



# NATIONAL MONITORING SYSTEM REPORT

ON THE SITUATION OF INTERNALLY  
DISPLACED PERSONS

March 2018



**Cover and internal cover page photos:**

*Svitlana was displaced from eastern Ukraine together with her husband and their children. The family currently lives in the western Ukrainian city of Ivano-Frankivsk. With equipment received from IOM, Svitlana produces jam for sale*

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# OVERVIEW OF METHODOLOGY OF ROUND 9

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.

During the NMS Round 9, data collection was expanded based on coordination with relevant counterparts, including the Food Security and Livelihood Cluster and the Shelter Cluster to incorporate information on additional challenges faced by IDPs and returnees.

## Main information sources used for the 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) Data of sample surveys of the people crossing the contact line via face-to-face interviews;
- v) Focus group discussions;
- vi) Administrative data and relevant data available from other sources.

## Face-to-face interviews with IDPs

Two thousand four hundred and twenty (2,420) IDPs were interviewed with this method in cooperation with the Center 'Social Indicators' in 300 territorial units across the country during February 2018. 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 thirteen IDPs (4,013) were interviewed with this method by IOM in February 2018. Out of the total, 3,611 interviews were with IDPs residing in the government-controlled area (GCA) and 402 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.

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. Data from telephone interviews was also weighted according to the socio-demographic characteristics of IDPs interviewed face-to-face.

## Face-to-face interviews with key informants

Six hundred and sixteen (616) key informants (KIs) were interviewed with this method. They were identified in cooperation with the Center 'Social Indicators' 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 (41%), and a significant share of key informants represented institutions of social protection (21%). In addition, 14% were employed as local authorities, 10% were engaged in educational institutions, 5% in healthcare establishments, while 9% worked in other organizations.



### **Face-to-face interviews with people crossing the contact line**

One thousand two hundred and fifty-three (1,253) people crossing the contact line were interviewed with this method in cooperation with the Center 'Social Indicators' during February 2018. The survey was conducted at the five entry-exit checkpoints (EECPs) to the non-government-controlled area (NGCA) which currently function in Luhansk and Donetsk oblasts.

Data from the survey of people crossing the contact line was used to complement ongoing data collection for the sections on 'IDP mobility' and 'Returnees to the non-government-controlled areas'.

### **Focus group discussions**

Two focus group discussions (FGDs) with key informants, two FGDs with IDPs, and two FGDs with returnees to the NGCA were conducted in cooperation with the Center 'Social Indicators' during February 2018. The FGDs with IDPs took place in Kyiv and Kharkiv, with key informants in Dnipro and Zaporizhia, with returnees in Mariupol and Starobilsk. The FGDs covered both people living in urban and rural areas.

Please see Annex 1 for more details on methodology.



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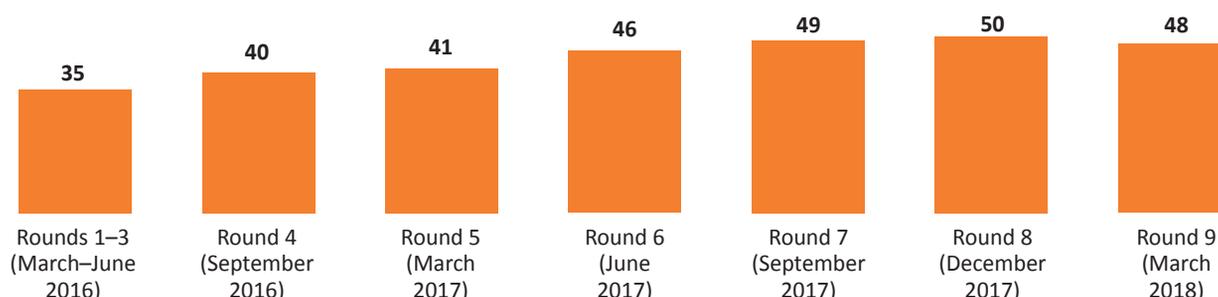
# OVERALL SUMMARY

## 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
2.57 persons	60 and over – 15% 18–59 years – 58% Under 18 years – 27%	Female – 57% Male – 43%	45% of IDP households	13% of IDP households

**2. Employment of IDPs.** The employment situation of IDPs has remained relatively stable since June 2017 and as of March 2018, the share of employed IDPs amounted to 48% with the largest portion of employed IDPs residing in Kyiv.

### Employment of IDPs after the displacement, by rounds, %

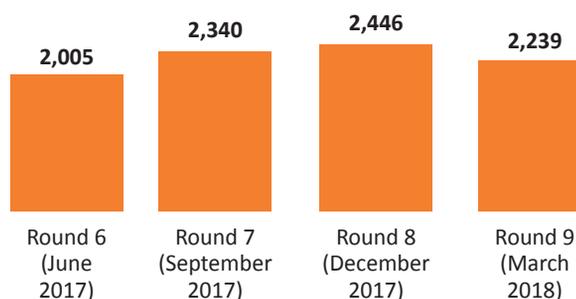


Twelve (12%) per cent of IDPs reported that they had been actively seeking employment and had been ready to start working within a two-week period. The vast majority (80%) of them noted that they had faced difficulties when looking for a job and the most frequently mentioned were a lack of vacancies (39%), unsuitable work schedules (15%), as well as low pay for proposed vacancies (15%).

The economically inactive population amounted to 40% among surveyed IDPs with the largest portion of retired persons or pensioners (16%), and persons who are doing housework, looking after children or other persons in the household (13%).

**3. Well-being of IDPs.** The well-being of IDPs has worsened slightly compared to December 2017, as demonstrated by a decrease in the average monthly income per IDP household member as well as IDPs’ self-assessment of their financial situation.

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





The data reflected the general economic insecurity of IDP households, as the average monthly income per IDP household member was considerably lower compared to Ukrainian households as well as the average monthly income level of IDPs was still low compared with the actual subsistence level calculated by the Ministry of Social Policy of Ukraine. Furthermore, IDPs continue to rely heavily on government support which is the second most frequently mentioned source of income.

The most problematic issues identified by IDPs were living conditions (20%), payment for rent (15%), as well as payment for utilities (15%). The situation remained stable during the past four rounds, although the importance of living conditions increased by 7% from the previous round.

Most IDPs continue to live in rented housing, in particular, 47% live in rented apartments, 9% in rented houses, and 5% in rented rooms.

**4. Access to social services.** The level of satisfaction with the accessibility of basic social services among IDPs has decreased since December 2017. Respondents were least satisfied with the availability of employment opportunities (56%).

When asking IDPs about their satisfaction with different aspects of healthcare in their current place of residence, cost of medicine and healthcare services were the categories with the lowest level of satisfaction among IDPs.

**5. IDP mobility.** In March 2018, 70% of the interviewed IDPs reported that they had 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 and do not move further.

The portion of those intending to return to their place of origin after the end of the conflict amounted to 25% of respondents. At the same time, 38% of the respondents expressed their intention not to return, even after the end of the conflict, which is 10% higher than in the previous round. For the first time during the survey period the portion of IDPs who stated their intention not to return exceeded the portion of those IDPs who have an intention to return after the end of the conflict.

The intention to look for a job abroad remained low, 48% of IDPs reported that they had nothing against working abroad, but personally, they were not going to do so.

Fifty-one (51%) per cent of IDPs reported that they had visited their place of residence in the conflict zone after the displacement. 'Maintaining housing' and 'visiting friends/family' remained the main reasons to travel to the NGCA.

**6. Integration in local communities.** In Round 9, the shift towards more moderate responses in terms of IDPs' self-assessment of their integration in the local community has been observed. The main conditions for successful integration indicated by the IDPs remained housing, regular income, and employment. Although compared to the previous round there was a substantial increase in the share of IDP who mentioned 'family and friends in the same place' as a necessary condition for integration, reported by 47% of surveyed IDPs.

In-depth analysis of the different aspects of social integration of IDPs into host communities demonstrated that generally, IDPs residing in rural areas were better socially integrated.

The share of IDPs who reported perceived discrimination based on their IDP status was 13% in Round 9, which was at the same level in Round 8. In general, the changes are observed in terms of spheres of perceived discrimination. In the past several NMS rounds, IDPs most frequently reported that they felt discriminated against based on their IDP status in spheres of housing and employment. In the current round the largest share of IDPs felt discriminated in their interactions with the local population (32%).

Thirty-eight (38%) per cent of interviewed IDPs stated their intention to vote in the next presidential and parliamentary elections of Ukraine, while 31% intended not to vote and 26% reported 'do not know'. The most common reasons for intending not to vote in the next presidential and parliamentary elections was lack of awareness of the voting procedure in the displacement (44%). In general, only 29% of IDPs reported their awareness of the voting procedure in the displacement. The data showed an association between the voting intention and awareness of the procedure. Compared to all respondents who re-



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ported their intention regarding the next presidential and parliamentary elections, IDPs who reported their awareness of the voting procedure reported their intention to vote more frequently.

**7. Returnees to the NGCA.** During the implementation of the telephone survey in February 2018, interruption of mobile services was experienced in Donetsk Oblast (NGCA). As a result, compared to the previous round, a lower number of respondents were identified as IDPs who returned and were living in the NGCA (10%), as well as a higher percentage of calls was conducted in Luhansk Oblast (NGCA).

Sixty-four (64%) 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.

Generally, the surveyed returnee population was older than the IDP population, the average age was 49.6 years, compared to 36.8 years respectively, based on combined data.

The economically inactive population amounted to 67% among surveyed returnees to the NGCA with the largest share of retired persons or pensioners (57%).

One major difference noted between IDPs in the GCA and returnees to the NGCA was how they assess their safety. Only 39% of surveyed returnees to the NGCA reported that they felt safe in comparison with 70% of IDPs in the GCA.

Seventy-eight (78%) per cent of the returnees intended to stay in the NGCA during the next three months.



# 1. CHARACTERISTICS OF IDPs AND THEIR HOUSEHOLDS

Almost all interviewed IDPs stated that they had 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 did not register were those who were not in need of government support. However, occasionally the lack of registration was connected to bureaucratic barriers (Source: Focus groups with IDPs; Focus groups with key informants).

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

	Rounds 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)	Round 9 (March 2018)
Yes	92.7	92.1	96.5	94.4	94.5	95.2	94.2
No	7.0	7.6	3.5	5.4	5.3	4.8	5.1
Do not know	0.3	0.3	0.0	0.2	0.2	0.0	0.7

Source: Face-to-face interviews with IDPs

**Key informant (male, 47):**

*“People register only to receive social assistance. Those who don’t need assistance don’t register. They have a job and don’t see the point in spending their time for UAH 400 a month<sup>1</sup>.”*

Source: FGDs with KIs

**IDP (male, 51) from Donetsk Oblast:**

*“I registered to extend my disability status. This allowed me to receive my disability pension and targeted assistance for IDPs.”*

Source: FGDs with IDPs

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

*“In autumn 2014, when everyone was registering at the train stations, there were huge queues. I got time off work, but I realized that there were so many people that I would not make it. And next time it was the same thing. I thought that I didn’t really need it – it’s just UAH 400. At work, they don’t ask for IDP certificate, and at the hospital it’s enough to have passport with registration.”*

Source: FGDs with IDPs

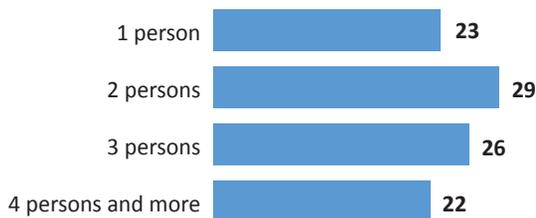
1 The amount of Government IDP support is UAH 884 for pensioners, persons with disabilities, and children under 18 years old and UAH 442 for persons aged 18 years or older with working ability. As of January 2018 the Cabinet of Ministers of Ukraine adopted a decree to increase Government IDP support to UAH 1,000 for pensioners, persons with disabilities, and children under 18 years old.



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During the interviews, the respondents were asked about the composition of their households. The average household size was identified as 2.57 persons, which is the same as amongst the total population of Ukraine (2.58 persons) according to 2017 data<sup>2</sup> (Figure 1.2). Twenty-three (23%) per cent of surveyed IDP households consist of one person, which is slightly higher than among the total population of Ukraine (20%)<sup>3</sup>. Among these 23% of single-person households, 66% were women.

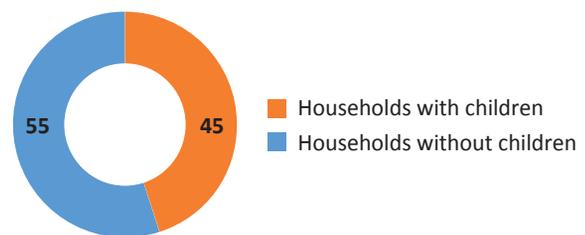
**Figure 1.2. Distribution of IDP households in Ukraine by number of members, %**



Source: Interviews with IDPs (combined data)

Households with children made up 45% of all surveyed IDP households, which is slightly higher than the average Ukrainian household (38%)<sup>4</sup> (Figure 1.3). IDP households with one child comprised 59% of the total number of households with children. The share of large families with three or more children amounted to 4% of IDP households and the share of single parent households was 17% of IDP households.

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



Source: Interviews with IDPs (combined data)

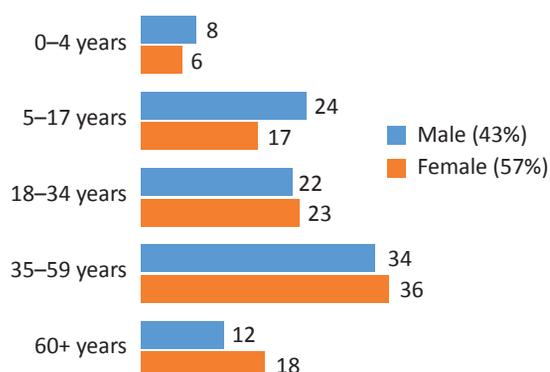
Women represented 57% of surveyed IDP household members, which is slightly higher than the proportion of women in an average Ukrainian household (54% as of 1 January 2018<sup>5</sup>). Among these 57% of women, 18% are women aged over 60 years, which is slightly higher than the share of men of the same age. The larger share of women among IDPs was observed in all age groups 18 years and older and was consistent with the results of previous NMS rounds (Figure 1.4).

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

4 Social and Demographic Characteristics of Households of Ukraine. Statistical Bulletin. State Statistics Service of Ukraine. – K., 2017.  
5 Distribution of the permanent population of Ukraine by gender and age as of January 1, 2018. Statistical Bulletin. State Statistics Service of Ukraine. – K., 2018.



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

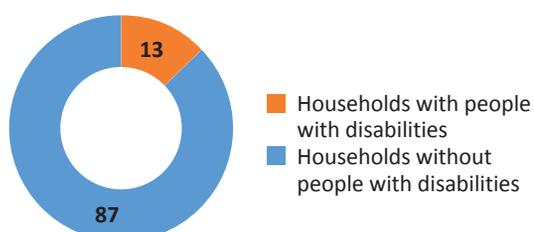


Source: Interviews with IDPs (combined data)

The share of IDPs aged 60 and over was 1.6 times lower compared to the general population. Whereas the share of IDPs aged under 18 was 1.6 times higher<sup>6</sup>. Households consisting of only persons aged over 60 years made up 13% of all surveyed IDP households.

Thirteen (13%) per cent of IDP households reported having a family member with a disability (Figure 1.5).

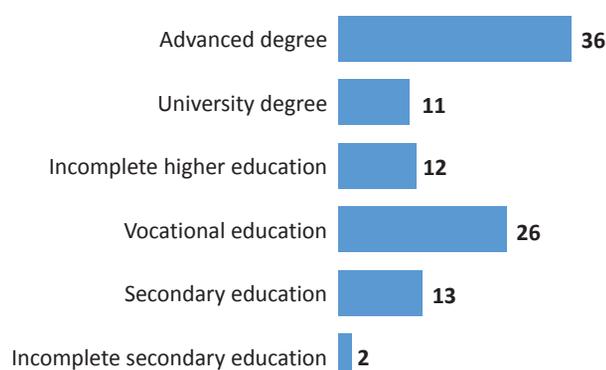
**Figure 1.5. Distribution of IDP households with people with disabilities (I-III disability groups, children with disabilities), %**



Source: Interviews with IDPs (combined data)

The level of education among heads of IDP households was high with 59% possessing 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)

6 Distribution of the permanent population of Ukraine by gender and age as of January 1, 2018. Statistical Bulletin. State Statistics Service of Ukraine. – K., 2018.



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## 2. EMPLOYMENT OF IDPs

### Employment rates

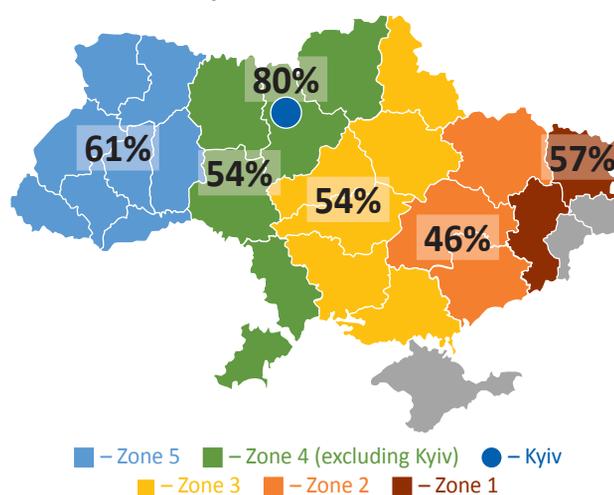
The employment situation of IDPs has remained relatively stable since June 2017. Compared to March 2016, the share of employed IDPs increased from 35% in Round 1–3 to 46% in Round 6, then started to stabilize and as of March 2018 amounted to 48% (Figure 2.1). Among these 48% of employed IDPs, 3% were self-employed persons.

Kyiv remained a city with the highest rate of employment among IDPs (Figure 2.2), which is also true for Ukraine in general.

The share of long-term employment (of more than 12 months) remained high and reached 68% (Figure 2.3). The data reflects the same trend towards stabilization of the employment situation of IDPs. Compared to March 2016, the percentage of long-term employment increased from 33% in Round 1–3 to 67% in Round 6, then started to stabilize and remained consistent since June 2017.

In the ninth round of the NMS, the share of IDPs whose current employment corresponded to their qualifications was 69%, which was slightly lower than in the previous round and close to the rate obtained in March 2017 (Figure 2.4). The largest share (74%) of IDPs whose current employment corresponded to their qualifications resided in the first geographic zone (Donetsk and Luhansk Oblasts in the GCA).

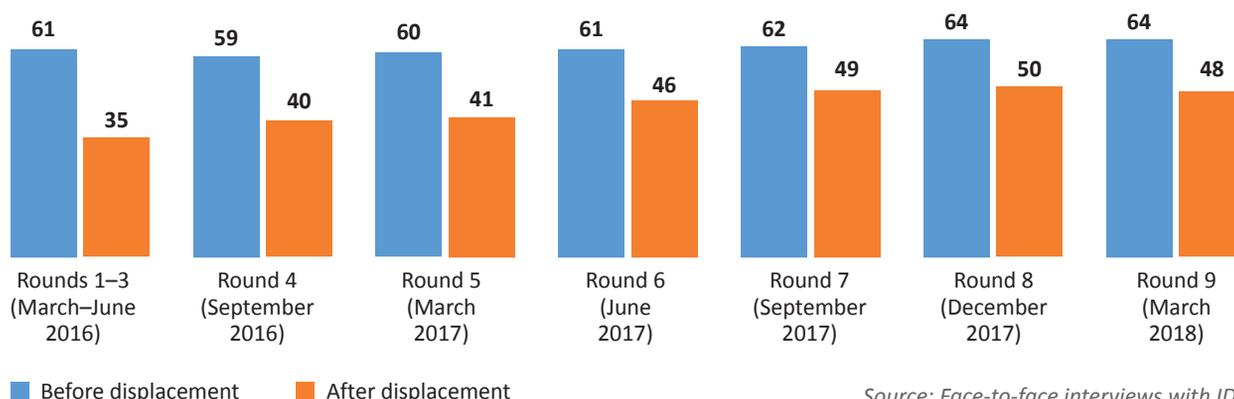
**Figure 2.2. Employment of IDPs after the displacement, by geographic zones<sup>7</sup>, % of IDPs 18–59 years old**



Source: Face-to-face interviews with IDPs

<sup>7</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.

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



Source: Face-to-face interviews with IDPs



**Figure 2.3. 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)	Round 9 (March 2018)
Less than a month	6	5	3	1	2	2	2
1–6 months	27	23	10	12	12	13	9
7–12 months	33	30	23	19	14	14	17
More than 12 months	33	41	62	67	71	71	68
No response	1	1	2	1	1	0	4

Source: Face-to-face interviews with IDPs

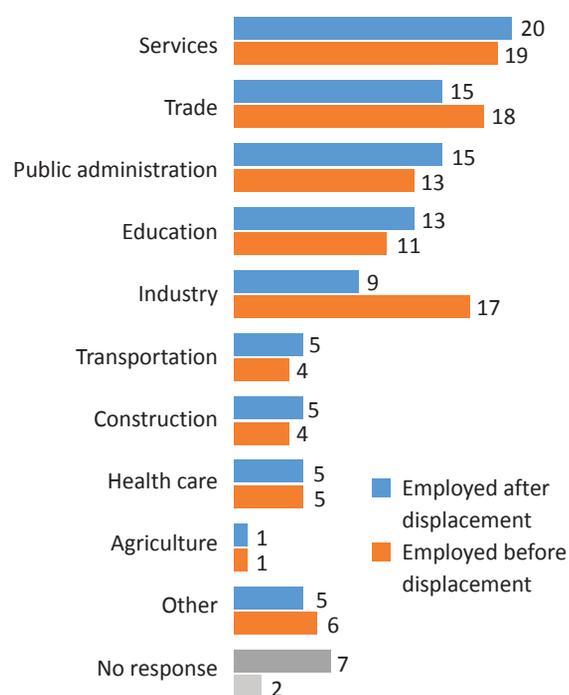
**Figure 2.4. Correspondence of IDPs' current job with their qualification, by rounds, % of employed respondents**

	Round 4 (September 2016)	Round 5 (March 2017)	Round 6 (June 2017)	Round 7 (September 2017)	Round 8 (December 2017)	Round 9 (March 2018)
Corresponds	59	67	74	75	78	69
Does not correspond	41	33	26	25	22	31

Source: Face-to-face interviews with IDPs

The difference between employment rates before and after the displacement was the largest in the 'industrial' sector. In particular, there was an 8% decrease in the number of IDPs working in the 'industrial' sector after the displacement (Figure 2.5).

**Figure 2.5. Changes in sectors of employment before and after the displacement, % of IDPs 18–59 years old**



Source: Face-to-face interviews with IDPs



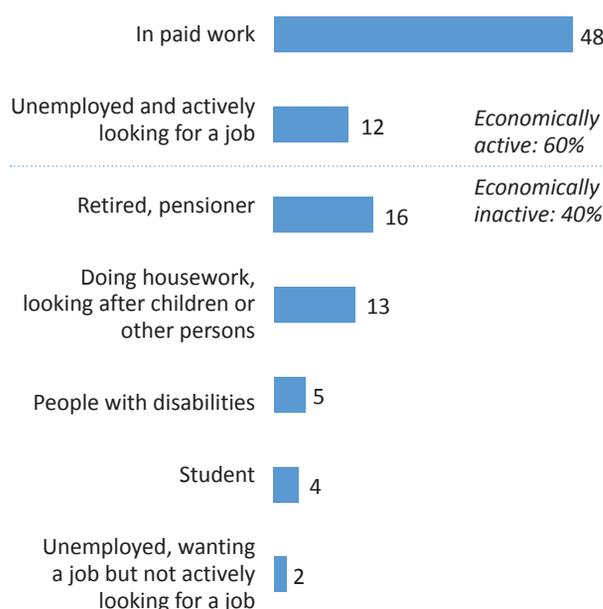
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## Unemployment rates

Among surveyed IDPs, the share of the economically active population amounted to 60%, including respondents who were either employed (48%) or actively seeking employment and ready to start working within a two-week period (12%) (Figure 2.6).

The economically inactive population amounted to 40% among surveyed IDPs. The largest share was retired persons or pensioners (16%), 13% were persons who were doing housework, looking after children or other persons in the household, 5% were persons with disabilities, 4% were students, 2% were unemployed and not seeking for employment (Figure 2.6).

**Figure 2.6. Current employment status of IDPs, %**



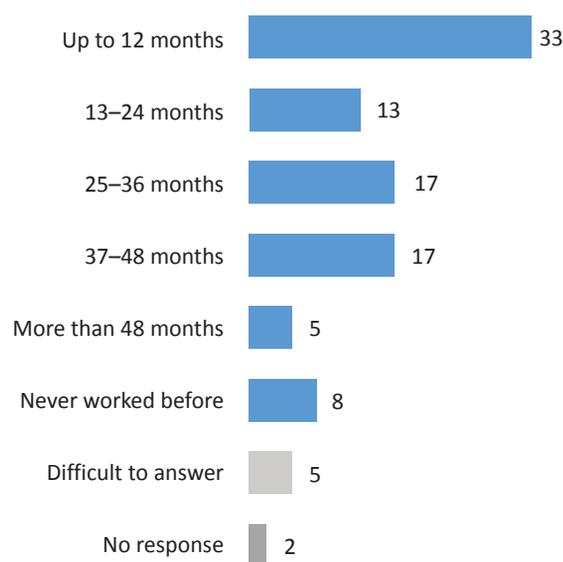
Source: Face-to-face interviews with IDPs

Among those 12% of IDPs who were actively seeking employment, 78% were women and 22% were men. Half of IDPs who were actively seeking employment (52%) had been unemployed for more than a year, and 8% of them had not ever worked before (Figure 2.7).

Eighty (80%) per cent of IDPs who were actively seeking employment reported facing difficulties. Among those 80% of IDPs who faced difficulties while were seeking employment, 77% were women and 23% were men. The most frequently mentioned issue was lack of vacancies (39%) (Figure 2.8), which was much more frequently reported by IDPs residing in rural areas.

Other frequently mentioned issues were vacancies with unsuitable work schedules (15%), low pay for proposed vacancies (15%), lack of vacancies which correspond to the qualification (10%), as well as different types of discrimination (16%), including discrimination due to IDP status and registration (9%) and age (7%).

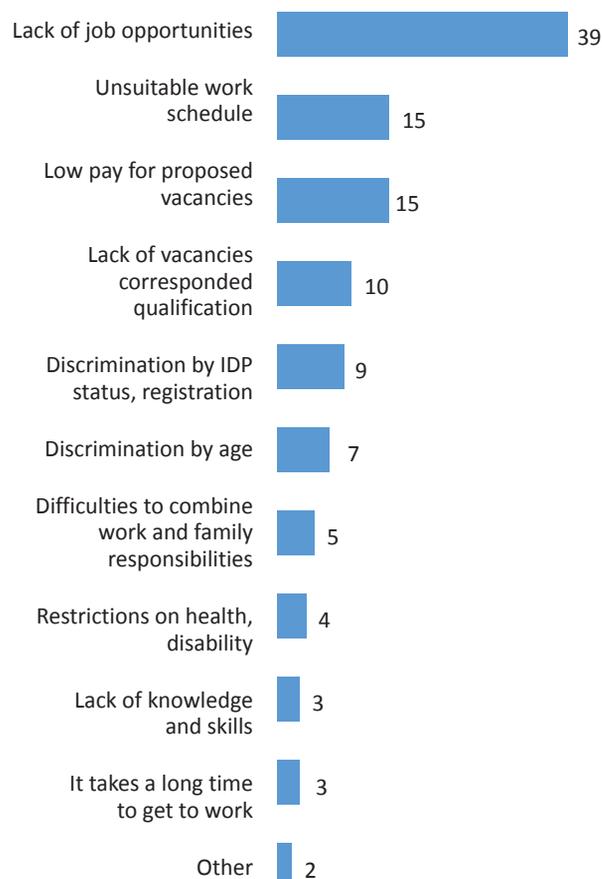
**Figure 2.7. Duration of unemployment, % of IDPs who are actively looking for employment**



Source: Face-to-face interviews with IDPs



**Figure 2.8. Difficulties that IDPs face when looking for a job, % of IDPs who are actively seeking employment**



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

**Key informant (female, 28):**

*“It is extremely difficult to find a job for IDPs. For example, a woman wanted to work as a cashier in a store. The store’s security officer rejected her application saying that being registered in Donetsk she would steal all the money and run away to Donbas as soon as she gets access to the cash desk. How can people possibly find a job with such attitude and distrust?”*

Source: FGDs with KIs

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

*“I was denied employment over the phone. ‘We would have hired you’, they said, ‘but since it is a materially responsible position, we cannot hire a person from Donetsk’. If a person goes to Lviv, we can appeal to court. And there, in the NGCA, you cannot submit an appeal to anyone, even to the police. It is like going abroad.”*

Source: FGDs with IDPs

**IDP (female, 52) from Donetsk Oblast:**

*“I was looking for a job on the Internet. But I’m 52 years old and it complicates everything. Even to wash the dishes a woman should be under 35.”*

Source: FGDs with IDPs

**Key informant (female, 45):**

*I was looking for a job. I was sending my CV for the position of a university professor. My CV is not bad, both work experience and track record are good. And they asked me whether I had children. I said that I had a three-year-old daughter. After that I was immediately denied employment. What was the reason? – the fact that I’m a single mother and if they hire me, they will not be able to dismiss me under the law. The fact that I can be a good employee and have 23 years of experience is of no interest to anyone.”*

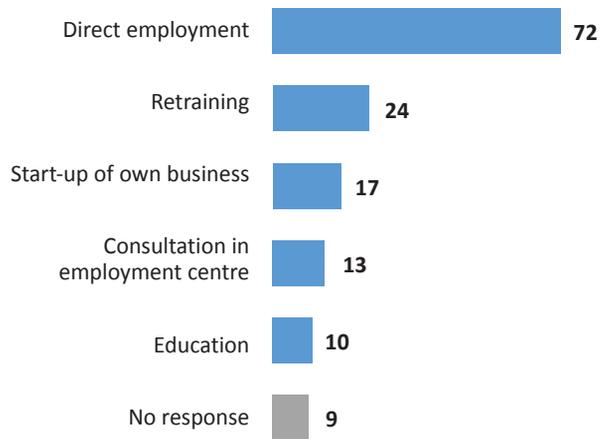
Source: FGDs with KIs



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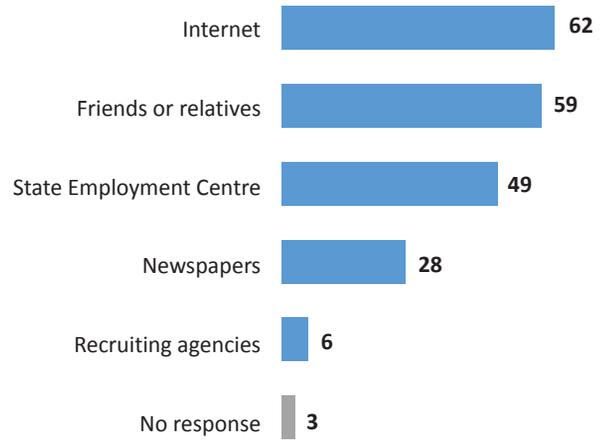
Direct employment was recognized as the most effective means of support among unemployed IDPs, reported by 72% (Figure 2.9). Among IDPs who are looking for a job, 62% search via the Internet, 59% through friends and relatives, and 49% through the State Employment Centre (Figure 2.10).

**Figure 2.9. Type of preferred support, % of IDPs who are actively looking for employment**



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

**Figure 2.10. Method of job search, % of IDPs who are actively looking for employment**



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



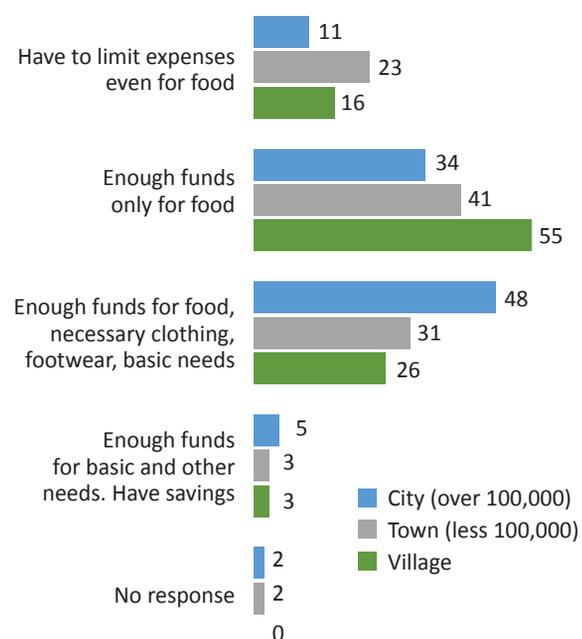
### 3. WELL-BEING OF IDPs

#### Livelihood opportunities

The well-being of IDPs has worsened slightly compared to December 2017 (Figure 3.1). The portion of the most vulnerable households that had to ‘limit their expenses even for food’ increased by 5% from the previous round, as well as the share of IDP households that had ‘enough funds only for food’ (from 33% to 38%) (Figure 3.1).

The largest share of IDPs residing in cities estimated the financial situation of their households as ‘enough for basic needs’, while the largest share of households residing in towns and villages estimated their financial situation as ‘enough funds only for food’, 41% and 55% respectively (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)

**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)	Round 9 (March 2018)
Have to limit expenses even for food	10	7	11	16
Enough funds only for food	37	40	33	38
Enough funds for food, necessary clothing, footwear, basic needs	44	48	51	40
Enough funds for basic and other needs. Have savings	5	5	4	4
No response	4	0	1	2

Source: Interviews with IDPs (combined data)



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The average monthly income per IDP household member decreased slightly from UAH 2,446 in December 2017 to UAH 2,239 in March 2018 (Figure 3.3), as there was a slight decrease reported in the share of households who indicated their average monthly income varied from UAH 5,001 to UAH 7,000 and an increase in the share of households whose average monthly income varied from UAH 1,500 to UAH 3,000, specifically from 16% in December 2017 to 22% in March 2018 (Figure 3.4).

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



Source: Interviews with IDPs (combined data)

The average monthly income per IDP household member was considerably lower compared to an average Ukrainian household, the average monthly income per person of which amounted to UAH 3,640 in the period from January to September 2017<sup>8</sup>. Furthermore, the average monthly income level of IDPs was still low compared with the actual subsistence level calculated by the Ministry of Social Policy of Ukraine, which published rates in March 2018 at UAH 3,215<sup>9</sup>.

Average monthly income levels were uneven across geographic zones and settlement types. The average monthly income per person was the highest in Kyiv at UAH 3,739 and the lowest in the third zone at UAH 1,655 (Figure 3.5).

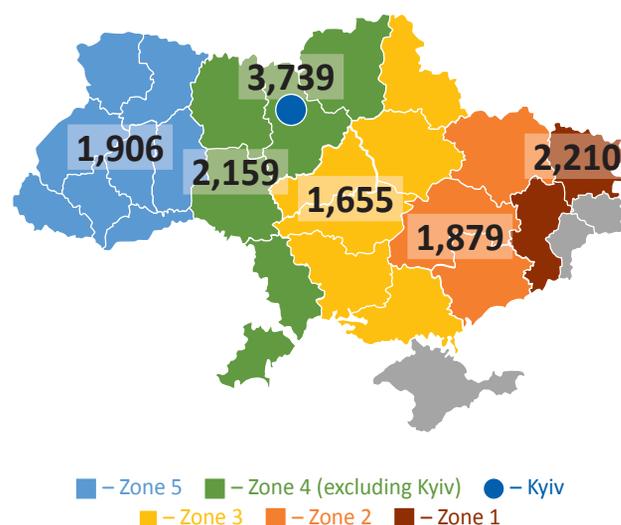
- Expenses and resources of households in Ukraine (according to the data of the sample survey of living conditions of households) for 9 months of 2017. Statistical Bulletin. State Statistics Service of Ukraine. – K., 2017. ([http://www.ukrstat.gov.ua/operativ/operativ2018/gdvdg/vrdu9m\\_w.zip](http://www.ukrstat.gov.ua/operativ/operativ2018/gdvdg/vrdu9m_w.zip))
- The actual subsistence minimum in 2015–2018. Ministry of Social Policy of Ukraine / <http://www.msp.gov.ua/news/15164.html>

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

	Round 6 (June 2017)	Round 7 (September 2017)	Round 8 (December 2017)	Round 9 (March 2018)
Up to UAH 1,500	6	5	5	4
UAH 1,500–3,000	27	22	16	22
UAH 3,001–5,000	30	28	27	27
UAH 5,001–7,000	21	21	25	22
UAH 7,001–11,000	12	16	18	16
Over UAH 11,000	4	8	9	9

Source: Interviews with IDPs (combined data)

**Figure 3.5. Average income per person (per month), by geographic zones<sup>10</sup>, UAH**



Source: Interviews with IDPs (combined data)

The level of the average monthly income in cities (UAH 2,514) was higher compared to income in towns (UAH 2,030) and the average monthly income was the lowest in rural areas (UAH 1,521), which corresponds to the pattern in Ukraine in general. In cities and towns, the level of the average monthly income was higher than in villages (UAH 3,725 in cities and towns, UAH 3,476 in villages<sup>11</sup>).

To deepen understanding of how IDPs adapt to the displacement and longer-term coping capacities of their household, IDPs were asked whether anyone in their household previously had to engage in any coping strategies due to lack of food or a lack of money to buy food. Coping strategies<sup>12</sup> differed in their severity, from stress strategies, such as borrowing money, to emergency strategies, such as selling one's land or house.

- **Stress strategies**, such as borrowing money or spending savings, are those which indicate a reduced ability to deal with future shocks due to a current reduction in resources or increase in debts.
- **Crisis strategies**, such as selling productive assets, directly reduce future productivity, including human capital formation.
- **Emergency strategies**, such as selling one's land, affect future productivity, but are more difficult to reverse or more dramatic in nature.

10 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.

11 Expenses and resources of households in Ukraine (according to the data of the sample survey of living conditions of households) for 9 months of 2017. Statistical Bulletin. State Statistics Service of Ukraine. – K., 2017. ([http://www.ukrstat.gov.ua/operativ/operativ2018/gdvdg/vrdu9m\\_w.zip](http://www.ukrstat.gov.ua/operativ/operativ2018/gdvdg/vrdu9m_w.zip))

12 For information of livelihood-based the Coping Strategy Index see Food Security & Socio-Economic Trend Analysis – Eastern Ukraine, FSLC, March 2018: [http://fscluster.org/sites/default/files/documents/fslc\\_report\\_trend\\_analysis\\_food\\_security\\_and\\_socio-economic\\_situation\\_29\\_march\\_2018\\_0.pdf](http://fscluster.org/sites/default/files/documents/fslc_report_trend_analysis_food_security_and_socio-economic_situation_29_march_2018_0.pdf)



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**Figure 3.6. Livelihood coping strategies, used by IDP household due to a lack of food or a lack of money to buy food during the past 12 months, %**

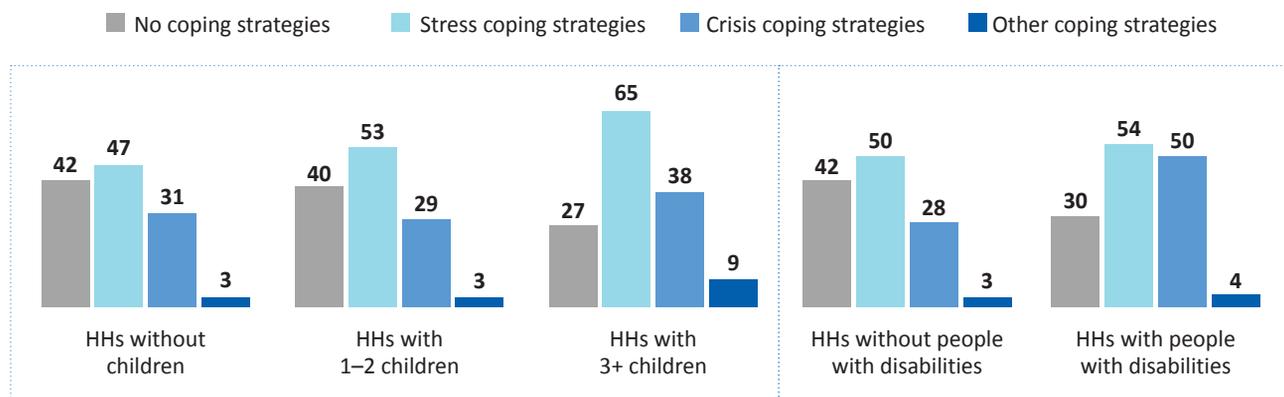


The data reflected the general economic insecurity of IDP households, as 59% reported using at least one coping strategy. The most frequently mentioned coping strategies were ‘spending savings’ (39%), ‘borrowing money’ (28%), and ‘reducing essential health expenditures’ (28%) (Figure 3.6). At least one ‘stress’ coping strategy was used by 50% of IDPs, together with at least one ‘crisis’ coping strategy (31% of IDPs), while the emergency strategy, specifically selling one’s land or house was used by 2% of IDPs during the past 12 months.

Furthermore, large families and households with people with special needs more frequently reported applying coping strategies. IDP households with three or more children more frequently reported using stress coping strategies, compared to households without children (65% and 47% respectively), coupled with the crisis coping strategies, 38% and 31% respectively (Figure 3.7). The same holds true for households with persons with disabilities, which more frequently reported using stress coping strategies, compared to households without persons with disabilities.

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

**Figure 3.7. Coping strategies, by household structure, %**

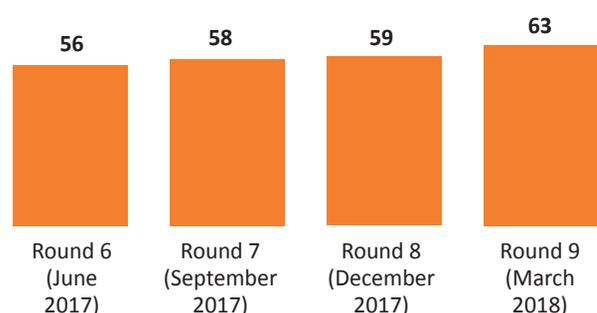


Note: Respondents could choose more than one option  
Source: Interviews with IDPs (combined data)



On the other hand, a positive trend was observed, with 63% of surveyed IDPs having indicated salary as their main source of income (Figure 3.8), which had consistently increased since June 2017 (56%). 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 IDPs.

**Figure 3.8. Salary as the main source of income in IDP households, by rounds, %**



Source: Interviews with IDPs (combined data)

Government support to IDPs was the second most frequently mentioned source of income, the share of which increased compared to the previous round and amounted to 55% (Figure 3.9). The share of respondents receiving support from the Government was still large, which demonstrates that IDPs strongly relied on government assistance.

Other frequently mentioned sources of income were retirement or long service pension (32%) and social assistance (29%). The share of IDPs who reported humanitarian assistance was minor (6%) (Figure 3.9).

**IDP (female, 57) from Donetsk Oblast:**

“We are obliged to register, otherwise we won’t receive the UAH 800 assistance<sup>13</sup>. In addition, we need to state in the appeal that the money is “to pay the rent and utilities”. This is ridiculous, you know. UAH 800! Where did they see a dwelling for UAH 800?”

Source: FGDs with IDPs

**Figure 3.9. 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)	Round 9 (March 2018)
Salary	56	58	59	63
Government IDP support	43	34	41	55
Retirement or long service pension	37	38	37	32
Social assistance	23	26	27	29
Irregular earnings	11	9	10	9
Financial support from relatives residing in Ukraine	9	10	10	9
Humanitarian assistance	7	6	5	6
Disability pension	4	4	4	5
Social pension	4	3	2	3
Other incomes	2	4	4	3

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

13 The amount of Government IDP support is UAH 884 for pensioners, persons with disabilities, and children under 18 years old and UAH 442 for persons aged 18 years or older with working ability. As of January 2018 the Cabinet of Ministers of Ukraine adopted a decree to increase Government IDP support to UAH 1,000 for pensioners, persons with disabilities, and children under 18 years old.



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The most problematic issues identified by IDPs were living conditions (20%), payment for rent (15%), as well as payment for utilities (15%) and the situation remained consistent during the past four NMS rounds, although the importance of the problem of living conditions increased by 7% from the previous round (Figure 3.10). The category ‘other’ mainly consisted of such responses as a lack of money and a lack of own housing.

Key informants viewed IDP problems a bit differently in terms of their severity. According to the key informants, living conditions were also considered the most problematic issue (34%), followed by unemployment (24%), lack of possibility to return to the place of permanent residence (10%), payment for rent (9%), and payment for utilities (6%). Other

mentioned issues were suspension of social payments/pensions (3%), access to health services (2%), food shortage (1%), security (1%), access to medicines (1%), vacation (1%), ‘other’ (2%), and 6% did not respond to the question (*Source: Face-to-face interviews with key informants*).

According to key informants, the most important types of IDP support included housing (86%), decent jobs (67%), and the provision of monetary assistance from the Government (63%). Also mentioned as important were humanitarian assistance (49%), provision of psychological support (46%), monetary assistance from non-governmental organizations (42%), medical aid (40%), and legal assistance (40%) (*Source: Face-to-face interviews with key informants; respondents could choose more than one option*).

**Figure 3.10. The most problematic issues for IDP households, by rounds, %**

	Round 6 (June 2017)	Round 7 (September 2017)	Round 8 (December 2017)	Round 9 (March 2018)
Living conditions	18	12	13	20
Payment for rent	18	22	23	15
Payment for utilities	20	15	16	15
Lack of opportunity to return to the place of permanent residence	9	8	9	10
Unemployment	7	6	6	7
Access to medicines	3	4	6	4
Access to health care	1	1	1	3
Suspension of social payments	4	4	3	2
Safety	1	1	1	1
Other	1	6	1	11
None of the above	17	20	20	11
No response	1	1	1	1

*Source: Interviews with IDPs (combined data)*

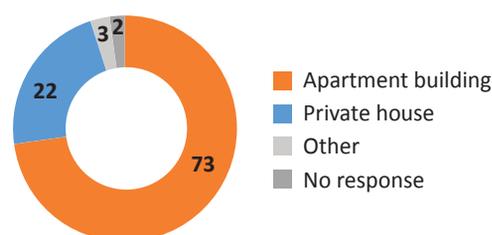


## Living conditions and types of accommodation

Most IDPs continued to live in rented housing, in particular, 47% lived in rented apartments, 9% in rented houses, and 5% in rented rooms (Figure 3.11). The share of IDPs residing with relatives or host families decreased by 11% compared to the previous round. Twelve (12%) per cent of IDPs lived in their own housing, 13% continued to reside with relatives or host families (Figure 3.9). Among those IDPs who did not live in their own housing or with relatives, 40% reported finding their housing with the help of friends or relatives, 20% via Internet, and 18% with the help of realtors. Other mentioned sources were NGOs (6%), newspapers (5%), housing provided by an educational institution or in an employer (4%), state authorities and social protection services (3%). Additionally, 1% of IDPs named other way of finding a housing and 3% did not respond to the question.

Further analysis was conducted on living conditions of IDPs who were not residing in housing that they owned. The most frequently mentioned type of dwelling among them was an apartment building, reported by 73%, 22% lived in a private house and 3% in other type of dwelling, such as modular town (Figure 3.12). Most IDPs (85%) residing in cities lived in an apartment building, while the largest share of IDPs (83%) residing in villages lived in a private house. In towns, 67% of surveyed IDPs resided in an apartment building, 29% lived in a private house, 2% in other type of dwelling, and 2% did not respond to the question.

**Figure 3.12. Type of housing, % of IDPs NOT living in owned housing**



Source: Interviews with IDPs (combined data)

**Figure 3.11. IDP accommodation types, by rounds, %**

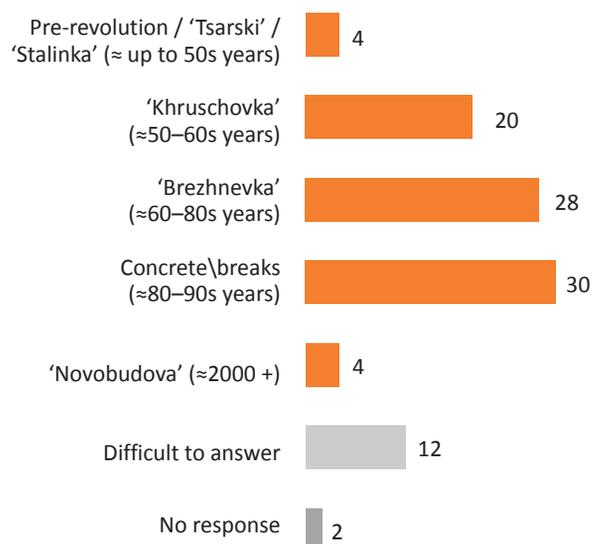
	Round 6 (June 2017)	Round 7 (September 2017)	Round 8 (December 2017)	Round 9 (March 2018)
Rented apartment	46	49	47	47
Host family/relatives	26	25	24	13
Own housing	9	10	11	12
Rented house	8	6	8	9
Dormitory	3	3	3	7
Rented room in an apartment	4	4	3	5
Collective centres for IDPs	2	1	1	4
Other	2	2	3	3

Source: Interviews with IDPs (combined data)



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**Figure 3.13. Type of apartment building, % of IDPs NOT living in owned apartment**



Source: Interviews with IDPs (combined data)

The vast majority of IDPs (82%) who were not residing in housing that they owned lived in buildings constructed during the Soviet period (Figure 3.13). In particular, concrete/brick houses from the 1980s or early 1990s (30%), so-called 'Brezhnevka' built between the 1960s and 1980s (28%), or so-called 'Khrushchovka' built between the 1950s and 1960s (20%), whereas only 4% of IDPs lived in a more modern accommodation.

'Khrushchovka' and 'Brezhnevka' were also the most affordable types of dwellings in terms of rent cost and utilities expenses, while 'Novobudova' was the most expensive. On average, apartment in concrete/brick house, where the largest share of IDPs were residing (30%), had 39 square meters of the approximate living space and cost UAH 2,780 for rent and UAH 1,528 for utilities per month (Figure 3.14).

**Figure 3.14. IDPs' living space, expenses for rent and utilities for IDPs NOT living in owned apartment, by type of apartment building, mean value**

	Living space, square meters	Expenses for rent, UAH	Expenses for utilities, UAH
Pre-revolution / 'Tsarski' / 'Stalinka' (≈ up to 50s years)	34	2,341	1,685
'Khrushchovka' (≈50–60s years)	31	2,048	1,439
'Brezhnevka' (≈60–80s years)	32	2,109	1,440
Concrete\breaks (≈80–90s years)	39	2,780	1,528
'Novobudova' (≈2000 +)	53	4,781	1,912

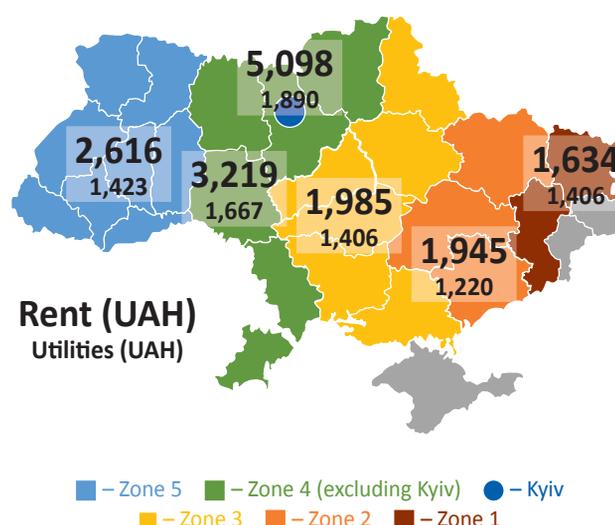
Source: Interviews with IDPs (combined data)

In addition, 38% reported living in a dwelling that was last renewed or repaired more than ten years ago and 22% lived in accommodation that was last repaired within the past ten years. Other IDPs who were not residing in housing that they owned could not tell when the last renovation was done in their current dwelling (34%) and 6% did not respond to the question.

Most IDPs (66%) who were not residing in housing that they owned reported having centralized heating systems in their dwellings. Other mentioned options were individual gas heating system (17%), individual solid fuel heating system (10%), and individual electrical heating system (4%), while 3% did not respond to this question.

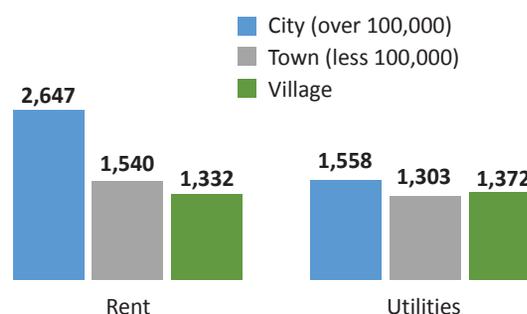
The expenses for rent and utilities also differ across geographic zones as well as types of settlements. The highest rent cost per month was observed in Kyiv, where IDPs were paying UAH 5,098 on average (Figure 3.15). In contrast, the first geographic zone was where the rental prices were the lowest, UAH 1,634 on average. The rent cost was also higher in large cities (UAH 2,647), compared to towns (UAH 1,540) and villages (UAH 1,332) (Figure 3.16). The differences in utilities expenses were not so pronounced across geographic zones and types of settlements, although IDPs residing in Kyiv spent more (UAH 1,890 per month).

**Figure 3.15. Average expenses for rent and utilities of IDPs NOT living in owned housing, by geographic zones<sup>14</sup>, UAH**



Source: Interviews with IDPs (combined data)

**Figure 3.16. Average expenses for rent and utilities of IDPs NOT living in owned housing, by type of settlement, UAH**



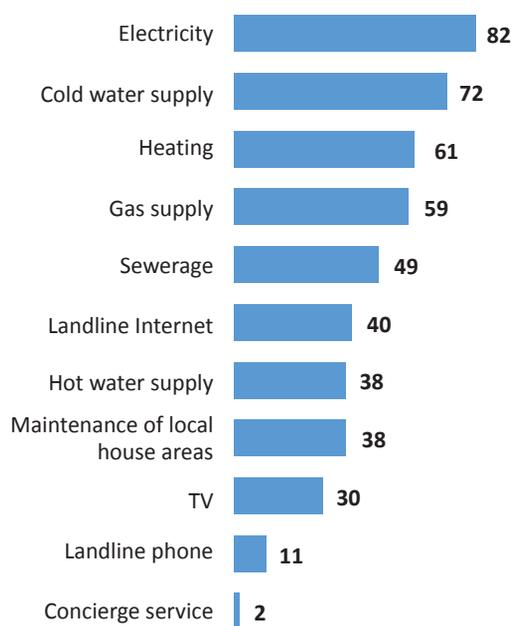
Source: Interviews with IDPs (combined data)

14 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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**Figure 3.17. The utilities IDP households paid for in the past month, % of IDPs NOT living in owned housing**



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

In general, most IDPs, who are not residing in housing that they owned, paid for electricity (82%), cold water supply (72%), heating (61%), gas supply (59%), and sewerage (49%) in the past month (Figure 3.17). The expenses for Internet, hot water supply, maintenance of local house areas, and television were less frequently mentioned.

The level of satisfaction among all surveyed IDPs with the basic characteristics of housing decreased compared to the previous round (Figure 3.18). Electricity remained the category with the highest level of satisfaction, while IDPs are least satisfied with heating (77%), insulation (72%), and the size of the living space (72%).

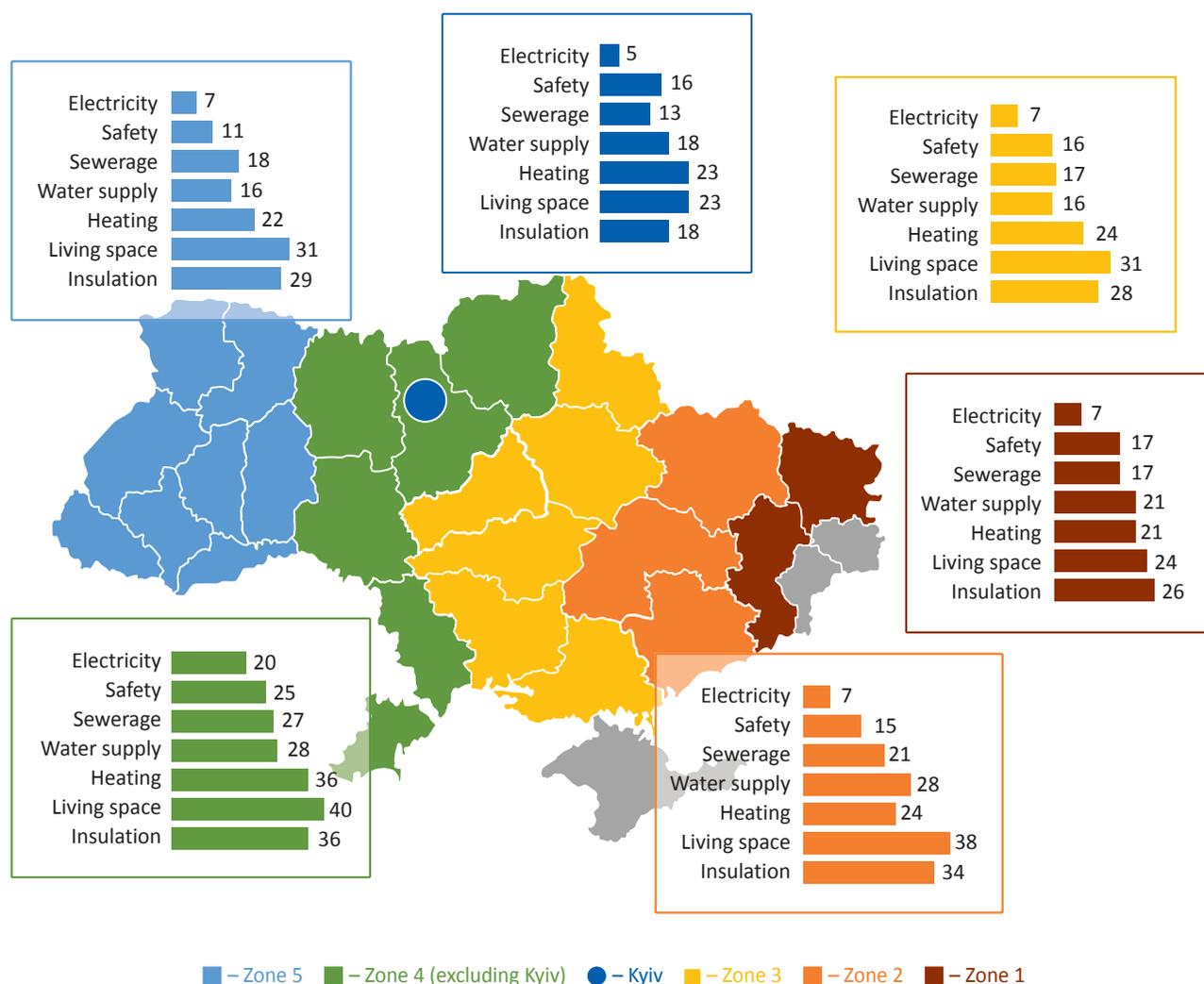
The remaining percentage of respondents expressed dissatisfaction with living conditions. Among these respondents, the level of dissatisfaction was expressed differently across geographic zones (Figure 3.19). In the first zone, ‘not satisfied’ or ‘not fully satisfied’ were the most frequently reported with insulation (26%) and living space (24%). In the second zone, IDPs most frequently reported dissatisfaction with living space (38%), insulation (34%), water supply (28%), and heating (24%). In the third, the fourth, the fifth zones, and in Kyiv, dissatisfaction with living space, insulation, and heating was the most frequently reported.

**Figure 3.18. IDPs’ satisfaction with living conditions, by rounds, % of satisfied**

	Round 6 (June 2017)	Round 7 (September 2017)	Round 8 (December 2017)	Round 9 (March 2018)
Electricity	96	92	93	92
Safety	93	88	90	82
Sewerage	91	89	90	80
Water supply	91	86	86	78
Heating	87	85	83	77
Living space	84	81	84	72
Insulation	86	85	83	72

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

**Figure 3.19. IDPs' dissatisfaction with living conditions, by geographic zones<sup>15</sup>, % of dissatisfied**



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

<sup>15</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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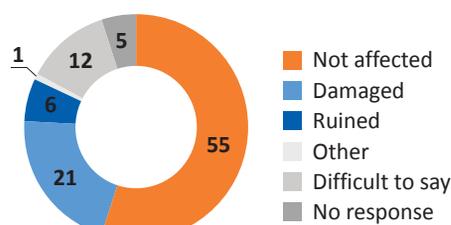
The level of dissatisfaction varied across different types of settlements. The level of dissatisfaction was higher in villages than in large cities and towns. In villages, the dissatisfaction with insulation (41%), sewerage (41%), heating (38%), and water supply (35%) was reported most frequently (Figure 3.20).

Thirty-seven (37%) per cent of IDPs reported having changed their accommodation at least once within the current settlement. High cost of accommodation was the main reason for moving to another dwelling, as reported by 42% of IDPs who moved within their current settlement. Other frequently mentioned reasons were poor living conditions (26%) and eviction initiated by the owner of the housing (23%) (*respondents could choose more than one option*).

The absolute majority of IDPs (87%) owned a dwelling before the displacement and 77% reported having official documentation declaring their ownership.

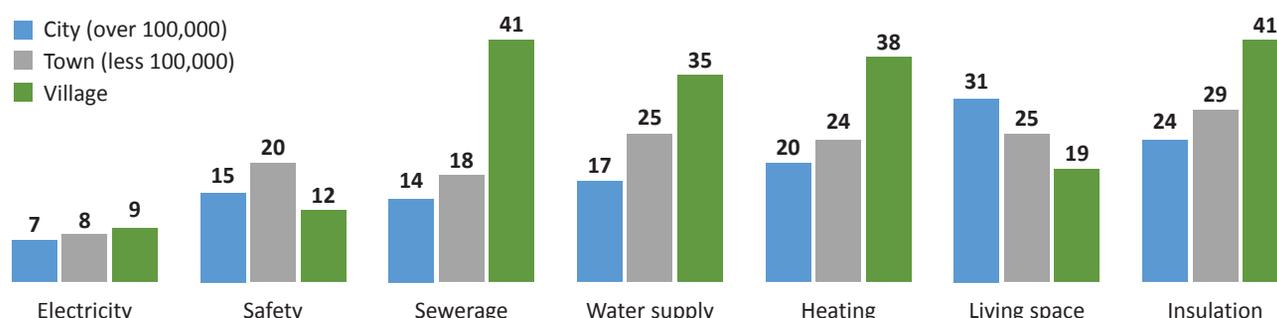
At the time of data collection, about one-fourth of IDPs knew that their dwelling was either ruined (6%) or damaged (21%) and over a half of IDPs (55%) were aware that their dwelling had not been affected by the conflict (Figure 3.21).

**Figure 3.21. The condition of the dwelling where IDPs lived before the displacement, %**



Source: Interviews with IDPs (combined data)

**Figure 3.20. IDPs' dissatisfaction with living conditions, by type of settlement, % of dissatisfied**

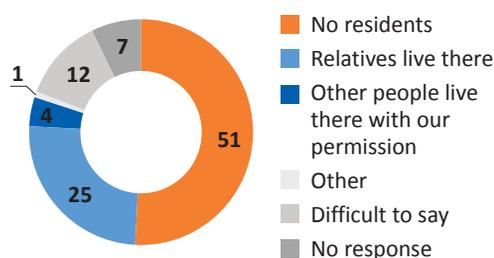


Note: Respondents could choose more than one option  
Source: Interviews with IDPs (combined data)



A half of IDPs (51%) report that their dwelling had remained empty, while 25% had their relatives living in the dwelling, and 4% had their dwelling occupied by other people with their permission (Figure 3.22).

**Figure 3.22. Current residents of the dwelling where IDPs lived before the displacement, %**



Source: Interviews with IDPs (combined data)

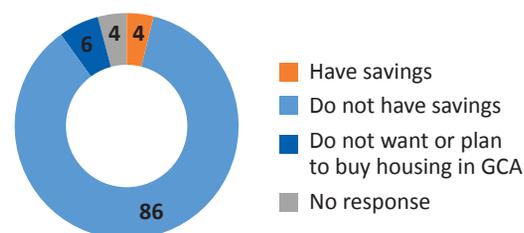
**Key informant (male, 45):**

“What are the specifics of the Program of affordable housing for IDPs? Firstly, this Program offers only primary housing market, which is much more expensive than the secondary one. Secondly, only a limited number of developers can participate in this Program. At the same time, 50% of the cost is paid by the state, and in order to pay the remaining 50% an IDP can get a loan with an annual interest rate of 20%.”

Source: FGDs with KIs

Only 4% of IDPs who were not residing in housing that they owned had savings to buy accommodation in the GCA, 86% could not afford to buy own housing, while only 6% stated that they did not want or plan to buy housing in the GCA (Figure 3.23). Among those IDPs who reported having savings to buy accommodation in the GCA, 34% had up to USD 5,000 and 12% had up to USD 10,000, whereas 54% refused to respond to the question.

**Figure 3.23. IDPs’ savings to buy accommodation in the GCA, % of IDPs NOT living in owned housing**

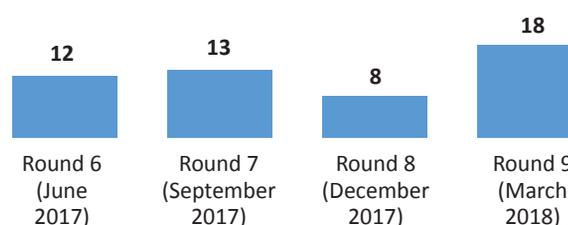


Source: Interviews with IDPs (combined data)

## Suspension of social payments

Eighteen (18%) per cent of IDP households reported facing suspension of social payments since the beginning of the conflict (Figure 3.24). Among these 18%, 60% were in the period from January 2017 to March 2018.

**Figure 3.24. IDPs who have had social payments suspended, by rounds, %**



Source: Interviews with IDPs (combined data)



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The largest number of suspended payments were for monthly housing assistance to IDPs (73%), the share of which increased by 33% compared to the previous round (Figure 3.25). Another frequently mentioned type of suspended social payments was retirement or long service pension, reported by 22%.

**IDP (female, 57) from Donetsk Oblast:**

*“The payments are constantly delayed. After undergoing the inspection for half a year you may not get payments for two months. If a person changes the address of residence, re-registers, then the payments are generally suspended for six months. The suspension of payments may occur if someone goes to the NGCA and does not return on time, and sometimes people don’t even know the reason for suspension.”*

*Source: FGDs with IDPs*

Among those IDPs who faced suspension of social assistance, 68% were aware of the reasons behind the suspension of social payments, which is considerably higher than in the previous rounds (Figure 3.26).

**Figure 3.26. IDPs who were aware of the reasons behind suspension of social payments, % of respondents who have had social payments suspended, by rounds**



*Source: Interviews with IDPs (combined data)*

The majority of IDPs who faced suspension of their social payments (68%) reported that they had been familiar with the procedure for renewing their payments, which is much higher compared to December 2017 (Figure 3.27). In addition, the average duration of suspension was 4.4 months for IDPs who faced suspension of social payments during 2017 and 2018.

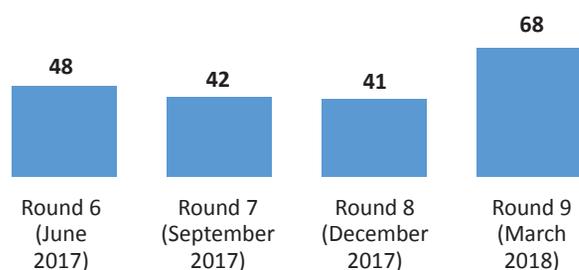
**Figure 3.25. Distribution by types of suspended social payments, % of respondents who have had social payments suspended, by rounds**

	Round 7 (September 2017)	Round 8 (December 2017)	Round 9 (March 2018)
IDP support (monthly housing support for IDPs)	46	40	73
Retirement or long service pension	48	49	22
Disability pension	3	7	4
Allowance for families with children	4	6	6
Other pensions (in connection with the loss of breadwinner, social pension)	1	3	2
Assistance for families with low income	1	0	3
Other	0	1	2

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

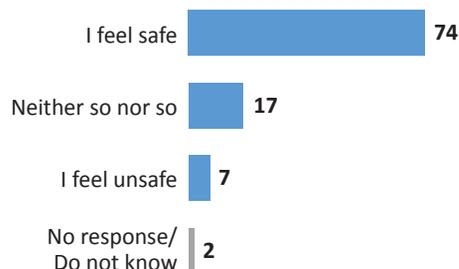


**Figure 3.27. IDPs who were aware about the procedure on how to renew social payments, % of respondents who have had social payments suspended, by rounds**



Source: Interviews with IDPs (combined data)

**Figure 3.29. IDPs' safety assessment of the situation on military actions, %**

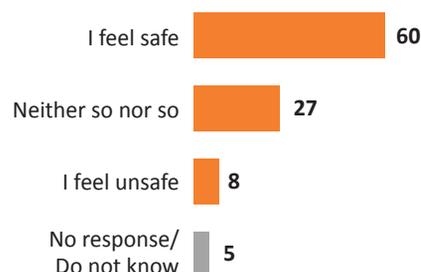


Source: Interviews with IDPs (combined data)

## Safety of the environment and infrastructure

The vast majority of IDPs (70%) felt safe in their current place of residence, although a significant decline was observed in the share of IDPs who reported that they felt safe (Figure 3.28). Compared to the previous round, respondents more frequently noted that they felt unsafe in the evenings and in remote areas of their settlement (22%). In addition, 7% of IDPs reported that they felt unsafe in terms of military actions (Figure 3.29), and 8% felt unsafe in terms of crime actions (Figure 3.30).

**Figure 3.30. IDPs' safety assessment of the situation on crime activities, %**



Source: Interviews with IDPs (combined data)

**Figure 3.28. IDPs' assessment of the safety of the environment and infrastructure of their settlement, by rounds, %**

	Round 6 (June 2017)	Round 7 (September 2017)	Round 8 (December 2017)	Round 9 (March 2018)
I feel safe	91	83	86	70
I feel unsafe in the evenings and in remote areas of the settlement	8	14	10	22
I feel unsafe most of the time	1	3	2	5
Other	0	0	0	0
No response	0	0	2	3

Source: Interviews with IDPs (combined data)



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## Loans and debt obligations

Only 8% of IDPs reported having loans or debt obligations (Figure 3.31). The vast majority (82%) of those IDPs who had loans or debt obligations used bank funds and 15% borrowed from an individual (friends, acquaintances, among others). Other mentioned options were specialized credit and financial institutions (4%), while 1% did not respond to the question (*respondents could choose more than one option*).

IDPs reported borrowing money to buy (15%) or renew (12%) accommodation, buy clothes (11%), pay for healthcare (14%), and satisfy other needs (40%) (*respondents could choose more than one option*). At the same time, 46% noted that they had difficulties with loans or debt obligations, which mainly related to the problems with repayment, as stated by 84% of IDPs who reported having difficulties.

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

*“I wanted to take a UAH 10,000 loan to pay for my mother’s treatment – she had a cataract. I needed this money right away. My salary was high enough to make monthly payments – I could have paid out a thousand hryvnas per month. I calculated everything and wanted to take my mother to the hospital for surgery. But all the banks refused to give me a loan.”*

*Source: FGDs with IDPs*

**Figure 3.31. IDP households with loans or debts, by rounds, %**

	Round 6 (June 2017)	Round 7 (September 2017)	Round 8 (December 2017)	Round 9 (March 2018)
Had loans or debts	5	3	4	8
Did not have	94	97	94	89
No response	1	0	2	3

*Source: Interviews with IDPs (combined data)*



## 4. ACCESS TO SOCIAL SERVICES

The level of satisfaction with access to basic social services among IDPs has decreased since December 2017. IDPs were most satisfied with access to education (80%), and were least satisfied with availability of employment opportunities (56%) (Figure 4.1). Key informants also assess IDPs' access to employment as restricted as well as housing, 'fully accessible' was reported only by 35% and 26% respectively. Areas such as health care services, education, social protection, and social services were assessed as more accessible (65% and higher) (Source: Face-to-face interviews with key informants).

Having a closer look at the different aspects of healthcare, cost of medicine and services were the categories with the lowest level of satisfaction among IDPs. When asking IDPs about their satisfaction with different aspects of healthcare in their current place of residence, the substantial portion of IDPs reported 'not satisfied' with the cost of medicine and services, 60% and 49% respectively (Figure 4.2). Generally, IDPs are mainly satisfied with proximity to the near-

est facilities, 'satisfied' was reported by 62%, slightly less satisfied with hospital facilities (55%), availability of necessary staff (51%), availability of medicine (49%), and level of staff qualification (47%). Thus, based on the data received healthcare appears to be generally accessible, but not affordable for many IDPs. On the other hand, the level of satisfaction is expressed differently across different types of settlements, 'not satisfied' with almost all aspects of healthcare was more frequently reported by IDPs residing in rural areas (proximity to the nearest facilities and its quality, level of staff qualification, availability of staff, medicine, and specialized care).

### IDP (female, 47) from Donetsk Oblast:

*"We had a three-in-one doctor. He is a gynecologist, a traumatologist and can also be a therapist. In fact, cannot help with anything."*

Source: FGDs with IDPs

**Figure 4.1. IDPs' satisfaction with the accessibility of basic social services, by rounds,% of satisfied among those respondents who expressed a need for a particular type of service**

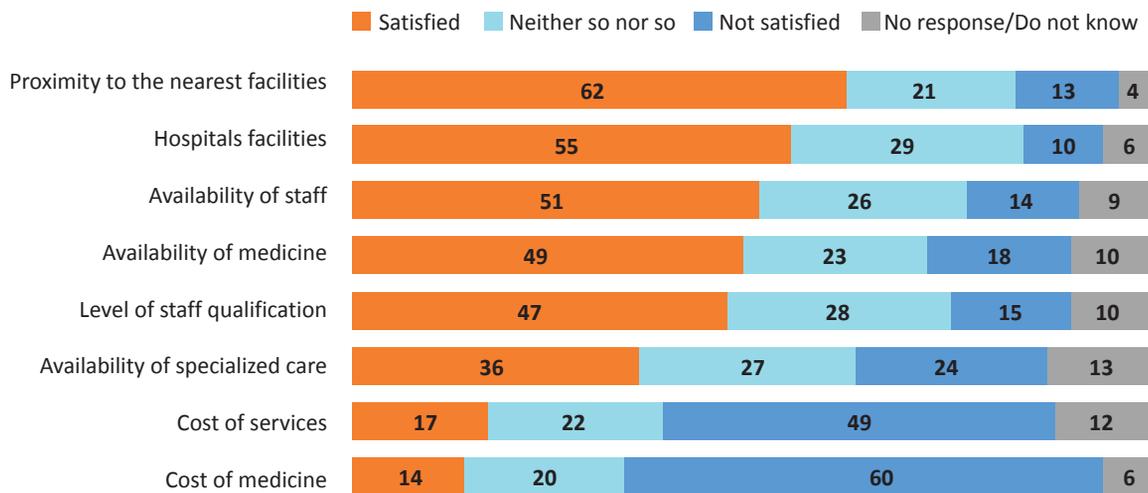
	Round 6 (June 2017)	Round 7 (September 2017)	Round 8 (December 2017)	Round 9 (March 2018)
Possibilities to obtain education and enroll children in schools/ kindergartens	84	89	90	80
Accessibility of administrative services	84	81	81	69
Possibility of receiving a pension or social assistance	79	74	79	68
Accessibility of health care services	88	84	85	62
Availability of employment opportunities	69	66	69	56

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



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**Figure 4.2. IDPs’ satisfaction with different aspects of healthcare in their current place of residence, % of respondents who expressed a need for a particular type of service**



Source: Interviews with IDPs (combined data)

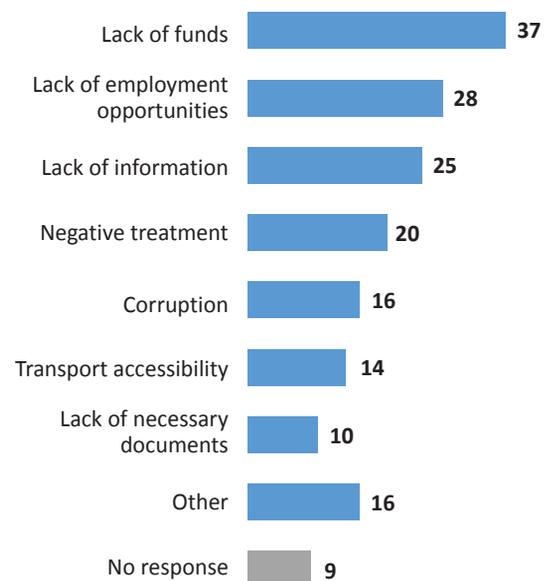
**Key informant (female, 58):**

*“The cost of treatment is unaffordable for anyone. There are so many people left alone to face their problems! They understand that no matter where they go, all they will hear will be “money, money”. And now they just simply get used to the fact that they are dying. That’s it. That’s all the help they get.”*

Source: FGDs with KIs

Dissatisfaction with access to basic social services among IDPs was mainly due to lack of funds (this reason was mentioned by 37%) (Figure 4.3). Other frequently mentioned reasons were lack of employment opportunities (28%), lack of information (25%), and negative treatment (20%). Relatively less often dissatisfaction was due to corruption (16%), transport accessibility (14%), lack of necessary documents (10%).

**Figure 4.3. Reasons for dissatisfaction when accessing public services, % of those who dissatisfied with accessibility of at least one type of social services**



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



Generally, facilities providing basic social services were geographically accessible to IDPs. The vast majority of IDPs had a public transport stop or grocery store within a 15-minute walking distance, and pharmacy, healthcare or educational institution within a 30-minute walking distance (Figure 4.4). IDPs residing in large cities more frequently reported that they had the mentioned facilities within a 15-min-

ute walking distance than those IDPs who reside in towns or rural areas. The major difference was in the distance to the nearest hospital, while in large cities and towns the majority of IDPs (79% and 77% respectively) reported that they had a clinic or hospital located in a 30 minutes' walk, the largest share of IDPs in villages (35%) reported that had the nearest clinic or hospital in above one-hour walk.

**Figure 4.4. Distance to infrastructure facilities, %**

	Public transport stop	Grocery store / supermarket / market	Pharmacy	School / Kindergarten	Clinic / hospital
Up to 15 minutes by foot	76	74	62	49	37
15–30 minutes	19	22	29	29	38
30–60 minutes	2	2	6	6	16
Above 1 hour by foot	0	1	2	2	7
Do not know	1	0	1	12	2
No response	2	1	0	2	0

*Source: Interviews with IDPs (combined data)*



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## 5. IDP MOBILITY

### Displacement

The share of IDPs who reported that they had been staying in their current place of residence for over three years reached almost half of all respondents (48%), and 70% of IDPs have been staying in the same place for more than 30 months (Figure 5.1).

tion not to return even after the end of the conflict, which is 10% higher than in the previous round. In Round 9, for the first time the portion of IDPs who stated their intention not to return exceed the portion of those IDPs who have an intention to return after the end of the conflict. At the same time, the share of IDPs who chose the response ‘difficult

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

	Round 6 (June 2017)	Round 7 (September 2017)	Round 8 (December 2017)	Round 9 (March 2018)
Up to 6 months	5	3	3	4
7–12 months	10	6	6	5
13–18 months	4	4	2	4
19–24 months	13	10	10	8
25–30 months	28	11	8	4
31–36 months	36	49	42	22
More than 36 months	1	15	25	48
No response	3	2	4	5

Source: Interviews with IDPs (combined data)

### Intentions on return

The share of IDPs who reported their intention to return to their places of residence before the displacement after the end of the conflict was 25%, the same as in the previous round (Figure 5.2). On the other hand, 38% of IDPs expressed an inten-

to answer’ was as high as 20%. These results might indicate the uncertainty of IDPs’ about their future, 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 (81%) stated an intention to stay in their current place of residence. Others mentioned return

**Figure 5.2. General IDP intentions on returning to live in the place of residence before the displacement, by rounds, %**

	Round 7 (September 2017)	Round 8 (December 2017)	Round 9 (March 2018)
Yes, in the near future	1	2	1
Yes, after the end of conflict	32	25	25
Yes, maybe in the future	17	18	14
No	29	28	38
Difficult to answer	21	25	20
No response	0	2	2

Source: Interviews with IDPs (combined data)

to place of residence before the displacement (3%), move to another oblast (move across Ukraine) (2%), 'other' (3%), 'Difficult to answer' (9%), and 2% did not respond to the question.

The intention to stay was considerably higher among IDP who resided further away from the NGCA (Figure 5.3). These results remained consistent across all NMS rounds. In addition, data demonstrated that over half (55%) of IDPs had close family members who were currently residing in the NGCA. IDPs who had close family residing in the NGCA more frequent-

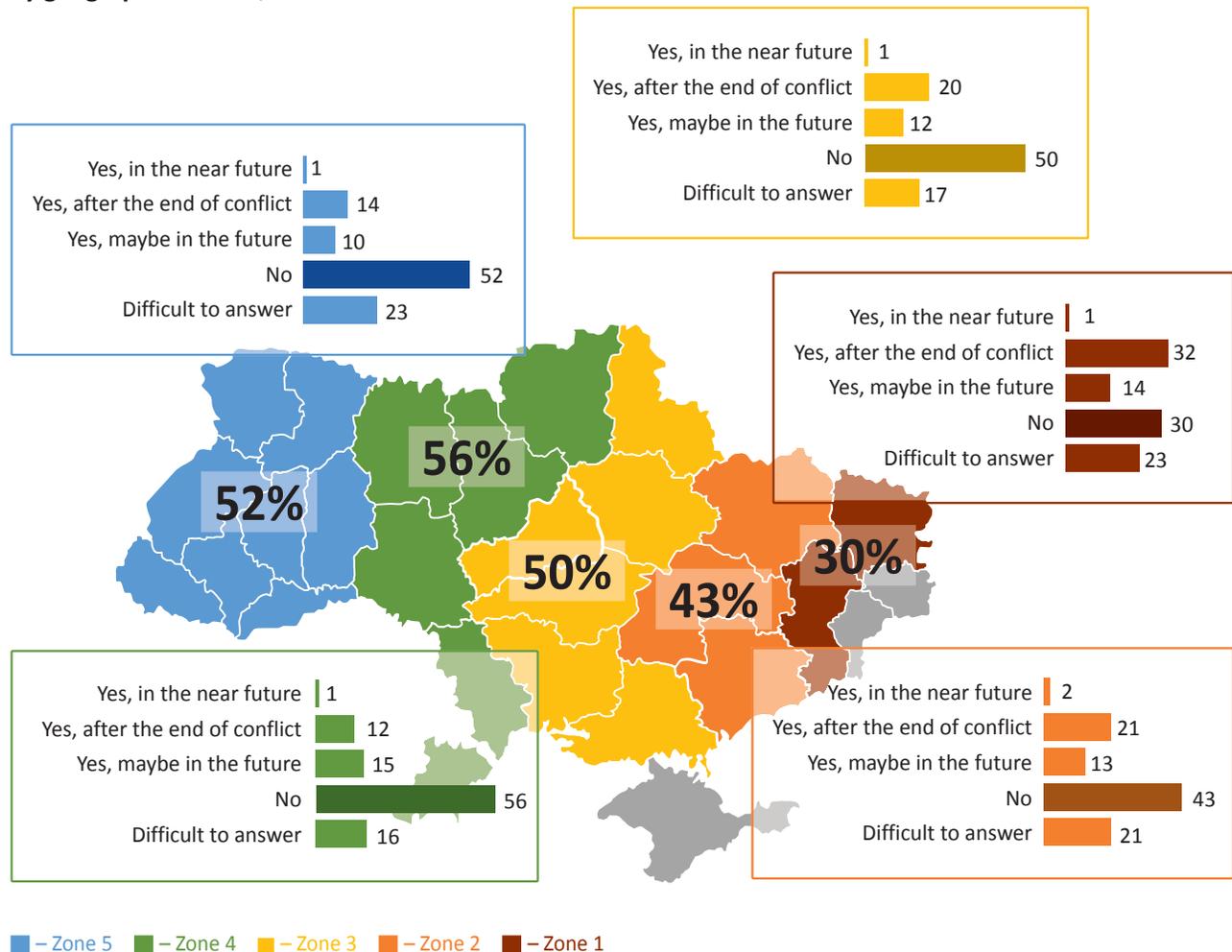
ly expressed their intention on returning (47%) than those IDPs who have no close family there (32%).

**IDP (male, 51) from Donetsk Oblast:**

*"The only thing that holds you back and connects to the NGCA is your own place of living. I was born there and lived there. My whole life was there. Relatives and real estate are two factors that make you return there."*

Source: FGDs with IDPs

**Figure 5.3. IDPs' intentions to return to live in their place of residence before the displacement, by geographic zones<sup>16</sup>, %**



Source: Interviews with IDPs (combined data)

16 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, Zakarpattya, 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. Forty-eight (48%) per cent of IDPs reported that they had nothing against working abroad, but personally, they were not going to move abroad, and 28% stated that they would never work abroad (Figure 5.4). Only 1% of IDPs reported that they had already found a job abroad and are about to move, 5% noted that they had an intention to find a job abroad soon. The changes are minor compared to the previous round.

### IDP (male, 30) from Luhansk Oblast:

*“Before it all started I had an opportunity to go to Russia to work on a well. There you would work for one month, and stay at home for the next one. But since 2014 this opportunity is no longer available because I don’t have a residence permit. Being from Ukraine, you cannot just go and work there.”*

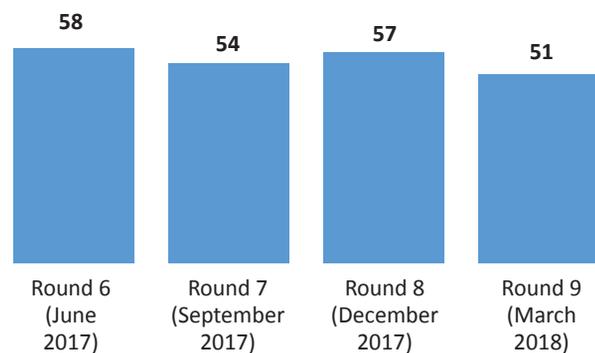
Source: FGDs with IDPs

Only 3% of key informants reported that IDPs from their oblast had gone to other countries for work within the past three months. A total of 25% of key informants indicated that employment abroad advertisement were available in their settlements (Source: Face-to-face interviews with key informants).

## Visits to places of residence before the displacement

The share of IDPs who visited their place of residence after becoming displaced was 51% in Round 9 (Figure 5.5). The changes were minor throughout the survey period.

Figure 5.5. Share of IDPs who visited their places of living before the displacement, by rounds, %



Source: Interviews with IDPs (combined data)

Figure 5.4. General IDP intentions to find a job abroad, by rounds, %

	Round 8 (December 2017)	Round 9 (March 2018)
Had already found a job abroad and are about to move	1	1
Had an intention to find a job abroad soon	4	5
Have nothing against working abroad, but personally they are not going to	45	48
Would never work abroad	31	28
Other	0	2
Difficult to answer	8	10
No response	11	6

Source: Interviews with IDPs (combined data)



The main reasons to travel to the NGCA were visiting and maintaining housing (62%), visiting friends or family (57%), and transportation of belongings (28%) (Figure 5.6). These results remain consistent across the survey period.

For IDPs who did not visit the NGCA since the displacement, their main reason for not going back was the perception that it was ‘life-threatening’, as reported by 55% of respondents (Figure 5.7).

**Figure 5.6. Reasons for IDPs to visit the NGCA since the displacement, % of respondents who are visiting the NGCA, by rounds**

	Round 6 (June 2017)	Round 7 (September 2017)	Round 8 (December 2017)	Round 9 (March 2018)
Visiting and/or maintaining housing	75	75	75	62
Visiting friends and/or family	53	54	58	57
Transportation of belongings	26	25	22	28
Special occasions, such as weddings or funerals	6	7	4	5
Research of return opportunities	5	7	4	4
Operations with property (sale, rent)	2	2	1	2
Other	1	1	2	3
No response	2	1	6	1

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

**Figure 5.7. Reasons for IDPs NOT to visit the NGCA after the displacement, % of IDPs who did not visit the NGCA, by rounds**

	Round 6 (June 2017)	Round 7 (September 2017)	Round 8 (December 2017)	Round 9 (March 2018)
Life-threatening	44	33	36	55
Because of political reasons	16	20	16	27
Because of the lack of financial possibilities	11	13	15	18
No property remains and/or no relatives or friends remain	10	10	14	14
Because of health reasons	9	13	8	13
Other	7	9	3	10
No response	3	2	8	8

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



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The major barriers identified by IDPs visiting the NGCA remained queues at the checkpoints along the contact line and lack of transportation (Figure 5.8). The number of individuals citing lack of transportation and fear for life increased compared to the previous round.

The data from the survey of people crossing the contact line showed that the reasons why respondents

chose the certain checkpoint were mainly the proximity to a place of residence and place of destination, reported by 56% and 53% respectively (Figure 5.9). ‘Gnutove’ is the checkpoint which was most frequently chosen because of shorter queues (36%) and shorter crossing time (29%), while ‘Stanytsia Luhanska’, being the only checkpoint in the Luhansk Oblast, was frequently chosen because of cheaper transportation (44%).

**Figure 5.8. Most significant barriers to visit the NGCA as reported by respondents who visited the NGCA since the displacement, by rounds, %**

	Round 6 (June 2017)	Round 7 (September 2017)	Round 8 (December 2017)	Round 9 (March 2018)
Queues on the contact line	55	55	63	61
Availability of transportation	30	26	24	37
Fear for life	21	13	12	25
Health status	13	10	16	12
Problems with registration crossing documents	6	11	3	9
Fear of robbery	3	3	2	3
Fear of violence	2	2	2	3
Other	2	2	2	7
No response	2	1	5	1
Had no barriers	16	30	25	18

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

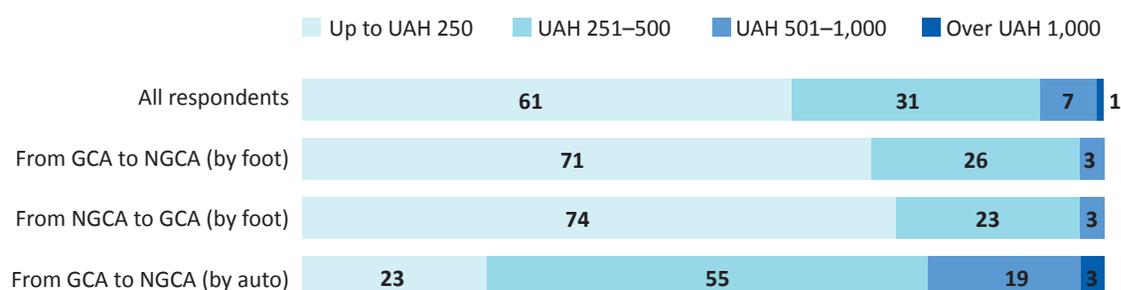
**Figure 5.9. Reasons to travel through the certain checkpoint, %**

	Total	Stanytsya Luhanska	Gnutove	Mayorske	Mariinka	Novotroitske
Close to the place of residence	56	71	49	95	26	31
Close to the place of destination	53	56	29	6	84	82
Cheaper transportation	12	44	3	0	4	4
Shorter queue	9	2	36	0	12	9
Shorter crossing time	8	4	29	0	7	12
Available transportation	2	2	4	0	2	6
Better waiting conditions	1	0	3	0	1	4
Better security situation	1	0	3	0	1	2
There is no other checkpoint	7	30	0	0	0	0
Other	1	1	2	0	0	2
Difficult to answer	1	0	2	0	0	1

*Note: Respondents could choose more than one option  
Source: Interviews with people crossing the contact line*



**Figure 5.10. Cost of the current one-way trip, by direction and way of transportation, %**

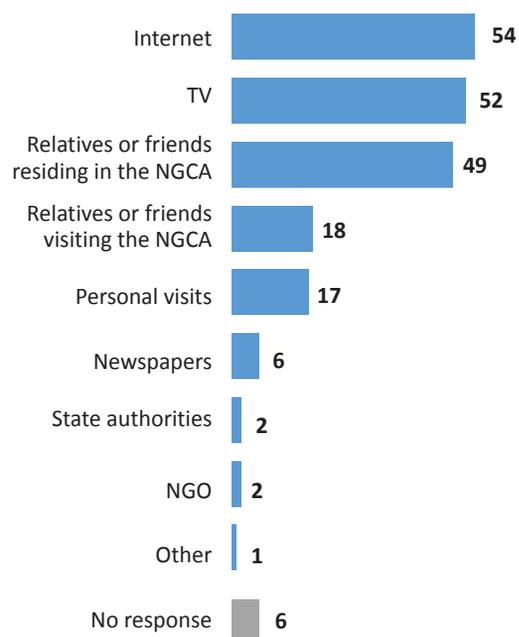


Source: Interviews with people crossing the contact line

Sixty-one (61%) per cent of all surveyed respondents crossing the contact line reported that they spent up to UAH 250 on their current trip (Figure 5.10). The expenditures differ depending on the way of crossing, i.e. by car or on foot. The largest share (55%) of respondents who were travelling to the NGCA by car reported spending up to UAH 500 on their current trip, while 71% of respondents who were travelling to the NGCA on foot reported spending up to UAH 250.

The main sources of information for IDPs on the situation in the NGCA were Internet (54%), television (52%), and relatives or friends residing in the NGCA (49%) (Figure 5.11).

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



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



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## 6. INTEGRATION INTO LOCAL COMMUNITIES

### Integration rates

In Round 9, the share of IDPs who reported that they had integrated into their local community significantly decreased from the previous round, while the share of those IDPs who reported that they had partly integrated considerably increased (Figure 6.1). Generally, the total share (80%) of IDPs who reported some level of integration did not change drastically, the rate was similar to the results from the NMS Round 7 (86%). At the same time, there was a change towards more moderate responses. The share of IDPs who reported that they had not integrated was 14%, which is similar to the results of the Round 7.

When comparing among those respondents who also were surveyed in the previous round for the purpose of ensuring a more accurate assessment of changes between the adjacent rounds, there is also a decrease in the share of IDPs who reported that they had integrated, specifically from 64% to 35% and an increase in the share of IDPs who reported that they had partly integrated, from 28% to 46%. The shift towards more moderate responses is observed.

Data from the key informants interviews showed the same pattern, a 27% decrease in the share of ‘yes’ answers compared to the previous round and a 23% increase in the share of key informants who reported that IDPs were partly integrated into their local communities (Figure 6.2).

**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)	Round 9 (March 2018)
Yes	56	68	59	65	38
Partly	32	25	27	27	42
No	11	6	13	7	14
No response	1	1	1	1	6

Source: Face-to-face interviews with IDPs

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

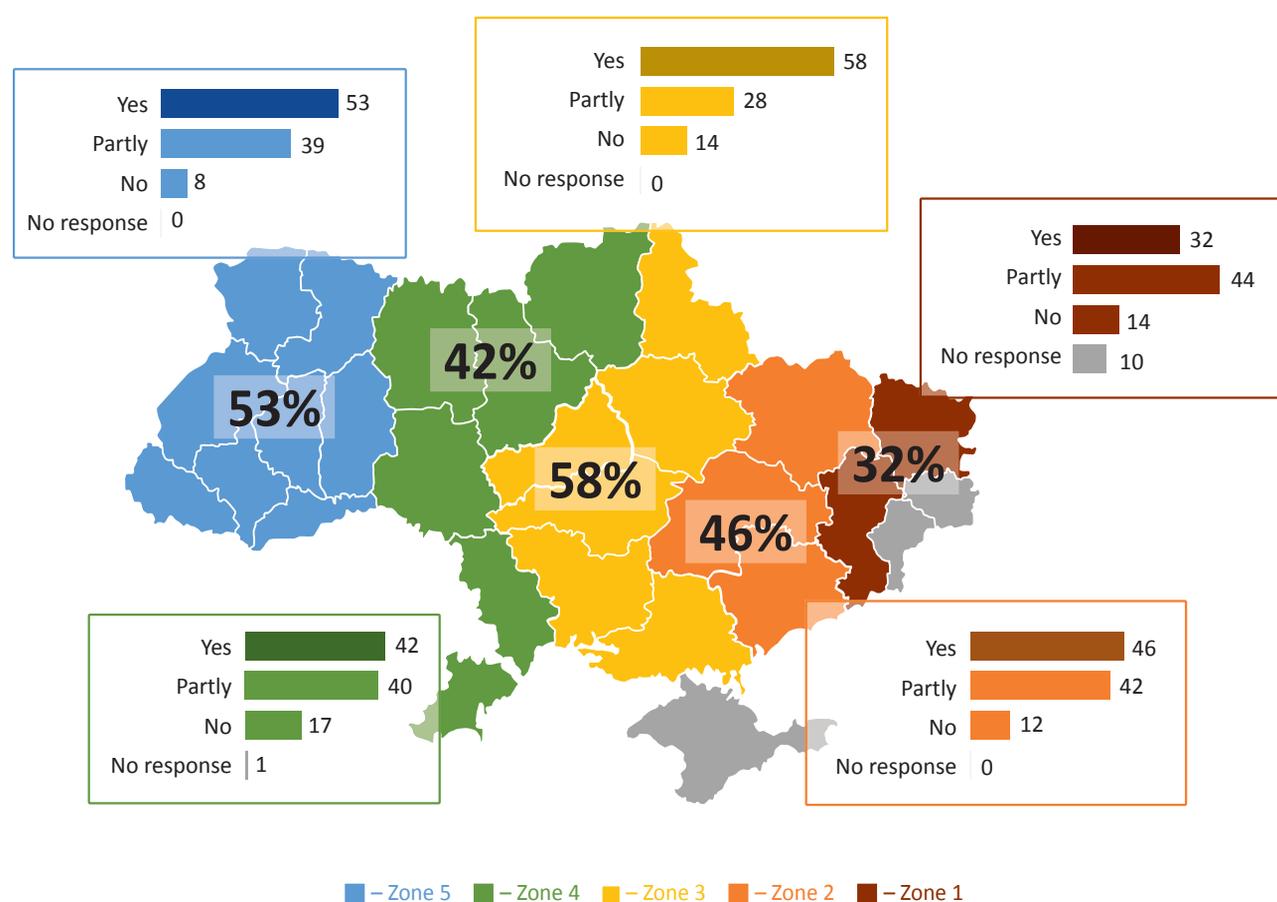
	Round 6 (June 2017)	Round 7 (September 2017)	Round 8 (December 2017)	Round 9 (March 2018)
Yes	45	58	54	27
Partly	46	37	39	62
No	4	2	2	4
No response	5	3	5	7

Source: Face-to-face interviews with key informants

The major shift towards more moderate responses was observed among IDPs who resided in the first geographic zone, specifically from 83% to 32% in

the share of those who reported being integrated and from 12% to 44% in the share of those who reported being partly integrated (Figure 6.3).

**Figure 6.3. IDPs' self-assessment of their integration in the local community, by geographic zones<sup>17</sup>, %**



Source: Face-to-face interviews with IDPs

17 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.



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The main conditions for successful integration indicated by IDPs were housing (82%), regular income (62%), and employment (53%), which remained consistent throughout all NMS rounds (Figure 6.4). Although compared to the previous round there was a substantial increase in the share of IDPs who mentioned ‘family and friends in the same place’ as a necessary condition for integration, reported by 47% of surveyed IDPs. Furthermore, compared to the previous round, ‘family and friends being in the same place’ was also more frequently reported among those IDPs who were surveyed in the previous round, specifically from 35% to 51%. Thus, with over three and a half years of the displacement, the social aspect of IDP integration is gaining in importance.

Having a closer look at the different aspects of social integration of IDPs into the host communities, in particular, social surroundings, level of trust, and sense of belonging, the data demonstrated that generally, IDPs residing in rural areas were better integrated socially. Fifty-nine (59%) per cent of all surveyed IDPs noted that among people they regularly interact with almost all or far more than a half belongs to the local population (Figure 6.5). This rate is far higher among IDPs residing in villages (82%). Only 2% of all IDPs who took part in the survey said they had no interaction with members of their host community.

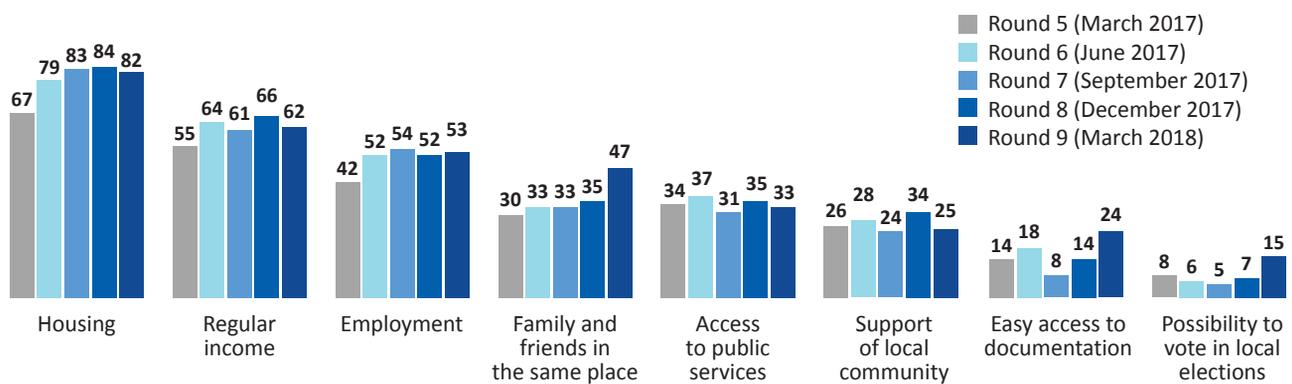
The data indicated that the sense of trust was rather strong among IDPs and the host community. Fifty-six (56%) per cent of IDPs reported a certain level of trust towards locals in their current place of residence (values 1 and 2 on a five-point scales), 52% to people in their neighbourhood and 54% to co-workers (Figure 6.6). The share of IDPs reporting trust to local population and people in their neighbourhood, was higher among IDPs residing in villages, 81% and 79% respectively.

**Key informant (male, 47):**

*“IDPs are in a much worse situation than locals. They are cut off from their relatives, there is no one to support them. My son can visit me, since I live next to him. And they do not have their family near to support them.”*

Source: FGDs with KIs

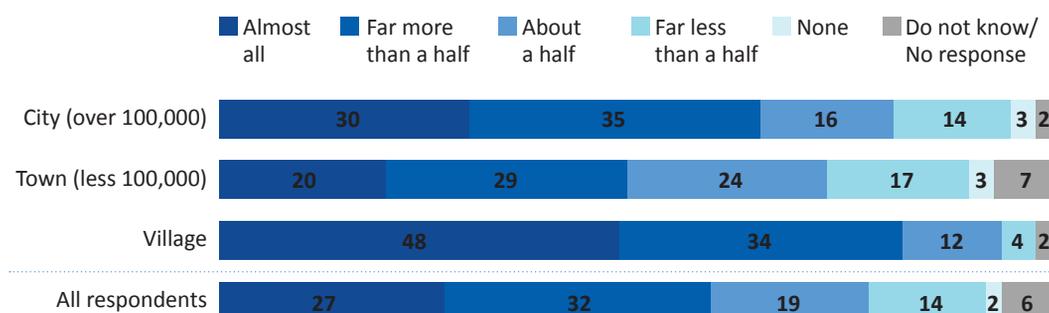
**Figure 6.4. IDP conditions for integration in the local community, by rounds, %**



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

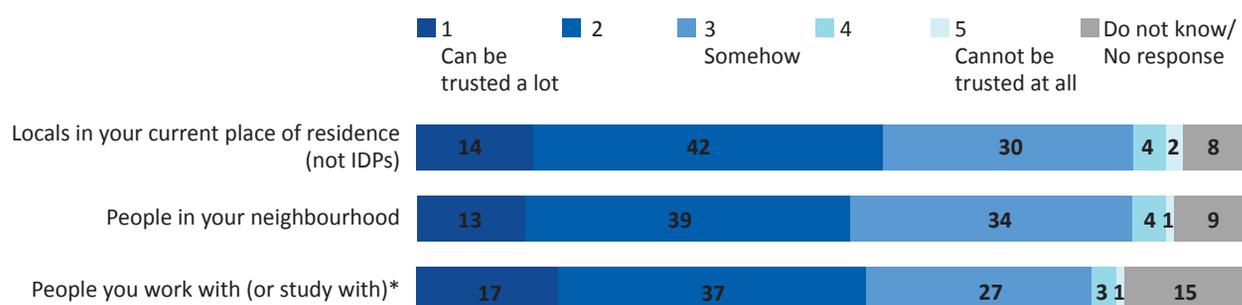


**Figure 6.5. The share of the local population IDPs regularly interact with, by settlement type, %**



Source: Face-to-face interviews with IDPs

**Figure 6.6. The IDPs' level of trust to the local population, %**



Source: Face-to-face interviews with IDPs

\*The question was only asked if IDPs were working or studying at the moment the survey was conducted

**IDP (female, 52) from Donetsk Oblast:**

*“We have a good relationship with neighbours, they invited us to celebrate the New Year. We also get together with colleagues. Once we went to the theater with the head of the District Council.”*

Source: FGDs with IDPs



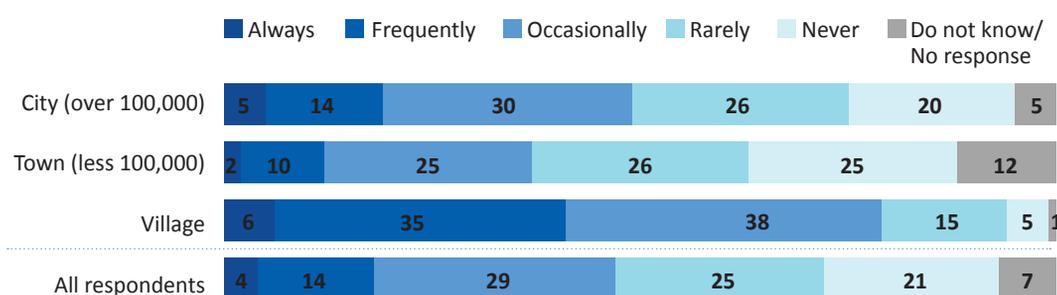
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Examining further the level of trust, far fewer IDPs reported relying on host community members for everyday favours such as transportation, borrowing money, or childcare. Eighteen (18%) per cent of all surveyed IDPs reported relying on the local population ‘always’ or ‘frequently’, while ‘rarely’ or ‘never’ were reported by 46% of all IDPs who took part in the survey (Figure 6.7). The share of IDPs who noted that they relied ‘always’ or ‘frequently’ on host com-

munity members for everyday favours is substantially higher among IDPs residing in villages (41%).

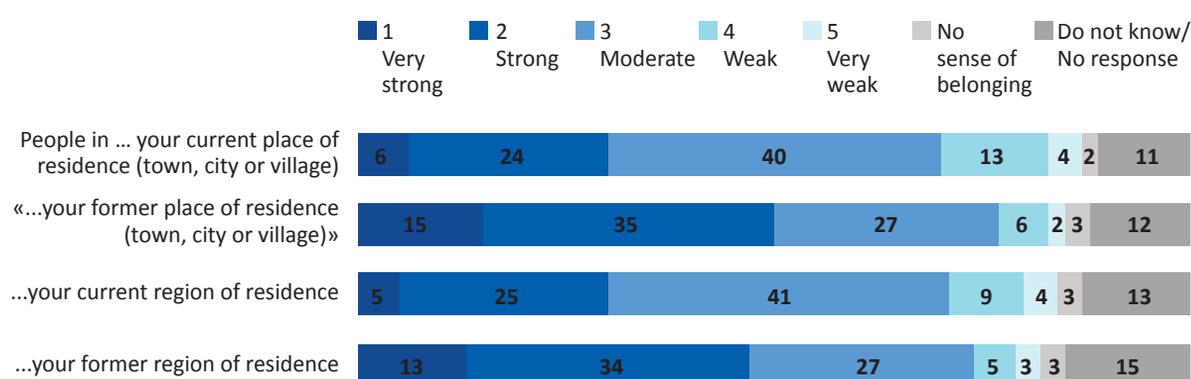
The data indicated that IDPs still had a stronger sense of belonging to people in their former place of residence than to people in their current residence. In total, ‘very strong’ or ‘strong’ sense of belonging to people in the former place of residence was reported by 50% of IDPs, compared to 30% to people in the current place of residence (Figure 6.8).

**Figure 6.7. Frequency of IDPs reliance on locals for an everyday favour, in the past 6 months, by settlement type, %**



Source: Face-to-face interviews with IDPs

**Figure 6.8. Strength of IDPs’ sense of belonging to people in current/former place of resident, %**



Source: Face-to-face interviews with IDPs



## Discrimination

The share of IDPs who reported perceived discrimination or the feeling of being treated unfairly based on their IDP status was 13% in Round 9 (Figure 6.9), a minor difference compared to the previous round.

Perceptions of discrimination or unfair treatment noted by IDPs concerned interaction with the local population (32%), healthcare (31%), and education (29%) (Figure 6.10). In general, the changes are observed in terms of spheres of perceived discrimination. In the past several NMS rounds, IDPs most frequently reported that they felt discriminated against based on their IDP status in spheres of housing and employment. In the current round the largest share of IDPs felt discriminated in their interac-

tions with the local population (32%). The data continue to indicate an importance of the social aspect of IDP integration as well as a considerable decrease in the share of IDPs who reported perceived discrimination in relation to the housing (from 50% to 25%) and to employment (from 19% to 8%) (Figure 6.10).

### IDP (female, 47) from Donetsk Oblast:

*“My son had problems at school. He was bullied and it was so tough that we even had to change schools. My son said, “I will never tell anyone where I come from”. And it seems he has erased it from his memory.”*

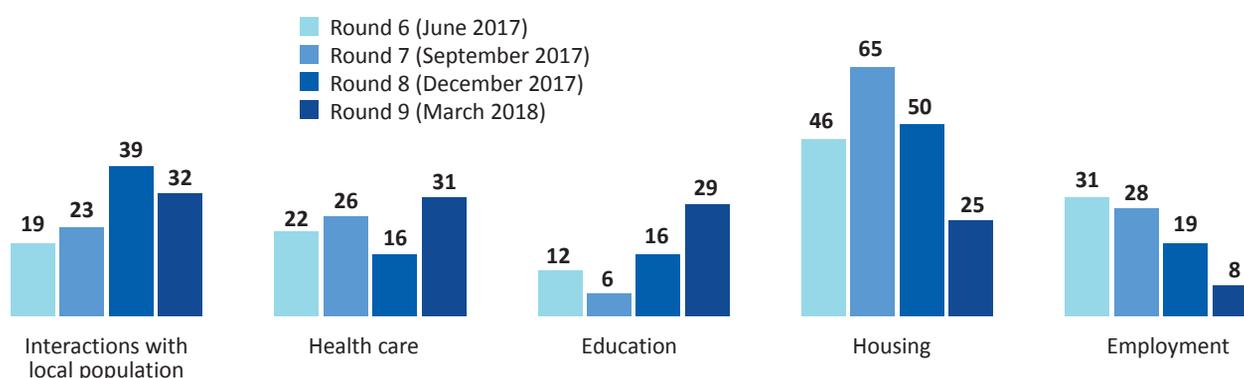
Source: FGDs with IDPs

Figure 6.9. Distribution of IDPs by perceived discrimination based on their IDP status, by rounds, %

	Round 4 (September 2016)	Round 5 (March 2017)	Round 6 (June 2017)	Round 7 (September 2017)	Round 8 (December 2017)	Round 9 (March 2018)
Yes	9	18	10	15	14	13
No	90	77	86	84	85	81
No response	1	5	4	1	1	6

Source: Face-to-face interviews with IDPs

Figure 6.10. Spheres of discrimination, by rounds, % of IDPs who experienced perceived discrimination



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



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The data showed an association between lack of trust to the host community and perceptions of discrimination or unfair treatment. Compared to all surveyed respondents, IDPs who reported that locals in their current place of residence could not be trusted more frequently reported being treated unfairly or feeling discriminated. In particular, among IDPs who noted a lack of trust (values 4 and 5 on a five-point scales), 35% reported instances of feeling discriminated against, while among all surveyed IDPs 13% reported being treated unfairly or feeling discriminated.

According to key informants, known cases of discrimination were reported by 8% and mainly concerned communications with the local population (25%), access to social benefits and IDP documentation processing by authorities (23%), as well as housing (20%) and employment (16%) (Source: Face-to-face interviews with key informants, respondents could choose more than one option).

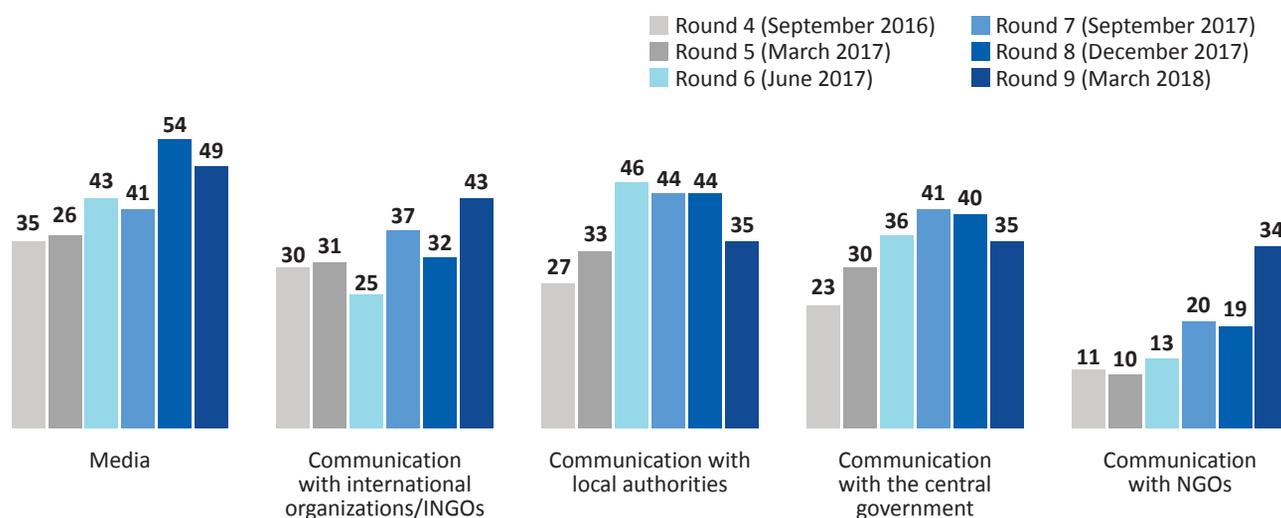
The perceived discrimination reported by IDPs could also be explained by the suspension of social payments, as IDPs who reported perceived discrimination more frequently, also reported facing suspension of

social payments. In particular, among IDPs who noted instances of feeling discriminated against, 43% reported that they had faced suspension of social payments, while among all surveyed IDPs 24% reported that they had faced suspension of social payments. These results are consistent with the results of previous rounds. 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>18</sup>.

According to IDPs, the most effective channels for sharing existing issues faced by IDPs with the public were informing the media (49%), communication with international organizations and international non-governmental organizations (43%), communication with local authorities (35%), and with the central government (35%) (Figure 6.11).

18 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>

**Figure 6.11. 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



**Key informant (female, 30):**

*“As far as I know, the inspections got worse. Perhaps the law has changed, I do not know. They come and check whether you are at home. In my case, my mother was at home, they came and left a note saying – you were not at home, you should come and check in within 3 days. They didn’t even knock on the door! She was at home the whole day. And they treat us as if we are prisoners required to stay at home and report every 3 months.”*

Source: FGDs with KIs

**IDP (male, 51) from Donetsk Oblast:**

*“No one should spread negative information among people. To call someone a separatist and someone a good person. The media spreads all these claims and labels just provoke conflict. What’s the point in stirring up the people?”*

Source: FGDs with IDPs

## Electoral rights

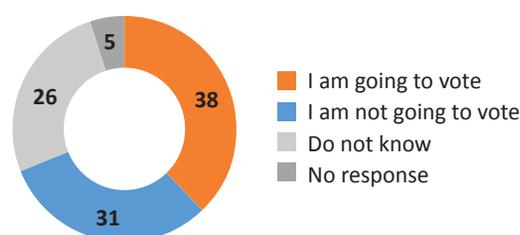
The Constitution of Ukraine grants equal rights for all citizens, including electoral rights. Furthermore, political participation is a necessary condition for IDP integration into the local communities. IDPs exercise their right to vote according to the procedure for temporary changing the voting place without changing the voting address in accordance with the Law of Ukraine ‘On ensuring the rights and freedoms of internally displaced persons’. The procedure requires submission of a written request as well as copies of a passport and documents confirming the need to change the place for voting: travel document, a certificate from a place of study, lease contract, etc. There is an exemption for IDPs whose voting address is the Autonomous Republic of Crimea and the city of Sevastopol from sub-

mission of the supporting documents to confirm the need for a temporary change of the place for voting. However, lost or destroyed identity documents, absence of a lease contract, lack of awareness of the procedure for voting in the displacement prevents IDPs from the active participation in the elections despite the existing procedure.

In practice IDPs face several obstacles that prevent them from exercising their right to vote, especially during the parliamentary elections in single-mandate districts and in local elections. In accordance with the Central Election Commission, IDPs are not eligible to vote in elections that 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, therefore they cannot register.

Thirty-eight (38%) per cent of interviewed IDPs stated their intention to vote in the next presidential and parliamentary elections in Ukraine, while 31% have no intention to vote and 26% did not decide (Figure 6.12).

**Figure 6.12. IDPs’ intention to vote in the next presidential and parliamentary elections of Ukraine, %**



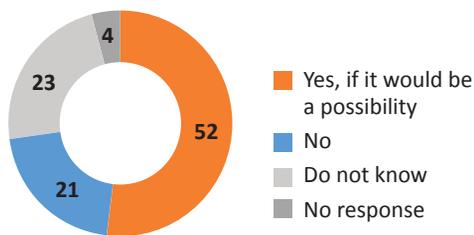
Source: Face-to-face interviews with IDPs



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In addition, 52% stated that they would vote in the next local elections if there was such a possibility (Figure 6.13).

**Figure 6.13. IDPs' intention to vote in the next local election in their current place of residence, if there was such a possibility, %**

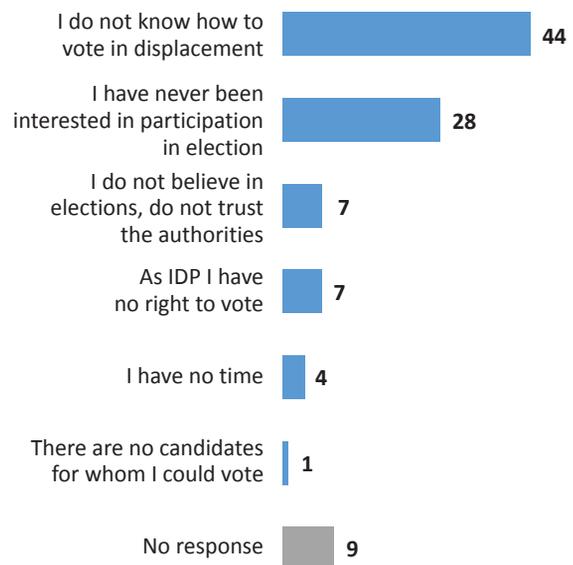


Source: Face-to-face interviews with IDPs

The most common reasons for intending not to vote in the next presidential and parliamentary elections was lack of awareness on the procedure for voting in the displacement (44%). Furthermore, 7% had a notion that as an IDP they had not a right to vote in the elections (Figure 6.14). The second most frequently mentioned reason was lack of interest in elections in general (28%). In addition, for 7% of IDPs the reason not to vote was lack of trust in authorities.

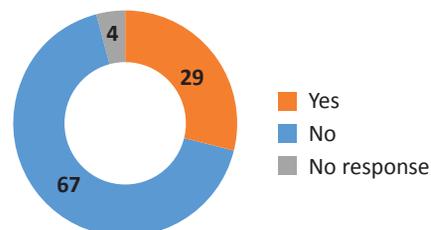
In general, only 29% of IDPs reported being aware of the procedure for voting in the displacement, while 67% of IDPs did not know how to vote in their current place of residence (Figure 6.15). The data showed an association between the voting intention and awareness of the procedure. Compared to all respondents who stated an intention regarding the next presidential and parliamentary elections, IDPs who reported awareness of the voting procedure more frequently reported an intention to vote. In particular, among IDPs who stated being familiar with the voting procedure, 76% reported an intention to vote, while among all respondents who stated their intention regarding the next elections, 52% stated their intention to vote and 44% among those IDPs who noted that they were not familiar with the voting procedure.

**Figure 6.14. Reasons for not going to vote in the next presidential and parliamentary elections, % of those intending not to vote**



Source: Face-to-face interviews with IDPs

**Figure 6.15. IDPs' awareness of procedure for voting in the displacement in the presidential and parliamentary elections, %**



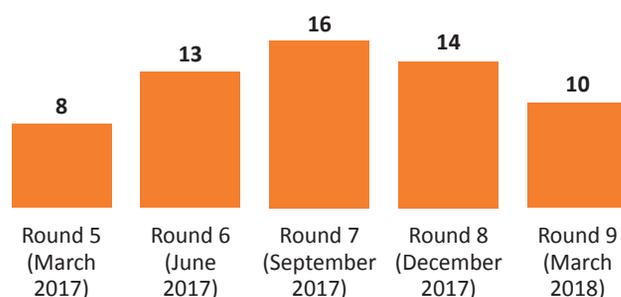
Source: Face-to-face interviews with IDPs



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

During the implementation of the telephone survey in February 2018, interruption of mobile services was experienced in Donetsk Oblast (NGCA). As a result, compared to the previous round the lower number of respondents were identified as IDPs who returned and are currently living in the NGCA, in particular 402 respondents (10%) (Figure 7.1), as well as a higher percentage of calls was conducted in Luhansk Oblast (NGCA).

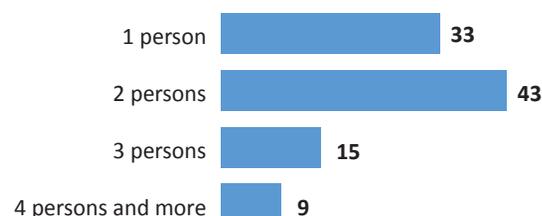
**Figure 7.1. Respondents identified as returnees when conducting the telephone survey, by rounds, %**



Source: Telephone interviews

During the interviews, the respondents were asked about the composition of their households. The average size of surveyed returnee households was identified as 2.04 persons, which is smaller than the average size of IDP households in the GCA (2.57 persons), based on combined data collected through telephone and face-to-face interviews in the GCA. The largest share of surveyed returnee households consisted of two persons (43%) and 33% of surveyed returnee households consisted of one person (Figure 7.2). Among these 33% of single-person households, 68% were women.

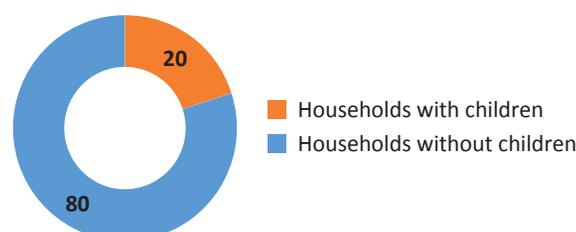
**Figure 7.2. Distribution of returnee households by number of members, %**



Source: Telephone interviews with returnees to the NGCA

Households with children made up only 20% of all returnee households (Figure 7.3), which is lower than the average IDP household (45%) based on combined data. Households with one child made up 65% of the total number of returnee households with children. The share of large families with three or more children amounted to only 5% of returnee households with children.

**Figure 7.3. Distribution of returnee households with or without children, %**



Source: Telephone interviews with returnees to the NGCA



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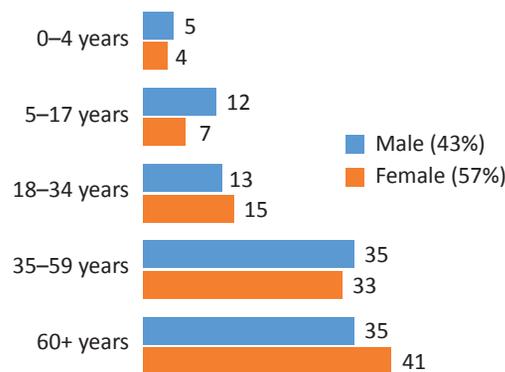
**Returnee (male, 47):**

*“I returned to the NGCA to look after my house, my family is in the GCA. My child studies at a Ukrainian school because then he will have to enter the university and to pass the external independent evaluation.”*

Source: FGDs with returnees

Women represent 57% of surveyed returnee household members, which is the same as the portion of women among IDP households based on combined data. Among these 57% of women, 41% were women aged over 60 years, which is slightly higher than the share of men of the same age (Figure 7.4). Generally, the surveyed returnee population was older than the IDP population, the average age was 49.6 years, compared to 36.8 years respectively, based on combined data.

**Figure 7.4. Gender and age distribution of returnee household members, %**



Source: Telephone interviews with returnees to the NGCA

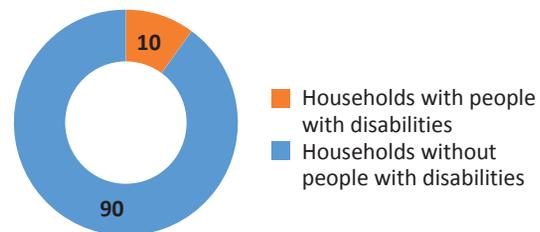
**Returnee (male, 38):**

*“People in their sixties and older are no longer that flexible. Where should they go? My mother is also in Donetsk now. And not because she wants to be there, but because she does not have too much choice.”*

Source: FGDs with returnees

Ten (10%) per cent of returnee households reported having a family member with a disability (Figure 7.5). Among members of returnee households with disabilities, 37% were people aged over 60 years.

**Figure 7.5. Distribution of returnee households with people with disabilities (I–III disability groups, children with disabilities), %**



Source: Telephone interviews with returnees to the NGCA

**Returnee (male, 39):**

*“I got injured, a land mine blast. I was in a hospital in Stanytsia, then in Luhansk, and from there I was taken to Kharkiv. I started to look for a job, but since I had a disability, so I had no chance to get a job.”*

Source: FGDs with returnees

The largest share of returnee heads of household had a vocational education (42%) (Figure 7.6), while 59% of IDP heads of household had some form of higher education, based on combined data. This corresponds to the age composition of the respondents as higher education is more common among the younger generation.

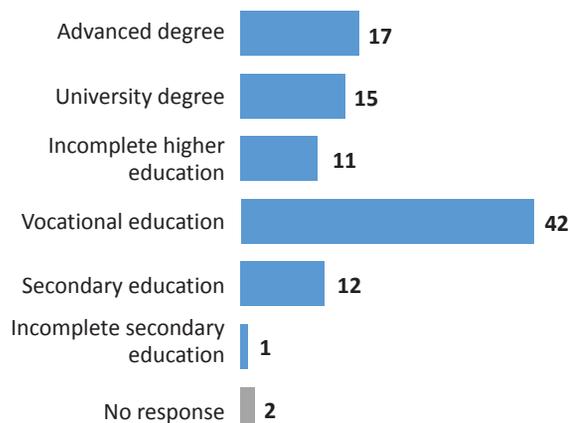
**Returnee (male, 38):**

*“We returned because everyone – my brother, retired parents and my whole family – is in Luhansk. Besides it’s easier together. My parents are elderly, they have heart disease and need to be looked after.”*

Source: FGDs with returnees



**Figure 7.6. Distribution of returnee heads of household by educational attainment, %**



Source: Telephone interviews with returnees to the NGCA

**Returnee (male, 57):**

*“There’s one and obvious reason for return, I think – there, at the GCA, you don’t have a place to live, and here you have a home. You can lose your home here, which you worked so hard for, and not get it there (at the GCA). What is there to be done?”*

Source: FGDs with returnees

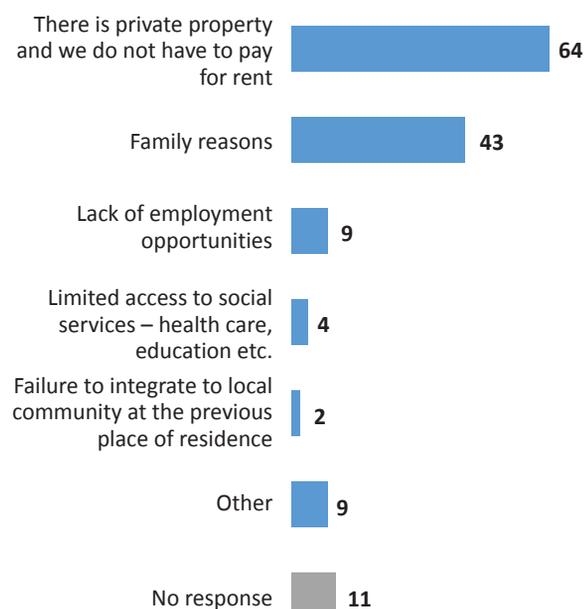
**Returnee (female, 38):**

*“My soul and heart are with my family. Not with the city or the environment. It’s hard here in the NGCA, but I find it difficult to be in the GCA. I grew up and have friends here.”*

Source: FGDs with returnees

Most respondents (64%) indicated that the reason behind their return was the possession of private property and that they did not need to pay rent. The second most frequently mentioned cause was family reasons (43%) (Figure 7.7). The reasons for return remained consistent across the NMS rounds.

**Figure 7.7. Reasons for returning and living in the NGCA, %**



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

Among surveyed returnees to the NGCA, the share of the economically active population amounted to 33% (Figure 7.8), specifically respondents who were either employed (28%) or actively seeking employment and ready to begin work within two weeks (5%). The share of the economically active population in the NGCA was considerably lower than in the GCA (60%).

**Returnee (male, 40):**

*“I have a job in Luhansk, so I can at least provide for my family. For me it is enough to know that they are safe in the GCA, and I am able to survive here. This way I can at least send them money. Although the city I live in is almost extinct. Sadness and desolation are everywhere. I don’t know what will happen next.”*

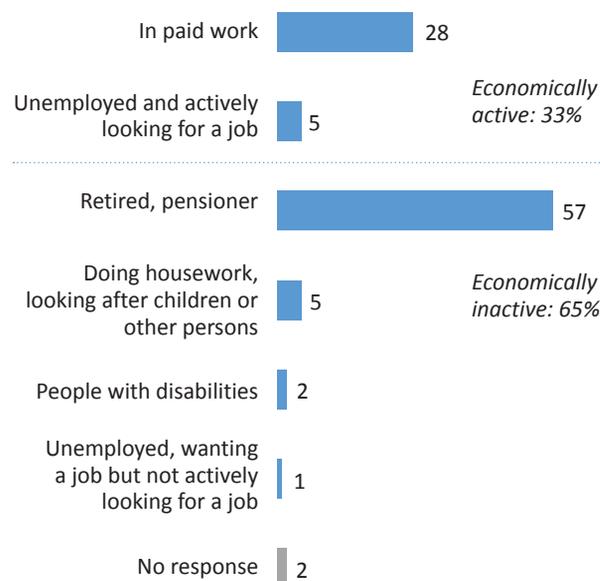
Source: FGDs with returnees



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The economically inactive population amounted to 65% among surveyed returnees to the NGCA. The largest share was retired persons or pensioners (57%), 5% were persons who are doing housework, looking after children or other persons in the household, 2% were persons with disabilities, 1% were unemployed, not seeking for employment, while 2% did not respond to the question (Figure 7.8).

**Figure 7.8. Current employment status of surveyed returnees to the NGCA, %**



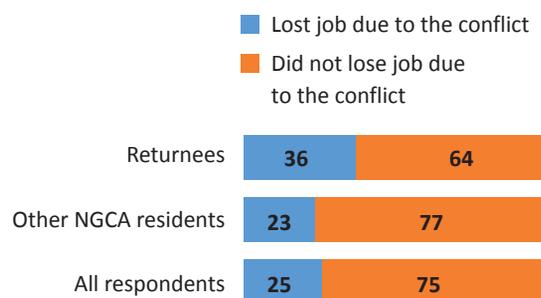
Source: Telephone interviews with returnees to the NGCA

The data from the survey of people crossing the contact line showed that 36% of returnees had lost their jobs as a result of the conflict, which is higher than the same share among other NGCA residents, who were surveyed while crossing the contact line (23%) (Figure 7.9).

According to the respondents' self-assessment of their financial situation, the largest share of returnees (43%) assessed their financial situation as 'enough funds only for food' (Figure 7.10). In addition, 33% of returnees to the NGCA assessed their financial situation as 'enough funds for basic needs'. If compared with combined data collected through telephone and face-to-face interviews in the GCA, the share of IDPs who reported that they had 'enough funds for basic needs' was slightly higher (40%). The share of

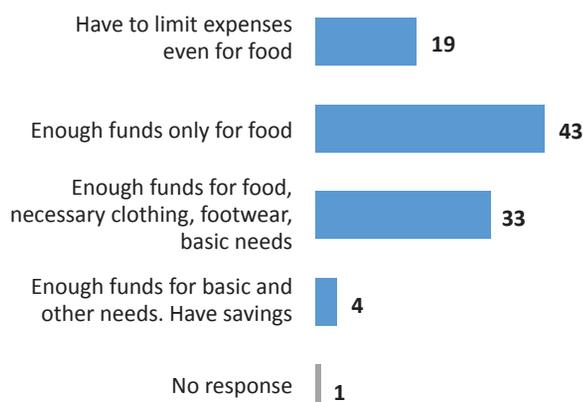
the most vulnerable category among returnees who had to 'limit their expenses even for food' amounted to 19% (Figure 7.10).

**Figure 7.9. Loss of job due to the conflict, %**



Source: Interviews with people crossing the contact line

**Figure 7.10. Returnees' to the NGCA self-assessment of the financial situation of their households, %**



Source: Telephone interviews with returnees to the NGCA

Returnee households faced great insecurity as 52% employed at least one of coping strategy<sup>19</sup> due to a lack of food or a lack of money to buy food. The most frequently mentioned negative coping strategies were 'spending savings', reported by

19 For information of livelihood-based the Coping Strategy Index see Food Security & Socio-Economic Trend Analysis – Eastern Ukraine, FSLC, March 2018: [http://fscluster.org/sites/default/files/documents/fslc\\_report\\_trend\\_analysis\\_food\\_security\\_and\\_socio-economic\\_situation\\_29\\_march\\_2018\\_0.pdf](http://fscluster.org/sites/default/files/documents/fslc_report_trend_analysis_food_security_and_socio-economic_situation_29_march_2018_0.pdf)



36% of returnees, 'reducing essential health expenditures' (28%), and 'borrowing money' (24%) (Figure 7.11). At least one of the 'stress' coping strategy was used by 43% of returnees, together with at least one 'crisis' coping strategy was used by 31% of returnees.

**Figure 7.11. Livelihood coping strategies, used by returnee households due to a lack of food or a lack of money to buy food during the past 12 months, %**

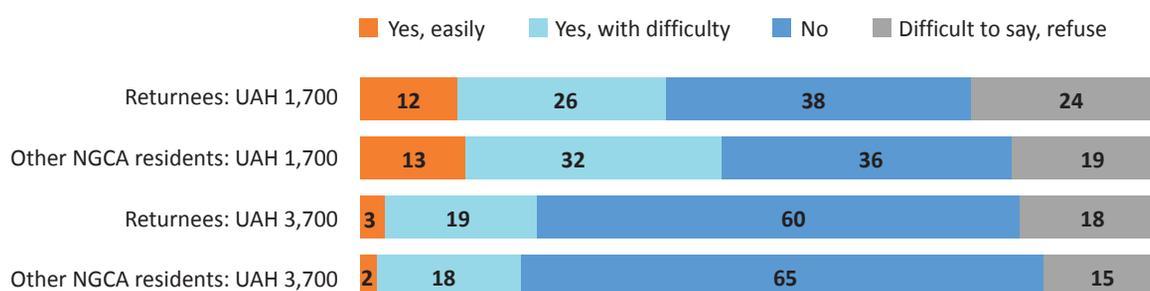


- **Stress strategies**, such as borrowing money or spending savings, are those which indicate a reduced ability to deal with future shocks due to a current reduction in resources or increase in debts.
- **Crisis strategies**, such as selling productive assets, directly reduce future productivity, including human capital formation.
- **Emergency strategies**, such as selling one's land, affect future productivity, but are more difficult to reverse or more dramatic in nature.

During the survey of people crossing the contact line, respondents were asked regarding how their household would cover unexpected expenditures of UAH 1,700 (minimum subsistence provided by the State Budget of Ukraine as of December 2017) and UAH 3,700 (minimum monthly wage as of January 2018) respectively. Only 12% of the returnees and 13% of other NGCA residents answered that it would be easy for them to cover UAH 1,700, however an unexpected expenditure of UAH 3,700 would be unaffordable for over 60% of the respondents from both groups. Therefore, six out of ten respondents do not have savings equal to at least the minimum wage (Figure 7.12).

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

**Figure 7.12. Capacity of the household to manage unexpected expenditures with its own resources, % of NGCA residents**



*Source: Interviews with people crossing the contact line*



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The data for Round 9 showed that the monthly income of most returnee households did not exceed UAH 5,000 – 51% (Figure 7.13). At the same time, 29% of returnees to the NGCA did not respond to this question. The average monthly income per individual returnee was UAH 2,171. Furthermore, focus group participants continued to note that food and medicine prices in the NGCA were higher than in the GCA, which exacerbated their vulnerabilities (Source: Focus group with returnees).

**Figure 7.13. Distribution of returnee households by monthly income, %**

Up to UAH 1,500	5
UAH 1,500–3,000	20
UAH 3,001–5,000	26
UAH 5,001–7,000	13
UAH 7,001–11,000	4
Over UAH 11,000	3
Difficult to answer or no response	29

Source: Telephone interviews with returnees to the NGCA

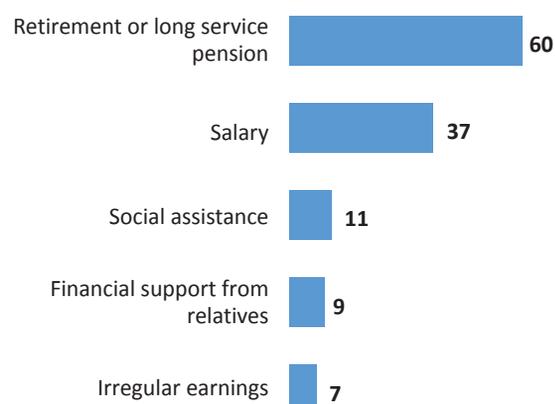
**Returnee (male, 38):**

*“Now people don’t have money to go out and have fun, except for those in power. Another issue is a chronic depression, which affected the vast majority of people, especially those who survived the real fighting. People have no joy. Life has no colors.”*

Source: FGDs with returnees

The main source of income for the largest share of surveyed returnees to the NGCA was retirement or long service pension (60%). The second most frequently mentioned source of income was salary at 37%, which is much lower than the 62% reported in the GCA based on combined data. Other most frequently mentioned sources were social assistance (11%), financial support from relatives (9%), and irregular earnings (7%) (Figure 7.14).

**Figure 7.14. Sources of income of 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

Safety remained the main problem for returnees to the NGCA as reported by 15% of respondents (Figure 7.15). Other most frequently mentioned issues were payment for utilities (12%) and access to medicines (9%). The level of satisfaction with the basic characteristics of housing (living space, electricity, and sewerage) was high – between 87% and 90%. Satisfaction was lower with insulation – 83%, heating – 80%, and water supply – 79%.

**Figure 7.15. The most problematic issues for returnee households to the NGCA, %**

Safety	15
Payment for utilities	12
Access to medicines	9
Suspension in social payments/ pensions	7
Unemployment	6
Access to health care services	5
Living conditions	4
Other	13
None of the above mentioned issues are of concern to us	29

Source: Telephone interviews with returnees to the NGCA



**Returnee (female, 35):**

*“The curfew is everywhere in the area so people try not to go out in the dark. Mainly, there is fear. You sit at home and you don’t know whether there will be shooting or a knock on the door.”*

*Source: FGDs with returnees*

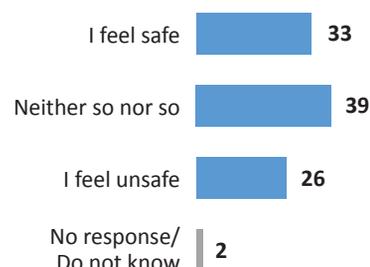
One of the major differences between IDPs in the GCA and returnees to the NGCA is how they assessed their safety. Only 39% of surveyed returnees to the NGCA reported that they felt safe in comparison to 70% of IDPs in the GCA based on combined data (Figure 7.16). Thirty-six (36%) per cent of the returnees noted that they felt unsafe in the evenings and in remote areas of the settlement and 21% reported that they felt unsafe most of the time. If compared with combined data collected in the GCA, the share of respondents who reported that they felt unsafe most of the time amounts to 5%. In addition, returnees more frequently mentioned that they felt unsafe in terms of military actions than criminal activities, 26% and 12% respectively (Figure 7.17 and Figure 7.18). The share of IDPs who reported that they felt unsafe in terms of military action in the GCA is much lower and amounts to 7% based on combined data.

**Figure 7.16. Returnees’ assessment of the safety of the environment and infrastructure of their settlement, %**

I feel safe	39
I feel unsafe in the evenings and in remote areas of the settlement	36
I feel unsafe most of the time	21
Other	1
No response	3

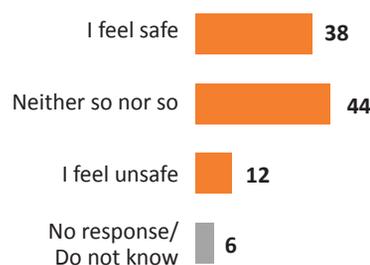
*Source: Telephone interviews with returnees to the NGCA*

**Figure 7.17. Returnees’ safety assessment of the situation on military actions, %**



*Source: Telephone interviews with returnees to the NGCA*

**Figure 7.18. Returnees’ safety assessment of the situation on crime activities, %**



*Source: Telephone interviews with returnees to the NGCA*



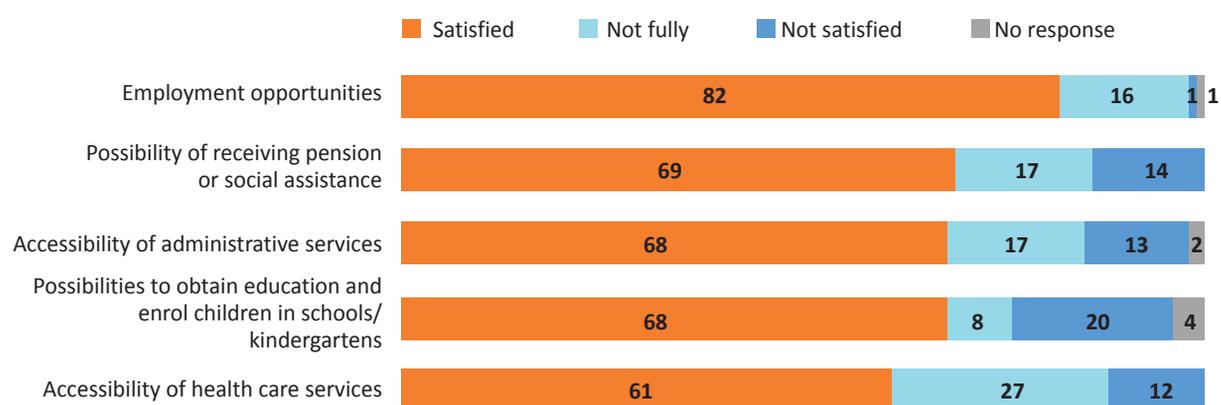
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Generally, returnees showed a moderate level of satisfaction with the accessibility of all basic social services. Employment opportunities was the category with the highest level of satisfaction, possibly due to the fact that it might be less acute for the population over 60 years old, than for the population aged

18–59 years. The category with the lowest level of satisfaction among returnees was the accessibility of health care services (Figure 7.19).

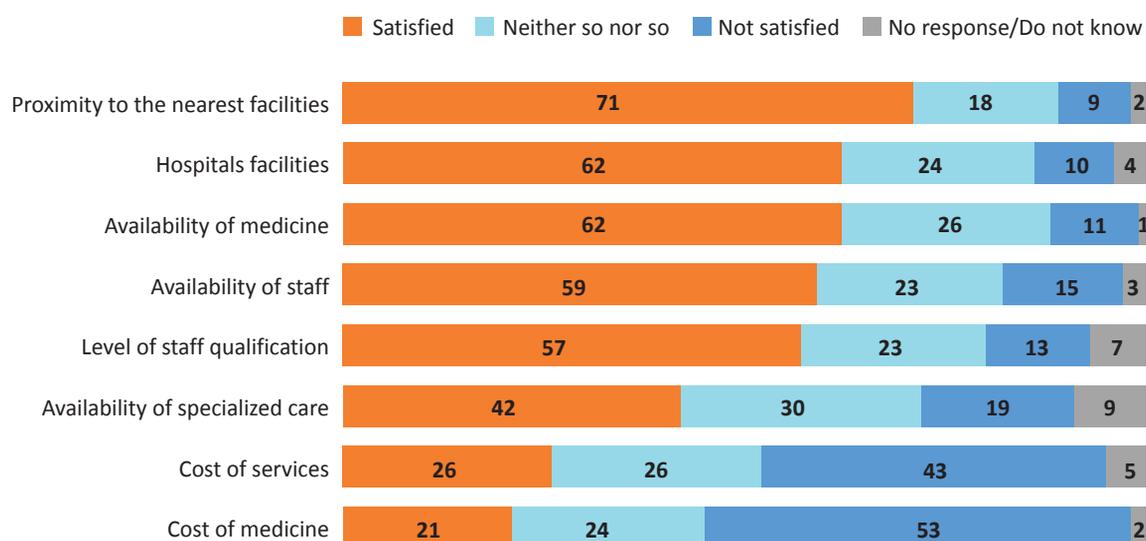
With regards to healthcare, returnees were least satisfied with cost of medicine, reported by 53%, and the cost of services (43%) (Figure 7.20).

**Figure 7.19. Returnees’ satisfaction with accessibility of basic social services, % of satisfied among those respondents who expressed a need for a particular type of service**



Source: Telephone interviews with returnees to the NGCA

**Figure 7.20. Returnees’ satisfaction with different aspects of healthcare in their current place of residence, % of respondents who expressed a need for a particular type of service**



Source: Telephone interviews with returnees to the NGCA



**Returnee (male, 38):**

“There are some cheap medicines supplied from Russia: aspirin, drotaverine, which are much cheaper than the Ukrainian ones. As for branded, foreign medicines, in the NGCA they are sold with at twice their usual price. The medicine which in Ukraine costs UAH 300 will cost UAH 600. The medicine which costs UAH 800 in the GCA, here will cost UAH 1,600.”

Source: FGDs with returnees

The majority of returnees (57%) stated that they did not visit the areas under government control (Figure 7.21). ‘Once in two months’ or more frequently was reported only by 13%. At the same time, 13% of surveyed returnees did not respond to this question.

**Figure 7.21. Returnees’ to the NGCA frequency of coming to the areas under government control, %**

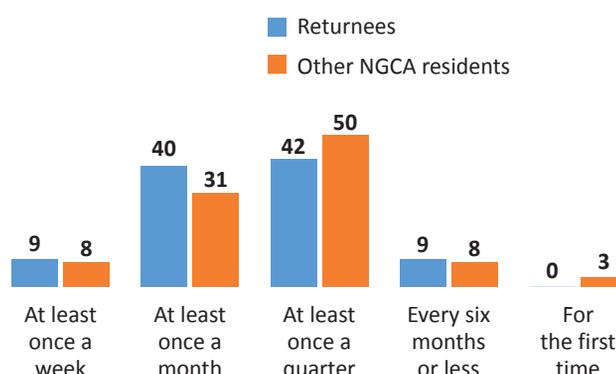
Once a week	0
2–3 times a month	2
Once a month	4
Once in two months	7
Once in three months	3
Less than once in three months	14
I did not come to the areas under government control	57
No response	13

Source: Telephone interviews with returnees to the NGCA

The data from the survey of people crossing the contact line indicated that the vast majority of returnees crossed the line of contact at least once a quarter (91%), as well as other NGCA residents (89%) (Figure 7.22). At the same time, the share of those who cross the contact line at least once a month is higher among returnees than among other NGCA residents, 40% and 31% respectively. Although it should be noted that the survey of people crossing the contact line most probably covered those people who travel across the contact line more often.

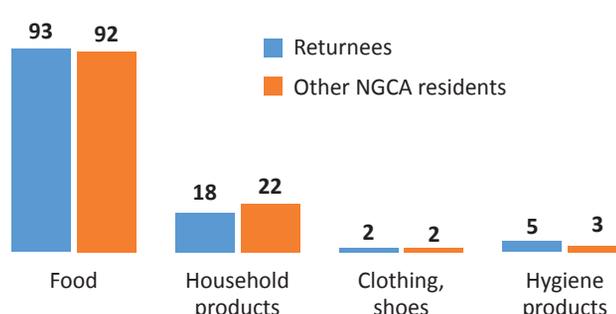
The data from the survey of people crossing the contact line showed that the most frequently men-

**Figure 7.22. Frequency of crossing the contact line, % of NGCA residents**



Source: Interviews with people crossing the contact line

**Figure 7.23. Goods to buy in the GCA, % of respondents who are planning to buy goods in the next 6 months**



Note: Respondents could choose more than one option  
Source: Interviews with people crossing the contact line

tioned services for which returnees visited the GCA for since the beginning of the conflict, were banking services (62%), receiving social support payments (59%), buying goods (54%), renewing or receiving documents (54%), buying medicines (53%), and pension registration (48%) (respondents could choose more than one option). Only 16% of returnees reported that they did not cross the contact line to receive services since the beginning of the conflict.

Among those returnees who are going to cross the contact line in order to buy goods in the next six months, 93% reported that they were going to buy food and 18% household products (Figure 7.23). In addition, 13% of returnees noted that the mentioned goods are not available at their current place



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of residence, about three quarters among them claimed that in their locality the respective goods are more expensive, also mentioning that their quality is often poorer. The differences are minor compared to other NGCA residents.

Among those returnees who are going to cross the contact line in order to buy medicines in the next six months, 57% reported that they were going to buy medications for cardiovascular diseases including hypertension and 14% flu/antiviral/antipyretic medications (Figure 7.24). The differences are also minor compared to other NGCA residents. In addition, over 25% of the returnees informed that the medications they need cannot be bought at their place of residence. Among respondents who reported that they had access to the medications they need, about 70% mentioned that the price is higher, and 18% reported the lower quality.

In general, intentions to find a job abroad were low; only 2% of returnees reported that they had an intention to find a job abroad (Figure 7.25). Thirty-eight (38%) per cent of returnees reported that they had nothing against working abroad, but personally, they were not going to and 41% stated that would never work abroad, while 17% did not respond or chose the option 'difficult to answer'.

Seventy-eight (78%) 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 7.26). The returnee plans for next three months remained consistent across the NMS rounds.

**Returnee (male, 39):**

*“There is a great sense of uncertainty. It is good that there is a house and there is no need to pay rent. But what will happen tomorrow? No one knows.”*

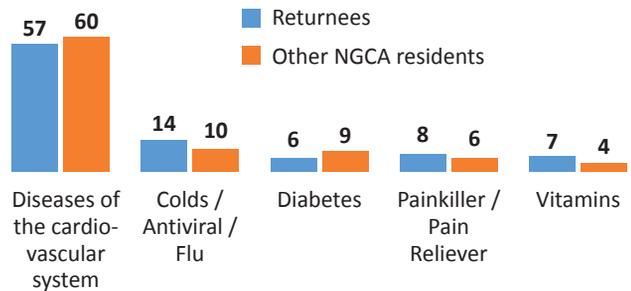
Source: FGDs with returnees

**Returnee (female, 35):**

*“There is no confidence in tomorrow. I have an emergency bag for my child and one for ourselves packed and ready to be used.”*

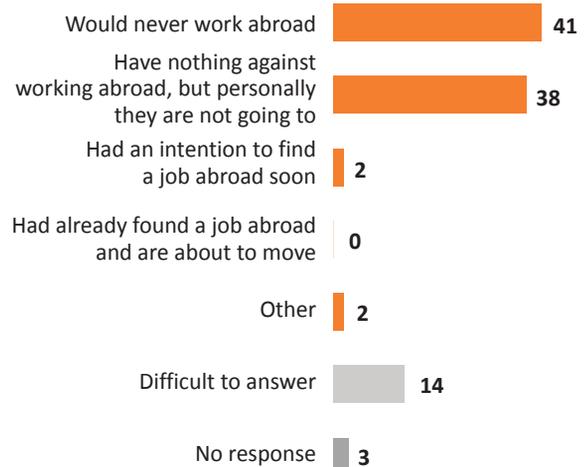
Source: FGDs with returnees

**Figure 7.24. Top-5 medicines to buy in the GCA, % of respondents who are planning to buy medicines in the next 6 months**



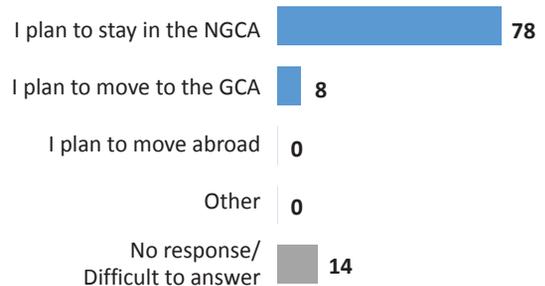
Note: Respondents could choose more than one option  
Source: Interviews with people crossing the contact line

**Figure 7.25. General returnee intentions to find a job abroad, %**



Source: Telephone interviews with returnees to the NGCA

**Figure 7.26. Returnees' plans for the next three months, %**



Source: Telephone interviews with returnees to the NGCA



## 8. ANNEXES

ANNEX 1. General 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



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## ANNEX 1. General 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.
- Data from sample surveys of people crossing the contact line via face-to-face interviews.
- Administrative data.

The sample size of IDP households in 300 randomly selected territorial units selected for face-to-face interviews totalled 2,420 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 11% 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 eight 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. In February 2018, 4,013 IDP households were interviewed with this method in 24 oblasts of Ukraine. Out of them, 402 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 Kyiv and Kharkiv), key informants (two FGDs in Dnipro and Zaporizhia), and returnees to the NGCA (two FGDs in Mariupol, Donetsk Oblast GCA, and Starobilsk, Luhansk Oblast GCA). The FGDs covered people living in urban and rural areas; specifically, the FGD in Kharkiv was conducted with IDPs living in rural area, the FGD in Zaporizhia with key informants whose activities covered the rural areas, and both FGDs with returnees to the NGCA included the residents of rural settlements.

The survey of the people crossing the contact line was conducted at the five operating EECs located in Donetsk (Gnutove, Maiorske, Mariinka, Novotroitske) and Luhansk (Stanytsya Luhanska) Oblasts. A total of 1,253 interviews were conducted. The number of interviews per each checkpoint was distributed in proportion to the number of trips across the contact line per day which is published on a daily basis by the State Border Service of Ukraine. The survey was conducted by means of face-to-face interviewing using tablets, in the queues and at exits from checkpoints. The interviewers worked in both pedestrian queue and vehicle queue on the territory of checkpoints from the side of the areas under control of Ukrainian authorities, as well as near the exit out to the GCA. The interviews were evenly distributed between weekdays and weekends, as well as between different time periods ranging from 8:00 AM until 5:00 PM. More details on the distribution of the number of interviews can be found in Figures 5 and 6.



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

Oblast	Number of territorial units selected
Total	300
Vinnytsia	6
Volyn	6
Dnipropetrovsk	18
Donetsk	70
Zhytomyr	6
Zakarpattia	6
Zaporizhia	18
Ivano-Frankivsk	6
Kyiv Oblast (without Kyiv city)	10
Kirovohrad	6
Luhansk	36
Lviv	6
Mykolaiv	6
Odesa	8
Poltava	6
Rivne	6
Sumy	6
Ternopil	6
Kharkiv	18
Kherson	6
Khmelnysky	6
Cherkasy	6
Chernivtsi	6
Chernihiv	6
Kyiv city	20

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

Oblast	Number of key informants
Total	616
Vinnytsia	12
Volyn	12
Dnipropetrovsk	36
Donetsk	138
Zhytomyr	16
Zakarpattia	12
Zaporizhia	36
Ivano-Frankivsk	12
Kyiv Oblast (without Kyiv city)	20
Kirovohrad	12
Luhansk	72
Lviv	12
Mykolaiv	12
Odesa	16
Poltava	12
Rivne	13
Sumy	12
Ternopil	14
Kharkiv	45
Kherson	12
Khmelnysky	14
Cherkasy	12
Chernivtsi	12
Chernihiv	12
Kyiv city	40



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

Oblast	Number
Total	2,420
Vinnysia	48
Volyn	48
Dnipropetrovsk	144
Donetsk	570
Zhytomyr	48
Zakarpattia	48
Zaporizhia	144
Ivano-Frankivsk	49
Kyiv Oblast (without Kyiv city)	80
Kirovohrad	48
Luhansk	288
Lviv	49
Mykolaiv	48
Odesa	65
Poltava	48
Rivne	48
Sumy	48
Ternopil	50
Kharkiv	144
Kherson	53
Khmelnysky	48
Cherkasy	48
Chernivtsi	48
Chernihiv	48
Kyiv city	160

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

Oblast	Number
Total	4,013
Vinnysia	80
Volyn	80
Dnipropetrovsk	242
Donetsk GCA	816
Zhytomyr	77
Zakarpattia	80
Zaporizhia	239
Ivano-Frankivsk	81
Kyiv Oblast (without Kyiv city)	130
Kirovohrad	83
Luhansk GCA	193
Lviv	84
Mykolaiv	80
Odesa	113
Poltava	82
Rivne	80
Sumy	80
Ternopil	80
Kharkiv	239
Kherson	81
Khmelnysky	81
Cherkasy	80
Chernivtsi	80
Chernihiv	81
Kyiv city	269
Donetsk NGCA	115
Luhansk NGCA	287



**Figure 5. Distribution of people crossing the contact line by checkpoint**

Checkpoint	Number of respondents
<b>Total</b>	<b>1,253</b>
Gnutove	140
Maiorske	301
Mariinka	305
Novotroitske	232
Stanytsya Luhanska	275

**Figure 6. Distribution of people crossing the contact line between pedestrian and vehicle queue in each direction by checkpoint**

	Total	Gnutove	Maiorske	Mariinka	Novotroitske	Stanytsya Luhanska
<b>Total</b>	<b>1,253</b>	<b>140</b>	<b>301</b>	<b>305</b>	<b>232</b>	<b>275</b>
Vehicle queue to NGCA	298	45	80	96	77	0*
Pedestrian queue to NGCA	329	25	71	56	40	137
Pedestrian exit to GCA	626	70	150	153	115	138

\* Stanytsya Luhanska is currently open only for pedestrian crossing



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## ANNEX 2. Grouping of oblasts into 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



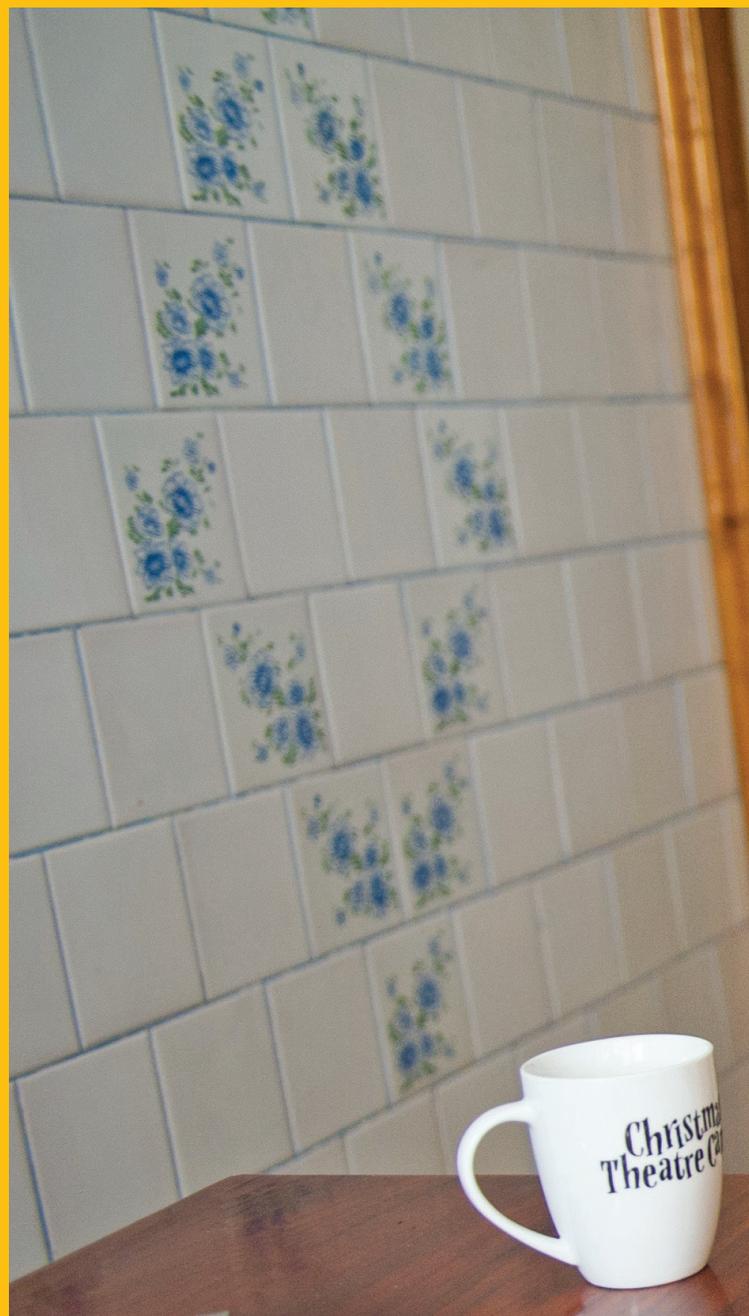
## ANNEX 3. Statistics of calls from telephone survey

Summary of calls		
Total	22,947	
Complete interviews (GCA)	3,611	16%
Complete interviews (NGCA)	402	2%
No answer/nobody picked up the phone (after three attempts)	1,700	7%
No connection	10,624	46%
Out of service	4,535	20%
Not IDPs	531	2%
Refusal to take part in the survey	1,544	7%

No connection		
Total	10,624	
Vodafone	9,245	87%
Kyivstar	776	7%
lifecell	598	6%
Other	5	0%

Out of service		
Total	4,535	
Vodafone	2,531	56%
Kyivstar	725	16%
lifecell	1,249	28%
Other	30	0%

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