

A Spatial Strategy for Refugee Integration in the Urban Environment

The Case of Istanbul



Master thesis

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Abstract

The Syrian civil war has created a large refugee influx in the urban environment of surrounding countries. Half a million of Syrian refugees have settled in the metropolitan area of Istanbul, evoking an ad hoc humanitarian response. This master thesis proposes an interdisciplinary long-term approach, operating at the intersection of humanitarian aid, and urban planning and design. It investigates how a spatial strategy, that takes into account the complexity of the urban environment, long and short-term goals, and involved actors, could enhance the integration process of refugees. The research predominantly focuses on qualitative data in the metropolitan area of Istanbul and a multiple case study on two districts: Sultanbeyli and Zeytinburnu. Integration can be considered as the process in which refugees become an accepted part of society, where interactions between refugees and the receiving society determine the direction and outcome. It comprises a legal-political, socio-economic, and cultural-religious dimension. As a final result, the collaborative process in which the spatial strategy is constructed and an exemplary spatial strategy are developed. This strategy enhances the cultural-religious integration of refugees and the receiving society, by employing the potential of interactions in public space.

Keywords: refugee, integration, spatial strategy, urban planning, interaction

Acknowledgment

This thesis is the result of my graduation project, a one-year trajectory to complete the master track of Urbanism at the Faculty of Architecture and the Built Environment, at the Technical University of Delft. The thesis intends to give an overview of the conducted research and proposed design solutions for refugee integration in the urban environment, specifically for the case of Istanbul. Moreover, this thesis aims to provide a source of inspiration for methods that can be used to analyse and design for the purpose of refugee integration.

During the graduation process, I met many inspiring persons that shared their knowledge and time with me. Without their support, this thesis would not have been possible. I would like to use this opportunity to thank them. First of all, my mentor, Verena Balz, for her interest in the topic of refugee integration and her critical and spot-on feedback. The talks were essential for sharpening my focus and she perfectly guided me through the process. Then I would like to thank my second mentor, Leo van den Burg, for his tutoring sessions. He listened carefully to my findings and always asked the right question at the right time.

I would like to express my gratitude to the people I met during my fieldwork in Istanbul. Foremost, Cansin who hosted me for a month and explained to me many aspects of Turkish culture, the urban planning practice in Istanbul and the use of public space. The talks were essential for the development of the thesis and always very pleasant. Secondly, my local guides in Sultanbeyli and Zeytinburnu, who invested a lot of time and effort in showing me around, translating, establishing contacts and carrying out interviews. Their contribution was crucial for the final outcome of the graduation project. Thirdly, I would like to thank the organisations; AKDEM, MUDEM, and Mülteciler Derneği, who informed me about their work and the context in which they operated. Furthermore, I would like to thank all the refugees, residents, teachers, and children of the school that shared their stories. Despite the political situation, they told their personal views and taught me about their daily life in the neighbourhood.

Finally, I would like to thank my friends, co-students, and family in the Netherlands for their support throughout the process. They were always available for a talk and willing to help me structure my thoughts.

Executive Summary

This thesis is the result of a graduation project, a one-year trajectory to complete the master track of Urbanism at the Technical University of Delft. This research deals with the settlement of refugees in the urban environment of the Middle East. It aims to design a spatial strategy that enhances the integration process of refugees. In this way, the project proposes an interdisciplinary approach, operating at the intersection of humanitarian aid and urban planning and design.

The project is constructed around three steps, the building of a theoretical framework, an analytical framework, and the design of a spatial strategy. During the process, a variety of methods were applied which were predominantly focused on qualitative data. The analysis and spatial strategy are based on one single case study on the metropolitan area of Istanbul and a multiple case study on two districts; Sultanbeyli and Zeytinburnu. Data was collected by a site visit of one month, which included multiple interviews with organisations supporting refugees, an urban planner, native residents and refugees. Further data was collected by observations, geographic information system mapping, stakeholder analysis, historic mapping analysis, and a municipal policy evaluation. Finally, the spatial strategy was developed according to the research by design method.

A Conceptual Approach to Refugee Integration

This thesis considers integration as a process of becoming an accepted part of society, where interactions between refugees and the receiving society determine the direction and outcome. This is further illustrated by the three dimensions in which the integration process takes place: legal-political, socio-economic, and cultural-religious. The legal-political dimension is related to acquiring citizenship and the corresponding political rights. The socio-economic dimension is characterised by the social and economic rights of citizens. This dimension can be evaluated based on access to employment, housing, education, health, and safety. Cultural-religious integration deals with the differences in culture and religion compared to the receiving society. This dimension is evaluated based on the existence of language and cultural knowledge, social bonds, social bridges, and social links.

The integration process can be evaluated according to the interactions between the refugee and receiving society and the aforementioned dimensions and indicators. Interactions can take place on the individual, group or institutional level and determine the direction and temporary outcome of the process. An interaction can influence one or several indicators and/or dimensions of the integration process. The interactions can be roughly characterised based on their impact and frequency;

small daily interactions that have a high frequency and infrequently occurring interactions that have a high impact on the integration process. The first category of interactions primarily influence the socio-economic and cultural-religious integration and take place in the private, public, or digital space. The other category consists of institutional decisions, which have an high impact on the legal-political and socio-economic dimension. This thesis will focus on daily interactions that have a small impact but high frequency and take place in the public space or on the edge of the private domain.

Refugee Integration in the Urban Environment

More than 80 percent of the refugees in the Middle East settled in urban, uncoordinated, individual housing. The metropolitan area of Istanbul is an example of an urban area, where around half a million Syrian refugees settled, primarily motivated by job opportunities. In this metropolitan environment, the settlement of refugees follows a pattern based on existing socio-economic differences between districts. The two researched districts, Sultanbeyli and Zeytinburnu have both a relatively large refugee population, dispersed over the territory. There are various challenges regarding the settlement of refugees, some are present on all levels of governance while others appear to be location-specific. First of all, the unpredictability of the conflict in Syria creates contradictory expectations by Syrian refugees and their receiving societies. Furthermore, the multi-interprettable legal framework and large financial burden for municipalities that decide to help create significant variations in support for refugees. The difficult socio-economic situation is a concern on all levels. The large refugee influx highly impacted the labour and housing market. A decrease in wages and an increase in renting costs create tensions between the refugee and receiving society.

As a response, humanitarian support is internationally coordinated by the WHO, with different OCHA branches in the affiliated countries. The national government is the key-actor in the coordination of the national response. They are supported by national and international NGOs from the different clusters. On the local level, smaller NGOs work across clusters and receive funding from larger NGOs, the national and local government. In Sultanbeyli, there are two NGOs who respond to the needs of refugees; Mülteciler Derneği and Toplum Merkezi. In Zeytinburnu, two organisations are active; AKDEM and MUDEM. The local NGOs operate without a policy and base their program on an ad-hoc approach that directly responds to occurring problems, which has a varying impact on the integration process. The number of programs differ across organisations. MUDEM has a small impact compared to the other three organisations. Secondly, there is a different ratio in

the dimensions of integration. They all have a relatively large amount of projects focused on the socio-economic domain of integration. AKDEM and MUDEM focus on cultural-religious integration as well.

Beside the impact of the larger actors, interactions between refugees and the receiving society determine the direction and outcome of the integration process. Therefore, the interactions in the public space of Sultanbeyli and Zeytinburnu were further analysed. Interactions take place in varying spatial configurations, that can be catalogued based on their function. Each space that was analysed had a different spatial composition and a varying ratio in target groups and behaviour. The most commonly observed interaction between refugees and the receiving society was unfocused. During unfocused interactions a person gathers information by observing. This can positively influence the cultural-religious dimension of the integration process, in particular the language and cultural knowledge indicator.

Spatial Strategy

To strengthen the integration process, a long-term spatial strategy could frame how key players think about and justify their decisions. This strategy aims to increase the cultural-religious integration of refugees and the receiving society, by employing the potential of public space. This can be achieved by varying sub design goals, which aim to increase access to information, facilitate unfocused interaction, focused interaction, shared activity, and collaboration. The strategy will be created through a collaborative process, that can be understood as a design process which consists out of four steps; discovering, defining, developing, and delivering. During this process, various methods could be applied, to identify the interest, attitude and power of stakeholders and recognise potential project locations.

This finally result in an exemplary spatial strategy for Sultanbeyli and Zeytinburnu, that is developed without the involvement of the stakeholders. It focuses on Mülteciler Derneği and MUDEM as the key stakeholder in Sultanbeyli and Zeytinburnu. The first stage of the spatial strategy will concentrate on the neighbourhood near the NGOs, to test the projects, optimally use existing contacts and diminish the travel time to visit locations and stakeholders. During the collaborative spatial strategy making process, a spatial expert team co-operates with a team of the NGO and various local stakeholders. A selection of potential spaces was made based on locations where interaction between refugees and native citizens take place, and the presence of the target group. This resulted in the design goal: *to increase the integration of refugees and the receiving society by employing the potential use of public space.* The sites of primary interest can be linked to potential projects, that can vary in impact from an activity to a permanent spatial change. During this phase, the interests of stakeholders and strategic locations are matched with projects. These projects will be carried successively according to their spatial impact and effect on the integration process.

The evaluation of the projects of the spatial strategy of Sultanbeyli and Zeytinburnu is of great importance for the recalibration of the strategy. After the first phase, the individual evaluation of projects should be executed and be considered in their synergetic effect. This is valuable information to determine the steps to be taken in the next phase. During the second phase, the projects could be, changed, adjusted, intensified, and implemented at other locations in the district.

Finally, the research should be considered in the boundary conditions in which the spatial strategy operates. The development of the conflict in Syria, granting refugees citizenship, an adjustment in municipal legislation and a change in the coordination structure on the metropolitan scale could be highly influencing the integration process. In all circumstances, the spatial strategy and its goals should anticipate on national and international developments. Further research should focus on a test and refinement of the collaborative design process, by participation of the stakeholders. Furthermore, different metropolitan areas in Turkey or in Jordan and Lebanon could be studied to test the procedures and research the local conditions.

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Chapter 1

Introduction



Context

Recent research has revealed that 1 out of 100 persons around the world was in a situation of forced displacement by the end of 2016 (The World Bank, 2016; UNHCR, 2016). The group of refugees, as defined in the Geneva 1951 convention, crossed an international border (UNHCR, 1951). By the end of 2016, 22.5 million of all forcibly displaced persons were officially acknowledged as refugees (UNHCR, 2016). This results migration routes across continents, from Africa, to Asia and Europe, see Figure 1.1. However, current migration routes are cut-off by reinforced border control, fences and the so-called migration deals. Consequently, countries in the Middle East are accommodating ... refugees, who are largely originating from Syria, Iraq and Afghanistan.

Refugees settle in varying types of environments and accommodations within a hosting country. According to UNHCR, the highest proportion of refugees in host countries in the Middle East, around 82 percent, lives in an urban context in individual accommodation. Only a small percentage, around 9 percent, of all refugees in host countries in the Middle East, lives in planned or managed camps. For just under 8% of all refugees the type of settlement and shelter is unknown (UNHCR, 2017b).

The urban settlement of refugees creates significant challenges for government bodies and humanitarian organisations. In the first place, there is an increased demand for infrastructure and services (3RP, 2018a). This results in a lack of access to services and competition over resources between the host community and refugees. Secondly, a part of the refugee population lives in poorly structured or unfinished buildings or a shared accommodation with other families (Global Shelter Cluster, 2017). Lastly, humanitarian agencies and governments struggle to monitor and support refugees in the urban context. The urban environment has a different size, actor dynamics, and organisation structure compared to camps that were built in the past (Global Shelter Cluster, 2017; RedR UK, 2018).

This results in protracted refugee situations, where refugees are not able to meet basic living standards and have no prospects for a long-term solution. In order to ensure a minimum standard of quality of life for refugees, durable solutions are needed. These were formulated by humanitarian actors in the durable solution framework, which consists out of three solutions; repatriation, resettlement and integration. In this circumstances, the most viable solution is the integration of refugees in their receiving society. Integration refers to “a process of becoming an accepted part of society, where interactions between refugees and the receiving society determine the direction and outcome”.

The integration process is partially supported by an ad-hoc response of national and local government bodies and humanitarian organisations. However, this response is neglecting a long-term policy approach that acknowledges the complexity of the integration process in the urban environment. Therefore, a spatial strategy, that considers the various scales, dimensions of integration, long and short-term goals, and involved actors, could strengthen the integration process and function as a durable solution for refugees in the urban environment in the Middle East. This results in a problem statement, that can be concisely summarized as follows:

“In the Middle East, a large majority of the refugees live in urban environments in protracted situations. In this context, the integration of refugees is considered as the most viable solution. However, the ad-hoc response of involved actors is neglecting a long-term policy approach that acknowledges the complexity of the integration process in the urban environment. A spatial strategy, that considers the urban environment, dimensions of integration, long and short-term goals, and involved actors, could strengthen the integration process.”

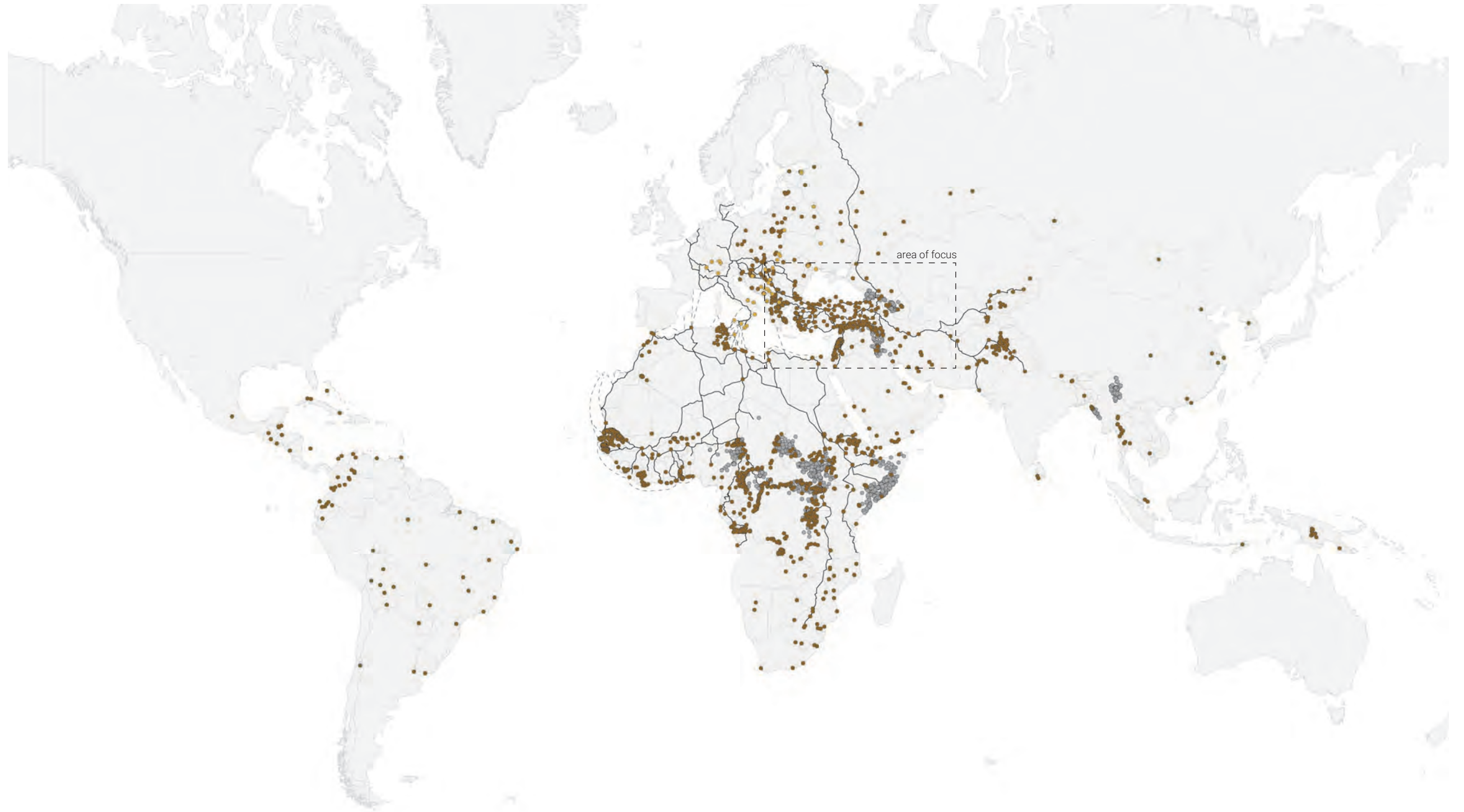


Figure 1.1: Settlements worldwide

source: authors image based on (IOM, n.d.; UNHCR, 2017c)

- Internal Displaced Settlement
- Refugee settlement
- Asylum settlement
- Migration-route land
- Migration route sea
- Land



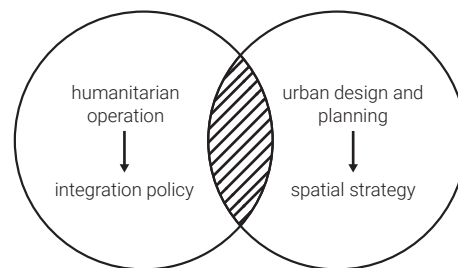
Project Aim

The thesis aims to design a spatial strategy to enhance the integration process of refugees in the urban environment. This is explored by a case study on the metropolitan area of Istanbul, and specifically on two districts; Sultanbeyli and Zeytinburnu. The project aims to develop a long-term spatial strategy for local stakeholders. Moreover, this thesis aims to propose a method to create a strategy that can be applied elsewhere. It provides a source of inspiration for methods that can be used to analyse and design for the purpose of refugee integration in the urban context.

The spatial strategy is an alternative to current practice that is lacking a long-term integration policy and is neglecting the spatial conditions and multiscalarly of the urban environment. In this way, the project proposes an interdisciplinary approach, operating at the intersection of humanitarian aid and urban planning and design. This two-folded method utilizes an amalgamation of integration policies and spatial development strategies. This results in the project goal to deploy the potential of public space as a stage for interactions that steer the direction and outcome of the integration process. Therefore, key locations and local conditions are identified to strategically place interventions. Furthermore, the spatial strategy making process aims to facilitate a collaborative process of planning and community engaged construction.

Figure 1.2: Project scope

source: authors image



Research Question

This thesis is founded on the hypothesis that a spatial strategy for refugee integration could create a durable solution for refugees in protracted situations in the urban environment in the Middle East. Therefore, the central question is:

“What is the influence of actors on the integration process of refugees in the urban environment in the Middle East and how can a spatial strategy enhance this process?”

This research question will be answered by six sub-research questions. The first and second sub research question will elaborate on related theory in the field of humanitarian operation. The following three sub-research questions will evaluate the existing situation in the Middle East. The last sub-research question forms the basis of the spatial strategy chapter.

SRQ1: *“How is refugee integration defined within the humanitarian field?”*

SRQ2: *“How can the influence of actors on the integration process be evaluated?”*

These questions will be answered in the theoretical part of the thesis; *Chapter 3, A conceptual approach to refugee integration*. First, an introduction to the problem field and integration as a policy approach is given. Secondly, this chapter examines existing integration definitions in the humanitarian sector. The third part of the chapter aims to develop an overarching framework with clear indicators to evaluate the integration of refugees. The second set of sub-research question is formulated as:

SRQ3: *“What is the influence of actors on the integration process in the urban environment of the Middle East?”*

SRQ4: *“What is the influence of the spatial conditions of the urban environment of the Middle East on the integration process?”*

SRQ5: *“What is the influence of actors on the spatial development of the urban environment?”*

These research questions concern the analytical framework of the graduation project; *Chapter 4, Refugee integration in the urban environment of the Middle East*. This chapter will continuously discuss the settlement patterns of refugees and the related humanitarian responses to the international, national, metropolitan and district scale. Furthermore, it will explore the influence of local spatial conditions on the integration of refugees. The chapter will conclude with a discussion of the local dynamics of spatial development. The final sub research question is:

SRQ6: “What is a spatial strategy and how can it be developed by the involved actors?”

This sub research question will be answered by a design and planning proposal, developed in *Chapter 5, Spatial strategy*. This proposal consists of a general approach and an exemplary spatial strategy for the two districts researched. The chapter will conclude with a discussion of the boundary conditions in which the spatial strategy should operate.

Relevance

Societal Relevance

With the large refugee influx in Middle Eastern countries, a whole series of problems converge in the urban sphere. This research addresses the impact and proposes spatial solutions for refugee integration. This has significance for both the societies in the Middle East and Europe.

Middle Eastern societies, and (inter)national and local humanitarian organisations and government institutions are searching for solutions to accommodate change and facilitate the long-term integration process. This thesis provides a source of inspiration for methods that can be used to analyse and design with local stakeholders. This could function as a first starting point for the development of a spatial strategy of the organisations of the researched districts, Sultanbeyli and Zeytinburnu. Moreover, it could be a guide in the development of spatial strategies in comparable metropolitan environments all over the Middle East. However, this thesis is one small piece of a much bigger, unsolved puzzle of which the picture will emerge in the coming decades.

For European readers, this thesis can shed a new light on the integration of refugees in their receiving societies in the Middle East. This thesis stands in contrast to regular media coverage in western countries that focus on refugee settlement in camps. It offers a different perspective that explains the complexity of urban individual settlement patterns of refugees. The thesis is a humble documentary of humanitarian operation in Istanbul, in particular in Sultanbeyli and Zeytinburnu, and the current state of the refugee integration process. This knowledge could function as an inspiration for refugee integration in European societies. However, solutions are not directly transferable since they are developed for the specific conditions of Istanbul.

Academic Relevance

The thesis serves two branches of scientific research. First of all, the research contributes to the existing body of knowledge in the field of humanitarian operation, and more specifically, refugee integration. The project developed its own methodology to examine the current integration process and design for refugee integration in Sultanbeyli and Zeytinburnu. Furthermore, the thesis explains the fundamental relation between integration and space, illustrated with the conducted research and solutions in the two districts. The proposed spatial strategy feeds into the existing urban and architecture research that concerns refugee settlements. The particular focus of the project on the existing urban environment, that considers the multiscalarly and wider actor context, might benefit other research

in Turkey, the Middle East or similar integration challenges worldwide. This thesis could be seen as a modest exploration of the possible relationship between refugee integration and spatial development.

Readers Guide

The main body of the thesis is separated into six different elements: introduction, methodology, theoretical approach, analysis, spatial strategy, and conclusion and reflection. The introduction presents the problem field of refugee integration in the urban sphere of the Middle East. The introduction completes with a statement on the problem field, the research question, the project aim and the relevance of the project. The methodology chapter continues with a discussion on the constitution of the research framework and a detailed description of the applied methods.

Continuously, a conceptual approach to refugee integration will be developed in chapter 3. It will shed some light on the common practice of humanitarian operations and the concept of refugee integration. This chapter will conclude with an evaluation technique to examine the integration process. Chapter 4 consists of an examination of the settlement patterns in the Middle East, Turkey, Istanbul, Sultanbeyli, and Zeytinburnu. Simultaneously, the various actors, policy approaches, challenges and spatial impact are evaluated. This assessment is grounded on the knowledge of chapter 3.

The spatial strategy builds upon the findings of the preceding chapters and proposes a new approach towards strategy making. This will be illustrated by an exemplary spatial strategy for Sultanbeyli and Zeytinburnu. A discussion concerning the boundary conditions and policy recommendations will complete this chapter. The thesis will finally end with a conclusion and reflection on the graduation project.

Chapter 2

Methodology



General Research Layout

This graduation project is constructed around three steps, the building of a theoretical framework, an analytical framework, and the design of a spatial strategy. Each of the sections corresponds to a chapter of the thesis (chapter 3, 4 and 5). The thesis utilises a variety of methods, both qualitative and quantitative to answer the research question. Qualitative research is characterised by non-numerical data that describes an object of study. On the other hand, quantitative data focusing on measurement of an object of study, expressed in numerical data.

The combination of quantitative and qualitative research is described as mixed method research, a type of study in which a researcher “combines elements of qualitative and quantitative research approaches (e.g., use of qualitative and quantitative viewpoints, data collection, analysis, inference techniques) for the broad purposes of breadth and depth of understanding and corroboration” (Johnson, Onwuegbuzie, & Turner, 2007, p. 123). Johnson et al. describe different variations within the mixed method research approach. This thesis is grounded on a qualitative dominant methodological framework. It primarily relies on the collection of qualitative data, while simultaneously quantitative data is enriching the understanding of the problem field.

Theory

The theoretical part of the thesis aims to answer the first two sub research questions: “How is refugee integration defined within the humanitarian field?” and “How can the influence of actors on the integration process be evaluated?”. The chapter elaborates on humanitarian operation, integration as a policy approach, the concept of integration and the evaluation of the integration process and its involved actors. This information is gathered by an extensive literature review, a documentary analysis and a course on urban humanitarianism. The literature and documentary analysis was conducted based on a selection of available documents that were published on the internet. These documents included general forced migration literature, humanitarian refugee settlement and integration reports, European migrant integration literature, and specifically European migrant integration literature focusing on the evaluation of policies.

A Case Study Approach

The analytical framework focuses on the analysis of refugees and humanitarian actors in the urban environment of the Middle East. The central questions are: “What is the influence of actors on the integration process in the urban environment of the Middle East?”, “What is the influence of the spatial conditions of the urban environment of the Middle East on the integration process?”, and “What is the influence

of actors on the spatial development of the urban environment?” Each question refers to a sub chapter of the analytical framework and will be discussed separately.

Therefore, qualitative and quantitative data is gathered in a set of case studies, varying in scale and focus. Case study research is described by Yin, one of the most influential scientist in the field of methodology, as a process that “investigates a contemporary phenomenon within its real-life context, especially when the boundaries between phenomenon and context are not clearly evident” (Yin, 2003, p. 13). It enables researchers to cover both the subject of study and its setting.

Yin distinguishes various types of case studies that could be applied in case study research. One major distinction is the difference between a *single case* and *multiple case* study (2003). A single case study conducts research on one specific object, while a multiple case study is comparative. Furthermore, Yin describes four different purposes, a case study can aim to: *construct general validity, internal validity, external validity, and reliability*. A case study that constructs validity aims to construct a correct methodology for the object being studied. An internal validity case study intends to reveal a causal relationship, where specific conditions are proven to lead to other conditions. An external validity case study aims to uncover the domain to which the results can be generalised. A reliability case study demonstrates the repeatability of the case study analysis (2003).

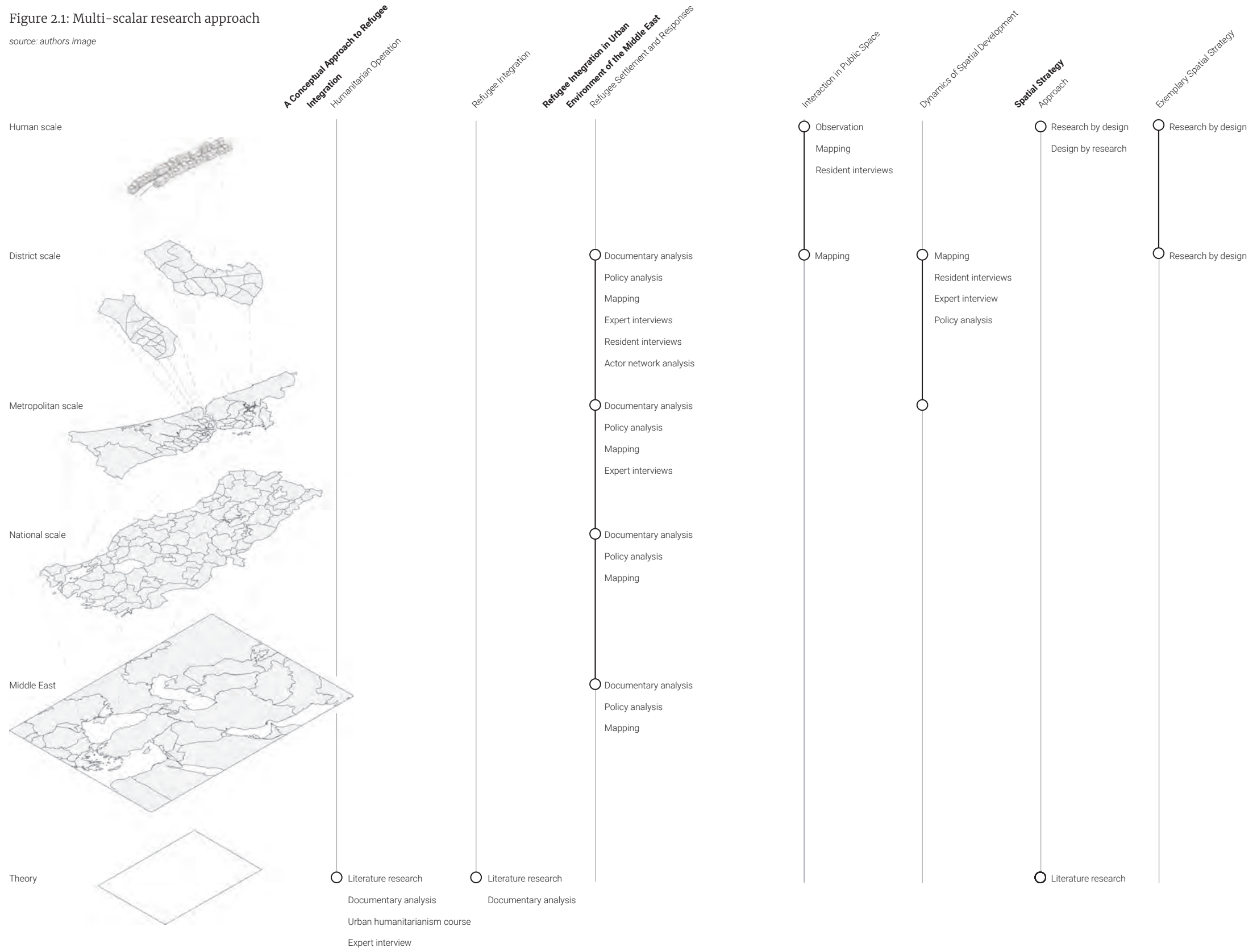
The analysis and spatial strategy (chapter 4 and 5) are constructed around one single case study in the Middle East. This case study included a moderate multiple case study on the national scale of Turkey, Jordan and Lebanon. This study aimed to construct general validity and to test the external validity. This resulted in a general understanding of the context and the possibility to select a location for the in depth research. The case study on the national scale of Turkey was further deepened as a single case study. This location was chosen because of the availability of (English) sources, and the relatively safe environment to conduct field research. This study once more aimed to construct general validity and to test the external validity.

Furthermore, a single case study on the metropolitan scale of Istanbul was conducted. This location was selected because of the availability of (English) sources, the quality and quantity of data, an earlier visit of the author, existing local contacts and the relatively safe environment to conduct field research. First, this study aimed to construct general validity and select locations for a multiple case study on the district scale. Continuously, the study aimed to test internal validity and find causal relationships. Furthermore aimed to construct external validity by

Figure 2.1: Multi-scalar research approach

source: authors image

A Spatial Strategy for Refugee Integration in the Urban Environment



Methodology

establishing a frame of reference for the multiple case study on district scale. The multiple case study on district scale was selected based on the availability existing scientific research, differences in spatial conditions and actors, and quality and quantity of data. This case study aimed to test the internal and external validity. It both describes the relationships within the object of study, and the relations with the context.

Within this multiple case study, a set of multiple case studies was conducted on the human scale. The human scale is understood as the scale of one persons environment in relation to other human beings and objects surrounding it. Locations were selected based on the case study on the district scale. The areas of study included the buildings of the actors that were analysed, varying spatial typologies and covered an area that was within walking distance. This study aimed to test the internal validity and external validity. An overview of the methodology framework, connected to the different scales of the thesis can be found in Figure 2.1.

Spatial Strategy

The third step in the research focuses on urban design and planning, the central question of this chapter is: “*What is a spatial strategy and how can it be developed by the involved actors?*” Furthermore, this chapter aims to answer the main research question. The first part of the sub research question will be answered by literature research. The theoretical and analytical framework focused on research that feeds into the design and planning proposal. This chapter will use *research by design* to develop a design and planning proposal, which answers the second part of the last sub research question and the main research question. Research by design can be considered as research in which design is a substantial part of the method. The design forms a pathway of creating new knowledge (Hauberg, et. al., n.d.). The research by design method will be conducted on the earlier discussed case studies on district scale.

Case Study Methods

Refugee Settlement and Responses

The following subparagraphs will discuss in more depth the applied methods of the various case studies of the analysis. This subchapter discusses the location and type of settlement of refugees, the responses and its related policy and policy measures, the challenges that occur and the spatial impact of the responses through all scales.

The settlement pattern study analysed the data regarding the location of settlements, the number of refugees per type of settlement and the number of refugees per administrative border. Furthermore, it was important to compare the number of refugees to the total population in the area to better understand the impact. This analysis was carried out by geographic information system (GIS) mapping, drawing information from existing inquiries, and interviews with local stakeholders and residents.

The humanitarian response is analysed to better understand the role of the government bodies and NGOs on the various scale levels. This was examined by the analysis of policy documents on the Middle East and Turkey, local policy research of several Istanbul universities, annual reports of the municipality of Sultanbeyli and Zeytinburnu and interviews with the local NGOs. On the district level, more extensive network analysis was carried out. This analysis aimed to discover the interrelation between actors and their collaboration with stakeholders outside the district. This analysis is based on interviews with the NGOs, annual reports of the NGOs and information on their website and social media. The involved actors were categorised according to the type of organisation: local NGO, national NGO, international NGO, local government, national government and local stakeholders. Furthermore, the strength of the relation was examined based on the information provided in annual reports. The importance, based on the number of connections, was expressed in the size of the text and circle that represents the stakeholder.

Furthermore, occurring challenges due to the settlement of refugees are examined. This research was carried out by analysing reports and policy documents on the Middle East and Turkey, local reports of NGOs in Istanbul, annual reports of the municipality of Sultanbeyli and Zeytinburnu and interviews with residents, refugees, and the local NGOs.

The analysis of existing policy and policy measures aims to evaluate the impact of stakeholders on the integration process. The analysis is carried out by investigating the policy on a regional and national scale. Furthermore, the municipal policy and the concrete policy measures are examined based on the latest policy and annual

reports. These were evaluated according to their focus on the three dimensions of the integration process; legal-political, socio-economic, and cultural-religious. This is complemented by an in more depth evaluation of the number and type projects of the NGOs, connected to the three dimensions of the integration process. The evaluation of the impact is based on the primary objective of a project and is not considering side-effects on other dimensions.

Finally, the spatial impact of the operations of the NGO was examined by mapping the locations of projects in the two districts. Information was gathered by interviews with the local NGOs and observations in the district.

Interaction in Public Space

The chapter of interaction in public space aims to reveal the influence of the spatial conditions on the interactions determining the direction and outcome of the integration process. Therefore, public space was categorised based on its primary function. The typologies were defined by observations of the locations during different times and semi-structured interviews with residents. Typologies are the residential street, park, playground, sports field, shopping street, transport hub, school, mosque, and the building of an organisation supporting refugees.

First, these typologies were analysed in the context of the district scale. Followed by an analysis of two zoom-in locations per district. These areas were selected based on the buildings of the NGOs and the presence of the different typologies and urban forms. Furthermore, they were sized to a walkable area to make effective use of the available time. Within the zoom locations, numerous systematic observations were conducted to research behaviour and presence of target groups in the earlier mentioned typologies. These locations represent to a certain degree the average of the typology. On the district scale, the residential streets were analysed based on GIS data that concerned the type of road and functions of the buildings. Furthermore, a space syntax study examined the local integration of the streets. In this case, an angular segment analysis with a radius of 5 was incorporated in the district maps. The parks, playgrounds, sports fields, mosques, and schools were mapped based on existing GIS sources and verification by aerial pictures and the site visits.

The shopping streets were mapped based on GIS data that concerned the functions within the district. Here a division was made based on shops that are used on a daily basis by residents; butcher, greengrocer, bakery, supermarket, kiosk, and other shops that have more specialised commercial services or goods. This separation was made based on semi-structured interviews with residents and observations. The transport hubs were determined based on areal pictures, google maps data and observations. A bus stop was marked as a transport hub if five or more bus lines stopped. Stops and stations of train, metro, metro bus, and tram were

always marked as a transport hub since they have a higher capacity. A stop that contains more than one line or a combination of the above-mentioned systems was considered as a large transport hub. Central public spaces are mapped based on the presence of a high concentration of shops, containing less shops that are visited on a daily basis. Furthermore, special functions, such as a large square or park with many amenities are considered to be a central public space. These spaces were identified based on GIS mapping, observations and semi-structured interviews with residents. The buildings of organisations supporting refugees were located based on local policy research of several Istanbul universities, resident interviews and observations.

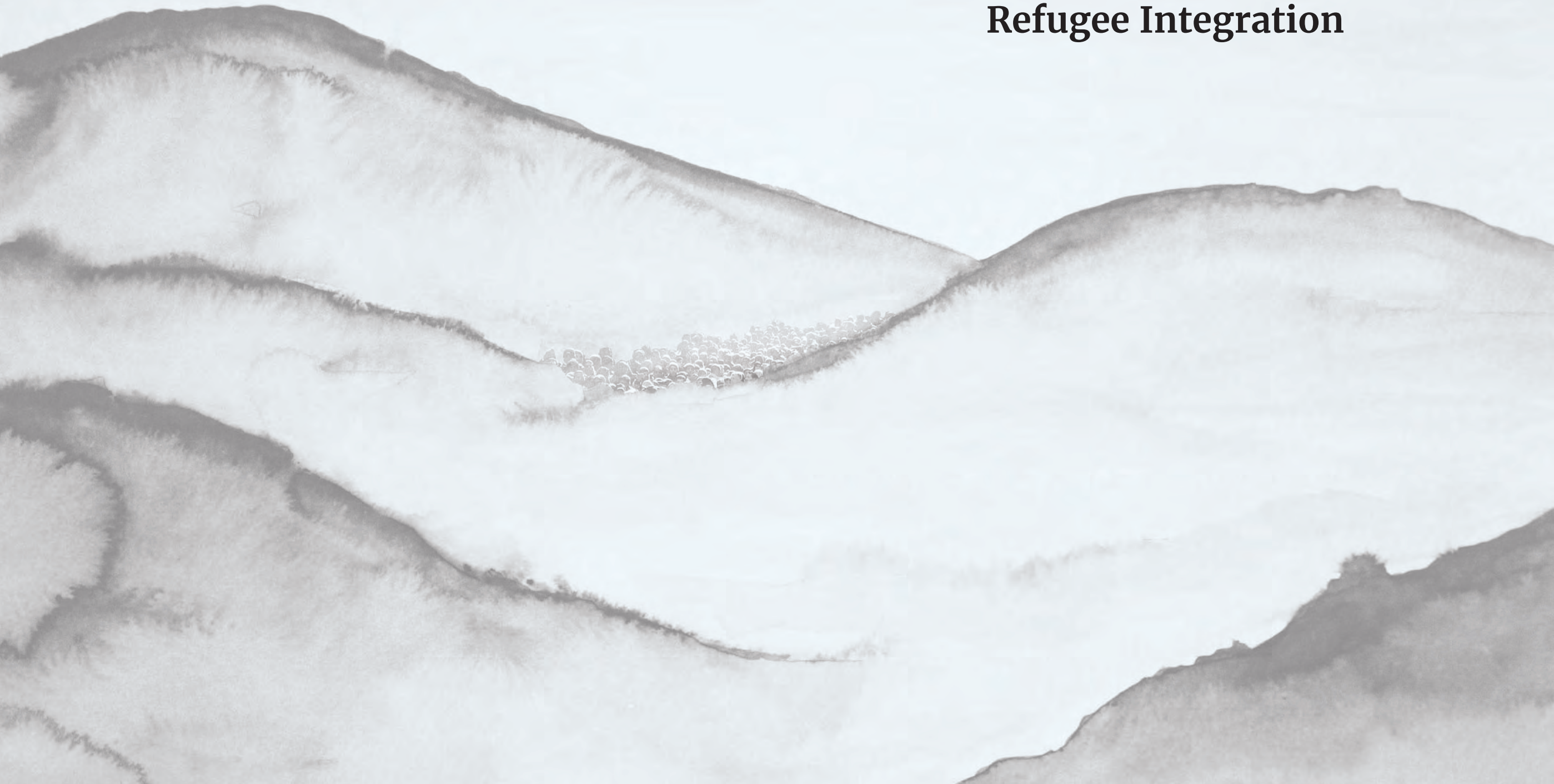
The infrastructure, buildings, and functions of the zoom locations were mapped referring areal pictures, observations and street view imaginary. The behaviour and interactions of individuals were further analysed by the systematic observation of several locations. These observations were conducted by recording 1-minute tapes at different times of the day. These videos were further analysed based on the primary activity of persons: standing, walking, running, biking, and sitting. Furthermore, secondary activities, taking place while performing the primary activity were listed. These were based on earlier observations and could include: observing, talking, calling, looking at a phone, listening music, smoking, eating, drinking, playing, garbage collecting, selling, begging, and reading. In some cases, persons performed two or more primary or secondary activities. Only the longest lasting activity was recorded in this case. Furthermore, the age and gender of individuals were recorded based on their physical appearance. Four age categories were made: 0-15, 15-30, 30-60 and above 60. Identification was based on body posture and length, the way of dressing, and the presence of hair and hair colour.

Dynamics of Spatial Development

The chapter about the dynamics of spatial development aims to distinguish to which extent actors can influence the urban environment. The spatial development of the district was researched by mapping the historical development, based on literature, information of the municipality, and historical google imaginary. This analysis was conducted for the metropolitan and district scale. Furthermore, the municipal district policy and the latest annual reports were reviewed to evaluate their objectives. The objectives were compared with the projects they are being executed to check to which degree they are reflecting their goals. Additionally, the projects were evaluated based on their impact on the urban environment. This evaluation was meant to show the scope of the municipal policy and their influence on small-scale urban changes. These findings were compared to the interviews with residents and observations during the site visits.

Chapter 3

A Conceptual Approach to Refugee Integration





Chapter 3.1

Humanitarian Operation

Categories of Migration

Recent research has revealed that by the end of 2016, 1 out of 100 persons around the world was in a situation of forced displacement (The World Bank, 2016; UNHCR, 2016). The term *forced displacement* is used for all persons that fled their home due to a crisis and are residing in or outside their country of origin. The group of *refugees*, as defined in the Geneva 1951 convention, crossed an international border (UNHCR, 1951). By the end of 2016, 22.5 million of all forcibly displaced persons were officially acknowledged as refugees (UNHCR, 2016). The monitoring system of the United Nations High Commissioner for Refugees (UNHCR) registered 3 million *asylum-seekers*, those awaiting official citizenship in their hosting country (2015). This is the highest number since the measuring started after the Second World War.

Various categories of displacement can be found in the humanitarian field. Individuals are categorised according to their reason of fleeing, location, and the acknowledgement by national governments and international organisations. The official definition of refugees is described in the Convention relating to the Status of Refugees, adopted in 1951 after the Second World War. A refugee is a person who “... owing to wellfounded fear of being persecuted for reasons of race, religion, nationality, membership of a particular social group or political opinion, is outside the country of his nationality and is unable or, owing to such fear, is unwilling to avail himself of the protection of that country; or who, not having a nationality and being outside the country of his former habitual residence as a result of such events, is unable or, owing to such fear, is unwilling to return to it.” (UNHCR, 1951, p. 14). Over the last decades, the definition has developed into a broader classification. This thesis will focus on refugees, persons that make “a migratory movement in which an element of coercion exists, including threats to life and livelihood, whether arising from natural or man-made causes ...” (IOM, 2015). This definition includes refugees, persons in refugee-like situations, irregular migrants, and asylum-seekers, a detailed definition per category can be found on the upcoming pages.

The number of internal displaced (IPD’s), refugees, and asylum seekers vary geographically per region, country, province, and city and is closely related to the type of crisis, travel opportunities and restrictions. Approximately 41 percent of all displaced persons worldwide is located in the Middle East, followed by Africa and South America with respectively 31 and 12 percent (UNHCR, 2017b). Figure 1.1 shows the locations of settlements in the different categories of displacement worldwide and its relation to migration routes. The displacement patterns in the Middle East and Africa are shaped along several migration routes that find their final destination in Europe.

Figure 3.1: A food kitchen in Gaziantep

source: (EU Civil Protection and Humanitarian Aid Operations, 2015)

Figure 3.2: Migration categories

- ⋮ international border
- ~ registration point
- movement
- ⚠ crisis of disaster
- ✓ acknowledgement refugee status
- 📄 application asylum

source: authors image



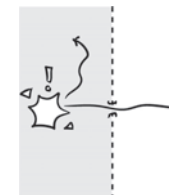
migrant

A “... person who is moving or has moved across an international border ... regardless of the person’s legal status; whether the movement is voluntary or involuntary; what the causes for the movement are; or what the length of the stay is.” (IOM, 2016)



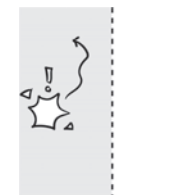
irregular migration

“Movement that takes place outside the regulatory norms of the sending, transit and receiving countries.” (IOM, 2015)



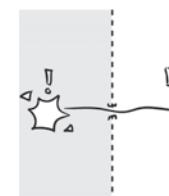
displaced person

A person who has been compelled to leave his/her home, for different reasons and circumstances, outside or within the country of origin. (United Nations, 1992, p. 30)



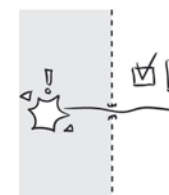
internal displaced person

A person who has been forced to flee his or her house and is uprooted inside the country of its nationality, unlike a refugee who crossed an international border. (UNHCR, 2007, p. 17)



refugee

A person that makes “A migratory movement in which an element of coercion exists, including threats to life and livelihood, whether arising from natural or man-made causes ...” (IOM, 2015)



asylum seeker

A person “... who has sought international protection and whose claim for refugee status has not yet been determined. As part of internationally recognized obligations to protect refugees on their territories, countries are responsible for determining whether an asylumseeker is a refugee or not.” (UNHCR, 2015, p. 5)

Characteristics of Refugee Settlement

The appearance and organization of settlements of refugees vary around the world, reflecting the diversity of housing types, building methods, landscapes and urban structures that are present. In general, the term *refugee settlement* tends to be used to refer to a camp. However, there are a lot of other housing possibilities. Corsellis and Vitale describe it as a “*settlement and shelter resulting from conflict and natural disasters, from emergency response to durable solutions*” (Corsellis & Vitale, 2005, p. 11). This definition emphasizes all potential settlement and accommodation solutions for refugees and their transformation during habitation.

The different forms of settlements have been analysed on the basis of spatial characteristics by several organizations within the humanitarian and architectural sector. The thesis will explore two approaches to the typologisation of refugee settlements. First, the thesis will elaborate on the typology division of UNHCR that is used for all their statistical data and maps (UNHCR, 2013, 2017b). Secondly, the study of Corsellis and Vitale will be examined. This study focuses on the different typologies from a perspective of an architect operating within the humanitarian field and was conducted in cooperation with Cambridge University, Oxfam and the Shelter Centre (Corsellis & Vitale, 2005).

UNHCR uses two indicators to characterise the type of forced migration settlement. The first indicator is the type of environment, this can be *urban* or *rural*. The distinction between an urban and rural environment is defined by the population number of a settlement. A settlement that is assessed to be over 5,000 inhabitants can be considered as an urban environment. A settlement with a population under 5,000 inhabitants is defined as a rural environment. The distinction is not internationally acknowledged as the definition can vary per country because of differences in population size and density (UNHCR, 2013, p.63). The second indicator of UNHCR is the type of shelter itself, this can be an individual accommodation, collective centre, reception/transit centre, self-settled camp or a planned/managed camp.

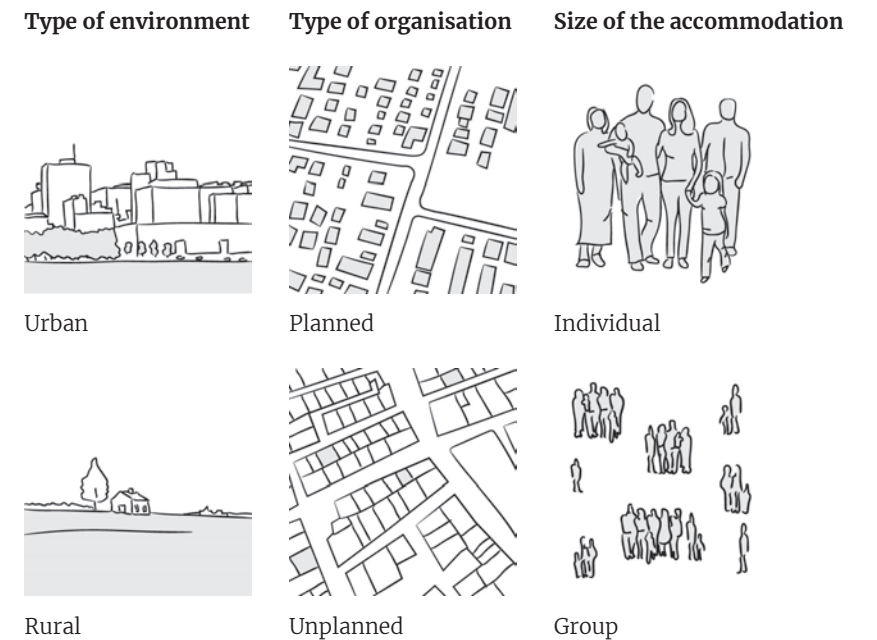
Corsellis and Vitale distinguish six types of settlements: host families, rural self-settlement, urban self-settlement, collective centres, self-settled camps, and planned camps (2005). There are several similarities between the division of UNHCR and Corsellis et al., the terms collective centre, self-settled camp, and planned camp correspond. The term individual accommodation is a generic term for host families, rural self-settlement, and urban self-settlement. This is correspondingly the first indicator of Corsellis et al. that describes the size of the accommodation: the distinction between *individual* and *grouped accommodation*.

The second indicator, the type of organisation, demonstrates the difference between a *planned* and *self-settled* option. A planned settlement is appointed or managed by the local government or a humanitarian organisation. Self-settled accommodation is created, rented or bought by refugees themselves. UNHCR acknowledges this as well by describing the different types of accommodation, however, it not made as explicit as in the work of Corsellis et al.

The different characteristics from the two studies together create a set of indicators that can characterise the typology of a refugee settlement. UNHCR makes the distinction between an urban or rural environment, the indicator related to this is the *type of environment*. Secondly, Corsellis et al. distinguish the *size of the accommodation*; this can be a group or individual accommodation of one household. Furthermore, the *type of organisation* demonstrates the difference between a planned and self-settled option.

Figure 3.3: Characteristics of refugee settlement

source: authors image



Humanitarian Actors

The conflict in the Middle East has many actors, varying from those who contribute to the ongoing conflict to those who wish to help civilians and establish peace. Sometimes lines between the two are blurred because of changing interests and the complex political situation. For instance, western governments supported armed civilian groups that fought against President Assad. However, a number of these groups established the Islamic State that induced an extra wave of terror throughout the region (Milne, 2015). Another example is the accommodation of refugees in fenced camps, within this environment refugees are supported and basic needs are reasonably met. Nevertheless, this is violating the human right of freedom of movement and undermines possibilities to regain livelihoods (Smith, 2004; UN General Assembly, 1948). Both situations are influenced by organisations and institutions that have multiple and conflicting interests and operate within a scale ranging from global actors to regional, national, city and local stakeholders.

Within this complex, multi-scalar environment humanitarian actors operate. Their primary objective is defined as “to save lives, alleviate suffering and maintain human dignity ... as well as to prevent and strengthen preparedness for the occurrence of such situations” (Good Humanitarian Donorship, 2003, p. 1). Humanitarian organisations are non-profit organisations (NGOs) that operate independently of any government. On a global level, the United Nations (UN), functions as a discussion platform and coordinator of humanitarian relief. Within the UN-body, there are different organisations that represent one specific component of aid. For instance, the United Nations High Commissioner for Refugees (UNHCR) is in charge of protection, while the World Health Organisation (WHO) is taking care of medical support. This organisation structure is called the ‘cluster approach’ and is managed by the United Nations Office for the Coordination of Humanitarian Affairs (OCHA), see Figure 3.4.

If a crisis takes place, humanitarian organisations will start acting during or in the aftermath of the crisis based on the type, urgency, size and the capacities of the government. There are seven possible crisis scenarios: an earthquake, high winds, flooding, landslides, drought, disease, conflict or a combination of the mentioned phenomena (RedR UK, 2018). The needs per type of emergency are strongly varying. For instance, a war that is displacing thousands of people needs different support than a highly contagious disease spreading in a region. In most cases, OCHA coordinates the involved clusters and maintains contact with the national government(s). Clusters will participate in the humanitarian operation based on the needs and characteristics of the crisis. Each cluster will assign one NGO that manages the operations of the different international, national and local NGOs.

This managing NGO is often an international organisation and collaborates with the affected ministry of the national government.

The humanitarian operations in the Middle East are organised according to this structure. However, because of the size of the region and the cross-border situation, a new, overarching coordination group was established. This organisation is called the Whole of Syria (WOS) coordination group and manages the different OCHA departments in Syria, Jordan, Lebanon, Turkey, Iraq and Egypt (3RP, 2018a). The involved sectors in the Syrian crisis are protection, food security and agriculture, education, health, basic needs, shelter, WASH, and livelihoods. The combination of clusters varies per country based on context-specific challenges, local policies and capacities of the government.



Figure 3.4: Humanitarian cluster approach

source: image adjusted from (OCHA, n.d.)

The Long-Term Character of Aid

Humanitarian assistance is often conceived as short-term help and funding because of the visibility of their actions and campaigns right after a crisis or disaster. However, this perception is not consistent with the facts, a large share of the support serves long-term beneficiaries. Two third of humanitarian assistance from western countries went to long-term recipient countries in 2012 (Development Initiatives, 2014, p. 85). A similar pattern can be found in the number of refugees that lives in a *protracted situation*. A protracted situation is defined according to UNHCR as a living condition “for 5 years or more after their initial displacement, without immediate prospects for implementation of durable solutions” (UNHCR, 2009). A large share of refugees, 11.6 million (58%) live in a situation that is categorised as protracted (Juan-Torres, 2017, p. 2; UNHCR, 2016).

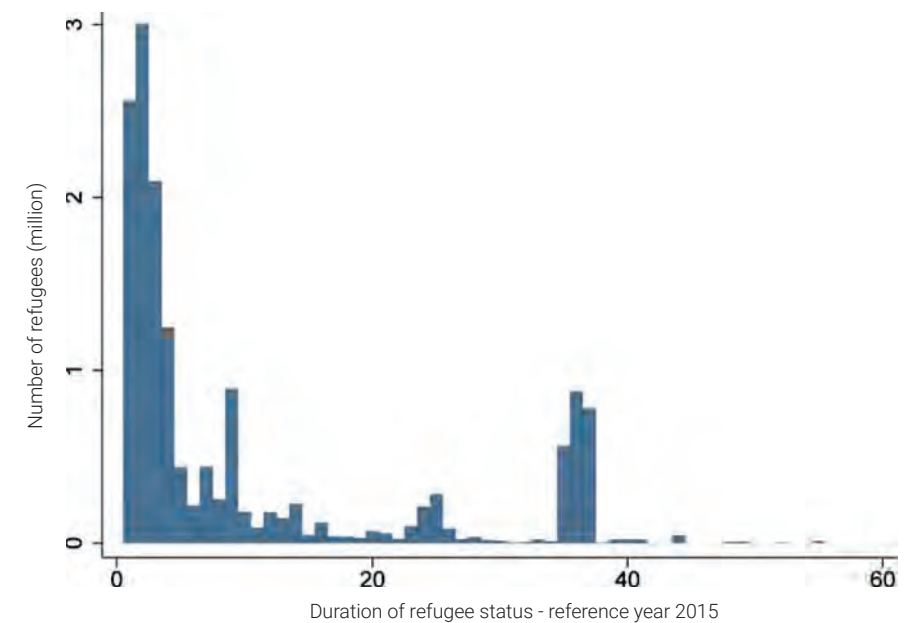
According to the estimation of UNHCR in 2003, the average time a refugee spends in a protracted situation is 17 years (UNHCR, 2006, p. 109). However, this number should be considered more in the local context. Devictor and Do, both economists from the World Bank, closely examined the different protracted refugee situations across countries. Table 3.1 shows the number of refugees in a protracted situation in 2015, Palestinian refugees are excluded from the graph. Each peak is connected to a crisis during the last 4 decades. The first large cohort of about 8.9 million refugees includes the Syrian war (4.8 million) and persons fleeing from Afghanistan (0.3 million) and Pakistan (0.2 million). The second peak of 2.2 million refugees includes again 0.5 million citizens fleeing from Afghanistan. The smaller peak between 10 and 34 years is formed by different groups of refugees located in Africa. The last peak consists of 2.2 million persons, mainly originating from Afghanistan (Devictor & Do, 2016). These figures reveal that a large majority of the refugees that lives in a protracted situation originates from the Middle East.

This trend is also researched by Milner, Associate Professor in Political Sciences (Carleton University), specialised in global refugee policy. He notices a shift in the balance between refugees in emergency situations towards more cases of protracted living conditions. Milner identified three factors that clearly affected this process. First, fragile governments - in both the country of origin as in the country of residence - play a major role in unsolved protracted situations. Secondly, countries in the Global North developed increasingly restrictive policies towards migration. Their coping strategy tends to limit immigration and focuses on the containment of the refugee population in the region of origin. Simultaneously, richer countries decreased long-term support for countries in the region of containment that were unevenly affected. Thirdly, the policy of UNHCR and affected countries had a narrow focus on the settlement of refugees in camps.

This created a long-term dependency on humanitarian support and made NGOs function as a surrogate state (Milner, 2016). Milner expects that the number of protracted situations will rise the upcoming years due to unsolved, recently evolved conflicts and the lack of solutions.

Table 3.1: Refugees in exile

source: image adjusted from (Devictor & Do, 2016)



Durable Solutions

In order to mitigate protracted situations, humanitarian organisations introduced three long-term *durable solutions* for refugees and their receiving societies: voluntary repatriation, resettlement and local integration (UNHCR, 2003). The solutions were implemented after the Second World War with the *Declaration of Human Rights* in 1948 and the *Convention and Protocol relating to the status of refugees* in 1951. Since the implementation, several global policy shifts have been made, without major success, if we consider the protracted nature of refugee situations. The implementations in practice and policy shifts have been researched by international refugee scholars Aleinikoff, Chimni, Hovil, and Long, among others.

The first method, *voluntary repatriation*, aims to improve the situation inside the country of origin (UNHCR, 2003). This solution is the most preferred since the convention took place in 1951 (Chimni, 2004). As a result, many governments treat refugees as a guest, the term *hosting government* illustrates that effectively. However, as Chimni states, this possibility often belongs “to the realm of political prophecy and aspiration ...” (2004, p. 2). Aleinikoff, Chimni and Long point out that, in many cases, repatriation is impossible and very unpredictable. First, due to the origin of the conflict. For instance, if tensions between ethnic or religious groups will continue, repatriation will be unacceptable because of safety issues (Aleinikoff, 2015; Long, 2016). Secondly, after years of residence in another country, repatriation is undesirable because of first and especially second generation refugees that are integrated into the receiving society. Here we should consider the voluntary character of repatriation (Chimni, 2004). The second method, *resettlement*, strives for a more equitable sharing of responsibilities across countries by migration to a third country (UNHCR, 2003). During the ‘80s, this solution decreased in popularity by governments and is now barely used (Chimni, 2004). According to UNHCR, cited in the work of Long, only 1% of all refugees are resettled the last years (2016).

Local integration is the third method suggested by UNHCR, this solution focuses on the gradual integration of refugees in their new environment (UNHCR, 2003). Aleinikoff and Long describe one major complication within this policy approach. Local integration is often deliberately undermined by governmental organisations because of the fear that refugees could disturb the political and social order by competing for resources with native citizens (2015; 2016). Local integration is in their opinion no solution for the refugees residing in their country. However, Hovil, senior researcher at the ‘International Refugee Rights Initiative’ discovered a different type of local integration. Despite the lack of formal acknowledgement of governments, refugees self-settle in the receiving society and interact with

Figure 3.5: Palestinians protests for returning to their homeland after 70 years

source: (Safadi, 2018)



Figure 3.6: Family reunification in Europe

source: (Council of Europe, 2017)





Figure 3.7: A Syrian father and his daughter in their patio in Turkey

source: (Yücel & Sancha, 2016)

native citizens. This long-term process eventually leads to a situation where local integration, in the form of economic independence and social local integration, is possible (Hovil, 2016).

Humanitarian actors and national governments in the Middle East are focusing on voluntary repatriation and local integration as the most viable solutions. Resettlement to a third country of asylum is only possible by family reunification. Recent research showed that there is a great variety of practical implementation by national and local governments (Betts, Ali, & Memişoğlu, 2017). For instance, Lebanon has a system of circular migration that assumes that Syrian refugees will return to Syria when the war ends. Nevertheless, some areas have a long-lasting relationship with Syria and refugees are informally able to integrate (Betts et al., 2017). Turkey had a temporary protection approach and assumed that their *guests* would return to Syria. However, the AK Party recently opened the discussion about the permanence and integration of Syrian refugees in their society. According to Betts and al., the willingness to implement this solution on the local level varies per region and political party that is in power (2017). On the other hand, the first refugees decided to return to Syria (Boztepe & Bulur, 2017).

Considering the large majority of the refugees living in a protracted situation in the Middle East, more research into local integration is needed. Voluntary repatriation movements are difficult to predict and proved to be insufficient during previous refugee inflows. Resettlement is not considered in the current policy framework. Local integration appears to be the most viable solution, both as an informal and formal solution that mitigates and prevents protracted refugee situations.



Chapter 3.3

Refugee Integration

The Concept of Integration

The concept of integration can be approached from several angles. It is implemented as a policy objective by governmental organisations and NGOs. It is researched by scientists to examine the effectiveness of such policies and the influence of actors, or we could reflect on integration as a societal process. This chapter will discuss the different perspectives and methods to evaluate the integration process and the role of the involved actors.

In the field of humanitarian aid, local integration is generally used as a policy term that has the objective to increase integration. Within this environment, the term *local integration* has many synonyms such as harmonization, self-reliance, assimilation or adaptation. Those concepts are interchangeably used by policymakers (Erdoğan, 2017a; Heckmann, 2006; Hovil, 2016). Hovil reasons that the official term, local integration, is misleading in this context. The word local is suggesting that integration happens at the local level. Indeed there is local or in other words, an informal component that covers the social, economic, cultural and sometimes political domain. On the other hand, formal integration, receiving official citizenship in the country of asylum, is considered as a national concern (2016). This thesis operates at the intersection of humanitarian operations and urbanism. In order to prevent misconceptions, this thesis will utilize the word *integration* to refer to the term *local integration* or its synonyms.

Humanitarian integration research is primarily focused on refugees that live in camps or camp-like situations. In this context, UNHCR describes integration as

Type	INCLUSION			EXCLUSION		
	1	2	3	4	5	6
Legal/political dimension	+	+	+	-	-	-
Socio-economic dimension	+	+	-	+	-	-
Cultural-religious dimension	+	-	-	+	+	-

Table 3.2: Typology of integration policies

source: (Penninx, 2004, p. 139)

Figure 3.8: Class of Turkish and Syrian children in Istanbul

source: authors image

Table 3.3: Indicators of integration

source: (Ager & Strang, 2004)



a gradual process, that involves both refugees and their receiving societies. This process has a legal, economic and social/cultural dimension. Obtaining citizenship in the country of asylum is considered as the completion of this process (2003, pp. 24–25). Correspondingly, local integration is defined by Hovil (2016, p. 488) as a process “... whereby refugees become full members of their host community ...”. Both definitions describe integration as a process of obtaining citizenship that has several dimensions and includes two groups; refugees and their receiving society.

European integration research is more focused on urban environments. Within this field of study, various approaches to integration are found. Integration is defined by Heckmann, professor of Sociology in Germany as (2006, p. 18), “a generations lasting process of inclusion and acceptance of migrants in the core institutions, relations and statuses of the receiving society”. He distinguishes four dimensions of integration: structural integration, cultural integration, interactive, and identificational integration. According to the definition provided by Penninx (2004), Professor of Ethnic Studies in The Netherlands, integration is “the process of becoming an accepted part of society”. He describes three dimensions in which migrants could integrate: legal-political, socio-economic, and cultural-religious. Scottish researchers Ager and Strang highlight that the understanding of integration vastly differs between stakeholders in both the receiving and immigrant society. Therefore, they developed a framework that can indicate the degree of integration, rather than defining the term itself. They describe four domains of integration: the foundation, facilitators, social connection, and,

markers and means (Ager & Strang, 2004). Although differences of opinion exist, there appears to be some consensus in the humanitarian sector and European integration research that integration refers to a process of change that has several dimensions and includes two groups; refugees and their receiving society.

Despite the similarities in the usage of the term integration by humanitarian actors and researchers, there is one major contradiction. Humanitarian organisations clearly define the end of the integration process as the moment of obtaining official citizenship. However, Penninx describes it differently, he distinguishes six different policy approaches that can all result in different types of integration outcome. See for an overview of these approaches Table 3.2. The framework of Penninx describes obtaining citizenship as the basis for an inclusive or exclusive policy approach. However, socio-economic and cultural-religious integration are not necessarily impossible without the legal-political dimension (Penninx, 2004). Hovil describes the same principle in her observations of formal and informal integration (2016). This approach of Penninx allows evaluating the integration process in all its aspects without taking a position. Considering this, the domains of Penninx will function as a base for an evaluation framework. This will be complemented with the theories and findings of the other mentioned researchers.

Three Dimensions of Integration

The *legal-political dimension* of integration refers to acquiring national citizenship (Hovil, 2016; Penninx, 2004; UNHCR, 2003) and related political rights (Penninx & Garces-Mascarenas, 2016). Political rights are the right to vote and participate in politics at different levels. This is described by Ager and Strang as the indicator of *rights and citizenship*. It is important to note that every society has a different approach to citizenship and political rights, integration should be evaluated according to the rights of native citizens and rights and duties of other minority groups (Ager & Strang, 2004; Penninx, 2004; UNHCR, 2003). Penninx indicates a difference between legal-political integration on a national and local level. Integration has a formal character at the national level, while formal and informal involvement are both possible at the local level. For instance, a municipality could consult refugee groups in their decision-making (2004).

The *socio-economic dimension* is characterised by the social and economic rights of refugees, seen independently from their legal-political rights. Those rights include the right to work, access health care, education, housing and related services of the government (Penninx & Garces-Mascarenas, 2016). This is corresponding with the markers and means of Ager and Strang: *employment, health care, education, and housing*. Furthermore, Ager and Strang describe another indicator; *safety and stability* that is part of the socio-economic dimension. This indicator examines if refugees are feeling equally safe as native citizens. This indicator is also closely related to the stability in the other four indicators of socio-economic integration. For instance, access to housing and employment can heavily influence the feeling of safety of a refugee household.

Penninx describes the *cultural-religious dimension* as the domain of perceptions and reactions to diversity. Refugees will have more or less differences in culture and religion compared to the receiving society. Refugees could aspire to have a place within the society and benefit from access to the same facilities as other groups cultural or religious minorities. However, the receiving society may either allow this or may desire them to adjust to its culture and religion (2016).

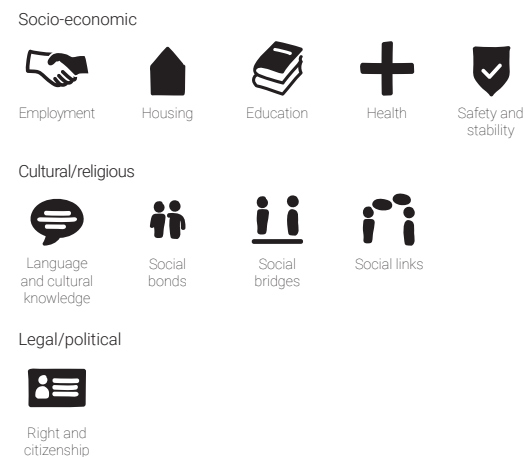
Ager and Strang (2004) describe this tension between assimilation and acceptance clearly with their indicators. First, *language and cultural knowledge* is an important factor in the integration process. For refugees, it is important to speak the language and understand the common habits of the receiving society. However, this is a two-way process, integration is easier when the receiving society puts efforts in understanding the language and culture of refugees. For instance, effort in translating important information could positively influence the integration

process. Heckmann describes a similar process under the term social integration (2006). Secondly, *social bridges* facilitate a feeling of acceptance and equality between groups. Social bridges are formed during the participation of both refugees and the receiving community in the same activity. Examples are classes, sports, religious activities and community group meetings. This indicator is described by Heckmann as interactive integration. In the long term, this will lead to cross-cultural friendships, marriages and membership of voluntary organisations (Heckmann, 2006). Thirdly, *social bonds* play an important role. Social bonds are formed between refugees that share the same cultural and religious traditions. This has a positive impact on their feeling of being at home and their mental health. Heckmann describes this as identificational integration and also mentions the identification with a local place or with a region as a way of creating social bonding. The last indicator described by Ager and Strang is *social links*. Social links refer to the connection of individuals with persons having key-positions in (non) governmental organisations that facilitate the access to employment, health care or education. The presence of links will simultaneously improve the socio-economic integration of refugees.

In conclusion, the varying approaches from scientists seem to have a different structure based on roughly similar elements. The three dimensions of Penninx function as an evaluation framework for the integration process. However, the description of the numerous indicators that shape the integration in a specific dimension lacks an in-depth quality. The evaluation indicators of Ager and Strang complement the work of Penninx in this aspect, see Figure 3.9.

Figure 3.9: Integration evaluation indicators

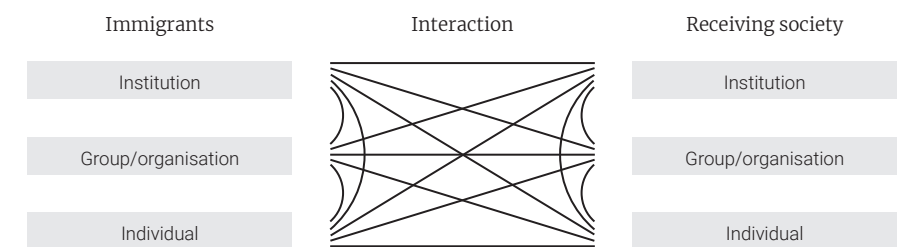
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A Conceptual Evaluation Model

The integration process can be understood in more depth when we examine the different parties involved in this process. All definitions discussed previously have two main stakeholders: the refugee community and the receiving society. Both groups are not homogeneous and have varying opinions, a degree of openness and reactions to each other. Penninx uses the individual and sum of interactions to analyse the integration process. He states that “*the interaction between the two ... determines the direction and the temporal outcomes of the integration process*” (Penninx & Garces-Mascareñas, 2016, p. 17). Those interactions can take place between individuals, groups/organisations and institutions, see Table 3.4. In sociological terms, *interaction* can be understood as “... *the process by which people act and react in relation to others. In this process, language, gestures and symbols are used*” (Palispis, 2007, p. 85).

Table 3.4: Integration actors source: authors image

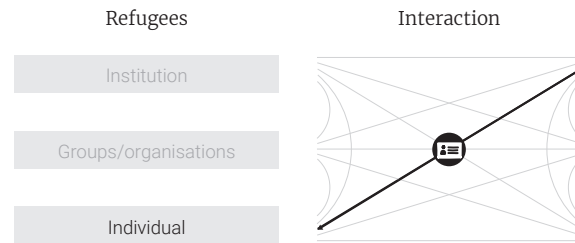


Interactions can influence one particular indicator of integration or it can affect multiple indicators or dimensions. For instance, the decision of a state to grant citizenship to one individual refugee will affect the rights and citizenship indicator in the *legal-political* integration dimension of this particular person. In the meantime a 2-year language course offered by an NGO to a child will influence his or her language and cultural knowledge and improve the results in the regular education system. Simultaneously, the child will form social bonds with other refugee children by attending the classes. This interaction will influence both the integration in the cultural-religious and socio-economic dimension. Both cases are described according to the evaluation scheme, see Table 3.5 Table 3.6. To conclude, one situation can consist of multiple interactions between different actors. Those interactions can influence different indicators and dimensions of the integration process.

To better understand interactions, some important concepts from sociology can be adopted. Former researcher Palispis at the Asian Social Institute wrote a standard work regarding sociology and anthropology with an overview of current research.

Table 3.5: Evaluation integration – becoming a citizen

source: authors image



Legend

Legal-political dimension
 icon: right and citizenship

Socio-economic dimension
 icon: employment
 icon: housing
 icon: education
 icon: health
 icon: safety and stability

Cultural-religious dimension
 icon: language/cultural knowledge
 icon: social bonds
 icon: social bridges
 icon: social links

Interaction
 - - negative impact
 — positive impact
 ↔ corporation
 ↔ conflict
 → coercion

Table 3.6: Evaluation integration – language classes

source: authors image

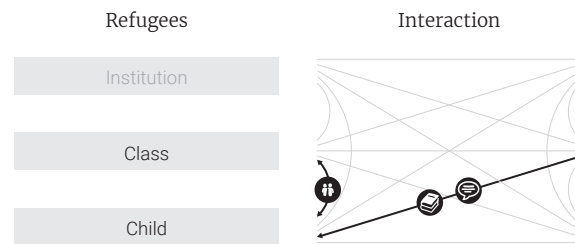


Table 3.7: Evaluation integration – street fight

source: authors image

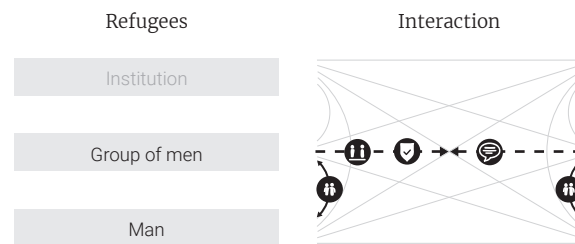
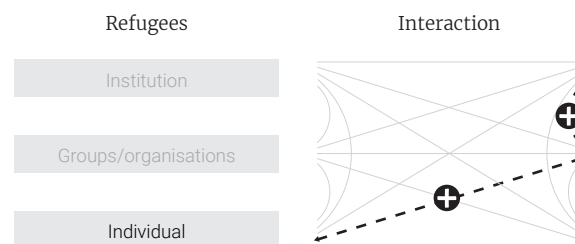
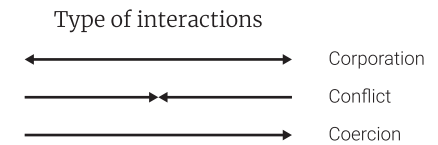


Table 3.8: Evaluation integration – change in legislation

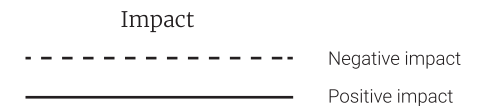
source: authors image



The theory of Persell, quoted in the work of Palispis distinguishes three main types of interaction: *cooperation*, *conflict* and *coercion*. The interaction that is based on cooperation refers to the effort of actors to achieve a common goal. Conflict is rather different, here actors fight over the same resource or goal. Competition is a form of conflict according to a set of rules. Negotiation is another type of conflict where actors try to find agreement with each other. Coercion appears when one of the actors is more powerful than the other and is demanding an action (Palispis, 2007).



This concept of coercion allows to describe the interaction between the refugee and the receiving community more clearly. Penninx notes here that there is an unequal relationship between the two parties since refugees arrive in a society with established organisations and institutions. Institutions shape the legal framework in which organisations and individuals operate and this heavily influences the integration process (2016). See for example Table 3.8, in this case a government decides to adjust the legislation regarding health care. The NGO is no longer allowed to help refugees without registration. This one act of coercion influences the possibilities of refugees to integrate into society. Institutions of the receiving society are more decisive in the outcome of the integration process than refugee individuals.



Interaction based on conflict can have different intensities and outcomes, depending on the type of conflict. For example, Table 3.7 describes a street fight of a group of refugee men and native citizens. They are using violence to determine who can have access to certain resources. This is, on one hand, generating negative conceptions about the other culture and language, threatening the sense of safety and stability, and decreasing the chance of establishing social bridges between the two. On the other hand, between the individuals of the group, social bonds will be strengthened. This ultimately leads to a decrease in social-economic and cultural-religious integration. The same situation can occur at the soccer field, however, here a certain set of rules is guiding the competition. Here conflict has a positive impact on the integration since it connects individuals in a positive

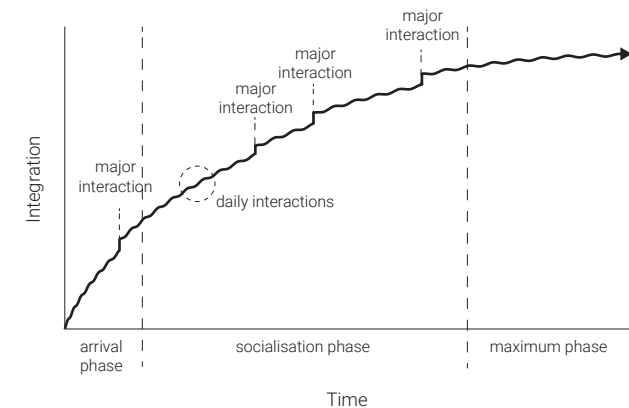
way, it could enhance the understanding of language and cultural knowledge and simultaneously enables persons to establish social bridges on the long-term. The two examples illustrate that interactions can have a positive or negative influence on the integration process.

The described integration process and its interactions between the refugee and receiving society brings us to the following definition of integration. It is “*a process of becoming an accepted part of society, where interactions between refugees and the receiving society determine the direction and outcome*”.

The Influence of Time

One of the most important factors to consider in the integration process is time. Integration and the interactions that shape the integration outcome do not consist of a small sum of events with a clearly defined end. Heckmann and Penninx underline the long-term character of this process, that can last for several generations (2006; 2004). The dynamics of the integration process will be illustrated by an exemplary timeline and the work of Heckmann and Penninx, see Figure 3.10.

Figure 3.10: Integration as a process source: authors image



The integration process starts with the arrival of refugees in their new society. According to Penninx, refugees are able to adapt relatively easy during this first phase. They learn how to behave, the common ways of doing things and who is doing what (2004). However, the long-term integration process, that results in being an accepted part of society will take more effort. Heckmann characterises the long-term integration process of adults as a second socialisation phase (2006). Children are naturally learning how to behave in the new society. Nevertheless, adults need to learn this again and adjust their pre-existing values and beliefs. This process takes a lot of effort and has a certain limit since these values and beliefs remain relatively persistent over a lifetime (Penninx, 2004).

The so-called second generation, children of refugees that are born in the new country of residence, grow up in a bi-cultural environment (Heckmann, 2006). They become part of the existing refugee network. However, they simultaneously get involved into relationships with children in the neighbourhood and participate in mainstream institutions such as schools. According to Penninx, the success, or failure of the integration process can be measured by the status of this second-generation group in the receiving society (2016).

There are two key types of interaction that influence the integration process. First, decisions of the government have primarily an influence on the legal-political and socio-economic dimension of the integration process. This type of interaction occurs less frequently but has a high impact. See for two examples the previous subchapter and Table 3.5, and Table 3.8. Secondly, daily interactions between individuals of the receiving and refugee community particularly shape the socio-economic and cultural-religious integration. This type of interaction occurs with high frequency and a single interaction has a relatively low impact on the integration process. See Table 3.7

Perspectives and Government Policies

The integration process can not only be described in terms of statistical data of a neighbourhood, city or nation scale. The perception of citizens and preceding migration flows highly influence the integration process of refugees (Penninx, 2004). Some countries have a long lasting history in migration. For instance, migration was a key issue for the development of the present society in the United States of America and Canada. According to Penninx, these countries maintain a basic level of acceptance towards immigrants. Furthermore, these countries developed an extensive institutional framework to facilitate the integration process (2004).

On the contrary, Penninx argues that North-West European countries distinguish themselves as a non-immigrant country. This is contradicting the facts, Germany and Switzerland have a higher percentage of immigrants compared to the North American countries. This perception of citizens highly influences the political debate. As a result, responses to immigration flows occur ad-hoc and policies are non-existent or focused on the restriction of immigration (2004).

Furthermore, Heckmann and Penninx stress the difference in institutional capacities of governments. Countries who have not experienced migration in their recent history could have problems with the adaptation of their institutions to the needs of refugees. This process is more demanding than for immigration countries, whose institutions are adjusted (2006; 2016).

The overall integration process can be influenced by government policies, which aim to steer the direction and outcome of the integration process. Penninx stresses the problematic relation between government policies and the integration process. While the integration process takes at least one generation, government terms generally last much shorter. Furthermore, as explained earlier-on, perception is dominant above statistical data. Politicians often promise, and citizens expect to see results before the next election. This process is described by Penninx as *democratic impatience* and this could work counterproductive on the integration process (2016).

The Urban Environment as a Facilitator

Interaction is facilitated by a spatial or digital context; interactions take place in the public domain, private space or the digital environment. The public domain represents the most important arena for interactions between refugees and native citizens on the group and individual level (Heckmann, 2006). It is the location for and route towards everyday activities and facilitates unintended encounters (Legeby, 2013). The private space consists of housing and other privately owned buildings or land. The digital space is a relatively new facilitator for interaction, social media platforms and websites of the government are examples of the digital environment. This research focuses on the role of the public space and the edge between the public and private domain as facilitators of interaction. Therefore, the research will focus on the interactions that take place on the individual and group level. The major interactions of government bodies are considered as a context in which daily interaction patterns occur.

The concept of interaction was earlier defined as “... the process by which people act and react in relation to others. In this process, language, gestures and symbols are used” (Palispis, 2007, p. 85). Palispis describes a differentiation in the intensity of relations that can occur. Interactions can range from superficial contacts, a stranger greeting and passing in the street. To long-lasting complex relationships, for instance, a family that is visiting a playground (2007). This is similarly described by Legeby, based on the work of Goffman and Giddens as, *unfocused interaction* and *focused interaction*. Unfocused interaction can be considered as a kind of communication that occurs when information about another person is gathered by observing them. This includes gestures and signals which can be simply communicated because of the co-presence of other persons. Focused interaction occurs when persons collaborate to sustain a shared focus of attention, by facial expression and voice (Legeby, 2013, p. 43).

The urban environment in which interactions take place can influence the number of interactions between refugees and the receiving society. This is related to the settlement pattern of refugees on the city or metropolitan level and to local spatial conditions (Heckmann, 2006). Legeby describes this difference in terms of *residential segregation* and *segregation in public space*. Residential segregation can be understood as the extent to which different social categories share the same area of residence. A low value of residential segregation could indicate a high presence of different social groups in the public space. Segregation in public space is considered as the degree to which social groups are co-present or interact in the public sphere. This interaction can consist of focused and unfocused interaction. This creates knowledge about fellow citizens and constructs social structures. (2013).

Beside the spatial conditions that could influence the number of interactions, other parameters are important to consider. Tischler, cited in the work of Palispis, distinguishes four major components that influences the type of interactions; “(1) the ends or goals it is intended to achieve; (2) the motivation why it is undertaken; (3) the situation or context within which it takes place; and (4) the norms or rules that govern or regulate it” (2007, p. 101). The third component, the context, comprises the physical setting and the activities surrounding interaction. For example, a bench in the park will be used regularly. While a bench near the highway probably will be less frequently used. Here, the physical setting results in different interaction patterns. Furthermore, a quiet park without any people will generate different behaviour compared to a park where many people are sitting on the grass. In this particular case, surrounding activities could influence the interaction pattern. Interaction can thus be influenced by changing the activities that take place or the physical context.



Chapter 3.3

Conclusion

Conclusion

This thesis focuses on refugees, persons that made a migratory movement in which an element of coercion exists. This can be an outcome of natural or man-made causes. The migratory movement results in varying types of settlements, that can be characterised according to the type of environment, the size, and type of organisation. As a response, humanitarian actors start to operate, aiming to save lives, alleviate suffering and enhance the ability to cope with new situations. The humanitarian response is commonly coordinated by OCHA, utilising the so-called cluster approach. Each cluster is representing a specific component of aid and is coordinated by an international NGO and to a greater or lesser extent by the related ministries.

Current responses often result in protracted refugee situations. This is a result of fragile governments being unable to respond, less support and restrictive policies of the more wealthy countries, and a narrow focus of humanitarian organisation on settlement of refugees in camps. In order to mitigate protracted situations, humanitarian organisations introduced three long-term durable solutions: voluntary repatriation, resettlement and local integration. Local integration can be considered as the most viable solution since voluntary repatriation is often impossible and resettlement numbers stay low.

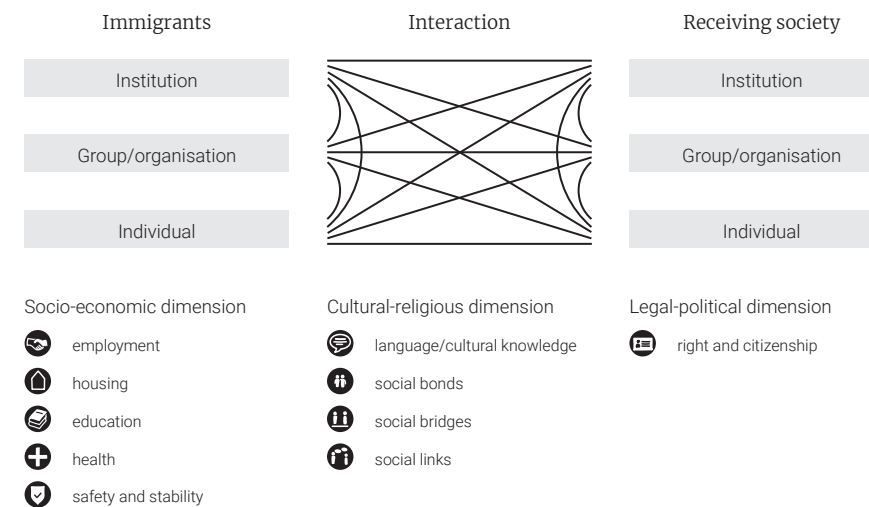
A variety of definitions of the term integration having been suggested, this thesis will consider integration as a process of becoming an accepted part of society, where interactions between refugees and the receiving society determine the direction and outcome. Humanitarian actors perceive obtaining citizenship as the ultimate level of integration, while researchers describe a wider range of possible outcomes. This is further illustrated by the three dimensions in which the integration process takes place: legal-political, socio-economic, and cultural-religious.

The integration process can be evaluated according to these three dimensions of integration. The legal-political dimension is related to acquiring citizenship and corresponding political rights. This dimension is evaluated by the indicator right and citizenship. The socio-economic dimension is characterised by the social and economic rights of citizens. It can be evaluated using the indicators employment, housing, education, health, and safety and stability. Cultural-religious integration deals with the differences in culture and religion compared to the receiving society. This is evaluated based on the existence of language and cultural knowledge, social bonds, social bridges, and social links.

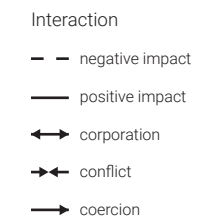
Figure 3.11: Refugees walking in Greece

source: image still from (Weiwie, 2017)

Table 3.9: Integration evaluation framework



The integration process can be evaluated according to the interactions between the refugee and receiving society. These interactions take place on the individual, group or institutional level and determine the direction and temporary outcome of the process. An interaction can influence one or several indicators and/or dimensions of the integration process, see for the evaluation model Table 3.9. An interaction can create cooperation, conflict or coercion, which could positively or negatively influence the outcome of the process.



Time is an important factor in the integration process. After the first arrival, refugees are able to adapt relatively easy. However, the adjustment to the values and beliefs of the new society can be considered as a second socialisation phase. This has a certain limit, therefore, the success of the integration policy should be evaluated by looking at the second generation. This process is influenced by small daily interactions that have a high frequency of occurring and not so much by

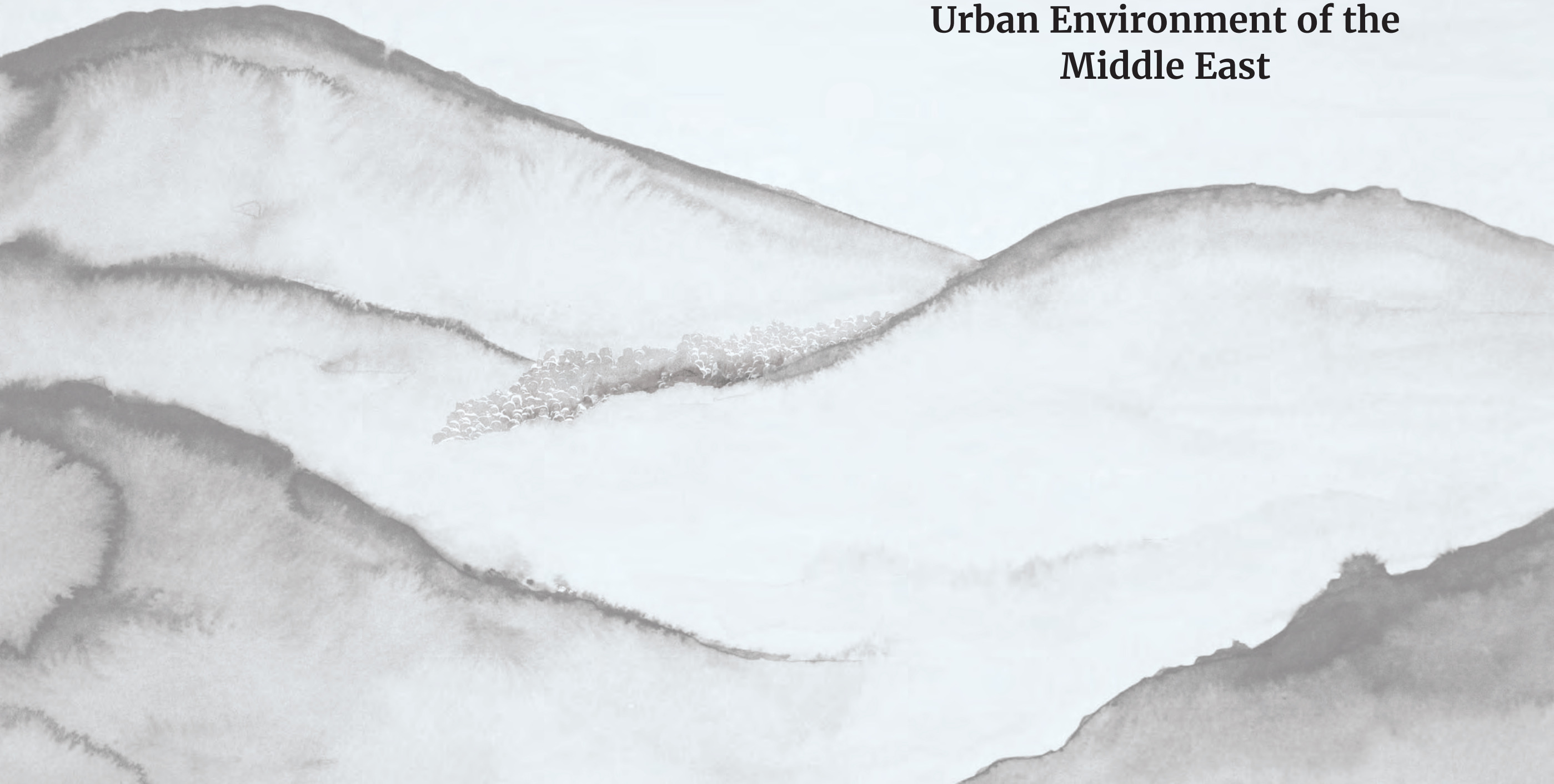
less frequently occurring government decisions, which primarily impact the legal-political and socio-economic dimension.

Government policies aim to steer the direction and outcome of the integration process. Nevertheless, there is a problematic relationship between policies and politics, since the government terms are much shorter than the integration process which takes at least one generation. This results in the dominance of perception instead of considering the facts and in democratic impatience. The major decisions on higher government levels are considered to go beyond the scope of the project. It mainly serves as a context in which occur the daily interactions between the local actors.

Interaction is facilitated by a public, private or digital environment. This thesis will focus on daily interactions that take place in the public space and on the edge of the private domain. Interaction is understood as the process by which people act and react in relation to others. This interaction can be unfocused, when a person gathers information by observing. Or it can contain focused interaction, which is achieved by facial expression and voice. The interactions that take place in public space are influenced by the residential settlement patterns, the local physical context, and the surrounding activities within this physical context.

Chapter 4

Refugee Integration in the Urban Environment of the Middle East





Chapter 4.1

Refugee Settlement and Responses

Middle East

Settlement Patterns

The different settlement typologies, based on the indicators identified in the theoretical framework are, in practice, found in varying configurations. During the last decades, several conflicts caused human relocation and travelling in the Middle East. Currently, many persons fled their homes due to the civil war in Syria and the rise of ISIS in Syria and Iraq. Furthermore, the continuous uncertain situation in Afghanistan and the protracted conflict between Israelis and Palestinians created many displaced families. Another region with many displaced persons, is the Caucasus region, because of a regional conflict in the nineties. The countries that have a relatively high percentage of persons of concern compared to the number of inhabitants are Syria, Lebanon, Iraq, Jordan and Turkey (The World Bank, 2016; UNHCR, 2017b). Other countries, such as Iran and Israel, have relatively less displaced persons compared to the native population. See for an overview Figure 4.2, Figure 4.3, and Figure 4.4, Palestinian refugees are excluded from all data.

According to the latest statistics published by UNHCR, Syria has the highest ratio, with 39 percent of persons of concern compared to the total population. In total 7.1 million persons are displaced, around 80 percent of these resides in individual accommodation in urban areas. The settlement of displaced persons in urban areas is not shown on the map of figure Figure 4.4 since the situation is very dynamic due to the ongoing war. A smaller percentage settled in rural planned grouped accommodation, camps near the border of Turkey. See for an example of such a camp fFigure 4.8.

Lebanon has a high ratio of persons of concern too, most of them are refugees from Syria. The total refugee population is around 1 million persons, which is 17% compared of the total population. All refugees settled in urban, unplanned, individual accommodation. This suggests a dispersed settlement pattern all over the territory of Lebanon. This appears to be correct when we look at the map, see Figure 4.4. However, when we zoom in to the villages, the settlements appear to be clustered in small unplanned camps. See for an example Figure 4.7.

Iraq has many internal displaced settlements, due to the war and more recently due to the rise of ISIS. There are varying types of settlements, from grouped planned accommodation in urban and rural areas (collective centres and planned camps) to unplanned individual rural and urban settlement or unspecified, see Figure 4.4. Due to the ongoing uncertain situation, 95 percent of the settlement is unspecified by UNHCR.

Figure 4.1: A scene from Human Flow

source: image still from (Weiwei, 2017)

Figure 4.2: Persons of concern in the Middle East

source: authors image based on (OpenStreetMap contributors, 2018; UNHCR, 2017c)

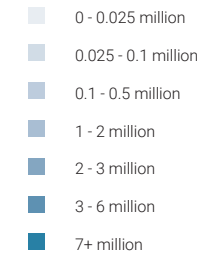
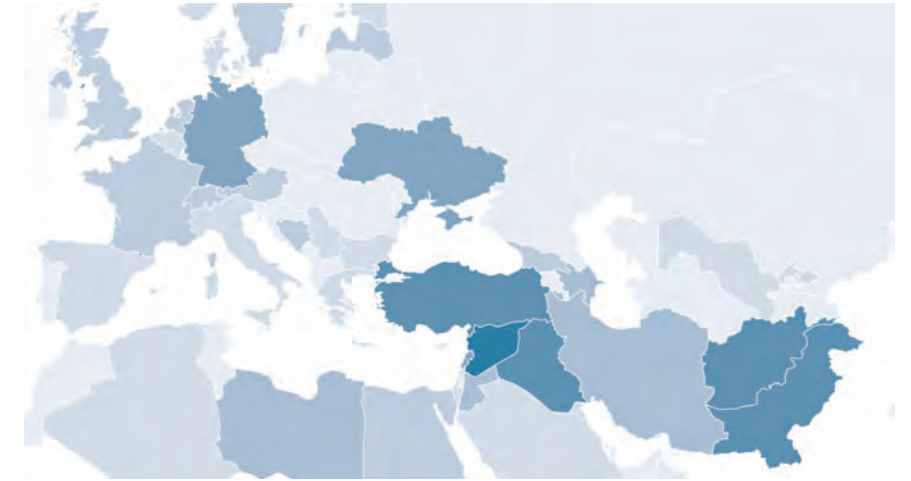
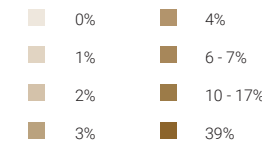


Figure 4.3: Persons of concern compared to the total population in the Middle East

source: authors image based on (OpenStreetMap contributors, 2018; UNHCR, 2017c)



Jordan has 0.7 million Syrian refugees, which is 7% of the total population. Jordan has a different settlement pattern compared to Lebanon. Around 20 percent of the refugees settled in the border region near Syria in rural, planned, group accommodation. For instance Figure 4.5, Zaatari camp, a rural settlement that houses around 80.000 refugees and functions as a city on its own. The other 80 percent of the refugee population is settled in urban, unplanned, individual accommodation. For example in the metropolitan area of Amman, see Figure 4.6.

Turkey houses 2.8 million persons of concern, most of whom are refugees from Syria. This is 3% compared to the native population. Many refugees settled in the border region, both in urban, individual, unplanned accommodation and rural,

group, planned accommodation, see for an example Figure 4.8Figure 4.9, and Figure 4.10. Furthermore, many refugees continued their travel to metropolitan regions to settle there individually. More than 90 percent settled urban, unplanned, individually, while just 8 percent of the refugees settled in the camps in the border region.

Additionally, Israel and Iran host a relatively small amount of refugees, with around 50 thousand and almost 1 million persons. This is respectively less than 1 percent of the total population of both countries. Both countries remain in a complex political situation. This results in a lack of information about the location and type of settlement. In Iran, almost all refugees settled in urban, unplanned, individual accommodation, only a minor percentage settled in rural, planned settlements. The urban settlements are not shown on the map. In Israel, all settlements are unplanned, individual, with an unidentified type of environment.

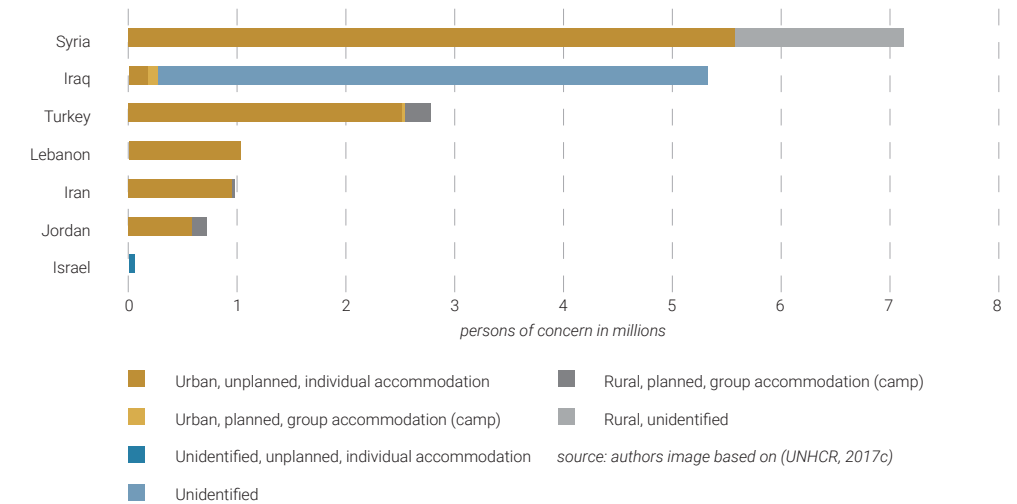
Besides the settlement patterns within the Middle East, the displacement of Syrians, Iraqis and Afghans is causing human migration towards Europe. The most common route is the journey through Turkey, the Balkan region finding its final destination in Western-Europe, see Figure 4.4. The refugees that try to enter Europe by crossing the Balkan region originate mainly from Syria, Afghanistan and Iraq. Research by the non-profit organisation REACH in May 2016 shows that 43% of all arrivals are from Syrian, followed by 23% Afghans and 14% Iraqis (REACH, 2016b). However, the reinforcement of the European border control and deals with countries in the Middle East and Africa diminished human travelling (REACH, 2016a).

Humanitarian Response

The humanitarian operations in the Middle East are organised according to the OCHA principle, explained in chapter 3.1. Because of the size of the region and the cross-border situation, an overarching coordination group called the Whole of Syria (WOS), manages the different OCHA departments in Syria, Jordan, Lebanon, Turkey, Iraq and Egypt (3RP, 2018a). The involved sectors in the Syrian crisis are protection, food security and agriculture, education, health, basic needs, shelter, WASH, and livelihoods. The combination of clusters varies per country based on context-specific challenges, local policies and capacities of the government.

Each country has its own collaboration structure with the WOS and OCHA, described in the 3RP report. Turkey has a comprehensive legal framework for international and temporary protection and is in charge of its own coordination. The humanitarian response in Iraq is coordinated by the Government of Iraq, in particular, the Ministry of Planning and the Kurdistan Regional Government (which governs the northern part of Iraq). The local governments play an important role in the daily coordination of camp settlements. Egypt has only a

Table 4.1: Settlement according to typology in the Middle East



minor percentage of refugees, the involved ministries collaborate with the clusters to ensure the alignment with national policy. In Jordan, the Ministry of Planning and International Cooperation manages the humanitarian response. The globally and nationally operating NGOs support where possible. The response in Lebanon is jointly developed by the Ministerial Committee on Displaced, Ministry of Social Affairs and the UN. The clusters operate together with the involved ministries, ensuring the linkage between both national and humanitarian priorities (3RP, 2018b, p. 9).

The WOS and involved national governments partner with several international donors to achieve their total funding goal of 7 and 8 billion USD for 2018 and 2019 (3RP, 2018a, p. 28). Among those donors, the EU Facility for Refugees in Turkey (the official name for the EU-Turkey deal) provided a large share of the support. Furthermore, the European Union Humanitarian Aid (ECHO), Germany, the United States of America, KfW Development Bank, Japan, Norway, Canada, Sweden, the Netherlands, Norway, Italy, Denmark, United Kingdom, Australia, Finland, Japan, Germany, Austria, Saudi Arabia and Spain granted funding. During the last years, despite a large number of donors, the funding goal was never achieved (3RP, 2018b).

Challenges

The humanitarian response throughout the region highly depends on the development of the conflict in Syria. The number of refugees stayed stable during 2018, compared to the large refugee influx the years preceding (3RP, 2018b, p. 6). The issue of return gained some interest since the war in Syria is diminished to one province by the end of 2018. However, a survey of 3RP in the different countries showed 85 percent of the refugees are not planning to return the upcoming 12

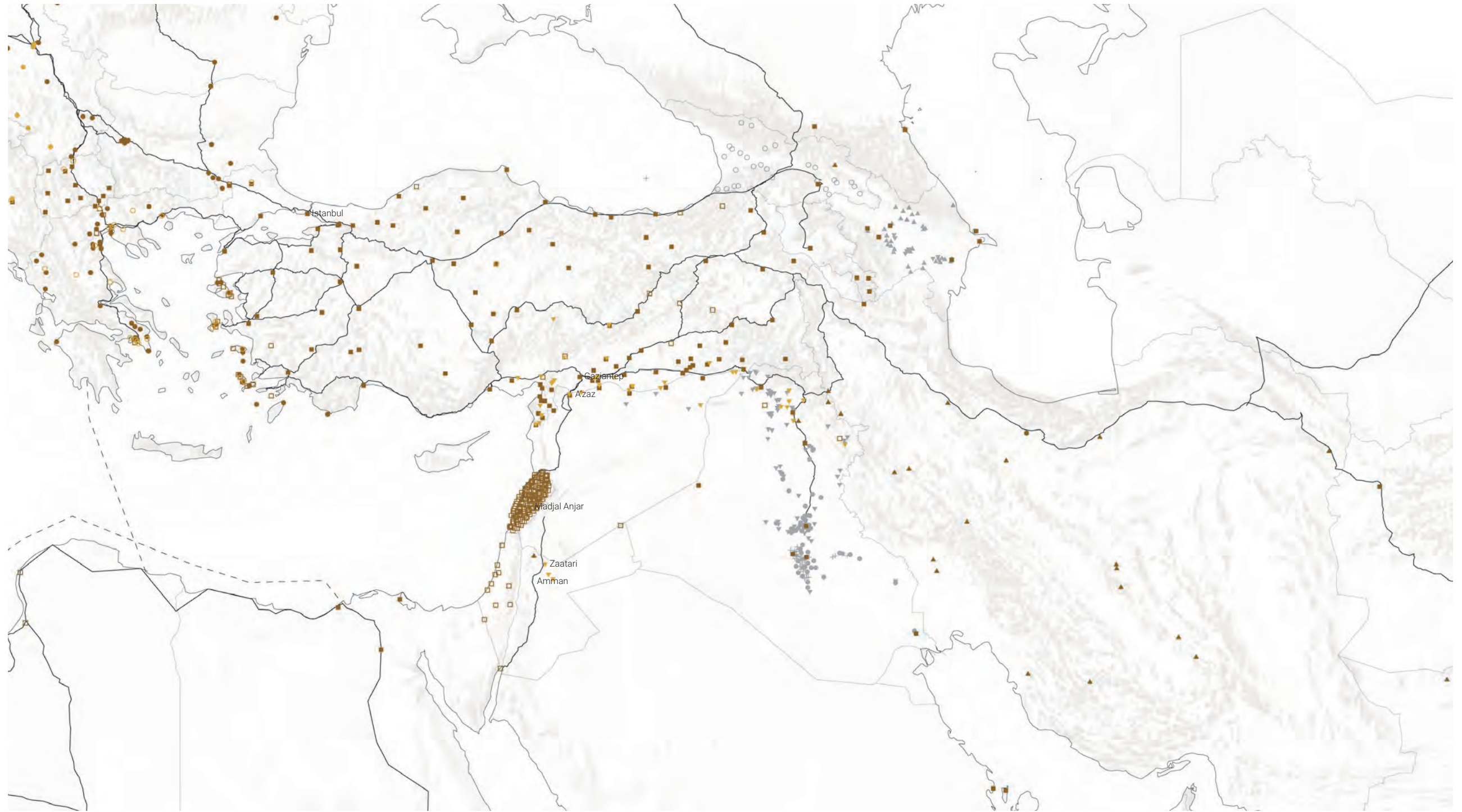


Figure 4.4: Settlements in the Middle East *source: authors image based on (IOM, n.d.; OpenStreetMap contributors, 2018; UNHCR, 2017b)*

500 km 1,000 km

- Internal Displaced Settlement
- Refugee settlement
- Asylum settlement
- Migration route
- ▼ Planned/managed camp
- ▲ Self-settled camp
- Urban individual accommodation
- Rural individual accommodation
- Collective centre
- Transit/reception centre
- + Unknown/various
- Land

months and one quarter is planning to stay permanently in the country of residence (3RP, 2018b, p. 6).

The three durable solutions of humanitarian responses explained in chapter 3.1 are all used to different extents. During 2018, around 43 thousand refugees self-organised their return, while around 23 thousand resettled in a third country. This is just a minor percentage of the 5.8 million registered Syrian refugees in the 3PR countries. They are depending on the integration efforts of national and local receiving society governments and humanitarian organisations.

Across the region, poverty is a major challenge, due to high unemployment rates amongst refugees and in the receiving society. Refugees are more vulnerable because of numerous reasons; the lack of resident permits, legal uncertainty, lack of mobility, problems to access credit, job quotas, language barrier (in Turkey) and negative perceptions of the receiving society. The size of the challenge and the type of reasons vary across different countries. The unemployment rate affects other sectors too. It manifests itself in low participation of children in the education system, unhealthy living conditions and exposure to physical insecurity (3RP, 2018b, p. 9).

Policy

The Regional Refugee & Resilience Plan for 2019–2020, which concerns Syria, Jordan, Lebanon, Turkey, Iraq and Egypt has two main goals; protecting and assisting refugees in their needs, and strengthening the resilience and stabilize needs of the impacted communities (3RP, 2018b, p. 8). This results in eight strategic sub goals: strong national leadership, regional protection framework, strengthening and deepening the resilience approach, enhancing economic opportunities, no lost generation, continued outreach and partnerships, enhanced accountability mechanisms, durable solutions for Syrian refugees.

The achievement of a durable solution being the core of humanitarian operation, the final sub-goal could be considered as overarching, see chapter 3.1. The three solutions are voluntary repatriation, local integration and resettlement to a third country. Earlier discussed research of 3RP concluded that many refugees are planning to stay in their receiving societies for at least one year or permanently. Nevertheless, the 3RP plan names voluntary repatriation as the preferred solution. Followed by local integration and resettlement to a third country (3RP, 2018b, pp. 16–17).

The following two paragraphs will briefly discuss the subgoals and corresponding actions. The first strategic subgoal, strong national leadership, strives to ensure a sustainable foundation for the complete policy in which there is alignment with national priorities and that stimulates existing capacities. This is achieved by leaving the design and implementation of humanitarian response to the national

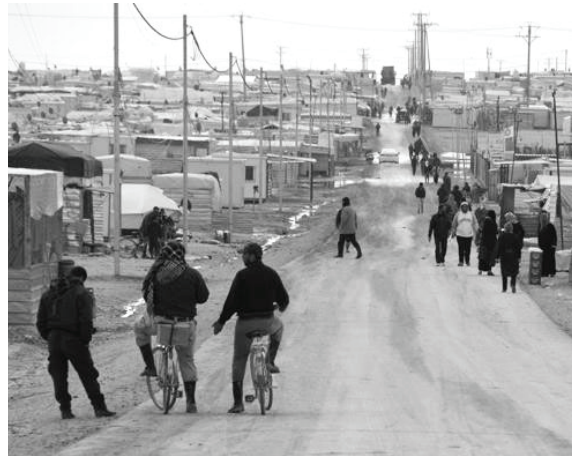
branches of 3RP (3RP, 2018b, p. 8). The objective of strengthening and deepening the resilience approach pursues further this line of thinking. The resilience-based approach builds upon the idea to strengthen communities and enable them to anticipate, withstand, recover and transform after a crisis. For instance, by investing in the existing national health, education, and social services system, instead of direct support by NGOs. This will be achieved by promoting long-term integrated responses among organisations and establishing multi-year financing. Furthermore, humanitarian operators are committed to enhance accountability mechanisms. This will be implemented by engaging more with local communities to effectively monitor the impact of projects. Some countries are implementing an intersectoral evaluation framework which links the strategic objectives of 3RP with the output (3RP, 2018b, p. 15).

The main goal, to protect and assist refugees in their needs, is expressed in several subareas. First of all, the subgoal to enhance economic opportunities aims to improve the legal framework allowing refugees to work. This will be executed by advocating for better legislation and conducting research to inform national policy responses. Furthermore, it intends to extend the employment possibilities by providing access to information, skills and finance (p. 12). Secondly, the subgoal which concerns the regional protection framework aims to ensure that protection needs of refugees are identified and addressed, and aims to strengthen protection responses to sexual and gender-based violence, disabled persons, children and elderly. This is for instance achieved by implementing the child protection program and by advocating for registration of birth and changes in civil status (p. 11). The no lost generation strategic goal builds upon those ideas and highlights the importance of children and young adults for the further development of the region. There is a special focus on advocating for child protection, access to education (at all levels) and involvement of young adults in policy measures. This is for instance guaranteed by a youth council, which is consulted regularly and consists out of persons with varying backgrounds (3RP, 2018b, p. 13).

Recent research on the differences between the execution of refugee policies in Jordan, Lebanon and Turkey suggest a similar response on the national level. All followed a similar trajectory, responding on the large refugee influx in 2011, the rise of ISIS in 2014, and bilateral deals with the EU in 2016. However, local conditions, such as the dominating religion, historical relationship, business interests, political preference and personalities of particular mayors create significant variation (Betts et al., 2017). Therefore, the situation in Turkey and the local conditions in Istanbul will be further examined in the upcoming subchapters.



Figure 4.5: Jordan, Zaatari refugee camp



source: (Google, 2018; Jordan News Agency, 2015)



Figure 4.8: A'zaz, camp at the Turkish border



source: (Google maps, 2018)

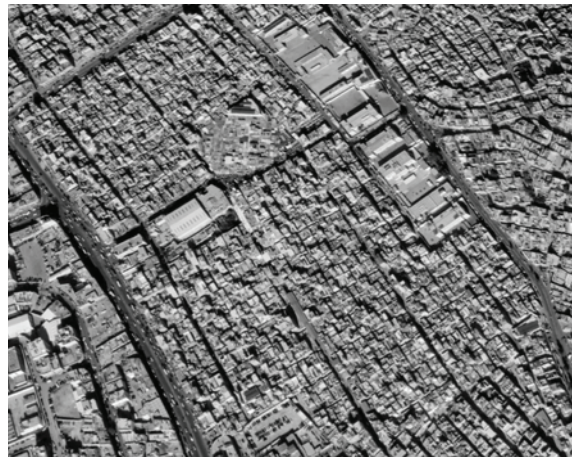


Figure 4.6: Jordan, Amman



source: (Google, 2018)

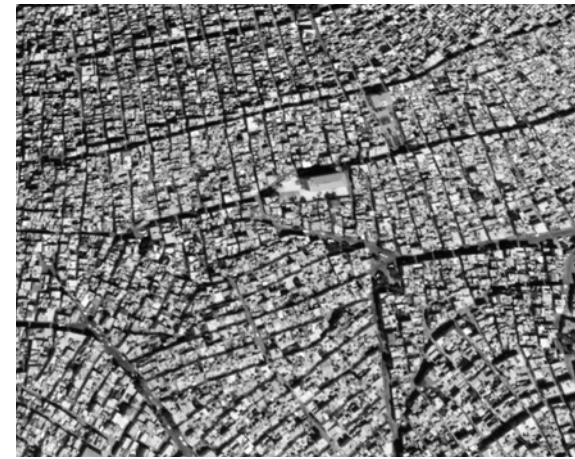


Figure 4.9: Turkey, Gaziantep



source: (Google, 2018; Hales, 2016)



Figure 4.7: Lebanon, Madjal Anjar refugee settlement



source: (Google, 2018; Helmrich, 2017)



Figure 4.10: Turkey, Istanbul



source: (Google, 2018) and image by author

Turkey

Settlement Patterns

The large refugee influx into Turkey started in 2012 after the conflict in Syria escalated. The number of refugees grew rapidly from 1.62 million by the end of 2014 to 2.78 million persons by the end of 2016 (UNHCR, 2017b). The latest number, reported by the Ministry of Interior, is 3.62 million refugees by the end of 2018 (UNHCR, 2018). Refugees are registered at the border provinces when they enter the territory. In the early stages of the Syrian conflict, refugees generally settled in southern Turkey close to the border. They settled in the existing villages or urban areas and in camps. Refugees are officially not allowed to continue their travel to other regions in Turkey. However, a large part of the refugee population moved to metropolitan regions such as Ankara, Istanbul and Izmir (Balcioglu, 2018).

There are three types of settlement environments in Turkey that can be distinguished. The first type is the metropolitan settlement where refugees rent an apartment or room in a building. This results in a high number of refugees in some provinces. However, the percentage of refugees compared to the native population is relatively low. Secondly, refugees settle in the urban environment in the border provinces. Gaziantep is such a city that has a high population of refugees, see Figure 4.9. The percentage of refugees compared to the native population is relatively high due to the smaller size of the city. The third type of settlement is the camp. This type varies in layout and quality from improvised tents to mobile container homes that have electricity and a toilet. The camps are often located near the border with Syria and function as temporary accommodation. This type of settlement offers a variety of services and is often preferred by more vulnerable persons and families. However, employment opportunities and possibilities to integrate within the existing society are limited. See for an example settlement Figure 4.8 and for the locations Figure 4.4.

Humanitarian Response

The national government of Turkey takes an active role in the refugee response. During 2016, a coordination structure was established where the Ministry of Disaster and Emergency Management (AFAD) is primarily responsible for the coordination of humanitarian assistance and temporary accommodation (3RP, 2018c). Furthermore, the ministries of Education, Health, Family and Social Policy, Labour and Social Security, Food Agriculture and Livestock, Interior, Youth and Sports, and Justice are responsible for the coordination within their cluster. Additionally, the Ministry of Foreign Affairs is involved in the coordination between the UN partners and government institutions (3RP, 2018c).

Figure 4.12: Refugees per province in Turkey

source: authors image based on (IM Unit Gaziantep Field Presence, 2016)

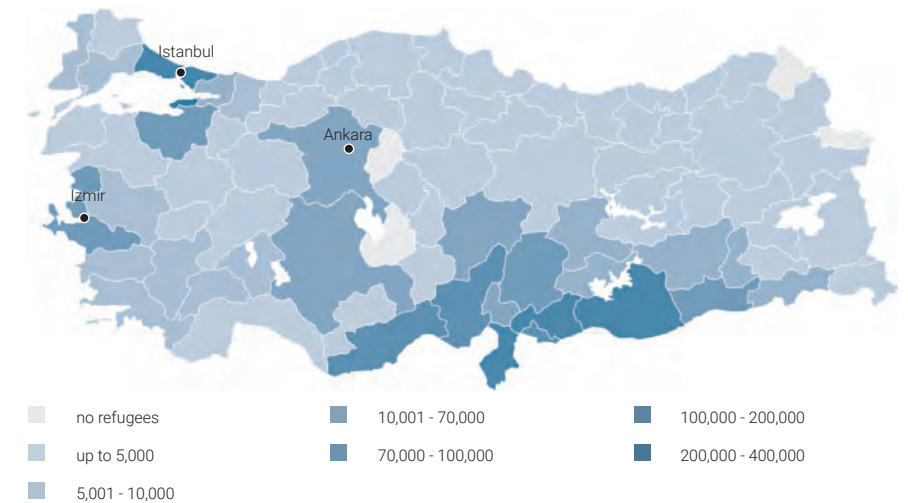
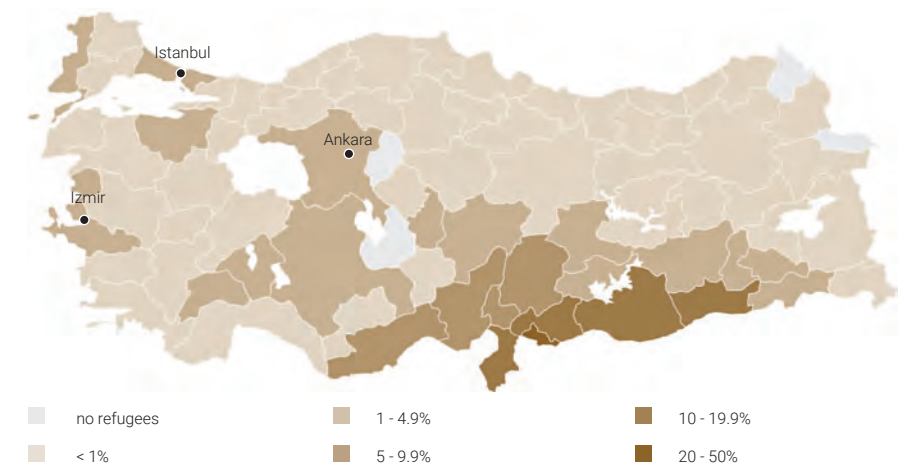


Figure 4.11: Refugees compared to the total population in Turkey

source: authors image based on (IM Unit Gaziantep Field Presence, 2016)



Within the humanitarian response in Turkey, six clusters are activated: protection, food security and agriculture, education, health, basic needs, and livelihoods. Each cluster is coordinated by a ministry and an international NGO. Furthermore, many other international and national NGOs corporate and share information within the cluster. The group of national NGOs are an important local actor which directly delivers support to refugees. See for an overview of the involved stakeholders and its complexity Figure 4.13. It is important to note that many local organisations are missing in this graph.

The protection cluster, coordinated by UNHCR aims to provide protection to refugees. A key issue in this is the registration of refugees, that is carried out by the Directorate General of Migration Management (DGMM). Furthermore, the sector

aims to deliver support to vulnerable groups. The Ministry of Family and Social Policy coordinates social assistance by strengthening Social Service Centres and related institutions (3RP, 2018c, p. 14). The food security and agriculture sector are coordinated by the World Food Programme. AFAD is responsible for the provision of food in the camps near the border with Syria. The related NGOs are especially active in the south-eastern region of Turkey and support the local agriculture production to guarantee food security (3RP, 2018c, p. 30).

The education cluster is coordinated by the Ministry of National Education. UNHCR and the United Nations International Children's Emergency Fund (UNICEF) compliment the coordination of the cluster approach. Actors work on the integration of children in the general education system, and establish temporary solutions that were required. The health sector is coordinated in a similar manner (3RP, 2018c, p. 42). The Ministry of Health is in charge of the coordination and the World Health Organization (WHO) complements their capacities. Refugees are allowed to access the regular health care system. However, temporary health centres facilitate the increased demand in health care and have an Arabic speaking staff (3RP, 2018c, p. 50).

The basic needs sector is coordinated by UNHCR and the World Food Program, supplemented by the support of AFAD and the ministry of Family and Social Policy. At the end of 2016, a social safety net (with cash assistance) was created, this program is funded by the European Union (3RP, 2018c, p. 68). The livelihoods sector is coordinated by the United Nations Development Programme (UNDP) and focuses on creating better and new employment possibilities on the national level. Local NGOs are working on mitigating employment barriers by providing language classes and skill training (3RP, 2018c, p. 78).

Challenges

The legal framework in which the different levels of government and NGOs operate has a high impact on the challenges refugees, local authorities and NGOs are facing. At the beginning of 2014, the Law on Foreigners and International Protection (LFIP) entered into force. This law enables Syrian refugees to apply for a temporary protection status and permits them to benefit from social assistance, health care and education. This is an important milestone in the process towards a durable solution for refugees. Unfortunately, local service providers such as schools and hospitals struggle to meet the demand of the increased total population and specific needs of refugees (3RP, 2018c; Erdoğan, 2017a).

Additionally, the law on work permits for foreigners was adjusted by the beginning of 2016. This enables refugees under temporary protection to apply for a work permit. While the legal framework is adjusted, the number of refugees that lack work permits continue to be high. Largely because of the language barrier and

Figure 4.13:
Humanitarian actors in
Turkey

source: (Cilga, 2016)



employment quotas for refugees (3RP, 2018c, p. 78). This makes refugees obliged to work in the informal sector, for low salaries, with unhealthy working conditions (3RP, 2018c; Elicin, 2018). Many refugees not originating from Syria, who arrived in Turkey earlier, are not able to apply for temporary protection. As a consequence, they are not able to benefit from access to services or a working permit.

Furthermore, the legal framework is decisive for the number of additional support municipalities are able to provide. The legislation concerning refugees is multi-interpretible, which results in varying responses among local governments. Article 13 of the municipal law qualifies every person living within the municipal territory as a *citizen*. This status is, by some municipalities, interpreted as a concept that concerns refugees too. Which enables and obliges municipalities to deliver services to the refugee population (Elicin, 2018; Erdoğan, 2017a). Additionally, article 14 and 38 of the same law, describe the need to deliver social support to disadvantaged, elderly, and disabled persons. Many refugees are a member of one or several vulnerable groups described by the law (Erdoğan, 2017a).

Moreover, the Law on Foreigners and International Protection, carried out by national DGMM acknowledges the role of municipalities shortly. Article 96 and 104 enable the DGMM to create collaborations with public institutions, universities, local administrations, NGOs, the private sector, and international organisations. This approach is complemented with the possibility of local authorities to propose new initiatives and contribute to the projects of DGMM. The multi-interpretible legal framework leaves the decision to respond, and to which extent, by local authorities.

Municipalities that do respond are struggling with the financial implications of the assistance they provide. First of all, local authorities do not receive any budget for the refugee population residing in their district. The amount of refugees strongly

varies per region and district, this results in an unbalanced distribution of burdens among local governments. Furthermore, it forces local authorities to use existing budgets or donations of private enterprises or philanthropes (Erdoğan, 2017a). Many municipal authorities are concerned that the Court of Accounts, which monitors municipal expenditures, marks their expenses for foreigners as a violation of the law (Elicin, 2018).

Policy

The 3RP plan for Turkey assumes that refugees will not return to Syria in the near future and acknowledges harmonization as the preferred durable solution. In this context, harmonization can be considered as a synonym for integration. The policy aims to:

“... facilitate harmonization between foreigners, applicants and international protection beneficiaries and the society ... an environment where foreigners and international protection beneficiaries can live in harmony with host communities ... activities should equip refugees with the knowledge and skills required to be independently active and contribute to society without being dependent on assistance of third persons.” (3RP, 2018c, p. 9)

The policy includes four strategic objectives, which focus on protecting and assisting refugees in their needs. This corresponds with the first main goal of the regional resilience plan in the Middle East (3RP, 2018b). The Turkish government and involved NGOs first strategic objective aims to protect vulnerable individuals. This will be accomplished by strengthening the institutions that deliver social support and empowerment to the Syrian community. The second objective aims to increase the basic service delivery (health, education and social services), by increasing the capacities of local, provincial and national institutions. Thirdly, the policy aims to expand livelihood and job opportunities for both refugees and the receiving society. This is accomplished by the continued support of INGOs to the Turkish Government to implement the working permit regulations and by providing vocational and language training to overcome barriers.

To conclude, the policy aims to create harmonization, which focuses on the integration of refugees and their receiving society. This is especially a goal in the domain of socio-economic and cultural-religious integration. The legal framework acknowledges refugees as temporary guests and not as full members of society. This results in restrictive legal-political integration conditions. See Table 3.2 of Penninx in subchapter 3.2.

Istanbul Metropolitan Area

Settlement patterns

Researchers Kaya & Aysu Kırac researched the rationale of refugees behind settling in Istanbul. More than half of the refugees named job opportunities as their primary reason. Followed by existing social networks; such as family, friends, persons from the same neighbourhood and religious connections. The third reason for refugees to settle in Istanbul is that they expect the city to provide some sense of safety and security. Only a minor percentage plans to migrate to a third country (Kaya & Aysu Kırac, 2016, p. 19).

According to research by professor Erdoğan, the official number of Syrian refugees, published by the Ministry of Interior in 2017, in the entire province is around 500,000. Nevertheless, these numbers tend to vary between institutions since the registration system is not centrally organised. The number of Syrians in this city is estimated to be over 600,000 according to the latest report. That is in between 3 and 4 percent compared to the native population. However, this percentage differs across the districts, see Figure 4.14 and Figure 4.15. For instance, Zeytinburnu has the highest percentage with 10% of the inhabitants registered as a refugee, based on data provided during an interview. While other districts, such as Beşiktaş, Kadıköy and Ataşehir have a negligible percentage of refugees (2017a, p. 37).

The settlement of refugees within the metropolitan area seems to follow a certain pattern, which is corresponding with specific characteristics of each district. Elicin and Erdoğan distinguished similarities between the refugee ratio, quality of life, political preference and property value of the districts (2018; 2017a). The Anatolian side of Istanbul houses just around 15 percent of the refugee population of Istanbul. The districts that have a higher ratio of refugees have also a lower valued quality of life, which is measured in the quality of education and health services, accessibility, environmental characteristics, and socio-economic conditions (Şeker, 2011). A majority of the inhabitants of those districts vote in favour of the AK Party (Daventry, 2014). This is the first party in the modern history of Turkey that is Islamic-inspired and voters are more traditionally and religiously oriented. Furthermore, the districts have relatively low renting costs (Erginli, Güvenç, & Tülek, 2018). The European part of Istanbul shows a slightly different pattern. There is a correspondence between the number of refugees and districts that vote in favour of the AK Party. Indeed, most of the districts show also correspondence on quality of life and renting costs. However, centrally located districts such as Fatih, Zeytinburnu and Beyoğlu are housing many refugees too, while renting costs and the quality of life are relatively higher. This possibly has to do with the number of economic opportunities in the district.

According to the survey, more than 95 percent of the refugees in Istanbul lives in a rented apartment, room or house. Most are unable to buy a property, only 2 percent owns a house or apartment. Other shelter opportunities described by refugees are shops, self-made shelters or unfinished buildings. During focus group meetings, many refugees explained to live on the ground floor or basement since they are comparatively cheaper than the higher floors of an apartment building (Kaya & Aysu Kırac, 2016, p. 22).

Humanitarian Response

The metropolitan municipality of Istanbul is almost completely absent in the response towards the refugee settlement in the region. They consider refugee settlement as a concern of the district municipalities, which could provide social assistance at the local level (Erdoğan, 2017a). This results in varying responses from the lower tier municipalities. On one hand, municipalities such as Sultanbeyli and Zeytinburnu have a rather progressive approach and provide all kinds of services to refugees. On the other hand, the municipality of Fatih deliberately neglects to provide support in order to discourage refugees to settle in the district and avoid negative reactions of the receiving society (Elicin, 2018, p. 84). The DGMM, which operates on the national level has a department in the metropolitan area of Istanbul and registers all refugees. There are many (inter)national NGOs active in Istanbul, some have several branches in different districts. The actual number of NGOs and the amount of community centres is unknown. It is also unclear up to which extend NGOs share information and collaborate to create more effective responses. One of NGOs interviewed stated that they have monthly meetings with other NGOs in the metropolitan region to discuss the current developments.

Challenges

The absence of the metropolitan municipality is a major concern since it results in varying and unmonitored responses. The Istanbul DGMM department registers all refugees but a small portion of the refugees are unaware that they need to register after moving to another province in Turkey (Erdoğan, 2017a). Districts put varying efforts in motivating refugees to reregister, this results in unreliable data. Furthermore, NGOs and municipalities have their own registration systems to monitor the demographic data and needs of the refugees. Exchange of data and registration procedures appears to be very difficult for DGMM, municipalities and NGOs (Elicin, 2018).

Figure 4.15: Refugees per district in Istanbul

source: authors image based on (M. Erdoğan, 2017)

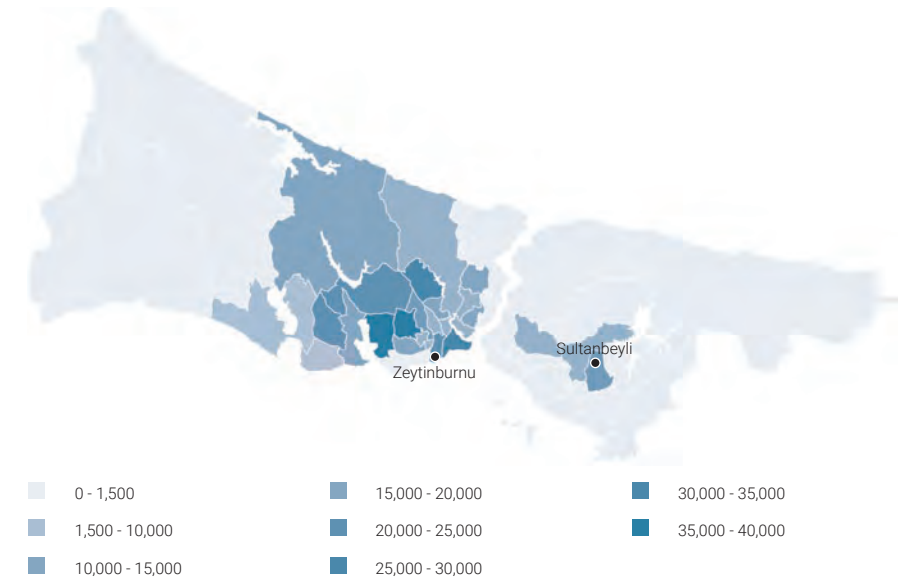
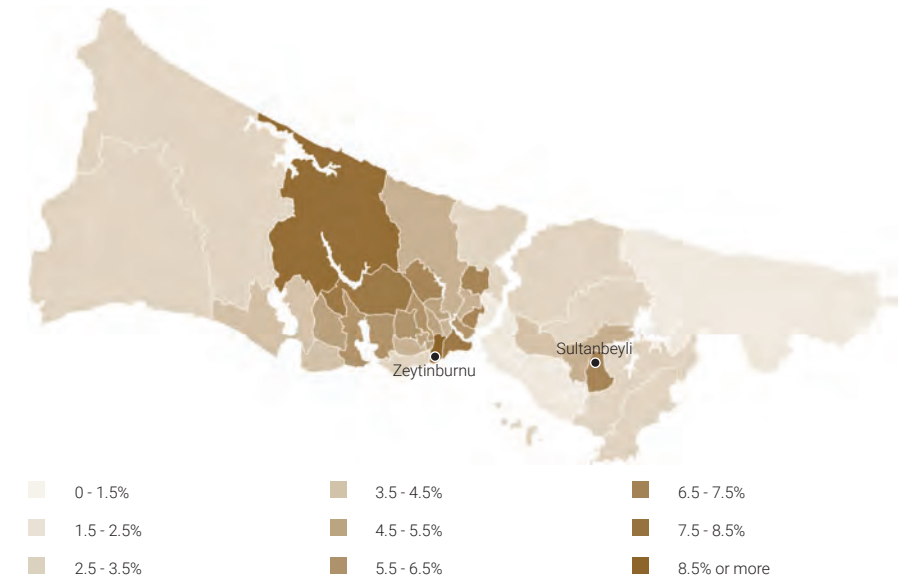


Figure 4.14: Refugees compared to the total population in Istanbul

source: authors image based on (M. Erdoğan, 2017)

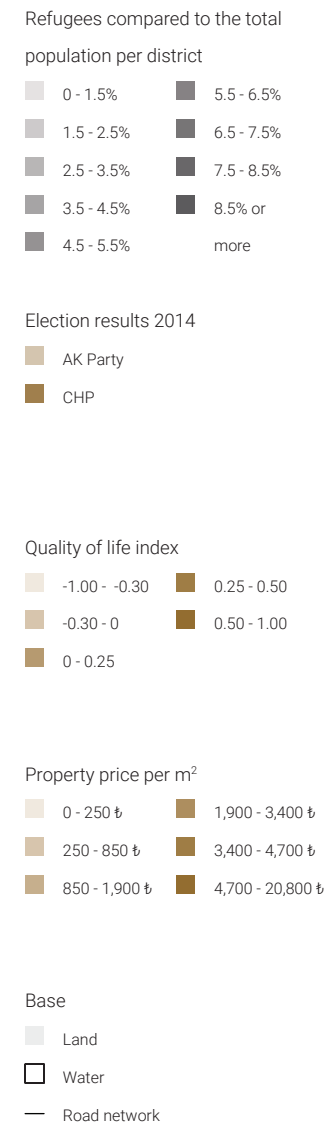


Furthermore, the settlement of refugees in the disadvantaged and more religious oriented neighbourhoods increases the differences between districts in the metropolitan region. Research of Erdoğan advocates for a balanced distribution of refugees in the region, to equally bear the financial burden. This is also pointed out by some district municipalities, who emphasized the need for policy guidance and coordination of the metropolitan government.

Policy

There is no policy for the humanitarian response on the metropolitan level. Research of Elicin and Erdoğan shows that the effectiveness of current responses is determined by the district mayors attitude and political will. Other aspects, such as the local context, financial and human resources and institutional capacities shaped varying responses. In general, district municipalities responses are characterised by an ad hoc approach (2018; 2017a).

Figure 4.16: Refugee settlement and district characteristics



source: authors image based on (Daventry, 2014; Erdoğan, 2017a; Erginli, Güvenç, & Tülek, 2018; OpenStreetMap contributors, 2018; Şeker, 2011)

Sultanbeyli

Settlement Patterns

Sultanbeyli is a district located at the Anatolian part of Istanbul. The primary reason of families to settle in the district was researched by Balcioglu and more than 70 percent named relatives that already lived in the area as their most important motive, this process can be described as chain migration. Other reasons to settle were recommendations by friends or the price of the accommodation (2018). The official number of Syrian refugees in the district is around 22,000 persons, compared to a receiving society of 325,000 persons. This is 7% of the population of Sultanbeyli. Recent research by one of the NGOs active in the district reported that 80% of the Syrian lives for 3 years or longer in the district (Erdoğan, 2017b, p. 80). Another interesting fact is that 85% of the Syrian refugees originate from Aleppo (Erdoğan, 2017b).

Refugees self-settled in Sultanbeyli by renting an apartment from Turkish building owners. This resulted in a natural dispersed settlement pattern all over the district, with a slight concentration of refugees in the centre. This dispersed settlement pattern was confirmed by the authors observations, the interview with the NGO and several interviews with residents. The amount of refugee households per apartment building differs according to the owners' willingness to rent to Syrian families.

Humanitarian Response

There are three major actors in the Sultanbeyli district that support refugees and their integration process. First of all, the municipality itself, that has a Strategy Department which coordinates all issues related to refugees in the district. This department strongly cooperates with the second actor, a local NGO in Sultanbeyli named Mülteciler Derneği. The third organisation, called Toplum Merkezi has an office in the southern part of the district. This organisation is part of the Turkish Red Crescent. See for an overview of the stakeholders involved in the humanitarian response Figure 4.19 and the upcoming paragraphs about the NGOs.

Challenges

A recent report of the municipality, carried out by Associate Professor Erdoğan in Political science, specialised in migration, sheds some light on the issues that refugees and native citizens identified as the main challenges regarding the large refugee influx in Sultanbeyli. The research is based on a survey among 1100 native citizens households and 1100 Syrian refugee households. 69% of all native citizen interviewees said that they are concerned about the future of the Syrian refugees living in the district. Among those concerns are violence, increased

Figure 4.17: Refugees per Mahalle Sultanbeyli

source: authors image based on (Erdoğan, 2017b)

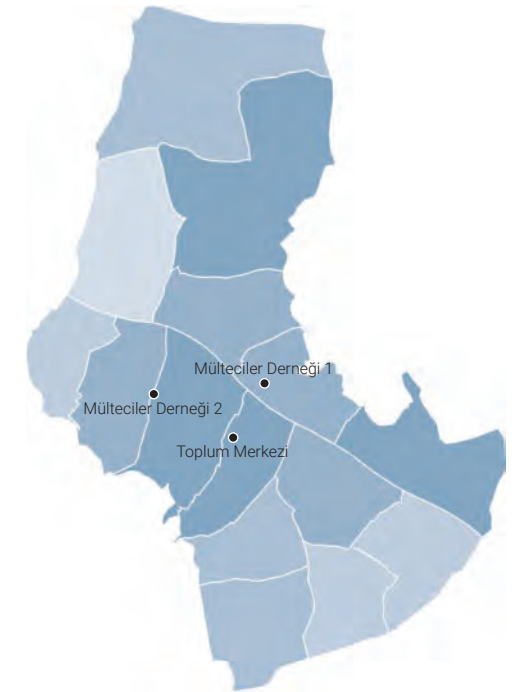


Figure 4.18: Refugees compared to the total population in Sultanbeyli

source: authors image based on (Erdoğan, 2017b)

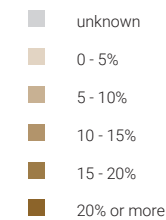
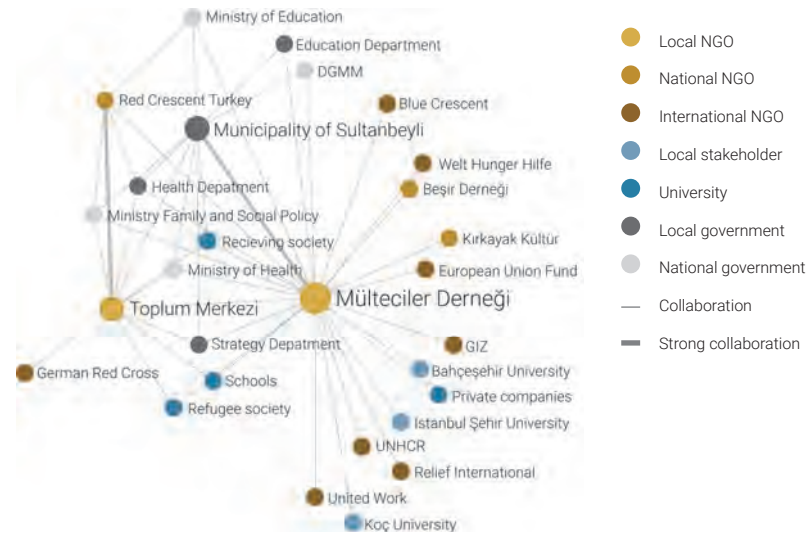


Figure 4.19: Stakeholder network analysis Sultanbeyli

source: authors image



unemployment rates and terror attacks most frequently described. Other smaller concerns were an increased crime rate, racism, overpopulation, damage to the economy, security, and cultural differences (2017b, p. 80).

Syrian refugees themselves expressed more confidence in their Turkish fellow citizens. More than 90 percent described their native neighbours as ‘good people’ and two-thirds consider themselves as culturally similar to Turks, especially in the field of religion (Erdoğan, 2017b, p. 43). Furthermore, almost 90 percent has no problems with native citizens. However, the problems that occur are quite serious; discrimination in the public space and on the labour market, exploitation, and difficulties with their landlords. Half of the Syrian refugee population received help from neighbours in the form of household equipment, clothing and food (Erdoğan, 2017b, p. 48).

Furthermore, many Turkish and Syrian families interact with their neighbours. Two-third of the native population stated that they have contact with their refugee neighbours. More than a third of the communication happens at the residential streets, the other visit each other’s homes (Erdoğan, 2017b, p. 50). Additionally, Erdoğan describes the importance of children in the interaction between refugees and native citizens. They are a vital factor in bridging the social distance between the two groups. In Sultanbeyli, more than 80 percent of the Syrian children are allowed to play with Turkish children (Erdoğan, 2017b, p. 52).

The general opinion about the future of refugees in Sultanbeyli differs across the population, almost two-fifths of the receiving society interviewees said that refugees can stay as long as they want. However, another 40 percent stated that

they should go back to Syria or even fight in the war. Only a minor percentage said that refugees should receive permanent citizenship. When the inquirers asked about a scenario in which the war in Syria ends, almost 80 percent expects Syrian refugees to return to their country. In this case, still 20 percent responded positively towards the stay of refugees, with varying perspectives such as only higher educated refugees can stay, refugees should decide themselves to stay or not, or they can stay as long as they want, and they can become official citizens (Erdoğan, 2017b, p. 82). On the other hand, Syrian refugees themselves give a different answer to the question of whether they want to stay or not after the war ends. Almost one-third of the respondents said they want to return when the war is over and one-third when Syria is rebuilt. However, the last 30 percent wants to stay in Turkey or did not make a decision. Just a very small fraction, 1,5 percent, plans to migrate to a third country (Europe or North Amerika) (Erdoğan, 2017b, p. 81).

Policy

The approach of Sultanbeyli municipality is characterised by Elicin as all-embracing and efficient (2018) despite the weaker financial position of the municipality compared to other municipalities. A representative of the municipality explained in an interview with Elicin that “... they consider serving Syrian refugees to be a conscientious obligation rather than a legal duty” (2018, p. 84). However, this positive attitude towards refugees is not made explicit in their policy. The policy of the municipality of Sultanbeyli for 2015–2019 includes 10 strategic areas; strategic management, zoning and real-estate, environmental awareness, infrastructure and public space, city security, culture and sports services, social services, public relations, transportation, and disaster management.

The integration of refugees is included in the strategic area of social services and objective 7 ‘Monitor disadvantaged groups and provide effective and rapid support’ (Sultanbeyli Belediyesi, 2015, p. 120). This objective includes three projects; develop the social life in the district and ensure social peace, provide necessary support to disadvantaged groups, and develop social solidarity within the community. Disadvantaged groups are described as elderly, youth, children, disabled persons and unfortunate inhabitants. While refugees are not explicitly mentioned as a disadvantaged group, they are implicitly part of the target group of the municipality. This is clarified in the annual reports of the municipality. The reports mention the activities carried out by Mülteciler Derneği as a merit of the municipal efforts and its policy related to strategic objective 7. The policy of the municipality primarily covers the domain of socio-economic integration.

Mülteciler Derneği

Mülteciler Derneği (Refugee association) is the largest NGO operative in the area and was established after the arrival of a large group of Syrian refugees in 2014. Their objective is to support refugees in their needs without any discrimination.

The organisation employs 174 persons, working at two locations in the district. The first location is the headquarters and it facilitates health, education, social, and food facilities. The second location is a youth centre for refugee and native children (Mülteciler Derneği, n.d.-b). Their work focuses on refugees residing in Sultanbeyli, especially the northern part since the other NGO is situated south of the highway. Nevertheless, the facilities are also visited by refugees from other districts since Mülteciler Derneği offers a variety of support, according to the interview.

Table 4.2 shows an overview of the projects carried out by the NGO, see the appendix for a detailed description per project. Mülteciler Derneği covers almost all aspects of integration. They are especially strong in the area of socio-economic integration, with a big amount of health care facilities. However, the health care facilities function in some cases as a substitute for regular facilities used by the receiving society, this has a negative impact on the long term integration process. The NGO is outstanding in the field of legal-political integration since it established two programs that support this aspect of integration. While this is, in most cases a national matter, the NGO involves refugees in local politics by a council for refugee men, women and children. The impact of Mülteciler Derneği on cultural-religious integration is relatively small compared to the impact on the socio-economic dimension.

The organisation corporates with the municipality of Sultanbeyli on several projects. The NGO is officially a separate organisation of the municipality but the president of Mülteciler Derneği is the vice president of the municipality (Elicin, 2018). The NGO functions as a social service centre and migrant health centre. Those two types of centres are coordinated and funded by the Ministry of Family

Table 4.2: Integration impact Mülteciler Derneği

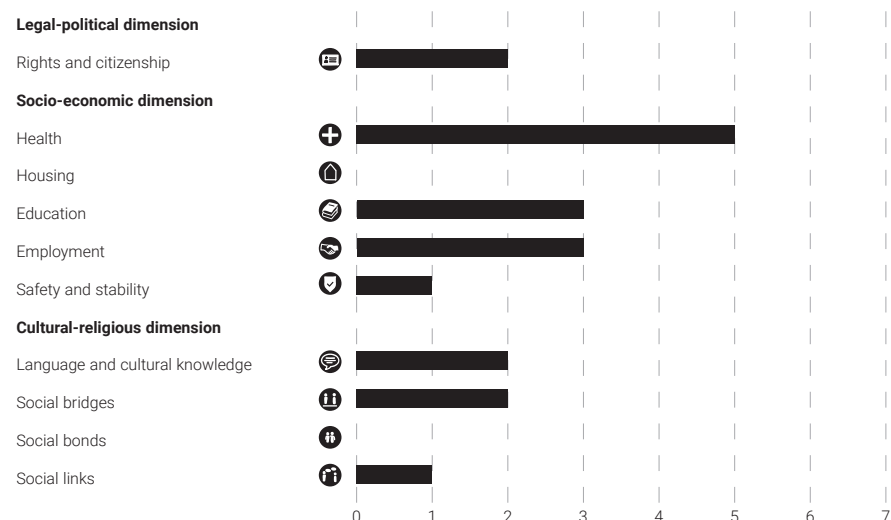


Figure 4.20: Community centre and headquarters Mülteciler Derneği

source: authors image



Figure 4.21: Refugee children class with parents

source: (Mülteciler Derneği, n.d.a)



and Social Policy and the Ministry of Health. See chapter 4.1.2 about the national response of Turkey. Furthermore, the NGO is funded by the European Union and collaborates with multiple national and international organisations; several German NGOs, multiple Turkish NGOs, the International Blue Crescent, Relief International, UNHCR, and several Turkish Universities (Mülteciler Derneği, 2018, n.d.-a).

While the NGO has a big impact on the support of refugees in Sultanbeyli, a long term policy is missing according to information provided in the interview. Mülteciler Derneği was established in reaction to the refugee influx in Sultanbeyli and is supporting refugees as much as possible. This highly influenced their strategy, that consists of monitoring needs of refugees and a quick response by creating or adjusting projects.

Toplum Merkezi

Toplum Merkezi is the second NGO active in Sultanbeyli. Toplum Merkezi, which means community centre, was established by the Turkish Red Crescent in 2015. The organisation has 15 community centres, strategically placed all over Turkey in urban regions accommodating a large share of the refugee population. The primary goal of the community centre is to provide psychosocial support, access to information and educational services (Türk Kızılayı, 2015). The community centre was the first NGO that was operational in Sultanbeyli and was later complemented by Mülteciler Derneği, according to the interview with MUDEM. The NGO covers the southern part of the district, while Mülteciler Derneği is located in the north.

Table 4.3 displays an outline of the projects carried out by Toplum Merkezi in Sultanbeyli, the appendix includes a detailed description per project. The capacity

Table 4.3: Integration impact Toplum Merkezi

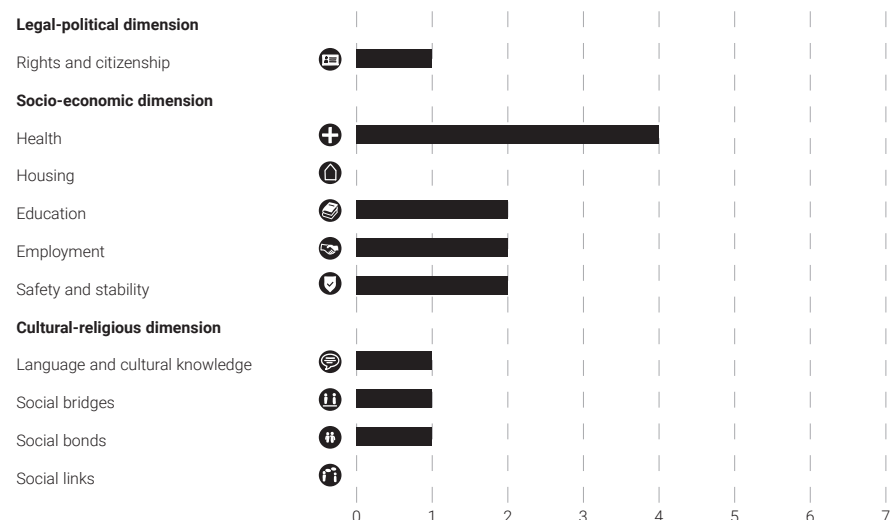


Figure 4.22: Community centre Toplum Merkezi

source: (Gunay, 2018)



Figure 4.23: Women class

source: image still from (Film İcabi, 2018)



of the NGO is less compared to Mülteciler Derneği, because of the size of the building and the number of employees. However, the amount of projects of Toplum Merkezi is relatively big. They have 14 projects, compared to 19 projects of Mülteciler Derneği. The legal-political dimension of integration is less supported by the NGO because Toplum Merkezi doesn't operate on the higher level of governance. The impact on socio-economic integration is relatively large compared to the impact on the cultural-religious dimension.









Toplum Merkezi is part of the Turkish Red Crescent and therefore has a stronger organisational structure. The head office in Ankara corporates with the national government, in particular the Ministry of National Education, Family, Labour and Social Services, Justice, Foreign Affairs, Health, Interior General Directorate of Migration Management, Directorate of Religious Affairs and the Regional Development Administration. Most of the community centres are financed by the European Union. However, the centre in Istanbul is funded by the German Red Cross (Türk Kızılay, n.d.). There was no information available about their long-term policy.

Spatial Impact of Humanitarian Responses

The programs of Mülteciler Derneği and Toplum Merkezi are spatially concentrated in their own buildings. However, there are some cases where public space is used by the NGO. This occurs when refugees need assistance with transport to the hospital or to the Turkish classes for children. In both cases, special cars of the NGO facilitate the travel through the neighbourhood. Furthermore, the touristic visits take place in the public space of Istanbul. However, there are no touristic visits within the neighbourhood and therefore not shown on the map.

Figure 4.24: Spatial impact of the humanitarian response in Sultanbeyli

source: authors image based on (OpenStreetMap contributors, 2018)

-  Mülteciler Derneği
-  Toplum Merkezi
-  Municipal office
-  Hospital
-  Road
-  Municipal border
-  School
-  Transport



Zeytinburnu

Settlement patterns

Zeytinburnu has a different refugee dynamic compared to other districts in Istanbul. The neighbourhood has a long history of migration, Greeks, Armenians, Bulgarians, Jews and Turks settled in the neighbourhood during the 19th and the beginning of the 20th century. After 1950, a large group of Turkish citizens from the rural villages settled in the district. During the last decades, the district changed due to a migration influx from Central Asian countries (for instance Afghanistan, Uzbekistan and Uyghurs from China) and Syria (Elicin, 2018). This results in a neighbourhood with citizens that have various cultural backgrounds. One of the reasons for refugees to settle in the area is the thriving textile industry, which employs many low-skilled workers. Many Syrians living in Zeytinburnu originate from Aleppo, due to the textile factories in both places (Mackreath & Sağnıç, 2017).

Refugees self-settle in the district by renting a room or apartment in a building block, this creates a dispersed settlement pattern throughout the district. The settlement patterns of refugees from different countries seem to cluster around specific areas. This pattern was confirmed by observations, the NGO and several interviews with residents. One of the examples is the ‘Skopje’ square, that refers to the Macedonian population living in the area. Another example is the Nuripaşa Mahalle, this neighbourhood accommodates relatively much Afghan orientated shops, restaurants and companies.

The amount of refugee families per building strongly differs since some apartment owners don’t prefer to rent to refugee families. The most common negative argument expressed in the interviews with refugees and native residents was the size of refugee families. Often families live with 5 persons in one room or with 15 persons in one apartment. They are not able to afford larger housing due to the lack of income or low wages. This results in quick deterioration of the apartments rented by refugees.

The official number of Syrian refugees in the district is around 28,000 persons, compared to a receiving society of 287,000 persons. This is 10 percent of the population of Zeytinburnu. However, the actual number of refugees was estimated by the interviewee of AKDEM at 70,000 persons. This also included Afghan refugees, who form a significant part of the refugee population in this district. This would mean that the percentage of refugees compared to the receiving society is at 24%. Only one Mahalle in Zeytinburnu actually reaches this number. Observations in this neighbourhood didn’t show any significant differences compared to other neighbourhoods. It could be that this Mahalle succeeds better in registering

Figure 4.25: Refugees per Mahalle Zeytinburnu

source: authors image based on information provided during an interview

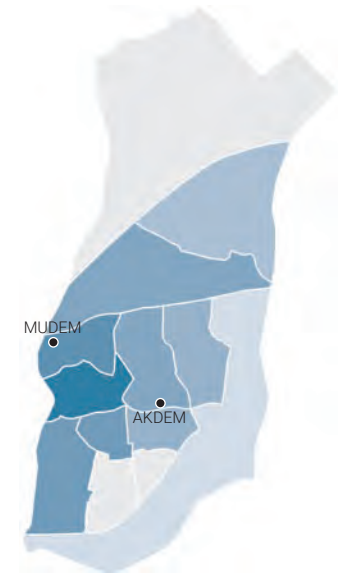
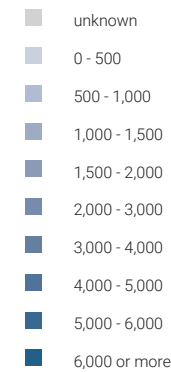
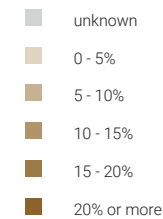


Figure 4.26: Refugees compared to the total population in Zeytinburnu

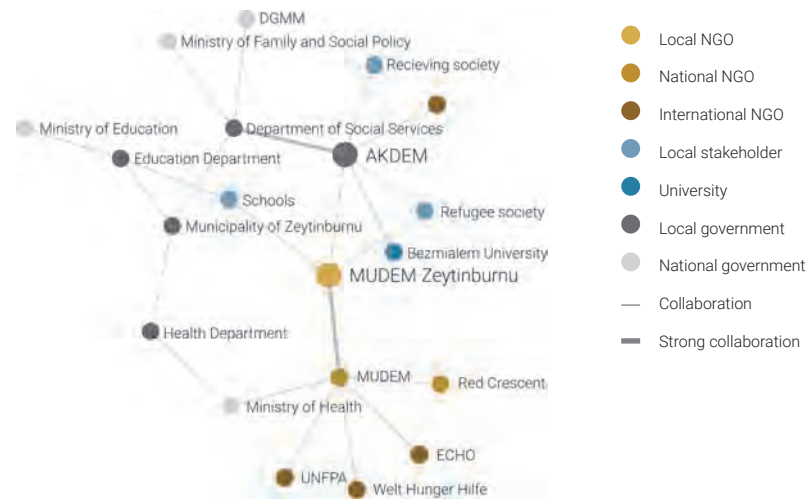
source: authors image based on information provided during an interview and (Nufusune, 2017)



refugees, or has a larger share of Syrian refugees compared to other nationalities that are less likely to register.

Humanitarian Response

The municipality of Zeytinburnu plays a different role in the humanitarian response compared to Sultanbeyli. The municipality has an internal organisation, called AKDEM that facilitates support. This organisation is part of the Department

Figure 4.27: Stakeholder network analysis Zeytinburnu *source: authors image*

of Social Services of the municipality. Besides the Social Services department, other departments such as Health and Education are involved in the coordination process. Besides the official support centre, a smaller NGOs, named MUDEM, that is part of a national NGO with a headquarters in Ankara, provides services to refugees. Another report mentioned a small hospital in Zeytinburnu, established by Syrian doctors (Mackreath & Sağnıç, 2017). However, during the site visit interviewees did not know about the hospital and its location. See for an overview of the stakeholders involved in the humanitarian response Figure 4.27.

Challenges

There are several challenges, caused by the large refugee influx, described by the interviewees living or working in Zeytinburnu. The most common problem that was reported was the low salary of refugees. This is a problem for both the refugees themselves because they are unable to pay for their daily needs. While on the other hand, native or other immigrant residents lost their job due to the cheap labour by refugees. Simultaneously, rents increased because of the housing shortage in the district according to the interview with AKDEM and MUDEM and research by Elicin (2018). This makes all citizens more vulnerable in their security of livelihoods. Furthermore, most underprivileged families need their children to go to work (Elicin, 2018). The difficult socio-economic situation causes tensions between different immigrant groups, a major security concern, expressed by many interviewees. A resident and an employee of the NGO described violent streetfights during the night between various young male groups.

Policy

The Zeytinburnu municipality has a positive attitude concerning the refugee influx in the district. The general policy of the municipality for 2015 to 2019

includes four strategic fields; urban development and regeneration, social life and cultural development, resource generation and service planning, governance and relationship management (Zeytinburnu Belediyesi, 2015). The municipality conducted a major survey across 1500 inhabitants, from whom 6% reported refugees as the most important problem to be solved within the district (Zeytinburnu Belediyesi, 2015, p. 38). This is the third concern, after 'access to parks and green areas' and 'cleaning services' with respectively 12 and 8%.

According to the research of Elicin, the Zeytinburnu municipality acknowledges that a substantial part of the refugee population will not leave and are potentially permanent residents of the district (2018). The policy for 2015 to 2019 is not explicit about refugee integration or any other project that relates to migration. The municipality considers refugees as part of the population of the district and includes them into the regular social services strategy. Therefore, the policy indirectly addresses refugees in the strategic field of 'social life and cultural development'. The municipality aims here to increase unity, solidarity and social peace in the district and to deliver services and social assistance to the community, and in particular to disadvantaged groups (Zeytinburnu Belediyesi, 2015, p. 59).

This is further expressed in strategic objective 2.2 'Contributing to the social development of the district', and specifically in subobjective 2.2.2, 'Provide social assistance to disadvantaged groups', which comprises four projects that aim to deliver prepared food, food packages, social assistance and health care to disadvantaged groups. The second strategic objective 2.3 'Developing a social, cultural, and artistic society that strengthens the feeling of social unity and solidarity', has one subobjective moderately related to refugee integration. 2.3.4 focuses on 'Increase the feeling of belonging', which will be executed by organising an annual photo competition and a spring festival (Zeytinburnu Belediyesi, 2015).

While the general policy is not explicit about the integration of refugees, the annual report of the municipality does mention their Social Services department and the 'Urban Adaptation Unit', which is in practice responsible for the integration of refugees. They describe the objective of the unit as supporting immigrants in the process of change by providing access to education, healthcare, residence and information to ensure their adaptation to the Zeytinburnu district (Zeytinburnu Belediyesi, 2018, p. 273).

AKDEM

AKDEM (Aile Kadın Destekleme Ve Engelliler Merkezi, Family women and disabled support centre) is part of the Social Services department of the Zeytinburnu municipality. The organisation offers a variety of support, from special help for disabled children to seminars about pregnancy or domestic violence. Under the roof of AKDEM, a special unit, called Kente Uyum (Urban Adaptation) was created

in 2009. This department focused on the adaptation of Afghans that settled in Zeytinburnu. In 2011, after the first Syrians settled in the area, the department continued its efforts according to the information provided in the interview. The primary goal of AKDEM is to support families, through education and empowerment of women and treatment of disabled persons. The complete centre employs around 50 persons and has a relatively large building with 5 floors. The Urban Adaptation unit consists out of 4 employees; a trainer, a translator, a social worker and a manager (Zeytinburnu Belediyesi, 2018, p. 273).

Table 4.4 shows an overview of the projects carried out by AKDEM; some are specifically organised for refugees, others serve all citizens of Zeytinburnu. See the appendix for a complete overview and short description per project. Due to the integration of the refugees in the general organisation that support vulnerable groups in society, the organisation has a relatively high impact on the different domains of the integration process. It performs comparatively high if we look at the largest NGO in Sultanbeyli, especially in the field of health care, social bridges and social bonds. However, areas such as housing, safety and stability, and social links are not supported by AKDEM.

The organisation operates under the roof of the Social Services department of the municipality. It has five different units, specialised in family counselling, disabled persons, social services, urban adaptation (of refugees), and administrative affairs. The organisation corporates with several universities and programs to improve their services and establish long-term solutions. They are taking part in the “Learning of Local Bodies to Integrate Immigrants” funded by a programme of the European Union, and Bezmialem University on a social solidarity project (Elicin, 2018). AKDEM does not corporate with international organisations.

Table 4.4: Integration impact AKDEM

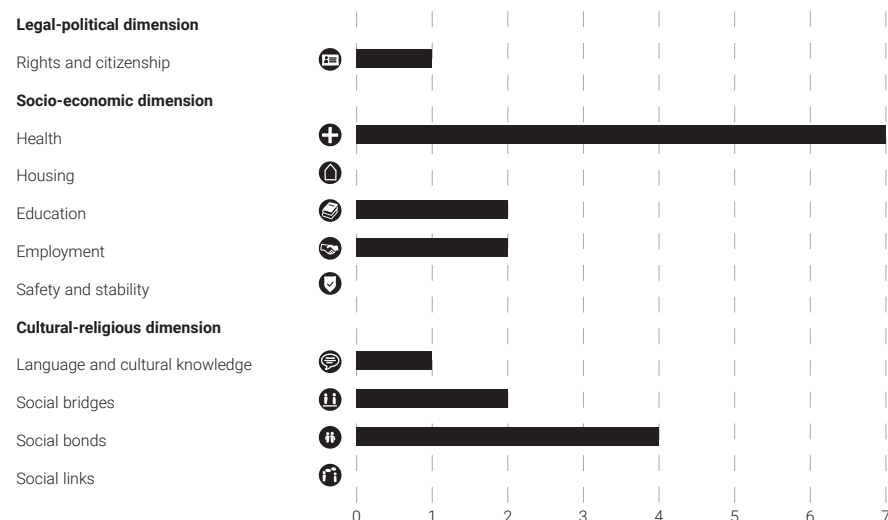


Figure 4.28: Community centre AKDEM

source: authors image



Figure 4.29: Human rights training for children

source: (AKDEM, 2019)



While the organisation has a large impact on the support of refugees in Zeytinburnu, a long term policy on the local level is not present. The Urban Adaptation Unit works on new projects within its capacity. During brainstorm sessions with all employees, and based on experiences, projects are invented and implemented. This happens independently from the policy of the municipality according to the information provided in the interview.

MUDEM

MUDEM (Mülteci Destek Derneği, Refugee Support Center) is a national NGO that was founded in Ankara in 2014. The aim of the organisation is to support refugees in their life-sustaining needs, provide legal advice on social rights and strengthen the relations between civil organizations and public organizations working in the humanitarian field. The organisation has 14 offices, located all over Turkey in urban regions and one in Dublin, Ireland (MUDEM, n.d.) The branch in Zeytinburnu opened recently, in February 2018. MUDEM employs 8 persons; a manager, two doctors, two nurses, a psychologist, a psychiatrist, and a social worker.

Table 4.5 displays an outline of the projects carried out by MUDEM in Zeytinburnu, the appendix includes a detailed description per project. MUDEM has a smaller impact on the support of refugees due to the size of the organisation. The capacity is less compared to AKDEM, because of the number of employees and more limited financial resources. Another limiting factor is the policy of the headquarters, that expects the different branches to organise a monthly event. This event consumes a lot of resources and time of the small organisation in Zeytinburnu, according to information provided in the interview. A positive side of the small size of the office is the ability to create more tailor-made solutions and the ability to discuss specific cases in more detail.

Table 4.5: Integration impact MUDEM

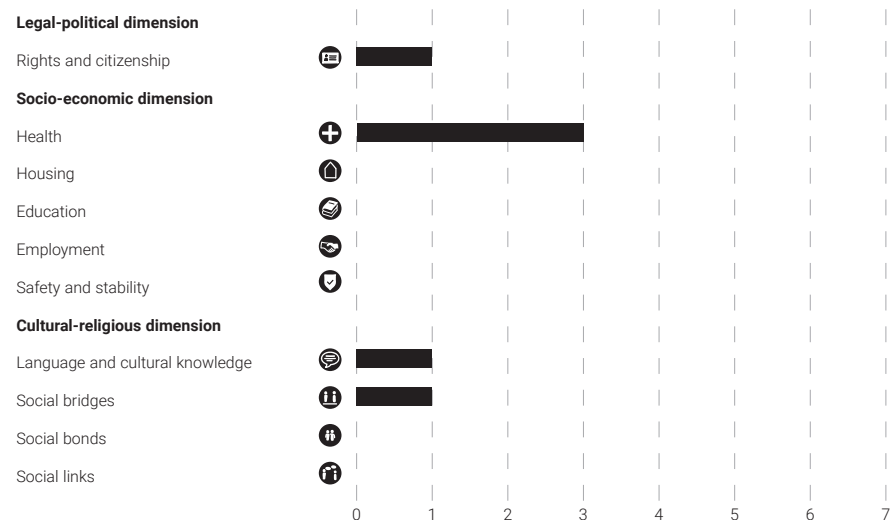


Figure 4.30: Community centre MUDEM

source: authors image



Figure 4.31: Waiting room

source: authors image



The NGO is (inter)nationally supported by the Ministry of Health, United Nations Population Fund (UNFPA), European Civil Protection and Humanitarian Aid Operations (ECHO) and Welthungerhilfe (WHH). During the interview with the NGO, the employee explained the strategy. The branch in Zeytinburnu is recently established and is currently establishing contacts with local actors such as the municipality, schools and the police. The NGO primarily functions as a migrant health centre. This type of centre is coordinated and funded by the Ministry of Health. See chapter 4.1.2 about the national response of Turkey.








There is made no policy by the local branch and a general policy by the headquarters could not be examined. However, the earlier mentioned monthly events are part of the general policy. The local manager clarified that they work with the MUDEM team and local stakeholders to find opportunities to create projects. For instance, in collaboration with a local primary school, they organised an excursion for refugee and native children. However, the Education Department of the municipality was not amused hearing of the event. They did not grant any permission for the excursion and as a result, the collaboration stopped according to the interview.

Spatial Impact of Humanitarian Responses

The programs of AKDEM and MUDEM, enhancing the integration process are spatially concentrated in their own buildings. However, there are some specific cases where public space or public buildings are used. This is the case for the Turkish classes, which are provided in the different schools in the district after the regular school hours. Furthermore, one of the central public spaces and its related Culture Centre are used for events by AKDEM.

Figure 4.32: Spatial impact of the humanitarian response in Zeytinburnu

source: authors image based on (OpenStreetMap contributors, 2018)

-  AKDEM
-  MUDEM
-  Municipal office
-  Culture centre
-  Road
-  Municipal border
-  School with language classes





Chapter 4.2

Interaction in Public Space

Typologies

As described in Chapter 3, integration is a process in which interactions between refugees and the receiving society determine the direction and outcome. Therefore, the interactions in the public space of Sultanbeyli and Zeytinburnu are further analysed. Interactions take place in varying spatial configurations, that can be catalogued based on their function. This results in a set of spatial typologies that will be further discussed based on their function and locations in the district. This subchapter will continue with a detailed case study of the different typologies. This will include a study into the behaviour of its users and a description of the composition of the spatial elements that influence behaviour. The chapter will conclude with an evaluation of the interactions and its influence on the integration process.

The first spatial category is the residential street, this type of street contains buildings that have housing as their primary function. This type of street is often used by its residents to gather, play and have a chat. On the district maps, residential streets are marked in grey, based on a low integration value (these streets have a smaller chance to be used by cars) and the presence of residential buildings. In Sultanbeyli, this type of street covers a large part of the total number of streets. In Zeytinburnu, the northern and smaller portion of the eastern and southern part of the district are occupied by large infrastructure, industrial buildings and wastelands. As a consequence, the residential streets are concentrated in a small portion of the district with a high population density.

The second type of location is the park, playground, and sports field. This type is often composed of a combination of the just described functions. It has varying sizes, from one plot of land up to 10 hectares. The larger variants often accommodate several playgrounds and sports fields, interconnected by a park. Zeytinburnu has three major parks, surrounding the district, of which one is directly connected to the residential area. Furthermore, the eastern part of the residential area encompasses a set of smaller parks and sports fields. While the western part of the residential area just contains two smaller parks. Sultanbeyli has many smaller parks, sports fields and playgrounds, scattered all over the territory. Furthermore, Sultanbeyli has one major park with many amenities. This larger park can be considered as a central public space too.

The third category is the local shopping street, this street is often a mix of commercial and residential functions. The number and density of shops can strongly vary per street and per district. In Sultanbeyli, many shops are located along the more integrated streets of the district, that are marked on the map in

Figure 4.34: Woman and children talking in a residential street

source: authors image

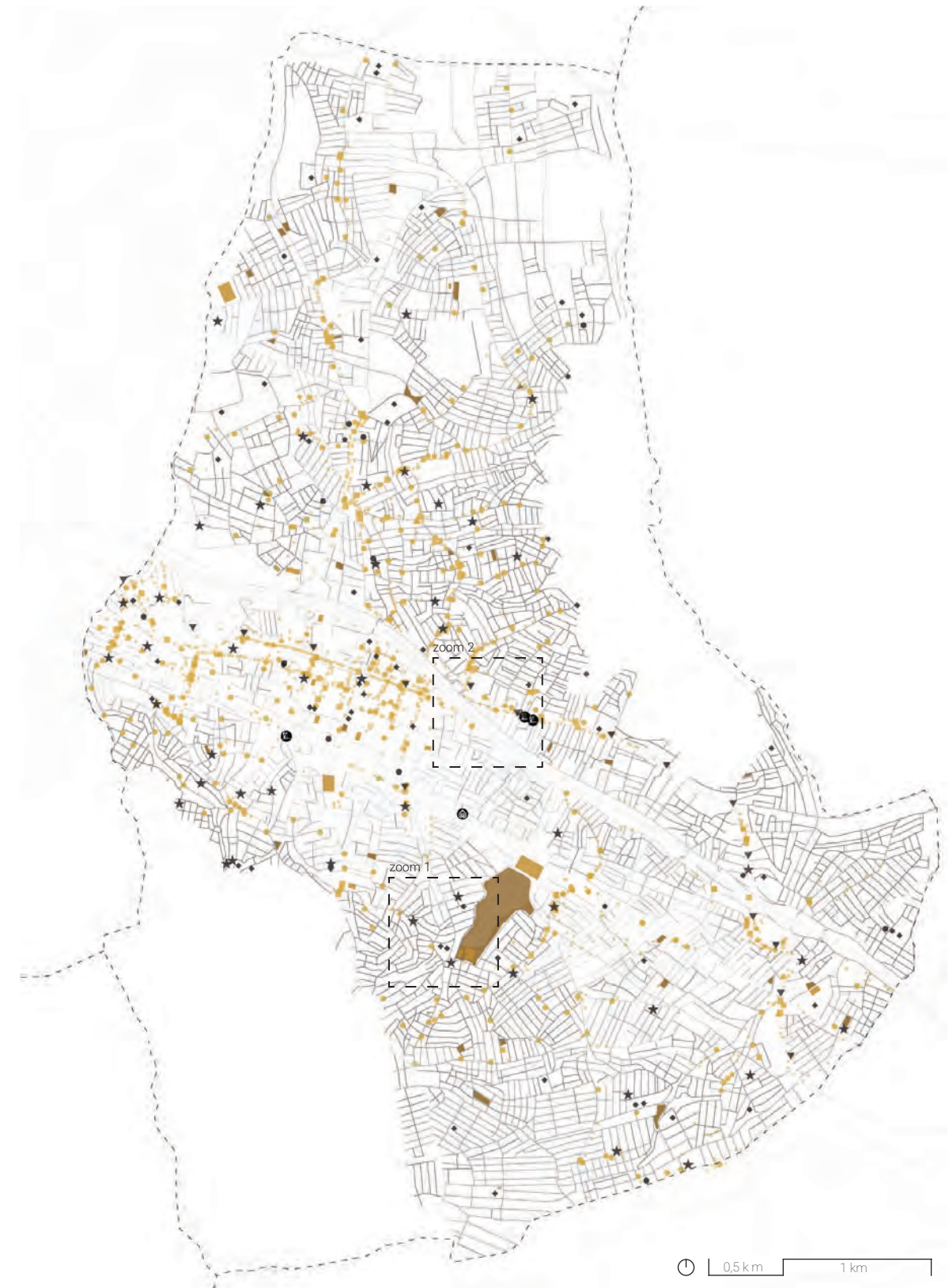


Figure 4.33: Spatial typologies in Sultanbeyli

source: authors image based on (Google, 2018; OpenStreetMap contributors, 2018)

- Shop
- Supermarket
- Bakery
- ◆ Butcher
- ▲ Greengrocer
- ⬡ Kiosk
- Sports field
- Park/playground
- ▼ Important bus stop
- Kindergarten
- ◆ Primary/High school
- ★ Mosque
- ⊙ Mülteciler Derneği
- ⊙ Toplum Merkezi
- ▬ Highly integrated residential street
- ▬ Low integrated/other street
- - Municipal border
- ⌞ Zoom location

a lighter shade of grey. There is a concentration of shops in the oldest part of the district, south of the highway, this area could be considered as a central public space too. All the shopping streets contain a mix of daily and more specialised retailers. Some, and often the shops visited on a daily basis, are located within the residential area. The zoom maps of Sultanbeyli clearly illustrate the difference between the shopping and residential streets. Zeytinburnu has a different pattern of shopping streets, who are dispersed all over the residential area. This results in less of a division between living and commercial streets.

The succeeding category is the transport hub, a location where different public transport systems or several lines of the same transport system cross. Spatial expressions of such a connection between travel flows are the (metro)bus stop, tram stop, metro station, and train station. These can be integrated within the existing street, elevated, build underground or a combination of both. Sultanbeyli is only connected by the official public and private minibus system and has many bus stops, dispersed over the neighbourhood. These bus connections have a varying reach, from transport within the district to routes that end in the centrally located districts of Istanbul. These routes are interconnected by bus stops that are located along the local shopping streets. Zeytinburnu has a more diversified public transport system of bus, minibus, metrobus, tram and metro. The major transport hubs, where the bus is connected with one or more of the above-mentioned transport systems, are located at the edges of the district. The bus stops are dispersed over the residential area.

The fifth category is the school (primary, middle or high school), this typology encompasses the school building itself and the neighbouring square. This typology is dispersed over the residential territory of Sultanbeyli and Zeytinburnu. However, there is a slight concentration of schools in the central area of Sultanbeyli.

The sixth category is the mosque, this is often a collection of a religious building for praying, an adjacent square, and a building for washing and other sanitary needs. These elements have varying configurations, depending on the amount of space available. This typology is dispersed all over the territory of Zeytinburnu and present in the industrial areas too, to enable citizens to pray during working hours. In Sultanbeyli, the mosques are spread over the complete area, with a slight concentration in the centre. Some of the mosques are built outside of the regular plot pattern, because of the praying direction that points towards Mecca and precisely to the Ka'abah. This is especially the case for the newer mosques, see the zoom maps.

Central public spaces are considered as the seventh category. These type of spaces are characterised by special functions, for instance as a high concentration of shops that are less focused on daily needs or a large park with many amenities.

Figure 4.35: Spatial typologies in Zeytinburnu

source: authors image based on (Google, 2018; OpenStreetMap contributors, 2018)

- Shop
- Supermarket
- Bakery
- ◆ Butcher
- ▲ Greengrocer
- Kiosk
- Sports field
- Park/playground
- ▼ Metro stop
- ▼ Important bus stop
- Kindergarten
- ◆ Primary/High school
- ★ Mosque
- 🕌 AKDEM
- 🕌 MUDEM
- Highly integrated residential street
- Low integrated/other street
- Municipal border
- Zoom location

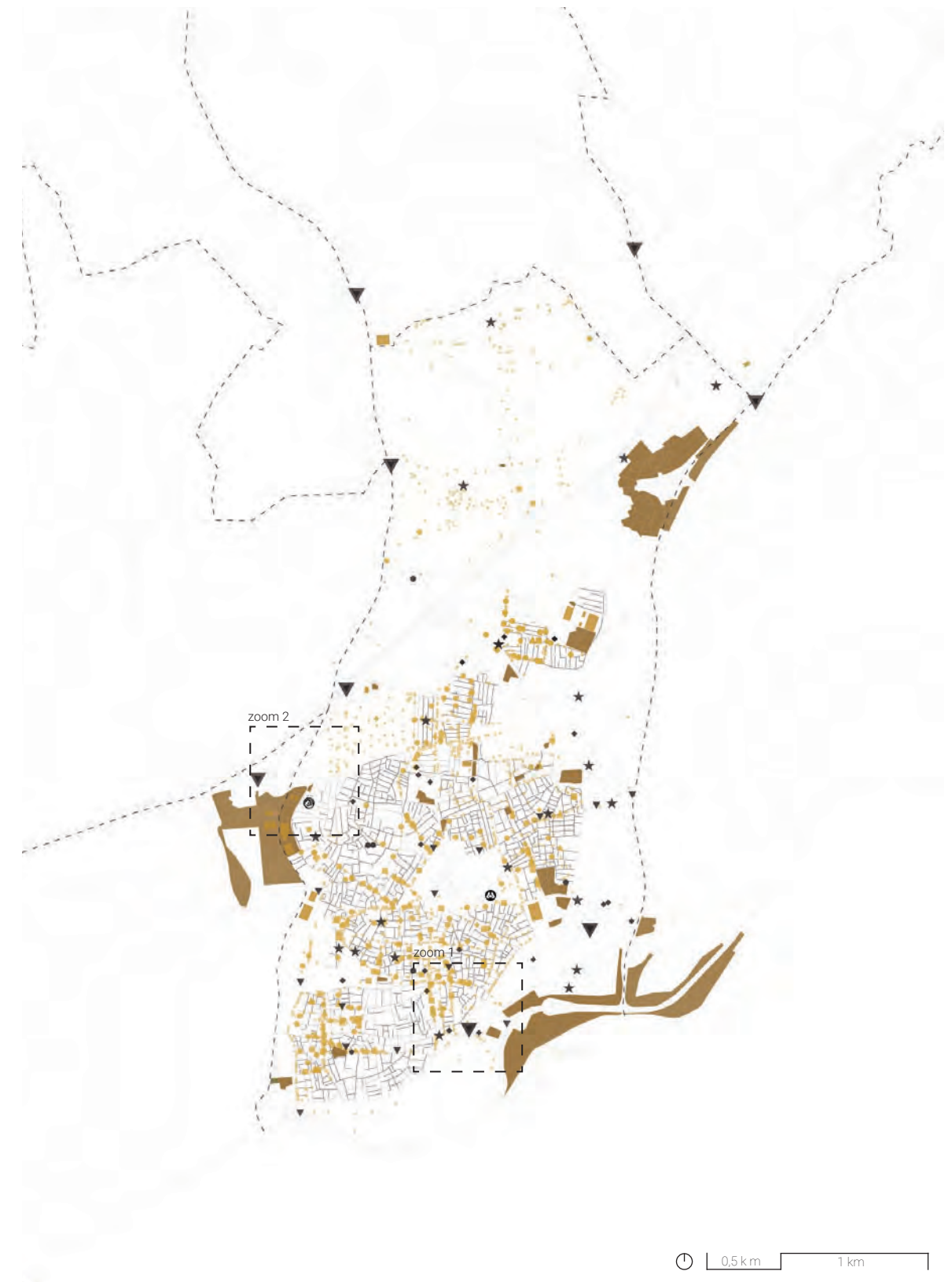
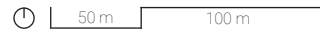




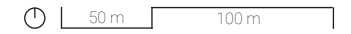
Figure 4.36: Spatial typologies in Sultanbeyli zoom 1 *source: authors image*



- Shop
- Daily shop
- Playground
- Sports field
- Park
- Mosque
- School
- Mülteciler Derneği
- Area of study
- Picture
- Building
- Road
- Water
- Bus stop



Figure 4.37: Spatial typologies in Sultanbeyli zoom 2 *source: authors image*





central public space



supermarket



sports field



residential street



mosque



bus stop



playground



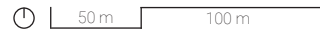
Mülteciler Derneği

Figure 4.38: Example of the spatial typologies in Sultanbeyli

source: authors image



Figure 4.39: Spatial typologies in Zeytinburnu zoom 1 *source: authors image*



- Shop
- Daily shop
- Playground
- Sports field
- Park
- ☾ Mosque
- 📖 School
- Ⓜ MUDEM
- M Metro stop
- B Bus stop
- T Tram stop
- Area of study
- Building
- Road
- Water



Figure 4.40: Spatial typologies in Zeytinburnu zoom 2 *source: authors image*

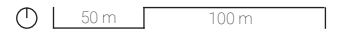


Figure 4.41: Example of the spatial typologies in Zeytinburnu

source: authors image



mosque



residential street



MUDEM



AKDEM



park



greengrocer



metro stop



primary school



central public space

Sultanbeyli has two locations were a collection of interlinked spaces form a central public space. The first central public space is the city centre, which consists of a set of shopping streets with restaurants and retailers selling more specialised items, an urban square along *Fatih Caddesi Yanyolu* and the central mosque. Secondly, the largest park, *Gölet Parkı* can be considered as a central public space due to the restaurants, quantity and quality of seating, quality of the green, and the number of playgrounds and sports fields. In Zeytinburnu, *58 Bulvar Caddesi*, that is partially car-free, and the adjacent square can be considered as a central public space due to the specialised retailers. Furthermore, the square in front of *Zeytinburnu Kultur ve Sanat Merkezi* can be categorised as central due to the size of the square and the functions enclosing the square. Finally, the three large parks are a central public space due to their size, amount of amenities and the quality of the green.

The last category of spaces is the building and surrounding public space of organisations focusing on the support of refugees. This category is relatively scares compared to the others and consists of three locations in Sultanbeyli and two in Zeytinburnu, all relatively centrally located.

Behaviour Analysis

The upcoming paragraphs will examine in more depth how the various types of spaces are used and by whom. Furthermore, it will examine the spatial elements facilitating different forms of behaviour. This will be described based on general observations, semi-structured interviews with residents, and a selection of systematic observations conducted in Sultanbeyli and Zeytinburnu. The complete study is incorporated in the appendix, an example of the residential street is shown here to give an impression of the study. A conclusion scheme of the systematic observations, which illustrates the differences in presence based on age and gender can be found in Table 4.10. It is important to note that the group of women above 60 is structurally underrepresented, this has probably to do with a measurement flaw.

Residential Street

The residential street is constituted of a street, often a sidewalk, sporadically a tree, and residential buildings. In Sultanbeyli, there is a mix of multi-story apartment buildings, single floor houses, fenced gardens and unfenced grasslands on either side of the street. The residential streets of Zeytinburnu primarily contain multi-story apartment buildings. In both districts, the apartment buildings often have a small cantilever on the first floor which encloses the sidewalk from above. Furthermore, many apartment buildings have a small stone stairs towards the entrance.

In Sultanbeyli, the primary activities of the residential street studied were walking, sitting and standing. These activities were combined with observing others, talking and playing. There was a relatively equal distribution of men and women. However, general observations and the systematic observations of the case study indicated that women were sitting or standing and talking more frequently. While men were passing the street and observe the situation. Furthermore, many young children were sitting, running and biking, while playing or talking with each other. In Zeytinburnu, the general observations and systematic observation of the case study showed a slightly different behaviour pattern. The total number of persons observed was higher, with a relatively equal distribution of men and women. Most persons were walking, only a minor percentage was sitting or standing in the street. Secondary activities were observing and talking, the latter was more observed in women behaviour.

In both districts, persons were walking on the sidewalk and the street itself. Sitting and standing took place at the edge or near the edge of the sidewalk or at the small stone stairs towards the entrances of buildings. Children that were biking, running or playing were using all available space, both the street, its sidewalk and other

unfenced open spaces. To conclude, the residential street was used by persons of different gender and age, that have different behaviour, supported by various spatial elements relating to the type of behaviour.

Park, Playground and Sports Field

The park, playground, and sports field typology is often constituted of one or a combination of the just described functions. The park is composed of a set of spatial elements: lawns, a collection of bushes and trees, benches, paved walking paths and fences. The playground is often provided with rubber tiles as pavement, one or a collection of playground equipment, benches and a fence. The sports field comprises a high fence, natural or artificial grass or concrete pavement, painted lines, soccer goals or basketball nets, occasionally a roof, and some benches.

Based on general observations, the park is used by all target groups. However, it depends on the time of the day and the day itself by which group. The systematic observation in Sultanbeyli and Zeytinburnu is not representing the diversity of the users because it was measured during one single day. In the case study of Sultanbeyli, primary activities were sitting and walking, combined with observing or talking. In Zeytinburnu primary activities were sitting, walking and running, combined with observing and talking. The men that were running were combining this with playing soccer at the adjacent grassland. Based on the case study, men, and specifically elder men were more alone and observing. While adult women were often observed to be accompanied by other adult women, children, or other adult men, while talking. Walking and standing was facilitated by the walking paths and occasionally the grassland. Sitting was facilitated by spatial elements like benches and other larger structures that are at sitting height.

The systematic case study observation indicated that the sports fields are primarily used by young men between 0 and 15 years old. The second target group were men between 15 and 30 years old. This group was particularly present during the evening. However, systematic observations were conducted in the afternoon. In both districts, primary activities were running, while playing soccer or basketball. Other activities observed were walking, sitting and standing, combined with talking and observing. Running and playing were facilitated by the sports field itself. While the other activities took place along the edges of the sports field and at the paved area or benches surrounding.

The playground was only systematically observed in Sultanbeyli and was mainly used by children between 0 and 15 years old. Furthermore, women between 30 and 60 were very well represented. Standing, walking, running, biking and sitting were all observed. Women tended more to sit or stand, while men were more walking. The large majority of the children was playing. Women were both observing and talking as secondary activity, while men were more observing the situation and

Figure 4.42: A residential street in Sultanbeyli

source: authors image

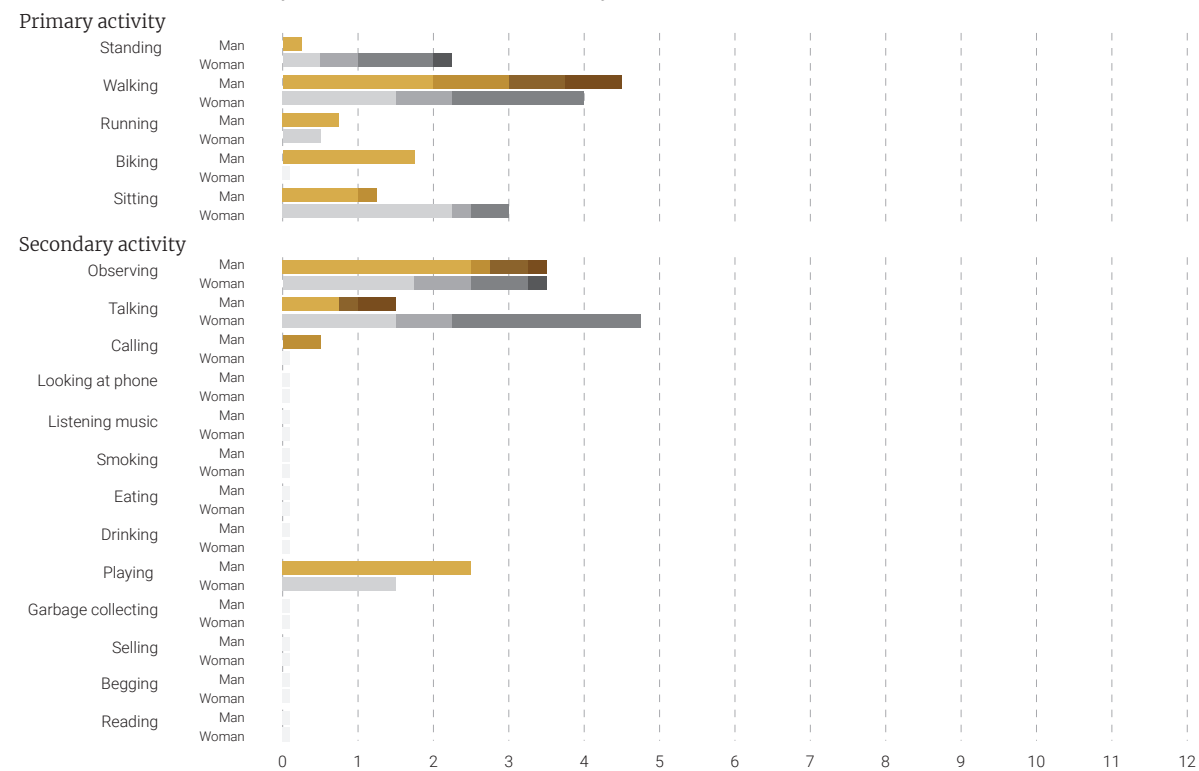


Figure 4.43: A residential street in Zeytinburnu

source: authors image



Table 4.6: Behaviour analysis residential street Sultanbeyli *source: authors image*



Date: Wednesday 3 October 2018
 Timespan: 1 minute
 Number of measurements: 4
 Part of the day: Early afternoon
 Weather condition: Sunny

Male age

- Child 0 - 15 years
- Young adult 15 - 30 years
- Adult 30 -60 years
- Elderly 60 + years

Female age

- Child 0 - 15 years
- Young adult 15 - 30 years
- Adult 30 -60 years
- Elderly 60 + years

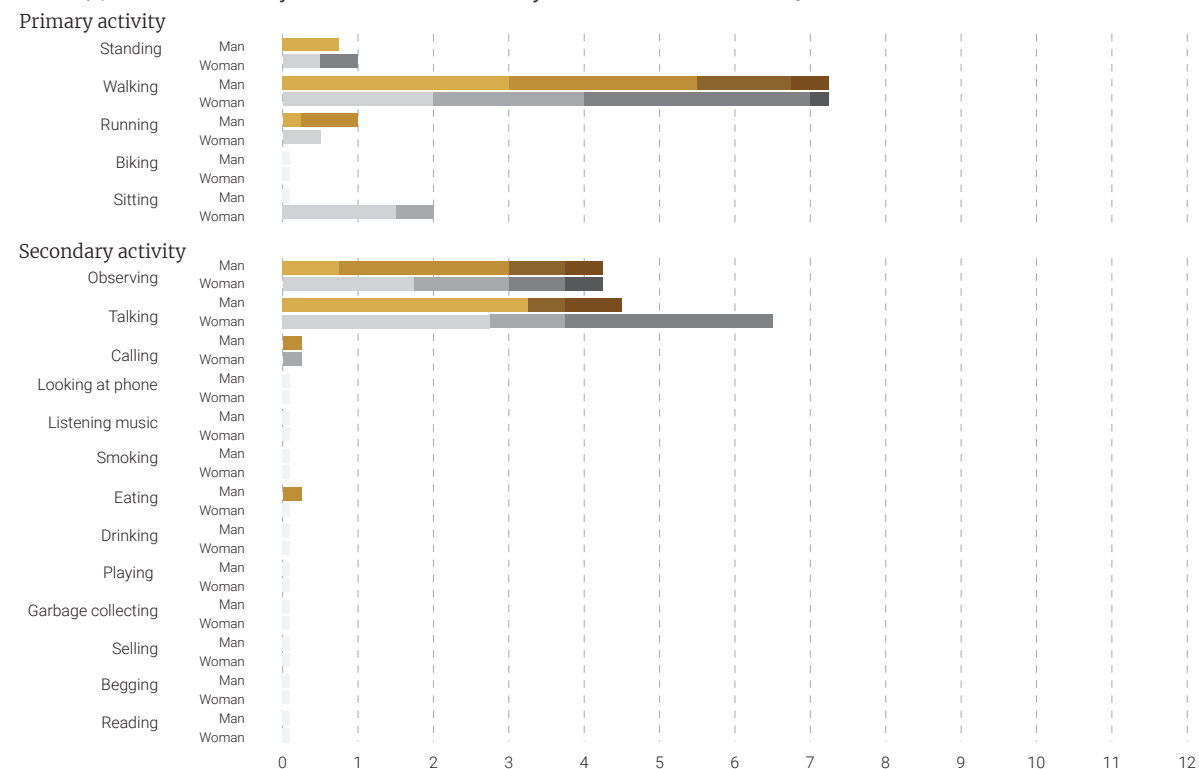
tended to talk less. Sitting was generally supported by benches, while standing, walking and running took place at the walking path, at the playground itself, and on the playground equipment. To conclude, the park, playground and sports field were used by persons of different gender and age. Young (adult) men were more frequently using the sports field, while young children and older women tended to be present at the playground.

Shopping Street

The shopping street is usually a mix of shops, businesses and dwellings. It encompasses the street itself, the sidewalk, parking spaces along the sidewalk, structures put on the sidewalk that function as an extension of shops, and occasionally a tree. The shopping streets of Sultanbeyli and Zeytinburnu primarily contain multi-story apartment buildings. In both districts, the apartment buildings often have a small cantilever on the first floor which encloses the sidewalk from above.

The shopping street studied in Sultanbeyli was relatively equally used by all genders and ages. The primary activity was walking, combined with observing and talking. Some women were standing and talking. While men older than 60 were sitting or standing and observing. Walking took place at the sidewalk and the street, while standing and talking took place at the street corners near the sidewalk.

Table 4.7: Behaviour analysis residential street Zeytinburnu *source: authors image*



Date: Tuesday 4 October 2018
 Timespan: 1 minute
 Number of measurements: 4
 Part of the day: Afternoon
 Weather condition: Cloudy

Transport Hub

The transport hub is a location where different public transport systems or several lines of the same transport system cross. This hub can be constituted of a departure platform, ticket machines, signs with information regarding the transport system and departure times, seating, pillars or boards with advertising, a rooftop in various forms. Larger transport hubs often consist of a collection of structures that facilitate access to the departure platforms, this can include stairs, escalators, elevators, fly-overs and underground tunnels. In Sultanbeyli, the systematic observations were conducted on a bus stop, where 12 unique bus lines stop regularly. Adult men between 15 and 60 and women between 15 and 30 were relatively equally represented, while older women were observed less. Women were often accompanied by others which facilitated talking. While men were more observing compared to talking. Walking took place around the bus stop, both on the street and the sidewalk. Standing took place near the sitting facility with a rooftop, while sitting was facilitated by the bench under the rooftop.

The transport hub in Zeytinburnu is composed of completely different elements. The transport hub consists of a metro bus stop, a tramp stop, a metro station, and a bus station of 14 bus lines. These different platforms are connected by a set of public spaces; stairs, a flyover, other stairs and a square. The observation was conducted on the flyover, a place that was primarily used for walking. There were

twice as much men as women counted during the observations, chiefly between 15 and 60 years old. This was mainly combined by observing, followed by talking as the second most observed activity. Other activities were listening to music, looking at a phone or calling. Some adult men were sitting or standing while offering to polish shoes or selling small products. Walking was facilitated by the pavement of the flyover, while standing and sitting took place at the edge of the flyover near the balustrade.

School

The school is composed of several frequently occurring spatial elements: a high wall or fence surrounding the school and school square, a small building for the security, a large square, some benches, trees and bushes, a stairs towards the entrance of the school building, and the school building which comprises multiple floors. The height of the building and the size of the school square depends on the available space.

The school square was only analysed in Zeytinburnu because of the required permission. The school was teaching to refugee and native children between six and ten years old. These children attended the same classes and were able to communicate with each other in the Turkish language. The observation was conducted during the play hour. There was a relatively equal distribution of girls and boys, who were running and playing. Furthermore, some children were sitting on the benches while talking with each other. One teacher was sitting and observing the situation. During the beginning and end of the school, a completely different pattern occurred. Many parents bring or pick-up their children which results in a crowded situation where adults stand to talk with their children and other adults. Children are standing or running and talking and playing together. The activities were largely facilitated by the pavement of the square. The stairs and benches were utilised for sitting.

Mosque

The mosque often consists of the religious building itself, a facility for washing and other sanitary needs, and a square in front of the entrance. Regularly occurring spatial elements are the stone pavement of the square, (covered) seating, planters, a low fence, a large sign that indicates the entrance, stone walls of the mosque, and the entrance door. The size and form of the square in front of the mosque depend on the size of the plot and the position of the building.

The studied mosque in Sultanbeyli had a rectangular square that was primarily used by (elder) adult men. The persons studied were standing at the square or walking from the entrance towards the street while observing, talking, and sometimes calling. The mosque in Zeytinburnu did not have a square in front, the entrance was directly at the street. The area in front of the entrance was primarily

Table 4.8: Age and gender differences in public space *source: authors image*

Typology	District	Man				Woman			
		0-15	15-30	30-60	60	0-15	15-30	30-60	60
Residential street	Sultanbeyli	32%	4%	4%	4%	27%	8%	18%	1%
	Zeytinburnu	20%	16%	7%	2%	22%	12%	17%	2%
Park	Sultanbeyli	19%	29%	10%	0%	0%	43%	0%	0%
	Zeytinburnu	23%	38%	13%	2%	6%	9%	9%	0%
Playground	Sultanbeyli	29%	7%	8%	3%	25%	10%	19%	0%
	Zeytinburnu								
Sports field	Sultanbeyli	79%	13%	3%	0%	0%	1%	4%	0%
	Zeytinburnu	60%	40%	0%	0%	0%	0%	0%	0%
Shopping street	Sultanbeyli	19%	10%	6%	8%	14%	16%	24%	1%
	Zeytinburnu								
Transport hub	Sultanbeyli	9%	26%	20%	5%	5%	23%	9%	3%
	Zeytinburnu	1%	31%	34%	3%	1%	18%	13%	0%
School	Sultanbeyli								
	Zeytinburnu	50%	0%	0%	0%	47%	0%	3%	0%
Mosque	Sultanbeyli	0%	18%	59%	24%	0%	0%	0%	0%
	Zeytinburnu	0%	27%	37%	37%	0%	0%	0%	0%
Central public space	Sultanbeyli	8%	15%	24%	9%	6%	16%	22%	1%
	Zeytinburnu	5%	27%	33%	8%	4%	12%	11%	0%
NGO	Sultanbeyli	2%	36%	33%	5%	3%	11%	9%	2%
	Zeytinburnu	7%	13%	33%	0%	0%	27%	20%	0%

used by men, who had a lower average age compared to the mosque in Sultanbeyli. Most of the men were walking while observing or talking. These activities were facilitated by the pavement of the square and street.

Central Public Space

The central public space can consist of a square, shopping street, park, or a combination of the previously mentioned. It is spatially characterised by the high quality of the pavement, the absence or less dominant presence of traffic, high-quality street furniture, and high-quality green.

In Sultanbeyli, the central mosque square and the adjacent shopping street were analysed. This space was equally used by (young) adult men and women. The most observed primary activity was walking and some persons were standing. Furthermore, chiefly older men were sitting along the street at the benches and observing the persons passing. In Zeytinburnu, the central shopping street was

analysed, were a similar pattern in sitting occurred. Furthermore, most persons were walking while talking or observing. There were twice as much men compared to women counted. In both situations, the pavement in the middle of the street facilitated walking. While the benches along the street facilitated sitting and observing.

Building of Organisations Supporting Refugees

The last category of spaces is the building and surrounding public space of organisations focusing on the support of refugees. This spatial environment is formed by the sidewalk, the entrance of the building, and the building itself.

In Sultanbeyli, the public space in front of the building of Mülteciler Derneği was analysed. Two-third of the observed persons were male, who were walking, standing or sitting. Women were primarily walking in company with others. Most persons were talking as a secondary activity, some persons were observing or selling food. Many persons were walking on the slightly higher part of the sidewalk that leads towards the entrance of the building. Men tended to sit on the doorstep of the unused closed doors and the kerb. Standing took place in front of the entrance and at the edges of the elevated part of the sidewalk. In Zeytinburnu, MUDEM was observed. This NGO was less frequently visited by persons compared to Mülteciler Derneği. Which resulted in a relatively equal distribution of (young) adult men and women walking along the street. Most persons were observing, some were talking. This activity took primary place in the middle of the sidewalk.

To conclude, each space that was analysed had a different spatial composition and a varying ratio in target groups and behaviour. The sports field and mosque square were more used by men compared to women. Furthermore, children were more present at the residential street, park, playground, and shopping street. In general, women were slightly underrepresented compared to men, except of the analysed residential streets and playground. At some locations, a variety in behaviour was observed while other spaces were mainly used for walking. For example, persons were standing, walking, running and sitting at the residential street, park, sports field, and playground. In Zeytinburnu, the metro stop and the public space in front of the NGO were only used for walking. Furthermore, the bus stop, mosque, the NGO in Sultanbeyli, and shopping street were used for walking and standing.

Interaction Evaluation

To further evaluate the impact of interactions on the integration process, the two groups involved in the integration process should be further analysed. Therefore, a categorisation of refugees and native citizens, based on a similar method as the division of persons into age and gender clusters could be utilised. However, the study on cultural backgrounds of persons in the public space has proven to be very difficult. A division based on spoken language and pronunciation could create the most reliable results. Nevertheless, many persons observed were not talking or were not within earshot. The profiling based on language resulted in 7 persons that clearly spoke a foreign language. This is 0.5 percent of the total population of more than 1400 studied persons.

Other division methods could distinguish different styles of dressing or different form of behaviour. Interviewees with a Turkish background described Syrian refugees based on their style of dressing, the number of children and their darker skin colour. These general characteristics are not proven to be true and could be based on prejudice and the image of refugees that is presented by the media. Therefore, a characterisation based on physical appearance is considered unreliable.

According to the settlement patterns, described in chapter 4.1, refugees and native citizens live side by side in apartment buildings, streets and neighbourhoods. In Sultanbeyli, 7 percent of the total population is a refugee, while this percentage is 10 percent in Zeytinburnu. This would suggest that a similar percentage should have been measured in the systematic observations. However, systematic observations have proven to be insufficient regarding the variable cultural background. Therefore, this thesis will assume that the presence of refugees is corresponding with the percentage of refugees settled in the area. Furthermore, it will rely on the hypothesis that refugees have similar behaviour compared to native citizens.


Interactions in public space can be described as focused or unfocused, see chapter 3.2. Observing can be considered as unfocused interaction, which takes place between an individual and another individual or group. This type of interaction could influence the cultural-religious dimension of integration and in specific the language and cultural knowledge indicator. Talking (and playing) can be considered as focused interaction, which could take place between another individual or group. This type of interaction in public space could positively influence the language and cultural knowledge, social bonds, social bridges, and social links indicator.

The unfocused interactions between persons were primarily observed in the park, playground, sports field, shopping street, mosque, transport hub, central public spaces, and public space surrounding the buildings of organisations that support refugees. In this case, this could increase the language and cultural knowledge of persons with a different cultural background. Simultaneously, persons were talking with people they already knew. They are assumed to be from a similar cultural background. This process is fostering social bonds between persons of the same group that are present in public space.

In two particular types of locations, a more detailed analysis of the interactions can be made. First, research in Sultanbeyli, described in chapter 4.2, showed that refugees had contact with their neighbours in the street. This talking between the two groups could increase the language and cultural knowledge of the other group. Furthermore, this process could result in the establishment of social bridges. On the other hand, talking and playing with persons of the same family or the same cultural background could increase social bonding. A similar interaction pattern and impact on integration can be found at the school. The children that attended the researched school had varying cultural backgrounds and were talking and playing with each other. This will again positively influence the language and cultural knowledge and social bridges indicator. Furthermore, it could positively influence the social bonds between children with a similar background. While the school and residential street have the same evaluation scheme, the frequency of interaction at school will be higher than in the residential street.

Legend

Legal-political dimension

 right and citizenship

Socio-economic dimension

 employment

 housing

 education

 health

 safety and stability

Cultural-religious dimension

 language/cultural knowledge

 social bonds

 social bridges

 social links

Table 4.9: Integration evaluation park, playground, sports field, shopping street, mosque, transport hub, central public space, refugee support building

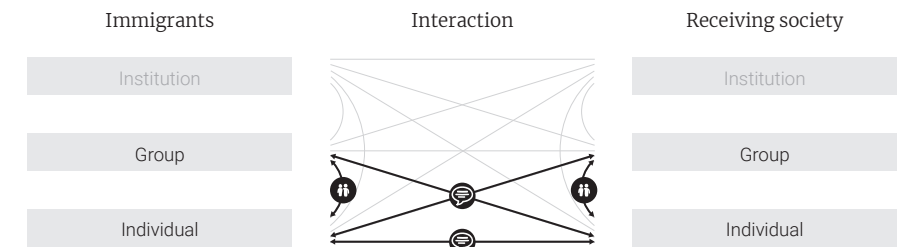
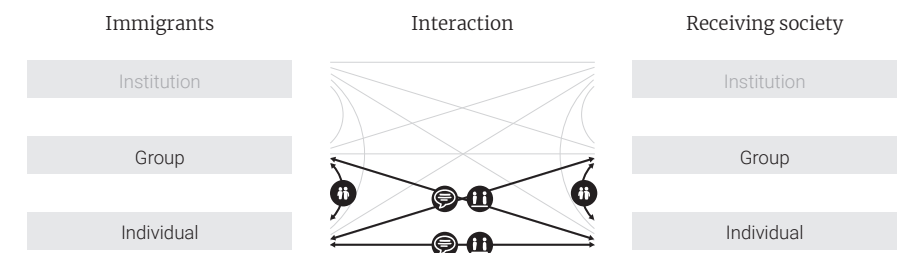


Table 4.10: Integration evaluation school and residential street





Chapter 4.3

Dynamics of Spatial Development

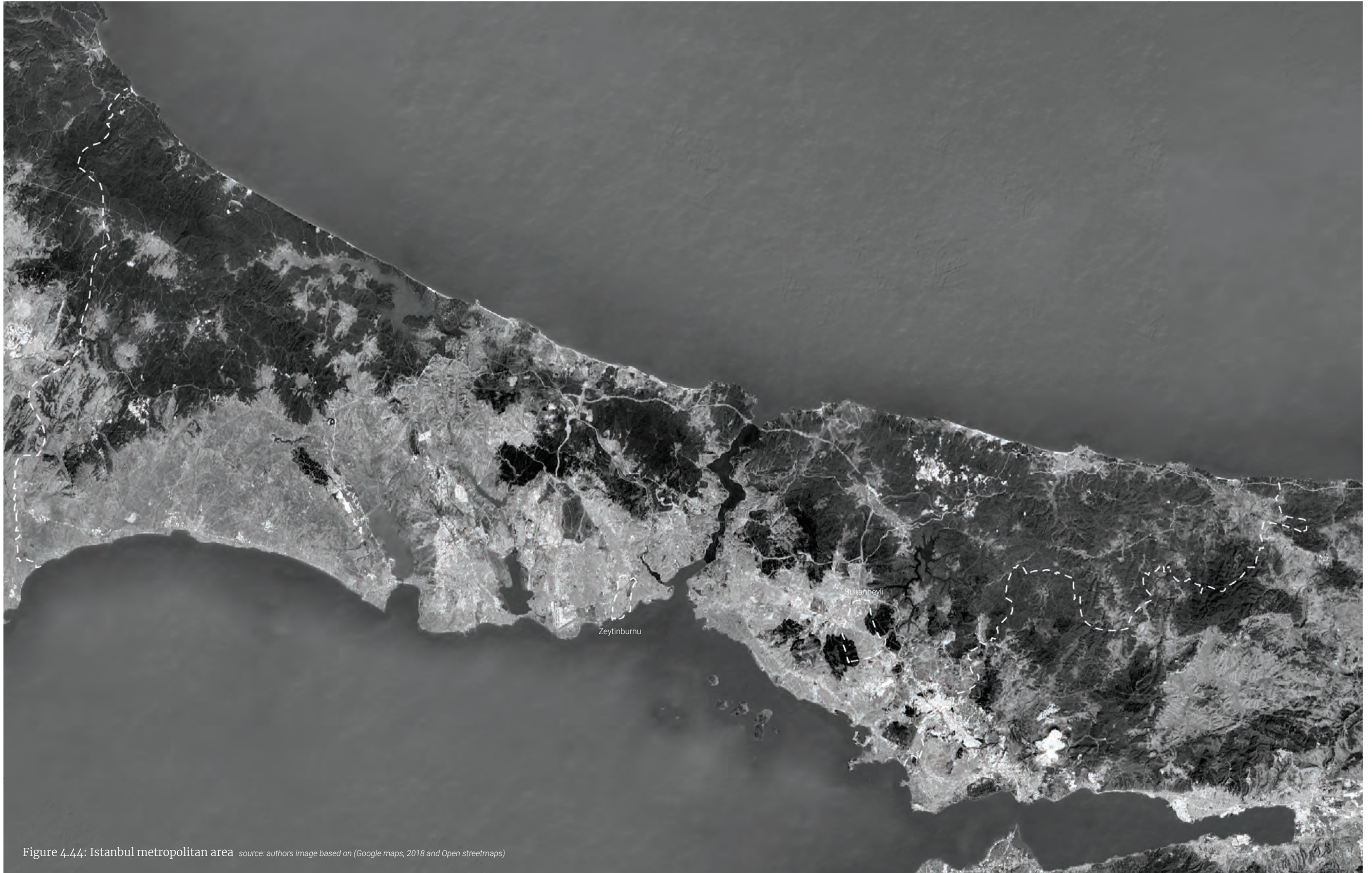


Figure 4.44: Istanbul metropolitan area *source: authors image based on (Google maps, 2018 and Open streetmaps)*

Istanbul

Istanbul is a city with a rich history as the capital of two powerful empires in the Byzantine and Ottoman period. The first settlement dates back to 660 BCE, in the area that is now known as Fatih, near the outlet of the Bosphorus into the Marmara sea, see Figure 4.45. During the last two thousand years, the city grew along both sides of the Bosphorus, on the European and Asian continent. The city developed into a vibrant metropolitan area that houses more than 15 million inhabitants. Therefore, the city is considered as the largest European city and the meeting point between East and West.

During the last 70 years, the city rapidly expanded and faced many challenges related to this population growth. According to Korkmaz and Ünlü-Yücesoy, the city experienced a period of industrialisation and urbanisation between 1950 and 1980. The population grew from one million to five million persons, mainly due to migration from villages in the more rural parts of Turkey. Local authorities were unable to deal with this growth, which resulted in ad hoc, informal housing solutions. Often referred to by the term *gecekondu* housing, which means ‘built overnight’. Additionally, an informal transportation network of the minibus, or *dolmuş* was established (Burdett, 2009; Ünlü-Yücesoy, Korkmaz, Adanalı, Altay, & Misselwitz, 2009). Both the *gecekondu* and minibus are still visible in the current streetscape.

According to Korkmaz and Ünlü-Yücesoy, more than half of the building stock consisted out of informal housing built on government land, empty spaces within the city and at the edge of the industrial areas (2009). During the '80s, a metropolitan municipality was created, with an elected and a rather influential mayor. This created the possibility to take more control over urban development and assist local authorities (Burdett, 2009). This resulted in the legalisation of informal settlements, the building of infrastructure, and the establishment of municipal services. Due to legalisation, the rural immigrants became officially the owner of their houses. This decreased the socio-economic differences in the metropolitan area (Ünlü-Yücesoy et al., 2009). Furthermore, the first *gecekondu* were replaced by higher apartment buildings, maintaining the existing street pattern.

After the '80s, global and local dynamics increased the socio-economic differences and enlarged the segregation between citizens with a modern and traditional lifestyle. Moderns are here considered as people that adapted their lifestyle to western principles (Ünlü-Yücesoy et al., 2009), who are dominant in areas such as Beşiktaş and Kadıköy. While on the other hand, persons with more traditional

Figure 4.45: Diversity of the urban tissue

source: (Fedorenko, 2008)

Figure 4.46: The Bosphorus and Constantinople

source: (Stanford, 1901)



views adhere to local customs and values. This difference is spatially expressed by differences in population characteristics between districts and urban and suburban gated communities (Ünlü-Yücesoy et al., 2009). As described in chapter 4.1, the settlement of refugees in the metropolitan area is increasing this difference.

More recent building projects in Istanbul are characterised by large-scale infrastructure and housing projects. These projects transform the urban fabric drastically. This was accelerated by the implementation of a law in 2005 that allows demolishing historic areas for urban renewal (Gibson & Gökşin, 2016; Ünlü-Yücesoy et al., 2009). Additionally, a law in 2012 allowed the same procedure for buildings outside historic neighbourhoods. These laws aimed to mitigate earthquake risks, created in response to the earthquakes in 1999 and 2011. Especially the neighbourhoods that originate out of informal settlement contain many poorly constructed buildings. However, Gibson and Gökşin argue, urban renewal does not happen at the most vulnerable locations, but at sites where development is highly lucrative (2016).

Besides the earthquake risk, Gibson's work argues that Istanbul is facing other significant environmental challenges. The build of the three highways and three bridges over the Bosphorus river encouraged urban sprawl at the outskirts of the metropolitan area, which is threatening the water resources. Furthermore, the increased car traffic and its congestions are causing air pollution.

Figure 4.47: Development of Istanbul

source: authors image based on (Burdett, 2009; OpenStreetMap contributors, 2018)

- Water
- Build area
- Highway
- Municipal border

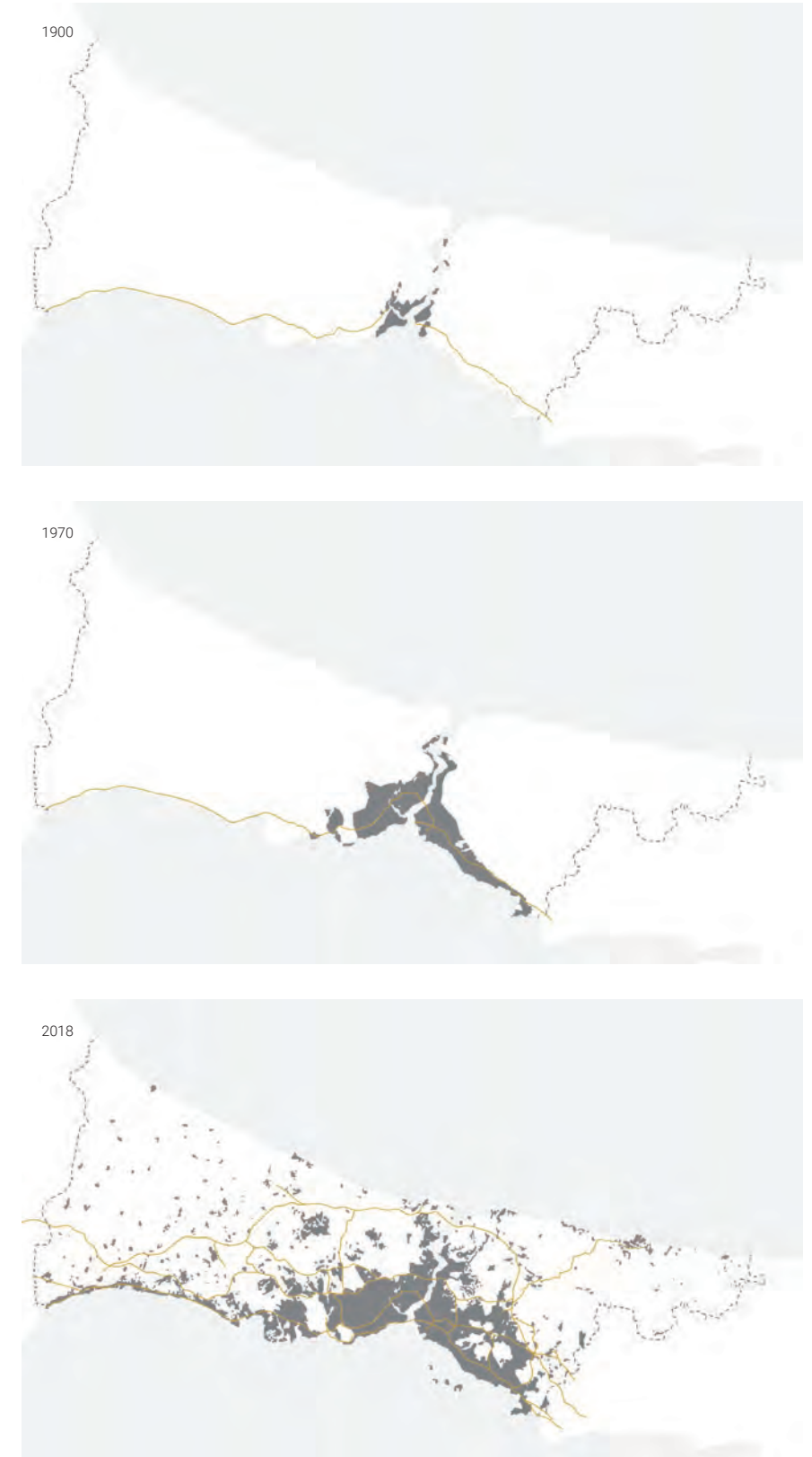




Figure 4.48: Sultanbeyli *source: authors image based on Google maps, 2018 and Open streetmaps*

Sultanbeyli

History

Sultanbeyli district is located at the Anatolian side of Istanbul, in a valley between the Aydos mountains in the southwest and the Kavakli hills in the east. The first settlement dates back to 1930, when rural migrants from Bulgaria settled in the area (Aksu & Yiğit, 2016). The village was located along the prior road between Istanbul and Ankara and grew southwards up to an oil pipeline, see Figure 4.48. The historic centre and the oil pipeline are still visible in the street pattern of today.

The village grew slowly and was formally acknowledged in 1958, the population consisted of around 400 inhabitants during that time. The number of inhabitants gradually increased up to around 4 thousand persons in 1985. However, the build of a new highway, *Otoyol 4* and the *Fatih Sultan Mehmet Bridge*, that was the first connection between the Anatolian and European side of Istanbul, accelerated growth dramatically. Sultanbeyli became a popular migration destination for Turkish citizens living in rural areas all over Turkey. Around 1990, the village had 82 thousand inhabitants and became an official municipality of Istanbul

Metropolitan Area. The population growth continued up to 175 thousand inhabitants in 2000, towards 290 thousand in 2010 and currently, 325 thousand citizens live in Sultanbeyli (Aksu & Yiğit, 2016; Erdoğan, 2017a).

This rapid growth and urbanisation process is characterised by *gecekondu* housing. This type of housing is still visible in the current streetscape, see for an example Figure 7.4. During the last decades, the one-story housing, large gardens for farming and empty plots are replaced by apartment buildings. Additionally, existing apartment buildings are extended with extra floors to increase the capacity (Aksu & Yiğit, 2016). This transformation of Sultanbeyli, from a rural village to a densely populated suburb, can be characterised as an informal process. First inhabitants build illegally on the lands, this problem was eventually solved. However, during the last 30 years, inhabitants continued to build without permission of the municipality. An inhabitant described this process: ‘first, they build the building, afterwards they ask for the permission’.



In recent history, the first gated communities were constructed in the northern part of the district, see Figure 4.48. Furthermore, residential buildings were legalised and incorporated in the registration system of the municipality. However, while the buildings were registered, many building owners illegally built additional floors. Figure 4.51 shows an example of this kind of structure that varies in materials and quality. The rapid urban growth caused several challenges. First, a part of the housing stock is poorly constructed, due to short construction times, the informal character of the building process, and additional floors. Secondly, wastewater was collected in open streams that lead to the lowest point between the hills. This is also a problem that other municipalities were facing. As a consequence, the metropolitan municipality started to dig deeper ditches to anticipate flooding, see for an example of a newly build stream Figure 4.52.

Furthermore, the municipality invested in the construction and improvement of central public spaces. For instance, Gölet Park is transformed from a wastewater collection point to an urban park with a diverse set of facilities, see Figure 7.6 and Figure 7.7. Another example is Fatih Boulevard, the major shopping street and the former main connection road between Istanbul and Ankara. In 2006, the road was partially put underground, a measure that was also applied in other districts in Istanbul. This made room for a town square. Last year the town square was extended by the transformation of the area surrounding the central mosque and the rebuilding of the mosque itself, see Figure 7.5. In addition to those centrally located public spaces, smaller parks and sports fields were built and improved and several new mosques were constructed throughout the district.

Policy

The general policy for 2015–2019 of the municipality envisions the district as “*Kendini ve kentini geliştiren belediye*” [an improved district which, by doing so, improves Istanbul in general] (Sultanbeyli Belediyesi, 2015, p. 102). Their mission is “*insanların ortak ihtiyaçlarını karşılayarak kentin yaşam kalitesini arttırmak*” [improve the quality of life by fulfilling the common needs of citizens] (Sultanbeyli Belediyesi, 2015, p. 102). The policy contains ten strategic objectives, of which four deal with the urban development of the district: zoning and real-estate management, environment, infrastructure and public space, and transportation management. These strategic areas and the related goals and projects will be further discussed (Sultanbeyli Belediyesi, 2015, p. 103).

The strategic area of zoning and real-estate management deals with the development of residential areas in the district. The municipality aims to ensure that residential development fits within the zoning plans, better monitor development, and prevent illegal construction. Furthermore, they aim to create an up-to-date data system regarding properties and zoning, ensure that this is aligned with the national data system, and make the data accessible for citizens.

Figure 4.50: Appropriation of public space Sultanbeyli

source: authors image



Figure 4.51: Temporary structures Sultanbeyli

source: authors image



Additionally, they want to rebuild poorly constructed residential buildings (Sultanbeyli Belediyesi, 2015, p. 108). Projects that are executed in this context are the implementation of a masterplan, in line with the metropolitan municipality. The granting of building permits for larger residential projects, often fenced, with buildings that contain at least 10 floors or more and a green area in the middle. Demolition of several unsafe buildings, that will be replaced by new residential apartment blocks. Furthermore, the municipality is working on an online

information system that includes data on every single building in the district (Sultanbeyli Belediyesi, 2018, pp. 72–82).

The strategic area of environmental management focuses both on environmental awareness and the impact of the environment on the health of citizens. Therefore, the municipality aims to increase the quality and quantity of green areas, establish better waste collection and recycling of waste, better control over street animals living in the district, and create a clean public space (Sultanbeyli Belediyesi, 2015, p. 110). These goals are translated into a set of projects. For instance the improvement of existing parks and playgrounds by increasing the number of amenities such as more benches, playground equipment, and covered sitting facilities. Other projects are more related to activities; improved maintenance of lawns, bushes and trees, extra waste collection points, school excursions to the waste collection service of the municipality, and periodical cleaning of empty grasslands, creek beds and the edges of the forest (Sultanbeyli Belediyesi, 2018, pp. 86–99).

The strategic area of infrastructure and public space aims to increase the quality of the infrastructure by the renewal of existing infrastructure and by managing the build of new infrastructure projects. Example projects are the renewal and widening of existing roads, the renovation of the façade of some public buildings, plans to build new public buildings, the build of neighbourhood monuments on traffic roundabouts, and the extension of the rainwater and sewage system (Sultanbeyli Belediyesi, 2018, pp. 106–117).

The strategic area of transport focuses on increasing the capacity of infrastructure and traffic safety. There are many large infrastructure projects within this strategic area, that is closely related to the transport department of the metropolitan municipality. The metropolitan municipality aims to build three new metro lines, with four stations in the district. One of these is in an advanced stage, the others are more uncertain. Furthermore, there are plans to build a high-speed underground train with a stop in Sultanbeyli and a ropeway which connects the mountains with the centre of the district (Sultanbeyli Belediyesi, 2018, pp. 182–185).

To conclude, the municipality of Sultanbeyli seems to be increasingly involved in the management of spatial development. Their policies aim to control and regulate urban growth. They are especially focused on the larger residential and infrastructure development, for instance, new metro line(s), an extension of the sewage system, and the build of large residential gated communities. Their power regarding small scale spatial changes is more limited. They do execute projects to refurbish parks and public spaces, add new playground facilities, or maintain trees and bushes. However, these projects focus on a limited number of locations. Small temporary and more permanent spatial changes are often made by residents without permissions, see Figure 4.49, Figure 4.50, and Figure 4.51.

Figure 4.52: Illegally build floor

source: authors image



Figure 4.53: New sewage infrastructure

source: authors image





Figure 4.54: Zeytinburnu source: authors image based on (Google maps, 2018 and Open streetmaps)

Zeytinburnu

History

The first traces of settlement in the district date back to the Byzantine period, when the wall and a fortress near the sea marked the border of the city of Constantinople. The fortress deteriorated during the centuries and was later called *Seytin Burum*, which meant, cape of the olive trees, which later resulted in the name Zeytinburnu (Stanford, 1901). During the 19th and beginning of the 20th century, Zeytinburnu developed as an industrial village. It was inhabited by a mix of Greeks, Armenians, Bulgarians, Jews and Turks (Elicin, 2018). The area in the south, near the sea, was very well suited for leather production. During the last decades, industrial leather production moved to other parts of the metropolitan area. Nevertheless, there are still many shops that sell leather and fur in the southern part of the district.

After 1950, a large group of Turkish citizens from the rural villages settled in the district. It was one of the first *gecekondu* districts of Istanbul. The first buildings were one-story buildings; after 1970, those buildings were replaced by multi-storey apartment buildings (Zeytinburnu Belediyesi, n.d.). Most of the buildings contained a textile workshop in the ground floor and basement. This

gave the district an industrial character. Many of the apartment buildings were constructed without legal permission and have construction problems. A small part of Zeytinburnu is marked as high-risk earthquake by the national government (Gibson & Gökşin, 2016, fig. 3). This resulted in the redevelopment of the area, in the form of gated communities with high rise buildings.

During the last decades, the population of the district changed due to a migration influx from Central Asian countries (for instance Afghanistan, Uzbekistan and Uyghurs from China) and Syria (Elicin, 2018). Furthermore, many investments in infrastructure and public space changed the appearance of the neighbourhoods. Existing parks were further expanded and more benches, playgrounds and walking routes were created, see for instance Figure 7.10. Additionally, central public spaces such as 58 Boulevard were refurbished. The build of a new metro line that crosses Zeytinburnu in the south is accelerating the demolition of older apartment buildings further. The metro line will be in use very soon and around the station new high rise residential buildings start to evolve.



Policy

The general policy of the municipality for 2015 to 2019 includes four strategic fields; urban development and regeneration, social life and cultural development, resource generation and service planning, governance and relationship management. Their vision is: “Zeytinburnu'nda yaşayanların tüm kentsel ihtiyaçlarının karşılandığı, örnek bir ilçe olarak, markalaşmış belediyecilik anlayışımızı geliştirerek sürdürmek.” [To be an exemplary district where all the needs of all people living in Zeytinburnu are met, by being aware of the urban dynamics and the further development of the branding of the municipality.] (Zeytinburnu Belediyesi, 2015, p. 54). Within this strategy, the strategic field of Urban Development and Regeneration deals with the spatial development of the area.

Within the strategic field that concerns spatial development, six sub goals are formulated (Zeytinburnu Belediyesi, 2015, p. 62). The municipality aims to: stimulate further urbanisation of the district by preserving historic values, promote Zeytinburnu as a cultural centre within the scope of the old city wall, establish one of the major commercial centres of Istanbul, strengthen the relationship between residential and open areas, increase the amount of sports, social, and cultural facilities, and ensure transport and traffic safety.

The stimulation of further urbanisation by preserving historic values is achieved by varying projects of the municipality. First, they maintain and restore the most important public and historic buildings. Secondly, they aim to demolish the unlicensed and risky buildings (Zeytinburnu Belediyesi, 2015, p. 68). The municipality appointed high-risk areas according to the law that was implemented in 2012, see the paragraphs about Istanbul. Six high-risk areas were selected, varying in size from ten to twenty apartment buildings to an area of 15 hectares (Zeytinburnu Belediyesi, 2017, p. 164). The existing structures will be demolished and new gated communities with a new street pattern and high rise buildings will be built soon. These new large urban developments will be built without consideration of the existing historic values.

The subsequent sub goals focus on one specific project within the district municipality. The second subgoal, promoting Zeytinburnu as a cultural centre, only concerns the area along the historic city wall of Istanbul. This area is described as the culture valley and comprises a set of public buildings, a park and historic remains of the city wall. These are all built and maintained by the municipality. The third subgoal, establishing one of the major commercial centres focuses on the creation of a new commercial centre. This will be achieved by lobbying for a new port and a related shopping centre. The fourth sub goal focuses on the relationship between the green open areas and the residential streets. This goal will be achieved by building a new park (Çırpıcı Kent) and the expansion and refurbishment of Zeytinburnu park. Furthermore, a continuing green park along and above the new metro line will be built.

The fifth sub goal aims to increase the number of sports, social, and cultural facilities by using the opportunities of urban renewal. The municipality is continuously exploring the possibilities to extend and build new schools, mosques and sports complexes. Furthermore, the municipality wants to build a Planetarium museum in the district. The last subgoal, ensuring transport and

Figure 4.56: Appropriation of public space Zeytinburnu

source: authors image



Figure 4.57: Temporary structures Zeytinburnu

source: authors image



traffic safety focuses on the establishment of new parking lots and the maintenance of the streets.

To conclude, the municipal policy aims to use the potential of new infrastructure and urban renewal to improve the quality of the housing stock and create more services. They are especially focused on the larger residential projects that replace existing neighbourhoods and public infrastructure development. For instance, the new metro line in the south of the district and the large residential gated communities surrounding the metro stop. Their power regarding small scale spatial changes is more restricted. They do pay attention to the parks and central public spaces; however, these projects are limited in number. Small temporary and more permanent spatial changes are often made by residents without permissions, see Figure 4.55 and Figure 4.56.

Figure 4.58: Temporary spatial elements
Zeytinburnu

source: authors image



Figure 4.59: New urban development

source: authors image





Chapter 4.4

Conclusion

Conclusion

Refugee Settlement and Responses

The different settlement typologies of refugees are found in a varying configuration in the Middle East. Turkey, Jordan and Lebanon are accommodating a significant part of the refugee population, of whom more than 80 percent lives in urban, unplanned, individual housing. Refugees settled in smaller cities near the border or in metropolitan regions such as Amman, Istanbul or Ankara. The appearance of housing strongly differs because of local conditions such as the size of the city, location and local building traditions.

The settlement of refugees within the metropolitan area of Istanbul follows a pattern based on existing differences of the districts. Refugees tend to settle in districts with a lower quality of life, a more religious tendency and a lower property value. Job opportunities are the primary reason for refugees to settle in Istanbul. The two researched districts, Sultanbeyli and Zeytinburnu both have got a large Syrian refugee population, mainly originating from Aleppo. Zeytinburnu has as well a large population of refugees originating from Central-Asian countries. In both districts, refugees are dispersed over the territory. In Zeytinburnu, there are some clusters of refugee shops and restaurants based on different migration backgrounds.

Table 4.11: Policy evaluation

source: authors image

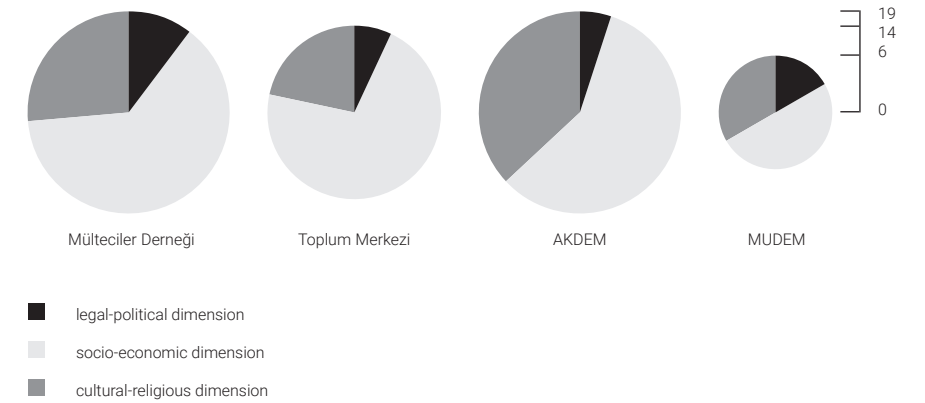
	legal-political	socio-economic	cultural-religious
Middle East (3RP)	-	+	-
Turkey	-	+	-
Istanbul metropolitan area	?	?	?
Sultanbeyli	±	+	-
Zeytinburnu	-	+	±

The humanitarian response is internationally coordinated by the WHO, with different OCHA branches in the affiliated countries. National governments are the key-actors in the coordination of the national response. They are supported by national and international NGOs from the different clusters. They assist in the coordination, raise large amounts of funding and advocate for solutions. There is a second type of NGO, which can operate on a national scale with several branches or has one specific location. This type of NGO works across clusters and receives

Figure 4.60: Syrian refugee family in Turkey

source: (Yücel & Sancha, 2016)

Table 4.12: Comparison impact NGO's source: authors image



funding from the first type of NGO, the national and local government. This type of NGO is active in Sultanbeyli and Zeytinburnu.

In Sultanbeyli, there are two NGOs who respond on the need of refugees; Mülteciler Derneği and Toplum Merkezi. Mülteciler Derneği appears to be very successful in establishing cooperations and finding resources. Toplum Merkezi can be considered as an amalgamation, that is part of a powerful national organisation but has local branches that directly deliver support. In Zeytinburnu, two organisations are active; AKDEM and MUDEM. AKDEM is executing similar activities as the NGOs mentioned before. However, the organisation is part of the Department of Social Services of the municipality of Zeytinburnu. Therefore, it is less focused on the cooperation and raising funds from international NGOs. MUDEM is a smaller NGO and part of a national organisation that has several branches in other cities in Turkey. The local NGOs operate without a policy and base their program on an ad-hoc approach that directly responds on occurring problems.

The organisations that are active in Sultanbeyli and Zeytinburnu have a varying impact on the local integration process. See for an overview table 4.12. First of all, the number of programs differ. MUDEM is quite small compared to the other three organisations. Secondly, there is a different ratio in the dimensions of integration. They all have a comparatively large amount of projects focused on the socio-economic domain of integration. AKDEM and MUDEM focus on cultural-religious integration as well. The legal-political dimension is underrepresented in all organisations. However, this dimension is to a large extent a concern of the national government.

There are various challenges due to the settlement of refugees, some being present through all scales while others appear to be location-specific. First of all, the unpredictability of the conflict in Syria creates contradictory expectations by Syrian refugees and their receiving societies. There is no national agreement on the future stay of refugees in Turkey, which results in temporal legal solutions and no legal-political integration. However, the local governments of Zeytinburnu and Sultanbeyli expect that at least a part of the population will stay permanently.

Furthermore, the multi-interpretable legal framework creates significant variations in support for refugees and a large financial burden for municipalities that decide to help. This is aggravated by the settlement preference of refugees, who are more likely to settle in the disadvantaged districts of Istanbul. Additionally, this settlement preference deepens the existing socio-economic and religious segregation in the metropolitan area of Istanbul. The difficult socio-economic situation is a concern at all levels. The large refugee influx highly impacted both the labour and housing market. This is particularly visible in areas that received a lot of refugees, for example, the metropolitan area of Istanbul or the south-eastern provinces of Turkey. A decrease in wages and an increase in renting costs create tensions between the refugee and receiving society. Especially in Zeytinburnu, this is a major concern due to the escalation of the conflict. The situation in Sultanbeyli appears to be calmer, many refugees have contact with their neighbours and received a form of help.

The policy of 3RP for the Middle East and Turkey assumes that voluntary repatriation is the final durable solution. Because of this, no further steps are taken to legally integrate refugees in the system and grant citizenship to them. The policy has a focus on the socio-economic aspects of the integration process, to increase self-reliance and generate access to education and health care services. Besides vocational training, cultural-religious integration is not a high priority. All operations are executed by strengthening existing government bodies and only when necessary, by implementing additional measures.

The humanitarian response in Middle Eastern countries is similar; however, local actions seem to widely differ. The multi-interpretable legal framework of the national government of Turkey results in varying responses among local governments. Any policy on the metropolitan level is absent and the municipal policy is implicitly acknowledging their goal to support refugees. However, the annual reports, who are linked to the long-term policy describe a variety of projects. Sultanbeyli acknowledges refugees as citizens and even established a refugee council to engage with their interest. Zeytinburnu puts a lot of effort into the aspects that are concerned with the cultural-religious integration of the varying groups of refugees in their district. The unilateral policy approach on the national and international scale differs from the local municipal responses.

To conclude, the main actors that influence the integration process from a governance perspective are the national government, international NGOs, the district government of Sultanbeyli and Zeytinburnu, and the local operating NGOs. These actors have a varying impact on the integration process, see table 4.11 and 4.12 for a specification per actor.

Interaction in public space

Besides the impact of the larger actors, interactions between refugees and the receiving society determine the direction and outcome of the integration process. Therefore, the interactions in the public space of Sultanbeyli and Zeytinburnu were further analysed. Interactions take place in varying spatial configurations, that can be catalogued based on their function. This set of spatial typologies consists of the residential street, park, playground, sports field, shopping street, transport hub, school, mosque, central public space, and building of organisations that support refugees.

Each space that was analysed had a different spatial composition and a varying ratio in target groups and behaviour. The sports field and mosque square were more used by men compared to women. Furthermore, children were more present at the residential street, park, playground, and shopping street. In general, women were slightly underrepresented compared to men, except for the analysed residential streets and playground. At some locations, a variety of behaviour was observed while other spaces were mainly used for walking. For example, persons were standing, walking, running and sitting at the residential street, park, sports field, and playground. While in Zeytinburnu, the metro stop and the public space in front of the NGO were only used for walking. Furthermore, the bus stop, mosque, the NGO in Sultanbeyli, and shopping street were mostly used for walking and standing.

To further evaluate the impact of interactions on the integration process, the two groups involved in the integration process were further analysed. The study on cultural backgrounds of persons in the public space was very difficult. Refugees and native citizens live side by side in apartment buildings, streets and neighbourhoods. Therefore, the thesis assumes that the presence of refugees in public space is corresponding with the percentage of refugees settled in the area. Furthermore, it will rely on the hypothesis that refugees have similar behaviour compared to native citizens.

The interactions between refugees and the receiving society observed at the park, playground, sports field, shopping street, mosque, transport hub, central public spaces, and public space surrounding the buildings of organisations that support refugees are positively influencing the cultural-religious dimension of the integration process. Specifically the language and cultural knowledge and social

bond indicator. The analysed residential street in Sultanbeyli and school were differently evaluated. The cultural-religious integration was positively influenced by the language and cultural knowledge, social bonds, and social bridges indicator. To conclude, the various public space typologies and their related spatial conditions influence the presence of target groups. This influences their interactions and with whom persons interact. This results in varying evaluation outcomes, based on the spatial typology and target groups.

Dynamics of spatial development

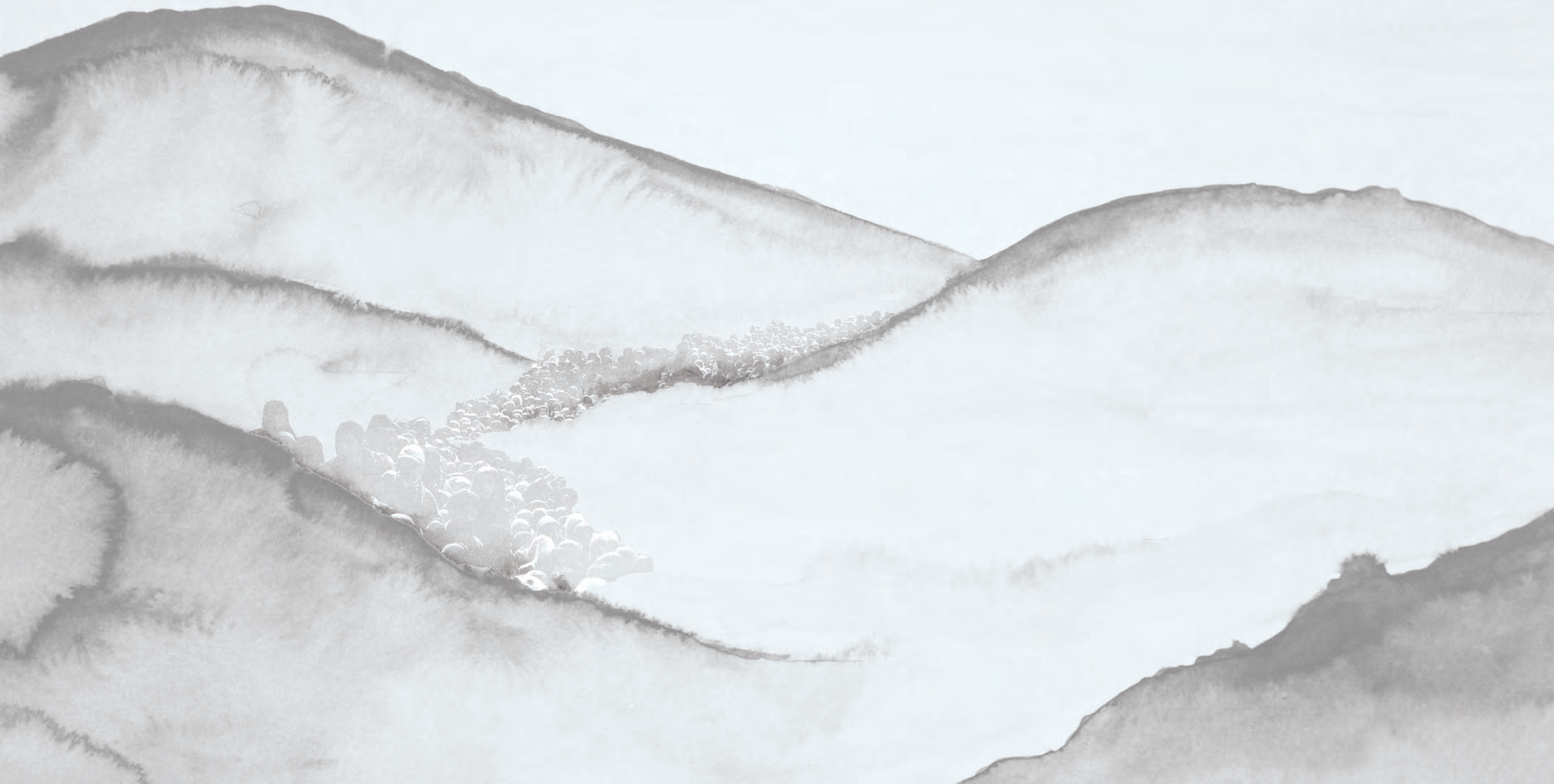
Istanbul is a city with a rich history and rapidly expanded the last seventy years. Between 1950 and 1980, the city experienced a period of industrialisation and urbanisation. The city grew from one to five million inhabitants and this resulted in ad hoc, informal housing solutions. In the 80's more than half of the total housing stock consisted out of informal buildings. A period of legalisation created the possibility to build infrastructure and introduce municipal services. During this period, the socio-economic differences in the metropolitan area decreased.

However, after the '80s, global and local dynamics increased the socio-economic differences and enlarged the segregation between citizens with a modern and traditional lifestyle. The recent settlement of refugees in the metropolitan area is increasing this difference further. Recent urban developments are characterised by large-scale infrastructure and housing projects, often referred to as gated communities. These projects transform the urban fabric drastically and were accelerated by a set of laws that enables municipalities to better mitigate earthquake risks. However, new developments seem to primary focus on lucrative projects.

The municipality of Sultanbeyli seems to be increasingly involved in the management of spatial development. Their policies aim to control and regulate the urban growth. They are especially focused on the larger residential and infrastructure development, for instance, new metro line(s), an extension of the sewage system, and the build of large residential gated communities. The municipal policy of Zeytinburnu aims to use the potential of the new infrastructures and urban renewal to improve the quality of the housing stock and create more services. They are especially focused on the larger residential projects that replace existing neighbourhoods and public infrastructure development. The policy approach of the two municipalities regarding spatial development can be considered as similar. The power of the municipality of Sultanbeyli and Zeytinburnu regarding small scale spatial changes is more limited. They do execute projects to refurbish parks and public spaces, add new playground facilities, or maintain trees and bushes. However, these projects focus on a limited number of locations. Small temporary and more permanent spatial changes are made by residents without permissions.

Chapter 5

Spatial Strategy



Characteristics of a Spatial Strategy

This chapter is built around an approach derived from regular urban planning practice, integration theory and the analysis of the humanitarian and spatial conditions in the Middle East. The chapter starts with the outline of the approach and will conclude with a tailor-made proposal for Sultanbeyli and Zeytinburnu. The underlying principles for the approach will be further explained in the upcoming paragraphs.

In recent urban planning practice, two types of planning are regularly used to steer the long-term spatial development; the masterplan and the spatial strategy. According to Nadin, professor of spatial planning, the masterplan aims to reach specific objectives and utilises zoning to create specific outputs. A masterplan consists of a precise map, that regulates land use. A spatial strategy aims to achieve a goal or a set of goals and uses a vision and policies to guide towards outcomes. A spatial strategy results in an abstract design concerning a broader context, it makes a statement about the society, economy and culture (Nadin, 2017). It aims to weave together social, economic, environmental dimensions of what makes a place (Healey, 1998).

Both planning practices have their strengths and weaknesses and depending on the context one fits better than the other. This thesis focuses on refugee integration in the urban environment. This long-term process deals with a wider societal context that concerns a legal-political, socio-economic, and cultural-religious dimension. The process is influenced by a broad set of actors, interrelated across scales and sectors. A masterplan seems to be a misfit in this setting, therefore, the thesis will further explore the potential of a spatial strategy.

Healey describes strategy-making as a “... process of deliberative paradigm change. It aims to change cultural conceptions, systems of understanding and systems of meaning. It is more than just producing collective decisions. It is about shifting and re-shaping convictions” (Healey, 2017, Chapter 6). Stakeholders have varying conceptualisations of the territory, and spatial strategy making should aim to create a mutual conception of the territory and build durable relations between the key stakeholders. This process consists of *reading* the city, discovering the manifold readings, discussions about the various readings, and reworking the meanings of the city to a mutual image (Healey, 2002). This mutual understanding results in a “... a vocabulary of concepts and metaphors which come to frame how key players think about and justify their investment and regulatory decisions” (Healey, 1998, p. 244).

Figure 5.1: A set of conceptual projects

source: authors image

The vocabulary of concepts and metaphors, described by Healey are generally expressed in a *vision* and a related set of goals. This thesis considers the vision as “... a cognitive set of material and immaterial pictures of a certain territory’s future ...” (Ek & Santamaria, 2009, p. 9). This cognitive set of pictures can consist of images (icons, diagrams, visualisations, or maps) and words. Nadin distinguishes four types of visions; it could function as a masterplan, a forecast, an utopia/dystopia, or a mission statement. This thesis will primarily use the vision as a mission statement, that sets down the principles that should govern the long term decision making (Nadin, 2017). The spatial strategy of this thesis will both discuss the process which forms the strategy and two exemplary outcomes.

Scope

A spatial strategy deals with the long-term development of the built environment, which could vary in scale from a country, region to neighbourhood size. In chapter 3.1, the analysis of refugee settlement and humanitarian responses has proven that spatial conditions tend to vary across countries, regions, and within the metropolitan area of Istanbul. On the international and national level, a policy is steering towards increased socio-economic integration of refugees. The local conditions tend to vary because of ad-hoc solutions being implemented without long-term policies. Therefore, this thesis will develop a spatial strategy for the local level, which recognises specific local conditions and enables local actors to place their operations into a long-term perspective.

The focus on the local level highly influences the scope of the vision. The legal-political dimension of integration is considered to be beyond the scope of the project since it deals with the national issue regarding citizenship. Furthermore, the existing humanitarian response often focuses on socio-economic integration, see chapter 3.1. This dimension of integration receives much attention on the local level, while on the metropolitan scale, existing socio-economic differences are increasing. Cultural-religious integration is less part of the projects executed by local NGOs, while it is as important as the other two dimensions. This type of integration has proven to primarily occur outside of the building of the NGOs in public space.

The combination of an emphasis on the local level, insufficient attention to cultural-religious integration, and the potential of the public realm as facilitator create a focus on public space. *A spatial strategy should aim: to increase the cultural-religious integration of refugees and the receiving society, by employing the potential of public space.* The broader context of the national and regional scale will be discussed as a boundary condition in which the spatial strategy would have the most optimal result.

This focus is further developed according to the evaluation framework described in chapter 2. The indicators language and cultural knowledge, social bonds, social bridges, and social links together indicate the degree of integration in the cultural-religious dimension. The establishment of social bonds takes place in the private sphere, that is family and friends with a similar background. This indicator is considered to be outside scope of the project. First, existing social ties are often the reason for refugees to settle in an area, this enables them to relatively easily fulfil in this need. Secondly, maintaining social bonds primarily occur in the private space, which is considered to be beyond the scope of the project, see chapter 2.

On the other hand, public spaces are an important facilitator for the integration process by facilitating access to language and cultural knowledge, social bridges and social links.

This results in a set of design goals, which can be achieved to different extent in the spatial strategy making process. Access to language and cultural knowledge can be facilitated by increasing access to information and unfocused interaction. Increased access to information can be passively transported by objects or actively by interaction from person to person. Unfocused interaction consists of observing the behaviour of others within a space. This type of interaction enables persons to learn about each other's culture and customs. The establishment of social bridges can be facilitated by focused interaction and shared activity. Focused interaction consists of talking with another person. The last goal, increasing social links, can be supported by facilitating collaboration. There is an important difference between shared activity and collaboration, collaboration is an activity in which persons work together to achieve the same target. While sharing the same activity on itself doesn't have to mean that there is a mutual goal to achieve.

Figure 5.2: Design goals

source: authors image

Increase language and cultural knowledge



Increase access to information



Facilitate unfocused interaction

Establish social bridges



Facilitate focused interaction



Facilitate shared activity

Establish social links

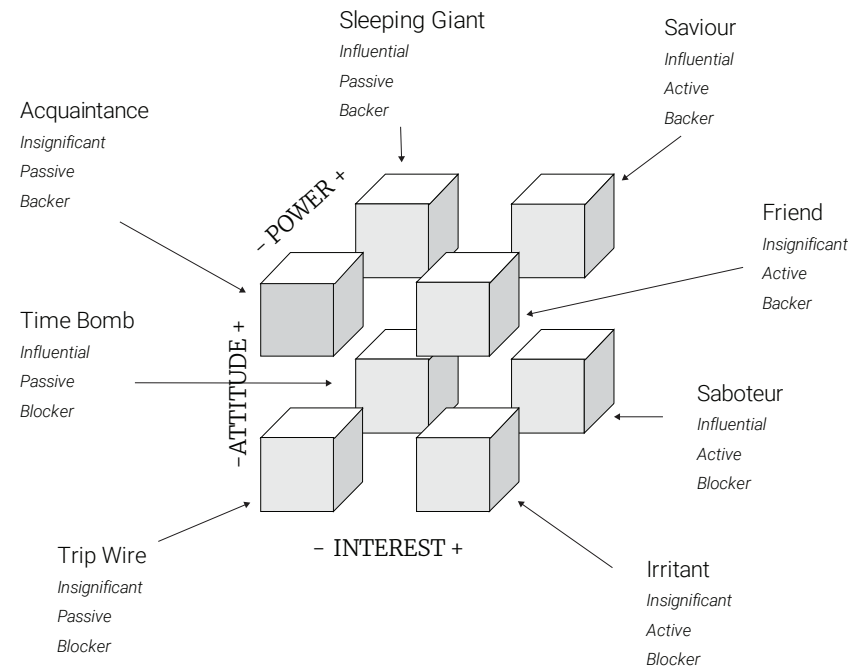


Facilitate collaboration

On the individual level, the design goals are consecutive to a certain extent. However, it is impossible to evaluate these steps on the group level because persons have varying arrival times, backgrounds, capacity and willingness to integrate. See for a more detailed description of the integration process and its dynamics chapter 3.2. This results in varying interests among different refugee groups. Therefore, the goals should be utilised first to evaluate the existing situation and consequently prioritise these goals based on the local conditions.

Figure 5.3: Stakeholder cube evaluation model

source: image adjusted from (Murray-Webster & Simon, 2006)



Stakeholder Involvement

As described in the previous subchapter, a set of key actors will be involved in the spatial strategy making process. These actors can be identified by analysing the humanitarian operation process, see chapter 3.1. In Sultanbeyli and Zeytinburnu, the main stakeholders are the NGOs, municipality, international NGOs, citizens (both refugees and native), local companies, and executives of the schools and larger parks. Furthermore, a team of external process facilitators, specialised in urban planning and refugee integration, is needed to support the process.

The degree of involvement of actors can be defined according to the *interests*, *attitudes*, and *power* model of Murray-Webster and Simon, see Figure 5.3. The factor of power can be measured according to the ability of an actor to influence the integration process. This influence can be created by their position, their resources or their authority as a leader or expert. The interest of actors can be evaluated based on the level of activity; a stakeholder can be passive or active. The attitude of a stakeholder can be measured according to the degree of support or resistance to refugee integration (2006). This results in eight categories of stakeholders, who have a different role within the process. The *saviour* can be the driving force behind the spatial strategy, supported by the *friend* and *sleeping giant*. The *saboteur* and *irritant* should be involved to allow them to cooperate or disengage after engaging. Furthermore, actors that are an *acquaintance* should be informed on a regular basis. The last two stakeholders, the *time bomb* and *trip wire*, should be monitored and understood to anticipate their actions.

The saviour is the most important actor within the spatial strategy making process. Therefore, the team of external experts should collaborate with this main stakeholder to create a spatial strategy. In general, NGOs can be considered as the saviour because they are the expert regarding refugee integration for the area of interest and have considerable resources. Furthermore, they are primarily aiming to support refugees, which creates a high interest and high level of activity. The municipality could be a saviour too, especially regarding the spatial aspects of refugee integration. However, their status depends on the willingness of local authorities to support refugees. Elections can create a lack of interest in the long-term process or a frequently changing attitude, see chapter 2. The interest of the actor into refugee integration is in this case leading above their power regarding spatial changes. Therefore, the spatial strategy making process will focus on the NGO as the driving force.

Collaborative Design Process

In the first subchapter of chapter 5, the importance of the spatial strategy making process itself was stressed. The spatial strategy should be a result of a collaborative process between key stakeholders, this process can be understood as a design process which consists out of four steps; *discovering*, *defining*, *developing*, and *delivering*. This process is based on the double diamond model, developed by the Design Council (2005). This model approaches the design process as a sequence of divergence and convergence. The double diamond model is complemented with an *initiation*, *preparation* and *implementation* phase to fully cover the scope of the spatial strategy, see Table 5.1.

Within the process, actors play varying roles, based on their attitude, power and interest. The local NGO is the key actor and within this organisation different groups can be identified; the executives, normal employees and a spatial strategy team. The executive level focuses on the general direction of the organisation. The degree to which this group is involved depends on the size of the NGO. For instance, over-all executives play a relatively small role if an organisation has several branches in different cities. While executives of a smaller organisation that operates on one location will be highly involved in the spatial strategy making process. Furthermore, employees (both paid and volunteers) will have their own opinions and experiences who can be highly valuable. Therefore, a project team that will create the spatial strategy needs to be established. This project team should be a mix of the executives and normal employees, the ratio depends on the organisation structure of the NGO.

The upcoming paragraphs will discuss the phases, output, roles of stakeholders and methods throughout the collaborative design process. The initiation phase consists of creating a shared understanding amongst the spatial expert team, the executives of the NGO, and possibly an external funder in the form of an international NGO.

This step entails a presentation about the approach of the spatial expert team and several meetings. This stage should result in a budget, funding agreement and the start of the preparation of the project.

The next stage aims to gather information about the local conditions and organisation structure of the NGO. To be able to start the first step of the design process, the spatial experts should conduct a site visit, prepare the analysis and design methods and have an understanding of the spatial and actor context in which they will operate. During this phase, the executives of the NGO, employees of the NGO, citizens and local stakeholders could provide information. This will result

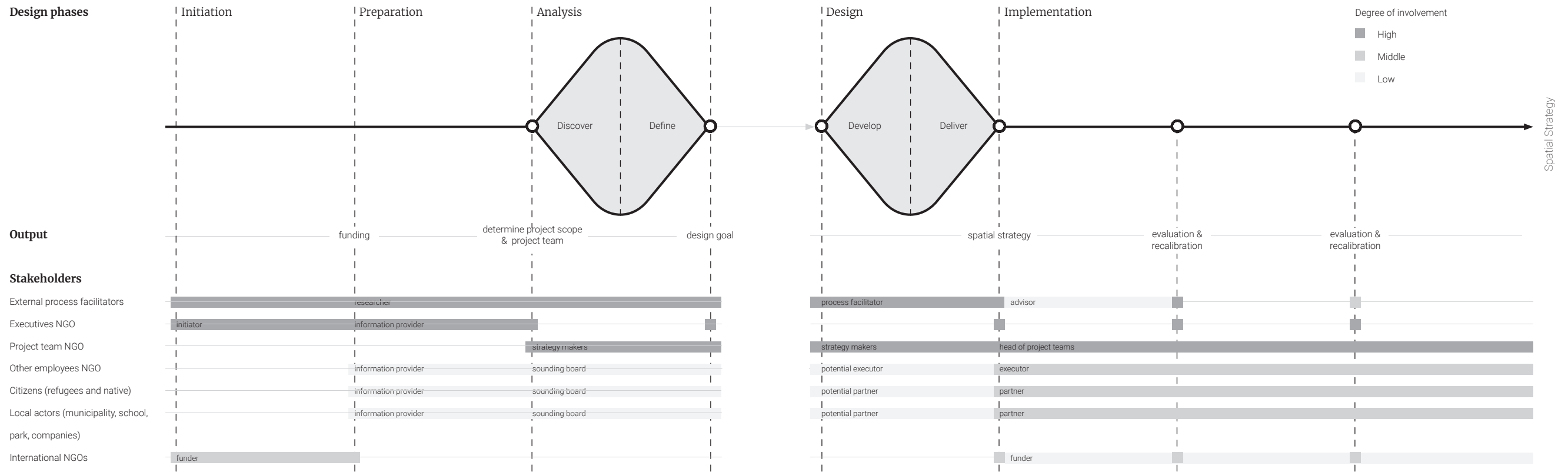
in a clear definition of the scope of the project, and the formation of the project team which will execute the analysis and design phase.

The discovering step is the first part of the analysis and contains a discussion about the concept of integration by the spatial experts and the employees of the NGO. Furthermore, the challenges in the area should be discussed by interlinking causes and effects. During this process, the interrelation between integration and space should be stressed. A scale model of the area of interest could function here as a method to interlink experiences, thoughts and problems with its spatial environment. See for a detailed description of the model the upcoming subchapter. Other methods that could be used are a walk through the area or a problem-tree exercise. Other employees of the NGO, local citizens and actors could be involved as a sounding board, the scale model can facilitate the discussion. The municipality should be involved based on the scope of the spatial strategy itself, and their status as a stakeholder within the cube model, see Figure 5.3. The discovering step should be concluded with an overview of locations of interest and their current impact on the integration process. This period results in an understanding of the challenges and its interrelation with the spatial context.

The defining phase encompasses a process of convergence, where the challenges of the previous step are prioritised. Within this process of convergence, the input from the different sounding board groups should be prioritised by the stakeholders. There should be special attention for conflicting interests to increase the understanding of stakeholders. During this process, the model can function as a facilitator of the discussion, together with post-it prioritisation exercises. Based on the interests of the stakeholders, the project team will make a final ranking and create the design goal.

The developing stage will facilitate the creation of ideas and solutions. This step encompasses the first idea generation sessions, which utilizes the earlier used model. In this model, important locations were previously marked; the locations could be connected to possible activities or spatial changes. A set of conceptual projects will be used as a source of inspiration. The use of conceptual projects is a design method that will be further explained in the upcoming chapter. Pre-existing ideas for projects will be complemented by new projects, based on the experiences and ideas of team members or local stakeholders. This step results in a collection of conceptual projects, linked to locations in the area.

Table 5.1: Phases of the collaborative design process *source: authors image*



The delivering step focuses on the final product of the spatial strategy, a map, a description of the projects and stakeholders, a set of evaluation criteria, and a timeline. During this step, interventions will be evaluated according to their spatial impact, the effect on integration, target group and the involved stakeholders. Depending on the projects of the spatial strategy, actors can be asked as a partner and gradually be more involved in the final spatial strategy. During this process, a similar process of convergence as described in the defining phase will be carried out.

The implementation phase consists of the execution of the projects that are part of the spatial strategy. The project team that established the spatial strategy should coordinate the projects, supported by other employees of the NGO and possibly with local actors. All projects consist out of a preparation phase, implementation phase and an evaluation. This evaluation will be executed based on the project

objectives. Furthermore, an overarching evaluation and recalibration should be carried out periodically. The external facilitators will support this process but will gradually be less involved since the project team will gain more knowledge throughout the process. The evaluation and recalibration will inform the NGO about future steps within their spatial strategy. It could result in the continuation, adjustment or stop of projects and allow them to engage or disengage with stakeholders.

Conceptual Projects

The conceptual projects are an important source of inspiration in the develop step of the design process. They can be utilised as a set of basic ideas that can be further explored in different contexts. The title, the small description of a project and the relating drawings are meant to trigger the imagination of the persons that work on the spatial strategy. Furthermore, new projects could be added based on the experiences of the design team. The set of evaluation criteria of the conceptual projects create the possibility to quickly select relevant projects and to prioritise projects in the final decision stage. The evaluation is grounded on the knowledge in chapter 3 and 4. It is an indication and should be understood as a tool to compare projects rather than information about a specific project in an explicit context. The upcoming paragraphs will shortly discuss the evaluation criteria in more detail.

The first indicator and the most important one concerns the *spatial impact* of a project, this can be an *activity*, *temporary spatial change* or a *permanent spatial change*. Activity takes place in a specific space and will only have a minor effect on the space itself. A temporary spatial change could be a result of an activity or could be deliberately applied in a specific context to influence the integration process. A temporary spatial change could take several hours, a day, or last for several months. A permanent spatial change is applied with the intention to change the space for a longer period of time. This influences the quality of the materials used and the timing. In general, activities are considered as the starting point of the spatial strategy. This enables the NGO to build a relationship of trust with other stakeholders. If this succeeds, larger projects that have a temporary character could be implemented. Finally, projects that impact space permanently could be considered in the spatial strategy.

The *effect on integration* is measured by the subgoals, described in chapter 2.2. Projects could influence the *access to information*, facilitate *unfocused interaction*, *focused interaction*, *shared activity* or *collaboration*. Access to information could be increased by passive or active transfer of information. Passive transfer of information could be facilitated by an object that contains text or an image. Active transfer of information could be facilitated by a human being. Unfocused interaction is a type of interaction where persons are co-present. However, they are not consciously interacting with each other. On the other, focused interaction does include conscious interaction, including language and gestures. Shared activity differs from focused interaction because it concerns the mutual experience people have by joining an activity. Collaboration is a form of activity in which persons work together to achieve a mutual goal.

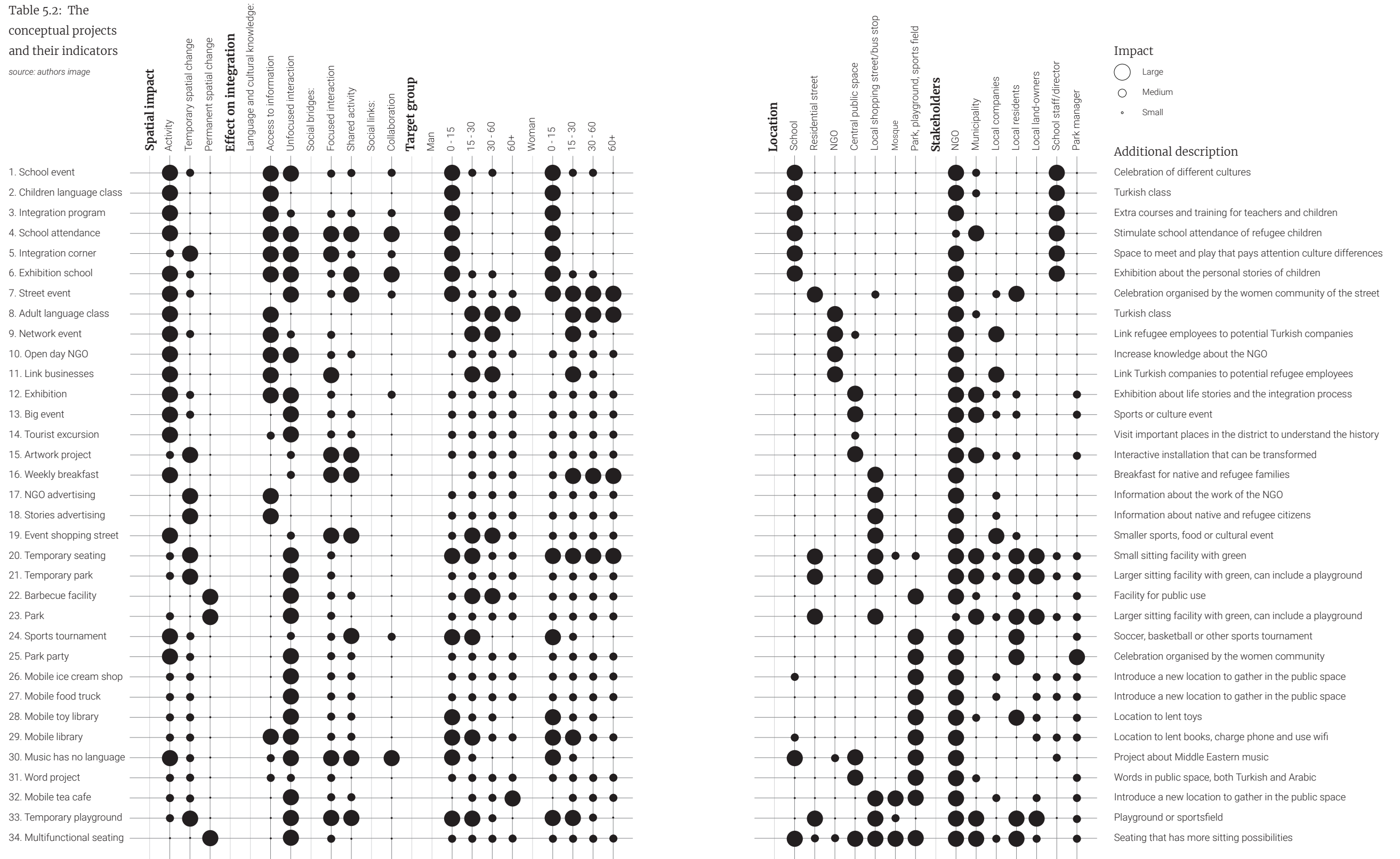
The *target group* indicates the possible audience of a conceptual project. This indication is based upon the findings of chapter 3.2 and makes a division between *age* and *gender*. This indicator is location and culture-specific and is based on observations in Sultanbeyli and Zeytinburnu. It is important to note that the target groups should be based on existing patterns of use of public space. Other locations in Turkey or other countries should be studied first before utilising the conceptual projects.

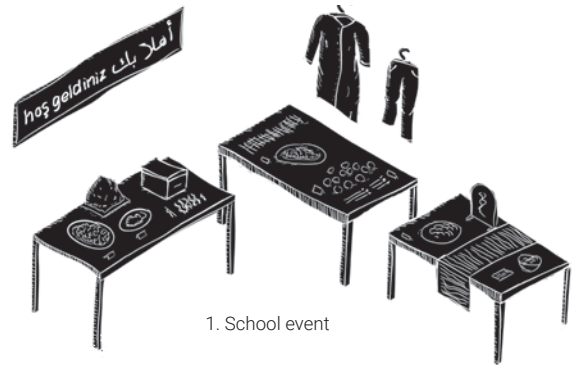
The *location* of conceptual projects describes the type areas where implementation is plausible. This indicator is once more based on the analysis of chapter 3.2 and area specific. Locations that are specified are the *school*, *residential street*, *NGO*, *central public spaces*, *local shopping street/bus stop*, *mosque*, and *park, playground or sports field*. The school includes the public building itself, especially the hallway and the schoolyard surrounding the building. The residential street typology concerns the streets that contain primarily residential buildings. Central public spaces are locations where residents of the area gather. For instance, the central mosque square, the primary shopping street or the main park. The local shopping street includes locations that are frequently used for daily shopping and often contain a bus, tram or metro stop. The mosque is a location typology that contains the mosque itself and the square in front or surrounding the building. This typology focuses primarily on the square, rather than the religious space inside. The park, playground or sports field typology contains the local areas that citizens use on a daily or weekly basis, in most cases, the area includes one or more elements mentioned before.

The stakeholders are once more based on the analysis of Sultanbeyli and Zeytinburnu in chapter 3. The stakeholders included in the graph are related to the specific locations where projects could take place. These stakeholders are the *NGO*, *municipality*, *local companies*, *local residents (both refugee and native)*, *local land-owners*, *school staff or the director*, and the *park manager*. During the spatial strategy making, this indicator should be further extended and specified based on the local conditions.

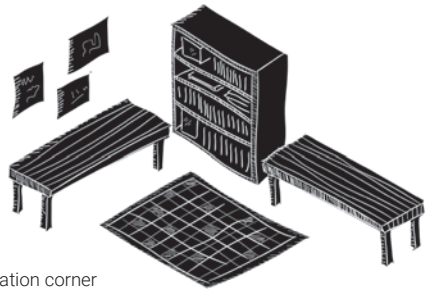
Table 5.2: The conceptual projects and their indicators

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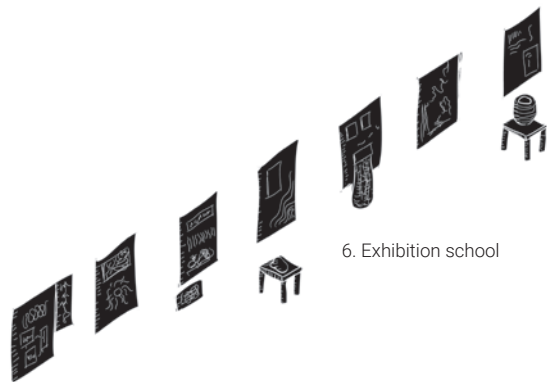
1. School event



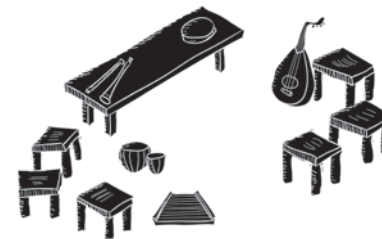
5. Integration corner



16. Weekly breakfast



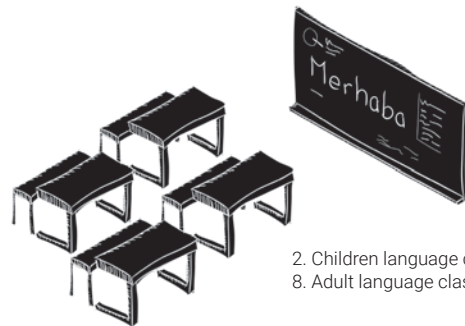
6. Exhibition school



30. Music has no language



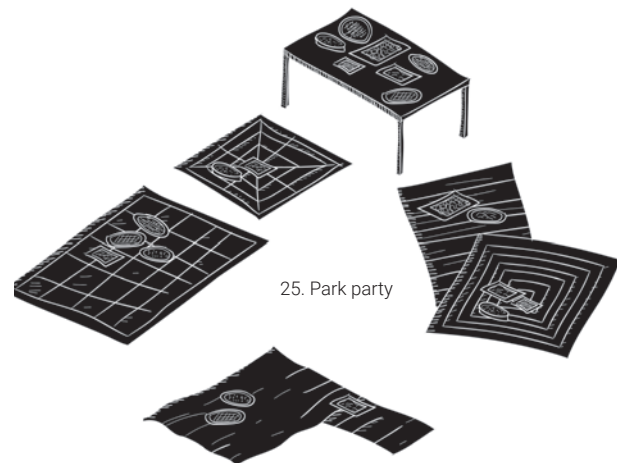
7. Street event



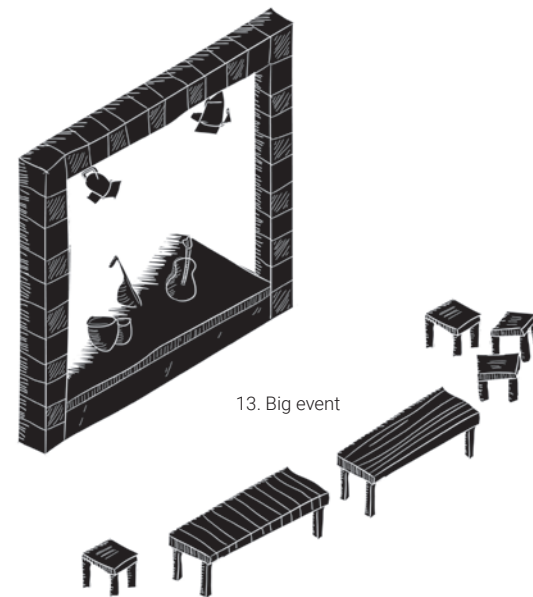
2. Children language class
8. Adult language class



3. Integration program



25. Park party



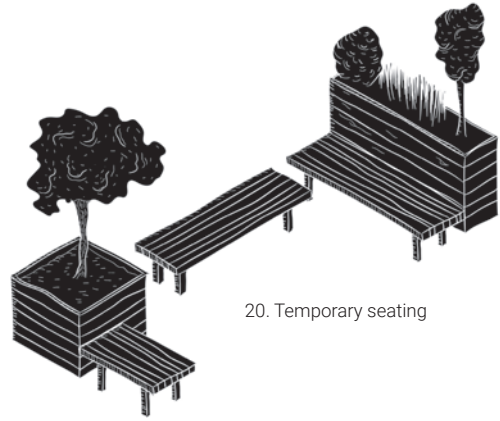
13. Big event



15. Artwork project

Figure 5.4: Conceptual projects

source: authors image



20. Temporary seating



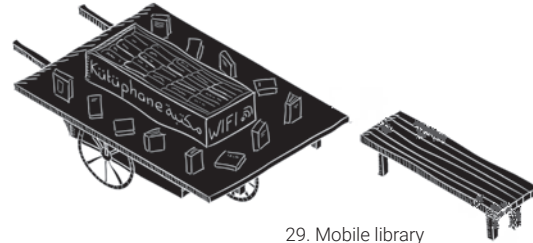
18. Stories advertising



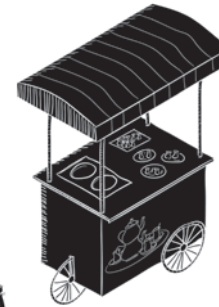
12. Exhibition (small)



26. Mobile ice cream shop



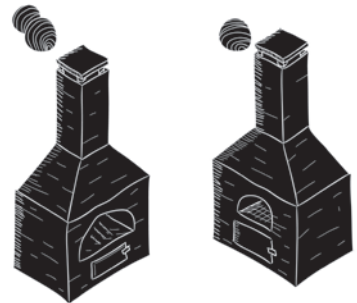
29. Mobile library



32. Mobile tea cafe



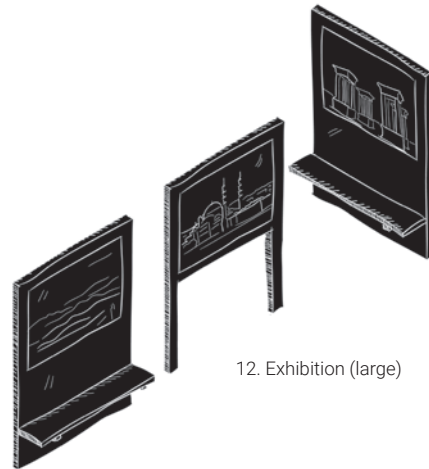
31. Word project



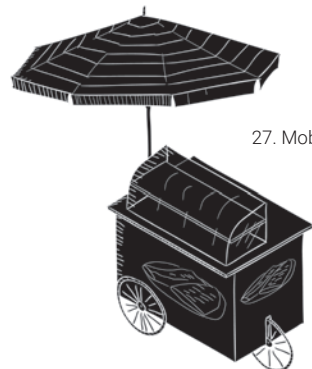
22. Barbecue facility



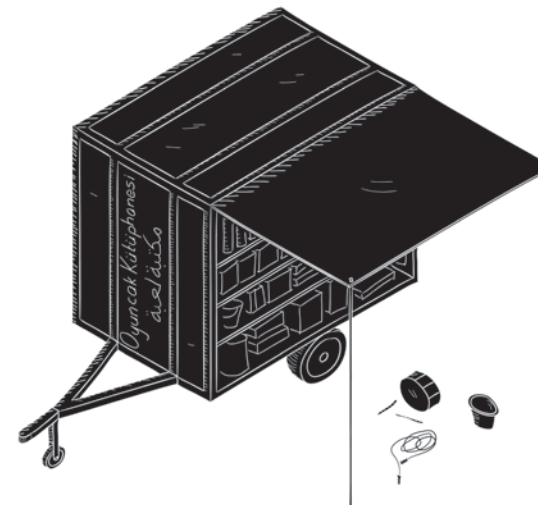
34. Multifunctional seating



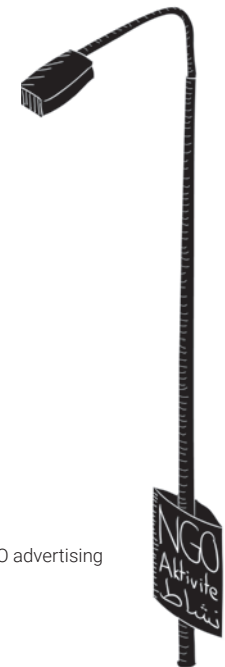
12. Exhibition (large)



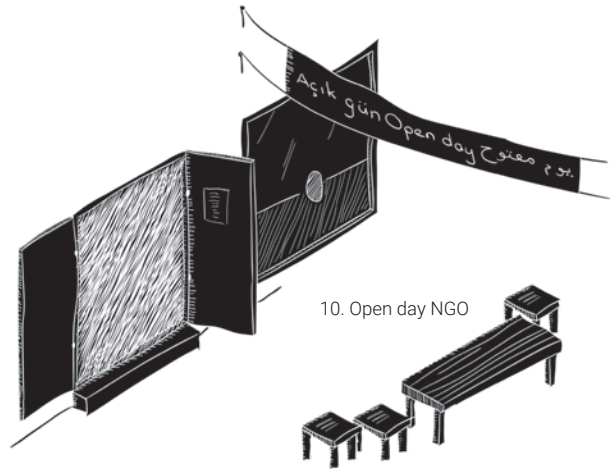
27. Mobile food truck



28. Mobile toy library



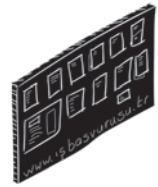
17. NGO advertising



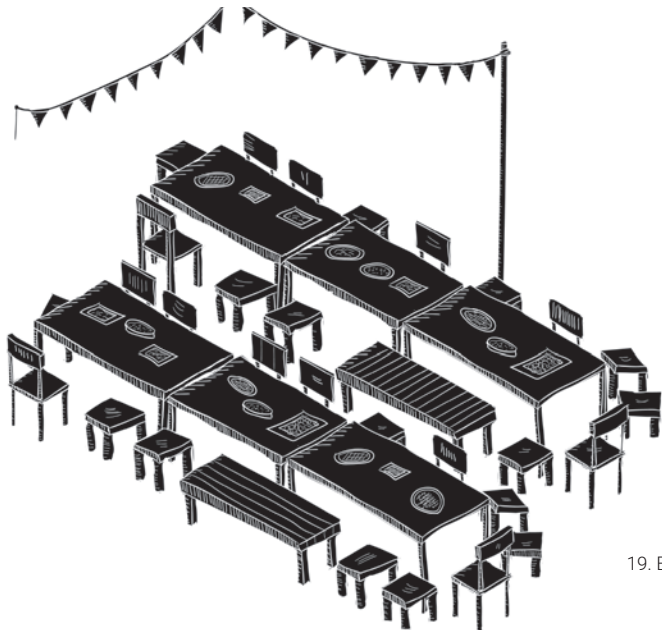
10. Open day NGO



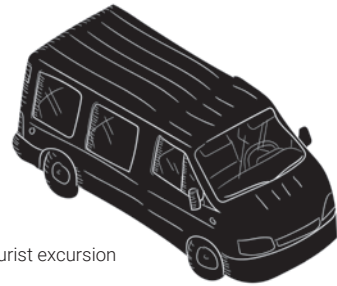
9. Network event



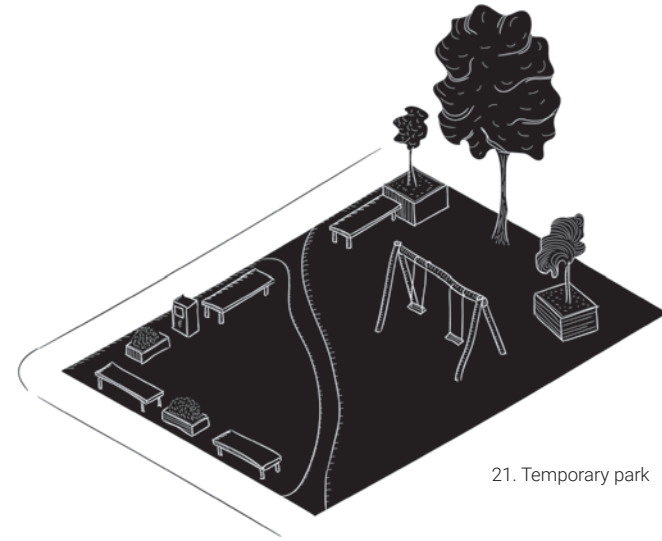
11. Link businesses



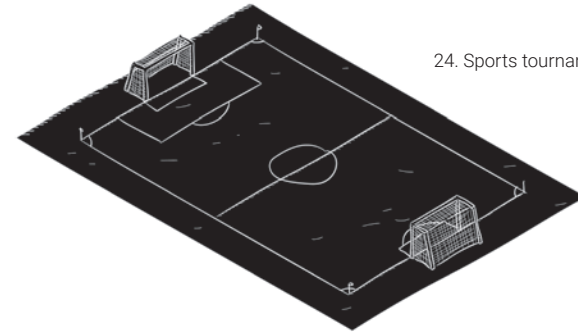
19. Event shopping street



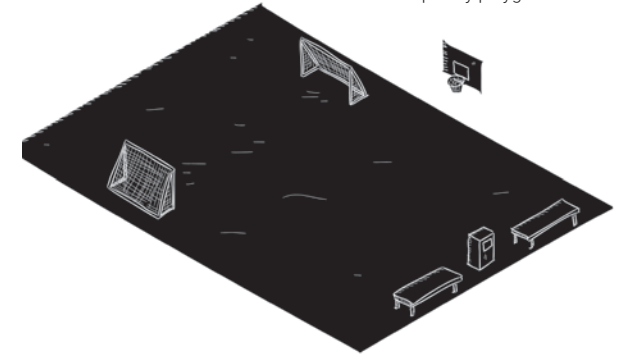
14. Tourist excursion



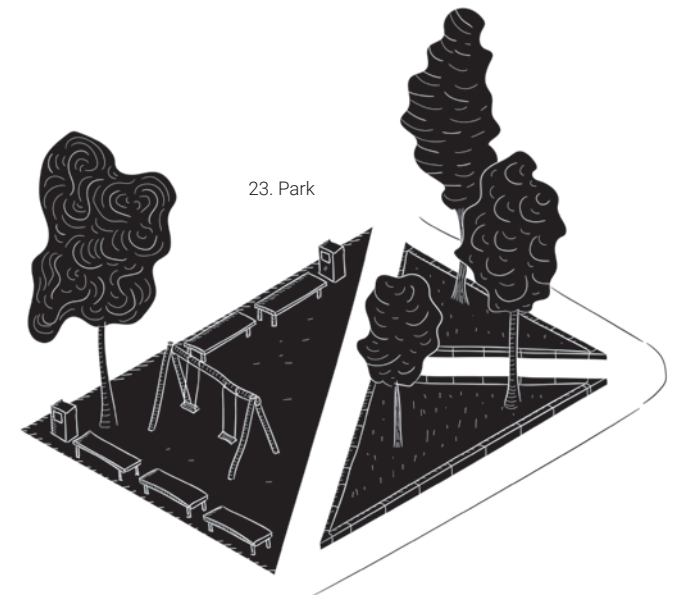
21. Temporary park



24. Sports tournament



33. Temporary playground



23. Park

The Model as Discussion Method

The process of spatial strategy making, which can be considered as a design process, can be facilitated by various methods. A spatial model, which represents the area can be a valuable tool within this process. See for examples the work of Finkelman & Cohen, Shay et al. or Van Genuchten (2018; 2013; 2018). By introducing the spatial model, the interrelation between integration and space is emphasised. The model interlinks experiences, thoughts and problems with the spatial environment. This can help to accelerate the discussion and make the abstract long-term process of integration explicit and tangible.

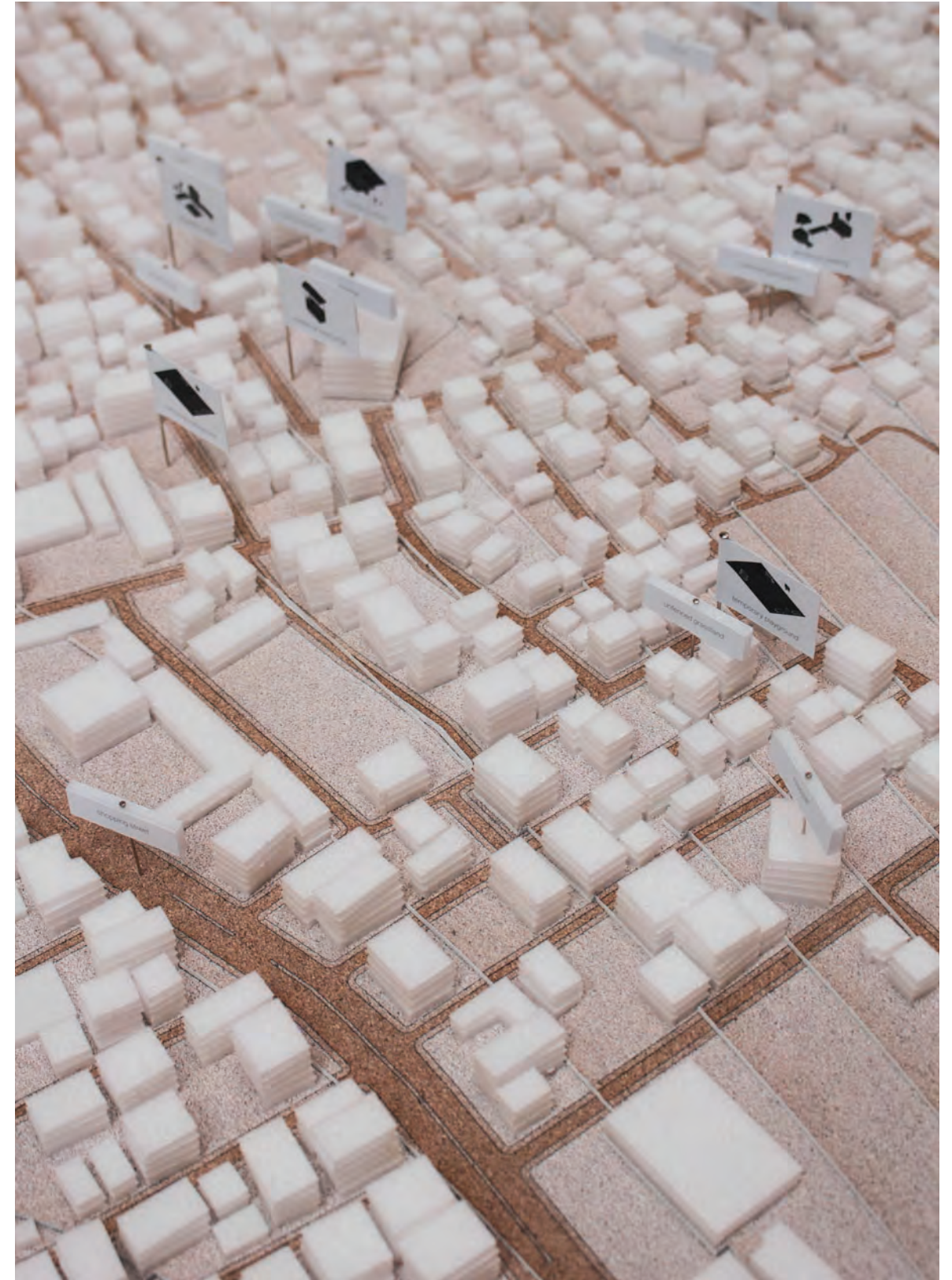
This model could vary in scale, based on the size of the spatial strategy area and its function in the discussion process. In the case of Figure 5.5, a model scale of one to thousand was created. The model is covering the area of one neighbourhood. The chosen scale allows participants to distinguish the pavement, different buildings and plots. On the other hand, buildings are simplified to be able to focus on the strategic locations, experiences and observations. The model is made of cork and foam to allow participants to pin their thoughts and change and rework the model. The cork is painted white to highlight the differences between more public and private spaces, see Figure 5.6.

The size of the model and its edge are of particular importance in the group dynamics. A larger model creates the possibility to engage more persons in the discussion, while a smaller model will only allow three or four people to discuss the situation. The size of the model also influences the hearing distance of the participants. The model created for Sultanbeyli will optimally function in a group of three up to ten persons. The edge of the model creates a robust feeling which encourages participants to pin without being afraid to damage the model. Furthermore, this makes it more easy to transport the model.

The upcoming paragraphs will discuss in more detail how a model can be utilised with the different stakeholders. During the analysis phase, the model could be utilised for different discussions. First, it could be used as a method to explore the area, by mapping locations and experiences. This exercise is very suitable for the team of the NGO and could be later repeated by local stakeholders. The project team of the NGO and local stakeholders know the area and all have their personal thoughts and opinions. These could be expressed by pinning important locations, events that took place, their remarks and personal experiences. See for an overview of the utilised pins Figure 5.7. Furthermore, a more advanced exercise could be executed by linking observations of the team of the NGO to the locations in the model. During observations, the type of interactions and their impact on the

Figure 5.5: Model of the area of focus in Sultanbeyli

source: authors image



integration process can be evaluated. This results in an overview of locations and their impact on the model see Figure 5.8. This could help to define the focus and assign possible project locations.

During the design phase, the locations of interest could be linked to project ideas. These ideas are explained in the preceding subchapter, the table and the small concept drawings are the starting point of this exercise. This can be complemented with new project ideas created by the participants. The images that represent the projects are deliberately multi-interpretatable to create discussion about what the actual project could look like. The projects are printed on cards, which could be laid out and selected according to the defined focus. Furthermore, these projects could be placed on the map to identify locations. The back of the cards can be used to specify the project more based on the local context.

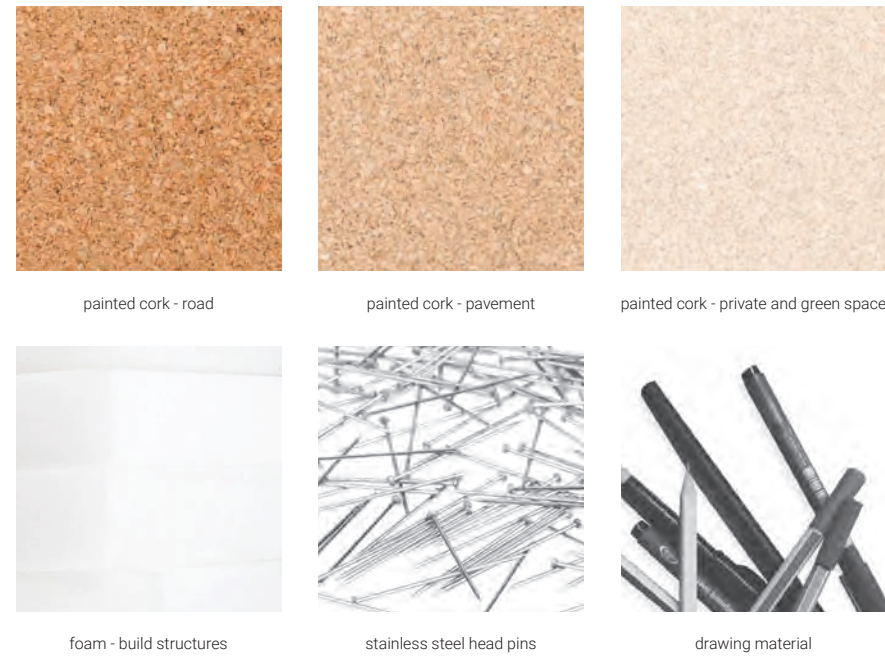


Figure 5.6: Model materials

source: authors image

Figure 5.7: Experience discussion tools

source: authors image

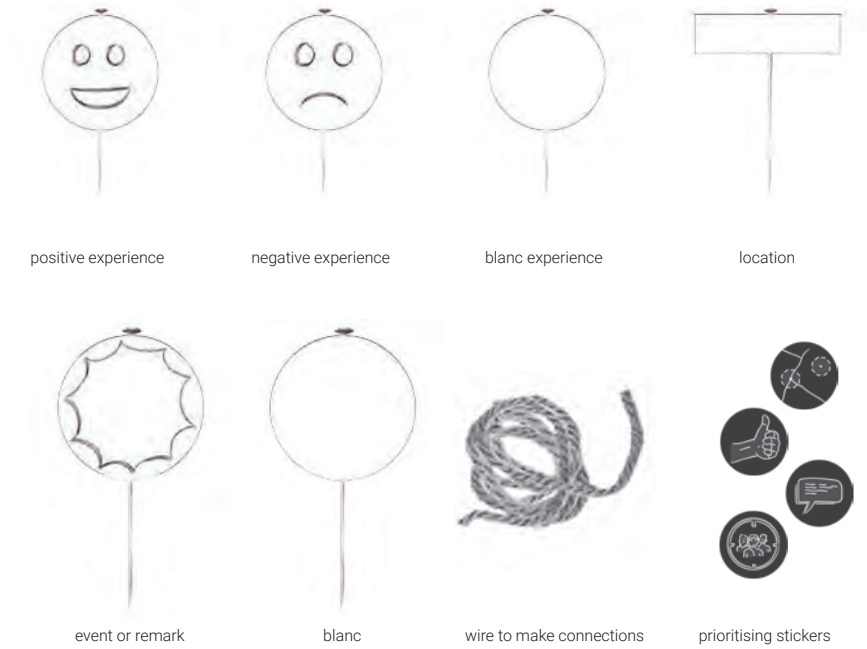


Figure 5.8: Integration evaluation discussion tools

source: authors image

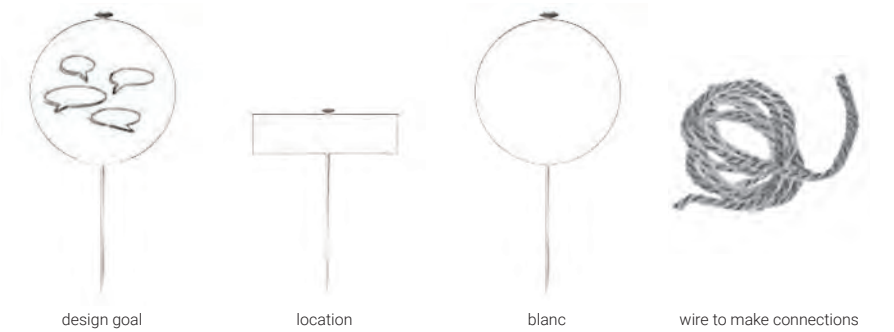
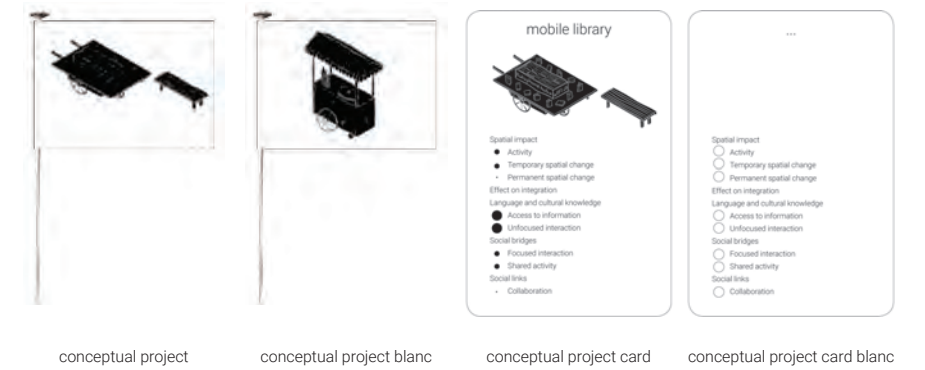


Figure 5.9: Idea generation discussion tools

source: authors image

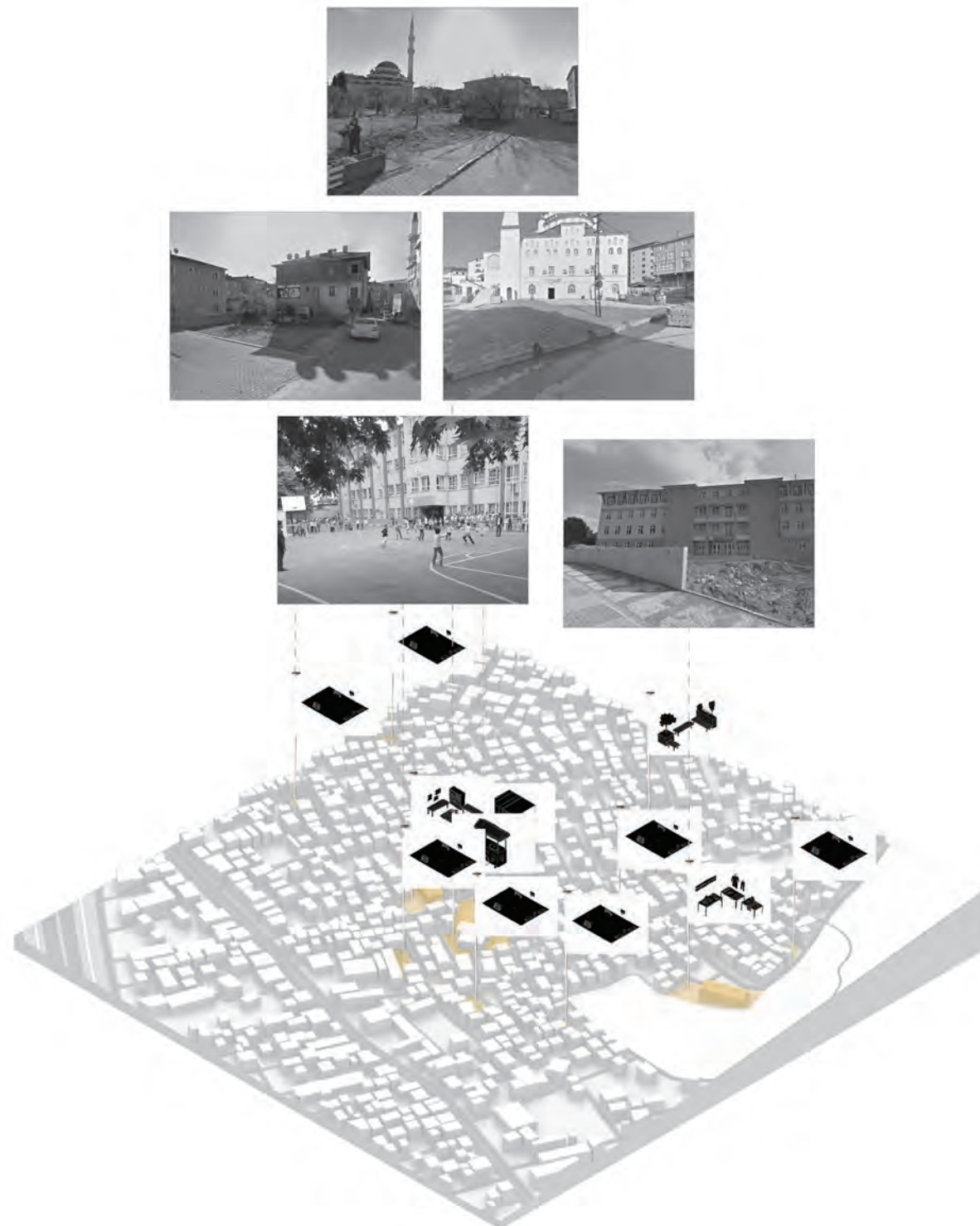




Chapter 5.2

Exemplary Spatial Strategy

Figure 5.13: Project map Sultnabeyli source: authors image based on (Google, 2018; Özden, 2016)



and thoughts of other stakeholders should be collected. Local companies, the neighbourhood council, and refugee and native residents could be involved in the experience mapping exercise. They have low power, but varying attitudes and different interests. These should be carefully assessed to define the possibilities and priorities for the spatial strategy.

During this phase, important locations for interaction between refugees and the receiving society can be identified. These are the empty grasslands, the area in front of NGO, the new square at the Bağlar Medine mosque and local shopping streets, and the school. The area of interest has no parks and the streets and empty unfenced grasslands are an important location for children to play and adults to gather. This location could facilitate unfocused interaction, focused interaction and shared activity. This location will possibly create a positive experience for the local residents. The area in front of the NGO creates mixed experiences, this location contains many Arabic shops. This could create a positive experience for refugees because they recognise the language and culture. However, a Turkish interviewee described it as ‘they take over our streets with their own shops and signs’. Recently the national government created a law which forces Arabic shops to make their signs in Turkish too. The new high quality pavement, green and seating in front of the Bağlar Medine mosque and the adjacent shopping street will possibly create a positive feeling for residents and facilitate unfocused interaction. Furthermore, the primary school centrally located in the district has an existing collaboration with Toplum Merkezi. They jointly organised a culture event in the school building. The other school is a religious high school that was recently build. There is no information about the existing collaboration. Both schools are already facilitating the design goals to different extents. The selected spaces and the findings of the research result in a general design goal, which is formulated as: *to increase the integration of men and women of all ages by employing the potential use of the schools, shop areas, mosque squares and unfenced green spaces.* The selection of these four potential spaces was based on two criteria: locations where interaction between refugees and native citizens take place, and the presence of persons of all ages and gender.

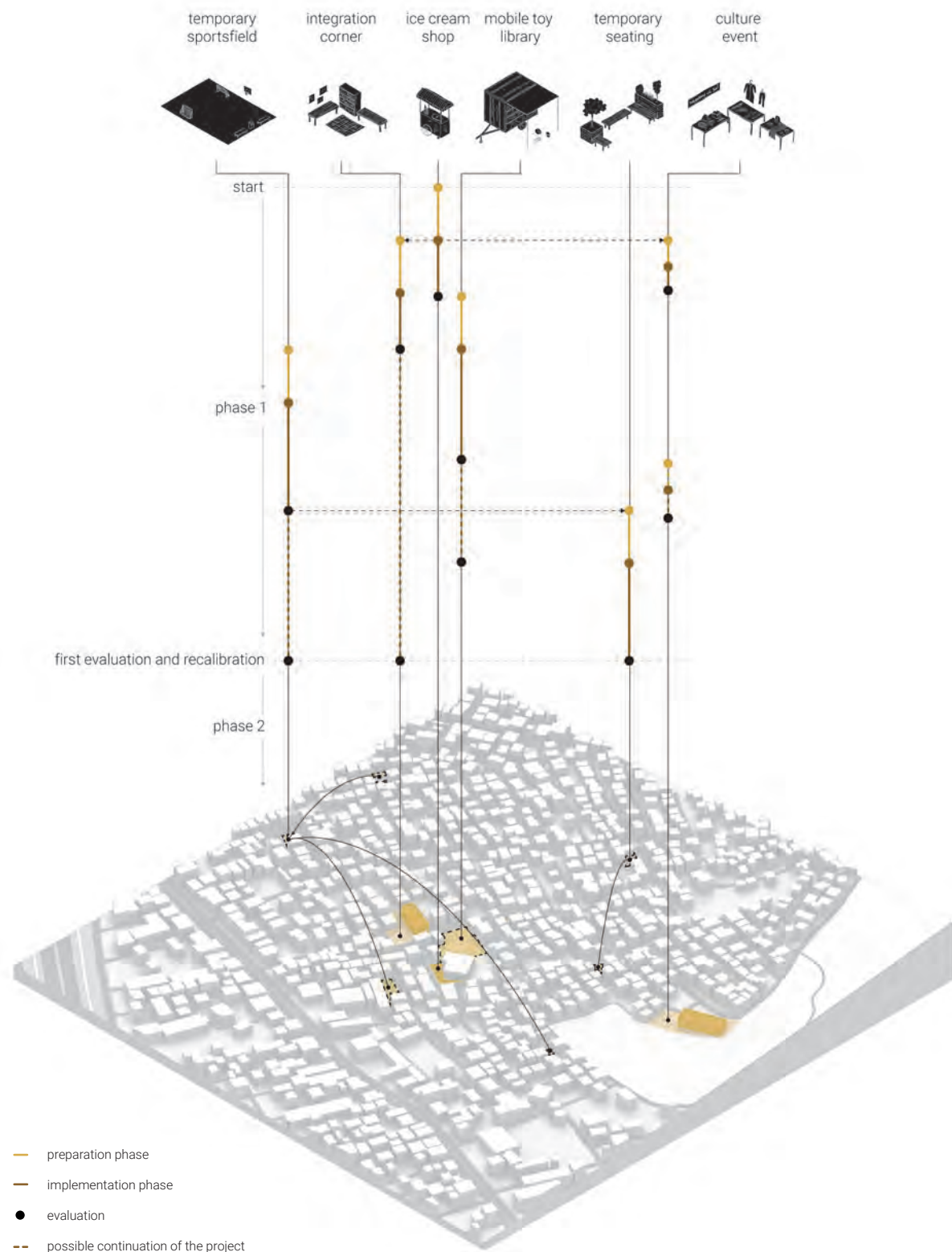


Observed integration



Target group

Figure 5.14: Spatial strategy Sultnabeyli *source: authors image*



Design Phase

The sites of primary interest can be interlinked to potential projects, that can vary in impact from an activity to a permanent spatial change. During this process, it is important to consult local residents, landowners, schools, and businesses to create a match between their interest and the proposed projects. Additionally, the type of interventions of the spatial strategy need to consider that the municipality is only minorly involved the process, which results in a focus on activities and small spatial interventions. Furthermore, the project locations should be evaluated in the broader urban network of public spaces. To conclude, the selection of sites and projects is based on the positive interest and attitude of the involved stakeholders and the strategic locations.

After the selection of projects has been made, it is important to discuss the phasing of the strategy. First, projects that contain an activity or minor temporary spatial change will be implemented. This enables Mülteciler Derneği to build a trusting relationship with local stakeholders. Further on, projects that have a larger and more permanent character can be realised. Therefore, the first project in the target area will be a mobile ice cream shop, followed by a school event, integration corner, mobile toy library, temporary sports fields, and temporary seating facilities. These projects will be explained in more detail during the upcoming paragraphs.



Positive attitude and interest stakeholder



Strategic location

Spatial Strategy

The mobile ice cream shop is meant as a conversation starter. It will be placed at the centrally located and recently renovated mosque square near the primary school. An ice cream shop will attract all ages and genders which makes it an easy method to reach all target groups. The ice cream shop will sell and optionally distribute free ice creams and additionally inform its costumers about the operations of Mülteciler Derneği. The project could be linked to the primary school by giving free coupons to the children. They could get a free ice cream with a friend that has a different cultural background. There are several stakeholders involved in the project; a local ice vendor for the materials, the director of the school, the imam of the mosque, and of course local residents who are the costumers. The project is considered to be successful if a certain number of native and refugee residents visited the ice cream shop and learned about Mülteciler Derneği.

The school event could function as additional project that informs children and their parents about the various cultural backgrounds of the residents and operations of Mülteciler Derneği. This project could be organised in collaboration with the recently opened high school located in the area. This event aims to reach

youth and their parents by jointly organising and attending the event. This can have a positive impact on all described design goals. The event could focus on food, music, traditional clothing, region or a combination of the earlier mentioned subjects. The stakeholders that are involved are the school director and teachers, the pupils, and their parents. The project could be positively evaluated if a group of pupils with varying backgrounds organised the event and other pupils and parents participated in the event. If the project is successful, the project could be repeated on a regularly basis.

The primary school organised a culture event previously, this demonstrates the positive attitude and interest of this stakeholder. Therefore, a next step, in the form of an integration corner, could be taken. This integration corner can be made in collaboration with the children of the school and should contain a set of spatial elements. First of all, the corner should have a robust bench to sit on and chat. Furthermore, elements that provide information about each other's background can stimulate cultural knowledge. These can be self-made drawings, crafts, books or games. The corner should be located in the hallway, which makes it visible to all the children and parents. Furthermore, this makes it possible to visit the corner during the breaks and before and after school. The involved stakeholders are the director of the school, some of the teachers, and one class that will make the corner. The project is successful if the teacher and children positively evaluated the project and the corner is regularly used by children with different backgrounds. If the project is effective, the period could be prolonged.

The mobile toy library aims to create a service in the neighbourhood that will be regularly visited by younger children and their parents. This creates a new location for gathering, observation, and possibly interaction between persons with different backgrounds. The mobile toy library is located at the heart of the neighbourhood, near the mosque and primary school. The project will be situated on the edge of an unfenced grassland with some trees. This grassland is regularly used by residents as a shortened walking route. While it is unclear who is owning this property, this person or business is an important stakeholder to consider in the process. Other stakeholders are the shops surrounding the location and local residents. These have little influence but can be consulted to explore the possibilities. The project will be positively evaluated if a certain number of children and parents with different backgrounds visit the location, lent toys, and interacted with each other.

Some of the unfenced grasslands that are less centrally located could function as a temporary sports field. This could create a location to gather and play, safe from car traffic. This project aims to attract all ages in a different manner, young children and young adults can play, while parents will join and observe. Furthermore, elderly could pass by and sit and observe. Depending on the size of

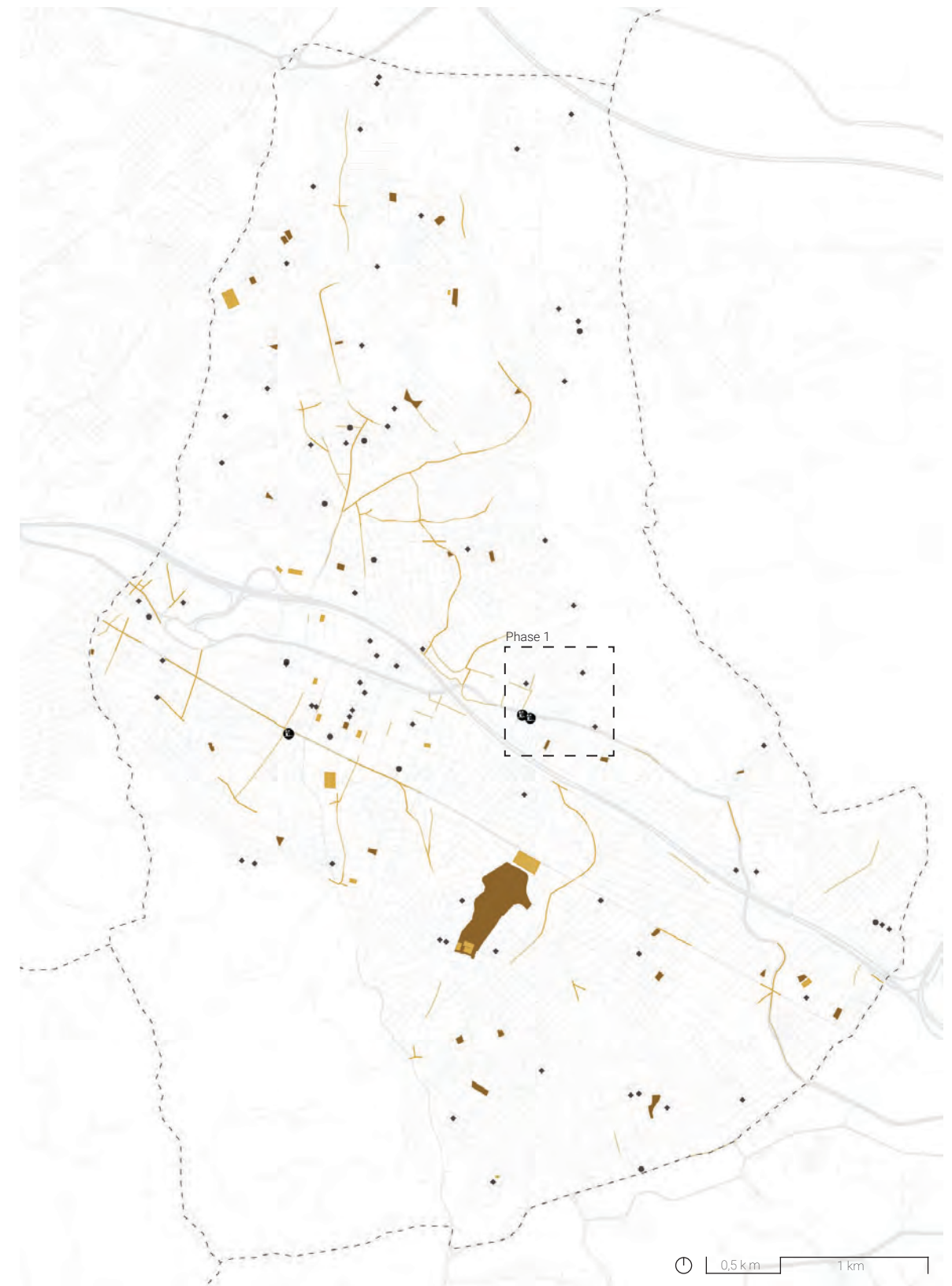


Figure 5.15: Potential project areas Sultanbeyli

source: authors image based on (Google, 2018; OpenStreetMap contributors, 2018)

- Park
- Sports field
- Local centre
- School
- Mülteciler Derneği
- Road
- Municipal border
- Phase 1

the plot, the type of sports, play and sitting facilities can be chosen. For this project, the most important stakeholder is the landowner. It is important to emphasise the temporary character of this project, which could convince him or her to allow the temporary use. Moreover, the residents are important stakeholders. First, Mülteciler Derneği should approach residents to offer the possibility to create the temporary sports field. However, initiative of residents is required to create a sense of ownership. This is important because this will increase their involvement and willingness to maintain the area. The project is successful if residents collaborated to create the temporary sports field, more persons visit the location compared to the initial situation, and interactions take place between persons with varying backgrounds.

Furthermore, a similar project with temporary seating could be realised at the edge of grasslands situated near local shops. The seating could be combined with some small playground facilities too. This could create a location to gather and play, combined with the daily routine of walking to school, work or local grocery shop. This project aims to attract persons with varying age and gender, elderly could pass by, take a rest break, observe and chat. Children and young adults could play, while parents could sit and observe. This project has a similar dynamics compared to the temporary sports fields and will utilise the same implementation process and evaluation indicators.

The evaluation of projects and their impact on the integration process are of high importance in the first phase of the spatial strategy. After the first phase, the different projects should be evaluated not only individually, but also regarding to their synergetic effect. This is valuable information for determining the steps to be taken in the next phase. Mülteciler Derneği could continue in the same neighbourhood in the same manner, change the projects at the same locations, further adjust or intensify the projects at the same locations, expand the project area to other locations in Sultanbeyli, or a combination of the aforementioned, see Figure 5.15.

Spatial Implementation

The spatial design can have a high impact on the local conditions influencing the interaction between individuals. Therefore, a spatial designer should carefully look at the project location, the actual use of space and the spatial implementation of the proposed project. The design of the mobile toy library was further developed to demonstrate the potential of the spatial strategy and the importance of its design.

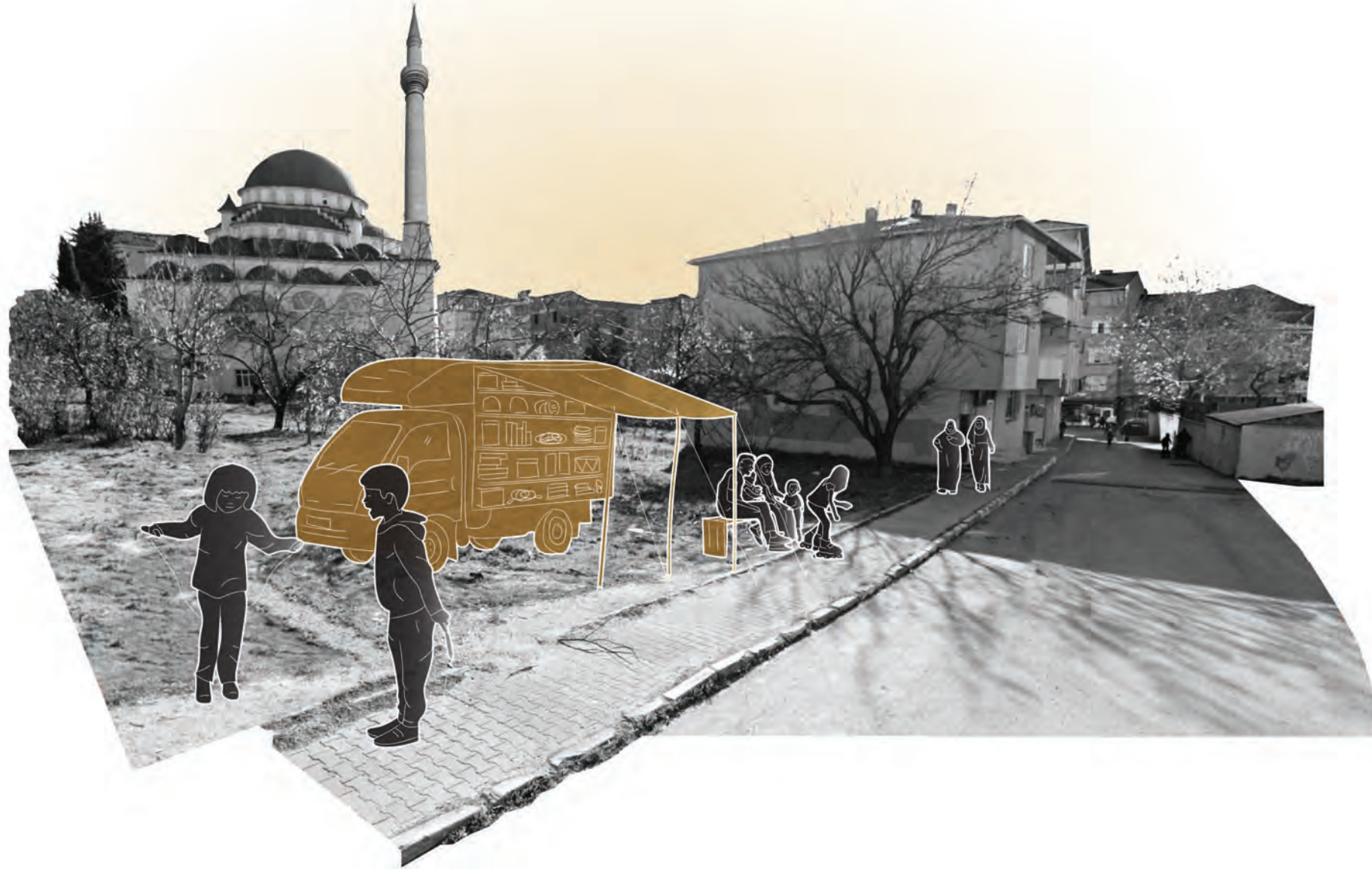
First, a short analysis of the use of space was given in Figure 5.16. The area near the grassland of the mosque is primarily used for walking, see the persons at the back. Walking is facilitated by the pavement of the sidewalk and the street. Furthermore, a small desire path connects the mosque with the street. The area at the edge of

the grassland could be a potential location for the mobile toy library. The existing walking routes facilitate access to the location, while the empty grass and trees allow children and adults to sit or play.

This results in the design of the mobile toy library itself. The library car could be moved, to ensure the safety of the toys during the night. The car will have a roof made of fabric, to protect the toys from the rain and create a feeling of security in the large space. The trees are another element that can enclose the space more, these could be nicely combined with bench to let parents sit, talk, observe and wait for their children. The bench is located near the sidewalk to make an easy transition from walking to sitting. The bench itself is relatively large and has no backrest to create multiple possible sitting configurations. The spatial implementation has a temporary character, to ensure that the landowner will agree with the temporary use. If the project is successful and the attitude of the landowner positive, the amount of benches could be expanded to create more possibilities for focused interaction.

Figure 5.16: Mobile toy library Sultanbeyli

source: authors image



situation before intervention



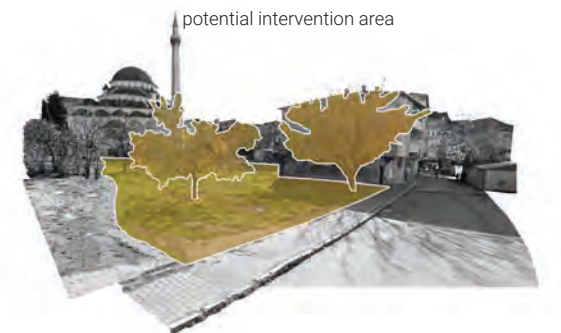
activities



walking area



potential intervention area



Zeytinburnu

The spatial strategy of Zeytinburnu focuses on MUDEM as the key stakeholder during the long-term integration of refugees. Their openness towards international humanitarian organisations, their experience with international donors and their ability to communicate in English makes them the most interesting stakeholder in the district. Furthermore, MUDEM is not depending on local opinions and election results. This makes it relatively easy to operate and experiment. However, they do need to operate under the approval of the head-office in Ankara. During the initiation phase, this is a major boundary condition for the success or failure of the strategy. Furthermore, a donor should back the project, this could be one of the international NGOs that is already a partner of MUDEM, or a new donor from the shelter cluster.

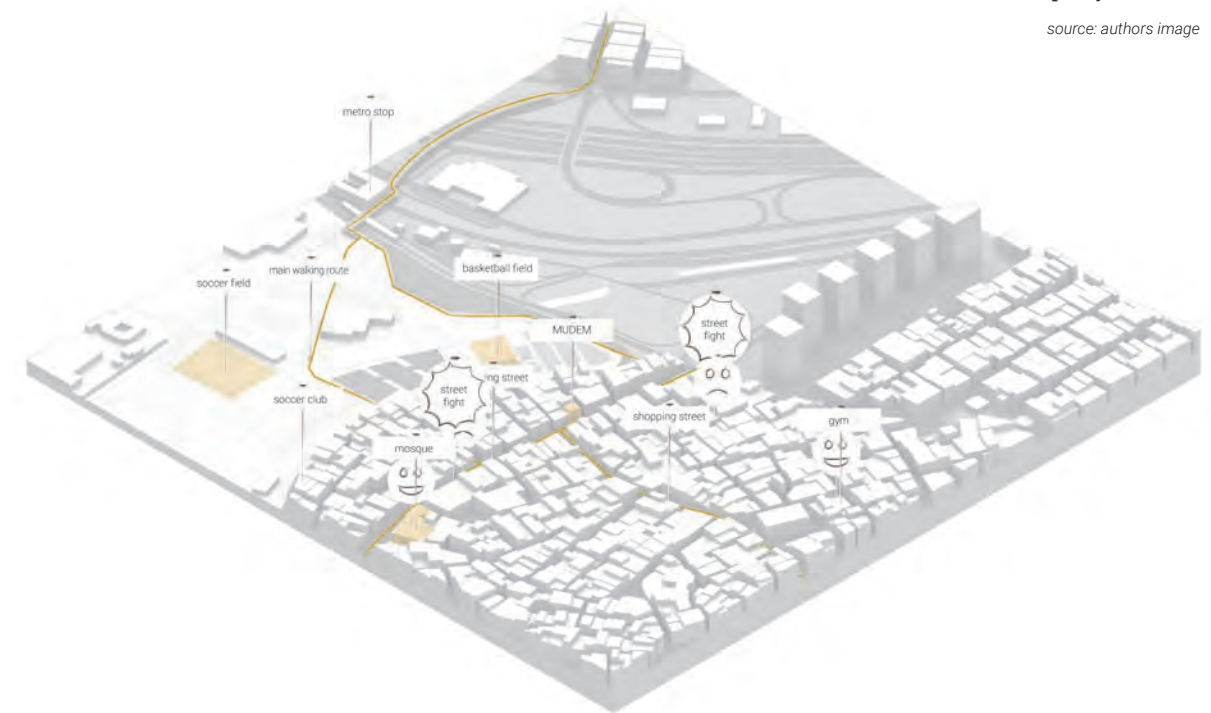
During the preparation phase, the scope of the project is further defined. The limited human and financial resources of MUDEM and their lack of influence concerning spatial interventions create a set of specific conditions for the strategy. First of all, it influences the target area, which is relatively small. This area concerns the neighbourhood where MUDEM is located (Çırpıcı Mahallesi), the adjacent park (Çırpıcı Şehir Parkı), and a bus, tram, and metrobus stop (Zeytinburnu İstasyonu). This enables MUDEM to make use of their existing local contacts and easily access the proposed target locations. Furthermore, the strategy will focus on one specific problem: the tensions between groups of young men and the resulting violent conflicts. This is one of the largest concerns of inhabitants of the district, see for more information chapter 3.1. The project team that will be in charge of the analysis and design process will consist out of some of the employees of the NGO. The team can be composed of the manager, the social worker, a psychologist and/or other employees. The employees will participate in the design process beside their regular activities. Therefore, the spatial strategy team should deliver more support.

Analysis Phase

The analysis phase should consist of a collaboration between the spatial strategy experts and the team of MUDEM. They will jointly start with an exploration of the project area and its potential by discussing the situation, a site visit, and experience mapping. This first exploration enables the project team to invite different stakeholders, for instance various resident groups, the local police who already is in contact with MUDEM, the executives of the large park, the imam of the mosque, and local business owners. These stakeholders are relatively important players regarding the use of space and possible changes in use in some specific areas in the neighbourhood and have a varying interest and attitude. The discussion and

Figure 5.17: Experience map Zeytinburnu

source: authors image



Spatial Strategy

Figure 5.18: Integration evaluation map Zeytinburnu

source: authors image

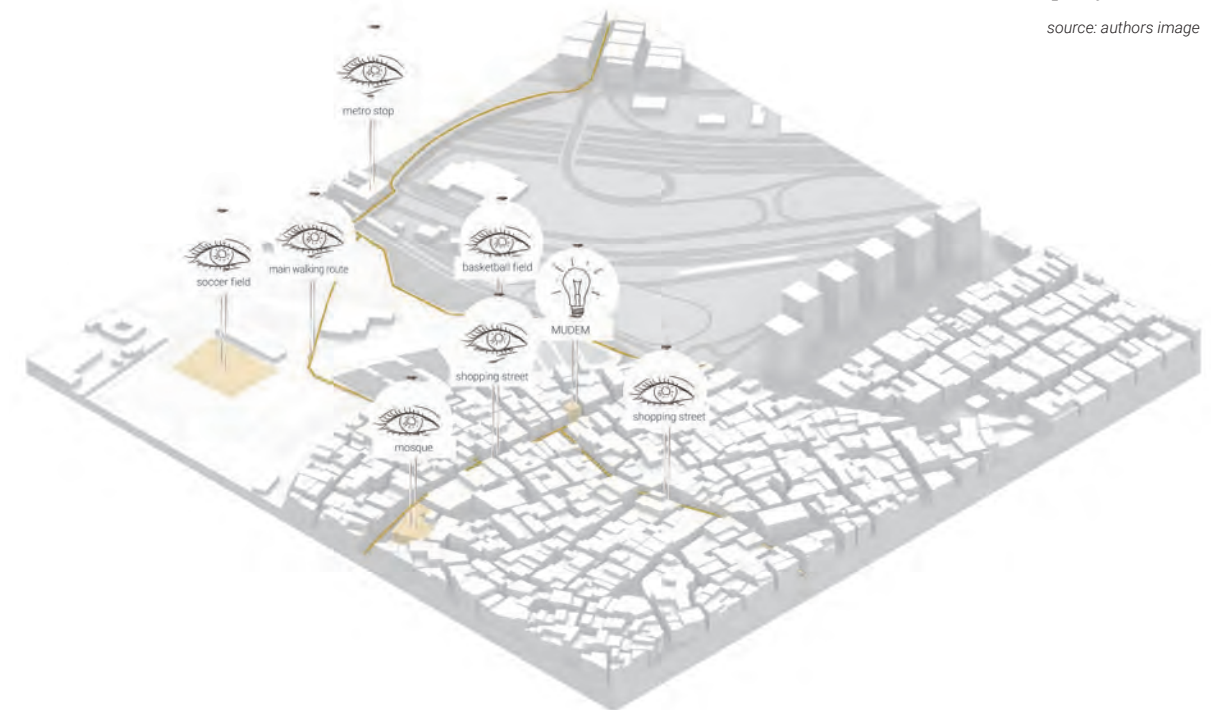
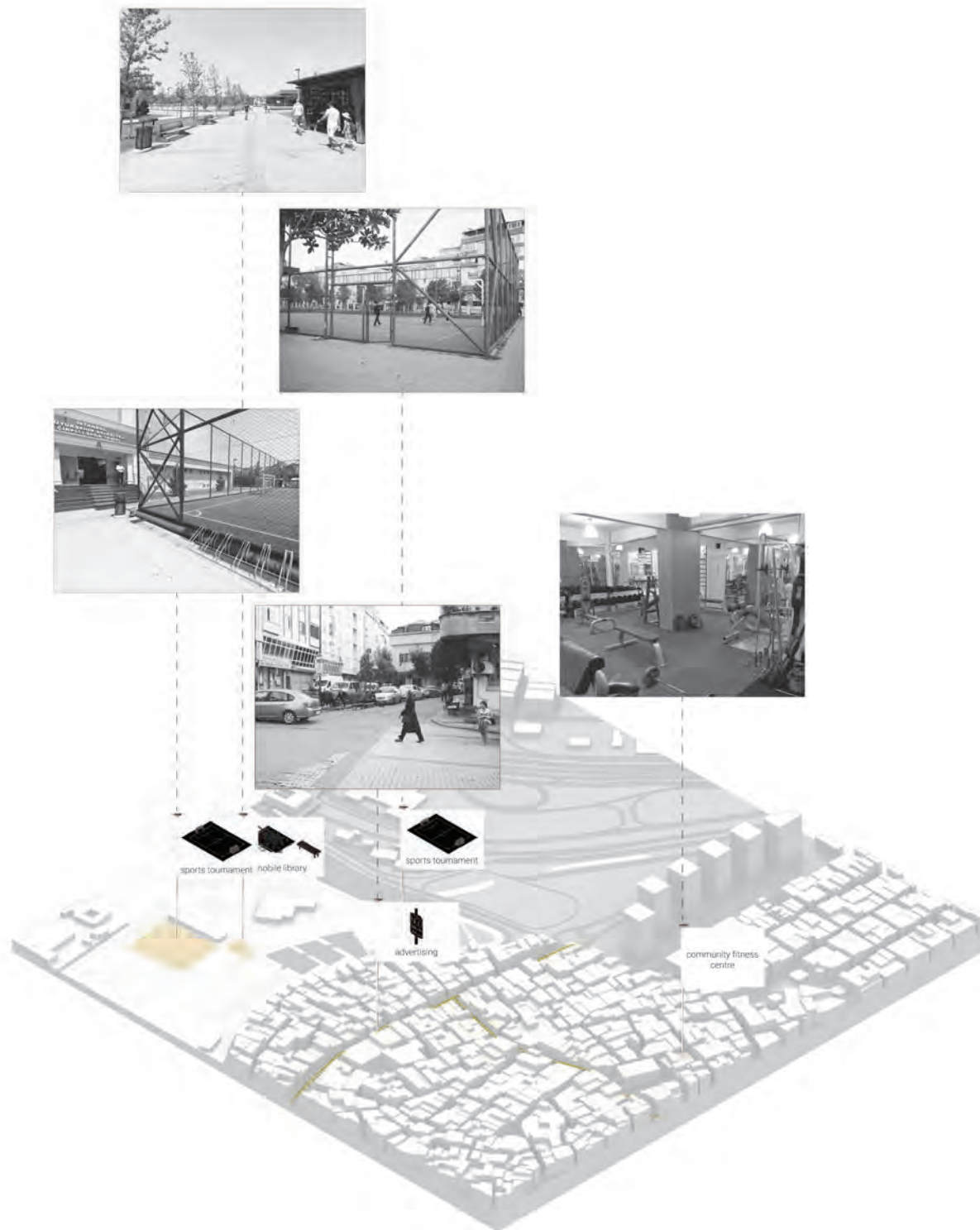
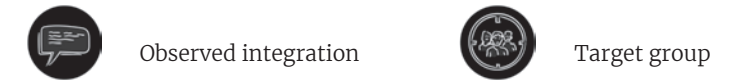


Figure 5.19: Project map Zeytinburnu source: authors image based on (Google, 2018; Özden, 2016)



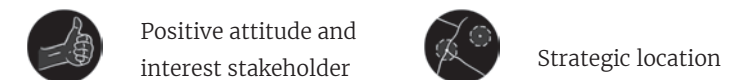
mapping exercise with the stakeholders should be carefully assessed to define the possibilities and priorities for the spatial strategy.



During this phase, important locations for the integration process can be identified based on the locations where interaction between refugees and native citizens are taking place, and the presence of the target group. These are the basketball and soccer field, a frequently used walking route, two shopping streets, the mosque, and the building of the NGO. The basketball and soccer field are primarily used by men between 10 and 30 years old and facilitate unfocused interaction between different groups. The walking route is used by all genders and ages and primarily enables unfocused interactions. Along the walking route, some benches allow passengers to sit and wait, talk, read or observe. The shopping street has a similar function but contains some specific shops that attract young men: tea and shisha cafes. Furthermore, some interviewees reported a street fight during the night at this location. The final location is the mosque and its mosque square, who mainly support interaction between men of all ages that visit the mosque. The selected spaces and the findings of the research result in a general design goal: *to mitigate the conflict between groups of men of 15 to 30 years old by employing the potential use of the local shopping streets, sports fields, mosque square, and regular walking routes.*

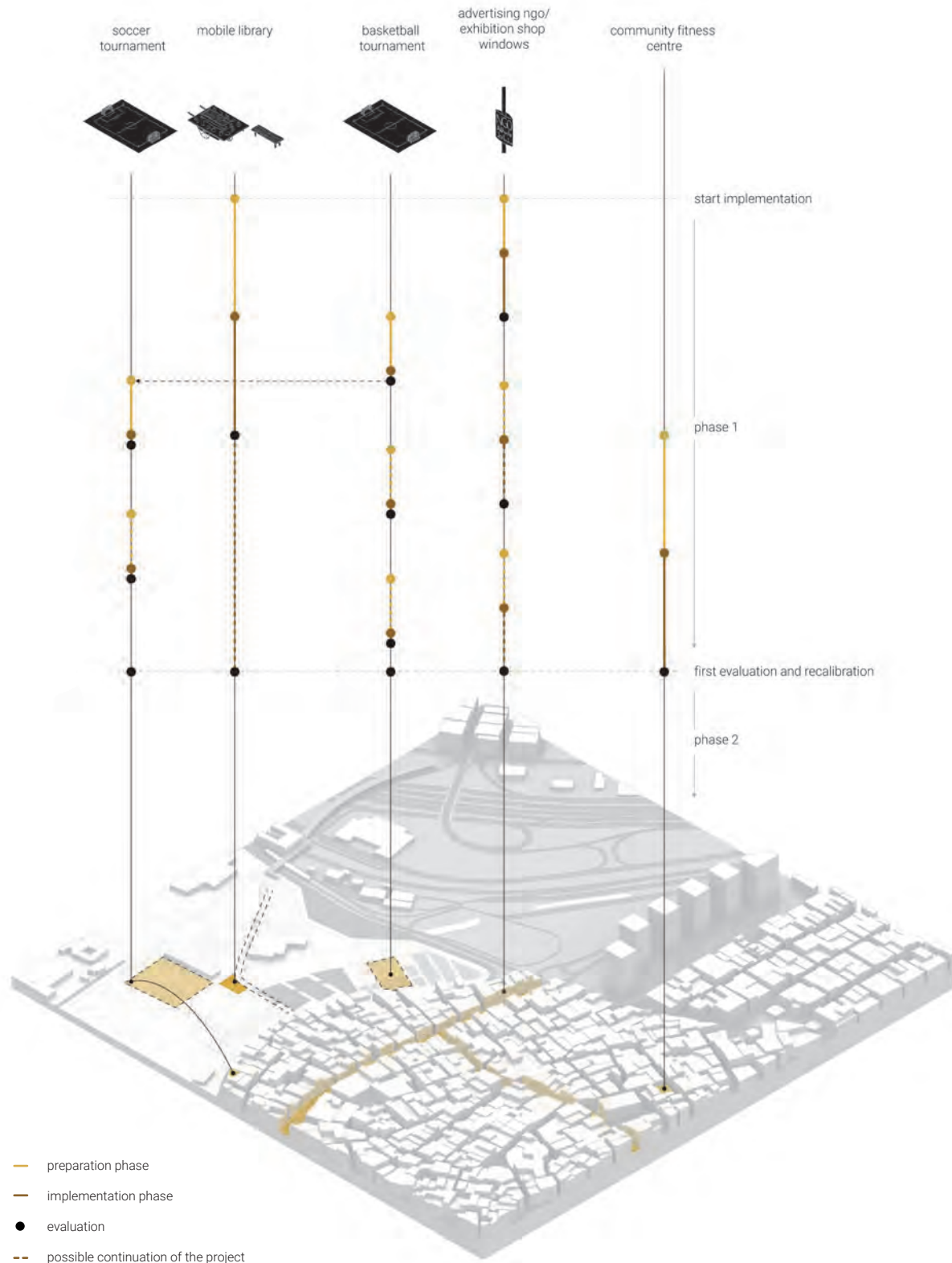
Design Phase

The sites of primary interest can be interlinked to the conceptual projects, that can vary in impact from an activity to a temporary spatial change. During this process, it is important to consult local residents, the executive of the park, local sports associations, and local businesses to create a match between their interest and the proposed projects. The fact that the municipality is only involved in the process in a minor way, results in a focus on activities and small spatial interventions. Furthermore, the project locations should be evaluated in the broader urban network of public spaces. The selection of sites and projects is based on the positive interest and attitude of the involved stakeholders and the strategic placement of the projects.



After the selection of projects has been made, it is important to discuss the phasing of the strategy. First, projects that contain an activity or minor temporary spatial change will be implemented. This enables MUDEM to build a trusting relationship with local stakeholders. Further on, projects that have a larger and more permanent character, can be realised. Therefore, the first project in the target area will be the

Figure 5.20: Spatial strategy Zeytinburnu *source: authors image*



advertising/exhibition project, followed by the mobile library, sports tournament and eventually the community fitness centre. These projects will be explained in more detail during the upcoming paragraphs.

Spatial Strategy

The small exhibition and advertising project is a combination of two conceptual projects. This project aims to increase reach of MUDEM, inform about services and projects, and increase the cultural knowledge of citizens. The NGO could ask businesses from the two adjacent shopping streets to exhibit objects or posters that inform citizens. This project is relatively small but will reach citizens on a daily basis. This project aims to reach the target group of men between 15 to 30 but will also reach other groups that visit the stores. The most important stakeholders are the local shop owners, which will have varying interest and attitudes. It is expected that only a small number of shops will join the project but this number could grow during a second or third edition. The project is successful if a certain number of shop owners collaborate and residents notice the small exhibition.

The mobile library will provide a second opportunity to inform citizens about the operations of MUDEM. Furthermore, this library could offer books in different languages that enable young adult men to improve their skills and thereby increase their chances at the labour market. Internet is another important source of information; a WIFI spot that is incorporated in the mobile library could appeal more visitors. This library could be located along the main walking route from the neighbourhood to the transport hub. The collection of books should be arranged based on input of the target group, to guarantee its effectiveness. The stakeholders that are involved are the target group and the security service of the park. The latter should give permission to temporarily use a spot in the park. Otherwise, the mobile library could be placed at the edges of the park. The project succeeds if a certain number of native and refugee young adult men visit the mobile library, use the services and have unfocused interaction with others.

The sports tournament project will take the integration process a step further by creating a situation where groups need to interact and participate in a shared activity. During basketball or soccer, interactions are based on conflict with a set of rules that guide the process. The basketball fields in the park could be the first location for a sports tournament. This location is easy to access and normally free to use by residents. A second tournament could be organised in collaboration with *Damla Spor Kulübü*, a local soccer club in the neighbourhood. The stakeholders that are involved are the target group, the security of the park, and the soccer club. The project could be evaluated as successful if a group of young men with varying backgrounds participate in the event. If the project is successful, the project could be repeated on a regularly basis.

As a follow-up, a community fitness centre could create interactions on a regular basis. This could be realised in collaboration with *Hill Star Sport*, an existing fitness centre in the area. MUDEM could offer a membership to young men with varying backgrounds. This would positively influence the number of customers of Hill Star Sport, the number of interactions between refugees and native citizens, create a shared activity and possibly collaboration on the long-term. There are three stakeholders involved in the project; the management of *Hill Star Sport*, the existing clientele, and the target group of young adult men. The project is effective if a certain number of native and refugee young adult men visit the centre on a regular basis without any violent conflicts.

The evaluation of projects and their impact on the integration process are of high importance in the first phase of the spatial strategy. After the first phase, the different projects should be evaluated not only individually, but also regarding to their synergetic effect. This is valuable information to determine the steps to be taken in the next phase. MUDEM could continue in the same area in the same manner, change the projects at the same locations, further adjust or intensify the projects at the same locations, expand the project area to other locations in Sultanbeyli, or a combination of the aforementioned, see Figure 5.15.

Spatial Implementation

The spatial design can have a high impact on the local conditions influencing the interaction between individuals. Therefore, a spatial designer should carefully look at the project location, the actual use of space and the spatial implementation of the proposed project. The design of the mobile library was further developed to demonstrate the potential of the spatial strategy and the importance of its design.

First, a short analysis of the use of space was given in Figure 5.22. The walking route across the park connects the adjacent transport hub to the western part of Zeytinburnu. Walking is facilitated by the pavement of the walking route; benches along the route allow passengers to sit, rest, read, wait, or observe. The benches have varying forms and are made from different types of materials. The bench in the front of Figure 5.22 has a rooftop and is made of wood, while the smaller benches along the walking path are made from stainless steel. A row of trees marks the edge of the walking route and grass. The lawns have an open character, are rarely used, but are a potential area to add a temporary function.

This results in the proposal to place a mobile library at the edge of the lawn, near the benches and walking route. The object will be located near the walking route to make an easy transition from walking to joining the library. The benches along the walking route near the library could be used to sit and read a book, or use the WIFI. The mobile library can be moved, to be stored during the nights

Figure 5.21: Potential project areas Zeytinburnu

source: authors image based on (Google, 2018; OpenStreetMap contributors, 2018)

- Park
- Sports field
- Transport hub
- Shopping street
- MUDEM
- Road
- Municipal border
- Phase 1

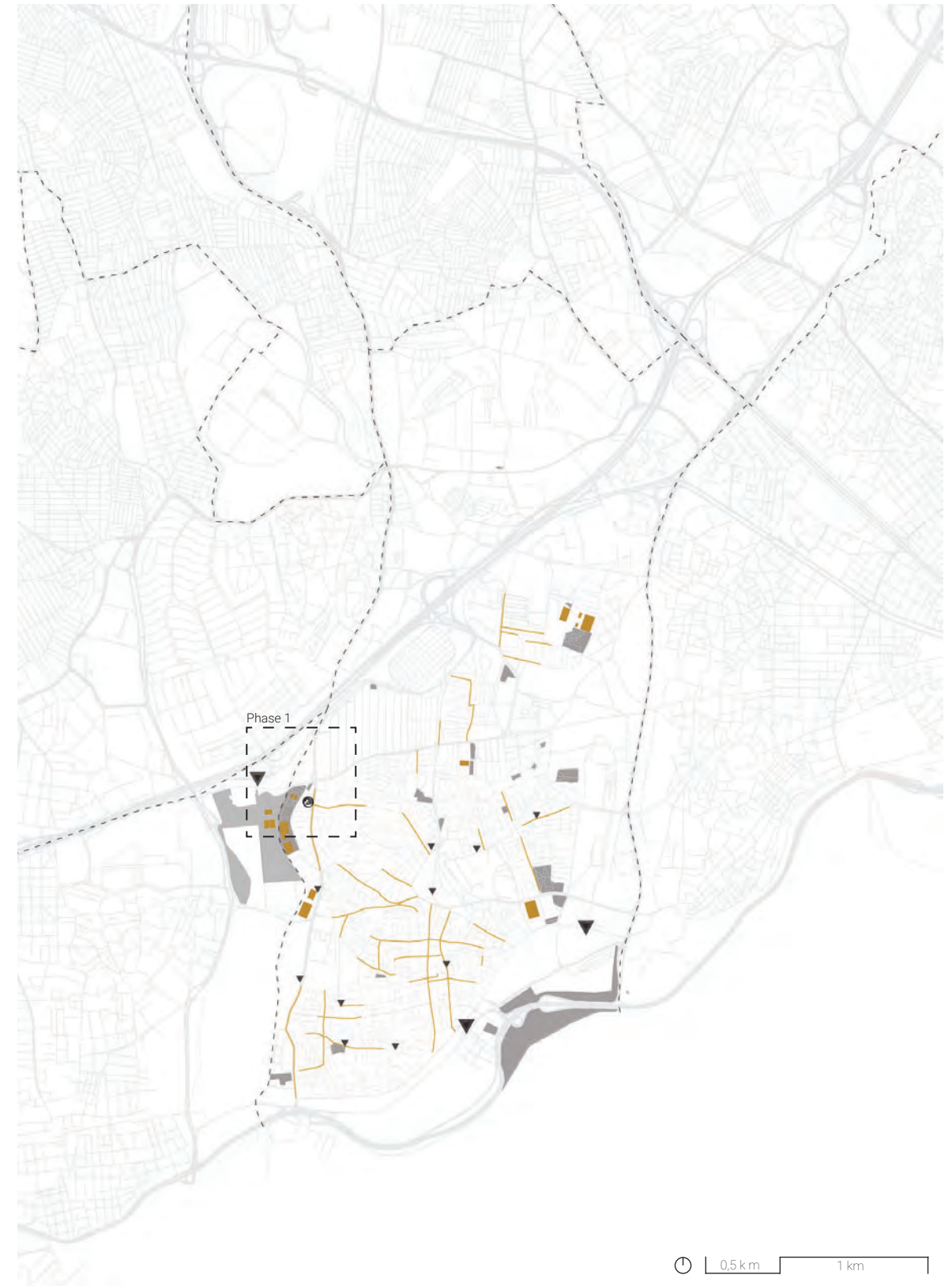


Figure 5.22: Mobile library Zeytinburnu

source: authors image



A Spatial Strategy for Refugee Integration in the Urban Environment

Spatial Strategy

situation before intervention



activities



seating facilities



potential intervention area



and possibly try other locations to place it optimally in the park. The spatial implementation has a temporary character, to ensure that the park manager will agree with the temporary use. The mobile library is made of a regularly vendor cart, to make it easy to buy and construct the project. Furthermore, a small platform is added to the frame, to exhibit the books. A large sign aims to attract attention, the signs will be in Arabic and Turkish, to communicate to all members of the target group.

Boundary Conditions

The integration process of refugees is depending on many factors, which differ in scale and impact. This subchapter will shortly discuss the external factors that together create the boundary conditions in which the spatial strategies of Sultanbeyli and Zeytinburnu operates.

International Dynamics

The development of the conflict in Syria is highly influencing the integration process. At the moment, it remains unclear what will happen in the nearby future. This creates a situation of inaction, because the justification of integration efforts seems to be difficult without prospect for permanent residence (Elicin, 2018). The establishment of peace in Syria and the rebuild of the country could enable many Syrian refugees to return. However, there will be a part of the refugee population that remains. Refugees can refuse to return or originate from a country where the conflict has not been solved. On the other hand, the conflict could spread to other countries in the region. This could heavily influence the number of refugees living in and public opinion of the receiving society. Negative perceptions make it more difficult to establish social bridges. In this case, unintended encounters increase in importance because it enables persons to continue to see each other as human beings. The spatial strategy and its goals should, to a certain degree, anticipate on the dynamics of the conflict.

Furthermore, the international interest in humanitarian assistance in the Middle East influences the possibilities of the spatial strategy. International funding allows governments and NGOs to facilitate all kinds of services having impact on the integration process. The NGOs that were researched in Sultanbeyli and Zeytinburnu are depending on this support. A decreased interest of the international community would reduce the amount of funding and thereby the capacity of the NGO to implement the spatial strategy.

Change in Legislation

The national government has a large influence on the integration process, in particular on the legal-political and socio-economic dimension. It shapes the legal framework in which all stakeholders operate. Granting refugees citizenship could be an enormous step within the integration process. This could increase the possibilities of refugees to participate in society and rise the interest of the receiving society. Furthermore, many organisations are temporarily facilitating access to health care, safety or education for refugees. These temporary systems evolved because of capacity problems and specific demands of refugees. This is a positive development in the first phase of the integration process but could be a

threat on the long-term. An adjustment of municipal legislation could positively influence this interest and attitude of municipalities and guarantee access to socio-economic services. Elicin and Erdoğan advocate for a change in the law which clarifies the formal role of the municipality and regulates the budget per refugee inhabitant of a district (2018; 2017a). This could guarantee the long term socio-economic integration process, because services to refugees could be incorporated into the regular system.

Settlement Patterns

In the case of Istanbul, due to the refugee influx, socio-economic differences on the metropolitan scale are increasing, while any coordination or policy is absent. Elicin and Erdoğan suggest to create a metropolitan coordination department that can monitor the settlement in the region and function as a bridge between international NGOs and local initiatives (2018; 2017a). Moreover, this could create the possibility to collaborate with the metropolitan urban planning department. This creates the opportunity to mitigate the segregation process. Additionally, the settlement patterns are an important factor to consider in the spatial strategy making process. The spatial strategy focuses on the district and neighbourhood scale and operational measures are based on a dispersed settlement pattern of refugees. Other settlement patterns of refugees, that form a large enclave within the city or are attached to its border, should first to a certain extent overcome residential segregation.



Chapter 5.3

Conclusion

Conclusion

Approach

A spatial strategy aims to achieve a goal or a set of goals and uses a vision and policies to achieve certain outcomes. Within this context, a vision is considered as a vocabulary of concepts and metaphors framing how key players think about and justify their investment and decisions. This vision can be created by a collaborative design process, which should aim to create a mutual conception of the territory and build durable relations between the key stakeholders.

Local ad-hoc responses, insufficient attention to cultural-religious integration, and the potential of the public realm as facilitator of the integration process result in a focus on the local level. Therefore, this thesis will develop a spatial strategy for local stakeholders, recognising the specific local conditions and enabling actors to consider their operations in a long-term perspective. This results in a general goal, which aims “to increase the cultural-religious integration of refugees and the receiving society, by employing the potential of public space”. The broader context of the national and regional scale will be discussed as a boundary condition in which the spatial strategy would have the most optimal result.

This general goal is further supported with a set of design goals; access to language and cultural knowledge, establishing social bridges, and establishing social links. Access to language and cultural knowledge can be facilitated by increasing access to information and unfocused interaction. The establishment of social bridges can be facilitated by focused interaction and shared activity. The last design goal, establishing social links, can be supported by facilitating collaboration. On the individual level, the design goals are succeeding to a certain extent. However, it is impossible to evaluate these steps on the group level because persons have varying arrival times, backgrounds, capacity and willingness to integrate. Therefore, the goals should be utilised first to evaluate the existing situation and consequently prioritise the goals according to the local conditions.

A set of key actors will be involved in the spatial strategy making process based on the analysis of the humanitarian operation process. In Sultanbeyli and Zeytinburnu, the main stakeholders are the NGOs, municipality, international NGOs, citizens (both refugees and native), local companies, and executives of the schools and larger parks. Furthermore, a team of external process facilitators, specialised in urban planning and refugee integration, is needed to support the process. The degree of involvement of actors can be defined according to their interests, attitudes, and power. This results in eight categories of stakeholders, who have a different role within the process. In the case studies, the NGO is the most

Figure 5.23: Sultanbeyli discussion model

source: authors image

important actor within the spatial strategy making process. They are the experts regarding refugee integration for the area of interest, have considerable resources, and are primarily aiming to support refugees. The municipality could be an important actor too, depending on their power, interests and attitude. To identify the key stakeholder, the interest of the actor into refugee integration is leading above their power regarding spatial changes.

The spatial strategy making process can be understood as a design process which consists out of four steps; *discovering*, *defining*, *developing*, and *delivering*. This model approaches the design process as a sequence of divergence and convergence, which is complemented with an *initiation*, *preparation* and *implementation* phase to fully cover the scope of the spatial strategy. Within the process, actors play varying roles, based on their attitude, power and interest. Stakeholders will be engaged by different methods and will perform different roles. Two important methods, that were further developed are the conceptual projects and the model as a discussion tool.

The conceptual projects are an important source of inspiration in the developing step of the design process. They can be utilised as a set of basic ideas that can be further explored in different contexts. The title, the small description of a project and the relating drawings are meant to trigger the imagination of the persons working on the spatial strategy. Furthermore, new projects could be added based on the experiences of the design team. The set of evaluation criteria of the conceptual projects create the possibility to quickly select relevant projects and to prioritise projects in the final decision stage.

A spatial model, which represents the area can reveal the interrelation between integration and space. The model interlinks experiences, thoughts and problems regarding the spatial environment. This can help to accelerate the discussion and make the abstract long-term process of integration explicit and tangible. This model could vary in scale, based on the size of the spatial strategy area and its function in the discussion process. A set of exercises emphasise different aspects: the experience of stakeholders, the degree of integration, and the development of the design.

Exemplary Spatial Strategy

The exemplary spatial strategy for Sultanbeyli and Zeytinburnu is developed without the involvement of stakeholders. It is an illustration of how the final product could look like and a method to develop the spatial strategy making process. The spatial strategy of Sultanbeyli focuses on Mülteciler Derneği as the driving force behind the long-term integration of refugees. Their size and capacity, good relationship with the municipality, openness towards international humanitarian organisations, and broad experience with international donors

makes them the most interesting stakeholder in the district. The first stage of the spatial strategy will focus on a smaller target area, the neighbourhood *Turgut Reis*, which could be later extended to the complete district. This area was selected because of existing contacts and the short travel time to visit locations and stakeholders. In the first stage of the project, the municipality and Toplum Merkezi should be consulted in order to let them choose to engage in or disengage from the project.

During the analysis phase, the spatial expert team collaborates with Mülteciler Derneği team. Local companies, the neighbourhood council, and refugee and native residents should be involved in an experience mapping exercise. They have low power, but varying attitudes and different interests which can be made explicit during the exercise. A selection of potential spaces was made based on two criteria; locations where interaction between refugees and native citizens take place, and the presence of persons of all ages and gender. This results in a the definition of the design goal: *to increase the integration of men and women, of all ages by employing the potential use of schools, shop areas, mosque squares and unfenced green spaces.*

The sites of primary interest can be linked to potential projects, that can vary in impact from an activity to a permanent spatial change. During this process, it is important to consult local residents, landowners, schools, and businesses to create a match between their interest and the proposed projects. Furthermore, the project locations should be evaluated in the broader urban network of public spaces. This resulted in a selection of six projects; the mobile ice cream shop, the school event, the integration corner, the mobile toy library, the temporary sports field, and the temporary sitting facility. These projects will be carried out in an order according to their spatial impact and effect on the integration process; first activities will be carried out, followed by temporary and permanent spatial interventions.

Zeytinburnu's spatial strategy focuses on MUDEM as the key stakeholder during the long-term integration of refugees. Their openness towards international humanitarian organisations, their experience with international donors and their ability to communicate in English makes them the most interesting stakeholder in the district. Furthermore, MUDEM is not depending on local opinions and election results. This makes it relatively easy to operate and experiment. However, they do need to operate under the approval of the head-office in Ankara, this is a major boundary condition for the success, or failure of the strategy. The limited human and financial resources of MUDEM influences the target area and scope of the project, which is relatively small. This area concerns the neighbourhood where MUDEM is located and the strategy will primarily focus on the tensions between young groups of men and the violent conflicts in which these can result.

The analysis stage should consist of a collaboration between the spatial strategy experts and the team of MUDEM. During the first exploration, the project team could

invite different stakeholders, resident groups, the local police, the executives of the large park, the imam of the mosque, and local business owners. These stakeholders have power over specific areas in the neighbourhood and a varying interest and attitude. During this phase, important locations for the integration process can be identified based on the locations where interaction between refugees and native citizens take place, and the presence of the target group. The selected spaces and the findings of the research result in a general design goal: *to mitigate the conflict between groups of men of 15 to 30 years old by employing the potential use of the local shopping streets, sports fields, mosque square, and regular walking routes.*

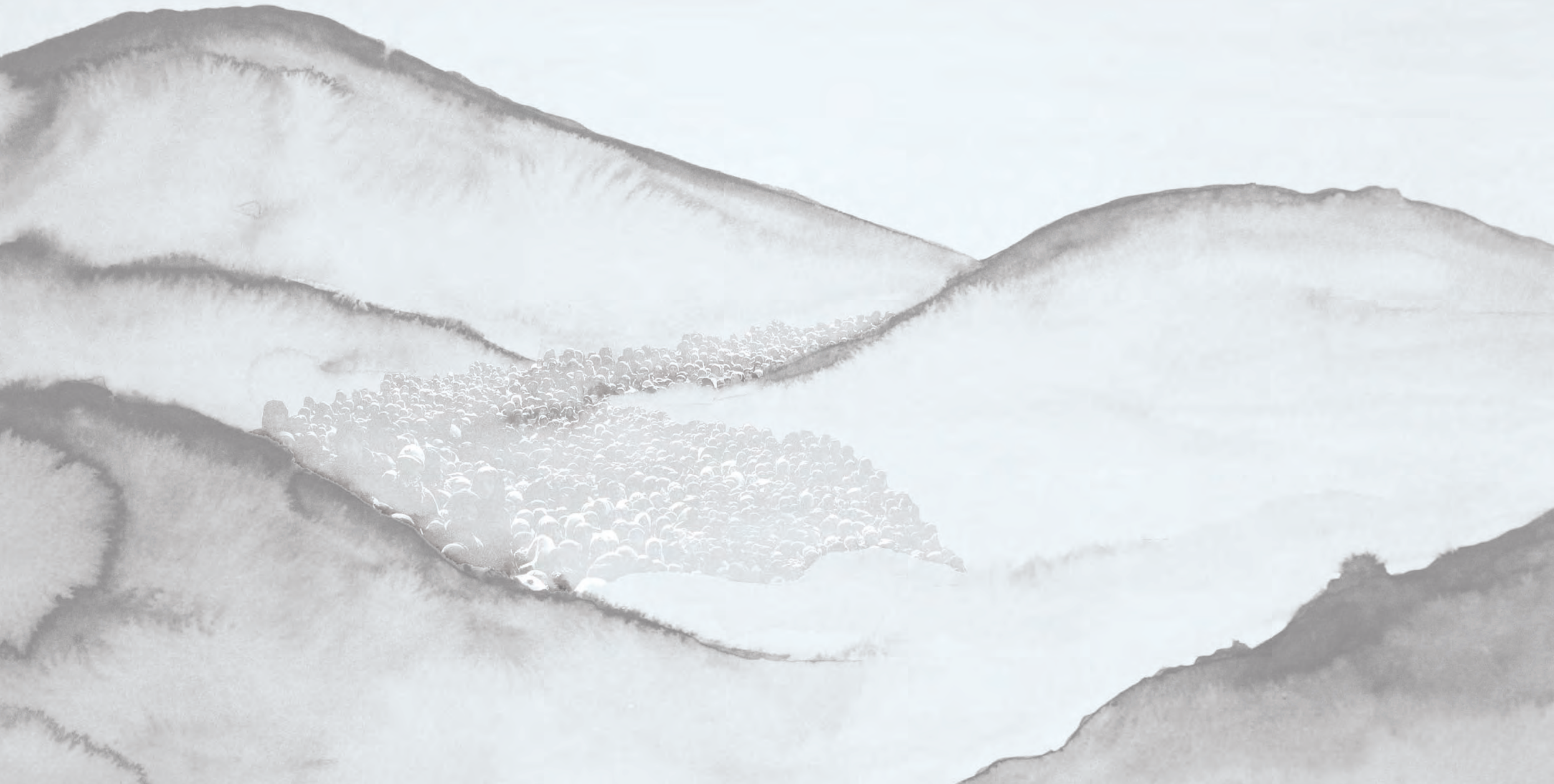
The sites of primary interest can be linked to the conceptual projects, varying in impact from an activity to a temporary spatial change. During this process, it is important to consult local residents, the executive of the park, local sports associations, and local businesses to create a match between their interest and the proposed projects. Projects that contain an activity or minor temporary spatial change will be implemented first. Further on, projects that have a larger impact can be realised. Therefore, the first project in the target area will be the advertising/exhibition project, followed by the mobile library, sports tournament and eventually the community fitness centre.

The evaluation of the projects of the spatial strategy of Sultanbeyli and Zeytinburnu is of great importance for the recalibration of the strategy. After the first phase, the individual evaluation of projects should be executed and be considered in their synergetic effect. This is valuable information to determine the steps to be taken in the next phase. The NGOs could continue in the same neighbourhood in the same manner, change the projects at the same locations, further adjust or intensify the projects at the same locations, expand the project area to other locations in Sultanbeyli, or a combination of the aforementioned.

Furthermore, the integration process of refugees is depending on many external factors that together create the boundary conditions in which the spatial strategies operate. The development of the conflict in Syria could highly influence the integration process in several ways. It could increase or decrease the amount of refugees in Istanbul, it could influence public opinion of the receiving society, it could influence the international interest and the subsequent amount of funding by donors. Additionally, the national government has a large influence on the spatial strategies, by adjusting the legal framework in which the stakeholders operate. Granting refugees citizenship and an adjustment in the municipal legislation could positively influence the possibilities of stakeholders. Furthermore, a change in the coordination structure on the metropolitan scale could enable the government to monitor the settlement in the region and function as a bridge between international NGOs and local initiatives. This would increase the funding possibilities for the spatial strategies and create a more equal distribution of refugees throughout the districts. In all circumstances, the spatial strategy and its goals should anticipate on (inter)national developments.

Chapter 6

Conclusion and Reflection



Conclusion

A Conceptual Approach to Refugee Integration

Refugees are persons that made a migratory movement in which an element of coercion exists. This migratory movement results in varying types of settlements, that can be characterised based on the type of environment, the size, and type of organisation. As a response, humanitarian actors start to operate within the durable solution framework. Within this policy, local integration can be considered as the most viable solution. This thesis considers integration as a process of becoming an accepted part of society, where interactions between refugees and the receiving society determine the direction and outcome. This is further illustrated by the three dimensions in which the integration process takes place: legal-political, socio-economic, and cultural-religious.

The legal-political dimension is related to acquiring citizenship and the corresponding political rights. This dimension is evaluated based on the indicator right and citizenship. The socio-economic dimension is characterised by the social and economic rights of citizens. It can be evaluated based on employment, housing, education, health, and safety and stability. Cultural-religious integration deals with the differences in culture and religion compared to the receiving society. This is evaluated based on the existence of language and cultural knowledge, social bonds, social bridges, and social links. The integration process can be evaluated based on the interactions between the refugee and receiving society. These interactions can happen on the individual, group or institutional level and determine the direction and temporary outcome of the process. An interaction can influence one or several indicators and/or dimensions of the integration process.

Interaction is understood as the process by which people act and react in relation to others. Interactions can be characterised according to their impact and frequency. The integration process is influenced by small daily interactions having a high frequency. These interactions primarily influence the socio-economic and cultural-religious integration. On the other hand, less frequently occurring interactions, such as government decisions can have an high impact on the legal-political and socio-economic dimension. Interaction is facilitated by a public, private or digital environment. This thesis will focus on daily interactions that have a small impact but high frequency taking place in public space and on the edge of the private domain. Major interactions, mostly initiated by higher government levels are considered to be beyond the scope of the project. However, they are part of a context in which the daily interactions occur between local actors. Interaction in public space is considered to be unfocused, when a person gathers information

by observing. Focused interaction is interaction containing facial expression and voice. The interactions taking place in public space are influenced by the residential settlement patterns, the local physical context, and the surrounding activities within this physical context.

Refugee Integration in the Urban Environment of the Middle East

Turkey, Jordan and Lebanon are accommodating a significant part of the refugee population, of whom more than 80 percent lives in urban, unplanned, individual housing. An example of such an area is the metropolitan area of Istanbul, attracting many refugees due to job opportunities. The settlement of refugees follows a pattern based on existing socio-economic differences between the districts. The two researched districts, Sultanbeyli and Zeytinburnu have both a relatively large refugee population, dispersed over the territory.

There are various challenges regarding the settlement of refugees; some are present on all levels of governance, while others appear to be location-specific. First of all, the unpredictability of the conflict in Syria creates contradictory expectations by Syrian refugees and their receiving societies. Furthermore, the multi-interpretable legal framework and large financial burden for municipalities deciding to help, create significant variations in support for refugees. The difficult socio-economic situation is a concern at all levels. The large refugee influx highly impacted the labour and housing market. A decrease in wages and an increase in renting costs create tensions between the refugees and the receiving society. Especially in Zeytinburnu, this is a major concern, the situation in Sultanbeyli appears to be calmer.

The humanitarian response is internationally coordinated by the WHO, with different OCHA branches in the affiliated countries. National governments are the key-actors in the coordination of the national response. They are supported by national and international NGOs from the different clusters. On the local level, smaller NGOs work across clusters and receive funding from larger NGOs, the national and local government. In Sultanbeyli, there are two NGOs who respond to the need of refugees; Mülteciler Derneği and Toplum Merkezi. Mülteciler Derneği appears to be very successful in establishing cooperation and finding resources. In Zeytinburnu, two organisations are active; AKDEM and MUDEM. AKDEM is executing similar activities as the NGOs described before. However, the organisation is part of the municipality of Zeytinburnu. Therefore, it is less focused on the cooperation and raising funding from international NGOs. MUDEM is a

smaller NGO and part of a national organisation that has several branches in other cities in Turkey. The local NGOs operate without a policy and base their program on an ad-hoc approach that directly responds to occurring problems.

The main actors that influence the integration process from a governance perspective are the national government, international NGOs, the district government of Sultanbeyli and Zeytinburnu, and the locally operating NGOs. These actors have an varying impact on the integration process. The 3RP policy of the Middle East and Turkey assumes that voluntary repatriation is the final durable solution. Because of this, no further steps are taken to legally integrate refugees in the system and grand citizenship. In general, the policy has its focus on the socio-economic aspects of the integration process. However, any policy on the metropolitan level is absent. The municipal policy of Sultanbeyli and Zeytinburnu is implicitly acknowledging their goal to support refugees. The municipal annual reports, describe a variety of projects, aiming to improve the socio-economic situation. Additionally, Sultanbeyli informally acknowledges refugees as citizens, and established a refugee council to engage with their interests. Moreover, Zeytinburnu puts a lot of effort into the aspects related to the cultural-religious integration of the varying groups of refugees in their district.

The humanitarian organisations active in Sultanbeyli and Zeytinburnu have a varying impact on the integration process. First of all, the number of programs differ. MUDEM has a small impact compared to the other three organisations. Secondly, there is a different ratio in the dimensions of integration. They all have a comparatively large amount of projects focused on the socio-economic domain of integration. AKDEM and MUDEM focus on cultural-religious integration as well. The legal-political dimension is underrepresented in all organisations. However, this dimension is to a large extent a concern of the national government.

Beside the impact of the larger actors, interactions between refugees and the receiving society determine the direction and outcome of the integration process. Therefore, the interactions in the public space of Sultanbeyli and Zeytinburnu were further analysed. Interactions take place in varying spatial configurations, that can be catalogued based on their function. This set of spatial typologies consists of: the residential street, park, playground, sports field, shopping street, transport hub, school, mosque, central public space, and building of organisations that support refugees. Each space that was analysed had a different spatial composition and a varying ratio in target groups and behaviour.

The various public space typologies and their related spatial conditions influence the presence of target groups. This effects their interactions and with whom persons interact. This results in varying integration evaluation outcomes, based on the spatial typology and target groups. At all spatial typologies, unfocused

interactions were observed. Unfocused interactions between refugees and the receiving society positively influence the cultural-religious dimension of the integration process. In particular the language and cultural knowledge and social bond indicator will be enhanced. The analysed residential street in Sultanbeyli and school were differently evaluated. Focused interactions are enhancing the language and cultural knowledge, social bonds, and social bridges indicator.

The context in which these interactions take place is formed by the rapid urban growth of the last seventy years. Istanbul grew from one to more than fifteen million inhabitants and this resulted in ad hoc, informal housing solutions. Recent urban developments are characterised by large-scale infrastructure and housing projects. These projects transform the urban fabric drastically and were accelerated by a set of laws that enables municipalities to better mitigate earth quake risks. The municipality of Sultanbeyli and Zeytinburnu seem to be increasingly involved in the management of spatial development. Their policies aim to control and regulate the large scale urban growth. The power of the municipality of Sultanbeyli and Zeytinburnu regarding small scale spatial changes is more limited. They do execute projects to refurbish parks and public spaces, add new playground facilities, or maintain trees and bushes. However, these projects focus on a limited number of locations. Small temporary and more permanent spatial changes are made by residents without permissions.

Spatial Strategy

The spatial strategy is considered as a vocabulary of concepts and metaphors framing how key players think about and justify their investments and decisions. This vision can be created by a collaborative design process, which should aim to create a mutual conception of the territory and build durable relations between the key stakeholders. The spatial strategy has an emphasis on the local level because of local ad-hoc responses, insufficient attention to cultural-religious integration, and the potential of the public realm as facilitator of the integration process. This results in a general approach which aims “to increase the cultural-religious integration of refugees and the receiving society, by employing the potential of public space”. This overarching goal is further supported with a set of design goals; access to language and cultural knowledge, establishing social bridges, and establishing social links. The broader context of the national and regional scale will be discussed as a boundary condition.

The spatial strategy making process can be understood as a design process consisting of four steps; *discovering*, *defining*, *developing*, and *delivering*. This model approaches the design process as a sequence of divergence and convergence, which could be complemented with an *initiation*, *preparation*

and *implementation* phase to fully cover the scope of the spatial strategy. The phases contain various methods to create a desired outcome, the conceptual projects and the model as discussion tool are developed in more detail. The degree of involvement of actors can be defined according to their interests, attitudes, and power. To identify the key stakeholder, the interest of the actor into refugee integration is leading above their power regarding spatial changes. In the case studies, the NGO is the most important stakeholder, they are the expert regarding refugee integration for the area of interest, have considerable resources, and are primarily aiming to support refugees.

The exemplary spatial strategy for Sultanbeyli and Zeytinburnu is developed without the involvement of stakeholders. It is an illustration of how the final product could look like and a method to develop the spatial strategy making process. The spatial strategy focuses in Sultanbeyli on Mülteciler Derneği and in Zeytinburnu on MUDEM. They are the driving force behind the strategy because of their openness towards international humanitarian organisations, their experience with international donors, and independence of local opinions and election results. The first stage of the spatial strategy will focus on a smaller target area near the NGOs, because of existing contacts and the short travel time to visit locations and stakeholders.

During the analysis phase, the spatial expert team collaborates with the team of the NGO and various stakeholders will be involved in experience mapping exercises and discussions. A selection of potential spaces was made based on two criteria: locations where interaction between refugees and native citizens takes place, and the presence of persons of all ages and gender. This resulted in two design goals, one for Sultanbeyli which aims: *to increase the integration of men and women, of all ages by employing the potential use of schools, shop areas, mosque squares and unfenced green spaces.* And for Zeytinburnu: *to mitigate the conflict between groups of men of 15 to 30 years old by employing the potential use of local shopping streets, sports fields, mosque square, and regular walking routes.*

The sites of primary interest can be linked to potential projects, that can vary in impact from an activity to a permanent spatial change. During this process, it is important to consult local stakeholders, to create a match between their interest and the proposed projects. Furthermore, the project locations should be evaluated considering the broader urban network of public spaces. This resulted in a selection of six projects for Sultanbeyli; the mobile ice cream shop, the school event, the integration corner, the mobile toy library, the temporary sports field, and the temporary sitting facility. In Zeytinburnu, the first project in the target area will be the advertising/exhibition project, followed by the mobile library,

sports tournament and eventually the community fitness centre. These projects will be carried out in an order according to their spatial impact and effect on the integration process; first activities will be carried out, followed by temporary and permanent spatial interventions.

The evaluation of the projects of the spatial strategy of Sultanbeyli and Zeytinburnu is of great importance for the recalibration of the strategy. After the first phase, the individual evaluation of projects should be executed and be considered in their synergetic effect. This is valuable information to determine the steps to be taken in the next phase. The NGOs could continue in the same neighbourhood in the same manner, change the projects at the same locations, further adjust or intensify the projects at the same locations, expand the project area to other locations in the district, or a combination of the aforementioned.

Furthermore, the integration process of refugees is depending on many external factors that together create the boundary conditions in which the spatial strategy of Sultanbeyli and Zeytinburnu operate. The development of the conflict in Syria could be highly influencing the integration process in several ways. It could increase or decrease the amount of refugees in Istanbul, it could influence public opinion of the receiving society, it could influence the international interest, and amount of funding by donors. Additionally, the national government has a large influence on the spatial strategy, by adjusting the legal framework in which the stakeholders operate. Granting refugees citizenship and an adjustment in the municipal legislation could positively influence the possibilities of stakeholders. Furthermore, a change in the coordination structure on the metropolitan scale could enable the government to monitor the settlement in the region and function as a bridge between international NGOs and local initiatives. In all circumstances, the spatial strategy and its goals should anticipate on national and international developments.

Limitations and Recommendations

This master graduation research was largely limited because of the restricted time, financial resources and language differences. This subchapter will shortly discuss the impact of the limitations on the different elements of the thesis and its related recommendations. First of all, the literature study primarily focused on international humanitarian research and European integration theories. Whilst these sources provided a useful theoretical framework, other sources considering the Middle Eastern and in specific Turkish context could offer additional valuable insights. Furthermore, the analytical research utilised a limited number of Turkish sources. Further research should include more Turkish publications to optimally profit from the available data.

During the case study research, it turned out to be more difficult than expected to interview the NGOs, refugees, and citizens, due to the language barrier. This resulted in a limited amount of interviews, translated from Turkish to English. This translation affects the reliability of the answers. Moreover, interviews and observations were executed together with local guides. These guides were young and higher educated people, which influenced to a certain extent who was approached and the willingness of interviewees to answer questions. Furthermore, it is recommended to do a new round of more extensive systematic observations, to fully cover the variety of spaces and their use at different times.

The design of the spatial strategy process and the final product is completed without the involvement of the NGOs or other related stakeholders. The participation of stakeholders is highly recommended for further research, in order to test and refine the process in practice. Finally, the research strongly relies on quantitative case study data, which limits the possibility to generalise the findings to other districts in Istanbul, different metropolitan areas in Turkey or other locations in Jordan or Lebanon. A further study could assess other locations in combination with a test of the approach developed in this study.

Ethical considerations

I would like to explain the considerations that I took into account for the field work. The research was set out based on a mutual exchange of interests, knowledge and culture and the intent to give something in return to the society that supported the research. The full research and a summary were shared with the local guides and NGOs that had been interviewed.

The visual material for the analysis is gathered by photographing and recording videos on-site. The photographs inside buildings and at most in public space are made with permission of the owner of the building or the persons present. However, some photographs in public space are taken without the permission of the persons on the picture because it was too crowded to ask all individuals for permission. Videos were recorded to analyse the interactions of individuals and groups in the public space. The videos were taped without any permission because this would influence the behaviour and interactions. Therefore, the raw material is not included in any way in the research. Only an extraction, in the form of drawings and tables, are included in the report.

The political situation in Turkey required extra carefulness regarding questions, names and political opinions during the field research. The interviews with the NGOs, citizens and refugees were not included to not obstruct their operations in any manner. Additionally, the names of the persons who were interviewed were anonymised. In order to diminish the link between the names of persons interviewed and the positions taken in this thesis.

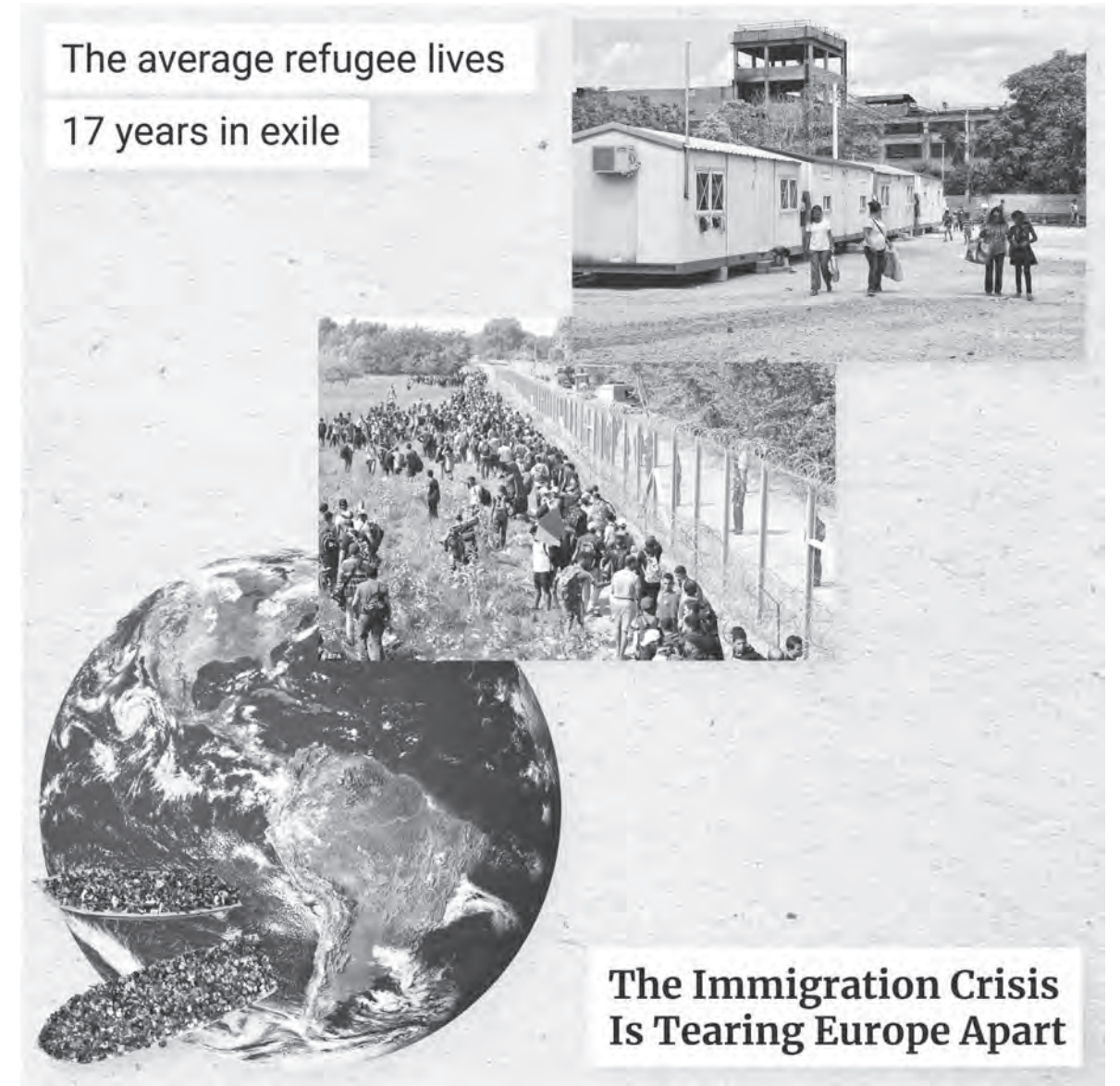
During the design phase of the project, local stakeholders were not involved. I searched for a balance between explicit images and personal interpretation. This resulted in hand-drawn illustrations with a temporary character. A detailed rendered image of my proposal would create the impression that the proposal is finished. While the spatial strategy aims to stimulate the imagination of citizens and start the discussion about the integration process.

Additionally, the implementation of the spatial strategy for Sultanbeyli and Zeytinburnu would rise some extra ethical questions. First of all, the spatial strategy strongly relies on the NGOs, who are part of the civil society. The integration process is a joint responsibility of the private sector, public sector and civil organisations. The spatial strategy intends to support the integration process, without creating substitutes for municipal services. However, the emphasis on NGOs in the spatial strategy making process could function as an argument for the public and private sector to withdraw. This could negatively influence the



Figure 7.1: Personal and project motivation

source: authors image



integration outcome, since humanitarian organisations are depending on external funding. This funding depends on the interest of donors, while the private and public sector have other income resources.

Furthermore, the collaborative process and interventions facilitating interactions could create positive or negative interactions. An escalation of the discussion could possibly decrease the amount of integration. However, the effect of negative interactions on the overall process and integration outcome was not studied. Additionally, the spatial strategy is not considering the use of material and resources. While the spatial implementations are relatively small, efforts should be made to minimise the environmental impact.

Personal reflection

As a 12 year old girl, I was asked by a journalist of a local newspaper what I wanted to study. I replied: *“I want to become an architect because I want to make the world more beautiful”* (De Stentor, 2006). At that time, ‘the world’ consisted of my hometown Apeldoorn and I had some particular places in mind that I wanted to improve. In my opinion, ‘beauty’ could be perceived in old historic centres, English landscape parks or pre-war neighbourhoods. Obviously not in the neighbourhood where I grew up and the business area close by. As I was growing older, I discovered more and more cities. I finished high school and I started studying architecture. I moved to another city in the Netherlands, travelled through Europe and visited other continents. Thus I saw my childhood environment in a new, broader perspective. During my study in Architecture and while travelling I refined my definition of beauty and shifted my focus. I began to understand that beauty is not necessarily a visual feature of a physical object. My approach of the concept of beauty transformed into the motivation to *‘improve the quality of life of human beings’*. This motivation resulted in the decision to participate in the master program of Urbanism.

The urbanism graduation year created the opportunity to delve deep into one topic with nearly no restrictions. I used this chance as a method to develop my personal position in the field of urbanism and society. Articles in newspapers, television reportages, a lecture at the university and the movie ‘Human flow’ made by the Chinese artist Ai Weiwei directed my attention to the topic of refugees flows and settlements. Different events related to forced migration; the deaths in the Mediterranean Sea, the unstable situation in the Middle East and harsh living conditions in refugee camps were broadly covered in the media. This aroused my curiosity, *‘What does it mean to be a refugee?’* and *‘Where do these people live?’* and *‘How do they rebuild their lives?’* Therefore, I wanted to focus on refugees integration in the urban environment for my graduation research.

My aim was to widen my perspective and research an urban environment, unlike the Netherlands. I wanted to understand the impact of the local conditions and culture on the use of space. The project was outside of my comfort zone and challenged me right from the start. My initial lack of knowledge regarding refugees and humanitarian operation made it difficult to define my scope. I spent relatively much time reading papers, studying reports, and finally went to an urban humanitarianism course in London to attend training. Furthermore, the topic itself turned out to affect my emotional state. Behind each number, photograph or

map lies a personal story, travel, sorrow or loss. I learned to deal with this during the project and it became easier as soon as I started to think about possible design solutions.

At the midterm, I decided to focus on the case study of Istanbul. This created the possibility to connect the research on the humanitarian operation to urban design and planning. The site visit reshuffled a lot of my original thoughts and made it necessary to rewrite my theoretical approach. The amount of information collected during the interviews and observations turned out to be enormous. During the second stage of the graduation research, I constantly searched for a balance between explicitly mentioning the findings of the site visit, and on the other hand, finish the research in the given time. This finally resulted in a very thorough report, in which the main lines sometimes may be overshadowed by all the minor details.

I intended to incorporate as much feedback as possible during the advance of the project. This included feedback of my mentors, the interviewed NGOs and my local guides. I chose my mentors because of their opposing interests. The first mentor primarily supported the continuation of the process by advising in literature, research methods, and the spatial strategy. The second mentor was very involved in the design process, where he stressed the importance of the spatial design. This resulted in a project with a wide scope, both touching upon the strategy and spatial implications.

Chapter 7

Photo gallery

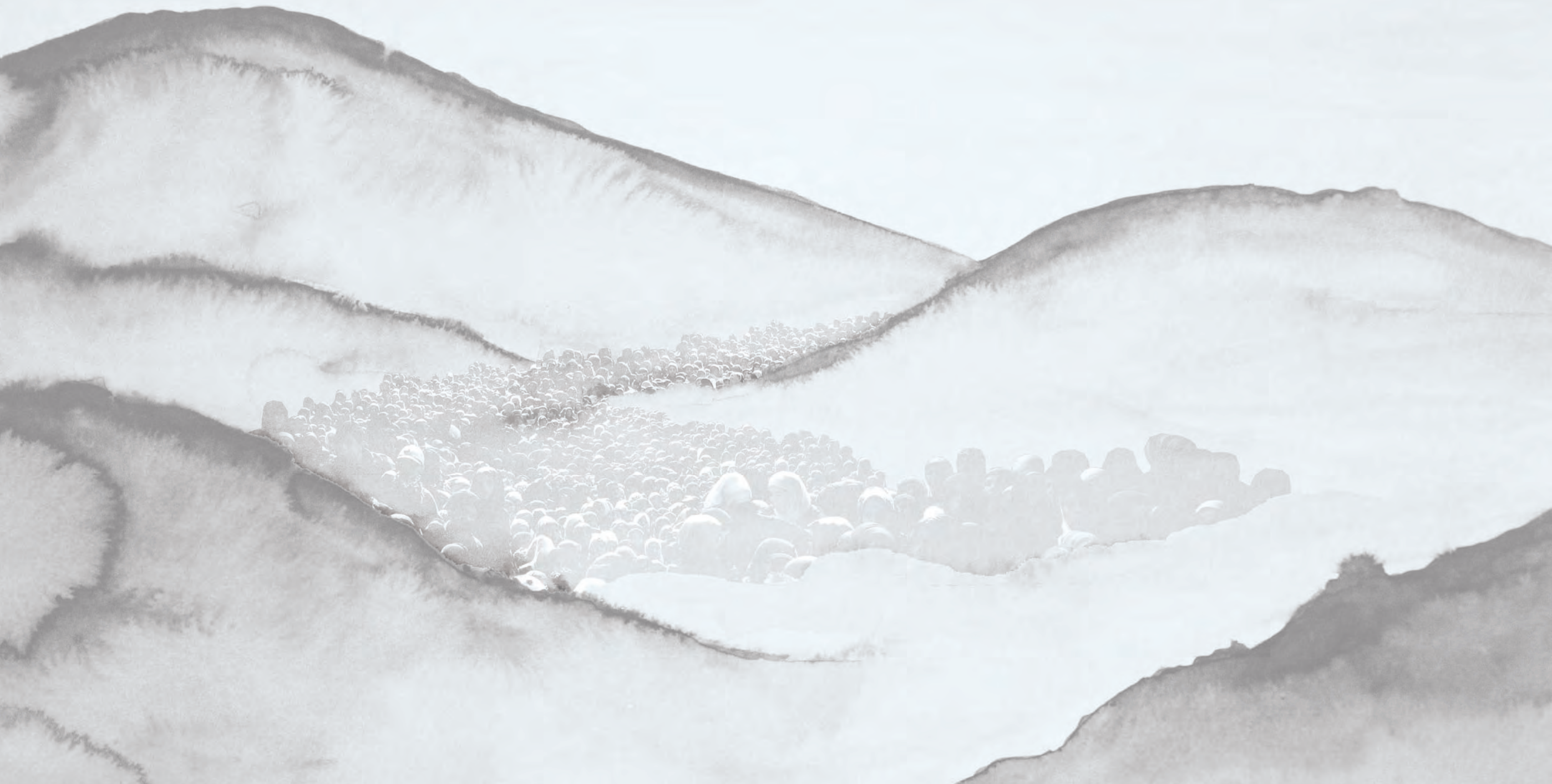




Figure 7.2: Bosphorus waterfront Üsküdar source: authors image



Figure 7.3: Sultanbeyli source: authors image



Figure 7.4: Garden life

source: authors image



Figure 7.5: Residential street

source: authors image



Figure 7.6: Central shopping street Sultanbeyli source: authors image



◀ Figure 7.7: Playground Gölet park

source: authors image

▶ Figure 7.8: Pond Gölet park

source: authors image



Figure 7.9: Zeytinburnu source: authors image



◀ Figure 7.10: Residential street

source: authors image

▶ Figure 7.11: Park along the Bosphorus

source: authors image



Figure 7.12: Textile factory

source: authors image



Figure 7.13: Workers in a textile factory

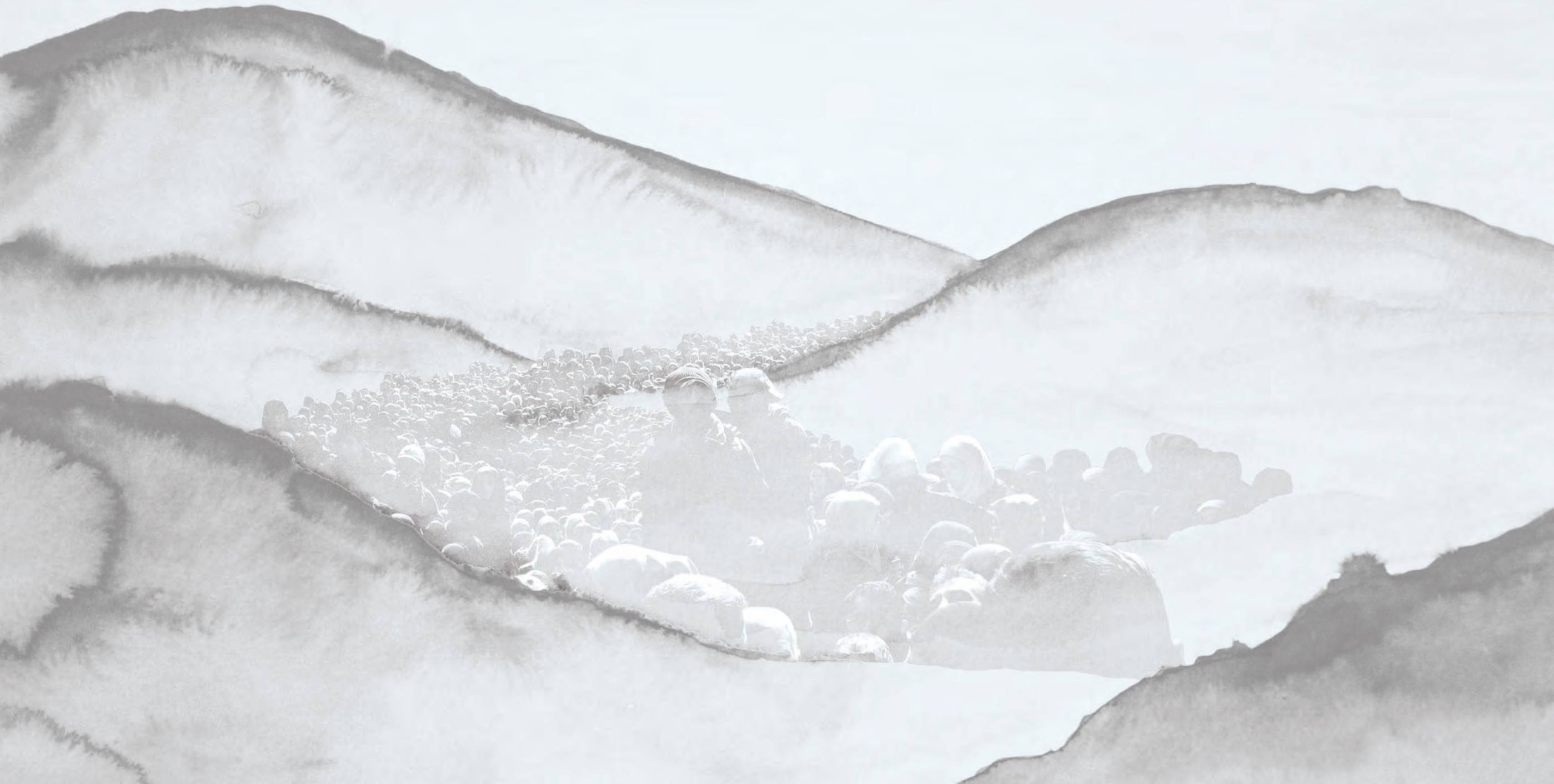
source: authors image



Figure 7.14: Weekly market source: authors image

Chapter 8

Literature



Glossary

asylum seeker

A person “... who has sought international protection and whose claim for refugee status has not yet been determined. As part of internationally recognized obligations to protect refugees on their territories, countries are responsible for determining whether an asylumseeker is a refugee or not.” (UNHCR, 2015, p. 5)

displaced person

A person who has been compelled to leave his/her home, for different reasons and circumstances, outside or within the country of origin. (United Nations, 1992, p. 30)

integration

A process of becoming an accepted part of society, where interactions between refugees and the receiving society determine the direction and outcome.

interaction

“... the process by which people act and react in relation to others. In this process, language, gestures and symbols are used” (Palispis, 2007)

internal displaced person

A person who has been forced to flee his or her house and is uprooted inside the country of its nationality, unlike a refugee who crossed an international border. (UNHCR, 2007, p. 17)

irregular migration

“Movement that takes place outside the regulatory norms of the sending, transit and receiving countries.” (IOM, 2015)

migrant

A “... person who is moving or has moved across an international border ... regardless of the person’s legal status; whether the movement is voluntary or involuntary; what the causes for the movement are; or what the length of the stay is.” (IOM, 2016)

protracted situation

a living condition “for 5 years or more after their initial displacement, without immediate prospects for implementation of durable solutions” (UNHCR, 2009)

refugee

A person that makes “A migratory movement in which an element of coercion exists, including threats to life and livelihood, whether arising from natural or man-made causes ...” (IOM, 2015)

rural

A rural population as below 5,000 inhabitants, the displaced population is excluded from this calculation (UNHCR, 2013, p. 63)

spatial strategy

“... a cognitive set of material and immaterial pictures of a certain territory’s future ...” (Ek & Santamaria, 2009, p. 9)

(transitional) settlement

A “settlement and shelter resulting from conflict and natural disasters, from emergency response to durable solutions” (Corsellis & Vitale, 2005, p. 11)

urban

A settlement that is assessed to be over 5,000 inhabitants, the displaced population is excluded from this calculation (UNHCR, 2013, p. 63).

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Chapter 9



Appendix



Evaluation Mülteciler Derneği

Legal-political dimension

Rights and citizenship

-  Men, women and youth council
The council functions as a platform to monitor problems and discuss solutions for Mülteciler Derneği and the municipality of Sultanbeyli.
-  Legal consultancy
Provides information about their rights and specific legislation regarding marriage, divorce, violence and work accidents.




Socio-economic dimension

Health




-  Health centre
The healthcare department employs seven doctors, working at six polyclinics that are specialised in podiatry, internal medicine, dermatology and simple surgeries.
-  Health translation and transportation support
Specialised medical support is available in the public hospital. A bus with driver and translators assist in accessing the health care facilities of the hospital.
-  Centre for rehabilitation
Medical treatment by physiotherapist for refugees who suffer from physical disabilities. The support includes the provision of necessary material devices like wheelchairs and toilet seats.
-  Centre for psychological support
Individual and group therapy by psychologists and psychiatrists.
-  Family goods support
Support in good: medicine, clothes, baby diapers, stoves, charcoal, toys, colouring books and stationary sets.

Housing


Education

-  Child caravan
The child caravan is located near the headquarters and facilitates pre-school education and psychological support to improve a smooth flow to primary education.
-  Child care
The child care facilities provide room for kids to play while parents visit the other services.
-  Turkish language support
Refugee children have extra Turkish classes after school to make them able to fully participate in the school system.

Employment



-  Employment helpdesk
Functions as a platform between refugees and the labour market and supports the application for a working permit.
-  Computer courses
Course to learn how to use Microsoft programs, for refugees and native citizens.
-  Professional courses
Diverse set of courses that prepare for the labour market and provide an official certificate.

Stability and safety



-  Women shelter
Accommodation for women (and their children) who are exposed to violence by their family or are recently divorced.

Cultural-religious dimension

Language and cultural knowledge


-  Turkish language education
The language education centre facilitates Turkish classes at A1, A2 and B1 level.
-  Turkish speaking club
A walk-in speaking club to practise the speaking and listening abilities.

Social bridges

-  Social cohesion activities
Regularly activities like a Sunday breakfast, visiting touristic locations, sports and cultural activities for children for native and refugee citizens.
-  Youth education centre
The youth centre is located in the second building of Mülteciler Derneği and focusses on strengthening the adaptation of native and refugee children by facilitating cultural and family activities.

Social bonds

Social links

-  Home visits
Social workers visit refugees on monthly basis to inform and increase access to facilities and check their need for (financial) support.

Evaluation Toplum Merkezi


Legal-political dimension


Rights and citizenship

 Legal consultancy Provides information about rights and legislation in Turkey.


Socio-economic dimension

Health

 Psychological support Individual and group therapy by psychologists and psychiatrists.


 Health seminars Courses that provide information about health issues.


 Psychoeducation No specific information available.

 Support access to health services No specific information available.


Housing


Education

 Child friendly space An environment that contribute to the psychological development of young children.


 Education support Provides information and advise about education in Turkey.


Employment

 Job orientation and vocational training Training that prepare refugees for the Turkish labour market.

 Professional courses Diverse set of courses that prepare for the labour market and provide an official certificate.(hairdressing, sewing, wood painting, computer, jewellery design, patient and elderly companion, welding technician and cookery).


Stability and safety

 Individual protection assistance Provides individual-based protection assistance to families/ individuals who have a chronic illness, are disabled or children that suffered malnutrition.


 Child protection program Detection of family problems by home visits, including intra-family violence, child labour and child marriages

Cultural-religious dimension


Language and cultural knowledge

 Turkish language education The language education centre facilitates Turkish classes both adults and children.

Social bridges

 Social cohesion activities Regularly activities like sports and cultural activities for children, native and refugee citizens.

Social bonds


 Family reconstruction Program that aims to reunite, establish communication and/or researches the faith of family members.

Social links

Evaluation AKDEM









Legal-political dimension

Rights and citizenship

 Legal counselling Information and advice regarding Turkish law.



Socio-economic dimension

Health



-  Children's Dental Service Various dental services for children aged between 5 and 16 years old.
-  Home psychological counselling Phycological care for elderly, patients and disabled persons who are not able to visit the office.
-  Home health care Nursing for elderly, chronically ill patients and persons who are disabled.
-  Households visits Households visits are made to examine the situation and deliver support to persons that are not able to leave their home.
-  Social counselling Advise and help for persons that deal with domestic violence, neglect, abuse, and disability rights.
-  Psychological counselling Phycological care for adults and children with various problems.
-  Nutrition counselling Support for diets, weight control, weight loss, obesity, cholesterol and diabetes.
-  Adult trainings Trainings that aim to support individuals in their development during life. Trainings focus on pregnant women, parenting (for men and women) and health.

Housing

Education

-  Turkish language support Turkish class for refugee children to support the integration at the school
-  Children's harmony school Aimed at all refugee children between the 6 and 14 years old who are not able to attend regular school for various reasons and speak enough Turkish to express themselves.


Employment

-  İŞKUR service point Provides services related to unemployment. For instance registration, application for unemployment support, labour orientation courses and vocational training.
-  Hand-craft market A market at the Merkezefendi square, where women can sell their hand-made products to generate income every Friday.



Stability and safety

Cultural-religious dimension





Language and cultural knowledge

 Turkish language education Turkish language and communication class for adults.

Social bridges

-  Events and excursions Program for refugee and native children who can participate in tournaments and excursions to improve the integration.
-  Book club Women's book club were they share their opinions and drink tea and coffee.

Social bonds

-  Migrants women's club Various courses related to rights, hygiene, women's health, children and handcrafting.
-  Music needs no language A project for refugee children between 6 and 14 years old to let them experience and play music.
-  Mother and child training Trainings that create quality time for mothers and their children by playing games, doing workshops or talking about privacy, and values.
-  Open air film festival Annual activity to support families in spending time together.

Social links

Evaluation MUDEM




Legal-political dimension

Rights and citizenship

 Legal counselling Information and advice regarding Turkish law.

Socio-economic dimension

Health

-  General practitioner No information available
-  Psychological counselling Physiological care for adults and children with various problems.
-  Health packages Boxes with daily health care products for refugee families.

Housing


Education

Employment


Stability and safety

Cultural-religious dimension

Language and cultural knowledge

 Monthly event Events , mainly for refugee women about various topics such as health, domestic violence and child marriage.

Social bridges

 Excursions Program for refugee and native children to improve the integration.

Social bonds

Social links

Conceptual projects references

1. School event Project executed by Toplum Merkezi at Sultanbeyli Turgutreis İlkokulu
2. Children language class Exists in different form in Sultanbeyli and Zeytinburnu
3. Integration program
4. School attendance Implemented by the national government, fees for children that don't attend school
5. Integration corner English corner at Veliefendi İlköğretim Okulu
6. Exhibition school
7. Street event
8. Adult language class Exists in different form in Sultanbeyli and Zeytinburnu
9. Network event Event organised by Mülteciler Derneği
10. Open day NGO Event organised by Mülteciler Derneği
11. Link businesses Event organised by Mülteciler Derneği
12. Exhibition Exhibition at Taksim square and exhibition by the Support to Life foundation in Istanbul
13. Big event Events organised by the municipality of Sultanbeyli and Zeytinburnu
14. Tourist excursion Event organised by Mülteciler Derneği, AKDEM, and MUDEM
15. Artwork project
16. Weekly breakfast Event organised by Mülteciler Derneği
17. NGO advertising Campaigns in the Netherlands
18. Stories advertising Campaign by the municipality of Delft
19. Event shopping street
20. Temporary seating
21. Temporary park
22. Barbecue facility Existing in other parks in Istanbul
23. Park
24. Sports tournament Other NGO's in Turkey
25. Park party
26. Mobile ice cream shop Observed in other public spaces in Istanbul
27. Mobile food truck Observed in other public spaces in Istanbul
28. Mobile toy library Speel-o-theek and Buurtbox concept in the Netherlands
29. Mobile library Small pop-up libraries in the Netherlands and large library project by Mülteciler Derneği
30. Music has no language Event organised by AKDEM
31. Word project
32. Mobile tea cafe Observed in other public spaces in Istanbul
33. Temporary playground
34. Multifunctional seating Movie: The Social Life of Small Urban Spaces

List of interviews

Expert interview Shelter Centre

Organisation: Shelter Centre
Date: May 2018
Medium: Skype interview
Language: English
Subject: Humanitarian operation and the shelter cluster

Expert interview Field Coordinator UNHCR

Organisation: UNHCR
Function: Senior Field Coordinator, Iraq
Date: May 2018
Medium: Skype interview
Language: English
Subject: Architecture and refugee settlement

Expert interview executive Mülteciler Derneği

Organisation: Mülteciler Derneği (Refugee association)
Function: Administrative supervisor
Date: September 2018
Medium: Face-to-face interview
Language: Turkish, translated afterwards
Subject: General operation of the NGO and the integration process in the district

Expert interview Mülteci Destek Derneği

Organisation: Mülteci Destek Derneği, MUDEM (Refugee Support Centre, RSC)
Function: Centre manager
Date: September 2018
Medium: Face-to-face interview
Language: English
Subject: General operation of the NGO and the integration process in the district

Expert interview ADKEM

Organisation: Aile Kadın Destekleme Ve Engelliler Merkezi, AKDEM (Family women and disabled support centre)
Function: Team manager
Date: September 2018
Medium: Face-to-face interview
Language: Turkish, directly translated
Subject: General operation of the NGO and the integration process in the district

Expert interview urban planner operative in Istanbul

Function: Urban designer and planner
Date: September 2018
Medium: Face-to-face unstructured conversation
Language: English
Subject: Urban design and planning practise in Istanbul and Turkey

Expert interview PHD researcher

Function: PHD researcher in a border province of Turkey
Date: September 2018
Medium: Face-to-face unstructured conversation
Language: English
Subject: Refugee integration, the urban environment, participation of (refugee) youth in politics

Long semi-structured interviews

Resident A – student born in Sultanbeyli
Resident B – teacher and resident of Zeytinburnu
Refugee A – Syrian/Palestinian refugee
Refugee B – Syrian/Palestinian refugee
Refugee C – Syrian/Palestinian refugee

Short semi-structured interviews with residents of Istanbul

Resident C – textile factory owner and resident of Zeytinburnu
Resident D – shop employee and resident of Zeytinburnu
Resident E – retired, resident living on the edge of Sultanbeyli district
Resident F – housewife, resident living on the edge of Sultanbeyli district
Teacher A – teacher primary school and resident of Zeytinburnu
Teacher B – teacher primary school (specified in teaching Turkish to refugee children)
Refugee D – Syrian refugee, restaurant employee and resident of Zeytinburnu
Refugee E – Syrian refugee, restaurant employee and resident of Zeytinburnu

Behaviour analysis

Figure 9.1: Residential street Sultanbeyli *source: authors image*



Date: Wednesday 3 October 2018
 Timespan: 1 minute
 Number of measurements: 4
 Part of the day: Early afternoon
 Weather condition: Sunny

- Male age
- Child 0 - 15 years
 - Young adult 15 - 30 years
 - Adult 30 - 60 years
 - Elderly 60 + years
- Female age
- Child 0 - 15 years
 - Young adult 15 - 30 years
 - Adult 30 - 60 years
 - Elderly 60 + years

Figure 9.2: Residential street Zeytinburnu *source: authors image*



Date: Tuesday 4 October 2018
 Timespan: 1 minute
 Number of measurements: 4
 Part of the day: Afternoon
 Weather condition: Cloudy

Table 9.1: Behaviour analysis residential street Sultanbeyli *source: authors image*

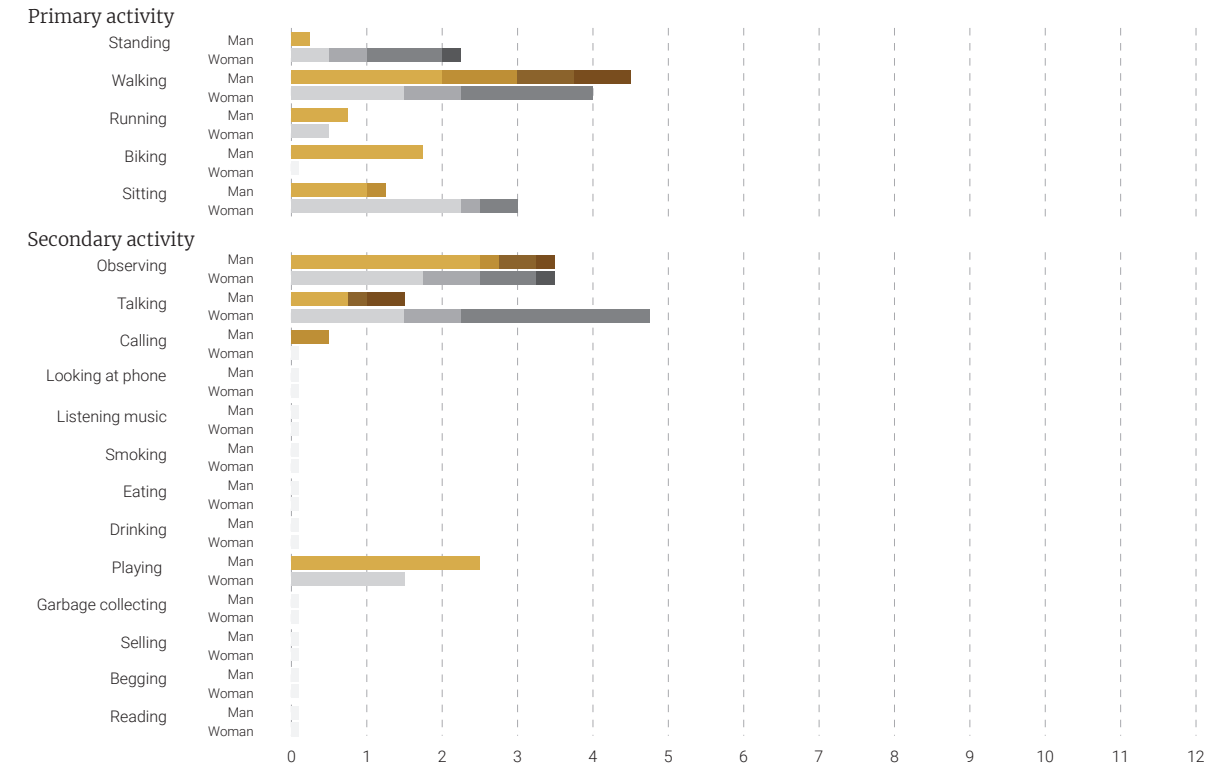


Table 9.2: Behaviour analysis residential street Zeytinburnu *source: authors image*

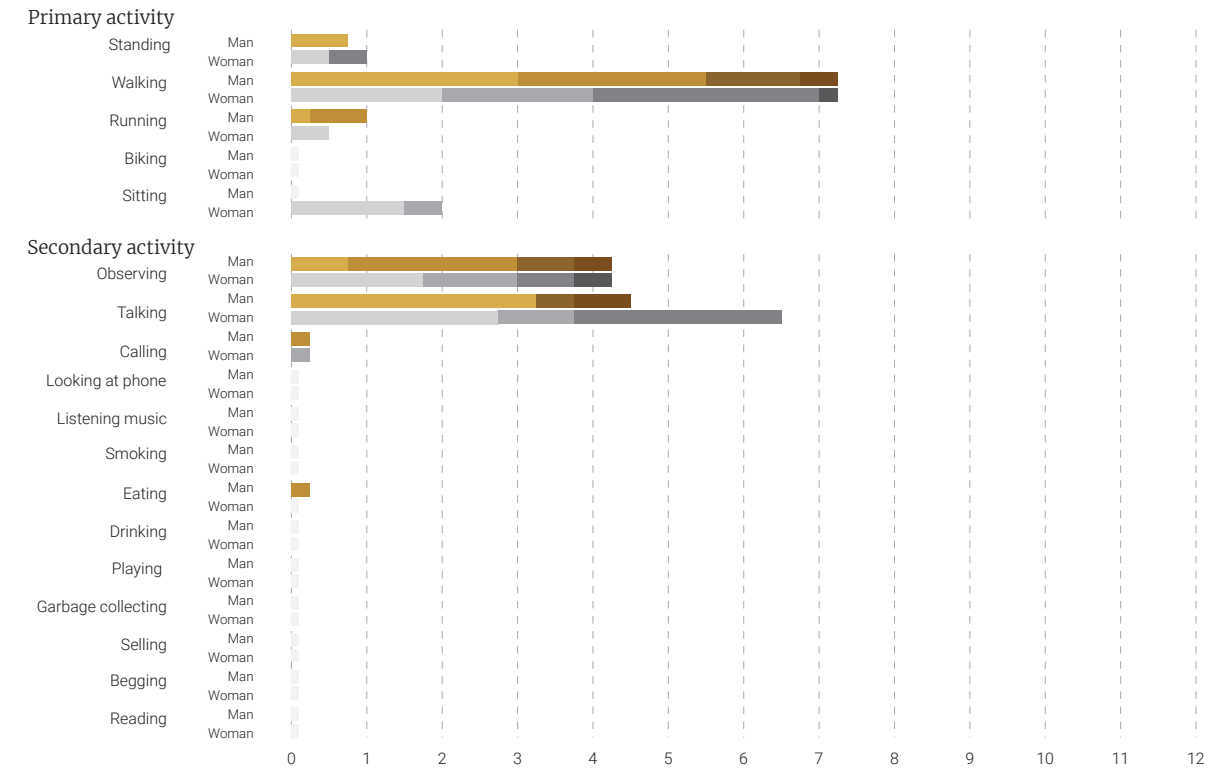


Table 9.3: Behaviour analysis sports field Sultanbeyli *source: authors image*

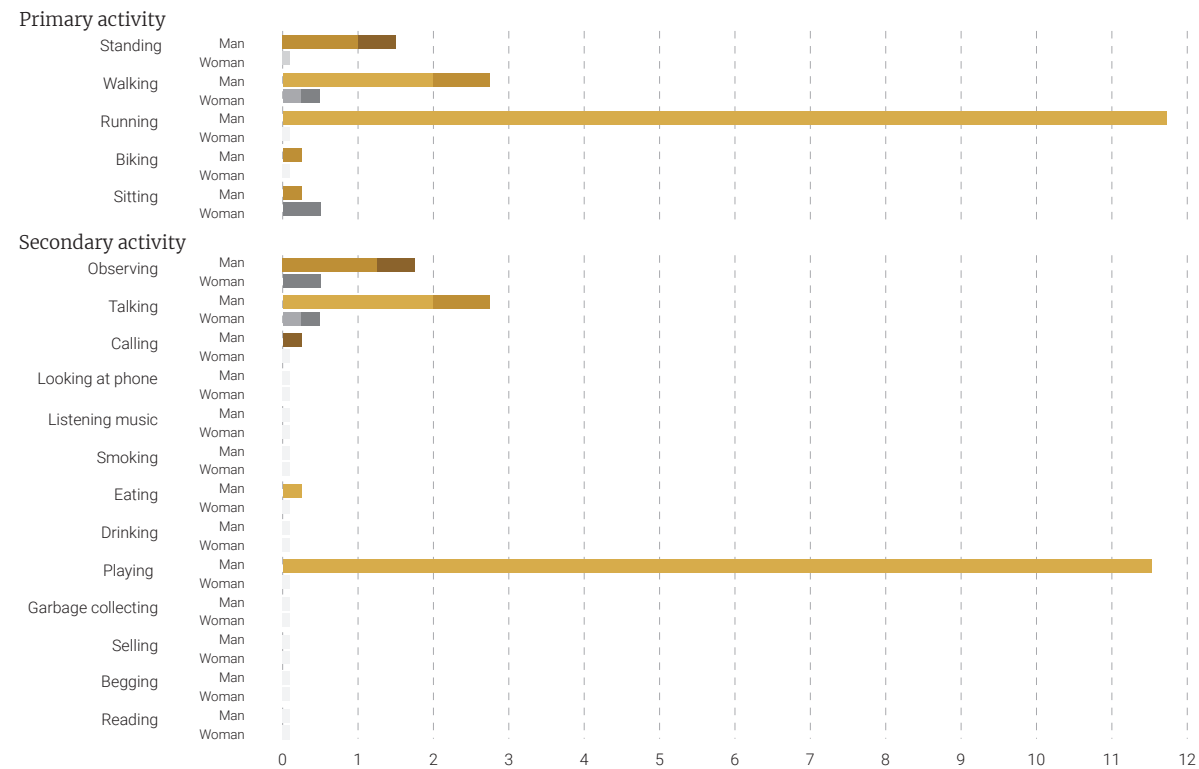


Table 9.4: Behaviour analysis sports field Zeytinburnu *source: authors image*

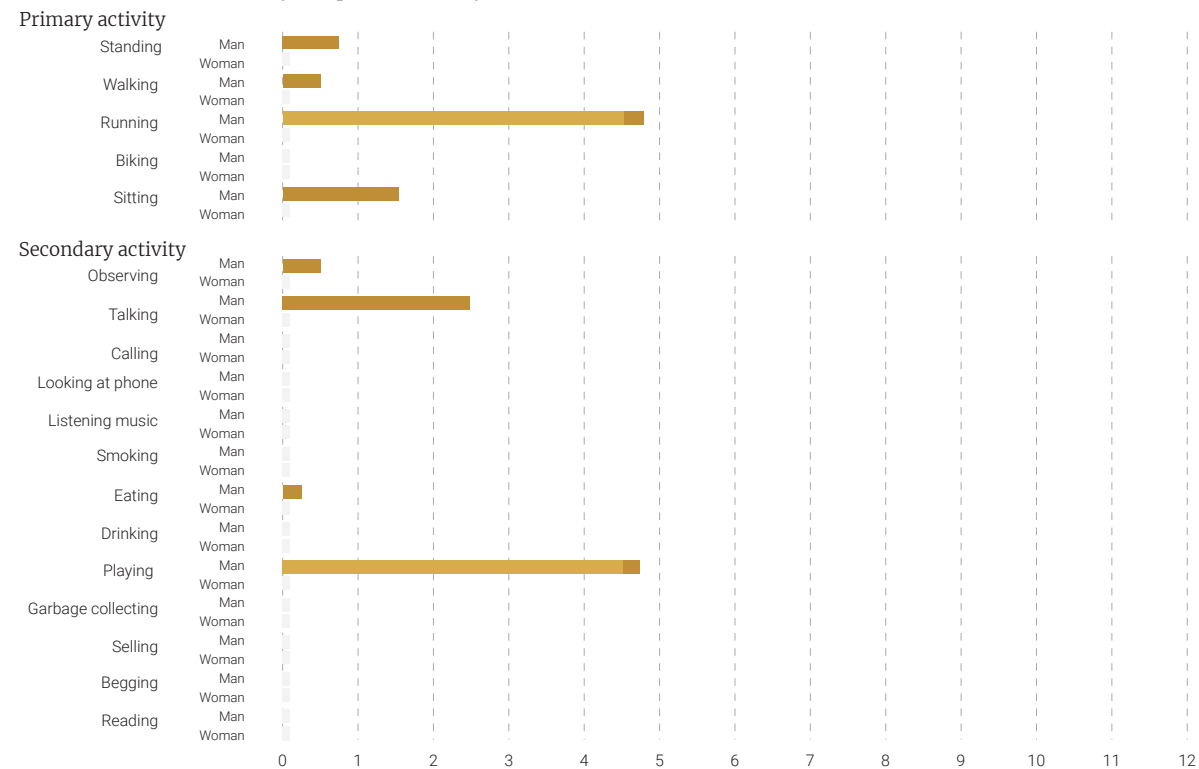


Figure 9.3: Sports field Sultanbeyli *source: authors image*

Date: Wednesday 3 October 2018
 Timespan: 1 minute
 Number of measurements: 4
 Part of the day: Late afternoon
 Weather condition: Sunny



Figure 9.4: Sports field Zeytinburnu *source: authors image*

Date: Tuesday 4 October 2018
 Timespan: 1 minute
 Number of measurements: 4
 Part of the day: Late afternoon
 Weather condition: Cloudy

- Male age
- Child 0 - 15 years
 - Young adult 15 - 30 years
 - Adult 30 -60 years
 - Elderly 60 + years
- Female age
- Child 0 - 15 years
 - Young adult 15 - 30 years
 - Adult 30 -60 years
 - Elderly 60 + years



Table 4.13: Behaviour analysis park Sultanbeyli *source: authors image*

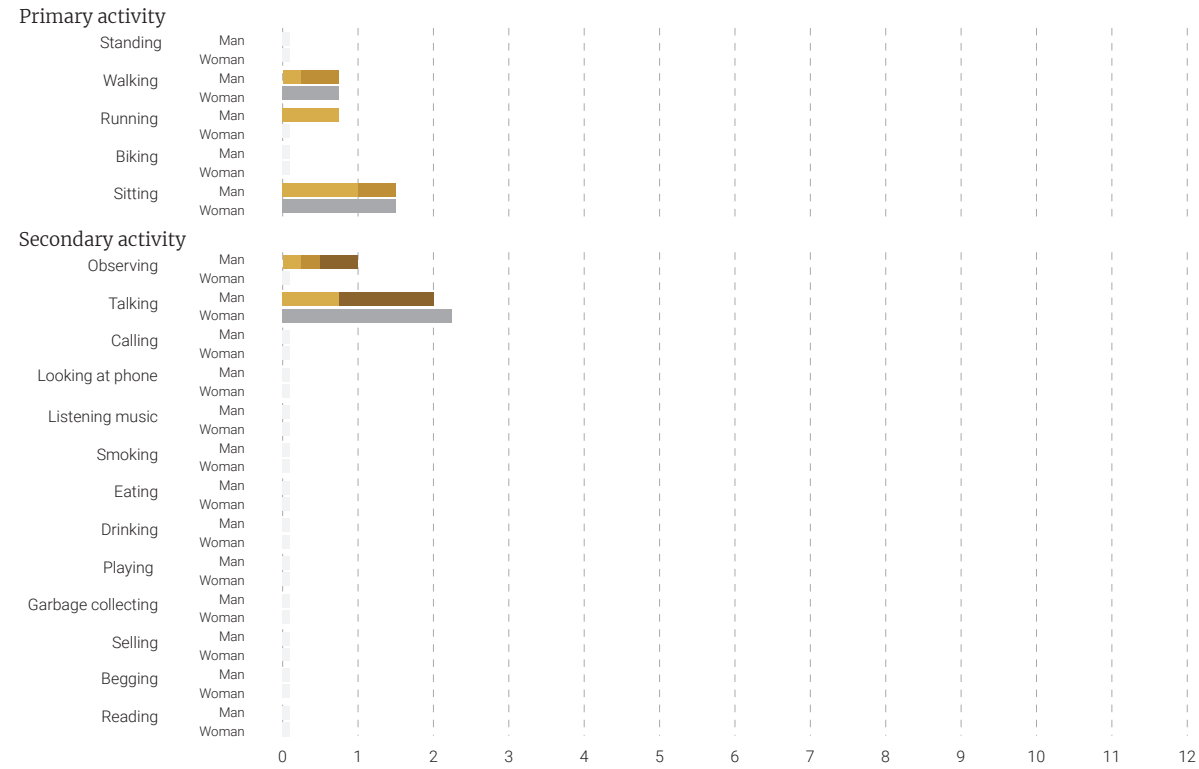


Table 4.14: Behaviour analysis park Zeytinburnu *source: authors image*

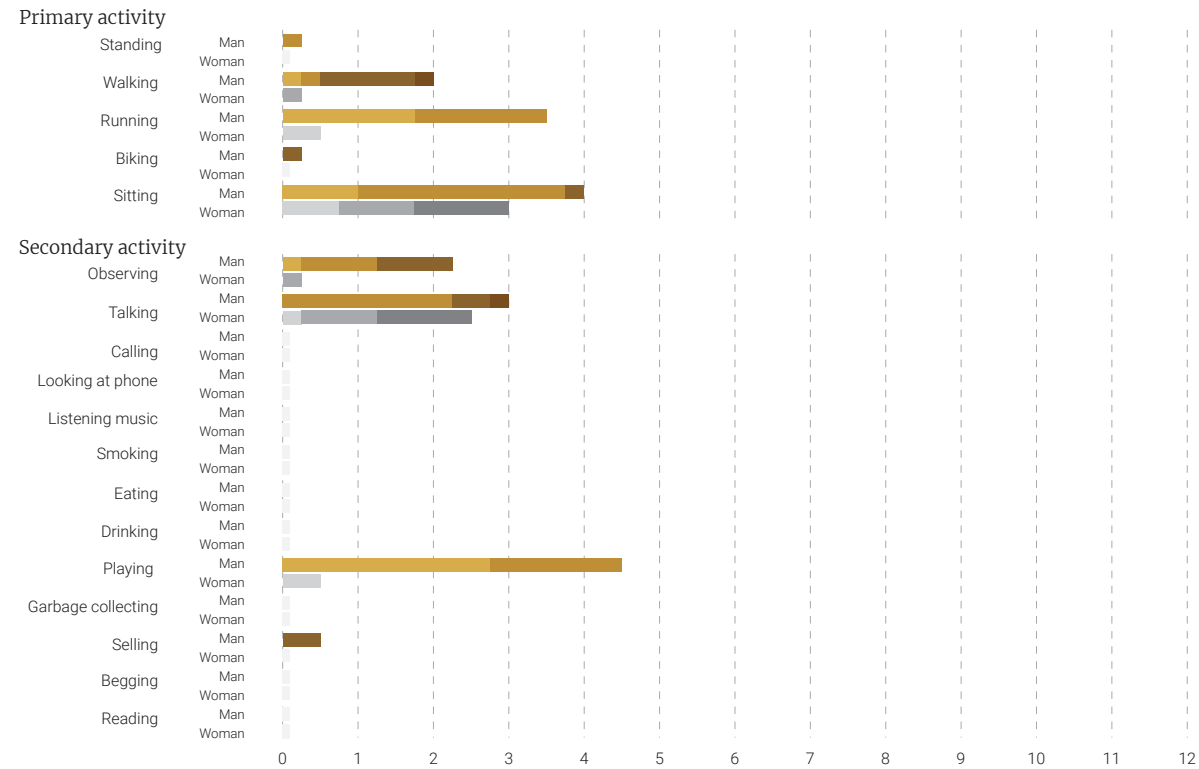


Figure 9.5: Park Sultanbeyli *source: authors image*

Date: Wednesday 3 October 2018
 Timespan: 1 minute
 Number of measurements: 4
 Part of the day: Late afternoon
 Weather condition: Sunny

Male age
 ● Child 0 - 15 years
 ● Young adult 15 - 30 years
 ● Adult 30 -60 years
 ● Elderly 60 + years

Female age
 ● Child 0 - 15 years
 ● Young adult 15 - 30 years
 ● Adult 30 -60 years
 ● Elderly 60 + years



Figure 9.6: Park Zeytinburnu *source: authors image*

Date: Tuesday 4 October 2018
 Timespan: 1 minute
 Number of measurements: 4
 Part of the day: Late morning
 Weather condition: Cloudy



Table 9.5: Behaviour analysis playground Sultanbeyli *source: authors image*

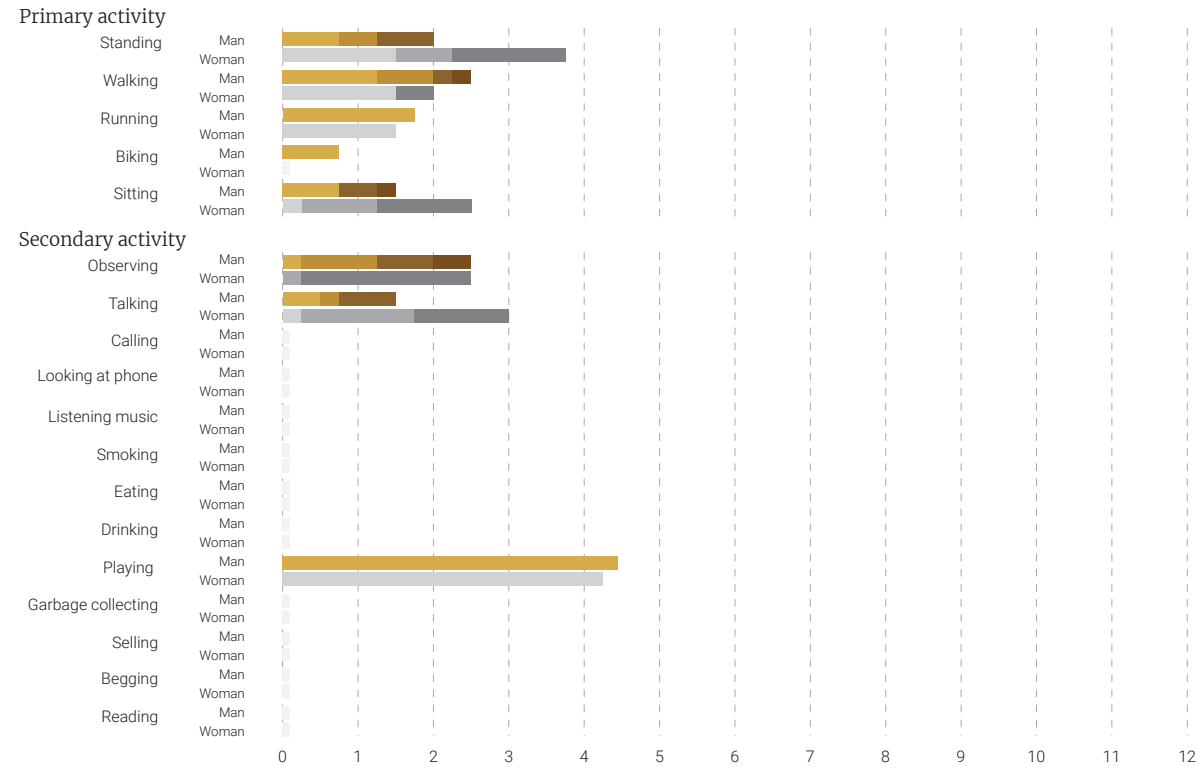


Figure 9.7: Playground Sultanbeyli *source: authors image*

Date: Wednesday 3 October 2018

Timespan: 1 minute

Number of measurements: 4

Part of the day: Late afternoon

Weather condition: Sunny

Male age

- Child 0 - 15 years
- Young adult 15 - 30 years
- Adult 30 -60 years
- Elderly 60 + years

Female age

- Child 0 - 15 years
- Young adult 15 - 30 years
- Adult 30 -60 years
- Elderly 60 + years



Table 9.6: Behaviour analysis shopping street Sultanbeyli *source: authors image*

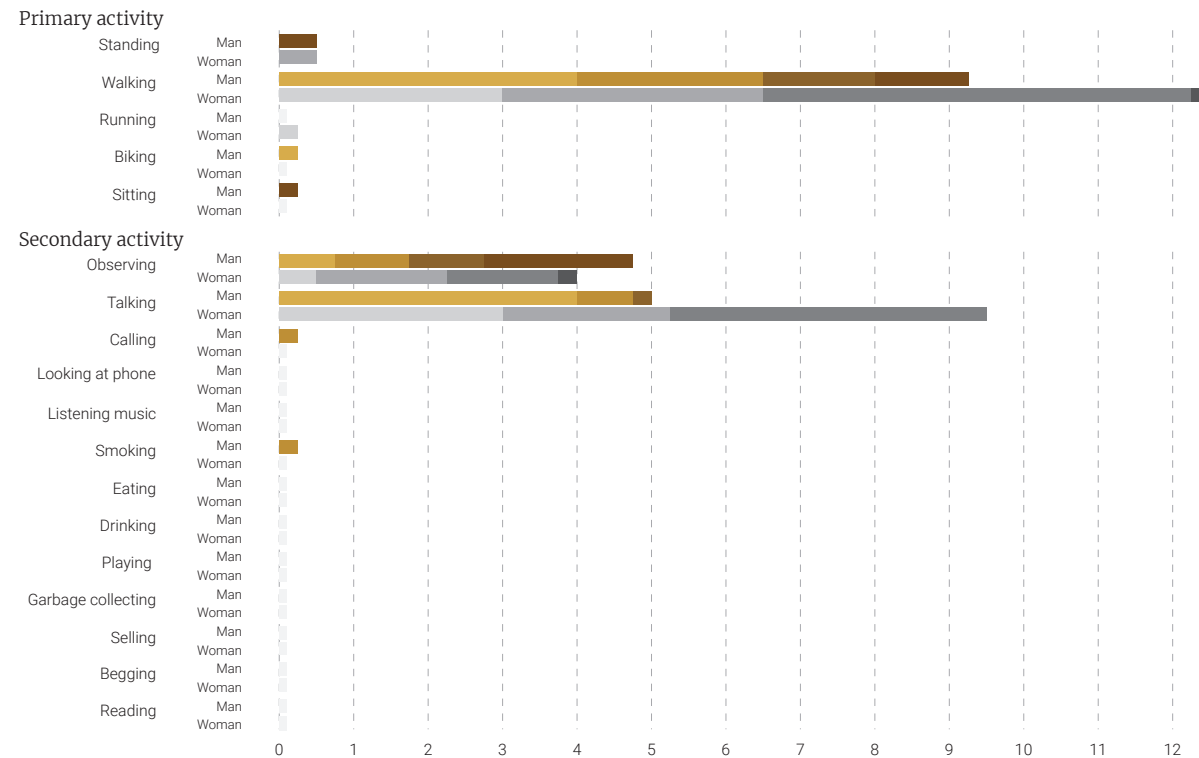


Figure 9.8: Shopping street Sultanbeyli *source: authors image*

Date: Wednesday 3 October 2018

Timespan: 1 minute

Number of measurements: 4

Part of the day: Afternoon

Weather condition: Sunny



Table 4.15: Behaviour analysis bus stop Sultanbeyli *source: authors image*

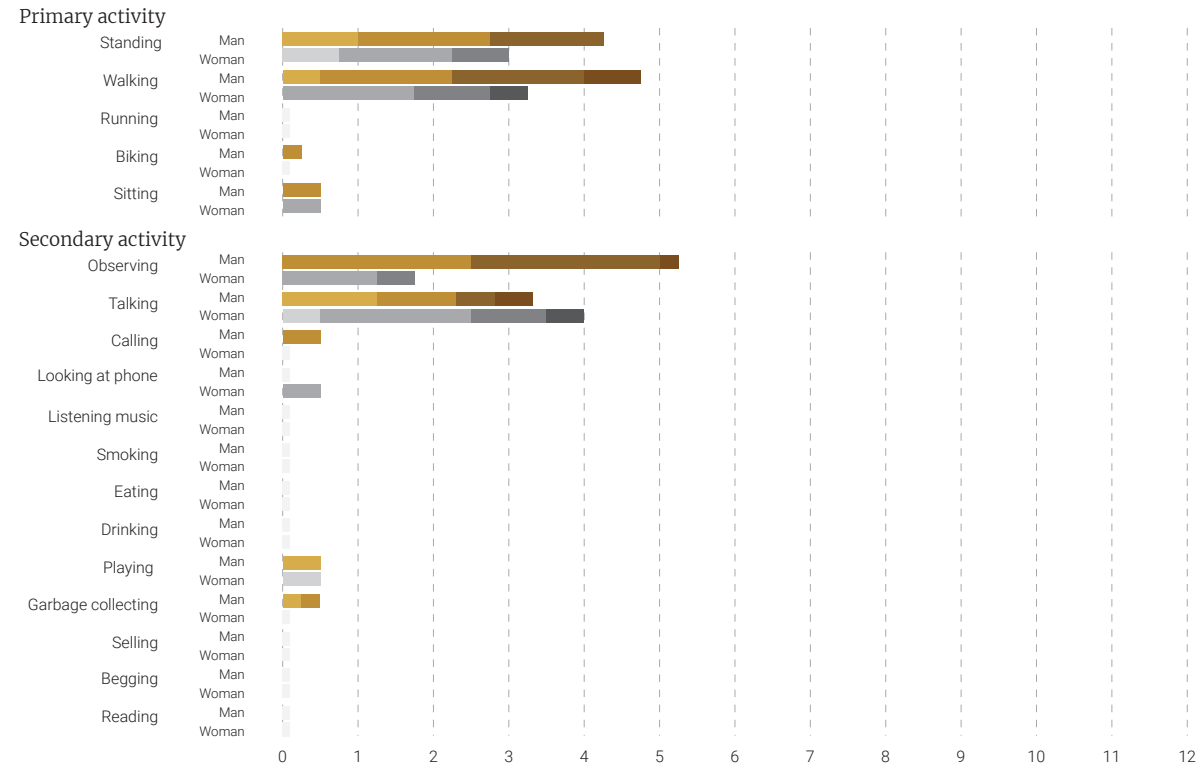


Table 4.16: Behaviour analysis metro stop Zeytinburnu *source: authors image*

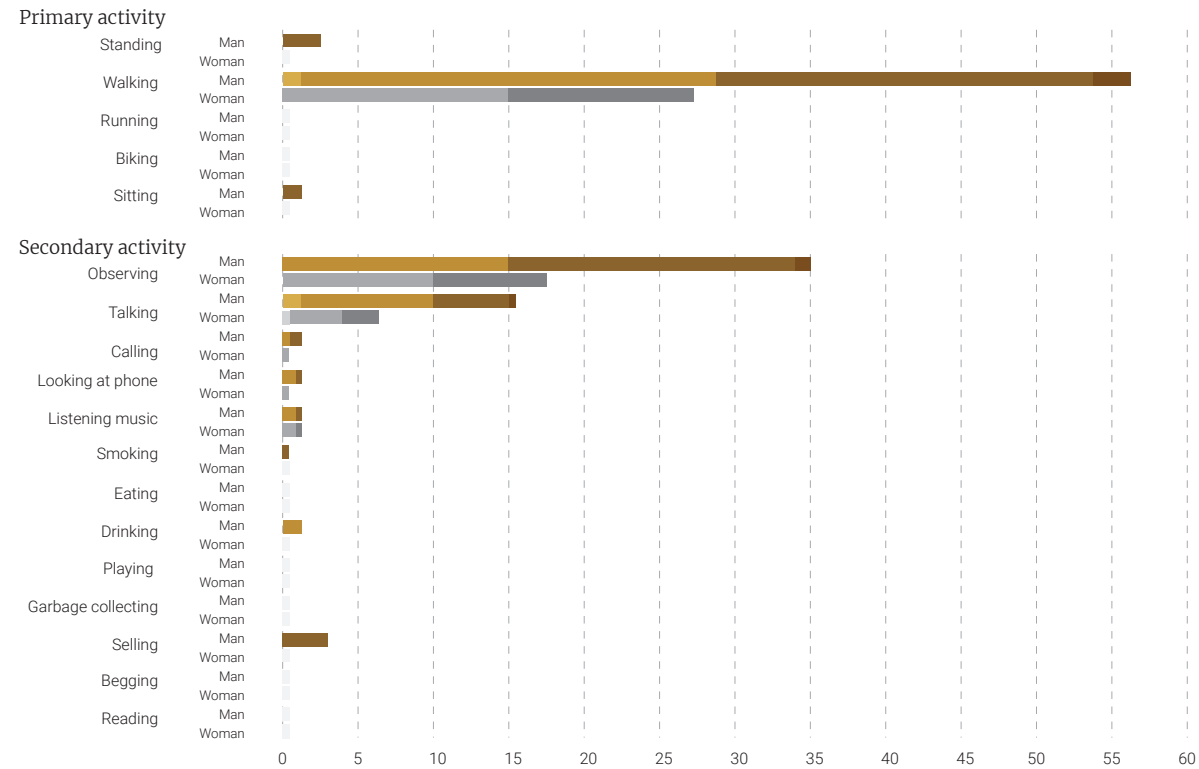


Figure 9.9: Bus stop Sultanbeyli *source: authors image*

Date: Wednesday 3 October 2018
 Timespan: 1 minute
 Number of measurements: 4
 Part of the day: Late morning
 Weather condition: Sunny

Male age
 ● Child 0 - 15 years
 ● Young adult 15 - 30 years
 ● Adult 30 -60 years
 ● Elderly 60 + years

Female age
 ● Child 0 - 15 years
 ● Young adult 15 - 30 years
 ● Adult 30 -60 years
 ● Elderly 60 + years



Figure 9.10: Metro stop Zeytinburnu *source: authors image*



Date: Tuesday 4 October 2018
 Timespan: 1 minute
 Number of measurements: 4
 Part of the day: Late afternoon
 Weather condition: Cloudy

Table 4.17: Behaviour analysis mosque square Sultanbeyli *source: authors image*

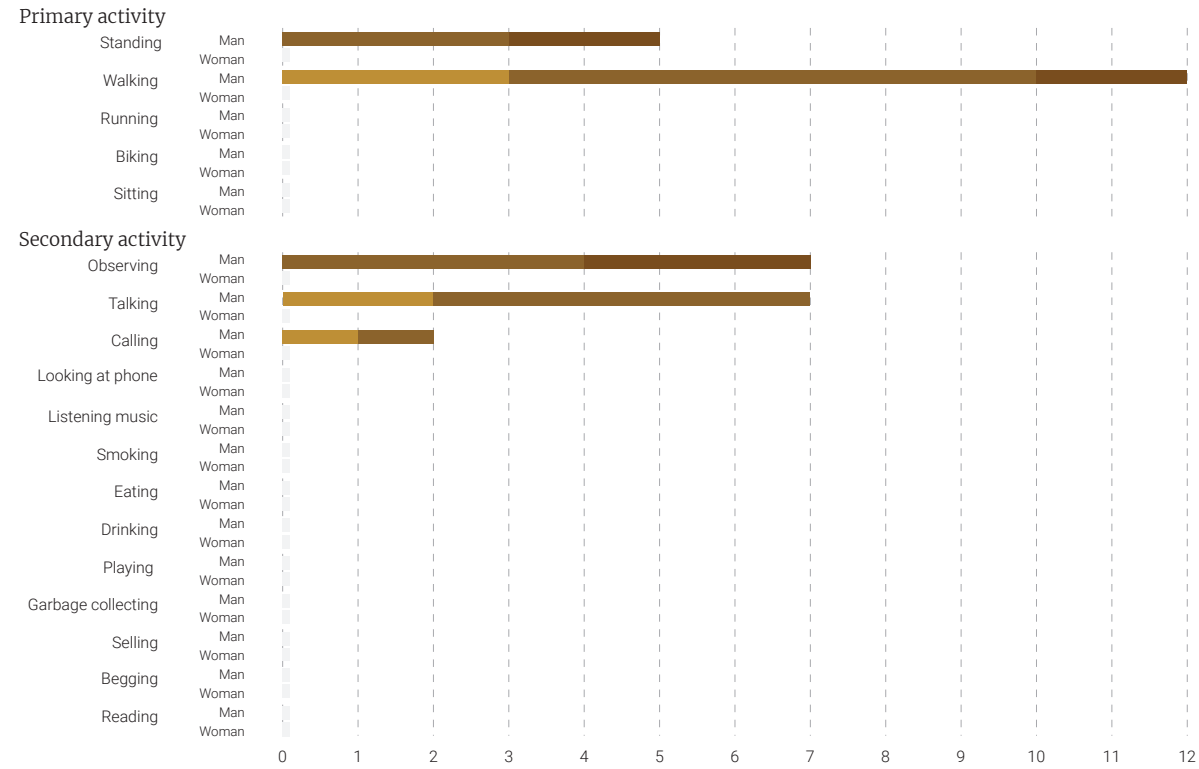


Table 4.18: Behaviour analysis mosque entrance Zeytinburnu *source: authors image*

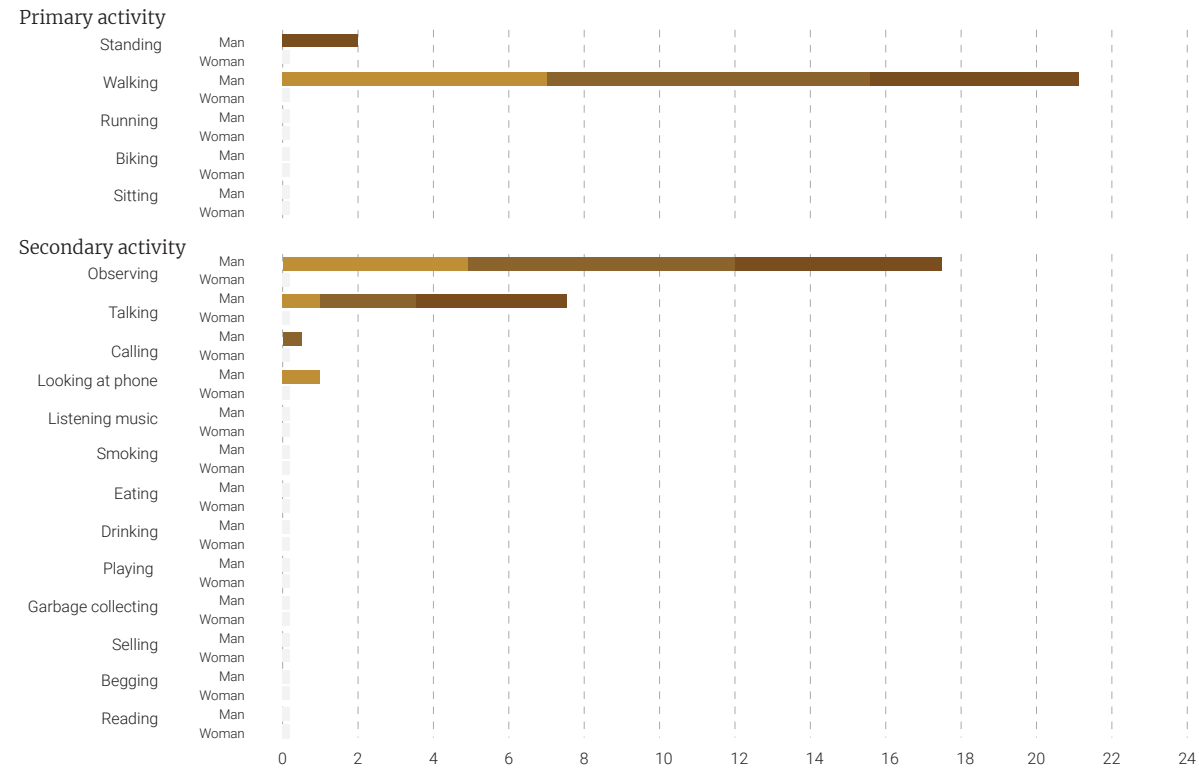


Figure 9.11: Bus stop Sultanbeyli *source: authors image*

Date: Wednesday 3 October 2018
 Timespan: 2 minutes
 Number of measurements: 1
 Part of the day: Late morning
 Weather condition: Sunny

Male age
 ● Child 0 - 15 years
 ● Young adult 15 - 30 years
 ● Adult 30 -60 years
 ● Elderly 60 + years

Female age
 ● Child 0 - 15 years
 ● Young adult 15 - 30 years
 ● Adult 30 -60 years
 ● Elderly 60 + years



Figure 9.12: Metro stop Zeytinburnu *source: authors image*

Date: Tuesday 4 October 2018
 Timespan: 2 minutes
 Number of measurements: 2
 Part of the day: Late morning
 Weather condition: Cloudy



Table 4.19: Behaviour analysis school square Zeytinburnu *source: authors image*

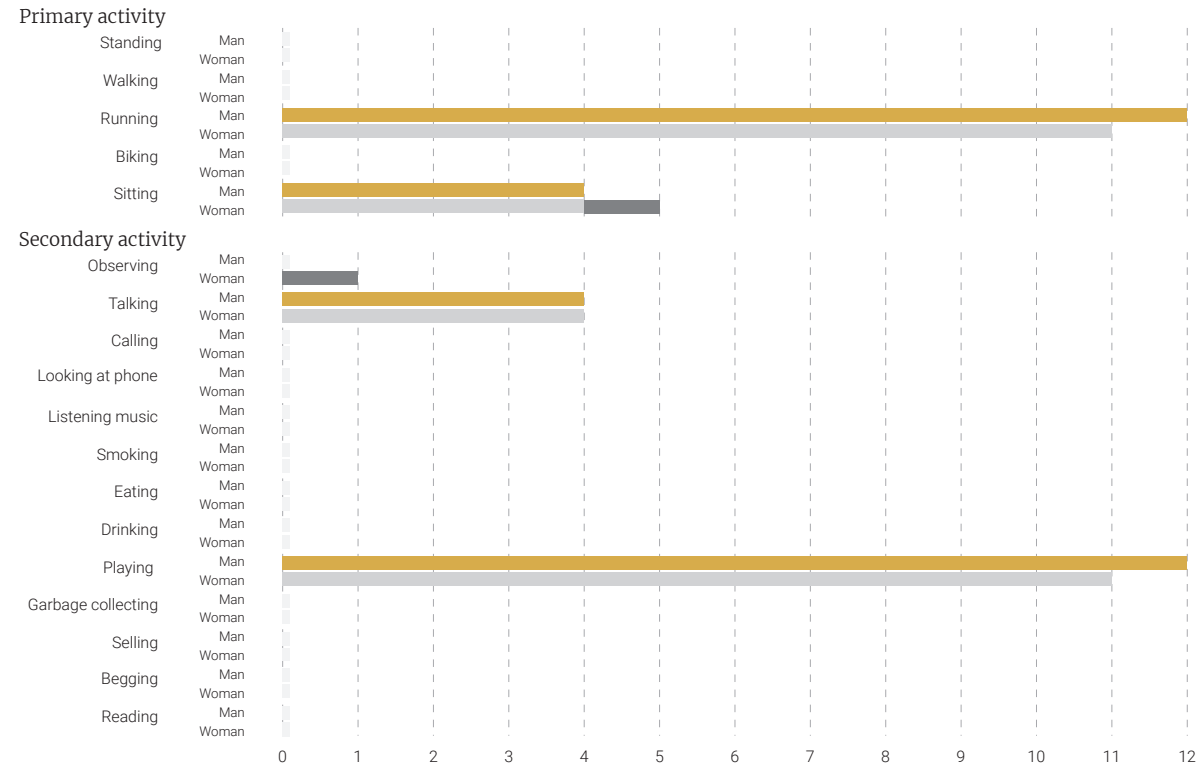


Figure 9.13: School square Zeytinburnu *source: authors image*

Date: Wednesday 3 October 2018

Timespan: 1 minute

Number of measurements: 4

Part of the day: Afternoon

Weather condition: Sunny

Male age

- Child 0 - 15 years
- Young adult 15 - 30 years
- Adult 30 -60 years
- Elderly 60 + years

Female age

- Child 0 - 15 years
- Young adult 15 - 30 years
- Adult 30 -60 years
- Elderly 60 + years



Table 4.20: Behaviour analysis central public space Sultanbeyli *source: authors image*

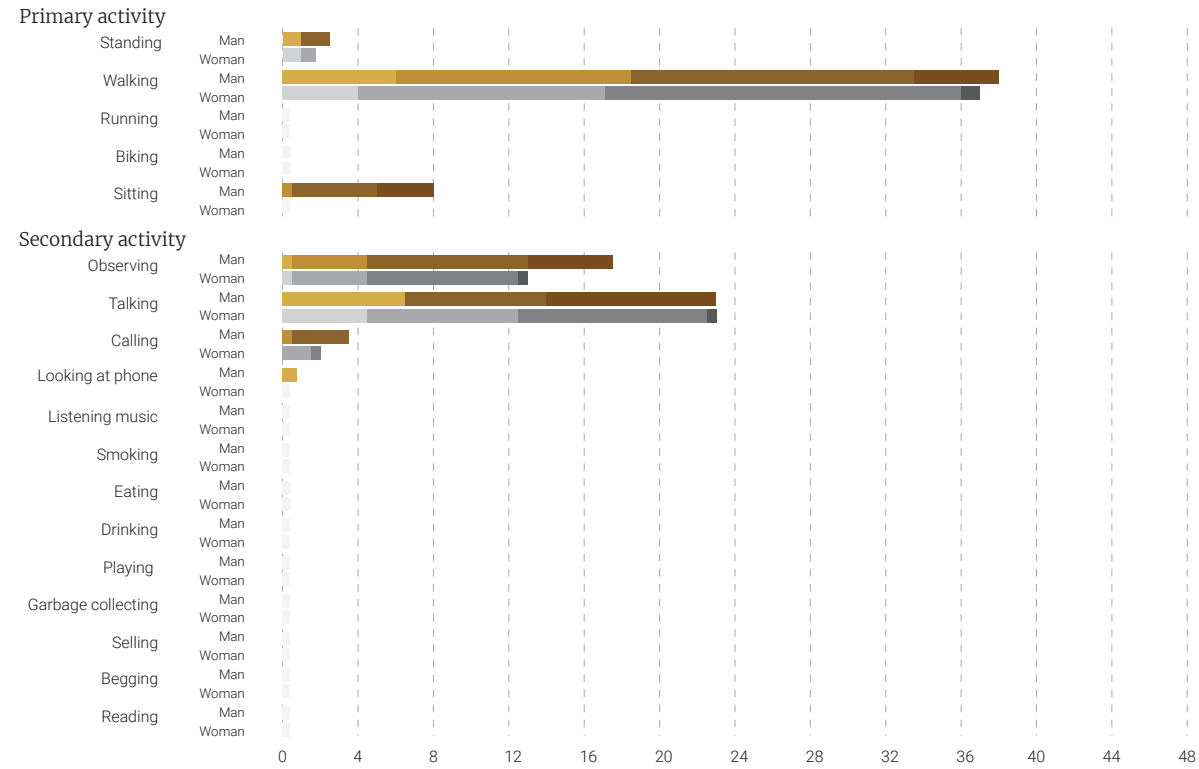


Table 4.21: Behaviour analysis central public space Zeytinburnu *source: authors image*

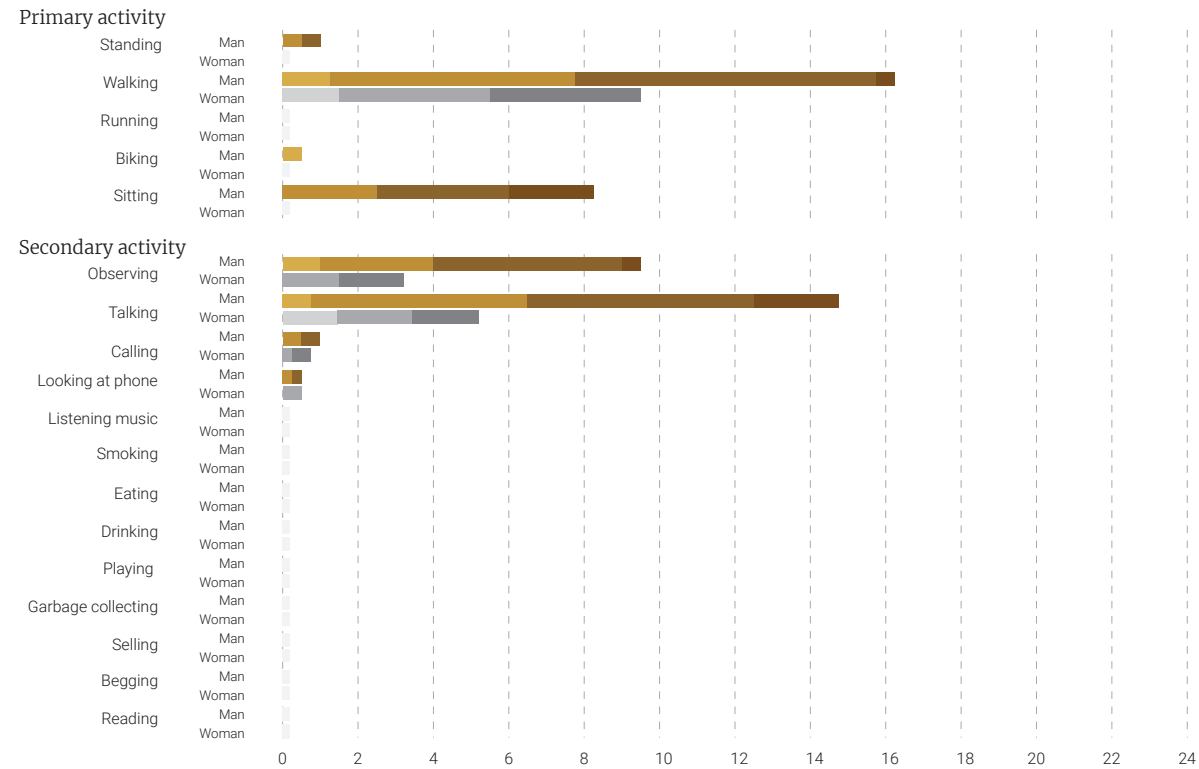


Figure 9.14: Central public space Sultanbeyli *source: authors image*

Date: Wednesday 3 October 2018

Timespan: 1 minute

Number of measurements: 4

Part of the day: Late morning

Weather condition: Sunny

Male age

- Child 0 - 15 years
- Young adult 15 - 30 years
- Adult 30 -60 years
- Elderly 60 + years

Female age

- Child 0 - 15 years
- Young adult 15 - 30 years
- Adult 30 -60 years
- Elderly 60 + years



Figure 9.15: Central public space Zeytinburnu *source: authors image*

Date: Tuesday 4 October 2018

Timespan: 1 minute

Number of measurements: 4

Part of the day: Afternoon

Weather condition: Cloudy



Table 4.22: Behaviour analysis NGO entrance Sultanbeyli *source: authors image*

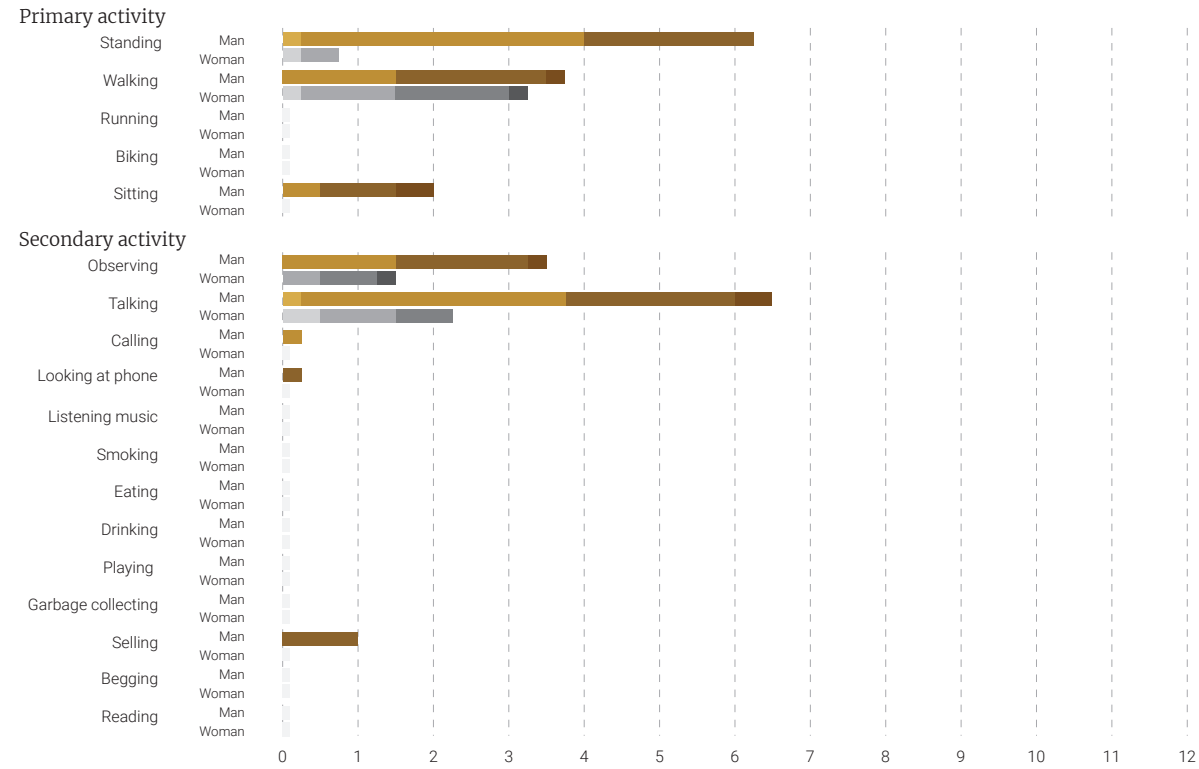


Table 4.23: Behaviour analysis NGO entrance Zeytinburnu *source: authors image*

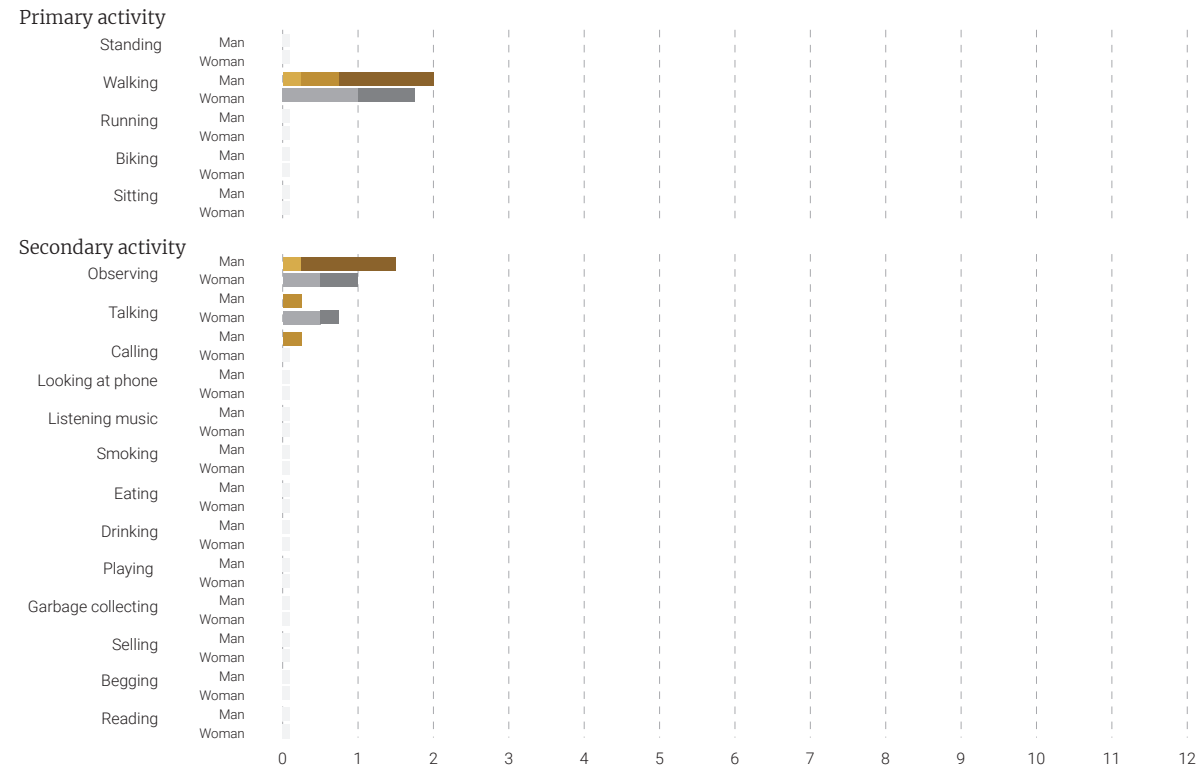


Figure 9.16: NGO Sultanbeyli *source: authors image*

Date: Wednesday 3 October 2018
 Timespan: 1 minute
 Number of measurements: 4
 Part of the day: Late morning
 Weather condition: Sunny

Male age
 ● Child 0 - 15 years
 ● Young adult 15 - 30 years
 ● Adult 30 -60 years
 ● Elderly 60 + years

Female age
 ● Child 0 - 15 years
 ● Young adult 15 - 30 years
 ● Adult 30 -60 years
 ● Elderly 60 + years



Figure 9.17: NGO Zeytinburnu *source: authors image*

Date: Tuesday 4 October 2018
 Timespan: 1 minute
 Number of measurements: 4
 Part of the day: Afternoon
 Weather condition: Cloudy



