



# NATIONAL MONITORING SYSTEM REPORT

ON THE SITUATION OF INTERNALLY  
DISPLACED PERSONS

September 2018





**Cover and internal cover page photos:  
IOM-supported displaced family in Myrnohrad, Donetsk Oblast.**

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# CONTENTS

OVERVIEW OF METHODOLOGY OF ROUND 11 .....	4
OVERALL SUMMARY .....	6
1. CHARACTERISTICS OF IDPs AND THEIR HOUSEHOLDS .....	9
• IDP household members .....	10
• Gender and age structure .....	11
• IDPs with disabilities .....	11
• Education .....	12
2. EMPLOYMENT OF IDPs .....	13
• Employment rates .....	13
• Unemployment rates .....	15
3. WELL-BEING OF IDPs .....	18
• Livelihood opportunities .....	18
• Living conditions and types of accommodation .....	24
• Suspension of social payments .....	28
• Safety of the environment and infrastructure .....	29
• Loans and debt obligations .....	31
• Human trafficking and labour exploitation .....	31
4. ACCESS TO SOCIAL SERVICES .....	33
5. IDP MOBILITY .....	38
• Displacement .....	38
• Intentions on return .....	38
• Intentions to move abroad .....	41
• Visits to places of residence before displacement .....	41
6. INTEGRATION INTO LOCAL COMMUNITIES .....	46
• Integration rates .....	46
• Discrimination .....	51
• Electoral rights .....	53
7. RETURNEES TO THE NON-GOVERNMENT CONTROLLED AREAS .....	55
8. ANNEXES .....	68

# OVERVIEW OF METHODOLOGY OF ROUND 11

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, livelihood opportunities, access to social services and assistance needs in 24 oblasts of Ukraine and the city of Kyiv.

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

## Main information sources used for the NMS:

- i) Data from sample surveys of IDPs via face-to-face interviews;
- ii) Data from sample surveys of IDPs via telephone interviews;
- iii) Data from sample surveys of key informants via face-to-face interviews;
- iv) Data from sample surveys of the people crossing the contact line via face-to-face interviews;
- v) Data from focus group discussions;
- vi) Administrative data and relevant data available from other sources.

## Face-to-face interviews with IDPs

A total of 2,405 IDPs were interviewed with this method in cooperation with the Center 'Social Indicators' in 300 territorial units across the country during July–September 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

A total of 4,025 were interviewed with this method by IOM in July–September 2018. Out of the total, 3,223 interviews were with IDPs residing in the government-controlled area (GCA) and 802 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 done using 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.

Data from telephone and face-to-face interviews collected in the GCA in Round 9, Round 10 and Round 11 was accumulated. The purpose of cumulative data was to increase the sample size to conduct analysis at the oblast level, as well as with particular groups of interest, such as IDPs from Crimea or returnee households with children.

## Face-to-face interviews with key informants

A total of 601 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 de-



velopments of the situation with IDPs in the oblasts. Most of the key informants worked in non-governmental organizations (NGOs) (41%) and a significant share of key informants represented institutions of social protection (25%). While 11% were employed as local authorities, 9% were engaged in educational institutions, 6% in healthcare establishments and 8% worked in other organizations.

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

In cooperation with the Centre 'Social Indicators', 3,791 people crossing the contact line were interviewed with this method during August–September 2018. Out of the total, 1,308 were interviewed with the full questionnaire and 2,483 were interviewed with the short screening questionnaire. The survey was conducted at the five entry-exit checkpoints (EECPs) to the 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**

Six focus group discussions (FGDs) were conducted in cooperation with the Centre 'Social Indicators' during August 2018, specifically two FGDs with key informants, two FGDs with IDPs and two FGDs with returnees to the NGCA. The FGDs with IDPs took place in Dnipro and Odessa, with key informants in Poltava and Ternopil and 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.



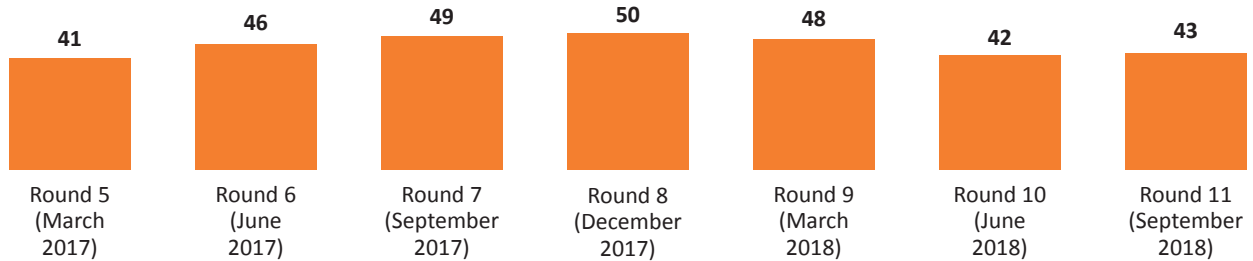
# OVERALL SUMMARY

## 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
2.50 persons	60 and over – 18% 18–59 years – 54% Under 18 years – 28%	Female – 58% Male – 42%	43% of IDP households	13% of IDP households

**2. Employment of IDPs.** The employment situation of IDPs remained unchanged compared to the previous round and as of September 2018, the share of employed IDPs amounted to 43%. Among the total population of Ukraine, the level of employment remained stable and as of the second quarter of 2018 amounted to 58% of the population aged 15–70 years.<sup>1</sup>

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

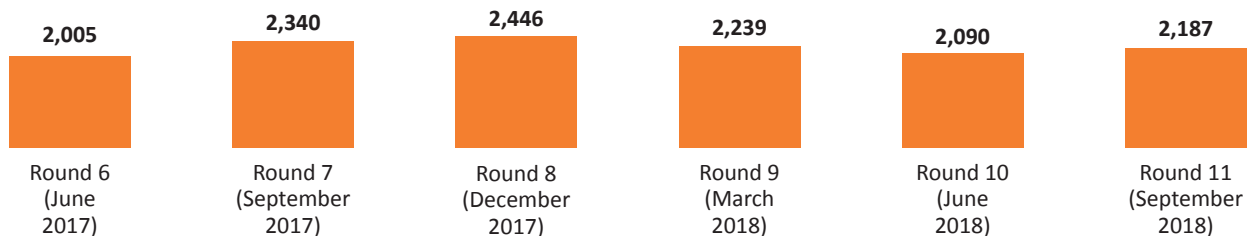


Ten (10%) per cent of IDPs reported that they had been actively seeking employment and had been ready to start working within a two-week period. The vast majority (87%) of them noted that they had faced difficulties when looking for a job. The most frequently mentioned difficulties were lack of vacancies in general (69%) and low pay for proposed vacancies (57%).

The economically inactive population amounted to 47% among surveyed IDPs, with the largest portion being retired persons or pensioners (22%) and persons who were doing housework, looking after children or other persons in the household (16%).

**3. Well-being of IDPs.** The well-being of IDPs remained relatively unchanged compared to the previous round, with a slight increase in the average monthly income per IDP household member.

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



<sup>1</sup> Employment and unemployment of the population in the second quarter of 2018. Express Issue 24.09.2018. State Statistics Service of Ukraine. – K., 2018.



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 (UAH 2,187 and UAH 4,344,<sup>2</sup> respectively). Furthermore, the average monthly income level of IDPs was still low compared to the actual subsistence level calculated by the Ministry of Social Policy of Ukraine (UAH 3,252).<sup>3</sup> 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 lack of own housing (30%) and lack of money (19%).

Most IDPs continue to live in rented housing: 45% live in rented apartments, 10% in rented houses and 4% in rented rooms.

**4. Access to social services.** The level of satisfaction with the accessibility of basic social services among IDPs remained stable compared to the previous round. Respondents were least satisfied with accessibility of health care services (65%) as well as with the availability of employment opportunities (54%).

When asking IDPs about their satisfaction with different aspects of healthcare in their current place of residence, cost of medicine (58%) and healthcare services (41%) were the categories with the lowest level of satisfaction.

**5. IDP mobility.** In September 2018, 62% of the interviewed IDPs reported that they had been staying in their current place of residence for over three years. As the findings demonstrate, IDPs generally 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 24% of respondents. At the same time, 38% of

the respondents expressed their intention not to return, even after the end of the conflict.

The intention to look for a job abroad remained low: only 1% of IDPs reported that they had already found a job abroad and were about to move, while 5% noted that they had an intention to find a job abroad soon.

Fifty-five (55%) per cent of IDPs reported that they had visited their place of residence in the conflict zone after displacement. ‘Maintaining housing’ and ‘visiting friends/family’ remained the main reasons to travel to the NGCA.

**6. Integration in local communities.** As of September 2018, the share of IDPs who reported that they had integrated into the local community amounted to 43%, while 36% stated that they had partly integrated. The main conditions for successful integration indicated by the IDPs remained housing, regular income and employment.

The share of IDPs who reported perceived discrimination based on their IDP status was 11% in Round 11, which was at the same level in Round 10. Perceptions of discrimination or unfair treatment noted by IDPs mainly concerned housing (31%), healthcare (28%), obtaining administrative services (27%), interactions with the local population (26%) and employment (21%).

Forty-four (44%) per cent of interviewed IDPs stated their intention to vote in the next presidential and parliamentary elections in Ukraine, while 33% intended not to vote, 21% reported ‘do not know’ and 2% did not respond to the question. The most common reasons for intending not to vote in the next presidential and parliamentary elections was a notion that, as an IDP, they had no right to vote in the elections (37%), followed by disbelief in elections or authorities (23%), lack of interest in participation in elections (13%) and lack of awareness of the voting procedure in displacement (12%). In general, only 31% of IDPs reported their awareness of the voting procedure in displacement. The data showed an association between the voting intention and awareness of the procedure. Compared to all respondents who reported their intention regarding the next presidential and parliamentary elections,

<sup>2</sup> Expenses and resources of households in Ukraine (according to the data of the sample survey of living conditions of households) for the first quarter of 2018. Statistical Bulletin. State Statistics Service of Ukraine. – K., 2018. (<http://www.ukrstat.gov.ua/operativ/operativ2018/gdvdg/vrdulk2018.zip>)

<sup>3</sup> The actual subsistence minimum in 2015–2018. Ministry of Social Policy of Ukraine / <http://www.msp.gov.ua/news/16077.html>



IDPs who reported their awareness of the voting procedure reported their intention to vote more frequently.

**7. Returnees to the NGCA.** When conducting the telephone survey, 20% of respondents were identified as IDPs who returned to the NGCA and currently live there.

Seventy-eight (78%) 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 53.0 years, compared to 36.3 years, respectively, based on combined data.

The economically inactive population amounted to 70% among surveyed returnees to the NGCA, with the largest share being retired persons or pensioners (62%).

Seventy-nine (79%) 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).

Based on cumulative data collected through telephone and face-to-face interviews in the GCA in Round 9, Round 10 and Round 11, among the displaced population from Crimea, the share of re-

spondents with registration was lower than among the total IDP population, 78% and 94%, respectively.

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, %**

	Round 5 (March 2017)	Round 6 (June 2017)	Round 7 (September 2017)	Round 8 (December 2017)	Round 9 (March 2018)	Round 10 (June 2018)	Round 11 (September 2018)
Yes	96.5	94.4	94.5	95.2	94.2	95.6	94.3
No	3.5	5.4	5.3	4.8	5.1	4.2	5.1
Do not know/ No response	0.0	0.2	0.2	0.0	0.7	0.2	0.6

*Source: Face-to-face interviews with IDPs*

**IDP (female, 40) from Donetsk Oblast:**

*“This certificate is an appendix to your passport. Without it, you can’t go to a hospital, or to the police, or to a bank.”*

*Source: FGDs with IDPs*

**IDP (male, 67) from Donetsk Oblast:**

*“I think people may not be registered because the IDP certificate is a sort of stigma. As soon as you show the certificate and people realize that you’re an IDP, the attitude towards you changes.”*

*Source: FGDs with IDPs*

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

*“My husband is not registered; I was told that it’s not mandatory. When it was a necessity to go to doctors, he got a referral from work and he did everything he needed without the document of registration.”*

*Source: FGDs with KIs*

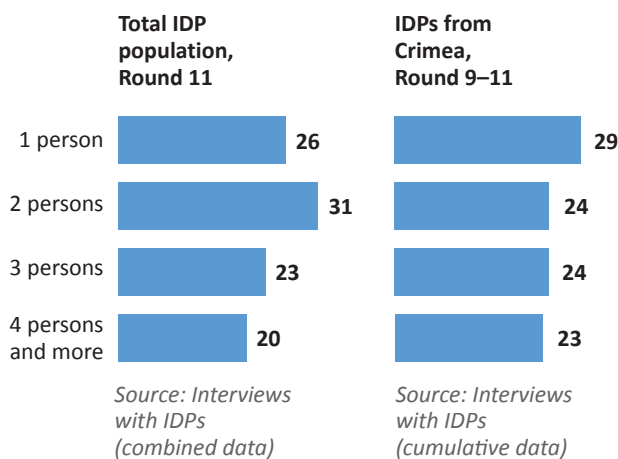
**Key informant (male, 64):**

*“The registration is required when someone wants to enrol in a retraining course. An acquaintance of mine, he is at his retirement age, he used to have a business in Donetsk, and after such a course he got a beekeeper occupation.”*

*Source: FGDs with KIs*

During the interviews, the respondents were asked about the composition of their households. The average household size was identified as 2.50 persons, which is almost the same as among the total population of Ukraine (2.58 persons) according to 2017 data<sup>4</sup> and almost the same as among IDPs from Crimea (2.49 persons). Twenty-six (26%) per cent of surveyed IDP households consist of one person, which is slightly higher than among the total population of Ukraine (20%)<sup>5</sup> (Figure 1.2). Among these 26% of households, 69% were women. Among IDPs from Crimea, the share of households consisting of one person was 29% and the share of women among them was 45%, which is considerably lower than among the total IDP population, based on cumulative data.

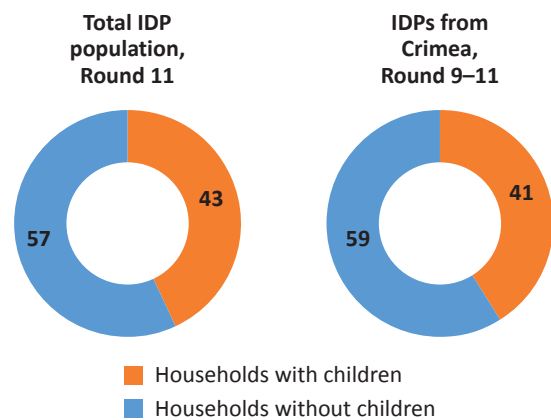
**Figure 1.2. Distribution of IDP households in Ukraine by number of members, %**



Households with children made up 43% of all surveyed IDP households, which is slightly higher than the average Ukrainian household (38%)<sup>6</sup> and almost the same as among IDPs from Crimea (41%), based on cumulative data (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 12% of IDP households with children, while the share of single parent households was 41% of IDP households with children.

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



Source: Interviews with IDPs (combined data)

Source: Interviews with IDPs (cumulative data)

Women represented 58% 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>7</sup> (Figure 1.4). Among these 58% of women, 20% were aged over 60 years, which is slightly higher than the share of men of the same age (14%). This is similar to the general population of Ukraine. As of January 2018,<sup>8</sup> the share of women aged over 60 years amounted to 27%, while the share of men of the same age was 18%. 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.

<sup>4</sup> Social and Demographic Characteristics of Households of Ukraine. Statistical Bulletin. State Statistics Service of Ukraine. – K., 2017.

<sup>5</sup> Social and Demographic Characteristics of Households of Ukraine. Statistical Bulletin. State Statistics Service of Ukraine. – K., 2017.

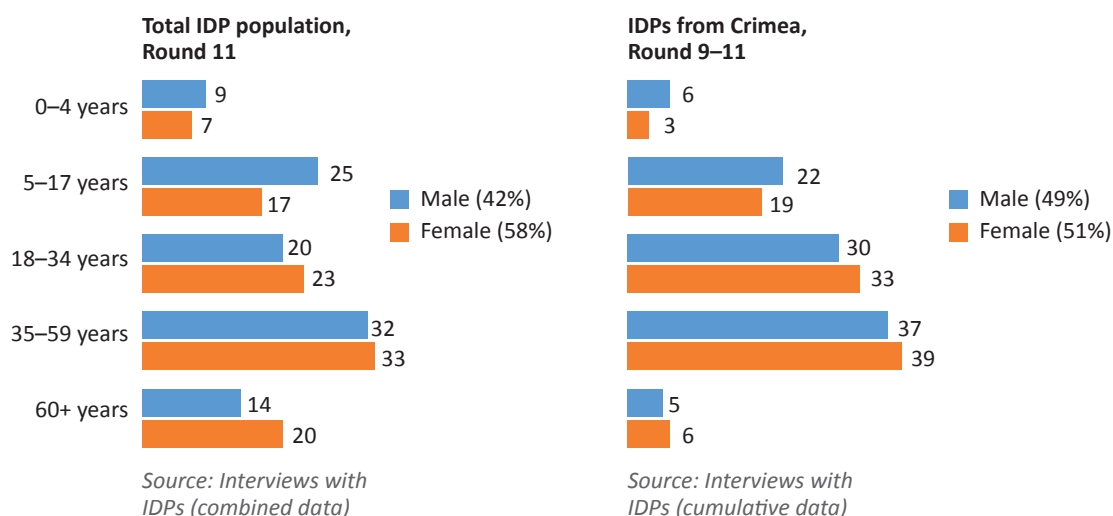
<sup>6</sup> Social and Demographic Characteristics of Households of Ukraine. Statistical Bulletin. State Statistics Service of Ukraine. – K., 2017.

<sup>7</sup> Distribution of the permanent population of Ukraine by gender and age as of January 1, 2018. Express Issue 21.06.2018. State Statistics Service of Ukraine. – K., 2018.

<sup>8</sup> Distribution of the permanent population of Ukraine by gender and age as of January 1, 2018. Express Issue 21.06.2018. State Statistics Service of Ukraine. – K., 2018.



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

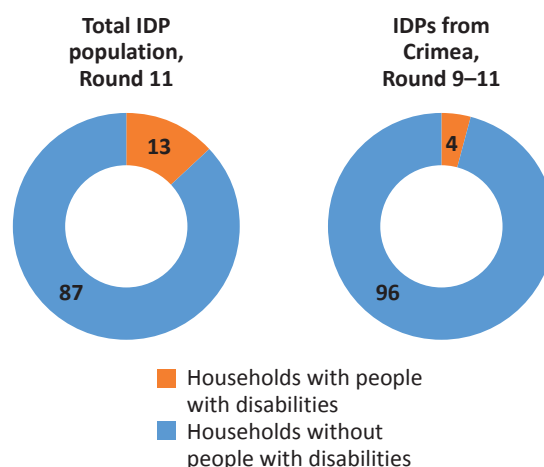


The gender and age composition of IDP households from Crimea differed slightly from the total IDP population in Ukraine. Women represented 51% of surveyed IDP household members from Crimea, which is lower than among the total IDP population (58%). Among these 51% of women, only 6% were women aged over 60 years, which is significantly lower than among the total IDP population (20%). Generally, the surveyed IDP population from Crimea was younger than the total IDP population, 32.4 years compared to 36.3 years, based on cumulative data.

The share of IDPs aged 60 and over was 1.3 times lower compared to the general population, whereas the share of IDPs under the age of 18 was 1.6 times higher.<sup>9</sup> Households consisting of only persons aged over 60 years made up 18% 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), %**

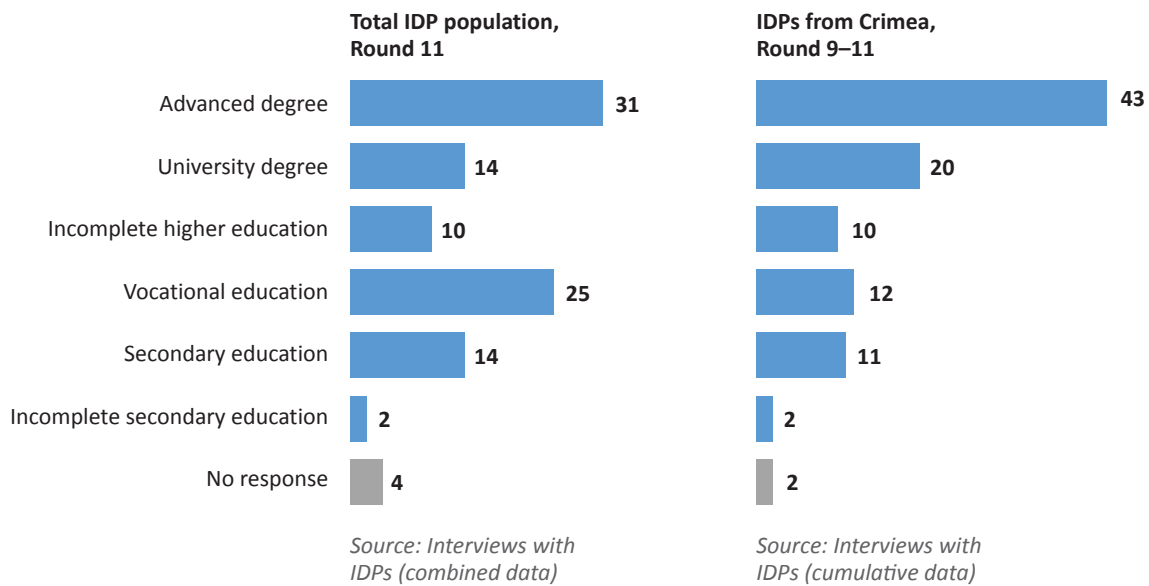


<sup>9</sup> Distribution of the permanent population of Ukraine by gender and age as of January 1, 2018. Express Issue 21.06.2018. State Statistics Service of Ukraine. – K., 2018.

The level of education among heads of IDP households was high, with 55% possessing some form of higher education (Figure 1.6). Among the IDPs from Crimea, the share of heads of households with some

form of higher education was significantly higher (73%), which corresponds to the age composition of the respondents, as higher education is more common among the younger generation.

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





## 2. EMPLOYMENT OF IDPs

### Employment rates

The employment situation of IDPs remained unchanged compared to the previous round. Compared to March 2017, the share of employed IDPs increased from 41% in Round 5 to 46% in Round 6, then started to stabilize and amounted to 48% in March 2018 (Figure 2.1). As of September 2018, the share of employed IDPs was 43%, which is the same as in the previous round. Among these 43% of employed IDPs, 2% were self-employed.

Among the total population of Ukraine, the level of employment is considerably higher and remained stable. The share of employed persons among the population of Ukraine aged 15–70 years amounted to 58% in the period from April to June 2018<sup>10</sup> and 56% in the period from January to March 2018,<sup>11</sup> based on data from the State Statistics Service of Ukraine.

#### Key informant (male, 64):

*“Because Donbas is an industrial region and densely populated, a lot of people have such occupations as miners, metal workers and chemists, who used to work at chemical plants. Our region is agricultural and to find a job as a metal worker in Poltava is almost impossible. IDPs need to adjust somehow, retrain. People often are forced to accept low-paid jobs.”*

Source: FGDs with KIs

#### IDP (male, 41) from Donetsk Oblast:

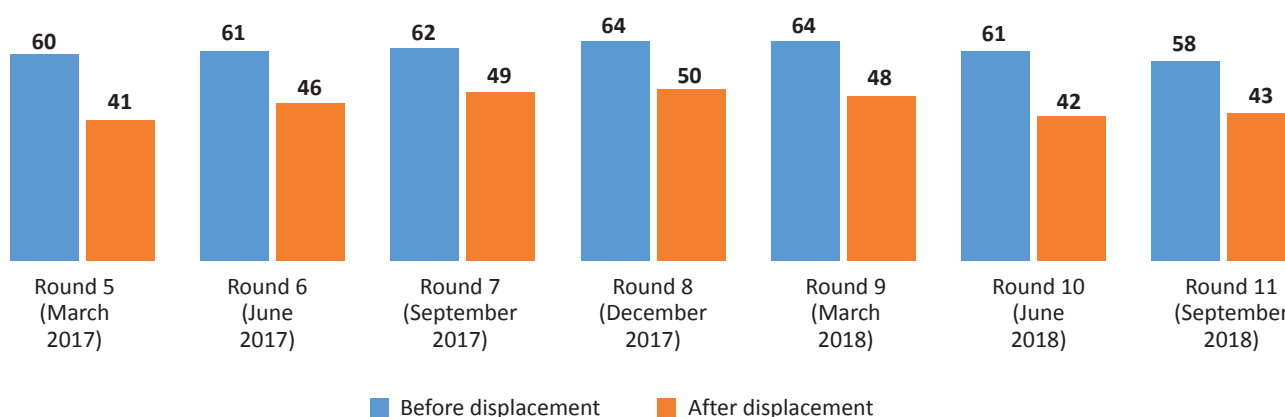
*“I work as a driver at a market without a formal employment contract. Most people in that market are not local. In my experience, it is almost impossible to find a proper official job in Odesa with Donetsk registration.”*

Source: FGDs with IDPs

<sup>10</sup> Employment and unemployment of the population in the second quarter of 2018. Express Issue 24.09.2018. State Statistics Service of Ukraine. – K., 2018.

<sup>11</sup> Employment and unemployment of the population in the first quarter of 2018. Express Issue 25.06.2018. State Statistics Service of Ukraine. – K., 2018.

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



Source: Face-to-face interviews with IDPs

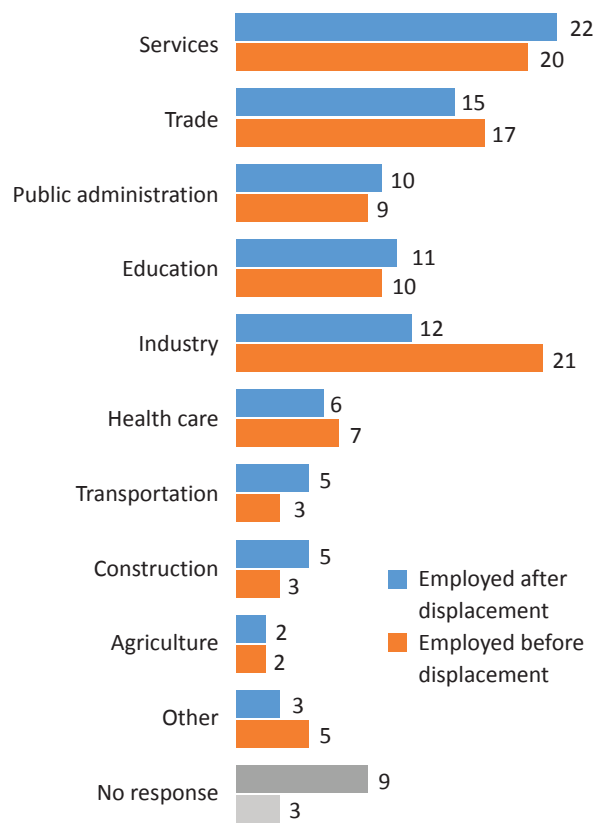
**IDP (female, 60) from Donetsk Oblast:**

*“I’m on good terms with the Internet and I can find work in Germany or Poland. I work as a house nurse. I prepare food for the whole family, make injections, measure the sugar level. Because I’m an outgoing and very conscientious person, people trust me and offer me work.”*

Source: FGDs with IDPs

The difference between employment rates before and after displacement was the largest in the ‘industrial’ sector. In particular, there was a 9% decrease in the number of IDPs working in the ‘industrial’ sector after displacement (Figure 2.2).

**Figure 2.2. Changes in sectors of employment before and after displacement, % of IDPs 18–59 years old**



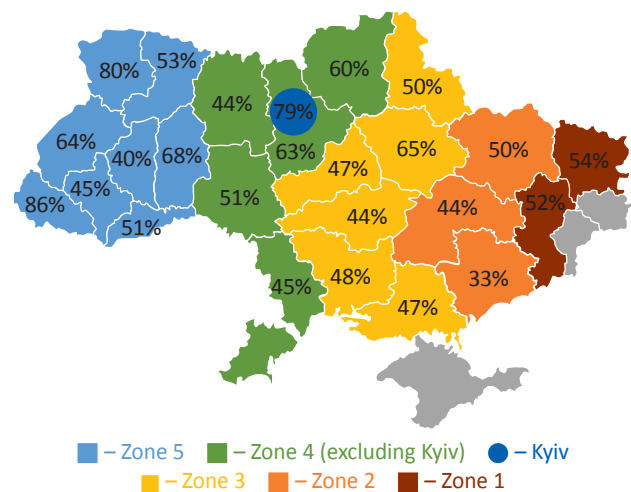
Source: Face-to-face interviews with IDPs

The share of long-term employment (of more than 12 months) was 64% in Round 11 and 66% of IDPs indicated that their current employment corresponded to their qualifications. The majority (79%) of IDPs whose current employment corresponded to their qualifications resided in the first geographic zone (Donetsk and Luhansk oblasts in the GCA).

Kyiv remained a city with the highest rate of employment among IDPs (78%) in Round 11, which is the case for Ukraine in general.

Based on cumulative data, oblasts with the highest rates of employment among IDPs 18–59 years old were Zakarpattia (86%) and Volyn (80%), while oblasts with the lowest rates were Zaporizhia (33%), Ternopil (40%), Dnipro (44%), Zhytomyr (44%), Kirovograd (44%), Ivano-Frankivsk (45%), Odesa (45%), Kherson (47%), Cherkasy (47%) and Mykolaiv (48%) (Figure 2.3).

**Figure 2.3. Employment of IDPs after displacement, by oblasts,<sup>12</sup> % of IDPs 18–59 years old**



Source: Face-to-face interviews with IDPs (cumulative data)

<sup>12</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 – Kirovograd, Mykolaiv, Poltava, Sumy, Kherson, and Cherkasy oblasts; zone 4 – Chernihiv, Kyiv, Zhytomyr, Vinnytsia, Odesa oblasts; zone 5 – Volyn, Zakarpattia, Ivano-Frankivsk, Lviv, Rivne, Ternopil, Khmelnytskyi and Chernivtsi oblasts.



The cumulative data showed that IDPs residing in Kyiv more frequently reported being employed in the service sector (35%), construction (9%) and transportation (9%). IDPs residing in the first zone more frequently reported being engaged in public administration (17%) and education (15%). In the second zone, being employed in the industrial sector (20%) and construction (11%) were reported more frequently, while in the third and fourth zones, IDPs more frequently reported being employed in the service sector (40% and 29%, respectively).

## Unemployment rates

Among surveyed IDPs, the share of the economically active population amounted to 53% in Round 11, including respondents who were either employed (43%) or actively seeking employment and ready to start working within a two-week period (10%) (Figure 2.4). The situation remained unchanged compared to the previous round.

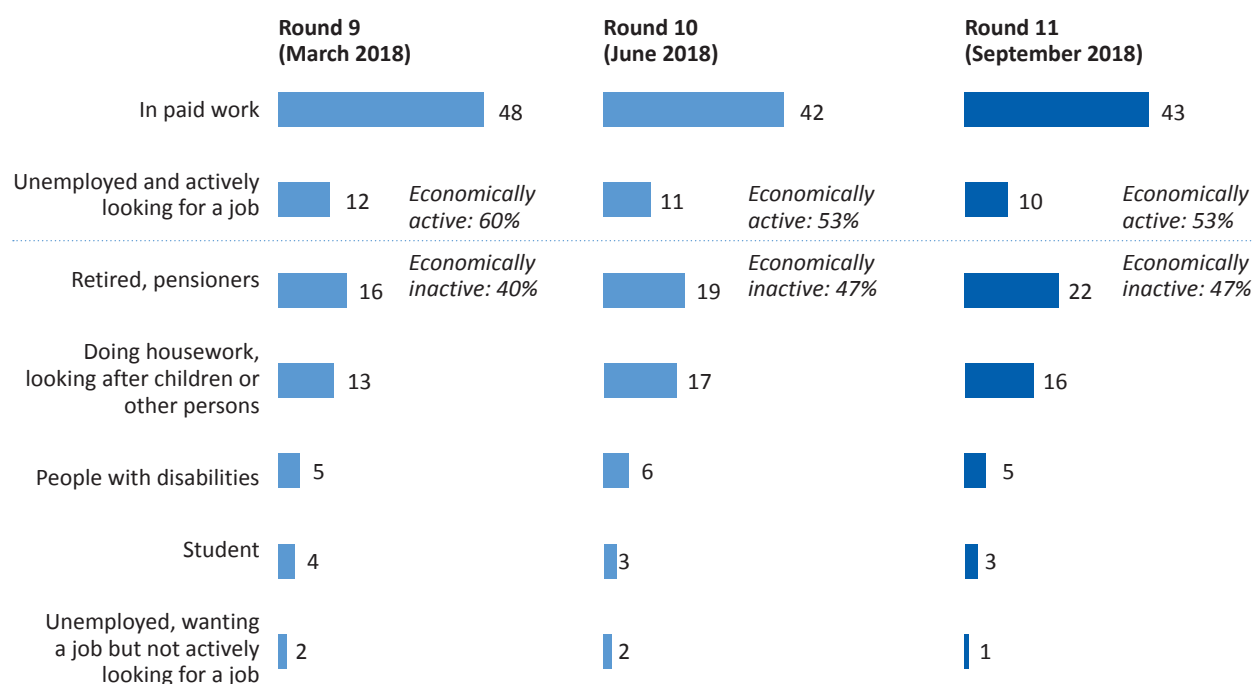
The economically inactive population amounted to 47% among surveyed IDPs in Round 11 (Figure 2.4). The largest share was retired persons or pensioners (22%); 16% were persons who were doing housework, looking after children or other persons in the household, 5% were persons with disabilities, 3% were students and 1% were unemployed but not seeking employment.

### IDP (female, 33) from Donetsk Oblast:

*“In 2014, when I just moved, I immediately wanted to find a job, so I went to the State Employment Centre. There, I told them about my skills and my academic degree. I told them that I am a music teacher and that I can teach English too. But in the Employment Centre, they only offered me a job of a day-care teacher or janitor at a school.”*

Source: FGDs with IDPs

Figure 2.4. Current employment status of IDPs, by rounds, %



Source: Face-to-face interviews with IDPs

**IDP (male, 56) from Donetsk Oblast:**

*“I have been to the State Employment Centre only once. I am a rocket scientist by education. I used to work in Sevastopol in the Institute of Currents. I had great characteristics. When I offered my services, they offered me to work as a gas station assistant. It is difficult to find a job for a person of certain age. I used to be a weightlifting champion. I have got great health, but nobody looks at your health when you seek employment, they look at your age.”*

Source: FGDs with IDPs

**IDP (female, 40) from Donetsk Oblast:**

*“An obstacle to find employment was not just the IDP registration, it was also the fact that I am a woman and I have two young kids. I always specify that there is a grandmother who will help if a kid gets sick. I don’t need sick leaves, but it does not help.”*

Source: FGDs with IDPs

**IDP (female, 60) from Donetsk Oblast:**

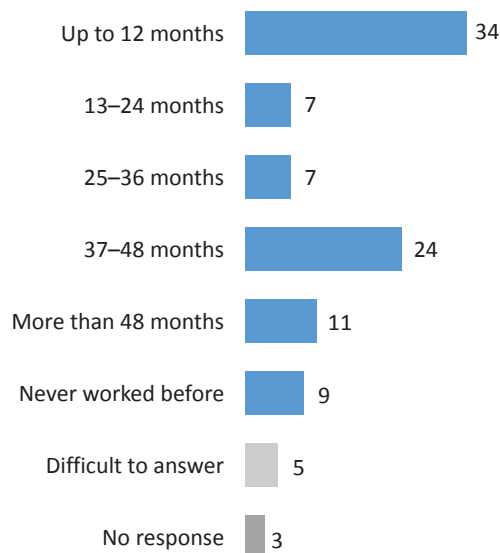
*“You can find a job not corresponding to your qualifications: seasonal, washing dishes at night. But if you live in a dormitory where they lock the door at 11 p.m., you can’t do it.”*

Source: FGDs with IDPs

Based on cumulative data, oblasts with the highest rate of unemployment among IDPs of 18–59 years old were Ternopil (30%), Zaporizhia (23%), Kirovograd (23%), Khmelnytskyi (20%), Luhansk (19%), Vinnytsya (18%), and Kherson (18%) oblasts.

In Round 11, among those 10% of IDPs who were actively seeking employment, 34% had been unemployed up to a year, 38% had been unemployed for more than a year and up to four years (up to 48 months), while 11% had been unemployed for more than four years and 9% had never worked before (Figure 2.5).

**Figure 2.5. Duration of unemployment, % of IDPs who are actively seeking employment**



Source: Face-to-face interviews with IDPs

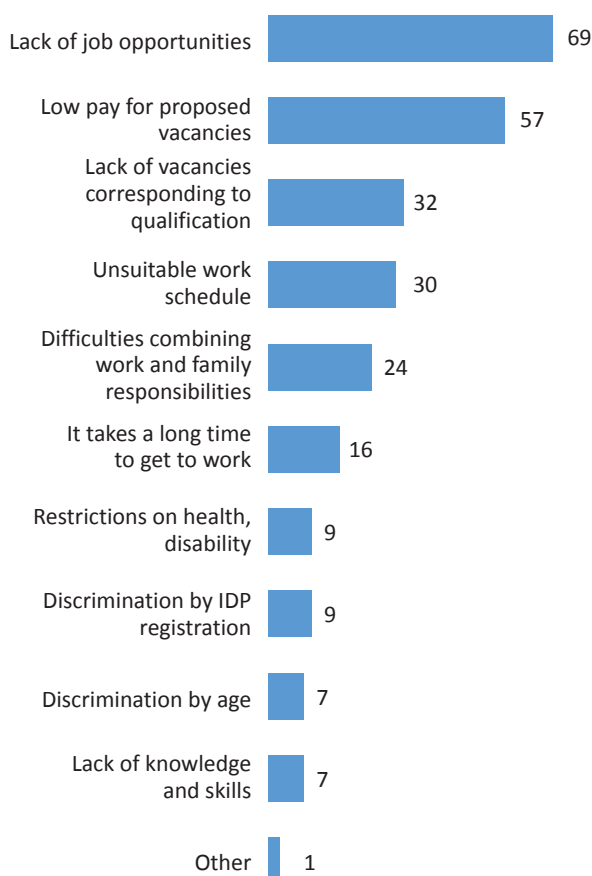
Eighty-seven (87%) per cent of IDPs who were actively seeking employment reported facing difficulties. The most frequently mentioned issues were lack of vacancies in general (69%) and low pay for proposed vacancies (57%) (Figure 2.6).

Other frequently mentioned issues were lack of vacancies which correspond to a person’s qualifications (32%), vacancies with unsuitable work schedules (30%), as well as difficulties combining work and family responsibilities (24%).

Generally, there is no significant difference between men and women in terms of facing difficulties while seeking employment, based on cumulative data. ‘Low pay for proposed vacancies’ was more frequently reported among IDPs aged 18–34 years (64%). ‘Lack of job opportunities’ was more frequently reported among IDPs residing in the first geographic zone (72%) and rural areas (83%), in addition to ‘it takes a long time to get to work’, which was also more frequently reported among IDPs residing in rural areas (26%). ‘Lack of vacancies corresponding to qualifications’ was more frequently reported among IDPs residing in the second zone (46%), while ‘unsuitable work schedule’ was more frequently reported among IDPs residing in cities (38%).



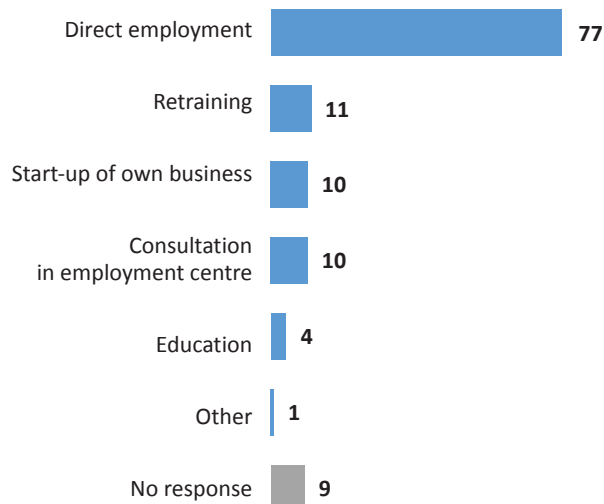
**Figure 2.6. Difficulties that IDPs face when looking for a job, % of IDPs who are actively seeking employment**



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

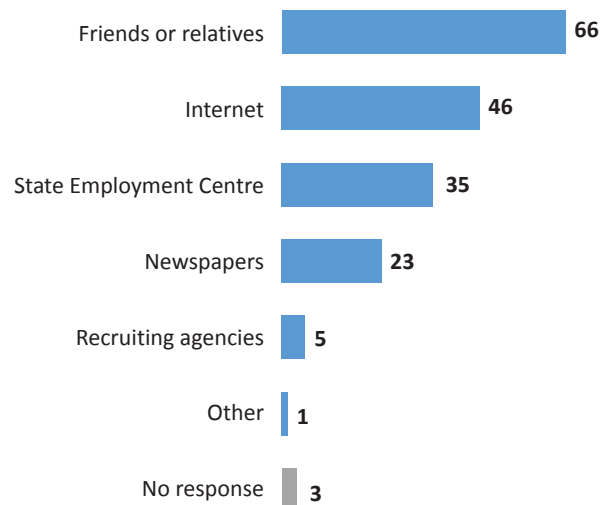
Direct employment was recognized as the most effective means of support among unemployed IDPs, reported by 77% of those interviewed (Figure 2.7). Among IDPs who were looking for a job, 66% searched through friends and relatives, 46% via the Internet and 35% through State Employment Centres (Figure 2.8).

**Figure 2.7. 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 2.8. 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 IDPs' self-assessment of their financial situation remained constant compared to two previous rounds, with over half of IDPs (51%) assessing their financial situation as 'enough funds only for food' or having to 'limit their expenses even for food' (Figure 3.1).

**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)	Round 10 (June 2018)	Round 11 (September 2018)
Have to limit expenses even for food	10	7	11	16	13	12
Enough funds only for food	37	40	33	38	42	39
Enough funds for food, necessary clothing, footwear, basic needs	44	48	51	40	39	41
Enough funds for basic and other needs. Have savings	5	5	4	4	4	5
No response	4	0	1	2	2	3

Source: Interviews with IDPs (combined data)

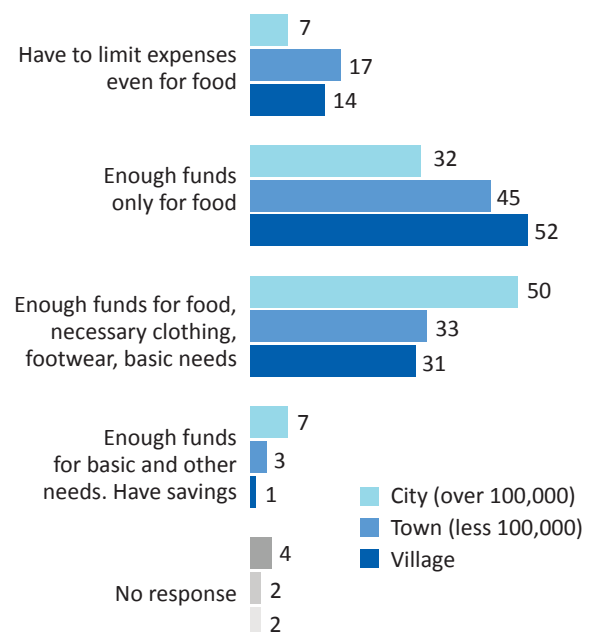
#### IDP (female, 65) from Donetsk Oblast:

*"When my husband was alive, we didn't have any problems, but after he died, it's been, of course, difficult for me alone. I rent a place, and it's tough. Now those who rent housing can apply for a subsidy for utility bills. In winter, I apply for a subsidy, and in summer I take part-time jobs, harvesting strawberries, raspberries, cucumbers, tomatoes. They pay UAH 25 per hour."*

Source: FGDs with IDPs

The largest share of IDPs residing in cities estimated the financial situation of their households as 'enough for basic needs' (50%), while the largest share of households residing in towns and villages estimated their financial situation as 'enough funds only for food', 45% and 52% respectively (Figure 3.2).

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

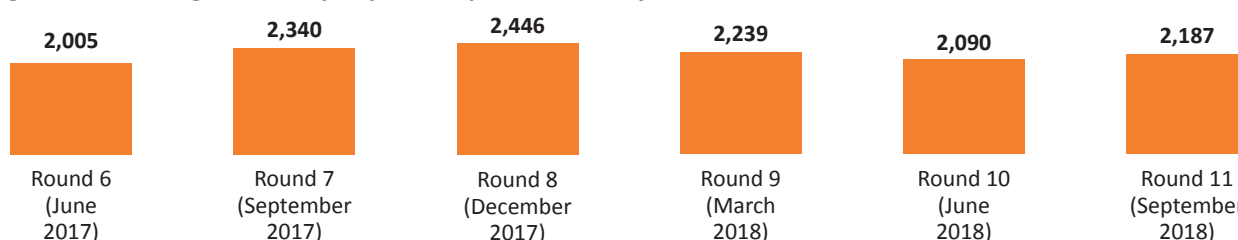


Source: Interviews with IDPs (combined data)

The average monthly income per IDP household member slightly increased compared to the previous round and as of September 2018 was UAH 2,187 (Figure 3.3). The data from Round 11 showed that the monthly income of most IDP households (55%) did not exceed UAH 5,000 (Figure 3.4).

The average monthly income per IDP household member was considerably lower compared to an average Ukrainian household; for the general population, it amounted to UAH 4,344 in the period from January to March 2018.<sup>13</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 September 2018 at UAH 3,252.<sup>14</sup>

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



Source: Interviews with IDPs (combined data)

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

	Round 6 (June 2017)	Round 7 (September 2017)	Round 8 (December 2017)	Round 9 (March 2018)	Round 10 (June 2018)	Round 11 (September 2018)
Up to UAH 1,500	6	5	5	4	4	5
UAH 1,500–3,000	27	22	16	22	23	23
UAH 3,001–5,000	30	28	27	27	31	27
UAH 5,001–7,000	21	21	25	22	19	22
UAH 7,001–11,000	12	16	18	16	14	14
Over UAH 11,000	4	8	9	9	9	9

Source: Interviews with IDPs (combined data)

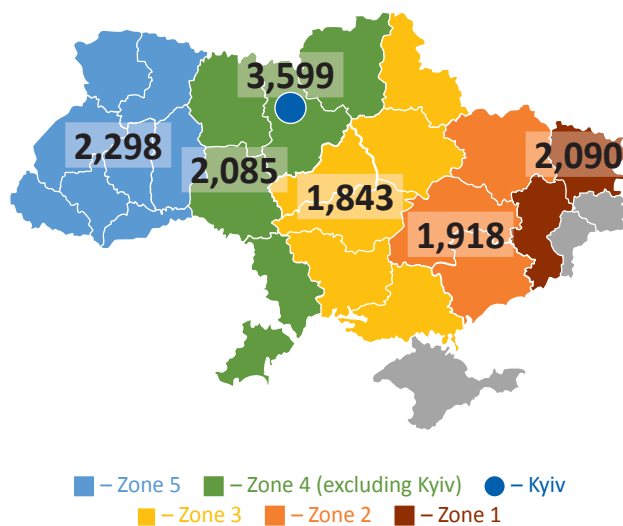
<sup>13</sup> Expenses and resources of households in Ukraine (according to the data of the sample survey of living conditions of households) for the 1<sup>st</sup> quarter of 2018. Statistical Bulletin. State Statistics Service of Ukraine. – K., 2018. (<http://www.ukrstat.gov.ua/operativ/operativ2018/gdvdg/vrdulk2018.zip>)

<sup>14</sup> The actual subsistence minimum in September 2018. Ministry of Social Policy of Ukraine / <https://www.msp.gov.ua/news/16077.html>



Average monthly income levels were uneven across geographic zones and settlement types, with the highest average monthly income per person in Kyiv at UAH 3,599 (Figure 3.5). The average monthly income in cities (UAH 2,632) was higher compared to income in towns (UAH 1,925), while the average monthly income was the lowest in rural areas (UAH 1,462). Among the total population of Ukraine, the average monthly income was higher in cities and towns than in villages (UAH 4,558 in cities and towns, UAH 3,923 in villages).<sup>15</sup>

**Figure 3.5. Average income per person (per month), by geographic zones,<sup>16</sup> UAH**



Source: Interviews with IDPs (combined data)

To deepen the understanding of how IDPs adapt to displacement and longer-term coping capacities of their households, IDPs were asked whether anyone in their household engaged in any coping strategies due to lack of food or lack of money to buy food. Coping strategies differed in their severity, from stress strategies, such as borrowing money, to emergency strategies, such as selling one's land or house.<sup>17</sup>

- **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 or house, affect future productivity, but are more difficult to reverse or more dramatic in nature.

<sup>15</sup> Expenses and resources of households in Ukraine (according to the data of the sample survey of living conditions of households) for the 1<sup>st</sup> quarter of 2018. Statistical Bulletin. State Statistics Service of Ukraine. – K., 2018. (<http://www.ukrstat.gov.ua/operativ/operativ2018/gdvdg/vrdukl2018.zip>)

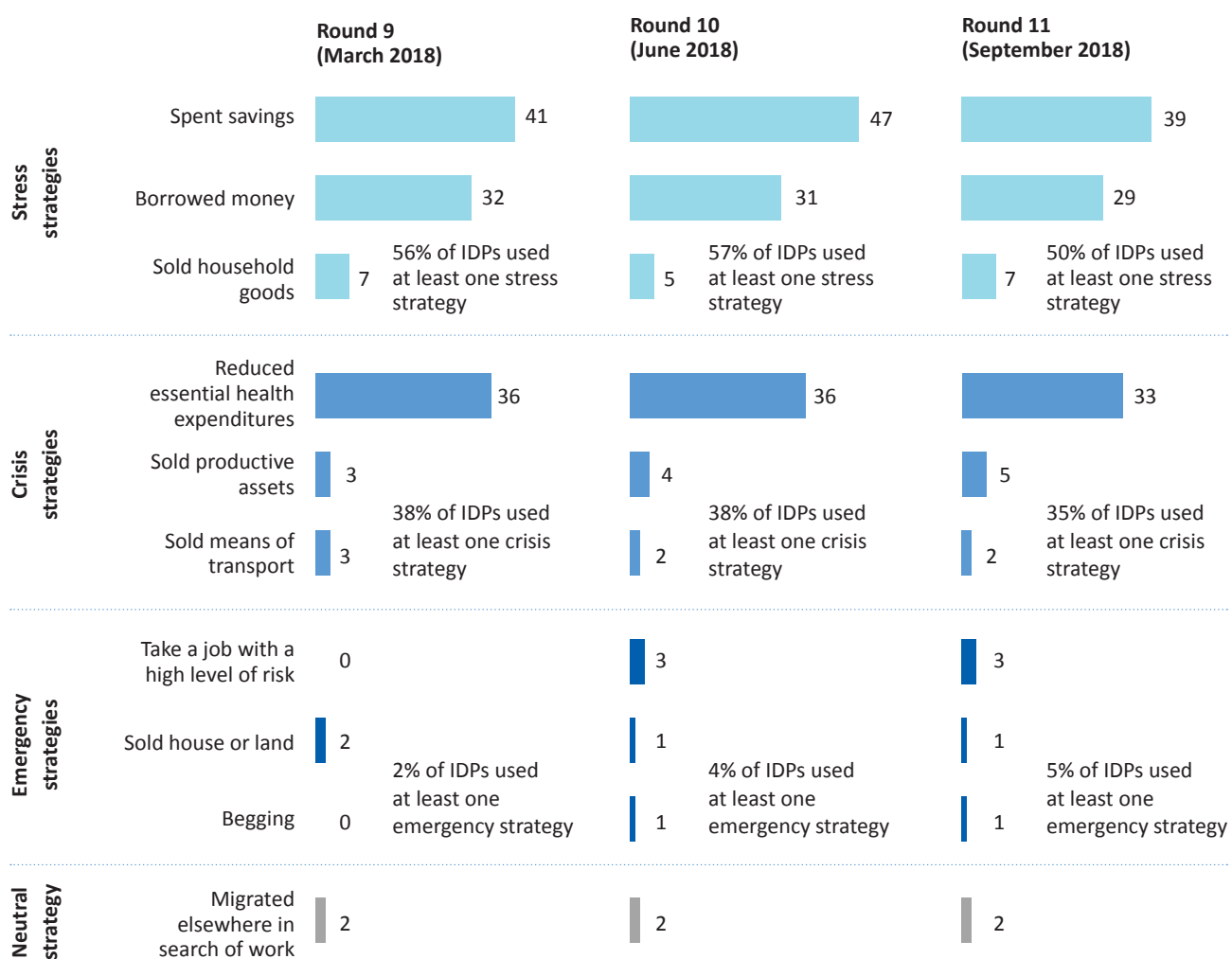
<sup>16</sup> Grouping of oblasts into zones is by distance from the NGCA of Donetsk and Luhansk oblasts. Zone 1 – Donetsk (GCA) and Luhansk (GCA) oblasts; zone 2 – Dnipropetrovsk, Kharkiv, and Zaporizhia oblasts; zone 3 – Kirovohrad, Mykolaiv, Poltava, Sumy, Kherson, and Cherkasy oblasts; zone 4 – Chernihiv, Kyiv, Zhytomyr, Vinnytsia, Odesa oblasts; zone 5 – Volyn, Zakarpattia, Ivano-Frankivsk, Lviv, Rivne, Ternopil, Khmelnytskyi and Chernivtsi oblasts.

<sup>17</sup> 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)

The data reflected the general economic insecurity of IDP households, as 61% reported using at least one coping strategy in Round 11. The most frequently mentioned coping strategies were ‘spending savings’ (39%), ‘reducing essential health expenditures’ (33%) and ‘borrowing money’ (29%) (Fi-

gure 3.6). At least one ‘stress’ coping strategy was used by 50% of IDPs together with at least one ‘crisis’ coping strategy (35%). Emergency strategies, specifically selling one’s land or house, begging or accepting work with a high level of risk, were used by 5% of IDPs during the past 12 months.

**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, by rounds, %**



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

Furthermore, large families, as well as families with members 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 (61% and 47%, respectively), coupled with the crisis coping strategies (46% and 36%, respectively) (Figure 3.7). The same holds true for households with persons with disabilities, which more frequently reported using both stress and crisis coping strategies, compared to households without persons with disabilities.

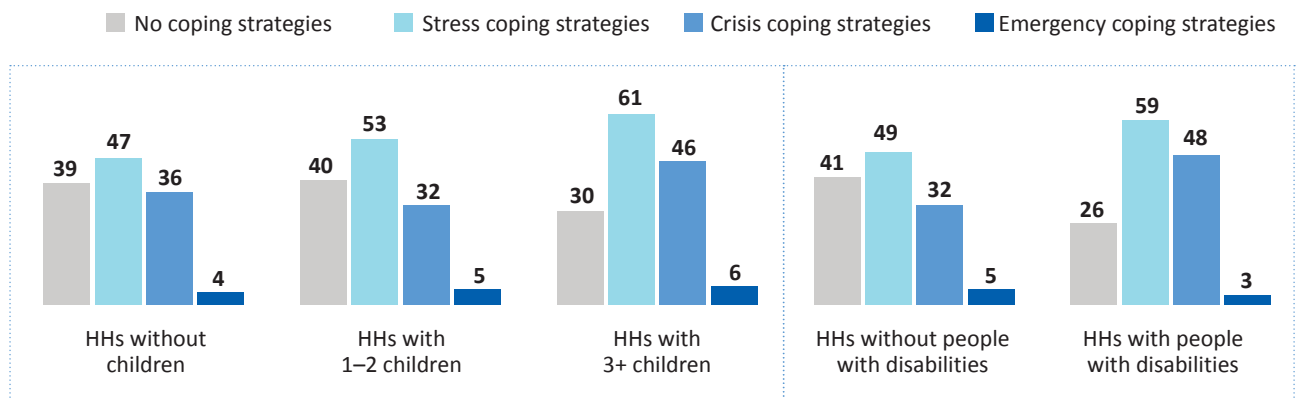
Fifty-six (56%) per cent of surveyed IDPs indicated salary as their main source of income (Figure 3.8). IDPs who indicated salary as their main source of

income more frequently assessed their financial situation as ‘enough funds for food, necessary clothing, footwear, basic needs’, compared to all surveyed IDPs.

Government support to IDPs was the second most frequently mentioned source of income (49%), the share of which decreased compared to the previous round (Figure 3.9). The share of respondents receiving support from the Government was still large, which demonstrates that IDPs continue to rely strongly on government assistance.

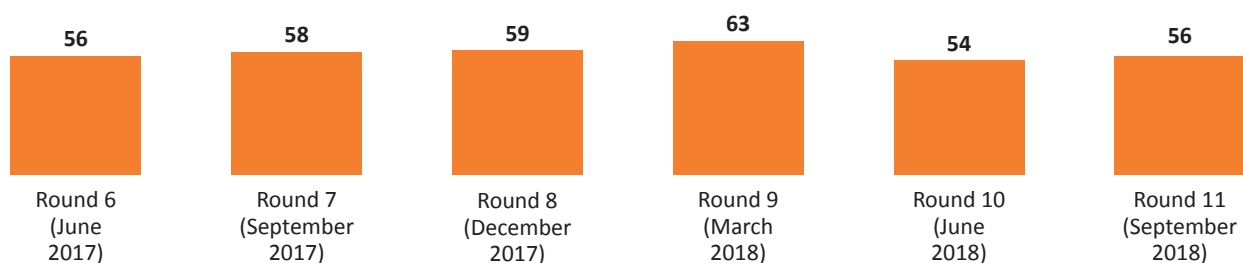
Other frequently mentioned sources of income were retirement or long service pension (34%) and social assistance (25%). The share of IDPs who reported humanitarian assistance was minor (6%) (Figure 3.9).

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



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

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



Source: Interviews with IDPs (combined data)



The most problematic issue identified by IDPs was lack of own housing, reported by 30% in Round 11 (Figure 3.10). It was more frequently reported by employed IDPs aged 18–59 years, IDPs with children

and those who reside in cities. ‘Lack of money’ was the second most frequently mentioned problematic issue, reported by 19% of IDPs and more commonly noted by those over 60 years old.

**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)	Round 10 (June 2018)	Round 11 (September 2018)
Salary	56	58	59	63	54	56
Government IDP support	43	34	41	55	56	49
Retirement or long service pension	37	38	37	32	34	34
Social assistance	23	26	27	29	27	25
Irregular earnings	11	9	10	9	10	8
Financial support from relatives residing in Ukraine	9	10	10	9	8	7
Humanitarian assistance	7	6	5	6	7	6
Disability pension	4	4	4	5	7	5
Social pension	4	3	2	3	3	4
Other incomes	2	4	4	3	4	3

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

**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)	Round 10 (June 2018)	Round 11 (September 2018)
Lack of own housing	–	–	–	–	28	30
Lack of money	–	–	–	–	18	19
Payment for utilities	20	15	16	15	6	7
Lack of opportunity to return to the place of permanent residence	9	8	9	10	8	6
Payment for rent	18	22	23	15	7	6
Living conditions	18	12	13	20	7	5
Unemployment	7	6	6	7	4	4
Access to medicines	3	4	6	4	2	2
Access to health care	1	1	1	3	1	2
Suspension of social payments	4	4	3	2	1	1
Safety	1	1	1	1	1	1
Other	1	6	1	11	5	4
None of the above	17	20	20	11	9	10
No response	1	1	1	1	3	3

Source: Interviews with IDPs (combined data)

Key informants considered lack of own housing (26%) as the most problematic issue for IDPs, followed by unemployment (19%). Other frequently mentioned issues were payment for utilities (13%) and lack of possibility to return to the place of permanent residence (10%) (*Source: Face-to-face interviews with key informants*).

According to key informants, the most important types of IDP support included housing (86%), decent jobs (65%) and the provision of monetary assistance from the Government (61%). Other mentioned issues were monetary assistance from non-governmental organizations (46%), provision of humanitarian assistance (44%), legal assistance (42%), psychological support (38%) and medical aid (36%) (*Source: Face-to-face interviews with key informants; respondents could choose more than one option*).

## Living conditions and types of accommodation

Most IDPs continued to live in rented housing: 45% lived in rented apartments, 10% in rented houses and 4% in rented rooms (Figure 3.11). The share

of IDPs residing with relatives or host families was 14% and remained almost the same compared to the previous two rounds. Fifteen (15%) per cent of IDPs lived in their own housing and their share is slowly increasing since June 2017. Four (4%) per cent of IDPs continued to reside in dormitories and 4% in collective centres for IDPs.

The cumulative data showed that most vulnerable IDPs resided in dormitories and collective centres. IDPs residing in rented apartments were less vulnerable, as they at least had paid work and funds for basic needs.

IDPs residing in dormitories or collective centres more frequently reported being unemployed (7% and 5%, respectively) or economically inactive due to disabilities (6% and 16%, respectively). Compared to the total IDP population, IDPs residing in dormitories or collective centres more frequently assessed their financial situation as had to 'limit their expenses even for food' (10% and 7%, respectively). In addition, residing in dormitories or collective centres was more frequently reported by IDPs whose households consisted of only one person (11% and 6%, respectively).

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

	Round 6 (June 2017)	Round 7 (September 2017)	Round 8 (December 2017)	Round 9 (March 2018)	Round 10 (June 2018)	Round 11 (September 2018)
Rented apartment	46	49	47	47	48	45
Own housing	9	10	11	12	12	15
Host family/relatives	26	25	24	13	13	14
Rented house	8	6	8	9	10	10
Dormitory	3	3	3	7	5	4
Rented room in an apartment	4	4	3	5	4	4
Collective centres for IDPs	2	1	1	4	4	4
Other	2	2	3	3	4	4

*Source: Interviews with IDPs (combined data)*

IDPs residing in rented apartments more frequently reported having households consisting of three or four persons (53% and 49%, respectively). Compared to the total IDP population, they more frequently reported being employed (59%) and assessed their financial situation as ‘enough funds for basic needs’ (52%).

Based on cumulative data, IDPs residing in their own housing were least vulnerable compared to the total IDP population. Although living in their own housing was more frequently reported by pensioners (17%), they also more frequently assessed their financial situation as ‘enough funds for basic needs’ (31%) or reported having savings (31%). IDPs residing in their own housing more frequently reported having households consisting of two persons (16%).

Thirty-one (31%) 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 54% of IDPs who moved within their current settlement. Other frequently mentioned reasons were poor living conditions (33%) and eviction initiated by the owner of the housing (24%) (*respondents could choose more than one option*).

The level of satisfaction among all surveyed IDPs with the basic characteristics of housing remained relatively the same as in the previous round (Figure 3.12). Electricity remained the category with the highest level of satisfaction (92%), while IDPs were least satisfied with the size of the living space (81%), insulation (80%) and heating (78%).

**Figure 3.12. 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)	Round 10 (June 2018)	Round 11 (September 2018)
Electricity	96	92	93	92	91	92
Safety	93	88	90	82	86	88
Sewerage	91	89	90	80	82	82
Water supply	91	86	86	78	79	81
Living space	84	81	84	72	76	81
Insulation	86	85	83	72	78	80
Heating	87	85	83	77	78	78

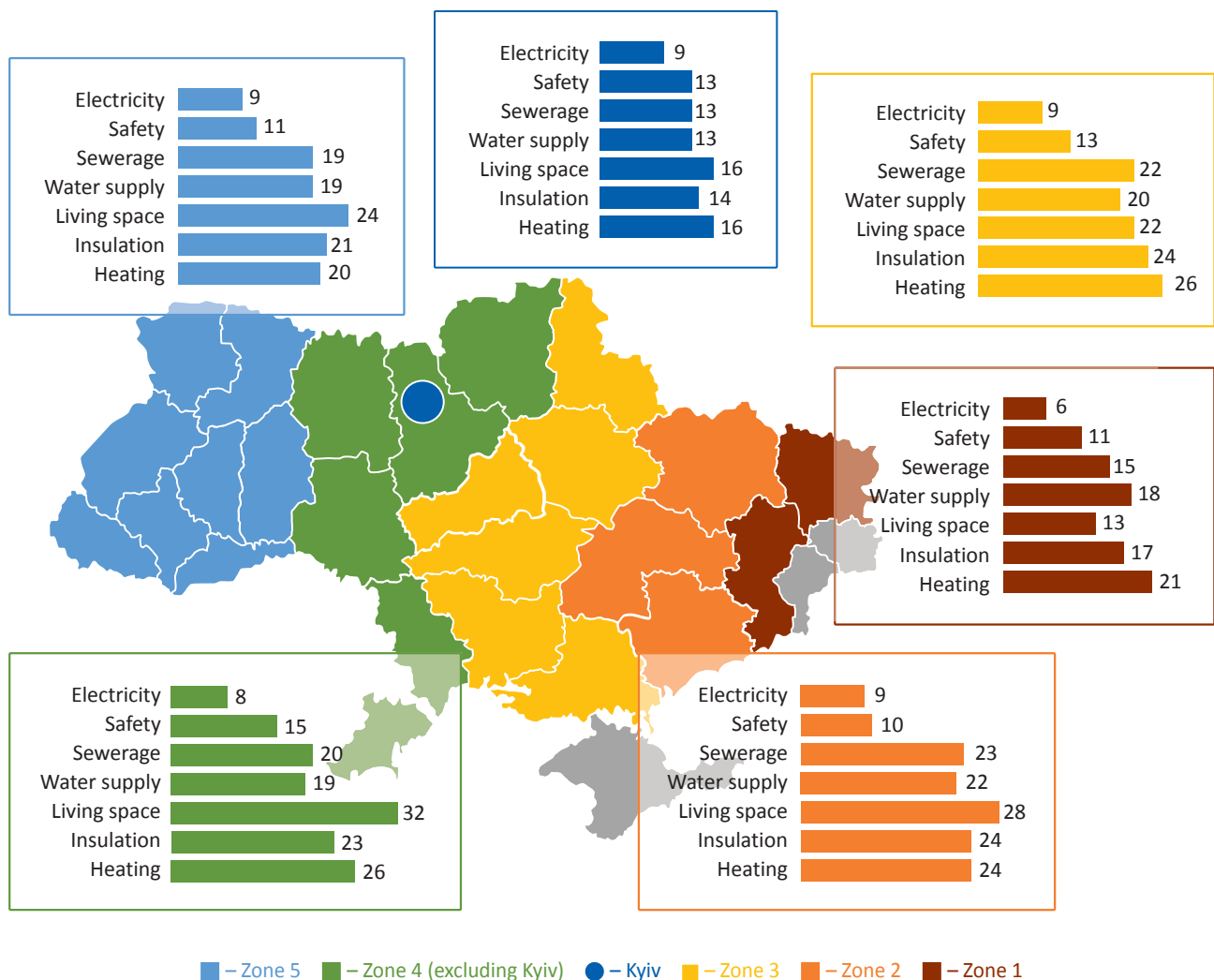
*Note: Respondents could choose more than one option  
Source: Interviews with IDPs (combined data)*



The remaining percentage of respondents expressed dissatisfaction with living conditions. Among these respondents, the level of dissatisfaction was expressed differently across geographic zones (Figure 3.13). In the first zone, 'not satisfied' or 'not fully satisfied' were the most frequently reported with heating (21%), water supply (18%), insulation (17%) and sewerage (15%). In the second zone, over a fifth of IDPs were dissatisfied with living space

(28%), insulation (24%), heating (24%), sewerage (23%) and water supply (22%). In Kyiv, IDPs most frequently reported dissatisfaction with living space (16%) and heating (16%). IDPs residing in the third zone more often reported dissatisfaction with heating (26%) and insulation (24%). In the fourth and the fifth zones, living space was the major reason for dissatisfaction (32% and 24% respectively).

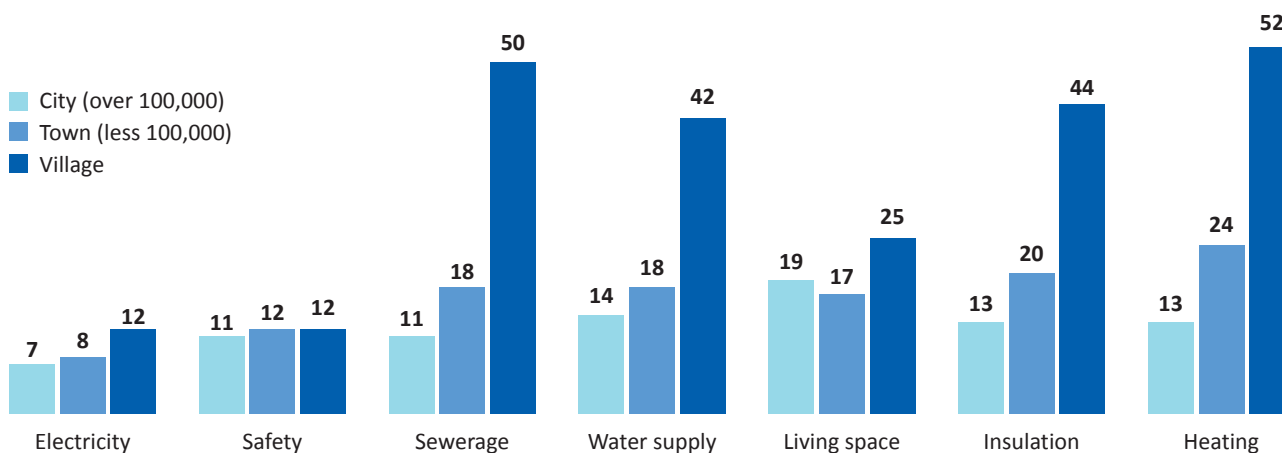
**Figure 3.13. IDPs' dissatisfaction with living conditions, by geographic zones,<sup>18</sup> % of dissatisfied**



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

18 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, Khmelnytskyi and Chernivtsi oblasts.

**Figure 3.14. IDPs' dissatisfaction with living conditions, by type of settlement, % of dissatisfied**



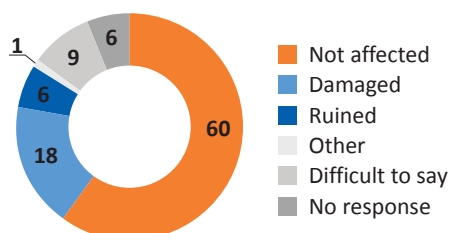
Note: Respondents could choose more than one option  
Source: Interviews with IDPs (combined data)

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, dissatisfaction with heating (52%), sewerage (50%), insulation (44%) and water supply (42%) was reported most frequently (Figure 3.14).

The absolute majority of IDPs (87%) owned a dwelling before displacement and 78% reported having official documentation declaring their ownership.

At the time of data collection, about one quarter of IDPs knew that their dwelling was either damaged (18%) or ruined (6%); over half of IDPs (60%) were aware that their dwelling had not been affected by the conflict (Figure 3.15).

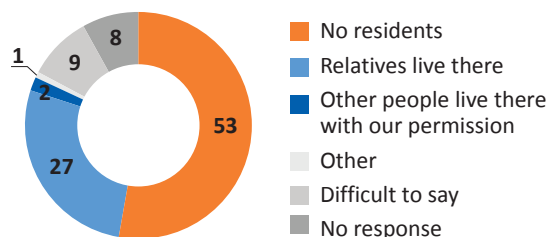
**Figure 3.15. The condition of the dwelling where IDPs lived before displacement, %**



Source: Interviews with IDPs (combined data)

Half of IDPs (53%) reported that their dwelling remained empty, while 27% had their relatives living in the dwelling and 2% had their dwelling occupied by other people with their permission (Figure 3.16).

**Figure 3.16. Current residents of the dwelling where IDPs lived before displacement, %**

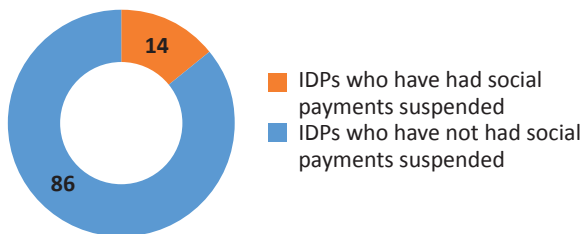


Source: Interviews with IDPs (combined data)

## Suspension of social payments

Fourteen (14%) per cent of IDP households reported facing suspension of social payments since the beginning of the conflict (Figure 3.17). Among these 14%, 36% of IDP households reported facing suspension of social payments in 2018. Specifically, 4% were in the period from July 2018 to September 2018, 21% were in the period from April 2018 to June 2018 and 11% were in the period from January 2018 to March 2018. The increase in the second quarter of 2018 could be related to changes in the mechanism for verification of IDPs eligibility for pensions, made by the Pension Fund of Ukraine in May 2018.

**Figure 3.17. IDPs who have had social payments suspended since their IDP registration, %**

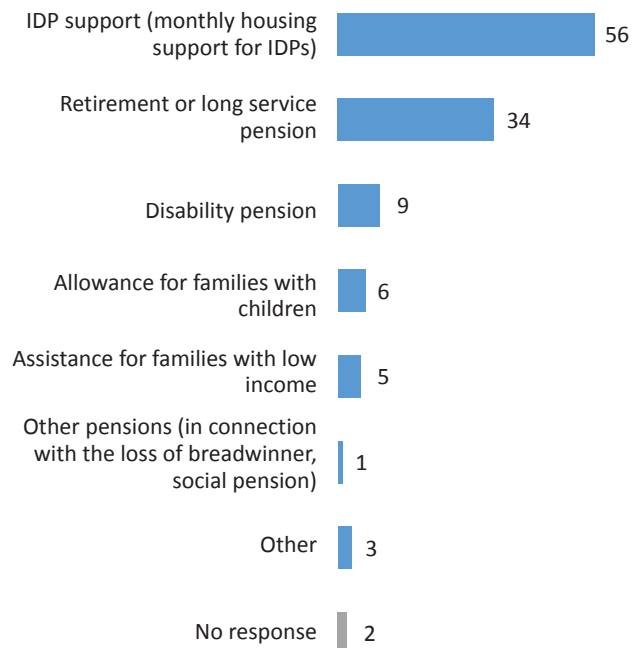


Source: Interviews with IDPs (combined data)

In 2018, the largest number of suspended payments were for monthly housing assistance to IDPs (56%) (Figure 3.18). Another frequently mentioned type of suspended social payments was retirement or long service pension, reported by 34%.

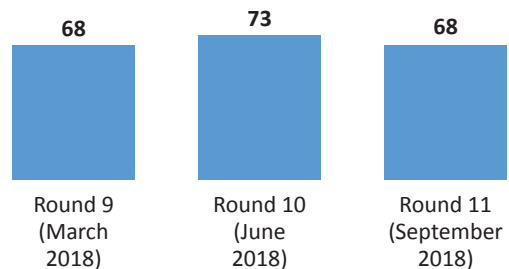
Among those IDPs who faced suspension of social assistance, 68% were aware of the reasons behind the suspension, which is consistent with the previous two rounds (Figure 3.19).

**Figure 3.18. Distribution by types of suspended social payments, % of respondents who have had social payments suspended in 2018**



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

**Figure 3.19. IDPs who were aware of the reasons behind suspension of social payments, by rounds, % of respondents who have had social payments suspended**

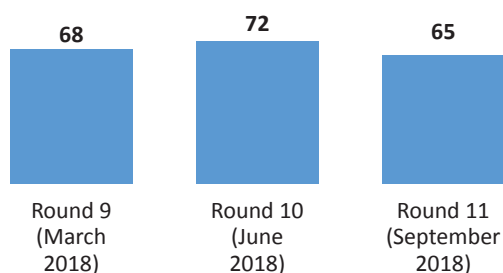


Source: Interviews with IDPs (combined data)



The majority of IDPs who faced suspension of their social payments (65%) reported that they had been familiar with the procedure for renewing their payments, which is consistent with the previous two rounds (Figure 3.20). In addition, the average duration of suspension was 7.5 months for IDPs who faced suspension of social payments during 2017 and 2018.

**Figure 3.20. IDPs who were aware about the procedure on how to renew social payments, by rounds, % of respondents who have had social payments suspended**



Source: Interviews with IDPs (combined data)

## Safety of the environment and infrastructure

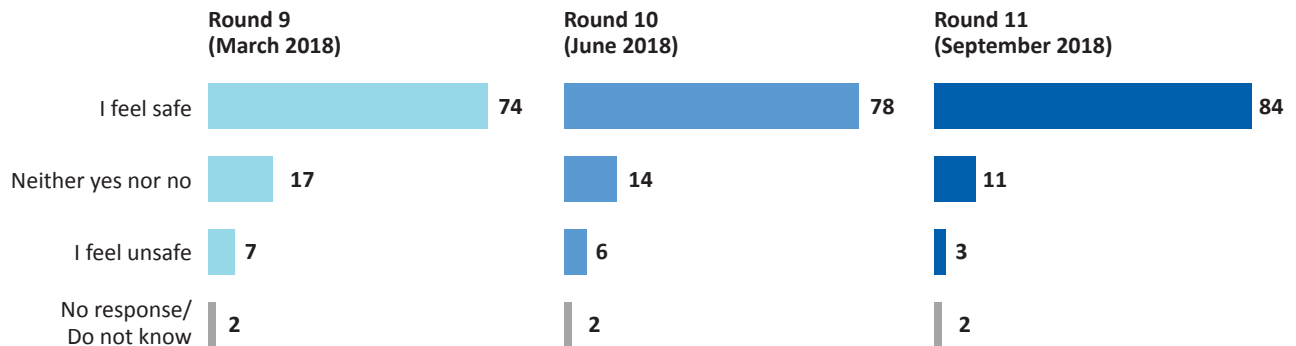
The vast majority of IDPs (80%) felt safe in their current place of residence (Figure 3.21). Sixteen (16%) per cent of respondents noted that they felt unsafe in the evenings and in remote areas of their settlement, which is the same as in the previous round. In addition, 3% of IDPs reported that they felt unsafe in terms of military actions (Figure 3.22) and 5% felt unsafe in terms of criminal actions (Figure 3.23). The feeling of safety in terms of military and criminal actions slightly increased since March 2018 (Figure 3.23).

**Figure 3.21. 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)	Round 10 (June 2018)	Round 11 (September 2018)
I feel safe	91	83	86	70	77	80
I feel unsafe in the evenings and in remote areas of the settlement	8	14	10	22	16	16
I feel unsafe most of the time	1	3	2	5	4	2
Other	0	0	0	0	0	0
No response	0	0	2	3	3	2

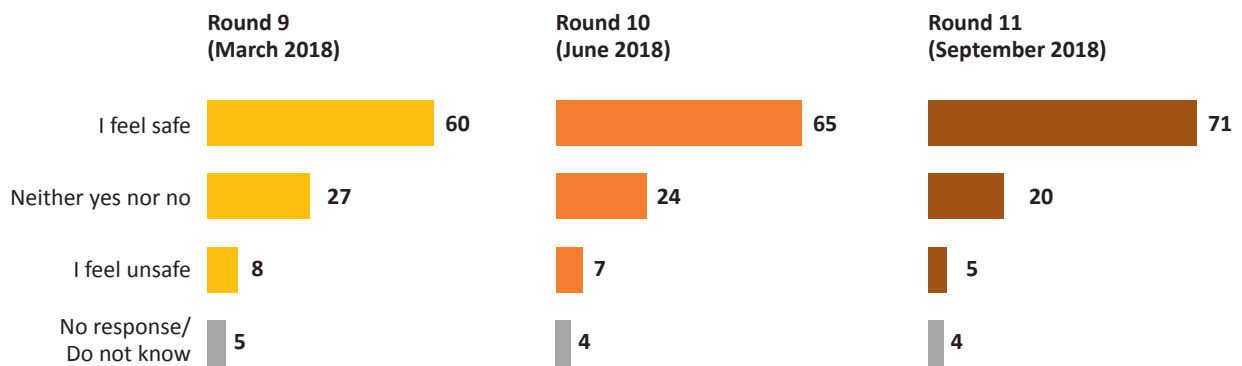
Source: Interviews with IDPs (combined data)

**Figure 3.22. IDPs' safety assessment of the situation on military actions, by rounds, %**



Source: Interviews with IDPs (combined data)

**Figure 3.23. IDPs' safety assessment of the situation on criminal activities, by rounds, %**



Source: Interviews with IDPs (combined data)

## Loans and debt obligations

Only 5% of IDPs reported having loans or debt obligations (Figure 3.24). The vast majority (76%) of those IDPs who had loans or debt obligations used bank funds and 16% borrowed from an individual (friends, acquaintances, among others).<sup>19</sup> IDPs reported borrowing money to buy (9%) or renew (12%) accommodation, pay for healthcare (22%), buy equipment (21%), food products (14%), medicines (13%), rent and utilities (12%), clothes (9%), open their own business (3%), education (3%) and ‘other’ needs (6%) (*respondents could choose more than one option*).

## Human trafficking and labour exploitation

During the interviews, respondents were asked whether anyone in their household had encountered situations involving deceit on the part of the employer or forced labour since the beginning of the conflict. Five (5%) per cent of IDPs reported encountering at least one such a situation since the beginning of the conflict, based on combined data collected through telephone and face-to-face interviews in the GCA.

‘Worked without getting the expected payment’ was reported by 4% of surveyed IDPs, while 3% of IDPs ‘worked in conditions that were significantly worse than promised’ (Figure 3.25). The data showed that these situations were more frequently reported among IDPs who were engaged in construction (26%), the agricultural sector of employment (19%) and trade (16%).

**Figure 3.24. IDP households with loans or debts, by rounds, %**

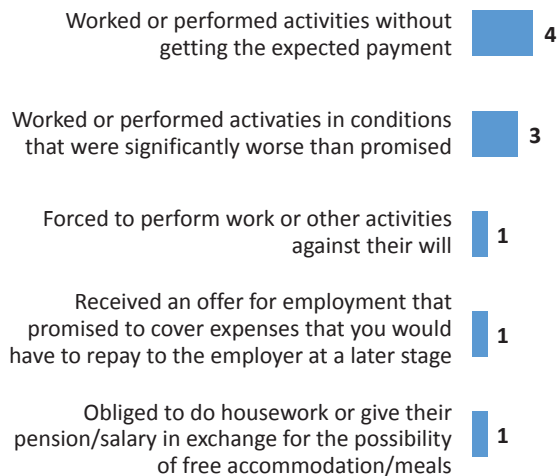
	Round 6 (June 2017)	Round 7 (September 2017)	Round 8 (December 2017)	Round 9 (March 2018)	Round 10 (June 2018)	Round 11 (September 2018)
Had loans or debts	5	3	4	8	8	5
Did not have	94	97	94	89	88	93
No response	1	0	2	3	4	2

Source: Interviews with IDPs (combined data)

<sup>19</sup> Other mentioned options were specialized credit and financial institutions (5%), employers (2%), and ‘other’ (1%), while 2% did not respond to the question (respondents could choose more than one option).

IOM’s experience suggested<sup>20</sup> that crises such as armed conflicts or natural disasters, which lead to an insecure economic situation for the general population and result in the adoption of negative coping mechanisms, may lead to an increase in vulnerability for trafficking and exploitation. The NMS data supports these findings, as there was an association between applying coping strategies and reporting ‘worked without getting the expected payment’ or ‘worked in conditions that were significantly worse than promised’. Among IDPs who engaged in stress coping strategies due to lack of food or a lack of money to buy food during the past 12 months, 8% reported encountering at least one of these two situations, 8% of IDPs who had to engage in crisis coping strategies and 23% of IDPs who had to engage in emergency coping strategies.

**Figure 3.25. Situations involving deceit on the part of the employer or compulsion to do the work since the beginning of the conflict, %**



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

**IDP (female, 48) from Luhansk Oblast:**

*“I worked at a private enterprise. When I was hired they promised me a certain salary and I was waiting all the time when I would be paid. Then they gave me a completely different amount of work. They did not pay me. They pretended there were no promises, no additional duties, and in the end, they also fired me.”*

Source: FGDs with IDPs

**IDP (male, 48) from Luhansk Oblast:**

*“In the park near the railway station, on Saturdays and Sundays, they feed homeless people. If you come before the food is distributed, you’ll see that many employers come there and offer all kinds of options: from working in the field to working in Russia (in Moscow), and they promise good money. Some people I know participated in these jobs but received nothing, maybe only a bowl of soup.”*

Source: FGDs with IDPs

<sup>20</sup> Addressing human trafficking and exploitation in times of crisis. Evidence and recommendations for further action to protect vulnerable and mobile populations. International Organization for Migration. – Geneva, 2015. [https://publications.iom.int/system/files/addressing\\_human\\_trafficking\\_dec2015.pdf](https://publications.iom.int/system/files/addressing_human_trafficking_dec2015.pdf)



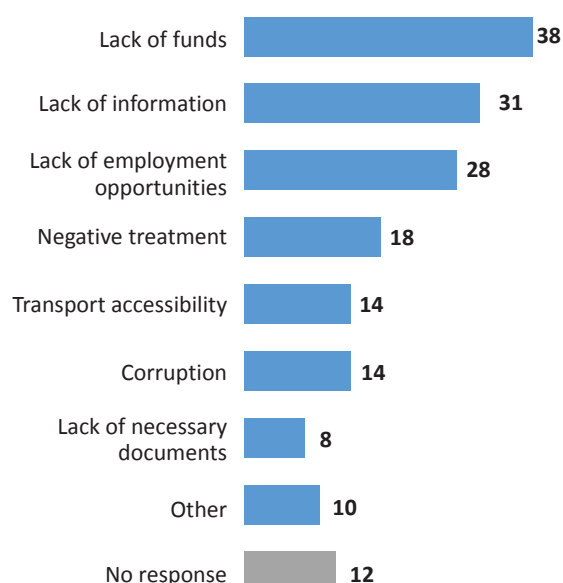
## 4. ACCESS TO SOCIAL SERVICES

Generally, most surveyed IDPs showed a high level of satisfaction with the accessibility of all basic social services. The situation remained relatively unchanged compared to the previous round, although a decrease in the level of satisfaction was observed in Round 9. IDPs were most satisfied with access to education (81%) and were least satisfied with accessibility of health care services (65%), as well as with availability of employment opportunities (54%) (Figure 4.1).

Key informants also assessed IDPs' access to employment and housing as restricted; 'fully accessible' was reported by only 34% and 22%, respectively. Areas such as health care services, education, social protection and social services were assessed as more accessible (72% and higher) (Source: *Face-to-face interviews with key informants*).

Dissatisfaction with access to basic social services among IDPs was mainly due to lack of funds, reported by 38% of respondents (Figure 4.2). Other frequently mentioned reasons were lack of information (31%) and lack of employment opportunities (28%). Less often reported dissatisfaction stemmed from negative treatment (18%), transport accessibility (14%), corruption (14%) and lack of necessary documents (8%).

**Figure 4.2. 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)

**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)	Round 10 (June 2018)	Round 11 (September 2018)
Possibilities to obtain education and enrol children in schools/ kindergartens	84	89	90	80	79	81
Accessibility of administrative services	84	81	81	69	69	73
Possibility of receiving a pension or social assistance	79	74	79	68	68	72
Accessibility of health care services	88	84	85	62	60	65
Availability of employment opportunities	69	66	69	56	53	54

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

Taking a closer look at the different aspects of health-care, the amount of time required to travel from home to healthcare facilities was below 30-minutes for most respondents. The majority of IDPs (89%) had a pharmacy within 30-minutes walking distance and over half of IDPs reported having access to polyclinic outpatient care (59%), ambulatory outpatient care (53%) and hospital/dispensary (54%) within 30-minutes walking distance (Figure 4.3). Absence of pharmacy, polyclinic outpatient care and hospital were more frequently mentioned in rural areas (19%, 69% and 71%, respectively).

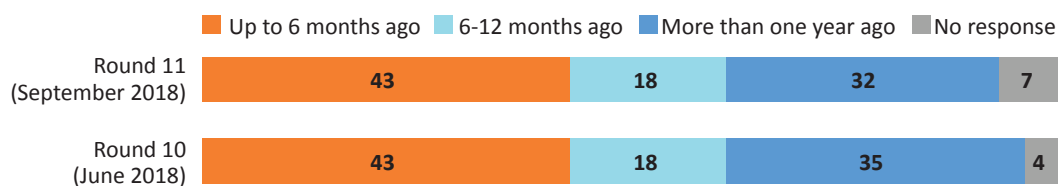
Over half (61%) of surveyed IDPs reported visiting a therapist or family doctor during the past year, while 32% saw a doctor for the last time more than a year ago (Figure 4.4). The changes are minor compared to the previous round. Among those 32% of IDPs who did not see a doctor during the past year, 88% stated that there was no need. In addition, among those 32% of IDPs, 34% were people aged 18–34 years, 46% were people aged 35–59 years and 20% were people aged over 60 years. Other mentioned reasons for not seeing a doctor for those IDPs who expressed a need for it were lack of money (48%), lack of trust (26%) and lack of time (14%) (Figure 4.5).

**Figure 4.3. Time to travel to healthcare facilities, %**

	Pharmacy	Polyclinic outpatient care	Ambulatory outpatient care	Hospital / Dispensary
Up to 15 minutes by foot	59	18	21	14
15–30 minutes	30	41	32	40
30–60 minutes	5	22	14	24
Above one hour by foot	1	4	3	7
Do not have such facilities in current place of residence	3	12	16	10
Do not know	1	3	10	4
No response	1	0	4	1

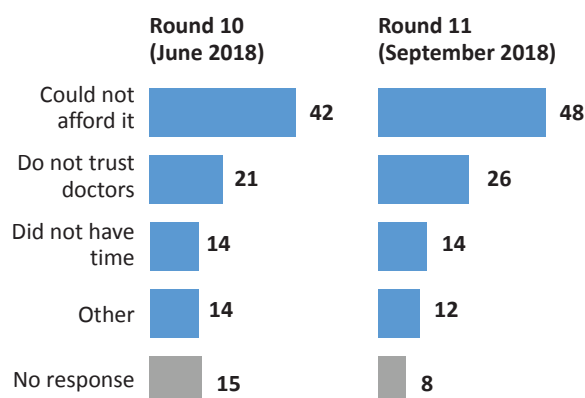
Source: Interviews with IDPs (combined data)

**Figure 4.4. IDPs' last visit of a therapist or a family doctor, %**



Source: Interviews with IDPs (combined data)

**Figure 4.5. Reasons for not seeing a doctor during the past year, % of respondents who expressed a need for seeing a doctor**



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

**IDP (male, 29) from Donetsk Oblast:**

*“I had some health problems, but I didn’t go to hospital. One visit to the doctor costs UAH 200, and then he can also prescribe you a long list of medicines. When I was very sick and couldn’t go out, I called the sister of a friend of mine, she’s a doctor, and she instructed me what I should do and how, briefly and to the point. It saved me a lot of money and was very effective.”*

Source: FGDs with IDPs

**IDP (male, 22) from Donetsk Oblast:**

*“Once, I contracted pneumonia, found myself in a hospital. I was prescribed many shots and medicines. Although I got a discount with the IDP certificate, I still had to borrow money to pay for all that. It cost me a fortune.”*

Source: FGDs with IDPs

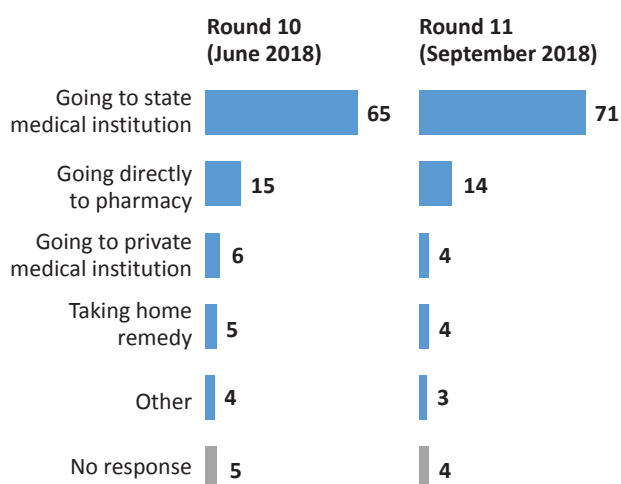
Twenty-nine (29%) per cent of IDPs mentioned that they had been told by a doctor or other health care provider that they had a chronic disease.<sup>21</sup> Among

<sup>21</sup> The following description of chronic disease was used in the questionnaire: a chronic disease is an illness that will not go away or takes a long time to go away, even when treated.

those 32% of IDPs who did not see a doctor during the past year, 18% reported being told that they have a chronic disease.

Generally, most IDPs (71%) reported going to state medical institutions to treat their health issues (Figure 4.6). The most frequently mentioned reasons for this were low cost and affordability (30%), the absence of another alternative (9%) and trust in medical staff (9%). ‘Other’ reasons were reported by 26%, while 26% did not respond to the question. At the same time, 14% reported going directly to a pharmacy or taking a home remedy (4%). The most frequently mentioned reasons for going directly to a pharmacy were awareness of treatment plans (25%), absence of severe diseases (20%), affordability (12%) and saving time (14%). ‘Other’ reasons were reported by 4%, while 25% did not respond to the question. The most commonly reported reasons for taking a home remedy were affordability (30%), absence of severe diseases (6%) and lack of trust in medical staff (6%). ‘Other’ reasons were reported by 39%, while 19% did not respond to the question. Visiting a private medical institution was reported by only 4% of IDPs and the mentioned reasons were the quality of the services (52%), trust in medical staff (15%) and the speed and convenience of receiving the services (14%). ‘Other’ reasons were reported by 4%, while 15% did not respond to the question.

**Figure 4.6. Usual way of treating health issues, %**



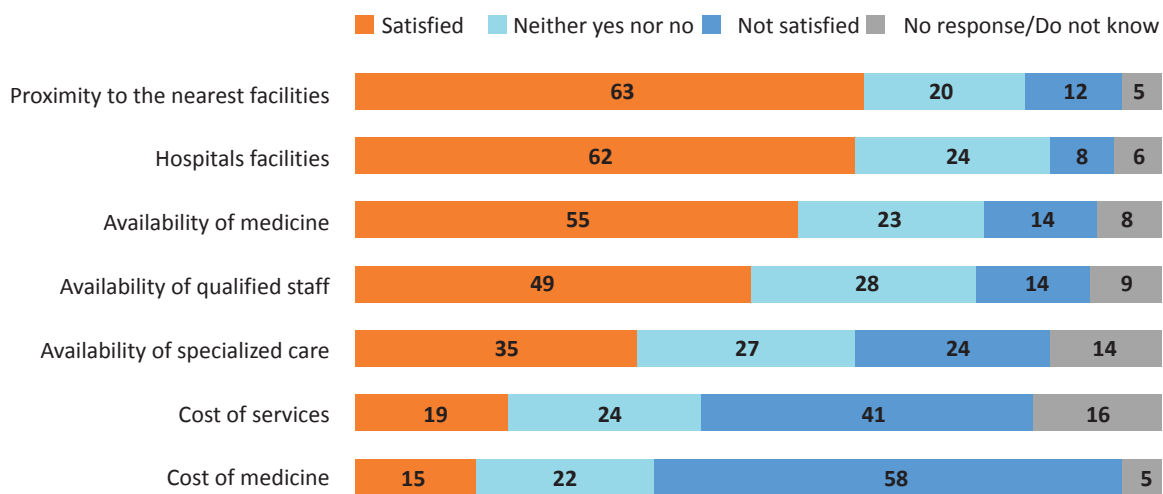
Source: Interviews with IDPs (combined data)

With regards to IDPs' satisfaction with different aspects of healthcare, cost of medicine and services were the categories with the lowest level of satisfaction. When asked about their satisfaction with different aspects of healthcare in their current place of residence, a substantial portion of IDPs reported 'not satisfied' with the cost of medicine and services, 58% and 41%, respectively (Figure 4.7).

Furthermore, over one third of IDPs (37%) noted that the medicines they usually need were afford-

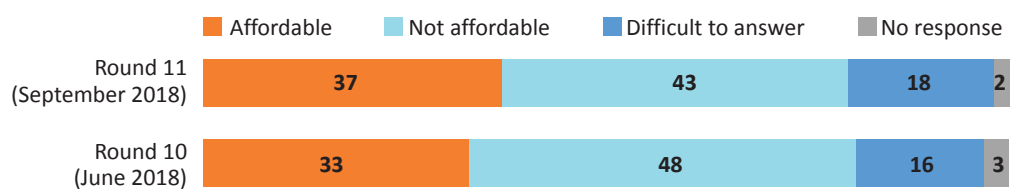
able, while 43% of IDPs assessed it as unaffordable for them (Figure 4.8). The changes are minor compared to the previous round. In the past month, IDPs' average expenses for healthcare and medicines were UAH 1,024 and UAH 946, respectively. Those who did not spend money on healthcare and medicines in the past month amounted to 58% and 30%, respectively, while 26% and 23%, respectively did not respond to these questions.

**Figure 4.7. 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)

**Figure 4.8. IDPs' assessment of affordability of medicine they usually need, %**



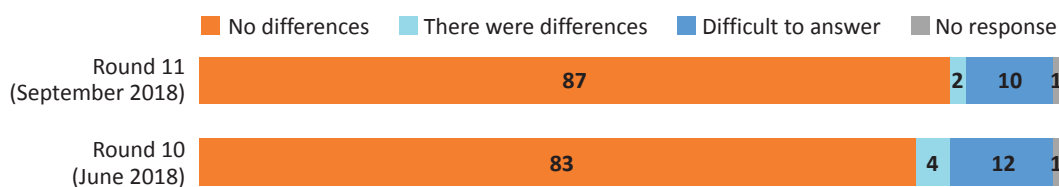
Source: Interviews with IDPs (combined data)



Generally, IDPs frequently reported satisfaction with proximity to the nearest facilities; ‘satisfied’ was reported by 63%. Less frequently reported satisfaction was with hospital facilities (62%) and availability of medicine (55%); less than half of IDPs noted satisfaction with availability of qualified staff (49%) and availability of specialized care (35%) (Figure 4.7). Although healthcare appears to be relatively accessible, data shows that it is not affordable for many IDPs. On the other hand, the level of satisfaction was expressed differently across types of settlements; ‘not satisfied’ with almost all aspects of healthcare was more frequently reported by IDPs residing in rural areas.

The vast majority of IDPs (87%) estimated their access to healthcare services as the same as for the local population and only 2% stated a difference in accessibility (Figure 4.9). The changes are minor compared to the previous round. When asked whether they have experienced any changes in their access to healthcare since the beginning of the conflict, almost half (47%) of IDPs stated that there were no changes for them. Eleven (11%) per cent mentioned restriction of access to healthcare services and worsening of service quality and 9% reported a rise of prices. ‘Other’ reasons were reported by 4%, while 29% did not respond to the question.

**Figure 4.9. IDPs’ assessment of difference in access to healthcare services between IDPs and local population, %**



Source: Interviews with IDPs (combined data)

## 5. IDP MOBILITY

### Displacement

The share of IDPs who reported that they have been staying in their current place of residence for over three years amounted to 62% in Round 11 (Figure 5.1).

**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)	Round 10 (June 2018)	Round 11 (September 2018)
Up to 6 months	5	3	3	4	4	2
7-12 months	10	6	6	5	4	4
13-18 months	4	4	2	4	3	2
19-24 months	13	10	10	8	7	6
25-30 months	28	11	8	4	3	2
31-36 months	36	49	42	22	14	11
More than 36 months	1	15	25	48	62	62
No response	3	2	4	5	3	11

Source: Interviews with IDPs (combined data)

### Intentions on return

**IDP (female, 33) from Donetsk Oblast:**

*“My parents didn’t move out, they sat in basements, they heard everything. They heard missiles explode, they heard shelling. When they first came to us in 2015, after we hadn’t seen each other for half a year, I didn’t recognize them. Two mummies came, black from the grief, toothless, without a spark in their eyes. I cried for a week.”*

Source: FGDs with IDPs

**IDP (female, 40) from Donetsk Oblast:**

*“Two years ago, my children and I visited Donetsk. I saw the difference between my kids and the kids that never left Donetsk. Yes, the children and I are like beggars here, we suffered a lot, we moved 12 times. But I see that my children aren’t startled by a noise. Children there are very well trained to recognize what kind of missile is flying.”*

Source: FGDs with IDPs

The share of IDPs who reported their intention to return to their place of residence after the end of the conflict was 24%, which is slightly lower than in the previous round (Figure 5.2). On the other hand, 38% of IDPs expressed an intention not to return even after the end of the conflict, which was the same as in the previous two rounds.

At the same time, the share of IDPs who chose the response 'difficult to answer' was as high as 20% (Figure 5.2). These results might indicate the uncer-

tainty of IDPs' about their future, as this was also identified by participants of the focus group discussions. When asked about their plans for the next three months, the vast majority of IDPs (82%) stated an intention to stay in their current place of residence. Others mentioned a return to place of residence before displacement (3%), move to another oblast across Ukraine (1%), move abroad (1%), 'difficult to answer' (10%), while 3% did not respond to the question.

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

	Round 7 (September 2017)	Round 8 (December 2017)	Round 9 (March 2018)	Round 10 (June 2018)	Round 11 (September 2018)
Yes, in the near future	1	2	1	1	1
Yes, after the end of conflict	32	25	25	28	24
Yes, maybe in the future	17	18	14	12	14
No	29	28	38	38	38
Difficult to answer	21	25	20	18	20
No response	0	2	2	3	3

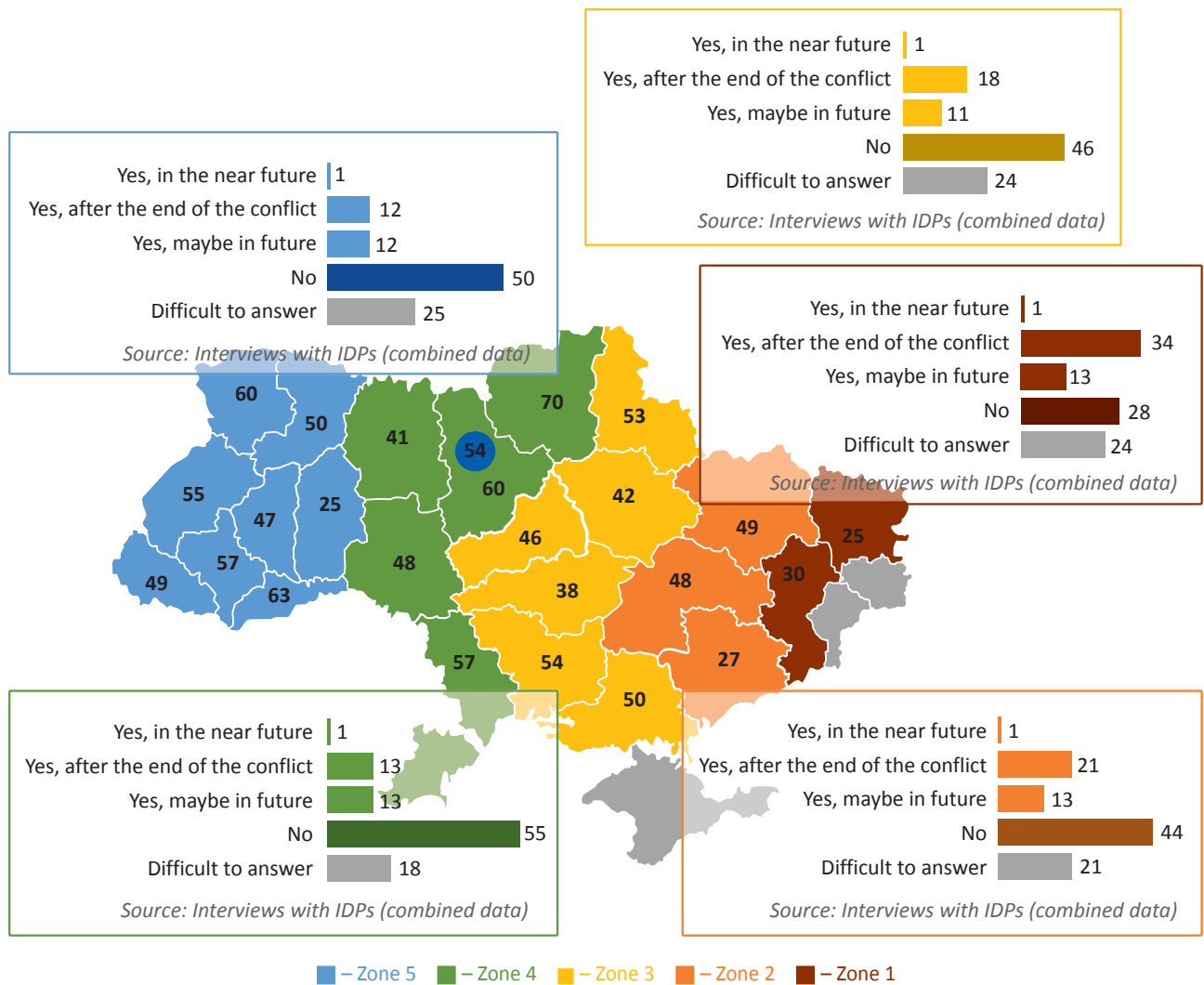
Source: Interviews with IDPs (combined data)

The intention not to return was higher among IDPs who resided further away from the NGCA (Figure 5.3). These results remained consistent across all NMS rounds. The cumulative data collected through telephone and face-to-face interviews in the GCA in Round 9, Round 10 and Round 11 showed that oblasts with the highest share of IDPs who expressed intention not to return were Chernihiv (70%), Chernivtsi (63%), Volyn (60%) and Kyiv oblasts

(60%), while oblasts with the lowest share were Donetsk (30%), Luhansk (25%) and Zaporizhia (27%).

In addition, data showed that over half (53%) of IDPs had close family members who were currently residing in the NGCA. IDPs who had close family residing in the NGCA more frequently expressed their intention to return (56%) than those IDPs who had no close family there (43%).

**Figure 5.3. IDPs' intentions to move, by geographic zones<sup>22</sup> and oblasts, %**



Source: Interviews with IDPs (cumulative data)

<sup>22</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, Khmelnytskyi and Chernivtsi oblasts.



## Intentions to move abroad

In general, intentions to find a job abroad were low. Only 1% of IDPs reported that they had already found a job abroad and were about to move, while 5% noted that they had an intention to find a job abroad soon (Figure 5.4). The changes are minor compared to the previous round. Fifty-two (52%) per cent of IDPs reported that, although they had nothing against working abroad, they had no intention of going abroad; 30% stated that they would never work abroad.

During the interviews with key informants, they were asked whether IDPs had left their settlement during the past three months, whether they had information about the places where IDP had

moved and what was the main reason for their moving. Only 4% of key informants reported that IDPs from their settlement had gone to other countries to find a job in the past three months. A total of 31% of key informants indicated that advertisements for employment abroad were available in their settlements (*Source: Face-to-face interviews with key informants*).

## Visits to places of residence before displacement

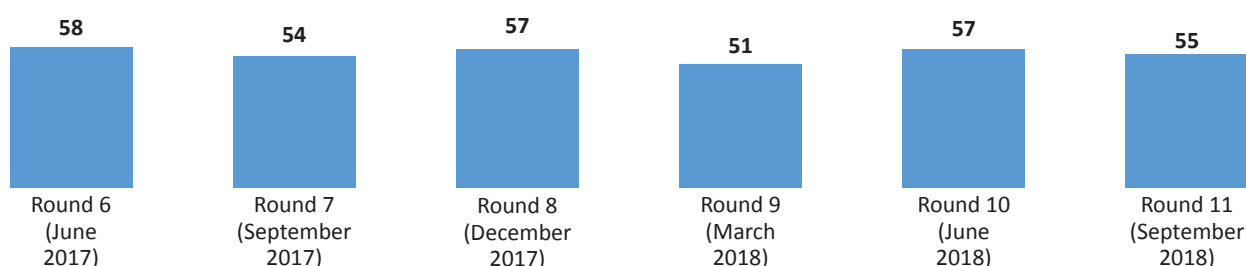
The share of IDPs who visited their place of residence after becoming displaced was 55% in Round 11 (Figure 5.5).

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

	Round 8 (December 2017)	Round 9 (March 2018)	Round 10 (June 2018)	Round 11 (September 2018)
Had already found a job abroad and are about to move	1	1	1	1
Had an intention to find a job abroad soon	4	5	5	5
Have nothing against working abroad, but personally they are not going to	45	48	51	52
Would never work abroad	31	28	34	30
Other	0	2	2	0
Difficult to answer	8	10	5	9
No response	11	6	2	3

*Source: Interviews with IDPs (combined data)*

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



*Source: Interviews with IDPs (combined data)*

The main reasons to travel to the NGCA were visiting and maintaining housing (77%) and visiting friends or family (58%) (Figure 5.6). These results remained consistent across the survey period.

For IDPs who had not visited the NGCA since displacement, their main reason for not going back was the perception that it was ‘life-threatening’ (42%), which is a 10% decrease compared to the previous round, and ‘no need for visiting’ was reported by 37% of IDPs, which is an 8% increase compared to the previous round (Figure 5.7).

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

	Round 6 (June 2017)	Round 7 (September 2017)	Round 8 (December 2017)	Round 9 (March 2018)	Round 10 (June 2018)	Round 11 (September 2018)
Visiting and/or maintaining housing	75	75	75	62	69	77
Visiting friends and/or family	53	54	58	57	58	58
Transportation of belongings	26	25	22	28	20	22
Special occasions, such as weddings or funerals	6	7	4	5	5	6
Research of return opportunities	5	7	4	4	5	3
Operations with property (sale, rent)	2	2	1	2	2	1
Other	1	1	2	3	2	2
No response	2	1	6	1	1	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 displacement, by rounds, % of IDPs who did not visit the NGCA**

	Round 6 (June 2017)	Round 7 (September 2017)	Round 8 (December 2017)	Round 9 (March 2018)	Round 10 (June 2018)	Round 11 (September 2018)
Life-threatening	44	33	36	55	52	42
No need for visiting	–	–	–	–	29	37
Because of the lack of financial possibilities	11	13	15	18	21	24
Because of political reasons	16	20	16	27	19	16
Because of health reasons	9	13	8	13	14	16
No property remains and/or no relatives or friends remain	10	10	14	14	11	13
Other	7	9	3	10	4	2
No response	3	2	8	8	5	8

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

The major barriers identified by IDPs visiting the NGCA were queues at the checkpoints along the contact line (54%), which is a 7% decrease compared to the previous round and at the same level as in September 2017 and June 2017; high financial expenditures (43%), which is a 10% increase compared to the previous round; and lack of transportation (29%), which is at the same level as in the previous round (Figure 5.8).

The data from the survey of people crossing the contact line showed that the reasons why respondents chose a certain checkpoint were mainly the proximity to the place of residence and/or place of destination. 'Hnutove' was the checkpoint which was most frequently chosen because of shorter queues (13%) and shorter crossing time (16%), while 'Stanytsia Luhanska', being the only checkpoint in the Luhansk Oblast, was frequently chosen because of cheaper transportation (34%) (Figure 5.9).

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

	Round 6 (June 2017)	Round 7 (September 2017)	Round 8 (December 2017)	Round 9 (March 2018)	Round 10 (June 2018)	Round 11 (September 2018)
Queues on the contact line	55	55	63	61	61	54
High financial expenditures	–	–	–	–	33	43
Availability of transportation	30	26	24	37	30	29
Fear for life	21	13	12	25	23	18
Health status	13	10	16	12	12	14
Problems with registration crossing documents	6	11	3	9	8	9
Fear of violence	2	2	2	3	3	3
Fear of robbery	3	3	2	3	2	2
Other	2	2	2	7	2	1
No response	2	1	5	1	1	1
Had no barriers	16	30	25	18	15	17

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

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

	Stanytsia Luhanska	Hnutove	Maiorske	Mariinka	Novotroitske
Close to the place of residence	93	37	91	45	40
Close to the place of destination	78	37	6	47	61
Cheaper transportation	34	4	0	5	3
Shorter queue	0	13	0	5	3
Shorter crossing time	1	16	0	9	4
Available transportation	0	5	1	1	5
Better waiting conditions	0	4	0	3	4
Better security situation	0	0	0	3	0
Other	6	1	0	2	1

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

The expense of crossing the contact line differed depending on the means of crossing, i.e. by car or on foot. The largest share (65%) of respondents who were travelling to the NGCA by car reported spending up to UAH 500 on their current trip, while 62% of respondents who were travelling to the NGCA on foot reported spending up to UAH 250 (Figure 5.10).

The data from the survey of people crossing the contact line collected through short screening interviews showed that the share of IDPs amounted to 19% of people crossing the contact line, while 8% were other GCA residents. In addition, 43% of people crossing the contact line were other NGCA residents and 30% were returnees.

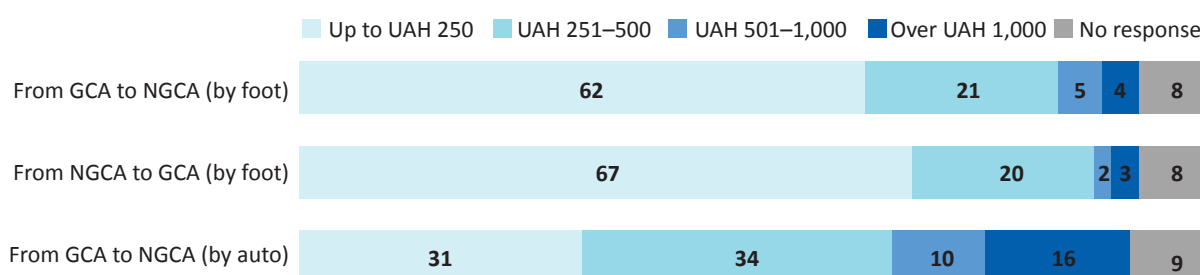
The main purposes of IDPs current trip to the NGCA were visiting friends/family (65%) and visiting/maintaining housing (46%), based on the data from the survey of people crossing the contact line (Figure 5.11). 'Visiting friends or family' was more frequently mentioned by other GCA residents (85%) as a purpose of their current visit to the NGCA.<sup>23</sup>

**Figure 5.11. Purpose of current visit to the NGCA,<sup>24</sup> % of GCA residents**

	IDPs	Other GCA residents
Visiting friends and / or family	65	85
Visiting and / or maintaining housing	46	12
Solving the documents issues	2	0
For treatment	1	3
Special occasions, such as weddings or funerals	2	2
For business purpose / for the job	1	2
Operations with property (sale, rent)	1	0
Buying goods	1	0
Other	4	3

*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*

<sup>23</sup> The trip that took place at the time of survey.

<sup>24</sup> The trip that took place at the time of survey

The vast majority of both IDPs (77%) and other GCA residents (83%) surveyed while crossing the contact line reported not visiting the NGCA for the last three months for mentioned purposes (Figure 5.12). Those respondents who visited the NGCA for the last three months most frequently did so in order to obtain medical treatment (10% and 9%, respectively), buy medicines (8% and 4%, respectively) and buy food items (7% and 3%, respectively).

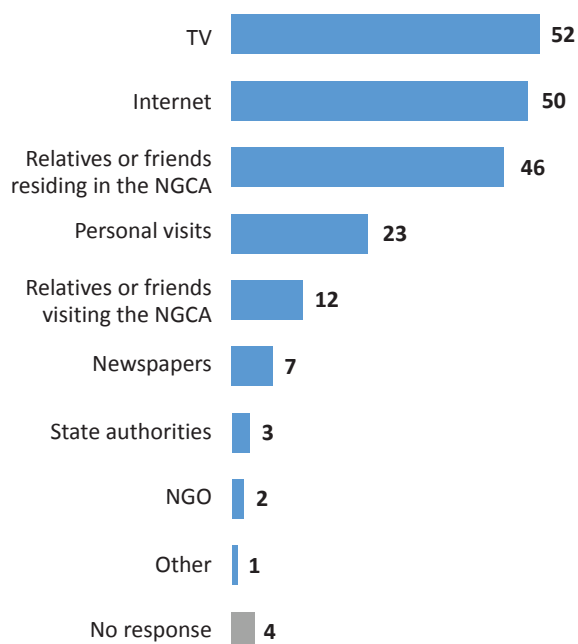
**Figure 5.12. Purpose of visit to the NGCA in the past three months, % of GCA residents**

	IDPs	Other GCA residents
Medical care (incl. psychological services)	10	9
Buying medicines	8	4
Buying food items	7	3
Buying non-food products	5	3
Banking services (opening an account, receiving or closing a loan etc.)	4	2
Renewing or receiving documents (incl. obtaining certificates, registration of business, inheritance, or property rights)	2	0
Other services	1	2
Had not crossed the contact line for the last three months for mentioned purposes	77	83

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

The main sources of information for IDPs on the situation in the NGCA were television (52%), internet (50%) and relatives or friends residing in the NGCA (46%) (Figure 5.13).

**Figure 5.13. Sources of information regarding the NGCA used by IDPs, %**



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



## 6. INTEGRATION INTO LOCAL COMMUNITIES

### Integration rates

**IDP (male, 40) from Donetsk Oblast:**

*“It is great to live in Poltava, it is a beautiful town with a mild climate. But it is difficult to find a job here or do business without acquaintances. You need to have a cousin, a brother-in-law to help you. If you do not have connections, it is tough.”*

*Source: FGDs with IDPs*

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

*“In addition to cash assistance, there is a need for another kind of support. People who moved here don’t know where to go and to whom to talk to. At home, they had their own doctors, lawyers, and here there’s vacuum and disorientation for them.”*

*Source: FGDs with KIs*

**IDP (male, 29) from Donetsk Oblast:**

*“Personally, I do not tell everyone that I am an IDP. A close circle of friends know, but I don’t tell other people.”*

*Source: FGDs with IDPs*

In Round 11, the share of IDPs who reported that they had integrated into their local community amounted to 43%, while 36% of surveyed IDPs stated that they had partly integrated (Figure 6.1). Generally, the total share (79%) of IDPs who reported some level of integration is almost the same as in the previous two rounds (80%). At the same time, a shift towards more moderate responses was observed since Round 9, as the share of IDPs who reported that they had completely integrated decreased and the share of those who reported that they had partly integrated increased in Round 9. In Round 11, the share of IDPs who reported that they had not integrated was 18%.

Data from the key informants’ survey showed minor changes compared to the previous round. The majority (68%) of key informants reported that IDPs were partly integrated into their local communities and 24% stated that they were completely integrated (Figure 6.2). The change towards more moderate responses was also observed since Round 9.

**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)	Round 10 (June 2018)	Round 11 (September 2018)
Yes	56	68	59	65	38	45	43
Partly	32	25	27	27	42	35	36
No	11	6	13	7	14	17	18
No response	1	1	1	1	6	3	3

Source: Face-to-face interviews with IDPs

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

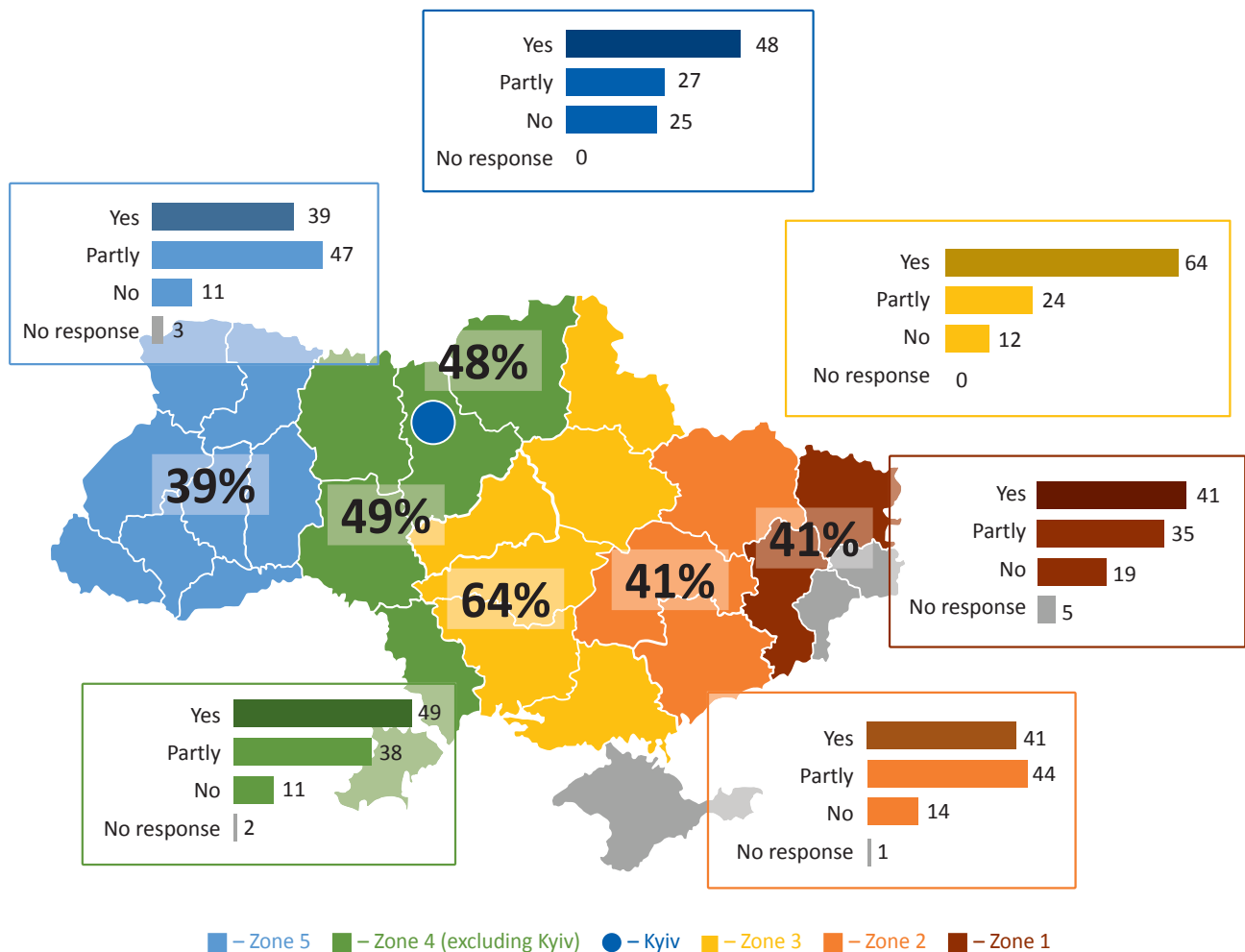
	Round 6 (June 2017)	Round 7 (September 2017)	Round 8 (December 2017)	Round 9 (March 2018)	Round 10 (June 2018)	Round 11 (September 2018)
Yes	45	58	54	27	26	24
Partly	46	37	39	62	66	68
No	4	2	2	4	3	2
No response	5	3	5	7	5	6

Source: Face-to-face interviews with key informants

According to the respondents' self-assessment of their integration, the third zone was the location with the highest rate of IDPs who reported being integrated into the local community (64%) in Round 11 (Figure 6.3).

Based on cumulative data, oblasts with the highest rate of integration among IDPs were Poltava (79%), Rivne (73%), Mykolaiv (73%), Zhytomyr (64%), and Ternopil (63%), while oblasts with the lowest rate were Zaporizhia (15%) and Khmelnytskyi (23%).

**Figure 6.3. IDPs' self-assessment of their integration in the local community, by geographic zones,<sup>25</sup> %**



Source: Face-to-face interviews with IDPs

<sup>25</sup> 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, Khmelnytskyi and Chernivtsi oblasts.

The main conditions for successful integration indicated by IDPs were housing (83%), regular income (69%) and employment (48%), which have remained consistent throughout all NMS rounds (Figure 6.4).

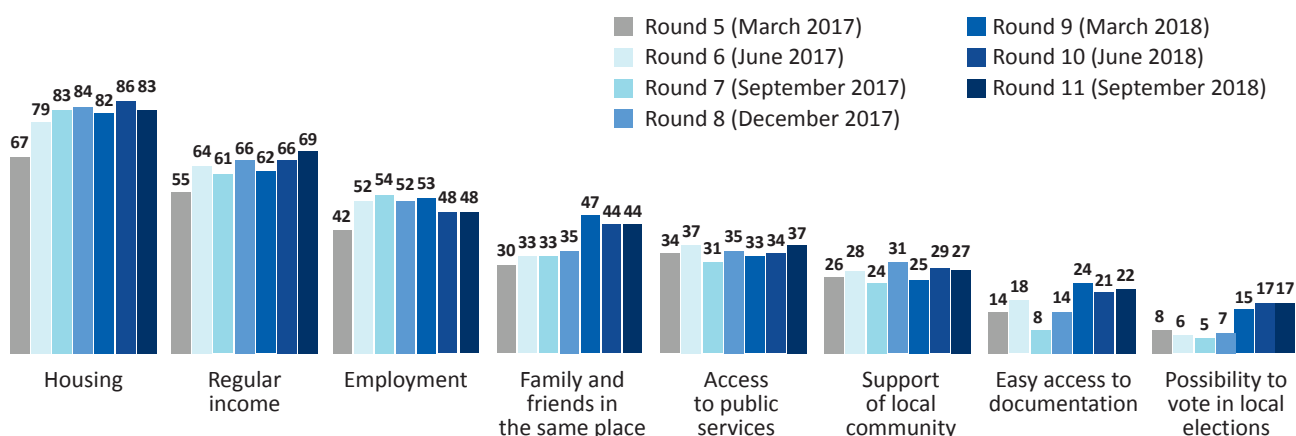
Other frequently mentioned conditions were family and friends in the same place (44%), access to public services (37%), support of local community (27%), easy access to documentation (22%) and possibility to vote in local elections (17%) (Figure 6.4).

Further analysis was conducted regarding the different aspects of social integration of IDPs into the host communities, in particular social surround-

ings, level of trust and sense of belonging. The data demonstrated that the IDPs' self-assessment of their integration in the local community correlated the most with the sense of trust in locals, as well as sense of belonging to the community in their current place of residence.

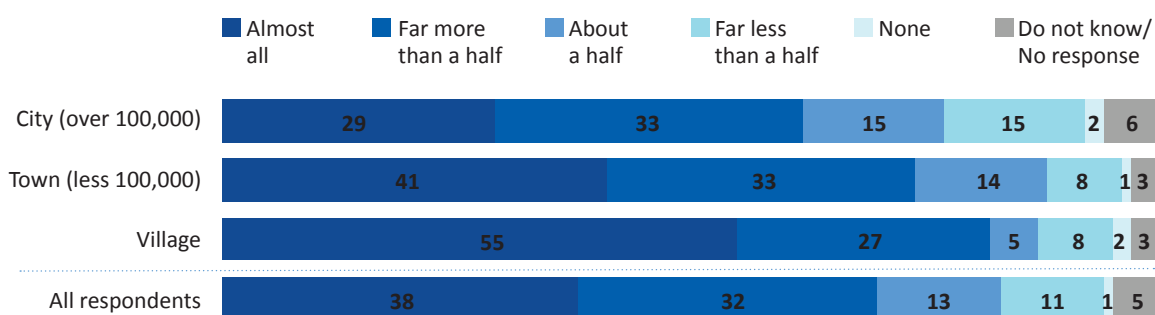
Seventy (70%) per cent of all surveyed IDPs noted that among people they regularly interact with, almost all or far more than half belong to the local population (Figure 6.5). This rate was higher among IDPs residing in villages (82%). Only 1% of all IDPs who took part in the survey said they had no interaction with members of their host community.

**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

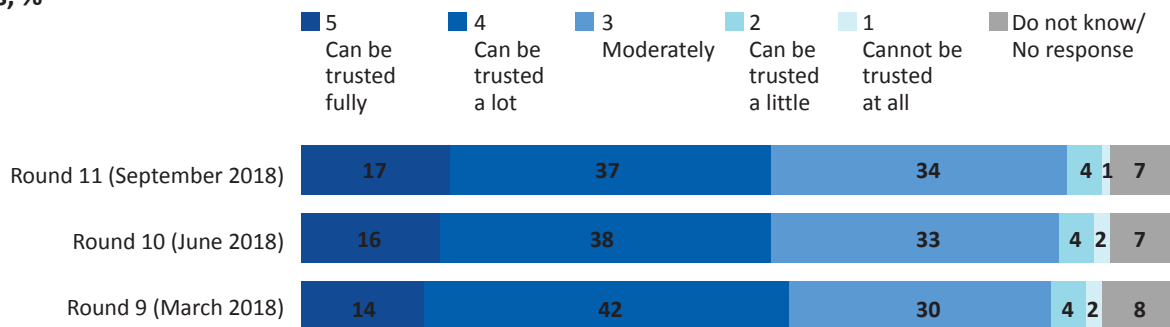
The data indicated that the sense of trust was rather strong among IDPs and the host community. Fifty-four (54%) per cent of IDPs reported ‘trusted fully’ or ‘trusted a lot’ regarding locals in their current place of residence (values 5 and 4 on a five-point scales) (Figure 6.6). The indicator has remained relatively stable across three NMS rounds. The share of IDPs reporting trust towards the local population was higher among IDPs residing in villages (70%), compared to IDPs residing in towns (54%) and cities (49%).

Based on cumulative data, oblasts with the highest level of trust among IDPs towards the local population were Kirovohrad (4.47), Volyn (4.30), Luhansk (4.08), and Chernihiv (4.07), while oblasts with the lowest level were Kyiv (3.38), Ivano-Frankivsk

(3.41), Khmelnytskyi (3.42), Donetsk (3.50), Odesa (3.51) and Kyiv city (3.46).

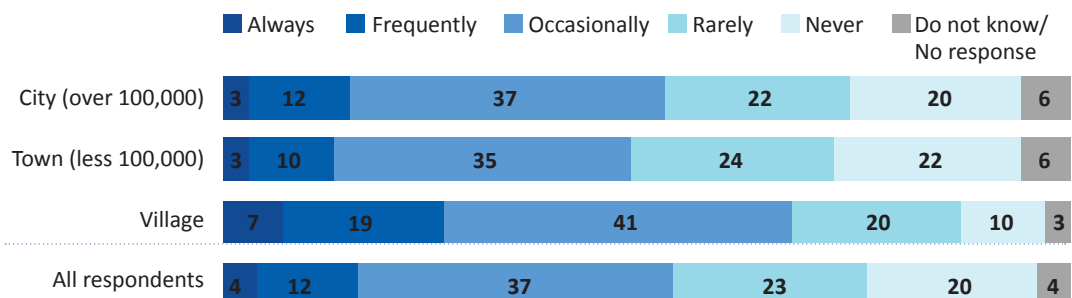
Examining the level of trust further, far fewer IDPs reported relying on host community members for everyday favours such as transportation, borrowing money or childcare. Sixteen (16%) per cent of all surveyed IDPs reported relying on the local population ‘always’ or ‘frequently’, while ‘rarely’ or ‘never’ were reported by 43% 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 community members for everyday favours was higher among IDPs residing in villages (26%) and substantially lower among IDPs residing in towns (13%) and cities (15%).

**Figure 6.6. The IDPs’ level of trust towards the local population in their current place of residence, by rounds, %**



Source: Face-to-face interviews with IDPs

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



Source: Face-to-face interviews with IDPs

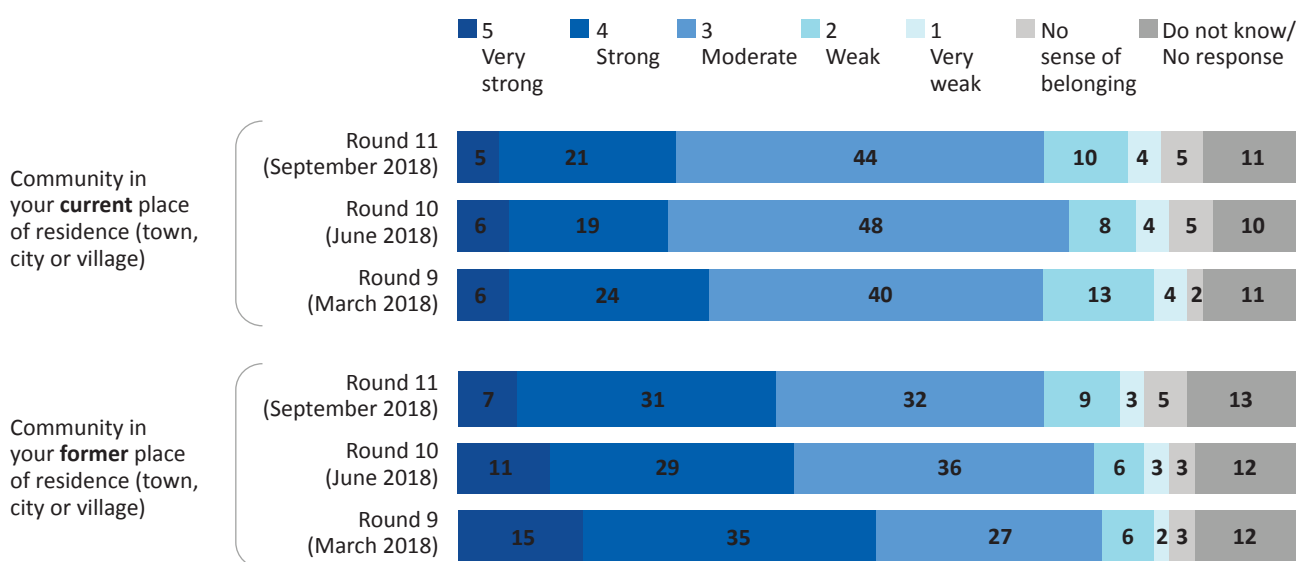


The data indicated that IDPs still had a stronger sense of belonging to the community in their former place of residence than to the community in their current residence. In total, ‘very strong’ or ‘strong’ sense of belonging to the community in the former place of residence was reported by 38% of IDPs, compared to 26% to the community in the current place of residence, although a decline was observed compared to Round 9 (50%) and Round 10 (40%) (Figure 6.8).

## Discrimination

The share of IDPs who reported perceived discrimination or the feeling of being treated unfairly based on their IDP registration was 11% in Round 11 (Figure 6.9), a minor difference compared to the previous round.

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



Source: Face-to-face interviews with IDPs

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

	Round 5 (March 2017)	Round 6 (June 2017)	Round 7 (September 2017)	Round 8 (December 2017)	Round 9 (March 2018)	Round 10 (June 2018)	Round 11 (September 2018)
Yes	18	10	15	14	13	12	11
No	77	86	84	85	81	85	87
No response	5	4	1	1	6	3	2

Source: Face-to-face interviews with IDPs

Perceptions of discrimination or unfair treatment noted by IDPs mainly concerned housing (31%), healthcare (28%), obtaining administrative services (27%), interactions with the local population (26%) and employment (21%) (Figure 6.10).

According to key informants, known cases of discrimination were reported by 5% and mainly concerned housing (40%), employment (37%), access to social benefits (33%) and communications with the local population (18%) (Source: Face-to-face interviews

with key informants, respondents could choose more than one option).

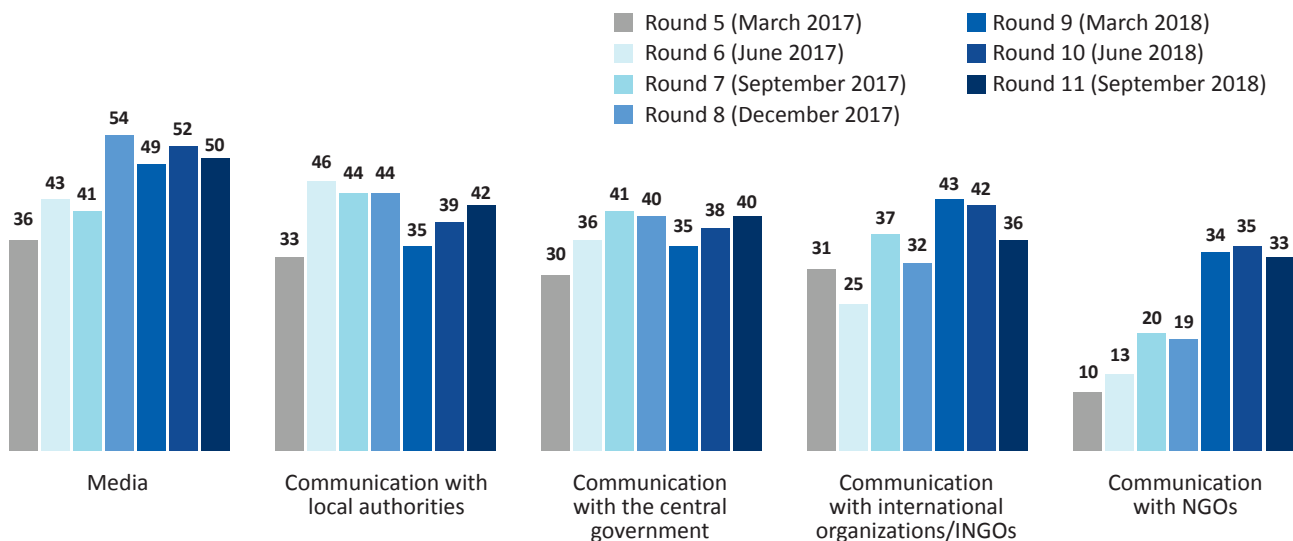
According to IDPs, the most effective channels for sharing existing issues faced by IDPs with the public were informing the media (50%), communication with local authorities (42%), with the central government (40%), international organizations and international non-governmental organizations (36%) and with non-governmental organizations (33%) (Figure 6.11).

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

	Round 6 (June 2017)	Round 7 (September 2017)	Round 8 (December 2017)	Round 9 (March 2018)	Round 10 (June 2018)	Round 11 (September 2018)
Housing	46	65	50	25	34	31
Health care	22	26	16	31	29	28
Obtaining administrative services	–	–	–	–	16	27
Interactions with local population	19	23	39	32	24	26
Employment	31	28	19	29	32	21
Education	12	6	16	8	6	10
Other	7	11	7	13	6	6
No response	0	1	1	2	3	1

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

**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

## Electoral rights

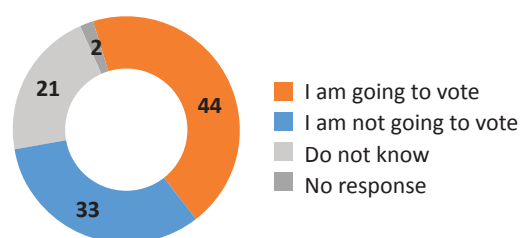
The Constitution of Ukraine grants equal rights for all citizens, including electoral rights. Furthermore, political participation is a necessary condition for IDP integration into the local communities. IDPs exercise their right to vote according to the procedure for temporarily changing their voting place without changing their voting address, in accordance with the Law of Ukraine ‘On ensuring the rights and freedoms of internally displaced persons’. On 5 September 2018, the Central Election Commission adopted Resolution No. 129<sup>26</sup> simplifying the procedure for temporarily changing the voting place for IDPs from Donbas for the upcoming presidential and parliamentary elections. Previously, the procedure required submission of a written request as well as copies of a passport and documents confirming the need to change the place of voting: travel documents, a certificate from a place of study, lease contract, etc. There was an exemption from submission of the supporting documents for IDPs whose voting address was in the Autonomous Republic of Crimea and the city of Sevastopol to confirm the need for a temporary change of the place for voting. However, lack of awareness of the procedure for voting in displacement prevents IDPs from active participation in the elections, despite the existing procedures.

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 to register or cannot register in their rented accommodations. Moreover,

the Draft Law No. 6240<sup>27</sup> on IDPs’ right to vote in local elections is still not included in the Parliamentary Committee agenda list.

Forty-four (44%) per cent of interviewed IDPs stated their intention to vote in the next presidential and parliamentary elections in Ukraine, while 33% had no intention to vote and 21% were undecided (Figure 6.12).

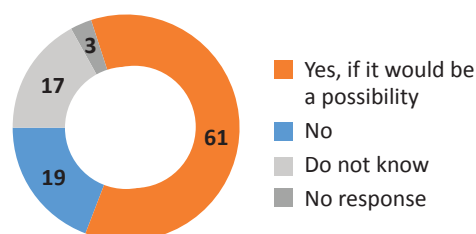
**Figure 6.12. IDPs’ intention to vote in the next presidential and parliamentary elections of Ukraine, %**



Source: Face-to-face interviews with IDPs

In addition, 61% stated that they would vote in the next local elections if there was such a possibility (Figure 6.13). The changes were minor compared to the previous round.

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



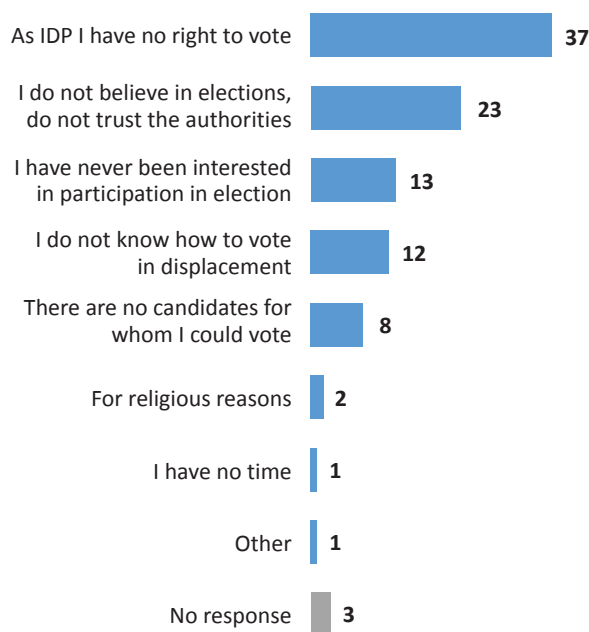
Source: Face-to-face interviews with IDPs

<sup>26</sup> Central Election Commission Resolution No. 129 dated 05.09.2018: <http://www.cvk.gov.ua/pls/acts/ShowCard?id=43898>

<sup>27</sup> Draft Law No. 6240 on IDPs’ right to vote in local elections: [http://w1.c1.rada.gov.ua/pls/zweb2/webproc4\\_1?pf3511=61425](http://w1.c1.rada.gov.ua/pls/zweb2/webproc4_1?pf3511=61425)

The most common reason for not intending to vote in the next presidential and parliamentary elections was a notion that, as IDP, they had no right to vote in the elections (37%) (Figure 6.14). Furthermore, 23% reported that they did not believe in elections, did not trust the authorities and 13% mentioned that they have never been interested in participation in elections. Other mentioned reasons were lack of awareness of how to vote while in displacement (12%), lack of candidates for whom they could vote (8%), religious reasons (2%), lack of time (1%) and 'other' reasons (1%); 3% did not respond to the question.

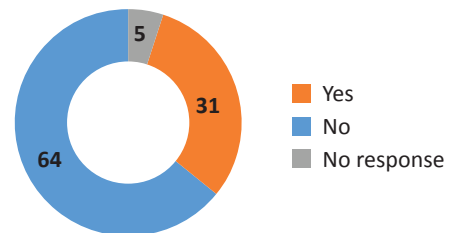
**Figure 6.14. Reasons for not intending to vote in the next presidential and parliamentary elections, % of those intending not to vote**



Source: Face-to-face interviews with IDPs

Over half of IDPs (64%) did not know how to vote in their current place of residence, while 31% of IDPs reported being aware of the procedure for voting in displacement and 5% did not respond to the question (Figure 6.15). The data showed an association between 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, 75% reported an intention to vote compared to 31% of IDPs who noted that they were not familiar with the voting procedure.

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



Source: Face-to-face interviews with IDPs

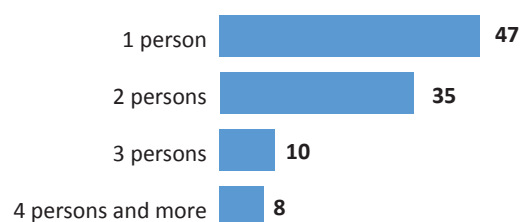
## 7. RETURNEES TO THE NON-GOVERNMENT CONTROLLED AREAS

When conducting the telephone survey, which in Round 11 included 4,025 interviews in all oblasts of Ukraine, 802 respondents (20%) were identified as IDPs who returned and are currently living in the NGCA, which was the same as in the previous round and considerably higher than in Round 9 (Figure 7.1). It is worth mentioning that during the implementation of the telephone survey in February 2018, interruption of mobile services was experienced in Donetsk Oblast (NGCA). As a result, a lower number of respondents were identified as IDPs who returned and currently live in the NGCA in Round 9.

During the interviews, the respondents were asked about the composition of their households. The average size of surveyed returnee households was 1.83 persons, which was smaller than the average size of IDP households in the GCA (2.50 persons), based on combined data collected through telephone and face-to-face interviews in

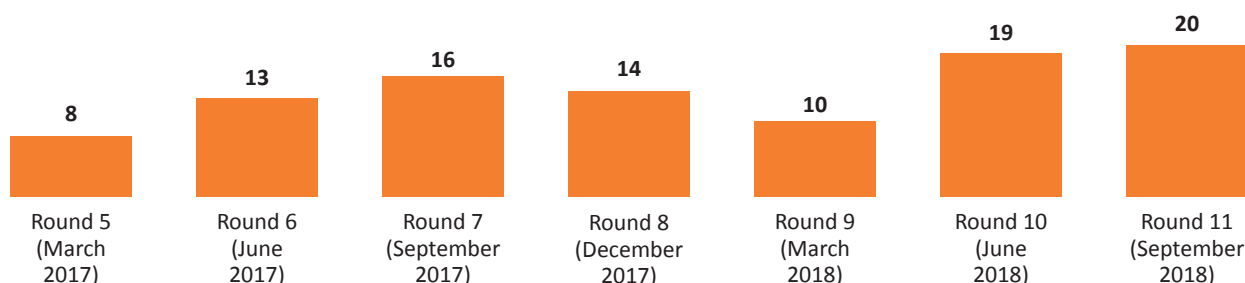
the GCA. The largest share of surveyed returnee households consisted of one person (47%) and 35% of surveyed returnee households consisted of two persons (Figure 7.2). Among these 47% of single-person households, 70% were women.

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



Source: Telephone interviews with returnees to the NGCA

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

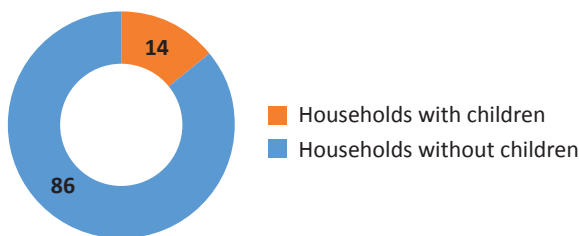


Source: Telephone interviews



Households with children made up only 14% of all returnee households (Figure 7.3), which is lower than among IDP households (43%), based on combined data. Households with one child made up 58% of the total number of returnee households with children. The share of large families with three or more children amounted to only 4% of returnee households with children and the share of single parent households was 35% of returnee households with children.

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

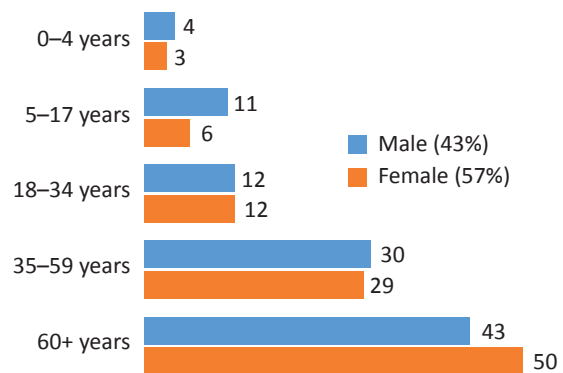


Source: Telephone interviews with returnees to the NGCA

The cumulative data collected through telephone interviews in the NGCA in Round 9, Round 10 and Round 11 showed that among households with children, ‘lack of employment opportunities’ as the reason behind their return was reported more frequently than among the total returnee population, 20% and 9%, respectively. Compared to the total returnee population, the share of employed respondents (45% and 25%, respectively) and persons who were doing housework, looking after children or other persons in the household (24% and 6%, respectively) were considerably higher among returnee households with children.

Women represented 57% of surveyed returnee household members, which was the same as the portion of women among IDP households, based on combined data. Among these 57% of women, 50% were aged over 60 years, which was slightly higher than the share of men of the same age (43%) (Figure 7.4). Generally, the surveyed returnee population was significantly older than the IDP population: 53.0 years compared to 36.3 years, based on combined data.

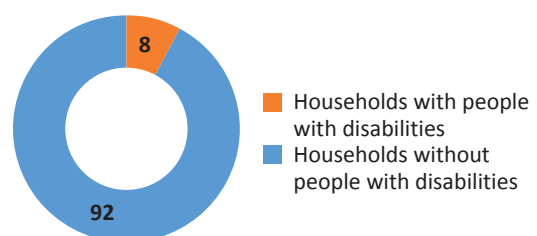
**Figure 7.4. Gender and age distribution of returnee household members, %**



Source: Telephone interviews with returnees to the NGCA

Eight (8%) per cent of returnee households reported having a family member with a disability (Figure 7.5).

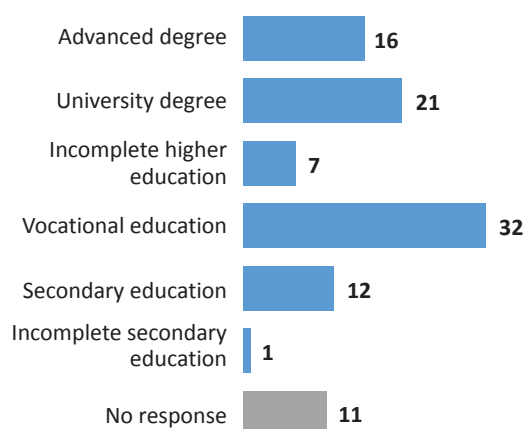
**Figure 7.5. Distribution of returnee households with people with disabilities (I-III disability groups, children with disabilities), %**



Source: Telephone interviews with returnees to the NGCA

The largest share of returnee heads of household had a vocational education (32%) (Figure 7.6), while 55% 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.

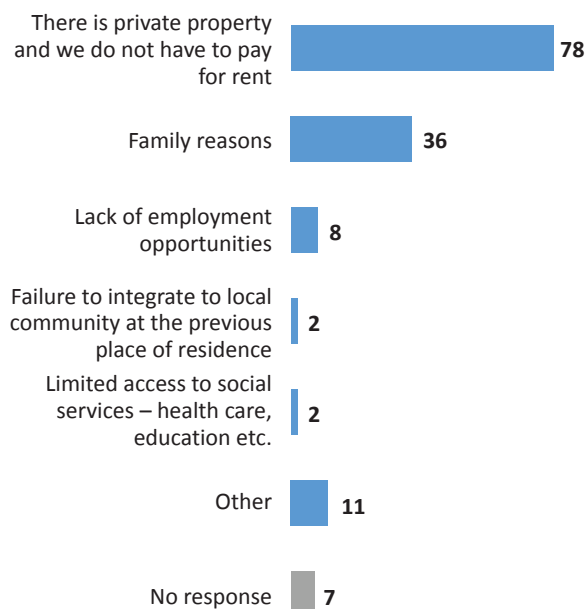
**Figure 7.6. Distribution of returnee heads of household by educational attainment, %**



Source: Telephone interviews with returnees to the NGCA

The majority of respondents (78%) indicated that the reason behind their return was the possession of private property and that they did not need to pay rent (Figure 7.7). The second most frequently mentioned cause was family reasons (36%). ‘Lack of employment opportunities’ was reported by 8% of respondents. The reasons for return remained consistent across the NMS rounds. In addition, the data from the survey of people crossing the contact line also showed that the possession of private property (89%) and family reasons (29%) were the most frequently reasons mentioned behind the return.

**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

**Returnee (female, 47):**

“My wage in the GCA was lower than in Donetsk. It was very hard to pay for rent in the GCA and for utilities in Donetsk. Travelling back and forth was also very expensive.”

Source: FGDs with returnees

**Returnee (female, 33):**

“Here in the NGCA, we have our own house and do not need to pay rent. The utility fees are much cheaper than in the GCA. In winter, I pay UAH 500 for a three bedroom apartment (if you convert rubles to hryvnias). In the GCA I would have to pay UAH 4,000.”

Source: FGDs with returnees

**Returnee (male, 32):**

*“One of the reasons why we decided to return was a conflict with parents. After all, when you live by yourself in your own home, it’s a completely different life than living with your parents.”*

Source: FGDs with returnees

**Returnee (female, 33):**

*“Two years ago, I buried my sister. I am taking care of her son since then. I want to have custody of my nephew and move to the GCA with him, but I can’t deprive his father of his parenting rights. It’s very difficult to do in the NGCA and impossible in Ukraine.”*

Source: FGDs with returnees

**Returnee (female, 59):**

*“Before the conflict, I worked for an enterprise. Although it was a hard work, I had a decent wage. It was UAH 5,000. If I took some additional work, I got UAH 6,000 or UAH 6,500. It was enough. In the GCA the wage for the same work was much lower.”*

Source: FGDs with returnees

**Returnee (male, 20):**

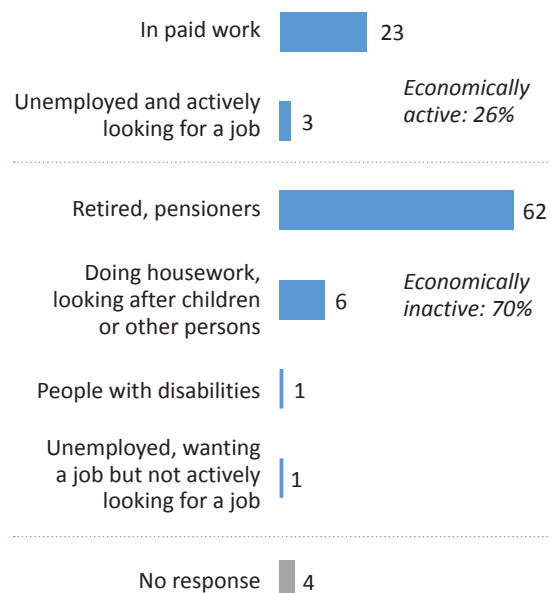
*“When I was in the GCA, I worked at a gas station as an assistant and planned to train to become a cashier. A week before my training was to start, one of the workers with Luhansk registration stole money from the cashbox. Since then there was prejudice against workers with Luhansk registration.”*

Source: FGDs with returnees

Among surveyed returnees to the NGCA, the share of the economically active population amounted to 26% (Figure 7.8), specifically those who were either employed (23%) or unemployed but actively seeking employment and ready to begin work within two weeks (3%). The share of the economically active population in the NGCA is considerably lower than in the GCA (53%).

The economically inactive population amounted to 70% among surveyed returnees to the NGCA (Figure 7.8). The largest share was retired persons or pensioners (62%): 6% were persons who were doing housework, looking after children or other persons in the household, 1% were persons with disabilities and 1% were unemployed but were not seeking employment.

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



Source: Telephone interviews with returnees to the NGCA

**Returnee (male, 32):**

*“Before the conflict, I worked at the mine as an underground electric train engineer. As long as the mine worked, I was alright. Then the mine has been frozen for three years and now when the mine has resumed its work, there are often interruptions in payment. That is why I do not really want to work there. There is no other place where I can find a job with my occupation, so I have only irregular earnings.”*

Source: FGDs with returnees

**Returnee (female, 45):**

*“I work in a hospital, and my husband travels to work abroad. It’s difficult for men to find a job, the only option is to work at the mine and almost all mines are closed now.”*

Source: FGDs with returnees

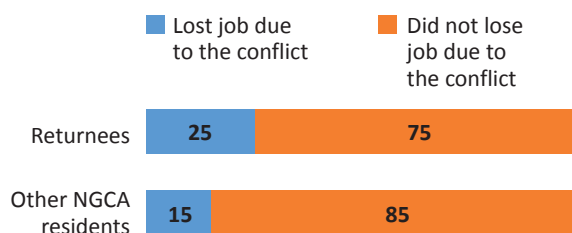
**Returnee (female, 45):**

*“I have lots of friends and acquaintances in Luhansk and everyone who had a private business closed it and left, as they did not see any point in staying. People who have been building up savings for their whole life to start their own business closed it and left.”*

Source: FGDs with returnees

The data from the survey of people crossing the contact line showed that 25% of returnees had lost their jobs due to the conflict, which was slightly higher compared to the portion of people who had lost their jobs due to the conflict among other NGCA residents who were surveyed while crossing the contact line (15%) (Figure 7.9).

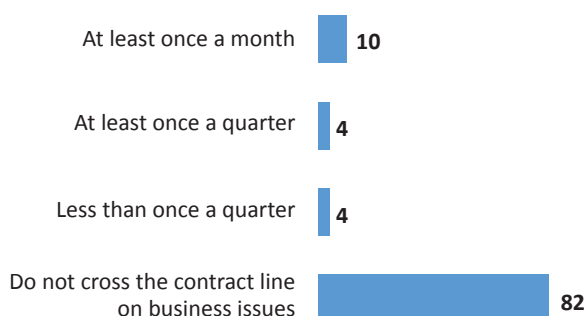
**Figure 7.9. Loss of job due to the conflict, %**



Source: Interviews with people crossing the contact line

Generally, business or job were mentioned as a purpose of their current visit<sup>28</sup> to the GCA by 2% of returnees and by 1% of other NGCA residents, based on data from the survey of people crossing the contact line. In addition, 18% of returnees who were in paid work reported that they had to cross the contact line on business issues and 10% did it at least once a month (Figure 7.10).

**Figure 7.10. Frequency of crossing the contact line for business by returnees to the NGCA, % of employed respondents**

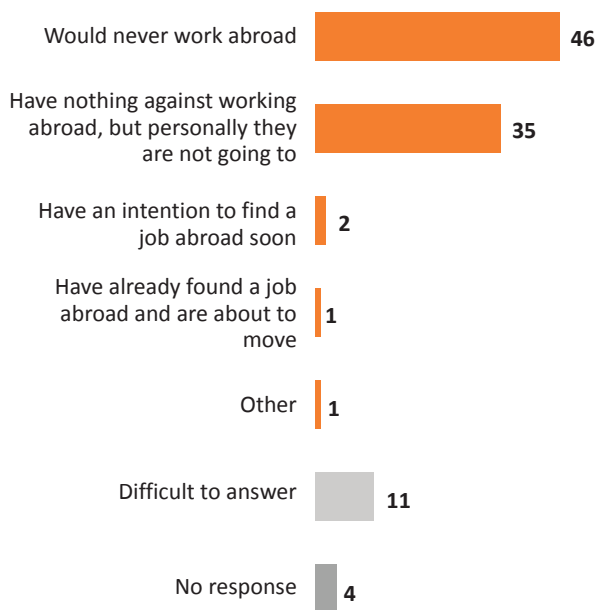


Source: Interviews with people crossing the contact line

<sup>28</sup> The trip that took place at the time of survey.

In general, intentions to find a job abroad were low; only 1% of returnees reported that they had already found a job abroad and they were about to move, and 2% had an intention to find a job abroad, which was the same as in the GCA (1% and 5%, respectively) (Figure 7.11). Thirty-five (35%) per cent of returnees reported that they had nothing against working abroad, but personally they were not interested to go. Forty-six (46%) per cent stated they would never work abroad, while 11% did not respond or chose the option ‘difficult to answer’.

**Figure 7.11. General returnee intentions to find a job abroad, %**



Source: Telephone interviews with returnees to the NGCA

**Returnee (male, 19):**

*“There are people who used to going abroad to work every other week, but here in Donbas, we are used to settling down and living in the same place for our entire life. Besides, many people think that if you’re an IDP than you’re going to take any job and they can deceive you and pay you less.”*

Source: FGDs with returnees

**Returnee (male, 32):**

*“Most of the people I know went to work in Russia. They return with money earned there, can live for 1-2 months and then again go to Russia. I’m more interested in Poland. If I have to leave my family, it is for big money.”*

Source: FGDs with returnees

**Returnee (female, 45):**

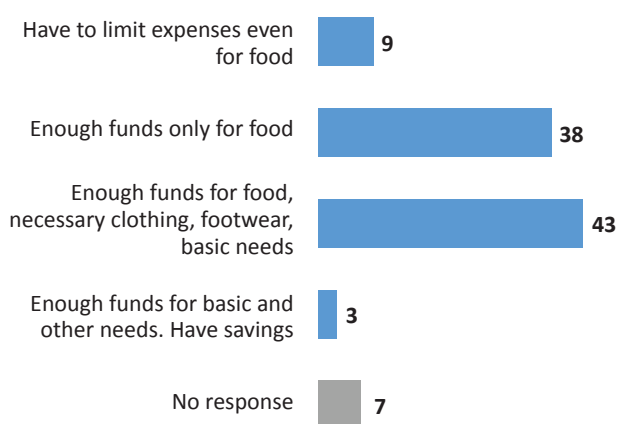
*“My husband told me how they work in Russia. They brought them to the place, put them in a dormitory to live, then put them on a bus and took them to the construction site. They brought them to the market from the construction site, they bought the things they need, then they’re taken back to the dormitory. You have no right to go out of that dormitory.”*

Source: FGDs with returnees



According to the respondents' self-assessment of their financial situation, the majority of returnees assessed their financial situation as 'enough funds only for food' or 'enough funds for basic needs', 38% and 43%, respectively (Figure 7.12). If compared with combined data collected through telephone and face-to-face interviews in the GCA, the share of most vulnerable IDPs who reported that they had to 'limit their expenses even for food' was slightly higher than in the GCA, 9% and 12%, respectively.

**Figure 7.12. Returnees' to the NGCA self-assessment of the financial situation of their households, %**



Source: Telephone interviews with returnees to the NGCA

During the survey of people crossing the contact line, respondents were asked how their household would cover unexpected expenditures of UAH 1,700 (subsistence minimum provided by the State Budget of Ukraine as of December 2017) and UAH 3,700 (minimum monthly wage as of January 2018). Twenty-nine (29%) per cent of returnees and the same portion of other NGCA residents answered that it would be easy for them to cover UAH 1,700 (Figure 7.13). However, an unexpected expenditure of UAH 3,700 would be unaffordable for over 55% of the respondents from both groups.

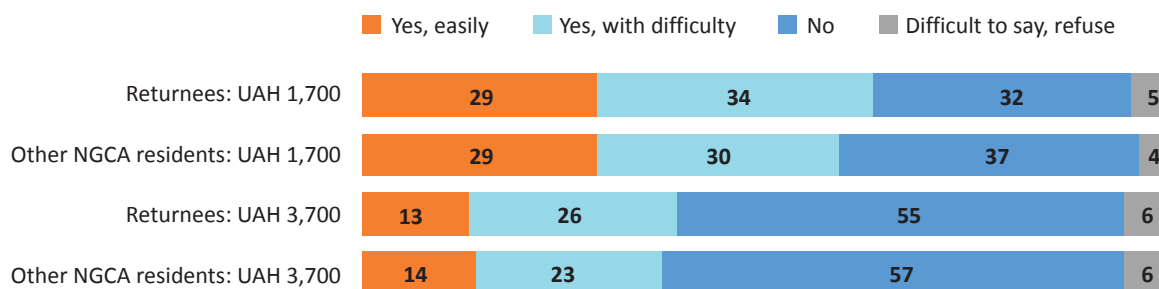
The data from Round 11 showed that the monthly income of most returnee households did not exceed UAH 7,000 – 48% (Figure 7.14). At the same time, 45% of returnees to the NGCA did not respond to this question.

**Figure 7.14. Distribution of returnee households by monthly income, %**

Up to UAH 1,500	4
UAH 1,500–3,000	13
UAH 3,001–5,000	19
UAH 5,001–7,000	12
UAH 7,001–11,000	5
Over UAH 11,000	2
Difficult to answer or no response	45

Source: Telephone interviews with returnees to the NGCA

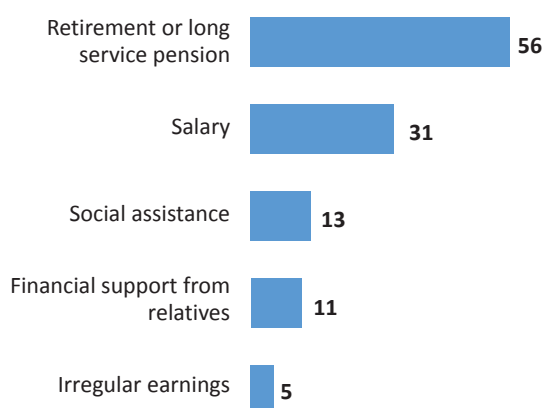
**Figure 7.13. Capacity of the household to manage unexpected expenditures with its own resources, % of NGCA residents**



Source: Interviews with people crossing the contact line

The main source of income for the largest share of surveyed returnees to the NGCA was retirement or long service pension (56%) (Figure 7.15). The second most frequently mentioned source of income was salary at 31%, which is much lower than the 56% reported in the GCA, based on combined data. Other frequently mentioned sources were social assistance (13%), financial support from relatives (11%) and irregular earnings (5%).

**Figure 7.15. 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

Lack of money was reported as the most problematic issue by 39% of returnees to the NGCA (Figure 7.16). The level of satisfaction with the basic characteristics of housing (living space, sewerage, heat insulation and electricity) was high – between 90% and 93%. Satisfaction was slightly lower with heating (88%), water supply (85%) and safety (82%).

**Figure 7.16. The most problematic issues for returnee households to the NGCA, %**

Lack of money	39
Safety	9
Suspension in social payments/ pensions	7
Access to medicines and healthcare	4
Other	12
None of the above mentioned issues are of concern to us	29

Source: Telephone interviews with returnees to the NGCA

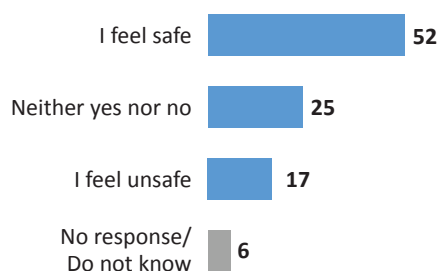
One of the major differences between IDPs in the GCA and returnees to the NGCA is how they assess their safety. Only 57% of surveyed returnees to the NGCA reported that they felt safe in comparison to 80% of IDPs in the GCA, based on combined data (Figure 7.17). Twenty-three (23%) per cent of the returnees noted that they felt unsafe in the evenings and in remote areas of the settlement and 13% 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 amounted to 2%. In addition, returnees more frequently mentioned that they felt unsafe in terms of military actions than criminal activities, 17% and 10%, respectively (Figure 7.18 and Figure 7.19). The share of IDPs who reported that they felt unsafe in terms of military action in the GCA was much lower and amounted to 3%, based on combined data.

**Figure 7.17. Returnees' assessment of the safety of the environment and infrastructure of their settlement, %**

I feel safe	57
I feel unsafe in the evenings and in remote areas of the settlement	23
I feel unsafe most of the time	13
Other	1
No response	6

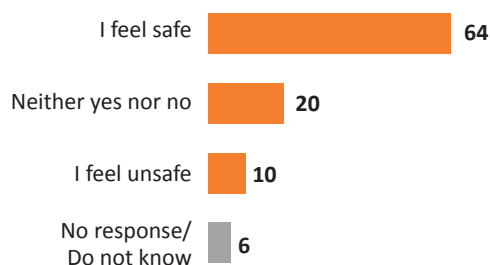
Source: Telephone interviews with returnees to the NGCA

**Figure 7.18. Returnees' safety assessment of the situation on military actions, %**



Source: Telephone interviews with returnees to the NGCA

**Figure 7.19. Returnees' safety assessment of the situation on criminal activities, %**



Source: Telephone interviews with returnees to the NGCA

**Returnee (male, 32):**

*“There’s a training area not far from us, and they conduct trainings there all the time, we constantly hear explosions. On the one hand, we’re already used to it, but there’s always the fear that tomorrow it’s not going to be just training anymore.”*

Source: FGDs with returnees

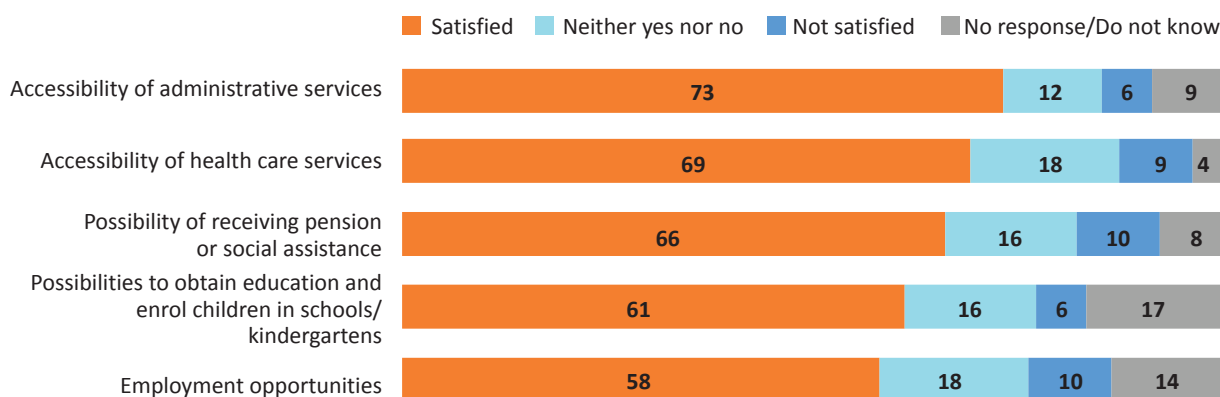
**Returnee (female, 47):**

*“To keep your apartment from being taken away, you need to create an impression that somebody lives in it. People ask their neighbours to turn on the lights, to close and open the door.”*

Source: FGDs with returnees

Generally, returnees showed a moderate level of satisfaction with the accessibility of all basic social services. Accessibility of administrative services and accessibility of health care services were the categories with the highest level of satisfaction (73% and 69%, respectively) (Figure 7.20). The category with the lowest level of satisfaction among returnees was employment opportunities (58%).

**Figure 7.20. Returnees' satisfaction with accessibility of basic social services, % of satisfied among those respondents who expressed a need for a particular type of service**



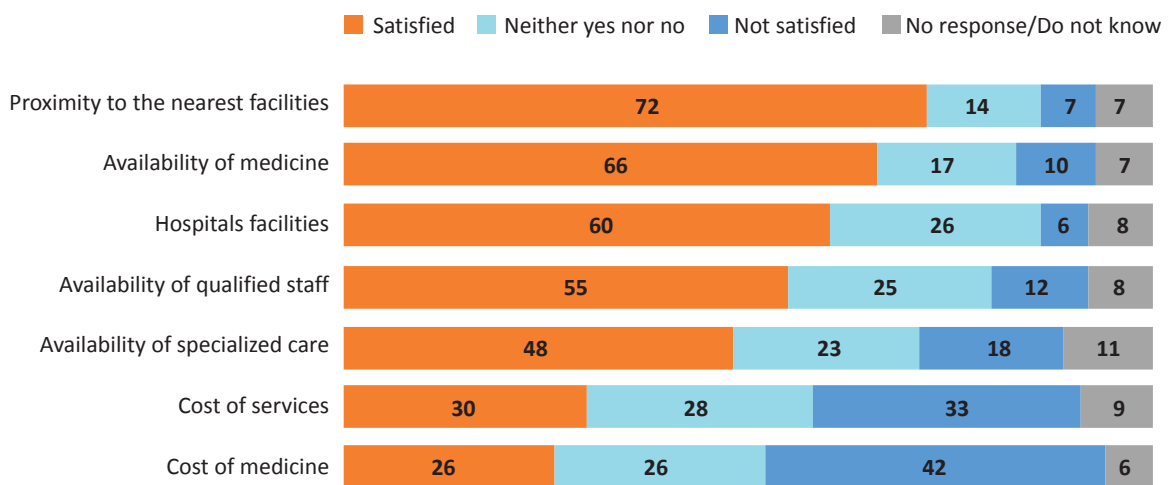
Source: Telephone interviews with returnees to the NGCA

With regards to healthcare, returnees were least satisfied with the cost of medicine, reported by 42%, and the cost of services (33%) (Figure 7.21).

Forty-one (41%) per cent of returnees stated that they did not visit the areas under government control (Figure 7.22). ‘Once in two months’ or more frequently was reported by only 21%. At the same time, 23% of surveyed returnees did not respond to this question.

However, it should be noted that the data from the survey of people crossing the contact line indicated that the vast majority of returnees cross the line of contact at least once a quarter or more frequently (83%), as well as other NGCA residents (78%) (Figure 7.23). At the same time, the share of those who cross the contact line at least once a month or more frequently was higher among returnees than among other NGCA residents, 45% and 33%, respectively.

**Figure 7.21. 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**



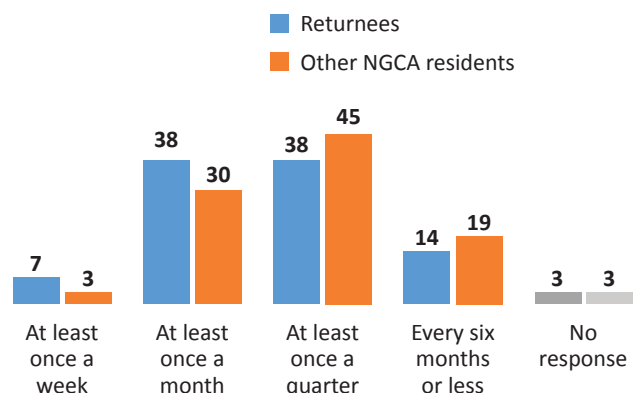
Source: Telephone interviews with returnees to the NGCA

**Figure 7.22. Returnees’ to the NGCA frequency of visiting areas under government control, %**

Once a week	1
2–3 times a month	2
Once a month	4
Once in two months	14
Once in three months	5
Less than once in three months	10
I did not come to the areas under government control	41
No response	23

Source: Telephone interviews with returnees to the NGCA

**Figure 7.23. Frequency of crossing the contact line, % of NGCA residents**



Source: Interviews with people crossing the contact line

The main purposes of the current visit to the GCA for both returnees and other NGCA residents were visiting friends and family (60% and 49%, respectively) and receiving payments or withdrawing cash (24% and 33%, respectively), based on data from the survey of people crossing the contact line (Figure 7.24).<sup>29</sup>

**Figure 7.24. Purposes of current visit to the GCA,<sup>30</sup> % of NGCA residents**

	Returnees	Other NGCA residents
Visiting friends and / or family	60	49
Receiving payments / withdrawing cash	24	33
Visiting and / or maintaining housing	7	4
Solving the documents issues	4	6
Buying goods	3	3
Special occasions, such as weddings or funerals	3	2
For business purpose / for the job	2	1
Operations with property (sale, rent)	2	0
For treatment	2	1
Transportation of things	1	2
Other	7	4

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

The most frequently mentioned purposes of visits to the GCA in the past three months for both returnees and other NGCA residents were buying medicines (31% and 30%, respectively), banking services (27% and 32%) and buying food items (26% and 24%) (Figure 7.25). Only 23% of returnees and 25% of other NGCA residents reported that they had not crossed the contact line for the past three months to receive services or buying goods.

**Figure 7.25. Purposes of visit to the GCA in the past three months, % of NGCA residents**

	Returnees	Other NGCA residents
Buying medicines	31	30
Banking services (opening an account, receiving or closing a loan etc.)	27	32
Buying food items	26	24
Buying non-food products	21	15
Renewing or receiving documents (incl. obtaining certificates, registration of business, inheritance, or property rights)	14	10
Birth/death registration	5	3
Medical care (incl. psychological services)	3	2
Legal advice and support services	2	3
Employment placement	2	0
Education	1	1
Receiving humanitarian aid	1	0
Have not crossed the contact line for the last three months for mentioned purposes	23	25

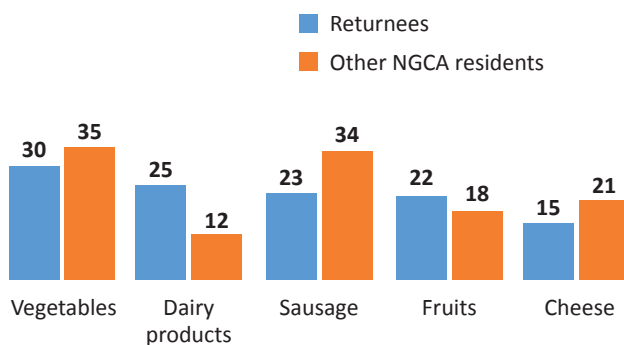
*Note: Respondents could choose more than one option  
Source: Interviews with people crossing the contact line*

<sup>29</sup> The trip that took place at the time of survey.

<sup>30</sup> The trip that took place at the time of survey.

Among those returnees who reported visiting the GCA to buy food items, the most commonly mentioned items were vegetables (30%), dairy products (25%), sausage (23%) and fruits (22%) (Figure 7.26). Only 8% of returnees noted that the mentioned food items were not available at their current place of residence. However, nine out of ten returnees (92%) who had crossed the contact line to buy food items, although they were available at their place of residence, noted that in their settlement the respective products were more expensive (32%), also mentioning that their quality was often poorer (20%).

**Figure 7.26. Top-5 food items bought in the GCA, % of respondents who crossed the contact line in the past three months to buy food items**

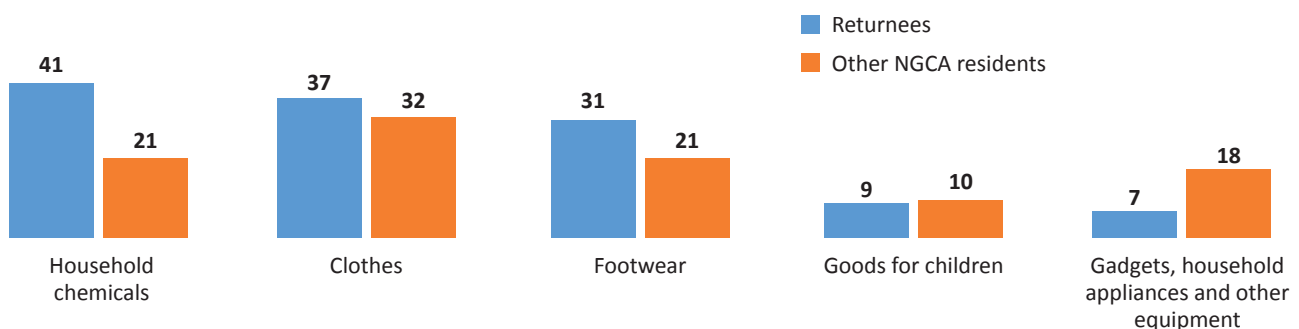


Note: Respondents could choose more than one option  
Source: Interviews with people crossing the contact line

With regards to non-food items, the most commonly mentioned by returnees were household chemicals (41%), clothes (37%), footwear (31%), goods for children (9%) and gadgets, household appliances and other equipment (7%) (Figure 7.27). Buying equipment was more frequently reported by other NGCA residents than returnees (18% and 7%, respectively). Only 10% of returnees mentioned that the non-food items purchased were not available at their current place of residence. Among those returnees (83%) who reported that the purchased non-food items were available at their current place of residence, 42% decided to purchase them in the GCA due to the lower price and 11% due to the better quality.

With regards to medicine, the most frequently mentioned types by returnees were medications for cardiovascular diseases (44%), colds and respiratory infections medications (18%), hypertension medications (16%) and painkillers (15%) (Figure 7.28). Other NGCA residents more frequently reported buying hypertension medications (26%). In addition, 23% of the returnees reported that the medications they needed could not be bought at their place of residence. Among those respondents who reported that they had access to the medications they need, 34% mentioned that the price was higher and 12% reported that the quality was lower.

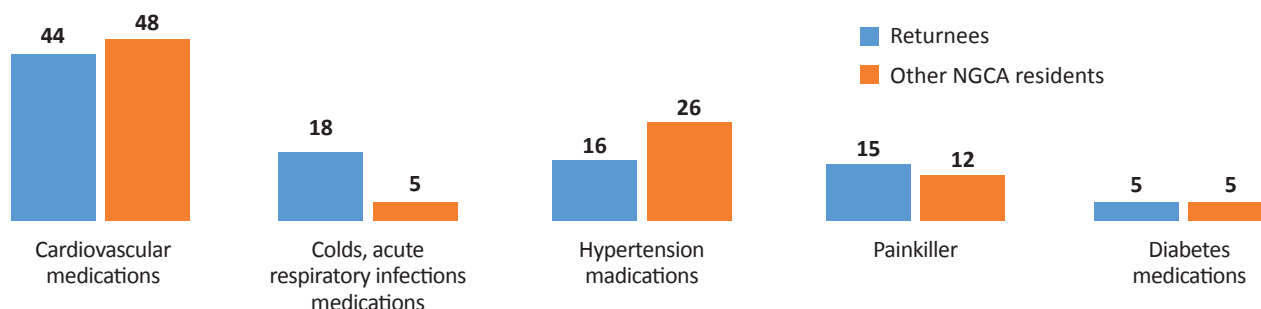
**Figure 7.27. Top-5 non-food items bought in the GCA, % of respondents who crossed the contact line in the past three months to buy non-food items**



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



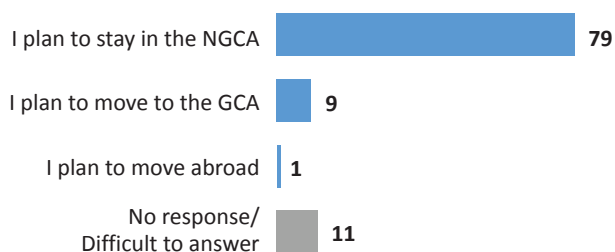
**Figure 7.28. Top-5 medicines bought in the GCA, % of respondents who crossed the contact line in the past three months to buy medicine**



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

Seventy-nine (79%) per cent of the returnees planned to stay in the NGCA during the next three months and only 9% planned to move to the GCA (Figure 7.29). Returnees’ plans for the next three months remained consistent across the NMS rounds.

**Figure 7.29. Returnees’ plans for the next three months, %**



*Source: Telephone interviews with returnees to the NGCA*



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

## 8. ANNEXES

ANNEX 1. General methodology

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

ANNEX 3. Statistics of calls from telephone survey

## 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, 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 2,405 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 40% 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 responding to the issues faced by IDPs). The distribution of the number of interviewed key informants by oblasts is presented in Figure 2.

The sampling for the telephone survey was derived from the IDP registration database maintained by the Ministry of Social Policy of Ukraine. Between

July and September 2018, 4,025 IDP households were interviewed with this method in 24 oblasts of Ukraine. Out of them, 802 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 the IDP population (two FGDs in Dnipro and Odesa), key informants (two FGDs in Poltava and Ternopil), 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 Dnipro was conducted with IDPs living in rural area, the FGD in Poltava 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 (Hnutove, Maiorske, Mariinka, Novotroitske) and Luhansk (Stanytsia Luhanska) oblasts. A total of 3,791 interviews were conducted. Out of the total, 1,308 were interviewed with the full questionnaire and 2,483 were interviewed with the short screening questionnaire concerning their current place of residence and their experience of displacement.

The number of interviews per 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 queues and vehicle queues 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 distributed between weekdays and weekends, as well as between different time periods ranging from 8:00 a.m. until 5:00 p.m.

Quota sampling was applied to interviews with the full questionnaire (1,308 full interviews) to en-



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sure comparison between groups: IDPs, returnees, other residents of the GCA and other residents of the NGCA. At each EECF, approximately the same number of respondents from each of the mentioned groups were interviewed. Systematic sampling was applied to interviews with the short screening questionnaire (2,483 short interviews) to estimate the actual proportions of IDPs, return-

ees and permanent GCA/NGCA population among the people who cross the contact line. For both sampling types, quotas were set for the number of respondents in the pedestrian and automobile queues, as well as for the number of those travelling to the GCA and the NGCA. 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
Vinnitsia	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
Khmelnyskyi	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	601
Vinnitsia	12
Volyn	12
Dnipropetrovsk	34
Donetsk	143
Zhytomyr	12
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	12
Sumy	12
Ternopil	12
Kharkiv	36
Kherson	12
Khmelnyskyi	12
Cherkasy	12
Chernivtsi	12
Chernihiv	12
Kyiv city	40

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

Oblast	Number
Total	2,405
Vinnitsia	48
Volyn	48
Dnipropetrovsk	146
Donetsk	560
Zhytomyr	48
Zakarpattia	48
Zaporizhia	144
Ivano-Frankivsk	48
Kyiv Oblast (without Kyiv city)	81
Kirovohrad	48
Luhansk	288
Lviv	48
Mykolaiv	48
Odesa	70
Poltava	48
Rivne	48
Sumy	48
Ternopil	48
Kharkiv	142
Kherson	48
Khmelnyskyi	48
Cherkasy	49
Chernivtsi	48
Chernihiv	48
Kyiv city	157

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

Oblast	Number
Total	4,025
Vinnitsia	79
Volyn	80
Dnipropetrovsk	242
Donetsk GCA	457
Zhytomyr	82
Zakarpattia	82
Zaporizhia	239
Ivano-Frankivsk	79
Kyiv Oblast (without Kyiv city)	132
Kirovohrad	80
Luhansk GCA	143
Lviv	88
Mykolaiv	81
Odesa	111
Poltava	81
Rivne	81
Sumy	82
Ternopil	79
Kharkiv	239
Kherson	84
Khmelnyskyi	80
Cherkasy	80
Chernivtsi	82
Chernihiv	80
Kyiv city	280
Donetsk NGCA	464
Luhansk NGCA	338



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

Checkpoint	Number of respondents		
	Total	Full interviews	Screening interviews
Total	3,791	1,308	2,483
Hnutove	371	135	236
Maiorske	910	325	585
Mariinka	965	308	657
Novotroitske	647	246	401
Stanytsia Luhanska	898	294	604

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

	Total	Hnutove	Maiorske	Mariinka	Novotroitske	Stanytsia Luhanska
<b>Full interviews</b>						
Total	1,308	135	325	308	246	294
Vehicle queue to NGCA	337	46	103	104	84	0*
Pedestrian queue to NGCA	331	20	70	51	41	149
Pedestrian exit to GCA	640	69	152	153	121	145
<b>Screening interviews</b>						
Total	2,483	236	585	657	401	604
Vehicle queue to NGCA	562	76	145	196	145	0*
Pedestrian queue to NGCA	629	35	131	119	54	290
Pedestrian exit to GCA	1292	125	309	342	202	314

\* Stanytsia Luhanska is currently open only for pedestrian crossing

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

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

## ANNEX 3. Statistics of calls from telephone survey

Summary of calls		
Total	17,966	
Complete interviews (GCA)	3,223	18%
Complete interviews (NGCA)	802	5%
No answer/nobody picked up the phone (after three attempts)	2,409	13%
No connection	5,580	31%
Out of service	3,304	19%
Not IDPs	248	1%
Refusal to take part in the survey	2,400	13%

No connection		
Total	5,580	
Vodafone	4,515	81%
Kyivstar	739	13%
lifecell	316	6%
Other	10	0%

Out of service		
Total	3,304	
Vodafone	1,860	56%
Kyivstar	626	19%
lifecell	800	24%
Other	18	1%

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