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Final Evaluation Report of WFP Turkey Decentralized Evaluation

Decentralized Evaluation Report

International Advisory Products and Systems (i-APS)
WFP Türkiye Country Office

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Disclaimer

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Executive Summary

This report presents the findings, conclusions, and recommendations of the decentralized activity evaluation of the Socio-economic Empowerment and Sustainability (SES) programme in Türkiye from July 2020 to February 2022. The evaluation was commissioned by the World Food Programme (WFP) Türkiye Country Office and completed by International Advisory, Products and Systems Ltd. (i-APS). The evaluation was conducted in line with WFP's Decentralized Evaluation Quality Assurance System (DEQAS) standards, and humanitarian principles and ethics.

Evaluation Context

Türkiye is currently host to the largest refugee population in the world, including more than 3.6 million Syrians under Temporary Protection (SuTPs) and more than 300,000 individuals under International Protection (IP)¹. As the Syrian crisis enters its second decade, the majority of SuTPs do not intend to return to Syria.

While significant attention and resources have been directed to address their basic needs, there is growing awareness of the urgency to address the employment needs of refugees and vulnerable Turkish citizens. SuTPs seeking employment face numerous challenges. Previous research shows that most refugees and many Turkish citizens are working in the informal economy where they experience irregular work, low wages, and unsafe conditions.²

With growing awareness of the longer-term needs of refugees and vulnerable Turkish citizens, WFP, the Government of Türkiye and other organizations have begun shifting their focus from short- and medium-term humanitarian responses to longer-term development objectives. WFP has established a strategic objective to enhance partnerships supporting refugees and vulnerable populations affected by prolonged refugee presence in Türkiye to equitably access basic needs assistance and labor market opportunities. Building on pilot projects (Mutfakta Umut Var, and Empowerment for Action), WFP launched the SES programme to improve the well-being and livelihoods of vulnerable refugees and Turkish citizens through improved access to labor markets.

The SES programme uses a dual system of theoretical (vocational) and practical (applied) training. SES Programme covers 16 provinces (Adana, Ankara, Bursa, Gaziantep, Hatay, İstanbul, İzmir, Kahramanmaraş, Kayseri, Kocaeli, Konya, Mardin, Manisa, Mersin, Şanlıurfa and Sivas) in Türkiye. The Programme includes vocational training in areas of Store Attendant, Food Packaging, Information Technology, and Chief Assistant. Beneficiaries receive a monthly stipend contingent on 80% attendance during vocational training and a monthly salary. The stipend and salary amounts were adjusted during the programme period in response to minimum wage. The programme also includes institutional capacity building to ensure longer-term sustainability and the facilitation of public-private partnerships to enhance the quality and relevance of the training offered.

The evaluation's objective was to assess the performance of the livelihood activities and identify lessons learned along with assessing the programme against the OECD DAC criteria of relevance, effectiveness, efficiency, impact, and sustainability. The evaluation results will be used to guide the implementation of the remaining project activities and will inform future projects in Türkiye. The evaluation served dual objectives of accountability and learning through identifying recommendations.

The intended users of this evaluation report include WFP, the Turkish government organizations, UN Agencies, implementing CSOs, and donor agencies.

The evaluation was conducted using a mixed-method approach. Data was sourced from a literature review, as well as primary quantitative and qualitative data collection, analyzed and triangulated. The literature review focused on an examination of programme documents, reports, and databases along with secondary

¹ <https://reliefweb.int/report/turkey/unhcr-turkey-operational-update-june-2021-entr>

² Bağır YK, Küçükbayrak M, Torun H (2021) Declining Labor Market Informality in Turkey: Unregistered Employment and Wage Underreporting. Central Bank of the Republic of Turkey, Structural Economic Research Department. <https://www.tcmb.gov.tr/wps/wcm/connect/bf515d8a-9f11-49c7-abb0-bba5d3e5b6d7/wp2119.pdf?MOD=AJPERES&CACHEID=ROOTWORKSPACE-bf515d8a-9f11-49c7-abb0-bba5d3e5b6d7-nlaKR2H>

sources cited in this report (Annex 9 and Annex 13). Quantitative data collection was conducted through a survey of 629 programme beneficiaries. Qualitative data was collected through 34 in-depth interviews with program, partner, and stakeholder staff, as well as 13 focus group discussions conducted with beneficiaries. The quantitative survey was implemented in all sixteen provinces where the programme has been implemented.

Findings

Relevance

The evaluation finds that the SES programmes are highly relevant to several WFP strategic objectives and were designed to be aligned with WFP's Interim Country Strategic Plan 2020-2023. The programme was designed based on an assessment of the existing Turkish system and capacities in partnership with the Ministry of National Education (MoNE) and the National Employment Agency (İŞKUR).

The SES programme is well aligned with Türkiye's Eleventh Development Plan, specifically the objectives for a stable and strong economy (2.1), competitive production and efficiency (2.2), and qualified people (2.3). Programme staff noted that the SES programme served an important role in bridging the goals of government organizations (İŞKUR and MoNE) by establishing cooperative goals and linking their priorities to Türkiye's broader development plans.

The evaluation also finds that the SES programme is highly relevant to most beneficiary needs. Most beneficiaries (86.9%) were somewhat or very satisfied with their training. Only 3.1% felt that the training required a lot of improvement. Almost all surveyed beneficiaries (97.2%) reported that they would recommend the training to family and friends. The evaluation finds that the SES programme is not currently designed to target individuals with disabilities. Programme staff are aware of this need among vulnerable refugee and Turkish citizens.

SES Programme Staff noted that some beneficiaries were uncomfortable with work conditions during applied training. With nearly half of the surveyed beneficiaries (48.8%) having no prior work experience, many are unfamiliar with Turkish work culture and work expectations.

Beneficiaries reported strong demand for courses in hairdressing, beauty services and tailoring. Programme staff noted there was low beneficiary interest in the housekeeping, and strong private sector demand for tourism-related courses.

Beneficiaries and staff agreed that the intervention approach and transfer modality were appropriate and suitable for developing income sources for beneficiaries. In line with WFP's guidance on transfer modalities and mechanisms, most surveyed beneficiaries reported that the payment method was good and timely (89.2%) and that the monthly payment method was somewhat or fully effective (86.8%). Nearly all surveyed beneficiaries reported that the programme had helped them to produce income for their household (89.3%), that income helped their household economy (94.6%) and that their living conditions had improved (94.6%).

The SES programme design was informed by the United Nations Sustainable Development Cooperation Framework (UNSDCF) gender analysis and was addressed during a lessons learned workshop in 2020. The programme explicitly sought to promote women's participation, and single women's participation specifically, by engaging with women-led organizations to maximize reach and selected training locations appropriate for female beneficiaries. Gender was mainstreamed in the programme design through targets for female participation (target 50% participation) and through recruitment of beneficiaries based on vulnerability criteria (prioritizing single parents and unemployed individuals).

The evaluation finds that the programme implements a gender-sensitive approach that recognizes the different needs of men and women and acknowledges gender-based power dynamics. The gender-sensitive approach has been successful in encouraging female participation in the programme with 57% of beneficiaries being female up to February 2022.

Effectiveness

To date, the programme has achieved targets for seven out of seventeen indicators. In data up to 31 March 2022, targets for two out of five indicators for Outcome 1 have been achieved (Economic Capacity to Meet

Essential Needs: achieved 81%, target 67%; and percentage of participants reporting confidence in access to employment: achieved 97.0%, target 80%). One outcome indicator (number of jobs with longer-term perspective facilitated by the project) has yet to be achieved. The programme has created 398 out of 2,080 long-term jobs. The beneficiary survey found that beneficiaries in IT courses were more likely to report currently working compared to beneficiaries in food, beverage, service, and hospitality courses (48.2% and 33.7% respectively, $p\text{-value}=0.033$). If this target is to be achieved, a significant expansion of projects and enrolment of beneficiaries will be needed. None of the targets for the Output 1.1 indicators (refugees and populations affected by prolonged refugee presence in Türkiye benefit from improved vocational training and access to applied training programmes) have been achieved.

The SES programme has achieved, or is close to achieving, the targets set for Output 2.1 indicators and has exceeded almost all targets for the cross-cutting results indicators. The programme has achieved the targets for all three protection indicators.

The programme has exceeded the target for its gender-specific indicator (percentage of households where women, or both women and men make decisions on the use of cash assistance: 91% achieved, target: 80%). Equal participation, however, did not translate into equal experience and outcomes. Female beneficiaries were more likely than male beneficiaries to report having no previous work experience (57.7% and 43.3% respectively), while male beneficiaries were twice as likely to report currently having a job compared to female beneficiaries (48.1% and 24.7% respectively). While most beneficiaries (80%) report having assistance with childcare, some women reported challenges childcare and discrimination during applied training.

As of February 2022, the programme has financed 349 out of 1,820 applied training programmes. Similarly, \$651,966USD (almost 10% of the target) out of a target USD 6.3 million in cash has been transferred to beneficiaries. The SES programme intentionally targeted vulnerable refugees and Turkish citizens and achieved similar levels of Turkish and Syrian beneficiary enrolment (47.7% and 50.1% respectively).

Programme staff reported that beneficiary recruitment and dropout was a challenge. Programme and MoNE staff report that they are expanding social media campaigns and have adapted interview tactics to put more emphasis on assessing beneficiary motivation but noted that low Turkish language proficiency among SuTPs continued to pose a challenge.

Programme partners noted some “cultural issues” affecting implementation. Staff noted that some beneficiaries struggled with applied training working conditions (including work hours, shift times and locations). This issue may have been exacerbated by the large proportion of participants with no prior work experience (48.6%).

External factors contributing to achievement or non-achievement of outcomes and objectives included changes in government policies that led to the closure of courses in the retail sector and food packaging courses, COVID-19 school and business closures, and prevailing economic conditions in Türkiye (including stagnant GDP and high inflation).

Efficiency

As of 28 February 2022, the programme has spent USD 3.8 million, or 28% of the total budget (USD 13.7 million). At that time, 1,993 beneficiaries had been enrolled in the program, and one in five beneficiaries (398, 20.0%) had found long-term employment. The current programme cost per beneficiary enrolled is USD 1,901, the cost per beneficiary who completes the training is USD 2,449, and the programme cost per beneficiary who finds long-term employment is USD 9,540.34. If the programme can achieve target enrolment (5,000 beneficiaries) with the targeted budget, the cost per beneficiary enrolled would be USD 2,740 and the programme cost per long-term job created would be USD 6,586.

Programme staff reported that the high cost per beneficiary is due to the intensive nature of the SES programme but felt that the approach was appropriate given the needs of beneficiaries for training and financial support. Programme staff further noted that the programme’s emphasis on institutional capacity strengthening contributed to the high cost of the programme but would ensure longer-term sustainability.

Impact

The evaluation finds that the programme has created several primary and secondary impacts for beneficiaries and their communities through the creation of jobs, income generated, and improvements in social cohesion.

The programme reached 1,993 direct beneficiaries and 5,892 indirect beneficiaries. Up to February 2022, 398 (20.0%) beneficiaries have found long-term employment. Most surveyed beneficiaries in vocational training (75.0%) and applied training (76.8%) reported that the training helped them generate income for their households. Most surveyed beneficiaries (75.5%) reported that the training had fully helped improve social cohesion. In focus group discussions (FGDs), beneficiaries reported that face-to-face encounters helped them make friends and learn about other cultures, supporting social cohesion.

No unintended effects of the intervention (positive or negative) on human rights and/or gender equality were identified during the evaluation.

Sustainability

In line with WFP's partnership strategy in Türkiye, strengthening institutional capacity was a vital component of the programme strategy (Output 1.2) and the longer-term sustainability of the program. WFP's partners include the government organizations, other United Nations agencies, CSOs and donors.

Capacity-building activities to date have focused on training for MoNE teachers, equipment provision and curricula enhancement. The programme has exceeded the target of the number of MoNE teachers and trainers trained (achieved: 176). The SES Programme contributed to the procurement of training equipment, which partner staff note could not have been procured otherwise. Curricula enhancement to update training in line with employer needs was also seen as a sustainable element of the program. While a critical component of the programme, capacity-building and institutional strengthening activities have contributed to the high workload on WFP but have provided valuable support to partner staff.

Conclusions

The SES program has demonstrated progress towards helping vulnerable refugees and Turkish citizens gain vocational skills and find employment. The evaluation finds that the SES programme has made progress towards almost all indicators and has achieved targets for seven out of seventeen indicators at the time of the evaluation. The programme has contributed to the creation of 398 jobs and has had a positive impact on beneficiaries' household income. Surveyed beneficiaries also report that the programme has made a positive contribution to social cohesion.

The evaluation further finds that the programme is achieving results despite challenging conditions including high inflation, stagnant economic growth, and the on-going COVID-19 pandemic – conditions that reinforce the need for programmes that link vulnerable refugees and Turkish citizens with income and livelihoods. The programme has adapted to respond to these and other challenges by expanding the role of ISKUR in recruiting beneficiaries and matching them with employment opportunities.

Despite many areas of success, the evaluation finds that the programme targets some, but not all vulnerable refugee and Turkish citizens. To be eligible for participation, beneficiaries must be able to meet Turkish language requirements, manage childcare responsibilities and be able to travel to training locations and complete physical training requirements. The evaluation finds that there are opportunities to further support WFP's strategic objective of supporting vulnerable refugee and Turkish citizens to access labor market opportunities if greater accommodations are considered for women and individuals with disabilities.

Lessons Learned

This evaluation identified the following lessons learned:

- Social cohesion is achieved through face-to-face meetings and opportunities for cultural exchange.
- Beneficiary motivation and programme understanding are strong predictors of beneficiary dropout.
- Culturally appropriate solutions are needed to address hygiene issues for men with facial hair.

Recommendations

Based on the evaluation findings, WFP should consider:

- Expediting partnerships with Chambers of Commerce and Industry to expand recruitment of beneficiaries and employers *(Short-term)*
- Expediting expansion of İŞKUR's role in matching beneficiaries with training and employment opportunities. *(Short-term)*
- Providing training on Turkish work regulations, norms, and expectations to prepare beneficiaries with no prior work experience. *(Short-term)*
- Expanding course offerings to be inclusive for people with disabilities. *(Medium-term)*
- Providing employers with gender-sensitivity training *(Medium-term)*
- Promoting face-to-face interactions for beneficiaries to promote social cohesion. *(Medium-term)*
- Ways to monitor beneficiaries after graduation to assess the longer-term effects of the programme. *(Long-term)*
- Ways to link beneficiaries with childcare services *(Long-term)*
- Linking refugees and vulnerable Turkish citizens with vocational course offerings in high-demand sectors *(Long-term)*
- How to maximize existing resources and networks of NGOs for recruitment and referrals to help offset additional pressures on staff resources *(Long-term)*

1. Introduction

1.1. EVALUATION FEATURES

1. This report presents the findings of the decentralized activity evaluation that aims to assess the performance of the Socio-economic Empowerment and Sustainability (SES) programme implemented by the World Food Programme (WFP) and to gather recommendations and lessons learned from the implementation of livelihood activities in Türkiye between July 2020 and February 2022.
2. **Evaluation scope:** The scope of the evaluation was designed to serve the mutually reinforcing objectives of accountability and learning, which resulted in a number of evaluation questions, organized by OECD DAC criteria, and provided in detail in the Evaluation Matrix in [Annex 4](#). Because WFP Türkiye is in the process of establishing expertise in livelihood programmes and scaling up existing projects, the learning objective was given more weight to inform key programmatic decision making and design in this evaluation.
3. **Evaluation rationale:** The evaluation was conducted to assess the contribution of the SES programme towards providing sustainable income generation opportunities for refugees and vulnerable Turkish citizens, and to assess the relevance, effectiveness, efficiency, impact, sustainability, and learnings to inform future programme decision-making. The evaluation sought to identify the intended and unintended effects of the intervention on human rights and gender equality. The evaluation is being conducted at this time as WFP Turkey is in the process of establishing expertise in livelihood interventions and scaling up existing projects. The evaluation was conducted to support and inform key programmatic decision making and designing for the remainder of the programme period, and for WFP broader portfolio.
4. Türkiye currently hosts the largest refugee population, the majority of whom are Syrians displaced by the decade-long conflict. As a considerable part of the refugee population is vulnerable and in need of assistance to meet their basic needs, the Government of Türkiye and humanitarian actors have begun to shift focus to longer-term solutions for sustainable income generation, which may lead to better socio-economic integration of refugees.
5. WFP is partnering with governmental organizations, local CSOs, and the private sector to assist vulnerable refugee and Turkish citizens to develop the necessary skills to secure a sustainable income. The SES programme uses a unique approach of theoretical and practical training (known as a dual system) to promote skills development. This evaluation has been commissioned to assess the effectiveness, efficiency, and sustainability of the dual system in the SES program. The results and recommendations presented in this evaluation report are intended to provide useful inputs for WFP's next Interim Country Strategic Plan (ICSP) and to provide information for decision-making and development of other livelihood projects.
6. **Evaluation objectives:** This decentralized evaluation was commissioned to serve dual and mutually reinforcing objectives of accountability and learning. To achieve the objective of accountability, the evaluation assessed the performance and results of the livelihood activities in Türkiye along with gender-specific dimensions of the program. To achieve the learning objective, the evaluation identified factors influencing the achievement/non-achievement of results, lessons learned and programme recommendations. The evaluation followed the guidance outlined in WFP's Decentralized Evaluation Quality Assurance System (DEQAS). Given that WFP Türkiye is in the process of scaling up livelihood programming, the learning objective of the evaluation was given more weight.
7. For a more detailed description of the purpose, objectives and scope of the evaluation, see the Terms of Reference (ToR) in [Annex 1](#). The detailed Evaluation Matrix is provided in [Annex 4](#).
8. **Evaluation stakeholders:** This evaluation was designed to seek the views of and be useful to a broad range of internal and external stakeholders. During the inception phase, a broad range of stakeholders were identified, presented in [Annex 10](#). Table 1 provides a summary of the evaluation's stakeholder analysis.

Table 1: Stakeholder analysis

Organization	Relevant Parties
Beneficiaries	Direct and indirect programme beneficiaries
WFP	Country Office staff
	Field Office staff
	Cash Transfer Programme Department
	Livelihoods Programme Department
Implementing Partners	Relevant Staff
UN Agencies	Relevant Staff
Donor Agencies	Relevant Staff
Government Organizations	İŞKUR
	Ministry of National Education (MoNE)
	İstanbul Beşiktaş Etiler Mesleki ve Teknik Anadolu Lisesi
	Evliya Çelebi Mesleki
	Other relevant government organization staff
Private Sector	Employers engaged in the program

9. In line with WFP's commitment to accountability to affected populations, beneficiaries were key stakeholders in the evaluation. The evaluation was designed and implemented in line with WFP's commitment to ensuring gender equality, equity, and inclusion of women, men, boys, and girls.

10. The intended users of this evaluation report include WFP Field, Country, and Regional Offices, Turkish government organizations (Ministry of National Education (MoNE) and İŞKUR), UN Agencies, implementing CSOs, and donor agencies.

11. **Evaluation team:** This evaluation was commissioned by the WFP Türkiye Country Office as part of its corporate monitoring and evaluation mandate. The evaluation was implemented by i-APS (www.i-aps.com), a global woman-owned and managed small business, under a WFP Long-Term Agreement for the provision of decentralized evaluations.

12. The i-APS team was led by a gender-balanced team of national and international experts knowledgeable about the Türkiye-country context, familiar with local operating conditions, and who have extensive experience conducting evaluations for livelihoods programs. Core members of this team included Mr. Hakan Demirbüken (Team Leader) supported by Ms. Madison Rose (Technical Expert) and Mr. Yusuf Can Akyol (Field Operations Manager and Country Representative). In addition to the core evaluation team, Ms. Anbrasi Edward from John Hopkins University, and i-APS President Mrs. Amina Ferati, assisted the team with quality assurance. The field data collection was conducted between 10 May and 2 August 2022.

13. **Evaluation duration and reach:** This evaluation was designed to cover the period from July 2020 to February 2022. The evaluation summarized in this report covers all aspects of the programme, including programme design and implementation across all geographic areas where the programme has been implemented.

1.2. CONTEXT

14. Türkiye currently hosts the largest refugee population in the world³, including more than 3.6 million Syrians under Temporary Protection (SuTPs) and more than 300,000 individuals under International

³ UNHCR (2022) Türkiye. <https://reporting.unhcr.org/Türkiye>

Protection (IP) mainly from Iraq, Afghanistan, and Iran.⁴ The vast majority of refugees (98%) in Türkiye reside with Turkish citizens.⁵ Nearly half (46.9%) of Syrian refugees in Türkiye are under the age of 18, while 47.6% are women and girls. Some 49.8% of Syrian refugees are between the ages of 18 and 59 years old.⁶ Refugees in Türkiye are distributed across the country, however, the highest populations of refugees are found in Adana, Ankara, Bursa, Gaziantep, Hatay, Istanbul, Izmir, Kilis, Konya, Mersin, and Sanliurfa.⁷

15. Women account for nearly half of Türkiye's refugees. UN Women notes that conflicts and crises affect women and girls in different ways than men and boys.⁸ Women are often the first responders to a crisis, and they play a central role in the survival and resilience of families and communities.⁹ At the same time, Syrian women, and girls in Turkey face barriers to meet their basic needs, recover from war traumas, and participate in Turkey's social and economic life. A 2018 UN Women needs assessment found that 70% of Syrian women did not know how to speak Turkish.¹⁰ The same needs assessment found that Syrian refugee women have a diverse range of education – while 19% were reported to be illiterate/having no formal education, 33% have completed high school or secondary school, and 5% have completed higher education. Most refugee women in Turkey (85%) surveyed in 2018 reported that they were housewives or otherwise not working. Among working women, the most common professions were teacher (40%), tailor (24%), agricultural worker (15%) and hairdresser (13%).¹¹ A wide range of factors contribute to the low labor force participation rate for refugee women, including long working hours, heavy domestic work, and care responsibilities, language barriers and insufficient skills.¹²

16. Children and youth make up a significant proportion of Türkiye's refugee population. Approximately 60% of the refugees in Türkiye (2.1 million) are under the age of 25.¹³ Refugee children in Türkiye face a host of challenges. As many as 400,000 refugee children in the country are currently out of school.¹⁴ Refugee children in Türkiye are at risk of child labor, particularly boys. Among refugee children aged 12-14, previous research has found that up to 32% of boys and 13% of girls are engaged in child labor.¹⁵ Often girls work at home, while boys work outside.¹⁶

17. Due to risks of stigma and persecution, data on lesbian, gay, bisexual, transgender, intersex, or queer (LGBTIQ+) refugees in Türkiye are hard to find. LGBTIQ+ refugees can face unique experiences of discrimination, persecution and violence, sometimes on a daily basis.¹⁷

18. An estimated 12% of individuals in Türkiye are living with disability.¹⁸ People with disabilities in Türkiye experience a range of challenges, including access to housing and transportation, limited access to employment and discrimination. For example, 69% of refugees with disabilities in 2019 noted that they could

⁴ Ibid.

⁵ UNHCR (2021) Türkiye Operational Update September 2021. <https://reporting.unhcr.org/document/854>

⁶ Turkish Republic Directorate of Migration Management (2022) Temporary Protection Statistics.

<https://en.goc.gov.tr/temporary-protection27>

⁷ UNHCR (2022) Provincial Breakdown of Syrian Refugees in Türkiye. <https://reporting.unhcr.org/index.php/document/2780>

⁸ UN Women (2021) Refugee Response. <https://eca.unwomen.org/en/where-we-are/turkey/peace-and-security>

⁹ Ibid.

¹⁰ UN Women (2018) Needs Assessment of Syrian Women and Girls Under Temporary Protection Status in Turkey. <https://eca.unwomen.org/sites/default/files/Field%20Office%20ECA/Attachments/Publications/Country/Turkey/The%20Needs%20AssessmentENGWEBcompressed.pdf>

¹¹ Ibid.

¹² UN Women (2021) UN Women Refugee Response Programme in Turkey. http://unwomenturkeyrrp.tilda.ws/#_ftn2

¹³ Ibid.

¹⁴ UNICEF (2021) Humanitarian Action for Children. <https://www.unicef.org/turkiye/en/humanitarian-action-children-hac>

¹⁵ UN Women (2018) Needs Assessment of Syrian Women and Girls Under Temporary Protection Status in Turkey. <https://eca.unwomen.org/sites/default/files/Field%20Office%20ECA/Attachments/Publications/Country/Turkey/The%20Needs%20AssessmentENGWEBcompressed.pdf>

¹⁶ Ibid.

¹⁷ UNHCR. LGBTIQ Persons. <https://www.unhcr.org/lgbtiq-persons.html>

¹⁸ United Nations Committee on the Rights of Persons with Disabilities (2019) Report on the Current Situation of Disabled Persons in Turkey.

not take public transportation without the assistance of others.¹⁹ The majority of people with disabilities have experienced discrimination (96%).²⁰ Only 14% of people with disabilities in Türkiye report working.²¹

19. While most refugees in Türkiye are SuTPs, refugees from other countries face unique challenges and have less rights. For example, Afghan refugees in Türkiye lack access to cash assistance and must rely on employment (informally or formally) to survive. Many work informally daily often in unsafe and unstable environments. The UNHCR Inter-agency report states that most of those working informally are at a heightened risk of occupational accidents. (UNHCR, 2021c) Due to their informal employment status, these refugees have few options for recourse and lack rights to compensation and medical care for their injuries. Overall, the UNHCR report identifies Afghan households as the most socio-economically vulnerable group in Türkiye. (UNHCR, 2021c) The potential mass influx of Afghans to Türkiye (due to the current situation in Afghanistan) may further challenge the complex situation in Türkiye and increase competition for scarce job opportunities in the current challenging economic situation. (UNHCR, 2021c)

20. Limited information on the current food security situation in Türkiye remains minimal. For example, the WFP does not publish information for Türkiye on the prevalence of insufficient food consumption.²² However, monitoring data published by WFP suggests that acceptable food consumption rates among refugees in temporary accommodation centers are approximately 95%. However, this is a decline from 99% in 2021, likely as a result of high inflation in the Turkish economy.²³

21. Over the last ten years, the Government, and the people of Türkiye have shown tremendous generosity in response to the refugee crisis. Syrian refugees in Türkiye reside under a temporary protection regime that allows Syrians under Temporary Protection (SuTPs) to access public services including health care and education. SuTPs must formally apply for permission to work in the country.

22. Sustainable development has been a priority for the Turkish Government since the Tenth National Development Plan (2014–2018) as part of a “human-centered development” approach. The National Development Plan is the guiding document for all macro-level national policies and priorities and was recently updated as part of preparation for the Eleventh National Development Plan.²⁴

23. In 2015, the country committed to achieving the SDGs by 2030. And in 2016, Turkey hosted the World Humanitarian Summit, and made commitments to extend full access to education and vocational training to Syrians under temporary protection.²⁵

24. The Regional Refugee and Resilience Plan 2019–2020 (3RP) is part of Turkey’s strategy for Syrian refugees. It contains a commitment to mainstreaming gender and stresses the need to boost national and local capacities to ensure sustainability. This strategy links humanitarian assistance to activities aimed at supporting refugees to become more self-reliant in meeting basic needs.²⁶

25. SuTPs seeking employment in Türkiye have faced numerous challenges, including barriers to legal work permits and a reliance on informal labor markets. As of December 2019, only 132,497 work permits had been issued, of which 30% were granted for the establishment of new businesses.²⁷ The low number of permits granted also includes multiple permits issued to the same person for distinct jobs as each permit is limited to a specific employment opportunity.²⁸

¹⁹ Ibid.

²⁰ Ibid.

²¹ Ibid.

²² World Food Programme(2022) DataViz. <https://dataviz.vam.wfp.org/>

²³ World Food Programme (2022) WFP Türkiye Country Brief September 2022. https://docs.wfp.org/api/documents/WFP-0000143700/download/?_ga=2.239572419.1558238736.1667501540-873127343.1667501540

²⁴ World Food Programme(2019) Turkey interim country strategic plan (2020–2021).

https://docs.wfp.org/api/documents/WFP-0000108573/download/?_ga=2.22961403.1558238736.1667501540-873127343.1667501540

²⁵ Ibid.

²⁶ Ibid.

²⁷ UNHCR (2021): 3RP Country Chapter 2021/2022. <https://data2.unhcr.org/en/documents/details/850>

²⁸ Ibid.

26. Türkiye has been a member of the International Labor Organisation (ILO) since 1932 and has ratified all eight fundamental ILO conventions.²⁹ In line with the ILO Conventions, all workers, with certain exceptions, indicated in the labor Act No. 4857 are protected by laws that protect the right to organize and bargain collectively.³⁰ Additional laws outline working conditions including working hours, job security, occupational health and safety, and the minimum wage.

27. However, with regard to the enforcement of these laws and ILO Conventions in Turkey, there are exceptions for workers in the Labor Act No. 4857. The law does not apply to agricultural and forestry workplaces with fewer than 50 employees and domestic servants, except for issues related to occupational health and safety (ILO, 2003). Additionally, as the laws are inapplicable in informal employment, a high proportion of the working population is not protected by labor laws as they are working under vulnerable working conditions. (Central Bank of the Republic of Türkiye, 2021) Recent OECD data shows that some 39% of employees in Türkiye work very long hours (defined as working 50 hours or more per week), with about 43% of men working very long hours, compared with 31% of women. (OECD, 2021)

28. Since the start of the Syrian crisis, a large network of local, national, and international civil society organizations have responded the needs of refugees and Turkish citizens. As a result of regulations and commitment to building the capacity of local organizations, international organizations often partner with national and local civil society organizations as implementation partners with local knowledge and outreach. Coordination of UN and partner agency response efforts in Türkiye is coordinated by UNHCR and organized by the 3RP.

29. The Turkish economy has experienced significant stress in recent years due to stagnant GDP growth and high inflation. The GDP growth rate gradually decreased from 7.5% in 2017 to 1.8% in 2020. (World Bank, 2022a) While the GDP was projected to grow by 11% in 2021, experts predict that growth will drop to a low of 3.5% in 2022. (World Bank, 2022)

30. Since 2018, Türkiye has been experiencing currency fluctuations. The value of the Turkish Lira (TRY) has dropped significantly against the US dollar. In June 2017, one dollar was worth TRY 3.5. Today, a dollar is worth 14.8 TRY (29 March 2022). The Consumer Price Index (CPI) has remained above 10% every month since November 2019. (Turkstat, 2022) Similarly, the unemployment rate increased from 10.8% in 2017 to 13.4% in 2021. (World Bank, 2022b)

31. The economic recession has led to a significant reduction in the purchasing power of both host and refugee community members and has negatively affected social cohesion. (WFP, 2020) The Syrian Barometer has shown that even though the high level of support and solidarity displayed by the Turkish society towards Syrians continues, there appears to be a considerable decrease in the level of this acceptance and solidarity, compared to 2017. (UNHCR, 2022b) The same report found that, compared to 2017, the social distance has grown in Turkish society and shrank among Syrians. (UNHCR, 2022b)

32. Gender inequality further challenges the refugee situation in Türkiye. Previous research shows that, despite the law and the efforts of the government of Türkiye and the women's movement, there are considerable gaps in the implementation of gender equality. (UNDP, 2022) The 2022SDG Gender Index ranks Türkiye 77th out of 144 countries with a score of 66.4. (Equal Measures 2030, 2022) The labor force participation rate for 2019 was 39% among women compared to 78% among men. (World Bank 2022c)

33. The vulnerable economic situation faced by refugees has been further exacerbated by the COVID-19 pandemic. The latest findings of the Inter-Agency Protection Sector Needs Assessment Analysis in Türkiye in September 2020 showed that prior to the pandemic, the majority of refugees across all nationalities (65%) worked informally while only 9% held formal employment. (UNHCR, 2021c) Of those who worked informally, 79% reported experiencing a negative change in their work status and working conditions due to COVID-19. (UNHCR, 2021c) The main reasons reported due to COVID-19 include COVID-19 containment measures, closure of workplaces and imposed unpaid leave.

²⁹ ILO (2022) Ratifications for Türkiye.

https://www.ilo.org/dyn/normlex/en/f?p=NORMLEXPUB:11200:0::NO::P11200_COUNTRY_ID:102893

³⁰ ILO (2003) Labor Act of Türkiye, Law No. 4857.

<https://www.ilo.org/dyn/natlex/docs/ELECTRONIC/64083/77276/F75317864/TUR64083%20English.pdf#:~:text=Except%20for%20biological%20reasons%20or,the%20employee's%20sex%20or%20maternity.>

34. Previous research shows that there is little prospect of a large-scale return of refugees in Türkiye soon. A joint IFRC-TRC study shows that only 4% of refugee households are seeking a return to their country of origin in the next 12 months. At the same time, İŞKUR has reported that 14.4% of employers have difficulties in finding employees.³¹ Employers noted that they struggle to find employees with the required skills, qualifications, and experience.

35. Due to these challenges, the international community has responded by implementing livelihood initiatives focused on vocational training, entrepreneurship support, applied training, Turkish language courses, matching, and counselling around work permit processes. Organizations including UNDP, UNHCR, ILO, EU, and the World Bank have been implementing livelihood projects in the country in collaboration with local partners such as the Association for Solidarity with Asylum Seekers and Migrants (ASAM), Union of Chambers and Commodity Exchanges of Türkiye, Vocational Qualifications Authority, Ministry of Family and Social Services, Ministry of National Education (MoNE), and İŞKUR.

36. Within this context, WFP Türkiye is operating to transition vulnerable refugees with capacity toward more sustainable programming from assistance programmes, increase their self-resilience and employability, and continue to address the immediate short-term needs of refugees and other food insecure people.

37. Moving forward, WFP Türkiye has a vision to enhance partnerships to support refugees and vulnerable populations affected by the prolonged refugee presence in Türkiye to equitably access basic needs assistance and labor market opportunities by following gender and protection considerations in all its operations to ensure that affected populations can obtain assistance safely, with dignity, and without discrimination.

38. WFP's ICSP (2020-2023) strategic outcome 1, enhance partnerships to support refugees and vulnerable populations affected by prolonged refugee presence in Türkiye to equitably access basic needs assistance and labor market opportunities, supports the implementation of SDG 2 (End hunger, achieve food security and improved nutrition and promote sustainable agriculture) and SDG 17 (Strengthen the means of implementation and revitalize the Global Partnership for Sustainable Development).

39. SDG 17 Strengthen the means of implementation and revitalize the Global Partnership for Sustainable Development

- WFP's ICSP (2020-2023) and the SES programme evaluated in this report directly support SDG 17, and specifically target 17.16 (Enhance the global partnership for sustainable development complemented by multi-stakeholder partnerships that mobilize and share knowledge, expertise, technologies and financial resources to support the achievement of sustainable development goals in all countries, particularly developing countries)³² under Strategic Goal 2 (Partner to support implementation of the SDGs), and Strategic Result 8 (Sharing of knowledge, expertise and technology strengthen global partnership support to country efforts to achieve the SDGs).
- WFP Türkiye's Interim Country Strategic Plan (ICSP 2020-2022) seeks to build on WFP's partnership with the Government of Türkiye, UN agencies, CSOs and private sector stakeholders to contribute to refugee households' ability to meet their basic needs.

40. SDG 2: End hunger and all forms of malnutrition by 2030

- A recent FAO report finds that the prevalence of undernutrition in Türkiye is less than 2.5%.³³ According to the Global Hunger Index, Türkiye is one of 18 countries with a GHI score of less than 5, indicating that Türkiye has a level of hunger that is low.³⁴ However, with the influx of refugees from the Syrian war, and the on-going economic crisis, many in Türkiye still experience food insecurity. The Economist's Food Security Index ranks Türkiye 49th (out of 113 countries) overall.³⁵ The Index ranks Türkiye 81st in food affordability, but 26th for quality, safety, and sustainability.

³¹ Türkiye İş Kurumu Ministry of Labour and Social Security. Structure of İŞKUR.

https://www.etf.europa.eu/sites/default/files/event/Taskiner_İŞKUR.pdf

³² SES Programme Logical Framework

³³ Food and Agriculture Organization (2022) The state of food security and nutrition in the world 2022.

<https://www.fao.org/3/cc0639en/online/cc0639en.html>

³⁴ Global Hunger Index (2021) Turkey. <https://www.globalhungerindex.org/turkey.html>

³⁵ The Economist (2022) Global Food Security Index 2022: Turkey Country Report.

<https://impact.economist.com/sustainability/project/food-security-index/explore-countries/turkey>

- In support of the goal to end hunger, WFP supports refugees and Turkish citizens to meet their basic needs as part of Strategic Goal 1 (Support countries to achieve zero hunger (SDG 2)). WFP is also a key partner in the ESSN programme that provides cash transfers to refugees that boost local businesses and supplies bulk food commodities for the Syrian Regional Emergency Operation from Türkiye.³⁶

1.3. SUBJECT BEING EVALUATED

41. The subject of this decentralized activity evaluation is the Socio-economic Empowerment and Sustainability programme implemented by WFP in Türkiye. The evaluation is being conducted at this mid-term stage to serve dual purposes of accountability and learning. Findings and recommendations from this evaluation are expected to inform decision-making for the remainder of the programme period.

42. The SES programme uses a dual apprenticeship system inspired by the German vocational training model (Duales System), which allows beneficiaries to study theory in the classroom and then implement what they have learned in the practical segment of the training, in partnership with the private sector. The programme also institutional capacity strengthening to ensure longer-term sustainability and the facilitation of public-private partnerships to enhance the quality and relevance of the training offered.

43. As part of the SES programme, beneficiaries participate in vocational and applied training. During the vocational training, participants receive a monthly stipend conditional on their participation to ensure retention while also supporting households that may experience a short-term income loss as a result of their participation. During the applied training, participants are paid a minimum salary in line with the minimum wage in Türkiye, including participation in social security payments.

44. SES programme targeting combines vulnerability criteria (i.e., single female, single parent, no income source, marginalized groups that are prioritized once applied) and likelihood to succeed (i.e., candidate's motivation, time commitment, and dedication that are assessed through interviews).

45. The SES programme emerged as part of WFP's Türkiye Interim Country Strategic Plan (ICSP) which has included livelihoods assistance programmes since 2019 with the goal of identifying and implementing sustainable, long-term solutions to strengthen the capacities, enhance self-reliance of refugees and promote social cohesion between refugees and Turkish citizens.

46. The SES programme was designed to be implemented between 2021 and 2024, while the activity evaluation covers the programme period between July 2021 to February 2022. The evaluation covered all locations where the SES programme was implemented (Adana, Ankara, Bursa, Gaziantep, Hatay, Istanbul, Izmir, Kahramanmaraş, Kayseri, Kocaeli, Konya, Mardin, Mersin, Sanliurfa and Sivas) and was conducted from February 2022 through August 2022.

³⁶ WFP (2022) Türkiye. <https://www.wfp.org/countries/turkiye>

Figure 1: Map: SES Programme Implementation Locations



47. WFP is implementing the SES programme with partners including government organizations, other UN agencies, civil society organizations (CSOs), and private sector partners.

Table 2: Stakeholders' roles and responsibilities

Stakeholders	Roles and responsibilities
Government organizations	<p>Government organizations have a key role in organizing the programme activities and programme implementation. WFP designed the project on the Turkish Government's system and capacities, implementing in partnership with the Ministry of National Education (MoNE) and the National Employment Agency (İŞKUR) under multi-year protocols signed in 2021 and valid throughout the duration of the project. MoNE and İŞKUR serve as partners in this programme to provide vocational and applied training respectively.</p> <p>WFP conducted training of trainers with MoNE teachers for chef assistant, store attendant, housekeeping, and food packaging courses. Two workshops have been conducted for MoNE and İŞKUR staff to share knowledge and experience as well as to address observed operational challenges.</p>
Civil society organizations (CSOs)	<p>The WFP Türkiye Office cooperates with seven local civil society organizations through field level agreements. CSOs are involved in the implementation of the programme through outreach to targeted groups, selection of participants, provision of vocational/technical trainings, job matching, on-site monitoring, and logistical support. For the SES programme, field level agreements were signed with four CSO partners: Support to Life Association (STL) and Kodluyoruz (We Code) Association for IT courses, International Youth and Solidarity Association (UGDD, Uluslararası Gençlik ve Dayanışma Derneği) for courses in Konya and Kayseri, and Sukraan Association for courses in Mardin.</p> <p>WFP has also established close cooperation with provincial chambers of commerce and industry in provinces where the SES programme is implemented. Chambers play a key role in bridging labor market needs. WFP programme documents reveal that the programme intends to broaden its partnerships with the chambers to engage more companies that will recruit SES participants.</p>

Private sector firms	WFP has partnered with more than 300 private sector companies to contextualize market-needs per province, to host participants during internships, and to ensure job placement of programme participants after graduation.
United Nations Country Team	WFP in Türkiye coordinates with the International Organisation on Migration, UNHCR and UNFPA in planning and implementation of the livelihood activities and attends the Livelihoods Working Group chaired by UNDP. WFP works with the International Labour Organisation (ILO) to ensure work permit processes are operational.
Donors	SES programme donors include the Governments of the Republic of Korea, Norway, and Ireland, as well as the German Development Bank (KfW).

48. Internal WFP stakeholders for the SES programme include the Türkiye Country Office (CO), which is responsible for planning and implementation of WFP livelihood interventions at the country level. WFP Field Offices in Türkiye are responsible for day-to-day programme implementation, liaise with stakeholders, and directly engage with beneficiaries. The WFP Regional Bureau in Cairo is responsible for oversight of country offices and provides technical guidance and support to the programme. The WFP Office of Evaluation ensures that decentralized evaluations deliver quality, credible and useful evaluations.

49. Beneficiaries are also key stakeholders in WFP's work. Engagement with beneficiaries in the evaluation process is part of WFP's commitment to ensuring gender equality, equity, and inclusion.

50. The objective of the SES programme is to Support refugees and vulnerable populations, affected by prolonged refugee presence in Türkiye to equitably access labor market opportunities. The SES programme's theory of change (TOC) (available in [Annex 11](#)) identifies nine activities, including recruitment of sector experts (Activity 1) and training-of-trainers (Activity 2), mapping of employers and private sector engagement (Activity 4), provision of theoretical and applied training (Activity 5), and cash transfers (Activity 6). Activities contribute to two identified outputs and one outcome (Improve the well-being and livelihoods of vulnerable refugees and Turkish citizens through improved access to labor markets). Indicator results by output and outcome can be found in [2.3 Effectiveness](#). Cross-cutting issues identified in the TOC include gender equality, protection of vulnerable populations, partnerships, and accountability to affected populations.

51. The TOC identified eleven key assumptions, including that:

- The targeted population has a similar level of vulnerability
- There will be interest and full attendance in training and surveys
- Skilled labor demand in the private sector remains high

52. The full TOC is available in [Annex 11](#).

53. The SES programme has three main activities:

- Skills development for employment through the provision of theoretical vocational and practical applied training and job placement. Beneficiaries participating in the programme receive a stipend during vocational and applied training.
- Institutional strengthening through curriculum development and harmonization, training of trainers, procurement of training material and equipment, and capacity strengthening support.
- Development of public-private partnerships through engagement with private sector firms during planning and implementation of the programme.

54. The programme results matrix shows that USD 651,966 in cash transfers to beneficiaries up to February 2022 out of a total target of USD 6,345,198 (10.2%).

55. The SES programme aims to reach 4,160 direct beneficiaries (50% female, 50% male) and approximately 17,348 indirect beneficiaries by the end of 2023. As of February 2022, the programme has reached 1,993 direct beneficiaries (47.9%) and 5,892 indirect beneficiaries.

56. Overall, 57% of beneficiaries were female.

57. Figure 2 presents the achievements of WFP's alternative livelihood projects between July 2020 and January 2022 (WFP monitoring data). This includes a total of 1,576 who completed the vocational training programmes and 501 persons completing the applied training. Of these persons, 398 found a long-term job. Slightly more than half (55%) of enrolled beneficiaries have been Turkish and 42% were Syrian.

Figure 2: Summary of the results of WFP Livelihood Projects

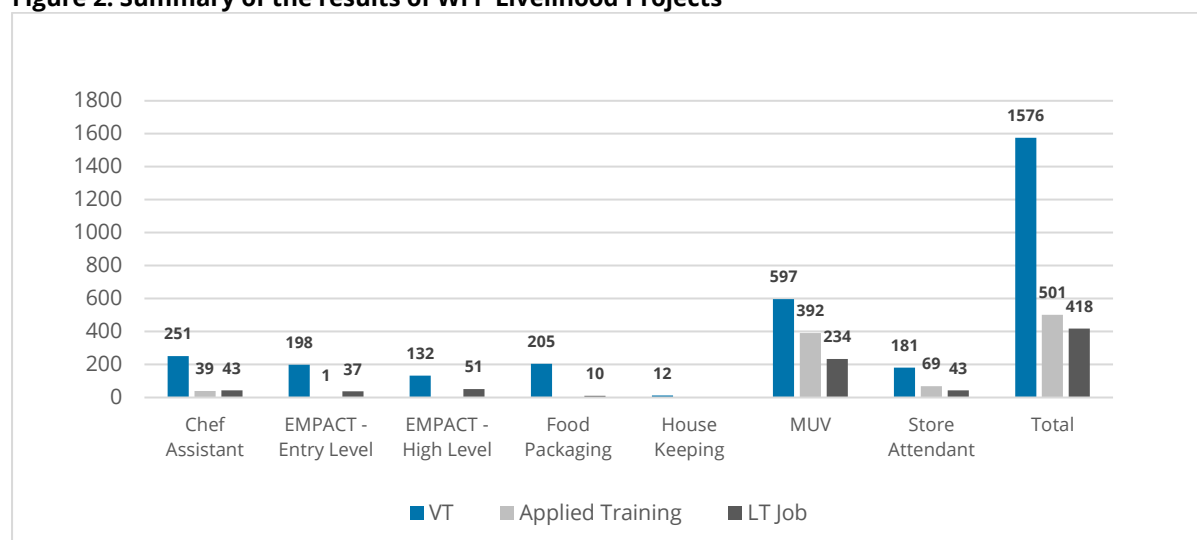
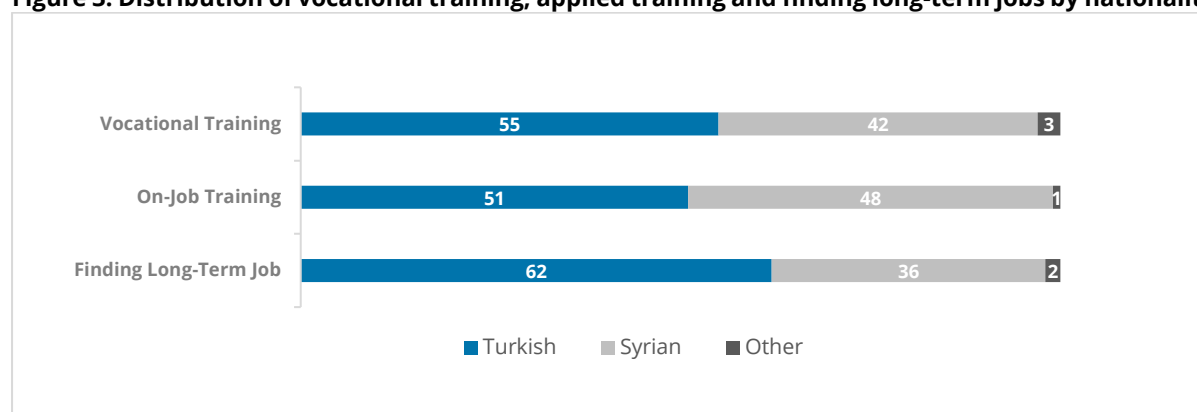


Figure 3: Distribution of vocational training, applied training and finding long-term jobs by nationality



58. The programme has established seventeen programme indicators, including four indicators to capture cross-cutting results. An analysis of progress towards programme indicators can be found in [Chapter 2.3 Effectiveness](#).

59. The SES programme has adapted over time to external and internal factors in three ways:

- Increases in stipends for beneficiaries: In January 2022, the monthly stipend of the vocational training beneficiaries increased from TRY 850 to TRY 1,400 while the cash transfer entitlement of applied training beneficiaries was increased from up to TRY 2,826 per month to up to TRY 4,253 in line with increases in the national minimum wage set by the Government.

- Increases recruitment and online outreach: In order to establish a better, and larger pipeline of candidates, WFP is implementing expanded recruitment efforts through social media advertisements. In April 2022, WFP launched an Instagram channel, mostly dedicated to SES, to build a community and increase awareness of the SES programme.
- Expanding engagement of Chambers of Commerce and Industry: WFP is in the process of expanding its collaboration with Chambers of Commerce and Industry in order to recruit more employers, and larger employers, who can easily employ significant numbers of graduates in multiple cities every year. WFP is also exploring plans to provide vocational training through Chambers of Commerce and Industry.

60. The SES programme emerged as a result of successful pilot testing of the Kitchen of Hope (Mutfakta Umut Var, MUV) and Empowerment for Action (EMPACT) projects. MUV aimed to develop the technical and practical skills of Syrian and Turkish women and men in the hospitality and food service industry, facilitating their access to short, medium, and long-term job prospects through applied training. EMPACT was launched as a pilot in 2020 to connect youth to the global digital economy, through digital and soft skills training for young refugees and disadvantaged youth,

61. Between July 2020 and August 2021, almost 1,000 participants were enrolled in the above programmes. Starting from August 2021, WFP Türkiye expanded the scope of its livelihood projects under the umbrella of the Socio-economic Empowerment and Sustainability (SES) programme covering 16 cities including Adana, Ankara, Bursa, Gaziantep, Hatay, Istanbul, Izmir, Kahramanmaraş, Kayseri, Kocaeli, Konya, Mardin, Mersin, Sanliurfa and Sivas. As part of the SES program, WFP established a target quota of 50% female participation. Beneficiaries participating in the SES programme received a monthly stipend contingent on attendance in training.

62. The pilot projects described above informed the design of the SES programme. The Kitchen of Hope Programme Cohort Monitoring Report found that many beneficiaries lacked prior work experience, with only 18% of the participants had previous culinary education.³⁷ The MUV pilot analysis also showed that participants' employability score increased from an average of 60 to 67 (out of 100). The progress was mainly driven by the improvement in technical skills and knowledge. The pilot also found that beneficiaries with better Turkish language skills and those with less professional experience were more likely to drop out.

63. The evaluation study was conducted to assess the MUV project found that the project objectives³⁸ were relevant to Sustainable Development Goals (SDGs) on ending poverty (SDG 1), gender equality (SDG 5), decent work and economic growth (SDG 8), and partnerships for the goals (SDG 17). The evaluation also found that the project was relevant for the Eleventh Development Plan of the Republic of Türkiye, which covers the period of 2019-2023, regarding its main objectives on employment and working life. Most beneficiaries surveyed for the evaluation were satisfied with the vocation course (80%) and trainers (90%). The evaluation found that 45% of beneficiaries were working at the time of the evaluation.

1.4. EVALUATION METHODOLOGY, LIMITATIONS AND ETHICAL CONSIDERATIONS

64. This decentralized evaluation was conducted to assess the contribution of the SES programme towards providing sustainable income generation opportunities for refugees and vulnerable Turkish citizens, and to assess the relevance, appropriateness, effectiveness, efficiency, impact, and sustainability covering the period of July 2021 to February 2022 to inform future programme decision-making

65. The goal of the evaluation was to gather lessons learned from the implementation of two tracks of livelihoods activities, namely hospitality and information communications technology (ICT). Based on the Terms of Reference ([Annex 1](#)), the evaluation applied the OECD DAC criteria of relevance, appropriateness, effectiveness, efficiency, impact, and sustainability. The evaluation was further conducted to identify effects on human rights and gender equality (intended and unintended). Additional information on the evaluation methodology can be found in [Annex 3](#).

³⁷ WFP Turkey Country Office (2021) The Kitchen of Hope Programme Cohort Monitoring Report.

³⁸ Dedeoğlu S, Danişman A, Gökmen CE. The Evaluation Study on WFP's Kitchen of Hope (MUV)

Table 3: Summary of key evaluation questions by criteria

Evaluation Criteria	Key Evaluation Questions
Relevance and Appropriateness	<p>Question 1.1: Is the design of the livelihood projects including activities and outputs, relevant to the overall goal (Strategic Goal 2 - Partner to support the implementation of SDG 17) and the attainment of its objectives (strategic objective 5 - partner for SDG results)</p> <ul style="list-style-type: none"> . Are the activities chosen appropriate for, and supportive of, the participants and communities (refugees and locals, men, and women) served? A. Is the intervention approach including transfer modality chosen the best way to secure sustainable income sources for beneficiaries (refugees and locals, men, and women)? B. To what extent are the livelihood projects aligned with WFP, Government partners (İŞKUR, MoNE etc.), UN agency and donor policies and priorities at the time of design and over time? C. How well do WFP's livelihood activities contribute to nationally owned strategies and solutions D. To what extent is the design of livelihood projects based on a sound gender analysis? E. To what extent is the design and implementation of the programme Gender Equality and Women Empowerment (GEWE) sensitive? F. Are protection needs met for project beneficiaries (refugees and locals, men, and women)? G. How well do the livelihood projects contribute to any reduction of social tensions and improved social cohesion?
Effectiveness	<p>Question 2.1: To what extent have the outcomes /objectives of the livelihood projects been achieved/are likely to be achieved?</p> <ul style="list-style-type: none"> . Have the objectives been achieved for each activity? A. If not, what could have been done better B. Have gender-specific objectives been achieved? If not, what could have been done better?
	<p>Question 2.2: What are the major factors influencing the achievement or non-achievement of the outcomes/objectives of the livelihood projects?</p>
	<p>Question 2.3: How effective are the targeting model and outreach activities to achieve predefined goals?</p>
Efficiency	<p>Question 3.1: Are the livelihood projects cost-efficient i.e., are the resources (including financial and human resources) allocated efficiently?</p>
	<p>Question 3.2: Are the livelihood projects implemented in a timely way?</p>
Impact	<p>Question 4.1: What are the (a) primary and (b) secondary immediate impacts of the livelihood activities on the communities and with the participants?</p>
	<p>Question 4.2: Are there any unintended effects of the intervention on human rights and gender equality</p>
Sustainability	<p>Question 5.1: Will the livelihood projects' contribution to the partners be sustainable over time?</p> <ul style="list-style-type: none"> . From the perspective of curriculum development A. The organization of the human resources B. The provision of training of trainers C. The procurement of needed equipment D. Building the capacities of implementing partners

66. **Data Collection Methodology and Sampling Frame:** The evaluation utilized a mixed methods approach involving analysis of primary data and secondary literature to ensure first, the triangulation of information and second, that all aspects of the evaluation question matrix (see Annex 4) were addressed as per the tool design. This included quantitative and qualitative primary data collection.

67. The desk review was conducted during the inception phase of the evaluation and included a review of documents and data about the livelihoods programme provided by WFP (see Annex 13 for detailed summary of sources reviewed). The desk review was conducted by the evaluation team to understand the program's activity processes, performance and achievements at the time of the evaluation. The results of the desk review were used to inform the development of the primary data collection tools and data analysis.

68. Primary data collection was conducted using both quantitative and qualitative methods through online (surveys and KIIs) and in-person (KIIs and FGDs) data collection methods given the geographic scope of the evaluation, availability of persons to be surveyed and COVID-19 precautions.

Table 4: Distribution of data collection methods by online or in-person implementation

Data Collection Method	Online	In-Person
Quantitative Survey	♦	
Key Informant Interviews	♦	♦
Focus Group Discussions		♦

69. Quantitative data collection for this evaluation was done through a telephonic survey conducted with programme beneficiaries. The survey was designed to gather information about beneficiaries' needs, expectations, training experiences, and perceptions of training quality. In total, 629 quantitative interviews were conducted with randomly selected beneficiaries across all fifteen provinces where the programme has been implemented.

70. The sample size was calculated to produce results with a 3.7% margin of error (at a 95% confidence level) overall. At the gender and ethnicity levels, the margin of error is approximately 5% (with a 95% confidence level). The estimated margin of error will be approximately 10% for analysis at the province level.

71. A stratified sampling method was used to select beneficiaries from across all 16 provinces where the programme was implemented. An equal number of Turkish and Syrian, and male and female beneficiaries were selected across each category. The sample was derived from a list of beneficiaries provided by WFP. The provided list did not include information on beneficiaries' vulnerability status (for example, whether beneficiaries were a single parent, had no income source, etc.) For this reason, it was not possible to apply additional criteria to the sample selection. Table 5 presents the distribution of the sample by province, beneficiary group and gender. Sample selection was done at the province level from across six strata:

- Strata 1: Non-Turkish persons who participated in Vocational Training (including dropouts)
- Strata 2: Turkish persons who participated in Vocational Training (including dropouts)
- Strata 3: Non-Turkish persons who participated in Applied Training (including dropouts)
- Strata 4: Turkish persons who participated in Applied Training (including dropouts)
- Strata 5: Turkish persons who graduated (employed and unemployed ones)
- Strata 6: Non-Turkish persons who graduated (employed and unemployed ones)

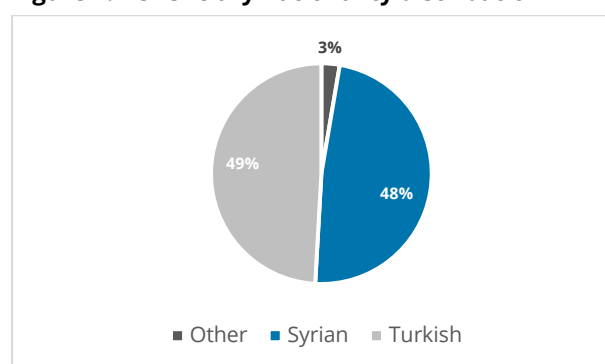
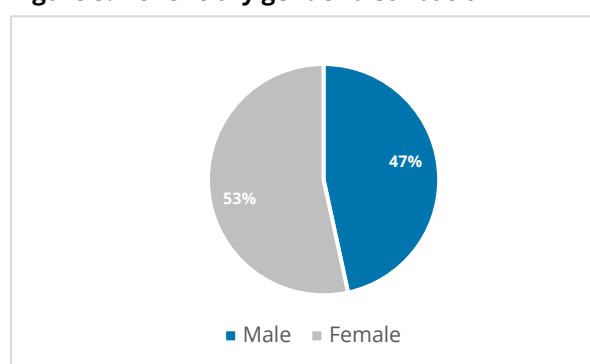
Table 5: Sample distribution of beneficiaries by nationality and gender

Province	Vocational training		Applied training		Long-term employment		Total
	Male	Female	Male	Female	Male	Female	
Adana	19	20	6	7	5	5	62
Ankara	20	19	4	4	6	5	58
Bursa	6	6	0	0	0	0	12
Gaziantep	11	15	0	0	1	1	28
Hatay	22	22	5	5	5	5	64
Istanbul	23	25	5	5	7	7	72
Izmir	23	24	5	5	7	7	73
Kahramanmaraş	3	10	0	0	0	0	13
Kayseri	8	12	2	2	2	3	29
Kilis	5	5	1	1	1	1	14
Kocaeli	1	12	0	0	0	0	13
Konya	9	9	2	2	2	2	26
Mardin	7	7	4	4	2	2	23
Mersin	24	24	6	6	7	7	74
Sanliurfa	21	21	7	7	3	3	62
Sivas	2	4	0	0	0	0	6
Total	205	235	47	47	48	47	629

72. The survey sample was selected using a systematic, randomized approach using the WFP beneficiary database for each province as the sampling frame. Beneficiary data was sorted by nationality and training enrolment date to ensure that the sample was representative of the programme beneficiaries' profiles. Beneficiaries that did not complete the applied training or vocational training were included in the sample to capture their experiences and challenges. The survey was conducted through telephonic interviews with beneficiaries using approved questionnaires and scripts, with answers recorded in the Kobo Toolbox.

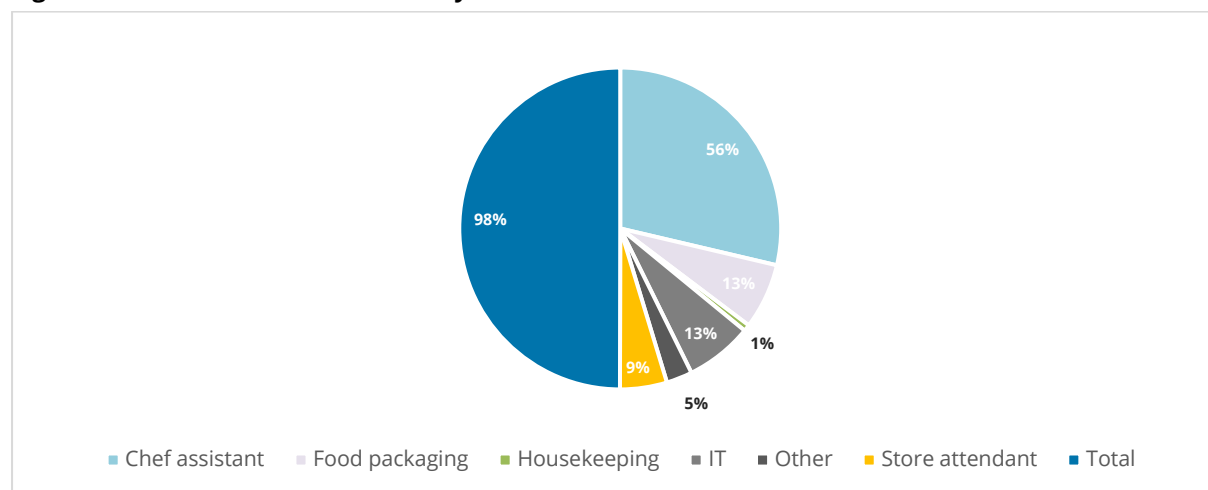
73. In total, 629 beneficiaries were interviewed across the 16 provinces where the programme was implemented. Approximately half (50.1%) of the interviews were conducted with Syrian beneficiaries, while 47.7% of interviews were conducted with Turkish beneficiaries and 2.2% with other beneficiaries. The majority of the Syrian beneficiaries (80.9%) report currently holding Temporary Protection Status. Most surveyed Syrian beneficiaries (78.0%) report planning to apply for Turkish citizenship, while 7% report that they have already applied and are waiting for the result. Only 13.0% report that they would definitely return to their home country if conditions returned to normal.

74. Among surveyed beneficiaries, slightly more than half (53.4%) were female. More than half of the surveyed beneficiaries were single (55.3%) while 39.7% were married.

Figure 4: Beneficiary nationality distribution**Figure 5: Beneficiary gender distribution**

75. Slightly more than half (56.0%) of the surveyed beneficiaries reported participating in the chef assistant course, while 13.2% of surveyed beneficiaries participated in the information technology course, 12.9% participated in the food packaging course, 9.2% participated in the store attendant course (9.2%), and 1.3% participated in the housekeeping course.

Figure 6: Course distribution of surveyed beneficiaries



76. Overall, beneficiaries reported a mean household income of 6,000TL per month, and a median income of 4,500TL per month. Turkish beneficiaries had a higher mean household monthly income (7,666TL per month) compared to Syrian beneficiaries (3,100TL per month). Most of the surveyed beneficiaries report paying rent (73.1%). Female beneficiaries had a mean household income of 5,648TL while male beneficiaries had an average household income of 6,417TL.

77. In total, 16.1% of beneficiaries reported that they received financial assistance from a person, organization, or the Government of Türkiye. Syrian beneficiaries were more than five times as likely as Turkish beneficiaries to report receiving financial assistance (26.1% and 5.0% respectively). Female beneficiaries were twice as likely as male beneficiaries to report receiving financial assistance (20.5% and 10.9% respectively).

78. Qualitative data collection was conducted through focus group discussions (FGDs) and key informant interviews (KIs). Twelve FGDs were conducted in six provinces (Ankara, Istanbul, Izmir, Konya, Mersin, and Sanliurfa) with male and female Turkish and Syrian beneficiaries. FGD locations were selected to account for variations in experience by location, with selected locations covering Southeast, Central and Western Türkiye. For each FGD, six to eight beneficiaries were invited to minimize the risk of COVID-19 transmission and ensure adequate social distancing. All qualitative data collection plans, including the distribution of beneficiaries by nationality and gender, as well as FGD locations, were approved by the WFP team.

79. Beneficiaries who participated in vocational training only, vocational training and applied training, and those that found long-term employment were invited to attend the same FGD. Each FGD aimed to include three beneficiaries who only participated in vocational training, three beneficiaries who participated in both vocational training and applied training (including dropouts where possible) and two beneficiaries who found long-term employment. FGDs included both male and female beneficiaries.

80. KIs were conducted with project stakeholders and implementing partners identified through a stakeholder analysis conducted during the inception phase (see [Annex 10](#)). In total, 34 in-depth interviews were conducted. The list of stakeholders and contact information for those selected for participation in KIs was requested from the WFP Evaluation Manager.

81. Enumerators for this evaluation participated in a three-day training programme covering the evaluation's purpose, methodology, data collection instruments and methodologies. Additionally, enumerators received training on the UN and WFP ethical guidelines, Do no Harm, i-APS Code of Conduct, and Turkish data protection requirements. Data collections were Turkish and Syrian nationals, familiar with the operating context.

82. Gender sensitivity was considered during the planning for data collection. To this end, FGDs were organized on weekends and at times convenient to the selected beneficiaries. Discussions and interviews

were conducted at accessible locations that permitted privacy and offered child-friendly spaces to facilitate the participation of women with caretaking responsibilities.

83. A full note on the evaluation methodology can be found in [Annex 3](#).

84. **Data Quality and Reliability:** For this evaluation the i-APS Data Analysis Unit and the Team leader were responsible for implementing all quality control procedures, including assessing data for completeness, consistency, and uniqueness. Data quality assurance measures were implemented during all stages of the evaluation and included technical backstopping on sampling methodology and data collection plan, use of back translation checklists, pre-testing of data collection tools, and validation through Kobo and excel. More about data quality and reliability can be found in [Annex 3](#). Some data presented in this evaluation was derived from programme data and documentation, including evidence to assess progress towards programme indicators. Where possible, data from multiple sources was triangulated.

85. **Data Analysis:** Quantitative data collected from the beneficiary survey was analyzed using SPSS to produce descriptive statistics and conduct hypothesis tests. Quantitative results were disaggregated by gender, nationality, sector, and province. Statistically significant differences were assessed through Chi-Square tests. Where differences in results are statistically significant, this has been noted in the report.

86. Qualitative data from FGDs and KIIs were analyzed using an inductive codebook developed to reflect key themes and sub-themes from the transcripts (available in [Annex 12](#)). These codes were applied to each interview and focus group transcript and the outputs will be produced by data source (FGD or KII) and by code.

87. The mixed methods design of the evaluation allowed for the triangulation of data from a variety of primary and secondary sources to assess key evaluation questions. Qualitative data was used in the analysis of the quantitative results to provide context, identify internal (programme) and external (Turkish context) factors affecting the program, and identify important recommendations and lessons learned.

88. Validity and reliability of data were ensured through the use of multiple data collection methods (beneficiary survey, programme data, FGDs, and KIIs) with different stakeholders, based on appropriate methods and consistent application.

89. Gender equality and women empowerment (GEWE) was mainstreamed throughout the evaluation through gender-sensitive planning and data collection, and through a gender lens applied to the data analysis and results. GEWE was mainstreamed during project planning and data collection through the recruitment of female data collectors, the development of gender-sensitive data collection tools, and the implementation of gender-sensitive training for all data collection. Gender was an important component of data analysis. To this end, quantitative results were disaggregated by gender, and differences in beneficiaries' perspectives and needs were noted in qualitative results.

90. **Ethical Considerations and Safeguards:** Evaluations must conform to the 2020 United Nations Evaluation Group (UNEG) Ethical Guidelines. Accordingly, i-APS was responsible for safeguarding and ensuring ethics at all stages of the evaluation cycle. This included, but was not limited to, ensuring informed consent, protecting privacy, confidentiality, and anonymity of participants, ensuring cultural sensitivity, respecting the autonomy of participants, ensuring fair recruitment of participants (including women and socially excluded groups) and ensuring that the evaluation results in no harm to participants or their communities. To this end, all evaluation participants, including beneficiaries, project partners and stakeholders, provided informed consent and were aware that their participation in the evaluation was voluntary and confidential. All participants in data collection activities were provided with information to report concerns or ask questions.

91. All interviewees were informed about the purpose of the interview, the voluntary nature of the participation, and their right to not answer any of the questions that they did not want to provide, and/or leave the interview at any point of time. Interviewees' verbal informed consent was documented by the evaluation team. To avoid disclosing the identity of the interviewees, all data was treated anonymously. For security, quotes were assigned to interviewee categories, rather than individuals.

92. *Challenges, Risks and Mitigation Strategies:* Based on the ToR and the contextual analysis conducted during this inception phase, a number of risks and challenges were identified, and mitigation tactics were developed.

93. COVID-19: The ongoing COVID-19 pandemic posed challenges to safe data collection for enumerators and participants. To reduce the risk of COVID-19 transmission, data collection was conducted remotely (online or by telephone) where possible, and to support the convenience of engaging beneficiaries (thereby supporting Accountability to Affected Populations). Where in-person meetings were scheduled, participants and interviewers were provided with masks, disinfectant, and disposable materials. Information about COVID-19 prevention measures was provided to participants during the invitation to the FGDs.

94. Participant non-response and reticence: Participants, especially beneficiaries, may often be reticent to share their true feelings about the project. To mitigate this risk, data collection was conducted in a gender-sensitive manner. Female enumerators were assigned to interview women, and all enumerators received gender-sensitive training. Additional measures to mitigate the risk of non-response included accounting for the non-response rate while calculating the survey sample size and making repeated calls to reach selected beneficiaries. Telephone interviews were conducted to mitigate the risks of COVID-19.

95. During data collection, the evaluation team encountered minor challenges in organizing interviews for both quantitative and qualitative data collection, given that beneficiaries were working during the day. As a result, the field data collection team adjusted their schedules to reach beneficiaries outside work hours. As a result, data collection took slightly longer than expected from the timeline proposed in the Inception Report. To account for errors or incomplete surveys, the evaluation team increased the sample size for both quantitative surveys from 600 to 629.

96. Limitations: Due to the nature of the beneficiary list provided by WFP used for sample selection, it was not possible to identify beneficiaries with specific vulnerabilities, such as being in a single-parent household, or having no household income at the time of enrolment. Other information, such as a beneficiaries' disability status, could not be ascertained from the WFP beneficiary list provided. For these reasons, it was not possible to design the sampling approach based on these factors. A random sample selection method was deployed to gather a representative sample of male and female beneficiaries across all provinces where the programme was implemented.

2. Evaluation findings

2.1 RELEVANCE AND APPROPRIATENESS

97. Overall, the evaluation finds that the programme was highly relevant to the WFP's goal of providing long-term, sustainable solutions to improve the socio-economic conditions for refugees in coordination with the relevant governmental organizations in Türkiye.

Question 1: Is the design of the livelihood projects including activities and outputs, relevant to the overall goal (Strategic Goal 2 - Partner to support implementation of SDG 17) and the attainment of its objectives (strategic objective 5 - partner for SDG results)

98. The SES programme was designed to be aligned with WFP's Interim Country Strategic Plan 2020-2023 and is part of a strategic shift towards the promotion of self-reliance of households with the capacity to access the labor market. WFP designed the programme based on an assessment of the Turkish Government's system and capacities in partnership with the Ministry of National Education (MoNE) and the National Employment Agency (İŞKUR) under multi-year protocols signed in 2021.

99. The evaluation finds that the SES programme is highly relevant to a number of WFP strategic objectives. Table 6 shows how the programme outcome and outputs strongly align with WFP's Strategic Objectives in Türkiye, as well as the Sustainable Development Goals (SDGs) and government policies and priorities.

Table 6: Comparison of programme outcomes and outputs to relevant WFP objectives, SDGs, and government priorities

Programme Outcomes and Outputs	Relevant WFP Strategic Objectives	Relevant SDGs	Links to Government Policies and Priorities
Outcome 1: Improve well-being and livelihoods of vulnerable refugees and Turkish citizens through improved access to the labor market	Strategic outcome 1: Enhance partnerships to support refugees and vulnerable populations, affected by prolonged refugee presence in Türkiye to equitably access basic needs assistance and labor market opportunities		The Government has committed significant resources and capacity to respond to the refugee response The 2014 law on foreigners contains a commitment to mainstreaming gender and stresses the need to boost national and local capacities to ensure the quality and sustainability of the response
Output 1.1: Refugees and populations affected by prolonged refugee presence in Türkiye benefit from improved vocational training and access to the applied training program	Relevant output 1: Refugees in Turkish communities benefit from improved institutional mechanisms to develop, implement, and monitor evidence-based policies, strategies, plans and programmes for basic needs assistance through social safety nets.	SDG 5 Gender equality SDG 8 Decent work and economic growth SDG 17 Strengthen means of implementation	In 2016, Türkiye hosted the World Humanitarian Summit, joined the Agenda for Humanity, and made commitments that include to "leave no one behind", which underpin its determination to extend full access to education and vocational training to Syrians under temporary protection.
Output 1.2: Vulnerable populations benefit from improved institutional capacities to implement livelihoods policies, strategies, plans and programmes	Relevant Output 2: Refugees and populations affected by prolonged refugee presence in Türkiye benefit from improved institutional capacities to implement policies, strategies, plans and programmes to		

	receive marketable skills development and livelihood support through cash-based transfers.		
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100. The SES project, activities, and outputs were well aligned to the objective of providing long-term, sustainable solutions to improve the socio-economic conditions for refugees in coordination with the relevant governmental organizations in Türkiye. The SES programme provides vocational training for the beneficiaries through theoretical and applied training. In this way, the beneficiaries can find long-term employment, which helps them to strengthen their resilience and livelihoods. Beneficiaries and partners felt this approach was a benefit to helping create long-term employment opportunities and provide income for vulnerable households. At the time of the evaluation, the programme has generated 398 long-term employment opportunities of which 46.9% are employment opportunities for female beneficiaries. The majority (75.0%, 79.8% female, 69.6% male) report that the programme has helped them produce income for their households. Syrian beneficiaries were more likely than Turkish beneficiaries to report that the programme has helped them produce income for their households (92.7% and 81.0% respectively).

101. The programme further demonstrates a strong commitment to partnering with governmental organizations as well as private sector partners and non-governmental organizations to strengthen their capacity. That partnership and coordination with governmental organizations, CSOs and private sector partners have occurred at all stages of the programme planning and implementation. Partnership planning was based on a well-developed stakeholder analysis that included internal and external stakeholders and partners.

102. This evaluation further finds that the SES promotes the attainment of the following Sustainable Development Goals (SDGs). SDGs relevant to the programme as outlined in WFP's Türkiye Interim Country Strategic Plan are summarized in Table 7.

Table 7: Programme-relevant SDGs

SDG	Programme relevance
SDG 5: Gender equality	Türkiye has committed to making the necessary legal arrangements to allow Syrian women and girls to benefit from education services, financial aid and legal work permits on an equal footing with men. This programme supports gender equality by making legal work more available to women on an equal footing to men.
SDG 8: Decent work and economic growth	A livelihoods survey conducted by WFP found that 84% of refugees are working in some way. However, only 3% of working refugees have work permits, leaving the rest in the informal sector, subject to irregular work and low wages. The SES programme supports decent work and economic growth by increasing beneficiaries' skills for employment and facilitating access to formal employment and legal wages.
SDG 17: Strengthen means of implementation	The SES programme contributes to the strengthening of implementation and sustainable partnerships through training of trainers, investments in equipment and support to CSO partners for implementation and monitoring. This finding was supported by interviews with representatives of the ILO.

Sub Question 1.1.a Are the activities chosen appropriate for, and supportive of, the participants and communities (refugees and locals, men, and women) served?

103. The SES programme is highly relevant to the needs of some beneficiaries and the current Turkish environment. By focusing on long-term employment and income generation, the programme reflects the changing nature of the Syrian response in Türkiye and the need for a shift from humanitarian to longer-term development objectives.

104. Previous research has identified the need to increase the participation of refugees in Türkiye into the formal economy. The Inter-Agency Protection Sector Needs Assessment Analysis in Türkiye in September

2020 showed that prior to the pandemic the majority of refugees across all nationalities (65%) worked in the informal economy, while only 9% held formal employment. Individuals working informally are at a heightened risk of occupational accidents. Due to their informal employment status, these refugees have few options for recourse and lack rights to compensation and medical care for their injuries. The Inter-Agency Protection Sector Needs Assessment Analysis further found that the majority (79%) of those working informally reported experiencing a negative change in their work status and working conditions due to COVID-19.

105. It is expected that most Syrians will not return to Syria, as the safety and livelihood conditions remain volatile in Syria. A joint IFRC-TRC study shows that only 4% of refugee households currently plan to return to their country of origin in the next 12 months. Similarly, WFP's Evaluation Study on Kitchen of Hope (MUV) found that the majority of Syrian beneficiaries (54%) did not consider going back to Syria when conditions normalize. The majority of Syrian beneficiaries surveyed for this evaluation (78%) report that they plan to apply for Turkish citizenship while only 13.1% of beneficiaries surveyed for this evaluation report that they definitely plan to return to their home country if conditions return to normal. The program's focus on long-term employment and income generation reflects the reality that few Syrians under Temporary Protection intend to return home and need for long-term solutions for income generation.

106. The evaluation further finds that the SES programme was developed and adapted in line with the changing economic conditions and needs of the refugee population in Türkiye together with the relevant Turkish Government organizations (MoNE and İŞKUR) and international organizations based in Türkiye. Examples of adaptation to changing ground conditions include increases in the stipend provided to beneficiaries, and changes to recruitment/interview practices to reduce the beneficiary dropout rate.

- Stipend increases: The stipend provided to beneficiaries was increased in line with national increases in the minimum wage. This increase in the stipend was able to offset some of the costs of inflation
- Changes in recruitment practices: To reduce the dropout rate among beneficiaries, programme staff adapted recruitment practices to identify potential beneficiaries who were highly motivated to attend training. Interview tactics shifted to focus more on beneficiary motivations, as well as ensuring potential beneficiaries were fully aware of the programme details (including programme duration, compensation and nature of activities).

107. While the programme was designed to be relevant to the needs of the selected beneficiaries, the evaluation found a couple areas where the cultural appropriateness of the programme was questioned:

- Work culture expectations: Programme and partner staff noted in interviews that some participant dropouts occurred as a result of beneficiaries being unwilling to accept work conditions (including work hours and work shifts). It should be noted that the beneficiary survey conducted for this evaluation found that nearly half of the surveyed beneficiaries (48.8%) had no prior work experience and may be unfamiliar with Turkish work culture and work expectations. While most surveyed beneficiaries (82.0%) report that the programme helped them learn about the Turkish business environment, there may be a need for further training for beneficiaries on this topic.
- Hygiene and appearance: In interviews conducted for this evaluation, some programme and partner staff reported that participants in the FBSH course were unwilling to shave facial hair to participate. If culturally appropriate solutions (such as beard nets) cannot be found, alternative course offerings should be made available.

108. It should be noted, however, that the programme is not universally relevant to all vulnerable refugee and Turkish citizens. Beneficiaries and some staff noted that the programme does not make special accommodations that would support greater inclusion of women with children and individuals with disabilities. The main barriers to the participation of women with children is the lack of access to childcare services. Individuals with disabilities face barriers to participation due largely to the physical demands of many courses and the lack of appropriate transportation obstacles.¹⁸ UNFPA staff further note that LGBTIQ+ refugees often lack the Turkish language skills needed to be eligible for the SES program. These barriers to

participation are present throughout Türkiye and relate to social, economic, and environmental factors external to the programme.^{39,40, 41}

109. UNFPA staff noted that the organization provides training to WFP focal points on LGBTIQ+ issues and are in contact with the organization. UNFPA staff report that only 35 referrals of LGBTIQ+ individuals to the programme to date. These staff note that it is difficult to place LGBTIQ+ individuals in livelihoods programmes generally as they are prone to experiencing high degrees of discrimination and even violence due to their sexual orientation.

110. While the inclusion of participants in the selection and design of activities was not an explicit activity in the TOR, mapping of employers and private sector engagement was included as Activity 4 in the program's Theory of Change. The evaluation finds that the partnerships established with private sector actors contributed to the development of courses that are relevant to the needs of local employers. This component of the programme was viewed to be beneficial by programme and partner staff who reported that close alignment to private sector needs helped identify applied training opportunities and supported the creation of long-term employment opportunities.

"One of my roles is connecting with public institutions and the private sector in Hatay. About three years before these livelihood studies started, we started to conduct needs assessments and sector analyses with public institutions and the private sector. We abandoned course topics that we learned were not very suitable for the employment needs in Hatay, and we started to work with CNC operators and the furniture industry. We can call it localization." – **WFP Field Office staff member**

111. While the programme was found to be highly relevant to beneficiaries in general, some course offerings were not viewed to be desirable, notably the housekeeping course. Programme staff reported that there was strong demand in the private sector for housekeeping staff but noted that it was very difficult to recruit beneficiaries. Staff also noted that the length of the training programme for housekeeping was too long, contributing to the course being undesirable.

112. In FGDs, beneficiaries expressed a strong interest in courses related to hairdressing and tailoring, beauty services, and tailoring and dressmaking. Some beneficiaries in FGDs reported a strong personal interest in these vocational topics and reported that these vocations provided opportunities to work for others or as entrepreneurs. ISKUR staff noted that women's participation could be further increased if more courses on topics of interest to women were offered but did not comment on the feasibility or demand among employers in these sectors.

113. Programme staff noted that tourism is a high demand sector that the programme could consider expansion to. Tourism is a significant industry in Türkiye. According to the Presidency of the Republic of Türkiye, the country ranked as the sixth most preferred tourist destination in the world in 2019 and ranked seventh in Europe for tourism foreign direct investment between 2015 and 2019. (Presidency of the Republic of Türkiye, 2019). The OECD notes that in 2018, tourism directly accounted for 7.7% of total employment in Türkiye - employing 2.2 million people. (OECD, 2020). Significant industries for employment within the tourism industry in Türkiye are summarized in Table 8.

Table 8: Employment in tourism by industry in 2018 (OECD, 2020)

Industry	Total number of jobs in 2018
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³⁹ United Nations Office of the High Commissioner on Human Rights (2019) Committee on the Rights of Persons with Disabilities considers the report of Turkey. <https://www.ohchr.org/en/news/2019/03/committee-rights-persons-disabilities-considers-report-turkey>

⁴⁰ Agence Francaise de Developpement (2016) Supporting Access to and Retention in Employment for Women by Enhancing Child Care Services in Turkey. <https://www.afd.fr/en/ressources/supporting-access-and-retention-employment-women-enhancing-child-care-services-turkey>

⁴¹ UN Women (2019) Investing in Free Universal Childcare in South Africa, Turkey and Uruguay. <https://www.unwomen.org/en/digital-library/publications/2019/07/discussion-paper-investing-in-free-universal-childcare-in-south-africa-turkey-and-uruguay>

Food and beverage serving	1,253,000
Passenger transport	411,000
Accommodation services	343,000
Sports and recreation	81,000
Cultural industry	55,000

114. İŞKUR staff also noted the need to increase the number of sectors included in the SES program. İŞKUR staff felt that increasing the number of sectors would increase enrolment and help the programme achieve targets for the number of beneficiaries enrolled and who find long-term employment. However, İŞKUR staff did not specify which sectors they thought should be investigated and noted that expanding the number of sectors included in the programme would necessitate market assessments to determine employment needs, the development of new course curricula and the cooperation of MoNE for training implementation.

115. Based upon the desk review and data collected, the SES programme is not currently designed to target individuals with disabilities. Programme staff note that the programme is not actively targeting individuals with disabilities and did not intentionally design the programme to be accessible to individuals with disabilities. Reflecting on nation-wide factors¹⁸, programme staff note that there is a need for income and livelihood opportunities for individuals with disabilities among vulnerable refugee and Turkish citizens targeted by the programme, but also noted that some courses in the programme (such as those related to food preparation and manufacturing) did require some physical demands that would not be appropriate for all people with disabilities.

116. In KIs, programme staff noted that the programme does not address persons with disabilities explicitly and feel that current course offerings may not be appropriate for individuals with mobility challenges. Programme staff note that the programme is not designed for people with disabilities and see people with disabilities as a vulnerable group in need of access to the programme.

Sub Question 1.1.b Is the intervention approach including transfer modality chosen the best way to secure sustainable income sources for beneficiaries (refugees and locals, men and women)?

117. Beneficiaries and programme and partner staff were largely in agreement that the intervention approach and transfer modality were appropriate and suitable for developing sustainable income sources for beneficiaries. Surveyed beneficiaries reported a high level of satisfaction with the delivery of the vocational and applied training. Most beneficiaries mostly or fully agreed that the training was well organized (94.4%), that the training locations were suitable (92.6%), that trainers were efficient and knowledgeable (92.6%) and that the training itself was very informative (95.2%). The majority of surveyed beneficiaries reported that the training materials were good (93.8%). Surveyed beneficiaries were the most likely to report that the training duration needed improvement (10.6%). Most of the surveyed beneficiaries (97.2%) reported that they would recommend the vocational training to family or friends.

118. Beneficiary satisfaction with the intervention approach was echoed in the focus group discussions. There beneficiaries reported a high level of satisfaction with the training implementation and described the process as “fair” and “transparent” (seven and six references respectively).

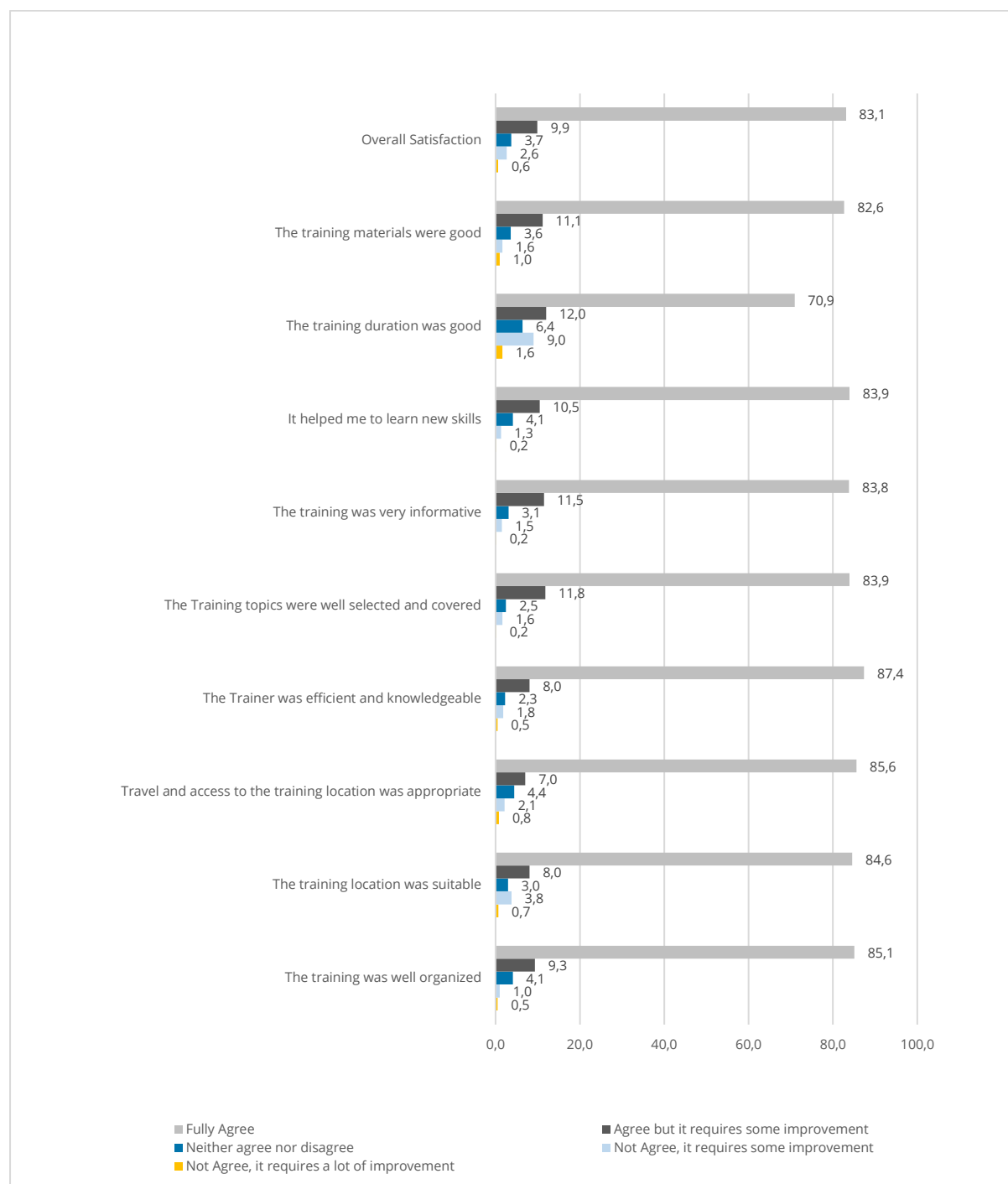
“During the interview process, we were asked about our interest in food. They wanted to understand our connection to the industry. I think that the selection process was fair because they chose people based on their interest.” – **Syrian female beneficiary, Konya**

119. The intervention approach was designed to help refugees and locals learn skills to find employment and sustainable income. The beneficiary survey found that the majority of beneficiaries live in households with one or no household members with regular income (78.3% total, 80.7% female, 74.1% male) and only 16.1% of surveyed beneficiaries (20.5% female, 10.9% male) report that their household receives financial

assistance from an organization or the Turkish government. This difference was statistically significant (p-value < 0.001).

120. Nearly nine of ten beneficiaries reported that the training had helped them generate income for their households (89.3%) and 89.1% of beneficiaries reported believing that payments for the programme were good and timely. Male beneficiaries were slightly more likely than female beneficiaries to report that the training had fully helped them generate income for their households (77.4% and 75.9% respectively). Female beneficiaries were slightly more likely than male beneficiaries to report that payments for the programme were good and timely (76.5% and 75.1% respectively). Syrian beneficiaries were more likely to report that training had helped them somewhat or fully generate income for their households compared to Turkish beneficiaries (92.7% and 81.0% respectively).

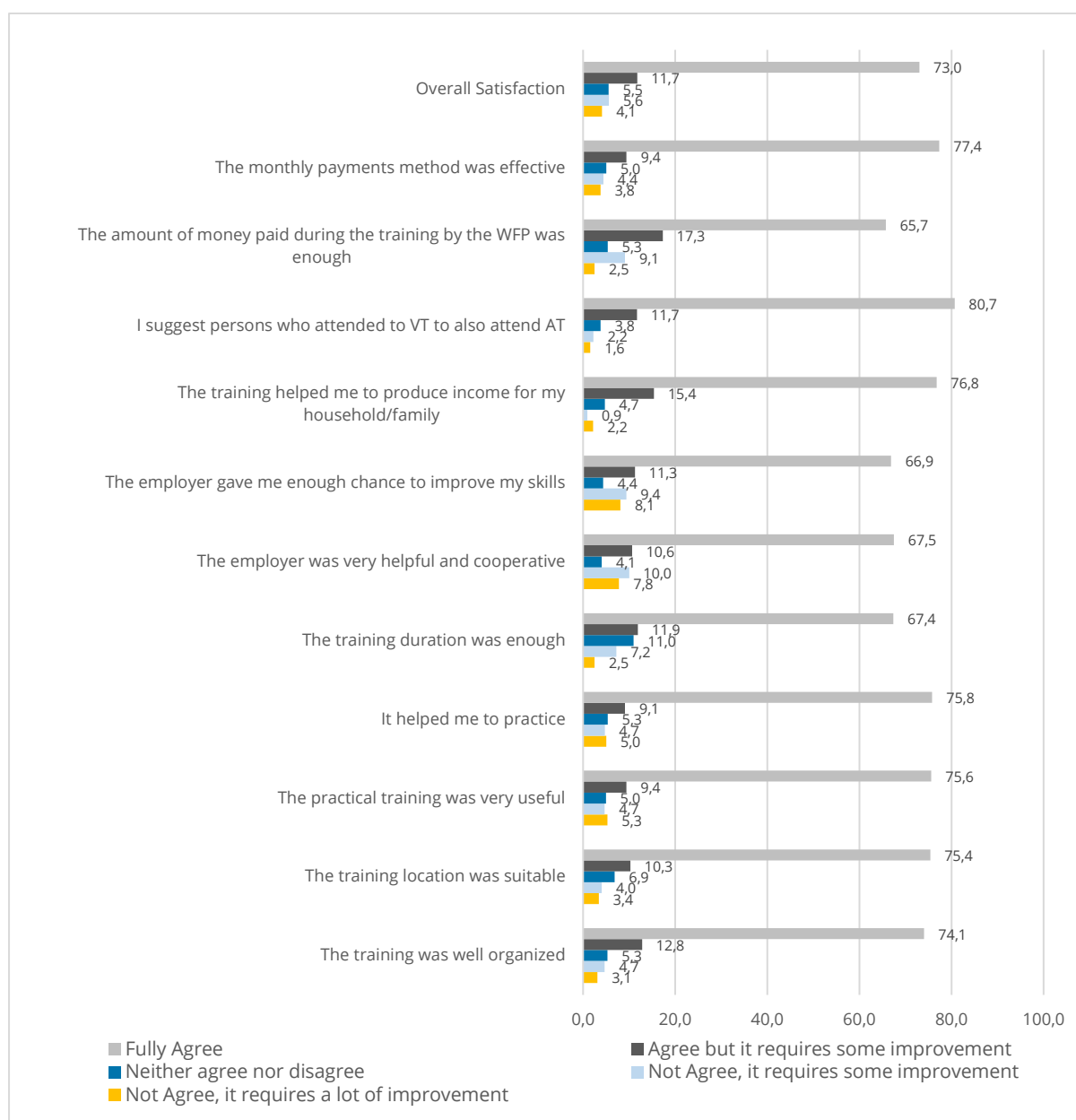
Figure 7: Beneficiary ratings of training components in vocational training



121. Surveyed beneficiaries were largely positive with their experience of the applied training. Overall, 86.9% of beneficiaries were somewhat or very satisfied with the applied training, while only 3.1% felt that the training required a lot of improvements. Male and female beneficiaries were similarly likely to report being somewhat or very satisfied with the applied training (87.3% and 86.2% respectively). Similarly, 85.7% of surveyed beneficiaries reported that the training was well organized (89.5% male, 85.0% female), while 85.0% reported that the practical training was very useful (87.7% male, 83.4% female). Most surveyed beneficiaries reported that they would recommend the applied training to those who completed vocational training (92.4% total, 91.3% female, 94.0% male).

122. Beneficiaries were largely in agreement that the applied training had had a positive contribution to their lives. Overall, 86.5% of surveyed beneficiaries reported that the training helped them integrate into social and economic life, while 93.1% felt that the training helped them learn about the Turkish business environment and 88.1% reported that the applied training helped to increase their self-confidence. Female beneficiaries were slightly more likely than male beneficiaries to report that the training helped them integrate into social and economic life (88.1% and 84.7% respectively), that the training helped them learn about the Turkish business environment (93.5% and 92.5% respectively), and that the applied training helped to increase their self-confidence (88.7% and 87.2% respectively).

Figure 8: Beneficiary ratings of training components in applied training



123. While the majority of beneficiaries had positive experiences, surveyed beneficiaries were most likely to report that improvements were required when asked about the duration of the applied training (9.7%), level of employer helpfulness and cooperation (17.8%) and the amount of payment was enough (11.6%). Female beneficiaries were more likely than male beneficiaries to report that improvements were required a lot for employer helpfulness and cooperation (9.6% and 5.3% respectively). In FGDs, beneficiaries reported that they wanted the training duration to be longer, while WFP staff noted that the duration of the housekeeping course was too long.

124. Once beneficiaries found employment, 94.6% (97.7% female, 92.0% male) reported that the income they generated from employment helped their household economy and 94.6% (100% female, 90% male) reported that their living conditions had improved. This difference was statistically significant (p-value = 0.002)

Figure 9: Did your living conditions improve after finding the job?

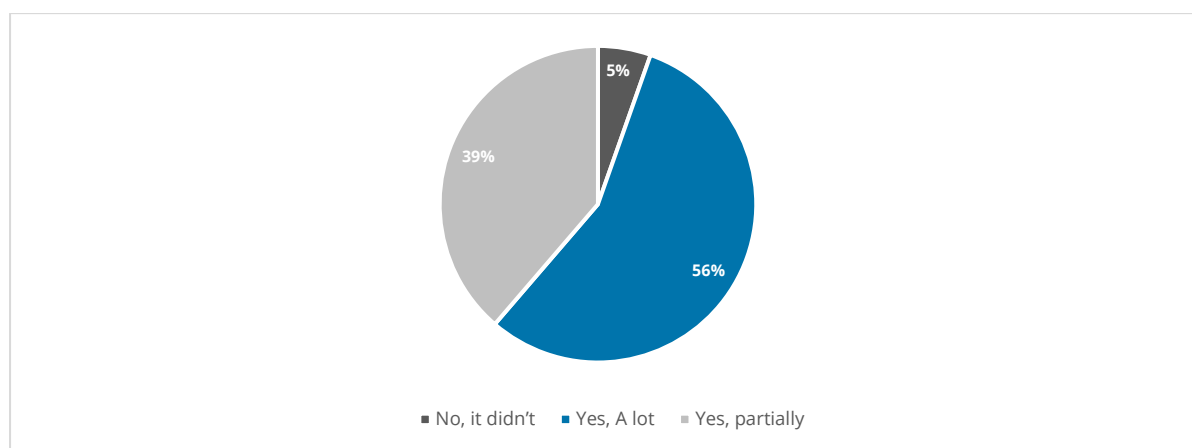


Figure 10: Did your living conditions improve after finding the job? (By nationality)

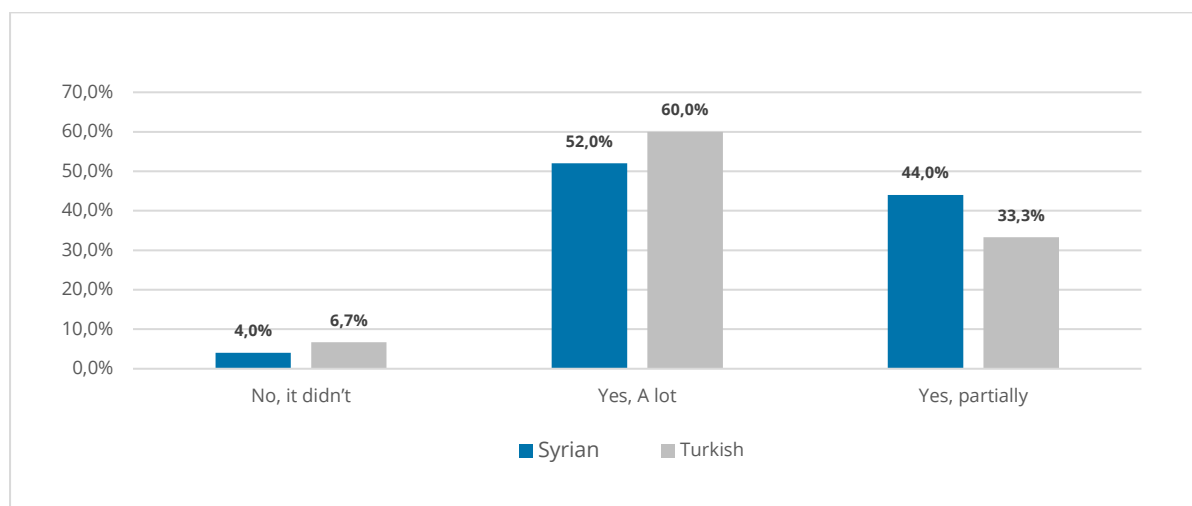
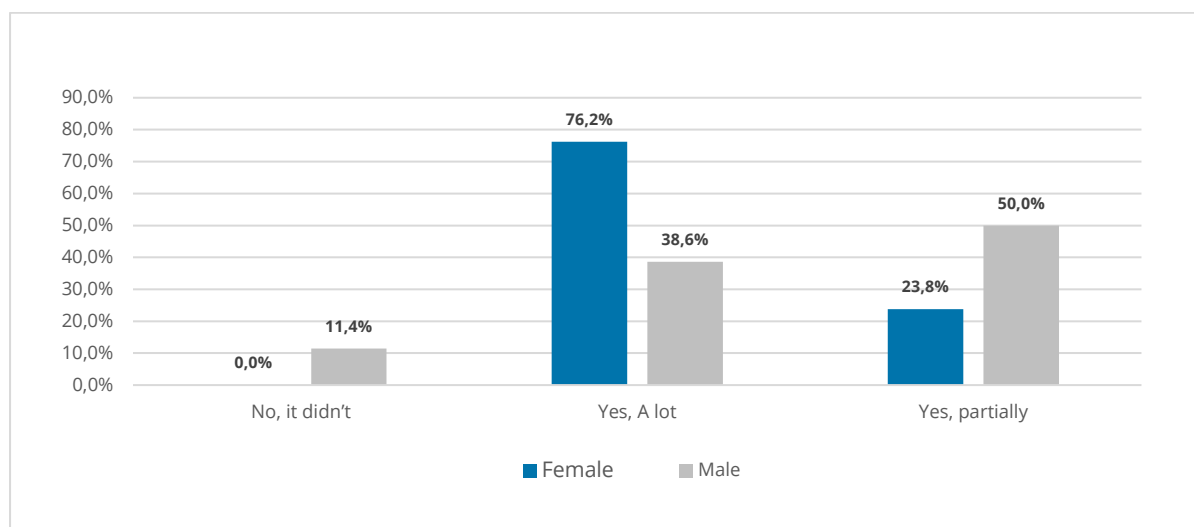


Figure 11: Did your living conditions improve after finding the job? (By gender)



125. Beneficiaries were also largely satisfied with the program's transfer modality, in line with WFP's guidance on transfer modalities and mechanisms.⁴² The majority of beneficiaries surveyed reported that they somewhat or fully agreed that the payment method was good and timely (89.2% total, 89.6% female, 88.6% male). Only 2.0% of beneficiaries (2.7% female, 1.1% male) felt that the payment method used by the programme required a lot of improvement. Among beneficiaries that participated in applied training, 86.8% of beneficiaries (88.1% female, 85.0% male) felt that the monthly payment method was somewhat or fully effective.

126. Beneficiaries in focus group discussions reported that the money paid during vocational and applied training helped offset costs to participation (including transportation and food costs) and helped provide income for their households. However, while money paid was viewed to be helpful, only 39.2% of surveyed beneficiaries felt that the amount of money paid during the vocational training was enough. Efforts to increase the money paid to beneficiaries to compensate for rising inflation were acknowledged by beneficiaries as easing some of their financial stress.

Sub Question 1.1.c To what extent are the livelihood projects aligned with WFP, Government partners (İŞKUR, MoNE etc.), UN agency and donor policies and priorities at the time of design and over time?

127. Alignment to WFP Policies and Priorities: The livelihoods programme is well aligned to WFP's strategic outcome 1 as outlined in the Interim Country Strategic Plan Outcome 1 (Enhance partnerships to support refugees and vulnerable populations, affected by prolonged refugee presence in Turkey to equitably access basic needs assistance and labor market opportunities), most notably access to labor market opportunities. The programme is also well-aligned to WFP's expected output that refugees and populations affected by prolonged refugee presence in Turkey benefit from improved institutional capacities to implement policies, strategies, plans and programmes in order to receive marketable skills development and livelihood support through cash-based transfers. The programme further aligns with WFP's Interim Country Strategic Plan's commitments to pursuing strategic partnerships with the Government through strengthening national systems, providing technical support, and enhancing of skills and employability equitably for women and men.

128. İŞKUR Priorities and Policies: The SES programme is found to be well-aligned to İŞKUR's goals of protecting, improving, employment, preventing unemployment, and supporting the provision of qualified personnel for employment.⁴³ İSKUR staff reported that their engagement during the design of the programme contributed to creating a programme that was well-aligned with both the needs of beneficiaries and employers, which was aligned with İSKUR's approach.

⁴² WFP Transfer Modality & Transfer Mechanism Selection 2020

([https://docs.wfp.org/api/documents/bc197efdfa124e0e98720542bdbbb8db/download/#:~:text=The%20Transfer%20Modality%20Selection%20\(TMS,best%2Dfit%20to%20meet%20objectives\)](https://docs.wfp.org/api/documents/bc197efdfa124e0e98720542bdbbb8db/download/#:~:text=The%20Transfer%20Modality%20Selection%20(TMS,best%2Dfit%20to%20meet%20objectives)))

⁴³ İŞKUR. History. <https://www.iskur.gov.tr/en/corporate/history/>

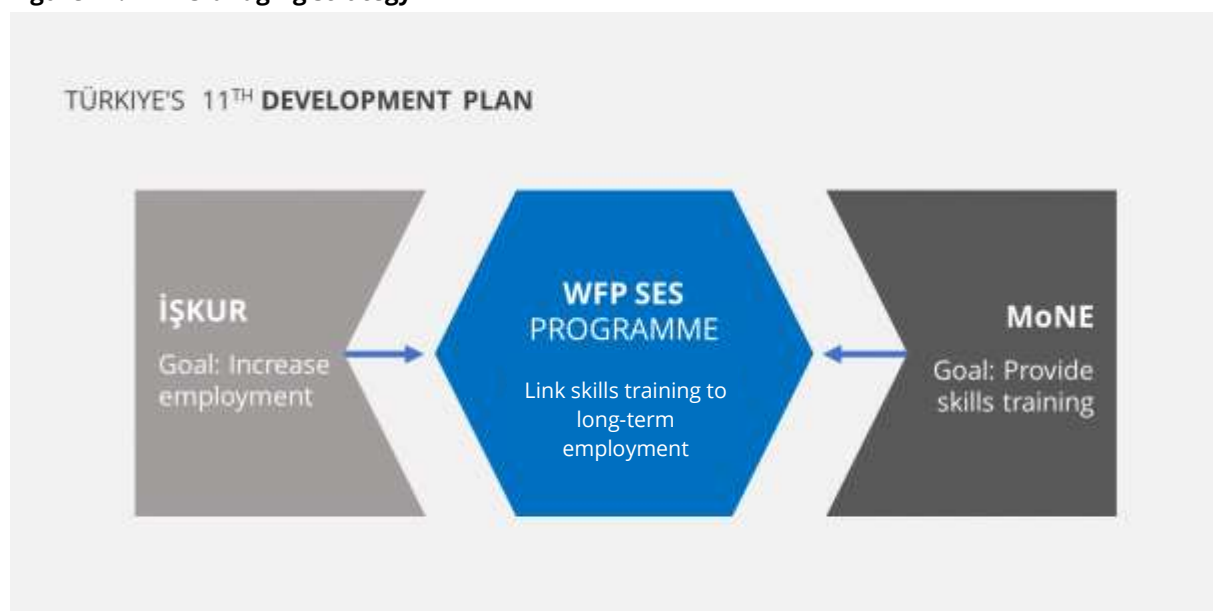
129. MoNE priorities and policies: The evaluation find that the programme is well-aligned to MoNE's mission is to develop thinking, understanding, research and problem-solving skills; knowledge and skills required by the information society, and to provide an environment and opportunity for the growth of diligent, entrepreneurial, creative, innovative, peaceful, healthy, and happy individuals. By supporting MoNE's training and curricula development, the SES programme supports MoNE's commitment to providing assistance to build the resilience of refugees and support them to become more self-reliant in meeting basic needs as outlined under Türkiye's Eleventh National Development Plan.⁴⁴ MoNE staff interviewed for this evaluation noted that the SES programme provided an important source of support to beneficiaries.

130. Programme and partner staff noted that WFP and the SES programme serve an important role in bridging the goals of government organizations (İŞKUR and MoNE) by establishing cooperative goals and linking their priorities to Türkiye's broader development plans.

Sub Question 1.1.d How well do WFP's livelihood activities contribute to nationally owned strategies and solutions

131. The SES programme and WFP's related strategic objective are well aligned with Türkiye's Eleventh Development Plan (*On Birinci Kalkınma Planinin*, 2019-2023), specifically the objectives for a stable and strong economy (2.1), competitive production and efficiency (2.2), and qualified people (2.3).

Figure 12: WFP's bridging strategy



v

Sub Question 1.2.a To what extent is the design of livelihood projects based on a sound gender analysis?

132. Programme documentation reported that the programme design is informed by the United Nations Sustainable Development Cooperation Framework (UNSDCF) gender analysis⁴⁵ and was addressed during a lessons learnt workshop in the fourth quarter of 2020 that was conducted to assess the reception, impact, and challenges of WFP's livelihood programmes.

133. Based on these activities, programme documents report that the SES programme adopted a plan to promote women's participation and reduce gender-specific dropout from the program. To promote women's participation, the SES programme further engaged with women-led organizations and women's shelters during the outreach phase of the programme to maximize programme reach among vulnerable populations.

⁴⁴ MoNE. Vizyon ve Misyon. <https://www.meb.gov.tr/vizyon-misyon/duyuru/8851>

⁴⁵ WFP (20210 Terms of Reference for the provision of: decentralized evaluation (DE) of WFP's livelihoods activities in Türkiye from 2020 to 2022.

Women's participation in the programme was further supported through outreach from programme focal points, and the selection of applied training locations appropriate for female beneficiaries.

134. Beneficiaries and program/partner staff interviewed for the evaluation felt that the programme had adequately identified the needs of female beneficiaries (safe accessible training locations), and some female beneficiaries reported that the programme served an important role in helping them re-enter the labor market after having children.

135. ISKUR staff noted that women faced distinct social and cultural pressures that affected their ability to participate in the program, and particularly the applied training component of the program. These staff noted that the programme had needed to consider the appropriateness of working hours and applied training locations to ensure that there were socially and culturally appropriate for women. These staff also noted that refugee and Turkish citizen women across Türkiye typically shoulder a disproportionate responsibility for childcare compared to men, and that many vulnerable refugee and Turkish citizen women need accommodations to assist with childcare responsibilities to participate in the program. These staff believe that providing potential beneficiaries with access to childcare will make it easier for vulnerable female beneficiaries to participate.

136. Despite a consensus that the programme was designed based on a sound understanding of the needs and challenges faced by women, women did experience unique challenges in applied training that are further discussed in [2.3 Effectiveness](#).

137. Reflecting on the [Technical Note on Integrating Gender in WFP Evaluations](#), this evaluation finds that:

- The programme Identified contextual constraints and opportunities concerning gender equality: Programme documentation and interviews with programme staff show that the programme design and implementation were well informed on the contextual constraints, particularly those placed by female beneficiaries. At the same time, the programme identified opportunities to recruit women, including those with no prior work experience.
- The programme collects and analyses sex-disaggregated data for programme indicators.
- The programme appreciated differences in social groups: Programme documentation and staff interviews identified intersectional needs of beneficiaries based on gender and nationality.

Sub Question 1.2.b To what extent is the design and implementation of the programme Gender Equality and Women Empowerment (GEWE) sensitive?

138. Gender mainstreaming is an approach to humanitarian and development programmes that aims to achieve gender equality. The United Nations notes that gender mainstreaming involves ensuring that gender perspectives and attention to the goal of gender equality are central to all activities, including policy development, research, resource allocation, planning, implementation and monitoring of programmes and projects.

139. Gender was mainstreamed in the design of the SES programme through setting targets for female participation in the programme (target 50% female participation) and through recruitment strategies intended to identify beneficiaries based on vulnerability criteria (prioritizing single parents and unemployed individuals). Through the use of the UNSDCF gender analysis, the programme was designed to address challenges faced by female beneficiaries through the selection of training locations in areas viewed as safe and accessible.

140. While ISKUR and MoNE staff noted that the programme targeted single women and was successful in recruiting a high proportion of women, interviewed staff noted that a lack of access to childcare services prevented some women from participating in the program, and led some women to drop out. This sentiment was echoed in the beneficiary survey that found that one in five beneficiaries lacked childcare support (20%), and in interviews with partner organization staff. This observation reflects a broader trend in Türkiye where women typically shoulder greater responsibilities for childcare compared to men.⁴⁶

⁴⁶ UN Women (2019) Investing in free universal childcare in South Africa, Turkey and Uruguay. <https://www.unwomen.org/sites/default/files/Headquarters/Attachments/Sections/Library/Publications/2019/Discussion-paper-Investing-in-free-universal-childcare-in-South-Africa-Turkey-and-Uruguay-en.pdf>

141. It should be noted that women, and Syrian women specifically, were more likely to report having children compared to male beneficiaries. Syrian women were the most likely to have children (57.9%) compared to Turkish women (49.7%), Syrian men (37.7%) and Turkish men (9.8%). Notably, none of the male beneficiaries surveyed for this evaluation reported having no assistance with childcare, compared to 3.2% of Syrian female beneficiaries and 59.3% of Turkish female beneficiaries.

142. The evaluation finds that the programme has, at the time of the evaluation, been successful in encouraging female participation in line with a gender-sensitive approach. Using a gender scale adapted from UNFPA⁴⁷, a gender-sensitive approach is a programme approach that recognises different needs among men, women, girls, and boys, and acknowledges gender power dynamics. Unlike gender-responsive or gender-transformational approaches, this programme is not designed to address the root causes of gender inequality or take specific actions to reduce gender inequality in targeted communities.

143. Programme documentation reports that the gender-sensitive approach has been successful in encouraging female participation in the program. Up to February 2022, approximately 57% of the beneficiaries of the SES programme were female. Female beneficiaries in focus group discussions noted that they felt comfortable participating in the programme and with the available transportation options.

“Transportation to the course site was comfortable, there were special services at the course place I went to, so we could go to the course without any problems.” – **Turkish female beneficiary, Şanlıurfa**

144. Unlike gender-responsive or gender-transformational approaches, this programme is not designed to address the root causes of gender inequality or take specific actions to reduce gender inequality in targeted communities. As designed, gender disparities are likely to manifest in results for some output and outcome indicators. The evaluation found that equal participation of men and women did not translate into equal outcomes. As described in more detail in the [Effectiveness](#) section, male and female beneficiaries experienced different outcomes in terms of employment and job offers related to the program.

145. Using the Gender Results Effectiveness Scale⁴⁸, this evaluation finds that the SES programme is gender targeted – results for the programme focus on the number of women and men targeted (for example, targeting 50% female enrolment), but only addresses the differential needs of men and women. Some program results (such as employment) are not equitably distributed and root causes for inequalities (such as social and cultural norms) were not addressed by the programme.

Sub Question 1.2.c Are protection needs met for project beneficiaries (refugees and locals, men, and women)?

146. Protection encompasses all activities aimed at ensuring full respect for the rights of the individual in accordance with human rights law, international humanitarian law and refugee law.⁴⁹ Protection needs include access to food, shelter, medical care, and other basic needs.

147. The SES programme has established three protection-specific indicators and has achieved the targets for all three indicators. Combined, these indicators show that the SES programme is operating with a high degree of care for the dignity and respect of its beneficiaries.

Table 9: Programme protection indicators

	Baseline	Target	Achieved
Percentage of targeted people accessing assistance without safety challenges	0	90%	97%

⁴⁷ UNFPA (2021) Gender responsive and/or transformative approaches. https://www.unfpa.org/sites/default/files/admin-resource/thematic%20note%201_gender_final.pdf

⁴⁸ UNDP. The Gender Results Effectiveness Scale (GRES): A Methodology Guide. http://web.undp.org/evaluation/documents/guidance/gender/GRES_English.pdf

⁴⁹ OCHA Message on Protection. (2012) <https://www.unocha.org/sites/dms/Documents/120405%20OOM%20Protection%20final%20draft.pdf>

The proportion of targeted people who report that WFP programmes are dignified	0	90%	92%
The proportion of targeted people having unhindered access to WFP programmes	0	90%	92%

148. These sentiments were echoed by beneficiaries in focus group discussions. Beneficiaries noted that the programme had provided safe, accessible training and food was provided to support participation in the course.

“When we started work, we were told that we would receive an additional fee, such as a road fee. We were eating the food we made because we had an education in the kitchen. Thus, we tried a wide variety of dishes from the world cuisine. I had no problems with the location.” – **Syrian female beneficiary, Ankara**

Sub Question 1.3 How well do the livelihood projects contribute to any reduction of social tensions and improved social cohesion?

149. Programme beneficiaries were largely in agreement that the project had contributed positively to social cohesion among programme participants and their perceptions of people of different nationalities. In the survey, 75.5% of beneficiaries of applied training reported that they fully agreed that the training had helped them integrate into social and economic life. Only 5.7% of surveyed beneficiaries somewhat or fully disagreed with that statement. In FGDs, the majority of beneficiaries reported that the programme had improved social cohesion. Most commonly, beneficiaries reported that they had made friends with people of a different nationality and had opportunities to learn about other cultures through sharing food. While the majority of beneficiaries felt the programme contributed positively to social cohesion, Syrian female beneficiaries (93.9%) and Syrian male beneficiaries (89.4%) were more likely to report that the programme contributed positively to social cohesion compared to Turkish female (79.0%) and Turkish male beneficiaries (71.4%).

“There were both Turks and Syrians in the training I attended. To be honest, I was very scared when I started. But everyone was very nice, and I made friends from the course. If the training is open again, I would like to attend again.” – **Turkish male beneficiary, Şanlıurfa**

150. Despite mostly positive experiences in the vocational training, some beneficiaries felt that the programme had no noticeable effect on social cohesion. These beneficiaries noted that online training and dividing students into groups by nationality had limited their opportunities to interact with beneficiaries of other nationalities. Turkish female beneficiaries were the most likely to report that the programme had little or no contribution to social cohesion (9.6%) compared to Turkish male beneficiaries (7.5%), Syrian male beneficiaries (2.0%) and Syrian female beneficiaries (0.6%).

“Since I was in an online Program, we did not have much communication with the participants from other nationalities. But still, it was nice to be together.” – **Turkish female beneficiary, Ankara**

2.2 EFFECTIVENESS

Question 2.1 To what extent have the outcomes /objectives of the livelihood projects been achieved or are likely to be achieved? 2.1a Have the objectives been achieved for each activity? If not, what could have been done better?

151. Based on evidence compiled up to 31 March 2022, targets for two out of five indicators for Outcome 1 (Improve well-being and livelihoods of vulnerable refugees and Turkish citizens through improved access to the labor market) have been achieved. The indicators where targets have been achieved include:

152. **Economic Capacity to Meet Essential Needs (ECMEN):** The ECMEN indicator identifies the percentage of households whose expenditures exceed the Minimum Expenditure Basket (MEB). Programme documentation shows that the percentage of households whose expenditures exceed the MEB reached 81% (target 67%). This result suggests that the SES Programme is associated with increased resilience to unfavorable economic conditions.

153. **Percentage of participants reporting confidence in access to job and employment opportunities through acquired skills:** Programme documentation shows that 94.8% of FBSH and 97.0% of IT participants (target 80%) feel that the SES Programme will help them to find a job. Similarly, in the quantitative survey conducted for this evaluation, 86.1% of vocational training participants reported that they believed that participating in the training would help them find a job. These results indicate that beneficiaries are confident in the quality and purpose of the program. Syrian female beneficiaries were the most likely to report that the programme would help them find a job (92.7%), compared to Syrian male beneficiaries (86.1%), Turkish female beneficiaries (77.8%) and Turkish male beneficiaries (73.7%).

154. One remaining outcome indicator that has yet to be achieved and would be challenging to achieve due to external factors as of August 2022.

155. Employers interviewed for the evaluation reported that they were generally satisfied with the knowledge and skills of beneficiaries who participated in applied training. Employers felt that the vocational training had provided beneficiaries with sufficient technical and safety knowledge to safely participate in applied training, adapted well to the applied training environment, and generally developed skills quickly.

“The beneficiaries who came to us developed themselves quickly during their time here. They have performed much better than we expected.”– **Employer, Konya**

156. **Number of jobs with longer-term perspective (formal and informal) facilitated by the project:** Programme documentation shows that the SES Programme created 206 long-term jobs up to the end of March 2022 – approximately 10% of the 2,080 jobs this programme targets by the end of 2024. If this target is to be achieved, a significant expansion of projects and enrolment of beneficiaries will be needed. Progress for this indicator was significantly affected by the ongoing COVID-19 pandemic. Programme partners noted in interviews for this evaluation that the COVID-19 pandemic led to delays and reduced enrolment. The evaluation team observed an increase in recruitment and training after the COVID restrictions were lifted. Therefore, a sharp increase in long-term jobs could be expected throughout the remainder of the programme period. Progress for this indicator has also been hindered by ongoing economic conditions in Türkiye. Beneficiaries who participated in the IT course were more likely to report being currently employed compared to beneficiaries enrolled in courses related to food, beverage, service, and hospitality (FBSH) (48.2% and 33.7% respectively). Differences in current employment status by course topic were statistically significant (p-value=0.033). Beneficiaries were similarly likely to report that their current employment was related to their vocational training regardless of course topic (60.0% for IT courses, 46.7% for FBSH courses).

157. **Livelihood-based Coping Strategy Index (LCSI):** LCSI assesses the coping strategies (in livelihoods) utilized in response to a lack of resources. Dramatic declines in this indicator and the Consumption-based Coping Strategy Index are tied to worsening inflation in Türkiye. Since 2019, Türkiye has experienced double-digit inflation, with the consumer price index reaching 79.6% in July 2022. (Türkiye Cumhuriyet Merkez Bankası, 2022). Coupled with turbulent global food prices, this has caused a significant decline in the purchasing power of residents of Türkiye. Interviews with programme staff reveal that WFP was aware of the external factors influencing these indicators.

158. One indicator, the Consumption-based Coping Strategy Index (rCSI) been dropped by the programme. This indicator is strongly influenced by factors outside of the programme (namely the economic climate the programme is operating in).

Table 10: Outcome 1 indicators

Outcome 1: Improve well-being and livelihoods of vulnerable refugees and Turkish citizens through improved access to the labor market				
Indicators	Baseline	Target	Progress (Q1 2022 surveys)	Status
Livelihood-based Coping Strategy Index (LCSI)	FBSH: 2.54 IT: 1.80	FBSH: 2.30 IT: 1.50	FBSH: 5.53 IT: 3.30	Target not achieved yet
Consumption-based Coping Strategy Index (CSI)	FBSH: 1.98 IT: 1.26	FBSH: 1.80 IT: 1.00	FBSH: 10.18 IT: 5.92	Indicator dropped
Economic capacity to meet essential needs (ECMEN)	FBSH: 61.8% IT: 74.6%	FBSH: 67% IT: 80%	FBSH: 81.4% IT: 88.6%	Target achieved
# of jobs with longer-term perspective (formal and informal) facilitated by the project	FBSH: 0 IT: 0	FBSH and IT: 2,080 (50%)	FBSH: 121 IT: 85	Target not achieved yet
Percentage of participants reporting confidence in access to job and employment opportunities through acquired skills	FBSH: 0 IT: 0	FBSH and IT: 80%	FBSH: 94.8% IT: 97.0%	Target achieved

159. At the time of the evaluation, none of the targets for the Output 1.1 indicators (refugees and populations affected by prolonged refugee presence in Türkiye benefit from improved vocational training and access to applied training programmes) have been achieved.

160. *Number of applied training programmes financed by the project:* The SES programme aimed to finance a total of 1820 applied training programmes at the end of 2022. However, the programme financed 349 applied training programmes by February 2022. The main reason was the ongoing COVID-19 pandemic in 2021, in which the WFP SES programme financed only 95 applied training programmes. The COVID-19 pandemic led to delays due to the closure of schools and offices across the country. However, programme staff from WFP note that there have been no relevant closures leading to delays in 2022. Although the programme financed 254 programmes until the end of March 2022, it requires financing another 676 applied training to reach the target for 2022.

161. Given progress up to February 2022 (when only 349 courses financed out of a planned 1,820 courses financed) it is very unlikely that the programme will be able to reach the target for 2022 given the current rates of expenditure. However, staff interviewed for this evaluation are optimistic that the rate of expenditure will increase significantly. Programme staff note that there are plans to increase the number of projects financed through expansion of the role of İŞKUR in matching beneficiaries. At the same time, programme staff see significant opportunity through cooperation with Chambers of Commerce and Industry, which can provide training and can assist with matching beneficiaries with employers.

162. *Total amount of cash transferred to targeted beneficiaries:* The SES Programme aims to spend USD 6.3 million in cash transfers, programme documentation shows that at the time of the evaluation only \$651,966USD (almost 10% of the target) has been spent. While enrolment and thus cash transfers are expected to increase through the remainder of the programme period, it is unlikely that the programme will be able to reach its targeted amount unless recruitment is significantly increased through İŞKUR and Chambers of Commerce and Industry.

163. *Number of participants who successfully completed the training program:* Programme documentation shows that 190 beneficiaries have completed the training programme at the time of the evaluation. This represents only 5.7% of the targeted 3,328 beneficiaries trained by the end of 2024. Given the progress achieved at the time of the evaluation and the programme delays experienced, it is unlikely that this target will be achieved unless recruitment is significantly scaled.

164. *Number of ATP employers participating in the project (by sector):* As the other indicators for Output 1.1, this indicator target has not been achieved. At the time of the evaluation, the SES programme has 100 ATP employers participating in the program. Like other indicators, this indicator has been impacted by challenges associated with the COVID-19 pandemic and the prevailing economic conditions in Türkiye. Interviews conducted for this evaluation highlight areas of success that have contributed to this indicator, namely outreach with the private sector and Chambers of Commerce. Partners and staff noted in interviews that Chambers of Commerce proved to be effective partners given their connections to local businesses and awareness of local business needs. Despite substantial progress and strong partnerships, it is unlikely that this target will be achieved unless recruitment efforts are successful.

Table 11: Output 1.1 Indicators (Indicative. The figures in this table change as the project progresses)

Output 1.1: Refugees and populations affected by prolonged refugee presence in Türkiye benefit from improved vocational training and access to applied training programmes				
Indicators	Baseline	Target	Progress (31 March 2022)	Status
Number of Applied Training Programmes financed by the project	0	2021: 890 2022: 930 2023: 2040 2024: 300	2021: 95 2022: 254	Target not achieved yet
Total amount of cash transferred to targeted beneficiaries	0	TRY 46,605,483.06 USD 6,345,198.51	TRY 8,436,553.61 USD 651,966.27	Target not achieved yet
Number of participants who successfully completed the training programme	0	3,328	190	Target not achieved yet
Number of ATP employers participating in the project (by sector)	100 (93 FSBH, 7 IT)	300	FSBH: 147 IT: 54	Target not achieved yet

165. The SES programme has achieved, or is close to achieving, the targets set for Output 2.1 indicators (Vulnerable populations benefit from improved institutional capacities to implement livelihoods policies, strategies, plans and programmes). The collected quantitative and qualitative data indicate that the SES programme will be able to reach all these indicators at the end of the programme.

Table 12: Output 1.2 indicators

Output 1.2: Vulnerable populations benefit from improved institutional capacities to implement livelihoods policies, strategies, plans and programmes				
Indicators	Baseline	Target	Progress (31 March 2022)	Status
Number of signed agreements with public and private partners	5	25	22	Target not achieved yet

Number of MoNE teachers and trainers trained with the ToT curricula	31	120	176	Target achieved
Number of MoNE schools and Public Education Centres receiving training materials	9	16 schools 16 PECs	13	Target not achieved yet

166. The WFP SES programme has exceeded almost all targets for the cross-cutting results indicators. Only one indicator target (Accountability to Affected Population - Percentage of assisted people informed about the programme (who is included, what people will receive, length of assistance) has yet to be achieved. WFP documentation shows only 45% of assisted people have been informed about the program.

167. In the evaluation survey, most beneficiaries reported that they learned about the vocational training through social media (48.6%) or friends and family (35.4%). Only a small proportion of beneficiaries reported that they learned about the vocational training programme through referrals (6.9%), or CSOs (2.1%). Most of the surveyed beneficiaries felt that the vocational training announcement had reached all interested persons (45.2%), or some interested persons (30.0%). Notably, only six beneficiaries (1%) reported that they had learned about the programme through İŞKUR, MoNE or other government organizations. More than one in five beneficiaries felt that the announcement was limited and didn't reach many interested people. These results suggest that social media and social networks have been effective channels to recruit some interested parties, however, the reliance on these channels may limit who is informed. For these reasons, WFP is suggested to consider how to harness referrals and other services provided by CSOs, İŞKUR and MoNE to reach more relevant community members.

Figure 13: How did beneficiaries learn about the program?

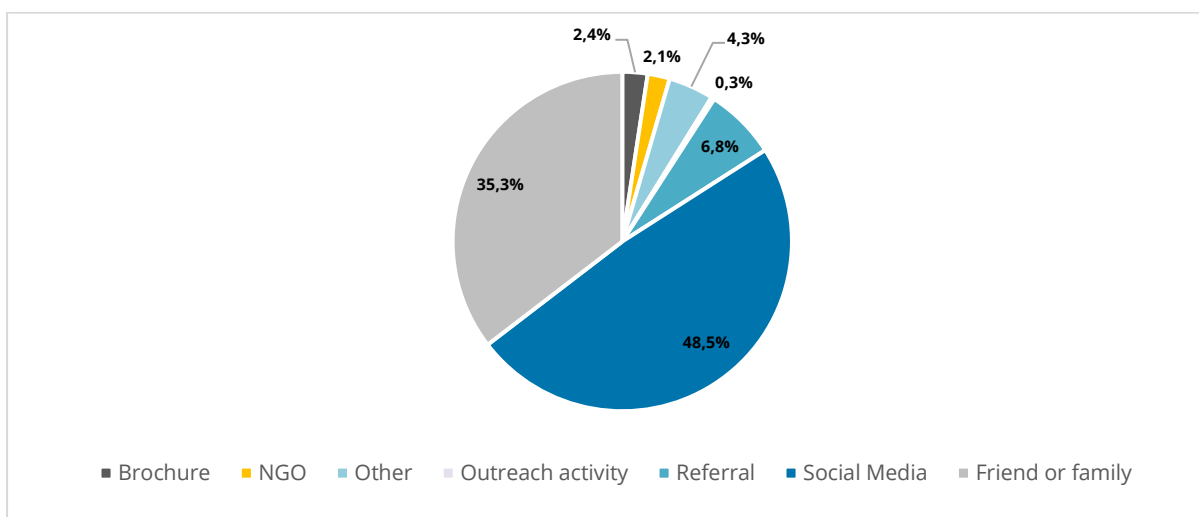


Table 13: Cross-cutting results indicators

Cross-Cutting Results				
Indicators	Baseline	Target	Progress (31 March 2022)	Status
Accountability to Affected Population - Percentage of assisted people informed about the programme (who is included, what people will receive, length of assistance)	0	90%	45%	Target not achieved yet
Gender - Percentage of households where women, or both women and men make decisions on the use of cash assistance	0	60%	91%	Target achieved

Protection - Percentage of targeted people accessing assistance without safety challenges	0	90%	97%	Target achieved
Protection - Proportion of targeted people who report that WFP programmes are dignified	0	90%	92%	Target achieved
Protection - Proportion of targeted people having unhindered access to WFP programmes	0	90%	92%	Target achieved

Sub Question 2.1.b Have the gender specific objectives been achieved? If not, what could have been done better?

168. The SES programme has one gender-specific indicator, the percentage of households where women, or both women and men make decisions on the use of cash assistance. The programme has exceeded the target for this indicator and achieved a rate of 91% of households where women, or both women and men make decisions on the use of cash assistance. In interviews conducted for this evaluation, programme partners and staff attributed the achievement of this indicator to thorough selection and vetting procedures.

169. Equal rates of participation by female and male beneficiaries do not equate to equal experiences. Female beneficiaries were more likely than male beneficiaries to report having no previous work experience (57.7% and 43.3% respectively). Furthermore, female and male beneficiaries did not always experience similar outcomes. Male beneficiaries were almost twice as likely to report currently having a job when surveyed compared to female beneficiaries (48.1%, 24.7%). However female beneficiaries were more likely to report receiving a job offer (44.9% and 38.6%) largely due to the high proportion of Turkish women who reported receiving a job offer (60.1% and 31.9%).

170. Female beneficiaries that were offered employment at the end of the applied training but did not accept it reported that the working conditions were poor (36.4%), the salary offered was insufficient (16.4%), they found better employment opportunities (10.9%) and because of care responsibilities (5.5%). MoNE and ISKUR staff noted that working conditions in kitchens/food preparation areas were particularly challenging due to the physical demands of the jobs. Some employers reported that not all individuals are suited to physically demanding jobs and suggested that this was a factor that led some beneficiaries to drop out of applied training.

171. In FGDs, female beneficiaries noted unique challenges to participation in the program, notably challenges with childcare and discrimination during applied training. While 80% of programme beneficiaries report that they have someone taking care of their children, a small but meaningful number of beneficiaries do not have support with childcare responsibilities. Turkish female beneficiaries were the most likely to report having no support with childcare responsibilities (59.3%). Some beneficiaries in focus group discussions and partners and staff in interviews noted that childcare responsibilities were a reason for some women to drop out.

“My education in the course was progressing well, but I couldn't attend the applied part of the program. When it started, there was no one to look after my child.” – **Turkish female beneficiary, Ankara**

“[The programme includes] female participants who are either single or have grown children. Women who have a lot of responsibilities at home and have babies cannot adapt to the program. Even if they start the courses, the dropout rate is very high.” – **WFP staff, Izmir**

172. The need for access to childcare services among refugee and Turkish host community members in areas where the programme operates was echoed by ISKUR staff interviewed for this evaluation. ISKUR staff noted that refugee and Turkish host community women generally need accommodations in order to participate to

account for the disproportionate care responsibilities they manage compared to male beneficiaries. These staff note that while the programme has achieved a high rate of female participation, many vulnerable women who could benefit from the programme currently cannot participate due to care responsibilities.

173. This finding echoes results from the evaluation of the MUV pilot program, which found that while the project met the target of 50% female participation, “in practice [the project] excluded women with dependent children, which means that women with a real interest, ability and need could not participate in the programme”.⁵⁰ The pilot project evaluation’s recommendation to develop a nursery service or a nursery voucher to participants with dependent children has not been implemented.

174. Some women reported that they had experienced discrimination in applied training as a result of their gender. These women reported that they were treated differently from male beneficiaries in the workplace and did not receive job offers as a result. These women suggested that gender-sensitivity training should be offered to employers to support equitable workplaces.

“The internship process was difficult. Some were lucky in this regard. There were places where gender equality was smashed. Gender equality training can be provided to employers because they showed attitude to my friends.” – [Syrian female beneficiary, Mersin](#)

Question 2.2 What are the major factors influencing the achievement or non-achievement of the outcomes/objectives of the livelihood projects?

175. Internal factors contributing to achievement or non-achievement of outcomes and objectives:

- Curriculum harmonization: Due to the dual system and needs identified by private sector partners, there was a need to review and update course curricula delivered through MoNE for the chef assistant, food packaging, store attendant and housekeeping courses.
 - This factor is influencing the achievement/non-achievement of Output 1.1 (indicator the number of participants who successfully completed the training programme)
- Recruitment challenges and drop-out: Recruitment challenges and participant drop-out were identified as challenges to the timely implementation of the programme in programme documentation and interviews conducted for the evaluation. Surveyed beneficiaries report that recruitment has been primarily conducted through social media and personal social networks. Internal programme documentation shows that only 45% of assisted people are informed about the program. To improve on this, WFP has invested in developing a broader pipeline of candidates through increased social media advertisement and a newly launched Instagram channel, a new website, and increased stipends. To reduce the rate of dropouts, WFP has identified the need to better inform beneficiaries about the program. Monitoring results indicate that only 45% of beneficiaries reported full understanding of targeting, programme length and benefits. WFP field staff are working to increase knowledge transfer about the programme through regular visits to schools, briefing sessions with beneficiaries, and the planned development of an SES community using social media. Additional measures to reduce the dropout rate among beneficiaries have been through strengthening the recruitment and interview process to better understand beneficiaries’ level of motivation. Changes to the interview procedures reflect the adoption of a recommendation from the evaluation of the MUV pilot project.⁵¹ Other factors contributing to drop-out include long waiting times between vocational and applied training. This factor was noted by MoNE and WFP staff. This staff notes that the majority of drop-outs happen to beneficiaries while waiting for an applied training placement.
 - This factor is influencing the achievement/non-achievement of Outcome 1 (indicator the number of jobs with longer-term perspective (formal and informal) facilitated by the project), Output 1.1 (indicators the total amount of cash transferred to targeted

⁵⁰ Dedeoğlu et al. Evaluation Study on WFP’s Kitchen of Hope (MUV)

⁵¹ Dedeoğlu et al. Evaluation Study on WFP’s Kitchen of Hope (MUV)

beneficiaries and the number of participants who successfully completed the training programme)

176. External factors contributing to achievement or non-achievement of outcomes and objectives:

- Changes in institutional policies: Changes in government policies related to labor market programmes affected the SES program's retail sector courses in January 2022. At that time, İŞKUR stopped all programmes in the retail sector and WFP had to close store attendant and food packaging courses, since it was no longer possible to register vocational training graduates in applied training through İŞKUR.
 - This factor is influencing the achievement/non-achievement of Outcome 1 (indicator the number of jobs with longer-term perspective (formal and informal) facilitated by the project), and Output 1.1 (indicator the number of participants who successfully completed the training programme)
- COVID-19: As mentioned previously in this report, the ongoing COVID-19 pandemic contributed to delayed implementation of the programme as a result of closures of training facilities and workplaces. COVID-19 posed further challenges for programme implementation as many firms in Türkiye reduced their hiring.
 - This factor is influencing the achievement/non-achievement of Outcome 1 (indicator the number of jobs with longer-term perspective (formal and informal) facilitated by the project) and Output 1.1 (indicator Number of participants who successfully completed the training programme)
- Economic conditions: The prevailing economic conditions in Türkiye posed significant challenges for the implementation of the SES program. As previously noted, GDP growth in Türkiye has stalled and inflation has reached its highest levels in the last 20 years. In response to change in minimum wage, in January 2022, the monthly stipend of the vocational training participants was increased from TRY 850 to TRY 1,400 while the cash transfer entitlement for applied training participants was increased from up to TRY 2,826 per month to up to TRY 4,253 in line with increases in the national minimum wage set by the Government. İSKUR and MoNE staff noted that inflation put pressure on beneficiaries' finances and felt transportation costs rose throughout the programme period. İSKUR and MoNE staff reported that the increase in the stipend helped to offset increased costs from inflation.
 - This factor is influencing the achievement/non-achievement of Outcome 1 (indicators LCS1, and number of jobs with longer-term perspective (formal and informal) facilitated by the project)

Question 2.3 How effective is the targeting model and outreach activities to achieve pre-defined goals?

177. The SES programme intentionally targeted vulnerable refugees and Turkish citizens through improved access to the labor market. The evaluation finds that the programme was successful in reaching a target audience of refugees and Turkish citizens. The beneficiary survey conducted for this evaluation found that the programme achieved similar levels of Turkish and Syrian beneficiary enrolment (47.7% and 50.1% respectively), and beneficiaries showed economic vulnerability. The survey found that the majority of beneficiaries live in households with only one household member earning regular income (72.3%). Syrian male beneficiaries (85.4%) and Syrian female beneficiaries (76.8%) were more likely than Turkish female beneficiaries (71.3%) and Turkish male beneficiaries (54.9%) to live in households with only one household member using regular income.

178. Programme documentation (WFP Mid-year Report to Germany March 2022) shows that the programme has achieved its targets for protection-related indicators, including the percentage of targeted people accessing assistance without safety challenges, the proportion of targeted people who report that WFP programmes are dignified, and the proportion of targeted people having unhindered access to WFP programmes.

179. Despite these successes, the targeting model and outreach activities conducted for the programme were not without challenges. One significant challenge faced by the programme is Turkish language barriers.

Many SuTPs that could be recruited for the programme lack sufficient Turkish language skills to participate. Programme staff note that this is a significant reason beneficiaries are rejected from the programme and are referred to language courses. The lack of Turkish language skills among potential beneficiaries was reported as a challenge to recruitment by MoNE and ISKUR staff across provinces including Adana, Ankara, Gaziantep and Istanbul.

180. In interviews conducted for this evaluation, partner organization staff noted that there was a risk of “professional trainees” or beneficiaries who enroll in training programmes to receive compensation, rather than to find long-term employment. Partner organization staff reported that it was important to understand a potential beneficiary’s motivations, past training experience and ability to participate in the vocational training and applied training to overcome this issue. At the same time, MoNE staff reported that they felt interviews were most successful when they were included in the process and could contribute their expertise and experience.

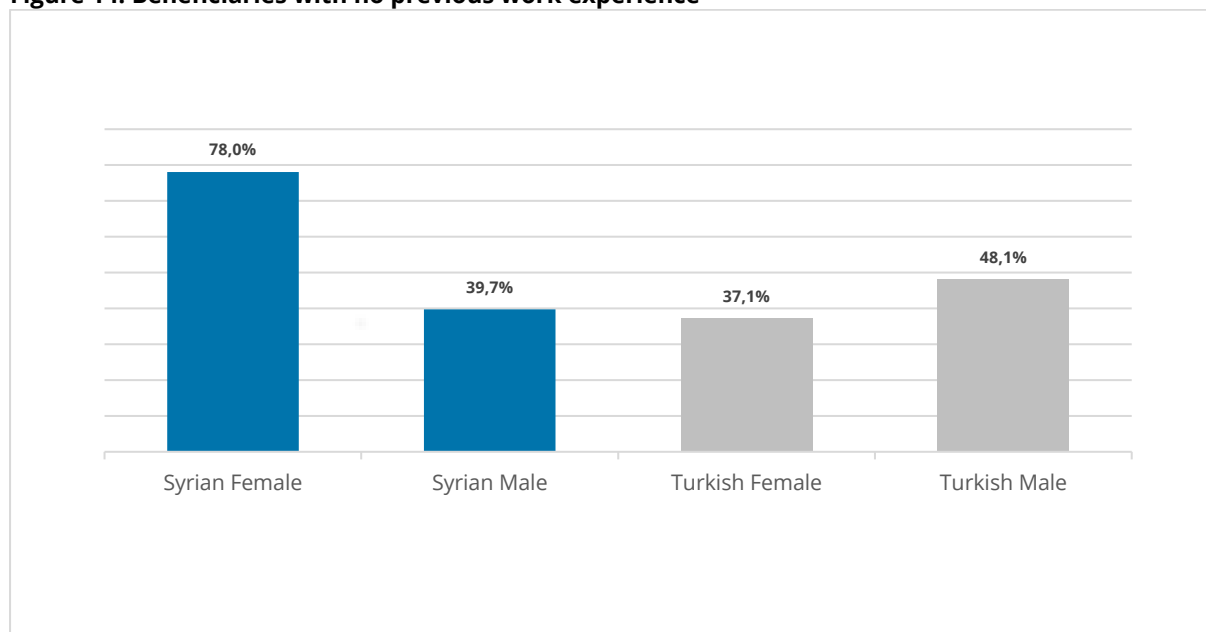
“There were also professional trainees. We have also improved ourselves a lot in identifying them during the interview process and reaching those who really need it.” – **WFP staff member, Mersin**

181. It should be noted that some project partners reported that “cultural” and “hygiene” issues made it difficult to place Syrian male beneficiaries in applied training placements. When probed to explain the issues further, staff described the “hygiene” problems occurring because of some Syrian male participants being unwilling to shave their beards in order to be placed in food packaging employment settings. It is not clear why facial hair nets, which are acceptable under national regulations, were not considered a solution in this training. This issue was noted by partner organization staff as well as staff from MoNE

182. Some programme staff felt that cultural differences led Syrian beneficiaries to reject working conditions (including work hours, shift times and locations). This issue may have been exacerbated by the large proportion of participants with no prior work experience (48.6%) and an unfamiliarity with Turkish workplace norms and expectations. ISKUR staff and some employers interviewed for the evaluation also reported that many beneficiaries (including refugee and Turkish citizens) were unfamiliar with Turkish workplace norms and ethics. It should be noted that Syrian beneficiaries were more likely to report having no prior work experience compared to Turkish beneficiaries (59.7% and 42.0% respectively). This difference was statistically significant (p-value = 0.001).

183. Approximately half of the beneficiaries reported that they had no work experience prior to participating in the WFP programme (48.6%). Turkish beneficiaries were more likely to report having prior work experience compared to Syrian beneficiaries (57.7% and 40.0% respectively). Male beneficiaries were more likely than female beneficiaries to report having prior work experience (56.7% and 41.7% respectively). Overall, Syrian female beneficiaries were the most likely to report having no prior work experience (78.0%).

Figure 14: Beneficiaries with no previous work experience



184. “Hygiene” issues discussed in the interviews for this evaluation primarily related to male beneficiaries in the FBSH sector with long beards. Partner staff noted that male participants were unwilling to shave in order to participate. Research conducted for this evaluation failed to identify a restriction on beards in the food processing sector⁵², if alternatives such as beard nets cannot be sought, alternative sectors of employment should be sought to find suitable employment for targeted individuals.

“We have some problems with hygiene. For example, there is an issue with beards. Participants will not shave.” – **MoNE staff member, Adana**

2.3 EFFICIENCY

Question 3.1 Are the livelihood projects cost-efficient i.e., are the resources (including financial and human resources) allocated efficiently?

185. The total budget allocated for the SES programme is USD 13.7 million. The total programme expenditure up to 28 February 2022 was USD 3.8 million, or 28% of the total budget. While the rate of expenditure has risen in 2022 compared to 2020 and 2021, there was a consensus during interviews for the evaluation that it is unlikely that the SES programme will be able to spend the entire budget within the remaining programme period with the current implementation plan. However, programme staff are optimistic that with scale up on recruitment, programme expenditures will increase.

Table 14: Itemized programme budget

Budget Item	Jul-Dec 20	2021	Jan-Feb 22	Total	Percentage of Total Budget
Expenditure for personnel	\$ 30,457	\$ 471,722	\$ 82,920	\$ 585,099	15.4%
Contractual services	\$ 148,007	\$ 482,215	\$ 90,197	\$ 720,419	19.0%

⁵² T.C. Milli Eğitim Bakanlığı (2019) Yiyecek İçecek Hizmetleri Hijyen ve Sanitasyon. http://www.megep.meb.gov.tr/mte_program_modul/moduller/Hijyen%20ve%20Sanitasyon.pdf

(Training costs to partners, teachers, schools)					
Expenditure paid to participants	\$ 323,593	\$ 677,411	\$ 253,968	\$ 1,254,972	33.1%
Expenditure for equipment	\$ 398,338	\$ 245,407	\$ 21,219	\$ 664,964	17.5%
Expenditure for travel	\$ 10,929	\$ 41,685	\$ 16,866	\$ 69,480	1.8%
Meetings and Workshops	\$ 1,091	\$ 45,015	\$ 39,534	\$ 85,640	2.3%
Other items	\$ 83,907	\$ 251,415	\$ 73,201	\$ 408,523	10.8%
Total	\$ 996,322	\$ 2,214,870	\$ 577,905	\$ 3,789,097	

186. The most recent enrolment data for the evaluation comes at the end of February 2022. At that time, 1,993 beneficiaries had been enrolled in the program. One in five beneficiaries (398, 20.0%) had found long-term employment.

187. Based on the current enrolment and expenditure data, the programme cost per beneficiary enrolled is USD 1901.20⁵³, the programme per beneficiary who completes the training is USD 2449.32⁵⁴, and the cost per beneficiary who finds long-term employment is USD 9,540.34⁵⁵.

188. If the programme can reach the target of 5,000 beneficiaries with the targeted budget, the cost per person would be USD 2,740 at the time of design of the project. If the programme is able to create long-term employment for 2,080 beneficiaries as intended, the cost per long-term job created would be \$6,586 at the beginning of the project. These projections suggest that training costs per beneficiary may be lower than projected, and that the programme may be able to reduce the cost per long-term job created through increased enrolment and economies of scale.

189. Programme documents indicate that approximately one in five beneficiaries (446, 22.4%) dropped out of the programme during the training period. Monitoring data presented in the WFP Mid-year Report to Germany (August 2021– March 2022) provides more insight into why beneficiaries drop out. That report notes that while 10.9% of beneficiaries dropped out after finding employment outside the project and 50.0% dropped out due to unavoidable reasons (health issues, family emergencies, education plans), the remaining 39.1% of beneficiaries dropped out due to “avoidable” reasons including a loss of interest, finding the sector challenging, difficulty with training times or locations, and dissatisfaction with other aspects of the project. Almost half of those who left the programme dropped out in between the technical and applied training.

190. Nearly all the surveyed beneficiaries (91.7%) reported that they had participated in the entire vocational training. Most of the beneficiaries (68.2%) reported that they received a certificate at the end of the training. Male beneficiaries were slightly more likely to report receiving a certificate compared to female beneficiaries (69.3% and 67.3% respectively). Most beneficiaries that had not received a certificate reported that the training was ongoing.

191. Slightly more than half (51.7%) of the surveyed beneficiaries participated in the applied training after participating in the vocational training. Female beneficiaries were more likely than male beneficiaries to report that they participated in the applied training after participating in the vocational training (57.1% and 45.4% respectively). Among beneficiaries who participated in the applied training, 72.8% reported attending the entire training.

192. Among the beneficiaries who did not participate in the applied training, the most commonly cited reasons were:

- Suitable applied training was not available (26%) (28.2% female, 24.3% male; 23.6% Syrian; 28.2% Turkish)
- Didn't have time to participate (13%) (11.0% female, 15.5% male; 17.4% Syrian; 7.3% Turkish)

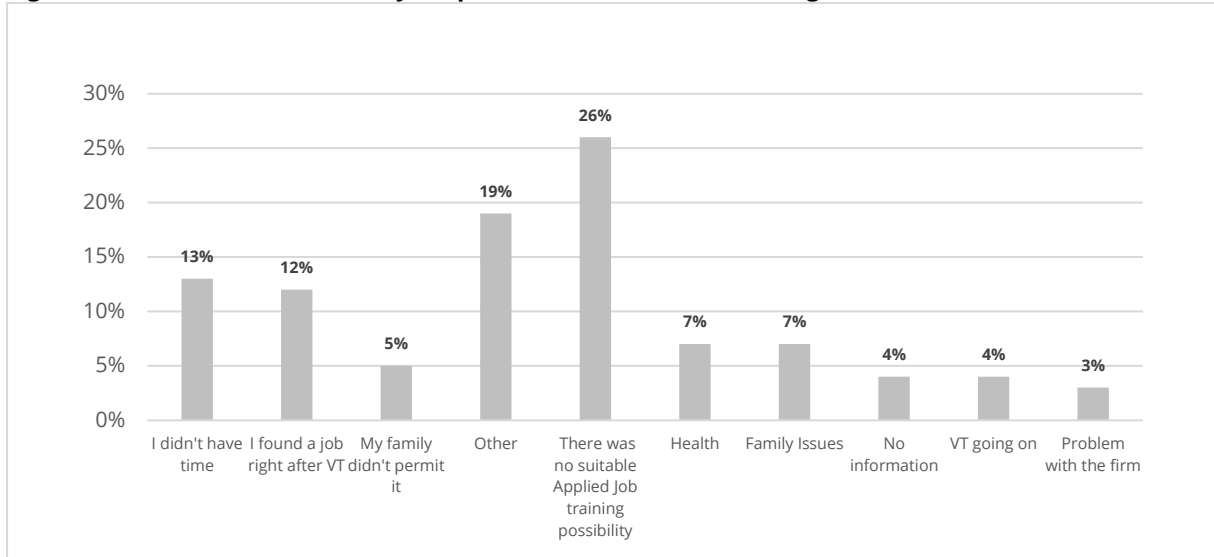
⁵³ Total budget spent until end of February 2022 / total beneficiary enrolled

⁵⁴ Total budget spent until end of February 2022 / total beneficiary completed Training

⁵⁵ The cost values in this paragraph and section will change as the project progresses and will most likely be revised downwards. Also, fixed costs are included in the cost.

- Was able to find a job after completing the vocational training (12%) (8.1% female, 15.5% male: 15.0% Syrian, 8.3% Turkish)
- Health reasons (7%) (7.3% female, 6.9% male; 8.4% Syrian, 6.1% Turkish)
- Family issues (7%) (7.2% female, 6.9% male; 6.9% Syrian, 7.1% Turkish)

Figure 15: Reasons for beneficiary drop-out after vocational training



193. Among beneficiaries that completed the applied training, 39.7% report that they were offered a job at the company where they completed their applied training, while 2.9% reported that they received a job offer from another company. Turkish beneficiaries were more than twice as likely as Syrian beneficiaries to report receiving a job offer after completing applied training compared to Syrian beneficiaries (30.0% and 13.3% respectively). Female beneficiaries were slightly more likely than male beneficiaries to report receiving a job offer (44.9% and 38.6% respectively).

Figure 16: Did you get a job offer after you completed the AT Training?

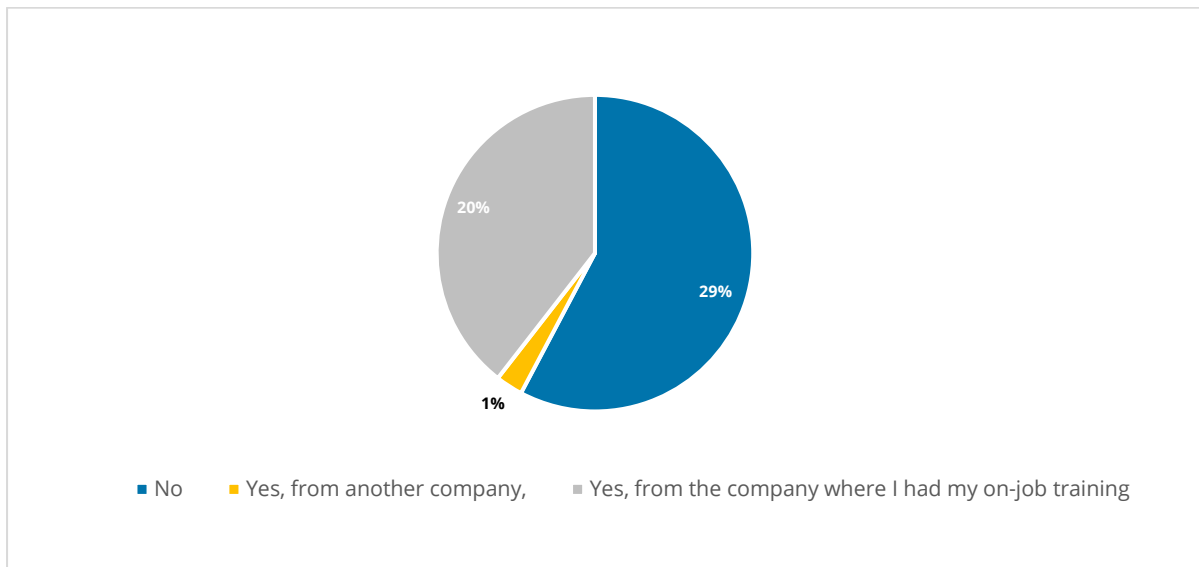
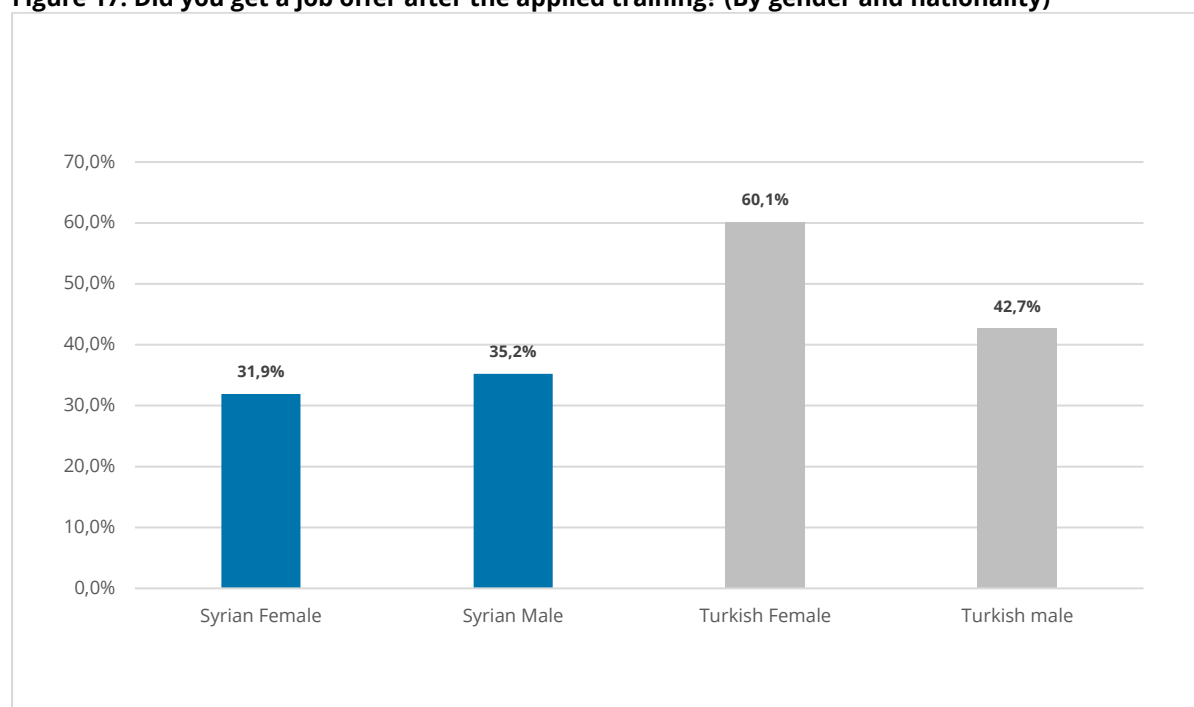
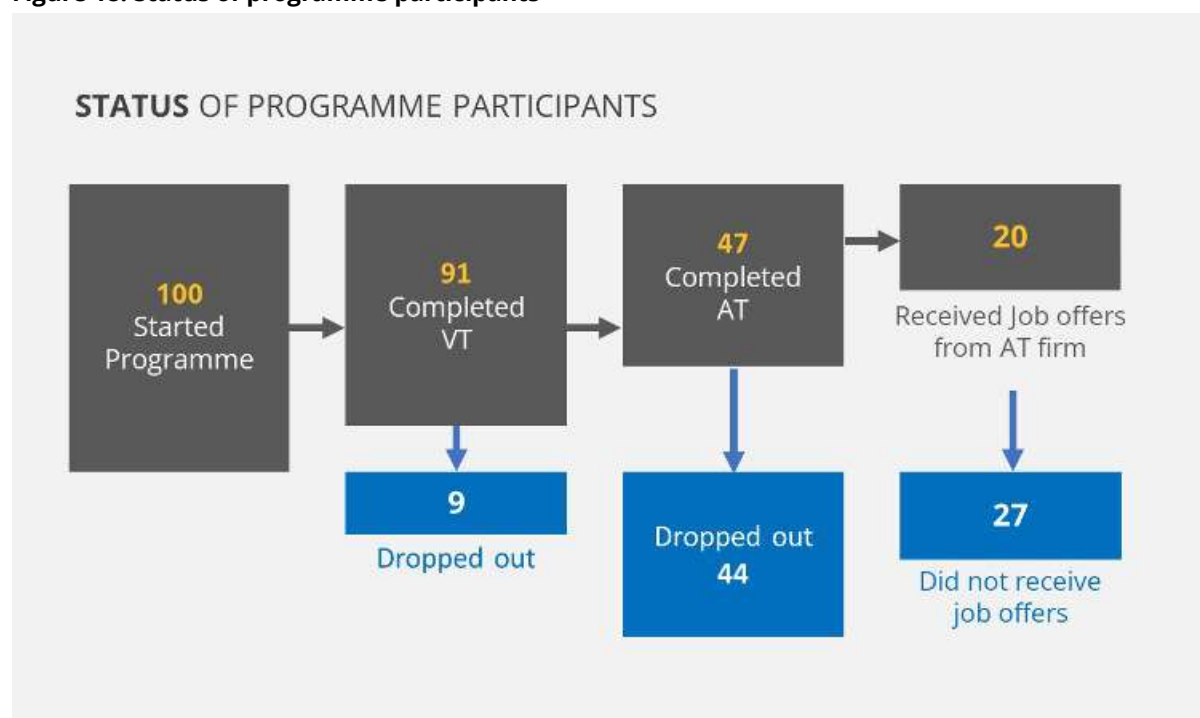


Figure 17: Did you get a job offer after the applied training? (By gender and nationality)



194. Based on the results of the survey, for every 100 beneficiaries who are enrolled in the program, 20 will complete both stages of training (vocational training and applied training) and will receive a job offer from their applied training employer upon completion of applied training.

Figure 18: Status of programme participants



195. The evaluation finds that the high cost per beneficiary is due in large part to the dual system of theoretical and practical education that the SES programme deploys. In interviews for the evaluation, programme and partner staff were in agreement that this approach, while resource-intensive, was appropriate given the needs of beneficiaries for training and financial support to participate in training.

196. In interviews with programme and partner staff, it was further noted that the dual system of theoretical and practical education required intensive staff resources. The dual system employed by the programme is not mainstreamed in Türkiye and WFP programme staff often had to invest time to explain the system and serve as a bridge between partners including MoNE and İŞKUR. The provincial WFP teams were also found to be serving important and intensive roles in the recruitment of beneficiaries and employers, monitoring and training.

“In my opinion, resource allocation has been correct. In terms of finance., we have had no problems with the audit reports. We, as WFP, are trying to work using the minimum cost while trying to reach the most beneficiaries. We have many partners, and we aim to increase their capacity as well.” – **WFP staff member**

197. The programme also includes an emphasis in its design and logic framework on institutional capacity strengthening to ensure longer-term sustainability and the facilitation of public-private partnerships to enhance the quality and relevance of the trainings offered. While well-aligned to WFP's strategic objectives, this component of the programme has also contributed to the resource-intensive design.

198. The intensive workload of this programme is reflected in the large programme staff. Currently, the SES programme has 25 fix-term and 63 service-contract staff. Programme staff report that it is possible that additional staff will be needed in order to handle the increased recruitment and training that will be needed to reach programme targets.

199. There is limited publicly available information on the costs of vocational programmes in Türkiye. A World Bank publication from 2014 found an average cost of approximately USD 1,600 for each person in a public vocational training course and USD 1,800 for private courses, (World Bank, 2014) A similar report from 2013 found the average cost to the government of providing a course is USD 1,200 per person, and USD 1,300 for private and competitive courses. (World Bank, 2013) More recent data from MoNE found that the average cost per student for vocational training in 2018 was approximately USD 1,200. (MoNE, 2018)

Question 3.2 Are the livelihood projects implemented in a timely way?

200. The SES programme has experienced a number of delays that have contributed to the limited achievement of its indicator targets. These delays were noted in focus group discussions with beneficiaries and interviews with programme staff and partners. Additional information about programme delays was identified in programme documentation. Delays primarily occurred at two stages with the SES program:

201. Delays between vocational and applied training: In key informant interviews and focus groups, staff and beneficiaries noted that delays were commonly experienced by beneficiaries between the end of the vocational training, and the beginning of applied training. These delays were largely a result of the time-intensive process of finding employers and matching beneficiaries to employers.

202. Delays during planning and early implementation: Internal and external factors (described below) that contributed to delays were mostly reported during the initial programme planning and implementation phase.

203. Internal factors contributing to delays

- Curriculum harmonization: Due to the dual system and needs identified by private sector partners, there was a need to review and update course curricula delivered through MoNE for the chef assistant, food packaging, store attendant and housekeeping courses.
- Recruitment challenges and drop-out: Recruitment challenges and participant drop-out were identified as challenges to the timely implementation of the programme in programme documentation and interviews conducted for the evaluation. Surveyed beneficiaries report that recruitment has been primarily conducted through social media and personal social networks. Internal programme documentation shows that only 45% of assisted people are informed about the program. To improve on this, WFP has invested in developing a broader pipeline of candidates through increased social media advertisement and a newly launched Instagram channel, a new website, and increased stipends. To reduce the rate of dropouts, WFP has identified the need to better inform beneficiaries about the program. Monitoring results indicate that only 45% of

beneficiaries reported full understanding of targeting, programme length and benefits. WFP field staff are working to increase knowledge transfer about the programme through regular visits to schools, briefing sessions with beneficiaries, and the planned development of an SES community using social media. Additional measures to reduce the dropout rate among beneficiaries have been through strengthening the recruitment and interview process to better understand beneficiaries' level of motivation.

- Duplication of efforts: Programme and partner staff noted some areas where there was a duplication of efforts to account for the needs of various partners. For example, it was noted that different monitoring, evaluation, auditing and learning systems used by WFP and partners caused a duplication of monitoring efforts. Grievance mechanisms were also viewed to be repetitive, as WFP and partner organizations both provide grievance mechanisms for beneficiaries. At the same time, partners and stakeholders note that programme results cannot be accessed unless WFP provides reports. WFP has an internal monitoring platform, but it is not available to external stakeholders.

204. External Factors Contributing to Delays

- Changes in institutional policies: Changes in government policies related to labor market programmes affected the SES program's retail sector courses in January 2022. At that time, İŞKUR stopped all programmes in the retail sector and WFP had to close store attendant and food packaging courses, since it was no longer possible to register vocational training graduates in applied training through İŞKUR.
- COVID-19: As mentioned previously in this report, the ongoing COVID-19 pandemic contributed to delayed implementation of the programme as a result of closures of training facilities and workplaces. COVID-19 posed further challenges for programme implementation as many firms in Türkiye reduced their hiring.
- Economic conditions: The prevailing economic conditions in Türkiye posed significant challenges for the implementation of the SES program. As previously noted, GDP growth in Türkiye has stalled and inflation has reached its highest levels in the last 20 years. In response to inflation, in January 2022, the monthly stipend of the vocational training participants was increased from TRY 850 to TRY 1,400 while the cash transfer entitlement for applied training participants was increased from up to TRY 2,826 per month to up to TRY 4,253 in line with increases in the national minimum wage set by the Government.

2.4 IMPACT

Question 11: What are the (a) primary and (b) secondary immediate impacts of the livelihood activities on the communities and with the participants?

205. The evaluation identified a number of primary and secondary immediate impacts of the livelihood activities on the participants and their communities, notably through the creation of jobs, income generated through employment, and improvements in social cohesion.

206. Programme documentation notes that between August 2021 and March 2022 1,597 participants (direct beneficiaries) were enrolled in the programme, representing 5,892 indirect beneficiaries, among whom 56% were female and 48% were Syrian or of Syrian origin. By February 2022, the number of direct beneficiaries increased to 1,993. Interviewed programme staff are confident that, with planned scale up of training and expansion of partnerships with Chambers of Commerce and Industry, the SES programme will reach its planned target of 5,000 beneficiaries by the end of the programme period.

207. The primary impact of the programme is improving refugee and Turkish citizens' livelihoods and living conditions in Türkiye by teaching them work skills and helping them to find a job. The SES programme has contributed to the long-term employment of beneficiaries. Programme documentation has identified that 398 (20.0%) of beneficiaries have found long-term employment. Among surveyed beneficiaries, 35.6% report that they are currently working. Male beneficiaries were nearly twice as likely as female beneficiaries to report currently having a job (48.1% and 24.7% respectively). This difference was statistically significant (p-value < 0.001) Turkish beneficiaries were more likely to report currently having a job compared to Syrian beneficiaries (40.5%, and 31.2% respectively). This difference was not statistically significant (p-value=0.218) Half of the beneficiaries with jobs report that their current employment is related to the vocational training they

received. Beneficiaries who completed the entire training were more likely to report currently working compared to those that did not complete the training (36.7% and 25.6% respectively). This difference was statistically significant (p -value < 0.001). Overall, Turkish male beneficiaries (51.1%) and Syrian male beneficiaries (46.4%) were more likely to report working compared to Turkish female beneficiaries (31.7%) and Syrian female beneficiaries (17.1%).

208. To achieve the targeted 2,080 jobs with longer-term perspective (formal and informal) facilitated by the program, a significant scale up of vocational and applied training will be needed. Staff are confident current scale up plans will be sufficient to achieve this target by the end of the programme period.

Figure 19: Beneficiary's current employment

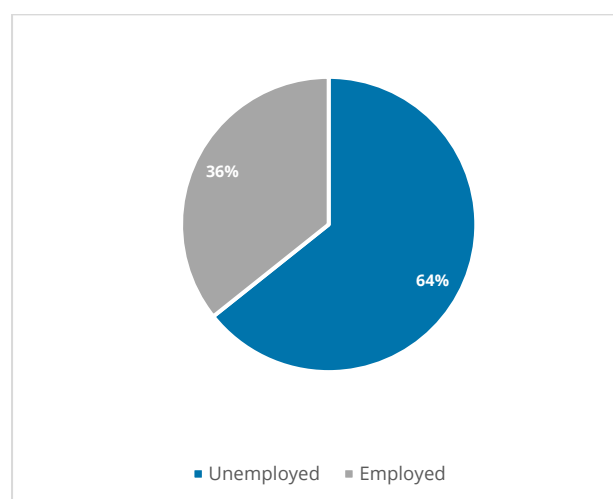


Figure 20: Is your job related to the VT training?

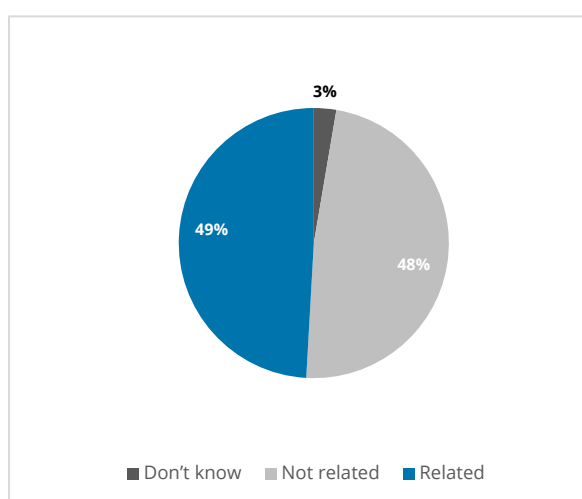
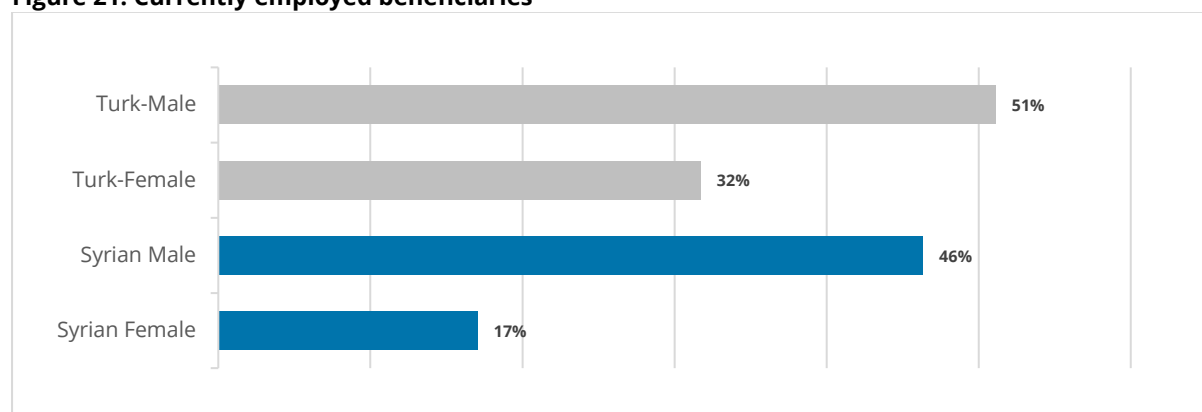


Figure 21: Currently employed beneficiaries



209. The SES programme also helped beneficiaries produce income for their households. The majority of surveyed beneficiaries in vocational training (75.0%) and applied training (76.8%) reported that the training helped them produce income for their households fully, while 11.8% in vocational training and 15.4% in applied training reported that the training helped them produce income for their households to some extent. Similarly, data collected by the programme at the household level found that 81% of FBSH participant households and 89% of IT participant households had the economic capacity to meet their essential needs by the end of the programme cycle, exceeding baseline, and target values (ECMEN).

210. However, despite positive impacts on income identified in the evaluation, there is evidence also indicating that some households resorted to negative coping strategies to satisfy their needs. The two household-level outcome indicators, rCSI9 and LCSI10,⁵⁶ deteriorated in the reporting period as compared to

⁵⁶ The rCSI is calculated using a 7-day recall period. For example: 'In the past 7 days, were there times when you did not have enough food or money to buy food, did you have to?' (Response options 0 to 7 days) 1) Rely on less preferred and less expensive food; 2) Borrow food or rely on help from relative(s) or friend(s); 3) Limit portion size at meals; 4) Restrict consumption by adults for small children to eat; 5) Reduce number of meals eaten in a day. Based on the responses given the index is calculated and higher score means more frequent application of these coping behaviors. The indicator

the baseline figures, mainly due to high inflation and deterioration of purchasing power representing an upward trend to pre-assistance figures which is worrisome, but in the absence of a control group may point to a general deterioration in the economic context in Türkiye.

211. Surveyed beneficiaries also reported that the SES programme had improved their confidence and belief that they could find a job. Among beneficiaries of applied training, 88.1% reported that the programme had helped increase their self-confidence fully or to some extent. Furthermore, the majority of surveyed beneficiaries (82.8%) reported that participating in the vocational training would help them find a job. These sentiments were echoed by beneficiaries in the focus group discussions.

“After completing the training, I feel knowledgeable. I think the programme provides sufficient training. After finishing vocational training, I started applied training, and my applied training continues” – **Turkish male beneficiary, Şanlıurfa**

212. Social cohesion impacts were also identified by this evaluation. The majority of surveyed beneficiaries (75.5%) reported that the training had fully helped improve social cohesion by helping them integrate into social and economic life, while an additional 11.0% felt that the programme had improved social cohesion to some extent. These sentiments were echoed in the focus group discussions. Beneficiaries noted that opportunities to engage face-to-face with beneficiaries of other nationalities along with opportunities to share food and culture had had a positive impact on social cohesion. The majority of beneficiaries in focus group discussions reported making friends with beneficiaries of other nationalities.

“Yes, [the program] contributed to social cohesion. We did activities together. I made friends. My prejudices were crushed. The programme helped us get together.” – **Turkish female beneficiary, Ankara**

“There were both Turks and Syrians in the training I attended. To be honest, I was very scared when I started. But everyone was very nice, and I could see I could get used to it. I made friends during the course.” – **Turkish male beneficiary, Konya**

“I think that the participation of people of different genders and different nationalities in a joint programme benefited everyone socially and I support this program” – **Turkish male beneficiary, Şanlıurfa**

213. The programme also sought to increase institutional capacity to implement livelihoods policies, strategies, plans and programmes (Output 1.2). This output was achieved through the recruitment of sector experts, the development and implementation of the training of trainers (ToT) curricula, the procurement of equipment, and capacity strengthening for local CSO partners (Theory of Change Activities 1, 2, 3, and 8).

is proven as an effective measure for household vulnerability/well-being. The LCI is calculated by considering at least 10 strategies using a 30-day recall period. For example: ‘During the past 30 days, did anyone in your household have to engage in any of the following activities because there was not enough resources’. Some examples for livelihood coping strategies: selling household assets/goods, purchasing food on credit, or borrowed food, spending savings, borrowing money, withdrawing children from school, begging etc. Based on the responses given the index is calculated and higher score means more frequent application of these coping behaviors. The indicator is proven as an effective measure for household vulnerability/well-being.

214. While not a focus of the interviews, programme and partner staff acknowledged that capacity building in the form of updated curricula, training of trainers, and support to CSO had been a vital component of the program.

“Programme resources are used very well. In particular, capacity building, sustainability, and training of trainer resources are used well and are used where needed.” – **WFP Country Office staff member**

Question 12: Are there any unintended effects of the intervention on human rights and gender equality

215. No unintended effects of the intervention (positive or negative) on human rights and/or gender equality were reported by beneficiaries, programme staff and partners in the survey, focus group discussions, or key informant interviews.

216. Beneficiaries mainly spoke of programme effects on income and employment and did not specifically note any unintended effects on human rights. Some female beneficiaries however, felt that they were treated differently due to their gender and recommended sensitization training for employers. It is possible that sensitivity training, if well implemented, can foster more inclusive workplaces that promote fairness, respect, and equality.

217. The SES programme specifically targeted women, and programme documentation show that women make up more than half of programme beneficiaries. While the programme also met the target for the proportion of beneficiaries for its gender-specific indicator (percentage of households where women, or both women and men make decisions on the use of cash assistance: 91% achieved, target: 80%), no evidence was discovered in this evaluation to suggest that participation in the programme resulted in higher participation of women in decision-making, or that high rates of female participation in the programme led to any unintended effects.

218. It is possible that unintended effects on human right or gender inequality are not evident at this mid-term evaluation but may be evident on a longer timeframe.

2.5 SUSTAINABILITY

Question 13: Will the livelihood projects’ contribution to the partners be sustainable over time?

219. The programme includes a wide range of partners and stakeholders and views strengthening institutional capacity as a vital part of its strategy (Output 1.2) and the longer-term sustainability of the program. Strengthening institutions and developing public-private partnerships directly relate to six out of nine programme activities in the Theory of Change and reflect WFP’s Türkiye Interim Country Strategic Plan. To this end, the programme includes an indicator on partnerships – the number of signed agreements with public and private partners (Output Indicators 1.2). WFP has set a target of 25 signed agreements and has achieved 22 at the time of the evaluation.

220. WFP’s partners include the Government of Türkiye, other United Nations agencies, CSOs, civil society, and donors, as documented in the centralized evaluation of WFP’s regional response to the Syrian crisis.⁵⁷ WFP’s partnership strategy in Türkiye focuses on values of inclusivity and participatory design with the explicit intention to produce more sustainable programmes managed by the Government and development actors. Programme partners are summarized in Table 15.

Table 15: Stakeholder analysis

Partner Type	Partner Name	Description of Role
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⁵⁷ WFP (2018) Corporate Emergency Evaluation of the WFP Regional Response to the Syrian Crisis (January 2015-March 2018) https://docs.wfp.org/api/documents/WFP-0000100097/download/?_ga=2.33127102.1079852688.1663796026-514214339.1660475864

Government Organization	Ministry of Labor and Social Security (MoLSS), Ministry of Culture & Tourism (MoCT) Ministry of National Education (MoNE) Turkish Employment Agency (İŞKUR)	Alignment of programme to prioritize Implementation of training
Private Sector	Chambers of Commerce Private business owners	Provide contextual understanding of market needs Host beneficiaries in internships
CSOs	Seven CSOs based in Türkiye	Field-level agreements signed with seven SCSOs
United Nations	Country Team	Coordination, in partnership with IOM, UNHCR and UNFPA
Donors	Republic of Korea, Norway, Ireland, German Development Bank, and WFP Innovation Accelerator	Funding provided for the program
Internal (WFP)	Country Office (Türkiye)	Oversee planning and implementation at the country level
	WFP Field Offices (Türkiye)	Day-to-day programme implementation
	Regional Bureau (Cairo)	Country office oversight and technical guidance
	Office of Evaluation	Ensure decentralized evaluation quality and credibility
	Executive Board	Provide oversight and guidance

Question 13.1: From the perspective of curriculum development

221. Due to the dual system and needs identified by private sector partners, there was a need to review and update course curricula delivered through MoNE for the chef assistant, food packaging, store attendant and housekeeping courses. Updates to course curricula to better respond to the needs of local employers and sectors was a recommendation adopted from the MUV pilot project evaluation.⁵⁸ While the updates to curricula were seen as necessary to provide competitive and relevant skills to beneficiaries, this activity contributed to delays. While curricula updates were viewed as an important element of sustainability for the program, programme staff indicate that there are further opportunities to expand this component of the programme if Chambers of Commerce and Industry are engaged as planned. In key informant interviews, programme staff noted that Chambers of Commerce and Industry are well positioned to identify and understand the training needs of local employers and can work to build new training curricula based on these needs. This component of the programme has not yet been implemented, so it is not yet clear how this new form of engagement for curricula development will contribute, or whether Chambers of Commerce and Industry will be able to take ownership of this activity in the long-term.

Question 13.2: The organization of the human resources

222. While there was consensus that the SES programme's emphasis on capacity building contributed to the long-term sustainability of the program, interviewed programme and partner staff noted that the design of the programme placed a high demand on WFP staff resources. WFP staff are responsible for the recruitment of beneficiaries, monitoring the training, finding employers for the applied training, organizing the training activities for MoNE trainers, and organizing the registration of the beneficiaries and payments with İŞKUR. The demand for staff resources should be noted and accounted for if WFP plans to increase enrolment for the remainder of the programme period.

Question 13.3: The provision of training of trainers

223. Capacity-building activities have focused in part on training for MoNE teachers. at the time of the evaluation, WFP has organized training on vocational training topics (chef assistant, store attendant, housekeeping, and food packaging) and two workshops have been conducted for MoNE and İŞKUR field staff who act as SES focal points. These workshops have been viewed to be beneficial for WFP, MoNE and İŞKUR staff and provided opportunities for staff to share knowledge and experience as well as to address observed operational challenges.

⁵⁸ Dedeoğlu et al. Evaluation Study on WFP's Kitchen of Hope (MUV)

224. The programme has at the time of the evaluation exceeded the target of the number of MoNE teachers and trainers trained with the ToT curricula (baseline: 31, target: 120, achieved: 176). It is likely that the benefits of ToT activities will extend beyond the SES programme period if they are integrated with curricula implemented by MoNE and Chambers of Commerce and Industry.

225. While targets for ToT activities have been achieved, MoNE staff interviewed for this evaluation reported that there is an additional need for capacity building. For example, MoNE staff noted that to date only one seminar has been provided to managers. MoNE staff report that additional trainings should be provided for managers and principals to ensure that they understand all components of the program.

Question 13.4: The procurement of needed equipment

226. The SES Programme contributed to the procurement of the needed training equipment for vocational training. The evaluation finds that without this support, implementing partners would not be able to cover such expenses. Partner staff note that the provision of equipment contributes to the sustainability of the programme because equipment can be used beyond the current programme period and can be reused as curricula are updated to meet future employer needs.

227. While programme and partner staff note that the supply of equipment is a important component of the program, it was beyond the scope of this evaluation to determine how long equipment is likely to last, and what maintenance costs will be associated with long-term use of supplied equipment.

Question 13.5: Building the capacities of implementing partners

228. To date, the primary mechanisms for building the capacity of implementing partners have been through the provision of equipment, ToT activities, and curricula harmonization. Key informant interviews found that programme staff are optimistic that in the remaining programme period, more work will be done to build the capacities of implementing partners, in large part due to the planned efforts to expand İŞKUR's role and ownership of the program, as well as recruitment and training of Chambers of Commerce and Industry.

229. Interviews conducted with ILO and UNFPA representatives note that the SES programme benefits in part from the partnerships and goodwill established by WFP through its involvement in the Emergency Social Safety Net (ESSN) and active role in 3RP coordination in Türkiye. WFP participates in both the Syria Task Force and the Syria Response Group. These representatives report that by developing extensive partners and focusing on strengthening public, private and civil society responses to the Syrian crisis, WFP has gained a deep understanding of refugee legislation and assistance systems, labor markets, and local and community-level actors.

3. Conclusions and recommendations

3.1. CONCLUSIONS

230. The findings presented in this evaluation show that the SES program has made demonstrable progress towards improving the well-being and livelihoods of vulnerable refugees and Turkish citizens through improved access to labor markets.

231. **Programme Relevance:** The evaluation finds that the SES programme is highly relevant to WFP's strategic objectives and Interim Country Strategic Plan for Türkiye and is well aligned to Türkiye's 11th Development Plan and refugee response priorities. Activities covered by the SES programme are also designed to contribute to SDG 5 (Gender Equality), SDG 8 (Decent work and economic growth) and SDG 17 (Strengthening means of implementation).

232. Surveyed beneficiaries report high levels of satisfaction with the programme design and implementation. The majority of beneficiaries reported that the vocational training was well organized (85.1%), that the training location was suitable (84.6%), that trainers were knowledgeable (85.6%), and that training topics were well organized (83.9%). Nearly all beneficiaries (89.7%) reported that they would recommend the training to family and friends.

233. The evaluation also finds that the programme has also made a positive contribution to social cohesion among beneficiaries. The majority of vocational training participants (76.7%) and applied training participants (75.5%) reported that the training helped them integrate into social and economic life. Syrian beneficiaries were more likely to report that the programme contributed to social cohesion compared to Turkish beneficiaries.

234. The programme was based on the UNSDCF gender analysis and can be considered gender sensitive. The programme approach recognises different needs among men, women, girls, and boys, and acknowledges gender power dynamics. However, unlike gender-responsive or gender-transformational approaches, this programme is not designed to address root causes of gender inequality or take specific actions to reduce gender inequality in targeted communities.

235. The programme supported gender equality and women's empowerment in several keyways. The programme imposed a minimum quota of 50% female participation and achieved 57% female participation. The programme accommodated the needs of female beneficiaries by prioritizing women, and single women in particular. The evaluations finds that the programme is gender targeted using the Gender Results Effectiveness Scale developed by the UNDP. The programme focuses on equity of men and women in participation, but only minimally addresses the differential needs of male and female refugee and Turkish citizens. The programme addresses the needs of women for safe and accessible training locations, but does not, for example, account for the disproportionate childcare responsibilities many refugees and Turkish citizen women experience.⁵⁹

236. While the programme accomplished gender targeting in its targeting of women for participation, it experienced challenges that were reported in survey findings of this evaluation, including larger cultural factors. This includes that one in five beneficiaries lacked childcare assistance (with nearly 60% of Turkish female beneficiaries reporting no assistance). ISKUR and MoNE staff noted that vulnerable refugee and Turkish host community women in areas where the SES programme who have childcare responsibilities often lack access to services to support their participation. The lack of access to childcare is an overall social issue affecting women and primary caregivers in Türkiye, and that should be considered when understanding this conclusion. Further, some women in FGDs reported experiencing discrimination and reported that gender-sensitivity training should be offered to employers to support equitable workplaces.

237. **Programme Effectiveness:** Programme documentation shows the SES programme has made progress towards almost all programme indicators and seven out of seventeen programme indicators have been achieved including:

- Economic capacity to meet essential needs (ECMEN)
- % of participants reporting confidence in access to job and employment opportunities through acquired skills
- # of MoNE teachers and trainers trained with the ToT curricula
- % of households where women, or both women and men make decisions on the use of cash assistance

238. The programme's success in exceeding the target for ECMEN indicator suggests that the SES Programme is associated with increased resilience to unfavorable economic conditions. The programme has demonstrated evidence of job creation and income generation. The programme has led to the creation of 398 jobs. The majority of beneficiaries (77.5%) surveyed report that the training helped them produce income

⁵⁹ UN Women (2019) Investing in free universal childcare in South Africa, Turkey and Uruguay. <https://www.unwomen.org/sites/default/files/Headquarters/Attachments/Sections/Library/Publications/2019/Discussion-paper-Investing-in-free-universal-childcare-in-South-Africa-Turkey-and-Uruguay-en.pdf>

for their households. Nearly all surveyed beneficiaries (94.6%) reported that the income they earned from the programme helped their household's economy.

239. However, despite much progress, significant work is needed to achieve targets for some indicators, including:

- Number of applied training programmes financed by the project
- The total amount of cash transferred to targeted beneficiaries
- Number of beneficiaries who successfully completed the training program
- Livelihood-based Coping Strategy Index (LCSI)

240. Programme staff are optimistic that targets for these indicators will be achieved based on plans for expansion with partners including İŞKUR and Chambers of Commerce and Industry. İŞKUR staff agreed that İŞKUR should be more involved in the selection of beneficiaries and matching beneficiaries to employers. At the same time, after March 2022 the program has accelerated and made significant progress (see Annex 15). However, as this report covers activities up to February 2022, the final progress of the project will be reported in the final evaluation.

241. One indicator (Consumption-based Coping Strategy Index (rCSI)) has been dropped by the programme. This indicator was found to be highly influenced by external, economic factors.

242. **Programme Efficiency:** There was a consensus among programme and partner staff that the SES programme is a resource-intensive intervention based on a dual system of theoretical and practical training. The programme requires a high demand on programme staff who are responsible for the recruitment of beneficiaries and employers, the development of training, monitoring and adaptations. At the time of the evaluation, 1,993 beneficiaries have been enrolled. One in five beneficiaries (398, 20.0%) have found long-term employment while 22% (446) have dropped out during training. Based on current enrollment and expenditures, the programme cost per beneficiary enrolled is USD 1901.20, the programme per beneficiary who completes training is USD 2449.32, and the cost per beneficiary who finds long-term employment is USD 9,540.34. Programme staff interviewed for the evaluation anticipate that costs per beneficiary will go down as enrolment increases.

243. Delays in programme implementation were seen by programme and partner staff to be the result of a mix of internal factors (including curriculum harmonization and recruitment challenges) and external factors (including the ongoing COVID-19 pandemic, government policy changes and economic conditions). The evaluation finds that the dual system employed by the programme is not mainstreamed in Türkiye and required intensive staff resources. WFP programme staff often had to invest time to explain the system and serve as a bridge between partners including MoNE and İŞKUR.

244. **Programme Impact:** The evaluation identified programme impacts for direct beneficiaries (1,993) and indirect beneficiaries (5,892). Programme impacts are primarily related to job creation and income generation. The evaluation finds that 398 long-term employment opportunities were generated by the programme and the majority of surveyed beneficiaries in vocational training (75.0%) and applied training (76.8%) reported that the training helped them produce income for their households fully. Programme data shows that 81% of FBSH participant households and 89% of IT participant households had the economic capacity to meet their essential needs by the end of the programme cycle, exceeding baseline, and target values (ECMEN).

245. The evaluation finds that program results were not always equally distributed among male and female, and Turkish and Syrian beneficiaries. For example, Turkish male beneficiaries (51.1%) and Syrian male beneficiaries (46.4%) were more likely to report currently working compared to Turkish female (31.7%) and Syrian female (17.1%) beneficiaries.

246. **Programme Sustainability:** Capacity-building activities that emerged through programme partnerships were seen as a primary way in which the programme will generate longer-term sustainability (Output 1.2). This output was achieved through the recruitment of sector experts, the development and implementation of the training of trainers (ToT) curricula, the procurement of equipment, and capacity strengthening for local CSO partners (Activities 1, 2, 3, and 8). Interviews conducted for the evaluation

confirmed the importance of capacity building along with equipment procurement, as necessary, but resource-intensive components of the program.

247. While the Turkish Government fully funds training and links to employment for Turkish and Syrian individuals through MoNE and İŞKUR, these programmes provide compensation for beneficiaries during applied training, but not vocational training. Without compensation for living costs and costs for transportation, many individuals who could benefit from training cannot attend. For this reason, the SES programme provides benefits for beneficiaries and overcomes some of the barriers to participation. Without an extension of the SES programme, or a plan to integrate the added benefits of the programme into existing MoNE and İŞKUR infrastructure, these benefits are unlikely to continue.

248. **Challenges and Conclusions:** The evaluation finds that the SES program is succeeding in helping some vulnerable refugees and Turkish citizens gain vocational skills and find employment. Beneficiaries who participate in the program have experienced many benefits. Beneficiaries report that the programme helps them generate income for their households, build skills and improve social cohesion.

249. The SES program has further demonstrated success under challenging conditions as a result of the on-going COVID-19 and economic conditions in Türkiye characterized by high inflation and stagnant economic growth.

250. Despite many areas of progress and success identified in this evaluation, the programme has not been without challenges. Two significant challenges have been beneficiary dropout and recruitment of beneficiaries. Programme documentation shows that 22% of enrolled beneficiaries drop out during training. Programme documentation shows that half of the beneficiaries have left the programme due to unavoidable causes (such as health emergencies), while nearly four in ten beneficiaries drop out for avoidable reasons.

251. Recruitment of beneficiaries has been a challenge for the programme and at the time of the evaluation only 1,993 out of 5,000 (40%) targeted beneficiaries. Recruitment efforts have primarily focused on social media, and surveyed beneficiaries reported hearing about the programme through social media and social networks (family and friends). The findings suggest that social media and social networks have been effective channels to recruit some interested parties, however, the reliance on these channels may limit who is informed. For these reasons, WFP is suggested to consider how to harness referrals and other services provided by CSOs, İŞKUR and MoNE to reach more relevant community members.

252. WFP, İSKUR and MoNE staff interviewed for the evaluation note a number of important adaptations that have been implemented or are in the process of being implemented. These adaptations include expanding the role of İSKUR and bringing in new program partners in Chambers of Commerce and Industry. Both adaptations are expected to help scale enrollment and training for the remainder of the programme period. Staff are optimistic that these developments will be sufficient to achieve targets for all program indicators. Programme staff note that another important adaptation has been changes to interview protocols to better assess participant motivation and understanding of the program.

253. While the programme has made demonstrable progress towards enhancing partnerships and supporting refugees and vulnerable Turkish citizens access basic needs assistance and labor market opportunities, the evaluation finds that the current eligibility requirements and conditions for vocational and applied training, limits who can benefit from this programme. In order to participate, refugee and host community members must meet Turkish language requirements, be able to manage childcare responsibilities (if they have children) and must be able to travel to and participate in physical training activities.⁶⁰ The evaluation finds that there are currently no specific provisions for accommodations for individuals living with disabilities. The evaluation further finds that some refugee and Turkish citizens who are able to meet the eligibility criteria sometimes drop out due to challenges associated with childcare. Some female beneficiaries who participated in focus group discussions reported that they had experienced instances of discrimination during applied training.

254. Given the prevailing economic conditions, the need for programs like the SES program that link refugees and Turkish citizens with skills, job opportunities and income is likely to remain for the remainder of the program period. While the program is supporting WFP's strategic objective of supporting vulnerable refugee and host community members access labor market opportunities, the evaluation finds that the

⁶⁰ As noted in earlier sections of this report, the ability to manage childcare responsibilities is an overall factor affecting refugee and Turkish citizen women in Türkiye

programme has opportunities to reach even more vulnerable individuals, including persons living with disabilities and women with childcare responsibilities if accommodations to support their participation can be made.

3.2. LESSONS LEARNED

255. This decentralized evaluation was commissioned with an explicit focus on learning. In reviewing the data from all the sources reviewed and triangulating this information, the evaluation team identified several learning points that may contribute to wider organizational learning for WFP and specific to the Turkish context.

256. The SES programme has demonstrated a commitment to learning and adapting throughout its inception and implementation phases. WFP Türkiye introduced livelihood interventions into its programming in 2019 by piloting a cash-for-training programme, Kitchen of Hope (*Mutate Umut Var*, MUV), in the hospitality and food service sector in two cities. As a result of pilot-testing, WFP identified lessons learned for scaled-up in 2020 in nine provinces. In the fourth quarter of 2020, WFP conducted a workshop to identify lessons learned and to assess the reception, impact, and challenges of WFP's livelihood programmes. Based on its findings, WFP adopted specific measures geared towards further enhancing women's participation.

257. This evaluation has identified the following lessons learned:

- Social cohesion is best achieved through face-to-face meetings: The majority of surveyed beneficiaries (86.5%) reported that the training had fully or somewhat helped improve social cohesion by helping them integrate into social and economic life.²¹² Beneficiaries in FGDs reported that the improvements in social cohesion were achieved mainly through opportunities for face-to-face encounters. Among programme activities, beneficiaries in FGDs reported that activities share food and exchange information about culture had the most meaningful effect on social cohesion.²¹²
- Beneficiary motivation levels and understanding of the programme are strong predictors of dropout: Monitoring results indicate that only 45% of beneficiaries reported full understanding of targeting, programme length and benefits.²⁰³ Programme and partner staff reported that beneficiaries' level of motivation and understanding of the programme was highly correlated with their likelihood to drop out of training.²⁰³ WFP has since revised the interview process to better understand the level of motivation. WFP knows that outreach is critical to get a better and larger pipeline of candidates.
- Culturally appropriate solutions to applied training issues are needed: For example, programme staff noted that participants in the FBSH courses were unwilling to shave beards or remove facial hair.¹⁸⁴ A review of relevant Turkish policy suggests that beard nets may be an appropriate solution.⁶¹ However, if compromise cannot be found, alternative employment course offerings should be identified.

⁶¹ T.C. Milli Eğitim Bakanlığı (2019) Yiyecek İçecek Hizmetleri Hijyen ve Sanitasyon.
http://www.megep.meb.gov.tr/mte_program_modul/moduller/Hijyen%20ve%20Sanitasyon.pdf

3.3. RECOMMENDATIONS

258. With the vast majority of refugees in Türkiye planning to remain in the country long-term, there is a need to improve the livelihoods of the refugees in Türkiye in line with the SES programme WFP has designed.

259. While the programme outcome and outputs are viewed to be important, there was a consensus that the current project implementation modality creates a heavy workload for WFP staff. However, it should be noted that programme staff report that engagement with Chambers of Commerce and Industry in the second half of 2022 is expected to reduce this workload. As a result of these evaluation findings, recommendations have been formulated to better utilize existing resources of government organization and CSO partners. For example, this evaluation recommends that WFP explore ways to expedite expanding cooperation with İŞKUR, given that İŞKUR already has such a structured and ongoing system. This approach is acknowledged by the evaluation results as allowing WFP staff to invest more in capacity building and monitoring beneficiaries during training and after they have found employment. Similarly, this evaluation recommends that WFP consider expanding partnerships with CSOs. By leveraging existing knowledge, data and local staff, WFP can reduce operational delays and focus on improving the capacity of local, relevant NGOs. Table 16 provides a summary of the evaluation recommendations.

Table 16: Summary of recommendations

#	Recommendation	Recommendation grouping	Responsibility	Other contributing entities	Priority	By when
1	Consider expanding partnerships with CSOs and Chambers of Commerce, and Industry to recruit more beneficiaries and identify more employers. Currently the programme relies heavily on recruitment of beneficiaries through social media and through referrals from family and friends. ¹⁶⁷ Currently less than 10% of beneficiaries learned about the programme from NGO referrals. ¹⁶⁷ By strengthening referral networks and leveraging existing CSO lists and contacts, the programme may be able to reach more vulnerable individuals, including those not reached through social media and existing social networks. WFP staff report existing plans to expand partnerships with Chambers of Commerce and Industry in order to increase opportunities for vocational training, and to identify more employers (with an emphasis on large employers). ¹⁶⁵ Since the data collection period for this evaluation, WFP staff notes that 12 Chambers have been included in the program. Expanding partnerships will provide opportunities for gradual transference of competences/responsibilities to partners as part of the phase-out/exit strategy.	Short-term	WFP	Existing and partners	High	By end of 2022

2	<p>Consider ways to expedite expanding the role of İŞKUR in the project to leverage İŞKUR's existing capacity to match beneficiaries with applied training and employment opportunities. WFP staff report that plans exist to expand the role of İŞKUR in this capacity,¹⁶³ which will reduce the workload of WFP programme staff and will increase the programme's capacity to train beneficiaries and match them with employment opportunities. WFP is currently working with İSKUR to initiate this with one service center in Ankara. Expanding the role of İŞKUR will also support institutional strengthening and support longer-term programme sustainability.²²¹ This evaluation recommends that WFP staff prioritize this action and dedicate sufficient staff resources to support İŞKUR staff.</p>	Short-term	WFP	İŞKUR	High	By end of 2022
3	<p>Consider including additional course content on Turkish work regulations, norms, and expectations, workplace ethics, occupational safety, and labor laws in Türkiye. The evaluation found that nearly half of the programme's beneficiaries have no prior work experience,¹⁸³ while programme staff noted that some beneficiaries were unprepared for conditions in applied training.¹⁰⁷ Offering training on these topics will help prepare beneficiaries to be resilient in training and employment and will provide them with knowledge to avoid exploitation.</p>	Short-term	WFP	MoNE, İŞKUR, CSOs	Medium	As soon as possible
4	<p>Consider expanding course offerings to include specific programmes for people with disabilities. WFP staff noted that the programme is not currently designed to be appropriate and</p>	Medium-term	WFP	MoNE, İŞKUR	Medium	As soon as possible

	relevant for people with disabilities but note that people with disabilities within targeted refugee and Turkish citizens are often particularly vulnerable and in need of support to find employment opportunities. ¹⁰⁸ While staff report that this is already being done for EMPACT courses, WFP should consider whether this can be expanded to support the development of courses that accommodate people with a range of disabilities and consider how existing courses (such as IT courses) can be adapted to be inclusive of people with disabilities. ¹⁸					
5	Consider providing training to employers on gender equality, disability, and social inclusion. While the majority of beneficiaries reported that employers were helpful and cooperative, 21% of women felt that some or a lot of improvement was needed in this area. ¹²³ This finding was supported by results from FGDs, where beneficiaries recommended training for employers, audits of employers, and feedback mechanisms for beneficiaries to report employers. ^{174,216} While this is already provided to EMPACT participants, WFP should consider expanding this training to employers on gender equality, disability, and social inclusion has the potential to make workplaces more inclusive, it can also contribute to the longer-term sustainability of the programme.	Medium-term	WFP	None	Medium	As soon as possible
6	Consider ways to promote face-to-face interactions between beneficiaries of different nationalities to promote social cohesion. The majority of vocational training (76%) and applied training participants (75%) reported that the training had improved social cohesion. ²¹² In FGDs, beneficiaries noted that the programme improved social cohesion by creating opportunities for beneficiaries to interact with people of different nationalities and learn about other cultures. ²¹² For these reasons, the evaluation recommends that the programme promote face-to-face interactions when online training is conducted. While currently all courses except EMPACT are held face-to-face, WFP should consider whether additional in-person social cohesion activities could be implemented.	Medium-term	WFP	MoNE	Medium	By end of 2022

7	<p>Consider ways to monitor beneficiaries after graduation to assess the longer-term effects of the programme on employment and income. Since the programme aims to support vulnerable refugees and Turkish citizens with longer-term employment, it will be beneficial to assess employment and income-related indicators over time to assess longer-term impacts of the programme.¹⁵⁶ Currently, the programme conducts follow-up with beneficiaries up to six months after graduation, but WFP should consider the feasibility of extending follow up to capture longer-term programme outcomes. Donor consultation and engagement would likely be needed for this recommendation to be implemented.</p>	Long-term	WFP	Donors	Medium	As soon as possible
8	<p>Consider ways to link beneficiaries with childcare responsibilities with childcare services. A small number of female beneficiaries in the programme report dropping out or having significant difficulty participating in the programme due to childcare responsibilities.^{141,171} WFP should consider the feasibility of providing childcare directly to beneficiaries or linking them to childcare services (for example, through a voucher system). Implementation of this recommendation may reduce the dropout among beneficiaries or may make it easier for vulnerable refugees and Turkish citizens to participate in the SES program.</p>	Long-term	WFP	Donors	Medium	As soon as possible
9	<p>Consider how to link refugees and vulnerable host community members with vocational course offerings in high-demand sectors. Beneficiaries and staff reported a range of high-demand sectors including hairdressing, beauty services, tailoring, and tourism.^{112,113} WFP should consider whether expanding course offerings to include these sectors is with the SES programme mandate, is feasible and appropriate (based on a market appraisal for each). If not determined to be within the mandate or feasible, WFP may consider linking applicants interested in these topics to other programmes offering related courses.</p>	Long-term	WFP	NGOs	High	By end of 2022

10	<p>Consider how to maximize existing resources and networks of NGOs for recruitment and referrals to help offset additional pressures on staff resources. Currently less than 10% of beneficiaries learned about the programme from NGO referrals.¹⁶⁷ By strengthening referral networks, the programme may be able to reach more vulnerable individuals, including those not reached through social media and existing social networks.</p>	Long-term	WFP		High	By end of 2022
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4. Annexes

ANNEX 1. SUMMARY TERMS OF REFERENCE

1. BACKGROUND

Summary Terms of Reference (ToR) were prepared by the i-APS Evaluation Team based on WFP's Decentralized Evaluation of Livelihoods Activities in Türkiye Terms of Reference (ToR).

Introduction

The ToR is for the evaluation of WFP's livelihoods activities in Türkiye that have been carried out under two main tracks: namely hospitality and IT (EMPACT). This evaluation is commissioned by and will cover the period from July 2020 to February 2022. This evaluation is an activity evaluation and aims to assess the performance and to gather lessons learned from the implementation of WFP livelihood activities in Türkiye. The decentralized evaluation is expected to generate learning to inform future programming and to provide useful inputs into the upcoming ICSP.

Reasons For the Evaluation

Rationale

WFP is partnering with governmental organizations, local NGOs, and the private sector to equip vulnerable refugee and Turkish citizens with necessary skills to secure a sustainable income by implementing a unique approach (a dual model) within the country. As such, improving programme effectiveness and efficiency and ensuring success of the model are of particular interest to WFP. The evaluation will provide the learning required to make improvements and to inform future programme priorities beyond 2022 for the host government as well as local and international development organizations. Moreover, results and recommendations of the DE will provide useful inputs feeding into the upcoming ICSP, planned in Q2 2022.

Objectives

Evaluations serve the dual and mutually reinforcing objectives of accountability and learning. WFP Türkiye is in the process of establishing expertise in livelihood interventions and scaling up existing projects. As such, the learning objective is given more weight to inform key programmatic decision making and designing.

Stakeholder Analysis

The evaluation will seek the views of, and be useful to, a broad range of WFP internal and external stakeholders. A number of stakeholders will be asked to play a role in the evaluation process.

Accountability to affected populations is tied to WFP commitments to include beneficiaries as key stakeholders in WFP work. WFP is committed to ensuring gender equality, equity, and inclusion in the evaluation process.

Subject of the Evaluation

Purpose of livelihoods assistance programmes: Strengthen the capacities and enhance self-reliance of refugees in the medium to long-term and promote harmonization between refugees and host communities.

Programme Names: Kitchen of Hope (MUV), Empowerment for Action (EMPACT) and Socio-economic Empowerment and Sustainability (SES).

Kitchen of Hope (MUV): Conditional cash-for-training project, aimed at developing skills in the hospitality and food service industry for Syrian and Turkish women and men in 9 provinces.

Empowerment for Action (EMPACT): EMPACT is an adaptation of a renowned WFP-developed ICT skills programme successfully implemented in Lebanon, Iraq, and Kenya.

Socio-economic Empowerment and Sustainability (SES): Starting from August 2021, WFP Türkiye is expanding its livelihood activities under the SES project which includes food, beverage, service, and hospitality sectors (FBSH) and IT sector, covering 16 cities.

WFP's livelihood intervention is delivered through three main activities including Vocational Trainings (VT), Applied Trainings (ATP), and Job Placement focusing on:

- skills development for employment which includes provision of theoretical vocational and practical applied training components, cash transfers and job placement.
- institutional strengthening which includes curriculum development, training of trainers, procurement of training material and equipment, capacity strengthening support.
- public-private partnership which includes mapping of employers and private sector engagement and dissemination/visibility activities.

Scope of the Evaluation

The evaluation is expected to cover all aspects of WFP Türkiye's livelihood interventions including the programme design and implementation. The livelihood interventions rest on two tracks, namely hospitality and IT. Each track has different components. While the hospitality track has the components of chef assistant trainings, store attendant training, food packaging training and housekeeping training, the IT track has the components of entry level and advanced level training. The scope of implementation is sixteen provinces of Türkiye, namely Adana, Ankara, Bursa, Gaziantep, Hatay, İstanbul, İzmir, Kahramanmaraş, Kayseri, Kocaeli, Konya, Mardin, Manisa, Mersin, Şanlıurfa and Sivas. The evaluation will cover all the geographic areas where applications are accepted. Broad coverage of geographic areas and sectors will provide a sound basis of comparison allowing policy makers to make strategic choices about scaling up or scaling down on the way forward.

The project target population includes vulnerable people under international or temporary protection and host community members within Türkiye. This includes a variety of nationalities and ethnicities, and it is essential that the evaluation considers the varying needs of these different groups. The evaluation should reflect the diversity of the target population of the programme, that is people under different protection regimes (TP, IP) and different nationalities are included. The evaluation should reflect the heterogeneity of the target population with regards to gender, age, and nationality. It must evaluate whether the livelihood project has ensured access to impartial assistance without discrimination and has not caused or exacerbated any physical or psychological damage or violence. In addition, the evaluation must consider the different needs of and impacts on men and women separately. The project has a nationality and gender quota identified as fifty-fifty.

Evaluation Approach, Methodology and Ethical Considerations

Evaluation Criteria and Questions

Evaluation Criteria: The evaluation will apply the international evaluation criteria (OECD Criteria) of Relevance, Appropriateness, Effectiveness, Efficiency, Impact, and Sustainability.

Evaluation Questions: In cohesion with evaluation criteria, the questions aim at highlighting the key lessons and performance of the livelihood activities, which could inform future strategic and operational decisions.

Evaluation Approach and Methodology

The methodology will be designed by the evaluation team during the inception phase considering evaluation criteria, being clear, comprehensible, practical, and common-sense manner, in light of international humanitarian norms, appropriate for capturing impact through mixed methodologies including quantitative, qualitative, participatory methods.

Evaluation should demonstrate impartiality and independence in addition to considering equity and inclusion. An internal Evaluation Committee (EC) and an external Evaluation Reference Group (ERG) will be formed to ensure the evaluation's objectivity and boost stakeholder participation in the process.

Personal Data Protection Law (KVKK) will be ensured in the evaluation process.

Evaluability Assessment

The WFP Türkiye CO will provide the evaluation team with the programme planning documents, logical frameworks, the Field Level Agreements (FLAs), reports from the Cooperating Partners (CPs), the monitoring reports, questionnaires, output level, and outcome level data. Specifically, the evaluation team will have access to all M&E and VAM data including application data, baseline surveys, post-distribution monitoring surveys, on-site monitoring reports, satisfaction surveys, focus group discussion reports, in-depth interview reports, employment tracking follow-up surveys and all internal and external livelihoods monitoring/VAM reports.

Ethical Considerations

The evaluation must conform to UNEG ethical guidelines for evaluation. Accordingly, the selected evaluation firm is responsible for safeguarding and ensuring ethics at all stages of the evaluation process. This includes, but is not limited to, ensuring informed consent, protecting privacy, confidentiality, and anonymity of respondents, ensuring cultural sensitivity, respecting the autonomy of respondents, ensuring fair recruitment of participants (including women and socially excluded groups), and ensuring that the evaluation results do no harm to respondents or their communities.

All members of the evaluation team will abide by the 2020 UNEG Ethical Guidelines, including the Pledge of Ethical Conduct as well as the WFP technical note on gender. The evaluation team will also be expected to sign a data protection agreement.

Quality Assurance

A quality report will be one that focuses on straightforward, well-articulated information assessing the quality, relevance, and impact of WFP's livelihood activities in Türkiye.

The WFP evaluation quality assurance system sets out processes with steps for quality assurance and templates for evaluation products based on a set of Quality Assurance Checklists. The relevant checklist will be applied at each stage, to ensure the quality of the evaluation process and outputs.

The WFP Decentralized Evaluation Quality Assurance System (DEQAS) is based on the UNEG norms and standards and good practice of the international evaluation community and aims to ensure that the evaluation process and products conform to best practice. This quality assurance process does not interfere with the views or independence of the evaluation team but ensures that the report provides credible evidence and analysis in a clear and convincing way and draws its conclusions on that basis.

Organization of the Evaluation

Phases and Deliverables

Evaluation includes 5 main steps: preparation, inception, data collection, reporting, and dissemination and follow-up.

Evaluation Team Composition

The evaluation team will conduct the evaluation under the direction of its Team Leader and in close communication with the evaluation manager. The team will be hired following an agreement with WFP on its composition.

Roles and Responsibilities

The following positions and groups have roles in the evaluation.

- WFP Evaluation Manager
- WFP Türkiye Officer Deputy Country Director
- Evaluation Committee (EC)
- Evaluation Reference Group (ERG) including WFP Türkiye Officer Deputy Country Director, Evaluation Manager, Head of Livelihood, Regional Evaluation Officer OIC, TRCO Gender Focal Point, Monitoring and Evaluation (M&E) Associate.
- The Regional Bureau
- Regional Evaluation Officer

- Other Stakeholders including Government, implementing partners / NGOs, partner UN agencies
- The Office of Evaluation (OEV)

Security Considerations

Security clearance where required is to be obtained from the WFP Türkiye Country Office, with official approval from UNDSS.

Communication

To ensure a smooth and efficient process and enhance the learning from this evaluation, the evaluation team should place emphasis on transparent and open communication with key stakeholders. These will be achieved by ensuring a clear agreement on channels and frequency of communication with and between key stakeholders.

The Evaluation Manager will be in charge of keeping stakeholders informed and ensuring that feedback is handled by the evaluation team. The team will communicate with the Evaluation Manager on a regular basis, and the Evaluation Manager will assist with requests for meetings with stakeholders throughout.

Communication

The evaluation will be partially financed from the WFP Türkiye Country Office budget that is funded by Ireland, Norway, the Republic of Korea, and German Development Bank (KfW). WFP Türkiye will receive up to 70% financial support from the Office of Evaluation through the Contingency Evaluation Fund to cover the evaluation cost.

ANNEX 2. TIMELINE

Activity	Implementation Period	No. Days	Responsible Person
Inception Phase			
Inception Meetings <ul style="list-style-type: none"> WFP and i-APS Evaluation Team Introduction Meeting Desk Review Q&A Meeting Inception Meeting with Stakeholders In-depth Interview 	2 March 2022 15 March 2022 16 March 2022 22 March 2022	4 days	
Acquisition and Desk Review of Key documents	7 March to 18 March	2 weeks	Team Leader and Expert
Detailed review of WFP data to support Inception Report (concurrent with desk review)	7 March to 18 March	2 weeks	Team Leader and Expert
Development of Methodology and Sampling	21 March to 26 March	1 week	Team Leader and Expert
Development of Tools	21 March to 26 March	1 week	Team Leader and Expert
Development of Draft Inception Report	21 March to 26 March	1 week	Team Leader and Expert
Quality Assurance of IR by i-APS Quality Assurance Team	28 March to 5 April	7 days	Quality Assurance Manager
Submission of Draft IR to WFP	6 April	1 day	Team Leader
Review Draft IR by WFP Team and provide feedback/comments	18 April	7 days	Evaluation Manager
Submission of revised Inception Report based on comments and feedback received	19 April to 4 May 2022	10 days	Team Leader and Expert
Review Draft IR by WFP Team and provide feedback/comments	4 May to 26 May 2022	3 weeks	Evaluation Manager
Submission of final revised Inception Report	27 May to 9 June 2022	10 days	Team Leader
Approval of the Final Report by WFP	16 June 2022	5 days	Evaluation Manager
Data collection Phase			
Translation of tools and formatting	20 June to 26 June 2022	5 days	Field Operations Manager and DAU Team
Enumerator Training	20 June to 26 June 2022	3 days	Field Operations Manager
Field Operation Planning	20 June to 26 June 2022	2 days	Team Leader and Field Operations Manager
Sharing formatted and translated tools with WFP to review and approval	26 June to 30 June	3 days	Team Leader
Finalizing data collection tools	1 July to 6 July 2022	4 days	Team Leader and DAU Team

Activity	Implementation Period	No. Days	Responsible Person
Tool Testing for Quantitative Data Collection	7 July 2022	1 day	Team Leader and DAU Team
Data collection	18 July to 15 August 2022	4 weeks	Field Operations Manager, Team Leader, and Expert
Share data collection dashboard with client weekly	18 July to 15 August 2022	4 weeks	Team Leader and Field Operations Manager
Data quality assurance/real-time data quality checks (simultaneous with data collection) and preliminary data analysis	18 July to 15 August 2022	4 weeks	Team Leader and DAU Team
Data collection debriefing	18 August	1 day	Team Leader
Data Analysis and Reporting phase			
Data analysis	15 August to 2 September 2022	3 weeks	Team Leader and DAU Team
Draft Evaluation Report	2 September to 30 September 2022	4 Weeks	Team Leader, Quality Assurance Manager and Expert
Debriefing Session with WFP	9 September	1 day	Team Leader
Sharing of Draft Evaluation Report with WFP COs	30 September 2022	1 day	Team Leader
Review Draft Evaluation Report by WFP Team and stakeholders to provide feedback/comments	30 September to 21 October 2022	3 weeks	Evaluation Manager
Revise draft Evaluation Report based on feedback received by WFP	24 October to 31 October 2022	1 week	Team Leader and Expert
Submission of revised Evaluation Report	31 October 2022	1 day	Team Leader
Review Revised Evaluation Report and provide comments/feedback for finalizing	1 November to 8 November 2022	1 week	Evaluation Manager
Finalize Evaluation Report	9 November to 16 November 2022	1 week	Team Leader

ANNEX 3. METHODOLOGY

Methodological Approach

1. The evaluation team applied a mixed qualitative and quantitative methods to acquire reliable data enabling the evaluation team to assess project performance and identify learnings in line with the objectives of this evaluation.
2. The data gathered was intended to answer the key OECD evaluation questions related to relevance, effectiveness, efficiency, sustainability, and impact. GEWE was mainstreamed throughout the evaluation and was addressed by a disaggregated analysis with a focus by the evaluation team, which included female members, female data collectors with technical expertise, the design of the tools that were gender sensitive, gender-sensitive training for all data collection and the disaggregation and integration in the data analysis plan. During the evaluation, GEWE was considered in the supervision of Team Leader with livelihoods expert's technical support.
3. A mixed methods design was employed, including a desk review of available documents (which supported this Inception Report), secondary data collection from the programme monitoring and reporting system and primary quantitative and qualitative data collection. The proposed methodology was designed to ensure the triangulation of information through a variety of means. The triangulation included the analysis of the data collected through desk review, quantitative, and qualitative data.

SWOT Analysis

4. The evaluation team conducted a Strengths, Weaknesses, Opportunities and Threats (SWOT) analysis as a means of focusing on both internal (programme) and external (Turkish context) dimensions and provide the link between the two, in support of the overall evaluation objective focusing on learning.
5. To conduct the SWOT exercise, the following means were used and/or referenced:
 - The research tools that enabled the evaluation team to collect data on the strengths and weakness of the programme implementation.
 - The relevant stakeholders as key informants that elaborated on the actual and potential threats that may affect implementation.
 - A rapid review of relevant documentation including UN Country Office documents such as the 3R Programme and surveys of international and local organizations,
6. Related to the available data and dynamics of the Turkish context, the SWOT analysis of the programme as related to the prevailing conditions was further elaborated and detailed in line with triangulated data obtained from the primary data collection in the Implementation Phase of this evaluation through KIIs and FGDs.
7. Documents and data about the livelihoods programme required for the **Desk Review** were provided by WFP. The evaluation team reviewed the data received from WFP to understand the project's activity processes, performance and achievements. From the desk review the evaluation team identified information gaps, which have been used to inform the development of the primary data collection plan and accompanying tools (included in Annex 5 to this report).
8. **Primary data collection** was conducted using both quantitative and qualitative methods. The i-APS Evaluation Team aimed to conduct all FGDs with at least 10 percent of the surveys conducted in-person, though within the constraints of Covid-19 measures, limited time availability, different locations, and legislative procedures. Data was disaggregate/triangulated by sex, nationality, and province to ensure that the voices of both men and women were heard and considered. Draft data collection tools were provided in Annex 5.
9. The evaluation team conducted qualitative key-informant interviews (KII) in 6 provinces. The FGDs in total covered 6 provinces, with Syrian and Turkish beneficiaries and were organized in Ankara, Istanbul, Izmir, Mersin, Sanliurfa, and Konya. In addition, the evaluation team conducted in-depth interviews with project stakeholders and implementing partner. Interviews were planned with UGDD and STL implementing partners and some of the project stakeholders such as MoNE, İŞKUR, UN Organizations, and

private sector representatives. The evaluation team of data collectors conducted quantitative surveys via phone. The purpose of the surveys was to capture information about relevance, effectiveness, impact, and the efficiency of the SES programme.

10. The evaluation team developed draft data collection tools, led by experts including the Evaluation Manager (Mr. Hakan Demirbeken, Turkish national), Livelihoods Expert (Ms. Leyla Sen, Turkish national), Field Operations Manager (Mr. Yusuf Can Akyol, Turkish national) and supported by i-APS HQ technical quality assurance reviewers. Tools were vetted with field monitors during training to ensure that the vocabulary was appropriate for the context and that questions were interpreted by all parties as intended.

11. All data collection was conducted by trained staff who were native Turkish and Arabic speakers. Data collectors participated in a three-day training programme to ensure that the project and evaluation matrix and the operational plan were understood and were given full clarity regarding the purpose of the data to be collected, compiled, and analyzed.

12. Data collectors were trained on quality assurance of data and how to plan and operationalize data collection. Additionally, great weight was placed on making sure that participants internalize both i-APS and UN and WFP guidelines regarding ethics in conducting evaluations and the code of conduct and safety principles and COVID-19 protection as well as Turkish data protection requirements.

Data Collection Methods

13. The evaluation team applied a mixed-method approach to address the evaluation questions using qualitative and quantitative primary data collection. The data collection plan was divided into qualitative (KIIs and FGDs) and quantitative (surveys) targeting multiple stakeholders who have been involved with the programme including the project teams, donors, Government of Turkey entities, beneficiaries, and partners. All respondents selected for the qualitative and quantitative surveys were informed about the voluntary nature of participation. Recruitment scripts and consent forms were used to obtain permissions and ensured confidentiality and ethical conduct during the interviews.

14. Gender sensitivity was considered when appointing data collection staff for conducting FGDs and surveys. To increase women's participation in FGDs, the data collection team arranged meetings during weekends, taking note of working days with a preference to identify convenient interview places (such as a meeting room or restaurant with garden/child friendly space) to ensure women's participation with their children. Data were disaggregated and triangulated by sex, nationality, and age to ensure that the voices of both men and women were heard and considered.

15. For KIIs, the contact information of KII participants were requested from the WFP Evaluation Manager. When i-APS received the contact information of KII participants, KIIs were arranged for an appropriate time for the evaluation team and participants via email exchanges. The KIIs were held at the agreed time through online and in-person methods, considering mutual consent and time management.

DESK REVIEW

16. The evaluation team reviewed all data received from WFP to date and identified any information gaps diagnosed during the desk review. The desk review focused on gathering a detailed understanding of the project's implementation context, activity processes, performance, and achievements on outputs in an effort to guide the development of the tools to be used as part of the primary data collection.

QUANTITATIVE DATA COLLECTION

17. Quantitative data collection included 600 quantitative interviews as part of a survey with randomly selected beneficiaries. The survey beneficiaries were divided into three groups:

- Group 1: Beneficiaries who participated in **Vocational Training (VT)**: 1,576 participants.
- Group 2: Beneficiaries who participated in **Applied Training (AT)**: 501 participants.
- Group 3: Beneficiaries who found **long term jobs (LT)**: 418 participants.

Table 16. Planned distribution of beneficiaries by location

Province	VTG	Applied Training	Long-term Job
Adana	152	79	39
Ankara	166	40	55
Bursa	14		1
Gaziantep	59		5
Hatay	175	49	37
Istanbul	200	44	76
Izmir	178	50	68
Kahramanmaraş	16		
Kayseri	78	18	19
Kilis	34	27	12
Kocaeli	26		
Konya	67	21	18
Mardin	51	34	14
Mersin	187	57	53
Sanliurfa	157	82	21
Sivas	16		
Total	1576	501	418

18. The quantitative survey included both female and male participants and Turkish and Syrian participants. The table below presents the distribution of the total sample for each of the activity groups and by gender and nationality.

Table 17. Planned sample distribution of beneficiaries by nationality

	Vocational Training	On-Job-Training	Long-term Job
Turkish (male)	100	25	25
Turkish (female)	100	25	25
Syrian (male)	100	25	25
Syrian (female)	100	25	25
Total	400	100	100

19. The proposed sample size of 600 was sufficient to produce results with a 3.7% margin of error (at a 95% confidence level). The margin of error was approximately 5% (with a 95% confidence level) for the

analysis at gender or ethnicity levels. The estimated margin of error was approximately 10% for analysis at the provincial level.

20. A percentage of beneficiaries in all provinces where activities were conducted were interviewed. A proportional sampling method were used to distribute the sample across all 16 provinces. The table below represents the distribution of the sample by province, beneficiary group and gender.

Table 18. Planned distribution of sample by

	VTG		Applied Job Training		Long-term Job		
Province	Male	Female	Male	Female	Male	Female	Total
Adana	20	20	7	7	5	5	64
Ankara	20	20	4	4	6	6	60
Bursa	2	2	0	0	0	0	4
Gaziantep	8	8	0	0	1	1	18
Hatay	22	22	5	5	5	5	64
Istanbul	23	23	5	5	7	7	70
Izmir	23	23	5	5	7	7	70
Kahramanmaraş	2	2	0	0	0	0	4
Kayseri	10	10	2	2	3	3	30
Kilis	5	5	3	3	2	2	20
Kocaeli	4	4	0	0	0	0	8
Konya	9	9	2	2	2	2	26
Mardin	7	7	4	4	2	2	26
Mersin	23	23	6	6	7	7	72
Sanliurfa	20	20	7	7	3	3	60
Sivas	2	2	0	0	0	0	4
Total	200	200	50	50	50	50	600

21. The evaluation team used a systematic, randomized method to select the sample by using WFP beneficiary database in each province. The beneficiary data were sorted by nationality, and training enrolment date for each province to ensure that the sample was representative of nationality and the training start date. The sample included beneficiaries who left the VT or AT before the training was completed.

22. Surveys were conducted remotely by telephone using established and approved questionnaires and scripts, with answers recorded in the KoboToolbox. Based on the availability of beneficiaries, distances

among provinces, limited time, phone numbers and the expected reach of the types of beneficiaries (including those who have completed the programme), remote data collection was planned. All data collection were done by native Turkish or Arabic speakers, trained in data collection standards.

23. The focus of the survey was based on the needs, expectations, quality of the training, satisfaction levels and results of the training. The survey gathered data related to programme and operational efficiency and beneficiary satisfaction and perceptions, including the analysis of different perspectives based on gender and nationality. The quantitative part of this evaluation supported the goal of learning with an emphasis on stakeholder engagement and provided recommendations for future relevant programming in Turkey.

QUALITATIVE DATA COLLECTION

24. The evaluation team conducted twelve focus group discussions (FGDs) with beneficiaries, divided equally between Syrian beneficiaries and Turkish beneficiaries. The FGDs covered 6 provinces, with Syrian and Turkish beneficiaries and were organised in Ankara, Istanbul, Izmir, Mersin, Sanliurfa, and Konya. The purpose of the FGDs was to collect additional contextual information to support the quantitative data findings. FGDs were restricted to no more than 6-8 participants to minimize the risks of COVID-19 transmission and were planned based on COVID-19 protocols and any other associated restrictions. Information were disseminated about the Covid-19 measures to participants during the invitation to FGDs.

25. Based on the nature of the activities and types of beneficiaries, the evaluation team planned to gather persons who participated in VT only, VT and AT and covered LT within a single FGD. In order to accommodate participants' work schedules i-APS arranged FGDs after working hours or during the weekend. i-APS managed the organization of the venue for FGDs, transportation cost of the participants and provision of refreshments. i-APS aimed to have discussions with beneficiaries with different experiences and perspectives. Each FGD will aimed to include three beneficiaries who only participated in VT, three beneficiaries who participated in both VT and AT (including dropouts where possible) and two beneficiaries who found long-term employment. The FGDs were mixed female and male.

26. The evaluation team conducted in-depth interviews with UGDD and STL implementing partners and some of the project stakeholders such as MoNE, İŞKUR, UN Organizations, and private sector representatives. Interviews were planned with all implementing partners and key project stakeholders. Key informants were interviewed depending on the availability and preference of the key informants.

Data Analysis

27. Once data collection begins, the i-APS Data Analysis Unit began the data review prior to conducting quantitative and qualitative analysis of the data. During the data collection process, as data was uploaded on a safe server, i-APS team members from the Data Analysis Unit and the Evaluation Team Leader conducted data testing for quality assurance to ensure that proper data was entered as part of the data cleaning process.

28. **Quantitative data** were analyzed. The team used statistics to summarize the collected data, describing patterns, relationships and connections. The evaluation team used SPSS, STATA for quantitative data analysis. The team used descriptive statistical analysis, tables and hypothesis testing (for example, Chi-square testing to check the relationship between the categories/groups).

29. Descriptive statistics presented in the report included frequencies, means, medians, confidence intervals and ranges. Survey data were disaggregated by groups such as gender, nationality, sector and province.

30. For **qualitative data**, detailed field notes and other observations were taken during and after each interview. Due to the semi-structured nature of the data collection instruments, a codebook was developed to reflect key themes and sub-themes from the transcripts. These codes were applied to each interview and focus group transcript and the outputs were produced by individual, group and by code.

31. Qualitative data were used to support or enhance the quantitative analysis. The desk review data were used to respond to selected evaluation components such as relevance. In addition, the SWOT analysis were used to identify internal (programme) and external (Turkish context) factors affecting the project. The evaluation team will triangulate the results of the desk review and the quantitative and qualitative data to respond to the evaluation questions and objectives. A mixed methods research will allow i-APS to

triangulate the findings, which can strengthen validity and increase the utility of the evaluation study findings.

Figure 12: Data Analysis Methodology



Ethical Considerations

32. The evaluation conformed to the 2020 United Nations Evaluation Group (UNEG) Ethical Guidelines. Accordingly, i-APS was responsible for safeguarding and ensuring ethics at all stages of the evaluation cycle. This includes, but was not limited to, ensuring informed consent, protecting privacy, confidentiality, and anonymity of participants, ensuring cultural sensitivity, respecting the autonomy of participants, ensuring fair recruitment of participants (including women and socially excluded groups) and ensuring that the evaluation results in no harm to participants or their communities.

33. i-APS did not foresee any specific ethical issues, as it conducted due diligence on all the proposed team members for this evaluation and has conducted vetting consistent with UN security lists and has excluded persons listed where required, using the i-APS Internal Staff Compliance and Visual Compliance online database.

34. i-APS confirms there were no conflicts of interest for any members of this i-APS evaluation team and that no members of the team were or have been affiliated with the project to be evaluated.

For this evaluation, i-APS ensured ethical standards through the following means:

- Ethics and confidentiality in data collection protocols and protection of beneficiary data.
- Implement i-APS standard practices for ethics, informed by i-APS work on over 100 contracts in over 25 countries, particularly in the MENA region and with specific gender dynamics (such as those present in Turkey).
- Adherence to i-APS standard codes of conduct and joint operating principles.
- Signature of and adherence to WFP confidentiality requirements and ethics related to evaluations.

DESCRIPTION OF MECHANISMS TO ENSURE BENEFICIARY DATA PROTECTION

35. Personal data was protected in Turkey under the *Law on the Protection of Personal Data (6698)*, which came into force in 2016. For this evaluation, i-APS Turkish-registered affiliate and subpartner TK-APS conducted all field data collection, using a gender-balanced team of local data collectors. This ensured both adherence to Turkish law, understanding of the Turkish and refugee context, local norms, customs, and language needs. TK-APS was duly registered in Turkey and operates in full compliance with the Turkish law

in terms of data collection, data storage and management. Accordingly, all personal data was subjected to explicit written consent from the owner of the data. All systems for collection, management, and the dissemination of data for this evaluation were compliant with WFP's data confidentiality protocols and any other parameters required by WFP specific to this Task Order.

OBTAINING AND RECORDING INFORMED CONSENT

36. All participants in data collection activities were engaged in the informed consent process acceptable to Turkish ethical criteria and WFP best practices. Verbal consent was obtained so there were no field records of the names of persons participating, though the granting of permission were attested by the interviewers. It was made clear that continuing participation in the WFP programme was not be conditional on participating in any survey activities. Participants will further be informed about how data were kept confidential, and how participation in data collection activities was voluntary.

PROCEDURES AND PROCESSES TO PROTECT BENEFICIARY DATA

37. Personal identifying information of respondents was not be recorded in the survey electronic database (Kobo). Any specific household identification obtained from the project data in selecting survey households were destroyed after the household data was recorded.

38. Training in the ethical collection of data and its confidentiality were provided to data collectors using standard training materials which were consistent with Turkish standards as well as from participating organizations.

39. A confidentiality protocol was developed to protect the data collected. Even though unique personal identifiers were not included in the data, the security of other indicators which could potentially cause personal or financial issues for households were protected. Measures included the security of laptops and ensure that data passwords were protected. Any breaches of data security or confidentiality procedures were reported to WFP.

Risks and Assumptions

40. Based on the ToR and contextual analysis conducted during this inception phase, i-APS developed the risk matrix specific to the context in Turkey as of March 2022 to help identify and address any potential issues or threats and will subsequently develop mitigation tactics.

41. The project risk matrix was reviewed regularly by the Evaluation Team Leader and the Turkey-based country team members during the evaluation.

Table 19. Risk matrix for WFP Turkey livelihoods programme evaluation

Risk Description	Likelihood	Impact	Risk	Potential Impact	Risk Mitigation	Risk Owner
COVID – 19	Medium/High – 4	Medium – 3	Likelihood of impact	Personnel Delays in data collection due to movement restrictions, illness or public health measures	<ul style="list-style-type: none"> Integrate multiple data collection methodologies to support data triangulation in case of movement restrictions. Readiness capacity to adapt tools to remote (phone-based interviews) based on i-APS existing workflow processes that have been used during COVID pandemic. 	Field Operations Manager Team Leader
Refusal of beneficiaries to cooperate with data collection and/or inability to contact/reach beneficiary	Medium – 2	Medium – 2	Likelihood of impact	Gaps in data collected and/or delays	<ul style="list-style-type: none"> Include non-response rate into survey sample size to accommodate for refusals. Train staff on informed consent protocols and draft tools to be context and gender sensitive. Gender-balanced teams in which only women interview women beneficiaries. Conduct repeated calls to beneficiaries. Data collection done by Turkish staff (if with beneficiaries) who understand local norms/context. 	Team Leader

Risk Description	Likelihood	Impact	Risk	Potential Impact	Risk Mitigation	Risk Owner
Eid duration, Eid Holidays, and Summer holidays	Medium – 2	Medium – 2	Likelihood Impact	Project duration can be extended	<ul style="list-style-type: none"> Utilize both in-person and phone-based data collection methods. Establishing realistic deadlines during inception phase based on expected delays. Evaluation team will increase resources to meet the project deadlines as much as possible. 	Team Leader Field Operations Manager
Safety and security of data	Low/medium – 2	Medium/High – 4		Gaps in data collected Impact on credibility of evaluation	<ul style="list-style-type: none"> Maintain measures to protect safety and security of data Do not collect personally identifiable information Permission (password) controlled settings; no data stored on local devices Data security and data protection protocols provided to i-APS staff Apply identification and authentication: i-APS store data in google drive with restricted access a. Data backup for the data collected in KOBO on a weekly basis to prevent data loss. All i-APS data cloud on G-drive was protected against data loss by G-suite features for Data storage saving, Security, Data recovery and Automatic backup. Adherence to DEQAS standards 	LTA Point of Contact Team Leader

Quality Assurance

42. WFP has developed a Decentralized Evaluation Quality Assurance System (DEQAS) based on the UNEG norms and standards and good practice of the international evaluation community (the Active

Learning Network for Accountability and Performance (ALNAP) and the Development Assistance Commission (DAC)). It sets out process maps with in-built steps for quality assurance and templates for evaluation products. It also includes checklists for feedback on quality for each of the evaluation products. DEQAS were systematically applied during this evaluation and relevant documents have been provided to the evaluation team.

43. i-APS provided quality assurance to WFP for this DE through staffing, supervision and senior management using established processes and trained people managing data security and quality and adherence to WFP DEQAS checklists and standards.

44. **Independence:** i-APS acted as an external consultant firm and was responsible for the present DE, working independently from WFP and main stakeholders.

45. **Credibility and impartiality:** i-APS implemented quality control measures on data collection based on established and vetted procedures already used in several countries and similarly funded programmes and has well-established data protection plans. This helped to ensure a high-quality level of data collection and interviewer performance and protection of the data ensuring credibility and impartiality.

46. **Quality control measures:** the i-APS Data Analysis Unit and the Team leader were responsible for implementing all quality control procedures, including assessing data for completeness, consistency, and uniqueness. Data was assessed via a data quality control checklist which encompasses core data quality dimensions as outlined below:

Figure 13. Data Quality Dimensions



Table 20. Quality assurance

Data collection process	Quality control measure	Quality control tool
Technical design: sampling, methodology	Technical backstopping on sampling methodology and data collection plan	Project methodology – including tool specification, methodology, training plan, site locations and sampling approach and report deadline
Tool development	Pilot testing, back-translation	Back translation checklist Pre-testing of all tools prior to the implementation of the fieldwork, to avoid common pitfalls and to ensure the relevance and appropriateness of all questions
Data entry	<p><i>Prior of data collection</i></p> <p>Set up data entry programme for open-close questions (Kobo) for open questions (Excel with validation)</p> <p>Standard training for enumerator to understand fully what type of data needs to be collected</p>	<p>Kobo and excel validation provide quality check features</p> <p>The design of questionnaires in Kobo shall be tested and validated</p> <p>Translation of the tools (to enter in Kobo) shall be verified by translation expert</p> <p>Training manual</p>
	<p><i>During data collection</i></p> <p>Collected data were submitted by the enumerators on a daily basis.</p> <p>Provided feedback to the enumerators weekly on the data received.</p> <p>Translation, when and how required, was properly done</p>	<p>Quality checklist. Certain rules were applied to maintain the integrity and accuracy of data involving, for example, checking to determine whether the same respondent was used twice and the extent of missing data</p> <p>Translation expert check quality of data translate</p>
	<p><i>During data collection</i></p> <p>Random checks were performed by the Data Analysis Unit on the metadata collected</p>	<p>Quality checklist which includes:</p> <ul style="list-style-type: none"> The interview took place and the location reported corresponds to the actual GPS coordinates recorded; The sampling plan was properly followed during the selection of the respondent, in compliance with pre-established geographic and demographic targets; The approximate interview duration was in line with average time, screening for excessively long or short interviews;

Data collection process	Quality control measure	Quality control tool
		<ul style="list-style-type: none"> The data collection tool (questionnaire or monitoring visits) was adequately administered, collecting complete and meaningful data; The enumerator adhered to professional principles of the ED.

DATA PROTECTION, SAFETY AND SECURITY

47. Fundamental principles of data protection followed by the evaluation team:

- The principle of the fairness and lawfulness of processing: i-APS enumerators ask for the consent of the respondents before collecting the data, especially when they ask about personal data. The consent agreement form was read by the enumerator in Turkish language and ensures the respondent understands the objective of data collection and what were done with the data. In the consent agreement form, i-APS team clarifies that the participation in the data collection was anonymous and voluntary, and it does not impact their eligibility to receive humanitarian assistance. If the respondent does not agree with these conditions, the survey was closed, and no personal data was recorded. Consent was also provided orally for Beneficiary Surveys remotely (by phone).
- Data minimization: i-APS designed the tool with a view to minimizing the amount of Personal Data. Personal Data were deleted when it was no longer necessary for the purposes of the initial collection or if the data was incompatible further processing.
- Data review: The Team Leader was the only individual in the field (country level) that has permission to view data in a combined format from all data collectors but cannot change data inputs prior to secure transmission. Any changes in data that occur were tracked through log-in permissions, creating an evidence trail for historical purposes.
- Data storage: i-APS stored the electronic data in a secured Google drive with permissions limited to the Team Leader, i-APS Data Analysis Unit and any other team members involved in the analysis or reporting of the data. Spreadsheets were password-locked to ensure data cannot be manipulated.
- Data storage (hard copy): With regard to the hard copies of the collected data, i-APS enumerators were trained to respect the following procedure:
- If the enumerators collect data through the Kobo toolbox (on a mobile device), they must sync the data on a daily basis to the server and delete all stored data from their electronic devices.
- If they collect data for IDI/FGD on paper, they must transfer the information to the digital format, scan the original documents and upload the scan in the protected i-APS storage cloud and finally destroy the paper documents.

48. **Utility:** To ensure evaluation utility, a clear communication and knowledge management plan as described in Annex 10 was proposed. This plan includes the three main evaluation phases from inception, implementation, and reporting. All draft reports were shared with WFP for feedback and review, and consultation of stakeholders as requested by WFP. The final evaluation report included a presentation of the main findings and consolidation of WFP and key stakeholder inputs. The final version was circulated according to the WFP plan.

ANNEX 4. EVALUATION MATRIX

(Coding follows the word 'tools' used in the evaluation matrix)

QPB - Quantitative Primary Beneficiaries. Followed by Question Number (Q).
KII WFP1 - KII with WFP Project team
KII WFP2- KII with WFP M+E team
KII GOV1 - KII with government MoNE
KII IP - KII with Implementing Partners
KII EMP - KII with Employers
FGD B1 - Focus Group Discussion with primary beneficiaries

Evaluation matrix stakeholders coding:

Stakeholders: (Coding follows the work 'stakeholder' used in the evaluation matrix)

B1 - Primary beneficiaries (trainees)
B2a - Secondary-level beneficiaries - Households
B2b - Secondary-level beneficiaries - Communities
WFP 1 - WFP Management
WFP 2 - WFP Technical and M+E
GO - Government Organizations - central ministries
GOM - Government Organizations - municipal
UN - United Nations Organizations
DON - Donors
NGO - Non-governmental organization partners
IP – Implementing partners
PS - Private Sector
EM - Employers

Evaluation Question	Indicators	Main Source of Data / Information	Data Collection Methods	Data Analysis Methods	Data Reliability	Links to stakeholders and tool reference numbers
1. Relevance and Appropriateness						
Question 1: Is the design of the livelihood projects including activities and outputs, relevant to the overall goal (<i>Strategic Goal 2 - Partner to support implementation of SDG 17</i>) and the attainment of its objectives (<i>strategic objective 5 - partner for SDG results</i>)	1. The projects are related to SDG 17 2. Partnerships contribute to strategic objective 5	KII with WFP management and UN partners. Review of Project documents if they refer to this high-level achievement	Desk Review KII WFP1	Document review analysis Analysis of feedback from KIIs with WFP management and UN	Low Likely lack of data and possible KII feedback bias.	Stakeholders: WFP 1, UN Tools: KII WFP1
Sub Question 1.1.a Are the activities chosen appropriate for, and supportive of, the participants and communities (refugees and locals, men, and women) served?	1. Level of appropriateness of the activities for participants and communities 2. Level of supportiveness of the activities for participants and communities	FGDs and quantitative interviews with the beneficiaries	Quantitative Data Collection	Quantitative Data Analysis breakdown by gender, nationality, geography, training activity	Medium Appropriateness and supportiveness are hard to quantify	Stakeholders: B1, WFP2, GO, GOM, NGO Tools: QPB: Q34, Q42, Q49 KII WFP2: Q1, Q3, KII GOV1: Q2, Q5 KII NGO: Q2 KII IP: Q6
Sub Question 1.1.b Is the intervention approach including transfer modality chosen the best way to secure sustainable income sources for beneficiaries (refugees and locals, men, and women)?	Beneficiary feedback results	FGDs and quantitative interviews with the beneficiaries	Quantitative Data Collection	Quantitative Data Analysis breakdown by gender, nationality, geography, training activity	High	Stakeholder: B1 Tools: FGD B1: Q7 QPB: Q42

Sub Question 1.3.c To what extent are the livelihood projects aligned with WFP, Government partners (İŞKUR, MoNE etc.), UN agency and donor policies and priorities at the time of design and over time?	Evidence of the alignment of the livelihood project	Interviews with the WFP, Government and UN stakeholders and donors.	Desk review KIIs	Document analysis Analysis of KII feedback	Medium	Stakeholder: WFP 1 GO Tools: KII WFP1: ADD Q9 KII GOV1: ADD Q13
Sub Question 1.1.d How well do WFP's livelihood activities contribute to nationally owned strategies and solutions	The project is measured against alignment to, and demonstrates support to nationally owned strategies	Project design and strategic documents KIIs with WFP and Government	Desk Review KIIs	Desk review analysis KII analysis	Medium	Stakeholder: WFP1 GO Tools: KII WFP1: ADD Q10 KII GOV1: ADD Q14
Sub Question 1.2.a To what extent is the design of livelihood projects based on a sound gender analysis?	Evidence of gender analysis in the project design	Review of project documents KII with WFP	Desk Review KII	Analysis of WFP planning documents KII feedback analysis	Medium	Stakeholder: WFP1 Tools: KII WFP1: ADD Q11
Sub Question 1.2.b To what extent is the design and implementation of the programme Gender Equality and Women Empowerment (GEWE) sensitive?	Evidence of GEWE in project design documents	Review of the project documents KII with WFP	Desk Review KII	Analysis of design documents Analysis of KII answers	Medium	Stakeholder: WFP1 Tools: KII WFP1: ADD Q12
Sub Question 1.2.c Are protection needs met for project beneficiaries (refugees and locals, men, and women)?	Results from quantitative surveys indicating levels of protection	Quantitative data from beneficiaries	Quantitative Data Collection	Quantitative Data Analysis breakdown by gender, nationality, geography, training activity	High	Stakeholders: B1 NGO Tools: QBP: Q33 KII NGO: ADD Q12

Sub Question 1.3 How well do the livelihood projects contribute to any reduction of social tensions and improved social cohesion?	Increased or decreased level of social tension	Quantitative data from beneficiaries FGD NGO KII	Quantitative Data Collection Qualitative Data Collection	Analysis of beneficiary feedback data Analysis of FGD data Analysis of NGO KIIs	Medium	Stakeholders: B1 NGO Tools: QPB: Q42 FDG B1: ADD Q23
0. Effectiveness						
Question 2.1 To what extent have the outcomes /objectives of the livelihood projects been achieved /are likely to be achieved?	Evidence of achievement against targets	WFP reports WFP M&E data Results Matrix progress data WFP KII	Desk Review KII	Analysis of Results Matrix with the WFP M&E data. Analysis of KII feedback	High	Stakeholders: WFP1 WFP2 Tools: KII WFP1: Q4, KII WFP2: Q7
Sub Question 2.1.a Have the objectives been achieved for each activity? i.If not, what could have been done better	i): Results against targets	i): WFP M&E data Results Matrix progress data ii): KII with WFP project team, WFP M&E team, project implementing partners	i): Quantitative Analysis of M&E data ii): KII with WFP and Implementing Partners Beneficiary data collection FDG feedback	Analysis of the Results Matrix with the WFP M&E data Analysis of the qualitative data Analysis of the quantitative data	Fairly High	Stakeholder: BI WFP2 NGO Tools: QPB: Q30, Q34, Q45, Q47, Q51, Q52, Q56, Q57 KII WFP1: Q3, Q4, Q13, Q14 KII WFP2: Q6 KII GOV1: Q4 KII NGO: Q3, Q4, Q10, Q11 FDG B1: Q12, Q18

<p>Sub Question 2.1.b .Have the gender specific objectives been achieved? i.If not, what could have been done better?</p>	<p>i): Measurement of achievements against objectives</p>	<p>i): WFP M&E data if objectives are quantified and reports are available ii): KII with WFP project team, WFP M&E team, project implementing partners</p>	<p>Qualitative data collection</p> <p>Quantitative M&E data if available</p>	<p>Analysis of WFP M+E data Analysis of KII feedback Analysis of beneficiary data</p>	<p>Low Gender objectives have not been specified in the Results Matrix</p>	<p>Stakeholders: WFP2 NGO</p> <p>Tools: KII WFP2: Q5 KII NGO: Q5</p>
<p>Question 2.2 What are the major factors influencing the achievement or non-achievement of the outcomes/objectives of the livelihood projects?</p>	<p>Outcomes of the projects have, or have not been achieved</p>	<p>KII with WFP project team, WFP M&E team, project implementing partners, government Beneficiary survey</p>	<p>Qualitative data Collection</p> <p>Quantitative data collection</p>	<p>Analysis of KII feedback Analysis of beneficiary survey</p>	<p>Fairly High</p>	<p>Stakeholders: WFP2 B1 NGO GO IP</p> <p>Tools: QPB: Q34, Q42, Q45, Q47, Q48, Q49, Q56, Q57 KII WFP2: Q3, Q4, Q6, Q13, Q14 GO: Q7, Q11, Q12 KII IP: Q6</p>
<p>Question 2.3 How effective is the targeting model and outreach activities to achieve pre-defined goals?</p>	<p>Targeting models and outreach activities have/have not achieved pre-defined goals</p>	<p>Desk review KII with WFP project team, WFP M&E team, project implementing partners Beneficiary survey</p>	<p>Qualitative data Collection Beneficiary survey</p>	<p>Analysis of KII results Analysis of beneficiary survey</p>	<p>Medium</p>	<p>Stakeholders: WFP2 IP B1</p> <p>Tools: KII WFP2: Q2, Q4, Q5 KII IP: Q6, Q7 QPB: Q22, Q23, Q24, Q25, Q41,</p>

0. Efficiency						
Question 3.1 Are the livelihood projects cost-efficient i.e., are the resources (including financial and human resources) allocated efficiently?	Expenditure against budget/funds received Staffing levels against target	Review of the Project documents and resource planning Interviews with WFP management; project and M&E team	Desk Review Qualitative data	Analysis of project documents Analysis of KII feedback	Low Difficult to measure unless there are specific reports on cost-effectiveness	Stakeholders: WFP2 Tools: KII WFP2: Q10 KII WFP1: Q4
Question 3.2 Are the livelihood projects implemented in a timely way?	Project implementation dates compared to implementation planned timetable	Project documents KII with WFP project and M&E team and implementing partners	Desk Review KII Qualitative data	Analysis of project documents Analysis of KII feedback	Medium	Stakeholders: WFP2 IP Tools: KII WFP11: ADD Q15 KII IP: ADD Q8
0. Impact						
Question 11: What are the (a) primary and (b) secondary immediate impacts of the livelihood activities on the communities and with the participants?	Number of trainees employed Increase in HH income Increase in skills achieved Reduction in social tensions	Project documents Beneficiary survey results Focus discussion group feedback KII with implementing partners	Document review Beneficiary survey FGD KII	Analysis of project documents Analysis of beneficiary survey results Analysis of FGD results	High (a) Low (b)	Stakeholders: B1 B2a B2b IP Tools: QPB: Q33, Q34, Q45, Q47, Q51, Q52, FGD B1: Q20, Q22 KII IP: Q6
Question 12: Are there any unintended effects of the intervention on human rights and gender equality	Positive or negative effects on human rights and gender equality	KIIs with implementing partners	Qualitative Data Collection	Analysis of the qualitative data	Low	Stakeholders: IP Tools: KII IP: ADD Q9

Criteria: Sustainability						
<p>Question 13: Will the livelihood projects' contribution to the partners be sustainable over time?</p> <p>Question 13.1: Please analyze from the perspective of curriculum development</p> <p>Question 13.2: Please provide your inputs the organization of the human resources</p> <p>Question 13.3: Please provide your inputs from the perspective of the provision of training of trainers</p> <p>Question 13.4: Please provide your inputs from the perspective of the procurement of needed equipment</p> <p>Question 13.5: Please provide your inputs from the perspective of the building the capacities of implementing partners</p>	<p>Level of sustainability</p> <p>Durability of equipment</p> <p>Level of sustained capacity</p>	<p>KIIs with implementing partners, WFP</p>	<p>Qualitative data</p>	<p>Analysis of the information collected through the interviews.</p>	<p>Low</p>	<p>Stakeholders: IP WFP1</p> <p>Tools: KII IP: Q5 KII WFP1: Q6</p>

Evaluation Question	Data Source	Results in Findings	Conclusions	Recommendations
Relevance and Appropriateness				
<p>Question 1: Is the design of the livelihood projects including activities and outputs, relevant to the overall goal (Strategic Goal 2 - Partner to support implementation of SDG 17) and the attainment of its objectives (strategic objective 5 - partner for SDG results)</p>	KIIs	Programme and partner staff report that the programme is highly relevant to the goal of partnering to support implementation of SDG 17 and strategic objective 5 (partnering for SDG results)	<p>The evaluation finds that the SES programme is highly relevant to the goal of partnering to support implementation of SDG 17, along with SDG 5 (Gender equality) and SDG 8 (Decent work).</p>	None
	Programme documents	The SES programme was designed to be aligned with WFP's Interim Country Strategic Plan 2020-2023 and is part of a strategic shift towards promotion of self-reliance of households with capacity to access the labor market.		

Sub Question 1.1.a Are the activities chosen appropriate for, and supportive of, the participants and communities (refugees and locals, men, and women) served?	Beneficiary survey	Surveyed beneficiaries report a high level of satisfaction with the programme design and report that training locations are appropriate	Beneficiaries were largely positive about the design and implementation of the SES programme, however some challenges (such as access to childcare) were an issue for some beneficiaries.	Consider additional course offerings based on vocations of high demand to beneficiaries (tailoring, hairdressing, beauty services) and tourism
	FGDs	Beneficiaries in FGDs showed a similarly high level of satisfaction with the design and implementation, noting that the vocational training locations were safe and accessible. While beneficiaries in AT were largely positive, more challenges were noted, including a lack of access to childcare and long work hours.		
Sub Question 1.1.b Is the intervention approach including transfer modality chosen the best way to secure sustainable income sources for beneficiaries (refugees and locals, men, and women)?	FGDs	Beneficiary satisfaction with the intervention approach was echoed in the focus group discussions. There beneficiaries reported a high level of satisfaction with the training implementation and described the process as “fair” and “transparent” (seven and six references respectively).	Beneficiaries were largely in agreement that the intervention approach and transfer modality were appropriate and suitable for developing sustainable income sources for beneficiaries.	None
	Beneficiary survey	<p>Surveyed beneficiaries reported a high level of satisfaction with the delivery of the vocational and applied training. The majority of vocational training participants reported that the training was well organized (85.1%), that the training location was suitable (84.6%), that the trainer was knowledgeable (87.4%) and that the training topics were well selected and covered (83.9%). Nearly all beneficiaries (94.4%) reported that the programme had helped them learn new skills fully or to some extent.</p> <p>The beneficiary survey found that the majority of beneficiaries live in households with one or no household members with regular income (78.3%) and only 16.1% of surveyed beneficiaries report that their household receives financial assistance from an organization or the Turkish government. Nearly all surveyed beneficiaries (89.3%) reported that the programme had helped them to produce income for their household fully or to some extent. Once beneficiaries found employment, 94.6% reported that the income they generated from employment helped their household economy and 94.6% reported that their living conditions had improved somewhat or a lot.</p> <p>Beneficiaries were also largely satisfied with the program’s transfer modality. The majority of beneficiaries surveyed reported that they somewhat or fully agreed that the payment method was good and timely (89.2%). Only 2.0% of beneficiaries felt that the payment method used by the programme required a lot of improvement. Among beneficiaries that participated in applied training, 86.8% felt that the monthly payment method was somewhat or fully effective.</p>		

Sub Question 1.3.c To what extent are the livelihood projects aligned with WFP, Government partners (İŞKUR, MoNE etc.), UN agency and donor policies and priorities at the time of design and over time?	KIIs	Programme and partner staff noted that WFP and the SES programme serve an important role in bridging the goals of government organizations (İŞKUR and MoNE) by establishing cooperative goals and linking their priorities to Türkiye's broader development plans.	The evaluation further finds that the SES programme is well aligned to WFP's related strategic objective	Consider expanding the role of İŞKUR in the project. WFP should consider ways to leverage İŞKUR's existing capacity to match beneficiaries with applied training and employment opportunities.
	Programme documents	The programme outcome and outputs strongly align to WFP's Strategic Objectives in Türkiye (to enhance partnerships to support refugees and vulnerable populations, affected by prolonged refugee presence to equitably access basic needs assistance and labor market opportunities)		
Sub Question 1.1.d How well do WFP's livelihood activities contribute to nationally owned strategies and solutions	Programme documents	Türkiye's 11 th Development plan outlines objectives to support a strong economy, competitive production and efficiency, and qualified people. The SES programme is strategically aligned to support these objectives.	The SES programme is well aligned to Türkiye's Eleventh Development Plan), specifically the objectives for a stable and strong economy (2.1), competitive production and efficiency (2.2), and qualified people (2.3).	None
	KIIs	Interviews with programme and partner staff confirm that the programme is well-aligned with nationally- and internationally owned strategies. Staff emphasize that the programme reflects a broader national and development strategy that is shifting towards longer-term, sustainable solutions and income-generating opportunities.		
Sub Question 1.2.a To what extent is the design of livelihood projects based on a sound gender analysis?	Programme documents	The programme design is informed by the United Nations Sustainable Development Cooperation Framework (UNSDCF) gender analysis and was addressed during a lessons learnt workshop in the fourth quarter of 2020 that was conducted to assess the reception, impact, and challenges of WFP's livelihood programmes. Based on the programme documentation, the programme is deemed to be gender-sensitive programme documents report that the SES programme adopted a plan to promote women's participation and reduce gender-specific dropout from the program. To promote women's participation, the SES programme further engaged with women-led organizations and women's shelters during the outreach phase of the programme to maximize programme reach among vulnerable populations. Women's participation in the programme was further supported through outreach from programme focal points, the selection of applied training locations appropriate for female beneficiaries.	The SES programme is based on a sound gender analysis and is gender sensitive. The programme responds to the differing needs of women and men and responds to the specific needs of women for safe, accessible training locations.	None

	KIIs	<p>Beneficiaries and program/partner staff interviewed for the evaluation felt that the programme had adequately identified the needs of female beneficiaries (safe accessible training locations), and some female beneficiaries reported that the programme served an important role in helping them re-enter the labor market after having children.</p> <p>Despite consensus that the programme was designed based on a sound understanding of the needs and challenges faced by women, women did experience unique challenges in applied training that are further discussed in the Effectiveness section.</p>		
Sub Question 1.2.b To what extent is the design and implementation of the programme Gender Equality and Women Empowerment (GEWE) sensitive?	Programme documents	<p>This evaluation finds that gender was mainstreamed in the design of the SES programme through setting targets for female participation in the programme (target 50% female participation) and through recruitment strategies intended to identify beneficiaries based on vulnerability criteria (prioritising single parents and unemployed individuals). The programme was designed to address challenges faced female beneficiaries through the selection of training locations in areas viewed to safe and accessible.</p> <p>Programme documentation reports that the gender-sensitive approach has been successful in encouraging female participation in the program. Up to February 2022, approximately 57% of the beneficiaries of the SES programme were female. Female beneficiaries in focus group discussions noted that they felt comfortable participating in the programme and with the available transportation options.</p> <p>The evaluation also found that equal participation of men and women did not translate into equal outcomes. As described in more detail in the Effectiveness section, male and female beneficiaries experienced different outcomes in terms of employment and job offers related to the program.</p>	The programme presents a gender-sensitive approach that prioritises the participation of women. However, women and men experience different outcomes.	None
	KIIs	<p>In KIIs, programme and partner staff acknowledged that women face unique challenges to participation, notably childcare. While 80% of beneficiaries report having someone available to assist with childcare, a small but meaningful number of women drop out due to a lack of childcare during applied training.</p>		
Sub Question 1.2.c	Programme documents	The SES programme has established three protection-specific indicators and has achieved the targets for all three indicators.	The SES programme has surpassed targets for all	None

Are protection needs met for project beneficiaries (refugees and locals, men, and women)?		Combined, these indicators show that the SES programmes operate with a high degree of care for the dignity and respect of its beneficiaries.	protection indicators. Beneficiaries report that the programme is safe, accessible, and appropriate.	
	Beneficiary survey	The training was well organized – 85.1% The training location was suitable -84.6% Travel and access to the training location was appropriate – 85.6% 94.6% of beneficiaries report that their living conditions improved after finding the job		
	FGDs	These sentiments were echoed by beneficiaries in focus group discussions. Beneficiaries noted that the programme had provided safe, accessible training and food was provided to support participation in the course.		
Sub Question 1.3 How well do the livelihood projects contribute to any reduction of social tensions and improved social cohesion?	Beneficiary survey	Programme beneficiaries were largely in agreement that the project had contributed positively to social cohesion among programme participants and their perceptions of people of different nationalities. In the survey, 75.5% of beneficiaries of applied training reported that they fully agreed that the training had helped them integrate into social and economic life. It contributed to social cohesion. Only 5.7% of surveyed beneficiaries somewhat or fully disagreed with that statement	The programme contributed positively to social cohesion mainly by providing opportunities for face-to-face interaction and sharing of food/culture.	Consider ways to promote face-to-face interactions between beneficiaries of different nationalities when online training is employed to promote social cohesion.
	FGDs	In FGDs, the majority of beneficiaries reported that the programme had improved social cohesion. Most commonly, beneficiaries reported that they had made friends with people of a different nationality and had opportunities to learn about other cultures through sharing food.		
Effectiveness				
Question 2.1 To what extent have the outcomes /objectives of the livelihood projects been achieved /are likely to be achieved?	Programme documents, WFP M&E data and Results Matrix	Up to March 2022, targets for 7 out of 17 programme indicators have been achieved. Some indicators are unlikely to be achieved given progress at the time of the evaluation, including: Number of jobs with longer-term perspective (formal and informal) facilitated by the project Number of applied training programmes financed by the project	While progress towards some indicators has been achieved, some indicators are unlikely to be achieved due to a mix of internal and external factors.	None
	KIIs	While progress has been made on nearly all indicators, staff report that achievement of targets has been delayed due to internal factors (curricula harmonisation), and external factors (COVID-19 and economic conditions in Türkiye).		
Sub Question 2.1	WFP M&E data and Results Matrix	The SES programme has one gender-specific indicator, percentage of households where women, or both women and men make decisions		Consider including additional course

<ul style="list-style-type: none"> . Have the objectives been achieved for each activity? i. If not, what could have been done better 		<p>on the use of cash assistance. The programme has exceeded the target for this indicator and achieved a rate of 91% of households where women, or both women and men make decisions on the use of cash assistance. In interviews conducted for this evaluation, programme partners and staff attributed the achievement of this indicator to thorough selection and vetting procedures. The programme has exceeded the 50% quota for women's participation (57%)</p> <p>Equal rates of participation by female and male beneficiaries does not equate to equal experiences. Female beneficiaries were more likely than male beneficiaries to report having no previous work experience (57.7% and 43.3% respectively). Furthermore, female, and male beneficiaries did not always experience similar outcomes. Male beneficiaries were almost twice as likely to report currently having a job when surveyed compared to female beneficiaries (48.1%, 24.7%). However female beneficiaries were more likely to report receiving a job offer (44.9% and 38.6%) largely due to the high proportion of Turkish women who reported receiving a job offer (60.1% and 31.9%)</p>	<p>The SES programme has exceeded its targets for gender-specific indicators.</p>	<p>content on Turkish work regulations, norms, and expectations to prepare beneficiaries with no prior work experience. Additional course content could cover workplace ethics, occupational safety, and labor laws in Türkiye,</p> <p>Consider providing training to employers on gender-sensitivity and cultural norms and expectations</p> <p>a. Consider a system for auditing employers and workplaces to ensure ethical treatment of beneficiaries</p> <p>b. Consider additional mechanisms for beneficiary feedback during applied training, such as check-ins with programme focal points/field office staff</p>
	FGDs	<p>In FGDs, some women reported that they had experience discrimination in applied training as a result of their gender. These women reported that they were treated differently from male beneficiaries in the workplace and did not receive job offers as a result. These women suggested that gender-sensitivity training should be offered to employers to support equitable workplaces.</p>		
	KIIs	<p>Project partners also described “cultural issues” that made it challenging to identify the right beneficiaries based on the targeting model. Cultural issues identified by partners mainly related to differences in work expectations and “hygiene” concerns. Partners noted that not all beneficiaries selected for the programme were willing or able to accept the working conditions (including work hours, shift times and locations). This issue may have been exacerbated by the large proportion of participants with no prior work experience (48.6%).</p> <p>“Hygiene” issues discussed in the interviews for this evaluation primarily related to male beneficiaries in the FBSH sector with long beards. Partner staff noted that male participants were unwilling to shave in order to participate. Research conducted for this evaluation failed to identify a restriction on beards in the food processing sector, if alternatives such as beard nets cannot be sought, alternative sectors of employment should be sought to find suitable employment for targeted individuals.</p>		

Question 2.2 What are the major factors influencing the achievement or non-achievement of the outcomes/objectives of the livelihood projects?	KIIs	A mix of internal and external factors have influenced the achievement/non-achievement of the programme outcome and outputs. Internal factors: Recruitment and drop-out challenges External factors: Government policy changes, COVID and the economic conditions	A number of internal and external factors have affected programme achievement.	None
Question 2.3 How effective is the targeting model and outreach activities to achieve pre-defined goals?	Programme documents	The SES programme intentionally targeted vulnerable refugees and Turkish citizens through improved access to the labor market.	The evaluation finds that the programme was successful in reaching its target audience.	None
	KIIs	In KIIs, staff noted that it was essential in interviews to identify beneficiary motivations and knowledge of the programme. Staff noted risks of "career students" and those who were likely to drop out due to low motivation		
	Beneficiary survey	75% of beneficiaries think the Vocational Training Announcement reached all persons who might be interested in it fully or to some extent. 95% report the application process was easy 88.7% think the selection process was clear		
Efficiency				
Question 3.1 Are the livelihood projects cost-efficient i.e., are the resources (including financial and human resources) allocated efficiently?	Programme documents	The total budget allocated for the SES programme is \$13.7 million USD. The total programme expenditure up to 28 February 2022 was \$3.8 million USD, or 28% The most recent enrolment data for the evaluation comes the end of February 2022. At that time, 1,993 beneficiaries had been enrolled in the program. One in five beneficiaries (398, 20.0%) had found long-term employment. Based on the current enrolment and expenditure data, the programme cost per beneficiary enrolled is \$1901.20 USD, the programme per beneficiary who completes training is \$2449.32 USD, and the cost per beneficiary who finds long-term employment is \$9,540.34 USD.	The evaluation finds that the high cost per beneficiary is due in large part to the dual system of theoretical and practical education that the SES programme deploys. In interviews for the evaluation, programme and partner staff were in agreement that this approach, while resource-intensive, was appropriate given the needs of beneficiaries for training and	Consider expanding the role of İŞKUR in the project. WFP should consider ways to leverage İŞKUR's existing capacity to match beneficiaries with applied training and employment opportunities.
	KIIs	In interviews with programme and partner staff, it was noted that the dual system of theoretical and practical education required intensive		Consider expanding partnerships with local CSOs to reduce

		<p>staff resources. The dual system employed by the programme is not mainstream in Türkiye and WFP programme staff often had to invest time to explain the system and serve as a bridge between partners including MoNE and İŞKUR. The provincial WFP teams were also found to be serving important and intensive roles in the recruitment beneficiaries and employers, monitoring and training.</p>	<p>financial support to participate in training.</p>	<p>the need for WFP field offices and local staff recruitment.</p> <p>a. Consider how CSO lists, referral mechanisms and networks can be utilised for recruitment of beneficiaries</p> <p>Consider how CSO staff and resources can be leveraged to identify potential employers and conduct outreach</p>
<p>Question 3.2 Are the livelihood projects implemented in a timely way?</p>	Programme documents	<p>Curriculum harmonization: Due to the dual system and needs identified by private sector partners, there was a need to review and update course curricula delivered through MoNE for the chef assistant, food packaging, store attendant and housekeeping courses.</p> <p>Recruitment challenges and drop-out: Recruitment challenges and participant drop-out were identified as challenges to the timely implementation of the programme in programme documentation and interviews conducted for the evaluation. Surveyed beneficiaries report that recruitment has been primarily conducted through social media and personal social networks. Internal programme documentation shows that only 45% of assisted people are informed about the program. To improve on this, WFP has invested in developing a broader pipeline of candidates through increased social media advertisement and a newly launched Instagram channel, new website, and increased stipends. To reduce the rate of dropouts, WFP has identified the need better inform beneficiaries about the program. Monitoring results indicate that only 45% of beneficiaries reported full understanding of targeting, programme length and benefits. WFP field staff are working to increase knowledge transfer about the programme through regular visits to schools, briefing sessions with beneficiaries, and the planned development of an SES community using social media. Additional measures to reduce the dropout rate among beneficiaries have been through strengthening</p>	<p>The programme has experienced a number of delays related to a number of internal and external factors. Delays are likely to make targets for the number of projects financed and the number of beneficiaries enrolled may not be achieved.</p>	<p>Consider expanding vocational course offerings to include high demand sectors, including hair dressing, beauty services, and tailoring,</p> <p>Consider including additional course content on Turkish work regulations, norms, and expectations to prepare beneficiaries with no prior work experience. Additional course content could cover workplace ethics, occupational safety, and labor laws in Türkiye,</p>
	KIIs			

		<p>the recruitment and interview process to better understand beneficiaries' level of motivation.</p> <p>Duplication of efforts: Programme and partner staff noted some areas where there was a duplication of efforts to account for the needs of various partners. For example, it was noted that different monitoring, evaluation, auditing and learning systems used by WFP and partners caused a duplication of monitoring efforts. Grievance mechanisms were also viewed to be repetitive, as WFP and partner organizations both provide grievance mechanisms for beneficiaries.</p> <p>Changes in government policies: Changes in government policies related to labor market programmes affected the SES program's retail sector courses in January 2022. At that time, İŞKUR stopped all programmes in the retail sector and WFP had to close store attendant and food packaging courses, since it was no longer possible to register vocational training graduates in applied training through İŞKUR.</p> <p>COVID-19: As mentioned previously in this report, the on-going COVID-19 pandemic contributed to delayed implementation of the programme as a result of closures of training facilities and workplaces. COVID-19 posed further challenges for programme implementation as many firms in Türkiye reduced their hiring.</p> <p>Economic conditions: The prevailing economic conditions in Türkiye posed significant challenges for the implementation of the SES program. As previously noted, GDP growth in Türkiye has stalled and inflation has reached its highest levels in the last 20 years. In response to changes in national minimum wage, in January 2022, the monthly stipend of the vocational training participants was increased from TRY 850 to TRY 1,400 while the cash transfer entitlement for applied training participants was increased from up to TRY 2,826 per month to up to TRY 4,253 in line with increases in the national minimum wage set by the Government</p>		Consider developing a web platform to publish information about programme progress and news for stakeholders
Impact				
<p>Question 4.1: What are the (a) primary and (b) secondary immediate impacts of the livelihood activities on the communities and with the participants?</p>	Programme documents	<p>Programme documentation notes that between August 2021 and March 2022 1,597 participants (direct beneficiaries) were enrolled in the programme</p> <p>Programme documentation has identified 398 (20.0%) of beneficiaries have found long-term employment.</p> <p>However, despite positive impacts on income identified in the evaluation, there is evidence also indicates that some households resorted to negative coping strategies to satisfy their needs. The two</p>	The evaluation identified a number of primary and secondary immediate impacts of the livelihood activities on the participants and their communities, notably through the creation of jobs, income generated through	None

		household level outcome indicators, rCSI9 and LCS10, deteriorated in the reporting period as compared to the baseline figures.	employment, and improvements in social cohesion. The primary impact of the programme is improving refugees and Turkish citizens' livelihoods and living conditions in Türkiye by teaching them work skills and helping them to find a job	
	Beneficiary survey	Among surveyed beneficiaries, 35.6% report that they are currently working. Half of the beneficiaries with jobs report that their current employment is related to the vocational training they received. Beneficiaries who completed the entire training were more likely to report currently working compared to those that did not complete the training (36.75 and 25.6% respectively). The SES programme also helped beneficiaries produce income for their households. The majority of surveyed beneficiaries in vocational training (75.0%) and applied training (76.8%) reported that the training helped them produce income for their households fully. Among beneficiaries of applied training, 88.1% reported that the programme had helped increase their self-confidence fully or to some extent. Furthermore, the majority of surveyed beneficiaries (82.8%) reported that participating in the vocational training would help them find a job.		
	KIIs	The programme also sought to increase institutional capacity to implement livelihoods policies, strategies, plans and programmes (Output 1.2). This output was achieved through the recruitment of sector experts, the development and implementation of the training of trainers (ToT) curricula, the procurement of equipment, and capacity strengthening for local CSO partners (Theory of Change Activities 1, 2, 3, and 8).		
Question 4.2: Are there any unintended effects of the intervention on human rights and gender equality	KIIs	No unintended effects of the intervention (positive or negative) on human rights and/or gender equality were identified during the evaluation.	No unintended effects of the intervention identified.	None
Sustainability				
Question 5.1: Will the livelihood projects' contribution to the partners be sustainable over time?	Programme documents	The programme includes a wide range of partners and stakeholders and views strengthening institutional capacity as a vital part of its strategy (Output 1.2) and the longer-term sustainability of the program. Strengthening institutions and developing public-private partnerships directly relate to six out of nine programme activities in the Theory of Change and reflect WFP's Türkiye Interim Country Strategic Plan. To this end, the programme includes an indicator on partnerships – the number of signed agreements with public and private partners (Output Indicators 1.2). WFP has set a target of 25 signed agreements and has achieved 22 at the time of the evaluation.	The SES programme is seen as providing a positive contribution to strengthening institutional capacity for governmental organizations and CSO partners.	None

		WFP's partners include the Government of Türkiye, TRC, other United Nations agencies, CSOs, civil society, and donors, as documented in the centralized evaluation of WFP's regional response to the Syrian crisis. WFP's partnership strategy in Türkiye focuses on values of inclusivity and participatory design with the explicit intention to produce more sustainable programmes managed by the Government and development actors.		
	KIIs	Capacity building activities have focused in part on training for MoNE teachers. at the time of the evaluation, WFP has organised training for vocational training topics (chef assistant, store attendant, housekeeping, and food packaging) and two workshops have been conducted for MoNE and İŞKUR field staff who act as SES focal points. These workshops have been viewed to be beneficial for WFP, MoNE and İŞKUR staff and provided opportunities for staff to share knowledge and experience as well as to address observed operational challenges.		
Question 5.2: Please analyse from the perspective of curriculum development	KIIs	The curricula developed for the programme was seen as beneficial to making the programme relevant to the current, local needs of employers. At the same time, curricula development was seen as a cause of programme delays.	Curricula development was seen as contributing to the relevance of the programme, but also led to delays.	None
Question 5.3: Please provide your inputs the organization of the human resources	KIIs	Staff noted that the programme had a high workload for WFP staff (described previously)	Staff workload for the programme is high given the resource-intensive nature of the intervention.	None
Question 5.4: Please provide your inputs from the perspective of the provision of training of trainers	Programme documents	The programme has at the time of the evaluation exceeded the target number of MoNE teachers and trainers trained with the ToT curricula (baseline: 31, target: 120, achieved: 176).	The SES programme has exceeded the target for the number of MoNE trainers trained.	None
	KIIs	ToT activities were seen as contributing to the sustainability of the programme by providing training on skills needed for vocational training and in response to the needs of local businesses.		
Question 5.5: Please provide your inputs from the perspective of the procurement of needed equipment	KIIs	Despite progress, the SES programme has not yet achieved the target of 16 schools and 16 public education centres (PECs) receiving training materials. at the time of the evaluation, 13 schools have receiving training materials.	The programme is contributing to the sustainability of partners through the provision of equipment, which staff felt could not be provided otherwise.	None
		The SES Programme contributed to the procurement of the needed training equipment for vocational training. The evaluation finds that without this support, implementing partners would not be able to cover such expenses.		

Question 5.6: Please provide your inputs from the perspective of the building the capacities of implementing partners	KIIs	CSO capacity building is seen as necessary for the progress of the programme but has yet to be fully utilised in the programme, with the emphasis at the time of the evaluation being on MoNE training	the programme but has yet to be fully utilised	None
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ANNEX 5. DATA COLLECTION TOOLS

Tool 1: Quantitative data collection tool with beneficiaries (ref-QBP)

Note to facilitator: Before beginning, make sure the participant has provided informed consent and thank the participant for agreeing to participate. Introduce yourself as working on behalf of the World Food Programme. The probes are provided for guidance. Try to elicit response from the interviewee without suggesting answers.

Introduction: Good morning/afternoon/evening. My name is _____ and I am working with i-aps/TK-APS on behalf of the World Food Programme to perform a decentralized evaluation. I would like to get your views and perspectives on the Livelihoods Programme implemented by WFP, between July 2020 - February 2022.

Q1. Interview Date

Q2. Interview time

Q3. Location (City Name)

Q4. Gender: a) Male b) Female

Q5. Age of the respondent.....

Q6. Nationality: a) Syrian b) Turkish c) Other d) Prefer Not to Say

If Syrian,

Q6 A) When did you arrive Türkiye

----- Year

Q6 B) What is your Status in Türkiye?

a) Double Citizenship (Both Turkish and Syrian/Afghan/Other)

b) Only Turkish Citizen

c) Temporary Protection Status

d) Applied for Turkish Citizenship and waiting the result

Q6 C) Do you have a work permit

a) Yes

b) No

c) Don't know

Q6 D) When did you get your work permit

..... year

Q7) Do you plan to apply for Turkish Citizenship

a) Yes

b) No

Q8) Do you plan to go back to your Country if things get back to Normal in your country?

- a) Yes, I definitely plan to go back
- b) I may go back
- c) Indecisive
- d) I don't plan to go back

Q9) Do you plan to move to another country?

- a) Yes
- b) No
- c) Maybe
- d) Haven't decided yet

Q10) What is your Marital Status

- a) Single
- b) Married
- c) Divorced
- d) Widowed
- e) Do not prefer to Mention

Q11) Do you have children?

- a) Yes
- b) No

Q12) How many children do you have?

Q13) Do you have a job now?

- a) Yes, è Go to Question 14
- b) No

Q13 A) If you have a job, is it related with the VT training you received?

- a) Yes, Relevant with the Vocational Training I received
- b) No, Not- Related with the Vocational training I received
- c) Don't know

Q14) What is your job about? can you please briefly mention with 3-5 words?

Q15) Did you have someone to look after your children during your participation to the Training Programme

- a) Yes

b) No è Go to Q16

Q15 A) If you didn't have someone, how did you organize to participate to the training?

Q16) How many people live in your household?

Q17) What is your relationship with the head of Household

- a) Myself
- b) wife/husband
- c) son/daughter
- d) Other

Q18) What is your total monthly total household income?

Q19) How many people have a regular income in your family

Q20) Do you/your family pay rent for the place you live?

- a) Yes
- b) No

Do you receive any financial assistance from any person or organization or Turkish Government?

- a) Yes
- b) No è go to Q21

Q20 A) If Yes, from where do you receive financial assistance (multiple Choice)

- a) Municipality
- b) Government
- c) NGOs
- d) Turkish Red Crescent e) International Organizations
- f) Family Members
- g) Others...

Q21) Have you had any working experience before participating to the WFP training Programme (For non-Turkish people experience in Türkiye)

- a) 'yes, in the sector I receive training,
- b) yes, but not in the sector I am receiving training,
- c) no, I don't have any work experience

(Information about the Programme and Participation)

Q22. How did you hear about the Vocational Training Announcement?

- a) Through newspapers
- b) Social Media
- c) TV
- d) Radio
- e) Through a friend
- f) Informed by the NGOs by email / SMS g) Other....please type

Q23. Do you think the Vocational Training Announcement reached all persons who might be interested in it?

- a) Yes, reached everyone
- b) Partially yes
- c) No, the announcement was limited and didn't reach many persons
- d) Don't know

Q24. What do you think about the VT application process? [hD1]

- a) Easy
- b) Complicated

Q25. Was the selection process clear and straight forward

- a) Yes
- b) no

(Vocational Training Questions)

Q26. Have you participated to the Vocational Training (VT):

- a) Yes
- b) No

Q27. Which Vocational Training Did you participate in?

(List the name of the training activities)

Q28. When did you participate to the VT.... Month / year

Q29. How long was the duration of the training...? weeks

Q30. Did you participate to the entire (didn't leave the training) training:

- a) Yes, è go to Q17
- b) No

Q31. If no, what is the reason (multiple choice):

- a) I had to help with housework / take care of my children
- b) I had to help my family
- c) My family didn't permit
- d) I didn't find the training useful
- e) The trainer was not efficient
- f) the training location was too far
- g) the transportation cost was high
- h) I got COVID
- g) My Turkish was not enough to understand the courses
- h) Other....

Q32) Did you receive your VT certificate at the end of the Training?

- a) Yes, è Go to Q33
- b) No

Q32 A) If not, Why?

- a) I didn't complete the Training
- b) WFP hasn't sent me yet
- c) Other....

Q33). How do you score the VT training?

	Fully Agree	Agree but it requires some improvement	Neither agree nor disagree	Not Agree, it requires some improvement	Not Agree, it requires <u>a lot</u> of improvement
The training was well organized					
The training location was suitable					
Travel and access to the training location was appropriate					
The Trainer was efficient and knowledgeable					
The Training topics were well selected and covered					
The training was very informative					
It helped me to learn new skills					
The training duration was good					

The training materials were good					
I can suggest the VT training to my friends/other family members					
The training helped me to produce income for my household/family					
The Training helped me to more integrate into the Turkish Socio-Economic System and Turkish People					
The amount of money paid during the VT was enough					
The payment method was good and timely					

Q34) Do you believe participating to the VT will help / helped you to find a job?

- a) Yes, I fully agree
- b) Yes, it will help partially
- b) no, it will not help at all
- c) Don't want to respond

(Applied Training Questions)

Q35. Have you participated in the Applied Training (AT) after participating in the VT?

- a) Yes
- b) No

Q35 A) If not, what was the reason

I am waiting for the ATP assignment process to be completed.

- b) I found a job right after VT
- c) My family didn't permit it
- d There was no suitable Applied Job training possibility
- e) I didn't believe the necessity of Applied training
- f) I didn't have time
- g) Other...

Q36. How long did you participate in Applied Training?

..... weeks

Q37 When did you start your AT

...Month / year

Q38. Where did you do your AT?

(give the list of all project provinces and beneficiary selects from dropdown menu)

Q39 What is the name of the company you had your AT with?

....name of the company

Q40. Did you attend to the entire applied training (didn't leave the training programme):

a) Yes, è go to Q17

b) No

Q41. If no, what is the reason (multiple choice):

a) I had to help with housework / take care of my children

b) I had to help my family

c) My family didn't permit

d) I didn't find the training useful

e) the training location was too far

f) the transportation cost was high

g) I got COVID

h) My Turkish was not enough

i) Other....

Q42. What do you think about the AT you participated in?

	Fully agree	Agree but it requires some improvement	Neither agree nor disagree	Don't agree, it requires improvement	Not Agree, it requires a lot of improvement
The training was well organized					
The training location was suitable					
The practical training was very useful					
It helped me to practice					
The training duration was enough					
The employer was very helpful and cooperative					
The employer gave me enough chance to improve my skills					
The training helped me to produce income for my household/family					

I suggest persons who attended to VT to also attend AT					
The amount of money paid during the training by the WFP was enough					
The monthly payments method was effective					
The training helped me to more integrate into the Turkish Socio-Economic System and Turkish People					
The Training helped me to learn the Turkish Business Environment					
It helped me to increase my self confidence					

Q43) How many days per week did you work during the AT?

..... days

Q44) How many hours did you work during the AT

..... hours

Q45). Did you get a job offer after you completed the AT training?

- a) Yes, from the company where I had my on-job training
- b) Yes, from another company,
- c) No

Q46) Have you accepted the Offer?

- a) Yes
- b) No

Q46 A) If no, why didn't you accept?

- a) Salary was low,
- b) Working conditions were not good
- c) working location was far from my home
- d) my family didn't permit
- e) Other

Q47. Are you employed now?

- a) Yes ==go to Section LT,
- b) No

Q47 A) If no, Are you looking for Job:

a) Yes b) No

If you are not looking for a job, what is the reason?

a) I lost my hope about finding a job

b) My family does not want me to work

c) there is no job in the market d) I have health problems

e) Other

Q48. What are the main difficulties about finding a job?

a) The market is very small

b) There are no vacancy announcements in my area

c) The offered salary is too low

d) My family does not let me to work

e) Other...

Go to Section Suggestion

(Section LT)

Q49. Did the VT or AT you received helped you to find a job?

a) Yes

b) No

Q50. Did your employer register you to Social Security (SGK)?

a) Yes

b) No

c) Don't Know

Q51. Does the income you earn help your family / household's economy?

a) Yes

b) No

Q52. Did your living conditions improve after finding the job?

b) Yes, A lot

b) Yes, partially

b) No, it didn't

Q53. Are you satisfied with your current job now?

- a) Yes, fully
- b) Yes, partially
- c) No, not at all
- d) Don't know

Q54. If not satisfied, what are the main issues with your current job (Multiple selection)

- a) I don't have chance to test my training skills
- b) The salary is low
- c) The working hours are more than 8 hours
- d) There is no weekend break
- e) I don't have SGK registration
- f) The Employer is not treating the workers well
- g) The working conditions are very difficult
- h) Other.....

Q55. Are you looking for a new job?

- a) Yes
- b) no
- c) Don't Know

Q55 A). If "yes", why are you looking for a new job (multiple answer)

- a) The salary is not enough
- b) the job location is far
- c) My family is not happy with my job environment
- d) I don't perform my skills in my current job
- e) I don't have social security (SGK) f) I am not happy in my job environment
- g) Other...please specify

(Section Suggestion)

Q56) What are your Suggestions about the VTs?

- a) No Suggestion
- b) Training Duration should be increased
- c) Training duration should be decreased
- d) More training topics should be included
- e) Training Participation payment should be increased
- f) More Training should be increased
- g) Other

Q57) What is your Suggestion about ATs

a) No Suggestion b) Training Duration should be increased c) Training duration should be decreased d) More options should be given to the Participants e) Training Participation payment should be increased f) other ...

Tool 2: Qualitative Key Informant Interviews (KIIs) with Stakeholders

Note to facilitator: Before beginning, make sure the participant has provided informed consent and thank the participant for agreeing to participate. Introduce yourself as working on behalf of the World Food Programme. The probes are provided for guidance. Try to elicit response from the interviewee without suggesting answers.

Name of Interviewer:

Date of Interview:

Start Time:

End Time:

Participant Gender:

Title:

Introduction

Good morning/afternoon/evening. My name is _____ and I am working with i-aps/TK-APS on behalf of the World Food Programme to perform a decentralized evaluation. I would like to get your views and perspectives on the Livelihoods Programme implemented by WFP, between July 2020 - February 2022.

Tool 2.1 WFP team (Project and M+E Team) (ref KII WFP2)

Question	Response
Q 1. What is your role in the WFP livelihood Programme?	
Q.2. To what extent was the programme designed to respond to the needs of the beneficiaries? Did the programme design include various inputs from Government and non-governmental organizations? Q.3. Do you think there is a need to make modifications in the programme due to the changing socio-economic dynamics in Türkiye?	
Q.4 Do you think Programme achieved its targets so far? If not, what are the missing parts and reasons for this? Q.5. Are there any differences of the programme results depending on the location, gender, and ethnicity? Q.6. What were the main challenges faced during the implementation of the project? How did you resolve them? How these challenges affected the deliverables Q.7. Do you think the Programme result matrix indicators are achievable? If not, Why? Do you see a need for revision of the indicators? Q.8. Why are there fewer people participating in the OJT compared to VT? Q.9. What else can be done to increase the employment ratio for the beneficiaries who participated to the programme	
Q.10. Do you think the programme has used its resources efficiently? If not, why, and how? If yes, pls give examples Q.11. Do you think cooperation and coordination between the project stakeholders worked well? If not, please give details? If yes, please give examples for good mechanism Q.12. What are the challenges about the programme sources, if any?	
Q.13. What are the lessons learned you think until now?	

Q.14. What are your suggestions for the implementation of the programme Q.15. Was the programme implemented in a timely manner?	
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Tool 2.2 WFP project and M& Team (ref KII WFP2)

Question	Response
Q.1. What is your role in the WFP livelihood Programme?	
Q.2. How do you monitor the project indicators? Do you have a specific application? Such as a dashboard system? Q.3. Can project stakeholders like MoNE and İŞKUR monitor the project activities regularly through a dashboard? Q.4. How do you calculate the Consumption based Coping Strategy Index and Economic Capacity to Meet essential needs? Q.5. Do you think project indicators are achievable? If not, which variables are not achieved yet and what is the plan? Q.6. Do you have upcoming plans for satisfaction surveys or not? If so, when, and how do you plan?	
Q.7. Do you think the Programme result matrix indicators are representative? Do you see a need to change/revise Q.8. How do you measure the quality of the training programme? Q.9. Do you make field observations and visits during the training or project implementation? Q.10. What are the lessons learned you think until now, in terms of M&E plan of the programme	

Tool 2.3 MoNE (ref KII GOV1)

Question	Response
Q.1. What is your role in MoNE and linkage with the WFP SES programme?	
Q.2. To what extent was the programme designed to respond to the needs of the beneficiaries? Did WFP cooperate with you during the design and implementation of the programme Q.3. Do you face any problem about organization of the training activities? If so, can you please give examples? Q.4. Do you think there is a need to make modifications in the programme due to the changing socio-economic dynamics in Türkiye	
Q.5. Do you think Programme achieved its targets so far? If not, what are the missing parts and reasons for this? Q.6. Are there any differences of the programme results depending on the location, gender, and ethnicity? Q.7. What were the main challenges faced during the implementation of the project? Q.8. What do you think about the cooperation level between WFP and MoNE so far? What do you suggest improving it? Q.9. What else can be done to increase the employment ratio for the beneficiaries who participated to the programme	
Q.10. Do you think the programme has used its resources efficiently? If not, why, and how? If yes, pls give examples	
Q.11. What are the lessons learned you think until now?	
Q.12. What are your suggestions for the implementation of the programme	

<p>Q.13. To what extent are the livelihood projects aligned with WFP, Government partners (İŞKUR, MoNE etc.), UN agency and donor policies and priorities at the time of design and over time?</p> <p>Q.14. How well do WFP's livelihood activities contribute to nationally owned strategies and solutions</p>	
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Tool 2.4 ref KII NGO

Question	Response
Q.1. What is your role in İŞKUR and linkage with the WFP SES programme?	
Q.2. To what extent was the programme designed to respond to the needs of the beneficiaries? Did WFP cooperate with you during the design and implementation of the programme	
Q.3. Do you think there is a need to make modifications in the programme due to the changing socio-economic dynamics in Türkiye	
Q.4. Do you think Programme achieved its targets so far? If not, what are the missing parts and reasons for this?	
Q.5. Are there any differences of the programme results depending on the location, gender, and ethnicity?	
Q.6. What were the main challenges faced during the implementation of the project?	
Q.7. What do you think about the cooperation level between WFP and İŞKUR so far? What do you suggest improving it?	
Q.8. What else can be done to increase the employment ratio for the beneficiaries who participated to the programme	
Q.9. Do you think the programme has used its resources efficiently? If not, why, and how? If yes, pls give examples	
Q.10. What are the lessons learned you think until now?	
Q.11. What are your suggestions for the implementation of the programme	
Q.12. Are protection needs met for project beneficiaries?	

Tool 2.5 Employers (ref KII EMP)

Question	Response
Q.1. What is your role in the company	
Q.2. Why did you agree to participate in the Programme? What are your expectations from the programme?	
Q.3. Are you satisfied with the knowledge and skills the AT participants got during the VT? If not, why, and what do you suggest?	
Q.4. Have you contracted any of the ATs after the training completed? Is he/she still your employee? What do you think about her/his performance	
Q.5. Do you think the duration of AT is enough?	
Q.6. What are your suggestions for the cooperation with WFP? Are there any areas needed to improve	

Tool 2.6 Implementing Partners (ref KII IP)

Question	Response
Q.1. Name of the organization, location What is your role in the Organization.	
Q.2. Why did you agree to participate in the Programme? Q.3. What are your expectations from the programme? Q.4. What are your suggestions for the cooperation with WFP? Are there any areas needed to improve Q.5. Do you think this programme is sustainable? If so, why? if not why? Q.6. Do you think this programme meet the needs of the beneficiaries? if not, why, and how it can be improved? Q.7. Do you think the programme activities / training are enough and in line with the needs of the trainees? Q.8. Was the programme implemented in a timely manner? Q.9 Are there any unintended effects of the intervention on gender equality?	

Tool 2.7 Donors

Question	Response
Q.1. What is your role in your organization and linkage with the WFP SES livelihood Programme?	
Q 1.1 Is the design of the livelihood projects including activities and outputs in line with your expectations Q.2. Do you see any difficulties with the implementation of the programme? Q.3. Do you think there is a need to make modifications in the programme due to the changing socio-economic dynamics in Türkiye?	
Q.4. Do you think the programme has used its resources efficiently? If not, why, and how? If yes, pls give examples Q.5. Do you think cooperation and coordination with WFP SES Programme is effective Q.6. What do you think about the sustainability of the programme? Does your organization plan to extend the programme beyond 2024? Q.7. Do you see any challenges for the implementation of the programme in coming future?	
Q.8. What are your recommendations for the future of the programme?	

Tool 2.8 WFP Management (ref KII WFP1)

Question	Response
Q.1. What is your role in the WFP and linkage with the livelihood Programme?	
Q 1.1 Is the design of the livelihood projects including activities and outputs, relevant to the overall goal (partner to support implementation of SDG 17) and the attainment of its objectives (partner for SDG results)? Q.2. Do you see any difficulties with the implementation of the programme? Q.3. Do you think there is a need to make modifications in the programme due to the changing socio-economic dynamics in Türkiye?	

<p>Q.4. Do you think the programme has used its resources efficiently? If not, why, and how? If yes, pls give examples</p> <p>Q.5. Do you think cooperation and coordination between the project stakeholders worked well? If not, please give details? If yes, please give examples for good mechanism</p> <p>Q.6. What do you think about the sustainability of the programme?</p> <p>Q.7. What are the challenges about the programme sources, if any?</p>	
Q.8. What are the lessons learned you think until now?	
<p>Q.9. To what extent are the livelihood projects aligned with WFP, Government partners, UN Agency and donor policies and priorities at the time of the design and over time?</p> <p>Q.10. How well do WFPs livelihood activities contribute to nationally owned strategies and solutions?</p> <p>Q.11. To what extent is the design of the livelihood's projects based on a sound gender analysis?</p> <p>Q.12. To what extent is the design and implementation of the programme Gender Equality and Women Empowerment sensitive?</p>	

Tool 2.9 Focus Group Discussions (FGD) Questions with the Beneficiaries (ref FGD B1)

We plan to gather persons who participated in the VT only, VT and AT and found long-term jobs in one FGD. In this way, we aim to have a discussions / talks between the different category of the beneficiaries. In each FGD, there will be an estimated 6-8 persons to minimize risk of COVID-19. Of this, 3 will be who only participated VT, 3 who participated both VT and AT and 2 who found long-term jobs.

Note to facilitator: Before beginning, make sure the participant has provided informed consent and thank the participant for agreeing to participate. Introduce yourself as working on behalf of the World Food Programme. The probes are provided for guidance. Try to elicit response from the interviewee without suggesting answers.

Introduction: Good morning/afternoon/evening. My name is _____ and I am working with i-aps/TK-APS on behalf of the World Food Programme to perform a decentralized evaluation. I would like to get your views and perspectives on the Livelihoods Programme implemented by WFP, between July 2020 - February 2022.

Background							
# People present	V T	Male/Female/Age s	VT AT	and	Male/Female/Age s	LT jobs	Male/Female/Age s
Number by type/gender							
FGD Date							
Location	Community		District			Governorate	
i-APS Interviewers	1.		0.				

Q. 1. What do you think about the selection process of the beneficiaries?

Q.2. Do you think it was a clear process? Do you think the announcement reached everyone who needs or might be interested in? What would you suggest improving the process for selection of the beneficiaries?

Q.3. How long did you stay in the programme? Did you leave the programme? If so, why?

Q.4. What do you think about the VT and AT location? Was it easily accessible? Was it secure to travel there alone (especially for female participants)? Did you get any transportation support? Was the payment you had enough to cover transportation? Did you get free lunch during the VT and AT? What do you suggest about improving the VT / AT locations?

Q.5. What do you think about the payment you received during the VT training? Was the amount enough? Did you receive what you were offered?

Q.6. What do you think about the payment you received during the AT training? Was the amount enough? Did you receive what you were offered?

Q.7. What do you think about the payment process? Was it timely? were there any delays and if so, why?

Q.8. What do you think about the quality and implementation model of the Vocational Training (VT)? Were the trainers knowledgeable, experienced in training? Were the training documents enough and useful? Was the training location good and easily accessible? What would be your suggestions to improve the VT?

Q.9. Do you think you had enough knowledge after finishing VT? Have you applied for any jobs after finishing VT? What were the outcomes of your applications?

Q.10. Do you think you had enough knowledge after finishing AT? Have you applied for any jobs after finishing AT? What were the outcomes of your applications?

Q.11. How did you find job? Did İŞKUR help you? Did you get any help from WFP? Are you happy with your job?

Q.12. What are your suggestions for the WFP for future of this programme

(For the ones who didn't participate to AT)

Q.13. What are the reasons for not participating the AT–

Q.14. Do you regret that you didn't participate to the AT? Do you think you can find a job without participating the AT?

(For the ones who had the AT)

Q.15. Why did you decide to participate in the OJT –? Was the OJT useful? Do you feel that you learned enough to find a job? Did you get any job offers during the AT? Did you get payment during the OJT? Was the payment enough?

Q.16. Was the duration of the AT long or short? What do you think about the duration?

Q.17. Did you find a chance to try your learning you gained during the VT?

Q.18. What would be your suggestions about the Implementation of AT?

(For the Ones who had LT)

Q.19. How did you find the job? Did you apply or were you offered?

Q.20. Did VT and OJT help you to find the job? What areas of VT and AT can be improved to help participants to find a job?

Q.21. Do you have SGK? Is your salary enough to cover your HH expenses? Are you happy with your job?

Q.22. Did finding a job changed your household socio-economic wealth? Did it help your family to have better economic conditions?

Q.23. How well do the livelihood projects contribute to any reduction of social tensions and improved social cohesion?

ANNEX 6. FIELDWORK AGENDA

Number of days	Regions and Online	Responsibility	Activities	Date
1 day	Online	Hakan Demirbüken	KII with WFP CO M&E Department and BDA	2 nd week of May
	Online	Yusuf Can Akyol	KII with WFP Istanbul Area Office	Last week of May
1 day	Online	Hakan Demirbüken	KII with WFP CO Livelihoods Programme Department 1 (Ceyda Hanım)	3 rd week of May
	Online	Hakan Demirbüken	KII with WFP Gaziantep Area Office	3 rd week of May
	Online	Leyla Şen	KII with WFP CO Cash Transfer Programme Department	Last week of May
1 day	Online	Yusuf Can Akyol	KII with WFP Mersin Field Office	3 rd week of May
1 day	Online	Hakan Demirbüken	KII with WFP CO Deputy Country Director	3 rd week of May
	Online	Yusuf Can Akyol	KII with Cooperating Partner (STL)	Last week of May
1 day	Online	Yusuf Can Akyol	KII with UNFPA Representative	1 st week of June
	Online	Hakan Demirbüken	KII with Donor Representative (KfW)	Last week of May
1 day	Online	Hakan Demirbüken	KII with ILO Representative	1 st week of June
	Online	Yusuf Can Akyol	KII with Cooperating Partner (UGDD)	1 st week of June
	Online	Leyla Şen	KII with Izmir Field Office	3 rd week of May
4 weeks	Remote (Phone)	Yusuf Can Akyol and Data Collection Team	Quantitative Data Collection / Survey	In July and August
1 day	Ankara	Yusuf Can Akyol and Data Collection Team	Focus Group Discussion 1	2 nd week of June
1 day	Ankara	Yusuf Can Akyol and Data Collection Team	Focus Group Discussion 2	2 nd week of June
1 day	Konya	Yusuf Can Akyol and Data Collection Team	Focus Group Discussion 3	3 rd week of June
1 day	Konya	Yusuf Can Akyol and Data Collection Team	Focus Group Discussion 4	3 rd week of June
1 day	Ankara	Hakan Demirbüken	KII with İŞKUR Ankara Representative	1 st week of June
1 day	Ankara	Hakan Demirbüken	KII with MoNE Ankara Representative	2 nd week of June
1 day	Gaziantep	Yusuf Can Akyol	KII with İŞKUR GZT Representative	3 rd week of June
1 day	Şanlıurfa	Yusuf Can Akyol and Data Collection Team	Focus Group Discussion 5	3 rd week of June
1 day	Şanlıurfa	Yusuf Can Akyol and Data Collection Team	Focus Group Discussion 6	3 rd week of June
1 day	Mersin	Yusuf Can Akyol and Data Collection Team	Focus Group Discussion 7	Last week of June
1 day	Mersin	Yusuf Can Akyol and Data Collection Team	Focus Group Discussion 8	Last week of June
1 day	Mersin	Yusuf Can Akyol	KII with Mersin Private Sector Representative in Mersin	Last week of June
1 day	Adana	Hakan Demirbüken	KII with MoNE Adana Representative	Last week of June

Number of days	Regions and Online	Responsibility	Activities	Date
1 day	Adana	Hakan Demirbüken	KII with İŞKUR	Last week of June
1 day	İzmir	Yusuf Can Akyol and Data Collection Team	Focus Group Discussion 9	3 rd week of July
1 day	İzmir	Yusuf Can Akyol and Data Collection Team	Focus Group Discussion 10	3 rd week of July
1 day	İzmir	Yusuf Can Akyol and Data Collection Team	KII with Private Sector Representative in İzmir	3 rd week of July
1 day	Istanbul	Yusuf Can Akyol	KII with Istanbul MoNE Representative	3 rd week of July
1 Day	Istanbul	Yusuf Can Akyol	KII with Istanbul İŞKUR Representative	Last week of July
1 day	Istanbul	Yusuf Can Akyol and Data Collection Team	Focus Group Discussion 11	Last week of July
1 day	Istanbul	Yusuf Can Akyol and Data Collection Team	Focus Group Discussion 12	Last week of July

ANNEX 7. FINDINGS, CONCLUSIONS, AND RECOMMENDATIONS MAPPING

Recommendation [in numerical order]	Conclusions [by number(s) of conclusion]	Findings [by number of finding]
Recommendation 1: Consider expanding partnerships with CSOs to leverage lists, referral mechanisms and networks for recruitment of beneficiaries and to identify potential employers and conduct outreach	Staff interviews find that current programme requirements place a high workload on WFP staff	FGD finding - Current programme requirements place a high workload on WFP staff
	Programme data and interviews find that current rates of recruitment are not projected to achieve targets	Interviews - The majority of beneficiaries (84.1%) report learning about the programme through social media or family and friends Only 6.9% of beneficiaries report learning about the programme through referrals
Recommendation 2: Consider expanding the role of ISKUR in the project to leverage ISKUR's existing capacity to match beneficiaries with applied training	Staff interviews find that current programme requirements place a high workload on WFP staff	FGD finding - Current programme requirements place a high workload on WFP staff
Recommendation 3: Consider additional course content on Turkish work regulations, norms, and expectations to prepare beneficiaries with no prior work experience.	A challenge experienced by the programme is beneficiary dropout (22%). Programme documentation suggests that 40% of beneficiary dropout is the result of avoidable causes	Nearly half of surveyed beneficiaries (48.6%) report that they had no prior work experience before enrolling in the programme. In interviews, programme and partner staff reported that beneficiaries were unprepared and/or dissatisfied with work conditions during applied training,
Recommendation 4: Consider expanding course offerings to include specific programmes for people with disabilities.	By providing accommodations and considering how to overcome barriers that refugees and Turkish citizens with disabilities face, the programme can be more inclusive and reach more vulnerable individuals.	Programme documents do not note accommodations for people with disabilities or specifically target them. Programme staff note that the physical demands for applied training.
Recommendation 5: Consider providing training to employers on gender-sensitivity and cultural norms and expectations	There is a need to make workplaces more accessible to female beneficiaries who experience unique challenges to programme participation	In focus group discussions, some female beneficiaries reported experiencing discrimination during applied training based on their gender.
Recommendation 6: Consider ways to promote face-to-face interactions between beneficiaries of	Face-to-face interactions promote social cohesion among beneficiaries	Beneficiaries report that the programme was most effective in promoting social cohesion through face-to-face activities, particularly

different nationalities to promote social cohesion.		those involving opportunities for cultural exchange.
Recommendation 7: Consider ways to monitor beneficiaries after graduation to assess the longer-term effects of the programme on employment and income.	The programme outcome is to improve well-being and livelihoods of vulnerable refugees and Turkish citizens through improved access to labor markets. It would benefit the programme to assess longer-term employment outcomes to assess the programme outcome targets	At the time of the survey, 39.4% of beneficiaries report that they received a job offer after applied training 35.6% of surveyed beneficiaries reported that they were currently working 49.1% of beneficiaries report that their current employment is related to their vocational training
Recommendation 8: Consider ways to link beneficiaries with childcare responsibilities with childcare services	Providing or linking beneficiaries with childcare may reduce dropout and/or make it possible for more vulnerable refugee and host community members to participate in the program.	While 80% of beneficiaries report that they have access to childcare support, one in five do not. In FGDs, a small number of beneficiaries reported that childcare responsibilities caused them to drop out or made participation difficult.
Recommendation 9: Consider how to link refugees and vulnerable host community members with vocational course offerings in high-demand sectors	Current recruitment and enrolment data suggests that projected targets will not be reached.	Beneficiaries and staff report that these topics are in demand There is a need to find culturally appropriate course topics
Recommendation 10: Consider how to maximize existing resources and networks of NGOs for recruitment and referrals to help offset additional pressures on staff resources.	By strengthening referral networks, the programme may be able to reach more vulnerable individuals, including those not reached through social media and existing social networks.	Currently less than 10% of beneficiaries learned about the programme from NGO referrals. Programme staff report some challenges with recruitment

ANNEX 8. LIST OF PEOPLE INTERVIEWED

Organization	Staff positions	Date
WFP	CO M&E and BDA	10.05.2022
	İzmir Field Office	18.05.2022
	Istanbul Area Office	23.05.2022
	Livelihoods Programme Department	17.05.2022
	GZT Area Office and Urfa FO	16.05.2022
	Hatay FO	16.05.2022
	CO Cash Transfer Programme Department	30.05.2022
	Mersin FO	18.05.2022
	CO Deputy Country Director	20.05.2022
	İzmir FO	18.05.2022
	Ankara Area Office	24.05.2022
Implementing Partners	UGDD (Implementing Partner)	01.06.2022
	STL (Implementing Partner)	27.05.2022
UN Agencies	Relevant staff	06.06.2022
	Relevant staff	08.06.2022
Donor	Relevant staff	31.05.2022
Governmental Partners	Relevant staff	07.06.2022
	Relevant staff	10.06.2022
	Relevant staff	21.06.2022
	Relevant staff	28.06.2022
	Relevant staff	21.07.2022
	İstanbul Beşiktaş Etiler Mesleki ve Teknik Anadolu Lisesi	21.07.2022
	Evliya Çelebi Mesleki	27.06.2022
Private Sector	Urfa Evi Uygulama Hoteli	21.06.2022
	Yektane	24.06.2022
	Novi Nobis Dijital Pazarlama ve Elektronik Hizmetler A.Ş.	24.06.2023
	Divan Hotel Adana	27.06.2022
	Füme Restaurant Adana	28.06.2022
	IMAS Makina Konya	01.07.2022
	Senit Mantı Konya	01.07.2022
	IKON Telekomünikasyon	05.07.2022
	ARGO Ajans İzmir	19.07.2022
	Alaçatı Kurabiyecisi	19.07.2022
	Gastro Restaurant	22.07.2022

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ANNEX 10. STAKEHOLDER ANALYSIS

The WFP Türkiye Livelihoods project has leveraged the relationships already established with the Government of Türkiye through the implementation of WFP's programme portfolio in close collaboration with the relevant national and international partners, including non-governmental organizations (NGOs), the World Bank and United Nations agencies.

WFP has enhanced partnerships with line ministries in Türkiye and relevant stakeholders to establish linkages to labor market opportunities to provide skills training within the scope of the livelihoods programme. WFP has also systematically engaged with key stakeholders to enhance the generation of long-term job opportunities. Such stakeholders include the partnering NGOs, the Chamber of Commerce, universities and private companies. The project stakeholders are listed in Figure 24.

Figure 22: Project Stakeholders



For this evaluation, beneficiaries are viewed to be the most important stakeholder group as the WFP livelihoods programme activities both directly and indirectly impact them as the main target audience of the programme. The evaluation will give a specific focus on understanding the views of both male and female beneficiaries of different nationalities as a means of ensuring accountability to affected populations through gender equity and women's empowerment (GEWE).

Government stakeholders have a key role in organising the programme activities and programme implementation. The Ministry of National Education (MoNE) and the Turkish Employment Agency (İŞKUR) have a direct interest in the WFP livelihoods programme activities. The success and sustainability of the programme depends on the level of cooperation and coordination between WFP and these government entities. As such, the evaluation will focus on the working relations, coordination and communications between WFP and these implementing partners as key strategic partners.

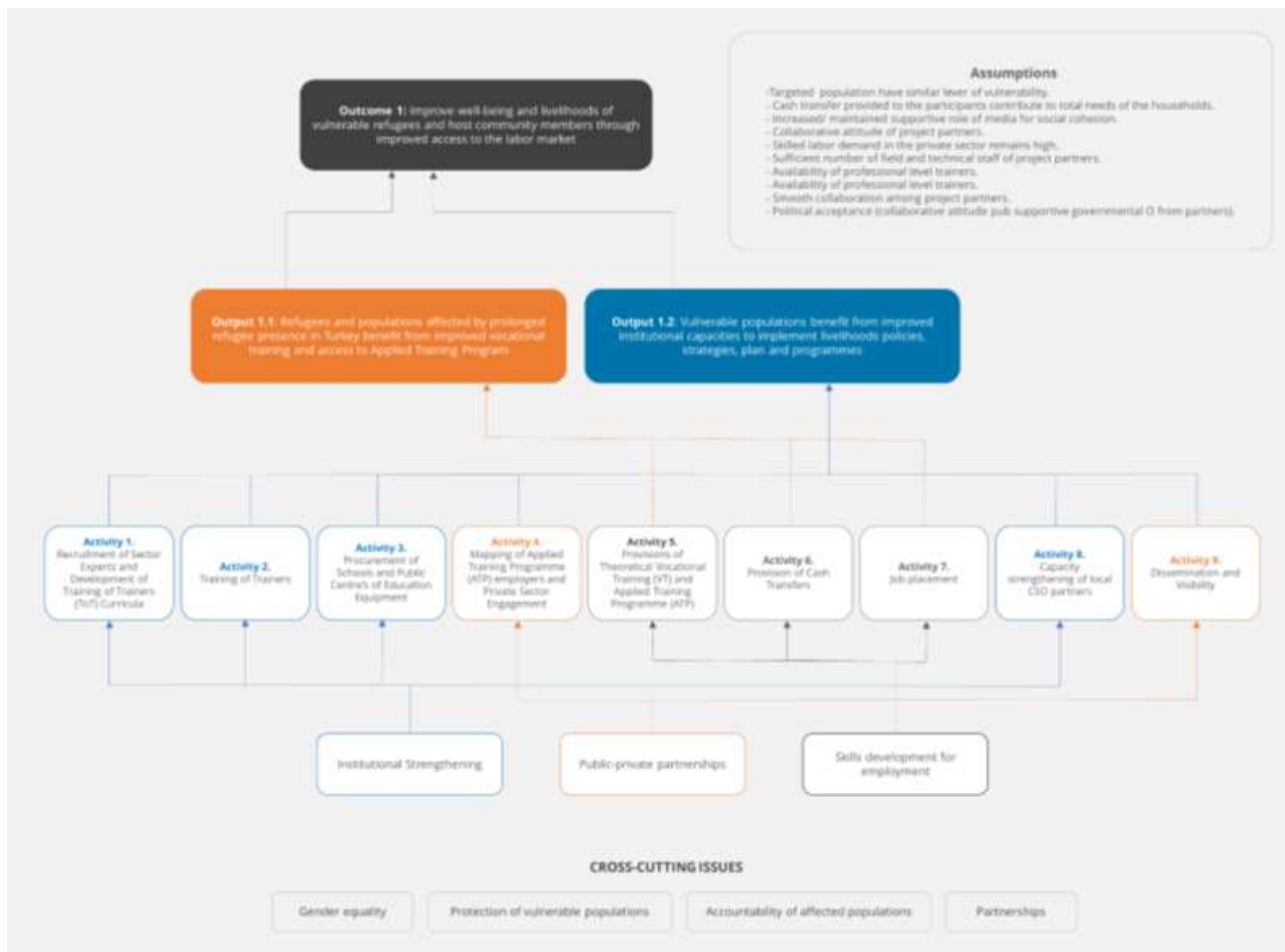
Non-Governmental Organizations have a key role in implementing the project activities, including the selection and the training of the beneficiaries, thus the coordination between WFP and the implementing partners is essential for the quality of the deliverables and will be included in this evaluation by focusing on the implementation of project activities and their coordination with WFP.

Public-Private Partnerships (PPS) are a critical part of the WFP livelihoods programme, responsible for organizing the training programmes according to the needs of the private sector to achieve the ultimate goal of the project of increasing the employment rate among the vulnerable groups and to increase their livelihoods resilience. Accordingly the evaluation will focus on the coordination mechanism between WFP and the private sector stakeholders from the perspective of needs and gaps in the programme deliverables.

WFP has direct partnerships with several UN agencies and the World Bank in the area of livelihoods programmes. These organizations have different projects and activities in the area of livelihoods, thus it is essential to have strong cooperation between WFP and the other relevant international organizations.

Donors fund the livelihoods programmes in order to increase the resilience of refugees and Turkish citizens. In this way, they aim to ensure the settlement of refugees in Türkiye and increase the integration of refugees within the living environment in Türkiye. The donors also have quality assurance variables for monitoring the project activities. The programme indicators are therefore an essential component for donors to make decisions on providing continuous support or not so the evaluation will focus on the project deliverables and donor expectations.

ANNEX 11. SES PROGRAMME THEORY OF CHANGE



ANNEX 12. SES QUALITATIVE CODING

FGD Coding and Frequency

Code	Key Words	Number
Positive experience of the program	Nice	13
	Good	49
	Fast	13
	Smooth	6
	Positive	8
	No problems	9
	Easy	3
	Selection process fair	7
	Process was transparent	6
	Found out from other program	1
	Met people from new/different back grounds	29
	Heard about through social media	13
	Well-advertised	6
	Stayed in program	22
	Online training easy to attend	1
	Safe	7
	Location convenient	3
	Good transportation	8
	Positive experience with employers	3

	Compensation good (training)	8
	Compensation good (employment)	19
	Quality and implementation of Vocational Education (VE) good	12
	Trainers good	12
	Online training positive experience	5
	Felt training is sufficient to find a job/ was able to find job after training	6
	Used skills from training in practice	5
Reasons for participation	Wanted to get certificate	4
	Wanted to improve oneself	2
	Returning to work after having a child	1
	Wanted a job	8
	Wanted to learn new things	4
Negative experience in the program Recommendations	Not selected	6
	Not able to get a job	1
	Compensation not enough	1
	Course location too far	9
	Difficulty with transportation	8
	Selection process not fair	4
	Not well advertised	13
	Left program	8
	Experienced an injury during program	1
	Delays in training, between training and practical	21

	Not paid during part of the period / during programmed delays	8
	Required to do extra work, work long hours	2
	Did not receive travel fees, meal cost	12
	Location not safe	2
	Transportation provided but problematic	2
	Problems with employers	7
	Compensation not good (training)	18
	Compensation not good (practical)	13
	Payments late	11
	Had a challenge creating a bank account	7
	Had challenges managing childcare	4
	Physically challenging	4
	Trainings are insufficient to find a job	11
	Language challenges	2
	Online training challenging	8
	Training skills not used in practice	3
	More course opportunities	2
	More instructors	2
	More advertisements in public places and main roads	5
	More social media advertising	2
	Locate training and internships in convenient locations	5

	Increase instructors	3
	Increase programme offerings	2
	Expand course content	3
	Increase course length / increase content of course	15
	For remote positions, make supervision and monitoring remote as well (Ex. E-commerce)	1
	Provide gender training to employers	5
	Increase number of placements in program	1
	Reduce delays in the programme process, between training and practical	5
	Make selection process more transparent	1
	Provide Turkish language training	1
	Audit employers	6
Jobs	Applied for a job	9
	Got a job	21
	Did not apply for a job	11
	Did not get a job	2
	İŞKUR Process	9
Training duration	Good/sufficient	4
	Not sufficient	13
Insurance	Insurance given	16
Socioeconomic status	Improved	3
	No change	8

	Declined	1
Social Cohesion	Improved	15
	Caused tension	
	No change	4
Perceptions of Partners	Good	13
	Uninterested/not helpful	3

KII Coding and Frequency

Code	Key Words	Number
Positive experience	Needs of beneficiaries met	17
	Employers experience positive	4
	Programme effectiveness	14
	Use of resources, needs for resources	5
Negative experience	Needs of beneficiaries not met	1
	Beneficiaries find jobs undesirable	8
	Beneficiaries left	17
	Challenges beneficiaries face with participation	11
	Challenges faced by women	10
	Challenges faced by partners	14
	Programme effectiveness	3
	Not knowing goals, not getting good information or big picture	1

	Employers' negative experience	2
Process of developing and managing project	Positive	12
	Negative	5
	Neutral	9
	Online training	2
	Adaptations	9
	Challenges	2
Partnership experience	Positive	8
	Negative	5
Perception of WFP	Positive	17
Recommendations		18
	More money/longer employment	9
	Reduce hours/intensity of courses or work	5
	New courses	11
	Make online dashboard	3
	Drop out follow up	1
	Change language requirement	3
	Expand employer partnerships	4
	Include vulnerable groups	4
	Additional resources	4

	Track participants' employment status after the program	2
	Increase partner compensation	2
	Provide training to employers on vulnerable groups	1
	Increased coordination	9
	Turkish language courses	8
	Use social media to advertise	1
	Women	1
	To increase employment	4
	Include capacity building	1
Impact of the program	Hard to measure	3
Cohesion, perceptions of Syrians	Among employers	4
	About beneficiaries	9
	Gender	4
Sustainability		13
Matrix indicators achievable	Yes	6
	No	2
Lessons learned	Change role with İŞKUR	1
	Interview and recruitment	1
	Changing nature of assistance	1

	Other forms of support from program	1
	Differential costs of training	1
	Needs to meet costs	1
	Reasons for drop out	1
	Need for role play	1
	Distance and transportation challenges	1
	Time to develop matches	1
	Economic problems	1

ANNEX 13. PROGRAMME DOCUMENTS AND DATABASES USED

Programme Documents

EMPACT Baseline Indicators 2021

Final WFP Turkey SES Mid-year Report to KfW June 2022

Hospitality Baseline Indicators 2021

Interim Country Strategic Plan Turkey

Interim Country Strategic Plan Turkey revision 01

Interim Country Strategic Plan Turkey revision 02

Livelihoods Monitoring Report Q2 2021

Livelihoods Monitoring Report Q3 2021

MUV Monitoring Report (2021)

SES Baseline Survey (final version)

SES Follow-up Survey (final version)

SES Project Implementation Plan 2021-2023

SES Project Targeting – Technical Guidance

SES Targeting Criteria

Results Matrix

WFP Technical Note Evaluation Questions and Criteria

WFP Orientation Guide

WFP Turkey Situation Reports January 2021 through December 2021

Presentations

WFP SES Programme Presentation (TR)

Programme Databases

Act4 Databases (EMPACT, MUV)

Empact Baseline and Endline datasets

Participants Contact List

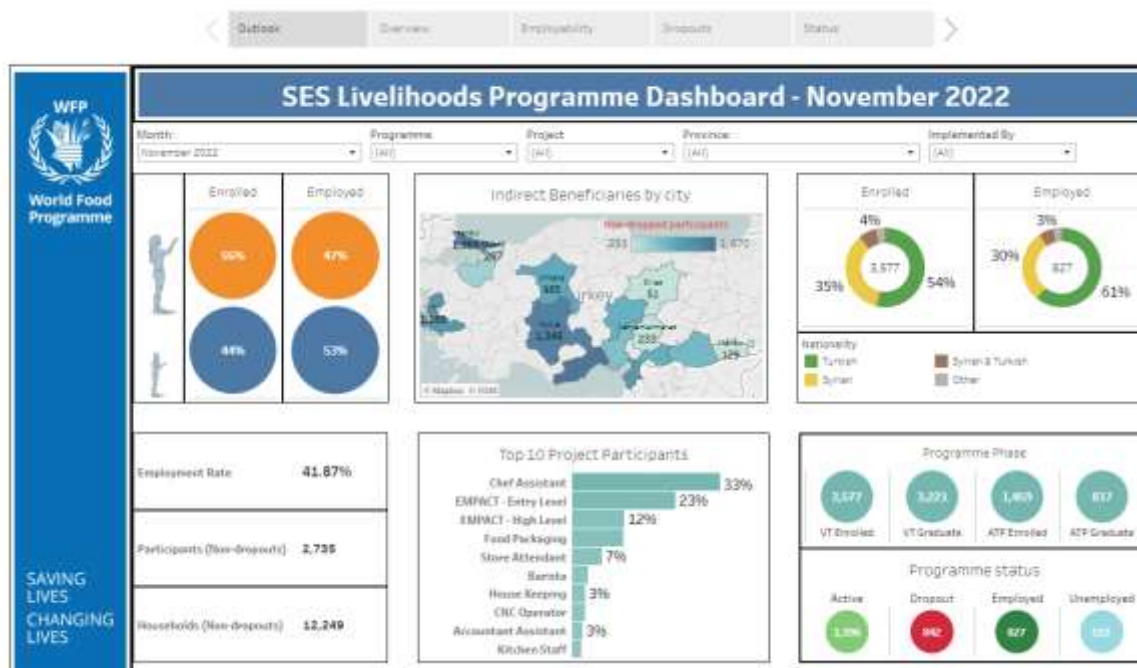
SES Baseline Data December 2021

WFP Cumulative Programme Participant Database

ANNEX 14. ACRONYMS

3RP	Regional Refugee and Resilience Plan
AT	Applied Training
CO	Country Office
CSI	Consumption-based Coping Strategy Index
CSO	Civil Society Organization
DE	Decentralized evaluation
ECMEN	Economic Capacity to Meet Essential Needs
EMPACT	Empowerment for Action
ESSN	Emergency Social Safety Net
FBSH	Food, Beverage, Service and Hospitality
GDP	Gross Domestic Product
GEWE	Gender Equality and Women Empowerment
ICSP	Interim Country Strategic Plan
IFRC	International Federation of Red Cross and Red Crescent Societies
IOM	International Organization for Migration
IP	International Protection
İŞKUR	İş Kurumu / Turkish Employment Agency
IT	Information Technology
KfW	KfW Entwicklungsbank GmbH / German Development Bank
LCSI	Livelihood-based Coping Strategy Index
MEAL	Monitoring, evaluation, auditing, and learning
MEB	Minimum Expenditure Basket
MoCT	Ministry of Culture and Tourism
MoLSS	Ministry of labor and Social Security
MoNE	Ministry of National Education
MUV	Mutfakta Umut Var (Kitchen of Hope) Project
PEC	Public Education Center
SDG	Sustainable Development Goal
SES	Socio-economic Empowerment and Sustainability
SuTP	Syrian under Temporary Protection
TESK	Türkiye Esnaf ve Sanatkarları Konfederasyonu / Confederation of Turkish Tradesmen and Craftsmen
TOC	Theory of Change
ToT	Training of Trainers
TRC	Turkish Red Crescent Society
TRY	Turkish Lira
UNFPA	United Nations Population Fund
UNHCR	United Nations High Commissioner for Refugees
UNSDCF	United Nations Sustainable Development Cooperation Framework
USD	United States Dollar
VT	Vocational Training
WFP	World Food Programme

ANNEX 15. PROGRAMME PROGRESS (DECEMBER 2022)



Türkiye Ülke Ofisi

<https://www.wfp.org/countries/turkiye>

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