

Participatory Democracy in the Digital Age: Thematic Content Analysis of CIMER Applications as a Public Opinion Communication Platform

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Abstract: Governmental public relations are a fundamental requirement for institutions to communicate transparently and openly with the public. As a public communication platform, CIMER enhances transparency and accountability in public administration by providing citizens with direct access to authorities regarding public services. In a digital age where the importance of communication becomes more prominent, CIMER acts as a bridge between the state and citizens and strengthens participatory democracy. In this study, the statistics of applications made to CIMER between 2018 and 2023 were analysed. Afterwards, intensive applications made to CIMER on prominent issues in Türkiye's 2023 agenda were subjected to content analysis. The study aims to reveal citizens' "acknowledgement, access to information, opinion/suggestion, request and complaints" regarding public services, enabling public institutions to better understand citizens' needs and provide improved services. Thematic content analysis revealed that CIMER applications are primarily demand-oriented, with most complaints also incorporating requests. The lower frequency of other application types (opinions/suggestions, access to information, and acknowledgement) suggests that CIMER's full potential remains untapped by citizens. In this context, awareness-raising activities to reach wider segments of society about the versatile usage possibilities of CIMER and the different services it offers will further increase the functionality of the platform.

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Dijital Çağda Katılımcı Demokrasi: Kamuoyu İletişim Platformu Olarak CİMER Başvurularının Tematik İçerik Analizi

Öz: Kamusal halkla ilişkiler, kurumların kamuya karşı şeffaf ve açık iletişim kurması için temel bir gerekliliktir. Bir kamuoyu iletişim platformu olan CİMER, vatandaşların kamu hizmetleriyle ilgili doğrudan yetkililere ulaşmasını sağlayarak, kamu yönetiminde şeffaflığı ve hesap verebilirliği artırmaktadır. Dijital çağda önemi daha da artan iletişimle birlikte CİMER, devlet ile vatandaş arasında köprü vazifesi görmekte ve katılımcı demokrasiyi güçlendirmektedir. Yapılan araştırmada, öncelikle 2018-2023 yılları arasında CİMER'e yapılan başvuruların istatistikleri incelenmiştir. Sonrasında 2023 yılında Türkiye gündeminde öne çıkan konulara ilişkin CİMER'e yoğun olarak yapılan başvurular içerik analizine tabi tutulmuştur. Yapılan çalışma ile vatandaşların kamu hizmetleriyle ilgili "teşekkür, bilgi edinme, görüş/öneri, talep ve şikayetlerini" ortaya koyarak, kamu kurumlarının vatandaşların ihtiyaçlarını daha iyi anlaması ve onlara daha iyi hizmet sunmaları hedeflenmektedir. Bu doğrultuda tematik içerik analizi sonuçlarında, CİMER'e yapılan başvuruların aslında daha çok talep amaçlı olduğu, çoğu şikâyet başvurusunun içeriğinin de aslında bir talep veya her ikisini de barındırdığı görülmüştür. Ayrıca diğer başvuru türlerinin (görüş/öneri, bilgi edinme ve teşekkür) daha az olması CİMER'in potansiyelinin, vatandaşlar tarafından henüz tam olarak keşfedilmediğini göstermektedir. Bu bağlamda, CİMER'in çok yönlü kullanım imkanları ve sunduğu farklı hizmetler konusunda toplumun daha geniş kesimlerine ulaşacak farkındalık çalışmaları yapılması, platformun işlevselliğini daha da artıracaktır.

Anahtar Kelimeler: Katılımcı Demokrasi, Halkla İlişkiler, Kamusal Halkla İlişkiler, CİMER

Introduction

Today, communication and interaction between states and citizens are very significant in terms of the effective provision of public services and the operation of the democratic process. This communication and interaction form the basis of the field of governmental public relations. Public institutions have an obligation to build trust and promote participatory democracy by communicating with the public in accordance with the principles of transparency, accountability and public interest. Participatory democracy involves the active involvement of citizens in decision-making processes. Technological innovations in the digital age offer new opportunities to strengthen this understanding and improve communication between citizens and the state. Internet-based platforms facilitate citizens' participation in public processes and help to create a more transparent and accountable structure in public administration. In Türkiye, the public opinion communication platform that serves this purpose is The Presidency's Communication Centre (Cumhurbaşkanlığı İletişim Merkezi, CİMER). CİMER, which facilitates citizens' participation in management, has a crucial role in relations between the

state and the citizens and functions as a democratic control mechanism. CİMER encourages a better understanding of public requests and involvement in the decision-making process by reinforcing institutions' practice of open and transparent communication towards the public. Thanks to this, it contributes to the more effective provision of public services.

This study focuses on understanding how CİMER is used as an important platform for citizens to directly communicate their satisfaction, complaints and demands regarding public services to the authorities. The scope of the study includes a statistical analysis of the applications made to CİMER between 2018 and 2023 and a thematic content analysis of the applications made to CİMER regarding the issues that stand out on the agenda of Türkiye in 2023. The limitations of the study are that the thematic content analysis covers only the applications in 2023 and access to some data is restricted due to the Personal Data Protection Law (PDPL).

The importance of this study stems from the fact that it reveals the potential of CİMER in terms of improving public services and increasing citizen satisfaction. This study will contribute to the field by providing empirical data on the functioning of CİMER and how citizens use the platform. In addition, the findings of the study will fill an important gap in the field by contributing to a more effective use of CİMER, as one of the most important examples of governmental public relations in Türkiye, and raising awareness on the functioning, processes, categories and contributions of the platform to participatory democracy.

When the studies conducted for CİMER are reviewed; Selvi et al. (2019), public relations and the functioning and transformation of CİMER as a practice of e-government; Eski et al. (2019), opinions of administrators in the field of national education about complaints received by CİMER; Güler (2020), the role of the mechanisms for seeking justice in inspection of bureaucratic structure; Kayıkçı and Tatar (2021), opinions of administrators in the field of national education about the operation of the communication centre; Doğan Güllüpınar (2022), citizens' use of online dialog tools in health facilities in terms of dialogical relationship; Belli et al. (2022), the comparison of CİMER and The Ombudsman Institution in terms of public relations; Durmuşoğlu and Genel (2022), transformation of citizens into active partners with the practice of CİMER; Güleç Solak (2023), activity of CİMER as a tool of public relations; Gündüz and Artar (2023), CİMER's social meaning as a tool of participation in management; and Dede (2024), CİMER in the context of digital communication, digital citizenship, and digital governance are examined.

From now on, it is an obligation for public institutions to apply public relations strategies in order to successfully fulfil the missions that aim to contribute to the common good with its public service presentation (Boztepe

Taşkıran, 2022: 46). CİMER was established as a platform of governmental public relations that aims to build a communication bridge between different institutions and units of the state and the citizens. Accordingly, after the explanation of governmental public relations as a theoretical background, the data of CİMER will be presented in terms of participatory democracy.

In the study, answers to the following questions are sought:

- How are the applications made to CİMER in terms of demographic data?
- What are the subjects that affect the agenda of Türkiye based on the CİMER applications?
- What are the titles that stand out in the applications made to CİMER?
- For which purposes do citizens use CİMER?

Governmental Public Relations

Public institutions are established to work for the benefit of the public and to serve the public (Tortop and Özer, 2013: 1). Public institutions remark as locations that operate services where administration and the public meet and the philosophy of state establishment becomes concrete, and they represent the state. Governmental public relations include many aspects, from proclaims to complaints or requests made by the public to institutions (Balta Peltekoğlu, 2022: 24). Public relations are a management philosophy with a view and attitude that prioritises the benefit of the public in every field of work (Asna, 2012: 11). At this point, public relations define the administration process which is responsible for managing relations that institutions established with target groups (Polo, 2012: 153). Through public relations, institutions can make more democratic and inclusive decisions by paying attention to the opinions that derive from various segments of society. This enhances the trust between society and institutions and ensures that public policies are more convenient for the needs of society.

Today, advocates of public relations claim more frequently that public relations should occur between equal partners as a symmetrical or dialogical discourse. Even though asymmetric models (press agency model, public information model, two-way asymmetric model) are dominant in practice (almost 85%), public relations focus predominantly on the “two-way symmetric model” (Nessmann, 1995: 157-158). Studies conducted indicate that symmetric communication is ethical by nature. Also, symmetric communication contributes to various public performance measures such as positive performance, general corporate ethics, conflict resolution, positive corporate reputation, and positive media exposure (Huang, 2004: 333).

Studies conducted for governmental public relations were understood as an administration practice that intended to diverge from the press agency model from the 1900s onwards, and since the 1970s, symmetrical public relations practices have started to stand out in public. Empirical studies (Rhee, 2008), supported the validity and reliability of symmetric communication strategies in public relations and highlighted the importance of shaping organisational communication practices. Therefore, prominent opinion in the literature (Cameron et al., 2001: 242), is that the ideal public relations model is two-way symmetric. While communication in this model flows between an institution and the public in both directions, both of them are ready to change their behaviour. Institutions that can practice symmetric communication establish the most professional, ethical, and effective practice examples.

It is seen that organisations make use of digital communication applications in many processes from the way they do business to their relations with their target audiences in order to achieve their governmental public relations objectives (Kanar Taslak and Boztepe Taşkıran, 2021: 3). It became crucial for public institutions to adopt digitalisation in internal communication that intends to be successful in this digital era where it is critical to stay in contact with the public (Verčič et al., 2024). With the popularisation of digital technologies, an important change occurred between public institutions and citizens, and this helped the augmentation of participation. Interaction that occurs, especially through platforms that are internet-based and feedback mechanisms, facilitates the public's participation in public processes and establishes a more transparent structure in public administration. In this context, the role of public relations in public administration becomes more important with the strengthening of digitalisation and participatory democracy.

Participatory Democracy and CIMER

By functioning as a mediator of various partners and community representatives, public relations clarifies subjects that are potentially difficult and complicated. When the concepts of democracy and public relations are considered together, the prominent idea is that the foundation of positive relations was made through the access and participation between an institution and target groups and the dialogue between interested parties. While this approach underlines the importance of democratic processes and public participation, it also emphasises that public relations need to play an active role in these processes as well (Waymer, 2013: 323). In terms of public relations, in the communication and interaction between the state and citizen, participatory democracy concepts such as accountability, transparency, political participation, and the right to information stand out (Asrak Hasdemir and Keskin, 2023: 12).

Participatory democracy aims to make existing structures more participatory. Therefore, it refers to an understanding of democracy that aims for

citizens to actively participate in democratic processes not only in elections but also in different issues that concern them (Yaman, 2017: 154). The theory of participatory democracy draws on the ideas of Jean-Jacques Rousseau and John Stuart Mill, which prioritise the equal will of the people, and is built around the basic claim that individuals and institutions cannot be separated from each other (Pateman, 1970: 42). The theory is also expressed in terms such as Barber's (1984) "strong democracy" and Lummis' (1996) "radical democracy", where the word democracy literally means a political state in which the people (demos) have power (kratia). In addition, names such as Hannah Arendt, Jürgen Habermas and Noam Chomsky have also fed the theory with their critical perspectives. Participatory democracy (Özden, 2023: 214) has emerged as a way out and a counterbalance to the negative experiences of democratic practice with the representative model, and with the rapid spread of the Internet in recent times, it has to some extent shaped the modern appearance of direct democracy.

One of the most common practices of participatory democracy is in the use of new communication technologies nowadays. In light of the medium-message relationship notion suggested by McLuhan, new communication technologies stand out among mass media by playing a significant role in democratic processes (Hiebert, 2005: 1). Especially in reconstruction efforts made after World War II, governments and social institutions sought ways to enlighten the public in order to propagate good democratic ideas. Accordingly, states laid the foundation of participatory democracy by encouraging citizens' participation and reinforcement in terms of problems and subjects especially related to national interests (Chon et al., 2020: 1110). Today, one of the most valuable digital reflections of participatory democracy is seen as the practices of e-government. According to the United Nations (2022) e-Government Development Index report, Türkiye ranked 48th with 0,7983¹ points out of 193 member states. In 2024, Türkiye ranked 27th among 193 member countries with a score of 0.8913, climbing 21 places (United Nations, 2024). According to the European Commission (2023) e-Government Benchmark report, Türkiye ranked 10th out of 35 countries on the general average. In 2024, it maintained its 10th place among 37 countries (European Commission, 2024).

¹ E-Government Development Index (EGDI) values between 0 and 1 are a measure used to determine the level of development of countries. These values are usually grouped into four levels: "very high, high, medium and low". Very high EGDI values reflect a high level of human development, ranging from 0.75 to 1.00. High EGDI levels are between 0.50 and 0.7499 and indicate that countries have a medium level of human development. Medium EGDI values range from 0.25 to 0.4999 and generally cover countries in the middle stages of development. Low EGDI levels range from 0.0 to 0.2499 and generally indicate a low level of human development. These groupings are used as an important tool to understand the level of human development of countries and shape development policies (United Nations, 2022).

When developments and practices in terms of participatory democracy are analysed in Türkiye; the practice of Law No. 3071 on the Exercise of the Right to Petition (1984), Alo 153 White Desk (1994), Law No. 5018 on Public Financial Management and Control (2003), Law No. 4982 on the Right to Information (2003), Law No. 5216 on Metropolitan Municipalities (2004), Law No. 5393 on Municipalities (2005), Ombudsman system introduced by the Law No. 6328 on the Ombudsman Institution (2012), e-Government Platform established by the Council of Ministers Decree No. 10316 (2006), Prime Ministry Communication Centre (BİMER) established in 2006, Ministry of Interior Affairs Open Door Application (2017) and ultimately with the implementation of the Presidential Government System, CİMER which was established as a continuation of BİMER stand out.

In applications made through CİMER that functions within the scope of Law No. 3071 on the Exercise of the Right to Petition and Law No. 4982 on the Right to Information, in 2022 Regulation No. 5690 on the Presidency's Communication Centre was put into practice about how works and operations will be. The regulation of CİMER indicates that every individual has a right to apply through CİMER in accordance with participation in management approach principles (Directorate of Communications, 2023c). CİMER emphasises the fact that the senior administrators of public institutions and organisations should evaluate the effects of public policies in the public eye and take measures when necessary by keeping track of the applications made. In this context, CİMER, which aims to increase transparency in administration by encouraging public participation, is considered as an important step in terms of participatory democracy in order to ensure the efficiency of public services and compliance with public expectations (CİMER, 2024).

Applications can be made to CİMER by internet², 'ALO 150' telephone line, and letters-fax or in person (CİMER, 2023c: 12). Applications made to CİMER by citizens are subjected to pre-assessment via application text, type, and credentials, and after the applications which are considered compliant with legislation are transferred to relevant public institutions. All of the applications made to CİMER are registered by benefiting the opportunities of information and communication technologies, and the application processes can be easily followed by institutions and applicants. Applications within the right to petition, depending on certain legal assessment processes, are answered on average in 30 days, or those who fall under the right to information are answered on average in 15 business days (Directorate of Communications, 2023a: 94-96). As an important communication tool that takes the pulse of the society by directly receiving the demands, suggestions and complaints of the public, CİMER not only provides feedback to the public administration, but also offers the

² <https://www.cimer.gov.tr/>

opportunity to analyse social trends, needs and expectations as a sociological data source. For example, as a result of the analyses conducted by CİMER, applications received from citizens are reported under the name of ‘Agenda of the People’ and presented to decision-makers. In addition, the Accessible CİMER application, which was launched in 2022, enables visually, hearing and speech impaired citizens to make applications easily (Aydın Tarihi, 2024b: 13). The easy access and rapid feedback possibility that CİMER provides help citizens to participate in democratic processes more by encouraging their participation. Besides reinforcing the communication between the state and citizens, CİMER also contributes to the enhancement of public service quality. It helps citizens to reach authorities directly, improving the services faster and enhancing citizen satisfaction.

The Organization for Economic Co-operation and Development (OECD), Government at a Glance report (based on eGovernment Benchmark 2022³ data) notes that Finland, Italy and Türkiye emphasise two-way communication in handling citizens' complaints and run a responsible public service instead of a “one size fits all” approach, taking into account their different needs. Accordingly, in 2021, Finland, Italy and Türkiye outperformed other OECD-EU member states with a full score in user support for online services (OECD, 2023a: 74). The OECD, Türkiye report on the Digital Government Review, indicated that CİMER is valuable for the public to reveal their concerns and to seek solutions for their complaints about the government as it provides a crucial way in terms of facilitating the interaction with the government. However, it was also indicated that it would be better to authorise not just one-to-one dialogue but the mass participation of those who have common concerns. It was also expressed that CİMER established a new and important benchmark to reinforce the relationship between the government and citizens in Turkish administration in terms of developing a more participative and transparent mindset expectation (OECD, 2023b: 127). In this respect, CİMER, as a governmental public relations practice that includes many public institutions of the state and intensively carries out inter-institutional coordination activities, acts not only as an application system but also as a mechanism to understand the demands of society and to produce solutions. Therefore, this practice in Türkiye contributes to participatory democracy by feeding on the culture of listen-coordinate-solve. The issues resolved through CİMER are important in terms of showing how the nation-state relationship has developed and is regularly shared with the public (Directorate of Communications, 2023d, 2024a, 2024b).

When examples of other countries are analysed, it is seen that certain countries pay attention to participatory democracy, whereas some countries are weak in this respect. For example, in Estonia, in order to encourage the

³ <https://digital-strategy.ec.europa.eu/en/library/egovernment-benchmark-2022>

participation of citizens and influence the decision-making processes of the government, the platform of “Rahvaalgatus⁴” is used. Citizens can make suggestions through this platform, and suggestions that reach a certain amount of support are reviewed by the government. The application in Estonia contributes to the culture of discuss-debate-decide instead of decide-announce-defend (OECD OPSI, 2016). It is observed that the e-participation platform of Estonia is mostly used as a debate based on an argument and a technology for anti-corruption (Huss, 2024: 135). A similar system is used in Italy, where a platform called “Partecipa⁵” is used to contribute to the improvement of social life and to ensure public participation in policies. As an example of a different system, since Nigeria has a state system, practices may vary by region. For example, in Lagos State, a citizen engagement platform called “Citizens Gate 2.0⁶” is used for citizens to send feedback to the government. However, in Nigeria (Nwosu et al., 2019), it has been observed that the level of awareness about public relations activities of institutions and government is low, and it is necessary for the government to implement certain practices rather than just making promises. Slovenia became an exemplary country in terms of participatory democracy in the report of OECD (2021) with a platform called “I Propose (predlagam)⁷” that was established as a single place to transmit and send opinions, descriptions, or complaints about state services. However, despite the potential benefits of the Slovenian government's approach to enhance public engagement and improve e-tools (Oblak-Crnic et al., 2011: 107-108), concerns have been raised about its effectiveness in fostering the collaborative decision-making process envisioned by deliberative democracy models due to the challenges of reaching consensus through technology-mediated channels.

It is seen that governments in different countries enable public to transmit directly their requests or complaints to authorities with various platforms that help governments communicate with the public directly. For example, with “The White House Contact Us⁸” platform, the USA ensures citizens can transmit their questions, suggestions, or concerns to the White House through public communication with the federal government. This system also offers the possibility to give feedback directly to the President of the USA and the administration. In the USA, the applications for access to information

⁴ <https://rahvaalgatus.ee/>

⁵ <https://partecipa.gov.it/>

⁶ <https://citizensgate.lagosstate.gov.ng/>

⁷ <https://predlagam.vladi.si/>

⁸ <https://www.whitehouse.gov/contact/>

are made through the “Freedom of Information Act (FOIA)”⁹, and the applications made to federal institutions are usually answered in 20 business days. Through FOIA, citizens can request access to records from any federal agency. In this direction, it was observed that citizens applied for 1.199.699 ‘request’ and 14.443 ‘appeal’ data in 2023¹⁰. The core function of The Right of Access to Information Law in the USA is to make citizens informed, which is crucial for the operation of a democratic society. In England, “Contact Number 10”¹¹ under the Prime Minister’s office helps the public to communicate with the government. Citizens can transmit their questions and feedback or be informed about various subjects through the office. Also, citizens of the United Kingdom can request information through “The Information Commissioner’s Office (ICO)”¹² or by directly applying to the relevant public institution. In terms of the right to information of citizens and the protection of personal data, it contributes to the foundation of a more transparent and fair society by increasing the accountability of the institutions. Within the United Kingdom, citizens can lodge complaints through the Cabinet Office¹³, which usually responds to complaints within 20 working days.

Citizens in Germany can contact the Federal Government¹⁴ or the Federal Chancellor¹⁵ for information or to express an opinion. The German government also offers a public enquiry service and a single public service number 115¹⁶, through which citizens can obtain information about federal, state and local government services. Complaints against public institutions and officials can be lodged with the Federal Anti-Discrimination Agency¹⁷. Approximately 16% of the complaints made to this office are made by people who believe that they have been discriminated against in institutions such as employment agencies, civil registry offices or judicial bodies (Federal Anti-Discrimination Agency, 2024). In Finland, the Chancellor of Justice¹⁸ plays an

⁹ <https://www.foia.gov/>

¹⁰ <https://www.foia.gov/data.html>

¹¹ <https://contact.no10.gov.uk/>

¹² <https://ico.org.uk/>

¹³ <https://www.gov.uk/government/organisations/cabinet-office/about/complaints-procedure>

¹⁴ <https://www.bundesregierung.de/breg-en/service/contact>

¹⁵ <https://www.bundestkanzler.de/bk-en/service/contact/contact>

¹⁶ <https://www.115.de/>

¹⁷ <https://www.antidiskriminierungsstelle.de/EN/about-us/contact/contact-node.html>

¹⁸ <https://oikeuskansleri.fi/en/how-to-file-a-complaint>

active role in dealing with citizens' complaints. The National Audit Office¹⁹ also monitors complaints about irregularities in public institutions. In Finland, citizens are primarily encouraged to contact the relevant institution directly before filing a formal complaint²⁰. The websites of the relevant Ministries and the digital platform “Suomi.fi²¹” are also used for requests for information, requests or other public services. In Canada, through “Contact the Prime Minister²²”, reaching government authorities directly, answering citizens’ questions, and informing the public about various subjects are offered. In Canada, petitions directed at the federal government are submitted through the House of Commons of Canada²³. Petitions that collect enough signatures can be opened for discussion in the House of Commons, and they are answered in 45 days on average. However, it was assessed that related systems are not as inclusive as CIMER, which is the subject of the research. Therefore, there are some differences between Türkiye and other countries in terms of how citizens communicate with public institutions and the effectiveness of this communication. While CIMER uses a centralised platform for various types of applications such as complaints, requests and access to information, other countries adopt a more decentralised approach through different institutions and platforms.

The platform of CIMER was ranked among the best projects in the “Access to information and knowledge²⁴” category at The World Summit on the Information Society (WSIS) Forum is a global United Nations (UN) multistakeholder platform in 2019 with its participatory public policies that put people at the centre by increasing the interaction between the state and citizens. It was also awarded in the “Community engagement – Inhouse” and “Public affairs - Agency” categories at the Golden World Awards 2019²⁵ organised by the International Public Relations Association (IPRA). In 2021, CIMER received the Golden Compass Award, Türkiye's most prestigious award in the field of public relations²⁶.

Within the scope of this study, the analysis of CIMER’s data is vital in order to increase the transparency and accountability of the public

¹⁹ <https://www.vtv.fi/en/naof/complaints-and-irregularities/>

²⁰ <https://dvv.fi/en/complaint>

²¹ <https://www.suomi.fi/frontpage>

²² <https://www.pm.gc.ca/en/connect/contact>

²³ <https://www.ourcommons.ca/petitions/en/Home/Index>

²⁴ <https://www.itu.int/net4/wsis/stocktaking/Prizes/2019/Champions>

²⁵ <https://www.ipra.org/golden-world-awards/winners/>

²⁶ <https://www.altinpusula.org/arsiv/kazanan-projeler-121.html>

administration. Thanks to analyses provided, public institutions are intended to better understand the needs of citizens and to provide better services to them.

Methodology

The study is designed to address two main research objectives: (1) to examine the development of CİMER until the end of 2023 since its founding and (2) to analyse weekly trending topic headlines among applications received in 2023. Some documents related to CİMER are not available in public archives. Therefore, relevant data was requested from the Public Relations Department of the Directorate of Communications, and with the institution's permission, information regarding CİMER's operations, structure, and key initiatives, along with statistics from 2018-2023, is presented. Additionally, a 51-week document encompassing the prominent topic headlines from intensive CİMER applications regarding Türkiye's 2023 agenda was analysed using MAXQDA, a qualitative data analysis program.

MAXQDA is a software package for the analysis of qualitative and mixed data that focuses on the support of mixed methods research since the late 1980s (Kuckartz and Rädiker, 2021). Qualitative studies focus on the opinions of participants, not the researcher's. They provide detailed points of view of other individuals and focus on their opinions. They help participants' experiences to be understood in the context (Creswell, 2022: 6).

Qualitative data types usually fall into four categories: observations, discussions, analysis of documents, and audiovisual material (Creswell, 2016: 239). When the stages of the document analysis process are analysed (Kıral, 2020: 183), along with complying with scientific ethical rules, the process is composed of the selection of the method primarily and technique of the research topic (selection of document, accessing documents and document restriction), checking the originality of document (trying to understand document, detailed and in-depth reading), content analysis (composing the categories/themes and deployment of analysis units), quantification (using and interpreting data in research) and converting the study into publishing. The study was conducted in accordance with these stages.

Even though there are advantages such as the low cost of document analysis, affordability, usability, large sample size, the possibility of long-term analysis over time, individuality and originality, quality and certainty, data triangulation, sources that cannot be easily accessed, lack of participant reactivity, there are also disadvantages such as insufficient details, the possibility of biased selectivity or possible bias, Access difficulty to some sources, lack of a standard format, struggling of coding and interpreting (Sak et al., 2021: 237-240). In the study conducted, the statistics of the applications made to CİMER between 2018 and 2023 were revealed by benefiting from document analysis.

Table 1. 2018-2023 CIMER Applications According to Gender

Age*	G*	2018	2019	2020	2021	2022	2023	Total
18-	M	24.186	24.591	31.758	31.939	35.820	42.437	190.731
18-	F	17.820	16.522	20.201	23.586	27.371	33.226	138.726
18-	-	1	-	-	-	-	1	2
18-26	M	492.666	537.685	803.578	749.540	770.799	858.551	4.212.819
18-26	F	298.689	340.829	605.494	719.606	693.542	784.018	3.442.178
18-26	-	27	22	64	55	82	85	335
27-35	M	551.765	634.567	1.145.843	1.074.117	1.018.565	1.156.699	5.581.556
27-35	F	224.002	281.770	651.129	762.742	789.064	888.239	3.596.946
27-35	-	54	19	33	49	147	162	464
36-45	M	442.830	526.065	1.065.552	1.042.505	1.030.310	1.300.018	5.407.280
36-45	F	153.218	196.097	495.135	567.358	576.340	725.430	2.713.578
36-45	-	51	18	30	48	211	196	554
46-64	M	299.976	354.530	685.771	698.158	733.212	1.117.515	3.889.162
46-64	F	83.215	106.749	259.688	303.573	331.419	494.060	1.578.704
46-64	-	94	66	90	90	246	352	938
65+	M	29.241	35.549	70.695	80.474	91.400	146.708	454.067
65+	F	9.921	13.365	31.859	40.443	47.884	83.915	227.387
65+	-	1	-	-	8	93	129	231
-	-	243.122	69.789	23.503	5.709	33.495	18.259	393.877
Total		2.870.879	3.138.233	5.890.423	6.100.000	6.180.000	7.650.000	31.829.535

* Unclassified numbers in the gender and age field are applications where gender (M: Male; F: Female) and age are not specified.

When CIMER applications are analysed, as shown in Table 1, it is seen that applications have increased over the years. This can be attributed to the fact that CIMER has become more recognised by citizens and the accessibility of application methods has increased. The fact that 98% of the applications made in 2023 were made via the internet is an important trend indicating that citizens increasingly prefer digital platforms in accessing public services and communicating with government institutions. While 85% of the applications made over the internet were made via mobile phones and tablets, it is

noteworthy that for the first time in 2023, applications to CİMER can also be made via smart TVs (Directorate of Communications, 2024c).

Table 1 shows that male applicants are more likely to apply. The group with most applicants is between 27 and 35 years old. It is seen that the group of males between 27-35 and 36-45 years old uses CİMER more, whereas the group of females between 27-35 and 18-26 years old uses more. This proves that the young population is more likely to use technology and the internet more intensively in order to reach various platforms, raise problems, and seek solutions. According to the We Are Social report (2024), the median age of the population is 32 in Türkiye and is 36th globally in terms of internet adoption of the total population, with a rate of 86,5%. When Turkish Statistical Institute (2023) data is reviewed, according to the gender and age group, it was observed that the highest rate of internet use by individuals was among men (98.7%) and women (96.7%) in the 25-34 age group, followed by men (97.7%) and women (95.5%) in the 16-24 age group in Türkiye.

It is also observed that children under 18 years old had 329.459 applicants between related years. It is notable for children to apply to CİMER and participate in decision-making processes in terms of the necessity of participatory democracy and the sustainability of administrations. The applications made to CİMER by children and adolescents are answered by using comprehensible language to appeal to them, and a more delicate process is followed. Also, reports that will provide resources to relevant decision-makers are prepared with the applications received by CİMER. For example, with the reports prepared for “Agenda of the Young Population” and “CİMER Child”, applications made by children and adolescents are collected periodically according to the topic headlines and by including the subjects requested or complained about by adolescents in the policy-making process, their voices can be heard (Ayın Tarihi, 2024a: 123).

Table 2. 2018-2023 Percentage of Level of Education of CİMER Applicants

Level of Education	2018	2019	2020	2021	2022	2023	Average
Bachelor’s Degree	32,6	31,4	26,6	25,7	25,4	25,4	28
High School	25,1	25,7	24,9	25,5	24	24,7	25
Primary School	14,1	15,5	23,5	21,5	20,4	19,1	19,02
Associate degree	13,7	13,2	10,7	10	11	11,8	11,73
Master’s Degree	5,8	5,6	5,7	8,5	10,7	10,6	7,83
Not specified	5,7	5,4	4	3,5	3,9	3,9	4,4
Doctorate	1,4	1,4	2,5	2,9	2,5	2,4	2,02

Literate	1,2	1,3	1,2	1,6	1,3	1,3	1,32
Not Literate	0,4	0,5	0,9	0,8	0,8	0,8	0,7

When Table 2 is analysed, the education level of most of the CİMER applicants is a bachelor's degree and then high school. It is seen that the percentage of literate and not literate is low. It is also observed that 4,4% of CİMER's applicants did not indicate their level of education. When the table is analysed by years, it is seen that the percentage of applicants with bachelor's degrees is low, whereas the percentage of applicants who study master's and doctorate relatively increases.

Table 3. 2018-2023 The Percentage of Categories of CİMER Applications

Category*	2018	2019	2020	2021	2022	2023
Complaint	49,7	50,3	41,3	40,7	51,7	48,9
Request	31,2	31,8	45	43,2	34,6	25,2
Access to Information	10,3	8,3	6	7,8	7,4	5,8
Opinion and Suggestion	4,4	4,8	3,8	2,7	2,3	1,7
Denouncement	4,4	4,8	3,4	4,1	1,8	-
Acknowledgement	-	-	0,2	1,0	1,2	1,0
Century of Türkiye	-	-	-	-	0,5	0,5
Participation in Management	-	-	-	-	0,2	0,2
Earthquake Emergency	-	-	-	-	-	16,4
Other	-	-	0,3	0,5	0,3	0,3

* With the regulation numbered 5690 published in the Official Gazette dated 4.6.2022, "denouncement" was removed as a type as of the relevant date. "Acknowledgement" on 22.09.2020, "Participation in Management" on 08.11.2021, "Century of Türkiye" on 01.11.2022 were put into use, and "Earthquake Emergency" applications were received from 06.02.2023 until June 2023.

When Table 3 is analysed, it is seen that the type of CİMER applicants diversify according to the agenda. When it is analysed by year, CİMER is

primarily used by citizens for complaint purposes and then for transmission of requests. Applications in access to information and opinion/suggestion decreased over time and the use for denouncement was concluded. The Head of Communications, Fahrettin ALTUN (Directorate of Communications, 2023a: 13), stated that “*by feeling the pulse of the public, CİMER contributes to participatory democracy with its innovative methods; also CİMER is not a just a complaint or request platform and new practices such as participation in management and acknowledgement are added in order to make CİMER more effective*”. For example, with the “Acknowledgement” section in CİMER, citizens are able to thank to public institutions or public sector staff after the service they received.

According to State Organization Central Registration Unit institution tree structures in the CİMER system, as of the date 27 March 2024, in line with the data received from the institution, it is seen that there are 86.490 active users in 43.324 administrative units in 81 provinces. In CİMER applications, headlines oriented at the agenda of Türkiye, such as “Century of Türkiye, Participation in Management and Earthquake Emergency”, demonstrate that the transformation in public administration is actively followed. In the applications made by selecting the “Century of Türkiye” button, the opinions, projects, suggestions and ideas of citizens on issues that will mark the new century were evaluated with the motto ‘Share Your Dreams’ for the corporate identity prepared within the scope of the Centenary of the Republic of Türkiye.

The practice of “Participation in Management” emerged as an idea where citizens can transmit their opinions in order to partner with CİMER in governance. With the practice of Participation in Management in activities conducted about public; opinions, suggestions, and contributions of citizens from all kinds of professions and all strata can be received at the local and national levels (Directorate of Communications, 2023a: 88). Receiving feedback about “Green Development Revolution” and “Use of Social Media” that were founded first in 2021 under the organisation of Directorate of Communications started (Anadolu Agency, 2021). In order to leave a clean and livable world for the next generations; “zero waste awareness”, “street animals”, and “for young people to participate to public life”, opinions and suggestions continued to be received with the practice of Participation in Management. In this direction (Aydın Tarihi, 2024b: 12-15), with the Participate in Management button, which stands out as a reflection of participatory democracy, citizens' new policy proposals regarding the issues on the agenda or their contributions to the policies being implemented are received, and then the opinions of the citizens are directly conveyed to the decision-makers, thus contributing to the new regulations. While the number of applications made through Participation in Management was 13650 with a rate of 0.2 in 2023, it increased five times to 67590 in 2024. This situation shows that CİMER has started to go beyond being perceived as a place for complaints or requests, and with its role as an ‘active

citizen’, people can now use CİMER not only during election periods but also in other periods to contribute to the national will and open communication with the state and contribute to the healthy functioning of democracy.

In line with the data shared by the unit of CİMER within the scope of the research, when studies are analysed which are conducted about the “Earthquake Emergency” button, created exclusively and received applications approximately five months, it is seen that the work towards the requests of citizens in the earthquake was began because of The Disaster of the Century, centred in Kahramanmaraş on February 6, 2023, and the use of “Earthquake Emergency” button was put into use in CİMER on February 6 at 08:30. Applications received about this were transmitted to competent authorities in 11 provinces that were affected by the earthquake by categorising under important headlines (including subjects “debris”, “food”, “medicine” etc.) and helped citizens to solve problems in a solution-oriented manner during the earthquake. By the coordination of AFAD (Disaster and Emergency Management Presidency) and related institutions with occupational groups who aspired to support the work on the ground and the citizens that aspired to open up their houses and also by the coordination in the process of finding citizens whose families were not reachable after they were extracted from the rubble were conducted through the call centre which was created within CİMER and functioned according to 24/7 operation principle. The call centre received 221.746 calls as of the date of 24 April 2023, 422.547 minutes of calls were made, and about 7981 return calls were made to citizens for CİMER applications on earthquake subject. Accordingly, CİMER made it possible to provide support and help in so many areas, such as providing milk and baby food, helping families that did not settle in tents or containers, providing forages to citizens whose stocks were exhausted, and supporting and helping citizens that needed medicine and food urgently.

Table 4. 2018-2023 Top 10 Subjects of Most Applications to CİMER

Subject of the Application	2018	2019	2020	2021	2022	2023	Total*
Public Sector Recruitment	295.633 (1)	253.513 (3)	211.343 (10)	170.912 (10)	226.278 (10)		1.157.679
Job request	218.464 (2)	342.196 (2)	413.603 (4)	285.040 (3)	238.603 (6)		1.497.906
Social Aids	153.816 (3)	380.284 (1)	4.297.631 (1)	3.929.791 (1)	3.245.117 (1)	1.716.448 (1)	13.723.087
Staff Complaint	151.138 (4)						151.138

Road and Road Maintenance	151.089 (5)						151.089
Other aids (transportation, meals, shelter aid, etc.)	143.686 (6)	141.819 (10)	414.555 (3)	356.025 (2)	238.591 (7)		1.294.676
Personal rights	139.750 (7)	142.712 (9)					282.462
Problems Encountered in Dormitories (internet quota, dormitory cleaning and lack of hygiene, etc.)	121.304 (8)	150.334 (8)					271.638
Problems Encountered at Public Hospitals	120.021 (9)	159.845 (5)		252.025 (5)	361.919 (2)	298.621 (8)	1.192.431
Consumer Protection (Warrant, Defective Goods, After Sales etc.)	116.530 (10)		270.598 (6)	206.166 (7)	304.630 (4)	279.119 (9)	1.177.043
Public Universities Complaints		176.318 (4)	261.544 (7)	191.026 (9)	237.894 (8)	261.429 (10)	1.128.211
Legal Counseling/Aid Requests		156.397 (6)	272.175 (5)	253.104 (4)	308.551 (3)	312.925 (7)	1.303.152
Application Update Request/ Additional Request		153.054 (7)					153.074
Virus Outbreak			648.734 (2)	224.534 (6)			873.268
Loan Request/Loan Problems			247.738 (8)				247.738
Private Sector Employees			236.913 (9)				236.913
Tax Applications (VAT, SCT, Special Communication Tax etc.)				194.945 (8)	248.819 (5)	332.882 (5)	776.646
Domestic Trade					236.423 (9)		236.423

Pension Transactions						834.772 (2)	834.772
Earthquake						588.935 (3)	588.935
Increase and Cut in Pension Salaries						373.031 (4)	373.031
Safety of Life and Property						313.805 (6)	313.805

* Only the topics with the highest number of applications on the basis of the relevant year are taken as basis, and the ranking of the subject within the year is indicated in parentheses.

When Table 4 is analysed, it is seen that 13.723.087 applications made to CIMER between 2018 and 2023 are for social aids. For aids other than social ones (transportation, meals, shelter aid, etc.), there were 1.294.676 applications between 2018 and 2022. Also, it is seen that the prominent subjects can be variable in each period in applications made in other subjects. For example, between 2018 and 2022, public personnel recruitments and other aids; between 2018 and 2022, job requests; between 2019 and 2023, complaints of public universities and requests for legal advice/assistance were among prominent subjects. Some subjects stand out only in certain years. For example, in 2018, staff complaints, road, and road maintenance; in 2019, application update/additional application requests; in 2020, loan requests and its problems and applications of private sector employees; in 2020 and 2021, virus outbreak; in 2022 applications about domestic trade; in 2023 applications about the safety of life and property were among prominent subjects.

Table 4 shows that especially social assistance applications were at a very high level in 2020. In addition, applications for job requests, other aids, virus outbreak, loan requests/loan problems, and private sector employees were also the highest in 2020. This situation can be associated with the negative effects of the COVID-19 pandemic on economic and social life. The increase in unemployment rates, closure of businesses and slowdown in economic activity during the pandemic caused many citizens to suffer from financial difficulties and need social assistance. In addition (Ministry of Family and Social Services, 2021), the social assistance programmes and economic support packages implemented by the government during the pandemic may have increased the rate of citizens applying for these aids through CIMER.

The reason why issues such as public sector recruitment, staff complaints and personal rights came to the forefront in 2018 is associated with the change in public employment forms and personnel management after the transition to the Presidential Government system, which started to be implemented as of 2018, with the closure of some institutions and the structural

transformation of others (Albayrak, 2020: 1517). In 2023, applications for pension transactions, increase and cut in pension salaries are thought to be due to the legislative amendments²⁷ regarding pensioners and changes in the update coefficient used in the calculation of pensions. Earthquake and security of life and property applications were due to the earthquake that took place on 6 February 2023 and affected 11 provinces.

In 2023, weekly agenda topic headlines of the applications made to CİMER were coded by a qualitative data analysis program called MAXQDA. MAXQDA is software used for qualitative data analysis. It allows researchers to analyse different types of data, such as text, images, sound, and video. MAXQDA facilitates processes such as coding data, categorisation, visualisation, and interpretation of it (Oswald, 2019: 438). Thanks to the program, researchers are able to understand the relationship between the data and draw meaningful conclusions. Accordingly, weekly agenda topic headlines of CİMER applications were collected under certain themes, and these themes were sub-categorized. For every kind of sub-category, codes were generated, and applications were classified according to these codes. This process is significant in order to understand on which subjects the applications are concentrated, which problems are mentioned more and which subjects are usually the citizens are interested in.

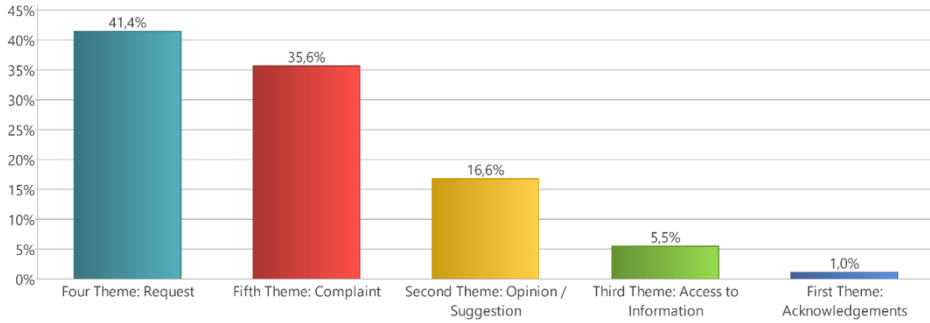
Composing themes is a preferred method in the analysis of data obtained from direct sources, especially for qualitative studies (Thomas and Harden, 2008: 1). Thematic analysis process is explained with transparent disclosure of the steps followed in textual data analysis, interpretation and representation of it and thanks to this the reliability of this process is ensured (Nowell et al., 2017: 1). In the context of a study; code is frequently defined as a word that has remarkable, concise and, connotative features for summary which is used symbolically in order to concrete a language or a visual data or a short expression (Saldaña, 2019: 4).

The limitation of the study is the fact that it only includes the applications made to CİMER in 2023. In the scope of the study, only weekly agenda headlines received by CİMER were collected, and 51 weeks between 30 December 2022 and 29 December 2023 were reviewed by taking the Personal Data Protection Law (PDPL) matters into account. For example, a coding made for a subject that appears between this date proves that the specific subject is a headline that stands out at least a week in 2023. Codings are composed of five main themes: Acknowledgements, Opinion / Suggestion, Access to Information, Request, and Complaint. Five main themes in the dataset reveal the diversity of applications made to CİMER and the requests of citizens in different subjects.

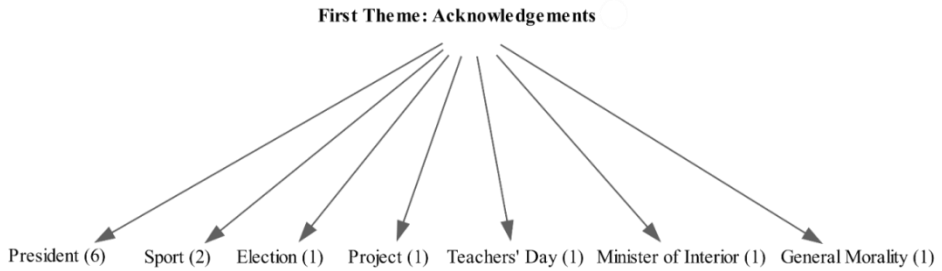
²⁷ <https://www.resmigazete.gov.tr/eskiler/2023/03/20230303-8.htm>

- *First Theme: Acknowledgements:* This theme includes the satisfaction of citizens about the public services and where they express their acknowledgements. These kinds of applications increase the motivation of public officials and contribute to the improvement of the quality of service by ensuring positive feedback.
- *Second Theme: Opinion / Suggestion:* Under this theme, citizens can share their opinions and suggestions. These applications can contribute to the decision-making processes as important feedback for policymakers.
- *Third Theme: Access to Information:* This theme includes the requests for access to information on subjects of public services, state policies, and others. Access to information rights contributes to the participation in public governance of the citizens one of the fundamental elements of a democratic society.
- *Fourth Theme: Request:* This theme includes the requests of citizens about different subjects. The analysis of these kinds of applications can help policymakers to detect the priority areas and distribute the sources more effectively.
- *Fifth Theme: Complaint:* This theme includes the complaints of citizens about public services, practices of private sectors and other subjects. Complaints are important in terms of detecting problematic areas and seeking solutions.

When the content and frequency of these themes are studied, important information can be obtained about which subjects the public focuses the most, from which areas they expect more support or regulation, or which problems need to be prioritised. These analyses can help policymakers and decision-makers to make more conscious decisions and to increase the effectiveness of public services. Accordingly, five main themes, 34 categories under these themes, and 1318 codes and sub-codes under these categories are analysed.

Figure 1. 2023 CİMER Data

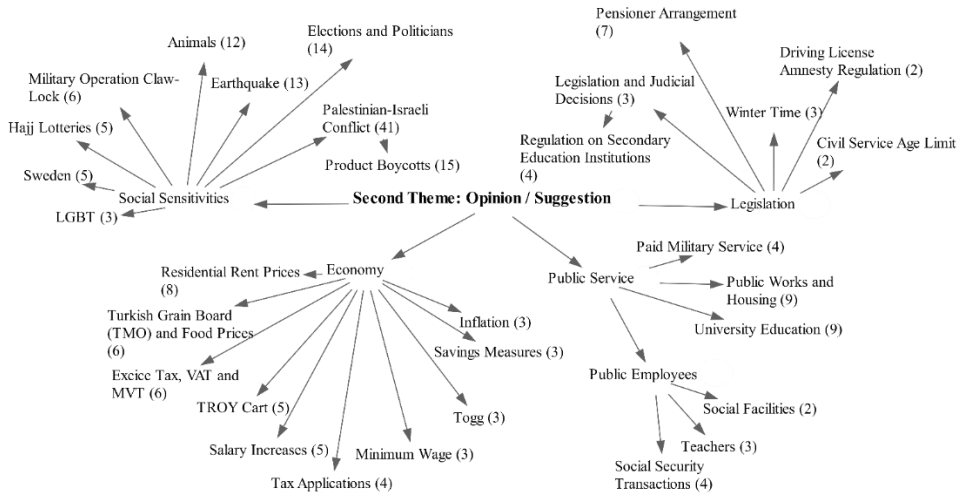
When CİMER data analysis that is shown in Figure 1, it is seen that 41,4% of the applications are requests, 35,6% are complaints, 16,6% are opinions/suggestions, 5,5% are access to information, and 1% are acknowledgements. Concept networks are obtained with relative data and hierarchical code-subcodes model.

Figure 2. Acknowledgements (Hierarchical code-subcodes model)

Within the scope of codes provided, the findings obtained about the Acknowledgment team are shown in Figure 2 and are indicated in seven main themes. These categories prove that President Recep Tayyip Erdoğan receives the most acknowledgement (46,20%); other acknowledgements are received in areas such as special day greetings, actions, and successful sports. This demonstrates that CİMER has limited use for acknowledgement purposes. Also, when applications made to CİMER are analysed (Güleç Solak, 2023: 344), it is seen that usually the applications are addressed to the President and friendly language is used. As the unit is called the Presidency's Communication Centre, it shows that there is a perception that the contact person is directly the President. Therefore, the acknowledgement part in CİMER's applications is used as an area where the love and respect for the President are expressed. In particular, it is observed that the number of thank you applications increases especially after the President announces national and domestic actions such as

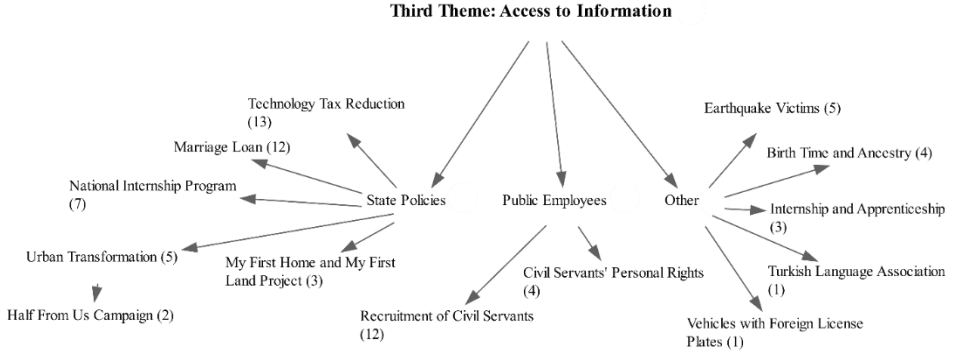
important inaugurations, discoveries and productions (Directorate of Communications, 2023b: 9).

Figure 3. Second Theme: Opinion/Suggestion (Hierarchical code-subcodes model)



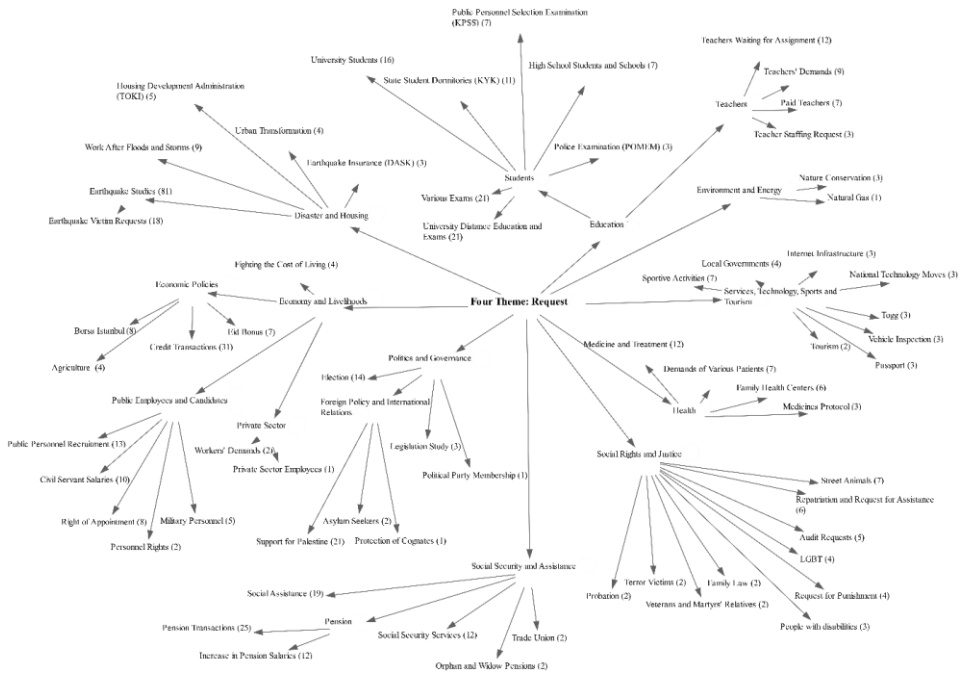
In Figure 3, under the Opinion/Suggestion theme, four main themes (Social Sensitivities 52,1%, Economy 24,2%, Public Service 14,2%, and Legislation 9,6%) and 31 different codes under these categories are indicated. Under the category of Social Sensitivities, it is seen that the most common application is the Palestinian-Israeli Conflict (49,1%). It is seen that the most common application is Residential Rent Prices (15,1%) in the category of Economy. In the category of Public Services, it is seen that more applications are received from Public Employees (29%), University Education (29%) and Public Works and Housing (29%). In the category of Legislation, more opinions/suggestions are received about Pensioner Arrangement (33,3%) and Legislation and Judicial Decisions (33,3%).

Figure 4. Third Theme: Access to Information (Hierarchical code-subcodes model)



In Figure 4, under the theme of Access to Information, three main categories (State Policies 58,3%, Public Employees 22,2%, and Other 19,4%) and 13 different codes under these categories are indicated. Under the category of State Policies, it is seen that the most common application is Technology Tax Reduction (31%). Under the category of Public Employees, it is seen that the most common application is Recruitment of Civil Servants (75%). In the category of Other, it is seen that Earthquake Victims (35,7%) and access to information on Birth Time and Ancestry (28,6%) are high.

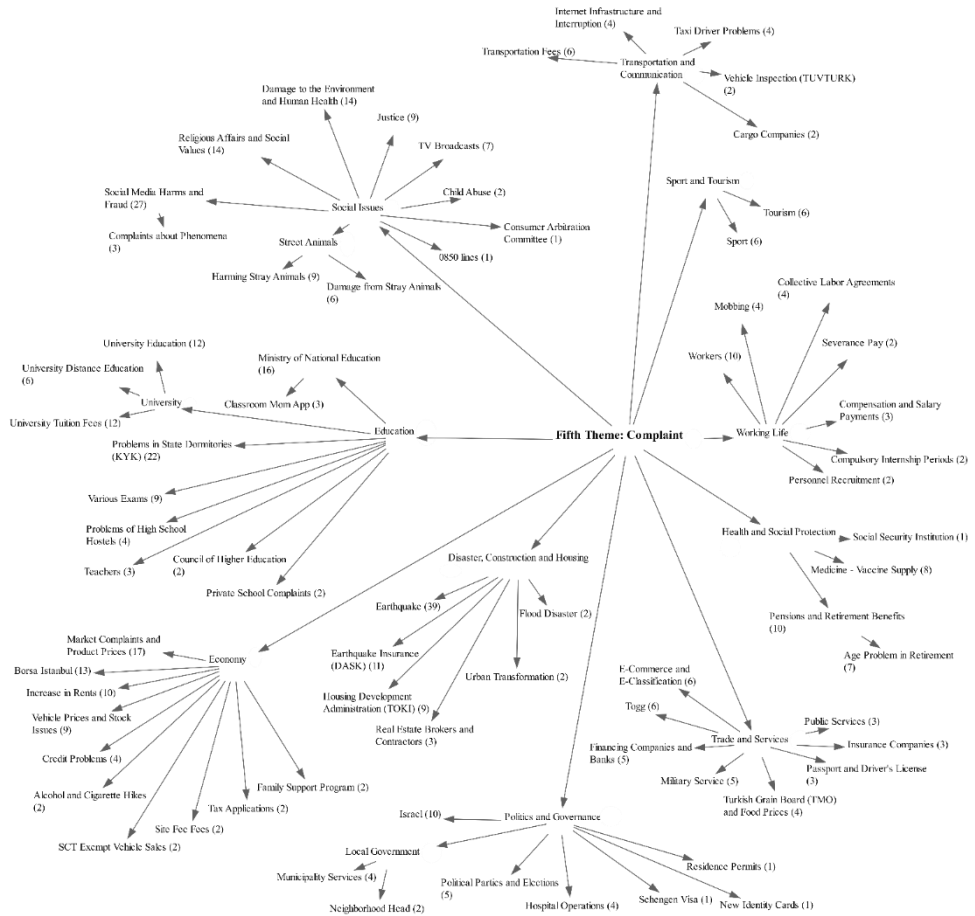
Figure 5. Four Theme: Request (Hierarchical code-subcodes model)



In Figure 5, under the theme of Request, nine main categories (Disaster and Housing 22%, Education 21.5%, Economy and Livelihoods 17.5%, Social Security and Assistance 13.2%, Politics and Governance 7.7%, Social Rights and Justice 7.2%, Services, Technology, Sports and Tourism 5.1%, Health 5.1% and Environment and Energy 0.7%) and under these categories 65 different codings are indicated. Under the category of Disaster and Housing, it is seen that the most common application is Earthquake Studies (82.5%). Under the category of Education, it is seen that the most common application is University Distance Education and Exams (24.4%) and Various Exams (24.4%) under the Students code whereas under the code of Teachers, there is Teachers Waiting for Assignment (38.7%). Under the category of Economy and Livelihoods, it is seen that the most common application is Credit Transactions (62%) under the Economic Policies code, whereas under the code of Public Employees and Candidates, there is Public Personnel Recruitment (34.2%). Under the category of Social Security and Assistance, it is seen that the most common application is under the Pension code (51.4%). Under the code of Politics and Governance, it is seen that the most common application is under the Foreign Policy and International Relations code (57.1%). Under the category of Social Rights and Justice, it is seen that the most common application is Street Animals (17.9%). Under the category of Services, Technology, Sports, and Tourism, it is seen that

the most common application is Sportive Activities (25%). Under the category of Health, it is seen that the most common application is Medicine and Treatment (42,9%). Ultimately, under the category of Environment and Energy, which has a relatively small percentage, it is seen that there is an intensification under the Nature Conservation code (75%).

Figure 6. Fifth Theme: Complaint (Hierarchical code-subcodes model)



In Figure 6, under the theme of complaints, 10 main categories (Social Issues 20,2%, Education 19,8%, Disaster, Construction and Housing 14,3%, Economy 13,9%, Trade and Services 7,6%, Politics and Governance 6,1%, Working Life 5,9%, Health and Social Protection 5,7%, Transportation and Communication 3,9%, Sport and Tourism 2,6%) and under categories 72 different coding are indicated. Under the category of Social Issues, it is seen that the most common application is Social Media Harms and Fraud (32,3%). Under the category of Education, it is seen that the most of the application is

University (33%). Under the category of Disaster, Construction, and Housing, it is seen that the most common application is Earthquake (59,1%). Under the category of Economy, it is seen that the most common application is Market Complaints and Product Prices (26,6%). Under the category of Trade and Services, it is seen that the most common applications are the E-Commerce and E-Classification (%17,1) and the Togg Smart Mobility Device (17,1%). Under the category of Politics and Governance, it is seen that the most common application is about Israel (%35,7). Under the category of Working Life, it is seen that the most common application is about Workers (37%). Under the category of Health and Social Protection, it is seen that the most common application is Pensions and Retirement Benefits (65,4%). Under the category of Transportation and Communication, it is seen that the most common application is Transportation Fees (33,3%). Ultimately, under the category of Sport and Tourism, there is Sport (50%) and Tourism (50%).

Conclusion

In this study, the content analysis of applications made to CİMER, which is an important platform where citizens can directly transmit their satisfaction, complaints, and requests in terms of public services to the authorities, is conducted. The expectations of citizens from public services, problems encountered, and solution suggestions are presented by using qualitative and quantitative analysis methods. A study conducted demonstrates how important CİMER applications are in terms of the improvement of public services and the enhancement of citizen satisfaction. Analysing the applications regularly and sharing the findings obtained with policymakers and public officials is an important step in order to increase the efficiency and quality of public services.

As a result of the study, it is seen that CİMER aims to construct a system that is more accountable and more sensitive in public administration by reinforcing democratic participation. These results provide important information about which subjects the citizens focus on the most, in which areas they expect support or regulation, and which problems' solutions need to be prioritised on the agenda of Türkiye. For example, intensive applications of earthquake aids demonstrate that citizens see CİMER as a door to directly connect with the state during disaster management and aid procedures. Complaints about the negative effects of social media and fraud show that more measures should be taken regarding internet security and the fight against cybercrime. Complaints about universities point out that student's needs and problems should be addressed more. Complaints about e-commerce and e-classification prove that the inspection of online trading platforms should be increased. Requests, opinions/suggestions, and complaints about the Togg Smart Mobility Device indicate that domestic automobile production should be supported and some aspects of its infrastructure (such as more charging stations

and updating the mobile application) should be improved. Complaints and requests about street animals indicate that this has become a sensitive topic among groups with different points of view, and there should be a regulation about it.

As a result of thematic content analysis of CİMER applications, it is noticed that it is an important platform where citizens can directly transmit their satisfaction, complaints, or requests in terms of public services. According to CİMER's data of 2023, Request forms the major part of the applications. This proves that citizens have high expectations and request support or solutions in different areas. Fulfilling the requests about these topics is important for increasing citizens' quality of life and reinforcing trust in public service. The category of Complaint forms an important part of CİMER applications. This indicates that citizens are active in terms of expressing the problems encountered in public services and demanding a solution. Examination of the complaints about these subjects and providing a solution are necessary in order to increase the public services' quality and ensure citizen satisfaction.

In the quantitative statistics of 2023, complaint accounts for 48,9%, and requests account for 25,2% (Table 3). However, once the qualitative content of applications' titles is analysed one by one, it is confirmed that request accounts for 41,4% and complaint accounts for 35,6% (Figure 1). The difference between quantitative and qualitative analysis of CİMER applications is related to how citizens categorise their applications at the beginning. In quantitative analysis, the applications are classified according to categories pre-determined, and the categories' frequency is calculated. In this analysis, the categories chosen by citizens during applications are taken into account. For example, even though a citizen categorises his/her application as a "complaint", the content of the application can be qualified as a request or suggestion. In qualitative analysis, the content of the applications is examined in detail, and the themes are identified. In this analysis, the real purpose and quality can be more accurately established. According to the study result in this context, it is seen that CİMER applications are actually made for more request purposes; the content of most complaint applications includes requests (or both). Also, it indicates that CİMER is perceived as a platform where usually complaints and requests are received as other types of applications are fewer. It is especially believed that not having the routine of using CİMER to express their satisfaction can be due to the fact that they do not know whether CİMER can be used for such purposes or they prefer to express their acknowledgements on other platforms.

In order to increase the effectiveness of CİMER and answer faster and more accurately to the requests of the citizens, profiting more effectively from artificial intelligence and digital age technologies is suggested. Accordingly, applications made to CİMER by citizens can be automatically categorised and directed to the relevant units by analysing them with artificial intelligence-

supported natural language processing methods. Also, with artificial intelligence algorithms, by analysing the CIMER data, it can be detected for which purposes the citizens use CIMER and in which subjects they have more requests, and in view of this information, data-driven decisions oriented to improve these services can be made. Thanks to this, by facilitating CIMER's workflore, a more effective work environment can be created, and citizens' satisfaction can be increased.

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