

The Social Dimensions of Local Governments in Turkey: Social Work and Social Aid, a Qualitative Research in Ankara Case

Mehmet Zafer Daniş and Prelector Sevgi Albayraktaroğlu

Sakarya University, Faculty of Art and Science, Department of Social Work, Sakarya, Turkey

Abstract: There is a fast changing and transforming process about organization of social services and aids in Turkey. The basic social responsibilities of the central government are being transferred to the local governments. Our municipalities which are one of the bases of our current social work structure are increasingly emphasizing efforts of social services and aids. Determining the ways of municipalities in carrying out social services and aids and how they conduct their power and responsibilities by whom, according to which criteria and in what ways is important to see the level of their use and development of professional applications in the area of social work. This study had been carried out following qualitative method, based on the techniques of case study, participant observation, deep interview and content analysis. The data had been gathered from 25 administrators who are responsible in planning, implementing, dispatching and coordination of social services and aids activities in Etimesgut, Altındağ, Mamak, Çankaya, Sincan, Yenimahalle, Keçiören municipalities in Ankara by using deep interview technique. A "semi-structured interview form" containing 15 questions constructed by the researcher on the basis of the literature had been used as the data gathering tool. It is tried to determine administration, organization and application processes of social services and aids carried out by the municipalities within Ankara with this study. Some significant results of the research are; Ankara Metropolitan and District Municipalities provide social aids like food, education, fuel, clothing and the like to around 500 thousand people in a year. The municipalities are providing social aids via the records of mukhtars and schools rather than social examination and assessment reports filed by professionals. They are providing short term social aids instead of developing long term solutions directed towards employment to get people out of the cycle of poverty. Municipalities do not make medium and long term plans and rather act on the basis of periodical action plans. It is revealed as an imperative that municipalities should employ especially social workers and other professionals with the authority and responsibility of working in the area of social services in a short time.

Key words: Localization • Urbanization • Local administrations • Social service and aid implementations • Professionalism • Social justice • Social work profession

INTRODUCTION

The last quarter of 20th century has been witnessing a new world order which has economic, social and cultural changes shaped by globalization and localization discourses. One of the two discourses developing in the same process, meaning globalization, is generally defined by two different views stating the development of economic, political and social

Corresponding Author: Dr. Mehmet Zafer Daniş, Department of Social Work, Faculty of Art and Science, Sakarya University, Sakarya, Turkey.

relations among nations being in progress of growth and improvement resulting in decomposition of ideological positions, better recognition of different cultures, religions and expectations and increasing density in the relations between nations which look like different events having deep connections, in a sense globalization means material and moral values and backgrounds shaped within these values crossing over national limits which is reflected by two distinct views. The first view is sees globalization as a weapon used by the developed countries to accelerate the collapse of nation states and the second one simply considers it as a development process in communication technologies and information [1]. Today, for the intellectuals perceiving and interpreting globalization differently think that it is a different form of imperialism of the last century adapted to today's conditions, while according to others; it is the first step towards a new structure having positive results going beyond those of industrial structure of society [2].

As for localization, it is the transfer of the power and responsibilities of the central administration to local administrations as much as possible. The basic features of localization process are; increase in local powers, providing participation of people to administration, adopting a holistic approach in implementing services and being sensitive to the problems of citizens, showing equal sensitivity and balanced interest to different local communities, constructing a network among the state, private sector and the volunteer institutions in implementation of services and encouraging autonomy in policy formation and decision making [3].

The localization process in the international platform has started as a consequence of the United Nations'(UN) activities in the areas of environment and development in 1970s having a deep and extensive impact on the infrastructural and local administrative structures of the member states. These studies started in Stockholm Conference held in 1972 reaching its paramount effect in Rio Environment and Development Conference and Rio Charter in 1992. At Rio Conference planning for the 21st century has been carried out which was called Global Agenda 21 and the countries had taken the responsibility of preparing their own Global Agenda 21 and Local Agenda 21 at the level of local administrations. Turkey completed its National Agenda 21 and finished its report in April 2000 under the management of the Ministry of Environment and put Local Agenda 21 liabilities to practice in various local administrations as project financed by the UN [4].

Today, local and regional administrations are under direct interest of various international and supra-national institutions in a level that has never been seen before. The agreements prepared and submitted to governments for signature are changing countries' domestic laws; credit agreements signed with some governments and institutions can lead to changes in the structures of local administrations [5].

Regulations coming up with the supranational agreements about development of the local administrations transform public institutions into mechanisms producing services which open the way for individuals to participate directly to administration. In this direction, European Charter of Local Self-Government is an important milestone for construction of Europe on the basis of protection and strengthening of autonomous local administrations with democratic and decentralizing principles. This chart containing 18 items provides various rights and liberties in multitude areas to the local governments like guarantee of autonomy of the local governments by constitution, protection of local government's borders, widening of local authority and responsibilities and increase in financial resources. After the admission of this chart, in the last decade, there had been significant steps towards implication of the European Charter of Local Self-Government [6].

Consequently, cities got away of simply being wide geographical locations where people live and turned into population centers where democracy is realized at highest levels, participation, employment, cultural activities and cooperation are encouraged and dwellers are living under certain standards of social welfare and guarantee of a certain level of life quality [7, 8].

Turkey is following the developments in the world in terms of efforts in restructuring local administrations closely. With the Metropolitan Municipality Legislation no. 5126 enacted in 2004, Metropolitan Municipalities had been given extensive authority and responsibilities concerning social services and aids. With Municipal Legislation no. 5272 enacted 2004, established municipalities' social responsibilities according to the universal authority principle and granted authority to municipalities about this issue.

Thus, municipalities existing responsibilities of hygiene, infrastructure, construction, environmental arrangement, constabulary, public transport etc. expanded and transferred into a wider structure covering social services and aids social services and aids in a comprehensive way. In parallel with these developments, municipalities in Turkey began to take the function of realizing social services and aids programs to ease the adaptation of local people to cities and solve social problems like illnesses, poverty, old age, unemployment, crime etc [9, 10].

MATERIALS AND METHODS

Methodological orientation of this study is qualitative. It dwells on the processes of planning and implementation of social services and aids carried out by municipalities. The study utilizes techniques like deep interview, document scanning and content analysis.

Social service and aid implementation of municipalities in the sample had been examined from all aspects and some results had been reached on the bases of research questions mentioned. Thus, the study had been designed according to the case study technique [11]. According to Yin [12], case study technique which is an empirical research orientation, enables the studied phenomena or phenomenon to be analyzed within a certain period of time in the context of the real world by utilizing multiple sources. Observation, deep interview, document scanning and content analysis are the basic techniques in case studies.

The data had been gathered between the dates of April 5-May 11 2005, from the administrators responsible for planning, implementing, dispatching and coordination of social services and aids activities of Etimesgut, Altındağ, Mamak, Çankaya, Sincan, Yenimahalle, Keçiören District and Ankara Metropolitan Municipalities. It is seen that, social service and aid units' place in the hierarchical structure and their way of organization are different in each of the municipalities. Thus, deep interviews with 25 people; 5 people from Ankara Metropolitan municipality being Secretary General of the Municipality, Director of Education and Cultural Affairs, Senior Services Branch Director, Planning and Coordination Branch Director, Family and Child Services Director, 7 deputy mayors responsible for social services and aids, 1 education, culture and social affairs director, 1 information processing director, 1 private secretary, 13 purchasing managers from metropolitan district municipalities, had been carried out to shed light on the subject. Besides, municipal records of social services and aids had been examined. A "semi-structured interview form" containing 15 questions constructed by the researcher on the basis of the literature had been used as the data gathering tool. At the data gathering phase, the researcher introduced himself, subject and aim of the study besides receiving consent of the participant according to the principle of voluntary participation. Implementation of the technique took place in the offices of the participants and every interview took about two hours.

The aim of this study, carried out at metropolitan and district municipalities of Ankara, is to determine the administration, organization and implementation processes of social services and aids carried out by the municipalities. To reach the goals of the study, following questions had been used to create data gathering tools.

What criteria are being considered by the municipalities in providing social services and aids, how are these services organized and which projects are being produced in this area.

Which people and professionals do the municipalities use in providing social services and aids?

How do the municipalities perceive expansion of their responsibilities of social services and aids with the process of localization?

How many people received social services and aids and how much expenditure had been made by the municipalities?

Data had been processed via content analysis by the researcher. Findings were evaluated under the light of document scanning, observation and impressions of the researcher.

FINDINGS AND DISCUSSION

In this part, findings of the study and discussions on the basis of these findings will be covered. Findings and discussions, being different for each municipality, are grouped under eight topics. Considering the visiting dates during the research, findings related to the social service and aid programs carried out in Etimesgut, Altındağ, Mamak, Çankaya, Sincan, Yenimahalle, Keçiören and lastly Ankara Metropolitan Municipalities are given.

Etimesgut Municipality: Etimesgut is one of the developing metropolitan districts of Ankara. Although its population was determined to be 170 thousand in the last census, its real population at present is estimated to be 250 thousand.

Municipality's social service and aid programs are carried out by the directorship of education, culture and social affairs, in coordination with private secretariat, under the management of deputy mayor assigned by the mayor. Through the social services front office built within the municipality, a face to face style of relation with the population living within the municipality area is being carried out. Citizens applying these front offices are provided with consultation and support services about social aids, unemployment, public days, legal counseling, scholarships and other scholarships and other requests, besides quests, besides determining and inventorying the citizens with disabilities within the municipality's limits through the disability consultation center in the front office.

The main aims of the front office are to determine and record the individuals with poverty, disability, old age and chronic illnesses through personal applications or the applications by neighbors and mukhtars. It is aimed to reach a profile of the population groups in need. A situation report had been developed by municipality employees without a social work education and these forms are planned to be transferred to a filing system in the near future. But this form seems quite limited and superficial in terms of scope and quality compared to a psycho-social examination and assessment form which should be prepared with a professional view. The form includes some examination areas like, disability degree of the individual, which aids the individual utilized, existence of social security but some other areas which need to be identified like family relations, social skills, personal potential, interested development areas, self-esteem level, any social resources or people to be helpful in need of help etc. are lacking. In its existing state, the form and understanding of social aid is far away from enabling applicants to develop their potentials.

In the social service and aid programs run by the municipality, there are no social workers employed, besides there are no employees who has the competence and academic formation to work in the area of social work. Social aids are provided via the references from mukhtars and schools but no professional social examination and assessment is being carried out.

Social services and aids provided by Etimesgut Municipality through the directorship of education, culture and social affairs since 2005 are as follows: clothing aid to poor students, stationery set including notebooks, pencils and rubbers distributed to 32 thousand primary school children, cultural tours and activities for youngsters in orphanage, wheeled chair and medical material aid to people with disabilities, allocation of Yunus Emre park in the district center to the people with disabilities, various social activities for children who cannot go to vacation in summer, face to face interaction with citizens in Wednesdays, mapping the poor in the district, providing legal consultation, providing employment to some citizens in the private sector, food and aid packages provided to three thousand families, coal and clothing aids provided to two thousand families, circumcision ceremonies of 500 children in poor families.

The social services and aids are being published in the municipality's free weekly newspaper "Gazete Etimesgut" with big fonts and most of the papers are spared to the news about visits to poor neighborhoods, aids and socio-cultural activities provided for the population groups in need.

One of the Etimesgut Municipality's directors who is critical of traditional social aid understanding says;

"The important thing to do is to help people learn how to fish, not giving it to them. For example, besides providing social aid to poor young people, opening sport and culture centers for them where they can get together to interact, sport, be protected from the dangers which may hurt them in social life, where can develop good moral values and positive

behaviors, is a more meaningful way of helping them. Social aids can only be affective as long as they are supported by social, cultural, sporting and educational activities. Social aids mean nothing by themselves.” and brings the view that social aids are alternative support mechanisms not for temporary but permanent solutions.

The deputy mayors responsible for social services and aids follow the process of localization coming with the transferring of responsibilities related to social services and aids from the central administration to local administrations and think that as a positive issue.

The other interviewed deputy mayor expressed his ideas about this subject as follows;

“I believe that social services and aids can be provided to the people in need more promptly and effectively and I also believe that this is the basic responsibility of the local administrations”.

Social services and aids budget of Etimesgut Municipality was 150 thousand dollars in 2005.

Altındağ Municipality: Altındağ, with a population of 410 thousand, is the nearest metropolitan districts to the city center of Ankara. Altındağ, where more than 85% of its territory is covered by gecekondu, is under a rapid process of development and transformation. Social service and aid programs of the municipality are being carried out by deputy mayor assigned to that position by the mayor.

Since most of the municipality's territory is composed of gecekondu areas and most of the population includes migrants from Anatolia without and social security, employment, education who are mostly poor, the municipality set up a branch called "Altınay" to be able to reach people in need. Altınay is a unit organizing social aids carried out in the municipality. Through this unit, 75 thousand people had been provided with food packs, ten thousand students are provided with stationery, five thousand students are provided with coats, 10 thousand families utilized food packs, furniture aids had been carried out for the poor, five thousand children's circumcision ceremonies had been carried out and provided with clothing and gifts, collective wedding ceremonies had been held for poor couples and the ones without formal marriage contracts. Altındağ Municipality established two guesthouses for the visitors of poor people with illnesses who lack a temporary place for accommodation and nourishment which is a very common problem. In these guesthouses, nourishment, accommodation and cleaning services are provided free for the patients' relatives during their stay in Ankara.

With "Charity Market" (Hayır Çarşısı) project, citizens having surplus materials, used furniture and tools, clothes and who does not know what to do with them can leave these materials both for not wasting them and make it available for someone else in need and put them to good use. In this way, materials gathered from Altındağ residents in the market are distributed free by Altınay employees as much as people, who bring shopping chips to the market, need.

As it is seen in other visited municipalities, Altındağ Municipality also established a disability communication center via which people with disabilities are determined and build up an inventory of the districts' population with disabilities and disability type groups besides providing consultation services, organizing socio-cultural activities and providing social aid for people with disabilities who are in need. There are no social workers and employees with a bachelor's degree in the area of disability in the Altındağ Municipality Disability Communication Center. As it is known, working with population groups in need, like people with disabilities, old people, children in need protection, women exposed to abuse and neglect, young people with drug addiction, requires knowledge, skill and values system gained through a professional education. Service models towards the populations in need of social service and aid who are unable to realize their social functions, should be carried out with a scientific approach and a professional view, otherwise goals defined at the beginning cannot be reached and population groups with problems who utilize the services can be harmed.

Mukhtars and school administrations are of vital importance in terms of social aids carried out by Altındağ Municipality. Individuals claiming to be in need of help have to prove their conditions via the institutions mentioned above. Altınay personnel sometimes pay visits to houses of the families retrieving social aid and after examinations in at the home they decide whether to continue the aid or not. The point that needs emphasis is that social aids are support mechanisms which are provided for the groups of population who are in the most need and it is provided via the limited social resources.

That is why distribution of aids should be determined after the professional reports filed by social workers as mentioned before. Besides, it is the main function of social work profession to examine and analyze families, houses, schools etc and all social systems at where they are. This function is expected to be realized by professionals educated in the area of social work.

Unless the conditions of people requesting help by themselves, via mukhtars and school administrations are not determined professionally, some individuals can receive no aid while some others can receive it repeatedly which leads to ineffective use of resources.

A municipality manager expresses his views with the following words:

“Such things are, since there are many charity institutions and organizations, one of them is Altınay Municipality, we do not only provide aid upon applications but other information sources like neighborhood dwellers and immediate neighbors, that is why we can determine whether an aid recipient gets aid repeatedly”.

Another interviewed municipality authority evaluates the expansion of municipalities' social responsibilities during the localization process as follows:

We think that social services and aids should only be carried out by municipalities. This is why we want the programs run by other institutions and the allocations for those programs spared for social services and aids transferred to us. As it is known, municipalities are local administrative bodies which are supposed to be aware and responsible of every situation related to local administration. In this sense, there are many population groups with problems in Altındağ District and we are in an effort to reach and help every single one of them. For example, street children are a very serious problem in our district. There are hundreds of children who are living, working on streets and using drugs in Altındağ. We do not have enough personnel and financial opportunities to help risk groups in need of help in our social fabric sufficiently. For municipalities to be able to carry out social service and aid programs effectively central administration's responsibilities about social services and aids should completely be transferred with its budget and personnel to municipalities via legislative changes”. Social services and aids budget of Altındağ Municipality was around 600 thousand dollars in 2005.

Mamak Municipality: Mamak is the first center of population in the history of Ankara. As it is the case in Altındağ, most of the residences are in the form of gecekondü in Mamak, conditions of living are very poor due to unemployment and financial limitations. According to the last census, Mamak's population is 430 thousand.

Social services and aids in Mamak Municipality are being carried out by the directorship of education, culture and social affairs, under the coordination of a deputy mayor assigned to this position by the mayor. A communication unit called "White Desk" (Beyaz Masa) is established as a unit for consultancy and direction within the service building of the municipality. In this unit, located at the entrance of the main service building of the municipality, consultancy services are given to people visiting the building.

Social services and aids, carried out by Mamak Municipality, are continuing routinely, which are concentrated to some periods of the year determined according to a time plan prepared by the directorship of education and culture. Services carried out and provided routinely by the by the directorship of education and culture are as follows; cultural activities (citizen evenings, circumcision ceremonies, spring festival, Ramadan diversions), educational activities (educational bursaries, concerts, other bursaries), social aid activities (food, stationery, boot and coats).

Some of the social aids provided by the district municipality are as follows; qualitative and quantitative question bank books are published and distributed to five thousand high school students to give support for their efforts in preparing university examinations, a thousand poor children are circumcised in the sixth circumcision festival, food aids had been distributed to poor families in Ramadan and Feast of Sacrifice in the district, with the starting of the new education semester, materials and gifts like school uniforms, bags, notebooks, pencils, rubbers, rulers, crayons, pencil sharpeners, balls and bicycles etc., boots, shoes and coats had been distributed to poor children determined by principles, 10 thousand books had been distributed to students in the district under the book campaign, clothing, stationeries and books had been sent to village schools in central Anatolia.

Social services and aids are provided to poor population groups in need who are determined via the coordination with mukhtars and school administrations rather than professional social examination and assessment. Besides the people determined by mukhtars and school administrations, people determined by the members of Mamak Municipal Council are also provided with social aids. This is against the principles of anonymousness, neutrality and equality in providing social services and aids. Mukhtars and school administrations are the basic institutions to determine the population groups in need. Although the municipal council is the most important representational organ, it is also a political one and it is a decision making mechanism including members from different political parties. Therefore, in order to minimize political favor and considerations, council members' decisive roles or their referential positions in social services and aids should be abolished to protect the equality and objectivity of distribution of aids. Otherwise, social services and aids can be shaped according to political choices rather than the criterion of need and this will affect social justice and balance in a negative way hindering the social aids to be delivered to the people who really are in need of them.

In the organization of Mamak Municipality's social services and aids program, there are employees at the position of administrative office and municipality personnel without social work education. There is one social worker in Mamak Municipality who is employed in the directorship of health affairs.

One of the municipality authorities expresses his ideas about the process of localization and municipalities' increasing social responsibilities as follows:

"Until today, municipalities have been considered as units responsible for infrastructure and environmental planning. In fact, municipality is the only place in its territory where sick, old, helpless and orphan people can harbor. Social services are the primary service area of municipalities. It is the public face of them. Therefore, duties and responsibilities of the Directorate General of Social Services and Child Protection Institute (SHÇEK) should be transferred to municipalities. The budget of Mamak Municipality allocated for social services and aids in 2005 was 700 thousand dollars.

Çankaya Municipality: Çankaya, besides being the biggest metropolitan district with of Ankara with a population of 800 thousand is also; socially, culturally, administratively, politically and economically, an important center of population in terms of being the residence area of Turkish administrators. Being the district with the highest socio-economic level, Çankaya's population is composed of, Çankaya's population is composed of trades people, workers and civil servants.

Çankaya Municipality established a new Çankaya Municipality established a new transformation project towards social structure called Social Solidarity Centers (TODAM) in September 2004. Çankaya Municipality carries out its activities of social services and aids through TODAMs.

The aim of TODAM's establishment is to generate a model of people who are participant, productive being in a spirit of solidarity and able to take active roles in the solutions of their problems. During this organization process, streets are taken as the most important element in the foundation of quarters and construction of quarters. With this project, Çankaya district, composed of 107 quarters and 2 villages, is divided into 30 sections. With centers which are located in each of these sections, it is aimed to determine people's problems at its place, develop people's education levels with training courses, get social profiles of the streets and quarters to reach people in need.

Until the date of the study 17 TODAMs had been established. People in need of help distributed by TODAMs have to join suitable education programs and activities in these centers to be able to receive social aids. For example, if an individual wants to receive food aid and does not know how to read and write he or she has to follow reading-writing courses to be able to get the aid.

TODAMs, being the nearest municipality units to people, are organized at the levels of streets, neighborhoods and sections in order to solve problems at that place. Every street's volunteer representative informs the quarter representative about the problems, needs and expectations of the streets' dwellers; section representatives for every three quarters transfers information about service element and needs concerning trainings, courses, health services and other issues determined by street and quarter representatives to TODAM Coordination Head to shape services and activities of that section's TODAM in the direction of local population's requests and expectations.

In every TODAM, there are two municipality employees who had been through in-service training. No social workers are employed among 27 employees working in existing TODAMs. Social development, working with society and social action are among primary methods of social work profession. Working with society requires professional knowledge and formation, so, it is a process where volunteers are in supportive roles not in directing ones. Activating society resources, analyzing the power relations in the region, realizing societal organization via contacting society's leader figures are not volunteers' work but it is a professional activity which should be carried out by social workers. Therefore, employment of social workers should be a priority for TODAMs which seem to be a modern and democratic model of service.

Çankaya Municipality, through TODAMs in 2005, had distributed food aids to 10 thousand families, distributed 20 thousand notebooks and 30 thousand books to poor students, sent a hundred successful students from poor families to preparation courses for the university entrance examination, have 600 people learn to read and write, gave seminars to 6000 people about various subjects. Besides, during these studies, the municipality signed an agreement with a milk production company to distribute 10.000 boxes of milk to students in poverty everyday during a year.

A municipality authority expressed his ideas about expanding power of local administrations in providing social services and aids as follows:

Local administrations' power over social services and aids coincides with the essence of modern democracy. The point to be highlighted here is the equal distribution of budgets that is spared by the central administration for all municipalities and creation of monitoring and standards for social services and aids carried out by municipalities. Otherwise, it is inevitable to have a fractured network of aids and the risk of losing objectivity in providing aids. Çankaya municipality's 2005 budget allocated for social services and aids was around 1.5 million dollars.

Sincan Municipality: Sincan district with a population of 290 thousand according to the last census is estimated to have 400 thousand active population currently. Sincan which is generally a center of population for workers and civil servants working in the center is the only district of Ankara without gecekondu areas.

Municipality's social servants and aids programs are carried out by the directorship of educational cultural and social affairs under the coordination of the private secretariat. Applications for aid are being transferred to "White Table" unit in the municipality building indirectly to the private secretariat, after the examination of the conditions of applicants house, various social aids are provided to the person determined to be in need.

Social aid services carried out under the coordination of the private secretariat are organized by two administrative officers who are secondary school graduates. These two officers have more than ten years of experience in coordination of social aid services by the municipality. These individuals, who have strong contacts with mukhtars and schools in the district, spend most of their working hours within the society and with house visits and are known by most of the local population. Sincan's social aid activities are shouldered by these two individuals. These individuals, having radio transmitters in their hands, reach people requesting aid during the day as fast as possible with the vehicles reserved for them and decide whether the family should be provided social aid or not after the examination they carry out.

During the house and setting examinations, two separate forms called "condition examination form" and "information form for the ones receiving coal and food aid" which are two pages each are filled out. In the condition examination form information about applicant's employment status, monthly income, employment, marital status, number of children, social security status, property ownership status, previous institutional sources of aid, views of the person carrying out the examination about the applicant, applicant's convenience for aid and which degree of need the applicant is in (degrees are as follows: not in need, in need of first, second, third, fourth degree etc.) and what kind of aid the convenient applicant is going to receive.

A municipality personnel going to social examinations answered the question "how can you determine whether the applicant is really in need?" as follows;

We examine applicants' houses to its every detail, even the refrigerator. Whether the applicant is in need can be determined by looking at the furniture and the food in the refrigerator. Once, I rejected a family's request for aid since I saw they have fish in the refrigerator".

From this information, it is understood that applicant's need assessment is carried out by the examination of furniture and the refrigerator. When it is considered, the prices of fish like anchovy or haddock drop to 1.5 Turkish Liras (TL)** 1 TL was equal to 1.4 dollars at the time of the study. so they are preferred as cheap foods sold in the local markets during winter, population groups of low socio-economic profile migrated from rural to urban areas live on stocks of flour, beans, tomato paste, food cans, cheese etc. sent from the village, parents with young children relinquishing their own food shares might put a glass of milk in the refrigerator and there is television and telephone in nearly every house, we can reach to a decision that looking at furniture and checking the refrigerator is not enough for a healthy social examination and assessment.

Sincan Municipality, during 2005, distributed 350 tons of firewood**¹ so they are preferred as cheap foods sold in the local markets during winter, population groups of low socio-economic profile migrated from rural to urban areas live on stocks of flour, beans, tomato paste, food cans, cheese etc. sent from the village, parents with young children relinquishing their own food shares might put a glass of milk in the refrigerator and there is television and telephone in nearly every house, we can reach to a decision that looking at furniture and checking the refrigerator is not enough for a healthy social examination and assessment.

Sincan Municipality, during 2005, distributed 350 tons of firewood** The firewood had been pruned from the trees within the limits of the municipality at the spring. There had been no expenditures from the budget for fuel aids. to around 700 families, distributed hot meals to 80 families' houses three times a day during a year, distributed furniture provided by benefactors**² to around 700 families, distributed hot meals to 80 families' houses three times a day during a year, distributed furniture provided by benefactors** *The number could not be reached due to the lack of inventory. *³ Due to the lack of resources, the municipality could not organize circumcision and wedding ceremonies and could neither distribute coats and boots as clothing aids nor carry out stationery aid or Ramadan food aid. Therefore, Sincan Municipality is considered to be low in activity in terms of social services and aids.

Like other municipalities covered in the study, Sincan Municipality Directorship of Education and Culture also lacks social workers. For a unit to be able to produce scientific and effective services, there should be employees educated for social services and aids who are the members of this professional area.

A municipality authority expressed his ideas about the expansion of municipalities' social responsibilities during the process of localization as follows;

Metropolitan Municipality Legislation no. 5216, transfers all the power and income of district municipalities to the metropolitan municipalities which makes the former incapable of producing any services, clipping the wings of smaller municipalities. With legislation no. 5126, district municipalities became the metropolitan municipalities' servants. Budget of Sincan in 2005 was 38 million TL., metropolitan municipality's budget, on the other hand, is pronounced by billions, while we cannot carry out provisions to poor people in our district, social aids which should be run by us are carried out by the metropolitan municipality with its vast opportunities. The metropolitan municipality provided coal and food aid to 6500 families, gave hundreds of scholarships to students, distributed coal to thousands of families living in Sincan. People attribute the limitless aids carried out by the metropolitan municipality to us and request help with big expectations. If the Metropolitan quit running the social services by themselves and transfer the power to use the budget allocated for these activities to district municipalities, we can use these resources more rationally since we know the local problems and population better. So expansion of municipalities' responsibilities on paper is not important in my view, the important thing is the increase of the budget parallel with the increase in responsibilities. For example, as Sincan Municipality, we cannot carry out the services we want even today. What are we going to do if our existing responsibilities in the area of social services and aids are added with extra ones? We are brooding on how we are going to continue fuel aids to the families

in need when natural gas systems will be installed in all of Sincan district. We are currently distributing the trees we pruned. When the installation is complete will we be able to spare enough resources for natural gas aid from the municipal budget? We are concerned about this". Sincan Municipality's budget for social services and aid in 2005 was 150 thousand dollars.

Yenimahalle Municipality: At the date of the study, population of Yenimahalle was 560 thousand. Around 80% of the district's population is composed of workers and civil servants.

Yenimahalle Municipality established a unit called "Yeniay Social Solidarity Center" within the directorship of education and culture to determine population groups in need of social services and aids, keep records of this population and provide them with aids at times.

Yenimahalle Municipality's social services and aids are being carried out by Yeniay Social Solidarity Center under the directorship of education and culture coordinated by a deputy mayor assigned to this position. There are no professionals of social work in the organization of the municipality's social services and aids programs.

Besides food, fuel and stationery aids being delivered to people in need, "Yeniay" also provides free clothing, via the market it established, to people who cannot afford it due to economic limitations. In line with this goal, Yeniay, providing clothing aid to 200 families within a year, distributed food aid to 5000 people in Ramadan besides providing food aid to 600 families, stationery and book aids to 400 families, furniture to a hundred families and wheelchairs to two citizens. Moreover, 500 children from poor families had been circumcised, 40 couples without official marriages due to various reasons were married with a communal marriage ceremony and 100 thousand people had been served food in Ramadan via the tents built at the metro stations within the limits of the municipal territory.

Yenimahalle, being one of the leading districts in terms of socio-economic level, had 5000 social aid applications via Yeniay within 2005. Yeniay organizes social aids in a three-phased process. At the first phase, a condition determination form is filled by the applicant and after this; poverty document, proof of lack of connection with government retirement fund, pension fund for the self employed and social security authority besides residence certificate of the applicant are requested. At this phase, a file is opened for every applicant and the file data is transferred to computers at the same time which is aimed at building an inventory of the people in poverty living in the district. In the second phase, Yeniay volunteers** 20 house wives and retired people between the ages of fourth to sixty works as Yeniay volunteers. One of the volunteers is the mayor's wife. pay a visit to the applicant's house. In this phase, whether the applicant really needs the aid or not is determined. In the third and last phase, the person whose condition is found to be appropriate is provided with social aids like food, furniture, clothing, stationery etc. by bringing them to the applicant's home. Interviewed municipality authority explained the reason of preferring volunteers for the organization of social aid services as follows;

"First of all, we do not pay volunteers and we carry out most of the municipal social services with the support provided by beneficiaries. Secondly, although they are not paid, volunteers work better than the officers. Besides, they do not favor anyone".

As it is known, at the base of social work occurring as a profession, charity works carried out with the leadership of volunteers are very important.

With the Industrial Revolution in the 19th century, the first aids towards people in poverty and need occurred in cities had been carried out by help organizations established with the leadership of volunteers and beneficiaries in England and the USA [13, 14], towards the end of the 19th century, it was realised that human problems are not as simple as it seemed and many complicated factors came together leading to such problems, resulted in the realization of the need of professionalization of social services towards people in need of help.

More than a century ago in 1899 in Holland/Amsterdam, with the first school of social work, the first systematic education of the profession began. Today there are thousands of social work schools giving bachelor education throughout the world and social workers graduated from these schools are working in the area of social services and aids as

professionals having necessary knowledge and skills and trying to keep the professionalism of these programs. Thus, the fact that social services and aids, being carried out professionally throughout the world during more than a century, in our country is being organized by volunteers is a serious problem to dwell on.

A municipal authority who was asked about the expansion of municipalities' responsibilities and power in the area of social serious and aids with the process of localization said the following;

"District municipalities cannot bare this with their existing conditions. Municipalities do not have suitable infrastructure, they have disordered administrative and financial structures besides the problems of lack of personnel and space. For one thing, all municipalities need personnel specialized in their area of expertise. If you make municipalities, which has to use up to 30% of its budget to personnel expenditure, without any employees of social work formation, to take over and run the social service institutions or make them establish such institutions on their own, the work they do would be superficial. Before the legislative process, there should be some time for municipalities to be prepared. It is not possible to make a comprehensive preparation within a few months. Municipalities need at least another election period to make the infrastructure ready for new responsibilities". 2005 budget of Yenimahalle Municipality Directorship of Education and Culture was 1.2 million dollars.

Keçiören Municipality: Being the second biggest metropolitan district of Ankara after Çankaya with a population of 800 thousand, Keçiören is a population center mostly for people in middle socio-economic status.

Keçiören Municipality's social services and aids programs are being carried out by the directorship of education, culture and social affairs coordinated by two deputy mayors assigned by the mayor to this position. For example, coordination of food aids and provisions in "Keçiören Villa of the Elderly" which is one of the most important social service institutions of the municipality is being carried out by one of the deputy mayor while the other deputy mayor is responsible for administration of two municipal day care centers, organization of clothing, education aids and circumcision ceremonies for poor families and the like. Management of social services and aids from a single center is important in terms of effective income use and keeping social service and aid programs in coordination with each other. Unlike other municipalities in the study, Keçiören's two-sided structure of coordination in social services and aids makes it difficult to standardize planning, organization, planning, organization, assignment, direction, coordination, filing and budgeting processes which are basic principles of modern administration approaches.

Municipality's "Villa of the Elderly" provides institutional care to around 200 old people in need. Some of social aids that had been carried out in last year can be listed as follows; distribution of 10 thousand food packs and provisions from the budget of Villa of the Elderly in Ramadan, coats and boots had been distributed to five thousand students in poverty determined by district national education directorate, two thousand children had been circumcised in the communal ceremony which is carried out every year.

Just like other municipalities, Keçiören Municipality also distributes social aids in line with the references coming from mukhtars and school administrations. There are various professionals like psychologists, doctors, sociologists, nurses and teachers in the Villa of the Elderly and Directorship of Health Affairs but there are no social workers employed in the Municipality. The municipality has serious problems in terms of professional personnel both in the day care centers and in the nursing home. Thus, social aids are provided without any professional examination and assessment. The municipality should employ adequate number of professionals to maximize the effectiveness of the social service institutions and social aids it carries out.

The municipality also plans to establish a project similar to "Charity Market" in Altındağ. It is planned that clothing and furniture from beneficiaries will be gathered in a center established in the district and be distributed to the people in need from there.

Interviewed municipal authority said the following about municipalities' expanding social responsibilities; "Some developments we see today may take some time to be realized. The municipality has no preparation for such a development. As the district municipality we do have a performance of adapting new arrangements but there is a general

problem of long-term planning. Municipality's long-term plans for the existing changes do not mean anything. The government should come up with some concrete decisions, legislation and circulars so that we can adapt our services to new regulations. 2005 budget of Keçiören Municipality's budget for social services and aids programs was 500 thousand dollars.

Ankara Metropolitan Municipality: Ankara, in which there were 75 thousand people living according to the first census in 1927, had shown a rapid development. Accordingly, the city's population was 450 thousand in 1955, 1.75 million in 1975, 2.8 millions in 1990 and 4 millions in 2000 [16]. Ankara, witnessing rapid social, economic, political, military and cultural changes with the coming of the Republic, developed in nearly every aspect and became the second biggest metropolitan city of our country.

Ankara Metropolitan Municipality, with its budget even bigger than that of some ministries, carries out services of infrastructure, construction-population, transportation etc., besides its important studies in the area of social services and aids.

Social services and aids of Ankara Metropolitan Municipality are being carried out by the Directorship of Education and Culture. The Directorship of Education and Culture contains nine branches and three of them, Family and Children Services, Services for Seniors and Planning and Coordination Branch Offices conduct the social services and aids programs in the municipality. The Family and Children Services Branch Office carries out social services towards women, children, young people, patients and people with disabilities in coordination with 27 social work institutions in six different service areas besides organization of different activities, providing education and clothing aids to students in poverty which covers an important part of the municipality's social service activities. Services for Seniors Branch Office organize socio-cultural activities for and provides home care services to nearly 10 thousand seniors citizens. Planning and Coordination Branch Office provides food, bread and coal aids to the families in poverty. Related branch offices are responsible to the directorship and the assistant secretary general they are under and the secretary general is responsible to the mayor respectively.

Over a thousand personnel work in the social services program of the Metropolitan Municipality. The personnel are composed of contract workers coming from various firms via service procurement, municipality officers and workers. There are various people coming from different academic disciplines like social workers, child development specialists, nurses, doctors, psychologists, teachers and special educationists among the contract employees. Social aids services of the municipality are being carried out by a team of 200 people chosen from the employees. There are few social workers in this team. The municipality tries to overcome the difficulties related with qualified personnel, which is the biggest problem during practice, by service procurement from the firms established within the municipal organization.

The metropolitan municipality organizes its projects in two different areas. First one of these is urban development projects which are carried in five year intervals and very costly. Social projects on the other hand are planned every year and are much cheaper compared to urban development projects.

Service models and projects of the municipality are being put into practice after a series of examinations and legislative processes. According to this, every branch under the Directorship of Education and Culture offer the services and projects they plan to the related directorship, the projects which are accepted by the directorship and passed through the examination of assistant secretaries general and the secretary general, sent to the mayor, the services and projects approved by the mayor are sent to the related municipal commission, offers accepted by the commission are sent to the Metropolitan Municipal Council, project and services approved by the council are put into practice. Interviewed municipal authorities stated that "90% of the social projects are being carried out by the Mayor of the Metropolitan Municipality" In the coordination meetings held with department and branch directors routinely every month, every municipal unit and their activities are being evaluated, their insufficiencies and problems are determined, new project and service offers are being developed and coordination of the municipal units are being consolidated.

The number of people reached via the municipality's social services and aids projects is as follows;

Women's Clubs: From 200 to the date of the study, 60 thousand women received services.

Youth Centers: In three youth clubs where 27**4 pay a visit to the applicant's house. In this phase, whether the applicant really needs the aid or not is determined. In the third and last phase, the person whose condition is found to be appropriate is provided with social aids like food, furniture, clothing, stationery etc. by bringing them to the applicant's home.

Interviewed municipality authority explained the reason of preferring volunteers for the organization of social aid services as follows;

"First of all, we do not pay volunteers and we carry out most of the municipal social services with the support provided by beneficiaries. Secondly, although they are not paid, volunteers work better than the officers. Besides, they do not favor anyone".

As it is known, at the base of social work occurring as a profession, charity works carried out with the leadership of volunteers are very important.

With the Industrial Revolution in the 19th century, the first aids towards people in poverty and need occurred in cities had been carried out by help organizations established with the leadership of volunteers and beneficiaries in England and the USA [13, 14], towards the end of the 19th century, it was realised that human problems are not as simple as it seemed and many complicated factors came together leading to such problems, resulted in the realization of the need of professionalization of social services towards people in need of help.

More than a century ago in 1899 in Holland/Amsterdam, with the first school of social work, the first systematic education of the profession began. Today there are thousands of social work schools giving bachelor education throughout the world and social workers graduated from these schools are working in the area of social services and aids as professionals having necessary knowledge and skills and trying to keep the professionalism of these programs. Thus, the fact that social services and aids, being carried out professionally throughout the world during more than a century, in our country is being organized by volunteers is a serious problem to dwell on.

A municipal authority who was asked about the expansion of municipalities' responsibilities and power in the area of social services and aids with the process of localization said the following;

"District municipalities cannot bare this with their existing conditions. Municipalities do not have suitable infrastructure, they have disordered administrative and financial structures besides the problems of lack of personnel and space. For one thing, all municipalities need personnel specialized in their area of expertise. If you make municipalities, which has to use up to 30% of its budget to personnel expenditure, without any employees of social work formation, to take over and run the social service institutions or make them establish such institutions on their own, the work they do would be superficial. Before the legislative process, there should be some time for municipalities to be prepared. It is not possible to make a comprehensive preparation within a few months. Municipalities need at least another election period to make the infrastructure ready for new responsibilities". 2005 budget of Yenimahalle Municipality Directorship of Education and Culture was 1.2 million dollars.

Ankara Metropolitan Municipality: Ankara, in which there were 75 thousand people living according to the first census in 1927, had shown a rapid development. Accordingly, the city's population was 450 thousand in 1955, 1.75 million in 1975, 2.8 millions in 1990 and 4 millions in 2000 [16]. Ankara, witnessing rapid social, economic, political, military and cultural changes with the coming of the Republic, developed in nearly every aspect and became the second biggest metropolitan city of our country.

Ankara Metropolitan Municipality, with its budget even bigger than that of some ministries, carries out services of infrastructure, construction-population, transportation etc., besides its important studies in the area of social services and aids.

Social services and aids of Ankara Metropolitan Municipality are being carried out by the Directorship of Education and Culture. The Directorship of Education and Culture contains nine branches and three of them; Family and Children Services, Services for Seniors and Planning and Coordination Branch Offices conduct the social services and aids programs in the municipality. The Family and Children Services Branch Office carries out social services towards women, children, young people, patients and people with disabilities in coordination with 27 social work institutions in six different service

areas besides organization of different activities, providing education and clothing aids to students in poverty which covers an important part of the municipality's social service activities. Services for Seniors Branch Office organize socio-cultural activities for and provides home care services to nearly 10 thousand seniors citizens. Planning and Coordination Branch Office provides food, bread and coal aids to the families in poverty. Related branch offices are responsible to the directorship and the assistant secretary general they are under and the secretary general is responsible to the mayor respectively.

Over a thousand personnel work in the social services program of the Metropolitan Municipality. The personnel are composed of contract workers coming from various firms via service procurement, municipality officers and workers. There are various people coming from different academic disciplines like social workers, child development specialists, nurses, doctors, psychologists, teachers and special educationists among the contract employees. Social aids services of the municipality are being carried out by a team of 200 people chosen from the employees. There are few social workers in this team. The municipality tries to overcome the difficulties related with qualified personnel, which is the biggest problem during practice, by service procurement from the firms established within the municipal organization.

The metropolitan municipality organizes its projects in two different areas. First one of these is urban development projects which are carried in five year intervals and very costly. Social projects on the other hand are planned every year and are much cheaper compared to urban development projects.

Service models and projects of the municipality are being put into practice after a series of examinations and legislative processes. According to this, every branch under the Directorship of Education and Culture offer the services and projects they plan to the related directorship, the projects which are accepted by the directorship and passed through the examination of assistant secretaries general and the secretary general, sent to the mayor, the services and projects approved by the mayor are sent to the related municipal commission, offers accepted by the commission are sent to the Metropolitan Municipal Council, project and services approved by the council are put into practice. Interviewed municipal authorities stated that "90% of the social projects are being carried out by the Mayor of the Metropolitan Municipality" In the coordination meetings held with department and branch directors routinely every month, every municipal unit and their activities are being evaluated, their insufficiencies and problems are determined, new project and service offers are being developed and coordination of the municipal units are being consolidated.

The number of people reached via the municipality's social services and aids projects is as follows;

Women's Clubs: From 200 to the date of the study, 60 thousand women received services.

Youth Centers: In three youth clubs where 27** These activities cover computer, billard, table tennis, cinema, table football, folk dances, air hockey, gymnastics, football, chess, basketball, abalone, volleyball, elocution, handball, English, instrument with three double strings called bağlama, theatre,ney-flute, oud-guitar courses, health services, swimming, tours and picnics, camps, guidance and consultancy services,tournaments and education seminars different socio-cultural and sporting activities are being provided, 40 thousand young people received services since 2003.

Children's Clubs: In six children's clubs where handicraft courses, computer aided training, elocution, capital speech, folk dances, chess and various sporting activities are being carried out, 40 thousand children received services since 1994.

Center for Children Working in Ankara Streets: This center conducts studies towards adaptation of children working in the streets with their families, environment and the society and rehabilitation of these children by protecting them from neglect and abuse. Since 1994, 20 thousand children received services from the center.

Center for Helping Seniors: The center has 14 thousand members which had been established in 1994 to support senior citizens in their homes and prevent them from being isolated.

Compassion Houses: Compassion Houses are places where, people residing temporarily as patient or patients' relatives in Ankara who are poor, in need, have low income can stay with their children. These houses provide transportation to hospitals, consultancy, accommodation, cleaning and food services. Since 2003, four thousand people received service from the three compassion houses run by the municipality.

Center for Helping People with Disabilities: Since 1996, 16 thousand people with disabilities utilized the services provided by this center.

Internet Café for the Sight Impaired: 1600 people utilized this cafe including internet utilities for people with disabilities and audio library for the sight impaired since 2004.

Social Aids: The municipality provides a wide range of aids including food, bread, clothing, education, health care and fuel for people in need with low income having no social security. The Metropolitan Municipality having provided food aids of 30 thousand in 2002, 160 thousand in 2003, 300 thousand in 2004, aimed to provide 390 thousand food and cleaning material aid in 2005. The Municipality providing coal aids to 100 thousand families and free medical care to 140 thousand people with mobile health care vehicles very year, distributed boots and coats to 200 thousand students, gave scholarships to 10 thousand primary, secondary, high school and university students, provided school backpacks and stationery aids to 220 thousand students, circumcised 6500 children and gave economic aids to 700 couples who could not marry due to financial problems between 2004 and 2005.

The Metropolitan Municipality announces its social service institutions and programs via publishing the weekly Metropolitan Newspaper, the monthly Children's Ankara, the yearly activity reports and publicity brochures.

The Metropolitan Municipal Council determines the criteria of people who can receive social aid every year and persons who are proved to be meeting these criteria determined by the council are provided with aids. In previous years aids were given to people who have monthly income below the minimum income and apply for aid with poverty documents, but according to a decision taken by the council in 2004, minimum income level for receiving aid was raised and only the people having income under 400 TL would be eligible for receiving aid. According to this, people with income of less than 400 TL were able to receive social aids. Applications are evaluated by the "Municipal Aid Commission" established under Directorship of Education and Culture Branch of Planning and Coordination, a group of municipality personnel determine the addresses of applicants examine their houses and at the end of this process, people who are found to be in need receive bread, coal and food aids. Education, bursaries and clothing aids are carried out by the Family and Child Branch of the Directorship of Education and Culture in coordination with schools.

Considering the recent Metropolitan Municipality legislation no. 5216 and recent developments about the process of expansion in local administrations' power and responsibilities in social sphere besides the new developments in public administration about the possibility of transfer of social service institutions to local administrations local administrations as the extension of restructuring process of public administration, Ankara Metropolitan Municipality works seriously on such a structural change. An interviewed municipal authority expressed his ideas about the subject as follows:

"From the first day we come to this position, we haven't seen the municipal work as being only about infrastructural and structural investments, we believed investments on social and cultural activities and social aids for children, young people, women and the senior citizens were at least as much important as the investments for the former ones. Our aim is to abolish the differences between the poor and the rich by creating social spaces for the people living in a city according

to their age groups. We, by carrying out an exemplary municipal work, proved that local administrations can organize social services and aids much better than the central administration. Transfer of social services and aids will increase the quality of the services in this area. The recent Metropolitan Municipality Legislation gives us important powers. For example, power to open shelters for women and children".

The budget of the municipality's Directorship of Education and Culture in 2004 was 58 million dollars, out of which, 46 million was spared for bread, coal and food aids, around 10 million was spared for the social services and aids programs (education, bursaries and clothing etc.) carried out by Family and Child Services Branch and around 2 million was spared for house care services provided by Center for Helping Seniors. 2005 budget of Directorship of Education and Culture was around 100 million dollars. When it is considered that SHÇEK, which is the institutions of primary responsibility for providing social services and aids to children, young people, adult and senior citizens, had a budget of 250 million dollars at the same time period [17], the financial power of Ankara Metropolitan Municipality about social services and aids can be easily understood.

CONCLUSION

In today's conjecture during which localization process gains momentum during which localization process gains momentum, restructuring efforts on the bases of local and regional axis reveal themselves in administrations. From the perception of solving problems at the place, some of the power and responsibilities of the central administrations are gradually being transferred to local administrations. Localization efforts have been gaining acceleration in recent years in Turkey. Like in every area, local administration's power, duty and responsibilities about the social sphere are being increased.

Accordingly, the results of this case study which had been carried out for finding out how, with whom, according to which criteria municipalities carry out their expanded duty, power and responsibilities in the area of social services and aids in the province of Ankara are as follows:

Social services and aids programs, which had been neglected for years, began to be considered as important as construction, development, environmental arrangement, hygiene, constabulary and technical services etc. as an area of investment. Municipalities establish new service units to be able to solve people's problems in a short time and at its place. Every municipality determines the individuals in poverty who are in need or disabled living in their territory and keep an inventory of these people. Municipalities are in close coordination with volunteers and nongovernmental organizations (For example, an important degree of social aids are being carried out with volunteers' support). Municipalities consider the process of localization and expansion of their power and responsibilities in the social sphere positively. Generally, municipalities demand provincial organization of social services and aids under the management of the central administration be transferred to them. They give importance to the publicity of social services and aids activities. Thus, the news about social service and aids programs are periodically in the newspapers, magazines, brochures and activity reports they publish. Municipalities have problem about the shortage of professional personnel in the area of social services and aids. In the related programs of all metropolitan district municipalities, there are people graduated from especially social work departments besides employees like psychologists, sociologists, doctors, child development specialists, specialized nurses, private education specialists, physiotherapists, dieticians, graduates of home economy and other social work employees. Social services and aids activities are being carried out by sensitive but uneducated municipality employees and volunteers. Municipalities employ the personnel who should be working in social services institutions via their own established firms by service procurement. Like the situation in the district municipalities, the metropolitan municipality also has problems in meeting the need for professional personnel.

Municipalities carry out social aids through records of mukhtars and school administrations rather than social examination and assessment reports filed by professionals. Some municipalities have the personnel without the authority

to file an examination and assessment report to carry out house visits and people who are determined as suitable for aids by these personnel can receive aids.

Municipalities do not produce long term permanent solutions towards employment for helping the poor break the circle they are in but rather provide periodic social aids.

There are no integration and coordination of social services and aids of the district municipalities. The Metropolitan Municipal Council is in a decisive position about social services and aids being provided in Ankara.

Municipalities spare an important amount of funds for social, cultural, educational services and projects. Municipalities do not make medium and long term plans for the area of social services and aids. They are acting on the basis of periodical action plans.

Comparing social services and social aid programs, municipalities seem to be stronger in the area of social aids. The metropolitan and district municipalities are providing around 500 thousand social aids like food, education, fuel, clothing in a year. Municipalities need professional support and direction in the area of social services and aids.

REFERENCES

1. Belkıs, A.T., 1996. Global Kültür Kavramının Eleştirisi ve Kimlik Sorunu, *Toplum ve Bilim*, Bahar, pp: 191-192.
2. Ökmen, B.P., 2002. Küreselleşme Sürecinde Yerelleşme Eğilimleri ve Yerel Haklar, *Yerel Yönetimler Sempozyumu Bildirileri Kitabı*, Ankara: TODAIE Yayınları, (304): 613.
3. Çukurçayır, M.A., 2003. Dünyada Yerel Yönetimlerin Değişen Rolü ve Yeni Kimliği, *Çağdaş Yerel Yönetimler*, 12(3): 14-19.
4. Yerel Net (Yerel Yönetimler Portalı), 2009. Uluslararası Gelişmeler, [İnternet Veri Tabanı], Adres: <http://www.yerelnet.org.tr/uluslararasi/birlesmismilletler.php>.
5. Danış, M.Z., 2005. Kent Yoksulluğu, Belediyecilik ve Sosyal Hizmet, II. Türk Belediyecilik Sempozyumu, Ankara: Keçiören Belediyesi Yayını, pp: 195-202.
6. Keleş, R. and A. Ve Mengi, 2002. Dünya Yerel Yönetimler Özerklik Şartı'na Doğru, *Çağdaş Yerel Yönetimler*, 11(4): 7-23.
7. Güneş, M. and C. Ve Yükselen, 2004. Sivil Toplum ve Yönetişim Tartışmaları Sürecinde Kent ve Kadın, Ankara: Detay Yayıncılık, pp: 48.
8. Dennis, R.A., 1983. *Decentralization in Developing Countries*, Washington DC: World Bank.
9. Danış, M.Z., 2006. Kentsel Değişme Sürecinde Metropolitan Sorunlar: Yeni Yoksulluk Olgusu ve Yerel Yönetimler, III. Türk Belediyecilik Sempozyumu, Ankara: Keçiören Belediyesi Yayını, pp: 269-276.
10. Danış, M.Z., 2006. Küreselleşme Sürecinde Yerel Yönetimler ve Sosyal Hizmet, III. Türk Belediyecilik Sempozyumu, Ankara: Keçiören Belediyesi Yayını, pp: 277-283.
11. Keleş, R., 1976. *Toplum Bilimlerinde Araştırma ve Yöntem*, Ankara: TODAIE Yayınları, No(152): 276.
12. Yin, R., 1984. *Case Study Research: Design and Methods*, Beverly Hills, CA Sage, pp: 23.
13. Frumkin, M. and G.A. Ve Lloyd, 1995. *Social Work Education*, The Encyclopedia of Social Work, R.L. Edwards (Ed.), 19 th. Edition, Silver Spring, Maryland: NASW Press, pp: 2238.
14. Koşar, N., 1986. Sosyal Hizmet Mesleğinde Toplum Örgütlenmesi Yönteminin Gelişmesi, *Hacettepe Üniversitesi Sosyal Hizmetler Yüksekokulu Dergisi*, 4(2-3): 88-99.
15. Kut, S., 1988. *Sosyal Hizmet Mesleği, Nitelikleri, Temel Unsurları, Müdahale Yöntemleri*, Ankara.
16. Bozkurt, Y., 2004. *Ankara'nın Parlayan Yıldızı Keçiören*, Ankara: Keçiören Belediyesi Yayını, pp: 43-44.
17. Maliye Bakanlığı, 2005. *Kamu Kurumları Bütçesi*, [İnternet Veri Tabanı], İnternet Adresi: www.maliye.gov.tr.