100.0
Erzurum	23.9	16.2	25.2	18.6	2.8	13.3	100.0
Eskişehir	.9	13.4	43.3	37.5	4.9	.0	100.0
Gaziantep	16.3	10.5	14.2	17.9	5.2	35.9	100.0
Hatay	18.8	10.7	10.6	11.8	4.2	43.9	100.0
İstanbul	7.1	11.8	26.5	33.1	14.3	7.1	100.0
İzmir	3.2	8.9	12.3	13.2	1.0	61.3	100.0
Kahramanmaraş	11.4	14.0	19.0	26.5	11.4	17.7	100.0
Kayseri	2.1	4.3	56.4	25.6	3.3	8.4	100.0
Kocaeli	9.7	20.9	25.2	28.4	12.3	3.5	100.0
Konya	8.7	13.2	34.8	24.7	9.0	9.5	100.0
Malatya	1.3	9.9	12.9	12.8	4.9	58.3	100.0
Manisa	8.3	27.2	36.6	23.6	2.5	1.8	100.0
Mardin	34.0	17.0	2.7	.5	.0	45.7	100.0
Mersin	7.8	18.0	41.8	19.0	1.9	11.5	100.0
Muğla	5.3	21.3	18.5	12.5	8.1	34.3	100.0
Ordu	5.7	16.5	26.1	32.2	16.4	3.3	100.0
Sakarya	3.7	11.8	31.8	27.7	12.7	12.3	100.0
Samsun	11.4	19.2	49.2	11.2	7.1	1.9	100.0
Şanlıurfa	5.2	20.6	24.6	25.6	5.5	18.4	100.0
Tekirdağ	7.8	16.5	23.9	22.8	23.2	5.8	100.0
Trabzon	12.4	27.0	28.1	16.8	12.8	2.9	100.0
Van	26.8	14.4	15.3	13.7	1.7	28.0	100.0
Total	8.4	14.5	26.9	26.2	8.6	15.6	100.0



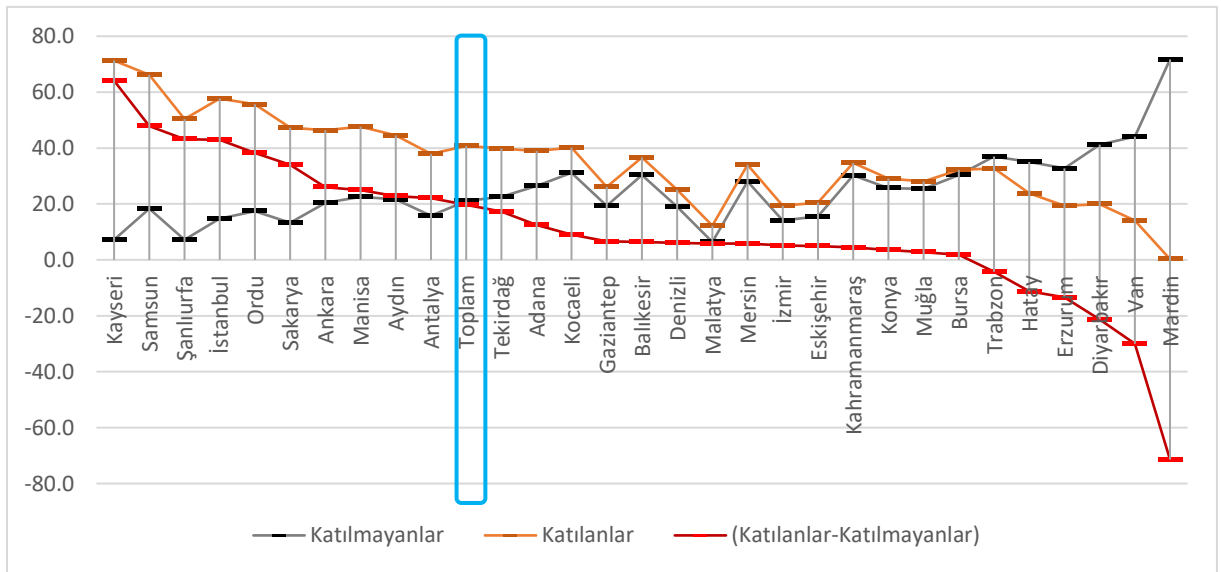
	I think municipality is transparent about budget and expenditures.						Total
	Strongly disagree	Disagree	Partially agree, partially disagree	Agree	Strongly agree	No opinion	
Adana	7.1	17.6	30.6	35.3	5.5	3.8	100.0
Ankara	7.2	11.3	33.9	35.4	11.0	1.1	100.0
Antalya	5.4	16.5	43.9	27.8	4.4	2.0	100.0
Aydın	7.1	10.2	32.4	33.2	12.8	4.3	100.0
Balıkesir	15.7	13.2	27.8	28.0	9.5	5.8	100.0
Bursa	10.8	21.1	29.7	24.0	9.8	4.7	100.0
Denizli	21.8	8.7	19.8	31.1	1.0	17.5	100.0
Diyarbakır	21.2	29.6	18.9	18.9	4.6	6.7	100.0
Erzurum	19.4	21.6	23.5	19.3	3.5	12.7	100.0
Eskişehir	.8	13.6	44.3	35.6	5.6	.0	100.0
Gaziantep	10.5	17.1	15.2	25.6	5.5	26.1	100.0
Hatay	25.9	14.6	10.0	24.0	4.8	20.7	100.0
İstanbul	8.2	12.1	27.4	35.6	14.1	2.5	100.0
İzmir	3.5	7.5	15.7	29.4	2.2	41.7	100.0
Kahramanmaraş	13.2	21.6	18.2	28.2	13.8	5.0	100.0
Kayseri	1.8	8.5	58.7	27.5	1.3	2.1	100.0
Kocaeli	13.1	18.9	23.7	29.1	12.6	2.7	100.0
Konya	10.6	13.4	31.7	29.9	5.3	9.1	100.0
Malatya	5.2	9.7	13.1	11.8	6.1	54.1	100.0
Manisa	8.2	22.6	47.1	17.7	1.2	3.2	100.0
Mardin	40.1	18.9	2.8	.0	.0	38.2	100.0
Mersin	10.1	19.2	37.3	19.6	5.0	8.8	100.0
Muğla	7.6	18.1	23.2	20.9	5.1	25.1	100.0
Ordu	4.5	19.5	25.5	33.5	15.2	1.7	100.0
Sakarya	3.8	9.7	31.6	30.5	13.4	11.0	100.0
Samsun	7.5	17.6	55.1	12.7	7.1	.0	100.0
Şanlıurfa	1.7	26.4	37.4	22.6	3.5	8.4	100.0
Tekirdağ	8.7	16.7	23.4	27.5	17.2	6.5	100.0
Trabzon	14.1	26.2	26.2	21.5	9.3	2.6	100.0
Van	31.8	16.3	14.2	12.3	3.1	22.2	100.0
Total	9.4	14.8	28.8	29.0	8.7	9.4	100.0



	Municipal Support-Help desks (blue, white, Bordeaux etc.) work effectively.						Total
	Strongly disagree	Disagree	Partially agree, partially disagree	Agree	Strongly agree	No opinion	
Adana	3.5	15.5	26.4	38.8	8.4	7.5	100.0
Ankara	5.6	13.8	32.8	36.0	10.1	1.6	100.0
Antalya	6.8	11.8	32.5	38.9	6.9	3.0	100.0
Aydın	6.7	9.4	27.9	32.3	14.5	9.2	100.0
Balıkesir	11.2	19.3	31.8	24.4	9.2	4.1	100.0
Bursa	9.0	20.6	31.4	24.4	6.8	7.9	100.0
Denizli	21.9	8.1	12.1	32.4	3.7	21.8	100.0
Diyarbakır	19.1	30.9	15.8	14.0	3.8	16.4	100.0
Erzurum	23.8	16.0	25.1	18.7	1.2	15.1	100.0
Eskişehir	1.2	15.0	51.4	29.9	2.4	.0	100.0
Gaziantep	8.6	13.2	15.8	15.7	6.5	40.2	100.0
Hatay	19.3	13.8	17.1	18.6	3.0	28.3	100.0
Istanbul	5.0	9.8	22.4	43.9	14.7	4.1	100.0
Izmir	3.8	5.6	13.8	19.0	1.6	56.2	100.0
Kahramanmaraş	6.2	14.9	22.0	25.1	12.4	19.4	100.0
Kayseri	2.1	4.8	17.6	66.8	2.1	6.6	100.0
Kocaeli	9.4	17.8	26.9	29.8	10.8	5.4	100.0
Konya	8.1	15.4	30.2	30.7	7.2	8.4	100.0
Malatya	2.9	4.3	13.9	12.6	5.5	60.8	100.0
Manisa	6.4	23.0	35.2	33.7	.6	1.1	100.0
Mardin	32.3	15.4	2.0	1.1	.0	49.3	100.0
Mersin	8.0	17.0	29.9	26.7	3.4	15.0	100.0
Muğla	5.4	17.8	14.2	20.9	7.1	34.6	100.0
Ordu	2.0	20.1	20.4	34.1	21.1	2.2	100.0
Sakarya	3.1	12.3	26.7	32.2	13.9	11.7	100.0
Samsun	7.5	12.7	16.7	55.9	7.2	.0	100.0
Şanlıurfa	1.6	11.1	37.2	32.3	8.8	8.9	100.0
Tekirdağ	7.9	13.7	22.5	23.4	23.4	9.2	100.0
Trabzon	12.2	22.7	23.4	24.1	12.6	5.0	100.0
Van	27.7	17.2	15.9	7.9	.8	30.5	100.0
Total	7.4	13.2	24.5	32.7	9.0	13.2	100.0

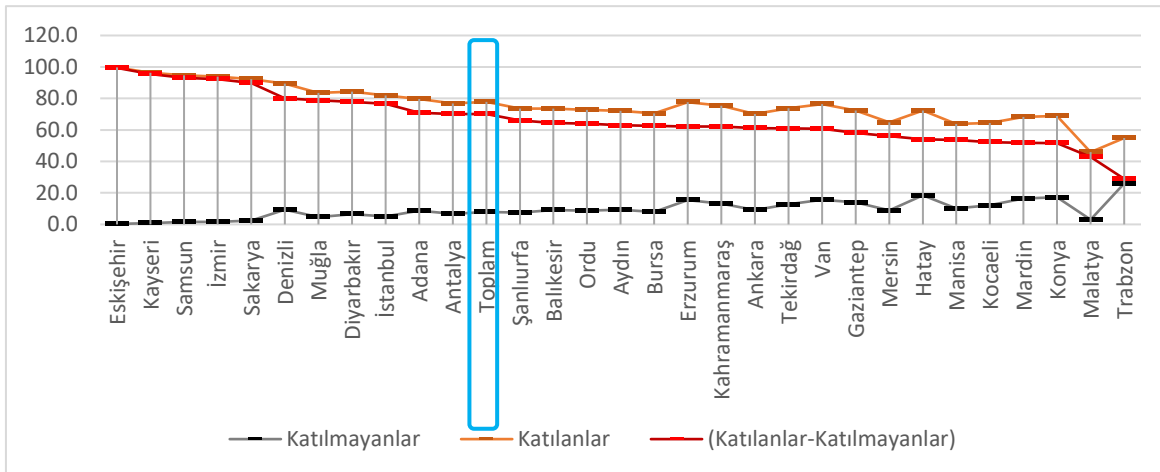


	Municipal complaint scheme works effectively.						Total
	Strongly disagree	Disagree	Partially agree, partially disagree	Agree	Strongly agree	No opinion	
Adana	6.5	19.9	29.7	33.3	5.6	4.9	100.0
Ankara	5.5	14.9	31.8	36.0	10.4	1.5	100.0
Antalya	4.1	11.7	41.1	31.1	6.8	5.3	100.0
Aydın	6.8	14.9	24.0	34.9	9.6	9.7	100.0
Balıkesir	14.2	16.1	28.7	27.7	9.0	4.3	100.0
Bursa	9.9	20.5	32.9	24.7	7.5	4.5	100.0
Denizli	10.6	8.4	10.6	21.4	3.7	45.3	100.0
Diyarbakır	13.7	27.5	16.3	14.0	5.9	22.5	100.0
Erzurum	17.9	14.9	31.3	13.9	5.5	16.4	100.0
Eskişehir	1.2	14.4	63.6	19.6	.9	.3	100.0
Gaziantep	5.3	14.1	19.2	17.6	8.5	35.2	100.0
Hatay	20.5	14.5	15.1	18.5	5.3	26.1	100.0
Istanbul	4.8	10.0	22.2	44.6	13.1	5.2	100.0
Izmir	7.1	7.0	15.3	17.6	1.7	51.3	100.0
Kahramanmaraş	7.4	22.8	16.1	23.8	10.9	18.9	100.0
Kayseri	1.8	5.4	14.6	67.5	3.8	7.0	100.0
Kocaeli	9.2	21.9	22.9	28.9	11.3	5.7	100.0
Konya	6.9	18.7	35.7	21.3	7.8	9.4	100.0
Malatya	1.3	5.1	19.2	8.0	4.3	62.1	100.0
Manisa	5.9	16.7	29.1	46.3	1.3	.6	100.0
Mardin	53.4	18.3	1.4	.3	.0	26.5	100.0
Mersin	10.3	17.8	21.9	30.3	3.7	16.1	100.0
Muğla	6.1	19.3	15.0	20.2	7.9	31.7	100.0
Ordu	4.3	13.1	23.7	37.9	17.7	3.3	100.0
Sakarya	2.4	10.9	26.4	32.8	14.5	13.0	100.0
Samsun	5.6	12.7	15.5	56.3	9.9	.0	100.0
Şanlıurfa	.7	6.5	33.3	35.6	14.8	9.1	100.0
Tekirdağ	6.5	16.1	25.9	19.3	20.6	11.5	100.0
Trabzon	9.1	27.9	23.1	19.9	12.9	7.1	100.0
Van	27.8	16.3	12.9	11.5	2.6	29.0	100.0
Total	7.3	13.8	24.7	32.0	8.8	13.3	100.0

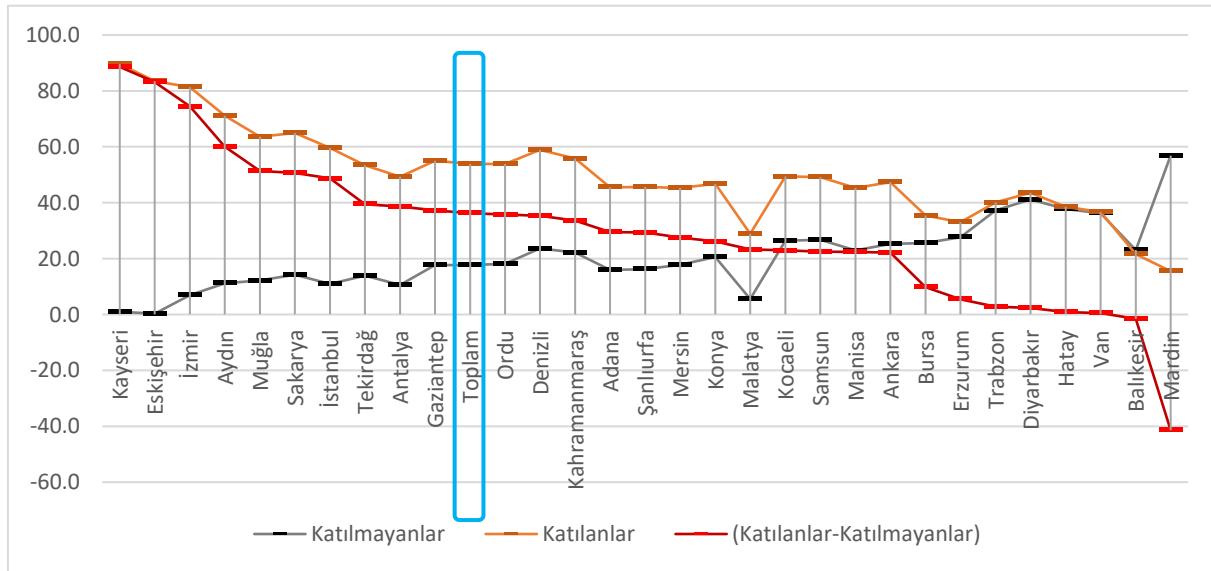


Annex 3. Satisfaction with living in the city by Metropolitan Municipality

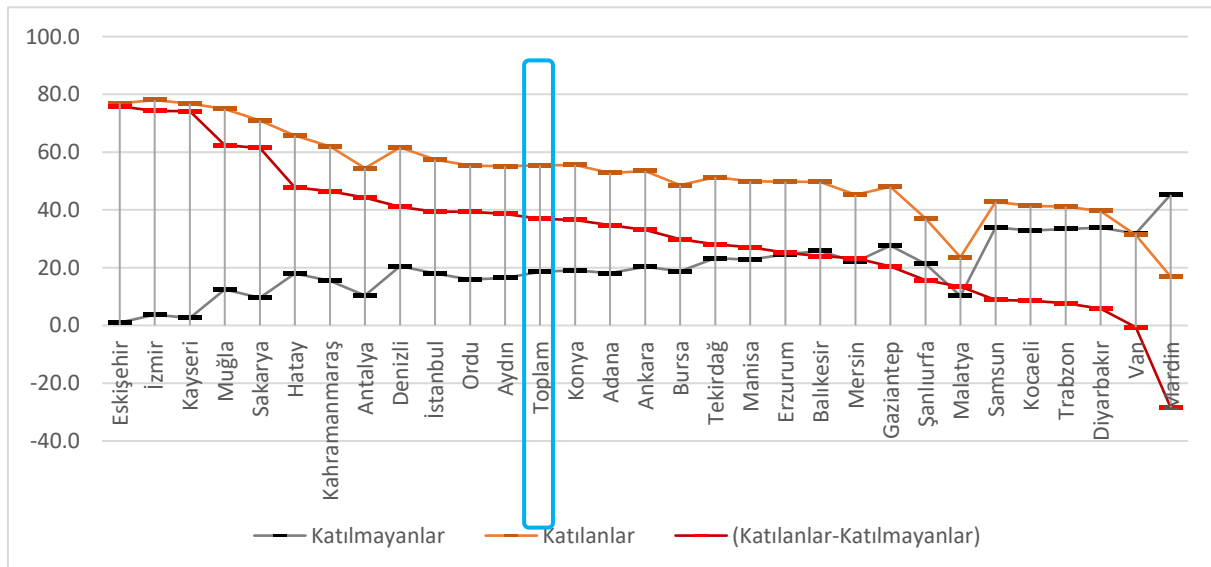
	I am generally satisfied with living in this city.						Total
	Strongly disagree	Disagree	Partially agree, partially disagree	Agree	Strongly agree	No opinion	
Adana	1.1	7.7	11.1	58.9	20.8	.4	100.0
Ankara	2.4	6.7	20.7	37.1	33.1	.0	100.0
Antalya	2.7	4.0	15.9	57.8	19.1	.5	100.0
Aydın	1.9	7.4	18.0	34.0	38.2	.4	100.0
Balıkesir	4.3	4.8	14.8	40.4	33.2	2.5	100.0
Bursa	2.2	5.8	20.8	43.9	26.6	.6	100.0
Denizli	5.8	3.5	1.3	51.4	38.0	.0	100.0
Diyarbakır	1.2	5.2	9.4	68.6	15.7	.0	100.0
Erzurum	7.0	8.4	7.0	46.9	30.7	.0	100.0
Eskişehir	.0	.3	.0	21.6	78.1	.0	100.0
Gaziantep	5.0	9.1	13.7	43.9	28.4	.0	100.0
Hatay	7.1	11.3	9.3	40.6	31.8	.0	100.0
Istanbul	1.1	4.0	13.1	57.9	23.9	.0	100.0
İzmir	.1	1.5	4.3	67.7	26.1	.1	100.0
Kahramanmaraş	2.6	10.6	11.2	55.5	19.8	.4	100.0
Kayseri	.0	.7	2.9	66.9	29.4	.0	100.0
Kocaeli	2.9	9.3	23.0	47.4	17.1	.3	100.0
Konya	6.6	10.6	14.0	24.2	44.6	.0	100.0
Malatya	.8	2.2	49.4	36.9	9.0	1.8	100.0
Manisa	2.4	7.8	23.3	44.9	19.0	2.5	100.0
Mardin	6.4	10.0	15.1	44.3	24.0	.3	100.0
Mersin	1.2	7.7	25.5	54.9	10.0	.7	100.0
Muğla	1.5	3.2	11.4	53.7	29.8	.4	100.0
Ordu	.5	8.2	18.6	57.8	15.0	.0	100.0
Sakarya	2.1	.4	4.6	44.1	48.2	.7	100.0
Samsun	.3	1.3	3.8	16.7	77.9	.0	100.0
Şanlıurfa	.8	6.6	18.8	64.5	9.0	.4	100.0
Tekirdağ	2.8	10.0	13.3	37.8	35.9	.3	100.0
Trabzon	4.5	21.5	18.7	43.1	11.8	.4	100.0
Van	6.2	9.5	7.8	54.7	21.7	.0	100.0
Total	2.2	5.7	14.0	50.1	27.8	.3	100.0



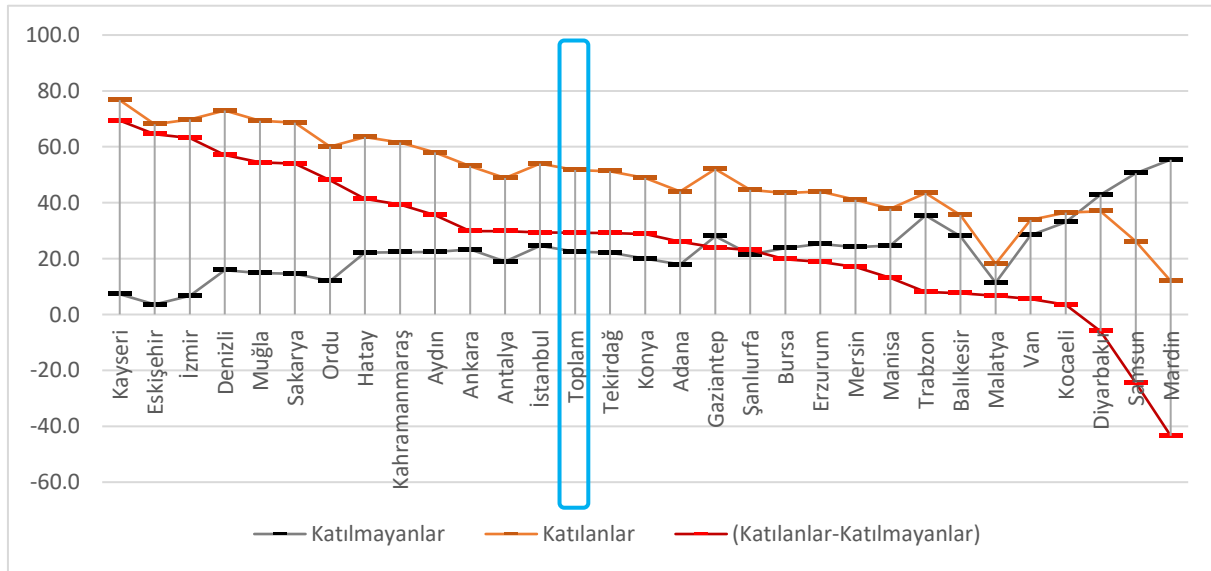
	I am generally satisfied with services provided by municipality						Total
	Strongly disagree	Disagree	Partially agree, partially disagree	Agree	Strongly agree	No opinion	
Adana	3.1	12.9	37.7	40.7	4.8	.8	100.0
Ankara	2.0	23.2	27.6	40.5	6.8	.0	100.0
Antalya	4.7	5.9	39.2	40.0	9.3	.8	100.0
Aydın	3.1	8.1	16.3	56.5	14.7	1.2	100.0
Balıkesir	10.8	12.3	45.9	14.3	7.3	9.5	100.0
Bursa	6.6	19.0	38.9	22.5	12.9	.2	100.0
Denizli	13.4	10.2	17.0	47.4	11.5	.4	100.0
Diyarbakır	9.7	31.5	14.4	38.0	5.6	.8	100.0
Erzurum	18.4	9.2	37.7	29.9	3.1	1.7	100.0
Eskişehir	.0	.3	16.2	67.4	16.1	.0	100.0
Gaziantep	4.3	13.4	27.0	45.2	9.8	.3	100.0
Hatay	17.4	20.3	23.5	29.7	8.8	.4	100.0
İstanbul	1.6	9.3	29.4	42.3	17.3	.1	100.0
İzmir	1.1	5.8	11.4	75.1	6.3	.1	100.0
Kahramanmaraş	4.8	17.4	21.7	36.4	19.4	.3	100.0
Kayseri	.4	.6	9.4	79.6	10.0	.0	100.0
Kocaeli	4.5	21.9	24.2	37.2	12.2	.0	100.0
Konya	1.5	19.1	32.5	40.7	6.1	.0	100.0
Malatya	.9	4.7	61.0	23.3	5.6	4.5	100.0
Manisa	5.0	17.9	30.2	34.9	10.4	1.7	100.0
Mardin	33.3	23.6	23.0	15.0	.5	4.7	100.0
Mersin	1.8	16.0	36.8	36.4	8.9	.0	100.0
Muğla	3.7	8.5	23.9	48.2	15.4	.3	100.0
Ordu	3.3	14.8	27.7	33.1	20.8	.3	100.0
Sakarya	6.4	7.9	20.1	37.9	27.1	.7	100.0
Samsun	6.7	20.0	24.0	37.8	11.4	.0	100.0
Şanlıurfa	2.7	13.5	37.6	41.6	4.0	.7	100.0
Tekirdağ	4.3	9.6	32.2	37.4	16.0	.6	100.0
Trabzon	10.3	27.0	21.9	29.0	11.1	.7	100.0
Van	13.9	22.3	24.4	33.1	3.6	2.8	100.0
Total	4.3	13.4	27.9	42.4	11.5	.6	100.0



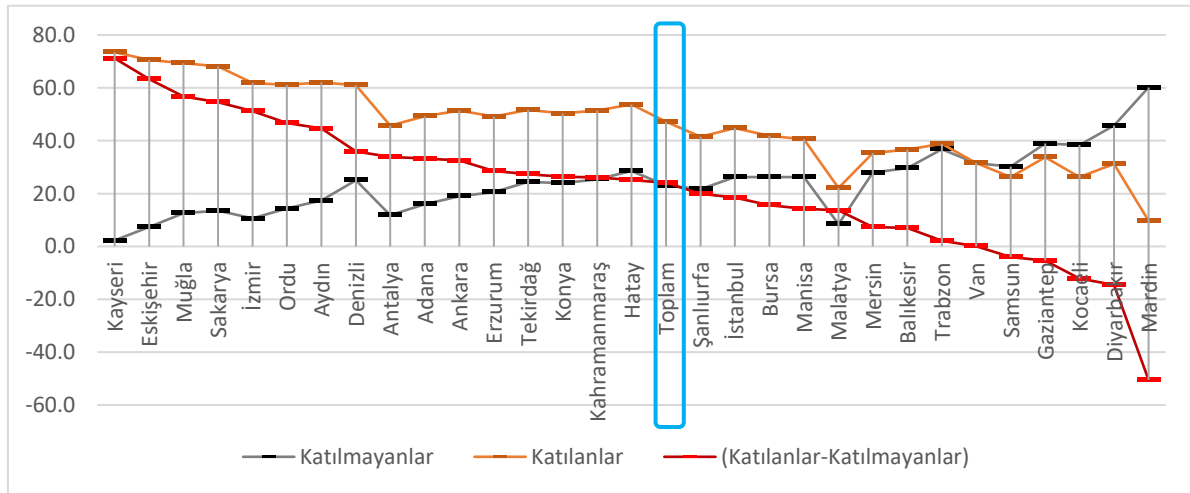
	I feel safe in public transport vehicles.						
	Strongly disagree	Disagree	Partially agree, partially disagree	Agree	Strongly agree	No opinion	Total
Adana	1.4	16.7	26.7	42.0	10.8	2.5	100.0
Ankara	3.3	17.0	26.4	42.2	11.2	.0	100.0
Antalya	4.7	5.6	34.0	45.8	8.7	1.3	100.0
Aydın	2.7	13.8	24.5	41.0	14.1	3.8	100.0
Balıkesir	6.9	18.8	21.0	41.8	7.9	3.6	100.0
Bursa	4.9	13.9	30.9	36.7	11.9	1.8	100.0
Denizli	14.0	6.6	11.3	51.6	10.0	6.5	100.0
Diyarbakır	10.4	23.4	24.4	33.2	6.4	2.1	100.0
Erzurum	10.6	14.0	19.7	42.6	7.2	6.0	100.0
Eskişehir	.4	.6	22.0	69.5	7.4	.0	100.0
Gaziantep	4.7	22.9	21.7	38.7	9.3	2.8	100.0
Hatay	8.7	9.3	11.1	49.5	16.3	5.1	100.0
İstanbul	3.0	15.0	23.4	45.9	11.5	1.2	100.0
İzmir	.5	3.2	16.0	68.7	9.3	2.3	100.0
Kahramanmaraş	4.6	10.9	19.0	47.3	14.7	3.5	100.0
Kayseri	1.2	1.4	19.6	64.6	12.2	1.1	100.0
Kocaeli	4.3	28.5	25.5	30.9	10.5	.4	100.0
Konya	4.1	15.0	23.0	46.9	8.7	2.4	100.0
Malatya	.9	9.3	58.5	16.4	7.3	7.5	100.0
Manisa	4.6	18.2	26.7	38.6	11.3	.6	100.0
Mardin	23.4	21.9	25.7	16.0	.9	12.1	100.0
Mersin	4.7	17.3	31.4	36.0	9.3	1.4	100.0
Muğla	2.9	9.6	11.3	56.6	18.3	1.4	100.0
Ordu	4.4	11.5	27.7	38.0	17.3	1.1	100.0
Sakarya	1.6	8.0	15.8	36.4	34.6	3.6	100.0
Samsun	13.3	20.7	23.2	33.0	9.8	.0	100.0
Şanlıurfa	3.1	18.2	39.8	32.2	4.8	1.9	100.0
Tekirdağ	7.6	15.7	23.0	27.3	24.1	2.3	100.0
Trabzon	8.5	24.9	21.5	30.2	10.9	4.0	100.0
Van	15.3	16.6	29.4	25.5	5.8	7.4	100.0
Total	4.4	14.1	24.2	44.2	11.2	2.0	100.0



	I feel safe in streets of city in terms of services provided by municipality.						Total
	Strongly disagree	Disagree	Partially agree, partially disagree	Agree	Strongly agree	No opinion	
Adana	1.9	16.0	37.1	40.5	3.5	1.1	100.0
Ankara	6.6	16.7	23.6	43.7	9.4	.0	100.0
Antalya	5.3	13.7	31.8	39.3	9.5	.4	100.0
Aydın	5.6	16.8	18.7	38.1	19.9	.9	100.0
Balıkesir	14.2	13.8	33.4	26.8	8.8	3.0	100.0
Bursa	5.9	17.8	31.8	29.6	13.9	1.0	100.0
Denizli	10.5	5.4	9.7	60.6	12.4	1.4	100.0
Diyarbakır	11.5	31.4	20.3	30.1	6.8	.0	100.0
Erzurum	9.7	15.5	26.6	41.7	2.3	4.2	100.0
Eskişehir	.3	3.3	28.3	62.9	5.2	.0	100.0
Gaziantep	6.4	21.6	20.0	40.7	11.3	.0	100.0
Hatay	9.7	12.4	12.2	50.8	12.7	2.2	100.0
İstanbul	3.8	20.8	21.1	40.5	13.5	.3	100.0
İzmir	1.3	5.4	22.9	60.2	9.6	.6	100.0
Kahramanmaraş	4.6	17.7	15.7	48.4	13.2	.4	100.0
Kayseri	.7	6.6	16.0	65.7	11.0	.0	100.0
Kocaeli	3.6	29.4	30.5	28.6	7.9	.0	100.0
Konya	5.8	14.2	30.2	40.2	8.6	1.1	100.0
Malatya	.4	11.0	60.3	13.3	4.8	10.2	100.0
Manisa	7.4	17.3	35.0	29.6	8.2	2.6	100.0
Mardin	33.8	21.6	25.7	11.7	.3	6.8	100.0
Mersin	5.7	18.4	34.9	34.7	6.4	.0	100.0
Muğla	2.9	11.9	15.4	51.5	17.8	.5	100.0
Ordu	3.8	8.2	27.2	41.1	18.9	.8	100.0
Sakarya	5.0	9.6	15.7	33.1	35.5	1.1	100.0
Samsun	10.4	40.2	23.2	14.3	11.9	.0	100.0
Şanlıurfa	3.0	18.5	32.0	39.4	5.2	1.9	100.0
Tekirdağ	8.7	13.4	25.5	31.8	19.4	1.3	100.0
Trabzon	7.1	28.3	20.4	29.1	14.4	.7	100.0
Van	12.9	15.4	29.2	27.5	6.3	8.6	100.0
Total	5.5	17.0	24.9	40.5	11.2	.9	100.0



	I feel safe in the city at night in terms of services provided by municipality.						Total
	Strongly disagree	Disagree	Partially agree, partially disagree	Agree	Strongly agree	No opinion	
Adana	3.9	12.1	33.4	44.5	4.8	1.3	100.0
Ankara	3.8	15.2	29.5	36.3	15.2	.0	100.0
Antalya	4.6	7.2	41.7	36.8	8.9	.8	100.0
Aydın	3.3	14.1	18.8	45.3	16.8	1.8	100.0
Balıkesir	12.4	17.3	29.1	26.2	10.5	4.5	100.0
Bursa	6.7	19.6	31.6	29.8	12.1	.2	100.0
Denizli	21.3	3.8	11.8	49.2	11.8	2.1	100.0
Diyarbakır	13.2	32.6	22.9	26.0	5.2	.0	100.0
Erzurum	10.5	10.0	27.3	43.6	5.5	3.1	100.0
Eskişehir	.0	7.3	22.1	64.2	6.4	.0	100.0
Gaziantep	9.9	29.1	25.9	29.8	3.9	1.3	100.0
Hatay	16.6	12.0	15.7	40.6	13.2	1.8	100.0
İstanbul	6.9	19.4	28.6	31.9	12.9	.4	100.0
İzmir	3.6	7.0	25.9	53.9	7.9	1.6	100.0
Kahramanmaraş	5.1	20.3	21.3	31.1	20.4	1.7	100.0
Kayseri	1.2	1.1	24.2	62.9	10.6	.0	100.0
Kocaeli	8.1	30.3	35.4	19.7	6.6	.0	100.0
Konya	6.7	17.3	24.7	43.9	6.5	.8	100.0
Malatya	.4	8.0	58.8	15.6	6.5	10.6	100.0
Manisa	5.7	20.6	30.1	29.2	11.4	2.9	100.0
Mardin	38.3	21.9	23.9	9.7	.0	6.3	100.0
Mersin	6.1	21.9	36.5	27.9	7.4	.3	100.0
Muğla	4.2	8.4	18.0	51.5	17.9	.0	100.0
Ordu	4.3	10.1	24.5	40.8	20.3	.0	100.0
Sakarya	5.8	7.7	17.8	31.2	36.9	.7	100.0
Samsun	11.5	18.7	43.6	18.3	7.9	.0	100.0
Şanlıurfa	2.7	18.9	36.2	35.3	6.2	.7	100.0
Tekirdağ	7.8	16.6	22.7	30.3	21.4	1.2	100.0
Trabzon	13.0	23.8	23.6	21.9	17.0	.7	100.0
Van	14.5	17.0	27.8	26.6	5.0	9.0	100.0
Total	6.9	16.2	28.6	35.8	11.4	1.1	100.0



Annex 4. Capacity-Building Programme for Employees of Social Service Centres

Module 1	Training for employees of service centres serving women
	<ol style="list-style-type: none"> 1. City, urban rights and services 2. Gender equality, disadvantage and risks 3. Norms and considerations in policy-making and service delivery for women <ul style="list-style-type: none"> • Equality • Non-discrimination • Respect for human dignity • Empowerment • Proper care 4. Metropolitan Municipality services for women <ul style="list-style-type: none"> • Legal bases of Metropolitan Municipality services for women • Mapping services for women • Problems in accessing services and policies to enhance access • Satisfaction with services • Policies and tools that can be used to develop and improve services 5. Roadmap for women-friendly cities 6. Good practices of services for women
Module 2	Training for employees of service centres serving children
	<ol style="list-style-type: none"> 1. City, urban rights and services 2. Child and disadvantaged child: Risk factors 3. Norms and considerations in policy-making and service delivery for children <ul style="list-style-type: none"> • Equality • Non-discrimination • Respect for human dignity • Best interest of the child 4. Considerations in delivering services for children 5. Metropolitan Municipality services for children <ul style="list-style-type: none"> • Legal bases of Metropolitan Municipality services for children • Mapping services for children • Problems in accessing services and policies to enhance access • Satisfaction with services • Policies and tools that can be used to develop and improve services 6. Roadmap for child-friendly cities 7. Good practices of services for children
Module 3	Training for employees of service centres serving youth

	<ol style="list-style-type: none"> 1. City, urban rights and services 2. Youth, disadvantaged youth and risk factors 3. Norms and considerations in policy-making and service delivery for youth <ul style="list-style-type: none"> • Equality • Non-discrimination • Respect for human dignity • Empowerment 4. Mapping services for youth <ul style="list-style-type: none"> • Problems experienced by youth, particularly disadvantaged youth, in accessing services and policies to enhance access • Satisfaction with services and policies to improve satisfaction • Policies and tools that can be used to develop and improve services 5. Roadmap for youth-friendly cities 6. Good practices of services for youth
Module 4	Training for employees of service centres serving persons with disabilities
	<ol style="list-style-type: none"> 1. City, urban rights and services 2. Disability and disadvantage 3. Norms and considerations in policy-making and service delivery for persons with disabilities <ul style="list-style-type: none"> • Equality • Non-discrimination • Respect for human dignity • Empowerment • Proper care 4. Considerations in delivering services for persons with disabilities 5. Metropolitan Municipality services for persons with disabilities 6. Legal bases of Metropolitan Municipality services for persons with disabilities <ul style="list-style-type: none"> • Mapping services for persons with disabilities • Problems in accessing services and policies to enhance access • Satisfaction with services • Policies and tools that can be used to develop and improve services 7. Roadmap for disability-friendly cities 8. Good practices of services for persons with disabilities
Module 5	Training for employees of service centres serving the elderly
	<ol style="list-style-type: none"> 1. City, urban rights and services 2. Old age, disadvantage and risks

	<ol style="list-style-type: none">3. Norms and considerations in policy-making and service delivery for the elderly<ul style="list-style-type: none">• Equality• Non-discrimination• Respect for human dignity4. Services for the elderly<ul style="list-style-type: none">• Mapping services for the elderly• Problems in accessing services and policies to enhance access• Satisfaction with services• Policies and tools that can be used to develop and improve services5. Roadmap for elderly-friendly cities6. Good practices of services for the elderly
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Annex 5. Urban Awareness-Raising Training for Municipal Employees

INTRODUCTION

1. RAISING AWARENESS ON THE BASICS

- 1.1 Bases of urban policies and service delivery: Norms and rights-based approach
- 1.2 Right to the city, urban rights and services
- 1.3 Disadvantaged groups

2. MAKING POLICIES AND IDENTIFYING NEEDS: TOOLS, MEANS AND METHODS

- 2.1 Tools that can be used to identify service needs: Mapping studies, satisfaction surveys, internal assessment
- 2.2 Participatory tools to identify service needs and planning
 - a. Plans, planning process and participatory approaches to planning
 - b. Participation of disadvantaged groups in planning
- 2.3 Good practices in identifying citizens' needs in Turkey and in the world

3. SERVICE ACCESS AND SATISFACTION

- 3.1 Satisfaction with services
- 3.2 Barriers to persons with disabilities in accessing services
- 3.3 Tools and good practices that can be used to ensure access and improve satisfaction

4. PRINCIPLES OF GOOD GOVERNANCE FOR MUNICIPALITIES

- 4.1 Transparency and accountability
- 4.2 Participation and townspeople law
- 4.3 Monitoring and evaluation

Annex 6. Survey on Service Delivery

2018-2019	Type of service centre	Number of service centres	Total capacity	Total number of users		Total number of employees at centre		Contact person info for capacity-building training (or manager contact info)		
				Women	Men	Women	Men	Full-name	Phone	E-mail
SERVICES FOR WOMEN	Women's Counselling Centre									
	Women's Shelter									
	Other centres for women (women's lounge etc.)									
SERVICES FOR CHILDREN (below 18 yrs of age)	Child centres									
	Day-care centres and preschools									
SERVICES FOR YOUTH (ages 18 to 29)	Youth centres									
SERVICES FOR THE ELDERLY	Elderly centres									
SERVICES FOR PERSONS WITH DISABILITIES	Centres for disabilities									

2018-2019	Type of service centre	Name of service centre	Services available / delivered	Monitoring and evaluation	
				Any monitoring?	Monitoring by what means?
SERVICES FOR WOMEN	Women's Counselling Centre	1) 2) 3) ...	1) 2) 3) ...	1) 2) 3) ...	1) 2) 3)
	Women's Shelter	1) 2) 3) ...	1) 2) 3) ...	1) 2) 3) ...	1) 2) 3)
	Other centres for women (women's lounge etc.)	1) 2) 3) ...	1) 2) 3) ...	1) 2) 3) ...	1) 2) 3)
SERVICES FOR CHILDREN (below 18 yrs of age)	Child centres	1) 2) 3) ...	1) 2) 3) ...	1) 2) 3) ...	1) 2) 3)
	Day-care centres and preschools	1) 2) 3) ...	1) 2) 3) ...	1) 2) 3) ...	1) 2) 3)
SERVICES FOR YOUTH (ages 18 to 29)	Youth centres	1) 2) 3) ...	1) 2) 3) ...	1) 2) 3) ...	1) 2) 3)
SERVICES FOR THE ELDERLY	Elderly centres	1) 2) 3) ...	1) 2) 3) ...	1) 2) 3) ...	1) 2) 3)
SERVICES FOR PERSONS WITH DISABILITIES	Centres for disabilities	1) 2) 3) ...	1) 2) 3) ...	1) 2) 3) ...	1) 2) 3)

Manager's Info for Social Service and Social Assistance Centre Units of Metropolitan Municipalities (*)

No	Metropolitan Municipality	Unit Name	Unit Manager			
			Title	Full-name	Phone	E-mail
1						
2						
3						
4						
5						

(*) Refers to department- or branch-level units within Metropolitan Municipalities. The information on actual service delivery units such as Women's centres, youth centres etc. will be included in Table 1, not here.