

COMMUNITY CONSULTATIONS ON HUMANITARIAN AID

Findings From UKRAINE



WORLD
HUMANITARIAN
SUMMIT

ISTANBUL
23-24 May 2016



Photo above: Z. Nurmukhambetova/OCHA
 Cover photo: Iva Zimova/People In Need

Primary Author: Meghann Jones
 Secondary Authors: Manon desGroseilliers, Kaitlin Love, Raeefa Shams

Ipsos Public Affairs
 2020 K Street, Suite 410
 Washington, DC 20006
 Tel: 202.463.7300
 www.ipsos-pa.com

© World Humanitarian Summit secretariat 2016. This publication enjoys copyright under Protocol 2 of the Universal Copyright Convention. No portion of this publication may be reproduced for sale or mass publication without express and written consent.

Disclaimer: This is an independent report commissioned by the World Humanitarian Summit secretariat. The opinions, views, analysis, and recommendations expressed in this publication are the views of the authors or the interviewees quoted and do not necessarily reflect the views of the World Humanitarian Summit secretariat or the United Nations.

CONTENTS

INTRODUCTION	3
SUMMARY OF FINDINGS	7
3. DETAILED FINDINGS:	11
3.1 Key Needs and priorities	11
3.2 Livelihoods and employment	21
3.3 Security and personal safety	25
3.4 Social cohesion	27
3.5 Gender	29
3.6 The challenges of accessing assistance	31
3.7 The role for international organizations	35
3.8 Information needs and communication channels	37
4. CONCLUSIONS AND RECOMMENDATIONS	43
APPENDIX: DETAILED METHODOLOGY	47
Overview	47
Quantitative survey	48
Qualitative community workshops	50



Photo:Rafal Kostrzynski/OCHA

1. Introduction

In preparation for the World Humanitarian Summit (WHS), the WHS secretariat commissioned Ipsos to conduct community consultations with crisis-affected communities in multiple focus countries. The countries chosen for the consultations were **Afghanistan, Guinea, South Sudan, Syria, and Ukraine**, representing a diverse range of geographic regions, humanitarian contexts, and actors.

Semi-structured interviews and community workshops were conducted in each country, to gain in-depth information on how affected communities respond to crises, the role they see for international humanitarian responders, issues related to service delivery, and ways to improve identified shortcomings within the humanitarian system.

This complements the consultations with crisis-affected communities and stakeholder groups which took place in previous years and which were synthesized in the report, “Restoring Humanity: Global Voices Calling for Action.” This report highlighted the importance of involving marginalized populations in the planning of humanitarian responses, such as women, children, the elderly, the disabled, and displaced persons, and maintained a focus on security, dignity, and economic opportunity, emphasizing that:¹

People’s safety and dignity must be considered the primary aim of humanitarian activity, regardless of the context or actor.

The “Restoring Humanity” report draws on several priority themes that are critical in ensuring that people’s safety and dignity remain the primary aim of the global humanitarian aid system:² **Put People First: Adapt to Context; Build Diverse Partnerships; and Guarantee Reliable Finance.**

¹ World Humanitarian Summit, “Restoring Humanity: Synthesis of the Consultation Process for the World Humanitarian Summit,” 2015.

<https://consultations.worldhumanitarianissummit.org/bitcache/32aeda5fe90ceba891060ad51d0bd823da273cf9?vid=555986&disposition=inline&op=view>

² Ibid.

In this report these are reflected in the following chapters:

1. Key needs and priorities;
2. Livelihoods and employment;
3. Social Cohesion;
4. Social cohesion;
5. Gender;
6. The challenges of accessing assistance;
7. The role of organizations; and,
8. Information needs and communication channels.

The community consultations conducted by Ipsos seek to create a greater understanding of these priority themes through amplifying the voices of those who have most at stake in maximizing the effectiveness of humanitarian programs.

This report summarizes the findings of the community consultations from Ukraine. The community consultation for Ukraine consisted of quantitative and qualitative research with 522 conflict-affected community members within Ukraine.



Photo: Iva Zimova/People In Need

Ukraine, with a total population of 42,571,600 as of February 2016³ has experienced a political and military crisis for more than two years, beginning with the ousting of President Viktor Yanukovich in February 2014, the subsequent Russian incursion into and annexation of Crimea in March of that year, and demonstrations by pro-Russian activists in the Donbas region following that. This turmoil resulted in the ongoing armed conflict in that region — particularly in Donetsk and Luhansk — between the Ukrainian government and pro-Russian non-state actors and de facto authorities.

As of March 21, 2016, the UN has recorded 9,208 killed and 21,138 injured in the conflict zone of eastern Ukraine since mid-April 2014. These totals include civilians, Ukrainian armed forces and members of the armed groups. This is a conservative estimate based on available data, and real numbers of casualties are believed to be higher.⁴ As of April 2016, there were more than 1.7 million people registered as internally displaced people within Ukraine, including nearly 600,000 children,⁵ and the UN estimates that 3.1 million people overall are in need of humanitarian assistance.⁶

³ State Statistics Service of Ukraine, "Population (by estimate) as of March 1, 2016. Average annual populations January–February 2016"

<http://www.ukrstat.gov.ua/>

⁴ UN OCHA, "Humanitarian Bulletin Ukraine," March 2016.

http://reliefweb.int/sites/reliefweb.int/files/resources/bulletin_march_16_v1_eng.pdf

⁵ UNICEF, "Ukraine Humanitarian Situation Report # 4," March 2016.

<http://reliefweb.int/sites/reliefweb.int/files/resources/UNICEF%20Ukraine%20Humanitarian%20Sitrep%20%2344%20-%20March%202016.pdf>

⁶ UNICEF, "Ukraine Humanitarian Situation Report # 4," March 2016.

<http://reliefweb.int/sites/reliefweb.int/files/resources/UNICEF%20Ukraine%20Humanitarian%20Sitrep%20%2344%20-%20March%202016.pdf>



Photo: Iva Zimova/UNICEF

2. Summary of Findings

Ukraine, food is identified as the most pressing need by a majority of respondents, although it is a higher priority in Sloviansk and a lower priority in Kyiv. A very large proportion in Ukraine has received food assistance, and the vast majority of this group have had their food needs met completely or partially. Shelter is another primary concern in Ukraine, not surprising as a majority of consulted participants said they were forced to leave their home and have lost all or most of their belongings. From the qualitative groups, it is clear that the main concern over shelter is not about the availability of structures but rather about the affordability and access to housing.

Many have found themselves in a precarious financial situation, with three out of four reporting that they have lost their means of income as a result of the crisis in their country. Nearly four in ten identify financial employment or jobs as what people need most. The qualitative workshops established that older unemployed workers are among the most vulnerable within the economy, as they are too young to receive state aid or a pension, but too old to be benefitting from child support.

The inability to protect oneself or one's family is the greatest fear in Ukraine, mentioned by over half of respondents. Overall, more than half thought security and protection were most needed. In the qualitative groups, the need for security was reflected in a strong desire for negotiations and ultimately, peace. Thus, in the eyes of people affected by conflict, ending the conflict is a paramount goal, and international assistance in this regard is a key priority.

Social cohesion has been negatively impacted by the conflict. IDPs from Eastern Ukraine who have resettled in Kyiv report that they were initially treated with sympathy by their host communities. However, the goodwill eventually subsided as the duration of the stay extended, revealing uneasy relations between IDPs and local Ukrainians, and leading to a situation in which IDPs feel discriminated against in housing, employment, participation

in the political process, and even access to humanitarian aid. This reinforced by the quantitative findings, in which nearly one-quarter of all respondents — and one-third of those in Kyiv — report that discrimination and social status prevent them from accessing aid.

Women and men did not report significant differences in their needs for assistance, or their ability to access it. Despite the fact that women and men are experiencing the aftermath of conflict in a similar manner, some social and economic roles have been in upheaval.

Lack of information is the primary barrier to accessing assistance, with half reporting that being unaware that it was available may have prevented them from getting the help and support they needed, and nearly two-thirds reporting that information about how to receive aid is a most needed service. Corruption is also a major barrier to aid, with nearly half reporting it as a factor preventing them from accessing assistance, particularly among IDPs outside of the Donbas region. One in three indicate difficulties in meeting the criteria for aid as a barrier to access — in the qualitative workshops, participants emphasized how the paperwork requirements, particularly for IDPs who may have left their home “administrative” area, were especially onerous and complicated to navigate.

Friends and relatives were the most common source of assistance, followed by the International Red Cross, the Renat Akhmetov Foundation, the national government, and religious entities and leaders. More than half of respondents feel that the national government should take the most responsibility to provide aid, closely followed by the International Red Cross and the UN. There was a general consensus within the qualitative workshops that international organizations are in the best position to advocate on their behalf, due to their financial ability, organizational infrastructure, and the credibility to bring about change, although local organizations were credited with better knowledge of local conditions. There are some regional differences, such as higher mentions of the Renat Akhmetov Foundation and Russian government in Donetsk, as well as a greater role for the UN outside of Kyiv and Donetsk.

People rely on a variety of sources and channels of communication to find information about assistance. Nearly two-thirds used internet news, and large percentages also used television and social media. Despite the range of sources, there is a deep sense of mistrust and skepticism towards official sources, and thus Ukrainians prefer to rely on social media and personal contacts to gain access to information. In the qualitative groups, participants recommended a mix of media and channels — some electronic (ticker news, social media), some in print (advertisement billboards, leaflets), and some on television and radio. Having this diversity of sources was perceived to be particularly helpful for the elderly, including pensioners, who may not be online.



Photo: Thomas Selistre/OCHA



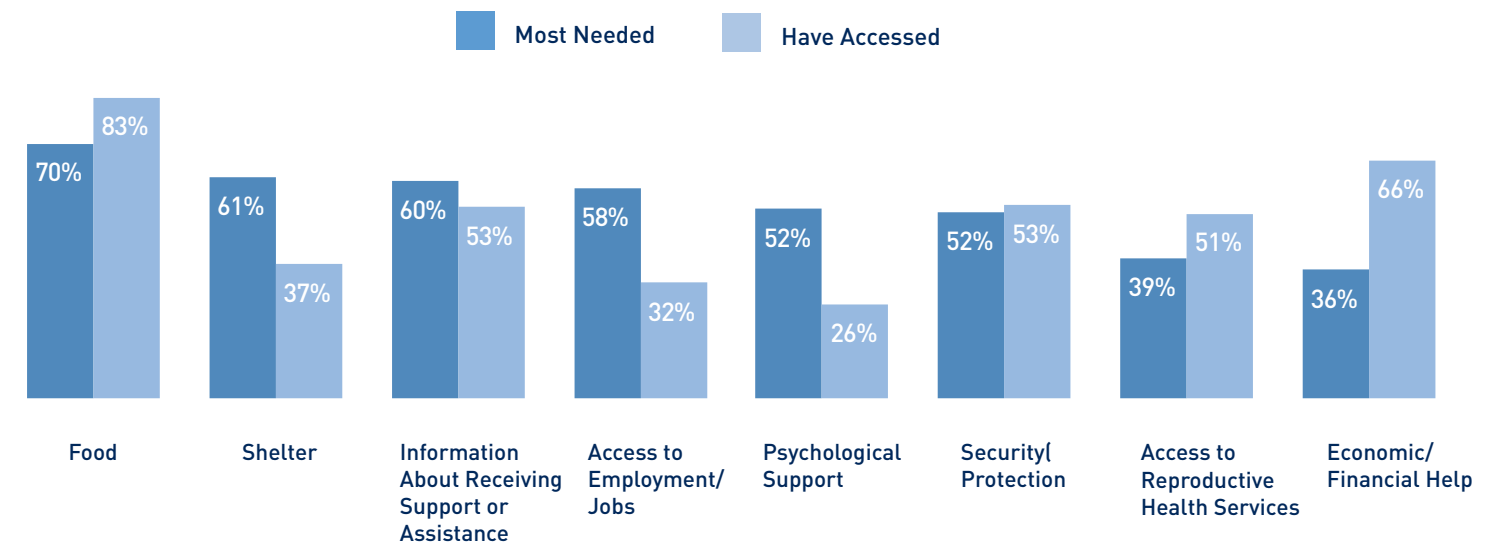
Photo: Irena Skuratovska/UNHCR

3. Detailed Findings

3.1 Key needs and priorities

Considering that the prolonged crisis in the Ukraine stems from a political and military conflict, it is not surprising that over half of respondents in Ukraine (56%) feel that their greatest fear is the inability to protect oneself or one's family — this concern is particularly elevated among IDPs outside of the Donbas region (65%), especially those in Kyiv (86%).

PERCENTAGE OF RESPONDENTS THAT REPORTED THE FOLLOWING AS A MOST NEEDED RESOURCE OR SERVICE ALONG WITH HOW MANY HAVE RECEIVED EACH RESOURCE OR SERVICE



Similarly, financial insecurity and the inability to earn a living is another top concern, cited by nearly four in ten (38%) in Ukraine. Other concerns include the loss of personal belongings and housing (32%), becoming displaced (28%), living with uncertainty (25%), surviving the crisis (24%) and losing a loved one (23%). Being separated from a loved one resonates more strongly among women (20%) than among men (10%), a figure which reflects some of the economic migration patterns discussed in the community workshops.

A large majority of survey respondents were forced to leave their home and live elsewhere (84%) or lost their means of income (76%). Many experienced no or very limited access to basic necessities (64%) and had no or very limited access to healthcare (63%) — these experiences were particularly common for those in government-controlled areas of the Donbas (81% for both experiences). Among IDPs outside of the Donbas region, more than four in ten (43%) lost contact with a close relative.

I had a stable life, my own business, everything worked well. I could afford a lot of things, including traveling somewhere to rest and providing decent education to my children. Now people live much worse. We don't live, we're trying to survive. Moreover, nobody builds any plans for tomorrow. There is no future.

— Interviewee, Donetsk

The most critical determinants of needs and access in Ukraine are location and IDP-status. Whether you are an IDP in Kyiv, Dnipropetrovsk, or Kharkiv, in government-controlled areas of the Donbas region (Donetska oblast or Luhanska oblast), or in non-government controlled areas of that region determines what kind of aid is needed, what the biggest barriers to receiving assistance are, and what the preferred means and channels of communication are.

In regions where the local population has been devastated by armed conflict and unrest, people have lost their homes and means of earning a living. They may be staying within their region and their recovery is being facilitated, for the most part, by the Russian Federation.

Some time ago we used to have a good job and salary and could afford many things. But now we cannot afford much and have to excuse ourselves in front of everybody as we barely live on a shoestring.

— Interviewee, Kharkiv

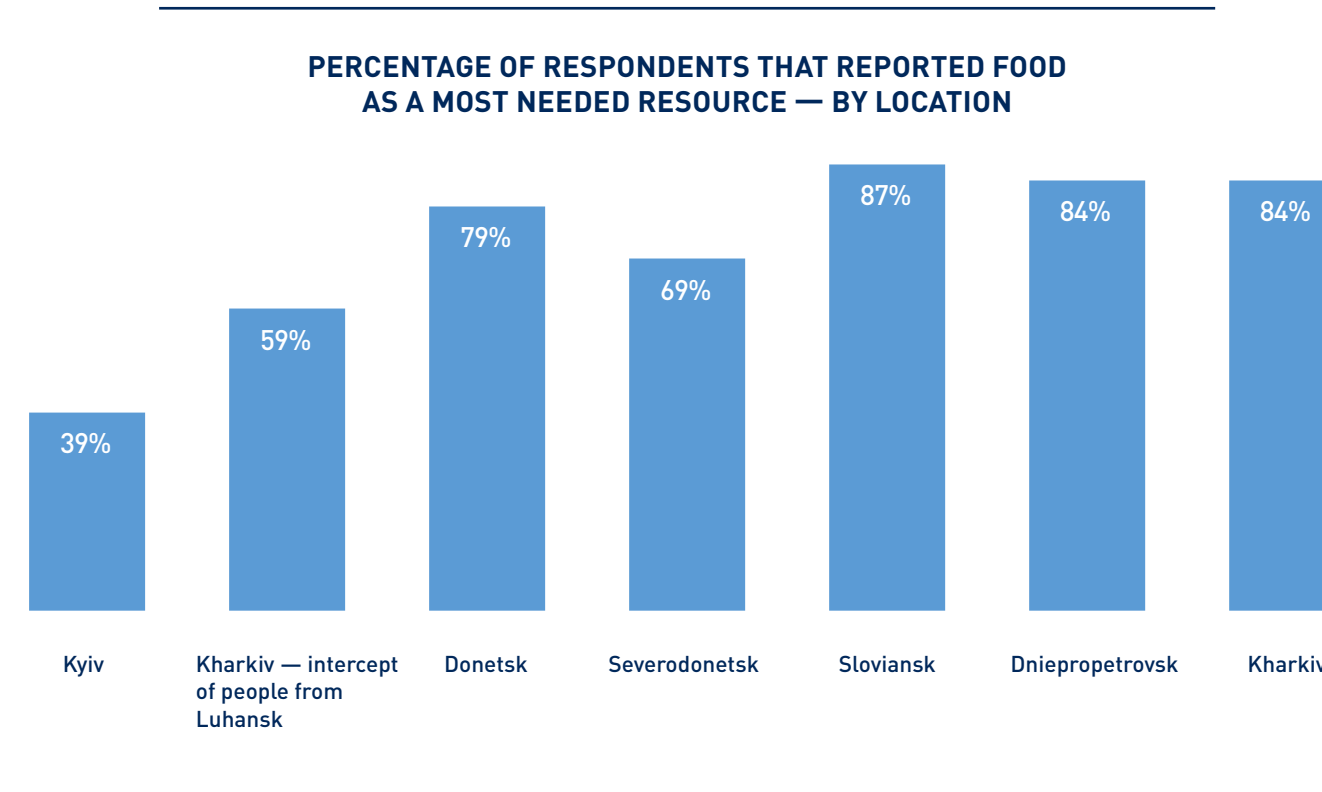
Others who have lost their home or have been forced out of their community due to safety concerns have migrated 'on their own' to another part of the country such as Kyiv, which has taken them away from their existing support networks. This migration was not organized or orchestrated by the Ukrainian government, nor does it appear to have been supported by external organizations. There seems to be a perception that it is the responsibility of these individuals to seek out information themselves about how to access assistance, find housing, and secure employment.

Imagine that you came to a strange city having only basic personal items. It is evident that you need a center where you could find out about all available types of assistance, register and get temporary accommodation in the dormitory, and thus you would have time to look for housing. Then you would need some amount of money for living until you find a job, plus some amount to pay rent. During this period, it would also be nice to receive food aid and medical assistance in case you get sick. You would also appreciate moral support from volunteers who could explain that you shouldn't worry and that you could live at some place until you settle everything down.

— Interviewee, Kyiv

FOOD

Food is identified as the most pressing need by seven in ten (70%) in Ukraine, although the situation is quite different in Sloviansk, where a much larger percentage (87%) report food as a most pressing need, and Kyiv, where food (39%) ranks well below other needs such as shelter (70%), healthcare (64%), security (51%) and financial help (47%). Food as a critical need is equally important among men (70%) and women (71%), and across all age cohorts, but higher among low income earners (79%) and those unemployed (78%), whether or not they are looking for work.



A very large proportion (83%) in Ukraine has received food assistance, and most (94%) have had all or nearly all of their food needs met. An average food basket includes canned meat, oil, grains, cereal, sugar, and pasta, as well as various household goods such as detergents and soaps.

Nearly one in four respondents in Kyiv (23%) did not receive food assistance, noting, however, that far fewer in Kyiv identified food as a top need. The biggest unmet need appears to be in Dnipropetrovsk, where a smaller proportion received aid (66%), and only 58% of those who received aid report having had their needs fully or partially met.

Many people, especially the elderly who were hiding in the basements, managed to survive only due to the food assistance provided by Rinat Akhmetov.

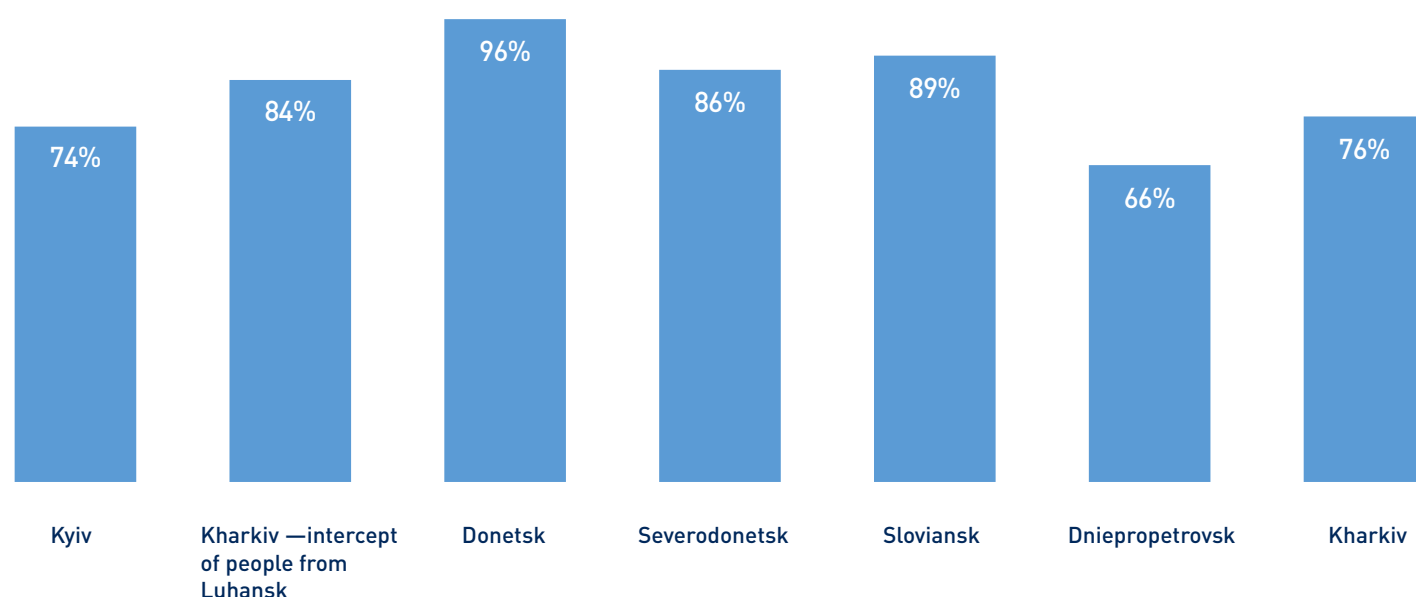
— Interviewee, Donetsk

For two years I haven't received any assistance because

I'm employed and my husband has got a job, and my son goes to work to Russia. I work as a teacher, at times they didn't pay me during 3 months and nobody offered any assistance to me. No words can describe how difficult it was to survive. Our friends saved us; they were giving us some foodstuff.
 — Interviewee, Donetsk

This appears to be a regional phenomenon, with virtually no demographic differences in who is receiving food aid, with the exception of low versus middle income earners (85% vs. 69%, respectively).

PERCENTAGE OF RESPONDENTS THAT HAVE RECEIVED FOOD ASSISTANCE — BY LOCATION



SHELTER

The most important thing is housing, which the state has to provide at least for the first time until people stand on their own feet. They could start building houses for IDPs so that people had a place to stay when they come.
 — Interviewee, Kyiv

Shelter (housing) is another primary concern in Ukraine, with six in ten (61%) saying it is among the resources that people need most. A majority of consultation participants said they were forced to leave their home (84%), and have lost all or most of their belongings (66%). Shelter is an even greater concern among those in Sloviansk (87%), those in Donetsk (76%), men (71%, compared to 54% of women) and among those aged 18-24 (75%, gradually tapering off among older age cohorts to 50% among those aged 55 or older). The need for shelter is heightened among those in an urban setting (62%), compared to those in suburban (50%) and rural (56%) areas, and it is a broader concern among middle income earners (79%, compared to 63% of low income earners).

The main concern over shelter is not about the availability of structures but rather about the affordability and access to housing. These concerns are frequently raised by IDPs outside the Donbas region who have difficulty finding landlords willing to lend to them (due to prejudicial treatment and/or backlash against IDPs), and face a lender's market with a glut of desperate people with very few options available to them. Many feel the national government should play a bigger role in providing housing, supplemented by financial support from international organizations. In addition to financial support, international organizations should work with the national government to devise policies, even if temporary, that would allow those in need of housing, or those who can't afford it, to find housing easily and affordably, without being exploited by landlords.

There are many abandoned dormitories. Instead of providing buckwheat and so on, funds from International Organizations should better provide us with a place to live. In such a case we would not live on a shoe-string, we would be able to solve other problems on our own. In 5 years we could privatize those places as it was with buildings provided by department of housing.
 — Interviewee, Kharkiv

For IDPs outside the Donbas region, sometimes optics are not in their favour and they are facing the added hostility of having come from an area of unrest and grief (they are attracting resentment, not sympathy). There is a widely shared view among these IDPs that they are facing strong discrimination from the local (Ukrainian) population and that such attitudes create a barrier to accessing shelter (housing, rent) and jobs. This is a critical indicator of a decline in social cohesion.

Many participants in the focus groups attest to discriminatory rental practices faced by IDPs. To help counter this resentment to some extent, international organizations should work with the Ukrainian government to develop communication campaigns targeting native populations in Kyiv to combat stigma against IDPs, foster social cohesion and denounce discriminatory practices against IDPs. Simultaneously the Government should also support IDPs to find housing and take both proactive and reactive measures related to any discriminatory practices against IDPs.

Unfortunately, the influx of people from Donetsk was enthusiastically welcomed by the citizens of Kyiv because it gave rise to prices for renting. And they don't even care that you lost everything but for a gym bag. (You know, after the Chernobyl disaster it was the same. That's sad.) People were just making money on someone else's grief.
 — Interviewee, Kyiv

I had problems renting a flat because when people found out that I was from Donetsk, many of them turned away at once, the same thing with a job.
 — Interviewee, Kyiv

I also had a problem with renting. They asked me about my registration [from Donetsk] and right away told me that I was not a good fit. Nevertheless, I've found a flat, although it was difficult; some people just showed their worst side.
 — Interviewee, Kyiv

A relatively small portion of the population in Ukraine (37%) indicates that they have received assistance with shelter. Again, this is a regionally-driven story, higher in Kharkiv (60%), Dnipropetrovsk (56%), and Donetsk (50%), and lower in Severodonetsk (17%) and Sloviansk (33%). There is a small gender gap, with more men than women indicating they have received assistance with shelter (41% vs. 35%). Overall, a large majority of those who have received assistance with shelter say it completely or partially met their needs (87%).

For the most part, the lack of affordable housing is exacerbated by elevated prices for heating fuel (utilities). Any housing that has been built by international organizations has been temporary, only alleviating the problem for less than a year, not providing a longer-term solution to housing IDPs. It has now become clear that the crisis in Ukraine has protracted and a medium-to-long term solution is required.

One of the silliest things done by International Organizations was building those modular towns for IDPs. This town is a temporary dwelling place for the period of not more than 6 months. It turns out at this moment they have to evict all IDPs who are living there. However, the situation didn't change and people still have nowhere to go.
 — Interviewee, Kyiv

PERCENTAGE OF RESPONDENTS THAT RECEIVED ASSISTANCE WITH SHELTER ALONG WITH HOW WELL THEIR NEEDS WERE MET — BY SUBGROUP

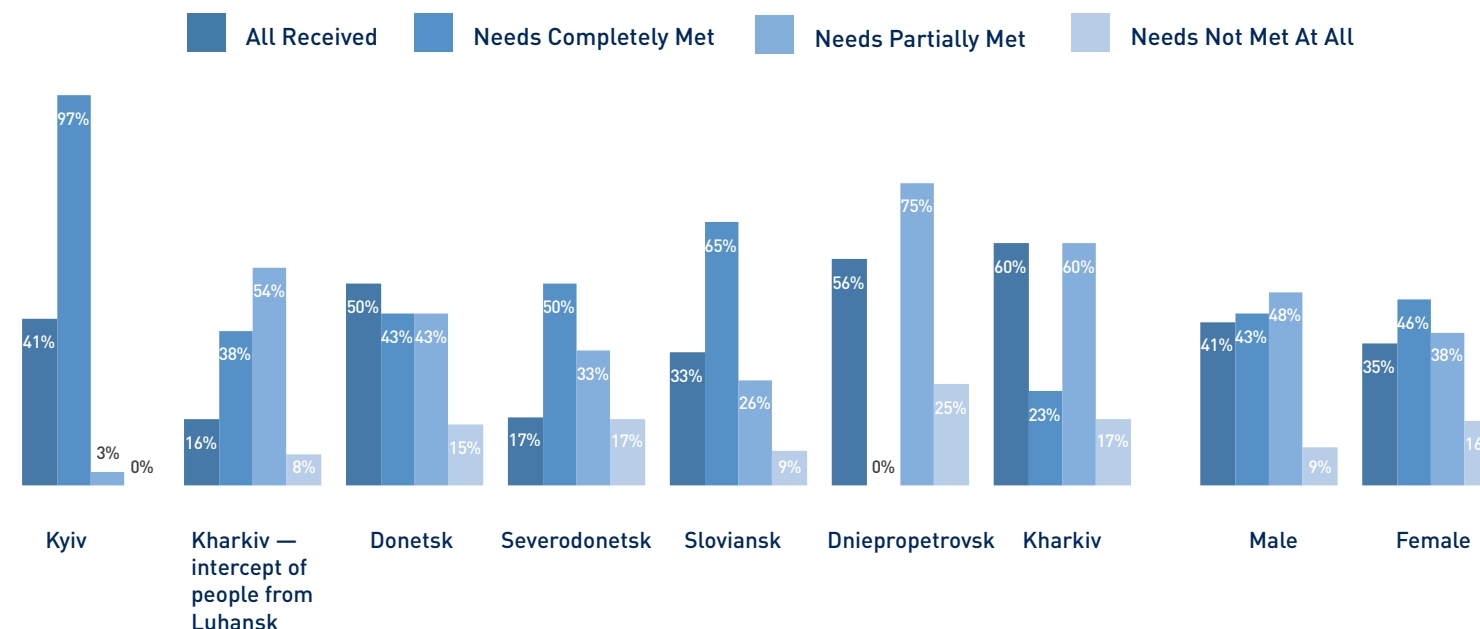
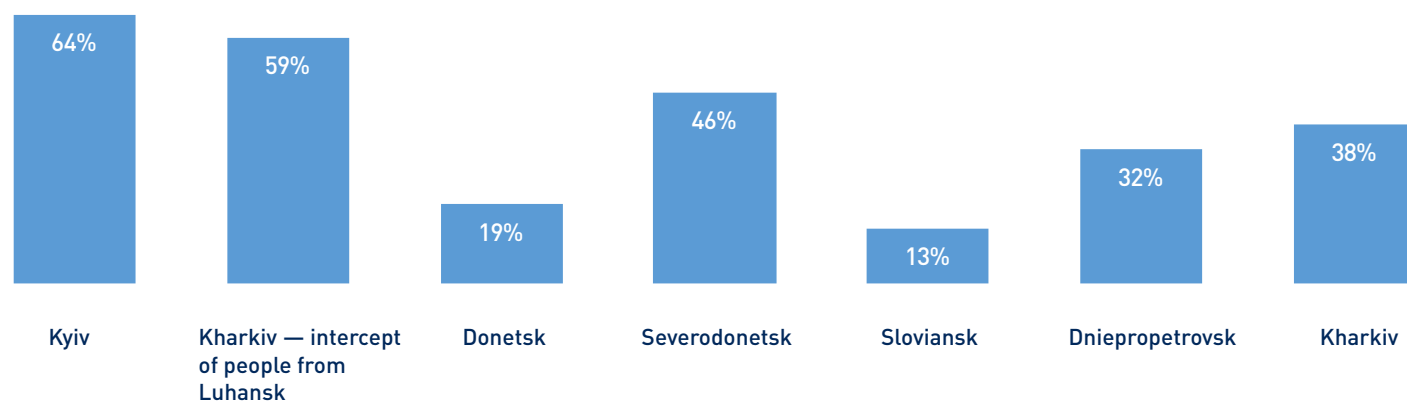


Photo: Tomas Vlach/UNICEF

MEDICAL TREATMENT AND HEALTHCARE

There is wide regional variability regarding the need for medical care as a priority. This need is higher in Kyiv (64%) and Luhansk (59%), and lower in Donetsk (19%) and Sloviansk (13%). Medical care is a top concern among more women (43%) than men (34%), parents (41%) and those more educated (40% among those with a college diploma, compared to 32% among those with a high school level education).

PERCENTAGE OF RESPONDENTS THAT REPORTED MEDICAL CARE AS A MOST NEEDED RESOURCE — BY LOCATION



More than three in four (77%) indicate that they have regular access to healthcare — this figure is higher in Kyiv (91%), Severodonetsk (97%), and Luhansk (88%). However, 63% of respondents in Ukraine also say they have experienced no or very limited access to healthcare at some point during the armed conflict — this was much more common in the government-controlled areas of the Donbas (80%), and much less common in Kyiv (37%). Of the one in two who received medical care (51%) from an aid organization, most (82%) have had their needs completely or partially met. Aid and assistance in healthcare has been very well met by women (86% who have received aid say their needs are completely or partially met, compared to 75% among men). There were no significant differences in access to healthcare from respondents in government-controlled areas, compared to non-government controlled areas.

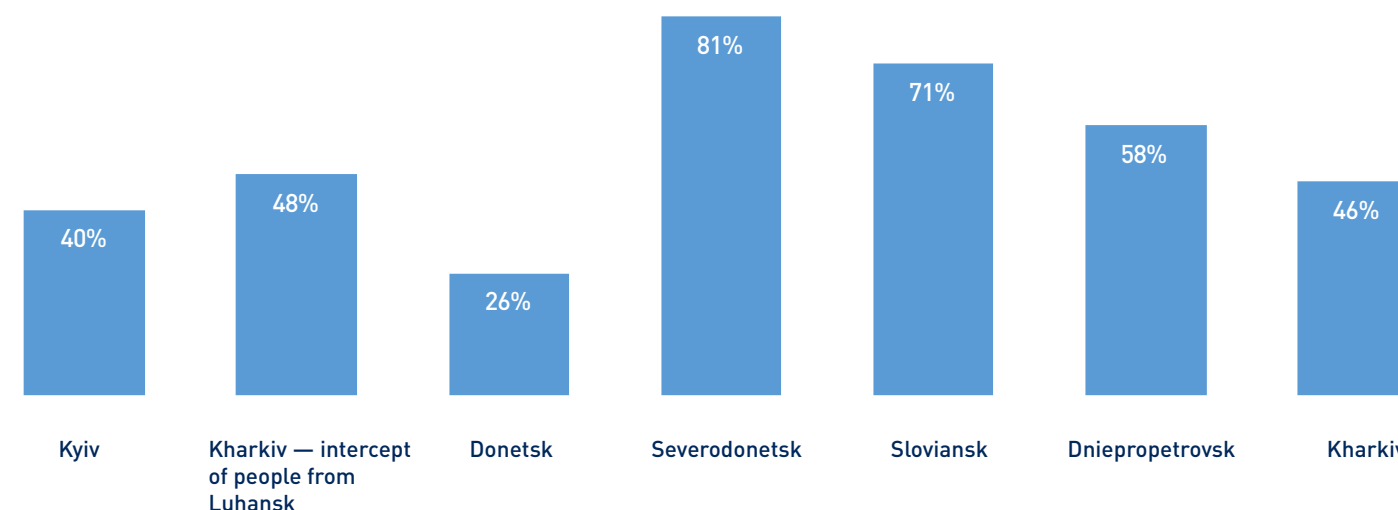
Most participants in the workshops identify pensioners, children, and women as the most vulnerable persons in terms of healthcare needs, noting that more is required to ensure proper access to care and assistance.

There is also a need for medical supplies for people with chronic conditions, namely insulin, bronchodilators and cancer drugs. Then providing treatment to the sick who need hemodialysis because there are people who just can't come and hospitals nearby are destroyed.
— Interviewee, Kyiv

There were two centers providing assistance to prevent a miscarriage or in case of a complicated childbirth; and now there aren't any. The perinatal centers are in occupied territory and we can't drive a woman there. They are so far that some people don't even have a chance to get there. Actually, these issues might be addressed to international organizations. They could set up hospitals with obstetric units and maybe even patients could stay there for longer time.
— Interviewee, Kyiv

Over half (52%) indicate psychological support as a most-needed resource due to trauma from the conflict, higher among women (54%, compared to 49% among men) and variable across regions. This need is particularly high in government-controlled parts of the Donbas region — 81% in Severodonetsk and 71% in Sloviansk, and much lower in non-government controlled Donetsk (26%).

PERCENTAGE OF RESPONDENTS THAT REPORTED PSYCHOLOGICAL SUPPORT AS A MOST NEEDED RESOURCE — BY LOCATION



One in four (26%) indicate they received psychological support, with little regional variability in this regard. This is clearly an unmet need in Ukraine, both among the residents and displaced populations.

My child is attending art-therapy and used to attend children’s clubs. They had similar various services for adults. We had been attending the counselor for a year.

— Interviewee, Kyiv

Psychological assistance is much needed because many people are unbalanced now; children suffered a lot as well. Such support should be provided free of charge at schools, kindergartens and reception desks.

— Interviewee, Donetsk

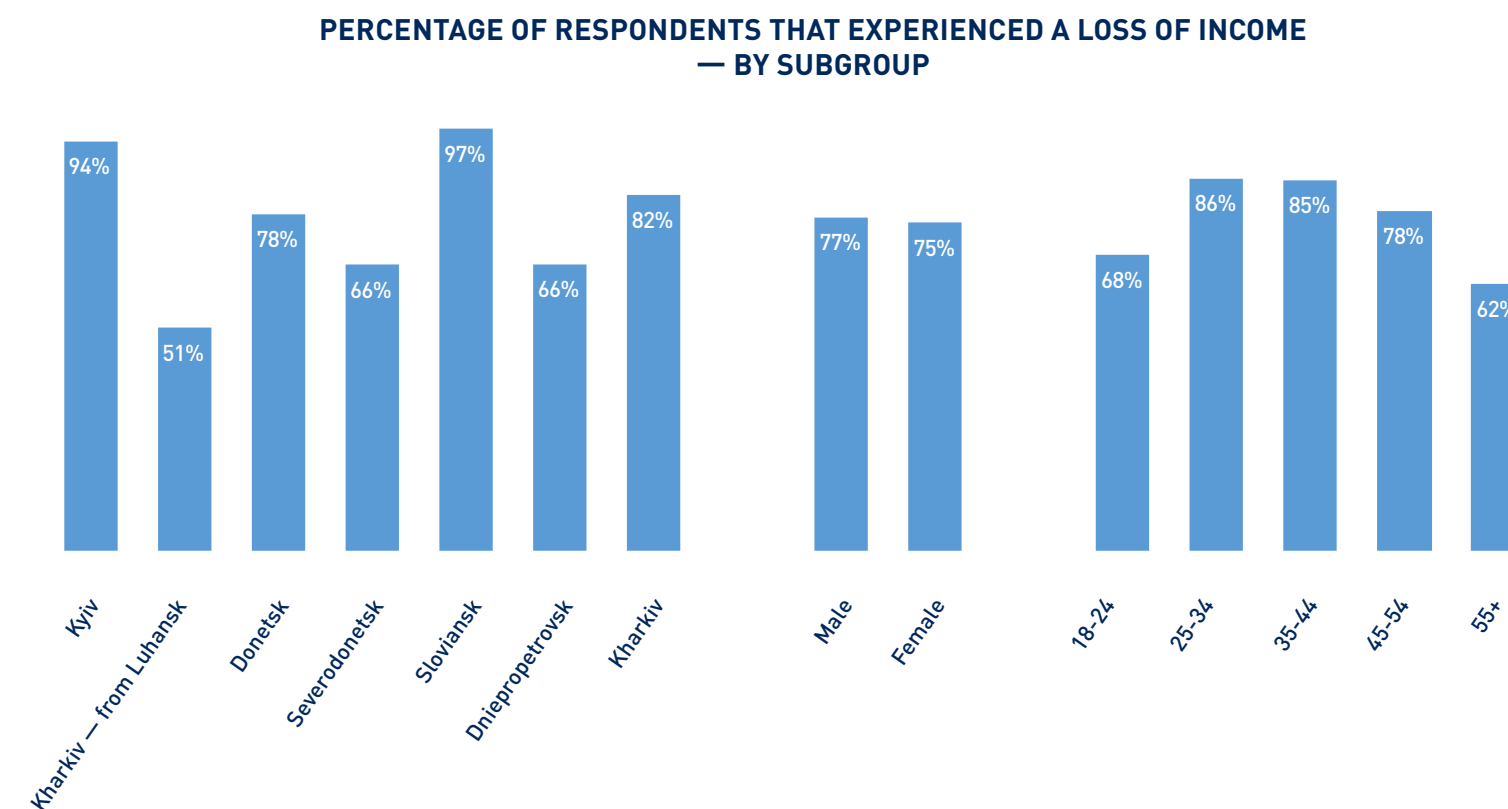


Photo: Z. Nurmukhambetova/OCHA

3.2 Livelihoods and employment

FINDING SUITABLE EMPLOYMENT IS A MAJOR CHALLENGE FOR IDPS

More than three-quarters (76%) of Ukrainian respondents reported experiencing a loss of income as a result of the crisis in their country, affecting men and women in equal numbers, hitting 25-44 year olds particularly hard (86%), as well as those in Kyiv (94%) and Sloviansk (97%).



Not being able to earn a living is one of people’s greatest fears, particularly among those in the government-controlled areas of the Donbas (48%), men (44%, compared to 34% among women) and the youngest age cohort of 18-24 year olds (53%).

Employment is also a challenge. Caritas has recently announced that Poland calls for men trained as electricians, assembly-workers, etc., and also women for seasonal work. It’s a wonderful opportunity to earn money but only if you don’t have children if we speak about women; for men it is much easier.

— Interviewee, Kharkiv

The Employment Center should work properly. So that when a man or a woman, qualified engineers, come, they could get a decent job and not work as street cleaners.

— Interviewee, Donetsk

Discussed at length in the Ukraine focus groups, the concept of “most economically vulnerable” includes the older unemployed workers — too young to receive state aid or a pension, but too old to benefit from child support. If they are unemployed, they need to rely on parents or adult children to support them. Workers who ought to benefit from their prime earning potential but who are not doing so due to conflict and displacement are among the most vulnerable within the economy.

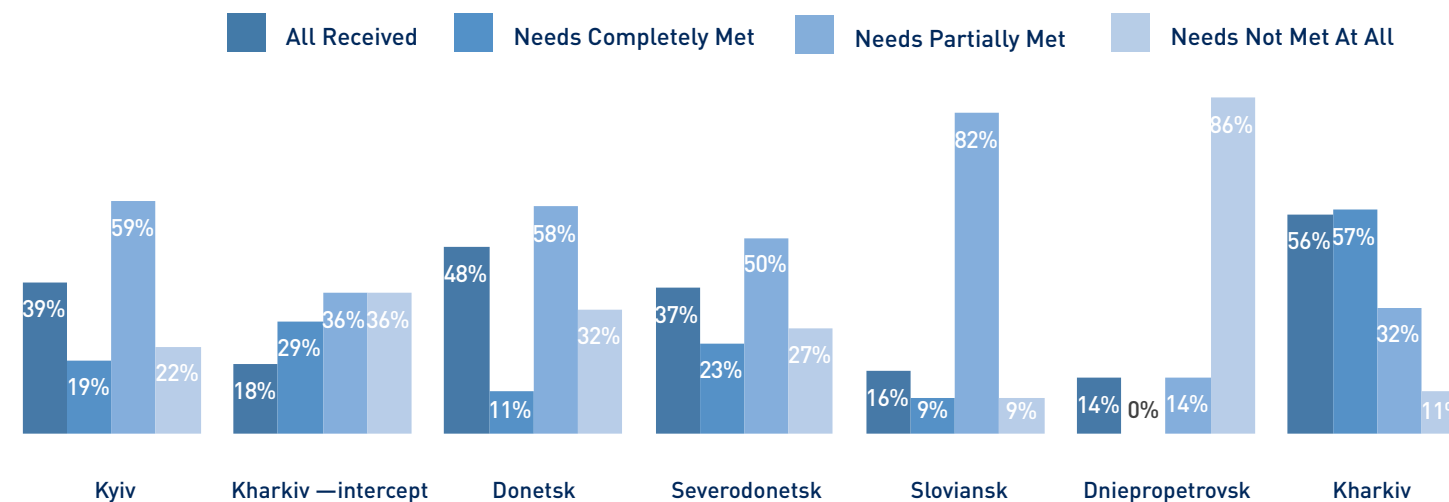
The unemployed at the age of 35-40 and up until pension age are most of all in need of assistance because pensioners receive some humanitarian aid as well as pension. People under 35 may take a decision, though unpleasant one, to go to work somewhere while their age still allows (for instance, catching crabs in Vladivostok city); but after 40, they do not need you any more there. Therefore, these people are left with neither a job, nor a pension; in addition, they are not entitled to any type of assistance.

— Interviewee, Donetsk

Over half (58%) of respondents indicate that access to employment or jobs is what people need most. This is a regional issue, highly concentrated in Kyiv and Severodonetsk (91%, and 80%, respectively, compared to 68% in Kharkiv, 60% in Sloviansk, 57% in Donetsk, 32% in Dnipropetrovsk and 18% in Luhansk), among middle income earners (86%, compared to 54% of low income earners), and men (67%, compared to 52% of women).

One in three (32%) in Ukraine report having received help accessing employment or jobs. There are large regional differences in this regard, with more receiving help in Kharkiv (56%), Donetsk (48%), and Kyiv (39%). Three quarters (74%) felt the help accessing employment or jobs fully or partially met their needs, though there is a high degree of variability across regions (from a high of 91% in Sloviansk to a low of 14% in Dnipropetrovsk), reflecting the varying levels of access to these services across regions. On a positive note, since the majority of respondents who received help accessing employment or jobs felt it met their needs, the national government and aid organizations should examine how to scale similar strategies to other areas where people have lost their source of income due to the conflict.

PERCENTAGE OF RESPONDENTS THAT RECEIVED ASSISTANCE WITH ACCESS TO EMPLOYMENT ALONG WITH HOW WELL THEIR NEEDS WERE MET — BY LOCATION



Participants in the focus groups indicated how unwieldy the existing employment assistance programs are, rendering them rather ineffective due to the difficulties in implementation. Aid organizations should work with the national government to communicate and simplify some of the legal tools already at the disposal of employers and employees in order to help them take advantage of existing policies meant to help them.

There is a great program in Ukraine aimed at stimulating employment for IDPs according to which the state provides employers with a tax reimbursement. But this program is so badly worded that any normal employer, having read it, will rather shoot himself than try to receive tax reimbursement for 4 months and then undergo checks again.

— Interviewee, Kyiv

FINANCIAL ASSISTANCE IS NEEDED TO DEFRAY COSTS OF SHELTER AND UTILITIES

Nearly four in ten (36%) identify economic help as a top need, and a similar proportion (39%) received cash as part of their support (cash is the preferred means of help). While 80% of respondents overall felt the economic assistance had met their needs, this varied by region — it was much lower in Donetsk (66%), Severodonetsk (69%), and Dnipropetrovsk (53%) compared to Kyiv (86%), Luhansk (90%), Sloviansk (98%), and Kharkiv (95%).

Assistance from our state may help paying utility bills but definitely not rent.

— Interviewee, Kyiv

I would like to receive targeted aid reimbursing for utility bill payments. And I would really appreciate if the state reimbursed for rent in case I show a rental agreement.

— Interviewee, Kyiv



Photo: Z. Nurmukhambetova/OCHA

3.3 Security and personal safety

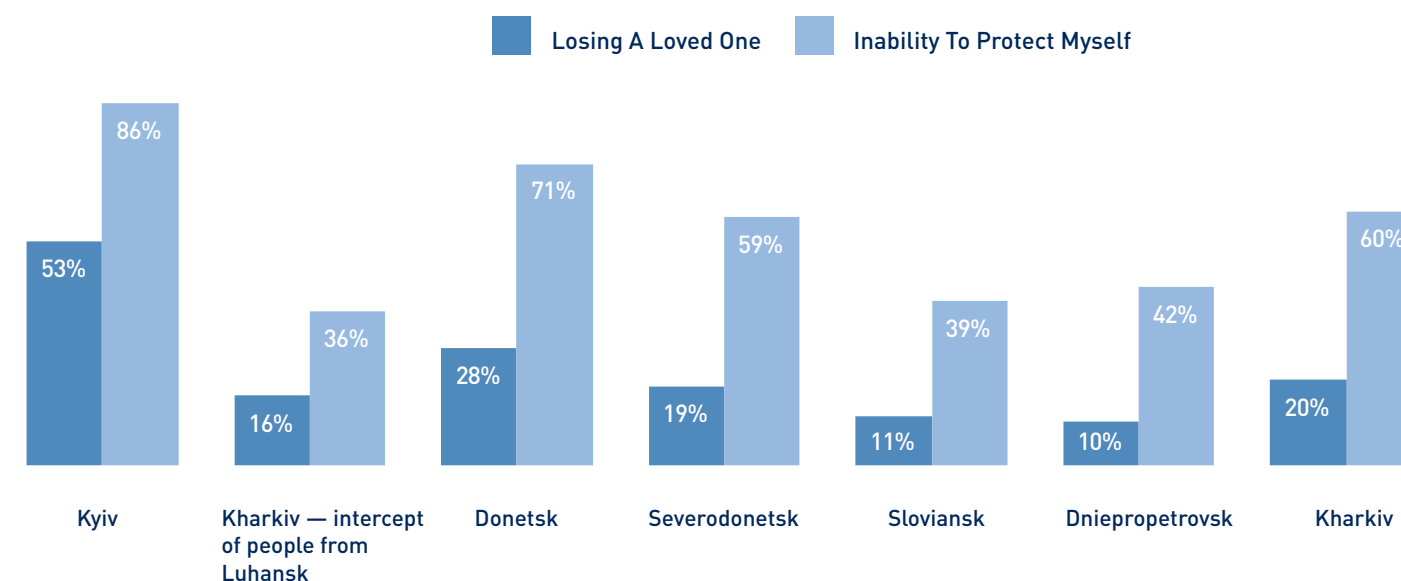
SECURITY AND PERSONAL SAFETY AN ONGOING CONCERN

As described earlier, the inability to protect oneself or one’s family is the greatest fear in Ukraine, mentioned by over half of respondents (56%). This fear is higher among those in Kyiv (86%) and Donetsk (71%), those living in rural areas (69%), and those aged 25-34 (63%). In the qualitative groups, this is reflected in a strong desire for negotiations and, ultimately, peace.

The most effective assistance is when they sit down at the negotiation table and agree upon complete ceasefire and peace. This is how they can help everybody and everything will improve.

— Interviewee, Donetsk

PERCENTAGE OF RESPONDENTS THAT REPORTED LOSING A LOVED ONE AND INABILITY TO PROTECT ONESELF AS GREATEST FEARS — BY LOCATION



It would be advisable to improve the situation on checkpoints and be treated in a more gentle way and not as enemies (we had a child in our car and they were pointing weapon inside). We are coming as the citizens of Ukraine and expect some support.

— Interviewee, Kyiv

More than half (53%) report that they have received security and protection assistance, and this figure was much higher among respondents in Kyiv (76%) and Donetsk (75%). Among those that received assistance, most (82%) said their needs were fully or partially met.

INTERNATIONAL ORGANIZATIONS HAVE A VERY LIMITED ROLE TO PLAY IN ENSURING SECURITY

Parts of Ukraine remain volatile, with a precarious ceasefire brokered under the Minsk agreement. It was clear in the focus group discussions that international organizations have a very limited role to play in ensuring security, primarily in the sphere of encouraging diplomacy. Nevertheless, there is a sense, particularly among participants in non-Government controlled areas, that international organizations need to operate within a context of relative stability in order to rebuild facilities and distribute the most critical aid and assistance to those who need it most.

International organizations should not enter into the military conflict; on the contrary, they should psychologically separate the fighters. In a diplomatic way, helping find touch points and lay down arms together. IO has to be in between and understand what is happening. If they are going to do this with weapons, it will only get worse.

— Interviewee, Donetsk



Photo: Iva Zimova/UNHCR

3.4 Social cohesion

AT FIRST THERE WAS SYMPATHY TOWARDS IDPS, THEN RESENTMENT

My wife and I read about what was going on in Yugoslavia but it was far away and we couldn't even imagine that the same will happen here. It is unclear how people from Dnipropetrovsk became my enemies and shoot at us; I used to stay there for a month and they said that an honored miner came from Donetsk. And now they would bury me there.

— Interviewee, Donetsk

Due to the role that ethnic and linguistic identity has played in recent Ukrainian history, including the conflict in the Donbas, there are tremendous pressures on social cohesion, particularly in areas such as Kyiv, that are being re-settled with IDPs from the non-Government controlled areas.

The research indicates that many workshop participants perceived that local residents of Kyiv were at first sympathetic to IDPs who were fleeing eastern Ukraine and re-settling in Kyiv. This initial goodwill and generosity, however, eventually subsided as the duration of the stay extended, revealing uneasy relations between IDPs and hosting communities.

We also faced problems of the attitude to internally displaced persons. Although in 2014 people from Kyiv came to us bringing clothes and other things, volunteers helped us, drove kids in Zhytomyr theater but then the attitude gradually became worse.

— Interviewee, Kyiv

IDPs have become the very visible face of the conflict, a tangible object upon which local (particularly western) Ukrainians can focus the resentment they may feel about having to send their family members to fight in the eastern parts of the country, from where the majority of IDPs have fled.

Besides the pressures on the Ukrainian military and the fallout that it has on social cohesion, another aspect to bear in mind is the impact of the conflict on prices. Russian influence has manifested itself in the breakaway regions of eastern Ukraine with the provision of aid and assistance. The conflict and its consequences, including the annulment of the Kharkiv pact (the 2010 Crimean Naval Base for Natural Gas treaty), have had a number of economic repercussions within the Government-controlled areas of Ukraine, including the destabilisation of heating fuel prices resulting from Russia cutting off gas supplies to the government-controlled areas of Ukraine, and the Ukrainian government cutting off gas supplies to Eastern Ukraine.⁷ The policy changes have had direct impact on citizens and their winter heating costs, and was mentioned by many participants as a critical concern. IDPs from eastern Ukraine provide an obvious target on which to focus anger and frustration in the face of economic distress and concern.

Within the larger military and economic context, social cohesion is also put to the test by how assistance is being applied. As mentioned earlier in this report, the optics are not always

⁷ NPR, "A New Front In The Ukrainian Conflict: Russian Gas Imports." March 2, 2015." <http://www.npr.org/sections/parallels/2015/03/02/390154800/a-new-front-in-the-ukrainian-conflict-russian-gas-imports>

favorable for IDPs, who may be receiving aid and assistance whilst driving a luxury car. For example, the car may be the only thing they brought with them from Donetsk, having no other means of income or housing in Kyiv. Nonetheless, to the local from Kyiv or another IDP, it looks like an unjust distribution of aid, and perceptions can have a very negative impact on social cohesion. This is reinforced by the quantitative data, in which nearly one-quarter (23%) of all respondents — and one-third of those in Kyiv (33%) and Luhansk (34%) — report that discrimination and social status prevent them from accessing aid.

I myself witnessed a couple of cases when people came to get humanitarian aid driving a Land Cruiser 200 and wearing gold (...) because it's almost impossible to sell such cars at the moment. Moreover, a person may just need diapers.
— Interviewee, Kyiv

As local attitudes harden, the situation worsens for IDPs, particularly when it comes to finding employment and securing affordable shelter. These impacts have been discussed in prior sections related to housing needs and employment. To make matters of social cohesion worse, IDPs are also largely left out of the political process, as local governments enact legislation preventing them from participating in local elections, leaving them disenfranchised within their own country. Aid organizations should work with the national government to promote and incentivize local dialogue and collaboration among new and old residents of an area.

SOCIAL COHESION HAS INCREASED AMONG THOSE WHO SHARE GRIEF

On the other hand, within non-Government controlled areas such as Donetsk, community workshop participants report an increased sense of social cohesion or goodwill towards one another, a shared experience among sympathisers that helps solidify a distinct identity. What seems to be working against social cohesion in the rest of the country is creating a shared identity and experience (despite the sorrow and fear) for eastern Ukraine.

Sorrow is the worst feeling for me but I feel it all the time and it's very difficult. Sometimes I can't fall asleep at nights after I see certain things. I want to help somehow. I didn't feel so before.
— Interviewee, Donetsk

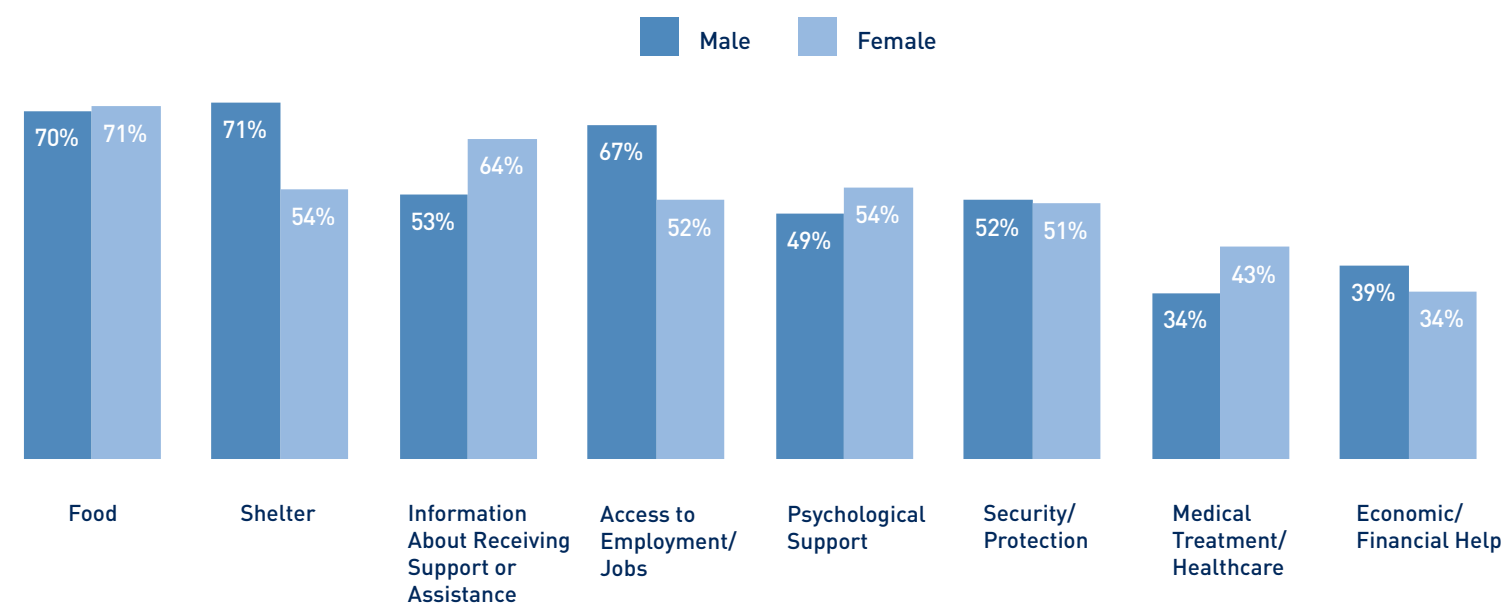
When they started bombing and everything began to fall apart, people in our district proved to be really united. All men were rummaging through junkyards and trash containers seeking some plywood in order to board up windows. They were helping on their own (...) Everybody got tired but our men kept helping as they could.
— Interviewee, Donetsk

3.5 Gender

GENDER IS NOT AN IMPORTANT FACTOR IN DETERMINING PRIORITIES AND NEEDS

The research does not show any significant gender differences in priorities for aid and assistance, or in terms of unmet needs. However, while women and men are generally experiencing the aftermath of conflict in a similar manner, some traditional gender roles are in upheaval. For example, participants in the qualitative workshops indicated that some women feel a patriotic need to protect the country, while some men wanted to avoid military service. Similarly, some women have taken on employment, while some men have taken responsibility for childcare and housework. While the workshop participants did not indicate that these shifting dynamics caused societal or familial tension, they are still significant signs of the impact of the ongoing conflict on gender roles.

MOST NEEDED RESOURCES AND SERVICES — BY GENDER



But in our country everything is a little different, there's no big gender difference, some women went to protect the country, and some men just fled from the conflict and do not want to register now for fear of being taken to the National Guard.
— Interviewee, Kyiv

I think everything falls on the shoulders of both of them. On the one who did not fall into depression.
— Interviewee, Kyiv

Nothing has really changed in our case, just the total income declined. I know one family, in which a wife has found a job and a husband is staying at home with children, cooking and cleaning. It puts no pressure on him, although he keeps looking for a job. They don't feel bad about it.
 — Interviewee, Donetsk

In Kharkiv, some workshop participants indicated that the conflict has had a more significant negative economic impact on men, while others cited a gender imbalance in favour of men.

It is easier to find jobs for women, for example, a woman can retrain as a hairdresser; and for men finding a job is more difficult because almost all men from that region have occupations in mining industry. Some of them used to be managers at plants or mines and now maximum what they are suitable for is tightening the screws.
 — Interviewee, Kharkiv

Employment is also a challenge. Caritas has recently announced that Poland calls for men trained as electricians, assembly-workers, etc., and also women for seasonal work. It's a wonderful opportunity to earn money but only if you don't have children if we speak about women; for men it is much easier.
 — Interviewee, Kharkiv

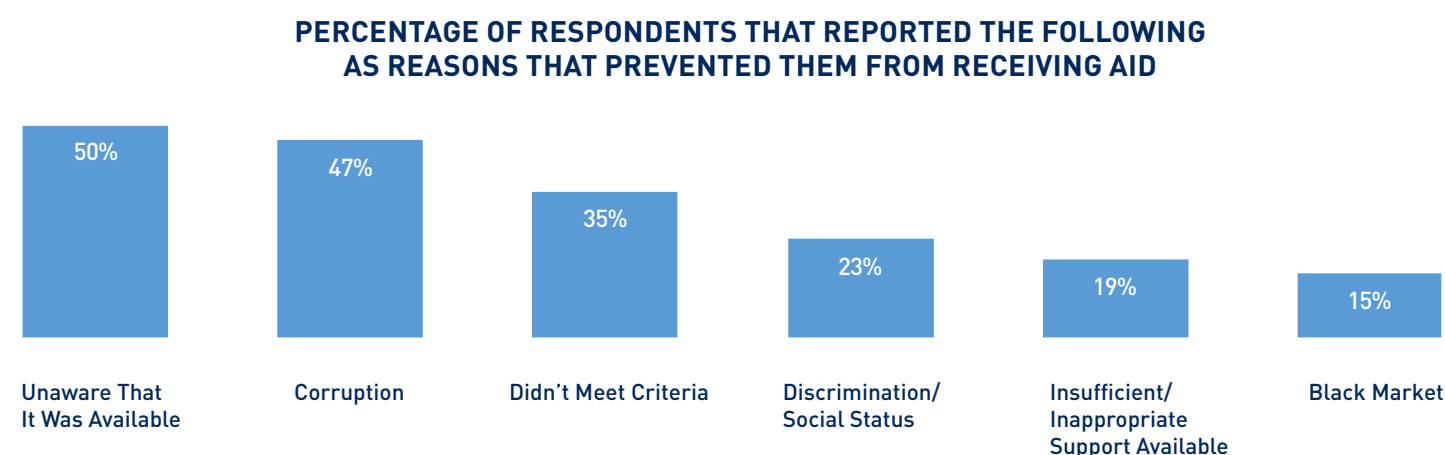
The need for accurate, timely information about assistance — while a key theme for all populations — was particularly acute for women. While over half of men (53%) cited information about receiving support as a priority need, nearly two-thirds of women (64%) did so.

At the time when I was leaving absolutely no information was provided regarding the assistance, which I could receive as an IDP and a pregnant woman.
 — Interviewee, Kyiv

3.6 The challenges of accessing assistance

LACK OF INFORMATION IS THE MAIN BARRIER TO RECEIVING ASSISTANCE

Nearly two-thirds (68%) of respondents reported that more information about how to receive aid is a priority need — this was much more common in Sloviansk (79%), and, as discussed in the previous section, was a more acute need for women (64%) than men (54%). One in two (50%) indicated that being unaware that aid was available may have prevented them from getting the help and support they needed. This figure was higher among those in Kyiv (79%), those in Kharkiv (72%), and middle income earners (81%). Understanding the best ways to communicate to the people of Ukraine, particularly IDPs outside of the Donbas region, would help ensure that the right message is delivered in the right way, at the right time.



How can I, a common person, who is busy working every day, know any of such organizations?
 — Interviewee, Kyiv

There is assistance but the problem is that no information is provided about it. There are charity funds, organizations of Russia, International Organizations, but no information.
 — Interviewee, Kyiv

Nearly half (47%) of respondents in Ukraine identify corruption as a barrier to accessing aid. Corruption garners more attention among IDPs outside of the Donbas region (55%), as well as those aged 25-44 (52%) and those who are employed (54%). More intense monitoring of internal aid funding would ensure greater transparency and that funding and assistance is distributed to those who need it most. Further, these monitors should publically communicate how funds have been appropriated, and if they have been used for the purposes for which they were originally designed.

Nobody knows where this money has gone. As far as I know, international organizations are now allocating money for restoration of Donbas, but this money is being hopelessly stolen all the time. That's why the most important thing is a non-biased monitoring of the situation.

— Interviewee, Kyiv

The main challenge to receiving or using assistance is dishonesty of people working at these funds. It is often impossible to get through to them on the phone. In addition, they bounce you from one place to another one. It would be helpful if these funds were monitored in a proper way.

— Interviewee, Kyiv

One in three (35%) indicate difficulties in meeting the criteria for aid — this was particularly common for those in Severodonetsk (57%) and Kharkiv (50%). This was also a strong theme in the qualitative workshops — the paperwork requirements, particularly for IDPs outside the Donbas region who may have left their home “administrative” area, were especially onerous and complicated to navigate. International organizations should look into ways to decrease the administrative burden on those requesting aid.

The Ministry of Social Policy has sent a letter to all oblasts informing that up until resolution 505 is amended, an old form with a stamp shall be valid. Although there was another letter indicating that stamps must be withdrawn and destroyed and no complaints from IDPs should be accepted. So, in fact, you cannot sign up for targeted aid without this stamp on your IDP certificate and at the same time you cannot get this stamp unless you come to migration service with a grenade launcher.

— Interviewee, Kyiv

When confirming your status, you have to submit a certificate, and in order to get this certificate you have to wait in line in the social security department and then migration service. It would be great if they could simplify this procedure.

— Interviewee, Kyiv

My file was being transferred from one social security department to another one during half year, although they are right across the street and everything now is computerized.

— Interviewee, Kharkiv

The employment center conflicts with the social security department and we have to bring new certificates over and over again.

— Interviewee, Kharkiv

COMMUNICATION TO IDPS IS KEY, AS WELL AS COMMUNICATING THEIR SITUATION TO THE OUTSIDE WORLD

The information vacuum is greatly contributing to a feeling of helplessness and frustration amongst Ukrainians. Not knowing what types of assistance are available was reported as one of the most challenging aspects of receiving aid. Improving communication through various channels would go a very long way toward improving the effectiveness of aid and assistance. This is particularly true for IDPs outside the Donbas region, uprooted from their homes and coming to a new location, who may not know where to look for information on assistance.

The focus groups in Kyiv revealed that most of the IDPs arrived there on their own, having left their homes in Donetsk and other areas affected by shelling using their own resources. Without a developed network of contacts to guide them, these IDPs feel cut off from information and resources that could help them establish themselves in Kyiv.

IDPs in Kyiv need a stronger support network to help them navigate their new communities, find housing, obtain suitable employment, and provide them with reliable information about “home.” A fine balance is needed between providing temporary relief and enabling integration into a new community.

There's a need for information. If a person knows how to overcome the existing situation, he will not apply for assistance and won't feel helpless. There's a lack of external information, I mean outdoor advertising, adverts on the Internet and TV.

— Interviewee, Kyiv

The information vacuum is also affecting the delivery of aid. A lack of centralized coordination and the absence of a registry for IDPs, particularly in the areas outside of the Donbas region, has negatively impacted the distribution of aid and assistance. Aid organizations should coordinate with each other, as well as the national government and other local organizations to simplify access to aid and to ensure that the right people are receiving what they need.

The greatest problem is absence of coordination on all stages of distribution of humanitarian aid. First 10 people who come get it and others are left with nothing. Another problem relates to IDPs registry, which has not been arranged yet; though the order remains on Yatseniuk's table since July 2014, he does not sign it. Thus, they enter data, but there's no single database. As a result, it's impossible to identify who has received aid and who has not.

— Interviewee, Kyiv

At the same time, those impacted by the conflict in Ukraine feel that information about their own situation is not being widely shared or accurately portrayed on an international level (or even within the country). There is a strong desire among respondents in Ukraine to make better use of media sources to broadcast information that would help improve the aid and assistance they are getting.

International organizations conveying information is also important, because in the news they may tell things, which have nothing to do with the reality.
— Interviewee, Kyiv

International organizations can provide fair coverage of events in mass media in other countries. It may even be some video without comments to let people know what is really happening here. Because many countries suppose that we don't have a large-scale conflict, just a little bit of shooting and that's all. Maybe if they showed houses and villages destroyed, everything would be different.
— Interviewee, Donetsk



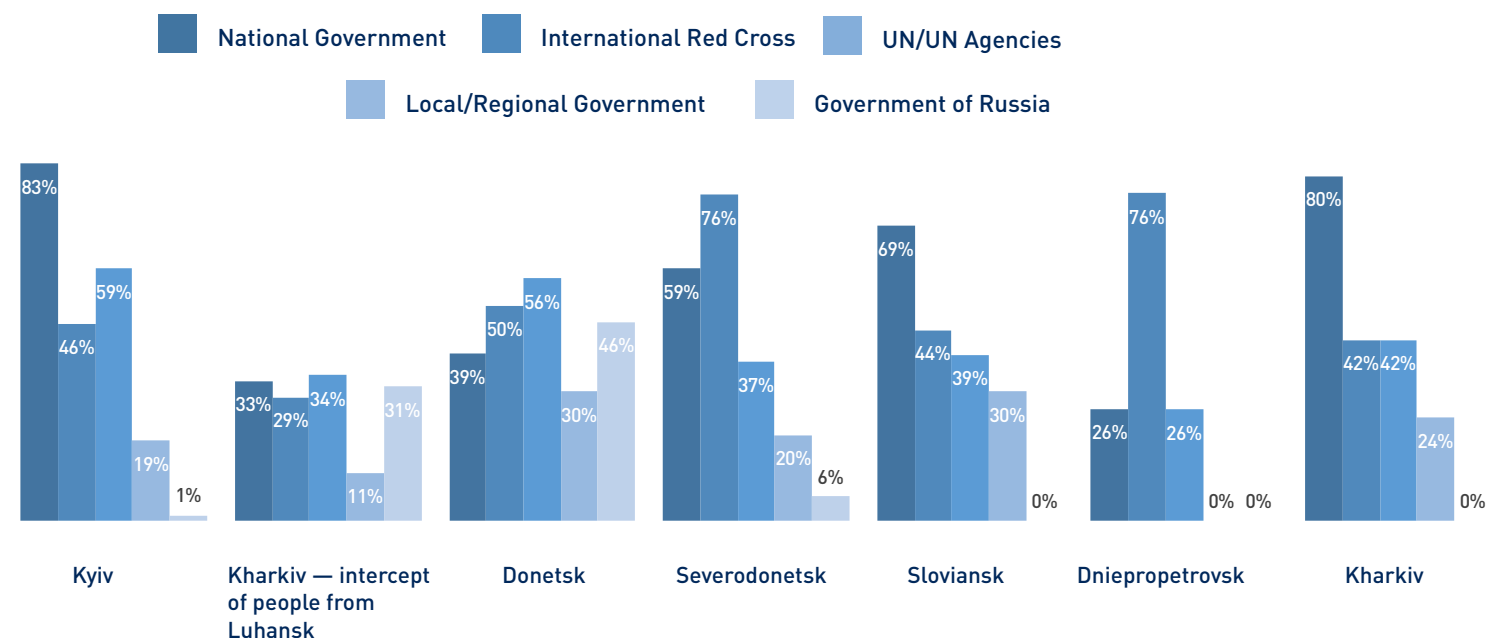
Photo: Iva Zimova/UNHCR

3.7 The role for international organizations

THE NATIONAL GOVERNMENT SHOULD BE A KEY PLAYER IN PROVIDING AID

More than half (55%) of respondents in Ukraine feel that the national government should take the most responsibility for providing aid, closely followed by the International Red Cross (51%) and the UN (43%). IDPs outside of the Donbas region (65%) — particularly those in Kyiv (83%) and Kharkiv (80%), as well as people in the government-controlled areas of the Donbas (64%), were much more likely than their counterparts in the non-government controlled areas of the Donbas (36%) to want the national government to take responsibility.

PERCENTAGE OF RESPONDENTS THAT REPORTED THE FOLLOWING ORGANIZATIONS AS THOSE THAT SHOULD BE MOST RESPONSIBLE FOR PROVIDING ASSISTANCE — BY LOCATION



The most common sources of assistance were friends and relatives (52%), the International Red Cross (47%), the Rinat Akhmetov Foundation (41%), the national government (41%), and religious entities/leaders (38%). Assistance from friends and relatives was more common in non-government controlled Donbas areas (64%), assistance from the Red Cross was most prominent in Severodonetsk (83%), assistance from the Rinat Akhmetov Foundation was most common in the Donbas (both in government-controlled and non-government controlled areas), and the national government provided the most assistance to those in Kyiv (81%), Kharkiv (82%), and Severodonetsk (71%). Regardless of the source, nearly all aid received was seen as helpful.

INTERNATIONAL ORGANIZATIONS ARE WELL POSITIONED TO SUPPORT

Although there is no clear consensus on the role international organizations should play, one thing is clear among respondents in Ukraine: international organizations are in the best position to advocate on their behalf. International organizations are perceived to have the financial ability, the organization, and the credibility to bring about change. In that respect, the role of international organizations is seen as quite distinct from that of local organizations, in terms of reach, resources and priorities.

Local organizations know more about our problems compared to IOs, because the latter ones are tackling big global problems.
— Interviewee, Kyiv

In Donetsk, the Akhmetov Foundation was a key source of assistance, as were Russian-backed organizations, with various religious-based organizations also providing assistance by distributing clothing and other one-time targeted aid. The main challenges for international organizations are visibility and clarity of purpose, as there is a lack of information about what aid is available and how best to access it.



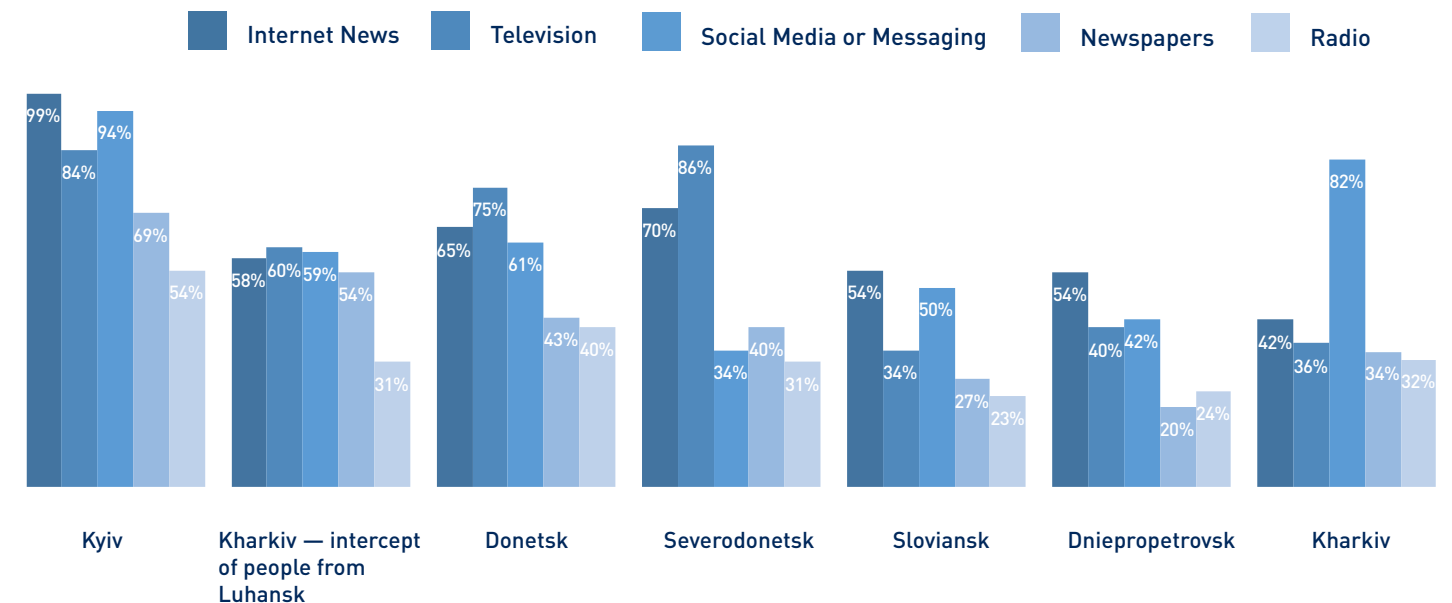
Photo: Z. Nurmukhambetova/OCHA

3.8 Information needs and communication channels

UKRAINIANS RELY ON A VARIETY OF SOURCES TO GET THEIR INFORMATION

Respondents in Ukraine rely on a variety of sources and channels of communication to find information about assistance. Nearly two-thirds used internet news (64%), with practically all respondents in Kyiv (99%) using the internet for information. Large percentages also used television (62%) and social media (60%) — again, these figures are much higher for respondents in Kyiv (84% and 94%, respectively). A smaller proportion of the population used newspapers (42%) and radio (34%).

PERCENTAGE OF RESPONDENTS THAT USE THE FOLLOWING SOURCES FOR INFORMATION ABOUT RECEIVING ASSISTANCE — BY LOCATION



Overall, international sources are generally used for radio (32%), local sources for newspapers (50%), and Ukrainian sources for television (63%), internet (76%), and social media (71%). In Donetsk, Russian sources are commonly used for television (83%), internet (81%), and social media (61%).

They broadcast here Russian TV channels and a local DNR TV channel. There are also leaflets. However, there used to be more options.
— Interviewee, Donetsk

Despite the range of sources, there is a deep sense of mistrust and skepticism toward official sources, with Ukrainians preferring to rely on social media and personal contacts to gain access to information. Currently, the majority of people rely on word of mouth (84%), which is also seen as the most useful source (94%). Word of mouth is particularly common in Kyiv (100%), Donetsk (96%), and Sloviansk (94%). The internet provides an opportunity for aid organizations to communicate with specific groups due to its targeted and inexpensive manner.

We don't have newspapers. Rumors from relatives and co-workers play a significant role.

— Interviewee, Donetsk

For more than a year she has been living like that not knowing she could get aid on Frolovskaia Str. until I told her. She went there and they gave her everything needed for school and household.

— Interviewee, Kyiv

Respondent 1: I will give you a phone number, call them and they will help you receive a subsidy as even without a rental agreement you have such a right.

Respondent 2: See, that's one of the drawbacks, this type of information for IDPs is not available on the Internet.

— Interviewee, Kyiv

Many would like to see a mix of media and channels — some electronic (ticker news, social media), some in print (advertisement billboards, leaflets), particularly for the elderly, including pensioners, who may not be online, as well as on television and radio, where many Ukrainians would be exposed to it.

People who have access to the Internet can find at least some information, but pensioners don't use the Internet at all and have absolutely no information.

— Interviewee, Kharkiv

Elderly women don't understand what the Internet is, that is why they need television and ads.

— Interviewee, Donetsk

They could hire a person in social security department who would provide such information to people. They could hire well-informed people in news kiosks and publish affordable 2-page brochures with all essential information; this would be helpful indeed. There are news kiosks at every turn but they are empty, you can't even buy a crossword there.

— Interviewee, Donetsk

It would be nice if they announced such information on TV in the news; because they show news every day. Carriage hostess could hand out leaflets with necessary information to IDPs going by train. Soldiers could hand out leaflets with the most important information to people during checks on checkpoints.

— Interviewee, Kyiv

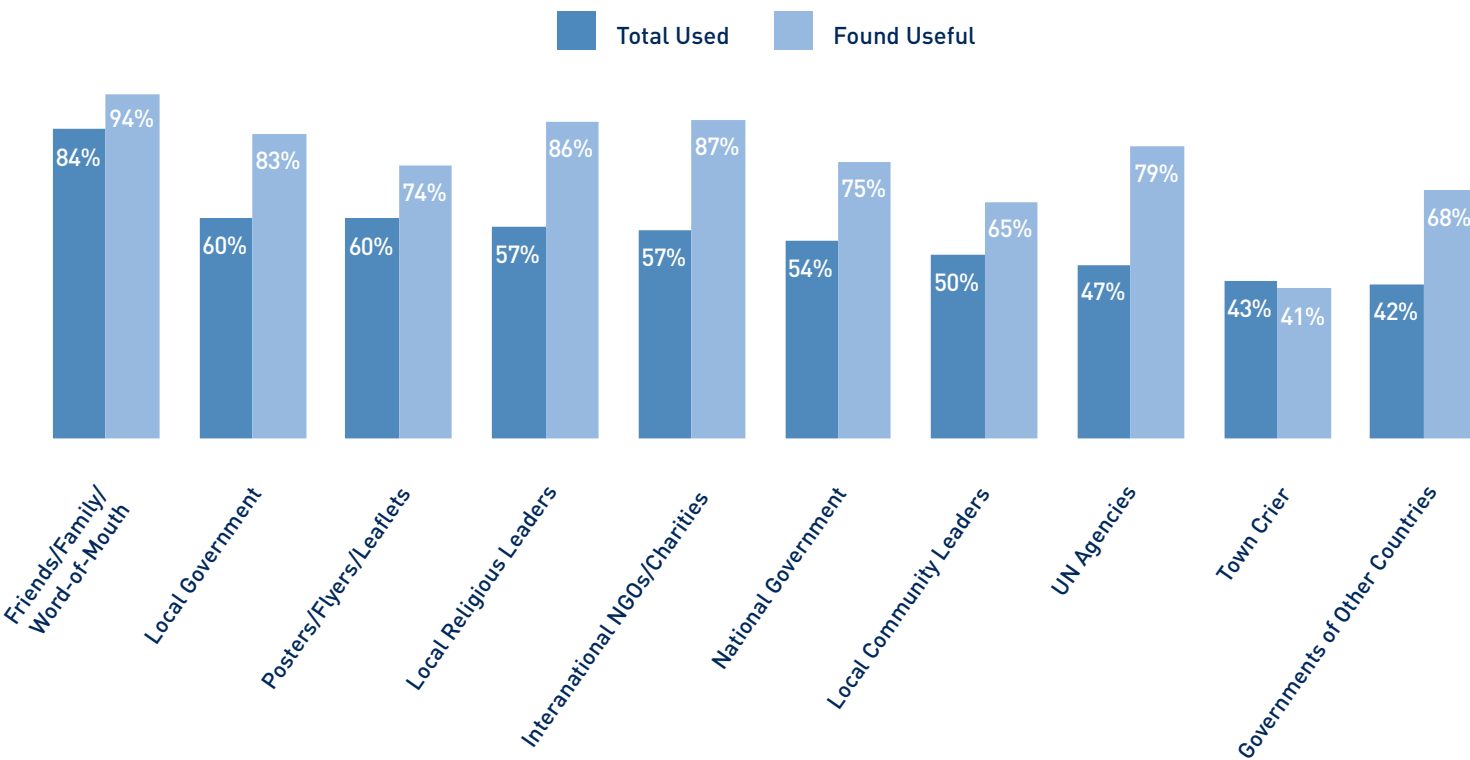
I know that the United Nations provide some type of assistance, but local authorities prefer to keep quiet about it. My wife and I found about it just by chance, our friends told us.

— Interviewee, Kyiv

They (International Organizations) could make themselves known, besides television and the Internet, via announcements and leaflets in different centers, including the social security department. Many people travel by metro, so IOs could post or announce information about themselves in the metro.

— Interviewee, Kyiv

PERCENTAGE OF RESPONDENTS THAT USE THE FOLLOWING SOURCES FOR INFORMATION ABOUT RECEIVING ASSISTANCE ALONG WITH WHAT PERCENTAGE FOUND THE INFORMATION USEFUL



Slightly fewer rely on local government (60%), posters, flyers, and leaflets (60%), local religious leaders (57%), and International NGOs (57%) to find out about receiving support and assistance, although those in Kyiv were much more likely to use all of these sources. All of these sources were deemed to be useful by at least three in four users.



Photo: Z.Nurmukhambetova /OCHA



Photo: Z.Nurmukhambetova /OCHA

4. Conclusions and Recommendations

PEOPLE'S KEY NEEDS AND PRIORITIES

Existing priority needs in Ukraine are predominantly determined by their location. The conflict, need for assistance, and access to assistance is a regional phenomenon, with virtually no other demographic differences in who is receiving aid.

Because of the geographic focus of the conflict, those with the most critical needs are in Eastern Ukraine/Donbas region (Donetska oblast and Luhanska oblast), or as a displaced person in Kyiv, Dnipropetrovsk, or Kharkiv. Not only does this impact the kind of aid needed, but it also impacts the biggest barriers to receiving assistance, and what the preferred means and channels of communication are.

In regions where the local population has been devastated by armed conflict, people have lost their homes and means of earning a living. They may be staying within their region and their recovery is being facilitated, for the most part, by the Russian Federation. While a key concern of Ukrainians is their inability to protect themselves and their families, this is particularly elevated among IDPs in Kyiv and those living in Donetsk.

Similarly, financial insecurity and the inability to earn a living is another top concern: a large majority of respondents were forced to leave their homes and live elsewhere and others migrated 'on their own' to another part of the country such as Kyiv, taking them away from existing support networks. This resettlement was neither organized nor orchestrated by the Ukrainian government, nor does it appear to have been supported by external organizations. These individuals have a critical need for information about how to access assistance, find housing, and secure employment.

The main concern over shelter in Ukraine is not about the availability of housing but rather about the affordability and access to it. These concerns are frequently raised by IDPs in Kyiv who have difficulty finding landlords willing to lend to them (due to prejudicial treatment and/or backlash against IDPs), and face a lender's market with a glut of desperate people with very few options available to them. Many would like the government to play a bigger role in providing housing, supplemented by financial support from international organizations.

In addition to financial support, international organizations should work with the national government to devise policies, even if temporary, that would allow those in need of housing, or those who can't afford it, to find housing easily and affordably, without being exploited by landlords. Additionally, international organizations should work with the Ukrainian government to develop communication campaigns targeting host populations in Kyiv to help keep morale high and depict positive behaviours until the conflict is over.

International organizations have provided temporary housing assistance to IDPs outside the Donbas region, but this has only alleviated the problem in the short-term. Now that the conflict in Ukraine seems to have protracted, a medium-to-long term solution is required.

LIVELIHOODS AND EMPLOYMENT

Due to the conflict, eight in ten displaced people say they have experienced a loss of income as a result of the crisis in their country. Over half of respondents indicate that access to employment or jobs is what people need most. Similarly to priority needs, this is a regional issue, highly concentrated in Kyiv and Severodonetsk.

On a positive note, one in three Ukrainians report having received employment aid, particularly in Donetsk, and the majority of respondents felt it met their needs. The national government and aid organizations should determine how to scale the same strategy to other areas where people have lost their sources of income or jobs due to the conflict.

Furthermore, aid organizations should work together with government organizations to simplify and communicate some of the legal tools at the disposal of employers and employees to take advantage of policies in place meant to help them.

SECURITY AND PERSONAL SAFETY

International organizations have a very limited role to play in ensuring security, but they play a larger role in encouraging diplomacy. Nevertheless, across government-controlled and non-government controlled areas, there is a sense that international organizations need to operate within a context of relative stability in order to rebuild facilities and distribute the most critical aid and assistance to those who need it most.

SOCIAL COHESION

At first, residents of Kyiv were sympathetic to IDPs fleeing eastern Ukraine. This initial goodwill and generosity, however, eventually turned to resentment and discrimination due to IDPs being a visible face to the conflict. There was a perception among local Ukrainians outside the Donbas that their family members were sent to fight, while the IDPs who had newly arrived in their regions had fled. The Government should develop communication campaigns to combat stigma and discrimination against IDPs, including community events and opportunities to draw together host communities with IDPs, fostering social cohesion.

The increase in prices has also led to rising tensions between the local population and IDPs, especially when some IDPs are seen as receiving aid when not truly in need. For example, some IDPs drove from eastern regions in vehicles, a status symbol of wealth, but in reality, the vehicles are just one of few items they were able to bring with them.

In addition to the challenge of securing affordable shelter, local attitudes have made it harder for IDPs to find employment. To make matters worse, IDPs are also largely left out of the political process, as local governments enact legislation preventing them from participating in local elections, leaving them disenfranchised within their own country. Aid organizations should work with the national government to promote and incentivize local dialogue and collaboration among new and old residents.

In contrast, in the non-government controlled areas of the Donbas, social cohesion has actually improved for those who share grief as a result of the conflict.

GENDER

While women and men are generally experiencing the aftermath of conflict in a similar manner, some traditional gender roles are in upheaval. For example, participants in the qualitative workshops indicated that some women feel a patriotic need to protect the country, while some men wanted to avoid military service. Similarly, some women have taken on employment, while some men have taken responsibility for childcare and housework. While the workshop participants did not indicate that these shifting dynamics caused societal or familial tension, they are still significant signs of the impact of the ongoing conflict on gender roles.

THE CHALLENGES OF ACCESSING ASSISTANCE

When asked what people want most, wanting to know more about how to receive aid is even more important than access to financial support and employment. Understanding the best way to communicate to the people of Ukraine, particularly IDPs outside the Donbas region, would help ensure that the right message, is delivered in the right way, at the right time.

Corruption and difficulty in applying for aid have also been identified as barriers to receiving aid. More intense monitoring of internal aid funding would ensure greater transparency and that funding and assistance is distributed to those who need it most. Further, these monitors should publicly communicate how funds have been appropriated, and if they have been used for the purposes originally designed. Additionally, international organizations should look into ways to decrease the administrative burden on those requesting aid.

One more point for international organizations to consider is centralizing and coordinating a registry for IDPs to support the distribution of aid and assistance.

THE ROLE OF ORGANIZATIONS

More than half of respondents in Ukraine feel that the national government should take the most responsibility to provide aid, closely followed by the international Red Cross and UN agencies. However, only one thing is clear among respondents in Ukraine on the role of international organizations: international organizations are in the best position to advocate on their behalf.

INFORMATION AND COMMUNICATIONS

Ukrainians rely on a variety of sources and channels of communication to find information about assistance. All respondents use the internet to get information, and many watch television or utilize social media for updates — this is particularly true of those in Kyiv. A smaller proportion uses newspapers and radio. This provides an opportunity for aid organizations to communicate with specific groups due to the ability of connecting with them through the internet, in a targeted and inexpensive manner.



Photo: Z.Nurmukhambetova /OCHA

Appendix: Detailed Methodology

Overview

The majority of Ukrainians affected by the conflict in Eastern Ukraine live in the two oblasts (administrative regions) where fighting has taken place — Donetska and Luhanska. Many inhabitants of these regions were also displaced from their homes and have resettled elsewhere in Ukraine, particularly in Kyiv, the capital, as well as large eastern cities such as Kharkiv, Dnipropetrovsk, and Zaporizhzhia. To conduct research with the crisis-affected population, therefore, the study design called for research with internally displaced persons (IDPs) in multiple cities (Kyiv, Kharkiv, and Dnipropetrovsk), inhabitants of Ukrainian government-controlled areas of Donetsk (in and around Sloviansk) and Luhansk (in and around Sievierodonetsk) oblasts, and inhabitants of Donetsk and Luhansk living in territory controlled by the de facto authorities of the so-called 'Donetsk People's Republic' ('DPR') and 'Luhansk People's Republic' ('LPR'). Within the last of these, attempts were to be made to interview residents of each oblast's capital city, as well as those from closer to the 'contact line' — the de facto border between Government-controlled territory and the non-government controlled territories.

The security environment within non-government controlled territories in Luhansk necessitated gaining approval for the research from its de facto authorities, to ensure the safety of the research team. As this was not granted, an alternative plan was put in place to (1) conduct additional qualitative research in Donetsk and (2) conduct additional interviews in Kharkiv with individuals traveling from non-government controlled territory to Kharkiv in order to obtain Ukrainian state benefits, which are only paid in Government-controlled territory.

The final consultation approach included 470 Ukrainians, via:

- 70 quantitative interviews with IDPs outside of Luhansk and Donetsk.
- 80 quantitative interviews with residents of non-government controlled territories in Luhansk traveling to Kharkiv.
- 80 residents of non-government controlled territories in Donetsk
- 140 residents (IDPs and locals) of Government-controlled areas of Donetska and Luhanska oblasts.
- 9 qualitative discussion groups in Kyiv, Donetsk, and Kharkiv, with a total of 52 participants.

4.1 Quantitative Survey

The quantitative survey was approximately 30 minutes long and conducted with a total of 470 Ukrainians. Interviewing was conducted face-to-face by interviewers based in the cities selected for the study. Almost all (99%) interviews took place in Russian, while 1% took place in the Ukrainian language. The final profile of the survey participants is shown in the table below:

	UKRAINE Total sample n=470
LOCATION	Kyiv (IDP), 15% Dnipropetrovsk (IDP), 11% Kharkiv (IDP) 11% Kharkiv (visiting from Luhansk) 17% Donetsk, 17% Sievierodonetsk, 15% Sloviansk, 15%
URBAN/RURAL	Urban, 88% Suburban, 4% Rural, 8%
STATUS (IDP, REFUGEE)	IDPs, 72%
AGE	18-24 17% 25-34 27% 35-44 29% 45-54 14% 55+ 12%
GENDER	Male, 39% Female, 61%
EDUCATION	No education, 0% Some education, 15% Finished high school, 33% Post high school 51%
INCOME/EMPLOYMENT	Employed, 46% Unemployed looking for work, 14% Not employed not looking for work, 40%
PARENTS	Parents, 46% Non-parents, 54%

SAMPLING

The consultation team employed a snowball sampling approach to identify individuals for surveying. Although this method is non-probabilistic and thus precludes results from being extrapolated to the overall population, it was deemed the only feasible way of selecting geographically dispersed IDPs when no comprehensive registry of all such persons exists. Results should therefore not be considered representative of the entire conflict-affected population of Ukraine, but they can be interpreted as reflecting the broad range of attitudes and beliefs of those in this group.

Additionally, this approach was ideal for identifying individuals for interviewing in the non-government controlled territory of Donetsk where security concerns preclude traveling in parts of the city or to areas near the 'contact line' and care needed to be taken to avoid contact with members of armed groups throughout the region. The exception to the snowball sampling approach was the interviewing of individuals traveling from non-government controlled territory to Kharkiv for benefits or to purchase scarce items. In this case interviews were conducted by intercept, with the intercepts taking place at the central bus stop and after the customs checkpoint.

Rules were put in place to control the snowball sampling. In each location, no more than 10 initial seed individuals were contacted. These individuals were identified through government authorities, charitable organizations, volunteers, and field team contacts among IDPs. Surveyed individuals were then asked for up to three other qualified contacts. Some of these were surveyed, while others were asked for additional contacts (not known by the earlier person interviewed) who were then surveyed. The number of individuals in a neighborhood or IDP camp (collections of trailers, repurposed summer camps, etc.), and apartment buildings was restricted to five. These controls are all implemented to ensure that the snowball network extends broadly away from the originally sampled individuals.

DATA QUALITY

Surveys were completed using pen and paper. Field supervisors then accessed the data entry system and recorded survey results before shipping the surveys to Ipsos' central facility. Face-to-face interviews were supervised.

4.2 Qualitative Community Workshops

The study's initial plan called for three qualitative workshops with IDPs in Kyiv, three qualitative workshops in Luhansk (city), and three qualitative workshops in Donetsk (city). The security situation at the time of fieldwork meant that qualitative data collection inside the non-government controlled territories of Luhansk was not possible. The three workshops for Luhansk were thus relocated, with two additional workshops held in Donetsk, and one workshop held in Kharkiv with IDPs from the non-government controlled territories of Luhansk.

For each workshop, 6-10 participants were recruited, with a total of 56 participants. Workshops lasted an average of 90 minutes and consisted of full and break-out group discussions of the themes of the consultation.

The final profile of the qualitative participants is shown in the table below:

	KYIV Total =20	KHARKIV Total =6	DONETSK Total =30
# DISCUSSION GROUPS	3 groups n=6, n=6 and n=8	1 group n=6	5 groups n=6 each
GENDER	11 men 9 women	0 men 6 women	9 men 21 women
AGE	Under 35=8 35+=12	Under 35=3 35+=3	Under 35=7 35+=23
EDUCATION	Diploma=4 University=15	Diploma=2 University=4	Diploma=13 University=7
INCOME/ EMPLOYMENT	Employed=13 Unemployed=3 Housewife=4	Employed=1 Unemployed=3 Housewife=2	Employed=14 Unemployed=10 Housewife=6



Photo: Z.Nurmukhambetova /OCHA





**WORLD
HUMANITARIAN
SUMMIT**

ISTANBUL
23-24 May 2016