



# Country Report - TÜRKİYE



## TÜRKİYE



Country Profile & Facts	
Official Name	Republic of Turkey
Date of Foundation	29 October 1923
Capital	Ankara
Largest Cities	İstanbul, Ankara, İzmir, Adana, Antalya
Area	814.578 km <sup>2</sup>
Geographical Coordinates	Eastern Meridians 26° and 45° Northern Parallels 36° and 42°
Coastal Borders	Mediterranean Sea in the south, Aegean Sea in the west and Black Sea in the north
Official Language	Turkish - English is widely spoken in major cities
Currency	TL (Turkish Lira) (₺) 1 Euro approximately equals to 2,30 TL
Time Zone	GMT+2; CET +1; and EST (US -East) +7
Business Hours	The workweek in Turkey runs from Monday to Friday. Banks, government offices and majority of corporate offices open at 9 a.m. and close at 5 p.m.
Visas	Visas are easily obtained upon arrival at the airport and are required for citizens of most countries.
Electricity	220V. European standard round two-pin sockets.
Health Services	Cities and major touristic towns have a selection of private international and public hospitals with good standards
Water	Tap water is chlorinated and, therefore, safe to drink. However, it is recommended that you consume bottled water, which is readily and cheaply available.
Communications	Turkey has three GSM operators, all of them offering 3G services and almost 95% coverage over the country. Internet service is available all around the country.
International Dial Code	+90



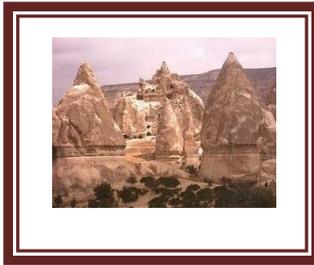
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### Language

The official language of the country is Turkish. It is spoken by 220 million people and is the world's fifth most widely spoken language. Today's Turkish has evolved from dialects known since the 11th century and is one of the group of languages known as Ural-Altai, which includes Finnish and Hungarian.

Turkish is written with the Latin alphabet with the addition of six different characters. Turkish is completely phonetic - each letter of the alphabet has only one sound-, so each word sounds exactly how it is written. During Ottoman times Turkish was written in Arabic script, that a limited number of people were able to write. In order to improve literacy and therefore to overcome the difficulties of learning and reading Turkish using Arabic script, Turkey switched to the

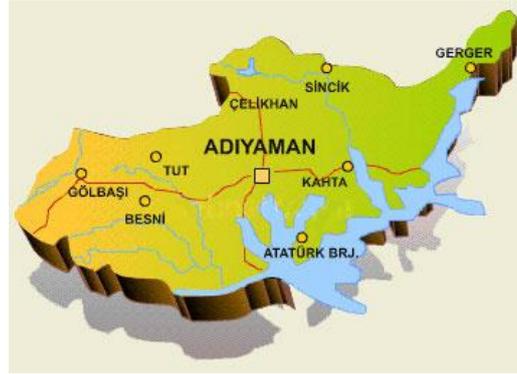


Latin alphabet following the initiative started by Atatürk in 1928.

English has replaced French and German as the chief secondary language taught in school and is becoming more widespread. English is widely spoken and understood by many throughout Turkey. German, Russian and French are also spoken especially in popular holiday destinations.



## Adiyaman



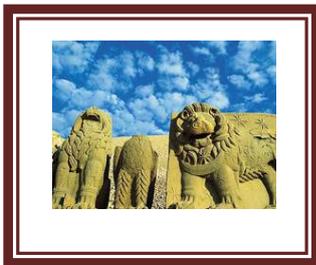
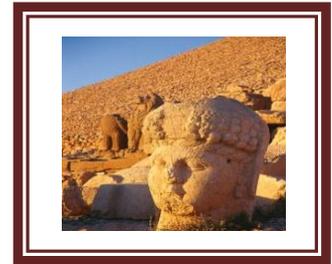
**Area:** 7.614 km<sup>2</sup>

**Population:** 623.811



Located at the west of Southeastern Anatolia Region, taking its stage in history rather early dating back to the existence of first man and hosting various different cultures, Adiyaman is an important culture and tourism center. Along with this, Adiyaman is known to be one of the oldest settlements on Earth; discoveries from every human phase are found on the region. Adiyaman also fascinates its visitors with the ruins of Mt. Nemrut known as the 8th Wonder of World, the ruins of Commagene, Atatürk Dam, the fourth biggest dam in the world, Çamgazi Dam, Winter Camping Organisation and finally with the world champion local folk dances.

Karakus Tumulus, Arsameia and the antic city of Pirin near Adiyaman have plenty of remains from the Kingdom of Kommagene surviving to our time. Samsat, now remaining under Atatürk Dam Lake was once the capital of the Kommagene Kingdom and was the important cities in this period. Cendere Bridge, Sofraz Tumulus and Sesonk date back to the Roman era. The New Castle and military building as structures remaining from the Mameluk period. The remains in Besni are from the Ottoman era.



Adiyaman, an administrative province in Turkey with a surface area of 7.614 km<sup>2</sup> covers plateaus extending from the slopes of Southeastern Taurus Range to the Euphrates. Beside Adiyaman (Center) Besni, Celikhan, Gerger, Golbasi, Kahta, Samsat, Sincik and Tut are the district of the province. The Euphrates, the most productive river in Turkey flows along the southern and eastern borders of the province.



### Where to Visit?

#### Nemrut



The Nemrut mountainside with the tumulus containing the tomb of King Antiochus of the Commagene Kingdom and several giant statues was inscribed to UNESCO's World Heritage List in 1987.

Nemrut Mountain is also known as the highest open-air museum in the world. With its enchanting statues standing ten metres high, and meters long inscriptions and the ancient Commagene sanctuary, it is situated in the Kahta county of Adıyaman province.

Nemrut Mountain was one the most majestic place of worship in ancient Anatolia. According to the inscriptions, Antiochus built a monumental tomb, a tumulus of cut stones built over the tomb, and terraces along the three edges of the tumulus.

Those terraces are known as the East, West and North Terraces. On the East and West Terraces are giant statues, inscriptions and reliefs. Five statues depict the gods, and, among the deities, the figure of Antiochus.

The East and West terraces have five statues of gods, set in the same order on both terraces. The statues made of stone blocks, each weighing 7-8 metric tons, sit on thrones about seven metres above the terrace floor. The heads of the statues have toppled down and are scattered on the terraces.

The row of statues starts with a lion and eagle statue. The lion, the king of animals, represents earthly power, and the eagle, herald of the gods, represents heavenly power.

The East Terrace contains the Gallery of Gods, the Gallery of Ancestors and the Altar. The West Terrace was built similarly, however it has been far better preserved. The North Terrace was used as a passageway between East and West Terraces, and it was surrounded by a sandstone wall. Behind the stone blocks making the thrones of the statues of East and West Terraces there is a cult inscription of 237 lines, written in Greek letters. The inscription was the will of Antiochus, and contains information about the sanctuary as well as rituals that should be used for practicing the cult.

The Nemrut Mountain, with the most majestic panoramas of sunrise and sunset in the world as well as its giant statues and monumental tomb, is waiting for its visitors.



## **Arsameia Ruins (Nymphaios Arsameia)**



It is understood from the Inscriptions of King Antiochos I, that Arsameia was built in the first quarter of the Second Century BC, by the order of Arsemez (ancestor of Commagene) at the east of Kahta River, facing the Old Kahta Castle. It was the summer capital and the administrative centre of the Kingdom.

On the east ceremony way an embossed relief of Mithradates, above the rite platform, displays Herakles shaking hands with Mithradates. In front of the rite platform is an inscription in Greek known as the biggest inscription found in Anatolia. A tunnel beginning at the front of the inscription deep in to 158 meter and also at the west of the inscription a similar rocky vestibule exists. Tomb temple and Palace of Mithradates Callinichos take place on the platform. Arsameia ruins are 60 km to Adiyaman.



## **New Castle**

New Castle is located nearby Kocahisar Village which is 60 km to Adiyaman. New Castle was built by the Commagenes and used together with Arsemeia. Romans and Mamluks restored the Castle and finally in 1970's the castle was partly repaired. In the castle are a bazaar, a Mosque, a dungeon, water canals, ruins of pigeon loft and inscriptions. A water canal flowing from the castle down through to Nymphois was bound to Arsameia by a tunnel. It is still possible to reach the water through the water canal which has an 80 meter length.

## **Derik Castle**



It was built on a hill of 1400 m altitude near the Datgeli village on the Sincik Highway. Estimated to be built by Roman Empire in 70 AC, and used by them till 300 AC, the castle, houses a huge temple and is known as the holy place of the region. Besides, the ruins of Temenos which were built during the period of Commagenes, are placed nearby the castle.

## **Gerger Castle (Arsameia of Euphrates)**

The castle is located in the west shore of Euphrates (Fırat), 85 km to Adiyaman's Kahta County, can even be dated to Late Hittite Period. The castle was constructed by Arsames, the ancestor of Commagenes. Being built on precipitous rocks, the Gerger Castle is divided into two sections as the lower castle and upper castle and at the west walls of the castle is





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an embossed relief of King Samos. In the Castle which is also used during Islamic period are shops, a Mosque and water cisterns.

### Perre Antique City



The ruins of Perre Antique City are located 5 kilometres to Adiyaman city centre. The ruins are remained in Pirin Village, include approximately 200 cave tombs and a settlement place. This necropolis and its vicinity dated at Antique Age, was an important settlement place of the Commagene period, however especially during Roman Period it became a developed city. The ruins consist of gates decorated with embossed reliefs and tomb rooms that are engraved in rocks and connected to each other.

### Archaelogy and Ethnography Museum



Its modern building was built in 1982 and after this date it began to serve in a building of its own. The museum building was established at the most beautiful location of the centre and it is a single floor building erected over a basement, with a huge garden. The monuments are exhibited in two big halls, in the inner hall connecting these halls and in the inner garden. The museum has become the richest museum of the region with the monuments obtained from the foreign and domestic diggings in Lower Euphrat Region and with monuments bought and obtained in other ways.

In Archaeological ruins section, exhibitions begining from Paleolithic Age include hand axes of flintstone, drilling and digging equipment, obsidian arrow heads, cooked clay figures. Also ceramics, glass furnitures, bone tools, gold, silver and bronze ornaments, figures, stamp and cylinder seal exhibits dated to various times; Calcolithic Age, Begining, Middle And Late Bronze Ages, Iron Age, Roman, Byzantine, Seljuk and Ottoman Periods. Moreover there are stone reliefs from Late Hittite Period, some coins and mosaic samples pertaining to Commagene Kingdom.

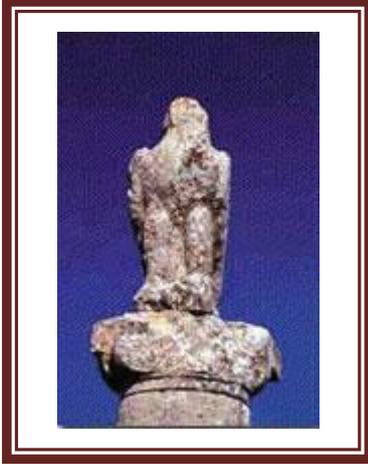


In Ethnographic works section, there are examples of weaved objects rugs, carpets, cicim, rug - pillow, women and men clothes, silver ornaments, house furniture all collected from Adiyaman region. Some stone works of museum were displayed at inner garden.



## Mound Tumulus and Monuments

### Karakuş Tumulus (Women's Monument Tomb):



Located at Adıyaman-Kahta entrance in south-west of the National Park ,the Monumental Tomb was built by Commagene's King Mithradates II and was dedicated to his mother Isas. Because of the symbol of eagle on the top of the columns, it was named as Karakuş(black bird) Tumulus. There were four columns in each east, west and south directions, however today only two at east, one at west and one at south remain. On the east columns are ruins of lion and eagle statues, on the west columns ,on the other hand, grounds a relief of 'shaking hands' and on the ground remain pieces of lion statue. Karakuş Tumulus determined as the entrance of Mt Nemrut is also located in the National Park.

**Sofraz Tumulus:** 45 km to the city centre and 15 km to Besni country. Placed at Üçgöz (Sofraz) village. The Tomb having 15 m height was covered by shattered stones and debris.

**Sesönk (Obelisk):** The Monumental tomb is located at 33 km south-east of Besni district and was built by Commagene's King Mithradates II on Kızıldağ Mountain.The tomb was surrounded by 3 columns, each having 10 meters height. On these columns are embossed figures of women, men and lions.

**Karadağ Tumulus:** 5 km from Adıyaman, Karadağ Tumulus lies on the slope of Karadağ Mountain . It has a rock tomb consisting of two sections.

**Beştepeler:** 25 km from Adıyaman, inside the Ilıcak village borders are 6 tumulus tombs that are covered by hoarded stones. It is estimated that these tombs were built for royal family members of Commagene Kingdom.

**Malpınarı Rock Inscription:** Located approximately 35 kilometres from Adıyaman at the Malpınarı locality. There is a hieroglyph inscription engraved on natural rock and settlements carved on rocks, which are all dated to the late Hittite Period.



## Bridges

### **Cendere Bridge:**



It is located at the north-east of Karakuş Tumulus, 55 kilometres from Adıyaman. Cendere Bridge consists of a big arch built with 92 large shattered stones on two main rocks at the most narrow place of Kahta river and a secondary arch at the east side of the bridge.

The columns of the bridge were constructed with elasticity to make the bridge resistable to the earthquakes. Below this bridge placed another bridge that has 5 arches and was built at Commagene Antiochos Theos Period. However, it was destroyed by the Romans.



**Göksu - Kızılın Bridge:** The bridge dated back to Roman period, was built on a rocky place between Gümüşkaya and Ağcin villages. Except for the middle arch the bridge in general is in good condition.

**Golden Bridge:** Bridge has a big arch and tree other arches getting smaller each after another. The stones of the Bridge were put together with compress method without using a plaster. There are 63 lines of stone at the west side and 70 lines of stone at east side of the arch. In total nineteen line of stones were used.

## Rock Tombs

**Haydaran Rock Tombs:** Located 17 kilometres from Adıyaman, in Taşgedik village. There are rock tombs and embossed relief of God of Sun Heliias shaking hands with King Antiochos.

**Turuş Rock Tombs:** Turuş Rock Tombs dated at Roman Period are placed 40 kilometres from Adıyaman city centre and one kilometre west of Adıyaman-Şanlıurfa Highway. Since the tombs were built through engraving the main rock from the surface to the underground, one can reach the entrance of the tombs through 10-13 steps. In some tombs there are various figures embossed on the walls and entrences of gates.

**Dolmen's:** There are Dolmen type tombs at the rocky places in the west of the Obelisk, near Hoziş village. These tombs were erected through stacking two huge rocks resebling a raft. These tombs were thought to be remainig from Stone Age.

**Zey:** Located 7 kilometres to Adıyaman, near Zey village. Zey consists of settlement units used by the people of Early Christian Period. Moreover, in the village tomb of Sheikh Abdurrahman Erzincani and a mosque take place.



### Caves

**Göksu Caves:** Across the Göksu river are natural caves on a 40 - 50 meter high precipitous rocks. Caves are concentrated around Kızılın and Sarıkaya villages on Besni side, Gümüş Kaya and Mal Pınarı on Adıyaman side.

**Palanlı Cave:** Placed in Palanlı village, 10 kilometres west of Adıyaman, on Adıyaman - Çelikhan - Malatya Highway. It is a natural cave that was used in 40.000 BC. On the wall of the cave a deer motive, which is made by simple counter lines, is still noticeable. Especially the deep valley where the cave takes place is a unique part of nature.

**Kitap (Book) Cave:** In Book Cave are settlement units having two floors built through carving the rocks. They are named as (iron castle 1) and known to be used by the people of Early Christian Period. Caves can be reached on foot from İndere village (Zey).

**Gümüşkaya (Palaş) Caves:** Located at 40 kilometres south-west of Adıyaman, at the west of Göksu river and the village (named by the river). There are various caves on the rocks connected to each other with tunnels. They were known to be used as a residence and thought to be built in 150 B.C. These caves had balconies, divisional rooms, wells, yet the entrances are of one person width.

### Religious Monuments

Ulu Mosque, Çarşı Mosque, Kab Mosque, Musalla Mosque, St. Paul Church are the most important ones.

### Thermal Resorts

#### **Çelikhan Thermal Resorts:**

It is located in 23 km southwest of Çelikhan district. The water of the spring is beneficial for those, who suffering from stomach, liver, gall bladder, and kidney disorders and obesity.

**Besni Thermal Resorts:** It is located in 6 kilometres north-east of Besni district. This spring water is useful for kidney disorders, chronic constipation, guts and stomach inflammation.

**Kotur Thermal Resorts:** It is 25 kilometres to Adıyaman. It is a cold water, mineral spring located 5 kilometres from Akçalı village. This spring water is useful for some guts and stomach disorders.



### Atatürk Dam and GAP



Southeastern Anatolia Project (GAP), is a multi sectoral and complex regional development programme of Southeastern Anatolia Region consisting 9 cities (Adıyaman, Batman, Diyarbakır, Gaziantep, Kilis, Mardin, Siirt, Şanlıurfa and Şırnak). At the beginning, the aim project was to cover only the improvement of water and soil resources, but in 1989 after the preparation of GAP

Master Plan; the project evolved to a multi sectoral and complex regional development plan. The most important step of the project was the Atatürk Dam which is known to be the biggest dam of Türkiye and 8th biggest Dam in the world. With Atatürk Dam, which is located in the borders of Adıyaman and ŞanlıUrfa, soil resurreicts from years of drought and the economy of the region developed rapidly.

On the other hand, Dam Lake which is called as "sea" by the local people, gives a great variety to the touristic capacity of the region. Fishing and water sports are now available in lake life.



## Van



Van used to be the capital city of Urania State. It had been controlled by Hurrines, Hittites, Persians, Meds, Seljuks and Ottomans till today.

Van and its environment had been a popular center of population because of its geographical structure, and a number of civilizations had lived here. Lake

Van is the most important tourism center of the Eastern Anatolia with the Akdamar Church, the castles in the region, with its cat, and with its geography that provides many tourism activities



## Where to go?

### **Van Lake and Akdamar Island**



The city takes its name from the Van Lake. It is the biggest sodium carbonate Lake in the world. The Lake is covered with high mountains. There are four islands in the lake; named, Akdamar, Adır, Çarpanak, and Kuş Islands. It had been given many names to the Lake in the history, like Little Sea, High Sea, and Nairi sea. The water of the Van Lake is very salty and full of sodium carbonate. It foams without using any soap. One can wash his/her clothes in the Lake without using and detergents. The color of the Van Lake changes at any time of the date and at any time of the year. The unspoiled and green shores effects the visitors.

Akdamar Island is the greatest island in the lake. The church founded by King Gagic is an unique example of stone handcraft. It can be reached to island by taking the boats from Gevaş Wharf.



### **Castles**

Van can be called as "the city of castles". There are many castles in Van. Some of these castles had been constructed in the Middle Ages, and some had been made at the times of Urinians. The most important castles at the region are; Down and Upper Zivistan Castles, Beyüzümü Castle, Çatak Castle, Lamurkesen (Zernek) Castle, Hişet Castle, Pizan (Örenkale) Castle, Kalecik Castle, Zernaki Hill Castle, Muradiye Castle, Albak (Başkale) Castle, Deliçay Castle, Çelebibağ Castle, Yoncatepe Castle, Müküs Castle and Amik Castle.

### **Van Castle**

Van Castle is within the borders of Van city. It is 5 km away from the city center. It is one of the most magnificent castles of Urinian civilization. It had been founded by the son of Lutupri, Sarduri the 1st in the 9th century. On the walls of the castle, there exists the oldest Urinian hieroglyphics. The rock tombs, and the Horhor inscriptions are the other important characteristics of the castle. The old houses, thermal baths, mosques and vaults in the old city center makes you take a trip in the history.

### **Hoşap Castle**

Hoşap Castle takes place within the borders of Hoşap District, and it is 60 km away from Van city center. The castle had been constructed on a slopy rock. There are watch towers, towers, mosques, and many other authentic values in the castle. There also exists the oldest Ottoman Bridge of the region at the south of the castle.

### **Ağartı Castle**

The castle takes place at the east shore of Van Lake. The walls of the castle are still undamaged, and they had been constructed with andesite stones.

### **Kef Castle**

Kef Castle is one of the most important centers of the Urinian civilization. There is a palace, and animal and plant reliefs in the castle.

Çavuştepe Castle The castle is 25 km away from the city center. It takes place within the borders of Çavuştepe Village of Gürpınar District. The castle has two sections, called upper and down castles. The castle had founded by King 2nd Sarduri at BC 764 - 734. There are many temples, towers, palaces, water basins, and hieroglyphics in the castle.

### **Ayanış Castle**

It takes place within the borders of Ayanış Village, which is 35 km away from Van city center. It had been constructed between BC 645 - 643. It enlightens the last periods of Urinian civilization. It is very close to the shore of Van Lake.



### **Toprakkale Castle**

It takes place on a rocky hill of Zimzim Mountains. It had been founded by the Urinian King Rusa the 2nd, between BC 685 - 645. There are water basins, temples, and stairs carved on the rocks, in the castle.

### **Aşağı-Yukarı Anzaf Castles**

The castles are 10 km away from Van city center. There are towers, depots, palaces, silos, and inscriptions in the castle.

### **Churches**

#### **Akdamar Church**

It is the church that gives its name to the biggest island of the Van Lake which it is on. It is at the southeast of the island and 3 m away from the shore. It can be reached to the island by boats.

It had been founded by King Gagik for the honor of sacred cross. There are a variety of figurative representations in the church, such as the banishing of Adam and Eve from the Heavben, and the birth of Jesus Christ.

**Adır Church** The church takes place on the Adır Island of the Van Lake. It had been made in 1305. Saint George's Church had been added to the main complex at 1621.

**Yedi Church** It had been constructed to the foots of Erek Mountain in the 8th century.

### **Mosques, Medreses (Theological Schools) and Vaults**

The most important mosques in Van are Ulu Mosque, Hüsrev Paşa Mosque, Kızıl Mosque, Gevaş İzzettin Çir Mosque, Süleyman Han Mosque, Kaya Çelebi Mosque, Horhor Mosque and Abbasağa Mosque. Hüsrev Paşa Medrese (Theological School), Hoşap Hasan Bey Medrese, Hoşap Evliya Bey Medrese, Gevaş Halime Hatun Vault, Erciş Anonim (Zortul) Vault are the places that should be visited by the visitors.

### **Bridges and Water Channels**

The most famous bridges in Van are Bend-i Mahi Bridge, Kırmızı Bridge, Çatak Bridge, Hurkan Köprüsü, Zeril Bridge, and Şeytan Bridge.

The first water channels and dams in van had been built by the Urinians between BC 9 and BC 6. The most important water channel in Van is Menua (Semiramis/Şamran) Water Channel. It had been founded by Urinian King Menua. This water channel is an unique example of engineering genius. It is still being used by the local people.



## **Traditional Van Houses**

Van houses brings the examples of traditional Van architecture to our times. The Van Houses, Bazaars, streets, districts, thermal baths, and stone roads are all typical examples of this architecture.

## **Van Lake:**

**City:** Van, Bitlis

**Provinces:** Van Merkez, Edremit, Gevaş, Tatvan, Ahlat, Adilcevaz, Erçiş, Muradiye

**Surface Area :** 390.000

**Protection:** partially

**Bird Species:** It gains important bird areas status due to Van Reed bed breeding yaz ördeği (5 pairs), Sodalıgöl's (important bird areas status no. 94) just east present peninsula reproducing toy (during reproduction period max. 32 individual) as well as Ahtamar Island (80 pairs), Çarpanak Island (500 pairs) and probably other areas breeding Van Lake martısı (max. 3285 individual). Ak kanatlı sumru can be seen during immigration period.

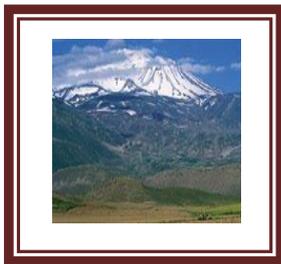
**Main Characteristics:** salt lake, islands

## **Things to do?**

- Visiting the Van Castle, Van Museum, Hoşap Castle, Muradiye Waterfalls, Edremit and Gevaş shores and the Van Lake

- Seeing the work famous Van cats having one eye yellow and one eye blue,
- Purchasing the world famous Van carpets and handcrafts
- Tasting the Van foods.

## **Sports Activities**



### **Van - Süphan Mountain**

**Height:** 4058 m

**Location:** North of Lake Van in Eastern Anatolia, between Adilcevaz - Ercis and Patnos.

**Best Time to Climb:** Between June and September

**Characteristics:** Mt. Suphan, an inactive volcano, is the third highest peak in Turkey. Its peak is glacier-covered.

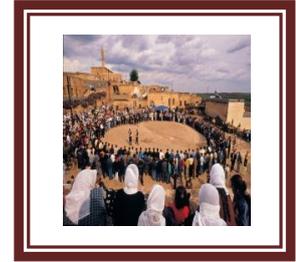
**Transport:** There is air, railway and road transport to Erzurum and/or Van. From there, go to Adilcevaz via of Ercis.



## Mardin



Mardin used to be an important center of the Western Asia for both its strategic location and commercial richness. Excavations in Girnavaz Tumulus at the crossing point of Assyrian royal roads indicate that the place was continuously settled from 4000 to 700 BC. Yielding many finds including potteries, bottles, ceramic sculptures, cylinder shaped bulla as well as architectural remains from the late Assyrian period, Girnavaz reflects all characteristics pertinent to the upper Mesopotamian culture. The tumulus is believed to be the place where genies live together and visited for heal to those with mental problems.



Mardin was once a very important center for Christianity. Architectural structures belonging to different epochs have reached out time in a unique architectural integrity. One can find unique Mardin houses; churches of Kırklar, Mar Mihail, Behrimiz, Virgin Mary, Mar Yusuf and Mar Bitris; medresses of Kasımiye, Zinciriye and Marufiye; monasteries of Deyr'ul Zafaran and Deyr'ul Umur; mosques of Ulu, Çubuk and Molla Hari and the castle as important buildings in this integrity.

Extending over a territory of 12,760 km<sup>2</sup>, the province of Mardin lies between the Southeastern Taurus Range to the north and the Arabian Platform to the south. Most of this territory covers the area known as "Mardin-Midyat Threshold."



The population of the province is 705,098 (Census of 2000). Dargeçit, Derik, Kiziltepe, Mazidagi, Midyat, Nusaybin, Ömerli, Savur and Yesilli are Mardin's districts in the periphery.

The culture of Mardin bears the imprint of various antique civilizations flourishing in the area. Mardin has an enormous historical, cultural and architectural richness. It is apparent that this richness has the potential of contributing much to the development of the province and national tourism if mobilized and managed properly.

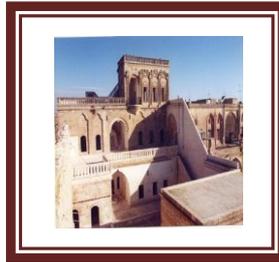


Mardin enjoys a privileged status in the sense that it is able to make people live the past and to present what is old and valuable to present generations. Mardin's cultural diversity is further enriched by the deep-rooted culture of various communities including the oldest Christian community, the Suryani. Who can refuse to see a city of tolerance where ezan from mosques lives in brotherhood with church bells?

In recent years Mardin has become a center of attraction for many people from different parts of the world. It is a candidate for UNESCO's List of 'Cities of World Heritage.' Submitting, protecting and transferring cultural richness for the next generations require a big importance. In our city and its provinces we have 665 buildings registered by protection of culture and nature values committee directorate.



## Where to go?



### **Midyat**

Midyat, which is a museum city like Mardin, is approximately 1.5 hours away from Mardin. Midyat, where, rock mansions, gates with arches, Süryani churches with minaret like ascending gong towers, is reminding a Medieval city. City center is moved to 2 km. away Estel with slowly leaving the region of Süryanis and emigration. Most beautiful samples of masonry, known as Telkari were in Midyat. A few telkari masters are trying to continue their job within Midyat bazaar. You should absolutely see.

This very important province of Mardin is also famous with silver smiting. Province, which is an important place in connection with handicrafts is also attractive related with tourism. Deyrulumur Monastery, which is 18 km. east of the province is constructed in 397 A. D. On 640 A. D. during Hz. Ömer, when Arabic Islam army cooperates with Süryanis, and enter into Mesopotamia, for especially preservation of this piece of arts a privilege is given to it by Hz.

Ömer's order. There were a rich library within the monastery formerly. There were also a theology church, in which thousands of students were educating. Products such as Oak, Bitim, Pistachio and unique Russian cucumber and melon is cultivated in Midyat. It is a junction point, where most quality grapes of the world are cultivated.



## **History**

The province, which is a part of Upper Mesopotamia, is founded in Tur-Abidin (Turabdin) Region. Midyat, is known as "Matiate", which means cavern city in 9th century B. C. Asur Tablets. Probably its name is coming from this.

## **Climate**

Midyat, which is 1,5 hour away from Mardin, shows the similar climate characteristics as Mardin. Summers are very hot and dry, and winters are rainy and cold in Midyat, which has the characteristics of both Mediterranean climate and terrestrial climate.

## **Mosques**

### **Cevat Paşa Mosque**

It is constructed in 1915. It has tick walls and its type is a mosque with courtyard. At the middle of the mosque there is a small dome. Its minaret is made up of Midyat rock, and has cylindrical shape. It has two minaret balconies, and decorated with vegetable and geometrical shapes.

### **Ulu Mosque**

Three sides of the niche, constructed in 1800 are decorated with vegetable adornments. Its minaret has single minaret balcony.

### **H. Abdurrahman Mosque**

Its construction date is in 1915 (H.1331) Mosque has one minaret. There is only one balcony on its minaret.

## **Monasteries**

### **Deyr-Ül Umur Monastery**

Deyr-Ül Umur Monastery, also known as Mar Gabriel, is established on a hill with laying its foundations on 379, near Midyat. There are temples, known as Meryamana, Resüller, Kırk Şehit, Mar Şumuel, Mar Şemun, accommodation and worship places of priests, tomb and graveyard within Monastery. Mar Gabriel is also used for Bishop center by Süryani Church.

### **Mar Gabriel Monastery (Deyrul Umur)**

This monastery, which is also the center for metropolis of Turabidin region, is approximately 22 km. away from Midyat, at 2 km. north of Yayvan hill bay, on a low hill, and established by Mar Samuel in 397. In this monastery, which is one of the oldest and activating Christian monastery, Meryem Ana Church, Kırk Şehitler Church, Kartminli Smuel Church, Thedora dome with eight arches and Mısırlılar dome is present.



### Churches

#### **Mort Smuni Church**

It is an ancient church, built in tenth century. It is also used as Metropolis center. The exchange of Bairam greetings is performed within this church.

#### **Mor Barsavmo Church**

Its foundation is laid in the 4th century. It is re - constructed over this foundation.

#### **Mor Aksanoya Church**

It is the oldest church within province center. It is constructed on idolaters' temple during the 4th century. This church, which is restored with benefiting from the old ruins in 1961, is at the south east outside the province.

#### **Mor Sarbel Church**

This church, which is at the center of the province, is one of the most impressive churches.

#### **Protestant Church**

It is constructed at the beginning of 1900s. Meryem Ana (Virgin Mary) Church. This ancient church, which has no bastion, belongs to Catholic community.

#### **Mor Abraham Church**

It is established by two monks from Mar Gabriel on Vth century. Central graveyard of Midyat Christians is here. There is a Meryem Ana dome in this monastery.

#### **Meryem Ana Church (Within Anıtlı Village)**

This village, which is in the Anıtlı village, has a rare architectural characteristic, which can't be seen today.

#### **Hah Cathedral (Mar Sobo Church)**

Ruins of this cathedral devoted to Mar Sobo during the 6th century are important historical pieces of arts.

#### **Hah Ruins**

There is no written source related with ruins between Anıtlı and Karagöl, and they have the signs of a big civilization.



## Ancient Cities

**Dara Ruins** This ancient city is located at 30 km. away from the southeast of Mardin province in Oğuz village. This city is the most famous city of the ancient Mesopotamia region. The ruins of Dara city is spread over a vast area which could extent to 8 - 10 km. and there are houses carved into rocks and founded in caves. The church, palace, bazaar and storage yards, dungeon and the water dam are still visual among the ruins of the city. There are also 6 - 7 cave houses around the village. The history of this caves extend to the Late Roman (Early Byzantine) period.

## Castles

**Mardin Castle:** This castle was constructed by Hamdani nation in AD 975 - 976 years. There is a mosque, bath, dungeon and numerous warehouses inside the castle.

**Dara Castle:** The castle is located 30 km. away from Mardin province. The castle was constructed by the monarch of Iran.

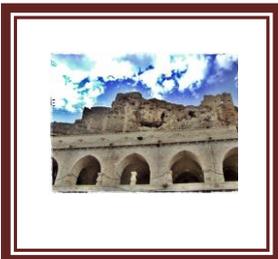
## Religious Monuments

As Mardin Province is an important center of Religion Tourism, the important religious structures in the Mardin city center could be counted as; Ulu Mosque, Meryem Ana Church (Mother Marian) and Patriarchate, Mor Yusuf Church (Surp Hovsep), Deyruülzafaran Monastery (Mor Hananya), Deyrulumur Monastery (Mor Gabriyel), Mor Yakup Monastery (Nusaybin), Midyat Meryemana Monastery and Mor Dimet Monastery

## Caves

Mardin Gizzelin Cave (Threat Weaving), Midyat Linveyri Cure Cave, Mardin Şakolin and Firiye, Midyat Kefilsannur, Midyat Şenköy Kefilmelep, Kefilmardin, Midyat Hapisnas, Midyat Tınat, Savur Kılıt, Kızıltepe Hanika and Salah, Nusaybin Hessinmeryem and Sercahan, Mazıdağı Gümüşyuva and Avrihan, Derik Derinsu, Dirkip, Haramiye Caves are the caves inside the borders of Mardin.

## Things to do?



- Visiting Mardin Museum, Deyrulzaferan Monastery and Kasımpaşa Theological School,
- Tasting almond candy, roasted chickpea and sausage with walnut
- Buying silver treated products from Telkari
- Participating to the Cherry Festival



## Museums



It is in Mardin Center, on 1st Street of Cumhuriyet Avenue, beside Atatürk sculpture. In accordance with the inscription on the closed portal of Mother Mary Church looking to the museum, the building has been constructed by Antakya patriarch İgnatios Behnam Banni as Syrian catholic patriarchate. Later, it has been used as military garrison, M.S.P provincial organization, cooperative building, health center and police station. Ministry of Culture purchased the building from Syrian Catholic Foundation and has decided to restore this building in 1988 and has opened it as a museum in 1995. Until that time, the old museum acted in Zinciriye Madrasa, constructed by Sultan İsa, who is one of Artuklu sultans.



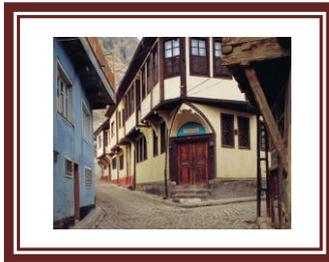
The new museum building is completely made of cut limestone. There are unique ornaments on the internal and external vaults, arches, rails and column heads.

The works in the museum are works belonging to the period in between 4000 BC and 7th century BC. In the archeological halls, slabs, cylindrical and stamp seals, cult pots, figurines, metal awls, jewelry, ceramics, golden, silver and copper coins, tear bottles and candles belonging to the Old Bronze, Assyrian, Urartu, Greek, Persian, Hellenistic, Roman, Byzantine, Grand Seljuk, Artuklu and Ottoman periods are exhibited.

In the ethnography hall, necklaces, earrings, bracelets, anklets, diadems, hair jewelry, which are elite samples of silver ornamenting special to Mardin and its surroundings, especially to Midyat District and besides them old clothes, swords, coffee (mirra) sets, bath goods, prayer beads, heating tools and copper goods are exhibited.



## Afyonkarahisar



Afyonkarahisar is located on an intersection which connects north to south, west to east. Town is a potential tourism centre with its rich historical background. Afyonkarahisar takes its name both from the castle at the south of the city and opium plant. Beginning from 7000 BC till today cultures passing from passing from Calcolithic to Late Bronze Age, Hittite, Phryg, Roman, Byzantine, Seljuk and Ottoman Civilizations located in the borders of the city. After the conquest of Anatolia by Seljuk Turks in 1071 Afyonkarahisar was taken under the rule of Turks. After this date Afyonkarahisar was dominated by; Seljuk State, Sahipoğulları Principality, Germiyanogulları Principality and finally in 1428 by Ottoman Empire.

## **Where to go?**



### **Ancient Cities**

İhsaniye Ayazini Town (Metropolis) Ayazini town can be reached by turning right and getting 4.7 kilometre from the 27th km of Afyon-Eskişehir Highway. It is known to be used as a settlement since the Phrygian period. Cave tomb rooms made for singles or families dated at Roman and Byzantine Periods, churches of Byzantine period and cave settlements are all engraved on rock due to the suitability of the land. Tomb rooms with lions and tomb rooms with columns moreover churches and chapels that are engraved on rock can be seen in the ancient city.

**İhsaniye Döğer Settlement** Located at 12 km from İhsaniye and known to be used as a settlement since Phrygians. Lion rock, Gate Rock I and II and the rock monuments built in the 7th Century BC, in the name of Goddess Cybele has the quality of being an open-air temple. Moreover, Phrygian settlements are located in Asar and Old Döğer. Various cave settlements, tomb rooms and churches dated at Roman and Byzantine Period can be visited in the ancient settlement.



## Country Report - TÜRKİYE



**Synnada** Located at Şuhut town centre , Synnada is a huge city which was once the capital of central Phrygia during Roman and Byzantine Periods.

**Apameia Located in Dinar** , the previous name of Apameia was Keleneia. In ancient times it was known to be the second biggest city after Efes.

**Docimeium** Located at İncehisar town centre, the city was built by Macedonians.

**Amorium** Located at Hisarköy Village the history of the city can be traced to Late Bronze Age. The city was called as Aura in the Period of Hittites and as Amorium in the Classic Age.

**Bruzus** Located in Karasandıklı Village, it is one of the five cities that are called as Pentapolis. It is located at the north of other cities.

**Eucarpeia** Located at Emirhisar village in Sandıklı , Eucarpeia is one of the five Pentapolis cities

**Hieropolis** Located at Koçhisar village in Sandıklı ,Hieropolis is one of the Pentapolis cities. At the same time, the city was the centre of the Phrygia Salutaris (Curative Phrygia). Also it was named as the "Holy City".

Otrus Being one of the Pentapolis cities, Otrus was built in Yanıkören village.

Stectorium Being one of the Pentapolis cities, it was built in Menteş town, Sandıklı district.

**Ococleia** Located in Karacaören village, Şuhut district. The city with its partly autonomous status during Roman Period, minted bronze coins in the name of the Emperor collectively with Bruzus City.

Lysias Located in Arızlı village, Şuhut.

**Metropolis** Founded at Tatarlı town in Dinar district; it is known as Campus Metropolitanus or Phrygia Metropolis.

**Cidyessus** Located at Küçükhöyük town Sincanlı district nearby Höyük locality.

**Prymnessus** It is one of the great cities that was founded by the Phrygians in Sülün Village Merkez district. Moreover, the huge sized Hercules statue taking place in this ancient city is exhibited in Afyon Archaeology Museum.

Sanaus founded at Sarıkavak village, Dazkırı district.



## Archeological Places

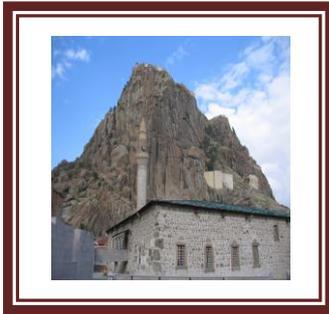
**Göynüş Valley Open Air Temple** It is located at Kayıhan quarter in İhsaniye county. One can reach the Temple through turning left and going 1,5 km from the 32nd km. of Afyon-Eskişehir Highway. In the valley, Göynüş Citadel, Aslantaş and Yılandaş tomb rooms that has embossed lion figures, Maltaş Cybele Open Air Temple can be visited.

## Castles

**Afyon Castle** - The history of the Castle can be traced to 1350 BC. On the top of the Castle are various worship places dedicated to Main Goddess Cybele and 4 large cisterns (water holes). During the period of Seljukian Sultan Alaaddin Keykubad, the castle was restored by the castle commander Ulumar Bedrettin Gevhertaş, a small mosque was added and a palace was constructed near the castle.

**İscehisar** - Kirkinler and Seydiler Castle The castle is located in Seydiler village in İscehisar district, Kirkinler is on the 32nd km. of Afyon-Ankara Highway. A settlement place, a church, a chapel and rocky masses used as tombs that were built in Byzantine Period still remain in the historical place.

## Things to do?



- Experiencing curative waters of Afyon's Thermal Springs,
- Visiting İhsaniye-Ayazın (Metropolis) region, Sandıklı Akdağ –Tokalı Canyon, Peri Bacaları (Fairy Chimneys) at İscehisar,
- Visiting Afyon Archaeology Museum, Ulu Mosque, İmaret Mosque, Afyon Castle,
- Tasting Creamy bread kadayıf,
- Buying Bayat's root dyed rugs and Dazkırı's silk carpets



## **The Needs Analysis for Tourism Sector in TURKEY**

The importance of tourism industry is highly increasing in Adıyaman, Van, Mardin and Afyonkarahisar. Knowing how to communicate in English is quickly becoming a necessity in the tourism sector. Safety instructions on international flight, information about emergency procedures in hotels, and directions to major locations are now increasingly in English. The present needs analysis study investigates the needs and problems of participants when using English in their jobs.

The main aim of this study was to explore the current needs of the people in tourism sector in Adıyaman, Mardin, Van and Afyonkarahisar for the English Language, and the participants encountered in using English in their jobs. We classified English language skills and functions for the staff in Tourism based on Nunan and Carter (2001) into eight main categories. The language skills and elements were composed of listening, speaking, reading, writing, translation and pronunciation, vocabulary in tourism and grammar and expressions. The participants consisted of 218 people dealing with tourism in these cities. The data were analysed based on statistical techniques. The statistical procedures in the present study were; frequency distribution, percentages and a five point Likert Scale.

The key findings showed that the English language was perceived as important for the participants. They mostly needed the language to communicate actively with foreigners. They thought of speaking as the skill they used most in their routine job. Listening, writing and reading were also needed. Speaking was also the skill with which they faced most problems. They also encountered problems in vocabulary in tourism and reading skills.



## ADİYAMAN

According to the study, there were 24 male participants and 40 female participants. The results of the survey showed that the majority of the participants were concerned about the importance of English in their present occupations.

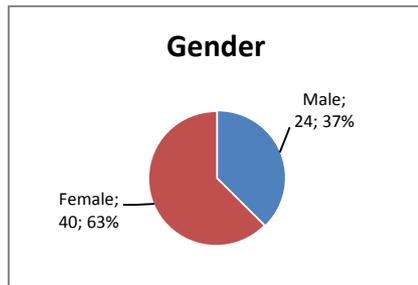


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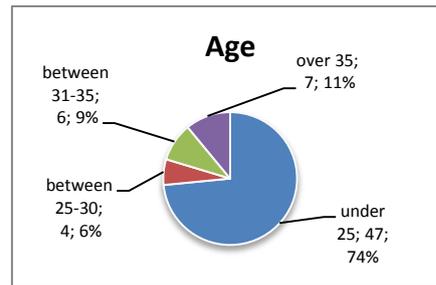


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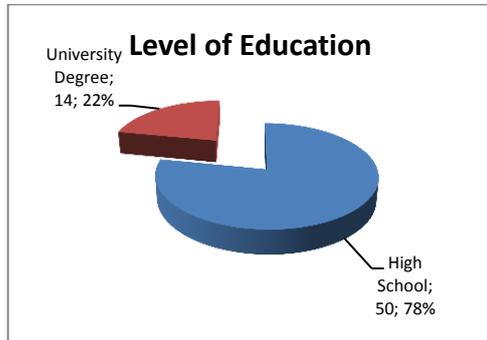


Table 3. Level of Education

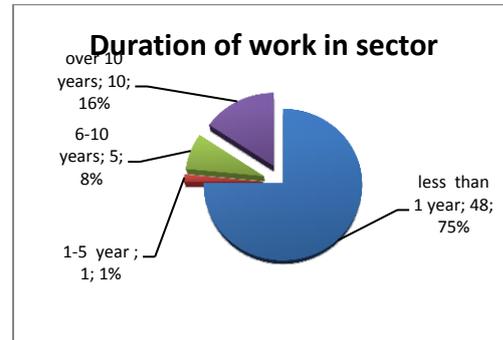


Table 4. Duration in Tourism Sector

**Table 1,2,3,4** General information about the participants: their gender, age, educational background, and duration of work in tourism sector.

Tables showed, out of the total number of 64 participants, 63% of them, 40 were female, whereas 37%, 24 were male. Of the participants, 47 were under 25 years of age. Regarding their educational background, 50 of the participants (78%) obtained high-school degree, while 14 (22%) did a university graduate degree. The majority of the participants or 48 had worked less than 1 year, while 10 had spent more than 10 years of experience in tourism sector.

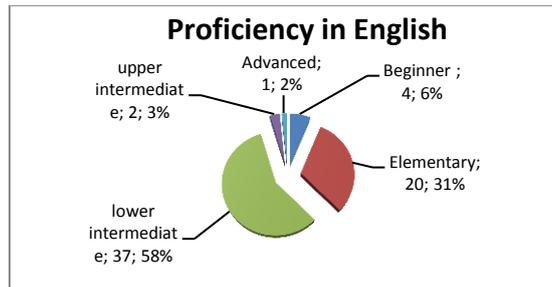


Table 5. The English proficiency of the participants and rank of language skills

From Table 5, it can be noted that the majority of participants (89%) thought their level of English was around elementary and lower intermediate, 6% of them felt they were beginner. Only 3% was confident that his/her level of English was upper intermediate, and 2% felt they were advanced.

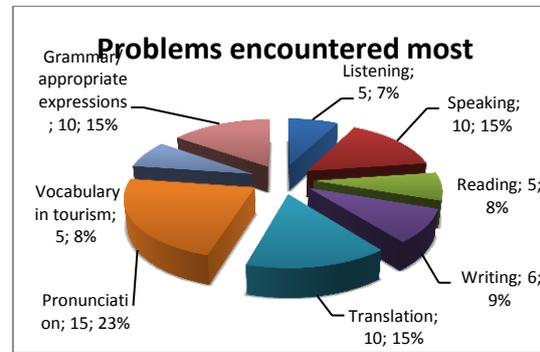
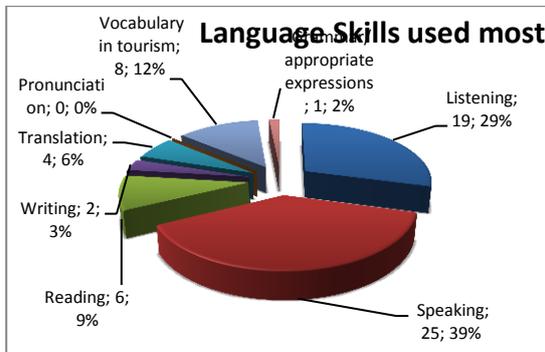


Table 6. The rank of elements that the participants used and with which they encountered most problems

Table 6 showed that the largest group of participants (39%) ranked speaking as the skill they used most in their routine jobs. The second highest per cent was listening (29%). The third was vocabulary in tourism (12%). The fourth was reading (9%), followed by translation (6%), writing (3%) and grammar and appropriate expression was rated the lowest use (2 %).

As for the English language skills which the staff in tourism sector encountered problems most, the participants also agreed that pronunciation was the skill they faced most problems (23%). 15% ranked translation, grammar and appropriate expressions and speaking as the second. They found moderate problems in the usage of these skills: reading (8%) and vocabulary in tourism (8%). They hardly encountered problems in listening in tourism (7%).



## VAN

According to the study, there were 26 male participants and 28 female participants. The results of the survey showed that the majority of the participants were concerned about the importance of English in their present occupations.

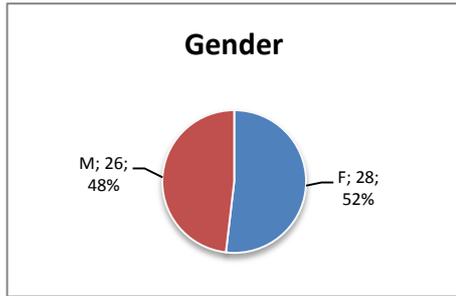


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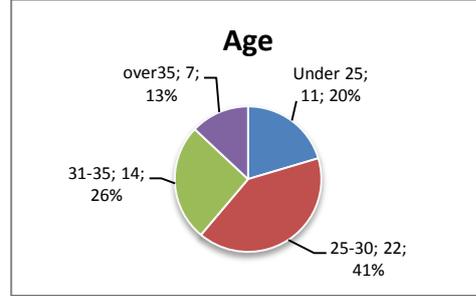


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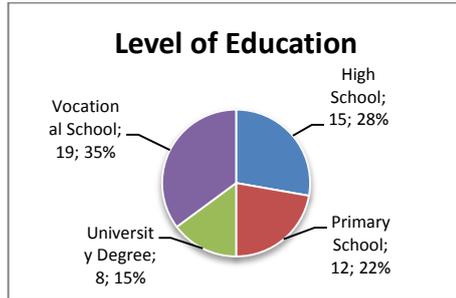


Table 3. Level of Education

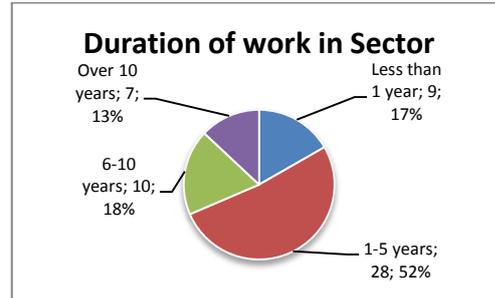


Table 4. Duration in Tourism Sector

**Table 1,2,3,4** General information about the participants: their gender, age, educational background, and duration of work in tourism sector

Tables showed, out of the total number of 54 participants, 52 % of them were female, whereas 48% were male. Of the participants, 11 were under 25 years of age. Regarding their educational background, 12 of the participants (22 %) obtained primary school degree, while 19 (35 %) finished at a vocational high school, 15 (28%) had a high school diploma. Only 8 of the participants (15 %) did a university graduate degree. The majority of the participants or 28 had worked for 1-5 years, while only 7 had spent more than 10 years of experience in tourism sector.

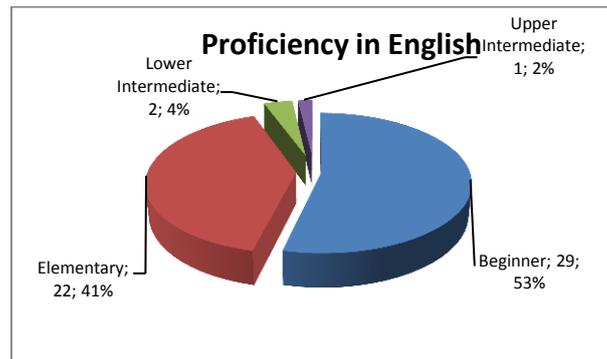


Table 5. The English proficiency of the participants and rank of language skills

From Table 5, it can be noted that the majority of participants (29) thought their level of English was around beginner, 22 of them felt they were elementary and 2 lower intermediate. Only 1 was confident that his/her level of English was upper intermediate, and none felt they were advanced.

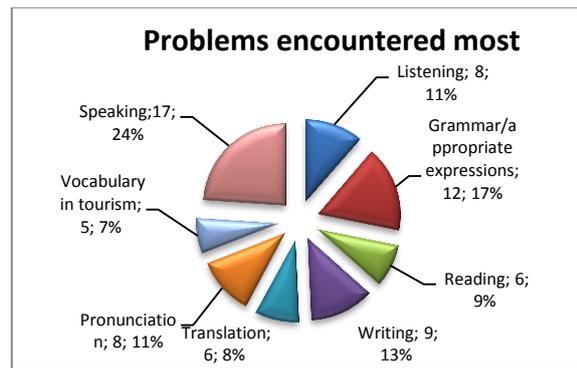
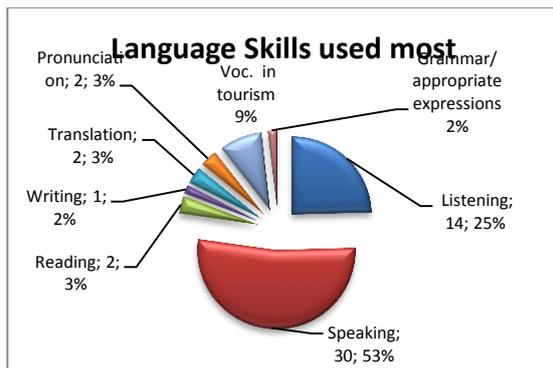


Table 6. The rank of elements that the participants used and with which they encountered most problems

Table 6 showed that the largest group of participants (53%) ranked speaking as the skill they used most in their routine jobs. The second highest per cent was listening (25%). The third was vocabulary (9%). The fourth was reading (3%), followed by pronunciation and translation (3%) and writing and grammar were rated the lowest use (2 %).

As for the English language skills which the staff in tourism sector encountered problems, the participants also agreed that speaking was the skill they faced most problems (24%). Of the participants, 17% ranked grammar and appropriate expressions as the second. 13% thought writing as the third and listening was the fourth (11%). They found moderate problems in the usage of these skills: pronunciation (11 %), reading (9%) and translation (8%). They hardly encountered problems in vocabulary in tourism (7 %).



## MARDİN

According to the study, there were 34 male participants and 16 female participants. The results of the survey showed that the majority of the participants were concerned about the importance of English in their present occupations.

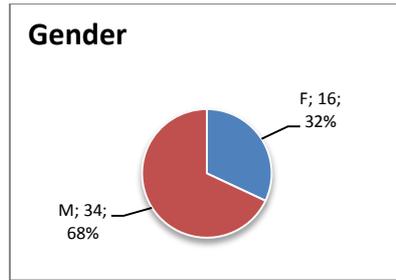


Table 1. Gender

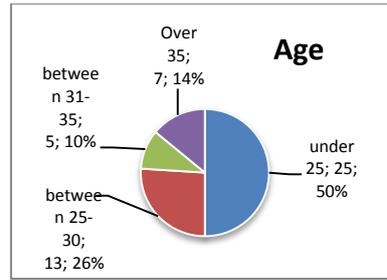


Table 2. Age

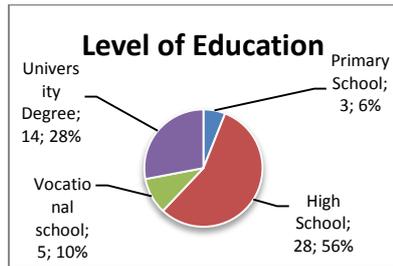


Table 3. Level of Education

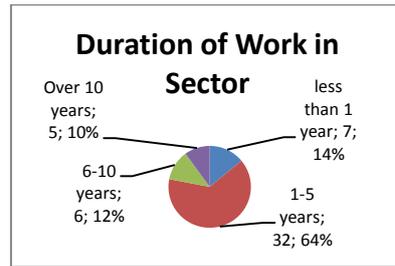


Table 4. Duration in Tourism Sector

**Table 1,2,3,4** General information about the participants: their gender, age, educational background, and duration of work in tourism sector.

Tables showed, out of the total number of 50 participants, 32% of them, 16 were female, whereas 68%, 34 were male. Of the participants, 25 were under 25 years of age. Regarding their educational background, 3 of the participants (6%) obtained primary school degree, while 5 (10 %) finished at a vocational high school, 28 (56%) had a high school diploma. Only 14 of the participants (28%) did a university graduate degree. The majority of the participants or 32 had worked for 1-5 years, while only 5 had spent more than 10 years of experience in tourism sector.

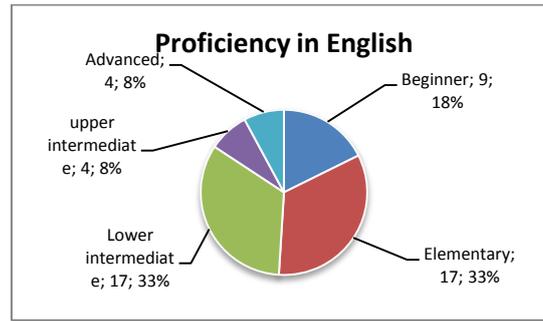


Table 5. The English proficiency of the participants and rank of language skills

From Table 5, it can be noted that the majority of participants thought their level of English was around elementary (33%) and lower intermediate (33%), 18% of them felt they were beginner. Only 8% was confident that his/her level of English was upper intermediate, and 8% felt they were advanced.

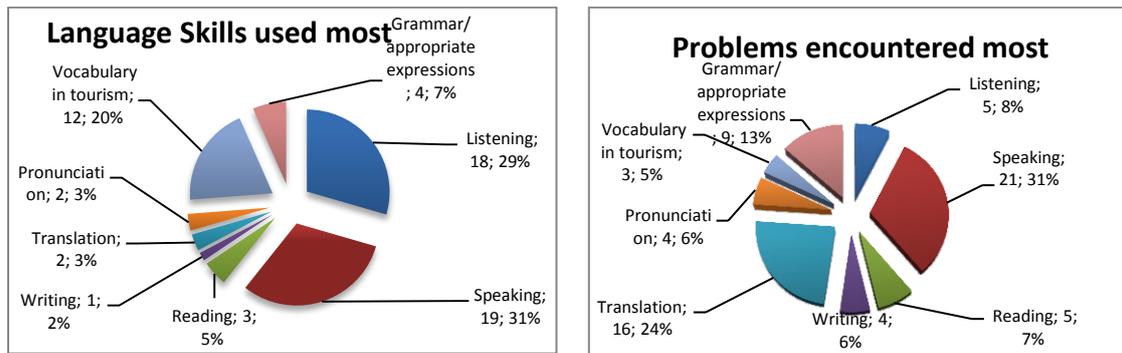


Table 6. The rank of elements that the participants used and with which they encountered most problems

Table 6 showed that the largest group of participants (31 %) ranked speaking as the skill they used most in their routine jobs. The second highest per cent was listening (29%). The third was vocabulary in tourism (20%). The fourth was grammar and appropriate expression (7%), followed by reading (5%), pronunciation and translation (3%) and writing was rated the lowest use (2 %).

As for the English language skills which the staff in tourism sector encountered problems, the participants also agreed that speaking was the skill they faced most problems (31%). 24% ranked translation as the second. 13% thought grammar and appropriate expressions as the third and listening was the fourth (8%). They found moderate problems in the usage of these skills: reading (7%), pronunciation and writing (6%). They hardly encountered problems in vocabulary in tourism (5%).



## AFYONKARAHİSAR

According to the study, there were 34 male participants and 16 female participants. The results of the survey showed that the majority of the participants were concerned about the importance of English in their present occupations.

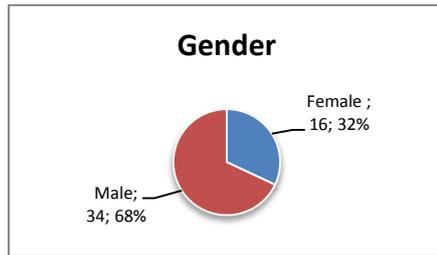


Table 1. Gender

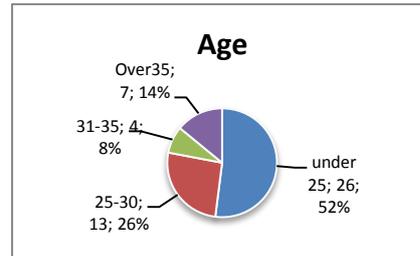


Table 2. Age

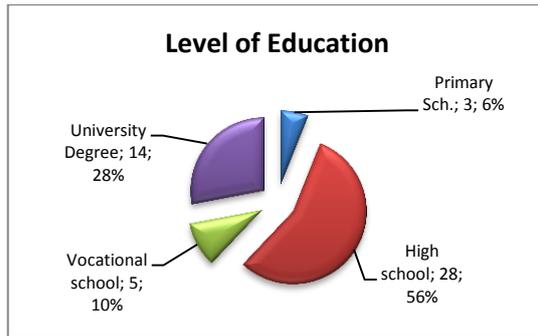


Table 3. Level of Education

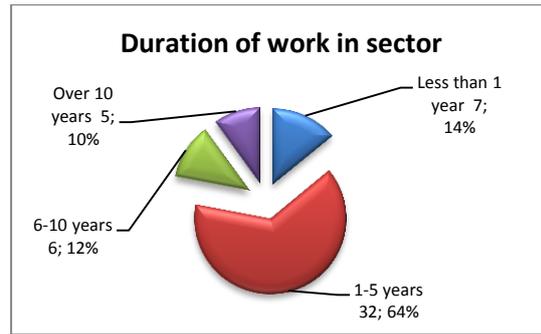


Table 4. Duration in Tourism Sector

**Table 1,2,3,4** General information about the participants: their gender, age, educational background, and duration of work in tourism sector.

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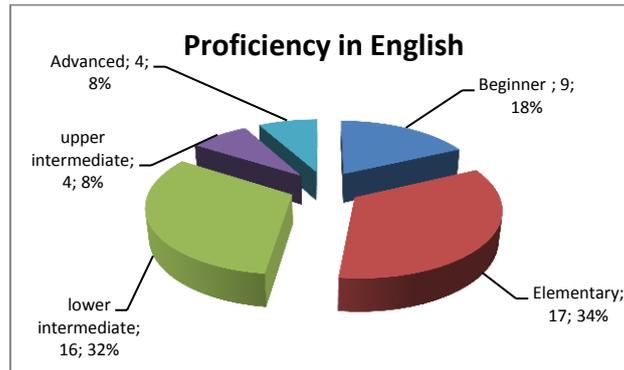


Table 5. The English proficiency of the participants and rank of language skills

From Table 5, it can be noted that the majority of participants (34%) thought their level of English was around elementary and (32%) lower intermediate, 18% of them felt they were beginner. Only 8% was confident that his/her level of English was upper intermediate, and 8% felt they were advanced.

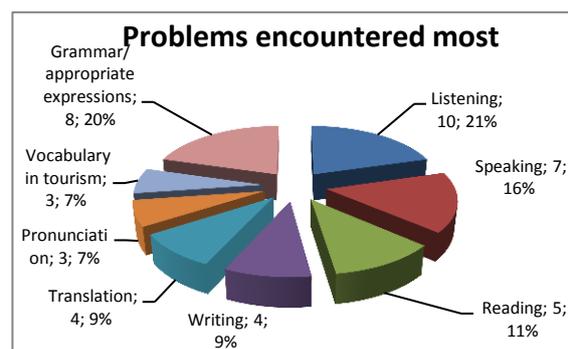
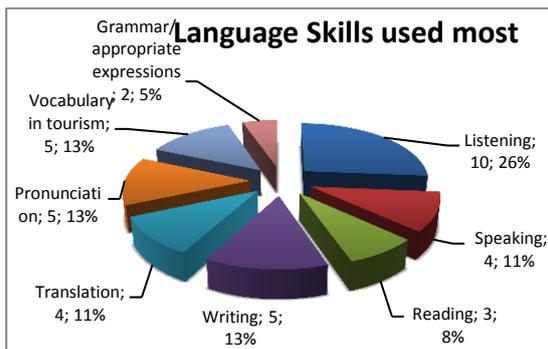


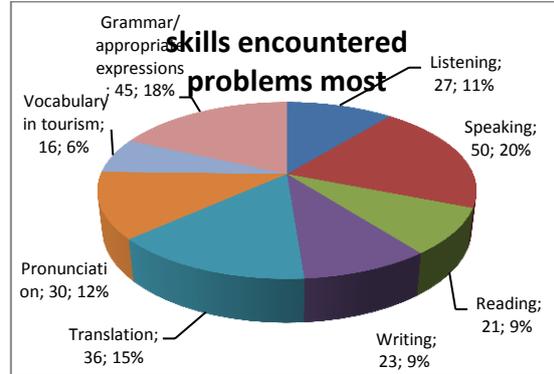
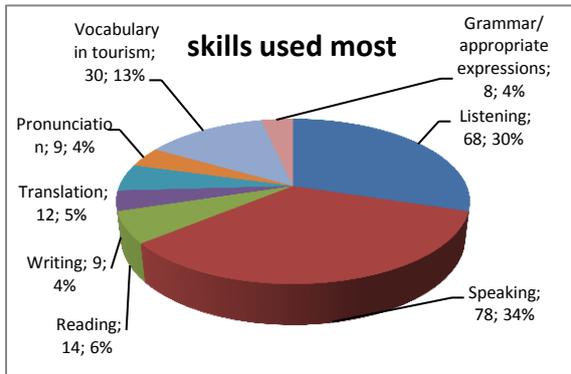
Table 6. The rank of elements that the participants used and with which they encountered most problems

Table 6 showed that the largest group of participants (26%) ranked listening as the skill they used most in their routine jobs. The second highest per cent (13%) was for pronunciation, writing and vocabulary in tourism listening followed by translation and speaking (11%), reading (8%) and grammar and appropriate expressions was rated the lowest use (5%).

As for the English language skills which the staff in tourism sector encountered problems, the participants also agreed that listening was the skill they faced most problems (21%). 20% ranked grammar and appropriate expressions as the second. 16% thought speaking as the third and reading was the fourth (11%). They found moderate problems in the usage of these skills: translation and writing (9%). They hardly encountered problems in vocabulary in tourism (7%) and pronunciation (7%)



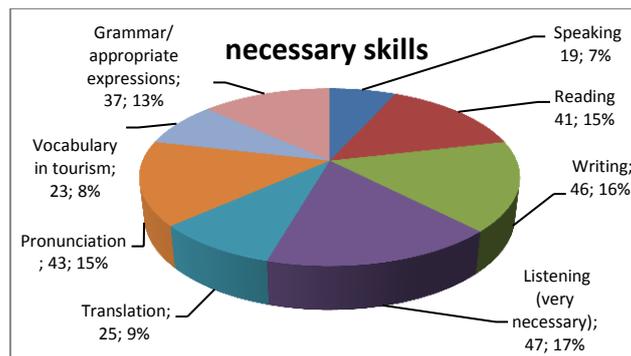
### The mostly used skills and encountered most problems in using English in Adıyaman, Van, Mardin and Afyonkarahisar



**Table 1 and 2** The rank of language skills and elements they used and with which they encountered most problems

From Table 1 and 2, it can be noted that the largest group of participants (78; 34%) ranked speaking as the skill they used most in their routine jobs. The second highest percent was listening (68; 30%). The third was vocabulary in tourism (30; 13%). The fourth was reading (14; 6%), followed by translation (12; 5%), writing and pronunciation (9; 4% each). Grammar and appropriate expressions was rated the lowest use (8; 4%).

As for the English language skills which the participants encountered problems, the participants also agreed that speaking was the skill they faced most problems (20%). On the other hand, 18% ranked grammar and appropriate expressions as the second. 15% thought translation as the third and pronunciation was the fourth (12%). The participants found moderate problems in the usage of these skills: listening (11%), writing (9%), reading (9%). They hardly encountered problems in vocabulary in tourism (6%).



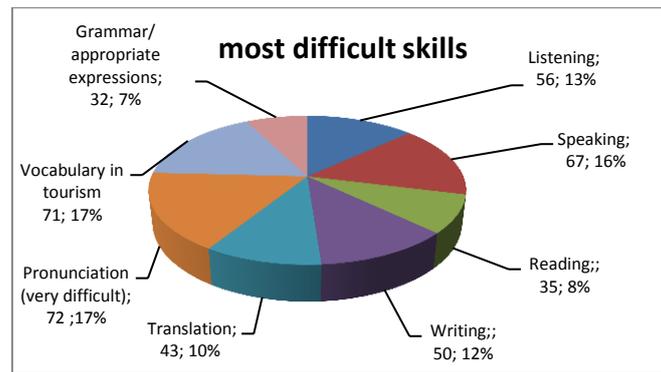
**Table 3** The participants' feelings about the necessity of English language elements

As can be seen from Table 3, the participants felt that using English language skills were highly needed in their jobs, particularly listening (17%) and writing (16%) were rated highly essential, whereas reading, speaking, translation, pronunciation, vocabulary in tourism and grammar and expressions were very necessary to them.



## Difficulty of English language elements:

The another section was about the difficulty of using English language elements. The participants were asked to rate their difficulties of English skills.



**Table 4** The participants' difficulties with English language elements

From Table 4 The participants felt that most of the English language elements – Translation, vocabulary in tourism, pronunciation, speaking, listening and writing – were fairly difficult for them. Reading (8%) and grammar and appropriate expressions (7%) were seen as difficult skills.



### **The present needs of participants in Adıyaman, Van, Mardin and Afyonkarahisar in using English in their routine jobs:**

Almost all the participants perceived that the English language had an important role in their current jobs. The participants stated that Adıyaman and Van were the most popular tourism spots, Afyonkarahisar was the most popular in health tourism and Mardin was the most popular in religion tourism spot in Turkey. There were a great number of international travelers in these cities. Therefore, the participants regularly used English as a mean to communicate with those foreign travelers. Though the participants had studied English since their secondary school level and had the chance to use English, most of them considered their English language proficiency was still at the lower intermediate level. Sometimes, they encountered problems when using it. Hence, all participants believed that learning English was very necessary to them. Because participants were in the tourism sector, they therefore used English as a language for communication with foreign tourists everyday. In their routine jobs, all participants felt that of the eight language skills, speaking was considered to be the greatest need in tourism sector. From the obtained results, the greatest needs of English skills were speaking, followed by listening, writing, reading, the use of specific vocabulary in tourism, respectively. Translation, grammar and appropriate expressions were considerably of lower use for them while pronunciation was the lowest need.

To sum up, as suggested by the figures concerning the overall participants' needs and problems in English language, the participants had higher needs in the English language than the problems they perceived. On the basis of this study, it recommended that English language courses or training programs for the participants should be offered, as the majority of the participants suggested that this kind of programme was very crucial. The training program would also provide them a basic understanding of the tourism sector. The training should focus on conversational skills, as they needed to conduct services mainly based on listening and speaking. The content in an English training course design should be relevant to the specific needs of the people working in tourism sector.



## Türkiye’de Turizm Sektöründe İhtiyaçların Analizi

Adıyaman, Van, Mardin ve Afyonkarahisar’da turizm endüstrisinin önemi gün geçtikçe artmaktadır. Turizm sektöründe İngilizce iletişim kurulmasının nasıl olacağı hızla bir ihtiyaç haline dönüşmektedir. Uluslararası uçuşlardaki güvenlik talimatları, otellerdeki acil durum bilgilerini içeren prosedürler ve ana yerleşim yerlerine giden yollar artarak İngilizce ’ye dönüştürülmektedir. Yapılan bu analiz çalışma araştırması katılımcıların mesleklerinde İngilizceyi kullanma ihtiyacının zamanını araştırılmasını kapsamaktadır.

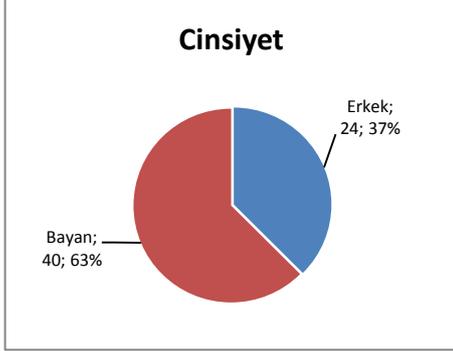
Bu çalışmanın asıl amacı Adıyaman, Van, Mardin ve Afyonkarahisar’da turizm iş kollarında çalışan insanların mevcut ihtiyaçlarını araştırmak ve katılımcıları meslek yaşamlarında İngilizceyi kullanmayla tanıştırmaktır. Nunan ve Carter’e (2001) göre Turizm sektöründe çalışan personel için, İngiliz dil beceri ve prosedürlerini 8 temel kategoride sınıflandırdık. Dil becerileri dinleme, konuşma, okuma, yazma, tercüme ve telaffuz ve turizm sektörüne yönelik kelime dağarcığı, dil bilgisi ve ifadeler gibi unsurlardan oluşmaktadır. Bu şehirlerde turizm sektöründe çalışan ve ankete katılan kişi sayısı 218’dir. Veriler istatistik teknikleri çerçevesinde değerlendirilmiştir. Mevcut çalışmadaki istatistiksel prosedürler sıklık derecesine bağlı dağılımlar, yüzdeler ve 5’li Likert Ölçeğine göre değerlendirilmiştir.

Katılımcılar için dil, önemli bir bulgu olarak ortaya çıkmaktadır. Onların büyük bir çoğunluğu yabancılarla etkin iletişim kurmak için dil öğrenme ihtiyacı içerisinde. Onlar, günlük işlerde konuşmanın en önemli beceri olarak kullanıldığını düşünmektedir. Dinleme, yazma ve okumanın da bir ihtiyaç olduğu düşünülmektedir. En çok karşılaştıkları sorunun konuşma becerisi olduğu görülmüştür. Turizmle ilgili kelime dağarcığı ve konuşma becerileri gibi alanlarda da sorunlarla karşılaşıldığı tespit edilmiştir.

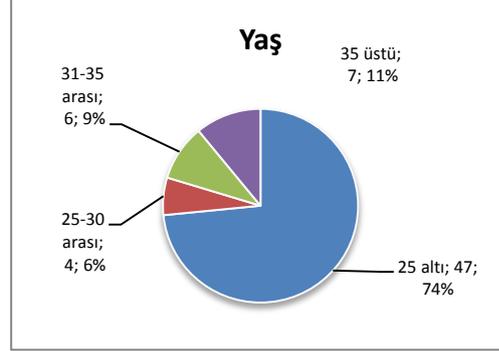


## ADİYAMAN

Araştırmada 24 erkek ve 40 bayan katılımcı yer almıştır. Araştırmanın sonucu katılımcıların büyük çoğunluğunun İngilizcenin mevcut durumdaki mesleklerindeki öneminin farkında olduklarını göstermiştir.



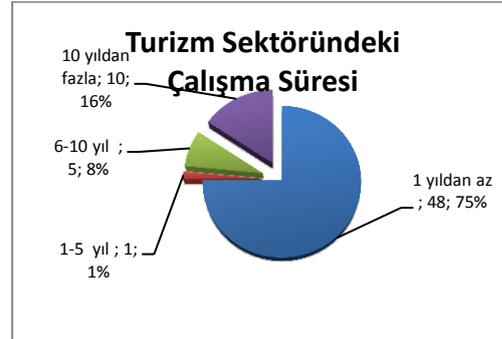
Tablo 1. Cinsiyet



Tablo 2. Yaş



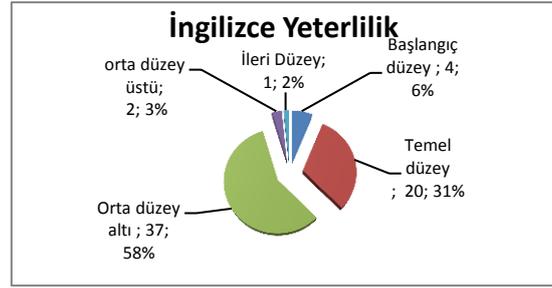
Tablo 3. Eğitim Seviyesi



Tablo 4. Turizm Sektöründeki çalışma süresi

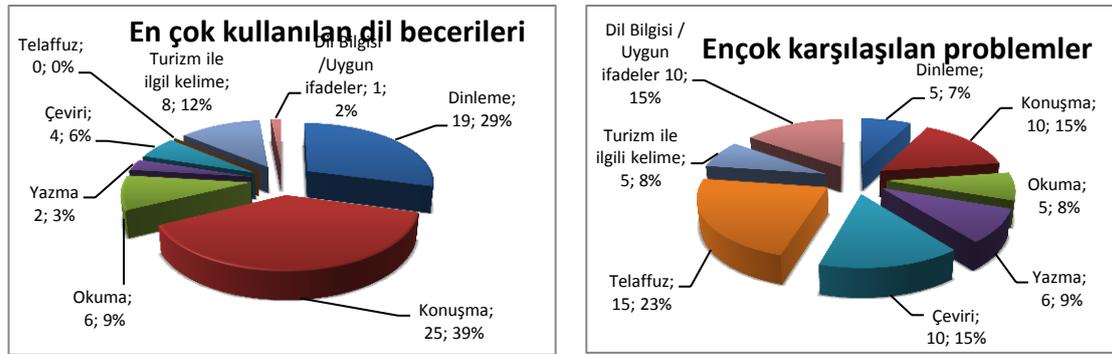
Tablo 1,2,3,4: Katılımcılar hakkında genel bilgi: cinsiyetleri, yaşları, eğitim geçmişleri ve turizm sektöründe çalıştıkları süre.

Tablolar, 64 katılımcının %63' ünün bayan iken, %37' sinin erkek olduğunu göstermiştir. Katılımcıların 47' si 25 yaş altındadır. Eğitim düzeylerine gelince, 64 katılımcının 14 (%22) ü üniversite mezunu iken, (%78)'i lise diplomasına sahiptir. Katılımcıların sadece 14' ü (%28) üniversite mezunu derecesindedir. Katılımcıların 10'u turizm sektöründe 10 yıldan fazla iş tecrübesine sahip iken, çoğunluğu (48; %75) 'i 1 yıldan daha az bir çalışma deneyimine sahiptir.



Tablo 5. Ankete katılanların İngilizce bilgisi ve beceri düzeyi

Tablo 5'ten ankete katılanların büyük bir çoğunluğunun (%89) İngilizce seviyelerinin temel veya orta düzeyin altında olduğunu düşündükleri, %6 'sının ise başlangıç düzeyinde hissettikleri anlaşılmaktadır. Sadece %3'ü orta düzeyin üstünde ve %2'si de ileri düzeyde İngilizce bildiklerini ifade etmiştir.



Tablo 6. Katılımcıların en çok kullandıkları dil becerilerinin ve en çok karşılaştıkları sorunların oranları

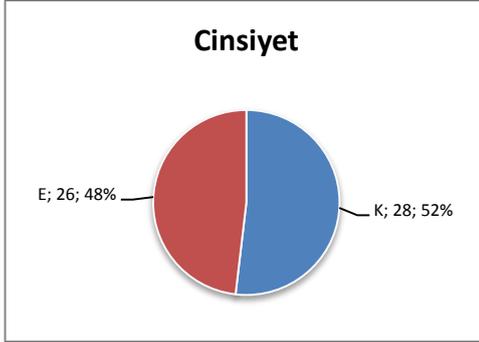
Tablo 6 günlük işlerinde konuşma becerisini kullanan grubun en fazla oranı (%39) gösterdiği görülmektedir. İkinci en büyük oran ise (%29) Dinleme becerisidir. Üçüncüsü, turizm alanı ile ilgili kelime dağarcığı (%12). Dördüncüsü Okuma becerisi (%9), çeviri (%6), Yazma becerisi (%3) dil bilgisi ve ilintili ifadeler (%2) ile takip eden en düşük beceriler olarak karşımıza çıkmaktadır.

Turizm iş kollarında çalışan personelin en fazla karşılaştığı sorunlara gelince, Ankete katılanlar, en fazla telaffuz sorunuyla karşılaştıklarını (%23), % 15 ile çeviri, dilbilgisi ve uygun ifadeleri bulma ve konuşmayı ikinci derecede zor bulmaktadır. Okuma becerisi %8, turizm ile ilgili kelime dağarcığı (%8) dinleme becerilerini daha basit buldukları tespit edilmiştir:

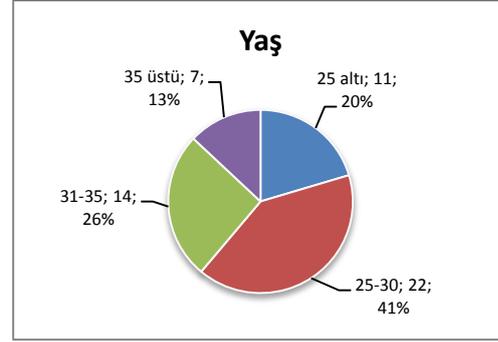


## VAN

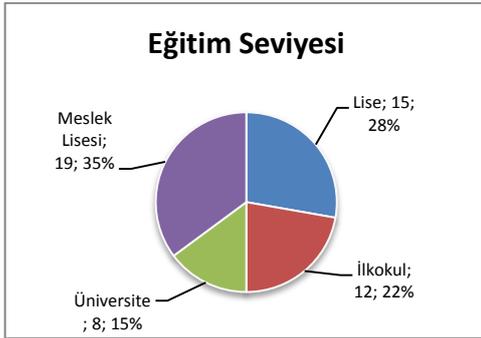
Araştırmada 26 erkek ve 28 bayan katılımcı yer aldı. Araştırma, İngilizcenin mevcut durumdaki mesleklerindeki öneminin farkında olduklarını göstermiştir.



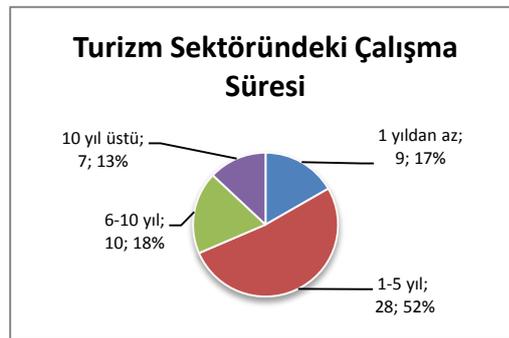
Tablo 1. Cinsiyet



Tablo 2. Yaş



Tablo 3. Eğitim Seviyesi



Tablo 4. Turizm Sektöründeki çalışma süresi

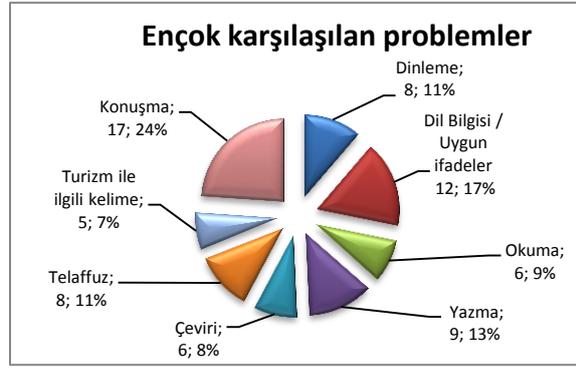
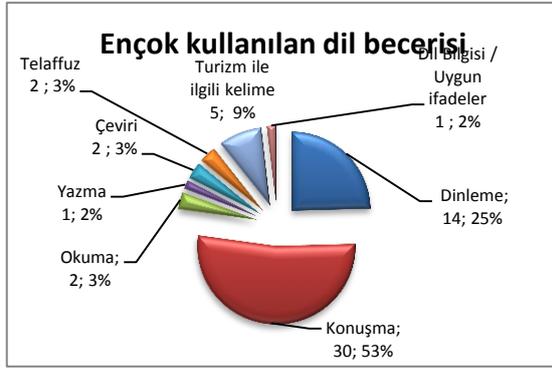
Tablo 1,2,3,4: Katılımcılar hakkında genel bilgi: cinsiyetleri, yaşları, eğitim geçmişleri ve turizm sektöründe çalıştıkları süre.

Tablolarda görüldüğü üzere, 54 katılımcıdan % 52 (26) 'sı kadın ve % 48(28) erkek katılımcı yer almaktadır. Bunların 11'i 25 yaşın altındadır. Katılımcıların % 35 (19) turizm meslek lisesi mezunu, %28 (15) i lise mezunu iken, % 22 si, yani 12 katılımcı ise, eğitim düzeyleri itibariyle ilkokul mezunu durumundadır. Katılımcıların sadece % 15 (8) i üniversite mezunudur. Katılımcıların çoğu, 28 kişi, bu sektörde 1- 5 yıl arasında çalışmakta iken sadece 7 kişi on yıl ve üzerinde turizm sektöründe çalışma deneyimine sahiptir.



Tablo 5. Ankete katılanların İngilizce bilgisi ve beceri düzeyi

Tablo 5’de görüldüğü üzere katılımcılarda İngilizce dil becerileri açısından bakıldığında, çoğunluğu oluşturan 29 kişi kendisini başlangıç düzeyinde, 26 kişi temel seviyede ve sadece 1 kişi orta düzeyde İngilizce bildiğini belirtmiştir. İleri düzeyde İngilizce bilen hiçbir katılımcı olmadığı görülmüştür.



Tablo 6. Katılımcıların en çok kullandıkları dil becerilerinin ve en çok karşılaştıkları sorunların oranları

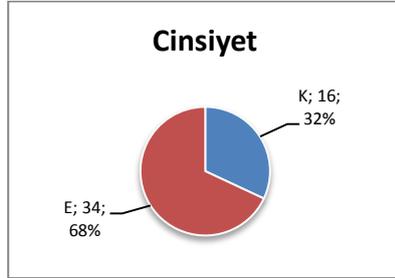
Tablo 6 da görüldüğü üzere katılımcıların büyük çoğunluğunu oluşturan % 53’ lük bölümü günlük işlerinde “konuşma becerisi” ni kullandıklarını ifade etmişlerdir. İkinci büyük yüzdeliği % 25 ile dinleme becerisi takip etmiştir. Üçüncü olarak % 9 ile kelime becerisi, dördüncü olarak %3 ile okuma, %3 ile telaffuz ve çeviri ve en düşük oranla bunları %2 ile dilbilgisi ve yazma takip etmiştir.

Turizm sektöründeki personelin İngilizce ile ilgili karşılaştıkları zorluklar bölümüyle ilgili de; % 24 lük bir oran İngilizce konuşmada en fazla problem yaşadıklarını belirtti. Katılımcıların % 17 si de dilbilgisi ve alan ifadelerinde zorluk yaşadıklarını belirtti. %13 İngilizce yazmayı ve % 11 i dinleme de problem yaşadıklarını belirtmişlerdir. Aynı şekilde % 11 telaffuzda sıkıntı yaşadıklarını belirtirken, bunları % 9 ile okuma, % 8 ile çeviri ve % 7 ile turizm kavramları takip etmiştir.

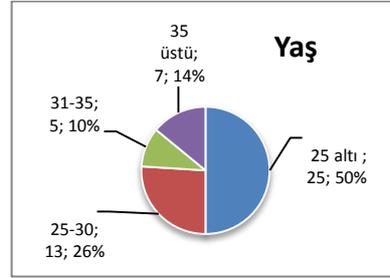


## MARDİN

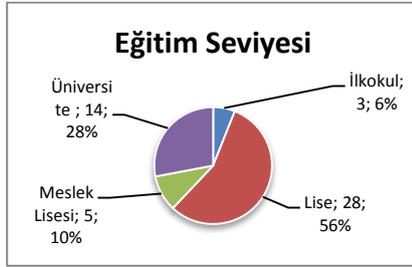
Araştırmada 34 erkek ve 16 kadın katılımcı yer almıştır. Araştırmanın sonucu katılımcıların büyük çoğunluğunun İngilizcenin mevcut çalıştıkları sektördeki öneminin farkında olduklarını göstermiştir.



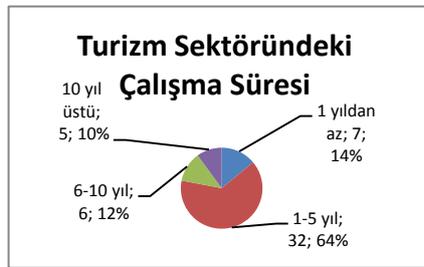
Tablo 1. Cinsiyet



Tablo 2. Yaş



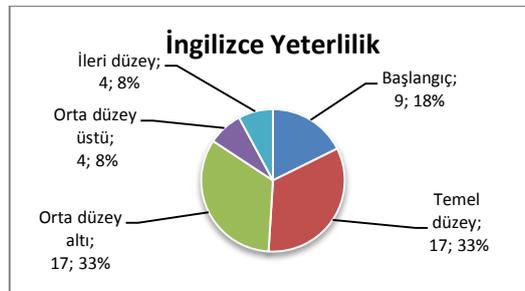
Tablo 3. Eğitim Seviyesi



Tablo 4. Turizm Sektöründeki çalışma süresi

Tablo 1,2,3,4: Katılımcılar hakkında genel bilgi: cinsiyetleri, yaşları, eğitim geçmişleri ve turizm sektöründe çalıştıkları süre.

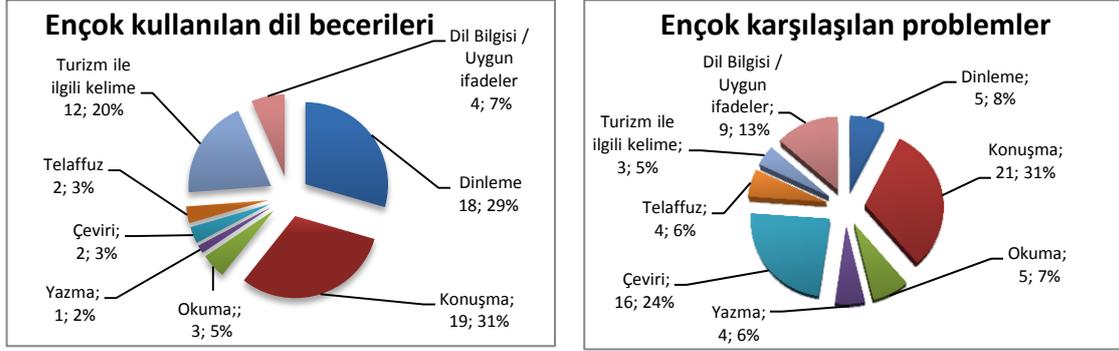
Tablolar, 50 katılımcının %68' inin erkek iken, %32' sinin kadın olduğunu göstermiştir. Katılımcıların 25' i (%50) 25 yaş altındadır. Eğitim düzeylerine gelince, katılımcıların 5' i (%10) mesleki lisesini bitirmişken 3' ü (%6) ilkokulu bitirmiştir ve 28' i (%56) lise diplomasına sahiptir. Katılımcıların sadece 14' ü (%28) üniversite mezunu derecesindedir. Katılımcıların sadece 5' i turizm sektöründe 10 yıldan fazla bir çalışma deneyimine sahipken büyük bir çoğunluğu, sayıyla 32 kişi 1-5 yıl arası çalışmıştır.



Tablo 5. Ankete katılanların İngilizce bilgisi ve beceri düzeyi



Tablo 5' teki verilerden yola çıkarak, katılımcıların büyük çoğunluğunun (%33) İngilizce seviyelerinin temel seviyede ve yine (%33)' ünün orta seviyede %18' inin de başlangıç seviyesinde olduklarını düşündükleri söylenebilir. Sadece (%8)' i ileri orta ve yine (%8)' i ileri seviyelerde olduklarını dile getirebilmiştir.



Tablo 6. Katılımcıların en çok kullandıkları dil becerilerinin ve en çok karşılaştıkları sorunların oranları

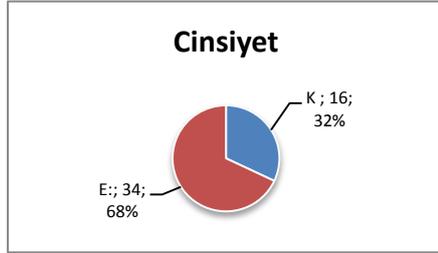
Tablo 6 katılımcıların en büyük kısmının (%31) konuşma ögesinin işlerinde en çok kullandıkları yeterlik olduğunu seçtiklerini göstermiştir. İkinci en büyük çoğunluk ise dinleme yeterliğine aittir (%29). Üçüncü büyük çoğunluk ise turizm terimleri bilgisidir (%20). Sıralamada (%7) lik uygun ifadelerin doğru kullanımının ardından dinleme (%5), telaffuz ve çeviri (%3) ve en az kullanımı olan yazma yeterliği (%2) gelmektedir.

Dil yeterlikleri olarak personelin turizm sektöründe karşılaştıkları sorunlar konusunda katılımcıların büyük çoğunluğu konuşma yeterliğinin en çok sorun yaşadıkları unsur olduğu konusunda hemfikir olmuştur (%31), %24 ile çeviri ikinci sırada yer alırken, (%13)' ü dil bilgisi ve doğru kullanım ve (%8)' i dördüncü olarak dinleme olduğunu düşünmüştür. Okuma (%7), telaffuz ve yazma (%6) gibi yeterliklerde ufak sorunlar olduğunu belirtmişlerdir. Turizm terim ve kelime bilgisi konusunda sorun yaşama hakkında çok az bir katılım olmuştur (%5).

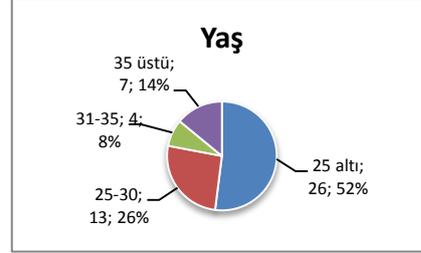


## AFYONKARAHİSAR

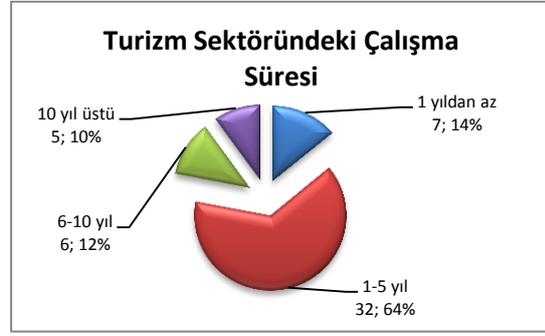
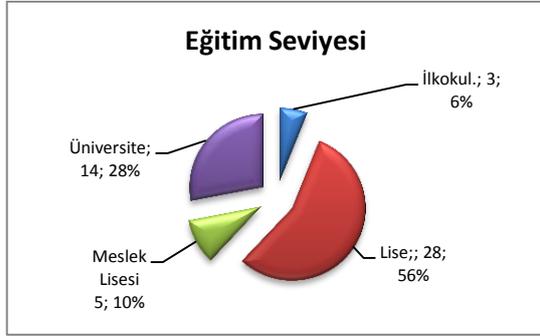
Çalışmaya göre, 34 erkek katılımcı ve 16 bayan katılımcı vardı. Anket sonuçlarına göre, katılımcıların çoğunluğu mevcut işlerinde İngilizcenin önemi konusunda duyarlı olduğunu göstermiştir.



Tablo 1. Cinsiyet

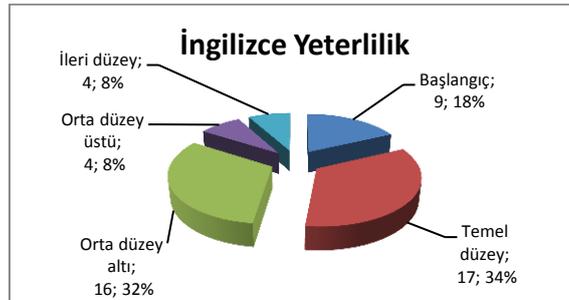


Tablo 2. Yaş



Tablo 1,2,3,4: Katılımcılar hakkında genel bilgi: cinsiyetleri, yaşları, eğitim geçmişleri ve turizm sektöründe çalıştıkları süre.

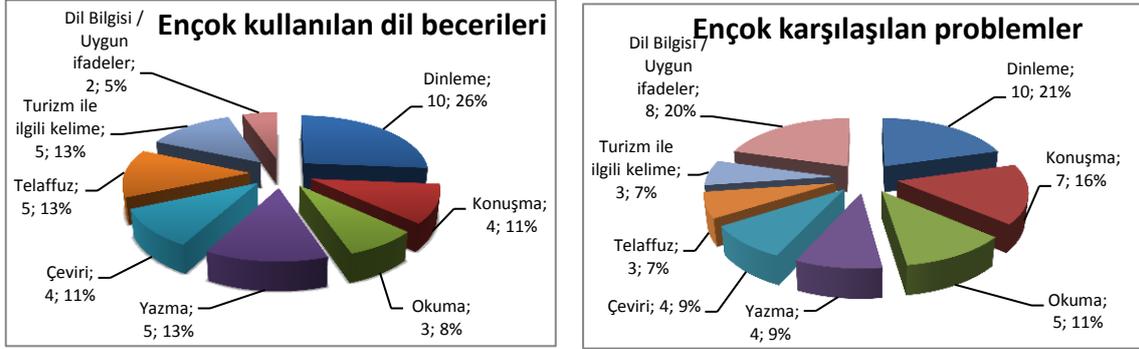
Tablo değerlerinin gösterimine göre, toplam 50 katılımcı olup , %68, 34 erkek ,%32 16, bayan katılımcıdır. Katılımcıların, 25 yaş altındaki sayısı 26'dır. 5 kişi (%10), meslek lisesi mezunu iken katılımcıların 3'ü (%6) ilköğretim, 28'i (%56) lise diplomasına sahiptir. Katılımcılardan sadece 14 kişi (%28) üniversite mezunudur. 5 katılımcının turizm sektöründe deneyimi 10 yıldan fazladır. 32 katılımcıyla büyük bir çoğunluk 1-5 yıllarında çalışmıştır



Tablo 5. Ankete katılanların İngilizce bilgisi ve beceri düzeyi



Tablo 5' teki verilerden yola çıkarak, katılımcıların büyük çoğunluğunun (%34) İngilizce seviyelerinin temel seviyede ve yine %32' sinin orta seviyede %18' inin de başlangıç seviyesinde olduklarını düşündükleri görülmektedir. Sadece %8' i orta düzey üstü ve yine %8' i ileri seviyelerde olduklarını söylemişlerdir.



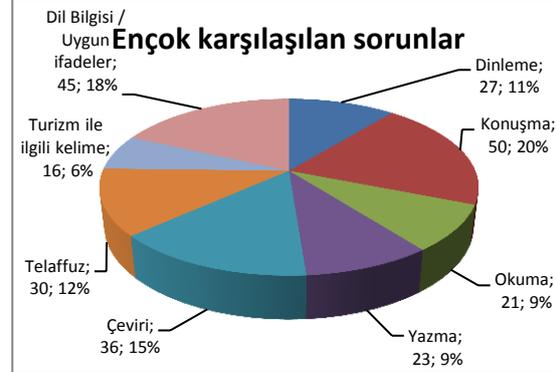
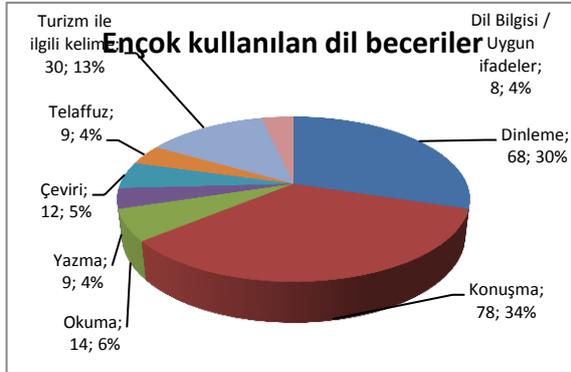
Tablo 6. Katılımcıların en çok kullandıkları dil becerilerinin ve en çok karşılaştıkları sorunların oranları

Tablo 6 katılımcıların en büyük kısmının (%26) dinleme ögesinin işlerinde en çok kullandıkları yeterli olduğunu seçtiklerini göstermiştir. İkincie üçüncü büyük çoğunluk ise turizm ile ilgili kelime bilgisi, yazma ve telaffuz becerilerine aittir (%13). Sonralki çoğunluk ise çeviri becerisidir (%11). Sıralamada (%8) lik okuma becerisi ardından uygun ifadelerin doğru kullanımı (%5) olmuştur.

Dil yeterlikleri olarak personelin turizm sektöründe karşılaştıkları sorunlar konusunda katılımcıların büyük çoğunluğu dinleme yeterliğinin en çok sorun yaşadıkları unsur olduğu konusunda hemfikir olmuştur (%21), %20 ile gramer ve uygun ifadeler ikinci sırada yer alırken, %16' sı konuşma ve %11' i dördüncü olarak okuma olduğunu düşünmüştür. Yazma (%4) becerilerinde sorunların az olduğunu belirterek, telaffuz ve turizm ile ilgili kelime bilgisi konusunda sorun yaşama hakkında katılım az olmuştur (%7).

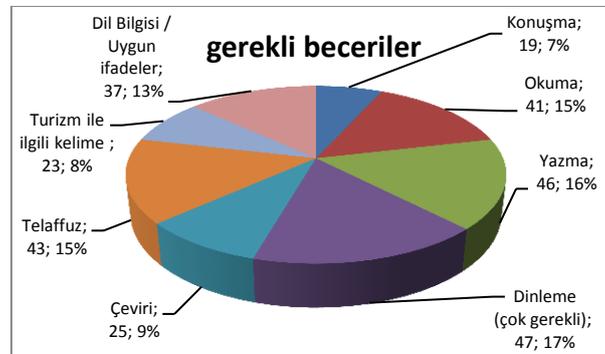


## Adıyaman, Van, Mardin ve Afyonkarahisar'da Turizm Sektöründe İngilizce dilini kullanırken en çok kullanılan beceriler ve karşılaşılan problemler:



Tablo 1,2. Katılımcıların en çok kullandıkları dil becerilerinin ve en çok karşılaştıkları sorunların oranları

Tablo 1 ve 2 'ye göre katılımcıların en büyük grubu (%78; 34) rutin işlerinde en çok kullanılan becerinin konuşma olduğu belirtilmiştir. İkinci en yüksek yüzde dinleme(% 68; 30). Üçüncüsü (%30; 13) turizm sektöründe kullanılan kelimeler oldu. Dördüncüsü (% 14;6) okuma, sonra (% 12; 5) tercüme, Yazma ve telaffuz (%9; 4 her biri). Dilbilgisi ve uygun ifadeler ise en az kullanılan (% 8; 4)olarak sıralandı. Katılımcıların İngilizce dil becerilerine ilişkin karşılaştıkları sorunlar hakkında, katılımcılar yine en fazla konuşma becerisinde (% 20) problem yaşadıklarını kabul ettiler. Diğer taraftan, dil bilgisi ve uygun ifade % 18 ikinci sırada yer aldı. Üçüncü sırada % 15 çeviri ve telaffuz (% 12) ile dördüncü en fazla sorun yaşanan alan olarak belirtildi. Katılımcıların bu becerilerin kullanımında orta derecede sorunlar yaşadıklarını belirtti: Dinleme (% 11), yazma (% 9), okuma (% 9). Neredeyse hiç (% 6) turizm sektöründe kullanılan kelime problemleri ile karşılaşmadıklarını ifade ettiler.



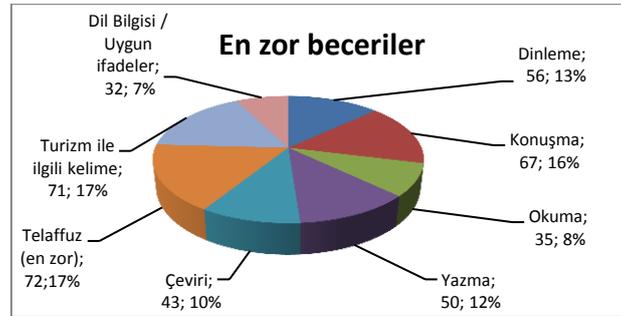
Tablo 3: İngilizce dil unsurlarının gerekliliği hakkında katılımcıların duyguları



Tablo 3'ten görüldüğü gibi, katılımcılar İngilizce dil becerilerini kendi rutin işlerinde kullanmanın oldukça gerekli olduğunu belirttiler; özellikle dinleme (% 17) ve yazma (% 16) son derece önemli olarak değerlendirilmiştir, hâlbuki çeviri, telaffuz, turizm sektöründe kullanılan kelimeler, konuşma, okuma, dilbilgisi ve doğru ifadeler ise çok gerekli beceriler olarak işaretlenmiştir..

### **İngilizce dil becerilerinin kullanımındaki zorluklar:**

Anketteki bir diğer bölüm, İngilizce dil öğelerinin kullanımındaki zorluklar hakkındaydı. Katılımcılardan İngilizce becerilerini zorluk derecesine göre sıralamaları istendi.



Tablo 4. Katılımcıların İngilizce dil becerilerinde karşılaştıkları zorluklar

Tablo 4'te, katılımcıların İngilizce dil öğelerinin büyük bir kısmının – Turizm sektöründe kullanılan kelimeler, telaffuz, dinleme, yazma, konuşma ve çeviri becerilerinin kendilerine oldukça zor geldiğini belirttiler. Okuma (%8) ve dilbilgisi ve uygun ifadelerin kullanımı (%7) daha az zor beceriler olarak karşılaştıklarını belirtmişlerdir. .



## **Adıyaman, Van, Mardin ve Afyonkarahisar'daki katılımcıların rutin işlerinde İngilizce dilini kullanmak için mevcut ihtiyaçları:**

Hemen hemen tüm katılımcılar İngilizce dilinin mevcut işlerinde önemli bir role sahip olduğu bilincindedir. Katılımcılar, Adıyaman ve Van ilinin en popüler turizm merkezleri olduğunu belirttiler. Afyonkarahisar sağlık turizminde en popüler ilimizdir ve Mardin Türkiye'de inanç turizmi açısından en popüler ilimizdir. Bu şehirlerde çok sayıda uluslararası seyahat acenteleri de mevcuttur. Bu nedenle, katılımcılar yabancı turistlerle iletişim kurmak için, düzenli olarak İngilizce dilini kullanırlar. Katılımcılar ortaöğretim okuluna başladıklarından itibaren İngilizce eğitimini almalarına ve İngilizceyi kullanma şansına sahip olmalarına rağmen, çoğu İngilizce dil yeterliliklerinin hala Orta alt seviyede olduğunu kabul etmektedirler. İngilizceyi kullanırken, bazen sıkıntı yaşamaktadırlar. Dolayısıyla, tüm katılımcılar İngilizce öğrenmenin kendileri için çok gerekli olduğuna inanmaktadır. Çünkü katılımcılar turizm sektöründekilerdi, bu nedenle yabancı turistlerle iletişim için her gün İngilizce dilini kullanmaktadırlar.

Tüm katılımcılar turizm sektöründeki rutin işlerinde, sekiz dil becerileri arasında konuşmanın en çok ihtiyaç duyulan beceri olarak değerlendirdiklerini belirttiler. Elde edilen sonuçlara göre, İngilizce becerileri arasında en fazla konuşmaya ihtiyaç bulunmakta, konuşmayı sırasıyla, okuma, yazma, dinleme, turizm sektöründeki belirli kelime kullanımı izledi. Çeviri, dilbilgisi ve doğru ifadeler önemli ölçüde düşük ihtiyaç olarak değerlendirilirken, telaffuz en düşük seviyede kullanılan beceridir.

Özet olarak, genelde, katılımcıların ihtiyaçlarına ve İngilizce dil sorunlarına ilişkin durum rakamlarla ve yüzdelerle belirtildiği gibi, katılımcılar algılanan sorunlardan daha çok İngilizce dilini öğrenmeye çok ihtiyaç duymaktadır. Bu çalışmaya dayanarak, katılımcıların çoğunluğu böyle bir programın çok önemli olduğunu belirttiler. Katılımcılara İngilizce dil kursları ya da eğitim programlarının teklif edilmesi önerilmektedir. Eğitim programı aynı zamanda turizm sektöründeki kişiler için temel bir anlayışın gelişmesini de sağlayacaktır. Eğitim programı konuşma becerileri üzerine odaklanmalıdır; çünkü turizm sektöründeki kişiler çoğunlukla dinleme ve konuşmaya dayalı hizmetleri yürütmektedirler. İngilizce eğitim kursunun tasarım içeriği turizm sektöründe çalışan insanların özel ihtiyaçlarına uygun olmalıdır.