

REVIEW

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Received: 15.11.2021
 Acceptance: 03.02.2022
 DOI: 10.18521/kt.1024151

Konuralp Medical Journal
 e-ISSN1309-3878
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Effects of the Covid-19 Pandemic Process on Migrants in Turkey**ABSTRACT**

The aim of this study is to examine the effects of the pandemic process on immigrants in Turkey based on the findings of previous studies and to make policy recommendations based on the results obtained. The question of the research is “*What are the effects of the pandemic process on immigrants in Turkey?*” presented in the form. In order to answer this question, five sub-questions were sought in the study. In the study, in which qualitative research methods and techniques were used, the document analysis technique, which is one of the qualitative data collection techniques, was used to obtain the data to be used. In order to provide data for the study, first of all, national and international databases were searched by using keywords, word groups and subject headings that could provide data about the study subject. The documents obtained with the easily accessible sampling method were evaluated by considering the questions to be answered in the study. As a result of the evaluation, themes were created by taking into account the study areas covered in the researches. The data related to the themes created are transferred under the related theme title. Finally, quantitative data on the themes created are presented in a table. Although the data presented by the studies differ from each other, when these data are taken as a whole, it is seen that the majority of immigrants have information about Covid-19. However, the rate of immigrants accessing information through public institutions and organizations is very low. Social media and traditional media are the channels that immigrants use most in accessing information. In this process, some of the immigrants who applied to the hospital units had problems in accessing health services. A significant part of the children of immigrants did not have any problems in accessing distance education. A significant part of the immigrants had problems in accessing their livelihoods in this process. As a result of this situation, immigrants also experienced problems in accessing adequate food, shelter opportunities, energy resources and basic hygiene requirements.

Keywords: Covid-19, Pandemic, Immigrant.

Covid-19 Pandemi Sürecinin Türkiye'deki Göçmenler Üzerindeki Etkileri**ÖZET**

Bu çalışmanın amacı pandemi sürecinin Türkiye'deki göçmenler üzerindeki etkilerini, daha önce yapılmış olan araştırmaların bulgularına dayalı olarak incelemek ve elde edilen sonuçlara dayalı olarak politika önerilerinde bulunmaktır. Araştırmanın sorusu “*Pandemi sürecinin Türkiye'deki göçmenler üzerindeki etkileri nelerdir?*” şeklinde ifade edilmiştir. Bu soruya cevap vermek için çalışmada beş alt soruya cevap aranmıştır. Nitel araştırma yöntem ve teknikleri kullanıldığı çalışmada, kullanılacak verileri elde edebilmek için nitel veri toplama tekniklerinden olan doküman incelemesi tekniği kullanılmıştır. Çalışmaya veri sağlamak için öncelikle çalışma konusu ile ilgili veri sunabilecek anahtar kelimeler, kelime gurupları ve konu başlıkları kullanılarak ulusal ve uluslararası veri tabanlarında tarama yapılmıştır. Kolay ulaşılabilir örneklem yöntemi ile ulaşılan dokümanlar çalışmada cevap aranan sorular dikkate alınarak değerlendirilmiştir. Yapılan değerlendirme sonucunda, araştırmalarda ele alınan inceleme alanları dikkate alınarak, temalar oluşturulmuştur. Oluşturulan temalarla ilgili veriler, ilgili tema başlığının altında aktarılmıştır. Son olarak oluşturulan temalarla ilgili nicel veriler tablo halinde sunulmuştur. Her ne kadar araştırmaların sunduğu veriler birbirinden farklılık gösterse de, bu veriler bir bütün olarak ele alındığında göçmenlerin çoğunluğunun Covid-19 hakkında bilgi sahibi olduğu görülmektedir. Fakat kamu kurum ve kuruluşları aracılığı ile bilgiye erişen göçmen oranı oldukça düşüktür. Göçmenlerin bilgiye erişimde en yoğun olarak kullandıkları kanal ise sosyal medya ve geleneksel medyadır. Bu süreçte hastane birimlerine başvuran göçmenlerin bir kısmı sağlık hizmetlerine erişimde sorunlar yaşamışlardır. Göçmenlerin çocuklarının önemli bir kısmın ise uzaktan eğitime erişimde sorun yaşamamışlardır. Göçmenlerin önemli bir kısmı ise bu süreçte geçim kaynaklarına erişimde sorun yaşamışlardır. Bu durumun bir sonucu olarak göçmeler yeterli gıdaya, barınma olanaklarına, enerji kaynaklarına ve temel hijyen gereksinimlerine erişimde de sorunlar yaşamışlardır.

Anahtar Kelimeler: Covid-19, Pandemi, Göçmen.

INTRODUCTION

Important economic, social and political transformation processes affect the basic concepts and approaches of the general perspectives of the disciplines. The Covid-19 epidemic, which has become a global threat, has affected social life in every conceivable field, from production to consumption, from international relations to education, from transportation to entertainment, from worship to sports events, and has caused significant changes and transformations. The desire for change in public institutions and organizations does not arise spontaneously, most of the time this change is initiated by social demands and political power (1). In this sense, it is possible to say that the Covid-19 pandemic is the harbinger of a new era that necessitates change in public administration.

From the past to the present, many countries have struggled with the epidemic, sometimes these struggles have been successful in a short time, and sometimes they have reached a global dimension that affects the whole world in the long term. Policies implemented by countries within the scope of combating epidemics have affected almost every field and social segment. All over the world, many groups working with the Covid-19 pandemic process, retired, unemployed, students, young or old have been affected by this process. The people and their families in the section we call immigrants and refugees are among the groups that are negatively affected by this process (2).

In the society he is in; Social groups that cannot benefit from the socio-economic opportunities of the country due to deprivation or poverty and need special protection are called disadvantaged groups. Disadvantaged groups include women, children, youth, the elderly, the disabled, immigrants and minorities (3).

In this context, in the 1st article of the UN Minority Declaration published in 1992; "States protect the existence of minorities in their territories and their national or ethnic, religious or linguistic identity and promote the creation of conditions for their development." statement is included (4). Although there is no international consensus on what constitutes a minority, 3.6 million Syrians under temporary protection, as well as Afghans, Iranians, Iraqis and Somalis under international protection in Turkey, meet the definition of a minority in the UN Minorities Declaration (5).

Considering the general living conditions of the immigrants, it is possible to mention that most of them live below the poverty line, their incomes cannot meet their expenses, they have difficulty in paying rent and service bills and getting food. In addition, it is obvious that the situation of immigrants, who were employed informally at a high rate before the pandemic, became more disadvantaged with the pandemic and faced more economic difficulties.

Structural functionalism theory, which is an important sociological theory, sees society as a complex system that works together to provide solidarity and stability. The elements that make up the society are norms, traditions, habits and institutions. Popularized by Herbert Spencer (1820-1903), this theory presents all of the elements listed above as "organs" that work for the proper functioning of the "body" as a whole (6). Therefore, in order to successfully manage the pandemic process, the policies implemented for immigrants under the assumption that they are a part of a whole in the society are very important in order to cope with the pandemic.

In this context, the aim of this study is to examine the effects of the pandemic process on immigrants in Turkey based on the findings of previous studies and to make policy recommendations based on the results obtained. The question of the research is "What are the effects of the pandemic process on immigrants in Turkey?" In order to answer this question, answers to the following questions were sought.

1. Do the immigrants have enough information about the pandemic?
2. Have the official institutions adequately informed the immigrants about the pandemic?
3. How has the pandemic affected immigrants' access to health services?
4. How has the pandemic affected immigrants' access to distance education services?
5. How has the pandemic affected migrants' access to livelihoods and basic needs?

After the above-mentioned studies, inferences will be made, problems will be identified, and feedback and solution suggestions will be presented to public institutions, local governments and non-governmental organizations for the solution of these problems.

DESIGN OF THE RESEARCH AND SAMPLE FEATURES

Qualitative research methods and techniques were used in the study. In order to obtain the data to be used in the study, the document analysis technique, which is a qualitative data collection technique, was used. Document analysis, which is one of the data collection techniques frequently used in qualitative research, According to Yıldırım and Şimşek, "It is a technique that includes the analysis of materials (text, audio, video, visual, etc.) containing information about the phenomenon or phenomena that are aimed to be researched ..." (7). The reason for using the document review technique in this study is that this method allows a researcher to reach the amount of participant data that it would be difficult for a researcher to reach with his/her own means. By using this method in the study, the cost was reduced, time was saved and it was possible to

examine the data of a larger sample. When Table 1, which includes the sample characteristics of the studies examined, is examined, it is seen that the studies examined within the scope of this study contain data obtained from 853 families and 2551 participants.

The universe of the study is all the documents that can present data about the subject examined in the context of the study. In this context, in order to provide the documents to be used in the study, national and international databases were searched by using keywords, phrases and subject headings that could provide data about the study subject. First of all, the searches were made using the "scan and advanced search" tabs in the "thesis name, subject, index, abstract, all" categories in the National Thesis Center database of the Council of Higher Education (<https://tez.yok.gov.tr>). Scanning has been expanded using digital media such as <https://dergipark.org.tr/tr/>, <https://scholar.google.com/>, <https://www.ilo.org> and <https://reliefweb.int/>. In addition to digital media, printed sources such as books and magazines were scanned and documents that could be used in the study were reached.

Using the purposeful sampling method in the study, the documents obtained as a result of the scans

were included in the sample. According to Büyüköztürk et al., purposive sampling method is a sampling method that allows one or more samples to be selected and examined in depth, in accordance with the purpose of the subject to be researched, with rich information content about the subject to be researched (8). The documents (8 quantitative and 2 qualitative) selected using purposive sampling method were evaluated by considering the questions to be answered in the study. The criteria for inclusion in the examination of the documents to be examined is that the data (quantitative and qualitative) contained in the documents are of a quality to answer the research questions and contain information about the situation of immigrants in Turkey during the pandemic process. As a result of the evaluation, themes were created by taking into account the study areas covered in the researches. The data related to the themes created were transferred under the related theme title. Then, qualitative studies containing data related to the relevant theme were examined and the data presented by these studies were transferred. Finally, quantitative data on the themes created were presented in a table. The sample characteristics of the studies examined within the scope of the study were presented in Table 1.

Table 1. Sample characteristics of the studies reviewed

Study	Research Type	The Number of Participants	Gender %			Nationality %			
			Male	Female	Syria	Afghanistan	Iranian	Iraq	Other
MUDEM, 2020	Quantitative	385 family	51.6	48.4	84.4	6.3	4.1	5.2	0
SGDD-ASAM. 2020	Quantitative	1162 person	47.52	52.48	82.61	11.27	1.77	4.17	0
Doğanay et al., 2020	Qualitative	50 person	64	36	34	66	0	0	0
İSMDD, 2020	Quantitative	300 person	10	90	100	0	0	0	0
Relief International, 2020	Quantitative	879 person	54	46	100	0	0	0	0
WATAN F., 2020	Quantitative	60 person	50	50	*	*	*	*	0
IFRC & Kızılay, 2020	Quantitative	468 family	*1	*	*	*	*	*	0
SEVKAR, 2020	Quantitative	30 person	50	50	100	0	0	0	0
Konak Mülteci Der., 2021	Quantitative	50 person	48	52	100	0	0	0	0
Köşer-Akçapar and Çalışan, 2021	Qualitative	20 person	11	9	100	0	0	0	0

DESCRIPTIVE FINDINGS

In this section, the data obtained from the researches reached as a result of the scans made in national and international databases are classified and transferred in accordance with the research questions and the themes created. The data obtained from the reviewed studies, which contain

quantitative data, are presented in the form of a table (Table 2).

Since one of the analyzed qualitative studies did not contain numerical data other than sample characteristics, this study was not included in the table.

¹ No data

Table 2. Situation of immigrants in Turkey during the pandemic process (%)²

Created Themes and Examined Areas		MUDEM, 2020	SGDD-ASAM, 2020	Konak Mültreci Der., 2020	Doğanay et al, 2021	İSMDD, 2020	Relief Int., 2020	WATAN F. 2020	IFRC & Kızılay, 2020	YYD, 2020
Access to Information	Lacking sufficient knowledge	*	17	*	2	9	16	26	*	20
	Access to information through public institutions	1	8	*	12	21	15	4	*	27
	Accessing information from other sources ³	99	92	*	88	79	85	96	*	73
Health Service Access	With chronic disease	34	*	*	24	*	11	*	22	*
	Positive case detected	1 ⁴	*	*	*	*	*	*	*	*
	Unable/forced access to services	26	15	*	10	*	71	32	61	26
Education Service Access	Having a school-age child	53	70	100	72	77	*	58	93	*
	Have not possibility of access	25	54	30	11	*	*	68	*	*
	Unable to access services	31	48	40	11	85	*	*	31	54
Livelihood and Basic Needs	Lost their livelihood	87	88	*	66	85	87	80	82	*
	Insufficient food	90	63	*	46	75	59	*	81	70
	Insufficient shelter	39	32	*	*	*	*	*	44	73
	Insufficient energy sources	30	33	*	*	*	*	*	*	60
	Insufficient hygienic material	28	53	*	36	58	37	32	16	43
	Insufficient health conditions	17	*	*	*	*	5	*	*	*
	Insufficient education and clothing	10	*	*	6	*	*	*	8	*

Access to Information About the Pandemic: With the notification of the first Covid-19 case by the Ministry of Health on March 10, 2020, the process of combating the epidemic started in Turkey. In this process, the Ministry of Health provided the necessary information both through the traditional media and the official website. In addition, the Ministry provided necessary information through information booklets and hand brochures prepared in English and Arabic. However, the results of the study conducted by the Refugee Support Association (MUDEM) with 385 immigrant families in April 2020 show that 79% of the participants obtained information about Covid-19 through social media channels in their mother

tongue. The rate of participants who obtained information about Covid-19 from local authorities is 1.1% (9).

According to the results of the research conducted by the Association for Solidarity with Asylum Seekers and Migrants (SGDD-ASAM) in 2020, 83% of the participants have sufficient information about Covid-19. The rate of participants who obtained information about Covid-19 through the Ministry of Health and other public institutions is only 10%. 65% of the participants obtained information through social media or other written/visual media, and 19% through their neighbors or friends (10). According to the results of the research conducted by the Association for

² Within the scope of the study, the data presented by 10 researches, 2 qualitative and 8 quantitative, were examined. Since one of the analyzed qualitative studies did not contain numerical data other than sample characteristics, this study was not included in the table.

³ Traditional media, social media, close circle etc.

⁴ In the period when this data was available, the rate of positive cases detected in Turkish citizens was 0.18%.

Solidarity with Syrian Refugees in Izmir with the support of the Heinrich Böll Stiftung, 91.3% of the participants have enough knowledge about Covid-19. The rate of participants who obtained information about Covid-19 through public institutions is 20.83%. 53.13% of the participants obtained information through social media tools and 16.8% through non-governmental organizations (11).

In the study conducted by Relief International with the participation of 879 Syrian immigrants living in 6 settlements (Istanbul, Izmir, Manisa, Gaziantep, Kilis, Reyhanlı), 84% of the participants declared that they had sufficient knowledge about Covid-19. When the sources of access to information of the participants are examined, it is seen that 37% of them find information about Covid-19 from social media tools, 18% reach from traditional media, 17% from Relief International supported centers, 9% from close circles and 4% from other channels. Teaching to Covid-19 is one of those who benefit from communication from public and institutions (15%) (12). The survey conducted by the WATAN Foundation with the participation of 60 immigrants in Ankara shows that 76% of them have knowledge about Covid-19. It is seen that the participants get information about Covid-19 mostly from social media, and then they learn from television, neighbors and/or friends circle/NGOs, radio and public institutions, respectively. In this process, the rate of participants who obtained information about Covid-19 from public institutions and organizations is 4% (13).

In the research conducted by Doğanay et al., with the participation of 50 immigrants, representing 50 households where 263 immigrants live, during the pandemic period, 98% of the participants stated that they had sufficient knowledge about Covid-19. When the sources of access to information of the participants are examined, it is seen that only 6% of them access information through public institutions and organizations. It is seen that the majority of the participants access information through traditional media and social media (14).

Access to Health Services: There are 180 Migrant Health Centers (GSMs) in 29 cities across Turkey. Migrants who applied to these centers with the suspicion of Covid-19 during the pandemic process were directed to hospitals, if necessary, after fever measurements were made. However, the health services offered to immigrants in Turkey are different for those with and without temporary protection status. Primary health care and hospital services are free of charge for immigrants under temporary protection. However, it is not possible for irregular migrants to benefit from similar services. However, with a decision that came into force in April 2020, this situation was relaxed for irregular migrants due to pandemic conditions (15). However, the results of the study conducted by MUDEM show that 26% of those who applied to the hospital units

due to any illness during this process could not benefit from health services. At the time of the research, the rate of the participants who were diagnosed positively in the diagnostic tests was 1%. However, the rate of positive cases detected in Turkish citizens in the same period was 0.18% (9). This shows that the rate of positive cases observed in the participants is about 5 times compared to Turkish citizens.

The results of the study conducted by SGDD-ASAM show that 15% of the participants who applied to the hospital units due to any ailment during this process could not benefit from health services. Among the participants, 68% of the people in need of regular medication stated that they could not obtain their medication during this period (10). The results of the research conducted by Doğanay et al. with the participation of 50 people during the pandemic period show that 10% of the participants did not access health services during this period. The reasons why the participants could not benefit from health services were that they could not enter the hospital because they did not have an identity card, could not go to the hospital without an appointment, and were registered in another province despite having an identity card (14). Migrants registered in another province are likely to be reported to the police when they go to the hospital, which causes them to abstain from applying to the hospital. Similarly, it is observed that irregular migrants do not apply to hospitals even if they need to, due to the possibility of being reported to the police and being deported when they go to the hospital (15).

According to the report of Relief International, it shows that 71% of the participants have problems in accessing health services during the pandemic process. The provinces where participants have the most difficulty in accessing health services are Istanbul and Izmir (12). When the findings obtained from the qualitative research conducted by Koser-Akçapar and Employees are examined, it is seen that some of the participants have problems in accessing health services. These participants associated the reason for having problems in accessing health services with the crowding of public transportation vehicles, the density of hospitals and the lack of translators (16).

Access to Education Services: Shortly after the first positive case in Turkey was reported on March 10, 2020 (March 23, 2020), distance education was started. In this process, the Ministry of National Education started to provide services both through television channels and through the Education Information Network. In this process, the Ministry of National Education, municipalities, non-governmental organizations and some companies distributed tablets to students in order to provide access to distance education for students who do not have the opportunity. However, the results of the study conducted by MUDEM show that 25% of the migrant families participating in the research do not

have the opportunities (television, computer, tablet, smart phone, internet connection) necessary for their children to access distance education. In this process, the rate of families whose children cannot access distance education is 31% (9).

According to the results of the research conducted by SGDD-ASAM, the rate of participants whose children cannot access distance education in this process is 48%. When the reasons for the participants' inability to access distance education are examined, it is seen that the inadequacy of technical facilities such as television, computer and smart phone (54%) is the most important obstacle to accessing education (10). The results of the research conducted by Doğanay et al. with the participation of 50 people, shows that 72% of the participants have a child attending school in their household, and the education of 59% of the children attending school has been adversely affected by the pandemic process. In this process, the rate of those who cannot access distance education is 11%. The biggest obstacle in accessing distance education is the lack of access to the internet. Other barriers to accessing distance education are the absence of devices such as television, tablet, and computer (14).

When the results of the study conducted by the Konak Refugee Association are examined, it is stated that 30% of the immigrant children cannot access distance education because they do not have access to the internet; It shows that 48% of them do not have a television at home. According to the results of the research, 86% of immigrant children do not have a suitable environment to follow the lessons at home. In this process, the rate of students who can access distance education is 60%. However, when the frequency of access of students who can access distance education is examined, it is seen that 16.66% of these students attend classes regularly (always), while 30% of them rarely attend classes (17). Bu da göstermektedir ki, uzaktan eğitime erişim imkânı bulan göçmenlerin çocukları çeşitli nedenlerle (dil engeli, materyal eksikliği, öğretime ilgisizlik, evdeki koşullar vb.) bu fırsatı kullanamamaktadır.

According to the results of the research conducted by the International Federation of Red Cross (IFRC) and the Red Crescent, in which 468 immigrant families participated, 68% of the participants had school-age children. Televizyon, internet erişiminin olmaması, çevrim içi olarak/televizyondan ders takibi konusunda yeterli bilgilerinin olmayışı nedeniyle bu çocukların %31'inin uzaktan eğitime erişememişlerdir (18). The data of the research conducted by the Doctors Worldwide (YYD) with the participation of 30 Syrian immigrants living in Hatay and Şanlıurfa and holding international protection status, show that 7.1% of the participants have no knowledge of accessing distance education. While the children of 46.4% of the participants benefited from distance

education efficiently in this process, the children of 46.5% were able to benefit (19).

When the findings obtained from the qualitative research conducted by Koser-Akçapar and Employees are examined, it is seen that the children of some of the participants have problems in accessing distance education. These participants generally associated the reason for their children's problems in accessing distance education with the lack of materials. In addition, according to the statements of the participants, as a result of having problems in accessing education, their children started to forget Turkish (16). It is possible that this problem will continue to negatively affect the academic performance of immigrant children in the post-pandemic period.

Access to Livelihoods and Basic Needs:

Access to livelihoods is expected to have a significant impact on individuals' capacity to access their basic needs. Under normal circumstances, an individual's ability to access basic needs is expected to decrease significantly as a natural consequence of this situation. However, it can be expected that the loss of access to livelihoods of immigrants, who are at the bottom of the society and who are disadvantaged, will have more negative effects on their capacity to access basic needs. Therefore, it can be assumed that immigrants will need more protection, especially in situations that negatively affect societies such as pandemics. However, the results of the research show that immigrants lost a significant amount of their livelihoods in this process. For example, according to the report of Relief International, at least 1 person in the household of 87% of the participants lost access to their livelihoods due to the pandemic. The rate of participants who have problems without meeting their basic needs due to loss of access to livelihoods is 81%. 59% of the participants stated that they had problems in accessing food, 37% in hygiene materials, and 5% in water (12).

According to the results of the study conducted by MUDEM, 87% of the participants could not continue their work during this period. As a natural consequence of not being able to access to a livelihood job, 90% of the participants stated that they could not access enough food in this process. In addition, 39% of the participants stated that they experience barriers to accessing shelter, 30% to necessary energy resources, 28% to hygienic materials, 17% to minimum health conditions, and 10% to education and clothing (9). According to the results of the research conducted by SGDD-ASAM, the rate of participants who did not work before the measures taken within the scope of the Covid-19 epidemic is 18%. However, after March, this rate increased to 88%. During this period, 63% of the participants stated that they had difficulty in meeting their basic hygiene requirements, while 53% stated that they had difficulty in meeting their basic hygiene requirements. In addition, 33.05% of the

participants stated that their bill payments and 31.84% of them their rent payments were adversely affected by this process (10).

According to the results of the research conducted by Doğanay et al., with the participation of 50 people representing 50 households where 263 immigrants live, during the pandemic period, 66% of the participants are unemployed. In this process, the household income of 64% of the participants also decreased and the debts of 36% of them increased. When the average household income of the participants is examined, it is seen that the monthly household income of 42% is 1,000 TL and below. The rate of participants with a monthly household income of 3,000 TL or more is 6%. When the income and expenses of the participants are compared, it is seen that the expenses of 46% are more than their income, the balance between their expenses and income of 46%, and the income of 8% of them is more than their expenses. The biggest payment item among the expenses of 85% of the participants is rent payments. The rate of participants who had problems in accessing basic needs during the pandemic process was 68%, and the number of participants who stated that they had difficulty in accessing food the most was 46% (14).

When the findings obtained from the qualitative research conducted by Koser-Akçapar and Employees are examined, it is seen that most of the participants have problems in accessing their livelihoods. Some participants, who have problems in accessing their livelihoods, stated that they applied to different financial resources (receiving financial aid from their relatives, etc.) to overcome this problem, while others stated that they moved to their friends' house. The results of the study also show that some of the participants who had positive test results and were in contact continued to work by violating the quarantine rules (16). This shows that although it is positive and contact, the anxiety of losing their livelihoods turns the participants into a significant danger in terms of general public health.

DISCUSSION AND SUGGESTIONS

In the context of the questions to be answered in the study, the data presented by the qualitative and quantitative research obtained as a result of the literature were examined. Although the data presented by the studies differ from each other, the conclusions reached when these data are taken as a whole are as follows:

1. The vast majority of immigrants (74-98%) have sufficient information about Covid-19.

2. Although the vast majority of immigrants have sufficient information about Covid-19, the rate of immigrants (1-27%) accessing information through public institutions and organizations is quite low. Social media and traditional media are the channels that immigrants use most in accessing information.

3. Some of the immigrants (10-71%) who applied to the hospital units due to any discomfort

during the pandemic process had problems in accessing health services. An important part of the immigrants who use drugs regularly, on the other hand, had problems in supplying their drugs in this process. The reasons why immigrants cannot access health services are the factors such as not being able to enter the hospital because they do not have an identity card, going to the hospital without an appointment, living in a province other than the province where they are registered, crowded public transportation vehicles, the density of the hospitals and the lack of translators.

4. During the pandemic process, a significant part of the children of immigrants (11-85%) had problems in accessing distance education. The most important obstacle to access to distance education is the lack of materials (internet, phone, tablet, television).

5. During the pandemic process, a significant part of the immigrants (66-88%) had problems in accessing their livelihoods. As a result of this situation, immigrants also experienced problems in accessing adequate food (46-90%), shelter opportunities (32-44%), energy resources (30-60%) and basic hygiene requirements (28-58%). . In addition, some participants who had positive test results or were in contact continued to work by not complying with the quarantine rules in order not to lose their livelihoods, and they turned into an important danger in terms of public health.

Covid-19, which opened a new field to the literature, and the regulations or measures it brought, affected all societies in the world in the social, psychological and economic context, as well as in the field of health. (20), (21). Immigrants, one of the most vulnerable groups in the world population, are among the most neglected groups in humanitarian crises such as the global epidemic, despite all the hardships they experience. First of all, it would be appropriate to say that the problems of refugees before the epidemic deepened with the epidemic. In this context, as stated by Thomas et al. (22), first of all, it is important to consider immigrants as a separate subgroup that is disproportionately affected by Covid-19.

With the pandemic process, the way of service delivery in the public sector is expected to change and develop further in terms of speed, quality, efficiency, effectiveness and transparency. It has been seen during the pandemic process that society demands more transparency from the state. Although the public bureaucracy has traditionally operated on the basis of confidentiality, it can be mentioned that a transparent management approach has been adopted with the number of cases and other statistical information shared daily during the pandemic process.

It is vital for governments to provide people with accurate, useful and up-to-date information, especially in times of crisis. During the COVID-19 pandemic, governments started to provide

information through their national portals, mobile apps or social media platforms. Governments have started to publish statistics on the outbreak, which includes the total number of cases in the country, the total deaths, and the reporting of cases by region. Thanks to this situation, it has taken informed decisions about the daily routines of people with reliable information from public institutions, and it is a very important action in terms of the formation of public trust (23).

While researches reveal that the majority of immigrants have sufficient information about Covid-19, public institutions and organizations also reveal their inadequacy in conveying information about Covid-19 to immigrants. Social media and traditional media are the tools that immigrants use most in accessing information. However, since social media is one of the channels with the highest level of information pollution, the accuracy and adequacy of the information conveyed through this medium becomes controversial. Again, this situation may cause immigrants to get wrong information both about Covid-19 and about other practices in this process. In addition, it is known that in this process, news criticizing the measures and practices related to Covid-19 frequently appeared on social media. The fact that immigrants follow news sources only on social media increases the possibility of being affected by these news, but this also reduces the possibility of complying with the measures announced by public institutions and organizations, and may reduce the impact of the fight against the epidemic.

Considering the effects of the Covid-19 pandemic on health management and health services in Turkey, it can be said that Turkey has successfully managed this process compared to developing countries (24). However, when the situation is evaluated in terms of immigrants, a different picture emerges. Because the results of the studies examined within the scope of the study show that immigrants have problems in accessing health services during the pandemic process, since they are not citizens. Therefore, it can be said that the diagnosis, isolation and treatment of Covid-19 in the context of immigrants has not been sufficient, and immigrants are at more risk against the virus. It should be taken into account that this situation is likely to turn into a threat to general public health by increasing the possibility of the spread of the epidemic.

Covid-19 has reduced physical activity in the traditional sense in the field of education, as in other areas of life all over the world. As a result of the closures, access to education at all levels has become a crisis. The way to overcome this crisis is online education (25). Therefore, digitalization emerges as an important tool especially in the provision of new services during the pandemic period. In this process, there are findings in the literature that public institutions can perform their service delivery more effectively with digital transformation if they are

supported by the necessary infrastructure works. However, research has revealed that immigrant students have difficulties in accessing distance education during the pandemic process. The reasons for this are the inconvenience of their living conditions and economic opportunities. Therefore, for immigrant students with low socioeconomic status, the fact that digitalization is only possible with a certain economic competence brings to light again.

It is known that immigrants prefer regions with lower prices in order to solve the housing problem, and the agglomeration that occurs in certain regions over time causes ghettoization. Since ghettoization contains many problems, especially hygiene, during the pandemic period, the importance of an inclusive spatial planning in the construction of life with the local people in the city emerges.

Numerical data have shown that immigrants face significant problems in accessing food and basic needs during the epidemic. In order to understand the needs of immigrants correctly and to develop the most appropriate sustainable solutions, both in extraordinary and ordinary periods, the necessity for local governments to become important actors of migration governance is to come to the fore. Since local governments are the closest units to the people who touch the daily life, the necessity of reorganizing the legal legislation in order to take the steps that will enable them to become effective actors in migration governance comes to light once again.

Immigrant workers, alongside nationals of the countries themselves, are often the first to be fired but the last to get access to testing or treatment. Migrant workers are often excluded from policy measures to address the national Covid-19 pandemic, such as unemployment benefits or social security and social protection measures. Even where access to Covid-19 testing or treatment is available, migrant workers, particularly those with irregular migrant status, may not be able to access this service for fear of arrest or deportation (26). Under the assumption that the epidemic is not over yet and its effects will continue in the coming periods, it is possible to talk about the inclusion of migrant workers in the national Covid-19 policy measures, which will be an appropriate step for the realization of equality and social justice.

In these days when immigration continues to be a global problem, Turkey continues to face this problem as a country that has a large number of immigrants across the world for a long time. It is certain that the problems experienced by immigrants during the pandemic require solidarity at a universal level, not within national borders. The epidemic conditions have once again revealed the importance of cooperation with third countries and international organizations, especially the UN, in the policies to be implemented and the support to be provided for immigrants.

The Covid-19 crisis is a health-based but economic and social crisis. For this reason, although the epidemic conditions necessitate social expenditures, the worldwide economic crisis aggravates the resource problem of countries. In addition, it is observed that the virus does not only threaten our health and economism, but also seriously affects social structures and individuals. It is possible to talk about the feeling of insecurity and being unsure of the future, while only immigrants lived before, with the epidemic, citizens and immigrants shared similar feelings and concerns.

Studies have accused immigrants and foreigners of spreading the disease in the country; In developed countries, anti-immigrant groups already exist, accusing immigrants of being more

irresponsible in the spread of the disease and placing a burden on the health system. Considering that anti-immigrant sentiment has increased during times of economic distress, an increase in anti-immigrant sentiment on a global scale can be expected in the future.

Finally, considering the fact that the Covid-19 epidemic is not only a health crisis and the effects of this crisis will continue after the epidemic; Regarding the prevention of prejudiced attitudes and approaches towards immigrants, it is of particular importance that relevant institutions and organizations, especially public institutions and non-governmental organizations, make efforts to disseminate accurate information and to prevent a social conflict.

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