KONDA

Barometer

THEMES

Problem Solving

November 2013

KONDA

ARAŞTIRMA VE DANIŞMANLIK

CONTENTS

1. EXECUTIVE SUMMARY

DEFINITION OF THE SURVEY

The survey which forms the basis for this report was conducted on November 2 - 3, 2013 by face-to-face interviews with 2603 individuals in 150 neighborhoods and villages of 97 districts –including central districts- of 29 provinces.

THEME OF THE MONTH: PROBLEM SOLVING

In November'13 Barometer Report, we handled the society's view on problems and problem solving. The aim was to understand as to which methods for problem solving the society uses in general, namely whether they prefer dialogue, legal procedures or brute force. The matter was handled through 3 topics: Problems with other individuals, problems with institutions and the problems of Turkey.

When the interviewees were asked to name the individuals or institutions that they have problems with, majority stated that they have no problems or did not answer. Other than that, the individuals named at the highest rate were family members while the institutions named at the highest rate were banks. As for solution methods, we observe that the greatest obstacle against solving problems is failure to understand the opposite party and inexperience. A general optimistic attitude prevails in the society for problem solving in that the society believes that the problems shall be solved eventually. Increase in age, educational level and income brings about an increase in the belief that the problems shall eventually be solved and that they shall be solved by rational methods. On the other hand, fatalism and despair increase as the conservativeness increases.

The most important problem of Turkey stands out as unemployment followed by general economic problems. The most important obstacles for solving the problems of Turkey are considered as insufficient resources and prevalence of uncertainties. Again, optimism dominates concerning national problems, i.e. the majority think that national problems will eventually be solved and that rational behavior should be adopted to achieve solution.

2. THEME OF THE MONTH: PROBLEM SOLVING

2.1. Conceptual Framework

People have to cope with many problems in daily life. Problems such as the struggle of making a living, unemployment, family conflicts or conflicts with other individuals, traffic and receiving a good education continue for a lifetime and have great influence on us. In the Konda surveys that we have conducted in the past 7 years, evaluation of themes that involve the concept of "problem" shows that there is remarkable variation of matters perceived as problems by the society including not being able to live in accordance with one's identity, Kurdish problem, life safety, unemployment, deciding on a party that can solve the problems of Turkey, the performance of municipality mayors for solving problems, institutions that can solve local problems, the role of Turkey in solving problems such as global environmental pollution, disasters and starvation, whether it will be a problem if the wife earns more than the husband, the role of traditional family ties in reducing problems, whether there are any problems due to economic crisis, the Cyprus problem, whether the problems of Turkey are lessening or not, the most important economic problem of Turkey, environmental problems, which two primary problems that an ideal constitution will solve and the problem-solving capacity of leaders.

In order to understand the concept of problem solving, it is necessary to handle the concept of problem and the concept of solution separately. Leaving the wide literature of science fields such as mathematics and physics in problem solving aside, there are also intensive studies on problem solving in areas such as psychology and management and especially problem solving in the social fields.

In simple terms, a problem comes up when an obstacle arises between a given situation and a desired situation. For example, when an individual looks for a job but cannot find it, in other words if lack of job opportunities becomes an obstacle, then unemployment is a problem for this individual. If an individual is not looking for a job, then unemployment is not an obstacle for him/her. Accordingly, one of the main points in solving a problem is to identify what is defined as a problem. For example, one of the biggest obstacles in solving the Kurdish problem is that the different actors involved cannot reach a consensus on the definition of the problem let alone the solution method.

> *"A problem might be an adverse direction in any existing situation. Any different condition in a route that should be taken constitutes a problem, I think."*
> **In-depth interview: Female-23-Modern**

> *"I would define problem as a concept that is in fact not limited with daily life, a concept involving emotions, causing trouble and distress and making us unhappy;*
> *I mean anything that makes us unhappy…"*
> **In-depth interview: Male-42-Modern**

Another important concept in problem solving is, as mentioned above, is obstacle. It might become necessary to determine the obstacle for reaching a solution in order to solve the problem. There might be several obstacles or there might be deeper and wider obstacles than the ones visible. Accordingly, analysis of the obstacles plays an important role in reaching a solution.

The third step in problem solving is the solution method. Upon a correct analysis of the problem and the obstacles, it is possible to find different methods and strategies for reaching the desired situation. Different methods vary in terms of the resources required such as time, effort and money. Returning back to the example of the unemployed individual, he/she can, as a solution, make more job applications or decide on using his/her connections, set up a new business or may acknowledge that there is no personal solution to the problem due to the statistics of unemployment and therefore accept the situation.

As the theme of this month's Barometer survey, we handled people's ways of solving problems in Turkey. In other words, this survey aims to reach an understanding as to how people cope with problems, their evaluations on problems and obstacles when assessing problems with other individuals, with institutions or problems concerning the whole country and their respective solution strategies. Generally, how competent do they feel in the face of problems? Do they feel desperate against institutions? When they have conflicts with other individuals, do they prefer dialogue, legal procedures or brute force as a solution? Through this theme, we aim to demonstrate the view of the society on the problems that are created or strived to be solved by the rapid social transformation that we frequently mention.

2.2. Solving the Problems With Other Individuals

In order to get an understanding of the methods of problem solving in the society of Turkey, firstly we evaluated the problems the individuals experience in their daily lives with other individuals and how they try to solve them. In order to concretize the concept of problem solving in people's minds, we firstly asked the interviewees whether they have recently experienced any problems with another individual. The aim in posing this question was to understand in what ways the individuals were trying to solve problems with others.

In the evaluation of the answers, it was an interesting finding that 53 percent of the interviewees stated that they have not experienced any problems recently. That is to say, half of the society do not have any problems with others or that they do not have any significant problems that they can think of when answering the survey questions.

8.5 percent of those who stated that they have experienced problems, said that they experienced them with family, 5 percent with neighbors, 4 percent with friends and 4 percent with colleagues.

Do you experience problems with other individuals?
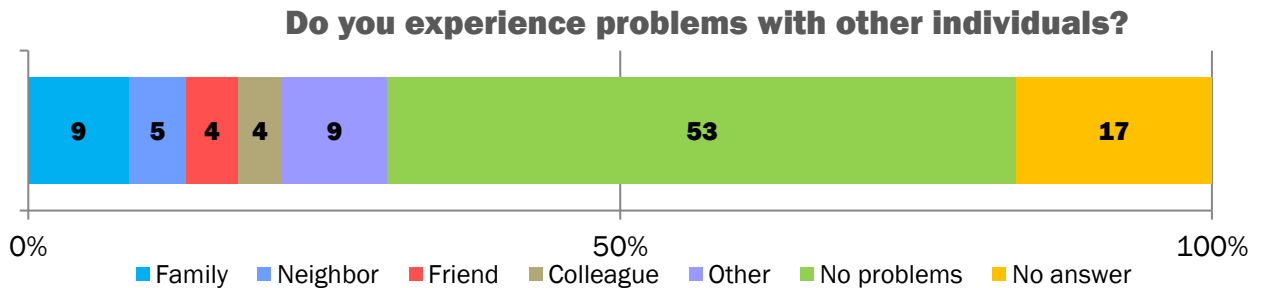
The profiles of those who stated that they experience problems with other individuals shows that as the living conditions improve and one's social relationships intensify, the rate of mentioning problems with friends and colleagues also increase. For example, men, the age group of 29-43, university graduates, working people and those with high income are observed to experience problems with friends or colleagues. On the other hand, as the living conditions worsen and social relationships are reduced, interviewees mostly talk about problems with relatives and neighbors. Women, people at the age of 44 or above, housewives, retired people and those who live in rural areas may be given as examples for this cluster.

> *"My problems are with my husband. We have problems about business matters; he wants to hit the jackpot easily. This is a common problem in all marriages, husbands don't understand their wives, they want to have their own way with everything without consulting their wives. For example my husband got into debt, as if we have any resources... He took action without consulting me. He lost everything..."*
> **In-depth interview: Female-35-Traditional Conservative**

Secondly, we asked the interviewees what the obstacles were against solving their problems with other people. Almost half of the interviewees left this question unanswered. On the other hand, one fifth stated that they did not understand what troubled the other person. 13 percent stated "It's the first time that I encounter something like this" whereas 11 percent mentioned the uncertainty of the situation as an obstacle.

Which of the following prevent you from solving a problem you experience with another individual?

13	20	11	3	5	48

0%　　　　　　　　　　　　　　50%　　　　　　　　　　　　　100%

- ■ It's the first time I experience something like this.
- ■ I don't understand what troubles the other person.
- ■ It is very unclear at the moment.
- ■ I don't think I can pull it off.
- ■ I don't have enough power.
- ■ No answer
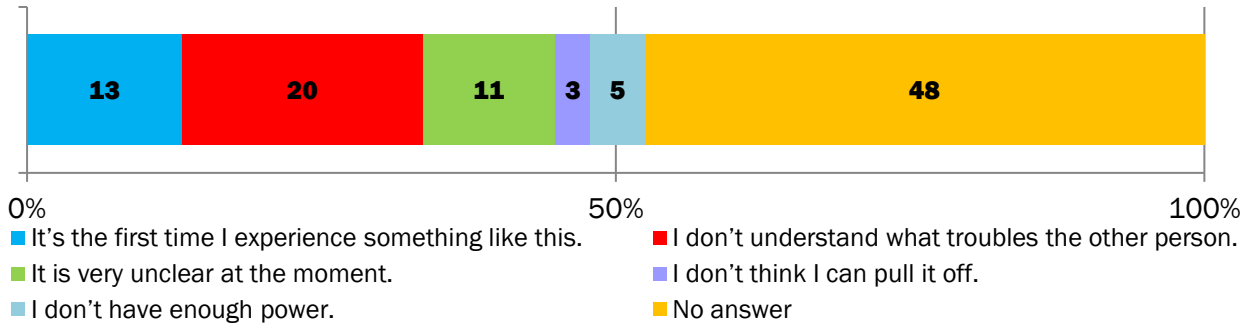
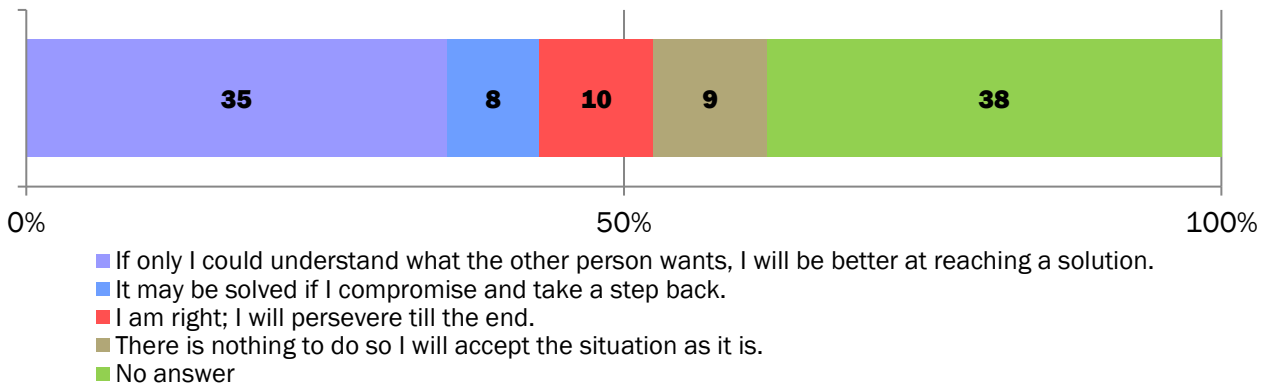When asked about the solution method, 35 percent stated "If only I could understand what the other person wants, I will be better at reaching a solution." This result is in parallel to the answers of the previous question in that it seems that the greatest reason for the problems with other individuals in the society is the individuals' inability to understand each other well. Another significant point is that individuals do not find themselves faulty, i.e. there is only a minority that think that the problems may be solved by compromise and taking a step back. In addition, it should also be mentioned that obstacles and solution methods do not change at a significant level according to demographic clusters.

How do you think you can solve your problem with another individual?

35	8	10	9	38

0%　　　　　　　　　　　　　　50%　　　　　　　　　　　　　100%

- ■ If only I could understand what the other person wants, I will be better at reaching a solution.
- ■ It may be solved if I compromise and take a step back.
- ■ I am right; I will persevere till the end.
- ■ There is nothing to do so I will accept the situation as it is.
- ■ No answer

The evaluation of the views of the society of Turkey on problems that individuals experience with others, 55 percent say that "There are no insoluble problems." That is to say, people have a positive and optimistic attitude in general towards reaching a solution. Only 9 percent showed a negative and pessimistic approach by saying "The dice are always loaded against me." It is observed that the rate of optimistic approach increases by the increase in age, educational level and economic class whereas the rate of pessimistic approach increases in parallel to the increase in conservativeness and religiousness.

What is your view on problems you experience with other individuals?

55	**9**	**36**

0% 50% 100%

■ There are no insoluble problems.   ■ The dice are always loaded against me.   ■ No answer
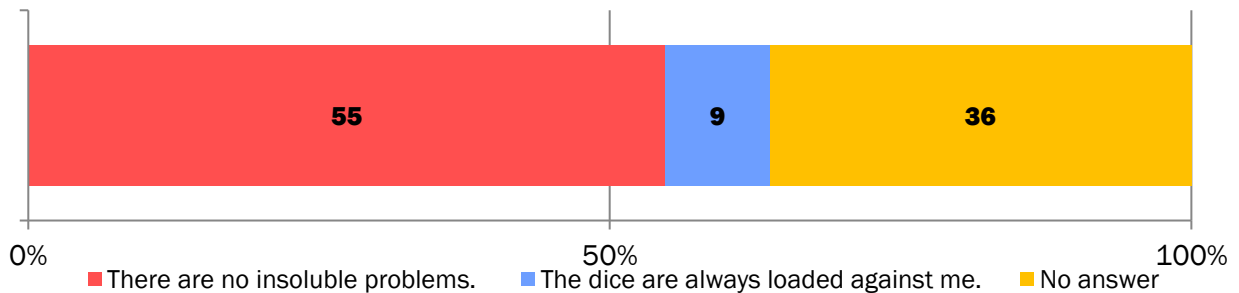
The answers provided for the question as to how the interviewees cope with problems experienced with other individuals, show that 31 percent opt for finding a solution by thinking carefully whereas 19 percent state that fate will take its course and 12 percent state that they go for a quick fix.

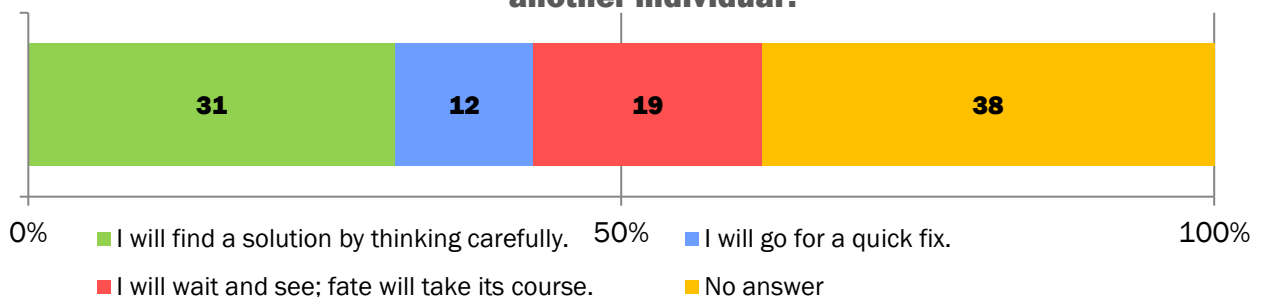Ruling out those who did not answer and evaluating the demographic profiles of those who answered, we reached some significant findings. We observe that men are more impulsive than women and young people are more impulsive than old people and that men and young people want to find a solution in the shortest way whereas women and old people are more fatalistic and patient and think that fate will take its course more than men do. As the educational level and income increase, the rate of those who prefer to think it over and find a solution and those who want to go for a quick fix increase and those who say that fate will take its course decrease. As the education and income increase, instead of avoiding a problem people act more rationally and make more effort for finding a solution. In contrast, as the conservativeness and religiousness increase, the tendency to wait for fate to take its course, in other words avoidance of creating a solution and tendency for fatalism increase. Finally, it must be stated that Alevis and Kurds tend to think it over and find a solution more than Sunnis and Turks, respectively, do.

How will you solve or cope with the problem you experience with another individual?

31	**12**	**19**	**38**

0% 50% 100%

■ I will find a solution by thinking carefully.   ■ I will go for a quick fix.
■ I will wait and see; fate will take its course.   ■ No answer

We also asked another question in this matter by concretizing the concept of problem with other individuals, namely we asked the interviewees as to how they would try to solve a serious problem with a neighbor. It is observed that once the question is concretized, the rate of those who answered increased significantly. 70 percent expressed moderation by stating that they would talk to their neighbor whereas 10 percent said that they will take legal actions. Only 5 percent chose an aggressive attitude by indicating that they would take them down a notch or two. All in all, majority of the society said that they will act prudently for the solution of a problem with a neighbor.

How would you solve a serious problem you encountered with your neighbor?

| 5 | 6 | 70 | 8 | 10 | 1 |

0%   50%   100%

- ■ I would take them down a notch or two.
- ■ I would talk.
- ■ I will resort to legal ways.
- ■ I wouldn't do anything; such is life.
- ■ I will ask someone to mediate.
- ■ No answer
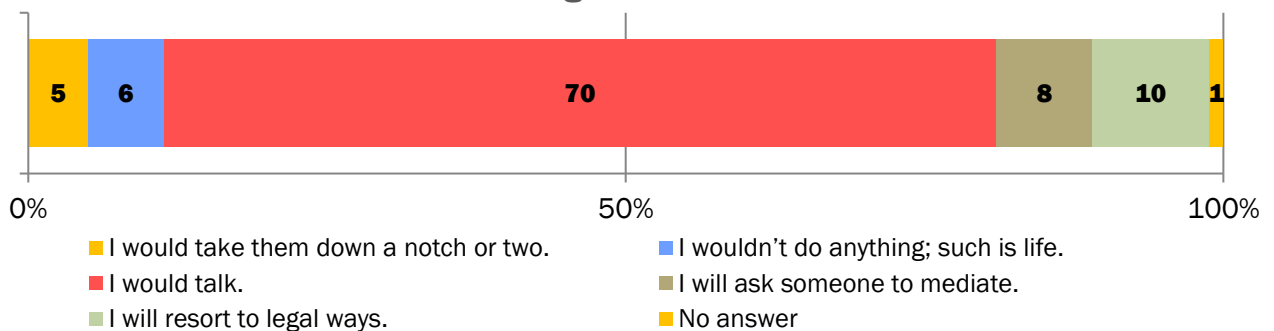
Assessment according to demographic clusters shows that women tend to reconcile themselves to situations and be more fatalistic. In terms of age groups it is observed that with age people tend to act more prudently and rationally. The age group of 18-28 state at higher rates that they will take them down a notch or two whereas ages 44 or above at higher rates state that they will talk to their neighbor. As the educational level increases, the rate of those who say that they will take them down a notch or two and such is life decrease and those who say that they will talk to them increase, that is to say, educated individuals act more calmly and prudently and they are less aggressive and fatalistic. It is also an interesting finding that the voters of MHP uttered the opinion of taking them down with a notch or two more than the voters of other parties did. The reason might be that MHP electorate is younger and young people, as stated above, act more impulsively.

2.3. Solving Problems with Institutions

In the second stage of the theme of problem solving handled in order to understand as to how the society in Turkey perceive problems and what kind of attitude they adopt for solving them, we posed questions regarding the problems the interviewees experience with institutions and how they solve them. Our aim was to find out whether there was any parallelism between the perception and solution methods of problems with institutions and problems with individuals and whether people prefer legal means or other means in an attempt to solve problems not involving direct human relations.

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When asked whether they experience problems with institutions, half of the society stated that they do not and one fifth did not answer. It is remarkable that as the age increases so does the rate of those who say that they do not experience problems with institutions. Only 23 percent stated that they do and named an institution. Accordingly, problems are mostly experienced with banks followed by public institutions. However, the rates are below 10 percent. It appears that no significant problems are experienced with institutions such as natural gas, electricity and water administrations or private companies.

As to the demographic features of those who experience problems with banks, it is observed that men, the age group of 29-43, university graduates, those who lead a modern lifestyle and those who live in metropolitan areas as well as high income groups experience such problems more often. The reason for this might be that these groups have more relations with banks in their daily lives. The rate of problems with banks decrease as conservativeness and religiousness increase. It is also observed that men give the answer of public institutions more than women do.

Have you experienced any problems with an institution recently?

Banks	Public institutions	Private companies
Health institutions	Natural gas, electricity, water	School, work
Other	No problems	No answer
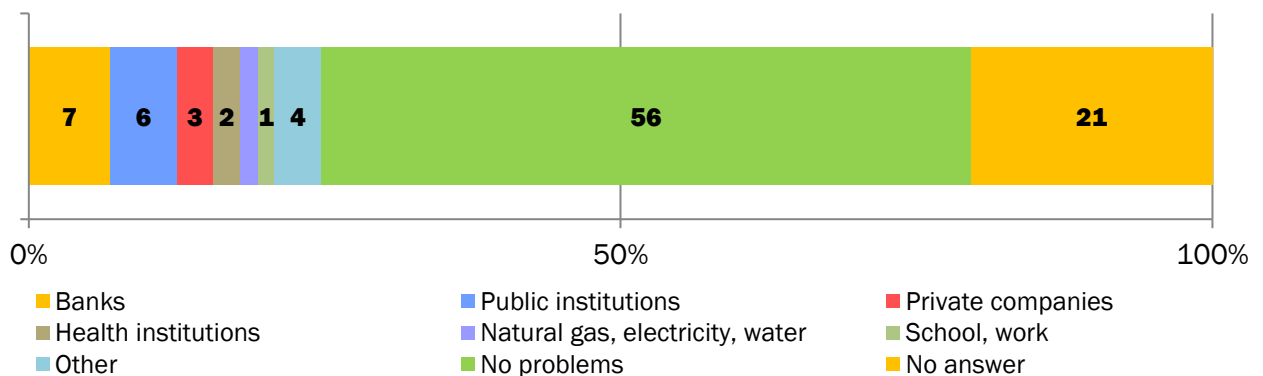
Upon the question as to what the obstacles were that prevented them from solving the problems with an institution, more than half of the interviewees did not answer most of whom are those who left the previous question unanswered or answered as no problems. 17 percent of those who answered said that they experienced such a problem for the first time and 11 percent said that they did not understand what the institution wanted. In other words, the biggest obstacles against the solution to the problem are inexperience and again not comprehending the problem in its entirety as it was the case in problems with other individuals. Those who experienced problems with banks were mostly those who experienced such problems for the first time whereas those who did not understand what the other party wants were seen mostly in the case of problems with public institutions.

Which of the following prevent you from solving your problem with an institution?

17	11	6	4	7	55

0% 50% 100%

- It's the first time I experience something like this.
- I don't understand what they want.
- I don't know what I'll be faced with in the end.
- I don't think I can pull it off.
- I don't have enough power.
- No answer
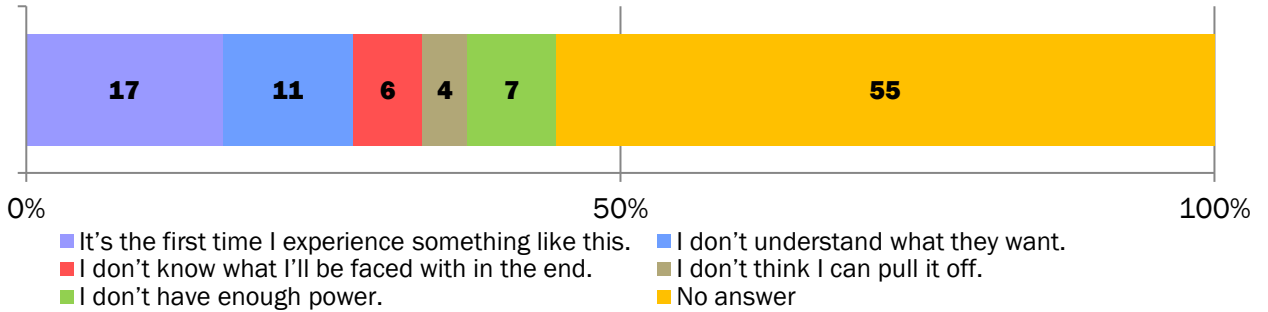
Upon the question as to how these problems with institutions may be solved, one fifth of the society indicated when they understand what the other party wants and 12 percent said when they hold their ground. 17 percent said that institutions were always more powerful than 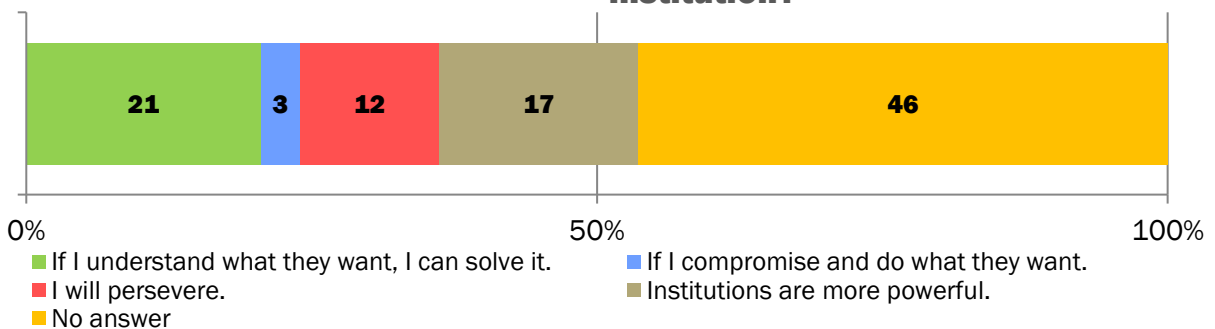individuals therefore there was not much to do. Evaluation of the preferred solution methods according to demographic clusters reveals that factors such as age, education, conservativeness and economic class are influential on attitudes adopted in this regard.

"State. Türk Telekom was privatized but the mentality remains, it is the state mentality. It doesn't change. Why doesn't it change? Because the employees are not appointed, once they get a job there, no one can kick them out. Employees of Sabancı or Koç would be more cautious, wouldn't they? It's as simple as that..."
In-depth interview: Male-54-Traditional Conservative

"They can't. Public officers just don't care... They think no one will sack them..."
In-depth interview: Male-25-Traditional Conservative

How do you think you can solve your problem with an institution?

21	3	12	17	46

0% 50% 100%

- If I understand what they want, I can solve it.
- If I compromise and do what they want.
- I will persevere.
- Institutions are more powerful.
- No answer

We observe that as the age increases, increases are seen in the rates of those who state that the problem may be solved by way of comprehension and compromise as well as the rate of those who believe that institutions are more powerful. This might be a

result of the maturity and the level of experience with institutions that come by age because the highest rates of persistence are observed among young people. The reason for the persistence of young people might be the result of new beginnings in life and consequently more contentious and energetic attitude compared to older people.

As educational level decreases, the rates of the answers "It may be solved if I understand and if I compromise" and "Institutions are more powerful than us" increase. In contrast, as the educational level increases, the rate of those who say that they are right and they will persist increases. Accordingly, we may conclude that education enhances contentious and assertive attitude and the awareness of individuals.

As conservativeness and religiousness increase, so do the rate of those who state that institutions are more powerful whereas the rate of those who state that they will persist decrease.

As economic class increase, the rate of those who state that they are right and shall persist increase which may be explained by the fact that these individuals may be feeling more self-confident in struggling with institutions.

An evaluation of the preferred methods of solution shows that the contrast between the two answers "I'm right and I will hold my ground" and "There is nothing to do, institutions are more powerful than us" accompanied by a respective lifestyle contrast are striking. Taking demographic features such as age, education, conservativeness, income and religiousness into consideration, we observe that the cluster that is defined as "modern" are more contentious and assertive whereas the "conservative" cluster seems to have surrendered to the superiority of institutions and feel more desperate in the face of this situation.

> *"The biggest problem are state hospitals, I mean health problem... I hate all public officers but not doctors, only nurses... For example, I gave birth in a state hospital and they gave me hell. They even beat patients. I was having painful contractions and they were shouting at me. A woman screamed a lot and the nurse slapped her and told her to shut up. Can you believe it? I vowed myself not to go to a state hospital again so I did not give birth in a state hospital the second time. I have complaints against them. I complain only about nurses, caregivers and fraud. For instance, they pay attention only if you give money... As the public, we can't deal with the nurses because they are state employees. The state should take care of them since the state opened these hospitals..."*
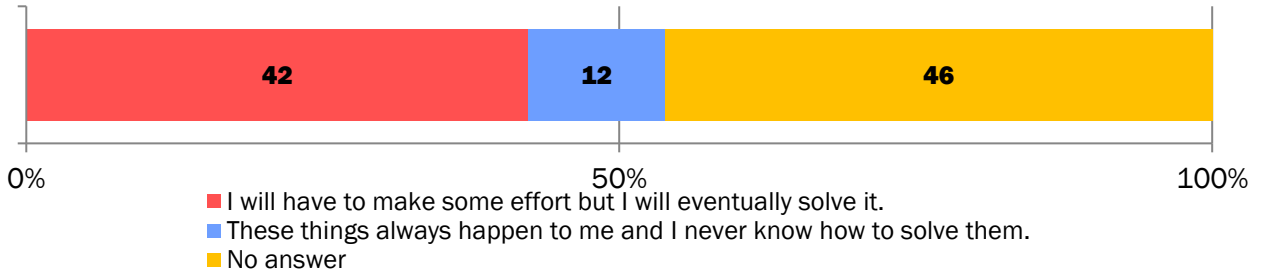> **In-depth interview: Female-32-Modern**

When asked about their feelings about problems with institutions, 42 percent stated that they will have to make some effort and then it will eventually be solved. There is a dominating optimistic attitude towards problems with institutions just like in the case of problems with other individuals. Pessimistic attitude is higher among women than
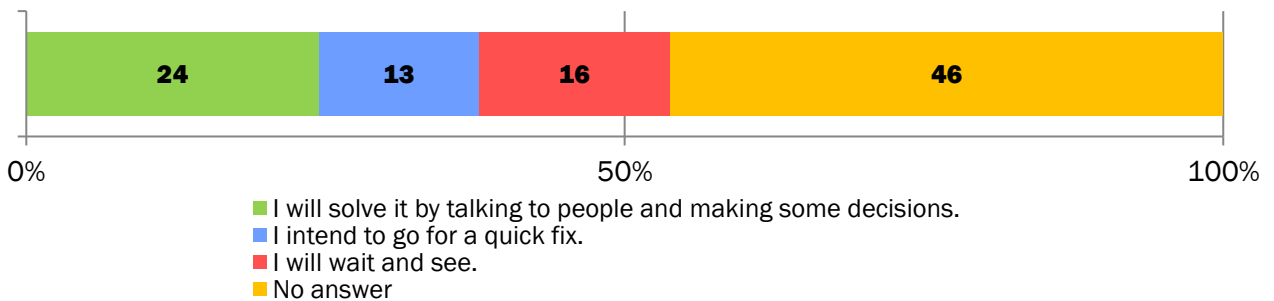
men. In addition, pessimistic attitude increases as age and conservativeness increase and education and income decrease.

Which of the following statements express your feelings about your problems with an institution?

42	12	46

0%　　　　　　　　　　　　　50%　　　　　　　　　　　　　100%

■ I will have to make some effort but I will eventually solve it.
■ These things always happen to me and I never know how to solve them.
■ No answer

Upon the question as to how problems with institutions will be handled, one fourth of the interviewees indicated that they will talk to people and have to make some decisions but they will eventually find a solution, 16 percent said that they will wait and see because perhaps it will be solved in another way whereas 13 percent said that they will go for a quick fix.

How will you solve or cope with the problem you experience with an institution?

24	13	16	46

0%　　　　　　　　　　　　　50%　　　　　　　　　　　　　100%

■ I will solve it by talking to people and making some decisions.
■ I intend to go for a quick fix.
■ I will wait and see.
■ No answer

The method of solution where one talks with people and makes decisions may be defined as a rational behavior whereas the attitude of wait-and-see may be considered as fatalistic and finally those who prefer a quick fix may be considered as impulsive. In this case, there is dominance in the society for finding rational solutions more than impulsive or fatalistic attitudes. In terms of demographic clusters, we observe that rational behavior and fatalistic behavior are adopted by opposing clusters.

Women and elderly people are the side that has more fatalistic attitude and avoid making efforts for reaching a solution whereas men and young people are more impulsive. As the educational level and economic class increase, attempts for rational solutions increase while the fatalistic attitude decreases. As conservativeness and religiousness increase, the rate of those who act rationally and who say that they will choose a quick fix decrease whereas the rate of fatalistic attitude increases. Sunnis are more fatalistic than Alevis while Alevis are more rational.

In order to concretize the idea of problems with institutions in the minds of the interviewees, we asked their opinions on a concrete example. For this aim, two questions involving two different examples were posed. In the first question, we asked them how they try to solve their problems with public institutions whereas in the second question we asked how they react towards problems with private companies. The answers to both questions were almost identical. Majority of the society indicated that when they encounter problems with institutions they would resort to legal means, which was higher for private companies at a rate of 2 points. 29 percent of each groups indicated that they would solve the problem by talking. The rate of those who indicated that they would pull a few strings or accept the situation is quite low.

Men, young people, high school and university graduates as well as those who lead a modern lifestyle, those who live in metropolitan areas and higher income groups state that they will resort to legal means at higher rates whereas women, old people, those with education below high school level, conservatives, religious people, those who live in rural areas and lower income groups state at higher levels that they will solve the problems by talking, i.e. through one-to-one communication and unofficial means.

What would you do if you encountered a serious problem with a private company /public institution?

With private companies	29	4	62	4
With public institutions	29	5	60	4

0% 50% 100%

■ I would talk to them. ■ I would pull a few strings. ■ I would start legal procedures.
■ I would accept the situation. ■ No answer
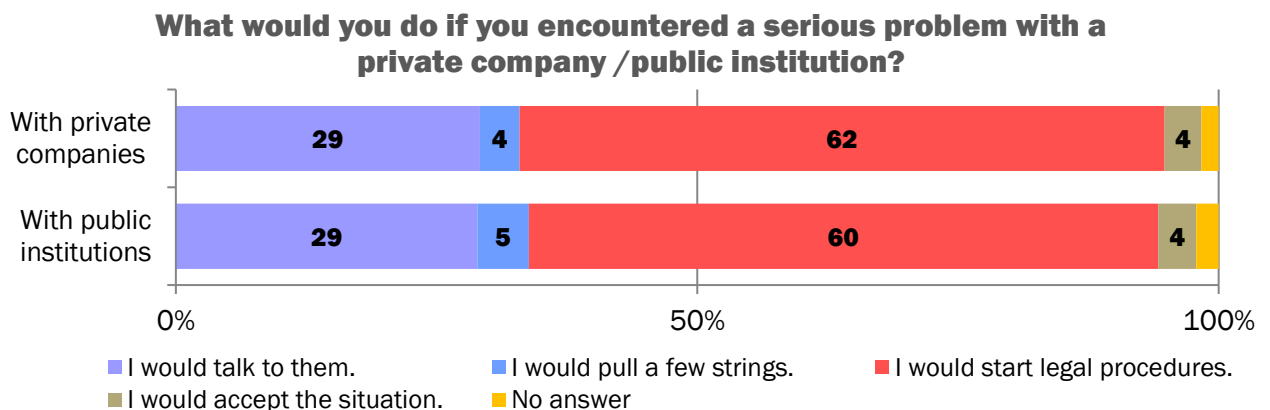
> *"I don't have problems with individuals but rather with institutions… in fact with the individuals in those institutions. After all, an institution is not a living being, what can you do to an institution? What is this building to blame? 90 percent of those sitting at the other end of a desk in Turkey are arrogant … The reason is, as I said before, that they think that they are the sons of the duke of Malatya or the daughters of the countess of Ordu…"*
> **In-depth interview: Male-54-Traditional Conservative**

2.4. Solving the Problems of Turkey

The final question of the theme of problem solving was about the society's view on the problems of Turkey and solutions therefor. We aimed to identify separately from

personal life, what they consider as problems at a national level and how they think that these problems may be solved.

Evaluation of the answers revealed multiple topics. It is a significant finding that the majority stated that they had no problems with other individuals or institutions or preferred not to answer but when it comes to national problems, almost all interviewees provided an answer.

The answers given in response to this open-ended questions were grouped upon which it was revealed that one fourth of the society consider unemployment as the most important problem in Turkey whereas 18 percent stated economic problems as important. Accordingly, individuals emphasize mostly economic problems in the society. Other than that, 12 percent mentioned terrorism, 11 percent Kurdish problem, 5 percent education, 7 percent administration of Turkey and 7 percent polarization.

What do you think is the current biggest problem of Turkey?

| 24 | 18 | 12 | 11 | 5 | 7 | 7 | 14 | 2 |

0%   50%   100%

- 🟧 Unemployment
- 🟦 Economic problems/ Poverty / Struggle of making a living
- 🟥 Terrorism
- 🟫 Kurdish problem / Solution process/ Separatism
- 🟪 Education
- 🟫 Administration of Turkey
- 🟦 Polarization / Inequality / Justice / Democracy
- 🟩 Other
- 🟨 No problems
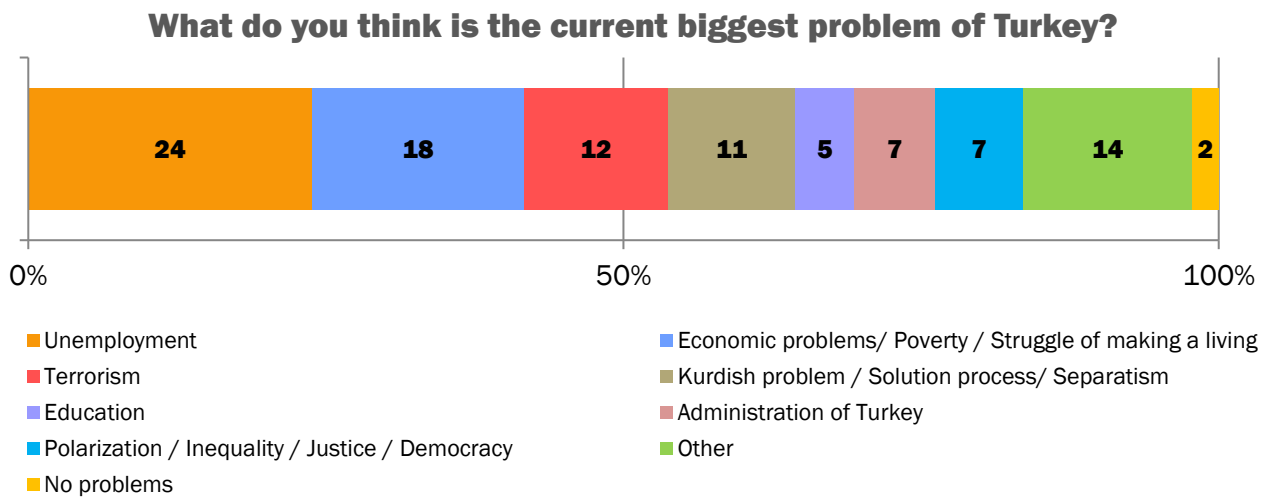
A similar question had been posed in 2009 requesting the interviewees to choose 2 from the alternatives listed. In 2009, the highest rated answer was unemployment followed by poverty and economic crisis. Therefore, it is now observed that unemployment remains as the most important problem in the 3 years that passed since than in the eyes of the society and also economic problems remain as important.

What are the two greatest and most urgent problems in Turkey? (KONDA 2009)

Problem	Value
UNEMPLOYMENT	66
TERRORISM	34
POVERTY	27
ECONOMIC CRISIS	22
KURDISH PROBLEM	17
FRAUD	15
THE AKP GOVERNMENT	6
ANTI-SECULAR ACTIVITIES	3
OPPONENTS TO THE GOVERNMENT	1
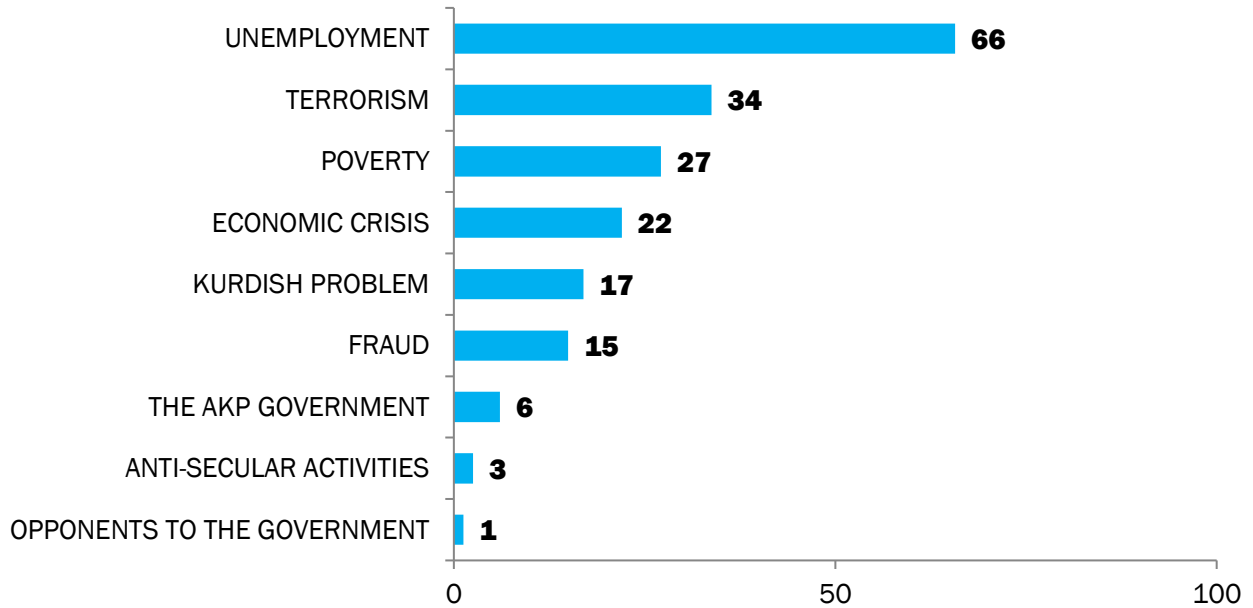
Evaluation of the answers according to demographic clusters reveals that the rate of those who mention unemployment and economic problems decrease and the rate of those who mention education, administration of Turkey and polarization increase as the educational level and income increase, age, conservativeness and religiousness decrease and from rural areas to metropolitan areas. Housewives complain about unemployment at the highest level, whereas retired people complain about economic problems, students about education and private sector employees about the administration of Turkey at the highest levels.

As for party preferences, it is observed that all party electorates except BDP as well as swing voters and non-voters mentioned unemployment and economic problems as the most important problems. For BDP voters, the Kurdish problem is the most important one. Those who think that no party can solve the most important problems of Turkey and that a new party is needed also stated that unemployment and economic problems are the most important ones.

Country's problems by party preference

	Unemployment	Economic problems / Sustenance	Terror	Kurdish issues	Education	Management of country	Polarization / Inequality / Justice / Democracy	Other	No problems
Party preference									
Turkey	24	18	12	11	5	7	7	14	
Ak Parti	22	18	15	10	4	4	7	14	
CHP	27	18	8	6	5	13	8	15	
MHP	23	18	15	9	4	11	7	12	
BDP	18	7	3	53	2	4	4	9	
Swing voter	28	22	11	6	6	6	5	14	
Non-voter	24	14	11	6	8	5	12	19	
Which party can solve the greatest and most urgent problems of country?									
Ak Parti	22	19	15	11	5	4	7	14	
CHP	33	19	9	5	3	12	6	13	
MHP	24	19	17	10	4	10	5	10	
BDP	20	6	6	50	3	4	4	8	
None, problems will persist	25	18	10	8	6	8	8	16	
New part necessary	24	18	8	6	8	8	10	16	

- Unemployment
- Economic problems / Sustenance
- Terror
- Kurdish issues
- Education
- Management of country
- Polarization / Inequality / Justice / Democracy
- Other
- No problems

> "I think that the most important problem of Turkey is unemployment and has always been so. How can it be solved? I'm not sure but eliminating favoritism might be solution... She's 27 years old. You would think "What great success, she has become the legal affairs manager of ...(he mentions the name of a public institution) at the age of 27." I don't buy it! That's why unemployment remains.
>
> **In-depth interview: Male-54-Traditional Conservative**

"At the moment unemployment... Plus I'm against foreign nationals to work in Turkey which is becoming a big danger... For example, when the Iraq borders are opened, what will happen? They opened all borders anyway... When Iraqis too come, Meral will not find a job, Murat will not find a job, you will not find a job, what will happen to us? What will happen to us in our own soil? I think that if these borders are closed, if they stop these foreign nationals' entrance to Turkey, then there will be no unemployment in Turkey... Women come from Uzbekistan, they find Turkish men, they make Turkish men rent and furnish flats for them, they rob them and go. We have to unite against them. They are traitors too, they would even kill us if they could. Uzbeks, Phillipines, Turkmenians, all of them..."
In-depth interview: Female-39-Traditional Conservative

"In Istanbul today, a million different types of people live. You meet an American, a Chinese, what are they doing here? Russians come for example, my mother's daily wage was 150-200 million but then people from Moldova came... They work for 5 million... What do these people do here? Why do they come here? Russians, what are they doing here? They have affairs with our husbands, they break up families. They smuggle. For example, Arabs smuggle drugs. I want them all deported..."
In-depth interview: Female-32-Modern

"Terrorism... And also racism... Kurds, Alevis; it seems recently everyone has been separated... Everyone is set against each other... Terrorism is used as a tool in our country. People use terrorism to manipulate people, especially... I think that foreign powers manipulate Kurds. People should be more tolerant, understanding; all rights can be given with words not with killings... People should try to understand each other... Of course, the administration has faults, too, all parties should do something, act accordingly, speak accordinlyg, decide accordingly, I mean when they try to do something good, they give harm at another aspect..."
In-depth interview: Female-35-Traditional Conservative

The main obstacles against the solution of this problem are considered as insufficient resources, lack of awareness and too many uncertainties.

Which of the following prevent us from solving a problem as a society?

5	31	10	12	42

0%　　　　　　　　　　　50%　　　　　　　　　　　100%

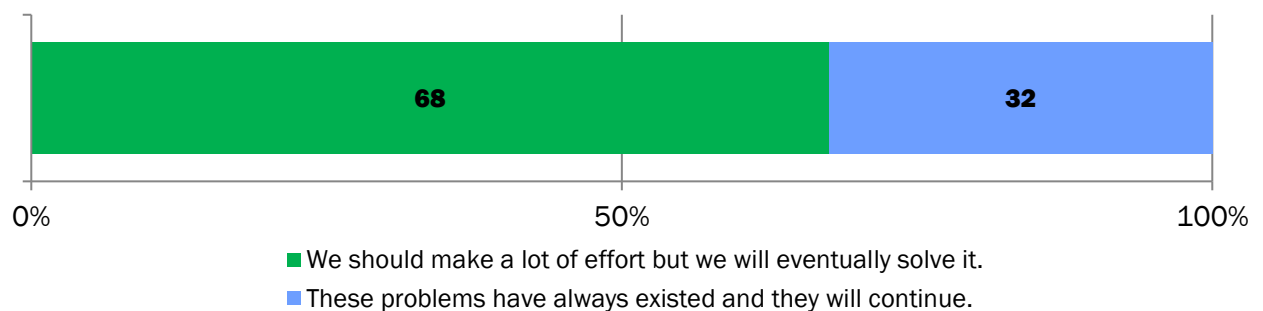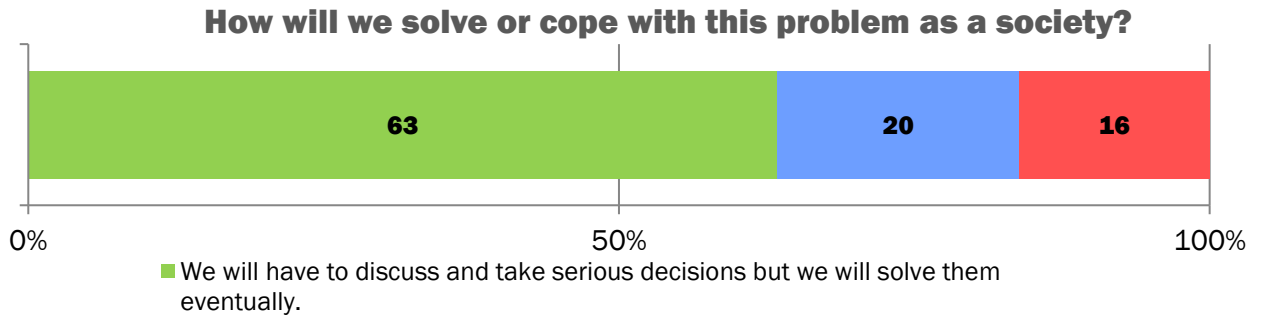■ This is the first time we encounter something like this as a society.
■ There are too many uncertainties.
■ We don't know what will happen to us if we try to solve it.
■ I don't think we can pull it off.
■ We don't have sufficient resources and awareness.
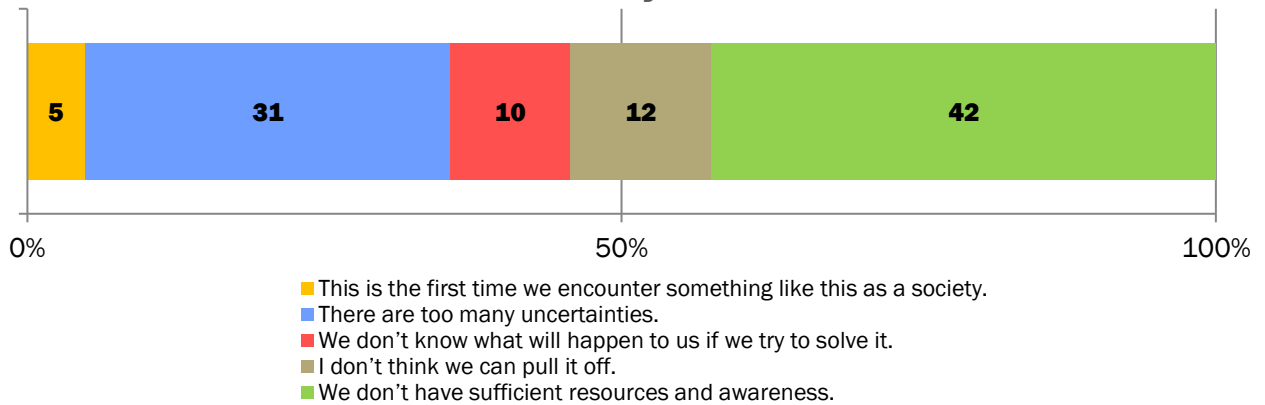
When the interviewees were asked their emotions about the problem, majority of them showed optimism. 68 percent of the society stated "We should put a lot of effort and it will eventually be solved" while 32 percent of the society showed more desperate attitude towards problems by stating that the problems will persist. Women are more desperate than men. The belief that the problems will be solved increases as the educational level and income increase, religiousness decreases and living conditions improve. It is a striking finding that Kurds are more optimistic than Turks and even BDP voters show the highest rate in the opinion that the problems will eventually be solved. Alevis are more pessimistic than Sunnis.

Which of the following statements express your feelings about this problem?

68	32

0%　　　　　　　　　　　50%　　　　　　　　　　　100%

■ We should make a lot of effort but we will eventually solve it.
■ These problems have always existed and they will continue.

Majority of the society have the opinion that the problems may be solved by discussions and taking decisions, in other words by rational means. One fifth of the society has an impulsive attitude in that they want to reach the solution through a quick fix. 16 percent of the society are more desperate in that they think that the problems will disappear automatically in time.

How will we solve or cope with this problem as a society?

63	20	16

0%   50%   100%

■ We will have to discuss and take serious decisions but we will solve them
eventually.

As the educational level, income and economic level increase and from rural areas to metropolitan areas, the rate of those who say that a solution shall be reached by rational means increase. On the other hand, as religiousness and conservativeness increase, the rate of those who state that fate will take its course, i.e. those who avoid taking initiative in solving problems increase. In comparison to other electorate groups, CHP voters stood out as the group that considers that the solution will be achieved by rational means at the highest rate.

3. METHOD OF THE SURVEY

3.1. General Definition of the Survey

The survey on which this report is founded was conducted by KONDA Araştırma ve Danışmanlık Ltd. Şti. for KONDA Barometer subscribers.

The field survey was conducted on November 2 - 3, 2013. This report reflects the current political tendencies, preferences and profiles of the adult population above the age of 18 in Turkey.

The survey was designed and applied for the aim of determining and monitoring the tendencies and changes in the preferences of the subjects that represent the adult population above the age of 18 in Turkey.

The error margin of the findings in the survey is +/- 2 in the confidence interval of 95 percent and +/- 2.6 in the confidence interval of 99 percent.

3.2. Sampling

The sample was prepared by stratification of the data on population and educational level of neighborhoods and villages based on Address-Based Population Registration System with the neighborhood and village results of the general elections dated June 12, 2011.

Residential areas were first graded as rural/urban/metropolitan and then the sample was determined based on 12 regions.

Within the scope of the survey, face-to-face interviews were carried out with 2603 individuals in 150 neighborhoods and villages of 97 districts -including central districts- of 29 provinces.

Provinces visited	29
Districts visited	97
Neighborhoods/villages visited	150
Subjects interviewed	2603

Age and gender quotas were applied to 18 surveys conducted in each neighborhood.

Age Groups	Female	Male
Ages 18-28	3 subjects	3 subjects
Ages 29-44	3 subjects	3 subjects
Ages 44 and above	3 subjects	3 subjects

	Level 1 (12 regions)	Provinces visited
1	Istanbul	Istanbul
2	Western Marmara	Balıkesir, Edirne
3	Aegean	Izmir, Denizli, Kütahya, Uşak
4	Eastern Marmara	Bursa, Eskişehir, Kocaeli
5	Western Anatolia	Ankara, Konya
6	Mediterranean	Antalya, Adana, Hatay, Mersin
7	Central Anatolia	Kayseri, Sivas
8	Western Black Sea	Samsun, Tokat, Zonguldak
9	Eastern Black Sea	Trabzon
10	Northeastern Anatolia	Kars
11	Middle Eastern Anatolia	Malatya, Van, Elazığ, Siirt
12	Southeastern Anatolia	Diyarbakır, Gaziantep, Şanlıurfa

The table below shows the distribution of subjects according to regions and residential areas.

	Region of Survey	Rural	Urban	Metropolitan	Total
1	Istanbul			20.5	20.5
2	Western Marmara	2.1	3.5		5.5
3	Aegean	4.1	6.2	5.4	15.7
4	Eastern Marmara	0.6	2.8	4.5	7.8
5	Western Anatolia	0.7		10.1	10.8
6	Mediterranean	3.3	2.2	6.2	11.8
7	Central Anatolia	1.4	2.1	1.4	4.8
8	Western Black Sea	2.6	3.1		5.6
9	Eastern Black Sea	1.4	2.1		3.5
10	Northeastern Anatolia	0.7			0.7
11	Middle Eastern Anatolia	1.4	2.1		3.5
12	Southeastern Anatolia	2.1	3.5	4.1	9.7
	Turkey	20.3	27.5	52.2	100

4. FREQUENCY TABLES

4.1. Profile of Subjects

Gender	Percentage
Female	49
Male	51
Total	100.0

Age	Percentage
Ages 18 - 28	27.7
Ages 29 - 43	34.7
Ages 44 and above	37.6
Total	100.0

Educational Status	Percentage
Below high school	56.9
High school	26.6
University	16.4
Total	100.0

Paternal Educational Status	Percentage
Below high school	85.4
High school	9.8
University	4.8
Total	100.0

Birthplace	Percentage
Istanbul	6.8
Western Marmara	5.6
Aegean	14.7
Eastern Marmara	5.9
Western Anatolia	7.9
Mediterranean	11.2
Central Anatolia	8.8
Western Black Sea	8.9
Eastern Black Sea	8.4
Northeastern Anatolia	3.8
Middle Eastern Anatolia	5.8
Southeastern Anatolia	11.3
Abroad	.9
Total	100.0

Work status	Percentage
Public officer	6.1
Private sector	5.8
Worker	8.8
Small retailer	6.0
Industrialist / Businessman	.5
Self-employed	1.8
Farmer, agriculturalist, stock breeder	4.6
Works, Other	7.5
Retired	13.2
Housewife	32.0
Student	8.2
Unemployed, seeking job	4.8
Unemployable	.8
Total	100.0

Household population	Percentage
1 - 2 persons	17.0
3 - 5 persons	66.4
6 - 8 persons	14.4
9+ persons	2.2
Total	100.0

Lifestyle cluster	Percentage
Modern	25.4
Traditional conservative	49.2
Religious conservative	25.3
Total	100.0

Head covering status	Percentage
No head cover	33.1
Head scarf	54.1
Hijab	11.9
Chador, purdah	.9
Total	100.0

Ethnicity	Percentage
Turkish	82.7
Kurdish	12.1
Zaza	1.7
Arab	.9
Other	2.6
Total	100.0

Did you sacrifice an animal in the previous Feast of Sacrifice?	Percentage
Yes	63.8
No	36.2
Total	100.0

Religion/Sect	Percentage
Sunni Muslim	94.2
Alevi Muslim	4.5
Other	1.3
Total	100.0

Religiousness	Percentage
Non-believer	2.1
Believer	26.8
Religious	61.9
Devout	9.2
Total	100.0

Monthly household income	Percentage
TRY 300 TL or less	2.6
TRY 301 - 700	6.9
TRY 701 - 1200	33.5
TRY 1201 - 2000	32.8
TRY 2001 - 3000	14.0
TRY 3001 or more	10.3
Total	100.0

Automobile ownership	Percentage
Yes	43.0
No	57.0
Total	100.0

Economic classes	Percentage
Lower income	20.3
Lower middle class	34.9
New middle class	26.5
Upper income	18.3
Total	100.0

Region of Survey	Percentage
Istanbul	20.5
Western Marmara	5.5
Aegean	15.7
Eastern Marmara	7.8
Western Anatolia	10.8
Mediterranean	11.8
Central Anatolia	4.8
Western Black Sea	5.6
Eastern Black Sea	3.5
Northeastern Anatolia	.7
Middle Eastern Anatolia	3.5
Southeastern Anatolia	9.7
Total	100.0

Residential area	Percentage
Rural	20.3
Urban	27.5
Metropolitan	52.2
Total	100.0

Type of residence	Percentage
Traditional residence	35.3
Slum	6.9
Apartment building	50.6
Luxury residence	7.2
Total	100.0

Which TV channel do you prefer for obtaining the news?	Percentage
ATV	12.5
CnnTürk	2.1
Fox TV	7.7
Habertürk	3.3
Halk TV	3.3
Kanal 7	4.4
Kanal D	14.0
Kanalturk	.3
NTV	5.0
Roj TV	1.1
Samanyolu	9.3
Show TV	5.0
Star	5.5
TRT	14.4
TRT 2	.7
TRT 6 (Şeş)	.1
Ulusal Kanal	3.5
Local Channels	1.0
Other Channels	6.9
Total	100.0

4.2. Theme of the Month: "Problem Solving"

Do you experience problems with other individuals? If so, what kind of problem do you experience?	Percentage
Family	8.5
Neighbor	4.8
Friend	4.4
Colleague	3.6
Other	9.0
No problem	53.1
No answer	16.6
Total	100.0

Which of the following prevent you from solving a problem you experience with another individual?	Percentage
It's the first time I experience something like this.	13.2
I don't understand what troubles the other person.	20.4
It is very unclear at the moment.	11.3
I don't think I can pull it off.	3.0
I don't have enough power.	4.6
No answer	47.5
Total	100.0

How do you think you can solve your problem with another individual?	Percentage
If only I could understand what the other person wants, I will be better at reaching a solution.	35.2
It may be solved if I compromise and take a step back.	7.8
I am right; I will persevere till the end.	9.5
There is nothing to do so I will accept the situation as it is.	9.5
No answer	38.0
Total	100.0

What is your view on problems you experience with other individuals?	Percentage
There are no insoluble problems.	54.8
The dice are always loaded against me.	9.0
No answer	36.3
Total	100.0

How will you solve or cope with the problem you experience with another individual?	Percentage
I will find a solution by thinking carefully.	30.9
I will go for a quick fix.	11.7
I will wait and see; fate will take its course.	19.2
No answer	38.1
Total	100.0

Have you experienced any problems with an institution recently? If so, what kind of problem did you experience?	Percentage
Banks	7.0
Public institutions	5.7
Private companies	3.1
Health institutions	2.3
Natural gas, electricity, water	1.5
School, work	1.4
Other	2.4
No problems	55.8
No answer	20.7
Total	100.0

Which of the following prevent you from solving your problem with an institution?	Percentage
It's the first time I experience something like this.	16.5
I don't understand what they want.	11.0
I don't know what I'll be faced with in the end.	5.8
I don't think I can pull it off.	3.8
I don't have enough power.	7.4
No answer	55.4
Total	100.0

How do you think you can solve your problem with an institution?	Percentage
If only I could understand what the institution wants, I can solve the problem.	20.6
It may be solved if I compromise and do what they want.	3.4
I'm right; I will persevere till the end.	12.3
There is nothing to do, institutions are always more powerful than us.	17.4
No answer	46.4
Total	100.0

Which of the following statements express your feelings about your problems with an institution?	Percentage
I will have to make some effort but I will eventually solve it.	42.3
These things always happen to me and I never know how to solve them.	11.5
No answer	46.1
Total	100.0

How will you solve or cope with the problem you experience with an institution?	Percentage
I will have to talk to people and make some decisions but eventually I will come up with a solution.	24.5
I intend to go for a quick fix.	13.3
I will wait and see; perhaps it will be solved in another way.	16.0
No answer	46.2
Total	100.0

What do you think is the current biggest problem of Turkey?	Percentage
Unemployment	22.9
Economic problems/ Poverty / Struggle of making a living	17.2
Terrorism	11.6
Kurdish problem / Solution process/ Separatism	10.3
Education	4.8
Administration of Turkey	6.5
Polarization / Inequality / Justice / Democracy	7.1
Other	13.7
No problems	2.2
No answer	3.7
Total	100.0

Which of the following prevent us from solving a problem as a society?	Percentage
This is the first time we encounter something like this as a society.	22.9
There are too many uncertainties.	17.2
We don't know what will happen to us if we try to solve it.	11.6
I don't think we can pull it off.	10.3
We don't have sufficient resources and awareness.	4.8
No answer	6.5
Total	7.1

Which of the following statements express your feelings about this problem?	Percentage
We should make a lot of effort but we will eventually solve it.	63.5
These problems have always existed and they will continue.	30.5
No answer	6.0
Total	100.0

How will we solve or cope with this problem as a society?	Percentage
We will have to discuss and take serious decisions but we will solve them eventually.	58.8
We should go for a quick fix.	19.0
It will be solved in time; fate will take its course.	14.9
No answer	7.2
Total	100.0

What would you do if you encountered a serious problem with a neighbor?	Percentage
I would take them down a notch or two.	5.0
I wouldn't do anything; such is life.	6.3
I would talk.	69.7
I will ask someone to mediate.	8.0
I will resort to legal ways.	9.8
No answer	1.2
Total	100.0

What would you do if you encountered a serious problem with a public institution such as power administration, water administration or social security institution?	Percentage
I would talk to them.	28.9
I would pull a few strings.	4.9
I would start legal procedures.	60.4
I would accept the situation and do what they say.	3.6
No answer	2.2
Total	100.0

What would you do if you encountered a serious problem with a private company such as a domestic appliance company or gsm operator?	Percentage
I would talk to them.	29.2
I would pull a few strings.	3.8
I would start legal procedures.	61.9
I would accept the situation and do what they say.	3.5
No answer	1.7
Total	100.0