



**KEY INFORMANT INTERVIEW  
FINDINGS  
CONCERN WORLDWIDE TURKEY  
May 2019  
Şanlıurfa**



## Introduction

Reflected below are the themes that emerged from the nine (9) interviews of Turkish Factory owners based in Şanlıurfa Industrial Zone and representing different sectors, conducted by the Concern Livelihoods Team in May 2019. The interviewers used face-to-face interview method with previously prepared questions to ensure consistent coverage of key topics with every key informant. In addition to questions about general economic situation and reflection on the labour market, below listed questions were asked:

- What is the sector of the factory?
- Total number of the employees?
- Total number of the Syrian employees?
- What are the challenges they are facing, if they are experienced employing Syrian employees?
- Gender of the employees?
- Are they aware of incentive programmes provided by Turkish authorities or other organizations?
- Are they employ any employees under İŞKUR's incentive programme?
- If Concern provide short-term employment support, would they prefer it for 3 months full financial support or 6 months half support?
- In which sectors/field they want to employ people.
- Would you be able to continue employing people after 3 months or 6 months short-term employment, if so for how long?
- How many people in total they can employ in coming 1 year?

Sectors involved in interviews were;

- Textile (garment industry)
- Shoes
- Call Centre-customer representative services
- Food (bread production)
- Chemical (plastic factory)

## Textile Factories:

- ✓ **Trdenim Textile:** They do not have any employees referred from İSKUR. Due to current unstable economic situation, they began to shrink and got 15 people out of work. Currently Trdenim Textile Factory not looking to hire staff until the demand in market increases. They mostly need females have a experience on sewing machine and Ready-made garment products.
- ✓ **Adil Textile:** The total number of the employees in the factory is 317 and 30 of them are Syrians. They are aiming to employ 400 employees until the end of December 2019. They are benefiting from İŞKUR's on the job-training programme and they already recruited 20 trainees. Adil Textile is positive for 3 months of full incentive support programme, however



they want to employ qualified and young people (26 years old females and younger). The factory owner observes that Syrians prefer not to work formally in order not lose their ESSN or other support, for that reason they are leaving work once they asked to issue a work permit or registered in SGK (Social Security) system. Regarding the language barrier issue, it is mentioned that it is not important in work, but the experience is more important.

- ✓ **Glamour Textile:** have 160 employees all are Syrian, they got 70 trainees through ISKUR and 50 trainees through IOM. IOM are paying all the costs of the trainees (salary, SGK) for six months, after that minimum half of them guaranteed to 6 months contract by the factory. Glamour Textile is willing to increase the number of the total employees up to 300, and they would like to do this through Concern. In addition, Glamour textile prefer to get 6 months job placement support only for Syrian and machinist trainees.
- ✓ **Aykol Textile:** have 50 trainees referred from ISKUR's on the job-training programme. Due to the economic crisis, the workers are dismantled and the number of the employees decreasing month by month. There are more supply less demand for textile products nowadays and the market is seriously affected by the crisis. Due to unstable economic situation Aykol textile does not want to enrol job placement programme.

#### **Shoe Factory;**

- ✓ **FLO:** currently have 150 staffs in Sanliurfa, 50 of them employed through ISKUR (ieb) program. All of their employees are Turkish and they do not want to hire Syrians for various reasons. FLO is positive with 6 months job placement support programme. Mostly they need staff on production for cutting, sewing or installation. FLO is preferred to work with ISKUR because they provide 6 months of full incentives and requires only 20% job placement guaranty.

#### **Call Center;**

- ✓ **Tempo Call Centre:** Tempo currently has no foreign workers. They may only work with Turkish citizens who are under 35 years old, particularly women. They also recruit people who are good at diction and body language. Trainees should speak Turkish fluently. Tempo is positive with both 3 and 6 months job placement programme however, they want to play a role during the selection of candidates. These who already benefitted from ISKUR on the job training (not working at the moment) can be good candidates for Concern participants to provide sustainable employment. Regarding the Concern's job placement programme, Tempo requests to receive an email from Concern to report it to their management with all details.
- ✓ **CMC:** Stated that Concern's on the job training will contribute to the local economy and it is important for the sustainability of the employment. 3 months job placement programme may be beginning of sustainable employment for those who employed 6 months under IOM programme. CMC currently working with IOM, the large number of Syrian female and male trainees in the 18-35 age range. One of the most important essentials in the selection criteria is diction (AR-ENG-TR). CMC and Prizma Call Centres employs both Turkish and Syrians in Sanliurfa.

If there will be such a project, CMC will give support and the successful employees will formally employed after the incentive programme completion.



#### **Food Sector;**

- ✓ **Göbeklitepe (Pastry Factory):** They do not require too many workers for bakery products and their flexible working hours are important; night-morning shift. They are currently benefit from ISKUR's on the job training programme. They think that Concern's on the job training may be insufficient due to supporting short-term employment. Even ISKUR's 6 months longer term training programme creates difficult circumstances due to current (economic) market conditions.

#### **Chemical Sector;**

- ✓ **Firat Plastic:** most of the employees are working informally, due to this reason they are not interested to join this kind of programs that makes higher cost for them in a long term period. Additionally the factory owner stated that the Syrian workers prefer to work informally to get their salaries and benefit from the supports from the other organizations.

#### **Conclusion:**

This key informant interview study provided information about the gaps and challenges in employment especially in textile, shoe making, customer/call centre services, food and chemical sectors. The study highlighted the specific points of formal employment status in Şanlıurfa province in terms of availability of employment opportunities, exist incentive programmes and a general overview on reflection of the current economic situation on the labour market.

The needed improvements for formal employment, which suggested by factory owners, took a useful and an important part in this study to specify the needed changes during design and implement the “Short Term Employment Support” project.

#### **Highlights:**

- This study shows that most of employers are representing textiles sector in Şanlıurfa
- The average length of the short term job placement support is 3-6 months
- Most of the factory owners prefer to employ Syrian and Turkish females between the age of 18-35 especially in textile sector
- The current unstable economic situation affected private sector negatively which is also reflects its effect into employment
- İŞKUR and IOM is the only organizations who are providing job placement and on the job training support to private sectors in Şanlıurfa
- The study shows number of the factories especially in textile sector interested to employ Syrian citizens which is a good sign for the implementation of the ESSN Exit Strategy for those who are eligible to work and in the first group of people who will be graduated at first
- Short term employment support may increase the employability of the Syrian and Turkish communities in private sector