



# NATIONAL MONITORING SYSTEM REPORT

ON THE SITUATION OF INTERNALLY  
DISPLACED PERSONS

December 2017





**Cover page photo:**

*People loading onto a bus at the Mayorsk checkpoint to travel between the government controlled and non-government controlled areas of eastern Ukraine*

**Internal cover page photo:**

*An elderly lady at the Mayorsk checkpoint medical tent*

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The views and opinions contained in this publication do not necessarily reflect  
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# CONTENTS

OVERVIEW OF METHODOLOGY .....	4
OVERALL SUMMARY .....	5
1. CHARACTERISTICS OF IDPs AND THEIR HOUSEHOLDS .....	7
• IDP household members .....	8
• Gender and age structure .....	8
• IDPs with disabilities .....	8
• Education .....	9
2. EMPLOYMENT OF IDPs .....	10
• Employment rates .....	10
• Unemployment rates .....	12
3. WELL-BEING OF IDPs .....	14
• Livelihood opportunities .....	14
• Living conditions and types of accommodation .....	17
• Suspension of social payments .....	19
• Loans and debt obligations .....	21
4. ACCESS TO SOCIAL SERVICES .....	22
5. IDP MOBILITY .....	24
• Displacement .....	24
• Intentions on return .....	24
• Intentions to move abroad .....	26
• Visits to places of residence before displacement .....	26
6. INTEGRATION IN LOCAL COMMUNITIES .....	29
• Integration rates .....	29
• Discrimination .....	31
• Electoral rights .....	33
7. RETURNEES TO THE NON-GOVERNMENT-CONTROLLED AREAS .....	34
8. ANNEXES .....	38



The project is funded by the European Union and implemented by the International Organization for Migration (IOM)

# OVERVIEW OF METHODOLOGY

The objective of the National Monitoring System (NMS) in Ukraine, drawing from IOM's Displacement Tracking Matrix (DTM) approach, is to support the Government of Ukraine in collecting and analyzing information on the socio-economic characteristics of internally displaced persons (IDPs) and IDP households, as well as the challenges they face. IOM adapted the DTM, a system designed to regularly capture, process and disseminate information on displacement situations, to the Ukrainian context. The NMS provides a better understanding of the evolving movements and locations, numbers, vulnerabilities and needs of displaced populations in Ukraine.

The survey collected information on socio-economic characteristics of IDPs at individual and household levels, including trends and movement intentions, employment and livelihood opportunities, access to social services and assistance needs in 24 oblasts of Ukraine and the city of Kyiv.

## Main information sources used for NMS:

- i) Data of sample surveys of IDPs via face-to-face interviews;
- ii) Data of sample surveys of IDPs via telephone interviews;
- iii) Data of sample surveys of key informants via face-to-face interviews;
- iv) Focus group discussions;
- v) Administrative data and relevant data available from other sources.

## Face-to-face interviews with IDPs

One thousand and twenty-five (1,025) IDPs were interviewed with this method in cooperation with the Ukrainian Centre of Social Reforms in 205 territorial units across the country during November 2017. The sampling of territorial units was devised for all government-controlled oblasts of Ukraine and distributed in proportion to the number of registered IDPs.

## Telephone interviews with IDPs

Four thousand and fourteen IDPs (4,014) were interviewed with this method by IOM in October-November 2017. Out of the total, 3,435 interviews were with IDPs from the government-controlled area (GCA) and 579 interviews were with returnees to the non-government controlled area (NGCA). The sampling was derived from the IDP registration database maintained by the Ministry of Social Policy of Ukraine.

In this round data from telephone interviews was combined with data from face-to-face interviews. The combining of these two data sets was produced with the assistance of a statistical weighting tool. Both data sets were weighted according to the regional distribution of registered IDPs. Telephone data was also weighted according to the socio-demographic characteristics of IDPs interviewed face-to-face.

## Face-to-face interviews with key informants

Four hundred and nine (409) key informants (KIs) were interviewed with this method. They were identified, in cooperation with the Ukrainian Centre of Social Reforms, across the country and were engaged to monitor the developments of the situation with IDPs in the oblasts. Most of the key informants worked in non-governmental organizations (39%), and a significant share of key informants represented institutions of social protection (23%). In addition, 13% were employed as local authorities, 9% in healthcare establishments, 5% were engaged in educational institutions, while 11% worked in other organizations.

## Focus group discussions

Two focus group discussions (FGDs) with key informants, two FGDs with IDPs, and two FGD with returnees to the NGCA were conducted in cooperation with the Ukrainian Centre of Social Reforms during November 2017. The FGD with returnees took place in Mariupol (Donetsk Oblast, government-controlled area).

Please see Annex 1 for more details on methodology.





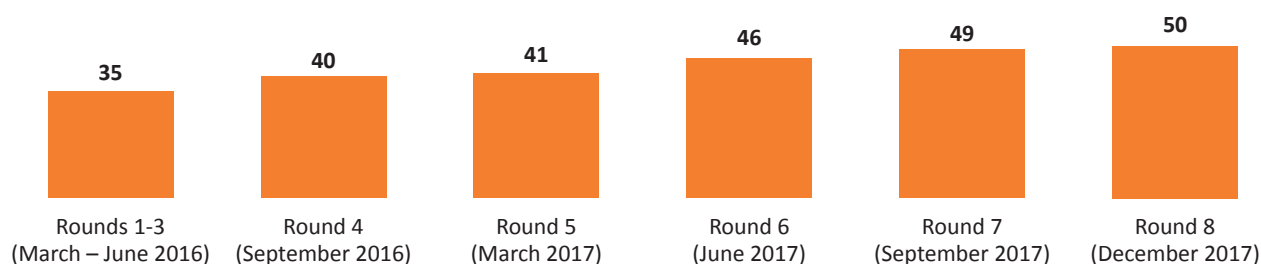
# OVERALL SUMMARY

## 1. Characteristics of IDPs and their households.

Average size of household	Age distribution of household members	Gender distribution of household members	Households with children	Households with persons with disabilities
2.44 persons	60 and over – 19% 18 – 59 years – 57% Under 18 years – 24%	Female – 58% Male – 42%	43% of IDP households	8% of IDP households

## 2. Employment of IDPs. The rate of employment amongst IDPs increased from 35% to 50% since March 2016.

Employment of IDPs after displacement, by rounds, %



Positive trends in the employment of IDPs include the increase in the share of long-term employment and the increase in the share of IDPs who found a job corresponding to their qualifications.

**3. Well-being of IDPs.** The well-being of IDPs slightly improved compared to the previous round, as demonstrated by an increase in the average monthly income per IDP household member as well as IDPs' self-assessment of their financial situation. The increase in monthly income could be related to the increase in IDPs who reported 'salary' as their main source of income.

Average income per person (per month), by rounds, UAH



Despite this positive trend, the share of IDP households with 'enough funds to cover only their food needs' is still high, at 33% in December 2017, although it decreased by 7% from the previous round. Eleven (11%) per cent of IDPs reported that they had to 'limit expenses even for food'. Moreover, IDPs continue to rely heavily on government support which is the second most frequently mentioned source of income.

**4. Access to social services.** IDPs showed a high level (79% or higher) of satisfaction with the accessibility of all basic social services. Respondents were least satisfied with the accessibility of employment opportunities (69%).

**5. IDP mobility.** In December 2017, 67% of the interviewed IDPs reported that they have been staying in their current place of residence for more than 31 months. As the findings demonstrate, generally IDPs continue to stay in their place of residence.

The portion of those intending on returning to their place of origin after the end of the conflict



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amounts to 25% of respondents. At the same time, 28% of the respondents expressed their intention not to return, even after the end of the conflict. This intention differs across geographic zones, with the share of IDPs who reported their intention not to return increasing as the distance from the NGCA increased.

The intention to look for a job abroad remained low, although 10% of IDPs reported that there are opportunities to travel abroad offered in their settlements.

Fifty-seven (57%) per cent of IDPs reported that they had visited their place of residence in the conflict zone after displacement and 'maintaining housing' remained the main reason to travel to the NGCA.

**6. Integration in local communities.** In Round 8, the share of IDPs who reported that they had integrated into the local community increased by 6% from the previous round. The main conditions for successful integration indicated by the IDPs were housing, regular income, and employment.

The share of IDPs who reported perceptions of feeling discriminated against based on their IDP status is 14% in Round 8, which is at the same level as the previous round.

**7. Returnees to the NGCA.** When conducting the telephone survey, 14% of respondents were identified as IDPs who returned to the NGCA and currently live there.

Sixty (60%) per cent of respondents in the NGCA reported that their reason to return was the possession of private property, resulting in them not having to pay rent.

One major difference noted between IDPs in GCA and returnees to the NGCA is how they assess their safety. Only 31% of surveyed returnees to the NGCA reported that they felt safe in comparison with 86% of IDPs in GCA.

Seventy-one (71%) per cent of the returnees plan to stay in the NGCA during the next three months.



# 1. CHARACTERISTICS OF IDPs AND THEIR HOUSEHOLDS

## **IDP (male, 32) from Donetsk:**

*“When it all started in 2014, I was left without work, and finding a new job was very difficult. I had a wife, a little child and a second baby was about to be born, so I decided to move. I got a job at the mine with help from my friends. I found a place to live and after two months my family moved in with me and we began to build a new life here.”*

Source: FGDs with IDPs

## **IDP (female, 20) from Donetsk Oblast:**

*“I graduated from the technical school as a hairdresser but I had almost no clients and all because I support the Ukrainian point of view. So I moved.”*

Source: FGDs with IDPs

registration is connected to bureaucratic barriers (Source: Focus groups with IDPs; Focus groups with key informants).

## **IDP (male, 47) from AR Crimea:**

*“I did not register, I am quite well-off. I just could not live there with my beliefs, I moved, and I rely solely on myself.”*

Source: FGDs with IDPs

## **Key informant (female, 39):**

*“Generally, pensioners and socially unprotected layers of the population registered more often. If they are not registered as displaced persons, they do not have the right to receive their pensions and other types of social assistance.”*

Source: FGDs with KI

Almost all interviewed IDPs stated that they have registered with the social protection system of the Ministry of Social Policy. The percentage of IDPs registering with the social protection system has remained relatively stable across the NMS rounds (Figure 1.1).

During the focus group discussions, the IDPs and key informants noted that typically, persons that do not register are those who are not in need of government support. However, occasionally the lack of

During the interviews, the respondents were asked about the composition of their households. The average household size was identified as 2.44 persons, which is slightly smaller than the average household size amongst the total population of Ukraine (2.58 persons), according to 2017 data<sup>1</sup> (Figure 1.2).

1 Socio-demographic characteristics of households in Ukraine in 2017 (according to a sample survey of living conditions of households). Statistical Bulletin. State Statistics Service of Ukraine. – K., 2017.

**Figure 1.1. IDP registration with Ministry of Social Policy System, by rounds, %**

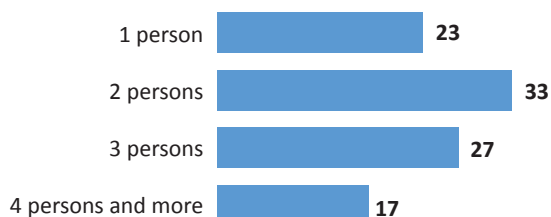
	<b>Rounds 1-3 (March-June 2016)</b>	<b>Round 4 (September 2016)</b>	<b>Round 5 (March 2017)</b>	<b>Round 6 (June 2017)</b>	<b>Round 7 (September 2017)</b>	<b>Round 8 (December 2017)</b>
Yes	92.7	92.1	96.5	94.4	94.5	95.2
No	7.0	7.6	3.5	5.4	5.3	4.8
Do not know	0.3	0.3	0.0	0.2	0.2	0.0

Source: Face-to-face interviews with IDPs



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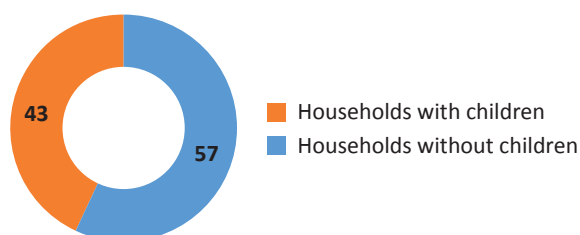
**Figure 1.2. Distribution of IDP households in Ukraine, by number of members, %**



Source: Interviews with IDPs (combined data)

Households with children made up 43% of all IDP households, which is slightly higher than the average Ukrainian household (38%)<sup>2</sup> (Figure 1.3). IDP households with one child constitute two-thirds of the total number of households with children.

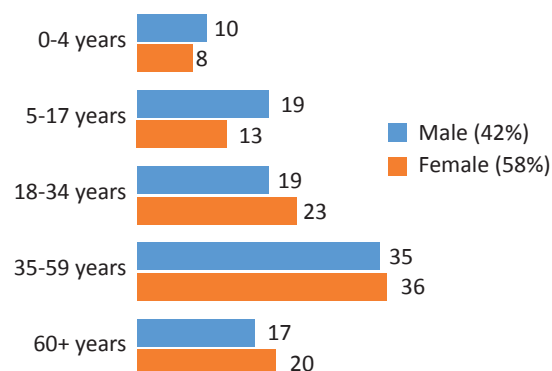
**Figure 1.3. Distribution of households with or without children, %**



Source: Interviews with IDPs (combined data)

Women represent 58% of surveyed IDP household members, which is slightly higher than the proportion of women among the total population of Ukraine (54% as of 1 January 2017<sup>3</sup>). Among these 58% of women, 20% are women aged over 60 years, which is slightly higher than the share of men of the same age. The larger share of women among IDPs was observed in all age groups 18 years and older and is consistent with the results of previous surveys (Figure 1.4).

**Figure 1.4. Gender and age distribution of surveyed IDP household members, %**

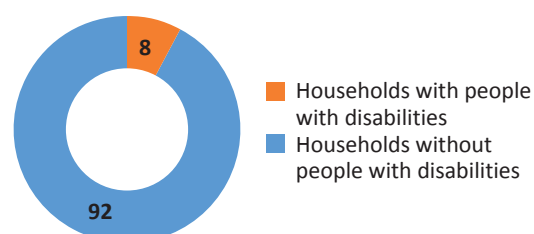


Source: Interviews with IDPs (combined data)

The share of IDPs aged 60 and over is almost 1.2 times lower compared to the general population. Whereas the share of IDPs aged under 18 is almost 1.4 times higher<sup>4</sup>.

Eight (8%) per cent of IDP households reported having a family member with a disability (Figure 1.5).

**Figure 1.5. Distribution of IDP households with people with disabilities (I-III disability groups, children with disabilities), %**



Source: Interviews with IDPs (combined data)

2 Social and Demographic Characteristics of Households of Ukraine. Statistical Bulletin. State Statistics Service of Ukraine. – K., 2017.

3 Distribution of the permanent population of Ukraine by gender and age as of January 1, 2017. Statistical Bulletin. State Statistics Service of Ukraine. – K., 2017.

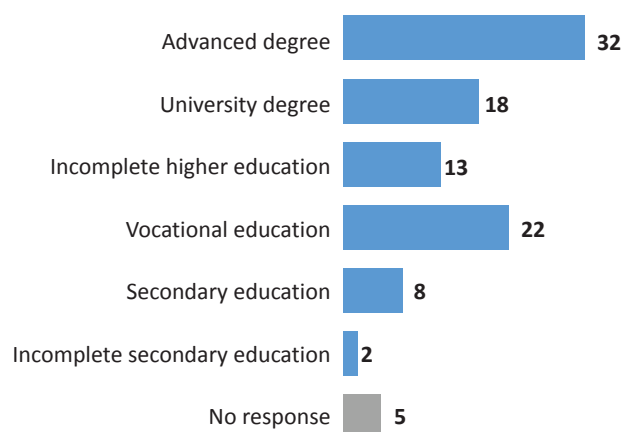
4 Distribution of the permanent population of Ukraine by gender and age as of January 1, 2017. Statistical Bulletin. State Statistics Service of Ukraine. – K., 2017.





The level of education among IDP heads of households is high, among which 63% have some form of higher education (Figure 1.6).

**Figure 1.6. Distribution of IDP heads of household by educational attainment, %**



Source: Interviews with IDPs (combined data)



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## 2. EMPLOYMENT OF IDPs

### Employment rates

A positive trend observed through the collected data indicates an improvement in the employment situation of IDP households. In a year and half period, the share of employed IDPs increased from 35% in Round 1-3 to 50% in Round 8, and the difference between IDP employment rates from before and after displacement decreased from 26% in Round 1-3 to 14% in Round 8 (Figure 2.1).

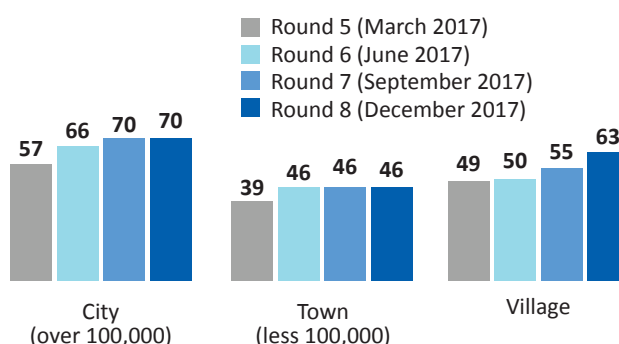
The level of employment is varied across different types of settlements as well as geographic zones. The largest share of employed IDPs reside in large cities, while in small towns and villages the level of employment is lower. However, compared to the previous round, there was a notable increase in the share of employed IDPs who reside in rural areas, in particular from 55% to 63% (Figure 2.2).

**Key informant (female, 39):**

*“The way of life of people from the east differs from the way of life in our region. Women from the east are not used to agricultural work. Their husbands working in mines earn enough so they can stay at home and do their housework while caring for their children.”*

Source: FGDs with KI

**Figure 2.2. Employment of IDPs after displacement, by type of settlement and by rounds, % of IDPs 18-59 years old**

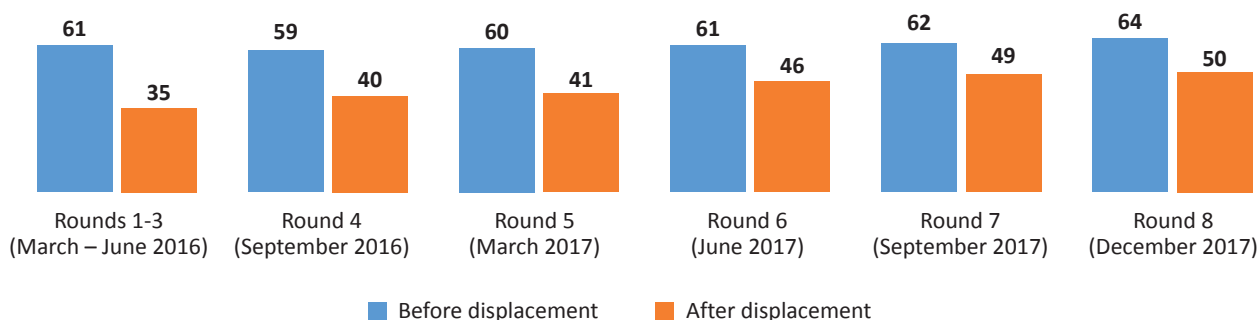


Source: Face-to-face interviews with IDPs

Kyiv, the first, and the second geographic zones is where the largest proportion of employed IDPs reside, while in the fifth geographic zone the share of employed IDPs is the smallest (Figure 2.3). These results correspond to the Ukrainian pattern of employment. Generally, in western oblasts, the employment level is lower than in eastern oblasts and the employment level is the highest in Kyiv<sup>5</sup>.

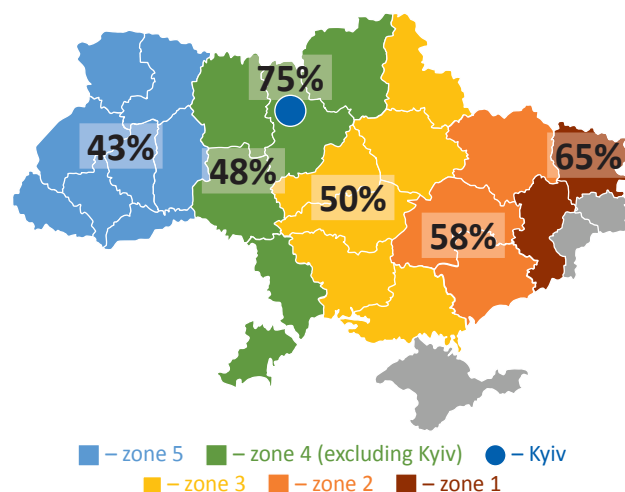
5 Economical activity of the population in the first half of 2017. Statistical Bulletin. State Statistics Service of Ukraine. – K., 2017.

**Figure 2.1. Employment of IDPs before and after displacement, by rounds, %**



Source: Face-to-face interviews with IDPs

**Figure 2.3. Employment of IDPs after displacement, by geographic zones<sup>6</sup>, % of IDPs 18-59 years old**



Source: Face-to-face interviews with IDPs

One positive employment trend observed is the increase in the share of long-term employment (of more than 12 months), from 33% in Round 1-3 to 71% in Round 8 (Figure 2.4).

6 Grouping of oblasts into zones is by distance from the NGCA of Donetsk and Luhansk oblasts. Zone 1 – Donetsk (GCA) and Luhansk (GCA) oblasts; zone 2 – Dnipropetrovsk, Kharkiv, and Zaporizhia oblasts; zone 3 – Kirovohrad, Mykolaiv, Poltava, Sumy, Kherson, and Cherkasy oblasts; zone 4 – Chernihiv, Kyiv, Zhytomyr, Vinnytsia, Odesa oblasts; zone 5 – Volyn, Zakarpattia, Ivano-Frankivsk, Lviv, Rivne, Ternopil, Khmelnytsky and Chernivtsi oblasts.

**Figure 2.4. Distribution of IDPs by duration of employment in current job, by rounds, % of employed respondents**

	Round 1-3 (March-June 2016)	Round 4 (September 2016)	Round 5 (March 2017)	Round 6 (June 2017)	Round 7 (September 2017)	Round 8 (December 2017)
Less than a month	6	5	3	1	2	2
1- 6 months	27	23	10	12	12	13
7-12 months	33	30	23	19	14	14
More than 12 months	33	41	62	67	71	71
No response	1	1	2	1	1	0

Source: Face-to-face interviews with IDPs

Over all eight rounds of NMS, a positive trend emerged regarding the increase in the share of IDPs whose current employment corresponds to their qualifications, increasing from 59% to 78% (Figure 2.5). The largest share (91%) of IDPs whose current employment corresponds to their qualifications reside in Kyiv and the first geographic zone (Donetsk and Luhansk Oblasts in GCA) – 85%.

**Figure 2.5. Correspondence of IDPs' current job with their qualification, by rounds, % of employed respondents**

	Round 4 (September 2016)	Round 5 (March 2017)	Round 6 (June 2017)	Round 7 (September 2017)	Round 8 (December 2017)
Corresponds	59	67	74	75	78
Does not correspond	41	33	26	25	22

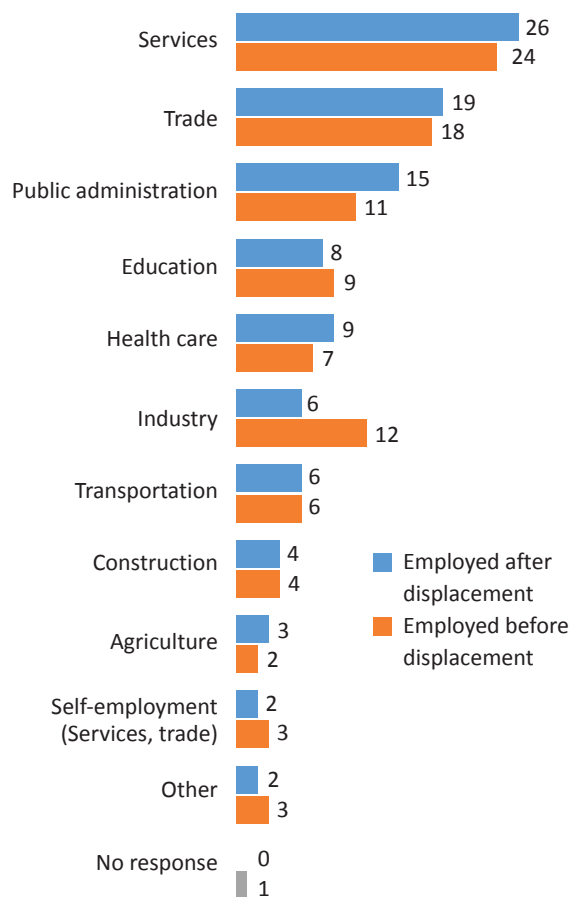
Source: Face-to-face interviews with IDPs

The difference between employment rates before and after displacement is the largest in the 'industrial' sector. In particular, there is a 6% decrease in the number of IDPs working in the 'industrial' sector after the displacement (Figure 2.6).





**Figure 2.6. Changes in sectors of employment before and after displacement, % of IDPs 18-59 years old**



Source: Face-to-face interviews with IDPs

## Unemployment rates

Since September 2016, there is a decrease in the share of IDPs that are not engaged in paid employment. The share of pensioners, persons with disabilities, and persons on maternity leave is 30% in Round 8 (Figure 2.7). Among the 20% of IDPs who are currently unemployed, 53% are actively looking for a job.

Direct employment was recognized as the most effective means of support among unemployed IDPs, reported by 60% (Figure 2.8). Among IDPs who are looking for a job, 65% search via the Internet, 50% through friends and relatives, and 49% through the State Employment Centre (Figure 2.9).

**Figure 2.8. Distribution of unemployed IDPs in need of a job, by type of preferred support, by rounds, %**

	Round 4 (September 2016)	Round 5 (March 2017)	Round 6 (June 2017)	Round 7 (September 2017)	Round 8 (December 2017)
Direct employment	43	46	63	49	60
Start-up of own business	10	10	10	10	15
Retraining	13	13	8	8	7
Consultation in employment centre	5	4	6	5	5
Education	10	2	5	4	4
Other	4	3	0	2	0
No response	15	22	8	22	9

Source: Face-to-face interviews with IDPs

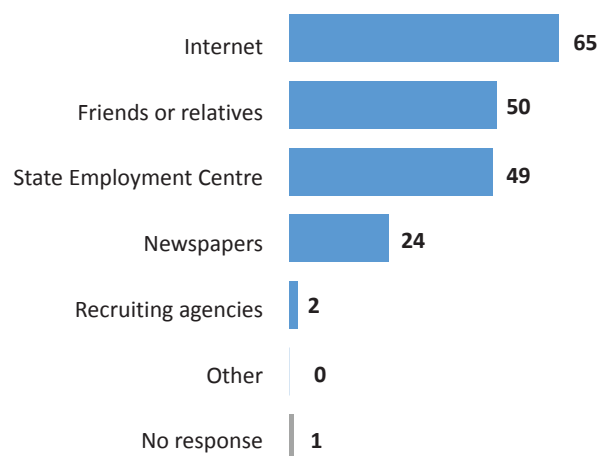
**Figure 2.7. Employment of IDPs after displacement, by rounds, %**

	Round 1-3 (March-June 2016)	Round 4 (September 2016)	Round 5 (March 2017)	Round 6 (June 2017)	Round 7 (September 2017)	Round 8 (December 2017)
Yes	35	40	41	46	49	50
No	26	38	28	19	23	20
Pensioners, persons with disabilities, maternity leave, etc.	39	22	31	35	28	30

Source: Face-to-face interviews with IDPs



**Figure 2.9. Distribution of unemployed IDPs who are currently looking for a job, by method of job search, %**



*Note: Respondents could choose more than one option  
Source: Face-to-face interviews with IDPs*



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### 3. WELL-BEING OF IDPs

#### Livelihood opportunities

The well-being of IDPs slightly improved compared to June 2017 (Figure 3.1). The largest share of IDPs (51%) assessed their financial situation as ‘enough funds for basic needs’. The share of households who reported that they have ‘enough funds for basic needs’ slightly increased, while the share of households that have ‘enough funds only for food’ slightly decreased. The portion of the most vulnerable households that had to ‘limit their expenses even for food’ amounts to 11% in Round 8.

**Figure 3.1. IDPs’ self-assessment of the financial situation of their households, by rounds, %**

	Round 6 (June 2017)	Round 7 (September 2017)	Round 8 (December 2017)
Have to limit expenses even for food	10	7	11
Enough funds only for food	37	40	33
Enough funds for food, necessary clothing, footwear, basic needs	44	48	51
Enough funds for basic and other needs. Have savings	5	5	4
No response	4	0	1

Source: Interviews with IDPs (combined data)

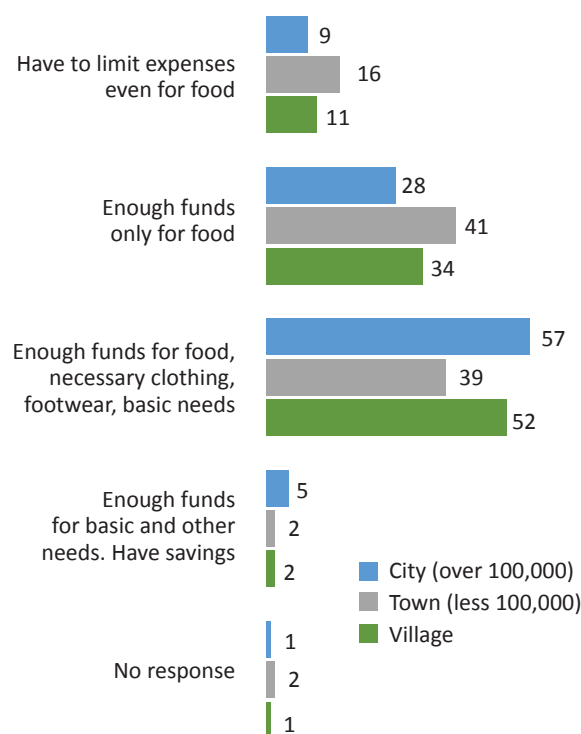
**Key informant (female, 39):**

“Now they raise the minimum wage and pensions, but the prices for everything have also risen. Here is a family with two children. They used to get UAH 1,600, and now – UAH 3,200. But if you take into account the cost of rent, utilities, and food, then, in fact, the family has even less money than before.”

Source: FGDs with KI

The largest share of households (57%) that have enough funds for basic needs reside in cities and 52% reside in villages, while the largest share of households who assessed their financial situation as ‘enough funds only for food’ reside in towns – 41% (Figure 3.2).

**Figure 3.2. IDPs’ self-assessment of the financial situation of their households, by type of settlement, %**



Source: Interviews with IDPs (combined data)

The average monthly income per IDP household member improved, increasing from UAH 2,005 in June 2017 to UAH 2,446 in December 2017 (Figure 3.3). There was also a slight increase reported in the share of households who indicated their average monthly income exceeded UAH 7,000 for the past six months (Figure 3.4). However, the average monthly income level of IDPs was still low compared with the actual subsistence level calculated by the Minis-



try of Social Policy of Ukraine, which published rates in November 2017 at UAH 3,056<sup>7</sup>.

**Figure 3.3. Average income per person (per month), by rounds, UAH**



Source: Interviews with IDPs (combined data)

**Figure 3.4. Distribution of IDP households by monthly income, by rounds, % among IDPs who responded to the question**

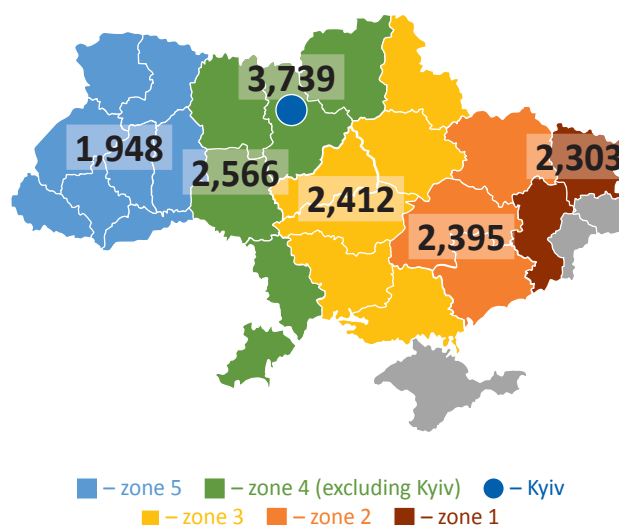
	Round 6 (June 2017)	Round 7 (September 2017)	Round 8 (December 2017)
Up to UAH 1,500	6	5	5
UAH 1,500 – 3,000	27	22	16
UAH 3,001 – 5,000	30	28	27
UAH 5,001 – 7,000	21	21	25
UAH 7,001 – 11,000	12	16	18
Over UAH 11,000	4	8	9

Source: Interviews with IDPs (combined data)

Average monthly income levels are uneven across geographic zones and settlement types. The average monthly income is highest in Kyiv at UAH 3,739 and the lowest in the fifth zone at UAH 1,948 (Figure 3.5).

The level of the average monthly income in cities (UAH 2,777) is higher compared to income in towns (UAH 1,973) and rural areas (UAH 2,056).

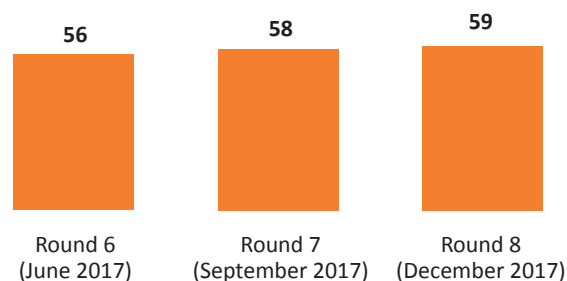
**Figure 3.5. Average income per person (per month), by geographic zones<sup>8</sup>, UAH**



Source: Interviews with IDPs (combined data)

Another positive trend is that 59% indicated salary as their main source of income (Figure 3.6). IDPs who indicated salary as their main source of income more frequently assessed their financial situation as 'enough funds for food, necessary clothing, footwear, basic needs' compared to all surveyed participants.

**Figure 3.6. Salary as the main source of income in IDP households, by rounds, %**



Source: Interviews with IDPs (combined data)

<sup>7</sup> The actual subsistence minimum in 2015-2017. Ministry of Social Policy of Ukraine / <http://www.msp.gov.ua/news/14567.html>

<sup>8</sup> Grouping of oblasts into zones is by distance from the NGCA of Donetsk and Luhansk oblasts. Zone 1 – Donetsk (GCA) and Luhansk (GCA) oblasts; zone 2 – Dnipropetrovsk, Kharkiv, and Zaporizhia oblasts; zone 3 – Kirovohrad, Mykolaiv, Poltava, Sumy, Kherson, and Cherkasy oblasts; zone 4 – Chernihiv, Kyiv, Zhytomyr, Vinnytsia, Odesa oblasts; zone 5 – Volyn, Zakarpattia, Ivano-Frankivsk, Lviv, Rivne, Ternopil, Khmelnytsky and Chernivtsi oblasts.



Government IDP support is the second most frequently mentioned source of income, of which the share is 41% (Figure 3.7). The share of respondents receiving support from the Government is still large, which demonstrates that the substantial share of IDPs still strongly require government assistance.

Additionally, retirement or long service pension was reported by 37% of IDPs. Social assistance is the main source of income for 27% of IDPs and 10% received financial support from relatives. The share of IDPs who reported humanitarian assistance, is minor at 5% (Figure 3.7).

**Figure 3.7. Main sources of income of IDP surveyed households in the past 12 months, by rounds, %**

	Round 6 (June 2017)	Round 7 (September 2017)	Round 8 (December 2017)
Salary	56	58	59
Government IDP support	43	34	41
Retirement or long service pension	37	38	37
Social assistance	23	26	27
Financial support from relatives residing in Ukraine	9	10	10
Irregular earnings	11	9	10
Humanitarian assistance	7	6	5
Disability pension	4	4	4
Another pension	4	3	2
Other incomes	2	4	4

Note: Respondents could choose more than one option  
Source: Interviews with IDPs (combined data)

**IDP (female, 32) from Donetsk Oblast:**

“We live at the expense of a husband’s salary and receive assistance for the younger boy and middle girl. We do not have enough money. Relatives who live here, to be honest, they do not live better than us. They also need help, so they cannot help us in any way.”

Source: FGDs with IDPs

The most problematic issues identified by IDPs are payment for rent (23%), payment for utilities (16%), and living conditions (13%) and the situation remains unchanged during the past three rounds (Figure 3.8).

**Figure 3.8. The most problematic issues for IDP households, by rounds, %**

	Round 6 (June 2017)	Round 7 (September 2017)	Round 8 (December 2017)
Payment for rent	18	22	23
Payment for utilities	20	15	16
Living conditions	18	12	13
Lack of opportunity to return to the place of permanent residence	9	8	9
Unemployment	7	6	6
Access to medicines	3	4	6
Suspension of social payments	4	4	3
Safety	1	1	1
Other	2	7	2
None of the above	17	20	20
No response	1	1	1

Source: Interviews with IDPs (combined data)

Key informants view IDP problems a bit differently in terms of their severity. According to the key informants, living conditions are also considered the most problematic issue (28%), followed by unemployment (22%), payment for utilities (18%), payment for rent (15%), and lack of opportunity to return to the place of permanent residence (5%) (Source: Face-to-face interviews with key informants).

According to key informants, the most important types of IDP support include housing (86%), decent jobs (74%), and the provision of monetary assistance from the State (61%). Also mentioned as important are monetary assistance from non-governmental organizations (40%), provision of psychological support (33%), obtaining new qualifications through additional training (32%) and humanitarian assistance (32%) (Source: Face-to-face interviews with key informants; respondents could choose more than one option).



## Living conditions and types of accommodation

Most IDPs live in rented housing and the situation remains relatively unchanged during the current survey period. In particular, 47% live in rented apartments, 8% in rented houses, and 3% in rented rooms. A substantial share of IDPs continued to reside with relatives or host families – 24% in Round 8. Eleven (11%) per cent of IDPs live in their own housing, 3% continued to reside in dormitories, and 1% in collective centres (Figure 3.9).

**Figure 3.9. IDP accommodation types, by rounds, %**

	Round 6 (June 2017)	Round 7 (September 2017)	Round 8 (December 2017)
Rented apartment	46	49	47
Host family/relatives	26	25	24
Own housing	9	10	11
Rented house	8	6	8
Rented room in an apartment	4	4	3
Dormitory	3	3	3
Collective centres for IDPs	2	1	1
Other	2	2	3

Source: Interviews with IDPs (combined data)

In general, the level of satisfaction with the basic characteristics of housing was high. Ninety (90%) per cent and more of IDPs reported satisfaction with electricity, sewerage and safety and 86% – with water supply. A slightly smaller share of IDPs reported satisfaction with living space (84%), heating (83%), and insulation (83%) (Figure 3.10).

**Figure 3.10. IDPs' satisfaction with living conditions, by rounds, % of satisfied**

	Round 6 (June 2017)	Round 7 (September 2017)	Round 8 (December 2017)
Electricity	96	92	93
Sewerage	91	89	90
Safety	93	88	90
Water supply	91	86	86
Living space	84	81	84
Insulation	86	85	83
Heating	87	85	83

Note: Respondents could choose more than one option  
Source: Interviews with IDPs (combined data)

The remaining percentage of respondents expressed dissatisfaction with living conditions. Among these respondents, the level of dissatisfaction is expressed differently across geographic zones (Figure 3.11). In the first zone, 'not satisfied' or 'not fully satisfied' were reported the most frequently with insulation (17%) and heating (15%). In the second zone, IDPs most frequently reported dissatisfaction with living space (20%), insulation (16%), heating (15%), and water supply (14%). In the third zone, the dissatisfaction was reported the most frequently with living space (24%), heating (21%), and insulation (19%). In the fourth, the fifth zones and Kyiv, dissatisfaction with living space and heating was reported the most frequently, there is an increase in dissatisfaction with heating in these zones compared to the previous round.

**IDP (female, 32) from Donetsk Oblast:**

"We were lucky that my husband works at the mine, and there they give out coupons for coal. As it is simply unrealistic to buy it, a ton of coal now costs UAH 3,700 and there is no gas in the house."

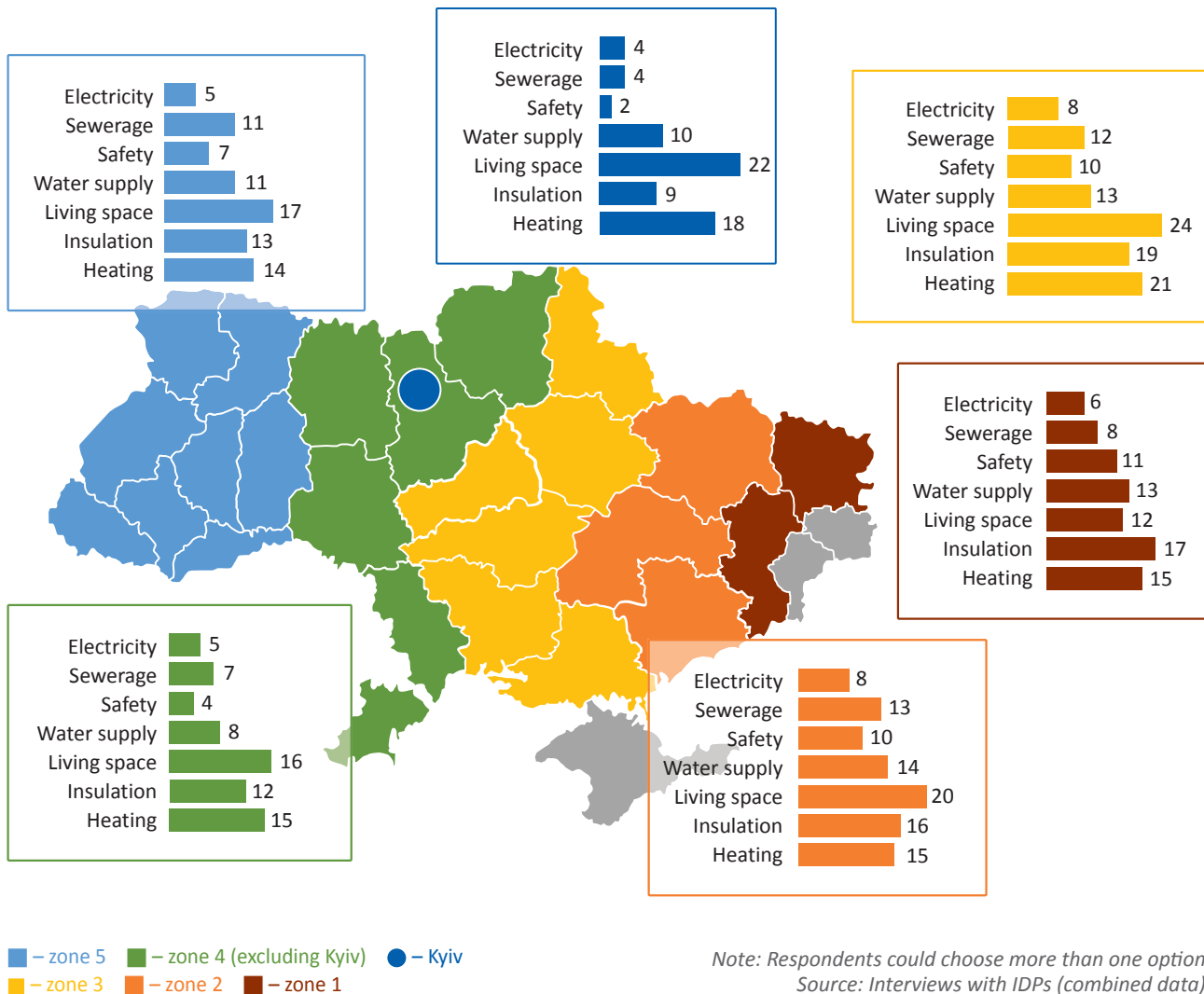
Source: FGDs with IDPs





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**Figure 3.11. IDPs' dissatisfaction with living conditions, by geographic zones<sup>9</sup>, %**



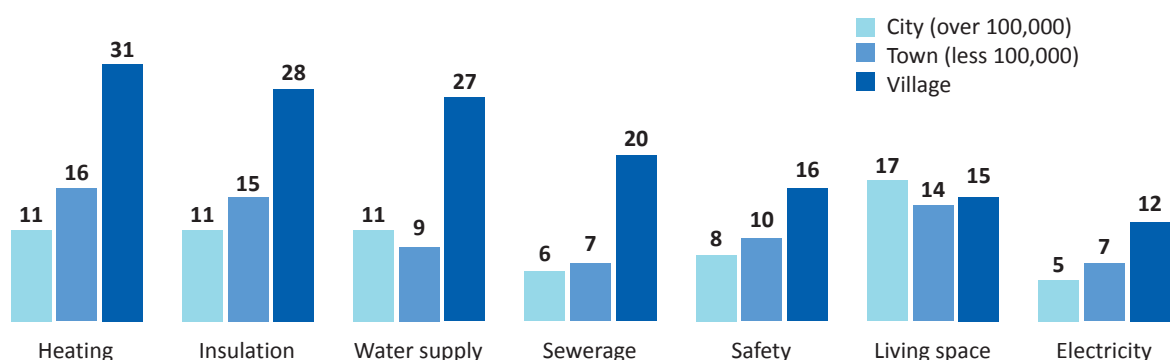
**IDP (male, 66) from Donetsk Oblast:**  
*"I have a small house, warm, we heat it with wood. But there is no water. We have to drive for water all the way to Pavlograd. There is a well near the tank, so there we have water filled in for about 120 liters, this will be enough for us for a month. Local water is suitable only for technical needs. You cannot drink it, because of the factory nearby. The water from our well contains a lot of chemicals, up to the point that the metal corrodes. With this water, even a garden cannot be watered."*

Source: FGDs with IDPs

The level of dissatisfaction is varied across different types of settlements as well. The level of dissatisfaction is higher in villages than in large cities and towns. In villages, the dissatisfaction was reported the most frequently with heating (31%), insulation (28%), and water supply (27%) (Figure 3.12).

9 Grouping of oblasts into zones is by distance from the NGCA of Donetsk and Luhansk oblasts. Zone 1 – Donetsk (GCA) and Luhansk (GCA) oblasts; zone 2 – Dnipropetrovsk, Kharkiv, and Zaporizhia oblasts; zone 3 – Kirovohrad, Mykolaiv, Poltava, Sumy, Kherson, and Cherkasy oblasts; zone 4 – Chernihiv, Kyiv, Zhytomyr, Vinnytsia, Odesa oblasts; zone 5 – Volyn, Zakarpattia, Ivano-Frankivsk, Lviv, Rivne, Ternopil, Khmelnytsky and Chernivtsi oblasts.

**Figure 3.12. IDPs' dissatisfaction with living conditions, by type of settlement, %**



Note: Respondents could choose more than one option  
Source: Interviews with IDPs (combined data)

## Suspension of social payments

In December 2017, 8% of respondents or their families faced suspension of social payments, which is slightly lower than in previous rounds (Figure 3.13).

**Figure 3.13. IDPs who have had social payments suspended, by rounds, %**



Source: Interviews with IDPs (combined data)

The largest number of cases of suspension of social assistance was in relation to retirement or long service pension (49%) and monthly housing assistance for IDPs (40%) (Figure 3.14).

**Figure 3.14. Distribution by types of suspended social payments, % among respondents who have had social payments suspended, by rounds**

	Round 7 (September 2017)	Round 8 (December 2017)
Retirement or long service pension	48	49
IDP support (monthly housing support for IDPs)	46	40
Disability pension	3	7
Allowance for families with children	4	6
Other pensions (in connection with the loss of breadwinner, social pension)	1	3
Assistance for families with low income	1	0
Other	0	1

Note: Respondents could choose more than one option  
Source: Interviews with IDPs (combined data)



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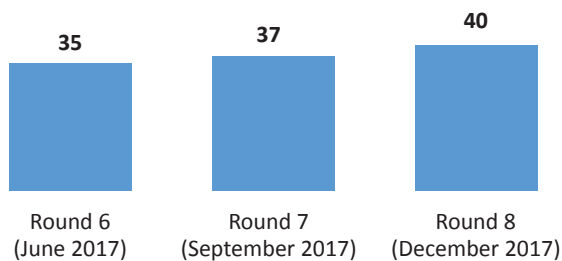
Among those IDPs who faced suspension of social assistance, only 21% received suspension notifications (Figure 3.15), and 40% were aware of the reasons behind the suspension of social payments (Figure 3.16).

**Figure 3.15. IDPs who received suspension notification, % among respondents who have had social payments suspended, by rounds**



Source: Interviews with IDPs (combined data)

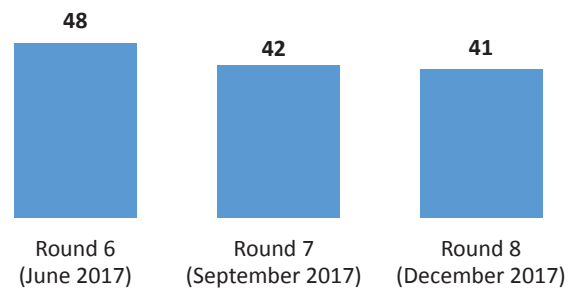
**Figure 3.16. IDPs who were aware of the reasons behind suspension of social payments, % among respondents who have had social payments suspended, by rounds**



Source: Interviews with IDPs (combined data)

Forty-one (41%) per cent of IDPs who faced suspension of their social payments reported that they are familiar with the procedure to renew their payments, a 7% decrease compared to June 2017 (Figure 3.17).

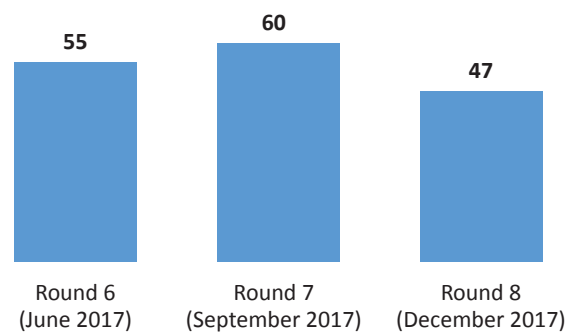
**Figure 3.17. IDPs who were aware about the procedure on how to renew social payments, % among respondents who have had social payments suspended, by rounds**



Source: Interviews with IDPs (combined data)

Among the respondents who faced suspension of social payments in Round 8, 47% addressed the Ministry of Social Policy of Ukraine on the issue (Figure 3.18) and payments were reinstated for 33% (Figure 3.19).

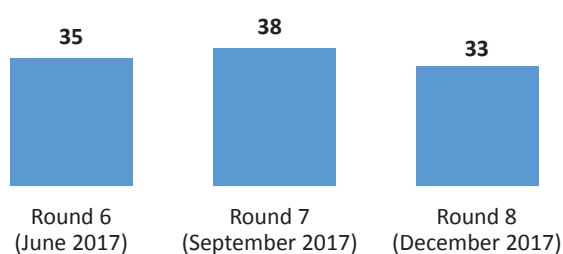
**Figure 3.18. IDPs who addressed the suspension issue for renewal, % among respondents who have had social payments suspended, by rounds**



Source: Interviews with IDPs (combined data)



**Figure 3.19. Distribution of IDPs who have had social payments renewed, % among respondents who have had social payments suspended, by rounds**



Source: Interviews with IDPs (combined data)

## Loans and debt obligations

Only 4% of IDPs reported having loans or debt obligations (Figure 3.20). The vast majority (76%) of those IDPs who have loans or debt obligations

used bank funds and 18% borrowed from an individual (friends, acquaintances, among others). Other mentioned options were specialized credit and financial institution (2%), employer (2%), and 2% did not respond to the question.

**Figure 3.20. IDP households with loans or debts, by rounds, %**

	Round 6 (June 2017)	Round 7 (September 2017)	Round 8 (December 2017)
Had loans or debts	5	3	4
Did not have	94	97	94
No response	1	0	2

Source: Interviews with IDPs (combined data)



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## 4. ACCESS TO SOCIAL SERVICES

**Key informant (female, 55):**

*“IDP children study at our school. One problem is the language barrier. It was difficult for these kids to study because they did not speak Ukrainian. However, teachers always helped by translating what was unclear.”*

*Source: FGDs with KI*

**IDP (female, 32) from Donetsk Oblast:**

*“We are satisfied with the kindergarten and the school. As an IDP and a large family, we do not have to pay. My children very often get sick. In our village, it is hard to get to the hospital and the medicine is very expensive.”*

*Source: FGDs with IDPs*

IDPs generally showed a high level of satisfaction with the accessibility of all basic social services. Education remained the category with the highest level of satisfaction, while IDPs are least satisfied with employment opportunities (Figure 4.1). Key informants also assess IDPs’ access to employment as restricted as well as housing. Areas such as health care services, education, social protection, and social services were assessed as more accessible (80% and higher) (Source: Face-to-face interviews with key informants).

**Figure 4.1. IDP satisfaction with social services, by rounds, % of satisfied**

	Round 6 (June 2017)	Round 7 (September 2017)	Round 8 (December 2017)
Possibilities to obtain education and enrol children in schools/ kindergartens	84	89	90
Accessibility of health care services	88	84	85
Accessibility of administrative services	84	81	81
Possibility of receiving pension or social assistance	79	74	79
Employment opportunities	69	66	69

*Note: Respondents could choose more than one option  
Source: Interviews with IDPs (combined data)*

**IDP (female, 20) from Donetsk Oblast:**

*“Yes, I appealed to the State Employment Centre, and I was given several options. However, the salary was so small that I would not even have enough to pay the rent.”*

*Source: FGDs with IDPs*





**IDP (female, 42) from Luhansk Oblast:**

*“I have already been registered in the State Employment Centre for ten months and they have been constantly demanding some sort of documents. Later on when they saw the earnings that I used to have they said that they would never find a suitable job for me.”*

*Source: FGDs with IDPs*

**IDP (female, 32) from Donetsk Oblast:**

*“To be honest, I have been registered in the State Employment Centre for about four months. And during this time I was not offered any work for my qualification and any work at all.”*

*Source: FGDs with IDPs*

The vast majority of IDPs feel safe at their current place of residence (Figure 4.2).

**Figure 4.2. IDPs assessment on the safety of the environment and infrastructure of the settlement, by rounds, %**

	Round 6 (June 2017)	Round 7 (September 2017)	Round 8 (December 2017)
I feel safe	91	83	86
I feel unsafe in the evenings and in remote areas of the settlement	8	14	10
I feel unsafe most of the time	1	3	2
Other	0	0	0
No response	0	0	2

*Source: Interviews with IDPs (combined data)*



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## 5. IDP MOBILITY

### Displacement

#### IDP (female, 20) from Donetsk Oblast:

*"I live with the idea that my current place is my home. I managed to visit my former place several times, I have my parents there, but everything is not the same as it used to be. As if nothing has changed for us, but everything is completely different. It does not feel like home anymore. My perception has completely changed. I go to Ivano-Frankivsk and I think – yes, this is my home."*

Source: FGDs with IDPs

In December 2017, 67% of the interviewed IDPs reported that they have been staying in their current place of residence for more than 31 months (Figure 5.1). As the findings demonstrate, generally IDPs continue to stay in their place of residence. For the majority of the interviewed IDPs, their current place of residence was also their first location after displacement.

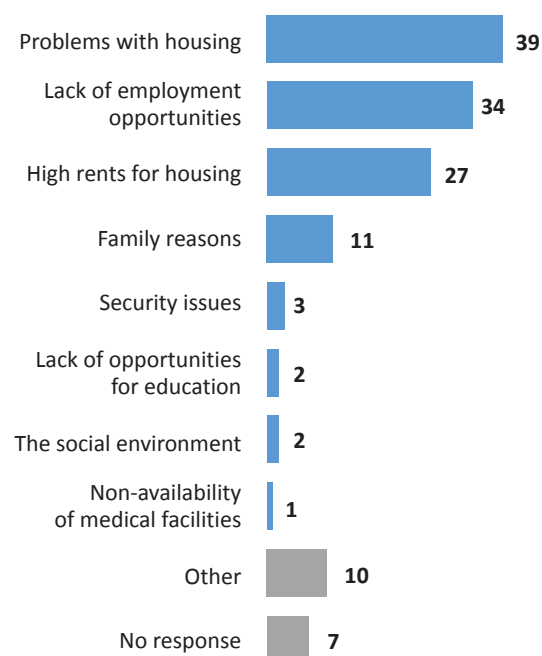
**Figure 5.1. Length of time spent in current place of residence, by rounds, %**

	Round 6 (June 2017)	Round 7 (September 2017)	Round 8 (December 2017)
Up to 6 months	5	3	3
7-12 months	10	6	6
13-18 months	4	4	2
19-24 months	13	10	10
25-30 months	28	11	8
31-36 months	36	49	42
More than 36 months	1	15	25
No response	3	2	4

Source: Interviews with IDPs (combined data)

For IDPs who changed their place of residence more than once, the main reasons cited for relocation were problems with housing (39%), lack of employment opportunities (34%), and high rent (27%) (Figure 5.2).

**Figure 5.2. Reasons given for changing the previous residence, % of those who changed residence**



Note: Respondents could choose more than one option  
Source: Interviews with IDPs (combined data)

### Intentions on return

The share of IDPs that reported their intention to return to their places of residence before displacement after the end of the conflict is 25%, compared to 32% in the previous round (Figure 5.3). Twenty-eight (28%) per cent of IDPs expressed their intention not to return even after the end of the conflict, the difference is minor compared to the previous round. At the same time, the share of IDPs who chose the response 'difficult to answer' is high – 25%, which is slightly higher than in the previous round. These results might indicate the uncertainty of the IDPs' situation, as also identified by participants of the focus group discussions. When asked about their plans for the next three months, the vast majority of IDPs (79%) plan to stay in their current place of residence.

**Figure 5.3. General IDP intentions on returning to live in the place of residence before displacement, by rounds, %**

	Round 7 (September 2017)	Round 8 (December 2017)
Yes, in the near future	1	2
Yes, after the end of conflict	32	25
Yes, maybe in the future	17	18
No	29	28
Difficult to answer	21	25
No response	0	2

Source: Interviews with IDPs (combined data)

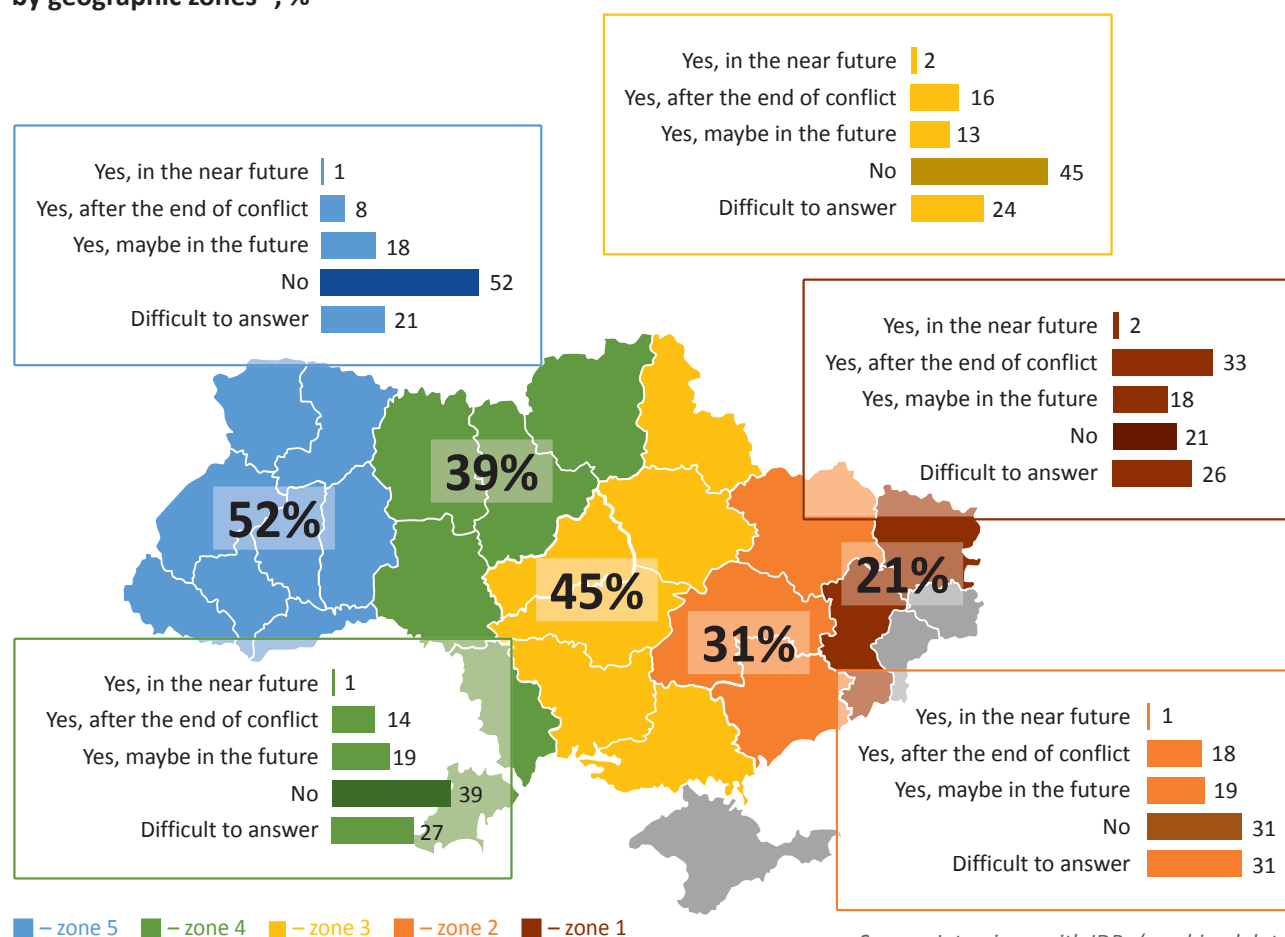
**IDP (female, 42) from Luhansk Oblast:**

*"I would like to return to that life, the life that I used to have, the life when everything was clear, I knew what and how. I had an apartment, work, and comfort. I need to visit my parents, but it is a very painful topic for me. I absolutely cannot imagine myself there."*

Source: FGDs with IDPs

The intention to stay increased considerably the further the IDP was located from the NGCA (Figure 5.4).

**Figure 5.4. IDPs' intentions to return to live in their place of residence before displacement, by geographic zones<sup>10</sup>, %**



Source: Interviews with IDPs (combined data)

<sup>10</sup> Grouping of oblasts into zones is by distance from the NGCA of Donetsk and Luhansk oblasts. Zone 1 – Donetsk (GCA) and Luhansk (GCA) oblasts; zone 2 – Dnipropetrovsk, Kharkiv, and Zaporizhia oblasts; zone 3 – Kirovohrad, Mykolaiv, Poltava, Sumy, Kherson, and Cherkasy oblasts; zone 4 – Chernihiv, Kyiv, Zhytomyr, Vinnytsia, Odesa oblasts; zone 5 – Volyn, Zakarpattia, Ivano-Frankivsk, Lviv, Rivne, Ternopil, Khmelnytsky and Chernivtsi oblasts.

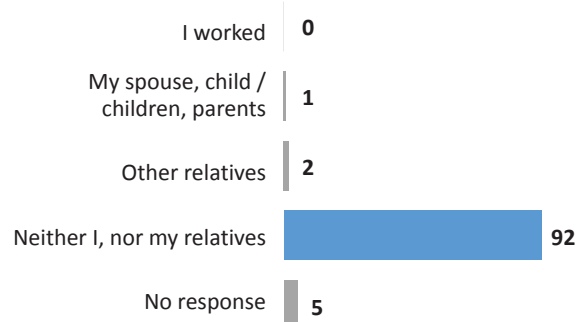


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## Intentions to move abroad

In general, intentions to find a job abroad were low; only 1% of IDPs reported that they had already found a job abroad and are about to move, 4% noted that they had an intention to find a job abroad soon. Forty-five (45%) per cent of IDPs reported that they have nothing against working abroad, but personally, they are not going to and 31% stated that would never work abroad, while 11% did not respond and 8% chose the option 'difficult to answer'. Even so, 10% of IDPs reported that there are opportunities to move abroad offered in their settlements through the Internet, booklets, and from friends or acquaintances. In addition, 3% of IDPs reported that their relatives (spouses, children, parents or other relatives) had worked abroad (Figure 5.5).

**Figure 5.5. Distribution of IDPs by experience of work abroad during the last three years, %**



Source: Interviews with IDPs (combined data)

Only 7% of key informants reported that IDPs from their oblast had gone to other countries for work within the past three months. A total of 36% of key informants indicated that opportunities are advertised in their settlements to go abroad (Source: Face-to-face interviews with key informants).

Twenty (20%) per cent of respondents could name a country they would prefer to look for a job. Poland, Canada, and the USA were three of the most desirable countries to work abroad during Rounds 6-8 (Figure 5.6).

**Figure 5.6. Distribution of IDPs by country they would prefer to look for a job (top 10 countries), by rounds, % among IDPs who responded to the question**

	Round 6 (June 2017)	Round 7 (September 2017)	Round 8 (December 2017)
Poland	32	29	30
USA	16	15	12
Canada	12	14	11
Moldova	0	0	7
Slovakia	0	2	6
Czech Republic	7	8	6
Hungary	3	1	5
Italy	5	7	5
Spain	2	4	4
Belarus	5	5	3
Other	18	15	11

Source: Interviews with IDPs (combined data)

## Visits to the former places of residence

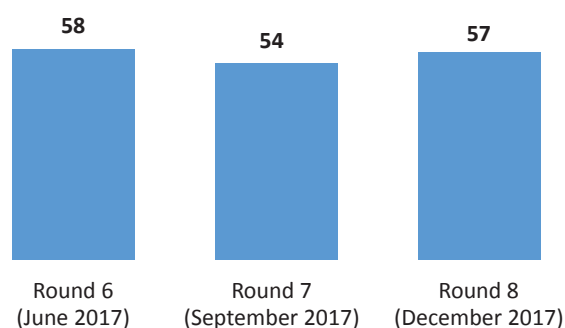
### IDP (female, 28) from Donetsk Oblast:

*“At least once every two months, we visit our former residence. We stay there for a week and go back. Of course, I have a very strong desire to return there. But this is possible only after everything is finally settled. I have relatives left there, I miss them. They have already restored the house by themselves: repaired the roof and installed windows. However, the garage is collapsed, but it does not matter. It is not as scary as it used to be from the very beginning.”*

Source: FGDs with IDPs

The share of IDPs who visited their place of residence in the conflict zone after becoming displaced is 57% in Round 8 (Figure 5.7). The changes are minor throughout the survey period.

**Figure 5.7. Share of IDPs, who visited their places of living before displacement, by rounds, %**



Source: Interviews with IDPs (combined data)

The main reasons to travel to the NGCA were visiting and maintaining housing (75%), visiting friends or family (58%) and transportation of belongings (22%) (Figure 5.8).

**Figure 5.8. Reasons for IDPs to visit NGCA since displacement, % among respondents who are visiting NGCA, by rounds**

	Round 6 (June 2017)	Round 7 (September 2017)	Round 8 (December 2017)
Visiting and/or maintaining housing	75	75	75
Visiting friends and/or family	53	54	58
Transportation of belongings	26	25	22
Special occasions, such as weddings or funerals	6	7	4
Research of return opportunities	5	7	4
Operations with property (sale, rent)	2	2	1
Other	1	1	2
No response	2	1	6

Note: Respondents could choose more than one option  
Source: Interviews with IDPs (combined data)

For IDPs who did not visit the NGCA since displacement, their main reason was the perception that it was 'life-threatening', as reported by 36% of respondents in Round 8 (Figure 5.9).

**Figure 5.9. Reasons for IDPs NOT to visit the NGCA after displacement, % among IDPs who did not visit the NGCA, by rounds**

	Round 6 (June 2017)	Round 7 (September 2017)	Round 8 (December 2017)
Life-threatening	44	33	36
Because of political reasons	16	20	16
Because of the lack of financial possibilities	11	13	15
No property remains and/or no relatives or friends remain	10	10	14
Because of health reasons	9	13	8
Other	7	9	3
No response	3	2	8

Source: Interviews with IDPs (combined data)

The major barriers identified by IDPs visiting the NGCA were queues at the check points along the contact line and lack of transportation (Figure 5.10). The portion of individuals citing lack of transportation and fear for life decreased compared to June 2017.





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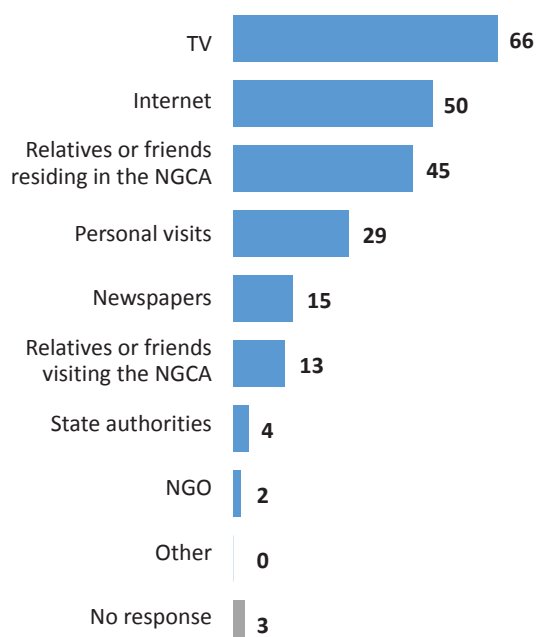
**Figure 5.10. Most significant barriers to visit the NGCA as reported by respondents who visited the NGCA since displacement, by rounds, %**

	Round 6 (June 2017)	Round 7 (September 2017)	Round 8 (December 2017)
Queues on the contact line	55	55	63
Availability of transportation	30	26	24
Health status	13	10	16
Fear for life	21	13	12
Problems with registration crossing documents	6	11	3
Fear of robbery	3	3	2
Fear of violence	2	2	2
Other	2	2	2
No response	2	1	5
Had no barriers	16	30	25

Note: Respondents could choose more than one option  
Source: Interviews with IDPs (combined data)

The main sources of information for IDPs on the situation in the NGCA were television (66%), Internet (50%) and information from their relatives or friends (45%) who continued to reside in the NGCA (Figure 5.11).

**Figure 5.11. Sources of information regarding NGCA used by IDPs, %**



Note: Respondents could choose more than one option  
Source: Interviews with IDPs (combined data)



# 6. INTEGRATION IN LOCAL COMMUNITIES

## Integration rates

In Round 8, the share of IDPs who reported that they had integrated into the local community increased by 6% from the previous round (Figure 6.1). Twenty-seven (27%) per cent reported that they had partly integrated and 7% that they had not integrated.

**IDP (male, 65) from Donetsk Oblast:**  
*"I have very good relations with the locals as if I have lived all my life here. I did not encounter any conflicts or prejudiced attitudes."*

Source: FGDs with IDPs

**Figure 6.1. IDPs' self-assessment of their integration in the local community, by rounds, %**

	Round 5 (March 2017)	Round 6 (June 2017)	Round 7 (September 2017)	Round 8 (December 2017)
Yes	56	68	59	65
Partly	32	25	27	27
No	11	6	13	7
No response	1	1	1	1

Source: Face-to-face interviews with IDPs

Data from key informants indicated that the majority (54%) positively assessed the integration of IDPs into the life of the local communities, which is a 9% increase from June 2017 (Figure 6.2).

**Figure 6.2. Key informants' assessment of IDPs integration in the local community, by rounds, %**

	Round 6 (June 2017)	Round 7 (September 2017)	Round 8 (December 2017)
Yes	45	58	54
Partly	46	37	39
No	4	2	2
No response	5	3	5

Source: Face-to-face interviews with key informants

**Key informant (female, 26):**  
*"Here, IDP girls joined a singing club. Every Sunday they gathered at the library and sang folk songs. And one of them once told me:  
 "You know, for two years I woke up every night because I dreamt of explosions. And now I fall asleep thinking of the lyrics in the song about the Cossack."*

Source: FGDs with KI

**Key informant (female, 34):**  
*"The IDPs say that when they go back to see their relatives, they feel that they do not belong there anymore, but they do not belong here yet too."*

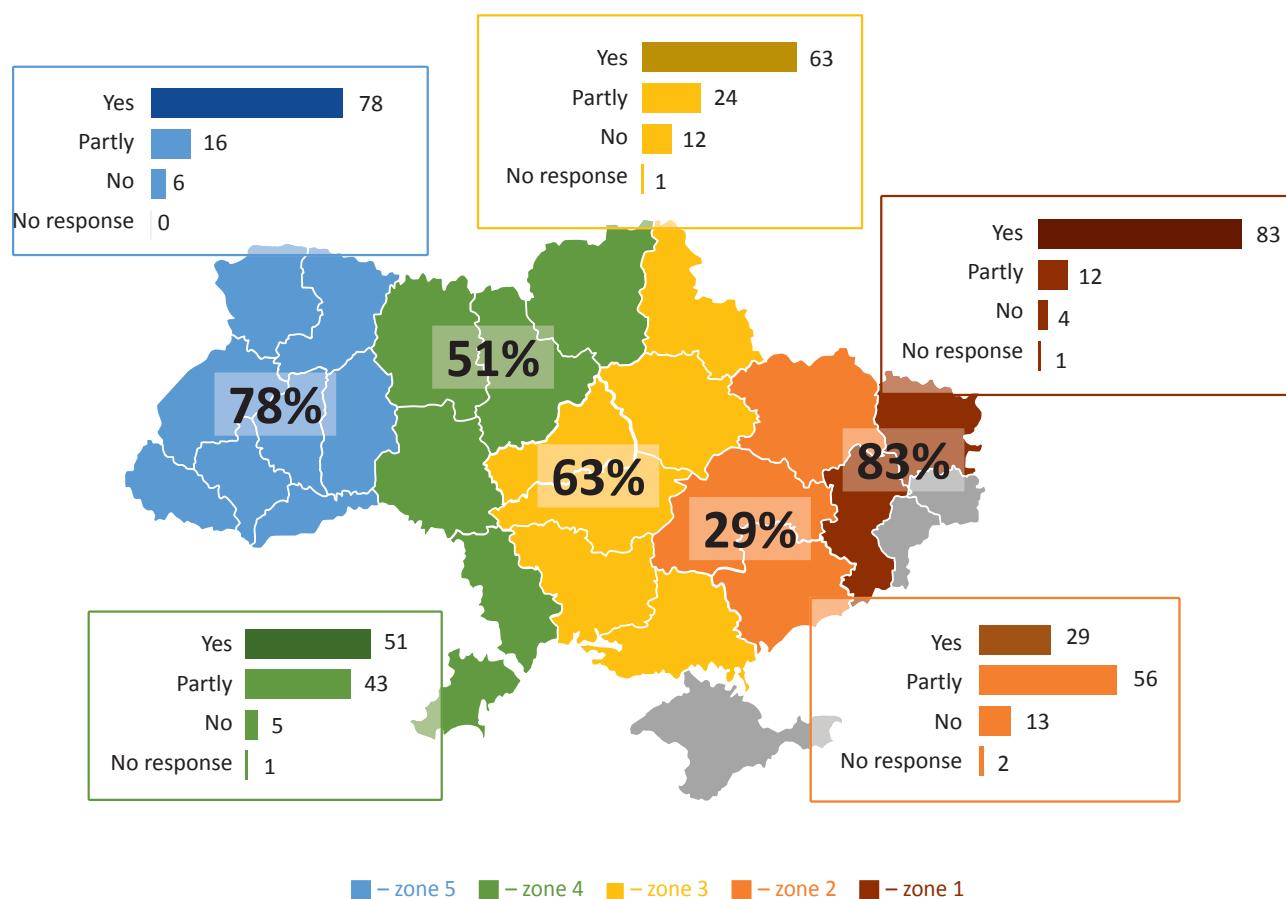
Source: FGDs with KI



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As in previous rounds, integration is more frequently reported by IDPs who reside in the first and fifth geographic zones (Figure 6.3), and rural areas.

**Figure 6.3. IDPs' self-assessment of their integration in the local community, by geographic zones<sup>11</sup>, %**



Source: Face-to-face interviews with IDPs

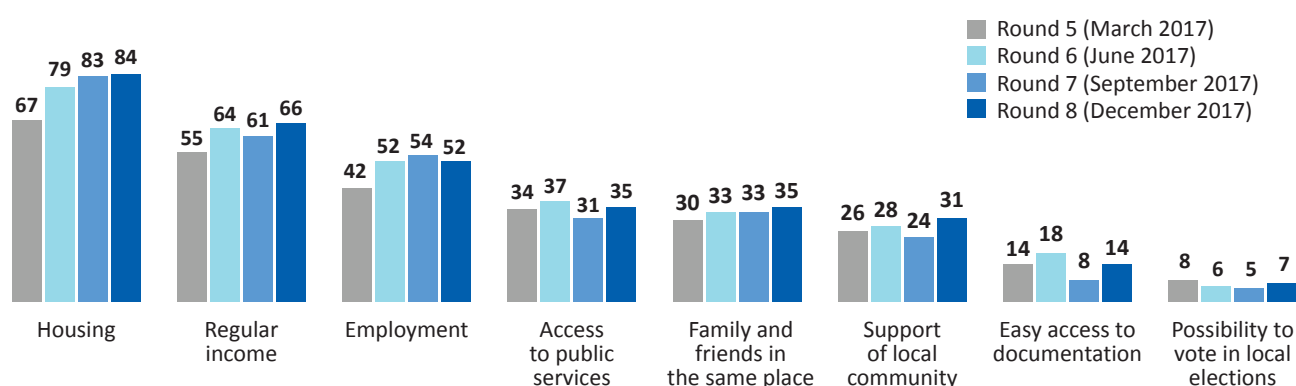
The main conditions for successful integration indicated by IDPs were housing, regular income, and employment (Figure 6.4). Housing remains the key condition for 84% of IDPs, an increase from 67% in Round 5. It is even more important for IDPs who reside in rural areas, as reported by 89%, while in Round 5 it was reported by 57% of respondents.

Regular income and employment remain important for 66% and 52% of IDPs and are more frequently reported by IDPs who reside in towns (80% and 56% respectively).

11 The grouping of Oblasts by zones was based on a distance from the NGCAs of the Donetsk and Luhansk Oblasts. Zone 1 – Donetsk (GCA) and Luhansk (GCA) Oblasts; Zone 2 – Dnipro, Kharkiv and Zaporizhia Oblasts; Zone 3 – Kirovohrad, Mykolaiv, Poltava, Sumy, Kherson and Cherkasy Oblasts; Zone 4 – Chernihiv, Kyiv, Zhytomyr, Vinnytsia, Odesa Oblasts; Zone 5 – Volyn, Zakarpattia, Ivano-Frankivsk, Lviv, Rivne, Ternopil, Khmelnytsky and Chernivtsi Oblasts.



**Figure 6.4. IDP conditions for integration in the local community, by rounds, %**



Note: Respondents could choose more than one option  
Source: Face-to-face interviews with IDPs

**IDP (male, 32) from Donetsk:**

*“It is easier for locals of course. Everyone needs a home. And what can I do if I travel back and forth? My house in Donetsk has been completely destroyed. I have nowhere to return. And what can I give my children now, what kind of future? Where will they live, where will they marry? Now I have no inheritance for them.”*

Source: FGDs with IDPs

## Discrimination

The share of IDPs who reported perceptions of feeling discriminated against based on their IDP status is 14% in Round 8 (Figure 6.5), a minor difference compared to the previous round.

The perceived discrimination reported by IDPs could also be explained by the suspension of social payments, as IDPs who reported perceived discrimination more frequently, also reported facing suspension of social payments. In particular, among IDPs who noted instances of feeling discriminated against, 31% reported that they had faced suspension of social payments, while among all surveyed

**Figure 6.5. Distribution of IDPs by perceived discrimination by respondents or by their household members, by rounds, %**

	Round 4 (September 2016)	Round 5 (March 2017)	Round 6 (June 2017)	Round 7 (September 2017)	Round 8 (December 2017)
Yes	9	18	10	15	14
No	90	77	86	84	85
No response	1	5	4	1	1

Source: Face-to-face interviews with IDPs

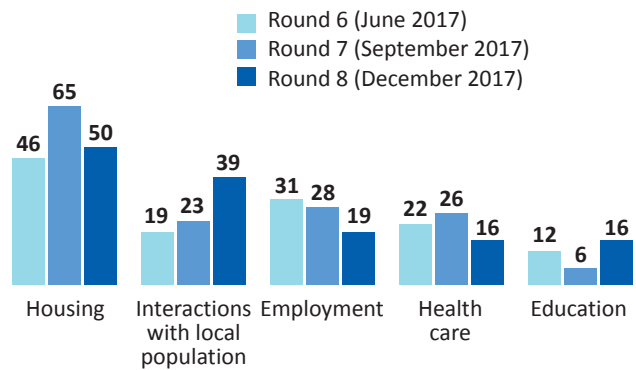


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IDPs 15% reported that they faced suspension of social payments. Data from Rounds 5 and 7 demonstrated the same pattern – 45% and 24% in Round 5 and 42% and 19% in Round 7. The suspension of social payments might lead to difficulties with housing, for instance, payment of rent and utilities. The perceived discrimination could also be a result of the necessity to comply with challenging requirements for the IDP verification procedures held every six months as identified by participants of the focus group discussions<sup>12</sup>.

Perceptions of discrimination noted by IDPs concerned housing (50%), interactions with the local population (39%) and employment (19%) (Figure 6.6). Compared to the previous round, there is a substantial increase in the share of IDPs who felt discriminated against based on their status in their interactions with the local population (from 23% to 39%). This is most often reported by IDPs residing in the first geographic zone and in the rural areas. At the same time, there is a considerable decrease in the share of IDPs who reported perceived discrimination in relation to housing (from 65% to 50%) and to employment (from 28% to 19%) (Figure 6.6).

**Figure 6.6. Spheres of discrimination, by rounds, % among IDPs who experienced perceived discrimination**



Note: Respondents could choose more than one option  
Source: Face-to-face interviews with IDPs

**IDP (male, 32) from Donetsk:**

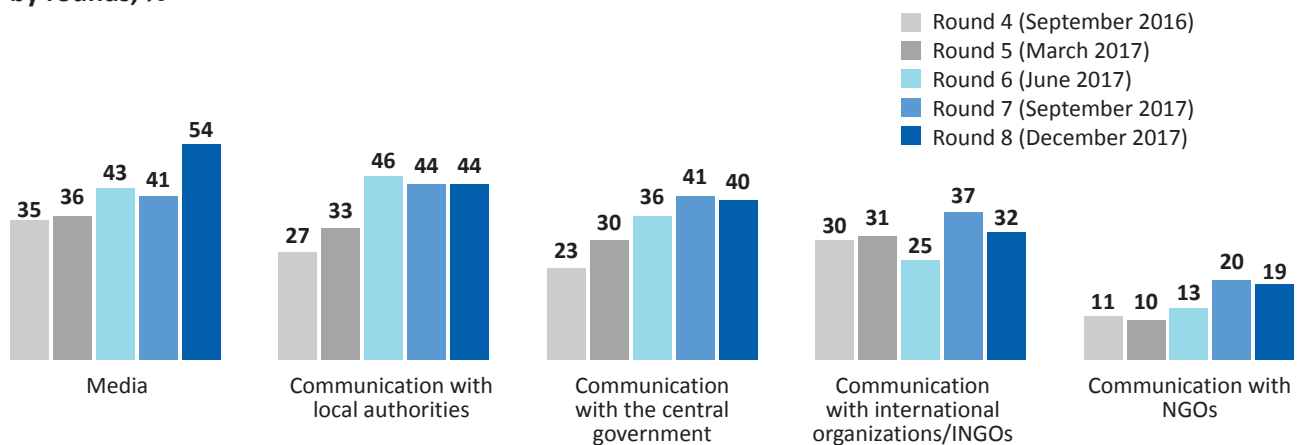
“There were problems at work. People were sent to serve in the army and they asked why we came here and they had to go and defend. These were the problems, that aside, everything is fine.”

Source: FGDs with IDPs

12 Resolution of the Government of Ukraine #365 of June 8, 2016 ‘Some issues of social payments to IDPs <http://www.kmu.gov.ua/control/uk/cardnpd?docid=249110200>

According to key informants, known cases of discrimination were reported by 11% and mainly concerned housing, employment, and healthcare.

**Figure 6.7. Most effective method of communicating issues as identified by the IDP population, by rounds, %**



Note: Respondents could choose more than one option  
Source: Face-to-face interviews with IDPs





Only 3% of key informants reported known cases of tension between IDPs and the host community and 1% noted tensions between IDPs and combatants who returned from the conflict zone (Source: *Face-to-face interviews key informants*).

According to IDPs, the most effective channels for sharing existing issues faced by IDPs with the public were informing the media (54%), communication with local authorities (44%), and with the central government (40%) (Figure 6.7).

## Electoral rights

### Key informant (female, 26):

*“At the local level, it is impossible to address the issue of enabling the IDPs to vote in local elections, and this is a very big problem, because they invest, pay taxes and have lived at the new places of residence for three years already. Most of those residing in Vinnytsia do not intend to return. They plan to stay here and continue to build their future. Therefore, we must ensure this opportunity for them.”*

Source: FGSs with KI

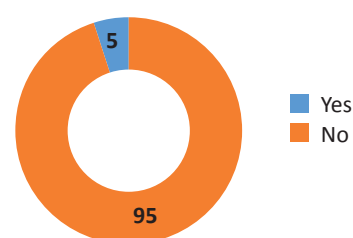
The Constitution of Ukraine grants equal rights for all citizens, including electoral rights. However, in accordance with the Central Election Commission, IDPs are not eligible to vote in elections (which are held in the place of their actual residence) as they do not belong to the territorial community they have been displaced to.

For local elections, the electoral address of the voter is determined by the registered place of residence.

Thus, IDPs will be able to vote in local elections if they become members of the territorial community, i.e. register in a new place of residence in accordance with the Law of Ukraine ‘On freedom of movement and free choice of place of residence in Ukraine’. However, the majority of IDPs do not have their own housing and opportunity to register.

According to the results of interviews with IDPs, only 5% of the respondents said that they voted at the place of IDP registration during the local elections in 2015 (Figure 6.8). Ninety-five (95%) per cent reported that they did not apply to change their electoral address.

Figure 6.8. Voting at the place of IDP registration at the local elections in 2015, % among IDPs who responded to the question



Source: Interviews with IDPs (combined data)

According to IDPs, the main reasons they did not vote were lack of time (26%), were not interested in participating in elections (25%), and lack of information on how to vote at the place of displacement (24%).

However, 67% of IDPs reported that the transfer of information on IDP registration to the State Register of Voters would enable them to exercise their right to vote.

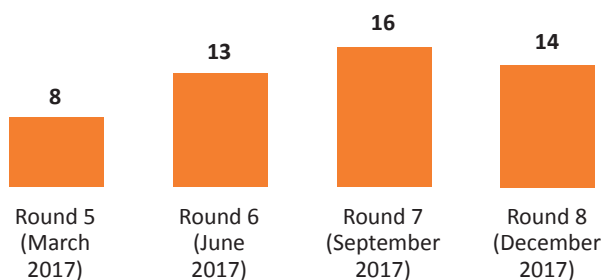


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## 7. RETURNEES TO THE NON-GOVERNMENT-CONTROLLED AREAS

When conducting the telephone survey, which in Round 8 included 4,014 interviews in all oblasts of Ukraine, 579 respondents (14%) were identified as IDPs who returned and are currently living in the NGCA (Figure 7.1).

**7.1. Respondents identified as returnees when conducting the telephone survey, by rounds, %**



Source: Telephone interviews

Generally, the surveyed returnee population is older than IDP population, the average age is 51.7 years, compared to 38.1 years respectively. The average size of surveyed returnee household was identified as 1.97 persons, which is smaller than the average size of IDP household in GCA (2.44 persons), based on combined data.

**Returnee (female, 67):**

*“In Mariupol, I faced one big problem – prices. Payment for utilities are getting higher, payment for rent is simply unaffordable for my pension. If I had a place to live, I would have stayed.”*

Source: FGDs with returnees

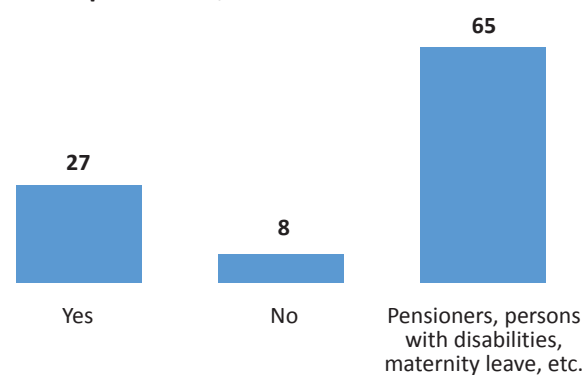
**Returnee (male, 57):**

*“I returned, as it was difficult. There were no friends or relatives and many people began to come back to the city, almost all the inhabitants living on our block came back and I decided so.”*

Source: FGDs with returnees

The largest share of surveyed returnees to the NGCA are people who are not engaged in paid work – pensioners, persons with disabilities, and persons on maternity leave – 65%, while the share of employed returnees to the NGCA is 27% (Figure 7.2).

**Figure 7.2. Employment of returnees to the NGCA after displacement, %**



Source: Telephone interviews with returnees to the NGCA

According to the respondents’ self-assessment of their financial situation, 17% reported that they had to ‘limit expenses for food’ (Figure 7.3). If compared with combined data collected through telephone and face-to-face interviews in the GCA, there is a considerable difference, the share of IDPs who reported that they had to ‘limit expenses for food’ is 11%. The largest share of returnees (38%) assessed their financial situation as ‘enough funds only for food’. In addition, 36% of returnees to NGCA assessed their financial situation as ‘enough funds for basic needs’, while in the GCA, the total of respondents’ amount to 51% based on combined data.



**Figure 7.3. Returnees' self-assessment of the financial situation of their households, %**

Have to limit expenses even for food	17
Enough funds only for food	38
Enough funds for food, necessary clothing, footwear, basic needs	36
Enough funds for basic and other needs. Have savings	3
No response	6

Source: Telephone interviews with returnees to the NGCA

The data for Round 8 showed that the monthly income of most returnee households did not exceed UAH 5,000 – 43% (Figure 7.4). At the same time, 45% of returnees to NGCA did not respond to this question. The average monthly income per individual returnee was UAH 1,988. Furthermore, focus group participants noted that food and medicine prices in the NGCA were higher than in the GCA, which exacerbated their vulnerabilities (Source: Focus group with returnees).

**Figure 7.4. Distribution of returnee households by monthly income, %**

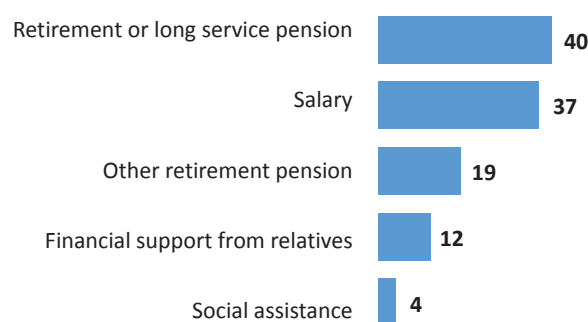
Up to UAH 1,500	10
UAH 1,500–3,000	15
UAH 3,001–5,000	18
UAH 5,001–7,000	8
UAH 7,001–11,000	3
Over UAH 11,000	1
Difficult to answer or no response	45

Source: Telephone interviews with returnees to the NGCA

The main source of income for the largest share of surveyed returnees to the NGCA was retirement pension (40%). The second main source of income was salary at 37%, which is much lower than the 59% reported in the GCA based on combined data. The third most frequently mentioned source of income was specific for the returnee category – other retirement pensions (19%), which included (according to respondents) pensions paid by the self-proclaimed Donetsk People's Republic, by Luhansk People's Republic and/or by the Russian Federation. Other most frequently mentioned sources were financial support from relatives (12%) and social assistance (4%) (Figure 7.5).

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**Figure 7.5. Main sources of income of surveyed returnee households in the past 12 months (five most frequently mentioned), %**



Note: Respondents could choose more than one option  
Source: Telephone interviews with returnees to the NGCA

In comparison to the GCA where the majority of IDPs live in rented housing, in the NGCA 97% of the returnees live in their own apartments or houses. The remaining 3% of surveyed returnees reported their houses were destroyed or damaged as a result of the conflict and therefore they live with relatives/host family or in a rented apartment.

Safety remained the main problem for returnees to the NGCA as reported by 20% of respondents (Figure 7.6). Other most frequently mentioned issues were social payment suspensions (13%), payment for utilities (11%), and access to medicines (11%), that might be more acute for the population over 60 years old, than for the population aged 18-59 years. The level of satisfaction with the basic characteristics of housing (living space, electricity, and sewerage) was high – between 88% and 90%. Satisfaction was lower with water supply – 83%, insulation – 81%, and heating – 77%.



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**Figure 7.6. The most problematic issue for returnees’ households to the NGCA, %**

Safety	20
Suspension in social payments/ pensions	13
Payment for utilities	11
Access to medicines	11
Living conditions	4
Unemployment	3
Other	7
None of the above mentioned issues are of concern to us	31

Source: Telephone interviews with returnees to the NGCA

**Returnee (male, 43):**

“We always had problems with medicine here. However, before 2014 we used to have at least something, now there is no hint of medicine. There are no hospitals or medical staff. Therefore, it is better for us not to get sick.”

Source: FGDs with returnees

**Returnee (male, 25):**

“Now I do not call for medical help. By 2014 we had at least an outpatient clinic, and it was possible to buy medicine. However, the facility was shelled, and now there is nothing.”

Source: FGDs with returnees

One of the major differences between IDPs in GCA and returnees to the NGCA is how they assess their safety. Only 31% of surveyed returnees to the NGCA reported that they felt safe in comparison to 86% of IDPs in GCA based on combined data (Figure 7.7).

**Figure 7.7. Returnees’ assessment on the safety of the environment and infrastructure of the settlement, %**

I feel safe	31
I feel unsafe in the evenings and in remote areas of the settlement	42
I feel unsafe most of the time	13
Other	0
No response	14

Source: Telephone interviews with returnees to the NGCA

**Returnee (female, 55):**

“You cannot feel safe when it is a war. You can never get used to the shots. You just close yourself at home and do not know what will happen next.”

Source: FGDs with returnees

**Returnee (female, 43):**

“Actually, I was born and raised in central Ukraine. When you come to the controlled territory – it’s like a breath of fresh air. After all, you are constantly in tension – this curfew and shots...”

Source: FGDs with returnees

Most respondents in the NGCA (60%) indicated that the reason behind their return was the possession of private property and that they did not need to pay rent. The second factor was family reasons (44%). The reasons for return remained consistent across the monitoring periods (Figure 7.8).



**Figure 7.8. Reasons for returning and living in the NGCA, %**

There is private property and we do not have to pay for rent	60
Family reasons	44
Lack of employment opportunities in GCA	18
Failure to integrate to local community in GCA	6
Limited access to social services – health care, education etc.	5
Other	8
No response	8

*Note: Respondents could choose more than one option  
Source: Telephone interviews with returnees to the NGCA*

The majority of returnees (57%) stated that they did not visit the areas under government control in order to receive support (Figure 7.9). ‘Once a month’ or more was reported only by 5%. At the same time, 21% of surveyed returnees did not respond to this question.

**Figure 7.9. Returnees’ to the NGCA frequency of coming to the areas under government control for support, %**

Once a week	0
2-3 times a month	1
Once a month	4
Once in two months	6
Once in three months	3
Less than once in three months	8
I did not come to the areas under government control	57
No response	21

*Source: Telephone interviews with returnees to the NGCA*

Seventy-one (71%) per cent of the returnees plan to stay in the NGCA during the next three months and only 8% plan to move to the GCA (Figure 7.10).

**Figure 7.10. Returnees’ to the NGCA plans for the next three months, %**

I plan to stay in the NGCA	71
I plan to move to the GCA	8
I plan to move abroad	0
Other	1
Difficult to answer	14
No response	6

*Source: Telephone interviews with returnees to the NGCA*





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## 8. ANNEXES

ANNEX 1. Methodology

ANNEX 2. Grouping of oblasts into zones by distance from the NGCA of Donetsk and Luhansk Oblasts

ANNEX 3. Statistics of calls from telephone survey



## ANNEX 1. Methodology

The survey methodology, developed within the framework of the project, ensured data collection in 24 oblasts of Ukraine and Kyiv city, as well as, data processing and analysis in terms of IDP location, their movements or intentions to move, return intentions, major social and economic issues, citizens' perception of the IDPs' situation, IDPs' integration into the local communities, among other socio-economic characteristics of IDPs in Ukraine.

The NMS is performed by combining data obtained from multiple sources, namely:

- Data from sample surveys of IDP households via face-to-face and telephone interviews.
- Data from key informants interviewed in the areas where IDPs reside via face-to-face interviews.
- Data from focus groups discussions with key informants, IDPs and returnees to the NGCA.
- Administrative data.

The sample size of IDP households in 205 randomly selected territorial units selected for face-to-face interviews totalled 1,025 IDP households (sample distribution by oblast is provided in Figure 1 and Figure 3). The sampling of territorial units was devised for all oblasts of Ukraine and distributed in proportion to the number of registered IDPs in each oblast. It should be noted that about 45% of this round's face-to face IDP sample were surveyed in

the previous round. The purpose of preservation of IDP households in the sample was to ensure a more accurate assessment of changes in the indicators between adjacent rounds.

Included in each territorial unit selected for monitoring were, five IDP households and two key informants (representatives of the local community, IDPs, local authorities, as well as NGOs addressing the issues faced by IDPs). The distribution of the number of interviewed key informants by oblasts is presented in Figure 2.

The sampling for the telephone survey was derived from the IDP registration database maintained by the Ministry of Social Policy of Ukraine. Between October-November 2017, 4,014 IDP households were interviewed with this method in 24 oblasts of Ukraine. Out of them, 579 interviews were conducted with returnees to the non-government controlled area. The distribution of the number of interviewed households by oblasts is presented in Figure 4.

During the survey period, there were six focus groups with representatives from IDP population (two FGDs in Ivano-Frankivsk and Mezhyrich, Dnipropetrovsk Oblast), key informants (two FGDs in Vinnytsia and Korsun-Shevchenkivsky, Cherkasy Oblast) and returnees to the NGCA (two FGD in Mariupol, Donetsk Oblast, government-controlled area).



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**Figure 1. Distribution of the sample for territorial units within oblasts of Ukraine**

Oblast	Number of territorial units selected
Total	205
Vinnysia	4
Volyn	4
Dnipropetrovsk	14
Donetsk	48
Zhytomyr	4
Zakarpattia	4
Zaporizhia	14
Ivano-Frankivsk	4
Kyiv Oblast (without Kyiv city)	6
Kirovohrad	4
Luhansk	24
Lviv	4
Mykolaiv	4
Odesa	5
Poltava	4
Rivne	4
Sumy	4
Ternopil	4
Kharkiv	14
Kherson	4
Khmelnysky	4
Cherkasy	4
Chernivtsi	4
Chernihiv	4
Kyiv city	12

**Figure 2. Distribution of key informants for face-to-face interviews by oblast**

Oblast	Number of key informants
Total	409
Vinnysia	8
Volyn	8
Dnipropetrovsk	29
Donetsk	93
Zhytomyr	8
Zakarpattia	8
Zaporizhia	28
Ivano-Frankivsk	10
Kyiv Oblast (without Kyiv city)	12
Kirovohrad	8
Luhansk	48
Lviv	8
Mykolaiv	8
Odesa	10
Poltava	8
Rivne	8
Sumy	8
Ternopil	7
Kharkiv	28
Kherson	8
Khmelnysky	8
Cherkasy	8
Chernivtsi	8
Chernihiv	8
Kyiv city	24



**Figure 3. Distribution of IDP households for face-to-face interviews by oblast**

Oblast	Number
Total	1,025
Vinnycsia	20
Volyn	20
Dnipropetrovsk	70
Donetsk	240
Zhytomyr	20
Zakarpattia	20
Zaporizhia	70
Ivano-Frankivsk	20
Kyiv Oblast (without Kyiv city)	30
Kirovohrad	20
Luhansk	120
Lviv	20
Mykolaiv	20
Odesa	25
Poltava	20
Rivne	20
Sumy	20
Ternopil	20
Kharkiv	70
Kherson	20
Khmelnysky	20
Cherkasy	20
Chernivtsi	20
Chernihiv	20
Kyiv city	60

**Figure 4. Distribution of IDP households for telephone interviews by oblast**

Oblast	Number
Total	4,014
Vinnycsia	78
Volyn	78
Dnipropetrovsk	273
Donetsk GCA	609
Zhytomyr	78
Zakarpattia	77
Zaporizhia	274
Ivano-Frankivsk	79
Kyiv Oblast (without Kyiv city)	123
Kirovohrad	78
Luhansk GCA	234
Lviv	76
Mykolaiv	77
Odesa	99
Poltava	78
Rivne	75
Sumy	72
Ternopil	78
Kharkiv	275
Kherson	78
Khmelnysky	77
Cherkasy	79
Chernivtsi	78
Chernihiv	78
Kyiv city	234
Donetsk NGCA	335
Luhansk NGCA	244



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## ANNEX 2. Grouping of oblasts into geographic zones by distance from the NGCA of Donetsk and Luhansk oblasts

Zone	Oblast
1	Donetsk Oblast (GCA)
	Luhansk Oblast (GCA)
2	Dnipropetrovsk Oblast
	Kharkiv Oblast
	Zaporizhia Oblast
3	Kirovohrad Oblast
	Mykolaiv Oblast
	Poltava Oblast
	Sumy Oblast
	Kherson Oblast
	Cherkasy Oblast
4	Vinnytsia Oblast
	Zhytomyr Oblast
	Kyiv Oblast
	Kyiv city
	Odesa Oblast
	Chernihiv Oblast
5	Volyn Oblast
	Zakarpattia Oblast
	Ivano-Frankivsk Oblast
	Lviv Oblast
	Rivne Oblast
	Ternopil Oblast
	Khmelnysky Oblast
	Chernivtsi Oblast



## ANNEX 3. Statistics of calls from telephone survey

### Summary of calls

Total	10,962	
Complete interviews (GCA)	3,435	31%
Complete interviews (NGCA)	579	5%
No answer/nobody picked up the phone (after three attempts)	1,733	16%
No connection	2,111	20%
Out of service	1,192	11%
Not IDPs	338	3%
Refusal to take part in the survey	1,574	14%

### No connection

Total	2,111	
Vodafone	1,321	63%
Kyivstar	584	28%
lifecell	202	9%
Other	4	0%

### Out of service

Total	1,192	
Vodafone	753	63%
Kyivstar	204	17%
lifecell	225	19%
Other	10	1%



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