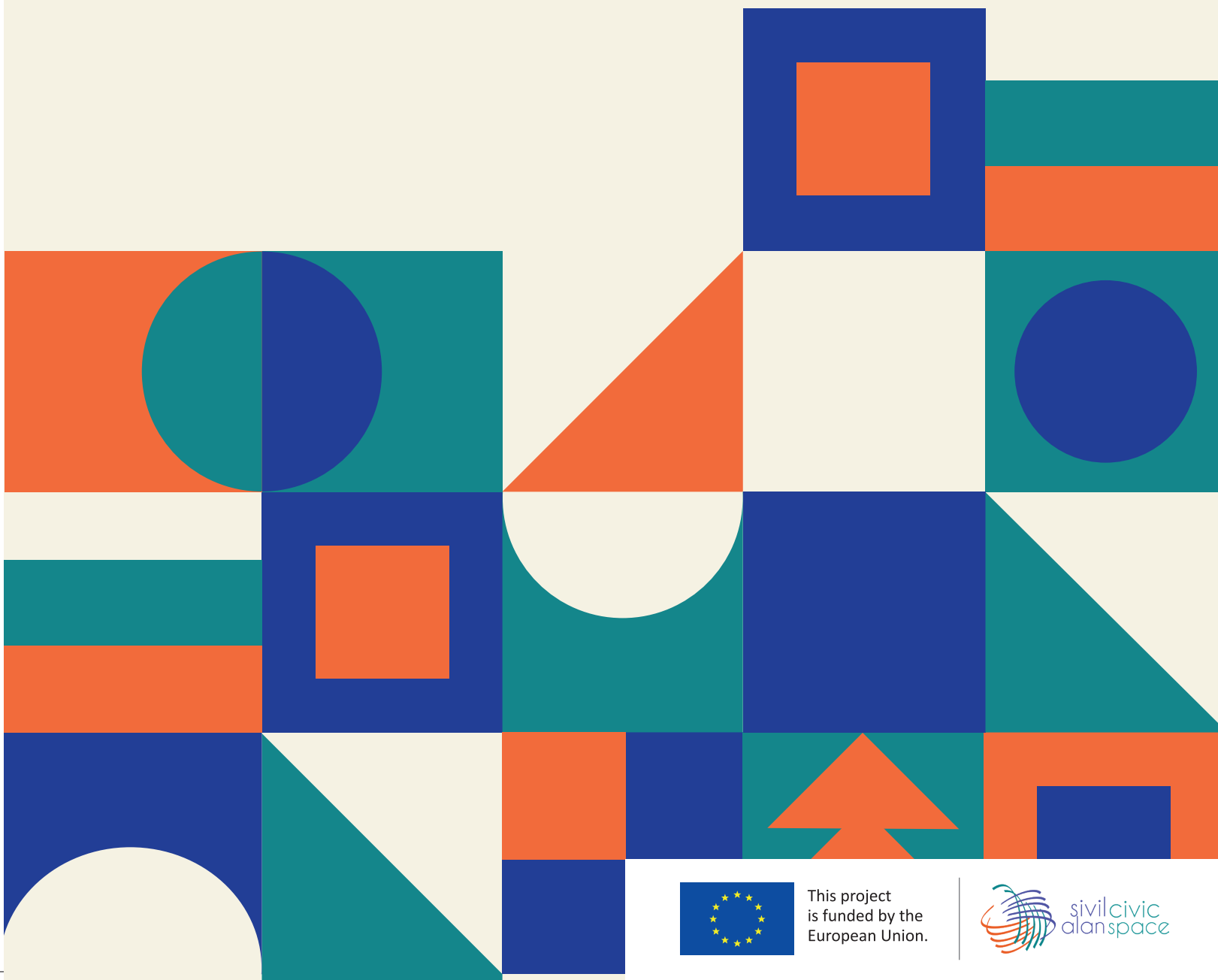
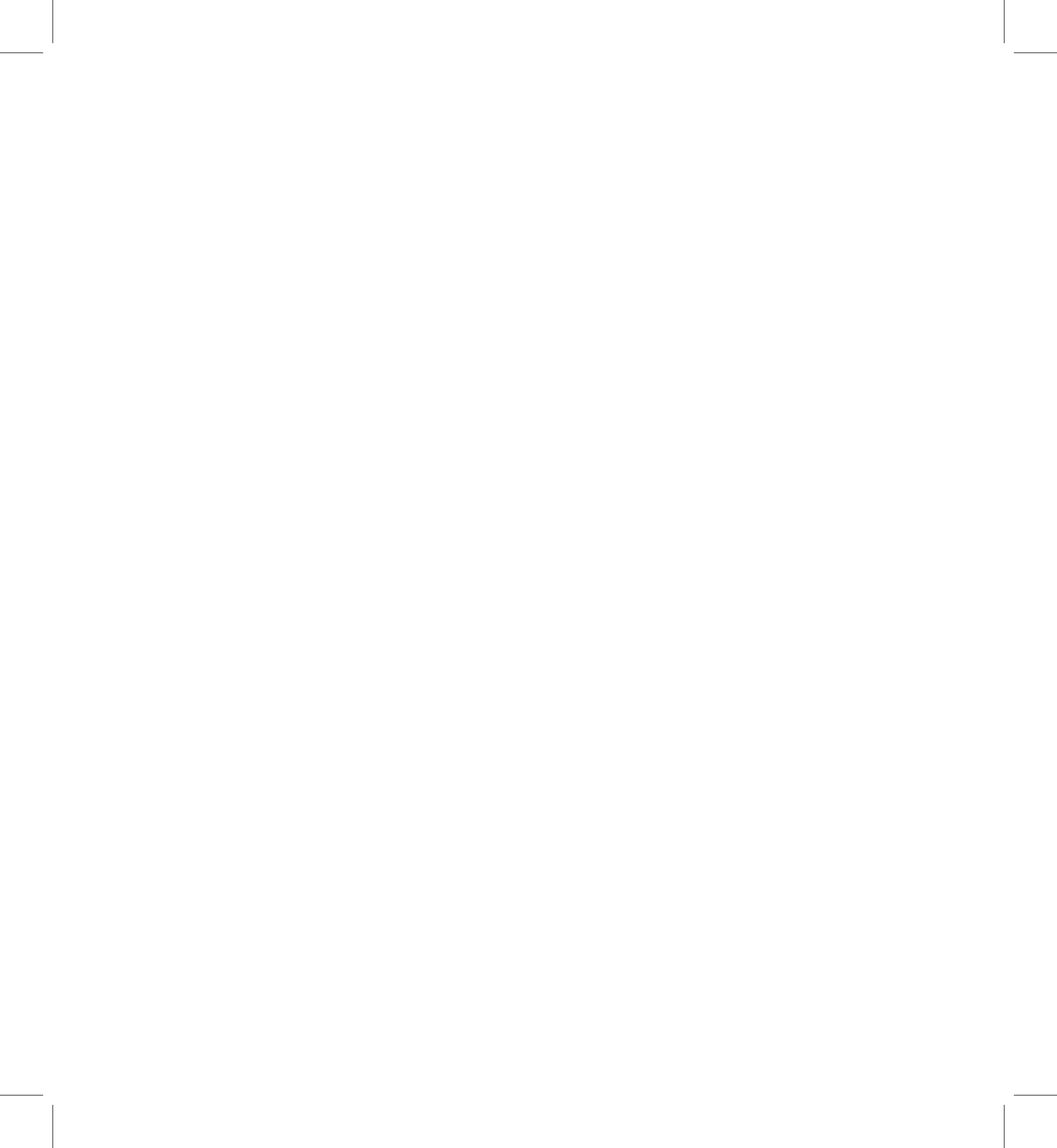


# ATTITUDES AND PERCEPTIONS OF TURKISH CYPRIOT COMMUNITY TOWARDS CIVIL SOCIETY VOLUNTEERING AND DONATION



This project  
is funded by the  
European Union.







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The Civic Space is a Technical Assistance Project funded by the European Union (EU) under the Aid Programme for the Turkish Cypriot community.

The aims of Civic Space Project are:

- Increase and improve the capacities and actions of Turkish Cypriot civil society organisations (CSOs)
- Increase collaboration and improve joint actions between Greek Cypriot and Turkish Cypriot CSOs
- Strengthen CSOs role and civic engagement in the Turkish Cypriot community
- Foster cooperation, support and exchange of best practices between Turkish Cypriot CSOs and CSOs of the EU Member States as well as with EU-wide CSOs and CSOs' networks.

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## Attitudes and Perceptions of Turkish Cypriot community towards Civil Society Volunteering and Donation

The survey about the attitudes and perceptions of Turkish Cypriot community towards civil society, volunteering and donation has been commissioned to Infakto RW, an Istanbul based independent research company by the Civic Space.

The questionnaire is designed by Infakto RW and approved by the Civic Space. The major objective of the instrument was collecting information on the following issues:

- Membership to civil society organisations
- Participation in social movements
- Approaches to civic participation
- Generalized trust
- Trust in institutions (national and international)
- Opinions about civil society organisations
- Experience with/in civil society organisations
- Motivations to work for civil society organisations
- Reasons for not volunteering
- Donations
- Attitudes towards civil society organisations
- Opinions about the performance of civil society organisations
- Importance given to social issues and expectations from civil society organisations
- Information channels about civil society organisations

The survey has been conducted in five "districts" of the northern part of Cyprus between April 27th and May 4th, 2016 by professional interviewers of Infakto RW. The number of interviews to be conducted in each district has been calculated according to populations of these districts: Kyrenia (24%), Morphou/Güzelyurt (14%), Trikomo/İskele (9%), Nicosia (25%) and Famagusta (28%). In each "districts", neighborhoods are randomly selected according to the probability proportionate to size, to have a representative sample of neighborhoods. It is targeted to conduct 16 interviews in each neighborhood with a sample size of 608.

In each neighborhood 4 streets are selected randomly from the alphabetical listing according to the Kish table. In each street one house is selected randomly according to the door numbers by the Kish table. In each house the individual to be interviewed is selected among the people living in the house, according to their first names (e.g.: the individuals having the first name beginning with the first letter in alphabetical order).

All interviews are carried out face-to-face in selected houses. No interviews are conducted in public or commercial places. Interviewers are supervised and controlled in terms of selection of the respondents and interview process (10-15%). Interviews completed in the provinces are controlled by the local office (20%) on a daily basis and sent to the central office in Istanbul. The central office conducted additional telephone controls (10% of each field office) before accepting completed forms. All of the completed forms are controlled for inconsistencies and are resent to phone control process if necessary.

## Attitudes and Perceptions of Turkish Cypriot community towards Civil Society Volunteering and Donation

According to the findings:

- When they are asked to compare the current social and economic state of the northern part of Cyprus with 5 years ago, 65% of the participants responded that it became worse. Only 15% of the respondents believe that it became better. However, the respondents who believe that it will be worse constitute only 45%, while percentage of the optimistic participants is 17%.

- The most preferred types of civil society organisation are sports and philanthropy organisations (11%). Overall, the ratio of active membership (to a civil society organisation) among the respondents is only 9%. In line with this finding, the percentage of the respondents who indicated they participated in social movements hits a peak at 12% for attending peaceful demonstration/rallies. The risk factor is also observed to be effective to determine the ways of participation. Moreover, only one fourth of the respondents has never taken voluntary action before.

- Trust in others is observed to be low (6%) with respect to the world and trust in institutions changes dramatically from one institution to other. For instance, even if the respondents state that the best channel to raise concerns related to a public policy is through elected representatives (35%), level of trust in political parties and the "parliament" are the lowest (8-9%) while the most trusted institution seems to be the armed forces (64%).

- Civil society organisations are trusted by 72% of the respondents and their attitude towards those organisations is generally positive (59%). CSOs' impact is also perceived as positive by 52%. Besides, trustworthiness and accountability are ranked the most important among listed attributes.

- Information about CSOs appeared to be mostly gained from TV channels (64%) whereas 53% of the participants indicates that they are rarely or never informed about events organised by CSOs via e-bulletins of CSOs, or publications by CSOs.

- The most trusted sources of (general) information are other friends or acquaintances while the least trusted one is being the Twitter.

# 3 FINDINGS

## Attitudes and Perceptions of Turkish Cypriot Community towards Civil Society Volunteering and Donation

### 3.1. Economic and social optimism

**Figure 1:**  
Social and economic situation of the Turkish Cypriot community



Respondents are asked to compare the current social and economic situation of the northern part of Cyprus with regards to 5 years ago. Many believe that the situation became much worse. A total of 65% believe the situation to be worse, while only 15% think that it became better. 20% believe the situation has remained the same as it was 5 years ago.

Attitudes and Perceptions of Turkish Cypriot community towards Civil Society Volunteering and Donation

Figure 2:  
Economic and social optimism for the Turkish Cypriot community

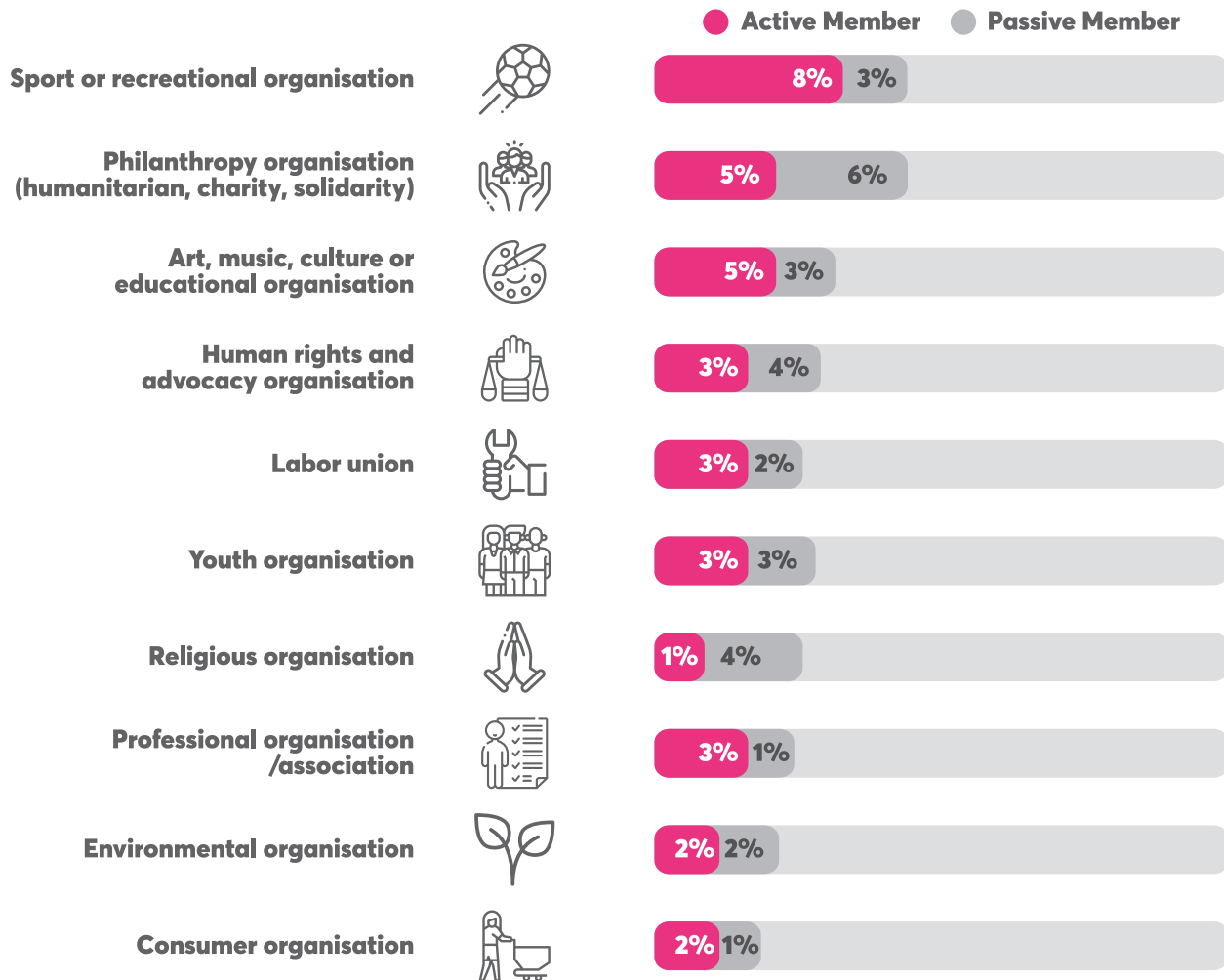


Respondents are asked to predict the current social and economic situation of the northern part of Cyprus in the next 12 months. The social and economic optimism is low, only 18% believe the situation will get better while 36% think it will remain the same as today. About half of the respondents are pessimistic about the future of the northern part of Cyprus.

## Attitudes and Perceptions of Turkish Cypriot community towards Civil Society Volunteering and Donation

### 3.2. Civic participation

**Figure 3:**  
**Membership to civil society organisations**



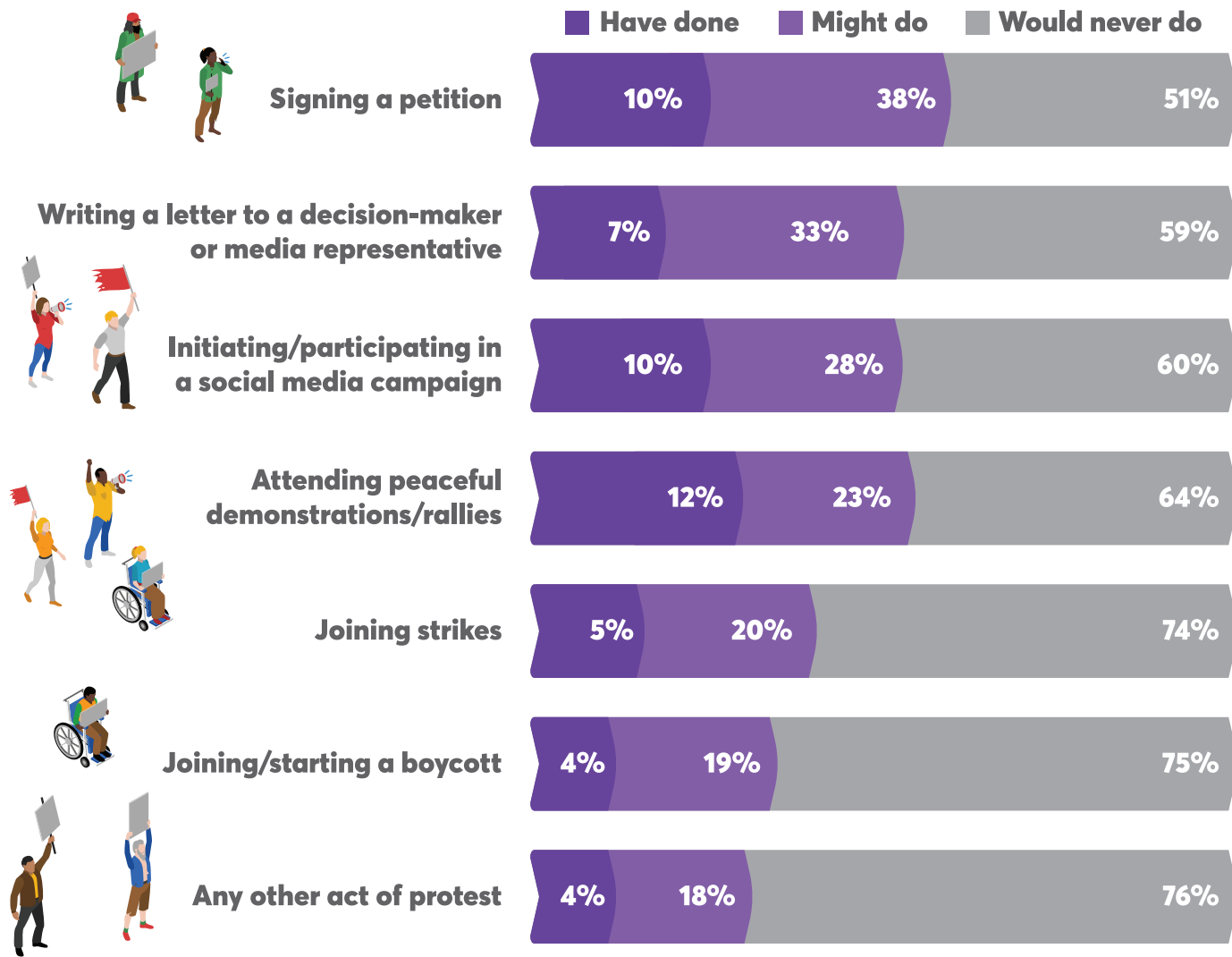
The above figure shows that membership to a civil society organisation is not a common practice among the Turkish Cypriots. The highest percentage of membership is for "sport or recreational organisations" and "philanthropy organisations", 11% stated to be either an active or passive member of those organisations. The percentage of being a member of a philanthropy organisation is higher in young age groups. 18% of respondents aged between 18 and 29 stated that they are either active or passive members of such organisations.

7% is a member of "human rights and advocacy organisations" and 5% is a member of a "labour union". The membership to other types of civil society organisations is statistically non-existent.

Our calculations show that 71% of the respondents are not active/passive members to any civil society organisations. If we limit this analysis with active membership, it shows that 81% has no membership in civil society organisations.

**Attitudes and Perceptions of Turkish Cypriot community towards Civil Society Volunteering and Donation**

**Figure 4:  
Taking part in social movements**

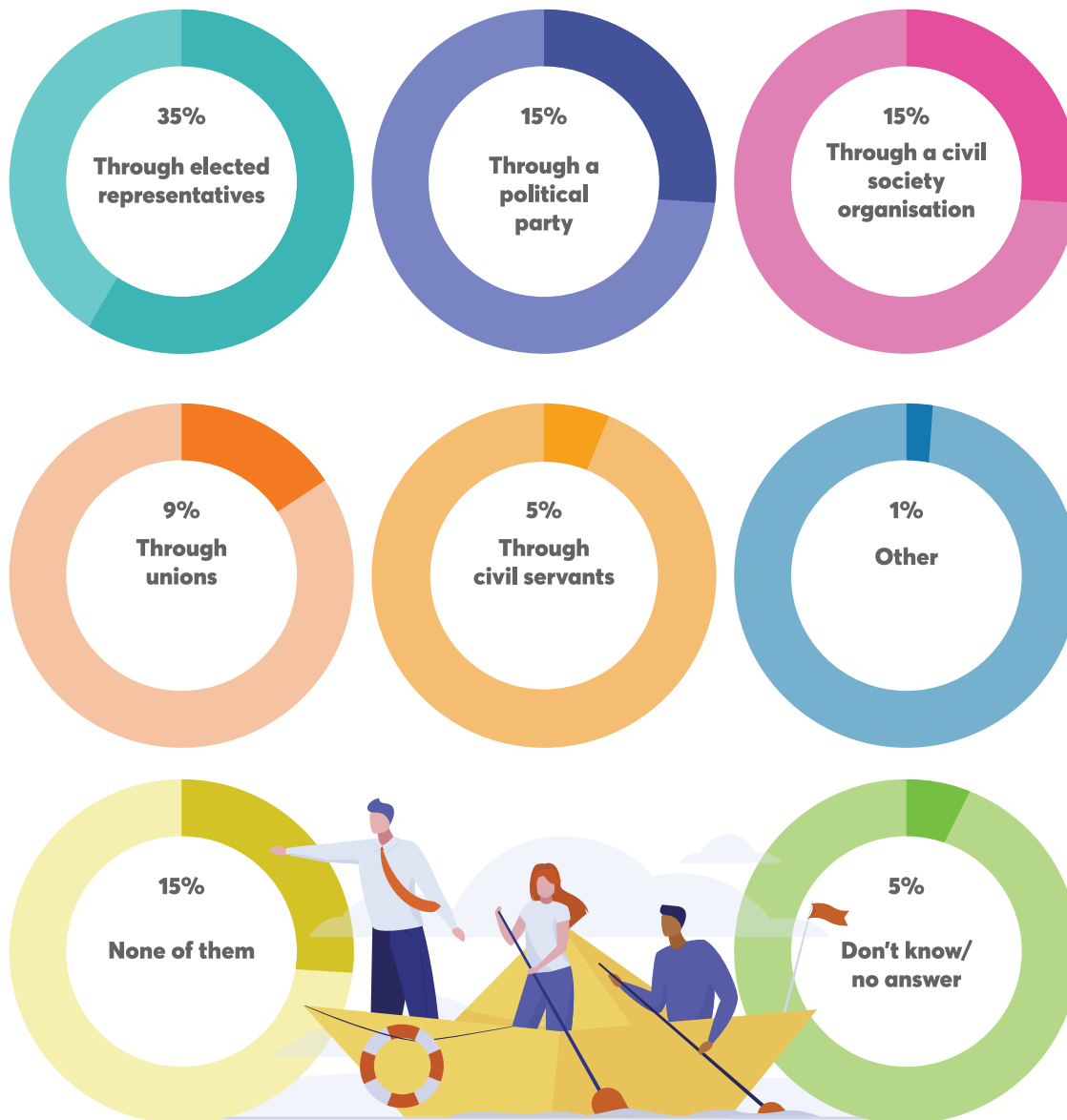


This low membership in civil society organisations translates into low participation in social movements. The highest percentage (12%) is observed for participation to a peaceful demonstration/rally whereas 10% stated that they signed a petition for a cause, another 10% have participated in a social media campaign, and 7% had written a letter to a decision-maker or media representative.

When we focus on "might do" answers, indicating the willingness of the respondents, percentages show that passive ways of protest participation such as writing a letter to a decision-maker or media representative is higher, compared to active and "risky" ways of political participation, such as joining strikes or any other act of protest. Two out of three stated that they would never take part in such social actions.

**Attitudes and Perceptions of Turkish Cypriot community  
towards Civil Society Volunteering and Donation**

**Figure 5:  
The best channel to raise concerns related to a public policy**



When the respondents are asked to specify the best channel to raise concerns related to a public policy, we observed that they prefer conventional methods for advocacy purposes: 35% of the respondents stated that the best channel for raising concerns related to a public policy is through elected representatives. And another 15% believe the best method to do this is through a political party. Neither the civil society organisations, nor labour unions are perceived as efficient means of lobbying (15% and 9% respectively).

## Attitudes and Perceptions of Turkish Cypriot community towards Civil Society Volunteering and Donation

**Figure 6:**  
**Trust in others**

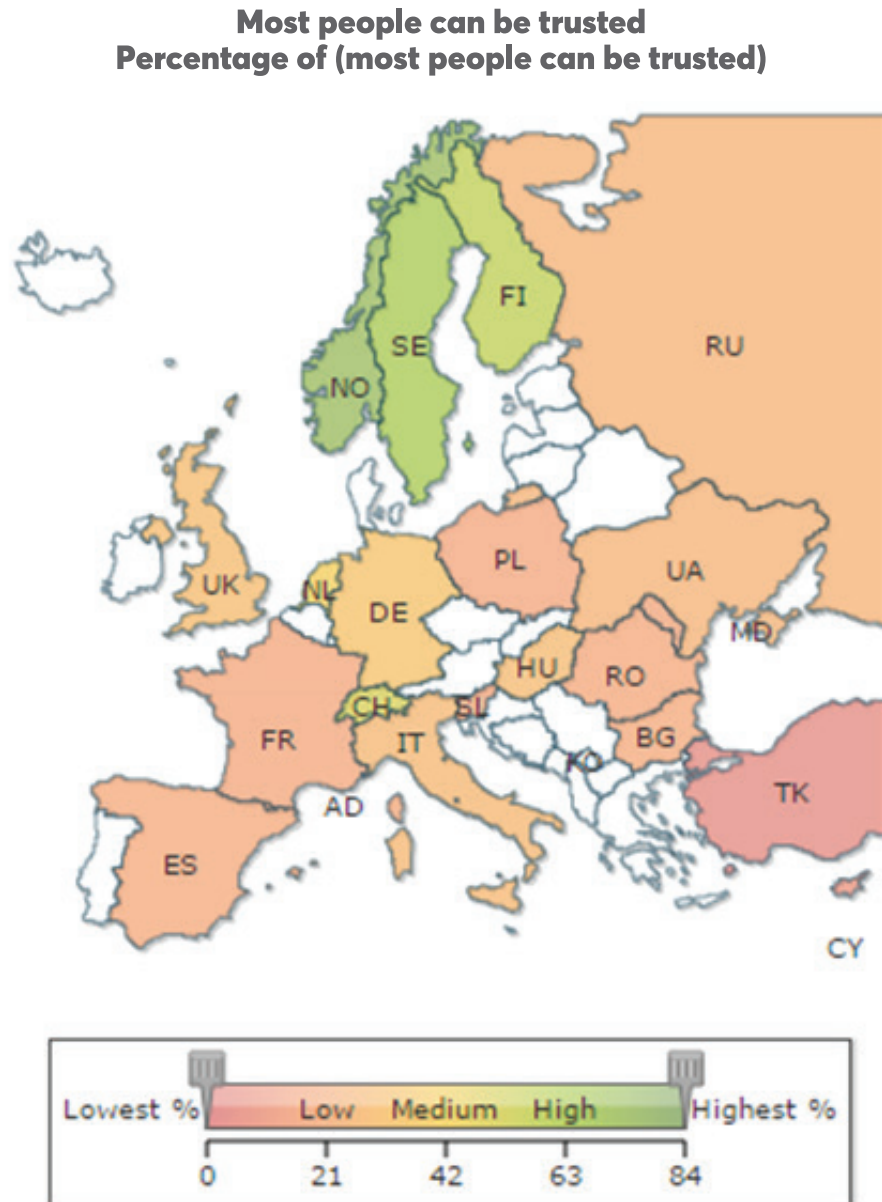


Another commonly accepted indicator of the social capital in a country, the level of generalized trust shows that only 6% of the respondents stated that they think most people can be trusted, whereas 93% of the respondents stated that they need to be very careful in dealing with people. This figure shows that the level of generalized trust is very low in the northern part of Cyprus, an important indicator of the civic environment.



**Attitudes and Perceptions of Turkish Cypriot community  
towards Civil Society Volunteering and Donation**

**Figure 7:  
Trust in others, world values survey results**

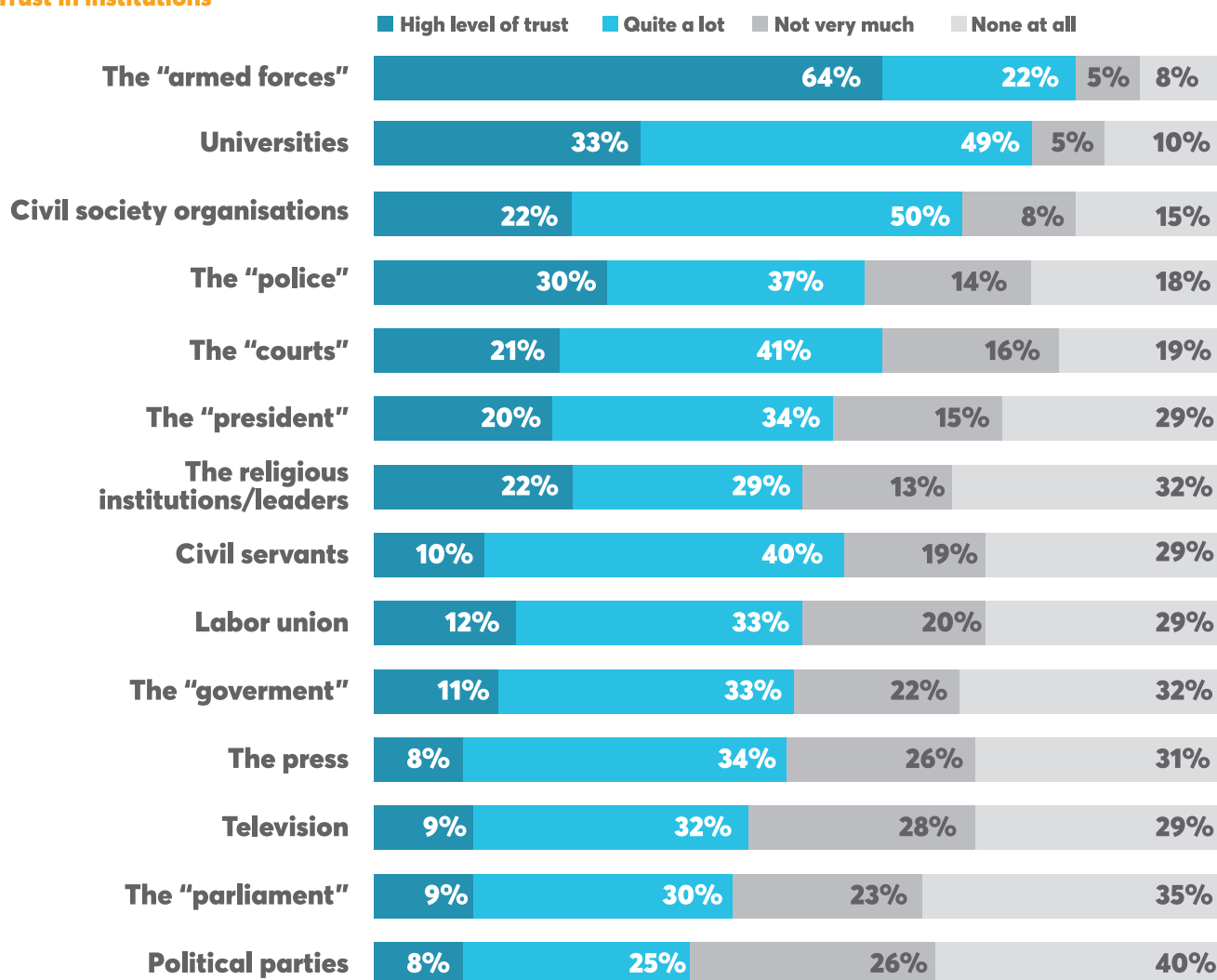


WVS, Total N=26170

The last wave of the World Values Survey shows that this score is 12% in Turkey, 7.5% in Cyprus and 5.3% in Greece. These figures lead us to think about the cultural similarity between these countries. The figure above presents the results of the World Values Survey (2005-2009 since its coverage is higher) about the level of the generalized trust in the survey countries. It shows that overall there is a trust gap in Europe.

## Attitudes and Perceptions of Turkish Cypriot community towards Civil Society Volunteering and Donation

**Figure 8:**  
**Trust in institutions**



A list of institutions is shared with the respondents and they are requested to state the level of their confidence in each institution. The level of trust for "the armed forces" ranks the highest with 86% confidence. The second most trusted institution is the "universities" with 83% of trust.

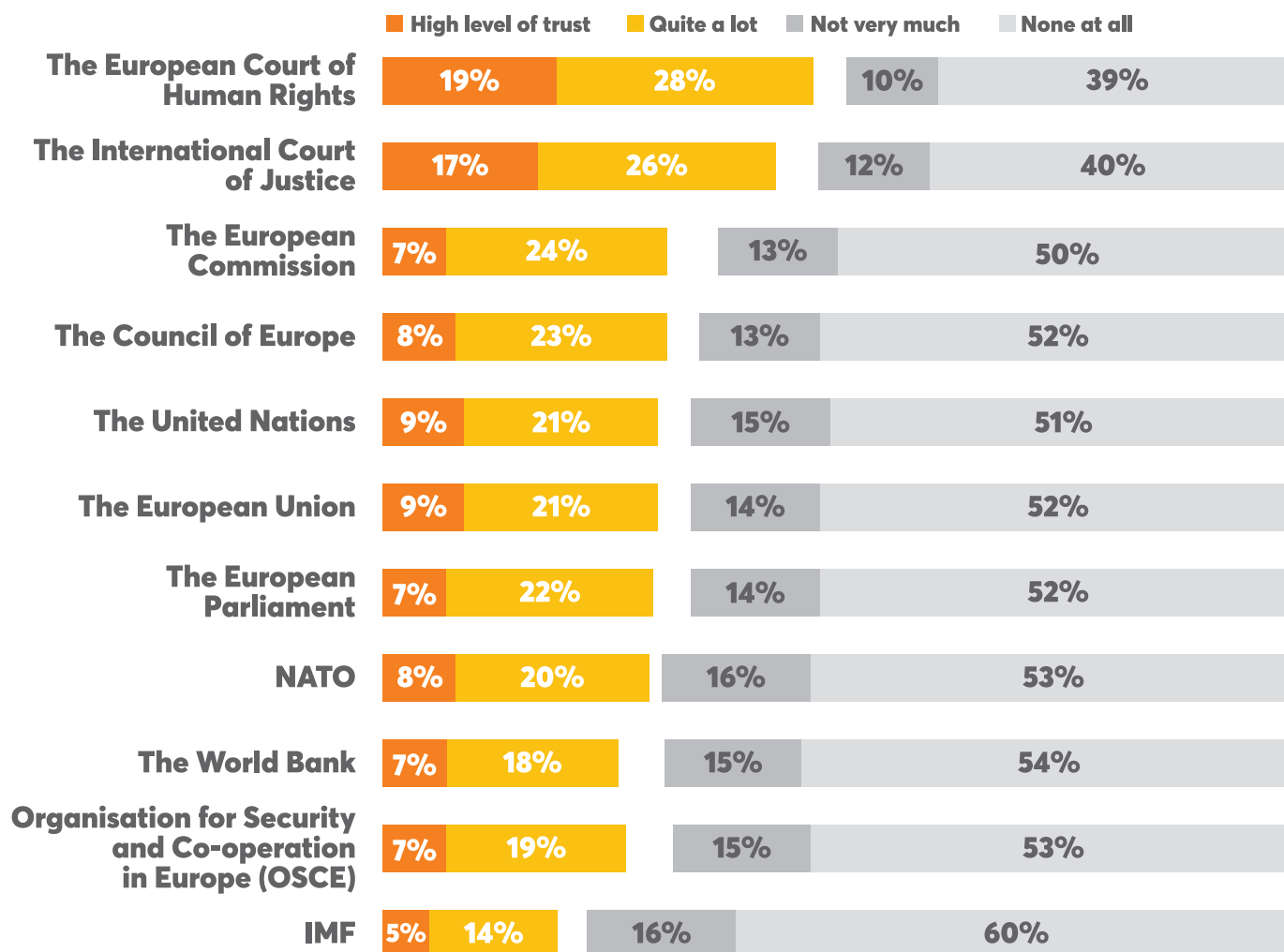
Despite the low level of membership in civil society organisations, these organisations are still among the most trusted ones (72%).

The fourth most trusted institution is "the police" followed by "the courts." Among the last four least trusted institutions, 43% trust in "the press" while trust in "the political parties" is the lowest with only 33% of the respondents being somewhat or highly confident in them.

Trust in almost all stated institutions is higher among female respondents by significant differences. 71% of female respondents trust in "police" whereas this score is 63% for male respondents. 49% of female respondents and 38% of male respondents stated their trust in the "government".

## Attitudes and Perceptions of Turkish Cypriot community towards Civil Society Volunteering and Donation

**Figure 9:**  
Trust in international organisations

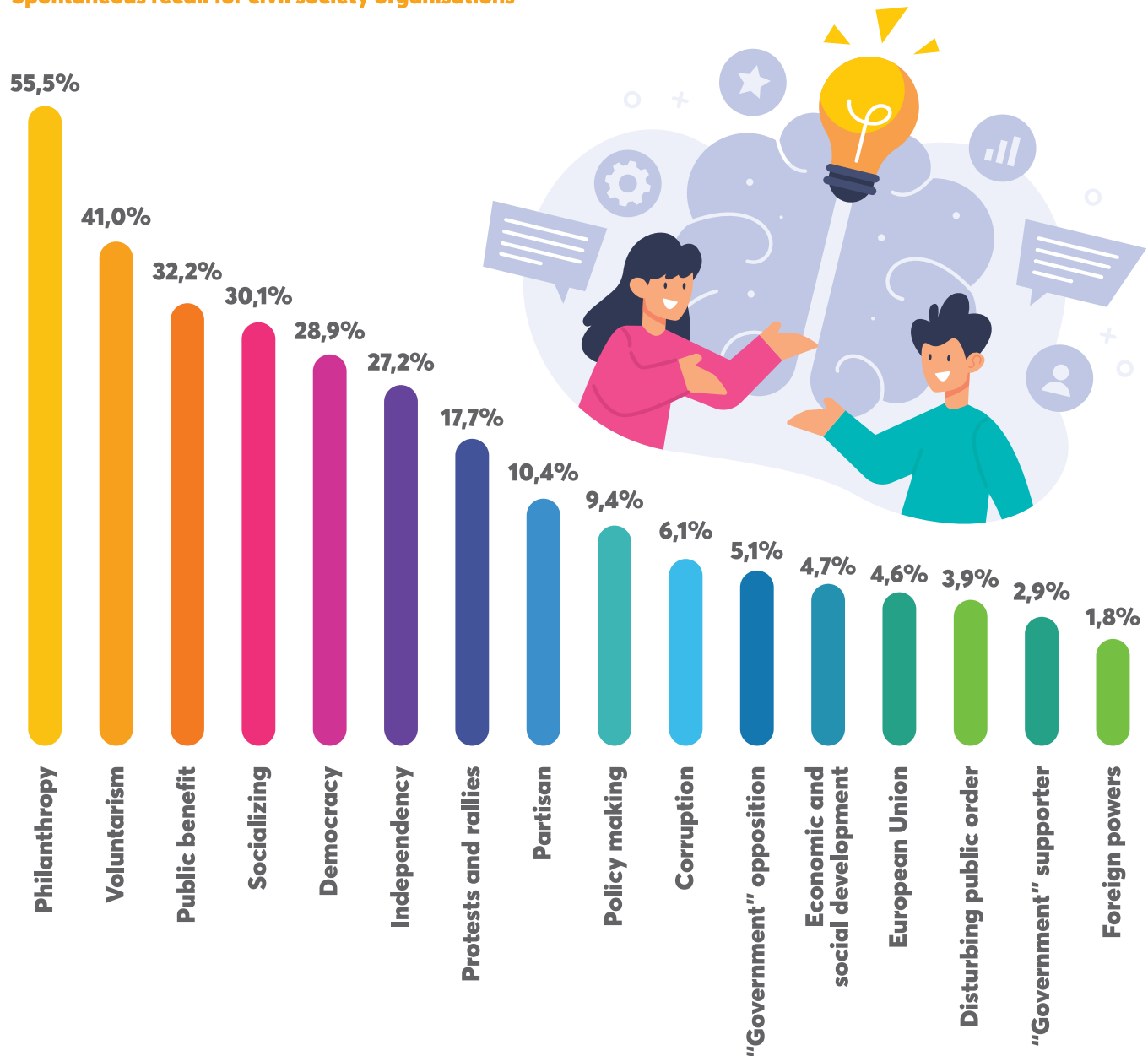


When we asked the same question for international institutions, we observed that "The European Court of Human Rights" is the most trusted institution (47%). "The International Court of Justice" comes the second and "the European Commission" is the third most trusted organisation. The degree of trust for international organisations is low in general, changing between 5% and 19% with the lowest scores for more economically focused ones such as "IMF" and the "World Bank".

Trust in international organisations is relatively higher in younger age groups, while 51% of 18-29 age group trusts in the European Court of Human Rights, this score is 48% for 30-40 age group and 42% for 41-54 age group respondents.

**Attitudes and Perceptions of Turkish Cypriot community towards Civil Society Volunteering and Donation**

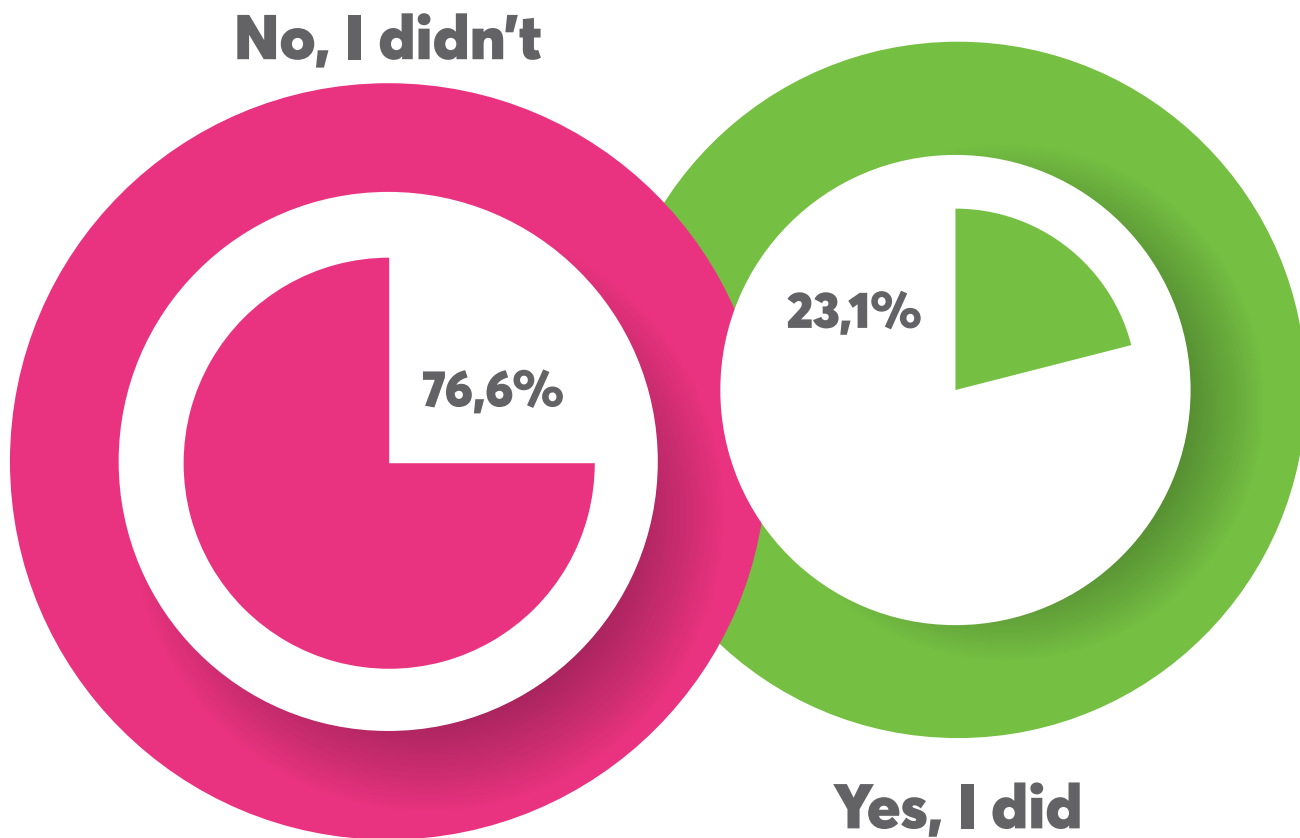
**Figure 10:**  
**Spontaneous recall for civil society organisations**



Respondents are asked to state the first thing that comes into their minds when "civil society organisation" is mentioned. The above figure shows that civil society organisations are related with positive concepts. "Philanthropy" is the first thing that comes into mind for many, followed by "voluntarism" and "public benefit". "Democracy" and "independence" are mentioned as positive aspects, and "disturbing public order", "government supporter" and "foreign powers" as negative aspects, although only a few respondents (less than 4%) mention the latter.

### 3.3. Experience with/in civil society organisations

**Figure 11:**  
Taking voluntary action



Our findings show that only around one quarter of the respondents have previously worked for a civil society organisation without being paid. Five respondents mentioned working for Help Those with Cancer Association; four people stated Lions Club, and another 4 mentioned Red crescent and Black Sea Cultural Association.

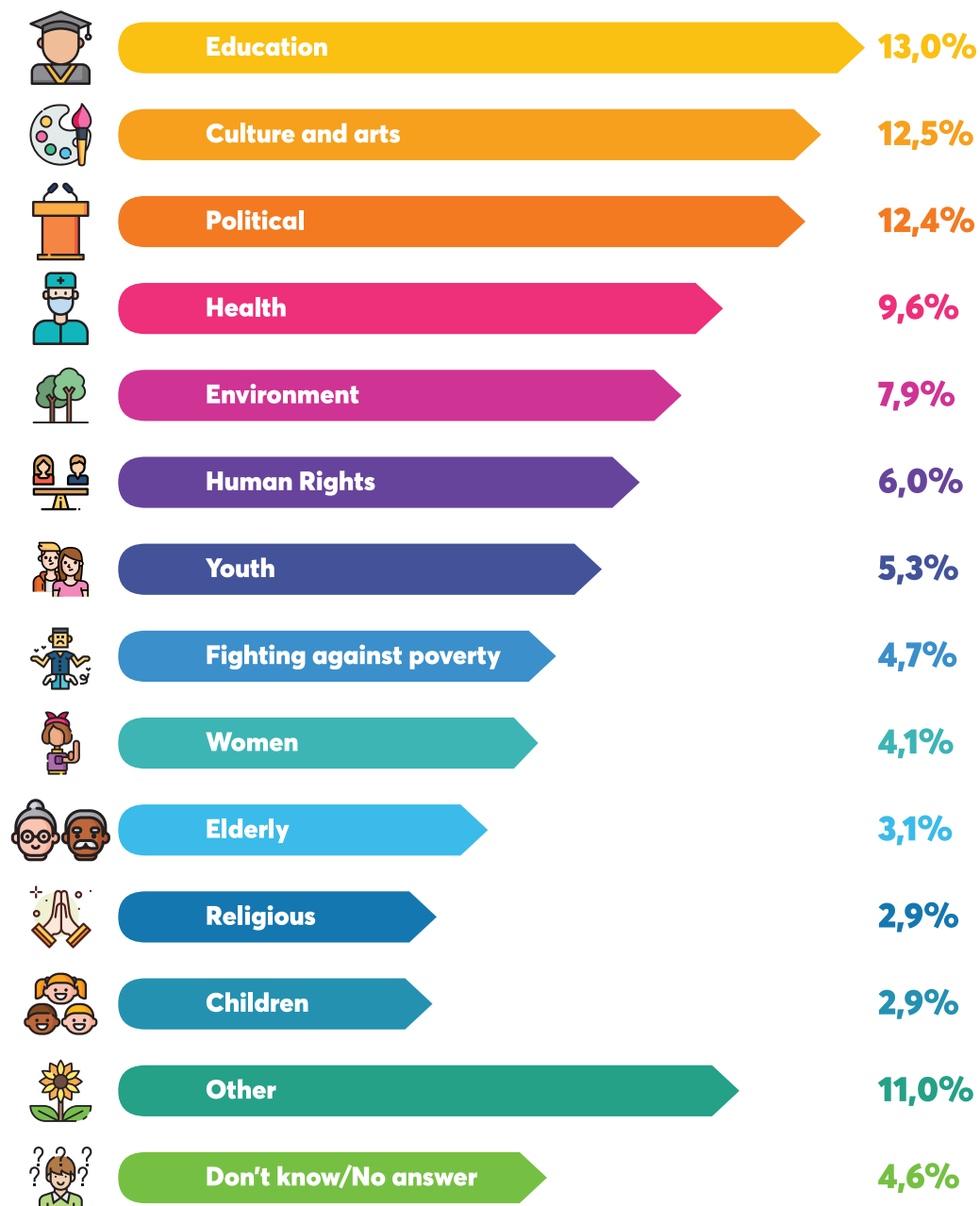
While 38% of the respondents that reside in Trikomo/İskele "district" stated that they had voluntarily worked for a CSO, 30% of the respondents in Morphou/Güzelyurt and 21% in Kyrenia and Nicosia answered the question positively.

The percentage of male respondents who had volunteered is higher than female respondents. (28% and 19% respectively).

Two thirds of the active civil society organisation members had such an experience, while this percentage is 54% when passive members are also included. It shows that the civil society organisations cannot mobilize all of their members to do voluntary work.

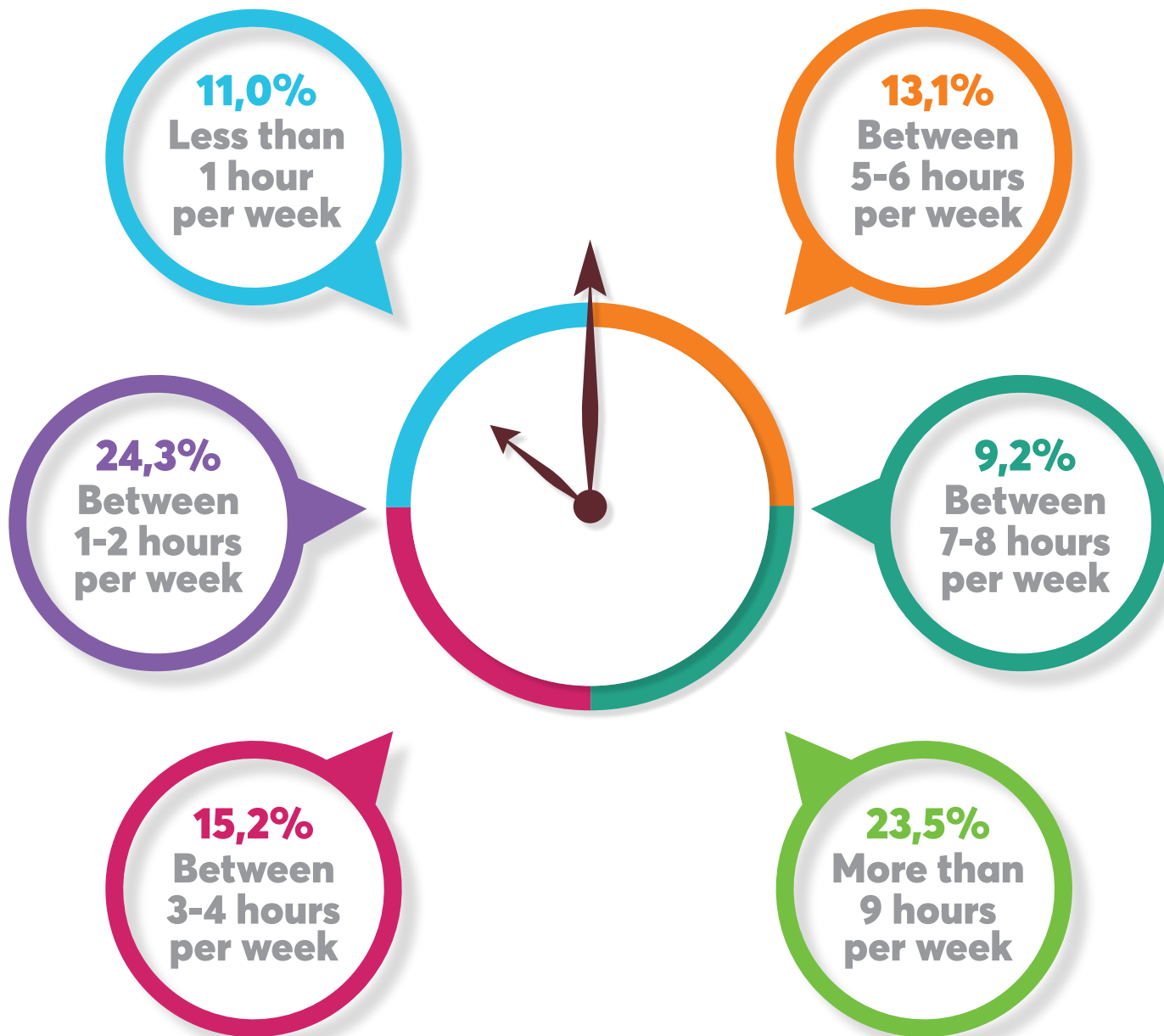
## Attitudes and Perceptions of Turkish Cypriot community towards Civil Society Volunteering and Donation

**Figure 12:**  
The main focus of the civil society organisations in which people volunteered



Among the 23% of the respondents who volunteered in civil society organisations, the most preferred field was "education" with 13%. "Culture and arts" and "political" are other areas that the mentioned organisations focus on.

**Figure 13:**  
**Time spent for the volunteered activity**



The respondents who have stated that they had volunteered were asked to state the time they spent for voluntary activities. Almost half had spent less than 3-4 hours per week, while a quarter stated that they spent more than 9 hours per week for the specified voluntary activity. Median value is between 3-4 hours per week.

**Attitudes and Perceptions of Turkish Cypriot community  
towards Civil Society Volunteering and Donation**

**Figure 14:  
Motivation factors to work for civil society organisations**

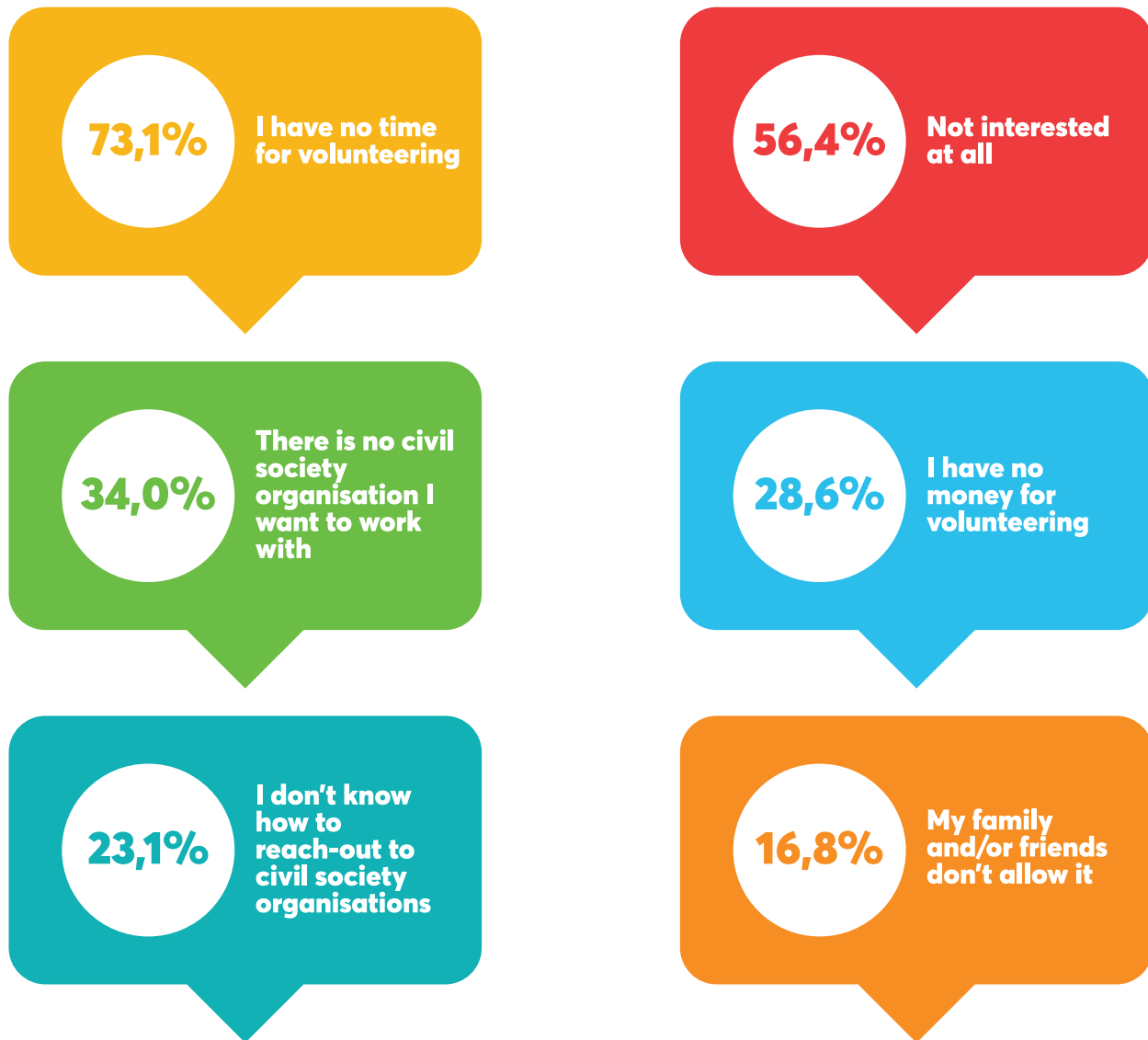


Respondents having a volunteering experience in civil society organisations are asked to state their major motivations: "supporting a concrete cause" motivated almost 80% of the respondents to work for a civil society organisation. "Educational study" and "self-driven/personal interest in the issue" are mentioned by 71% and 70% respectively as motivation factors to work for a civil society organisation.



## Attitudes and Perceptions of Turkish Cypriot community towards Civil Society Volunteering and Donation

**Figure 15:**  
**Reasons for not volunteering**

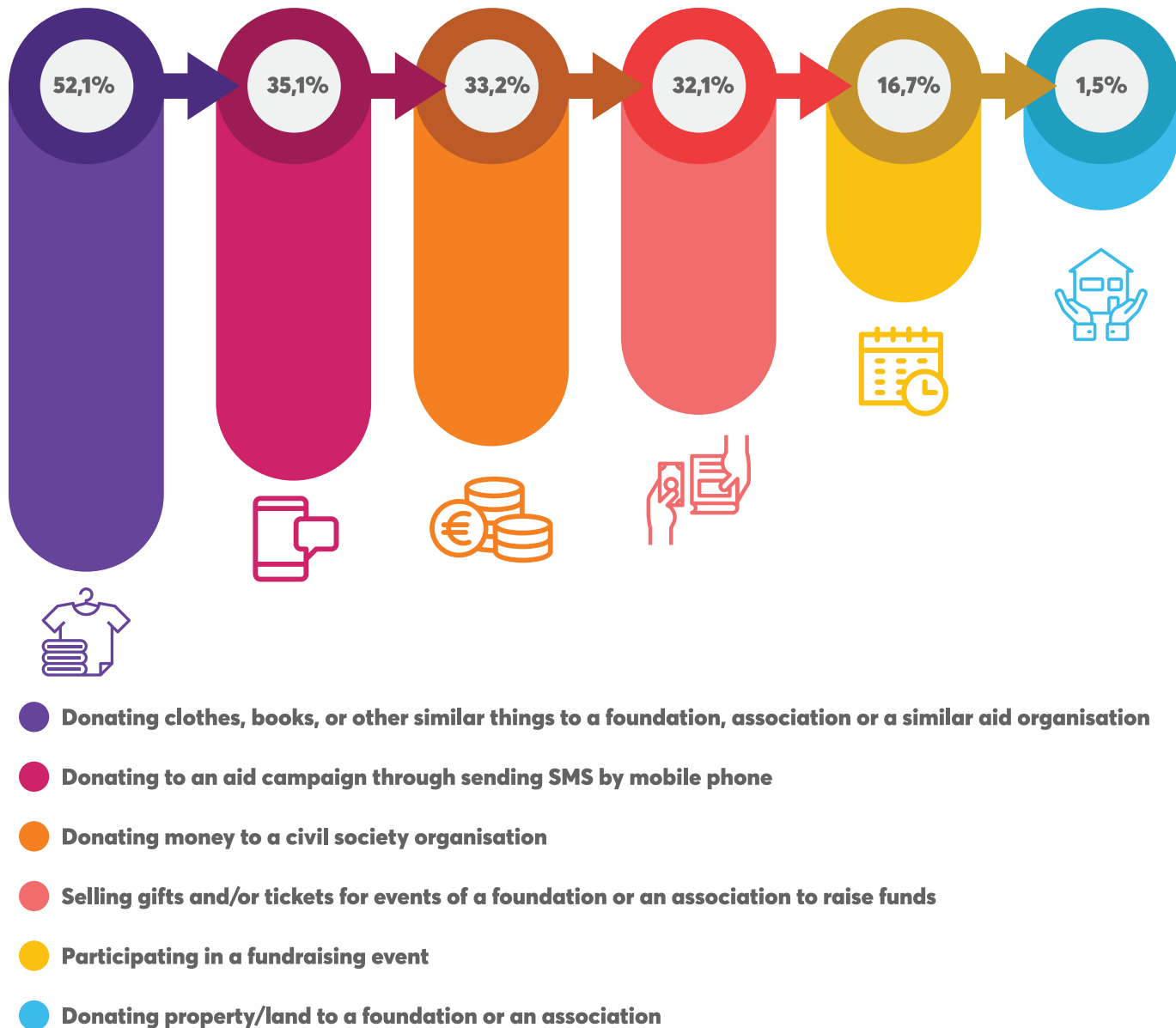


We asked the remaining three quarter of respondents why they didn't volunteer in any civil society organisation. The lack of time to allocate was the most stated reason with 73%, while 56% is not interested in doing so. 34% mentioned that there is no civil society organisation that they would want to work with.

The percentage of female respondents who have stated that there is not a civil society organisation that they want to work for is higher compared to male respondents (40% and 28% respectively). The same is true for not knowing the ways to reach to civil society organisations: 30% of female respondents stated this while only 15% male respondents did.

## Attitudes and Perceptions of Turkish Cypriot community towards Civil Society Volunteering and Donation

**Figure 16:**  
**Types of donations made**



Participants are asked to state what kind of donations they made to civil society organisations. 52% of the participants stated that they donated clothes, books or other similar things to a foundation or a similar aid organisation. Donation by SMS is done by 35%, and donating money by 33% of the respondents.

The above figure shows that the percentage of those who participated in a fundraising event is very low.

## Attitudes and Perceptions of Turkish Cypriot community towards Civil Society Volunteering and Donation

**Figure 17:**  
**Intention to take part in specific organisations**



The respondents are asked which organisation they would prefer if they were to take part in a civil society organisation. According to the results of this open-ended question, The Foundation for Children with Leukemia and Fighting Cancer seem to be the mostly preferred organisations to work for by 6% of the respondents; followed by SOS and Child Protection Agency. Organisations focusing on health aid such as associations for fighting against cancer and Red Crescent are also mentioned.

Attitudes and Perceptions of Turkish Cypriot community  
towards Civil Society Volunteering and Donation

Figure 18:  
Participating in a collective community action



No idea/Don't know  
/No answer  
**8,8%**



YES  
**27,3%**



NO  
**63,9%**

More than a quarter of the respondents have participated in a collective community action in the past 2 years. 64% stated that they have not participated in a community action.

Our analyses show that 61% of the active members of civil society organisations have participated in collective community actions. If we include passive members, this score becomes 53%.

**Attitudes and Perceptions of Turkish Cypriot community towards Civil Society Volunteering and Donation**

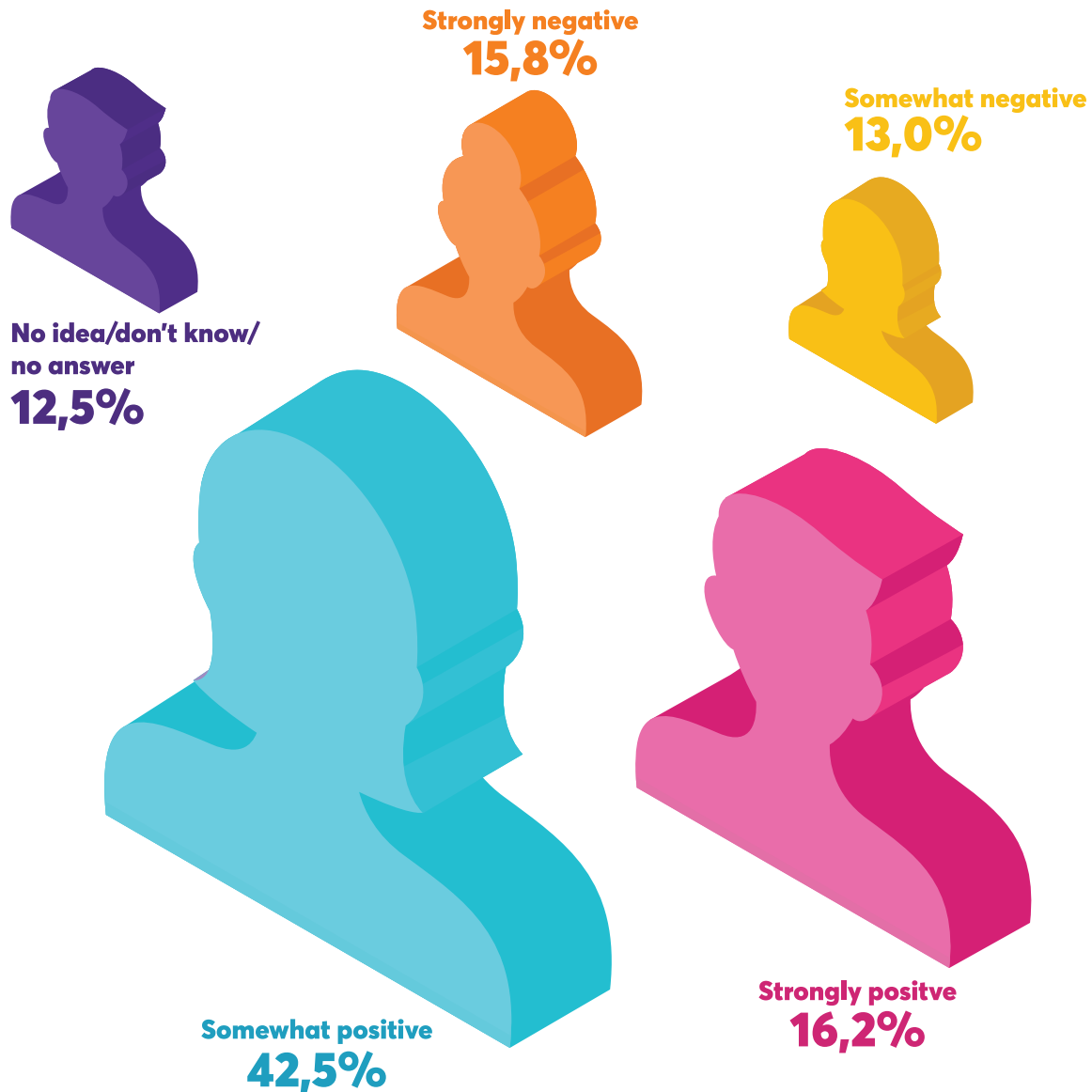
**Figure 19:**  
**Spontaneous awareness for civil society organisations**



Respondents are asked to state the first three organisations operating in the northern part of Cyprus that come into their mind. Results indicate that SOS is the mostly mentioned organisation while Lösemili Çocuklar ve Kanserle Savaş Vakfı (The Foundation for Children with Leukemia and Fighting Cancer) takes the second place. Health organisations, Fellow Countrypersons' Associations and Child Protection Agency are other organisations that are stated by the respondents.

## Attitudes and Perceptions of Turkish Cypriot community towards Civil Society Volunteering and Donation

**Figure 20:**  
Attitude towards civil society organisations in the northern part of Cyprus



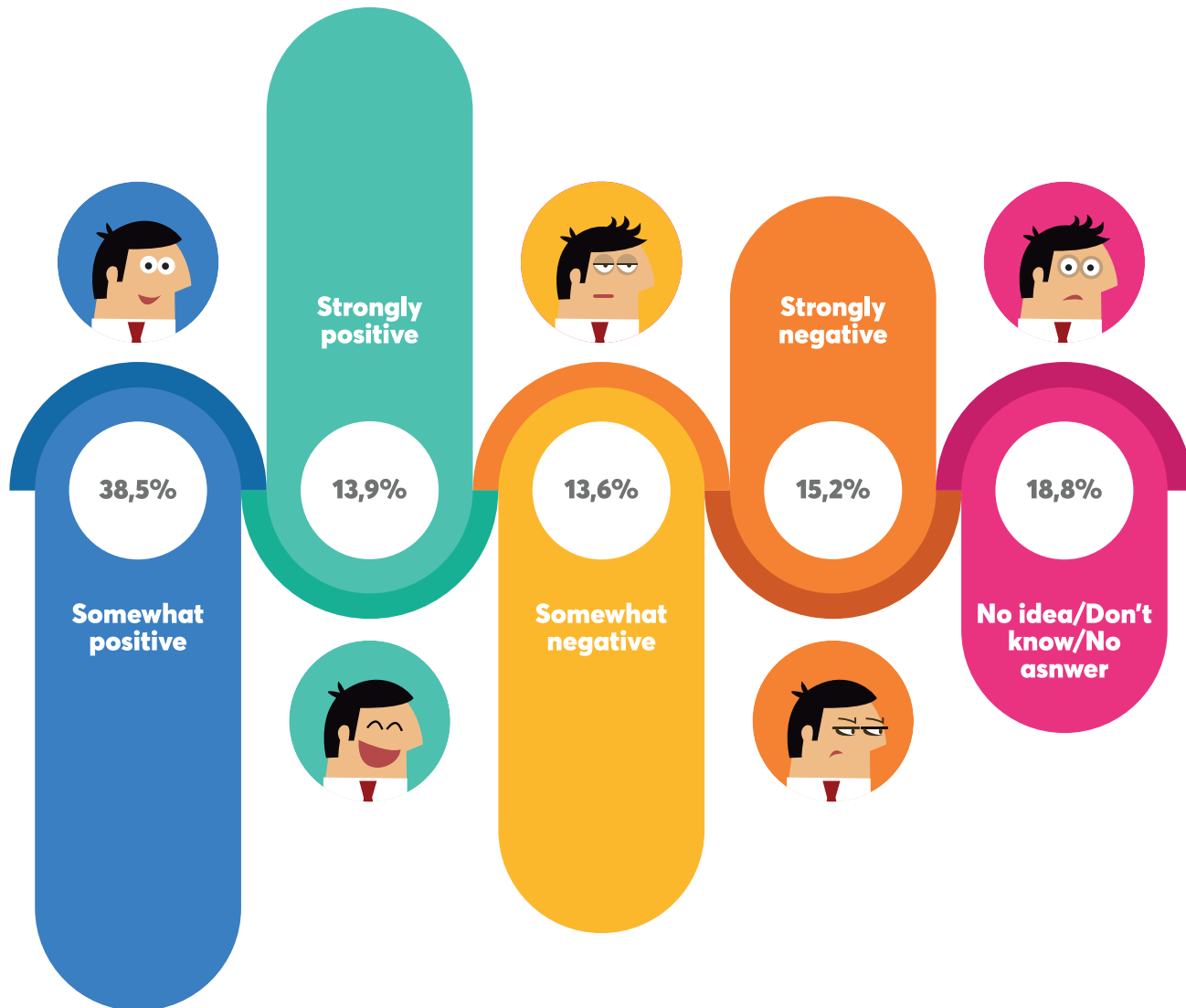
The overall opinion on civil society organisations operating in the northern part of the Cyprus is positive for 59%. While 16% has a strongly negative opinion, 13% has a somewhat negative attitude towards civil society organisations.

This score is slightly higher for active members of the civil society organisations: 65% of them have positive attitudes.

Results by "districts" show that on average, the attitude of residents of Nicosia towards civil society organisations is less positive than that of the residents of other "districts" (52% for Nicosia and 61% for other "districts").

**Attitudes and Perceptions of Turkish Cypriot community towards Civil Society Volunteering and Donation**

**Figure 21:**  
**Impact of civil society organisations in the northern part of Cyprus**



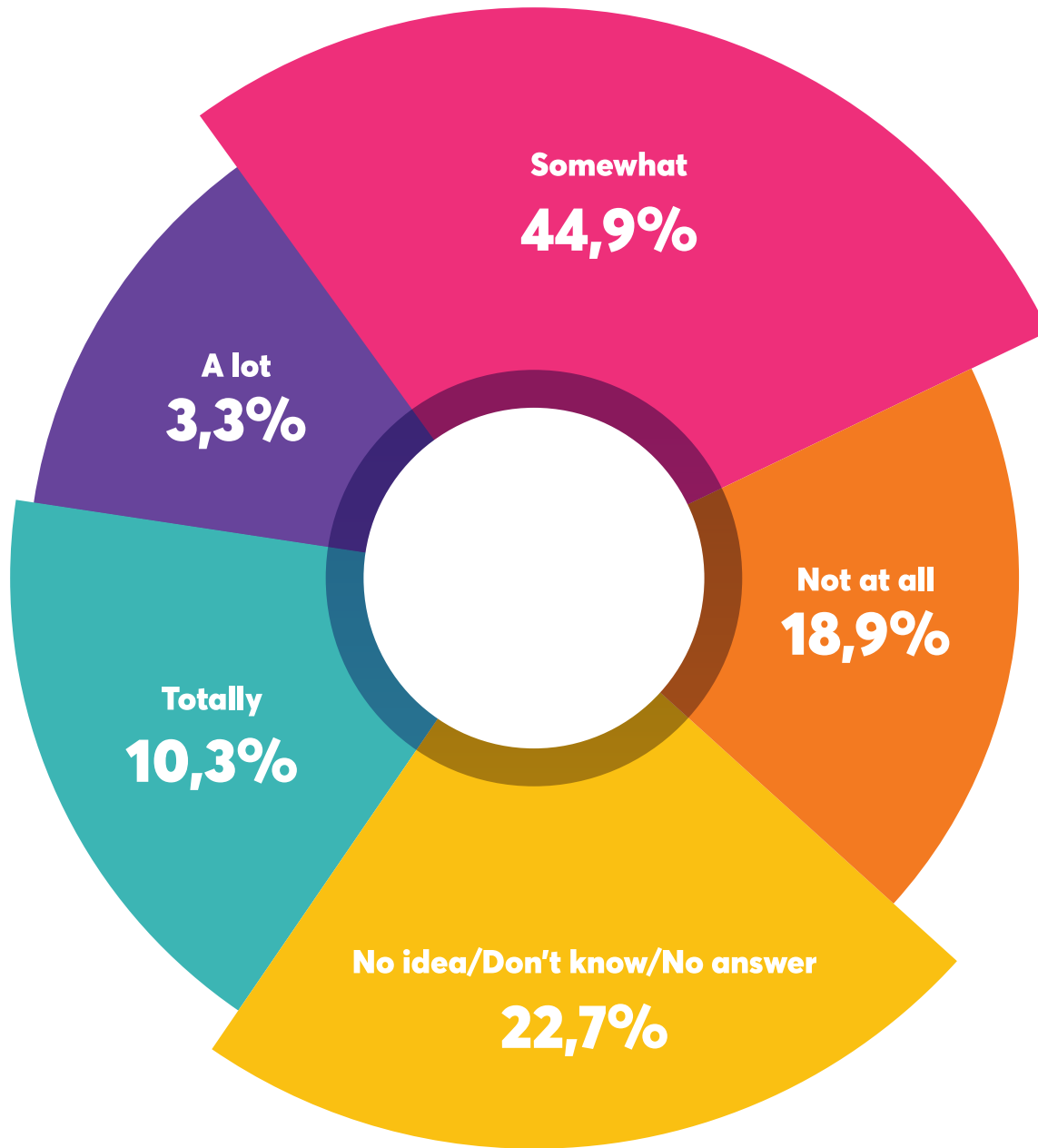
Respondents are asked about the impact of civil society organisations operating in the northern part of Cyprus. While 29% think that they have a negative impact, half of the respondents believe them to have a positive impact within the society.

Those who are members of civil society organisations or those who volunteered in civil society organisations have much more positive perceptions about these organisations (respectively 70% and 65% think they have a positive impact in the society).

Respondents that reside in Trikomo/İskele have the highest level of positive perception with regards to CSO's in the northern part of Cyprus. 80% stated their positive approach, while this score is 72% for Morphou/Güzelyurt district and 62% for Kyrenia. The percentage of respondents who has a positive approach for these CSO's is around 50% for Nicosia and Famagusta.

**Attitudes and Perceptions of Turkish Cypriot community  
towards Civil Society Volunteering and Donation**

**Figure 22:  
Civil society promoting social dialogue and democracy**

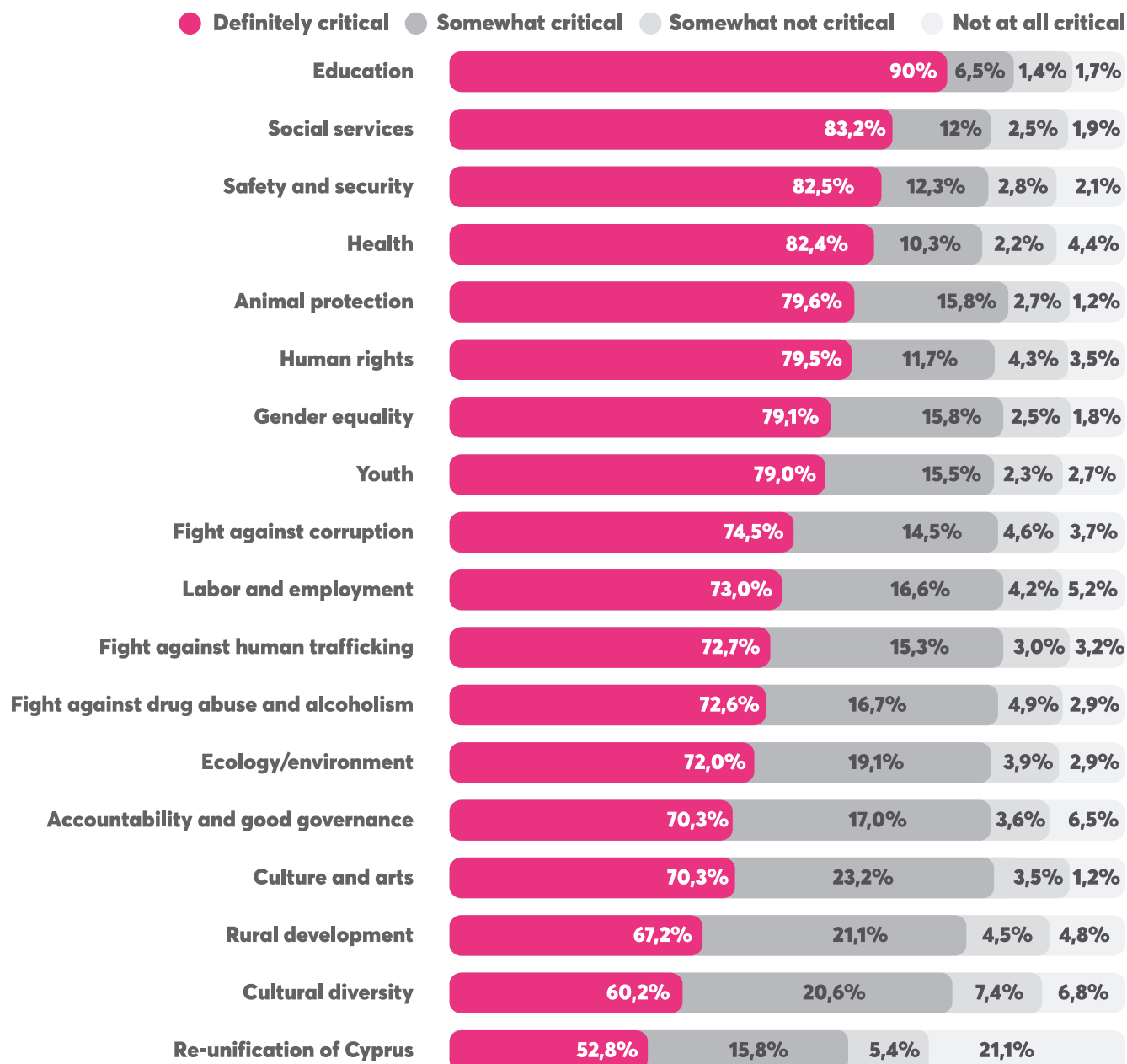


Respondents are asked about the degree to which, according to their opinion the civil society in the northern part of Cyprus promotes social dialogue and democracy. 13% has a positive perception, whereas 45% of respondents says "somewhat". An interesting finding is that the percentage of those who didn't answer this question is 23%.



## Attitudes and Perceptions of Turkish Cypriot community towards Civil Society Volunteering and Donation

**Figure 23:**  
The importance of political and social issues

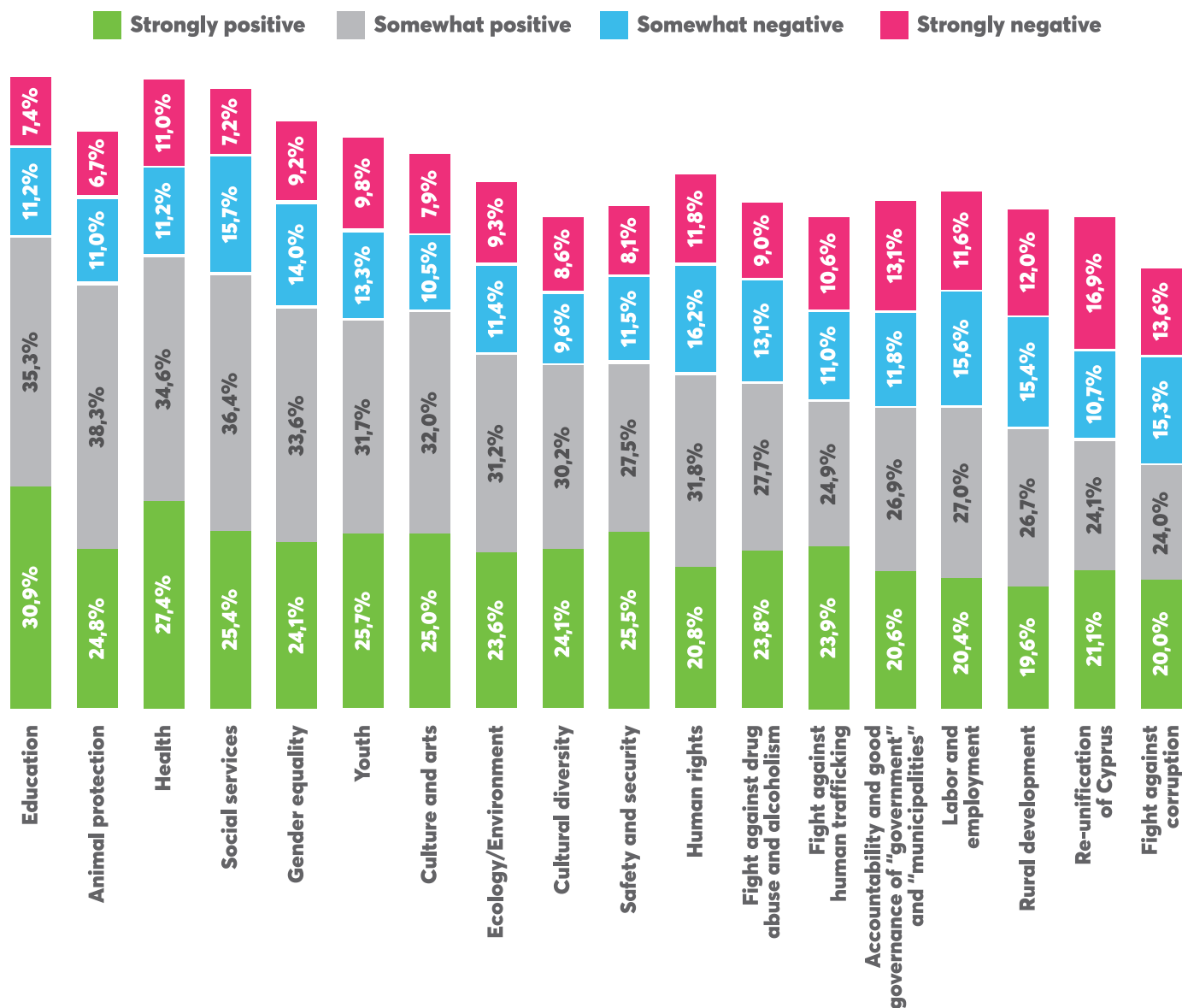


A list of political and social issues is presented, and respondents are asked to state the degree of importance of each with regards to the northern part of Cyprus. The most critical issue with the highest score is "education", the second is "social services" and the third is "safety and security".

Re-unification of Cyprus is considered critical for the northern part of Cyprus by a lower percentage of the respondents, after "cultural diversity", "rural development", "culture and arts" and "accountability and good governance".

## Attitudes and Perceptions of Turkish Cypriot community towards Civil Society Volunteering and Donation

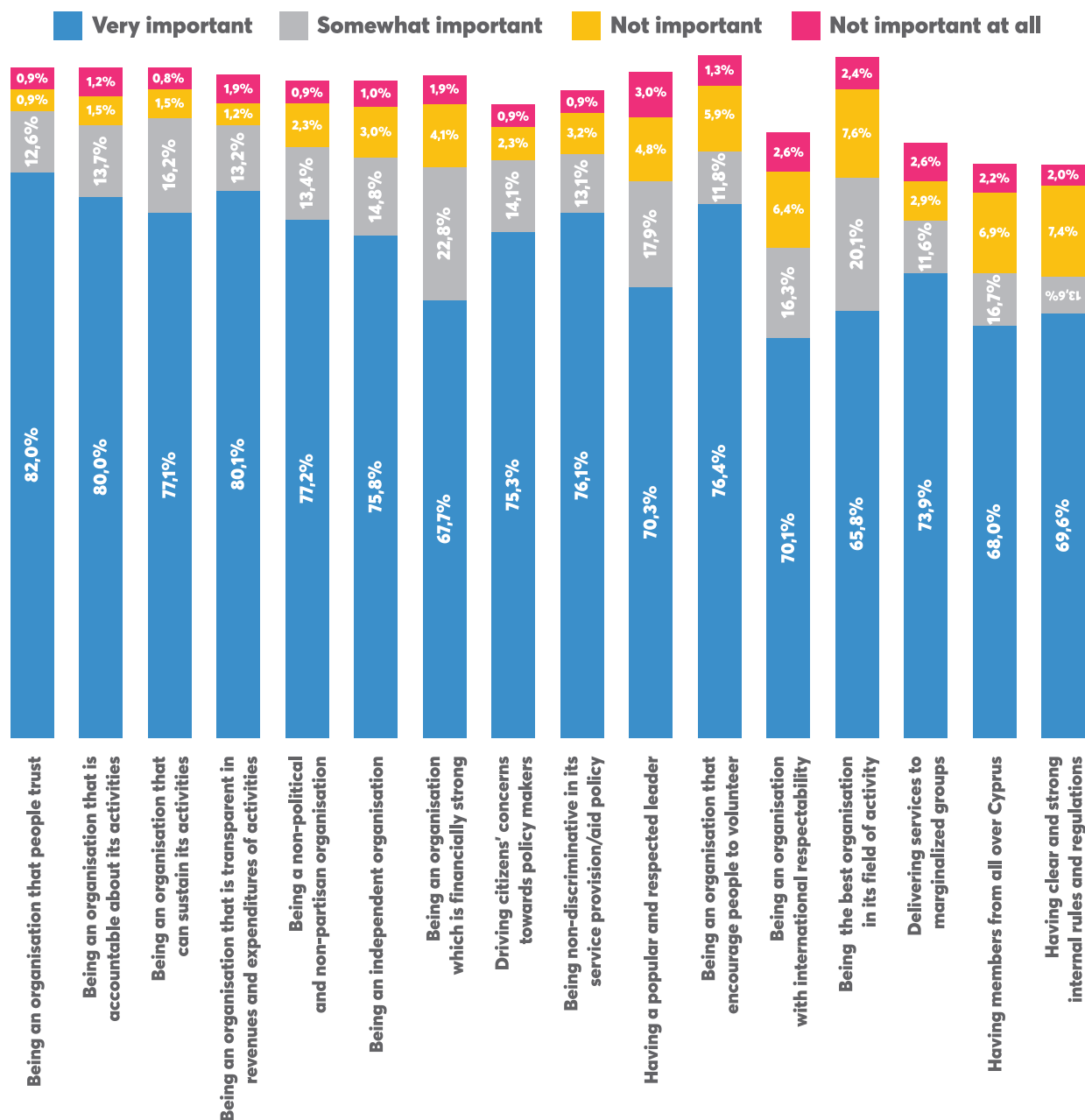
**Figure 24:**  
The contribution of civil society organisations in political and social issues



The list of social and political issues is presented again, and this time the respondents are requested to state their perception regarding the contribution of civil society organisations for each issue. Civil society organisations' contribution is believed to be the highest in "education", "animal protection" and "health" issues. Conversely CSOs contribution in "fight against corruption", "re-unification of Cyprus" and "rural development"; is considered less effective.

## Attitudes and Perceptions of Turkish Cypriot community towards Civil Society Volunteering and Donation

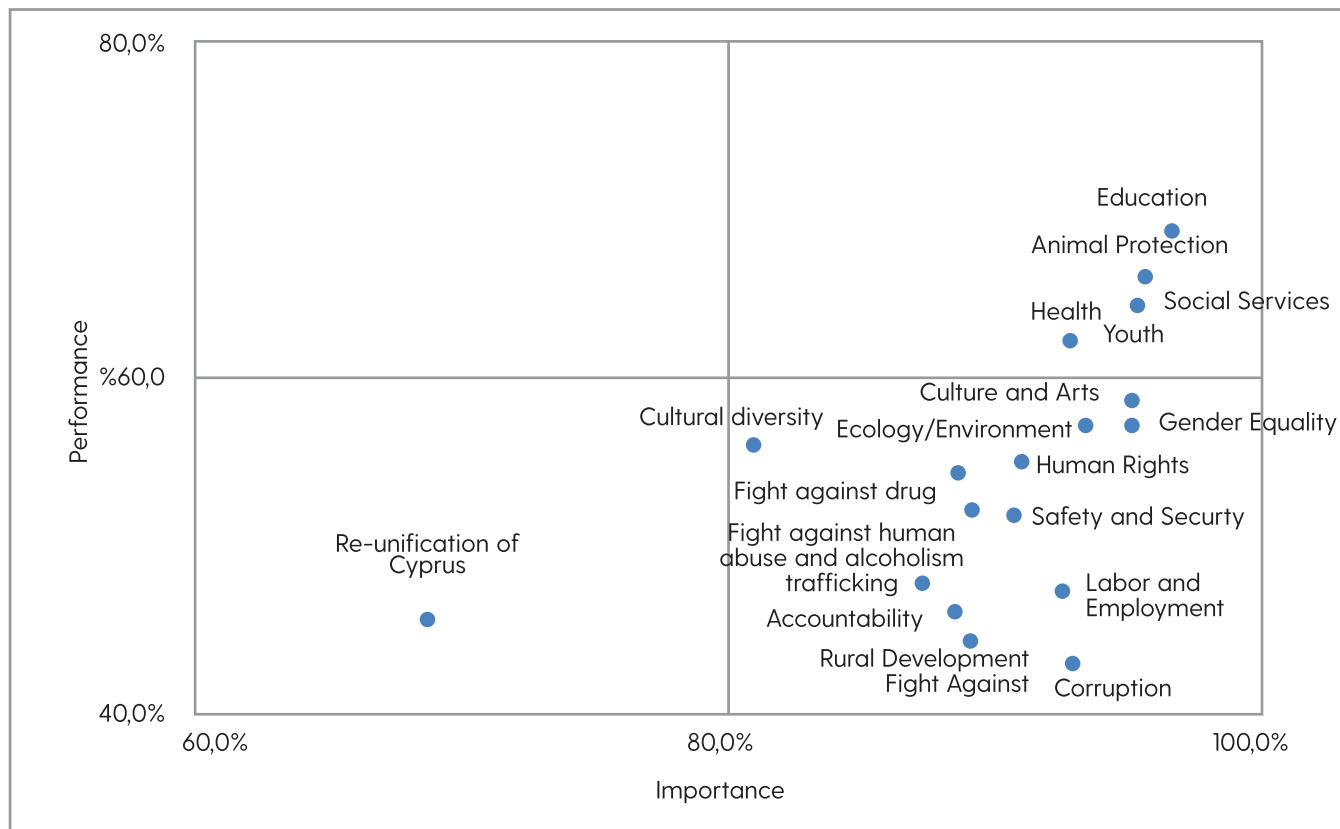
**Figure 25:**  
**Importance of listed attributes for civil society organisations**



Respondents are asked to state the level of importance of selected attributes regarding civil society organisations. "Being an organisation that people trust" has the highest importance score, followed by "being an organisation that is accountable about its activities". All items got importance scores above 80%.

## Attitudes and Perceptions of Turkish Cypriot community towards Civil Society Volunteering and Donation

**Figure 26:**  
Importance of listed attributes for civil society organisations



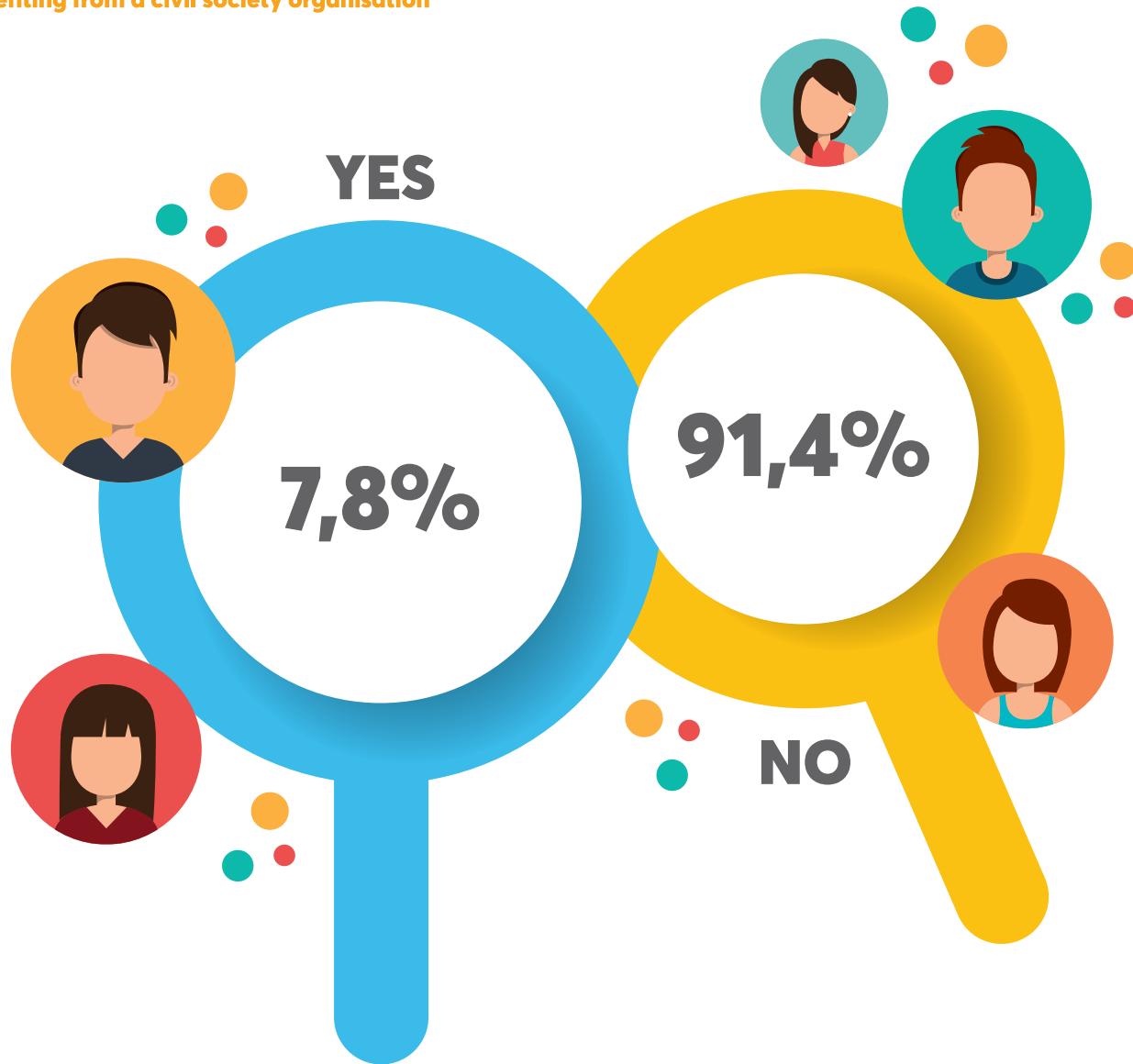
The above figure presents the importance given to social issues and the performance of the civil society organisations. The upper right quadrant shows the important issues to which civil society organisations contributed well. These issues are: education, animal protection, health and social services. It is possible to add youth and culture and arts, which are very close to this quadrant.

On the contrary, the bottom right quadrant of the graph shows important issues, for which the respondents perceive civil society organisations as relatively unsuccessful at tackling. The fight against corruption, labor and employment, rural development and accountability are among these issues.

There is only one issue in the bottom left quadrant with low importance and low performance: the re-unification of Cyprus. It seems that expectations of respondents about the role of civil society organisations on this issue are low.

## Attitudes and Perceptions of Turkish Cypriot community towards Civil Society Volunteering and Donation

**Figure 27:**  
**Benefiting from a civil society organisation**



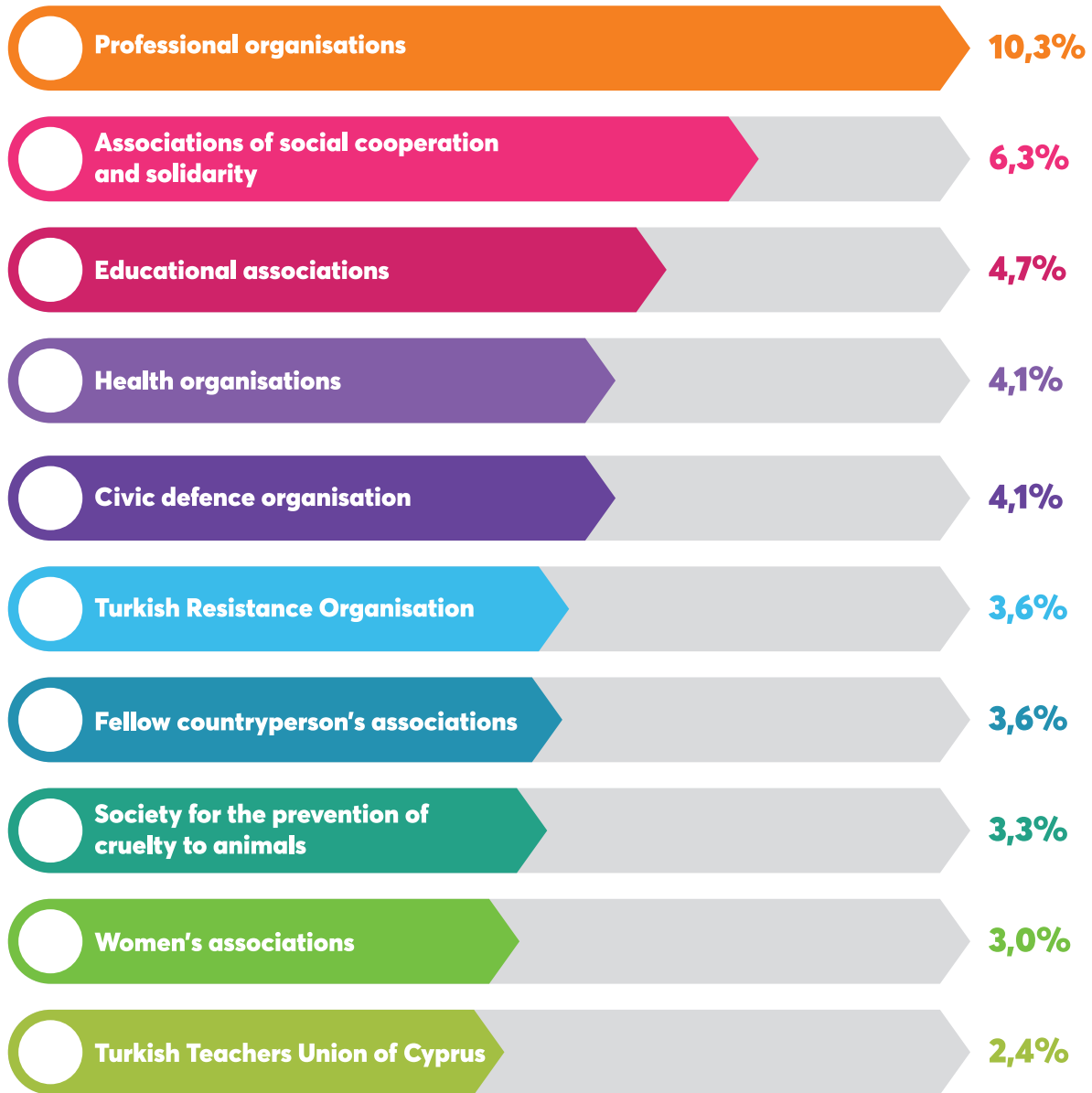
The percentage of those who stated that they had benefited from a civil society organisation's support or activity is 8%. This score is 18.5% among active members of civil society organisations.

8,7% of respondents living in Nicosia stated that they had benefited from a civil society organisation's support or activity while this score is 7,5% for other "districts" on average.

Some of the civil society organisations mentioned by the respondents are: Society of Psychologists, Baraka, Universal Love and Brotherhood Association (ESKAD), Imigrants' Association, Hatay Culture and Solidarity Association, Referees' Association, Help Those with Cancer Association, Struggle with Cancer Foundation, Caricaturists' Association, Kemal Saraçoğlu Foundation, Lefke Tourism Association, Famagusta Women's Association, Teachers' Union and SOS Children's Village.

**Attitudes and Perceptions of Turkish Cypriot community towards Civil Society Volunteering and Donation**

**Figure 28:**  
**Civil society organisations respondents have benefited from**



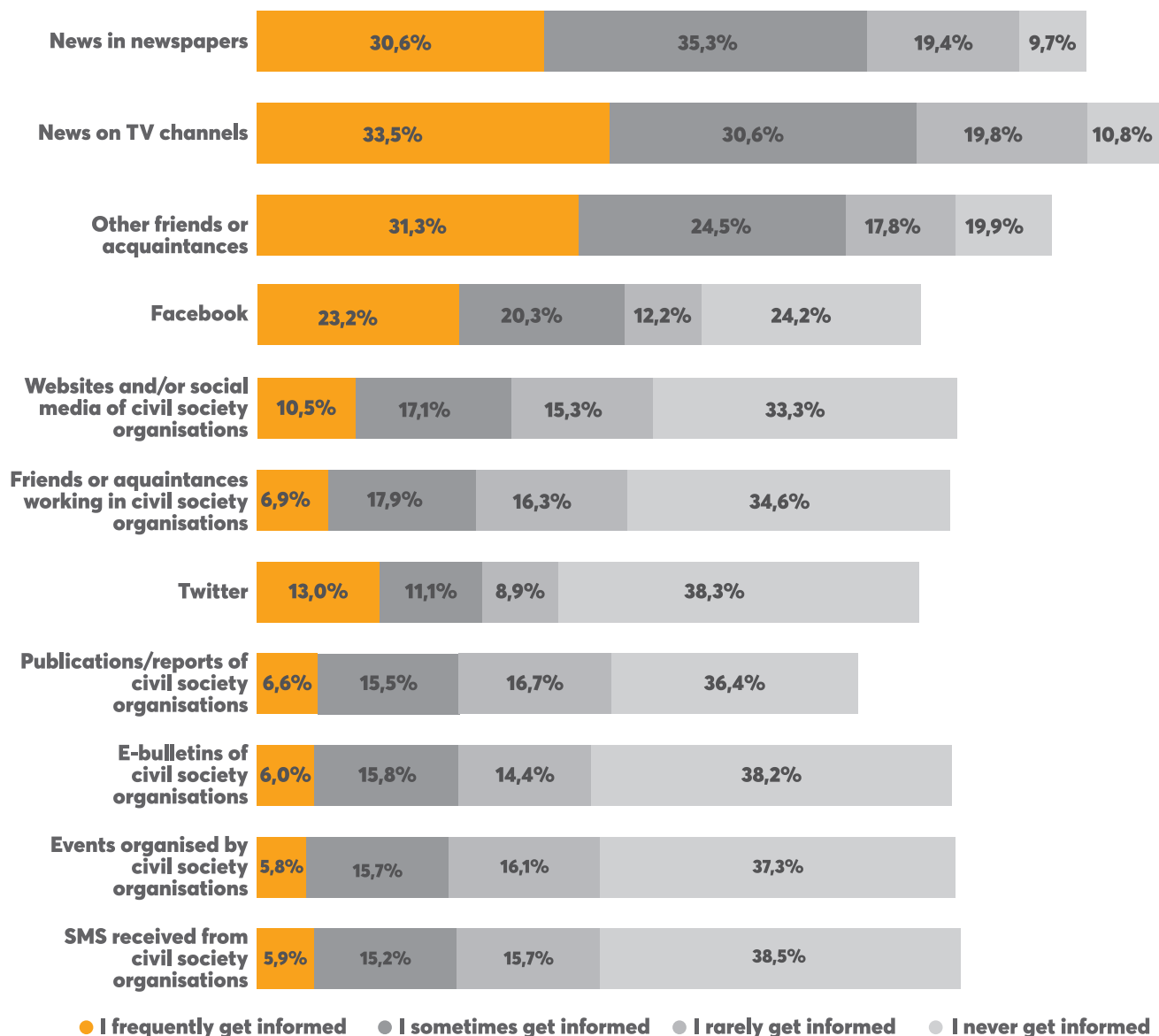
Within the 8% who had stated to be beneficiaries of a civil society organisation; "professional organisations" takes the lead. Among them are Lefke Tourism Association, Consumer Arbitration Union and Business Associations. One stated that he had received a loan from the business association.

Associations of social cooperation and solidarity include Solidarity Foundation, Earthquake Aid Foundation and Universal Love and Brotherhood Association (ESKAD).

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### 3.4. Information sources and media usage

**Figure 29:**  
**Sources of information on civil society organisations**

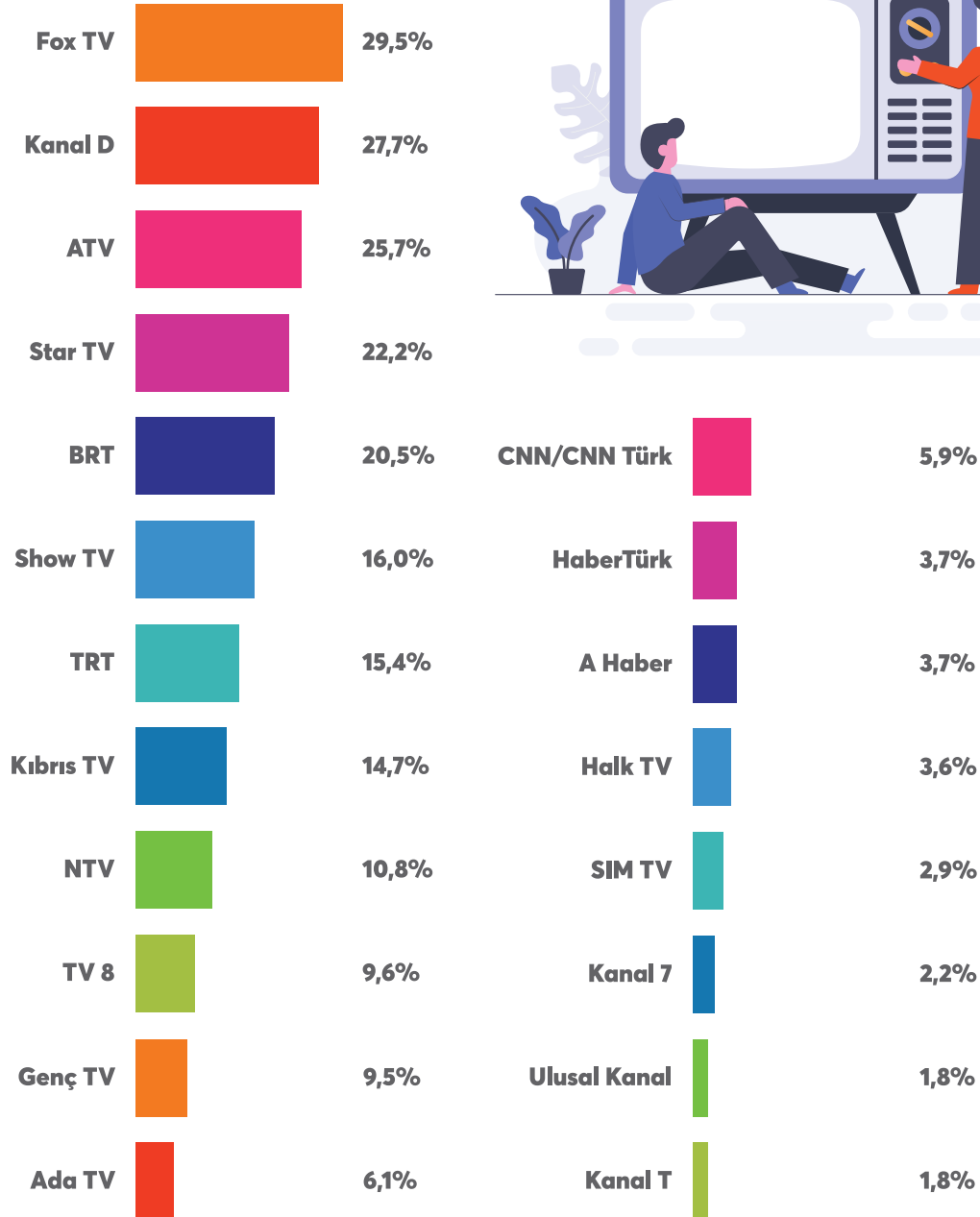


A list of sources from which the respondents could get information about civil society organisations is presented. The respondents are requested to state the degree of information they get on civil society organisations from these sources.

"Newspaper news" seem to be the most mentioned source, which is followed by "news on TV". "Friends or acquaintances" is mentioned as a source as well. "Facebook" is stated by 43% of the respondents as a source of information about civil society organisations.

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**Figure 30:**  
The most preferred tv channels for following the news

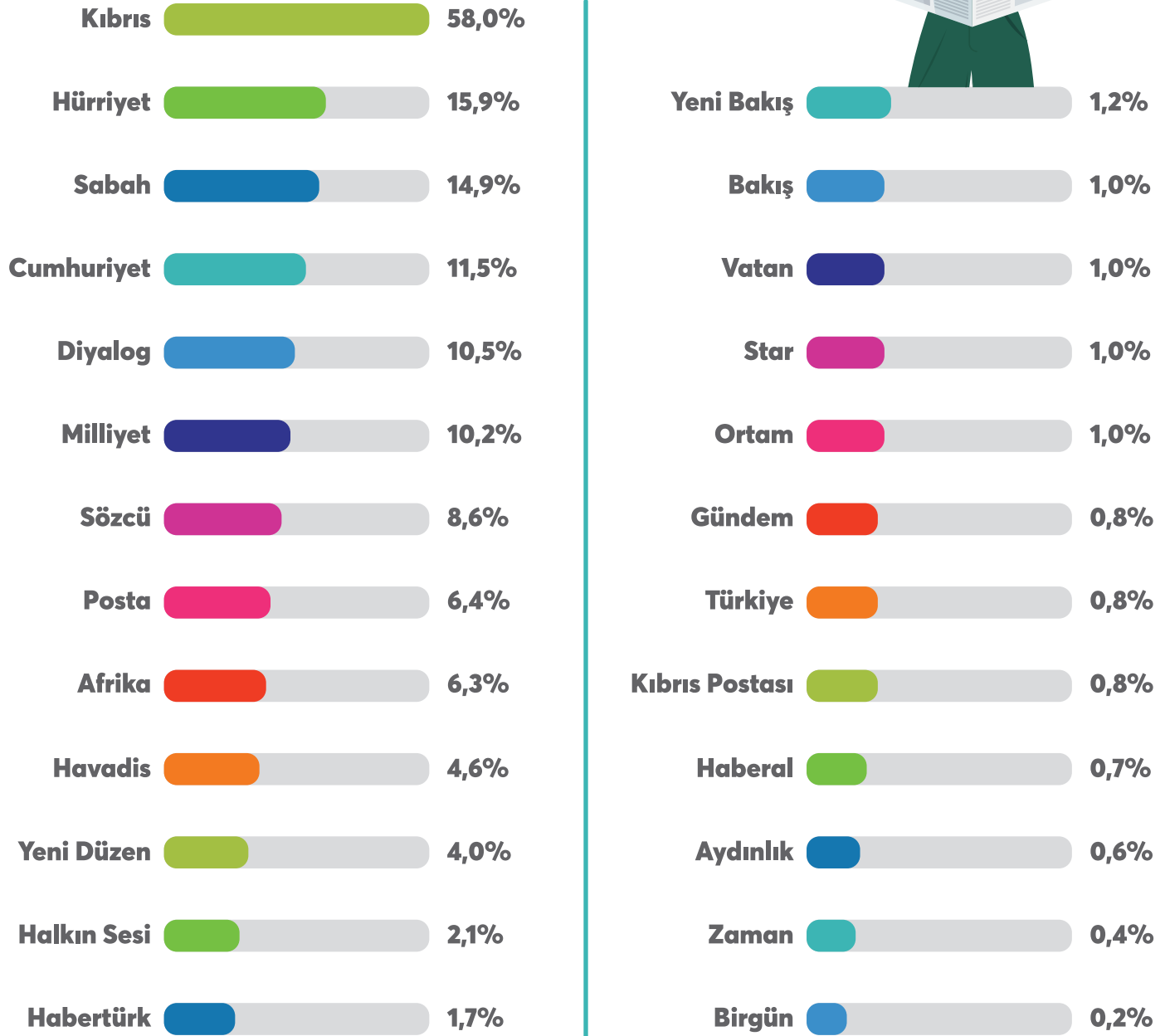


The top 3 of the lists for most preferred TV channels are Turkish national channels Fox TV, Kanal D and ATV respectively; followed by Star TV, BRT, Show TV and TRT.



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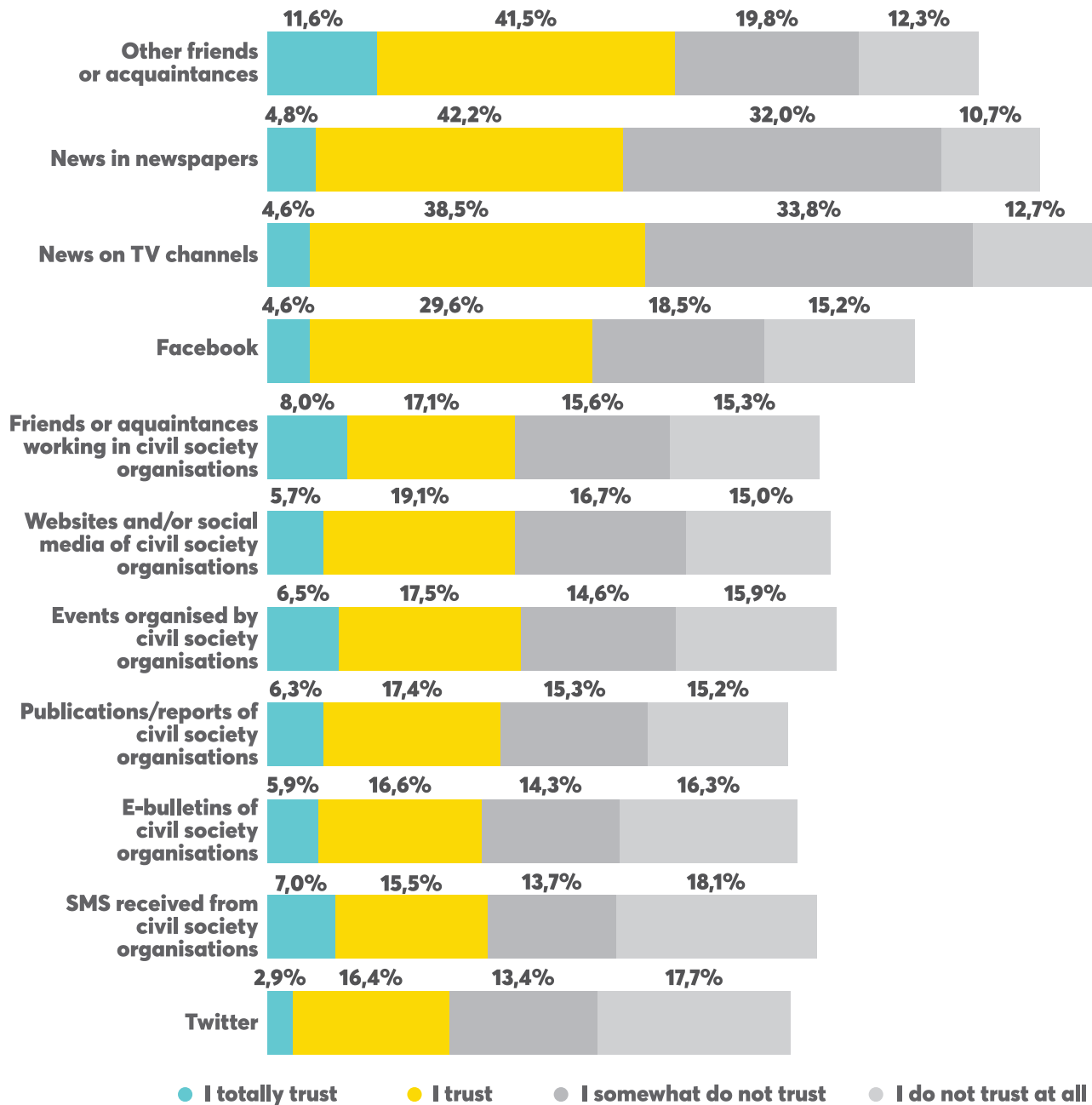
**Figure 31:**  
The most preferred newspapers for following the news



The most preferred newspapers for following the news are listed above. According to the results, Kıbrıs Newspaper is by far the most mentioned press media (58%). Hürriyet, Sabah, Cumhuriyet, Diyalog and Milliyet are listed by 10% to 16% of the respondents. The other newspapers are all mentioned by less than 10% of the respondents.

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**Figure 32:**  
**Level of trust in sources of information**



"Friends or acquaintances" has the highest confidence score among the provided list for sources of information about civil society organisations. Less than 25% of the respondent's trusts in "Twitter", "SMS" or "e-bulletins" received from civil society organisations.





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