

A Pattern of Social Support for Pandemics and Crisis Periods: Vefa Social Support Groups; Türkiye-Isparta Province Example ¹

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Abstract

In order to prevent the spread of the disease in the Covid-19 pandemic, various restrictions such as curfew, partial shutdowns, or full shutdowns have been taken. These restrictions have also brought to light the importance of social assistance and solidarity. Within the framework of the study, the purpose, structure, and operation of the social support model developed in Türkiye were established to avoid the victimization of individuals who were unable to take the streets and who had no one to help them address their needs. In order to meet the basic needs of citizens aged 65 and older and chronically ill during the pandemic process, Vefa Social Support Groups (VSSG) were formed throughout Türkiye and various demands of a quarter of Türkiye's population were met. While the application in various provinces has been terminated, the VSSG, which continues its activities in the province of Isparta, has been discussed in-depth in the study. It has been observed that Isparta Vefa Social Support Groups (IVSSG) fulfills the demands of citizens in seven different items such as bank transactions, billing transactions, food-market shopping, salary check, drug supply, permission request and other (dress-up and fuel assistance requests, etc.).

Keywords: Charitable Giving, Covid-19 Pandemic, Isparta, Social Support Model, Solidarity, Türkiye, Vefa Social Support Group

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Pandemi ve Kriz Dönemleri İçin Bir Toplumsal Destek Modeli: Vefa Sosyal Destek Grupları; Türkiye-Isparta İli Örneği

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Öz

Covid-19 pandemisinde hastalığın yayılmasının önlenmesi amacıyla sokağa çıkma yasağı, kısmi kapanma veya tam kapanma gibi çeşitli kısıtlama kararları alınmıştır. Bu kısıtlamalar da sosyal yardımlaşma ve dayanışma olgusunun önemini gün yüzüne çıkarmıştır. Çalışma çerçevesinde kısıtlama dönemlerinde sokağa çıkamayan ve ihtiyaçlarını gidermede yardımcı olabilecek kimsesi olmayan bireylerin mağduriyet yaşamaması adına Türkiye’de geliştirilen toplumsal destek modelinin amacı, yapısı ve işleyişi ortaya konulmuştur. Pandemi sürecinde 65 yaş ve üstü ile kronik rahatsızlığı olan vatandaşların temel ihtiyaçlarının karşılanması amacıyla Türkiye genelinde Vefa Sosyal Destek Grupları (VSDG) oluşturulmuş ve Türkiye nüfusunun dörtte birine tekabül eden kesiminin çeşitli talepleri karşılanmıştır. Çeşitli illerde uygulama ihtiyaca binaen sonlandırılmakla birlikte Isparta ili özelinde faaliyetlerine devam eden VSDG çalışmada derinlemesine ele alınmıştır. Isparta Vefa Sosyal Destek Grubunun (IVSDG) banka işlemleri, fatura işlemleri, gıda-market alışverişi, maaş çekimi, ilaç temini, izin talebi ve diğer (giyinme ve yakıt yardım talepleri vb.) şeklinde yedi farklı kalemde yer alan vatandaş taleplerini yerine getirdikleri görülmüştür.

Anahtar Kelimeler: Yardımlaşma, Covid-19 Pandemisi, Isparta, Toplumsal Destek Modeli, Dayanışma, Türkiye, Vefa Sosyal Destek Grubu

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Introduction

Throughout history, humanity has witnessed many epidemics, such as regional or global pestilence, cholera, flu, and tuberculosis. These outbreaks have affected the course of history and the development of humanity, which has led to the loss of many people, causing individuals, and communities to suffer trauma (Demirel and Sütçü, 2021). Four different types of epidemics have been identified in the world, depending on the spread of cases, and spread. The first one is endemic. Endemic is a disease that only occurs in a certain community or many people in the region. If the endemic becomes more common, and it starts to appear in different regions, it is mentioned as an epidemic. If the epidemic is not contained, it will influence the entire country and be defined as an epidemic. In the case of the same disease in different countries and continents, this epidemic is now called a pandemic (Göğebakan, 2020). The pandemic statement is the general name of the epidemic process that applies to all infectious diseases, which have spread across continents and spread and spread and influence the world, and affect many people. The pandemic statement applies to all infectious diseases, the epidemic process that takes over the world by showing and jumping across continents and influencing many people (Arslan and Karagül, 2020; Avcı and Yağcı, 2021; Huang et al.,2020; Cömert and Azbaz, 2021; Jena, 2020; Kaushik and Guleria, 2020; Kavas and Develi, 2020; Özkoçak et al., 2020; Metintaş, 2020; T. C. Sağlık Bakanlığı, 2020a; TUBA, 2020; Eraslan, 2021; Yanardağ and Selçuk, 2020; Kılıç and Çınar, 2021).

A pandemic is an epidemic that can occur over half a century, and its effect, as a result, is spread throughout the world. In this regard, when you look at world history, there can be several pandemics that have killed many people. From the day the Pandemics first appeared, they are the ones that are causing the balance of the countries that they are influential in after their countries and eventually the whole world to change dramatically. In countries where the epidemic is spreading, especially the health systems of the countries where the virus is seen, many economic, social, and political areas have been affected by the functioning of the region (Sertdemir, 2020). Among the great pandemics of epidemics around the world, the bubonic plague (black death), which was active in 1347-1351, and smallpox (Metintaş, 2020) seen in 1520, can be counted. At the same time, in 1918, the influenza epidemic, known as Spanish flu worldwide, caused the death of nearly 50 million people with Spanish flu. In 2003, SARS and, many people lost their lives in the MERS coronavirus epidemics in 2012. Today, the COVID-19 pandemic is destroying the world (Süerdem, 2020).

(Note from authors: In the literature review on the subject, Corona, Corona Virus, Corona Virus, Corona Virüs, Coronavirus, Koronavirus, Covid-19, Kovid-19, Corona Pandemic, Korona Pandemic, Coronavirus pandemic, Koronavirus pandemic, Corona Virus Pandemic, Korona Virus Pandemic, it was determined that different expressions such as Covid-19 pandemic, Kovid-19 pandemic, Covid-19 pandemic, Korona-19 pandemic were used. From this part of the study, “Coronavirus” and “Covid-19 pandemic” will be used to ensure the integrity of meaning and expression: The purpose of using these expressions is to ensure the integrity of meaning and expression).

Within the scope of this study, it is aimed to examine the purpose, structure and functioning of the VSSG, which was created to meet the basic needs of citizens aged 65 and over and chronically ill during the Covid-19 pandemic process. Although the practice in various provinces in Türkiye was terminated due to need, the loyalty social support group, which continues its activities in the province of Isparta, has been discussed in depth in the research. In this direction, the study is in the type of review, and in addition to the relevant literature reviews in order to obtain purposeful information, the study was strengthened with the information provided by the Governorship of Isparta. As a result of the information obtained, it is aimed to evaluate the results of the VSSG application and to develop suggestions within this framework.

In addition to making VSSG analysis in general terms and compiling the information in the literature, in-depth examination of this group with the information obtained in Isparta province and evaluation of its effects constitute the original aspect of the study.

In this context, in this study, firstly, the emergence, spread and latest situation of Covid-19 will be mentioned, and then the formation process, purpose, structure and functioning of VSSG, the services provided, the requests met and their situation in Isparta province will be given respectively.

Covid-19 Output, Spread and Final Status

For the last three years, the COVID-19 pandemic, which has brought social life to a standstill around the world, has become one of the most important health problems in all countries. It is known that the virus, which can cause serious lung disease, causes damage to many organs when not treated, and has fatal consequences (Öztunç, 2021). COVID-19 is a known fact that pandemic has left a certain impact on social life on earth scale (Karakas, 2020). It is known that SARS-CoV2, which causes the Covid-19 pandemic, and severe acute respiratory infections, is the cause (Bakar and Rosbi, 2020). In this context, the virus and disease that caused the disease are evaluated separately and the virus is called "SARS-COV-2 2019 (severe acute respiratory syndrome – Coronavirus - 2 19/SARS-COV-2)" (Güngör, 2020; Li et al., 2020; T. C. Sağlık Bakanlığı, 2020b; TUBA, 2020; Eroğlu, 2021; Kasapoğlu and Akbal, 2020; Yunarti and Wijayanti, 2020; Platto et al., 2020).

Coronaviruses are RNA viruses that can infect people and a wide variety of animal species. They cause a wide range of respiratory infections, ranging from cold to pneumonia (pneumonitis) in humans (TUBA, 2020; WHO, 2020a). The Covid SARS-2 virus is serious damage to the lungs of those infected, leading to the death of the person (Yalçın, 2020; Bilge, 2020) is an infectious disease (Demirci, 2020; Süerdem, 2020; Kömürçüoğlu et al., 2020; Kurt, 2020; Lippi and Plebani, 2020; Perlman, 2020; Şenel and Kıraklı, 2020; Thakur et al., 2021) that occurs in the form of the severe acute respiratory syndrome.

The rate of infection and spread of Coronavirus is substantially high and expressed by the World Health Organization on January 21, when it was transmitted from person to person (WHO, 2020b). The disease is transmitted by close contact from person to person. The virus is transmitted to people by touching the mouth, nose, and eyes with hands that have come into contact with infected surfaces and objects; by inhaling the droplets thrown into the air during sneezing, coughing, and speaking. It was determined that the virus was transmitted from human to human by the way of droplets, usually caused by coughing. After touching the contaminated surfaces, the person is also overlooked by touching their face (T.C. Sağlık Bakanlığı, 2020a; TUBA, 2020; TRThaber, 2020).

The Covid-19 virus was first seen in Wuhan, China in December 2019 (Xu et al., 2020). Starting in China, the epidemic has spread quite quickly. China-Wuhan local government announced on January 11 that the virus had become an epidemic and the first loss of life. The Covid-19 virus was first seen outside China on January 13 in Thailand (T. C. Sağlık Bakanlığı, 2020a; Atlas, 2020). On January 16 in Japan, January 19 in Guangdong, January 20 in South Korea, January 21 in the United States, January 25 in Australia, France, Malaysia, and Canada, January 26 in Brazil, In Greece, Georgia, Northern Macedonia, Norway, Romania, and Pakistan, In the United Arab Emirates on January 29, in the Philippines and India on January 30, to Russia, Sweden, Rome, and Spain on January 31, (Bag and Sade, 2020; Ozoğlu, 2021). On January 31, the first cases started in the UK, in Egypt on February 14, Iran on February 19, and Israel on February 21, On 25 February, the first coronavirus case was seen in Algeria, Switzerland, Croatia, Austria (Bag and Sade, 2020; Ozoğlu, 2021) and Türkiye on 11 March (T. C. Sağlık Bakanlığı, 2020a; T. C. Sağlık Bakanlığı, 2020b). The first Covid-19 death in Türkiye occurred on March 18, 2020 (T. C. Sağlık Bakanlığı, 2020b).

As it turns out, the Covid-19 pandemic has become a pandemic that has taken over the world in as little as four months as of March 2020 (WHO, 2020b). The World Health Organization 19 defined COVID-19 as a pandemic on March 11, due to the spread and severity of the virus, in 113 countries outside China where the outbreak began (Deutsche Welle, 2020; Birinci and Bulut, 2020; Bag and Sade, 2020; Çelik and Çak, 2021; Zhou et al., 2020; T. C. Sağlık Bakanlığı, 2020a; T. C. Sağlık Bakanlığı, 2020c).

The epidemic spread rapidly among people and spread to two million people in April 2020. As of April 15, 2020, the number of coronavirus cases has approached 2 million people and more than 120 people have lost their lives (WHO, 2020c; WHO, 2020d). It has been determined that the virus has spread to more than 200 countries (Platto et al., 2020) by the end of 2020.

In addition, the Covid-19 virus has been exposed to various varieties over time, increasing its spread and impact worldwide.

Alpha, beta, gamma, delta, delta plus, Lambda, Mu, and finally omicron are the main variances seen worldwide, including in Türkiye. The first variant of COVID-19 was the alpha seen in the UK in September 2020 and has spread and mutated to more than 50 countries and different types have been identified. Beta was first introduced in South America and spread to more than 20 countries, while gamma was first detected in Brazil and spread to more than 10 countries. The variant, which experts described as the most effective and deadly, has been delta. It was first seen in India, considered a dominant variant in the UK, and spread quite quickly around the world compared to other variials. Lambda, which appeared in Peru for the first time, was seen in around 30 countries. For the MU variant that emerged in Colombia in August 2021, the DSO noted that it is among the variants that need to be “examined”, explaining that there are cases that spread very quickly in South America and Europe and have a much heavier impact. And finally, the omicron variant is advanced, and it's the fastest transmission variant ever (İyidoğan and Balci, 2022).

Statistical data from the ten countries the Covid-19 pandemic has the most impact on the world and Türkiye in the world can be shown as follows; Table 1, Table 2, and Table 3 are organized by authors in line with the instantaneous case data that Johns Hopkins University regularly disclosed.

Table 1
Covid-19 Pandemic Worldwide Final Situation (CNN, 2022)

| | |
|----------------------|-------------|
| Total Number of Case | 511.955.863 |
| Total Loss | 6.255.314 |

As of 28.04.2022, the number of Covid-19 cases worldwide is 511,955,863 people, the number of deaths due to Covid-19 is 6,255,314 people (Table 1). Table 1 reveals the striking effects of the Covid-19 pandemic worldwide.

Table 2
Covid-19 Pandemic Türkiye Final Situation (CNN, 2022)

| | |
|----------------------|------------|
| Total Number of Case | 15.026.141 |
| Total Loss | 98.736 |

In Türkiye, the number of Covid-19 cases has been described as 15,026,141 people as of 28.04.2022 and the number of deaths from Covid-19 has been described as 98,736 people (Table 2). Table 2 shows that, based on the date of data collection, the mortality rate of those who contracted the disease in Türkiye was 0.65.

The data from the 10 countries most affected by the Covid-19 pandemic worldwide is as follows (Table 3).

Table 3
Covid-19 Latest Situation of the 10 Most Affected Countries from Pandemic (CNN, 2022 (Country ranking based on several cases))

| Country Name | Number of Case | Total Loss |
|--------------|----------------|------------|
| USA | 82.907.277 | 1.019.851 |
| India | 43.068.799 | 523.693 |
| Brasil | 30.399.004 | 663.165 |
| France | 28.542.884 | 145.711 |
| Germany | 24.583.283 | 135.554 |
| England | 22.025.925 | 174.696 |
| Russia | 18.167.281 | 375.566 |
| South Korea | 17.144.065 | 22.588 |
| Italy | 16.349.788 | 163.244 |
| Türkiye | 15.026.141 | 98.736 |

America is the country most affected by the Covid-19 pandemic worldwide, both in terms of the number of cases and loss of life. Türkiye is the tenth country most affected by the Covid-19 pandemic worldwide in terms of current statistical data. While the death rate of those infected with the disease is 0.65 in Türkiye, the fact that this rate is 1.23 in the USA, as seen in Table 3, proves this.

As it is understood, countries have been severely affected by the Covid-19 pandemic. The pandemic period has affected the country's communities in various ways, and at this point, it is important to examine the communities affected by the pandemic. Social solidarity and cooperation are at the forefront of such crisis periods, and there are several responsibilities for individuals. The study of VSSG, which is seen in Türkiye as part of social assistance, is carried out in the context of the concept of social responsibility.

The Establishment of VSSG within the Scope of Social Responsibility and Social Assistance

Social responsibility is a phenomenon that shapes the behavior of individuals. Individuals acting with a sense of social responsibility also consider the effects of their behavior on society or the environment. Moreover, it is said that individuals who shape their lives not only against society or the environment but also with care and sensitivity to their family, groups of friends, and people they are responsible for (Ergül and Kurtulmuş, 2014). The goal of the social responsibility approach is to make a difference in society and to gain social benefits. At the heart of an individual or institution working toward this goal lies the idea of 'volunteering' and 'philanthropy'. Volunteering and philanthropy are related phenomena. It is voluntary to have people work in the interests of society and the world without expecting any response, and can also be evaluated in the context of philanthropy (Saran et al., 2011).

Social solidarity and cooperation are key social elements that affect the capacity of social structure to reestablish itself. Any problems that may cause/will destroy societies and therefore the social structure can be resolved by a social internal dynamism, with the motivation of solidarity and cooperation. It seems more likely that societies with high and/or higher motivation to help recover during crisis periods. Therefore, the social impact

power of philanthropic interest and behavior is untenable (Eroğlu, 2021). As a social entity, the phenomenon of helping people to live together has come from a variety of periods to the present. In addition to the increasing diseases and deaths that have been endured through the pandemic process, the constraints and introverts in the socially and economically applied life have led to discussions about social benefits, especially whether the benefits are adequate. The coronavirus process has required social aid to increase exponentially (Çimen, 2021).

The socio-cultural and psychological effects produced by Covid-19 constitute another feature of the matter (Balun, 2021). The main measures for the epidemic, especially social isolation, have significantly and dramatically changed the individual lifestyles and habits of societies (Zeybek et. al., 2020). Due to the high risk of infection with the disease becoming an epidemic, students could not go to their schools and places of employment because of the closures of people, but the trips were canceled (Fetzer et al., 2020). Unforeseen and unpredictable disasters can cause economic losses and psychological destruction. The Covid-19 pandemic is involved in such disasters and social services interventions are needed to effectively manage the crisis (Altun, 2016; Aykut and Aykut, 2020).

With the epidemic, governments and local managers have made legal regulations to ensure that life can continue; to establish rules of conduct for personal hygiene and protection, which must be followed by measures taken against the epidemic (Hale et al., 2020). Due to the rapid transmission of the virus, social distance rules and quarantine in almost all countries have been imposed (Dowd et al., 2020). As societies were organized to defend themselves against epidemics, governments began to develop public health strategies (Afacan and Avci, 2020).

Legal regulations regarding the matter have also been implemented rapidly in Türkiye. T. R. Department of Health and T. R. The coordination of the Ministry of Internal Affairs and regulations aimed at preventing the spread of the virus and protecting our citizens in high-risk groups have been carried out. In Türkiye, several restrictions have been imposed for more than 65 years and under 18 years, instead of the general curfew. To manage the risk posed by the Covid-19 pandemic in terms of public health, reduce social mobility and interpersonal contact, to provide social isolation, T. R. By the recommendations of the Ministry of Health and the Science Board, T. R. with the Ministry of Interior's General No 21.03.2020 and No 5762 (T. C. İçişleri Bakanlığı, 2020); the immune system is a low and chronic lung disease, asthma, COPD, heart/vein disease, kidney, aged 65 years and older, People with hypertension and liver disease and medicines that disrupt the immune system are banned from leaving their residency after 21 March 24.00, and being confined to public areas, parks and traveling with public transport vehicles. In this context, the VSSG was created in the same general form, where we can express it as social aid and social solidarity mechanism that is unprecedented in any country in the world and show it as a role model for all countries around the world.

At the same time, when the decisions in the relevant notice are examined, it is seen that the state is to fulfill its responsibility to be a social state and uses a naive approach and a compassionate language for the elderly while conducting services. It is a key indicator that all the needs of elderly citizens who cannot go out will be met in their own homes and that the name of the social support group created for this is called "vefa". In addition, the warnings to avoid hurting our elderly by various state officials specifically support this approach, stressing that our elderly are our main tiers, that we need to take advantage of their life experience, and therefore that they need to survive (Gencer, 2000).

To prevent a disturbance that may arise regarding who will take part in VSSG, the relevant T. R in the General Office of Internal Affairs (T. C. İçişleri Bakanlığı, 2020) the provincial/provincial police chief, provincial/district gendarmerie commander, representatives of public institutions and organizations

determined by the governor/district authorities, local governments, Disaster and Emergency Management Directorate (DEMD), it has been clarified that there will be enough public servants/teams and vehicles to be deployed, especially law enforcement units, to produce the necessary services, and representatives of the Red Crescent and the NGOs to be needed, and the governors and boulders have been authorized.

Purpose, Structure, and Operation of VSSG

T.R. The Ministry of Internal Affairs' General dated 21.03.2020 and numbered 5762 has brought curfews to our citizens over 65 years old in Türkiye and decided to establish VSSG to ensure that citizens with chronic discomfort are not victims and their basic needs, especially when they are 65 years and older, who are living alone, and who are not close enough to meet their needs (T. C. İçişleri Bakanlığı, 2020). T. R. Department of Health and T. R. It's coordinated by the Ministry of Internal Affairs and T. R. The Structure of the Provincial Panda Councils throughout Türkiye has been organized and has been provided to start work urgently, with the recommendation of the Ministry of Health Science Board.

The provincial pandemic councils have been redesigned to provide advisory opinions to take measures at the local level, taking into account the specific circumstances of the provinces and contributing to the implementation process of the centrally taken decisions. One of the leading actors in the process was VSSG, which was created by representatives of public institutions and organizations determined by the provincial/provincial police chief, provincial/provincial gendarmerie commander, governor/district authorities, local governments, DEMD, The Red Crescent and NGOs to be needed (Turan and Çelikyay, 2020). The VSSG's goal of emergence is to meet the basic needs of disadvantaged individuals (Bilge, 2020).

The VSSG was originally designated as the vefa coordination group, but due to the need in practice, the communication center and the demise field teams were also established and determined according to the tasks, needs, and conditions that these structures will undertake. Thus, the structure and task content of VSSG are shaped according to a dynamic process where there are several changes at any time. While the general requirement of citizens with chronic discomfort is expected to be met with age 65 and older in the circular 21.03.2020, the VSSG also has to pay the financial aid of small income citizens over the age of 65 under the support program of the package of economic stability shield from the circular 18.04.2020 (Özel and Dönmez, 2021).

VSSG represents the integrity of three separate structures. These structures are the Vefa Coordination Group (VCG), Vefa Communication Center (VCC), and Vefa Field Team (VFT). The formation and role of these structures in terms of provinces and districts can be explained as follows.

VCG is built by the deputy governor/governor's chair, the provincial/district gendarmerie commander, the provincial/county police chief, the governor/district governor, and the representatives of public institutions to be determined by the governor/district governor (provincial/provincial national education director, provincial/county health manager, provincial/county Social Assistance and Solidarity Foundation-SASF manager), and the deputy mayor of the municipality and the municipality of the municipality (DEMD) It was created from the Red Crescent and NGO representatives to be needed. The main task of the coordination group is to ensure coordination between both the Communication Center and the field teams, to take all necessary measures for the effective functioning of the established system, and to ensure that the service is carried out effectively in cooperation with the NGOs and volunteers.

In VCC, DEMD and the Red Crescent were assigned to the provinces, and only one representative from the Red Crescent in the provinces with personnel from the province/district of SASF, provincial/provincial gendarmerie commandership and security directorate, provincial/provincial health directorate, provincial/provincial municipality. The main task of Vefa communication centers is to take, assess and direct the demands submitted by citizens, especially citizens aged 65 and older, and citizens with chronic diseases to field teams to meet these needs. In VFT, the provincial/district of SASF, provincial/provincial gendarmerie commandership, provincial/provincial police, staff of national education directorates, provincial/district clerks, provincial/district municipal workers, Red Crescent and other volunteers, and private-sector workers were taken in charge. Vefa field teams ensure that the needs routed from the Vefa communication center are provided and that they are communicated directly to those who demand it (Özel and Dönmez, 2021). The operation of this tripartite organization structure is as follows:

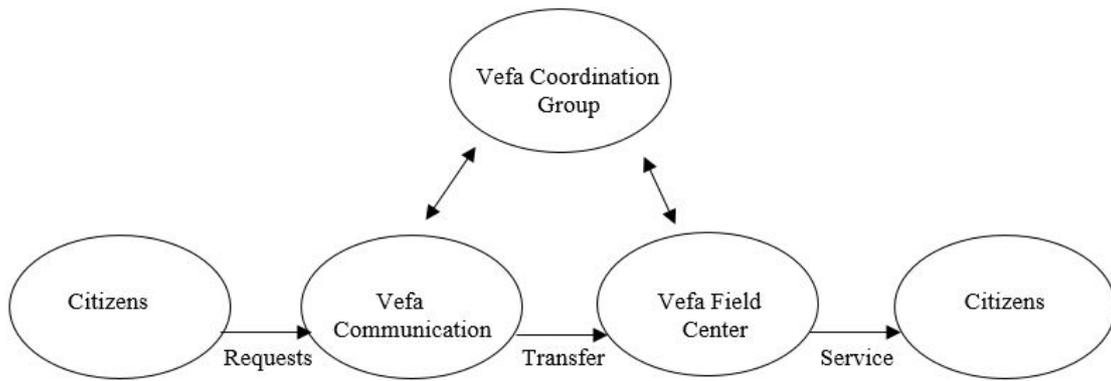


Figure 1. Operation System of VSSG (Özel and Dönmez, 2021)

The first stage in the overall operation of VSSG is the receipt of requests from citizens who have been restricted to curfews and are unable to meet their own needs. For this purpose, the fixed and mobile telephone lines of VSSG are allocated and announced first. However, claims were received in the cities in which 112 Emergency Call Centers were set up to obtain a central recording of requests and more effective call tracking, as well as at numbers 112 and also at numbers 155, 156, and in other provinces at numbers 155 and 156. These provincial-based requests are directed to the provincial and provincial demise communication centers. The requests submitted by citizens to the demise communication center were evaluated by the officers here and directed to the relevant demise field teams. These teams have personally carried out bank transactions such as the supply of basic needs, such as food, medicine, and delivery of salaries in the national residence (Demirel, 2020; Özel and Dönmez, 2021).

This organizational structure and operation of VSSG have ensured that requests from our citizens are met very quickly. The two-week partial closure process in Türkiye, which began on 14.04.2021 in line with the decisions made at the Presidential Cabinet meeting on 13.04.2021 (T. C. İç İşleri Bakanlığı, 2021a) and In line with the decisions made in the Presidential Cabinet on 26.04.2021, VSSG's services were met by all community segments throughout the country during the full closing period, which lasted from 07.00 p.m. on Thursday 29.04.2021, until 05.00 p.m. on Monday 17.05.2021 (T. C. İç İşleri Bakanlığı, 2021b). T. R. The Ministry of Internal Affairs explained that VSSG delivered 21,210,899 services to our citizens in all four main groups during the pandemic period (T. C. İç İşleri Bakanlığı, 2021c). The services covered in this scope can be grouped as follows;

Table 4
Service Requests Received by VSSG During the Pandemic Period in Türkiye (T. C. İç İşleri Bakanlığı, 2021c.)

| Requested Service Type | Number of Services covered |
|---|----------------------------|
| Requests made by call centers aged 65 years and older (pharmaceutical, market exchange, etc.) | 11.133.545 |
| Pay payments made under the "Social Protection Shield" are household/person | 3.124.580 |
| Payment made via VSSG | 960.887 |
| Distribution of gift packages (Mask/Cologne) prepared by the Presidency | 5.991.887 |
| Total of services performed by VSSG nationwide | 21.210.899 |

As can be seen from Table 4, VSSG has fulfilled the demands of 21.210.899 citizens across the country on various issues. The total number of services met corresponds to one of four total populations compared to the Turkish population (Türkiye İstatistik Kurumu, 2021), which was announced on December 31, 2021, as 84,680,273.

Isparta Province VSSG Organization, Operation, and Pandemic-Era Services

As in all provinces in Türkiye, The Ministry of Internal Affairs of T. R. dated 21.03.2020 and circular numbered 5762 (T. C. İç İşleri Bakanlığı, 2020) upon the decision made by the Isparta Governorship on the 65-year-old home service application on the Isparta Province property borders of 23.03.2020, the establishment of social support groups as a result of the decision on the application of services to our citizens aged 80 and above and who are chronically ill and have a lockdown. It has also been emphasized that the process of supplying the basic needs of citizens who have a curfew and have no one to supply their needs will be governed by the VCG and that no institution and organization will be assisted by the NGO without its coordination, decision, and its commission (Isparta Valiliği, 2020a).

The Vefa support groups, which started their activities on March 23, have met the demands of our citizens, who have been suffering from chronic discomfort, along with citizens aged 65 and older. The demands of our citizens in this context, reporting their needs to the Vefa communication center through numbers 112, 155, 156, and more, are police, gendarmerie, sentry, DEMD staff, and teacher, were immediately greeted and delivered to their home by public workers, such as religious officials, as well as the volunteers of NGOs (Isparta Valiliği, 2020b). Our teams within the VSSG established within the Isparta Governorship to meet the needs of 65-year-olds and citizens with chronic disorders who are restricted to go out under the Covid-19 pandemic precautions are continuing their work and are also informed that elderly and chronic patients are visited and that they are not allowed to go out on the streets and their needs are asked. Requests by VSSG personnel are soon delivered to our citizens in line with requests to address the needs of individuals aged 65 and older and our citizens with chronic disorders (T. C. Aile ve Sosyal Hizmetler Bakanlığı, 2020).

The IVSSG is highly flexible to meet the demands of our citizens quickly and without any mistakes. This organizational structure can be expressed as follows (Figure 2).

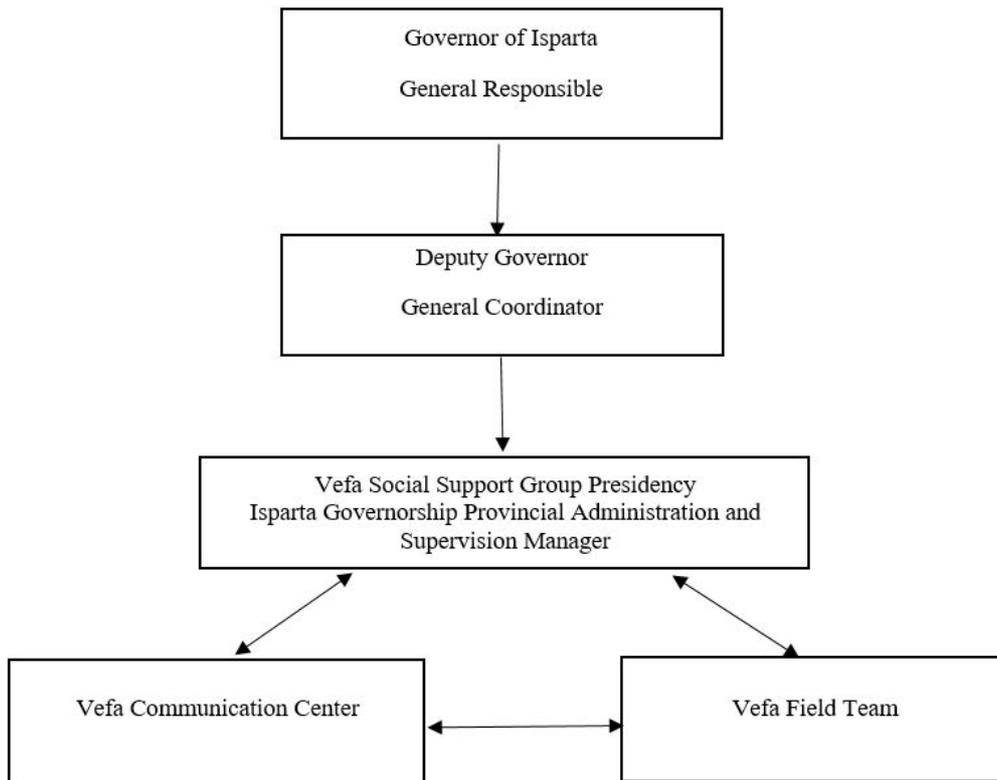


Figure 2. IVSSG Organizational Structure (Organized by authors in line with discussions with the Social Group Presidency of Isparta Vefa)

When the organizational structure of the IVSSG is examined, like what Özel and Dönmez (2021) expressed in their work, there is a tripartite structure between VSSG Presidency, VCC, and VFT. It is remarkable that these three different groups are directly connected to the deputy governor as the general coordinator and to the governor who is the largest property supervisor in the province. This is a very important indication of how important the matter is.

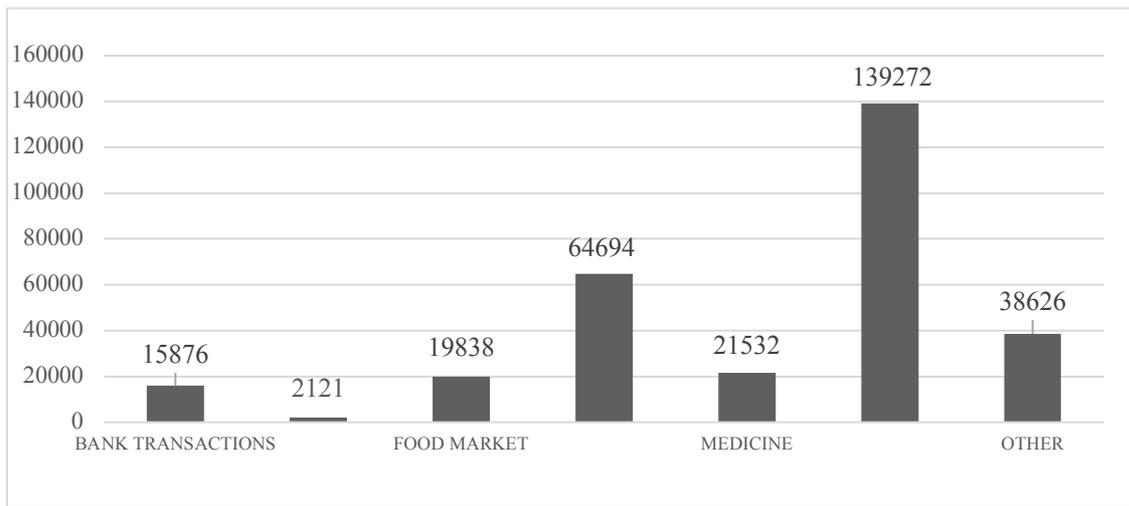
IVSSGB was created from the Provincial Curriculum, Health, National Education, Family Social Security Provincial Directorates, and Social Assistance Solidarity Foundation representatives of the Provincial Security Directorate, Provincial Jandarmerie Command, and Provincial Mayor, as well as the Provincial Directorate of Health, National Education, Family Social Security Provincial Directorate and Social Assistance Solidarity Foundation. Isparta Vefa Communication Center (IVCC); Isparta Health Directorate has operated under the coordination of 112 Chief of Emergency Health Services. At the same time, requests from our citizens were received from phones 155 and 156, not only 112. The Isparta Vefa Field Team has carried out the requests for assistance that have been sent to them from the IVSSGP, especially in the Isparta province central neighborhoods during the full closing period.¹²

The IVSSG has worked in a similar way to what the Özel and Dönmez (2021) stated in their work. Assistance requests to the IVCC via phones 112, 155, and 156 have been transferred to IVSSGP. In addition to the staff of the Department of Emergency Health 112 Chief of Emergency Health Services in IVCC, Isparta Governorship staff were also employed at the time of need. IVSSGP has been operating as a decision-making mechanism. By deciding whether the requests transferred from our citizens from the IVCC can be met, the appropriate claims have been transferred to the Isparta Vefa Field teams. IVSSGP was created by 16 responsible persons under

¹² Isparta Governorship Provincial Administration and Supervision Directorate and Isparta Vefa Social Support Group Presidency, 19.03.2021.

the coordination of the Isparta provincial governor. The IVFT was created from the volunteers of civil society organizations, such as neighborhood headmen, mosque imams, religious officials in the neighborhoods, teachers, official-private security officers, Red Crescent, and DEMD. With the tools allocated by the Governorship of Isparta, they went to the addresses reported to them by the IVSSGP and met the demands of the citizens.

300 volunteers have served in the IVFT¹³ and the number has reached 500 volunteers during the peak period of the pandemic and 180 people have been delivered in Isparta as of 25.03.2021, while VSSG implementation is terminated in many provinces of Türkiye, and implementation continues in Isparta, The Provincial Administration and Supervision Manager, where the number of volunteers has been lowered to 15 and the VSSG implementation continues in Isparta, is also explained by IVSSG President Figen Beşik (haberler.com, 2021). IVSSG activities are still ongoing today, as described by the Head of Internal Administration Supervision and IVSSG Head Figen Beşik. IVSSG has met 301,959¹⁴ requests for assistance from 23.03.2020 when the Governorship of Isparta was established with a public statement (Isparta Valiliği: 2020a). Claims fulfilled are shown in Graphic 1.



Graphic 1. Assistance Requests Fulfilled by IVSSG during the Pandemic Period (Isparta Governorship Provincial Administration Audit Directorate and Isparta Vefa Social Support Group Presidency, 29.04.2022)

As can be seen from Graphic 1, during the pandemic period, IVSSG met the demands of the citizens in seven different castings. Claims fulfilled include 139,272 and day-off requests. The request for a travel permit was looked after by IVSGD with 139,272 curfews, especially during the semi-closing and full closing times, as the curfews due to work, illness or duty are subject to written Governorship's permission.

2,121 electricity, water, fuel, telephone, etc., 19,838 food market shopping requests, 21,532 drug purchases, and 64,694 payroll requests have been fulfilled for our citizens, especially those who are 65 years old, need care, and have chronic discomfort with the request for payment of invoices. Interesting requests such as requests for help in adopting and maintaining pets, particularly food, clothing, and fuel assistance, are evaluated under the title of the other, and requests are fulfilled.

¹³ The number of volunteers, occupations, and IVSSG processes in the field were taken from the Directorate of Social Support Vefa in 14.05.2021.

¹⁴ Isparta Governorship Provincial Administration Audit Directorate and Isparta Vefa Social Support Group Presidency, 29.04.2022.

Conclusion

Throughout history, epidemics such as black death, flu, smallpox, cholera, typhus, tuberculosis, ebola, etc. have caused the deaths of many people and are characterized as pandemic because it has spread across different countries and continents and has similar effects. The COVID-19 pandemic, which emerged from the SARS-COV-2 virus in Wuhan, China, in late 2019, was rapidly spread to hundreds of countries on six continents and was declared a pandemic by the World Health Organization on 11.03.2020.

The unexpected appearance of the COVID-19 pandemic around the world, and the rapid spread of various unpredictable variants have led to the unprepared capture of many countries' epidemics and consequences. Covid-19 pandemic, especially which has led to the manufacturing industry's almost worldwide stagnation, the disruption of international import-export balances, and even the prevention of inter-country travel, has led many countries to an ambiguity, resulting in unforeseen deaths, resulting in the collapse of health systems in countries with poor healthcare infrastructure. In a statement made by China, the country source of the Covid-19 pandemic, the fact that almost all of the early deaths were 65 years old and over, has led many countries to take strict measures to protect the chronic discomfort of society and society over 65 years old.

In order to reduce the spread rate and prevent infection of the epidemic, the protection of social distance, mask wear, and avoiding physical contact have been the first recommendations by the World Health Organization for all countries. However, many countries have accepted these basic recommendations as a legal obligation that all parts of society must comply with, and have also engaged in curfews, part-time closing, or full-time closing practices for social protection.

In Türkiye, various measures have been implemented in parallel with the world, even faster than in many countries, to protect the risk of society from the Covid-19 pandemic. These practices include protection of social distance, mask wear, avoiding physical contact, remote education by taking a break from face-to-face education, remote work, “curfew” (T. C. İçişleri Bakanlığı, 2020), “part-time closure” (T. C. İç İşleri Bakanlığı, 2021a), and “full-time closure” (T. C. İç İşleri Bakanlığı, 2021b) decisions.

These practices, called isolation, quarantine, and closure, which may differ from country to country, have prevented some of the communities from reaching services to meet their most basic needs, and have made social aid and support mandatory for those parts of society as a matter of social state. Many countries around the world have tried to reach and deliver the necessary services through central administrations, local governments, or NGOs, to communities that need social assistance and support.

Centralization and related ministries in Türkiye have prepared emergency action plans and implemented them in coordination with each other. At the same time, local governments have tried to provide all kinds of support to all social segments within their service zones in line with their needs. In addition to these regulations and practices, VSSG has been decided to be created in order not to be victimized and to meet the basic needs of citizens who at age 65 and older, live alone and have no family to meet their needs (T. C. İç İşleri Bakanlığı, 2020). In the creation of the VSSG, the governors in the provinces and the district governors are authorized with the relevant circular information in the provision of the equipment and vehicle to be used. VSSG was established in the responsibility and coordination of the provincial governor in 81 provinces in Türkiye in line with the relevant circular and has started to meet the demands of our citizens for assistance. VSSG has exhibited a very important example of social assistance and solidarity, especially during the periods of “curfew” (T. C. İçişleri Bakanlığı, 2020), “part-time closure” (T. C. İç İşleri Bakanlığı, 2021a), and “full-time closure” (T. C. İç İşleri Bakanlığı, 2021b), making a strong effort to ensure that no citizen is victimized by anything. VSSG, as stated in Table 4, has fulfilled the demands of 21,210,899 citizens on various issues between 23.03.2020 and

16.04.2021, which were created throughout Türkiye (T.C. İç İşleri Bakanlığı, 2021c). The number of services that are fulfilled by VSSG, which is also far more than the population of many countries around the world, is the willingness to voluntarily help and support people who need help and support without any response; It has once again revealed the power and importance of Türkiye's sense of social assistance and solidarity. At the same time, during the pandemic period, the praise of Türkiye's social aid and support services by international organizations, such as the World Health Organization, demonstrates Türkiye's success in this matter (Çimen, 2021).

"Vefa Social Support Group Activities Satisfaction and Perception Research", conducted by the Ministry of Interior of the T. R., Department of Local Security Strategies, has found that these support groups and services have been evaluated by our citizens with a great level of satisfaction. The investigation was conducted to determine perceptions of activities conducted by VSSG, to ensure the satisfaction of those who took advantage of the activities of this group, and to measure the perception of the services of those who did not benefit from this service; 2134 people in 16 major cities across the country using the computer-assisted telephone method. According to the results obtained in the study, 46.2 percent of respondents found the creation and services of the VSSG very necessary, while 47 percent were required, 3.2 percent were neither necessary nor not, 2.4 percent were unnecessary and 1.2 percent were found to be very unnecessary (Erdoğan, 2021; Özel and Dönmez, 2021).

In research conducted by Özdoğru, 2021 in Türkiye-Eskişehir using qualitative research management with 20 teachers to assess their views on the services they have participated in and actively served in VSSG; Teachers were found to experience the joy of happiness, peace, conscience, the comfort of good use, spiritual pleasure, pride of self, the honor of being human, and a sense of belonging while serving in VSSG. In the same study, when teachers were asked if they would be willing to take part in VSSG again, it was also determined that the teachers who participated in the research could definitely redo their duties in such activities.

Both research results can be assessed as a model of social support and assistance specific to Türkiye, and the services offered are a great satisfaction and adoption between the country's citizens who benefit from the services and those serving.

In accordance with the general curfew of the T. R. Ministry of Internal Affairs, the Governorship of Isparta announced a press statement (Isparta Valiliği, 2020a); IVSSG was established; All social aid and support within the province will be carried out by the IVSSG under the responsibility of the Governor of Isparta and the coordination of the Deputy Governor of Isparta, and the process of meeting the basic needs of citizens who need the curfew and assistance will be governed by the Isparta vefa coordination group. In this context, a model of operation has been established in which the requests for assistance to the Isparta Vefa communication center will be transferred to the coordination center of Isparta Vefa, and the claims deemed appropriate will be delivered to the citizens by the field team of Isparta Vefa. There are 40 neighborhoods in the residential district of Isparta province center (Isparta İl Kültür ve Turizm Müdürlüğü, 2022). In this context, a separate vefa field team was created by the Isparta Vefa coordination center for each neighborhood and, when necessary, street-to-street work was carried out in the neighborhood. Owing to this highly flexible organization and operation, the demands of our citizens requesting assistance have been fulfilled as soon as possible. This organization and process can be expressed in all aspects as citizen-oriented management and process understanding.¹⁵

¹⁵ Ateş, O.F. (2022). Official Isparta Governorship IVSSG statement made by the Deputy Governor of Isparta Ömer Faruk Ateş on 31.03.2022 at a meeting where the authors were also present.

While VSSG has stopped its activities in many provinces in Türkiye, IVSSG is currently operating. As stated in Graphic 1, IVSSG has been established by the Public and press release of the Isparta Governorship (Isparta Valiliği, 2020a) until today from 23.03.2020; request for written permission of our citizens in Isparta to be issued, request for payment of invoices, food market shopping request, request for medicine purchase, withdrawal of salary, etc. have met a total of 301,959 requests for assistance, including other requests. Requests from the citizen include interesting demands, such as adopting pets, pet care, pets being taken to go out, and treatment of pets. However, in all claims, several salary withdrawal requests are quite high as 64,964, which can be considered the most remarkable demand. It is very important that people give their bank cards, and credit cards to other people they don't know without hesitation and ask banks to withdraw their money and bring them to them today, when there are many material-based crimes, such as fraud, extortion, robbery, theft, pickpocketing, and negative social processes.

There has been no negation described by both the Governor of Isparta and the citizens in this process. This can be considered a sign of the importance of social support and assistance given by those involved and the confidence of citizens against the IVSSG.

Given the positive outbreaks that VSSG has a flexible structure that can be adapted to multiple principles and conditions, it is possible to say that VSSG is an effective configuration that can be used in other disasters and emergencies, other than the Covid-19 outbreak (Özel and Dönmez, 2021). In this context, the IVSSG organizational structure allows us to reach our citizens who need help as soon as possible, regardless of where the city center is at the time of need, a neighborhood by neighborhood, street by street, it can be suggested as a model of social support and assistance that can be implemented around the world in unexpected pandemic and crisis periods, for reasons such as the number of services and diversity it has met and the lack of problems or disruption and the fact that it is continuing its activities even today when the effects of the pandemic are very low.

It has been observed that there are studies conducted with qualitative methods in the literature about the factors that push people to take part in VSSG, and these are carried out on teachers (Özduğru, 2021; Gökmenoğlu and Doğan, 2022). At this point, it is recommended to conduct studies on other occupational groups in the group and to carry out quantitative studies on the determination of the characteristics of individuals. In addition, it is recommended to obtain in-depth information on the content and effectiveness of the services and to obtain information on how these services can be improved during possible pandemic periods in the qualitative researches that will be carried out as a result of the interviews with the beneficiaries of these services.

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Genişletilmiş Özet

Amaç

Covid-19 pandemisi özellikle salgın hastalığa neden olan virüsün yayılma hızından dolayı birçok ülkenin virüsün yayılmasını önlemek amacıyla; sokağa çıkma yasağı, kısmi kapanma veya tam kapanma gibi çeşitli kısıtlama kararlarını almasına neden olmuştur. Bu kısıtlamalar da adeta sosyal yardımlaşma ve dayanışma olgusunun ne denli önemli olduğunu gün yüzüne çıkarmıştır. Bu çalışma çerçevesinde kısıtlama dönemlerinde sokağa çıkamayan ve ihtiyaçlarını gidermede yardımcı olabilecek kimsesi olmayan bireylerin mağduriyet yaşamaması adına Türkiye’de geliştirilen toplumsal destek modelinin amacı, yapısı ve işleyişi ortaya konulmuştur. Bu bağlamda olası pandemi dönemleri adına bu modelin uluslararası çapta bir örnek olarak sunulması hedeflenmiştir.

Tasarım ve Yöntem

COVID-19 pandemisinin tüm dünya genelinde beklenmedik bir şekilde ortaya çıkması, tahmin edilemeyen çeşitli varyantlar göstererek hızla yayılması birçok ülkenin salgın sürecine ve sonuçlarına hazırlıksız yakalanmasına sebep olmuştur. Özellikle üretim sanayisinin neredeyse bütün dünyada durmasına, uluslararası ithalat ihracat dengelerinin bozulmasına ve hatta ülkeler arası seyahatlerin engellenmesine neden olan Covid-19 pandemisi; sağlık hizmetleri sunumu alt yapısı yetersiz olan ülkelerin sağlık sistemlerinin çökmesi sonucunu ortaya çıkartarak beklenmedik ölümlere yol açarak birçok ülkeyi bir belirsizlik ortamına itmiştir. Covid-19 pandemisinin kaynağı olan Çin’den yapılan açıklamalarda ilk ölümlerin neredeyse tamamının 65 yaş ve üstü olması, birçok ülkenin kronik rahatsızlığı olan toplum kesimlerini ve 65 yaş üstü toplum kesimini korumaya yönelik katı önlemler almasına neden olmuştur.

Salgının yayılma hızının azaltılması ve bulaşmasının engellenmesi amacıyla; sosyal mesafenin korunması, maske takılması ve fiziksel temastan kaçınılması Dünya Sağlık Örgütü tarafından tüm ülkelere yönelik ilk öneriler olmuştur. Bununla birlikte birçok ülke bu temel önerileri toplumun tüm kesimlerinin uyması gereken yasal zorunluluk olarak kabul etmiş aynı zamanda toplumsal korunma amaçlı sokağa çıkma yasağı, yarı zamanlı kapanma veya tam zamanlı kapanma uygulamalarını da devreye sokmuştur.

Ülkeden ülkeye farklılık gösterebilen bu uygulamalar, toplumun bazı kesimlerinin en temel ihtiyaçlarını karşılamaya yönelik hizmetlere ulaşabilmesine engel olmuş ve sosyal devlet anlayışı gereği sosyal yardım ve desteklerin toplumun bu kesimlerine ulaştırılmasını zorunlu hale getirmiştir. Dünya genelinde birçok ülke; merkezi yönetimler, yerel yönetimler veya sivil toplum kuruluşları aracılığı ile sosyal yardım ve desteklere ihtiyaç duyan toplum kesimlerine ulaşmaya ve gerekli hizmetleri ulaştırmaya çalışmıştır.

Çalışma derleme türünde bir makaledir. Covid-19 pandemi döneminde toplumsal destek modeli olarak yürürlüğe sokulan VSDG’nın detaylı biçimde incelemesi yapılmıştır. Bu bağlamda alanyazından elde edilen bilgilere ek olarak Isparta ili özelinde faaliyetlerine devam eden VSDG kapsamında görev yapan gönüllü sayıları, meslekleri ve modelin işleyişine ilişkin bilgiler Isparta Valiliği İl İdare Denetim Müdürlüğü ve Isparta Valiliği Vefa Sosyal Destek Grup Başkanlığı’ndan temin edilmiştir.

Bulgular

Türkiye’de birçok ilde VSDG faaliyetlerini durdurmuşken IVSDG günümüzde halen faaliyetlerine devam etmektedir. IVSDG oluşturulduğu 23.03.2020’den itibaren günümüze kadar; Isparta’da vatandaşlarımızın sokağa çıkma yazılı izin belgesi talebi, fatura ödenme talebi, gıda market alışveriş talebi, ilaç alım talebi, maaşının çekilmesi vb. gibi diğer talepleri olmak üzere toplam 301.959 yardım talebini karşılamıştır. Vatandaştan gelen talepler arasında evcil hayvan edinme, evcil hayvan bakımı, evcil hayvanlarının sokağa

çıkartılıp gezdirilmesi ve evcil hayvanlarının tedavisi gibi ilgi çekici talep de yer almaktadır. Ancak bütün talepler içerisinde 64.964 gibi oldukça yüksek sayılabilecek sayıdaki maaş çekim istek talepleri en dikkat çekici talep olarak değerlendirilebilir. Dolandırıcılık, gasp, soygun, hırsızlık, yankesicilik gibi birçok maddi temelli suçun ve olumsuz toplumsal süreçlerin yaşandığı günümüzde insanların hiç tanımadıkları diğer insanlara banka kartlarını, kredi kartlarını hiçbir tereddüt hissetmeden vermeleri ve bankalardan paralarını çekip kendilerine getirmelerini istemeleri oldukça önemlidir. Bu süreç içerisinde gerek Isparta Valiliğince gerekse vatandaşlar tarafından açıklanan her hangi bir olumsuzluk olmamıştır. Bu durum, görev yapanlar tarafından toplumsal destek ve yardımlaşmaya verilen önemin ve vatandaşların da IVSDG'na karşı duyulan güvenin bir göstergesi olarak değerlendirilebilir.

Sınırlılıklar

Çalışmada VSDG'na ilişkin temel bilgiler alanyazından elde edilmiş olmakla birlikte uygulamanın işleyişine ve sonuçlarına dair bilgiler, halen faaliyetlerini sürdürmekte olan Isparta ili özelinde değerlendirilmiştir. Türkiye geneli uygulama sonuçlarının daha doğru irdelenmesi noktasında çeşitli illerdeki VSDG'nın incelenmesi daha kapsayıcı olacaktır bu durum çalışmanın sınırlılığını oluşturmaktadır.

Öneriler

Kişileri VSDG'nda görev almaya iten unsurlar hakkında literatürde nitel yöntemle yürütülmüş çalışmaların yer aldığı ve bunların öğretmenler üzerinde yürütüldüğü görülmüştür (Özduğru, 2021; Gökmenoğlu and Doğan, 2022). Bu noktada VSDG'nda yer alan diğer meslek grupları üzerinde incelemeler yapılması ve kişilerin özelliklerinin tespitine ilişkin nicel çalışmaların da yürütülmesi önerilmektedir. Ek olarak bu hizmetlerden yararlananlarla da yapılacak görüşmelerle yürütülecek olan nitel araştırmaların da hizmetlerin içeriği ve etkililiğine ilişkin derinlemesine bilgilerin elde edilmesi ve olası pandemi dönemlerinde bu hizmetlerin nasıl geliştirilebileceğine dair bilgilerin elde edilmesine katkı sağlayacağı düşünülmektedir.

IVSDG örgütlenme yapısı itibariyle gerektiği anda il merkezinin neresi olursa olsun mahalle mahalle, sokak sokak olacak şekilde, en kısa sürede yardıma ihtiyacı olan vatandaşlarımıza ulaşma imkanı sağlaması, karşılamış olduğu hizmet sayısı ve çeşitliliği, taleplerin karşılanması sırasında hiçbir sorun veya aksaklığın yaşanmaması ve pandeminin etkilerinin oldukça azaldığı günümüzde bile faaliyetlerini devam ettiriyor olması gibi nedenler ile beklenmedik pandemi ve kriz dönemlerinde dünyanın her yerinde uygulanabilecek bir sosyal destek ve yardımlaşma modeli olarak önerilebilir.

Özgün Değer

Çalışma çerçevesinde Türkiye genelinde Covid-19 pandemi sürecinde 65 yaş ve üzeri ile kronik rahatsızlığı olan vatandaşların temel ihtiyaçlarının karşılanması amacıyla oluşturulan VSDG'nın örgütlenme yapısı ve işleyiş sistemi ortaya konulmuş olup, Isparta ili özelinde uygulaması devam eden bu toplumsal destek modelinin Isparta Valiliği İl İdare Denetim Müdürlüğü ve Isparta Valiliği Vefa Sosyal Destek Grup Başkanlığı'ndan temin edilen bilgiler çerçevesinde detaylı bilgilerine erişilmiştir. Elde edilen bilgilere dayanılarak modelin başarısı ispatlanmış olup olası pandemi dönemleri adına uluslararası çapta örnek teşkil edebilecek yetkinlikte olan toplumsal destek modeline ilişkin özgün bilgilerin yer aldığı rehber niteliğindeki bu çalışma ortaya konulmuştur.

Araştırmacı Katkısı: Ertuğrul BAYER (%20), Ramazan ERDEM (%20), Dilruba İZGÜDEN (%20), Mehmet CENGİZ (%20), Abdil LORCU (%20).