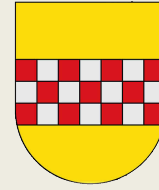


Eliminating Prejudice in Municipal Employees

Turkey – Bağcılar Municipality

Germany – Hamm Metropolitan
Municipality

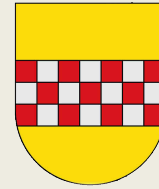


1. Background

The project has been executed for the purpose of eliminating prejudice and enabling equal service in case of differences in terms of Gender, Religion, Ethnic Origin and Nationality within the municipal services.

With the project, it was aimed to ensure that the differences constituting the society do not affect the service quality through rendering of service under equal conditions to all individuals benefitting from the municipal services.

The project had a structure related to the whole society in terms of its content and the expected results.



2. Organizational Environment

The project has been executed under the partnership of Bağcılar Municipality and Hamm Metropolitan Municipality.

20 ea. members of the personnel were determined from each of two municipalities for the implementation of the project.

In the selection of the employees, the units which communicate with the citizens at the most level were brought to the forefront.

Activities were planned in both countries for the implementation of the project. Attention was paid for making the project substantial through mutual visits.

3. Method

1. The employees selected for the implementation of the project were initially gathered together in Bağcılar. Implementation of the first step has taken 1-week. The employees were allowed to discuss in detail the problems encountered concerning “prejudice”, the relevant examples and the reactions or satisfaction arising from bilateral relations by creating training, workshop and discussion environments until midday on each day.

2. It was also tried to highlight the phenomenon of Empathy by applying the “Productive Drama” method in the project.

3. With the meals, trips and common activities planned at the second half of the day, the employees were allowed to get out of the “employee” identity. In this way, the colorful side, which is added to the human life by the differences when certain conditions are provided, has been brought to light.

4. The employees participating in the project came together in Hamm City of Germany. All methods executed in Bağcılar part of the project were also applied in Hamm City.





4. Deliverables



Görüş Belgesi:

Position Paper:

Some questions were asked to the participants of the project under the title of “Prejudice”. In the answers given to the questions, the common view was as the following “At the beginning, I was prejudiced, but towards the last day, I understood that the negative thoughts and phenomena I created in my mind is unnecessary and wrong.”

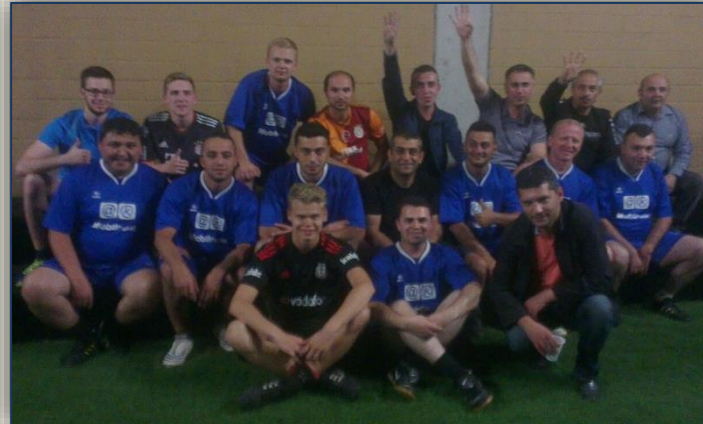
For citizen services;

when the effect of color, race, language, religion and similar factors on delivery of service was asked, all the employees answered as “there will be no effect”.

5. Lessons

1. Cohesion is a phenomenon which is related not only to the immigrants but also to the people living in areas receiving migration. From this perspective, the project has been executed for increasing mutual tolerance “in also public services” and for preventing variation of service quality depending on the person, gender and other similar differences.

2. With the project which focused on “equal utilization of public services” that is one of the different instruments of cohesion, the employees rendering public services were selected as the target group and studies have been carried out concerning the “elimination of prejudice”.



3. When the project was concluded, a general result was obtained that “prejudice can be easily eliminated by determining the elements constituting the common ground”. At this point;

It was also found out that important steps can be taken concerning cohesion by focusing on the following;

- Social activities,
- Common action,
- Introduction of cultures.

6. Transfer



The project has a format which can easily be applied by the employees of the public institutions concerning the elimination of prejudice. With the studies on the elements which bring different cultures together and constitute the common ground, the project can be executed with similar results.



However, considering applicability of the project to the other members of the society apart from the “public officers” which are the target group of the project, **common** social activities and activities such as culture introducing days can also address the overall society and contribute to the phenomenon of “**cohesion**” at important levels. In this respect, the public institutions and nongovernmental organizations may carry out different activities with enriched content to the different sections they are dealing with.

