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PREFACE

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Chapter 1

TOWARDS A NEW SOCIAL ORDER IN ELDERLY CARE: SOCIETY 5.0 AND ELDERLY CARE TECHNOLOGIES FROM A SOCIOLOGICAL PERSPECTIVE

Harun KAPTANER[1]

INTRODUCTION

In the 18th and 19th centuries, the processes of paradigmatic change in the political, social and economic spheres of the world are referred to as the Industrial Revolution. This process, which started with the Renaissance and Reform movements, reached its highest level in the 18th century with the intensive use of steam engines and steel in industry. This revolution first started in Europe and then rapidly spread across the world (Hobsbawm, 2008, p. 11). It is a matter of debate in the social sciences that this process still continues at different stages in different countries of the world (Febvre, 1973, p. 32). The general acceptance in social sciences is that human beings first came from a hunter-gatherer society (Society 1.0). Later, the agricultural society (Society 2.0), in which agriculture was considered a vital source of livelihood, was followed by the industrial society (Society 3.0). In the last quarter of the 20th century, the industrial society was replaced by the information society (Society 4.0). The definition of information society has started to be made as a result of the effectiveness of information technologies in daily life. With the widespread use of mass communication devices in the world, the increasing value given to information in social life has created important variables of the transition to Society 4.0. In defining these variables, social scientists have defined the process called Society 4.0 with different concepts such as "post-bourgeois society", "post-industrial society", "post-industrial socialist society", "super-industrial society", "third wave", "post-capitalist society" and "information society". Although the assumptions put forward by social scientists in this regard are quite different, their basic arguments about the basic dynamics and direction of social transformation are similar (Aron, 1967, p. 117).

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or functional disabilities, increasing their quality of life and self-care capacities, creating safe home environments, and directing alerts to a specific center in emergency or health-threatening situations. With the transition to Society 5.0, there will be a need to give patient care staff, nurses and doctors new powers and tasks to cope with information and communication technology. In the near future, telehealth systems will become more widespread, allowing doctors in specific centers to provide medical services to the elderly from anywhere. The feasibility and efficiency of this system is being tested both in the world and in Türkiye during the Covid-19 Pandemic, and the deficiencies are being addressed.

In parallel with these developments in the field of elderly care, it will be necessary to update the content of vocational education programs for students who want to become medical specialists with technology, information and communication issues. More economical products designed for technological purposes, the development of policies regarding the payment of technological devices, the creation of health and social policies for institutions and organizations where warnings will be directed and interventions will be standardized, and the inclusion of these services within the scope of social security will be beneficial for the functioning and continuity of the system. Technological care practices for elderly individuals, which seem like a luxury in today's conditions, are thought to be inevitable in the future lives of the new generation growing up with technology. However, the legal and ethical framework of certain rules, authorizations, duties and responsibilities that must be followed when using these technologies will need to be specifically defined. On the other hand, the extent to which robots can be used in social and moral services other than as auxiliary workers in jobs and processes that require physical strength should be addressed with a multidisciplinary approach by disciplines such as sociology, gerontology, theology and psychology.

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Chapter 2

SOCIAL CHANGE AND CULTURE: AN ASSESSMENT ON ARABESQUE MUSIC

Hülya ÇAKIR[1]

INTRODUCTION

Culture, language, religion, value, norm, history, science-art, customs and traditions, behaviors, etc. The heritage, which is learned, shared, and transferred to future generations by everyone living in the society through its elements, can be defined as the total lifestyle. In Tylor's definition, the condition of being a member of a society is sought for the acquisition of culture. As a member of the society, inheriting the inheritance transferred from generation to generation, gives a total lifestyle form in terms of society. Tylor (1871) stated that this form consists of the components of people, society, content and learning elements. The material and spiritual elements of culture expand its scope, and the fact that change is experienced requires the diversity of learning elements.

Social and physical environment, period conditions, technological and economic reasons, communication and interaction with other cultures, and changes and developments within the culture itself are effective in social change. Periods of sociological break in social life (migration, economic crisis, war, internal turmoil, etc.) can be an active subject in creating dynamics of change, determining the speed and direction, especially through the conditions of the period in which they live. In this study, social change and culture are evaluated with an emphasis on the emergence of arabesque music, one of the elements of popular culture, and the process of change. Culture is affected by many factors and changes and renews as a result of these interactions. This study aims to make a general evaluation on arabesque music in the context of social change and culture.

CULTURE

According to Tylor (1871), culture or civilization is a complex whole that includes knowledge, art, tradition and similar abilities, skills and habits learned by human

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The most important feature that allows us to evaluate culture in the perspective of social change and culture is the production of culture. In the production of culture, cultural and theoretical elements that affect the creation of the audience are discussed, not how the audience is perceived. Especially today, in cities with heterogeneous population density, production diversity is experienced depending on the profile diversity. Arabesque continues in the industrial context with form updates appropriate to the diversified profile while preserving its existing structural features.

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Chapter 3

OCCUPATIONAL SAFETY AND EMPLOYEE HEALTH IN OPEN PIT MINING OPERATIONS: A SAMPLE APPLICATION

Onur DOĞAN[1]

INTRODUCTION

Mines are valuable resources of strategic importance for nations to reach the economic and technological prosperity levels they have today. Minerals are needed directly or indirectly in the production of most of the elements such as tools and equipment that facilitate daily life. The most important inputs of the industry (natural dyes, abrasives, filling materials, etc.), especially metallurgy, construction, and ceramics, are minerals (Önal, 2019). Mining consists of technical processes such as exploration, extraction, and operation of minerals both above and underground. It is an applied science developed to supply minerals with economic value to industry with rational methods. It includes processes such as exploration, project, operation, and enrichment of mines. Today, approximately 70% of mining activities are carried out by open pit mining methods. Open pit mining is the process carried out by removing the cover layer without the need to go underground, which has the economic value of the mine that has been identified or outcropped underground, is called open pit mining. 1/3 of coal mining, non-metallic construction materials and half of metallic minerals are extracted by open pit mining method. Exceptionally for metallic minerals, 74% in the United States, which produces copper ore, and 40% worldwide are mined by open pit mining (ÇSGB, 2015). Table 1 shows the types of equipment used in open pit mining activities.

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Conclusion and Recommendations

This study was conducted in an open pit mining operation. Open pit mining consists of various stages from the discovery of ore to the final product. Open pit mining method is known as a safer production method compared to other mining activities (underground, drilling). However, if the necessary protective and preventive care is not taken, accidents can become inevitable. As a matter of fact, these accidents have been mentioned in the previous sections of the study. In open pit mines, there are various risks such as being easily affected by natural phenomena, blasting, slope slippage, machine accidents.

In this study, risks in open pit mines are discussed in general terms. Risks can be easily identified and prevented where open pit methods are used and coordination is easy. In the study, 6 high level risks, 13 medium level risks and 14 low level risks were identified. In the mining sector, all kinds of situations from the lowest level risk to unacceptable risk should be taken into consideration. Because the smallest risk that is ignored in mining compared to other sectors can negatively affect tens, maybe hundreds of employees. The necessary precautions should be implemented in full, starting from unacceptable risks to the lowest score level risks. In addition to these measures, it should not be forgotten that the integration of safety culture in an enterprise starts with the adoption of the management staff.

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Chapter 4

A NEW E-FEMINIST PRAXIS ON TURKEY: ISLAMIC DIGITAL FEMINIST ACTIVISM

Senem GÜRKAN[1]

INTRODUCTION: A BRIEF LOOK ON THE HISTORY OF FEMINIST MOVEMENTS

"Feminism can be defined simply as women's perception of the order that oppresses them, defining them politically and developing methods of struggle against it, although there are various definitions of the term. Feminism differs within itself in terms of both the perception of this order and the creation of a policy to oppose it, and the social models to be created." (Çakır, 2014, p.416).

As stated in this very short definition, feminism is a movement that addresses the social movements, formations and ideologies related to the elimination of all inequalities against women in order to protect the rights of women as individuals.

In the historical process, the struggle of the feminist movement has split into various classifications and periods in terms of issues and forms of struggle with some nuances and different focuses, although demanding women's rights is basically a fixed purpose of each and every of these categorizations. In other words, with the spread and development of feminism, there have occurred some conceptualizations to separate the policies and paths followed by women in the feminist struggle, even if they are engaged in each other.

At this point, the First Wave Feminism, which was a process that covered almost two centuries, starting with Mary Wollstonecraft's "Advocacy of Women's Rights" in the mid-18th century, developed around concepts such as individuality, freedom and equality. During this period, the women's movement developed on the idea that women should have equal citizenship rights with men, such as accessing to education rights, voting, and participation in working life (Kolay, 2015; Baumgardner, 2011). It is accepted in the literature that this period ended with the granting of the right to vote to women in all states of America in 1919, following the suffragettes' struggle for voting rights in England (DuBois, 1997, p.273).

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MAVTW arranges some translation readings can be presented as an example of Islamic feminism. By looking at these situations, they can be regarded as Islamic feminists considering their issues of struggle.

- As to their form of struggle, it can be said that these formations are also like the Islamic feminist movement in other parts of the world. As an instance, Sisters in Islam in Malaysia, MUSAWAH movement, WLUML, etc. now carry out their struggles online, and actualize many activities such as conferences, interviews, workshops, and online trainings. At this point, it can be commented that the forms of struggle of Reçel Blog, Havle Women's Association and MAVTW go together with digital activism and therefore with the Fourth Wave feminist movement. On the other hand, the form of struggle of women in Mosques only continues the internet at the blog point. Due to the pandemic, gatherings in mosques continue with limited opportunities.

Based on all this information and these examples, it can be concluded that the Islamic digital feminist movement in Turkey follows the feminist transformation in other parts of the World in terms of both the issues of struggle and the form of struggle.

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Chapter 5

DETERMINATION OF FACTORS AFFECTING CALL CENTER SELECTION USING MULTI-CRITERIA DECISION-MAKING TECHNIQUE: ANALYSIS WITH DEMATEL METHOD

Serap TEPE[1]

INTRODUCTION

Call centers are a set of systems that meet the requests transmitted to institutions via telephone and manage the communication of institutions with the outside world. Customer representatives serving in these centers are usually the first contact person in troubleshooting, one of the most effective parameters in sales, and the brand face of the institution when communicating with customers. Customers reach the call center for various reasons. These reasons may be to get support in banking transactions, to reach the authorized company of that product about a product, or to call a university to get information about the courses and opportunities offered. The possibility that an individual may have many reasons for contacting a call center will bring about a complex structure. How many people will contact the call center and does the call center have enough employees to handle these calls? This problem is just one of the reasons why performance indicators on the call center are needed. In order to provide a better service and experience to customers, performance indicators such as call abandonment rate, percentage of blocked calls, waiting time in queue, service level, call answering time, talk time, post-call ready time, first call resolution, occupancy rate and customer satisfaction are monitored. Measurability is of great importance. Companies must ensure customer satisfaction in order to continue their existence. The most important point of ensuring customer satisfaction is to meet customers' demands and expectations. In order to achieve this, companies establish connections with their customers through different communication channels and try to obtain information about their wishes, expectations and tendencies. Call centers are

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Language proficiency can facilitate the accurate analysis of this data and the development of business strategies. In unexpected situations and moments of crisis, call center employees must help customers quickly and effectively. Language proficiency can make it easier to handle such situations. Call centers often require great teamwork. Language proficiency facilitates communication within the team and can help resolve problems faster.

For call centers, language proficiency affects a number of important factors such as customer satisfaction, effective communication, troubleshooting and management of business data. Therefore, developing and managing the language skills of call center employees is of great importance.

As a result, when choosing a call center, it is thought that choosing a center consisting of employees who are successful in data protection, experienced in customer relations and have language proficiency will be effective in increasing the competitiveness of companies and improving their performance.

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Chapter 6

THE USE OF SOCIAL MEDIA BY INTERNATIONAL FILM FESTIVALS IN TURKEY

Kübra ÖZARSLAN[1]

INTRODUCTION

Festival is called as the series of shows and activities, organised once or repeated at certain intervals, related to art, culture, science, economic activity, product, period or a definite theme, whose features, such as its period, arranged environment, theme, attendants are determined with a definite program and has special importance. The word festival can, originally, be defined as activities organised to promote economic, artistic, cultural and social convergence and promotion between people and communities (Bilgili, Yağmur, & Yazarkan, 2012, p. 118). There are many kinds of festivals that can be categorized into a particular perspective. Music, fashion, animal farming, film are some of them. Falassi (as cited in Şengül & Genç, 2016, p.81) summarised the festivals as follows:

- Celebrations marked by sacred or cultural traditions, special traditions,
- Annual celebrations of an important person or event, or on the harvest of a particular product,
- Cultural events, often involving a series of fine arts work dedicated to a single artist or branch of art,
- Fair and fairgrounds,
- General, public festivals, banquets and entertainments (as cited in Şengül & Genç, 2016, p.81).

The film festivals, one of the types of festivals, can be described as the places where movie lovers come together. The aim of the festival is to make a "thing" promoted or get people to know about that thing. The film festivals undoubtedly occur with films and moviegoers, and films are watched by the related segments so the valuable works are marketed. That is, successful films visit the festivals in different countries around the world. In this respect, film festival venues should

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Festivals unprepared in this regard may find it challenging to address and manage unforeseen issues effectively.

- Ineffective Event Promotion: Festivals rely on effective promotion to draw attendees and generate excitement. Without a strong social media presence, promotional efforts may fall flat, resulting in lower turnout and enthusiasm.
- Lost Opportunity for User-Generated Content: Social media platforms are a goldmine for user-generated content that can enhance a festival's reputation and authenticity. Neglecting social media means missing out on the organic content generated by enthusiastic attendees.

In conclusion, the consequences of festivals not embracing social media as a strategic tool for engagement, promotion, and community-building can be detrimental. To thrive in today's digital landscape, festivals must recognize the value of effective social media usage and incorporate it into their overall marketing and event strategies. The effective use of social media by festivals in Turkey, as is the case worldwide, can lead to a range of positive outcomes. International promotion, tourism and economic contribution, cultural exchange and collaboration, development of the arts and entertainment industry, support for young artists, cultural identity and branding, cultural appreciation and recognition are some of these positive outcomes.

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