



MINISTRY OF VETERANS AFFAIRS,
TEMPORARILY OCCUPIED TERRITORIES
AND INTERNALLY DISPLACED
PERSONS OF UKRAINE



NATIONAL MONITORING SYSTEM REPORT

ON THE SITUATION OF INTERNALLY
DISPLACED PERSONS

September 2019



Cover and internal cover page photos:

Vitalii is a jeweler. Together with his wife and newborn son Andrii, he fled from Horlivka in July 2014. Moving from one relative to another the family changed their place of residence for several times and eventually stopped in Kramatorsk, where Vitalii started his own workshop. With IOM's support, he managed to expand his enterprise.

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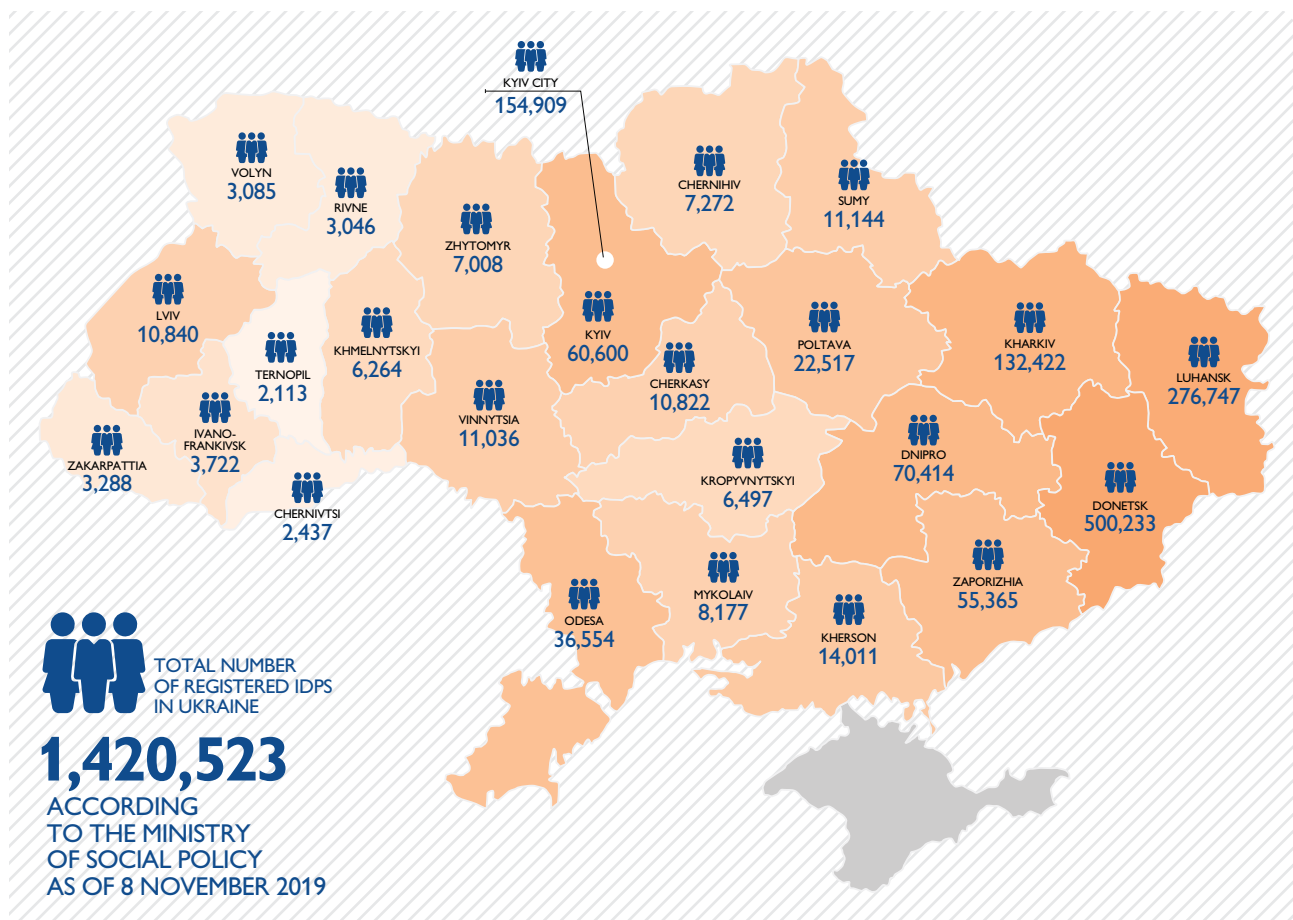
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INTRODUCTION

According to the Ministry of Social Policy of Ukraine, in November 2019, there were 1,420,523 internally displaced persons (IDPs) who left their homes and moved to other areas and regions of Ukraine looking for safety. Among those IDPs, 60 per cent have moved from their previous place of residence located in Donetsk Oblast, 37 per cent have been displaced from Luhansk Oblast, and 3 per cent have left their homes in the Autonomous Republic of Crimea. Half of the registered IDPs permanently resides in the GCA in Donetsk and Luhansk oblasts, beyond the 20 km area along the contact line. The main share of IDPs

is located in Donetsk Oblast (500,233), Luhansk Oblast (276,747), Kyiv city (154,909) and Kyiv Oblast (60,600), Kharkiv Oblast (132,422), Dnipropetrovsk Oblast (70,414) and Zaporizhia Oblast (55,365).

In 2016, IOM began conducting a regular complex survey of the situation with IDPs in Ukraine: the National Monitoring System (NMS). The goal of the NMS is to monitor different aspects of IDPs' life: material well-being, employment, social problems, needs, mobility and integration of the IDPs into the local communities.



OVERVIEW OF METHODOLOGY OF ROUND 15

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 analysing information on the socioeconomic 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 socioeconomic 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.

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 the people crossing the contact line via face-to-face interviews;
- iv) Data from focus group discussions;
- v) Administrative data and relevant data available from other sources.

Face-to-face interviews with IDPs

A total of 2,406 IDPs were interviewed using this method in 300 territorial units across the country in July–September 2019. The sampling of territorial units was devised for all government-controlled areas of Ukraine and distributed in proportion to the number of registered IDPs.

Telephone interviews with IDPs

A total of 3,970 individuals registered in the Unified Information Database of Internally Displaced

Persons maintained by the Ministry of Social Policy of Ukraine were interviewed using this method by IOM between July–September 2019. Out of these, 3,245 interviews were with IDPs residing in the government-controlled area (GCA), and 725 interviews were with returnees to the non-government controlled area (NGCA)¹.

Data from the telephone interviews were 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 were also weighted according to the sociodemographic characteristics of IDPs interviewed face-to-face.

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

1,227 people crossing the contact line were interviewed using this method during August 2019. 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 were used to complement ongoing data collection for the sections on "IDP mobility" and "Returnees to the non-government controlled areas".

Focus group discussions

Five focus group discussions (FGDs) were conducted during July–August 2019, specifically two FGDs with key informants, two FGDs with IDPs and one FGD with returnees to the NGCA. The FGDs with IDPs took place in Lviv and Poltava, with key informants in Mykolaiv and Ivano-Frankivsk, and with returnees in Mariupol. The FGDs covered people living in both urban and rural areas.

Please see Annex 1 for more details on methodology.

¹ The sampling was derived from the IDP registration database maintained by the Ministry of Social Policy of Ukraine.

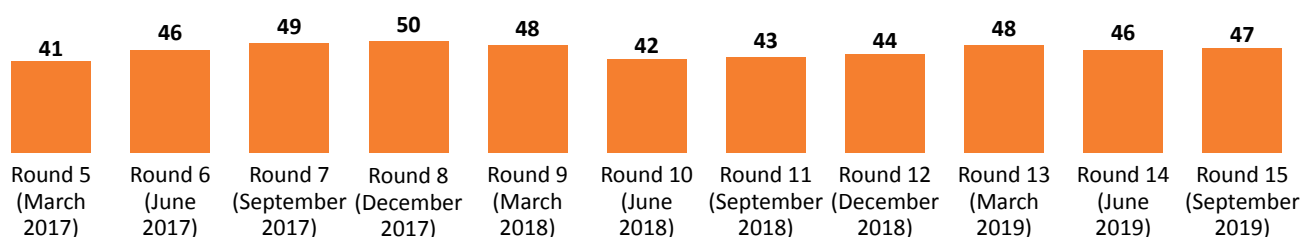
OVERALL SUMMARY

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
2.39 persons	60 and over – 19% 18–59 years – 62% Under 18 years – 19%	Female – 59% Male – 41%	37% of IDP households	12% of IDP households

2. Employment of IDPs. The employment rate of IDPs slightly increased compared to the previous round. As of July–September 2019, the share of employed IDPs comprised 47 per cent. Among the total population of Ukraine, the level of employment also slightly increased and as of the second quarter of 2019 was 59 per cent of the population aged 15–70 years².

Employment of IDPs after the displacement, by rounds, %



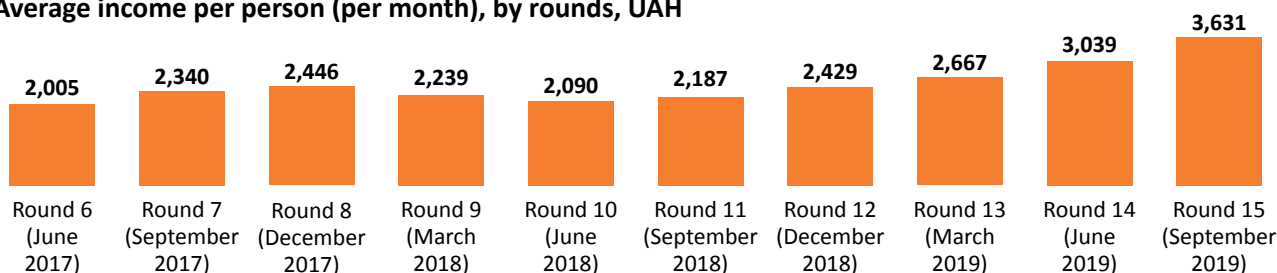
Seven (7%) per cent of IDPs reported that they had been actively seeking employment and were ready to start working within a two-week period. The vast majority (90%) of them noted that they had faced difficulties when looking for a job. The most frequently mentioned issues were low pay for proposed vacancies (63%) and lack of vacancies in general (48%).

The economically inactive population comprised 46 per cent among surveyed IDPs, with the largest portion being retired persons or pensioners (25%) and persons who were doing housework, looking after children or other persons in the household (13%).

3. Well-being of IDPs. The well-being of IDPs improved compared to the previous round, as demonstrated by an increase in the average monthly income per one IDP household member, which as of July–September 2019 was UAH 3,631.

² Employment and unemployment of the population in the second quarter of 2019. Express Issue 23.09.2019. State Statistics Service of Ukraine. – K., 2019.

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



Nevertheless, these data still depict the generic economic insecurity of IDP households, as the average monthly income per one IDP household member is considerably lower than the national Ukrainian households' average (UAH 3,631 and UAH 5,398³, respectively). Furthermore, the average monthly income level of IDPs is still low compared to the actual subsistence level calculated by the Ministry of Social Policy of Ukraine, which is set at UAH 3,729⁴. IDPs continue to rely on government support, which is the second most frequently mentioned source of their income.

The most problematic issue identified by IDPs is the lack of their own housing (37%). Most IDPs continued to live in rented housing: 44 per cent lived in rented apartments, 8 per cent in rented houses and 5 per cent 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 the access to health-care services (77%), as well as with the availability of employment opportunities (73%).

5. IDP mobility. In July–September 2019, 80 per cent of the interviewed IDPs reported that they had been staying in their current place of displacement 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 comprised 21 per cent of respondents. At the same time, 36 per cent of the respondents expressed their intention not to return, even after the end of the conflict, which is the same as in the previous round.

The intention to look for a job abroad remained low: only one per cent of IDPs reported that they had al-

ready found a job abroad and were about to move, while six per cent noted that they had an intention to find a job abroad soon.

Forty-eight (48%) per cent of IDPs reported that they had visited their place of residence in the conflict zone after displacement, which is consistent with the previous round (48%). “Maintaining housing” and “visiting friends/family” remained the main reasons to travel to the NGCA.

6. Integration in local communities. As of September 2019, the share of IDPs who reported that they had integrated into the local community was 54 per cent, while 34 per cent stated that they had partially integrated. The main conditions for successful integration indicated by IDPs remained housing, regular income and employment.

The share of IDPs who reported perceived discrimination based on their IDP status is 8 per cent in Round 15, which is almost the same as in the previous round. Perceptions of discrimination or unfair treatment noted by IDPs mainly concerned employment (36%), housing (33%), health care (28%), interactions with the local population (23%), and obtaining administrative services (23%).

7. Electoral rights. Fifty-four per cent (54%) of IDPs stated that they would vote in the next local elections if there was such a possibility.

8. Returnees to the NGCA. When conducting the telephone survey, 18 per cent of respondents identified themselves as IDPs who returned to the NGCA and currently live there.

Many respondents (94%) in the NGCA reported that their reason to return was their ownership of private property with no need to pay rent.

Generally, the surveyed returnee population was older than the IDP population; the average age was 59.4 years, compared to 37.8 years, respectively, based on combined data.

The economically inactive population comprised 75 per cent among surveyed returnees to the NGCA, with the largest share being retired persons or pensioners (72%).

Eighty-three (83%) per cent of the returnees intended to remain in the NGCA during the next three months.

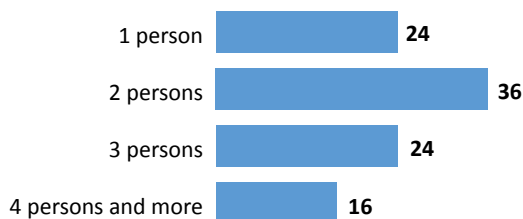
³ Expenses and resources of households in Ukraine (according to the data of the sample survey of living conditions of households) for the 2nd quarter of 2019. Statistical Bulletin. State Statistics Service of Ukraine. – K., 2019. (https://ukrstat.org/uk/operativ/operativ2018/gdvdg/vrduB_%D0%86lkv2019.zip)

⁴ The actual subsistence minimum in October 2019. Ministry of Social Policy of Ukraine / <https://www.msp.gov.ua/news/17882.html>

1. CHARACTERISTICS OF IDPs AND THEIR HOUSEHOLDS

During the interviews, the respondents were asked about the composition of their households. The average household size was identified as 2.39 persons, which is slightly smaller than among the total population of Ukraine (2.58 persons) according to 2019 data⁵. Twenty-four (24%) per cent of the surveyed IDP households consisted of one person, which is higher than among the total population of Ukraine (20%)⁶ (Figure 1.1). Among these 24 per cent of households, 72 per cent were women.

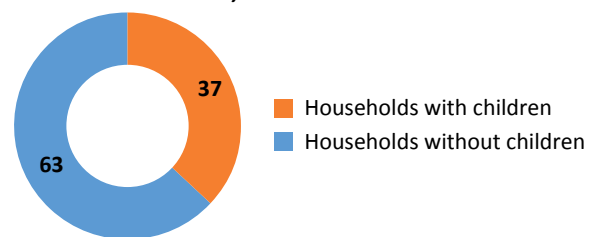
Figure 1.1. Distribution of IDP households in Ukraine by number of members, %



Source: Interviews with IDPs (combined data)

Households with children made up 37 per cent of all surveyed IDP households, which is almost the same as an average Ukrainian household (38%)⁷ (Figure 1.2). IDP households with one child comprised 63 per cent of the total number of households with children. The share of large families with three or more children comprised 9 per cent of IDP households with children, while the share of single parent households was 42 per cent of IDP households with children. Among all households with children, 37 per cent were the female-headed households with children.

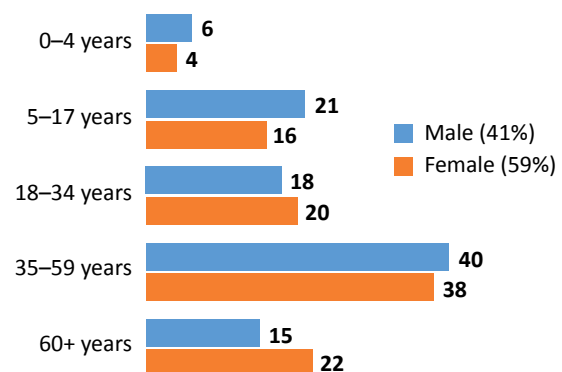
Figure 1.2. Distribution of households with or without children, %



Source: Interviews with IDPs (combined data)

Women represented 59 per cent of surveyed IDP household members, which is slightly higher than the proportion of women in an average Ukrainian household (54% as of 1 January 2019)⁸ (Figure 1.4). Among these women, 22 per cent were aged over 60 years, which is higher than the share of men of the same age (15%). This is similar to the general population of Ukraine. As of January 2019⁹, the share of women aged over 60 years comprised 28 per cent, while the share of men of the same age was 18 per cent.

Figure 1.3. Gender and age distribution of IDP household members, %



Source: Interviews with IDPs (combined data)

⁵ Social and Demographic Characteristics of Households of Ukraine. Statistical Bulletin. State Statistics Service of Ukraine. – K., 2019.

⁶ Ibid.

⁷ Ibid.

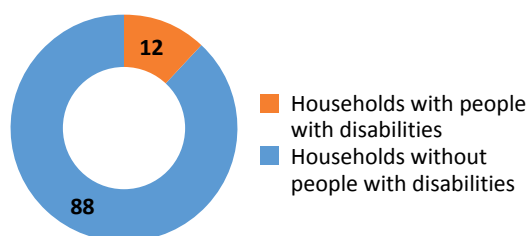
⁸ Distribution of the permanent population of Ukraine by gender and age as of January 1, 2019. Express Issue 21.06.2019. State Statistics Service of Ukraine. – K., 2018.

⁹ Ibid.

The share of IDPs aged 60 and over was 1.2 times lower than the general population, whereas the share of IDPs under the age of 18 was 1.3 times higher¹⁰. Households consisting of only persons aged over 60 years made up 11 per cent of all surveyed IDP households.

Twelve (12%) per cent of IDP households reported having a family member with a disability (Figure 1.4).

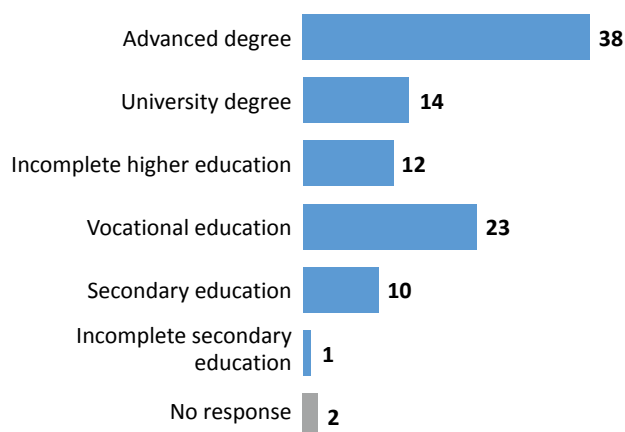
Figure 1.4. Distribution of IDP households with people with disabilities (I–III disability groups, children with disabilities), %



Source: Interviews with IDPs (combined data)

The level of education among heads of IDP households was in line with the general population of Ukraine, with 52 per cent possessing some form of higher education (Figure 1.5)¹¹.

Figure 1.5. Distribution of IDP heads of household by educational attainment, %



Source: Interviews with IDPs (combined data)

¹⁰ Distribution of the permanent population of Ukraine by gender and age as of January 1, 2019. Express Issue 21.06.2019. State Statistics Service of Ukraine. – K., 2018.

¹¹ Social and Demographic Characteristics of Households of Ukraine. Statistical Bulletin. State Statistics Service of Ukraine. – K., 2019.

2. EMPLOYMENT OF IDPs

Employment rates

As of September 2019, the share of employed IDPs was 47 per cent, which is almost the same compared to the previous two rounds (Figure 2.1). Among these 46 per cent of employed IDPs, 3 per cent were self-employed.

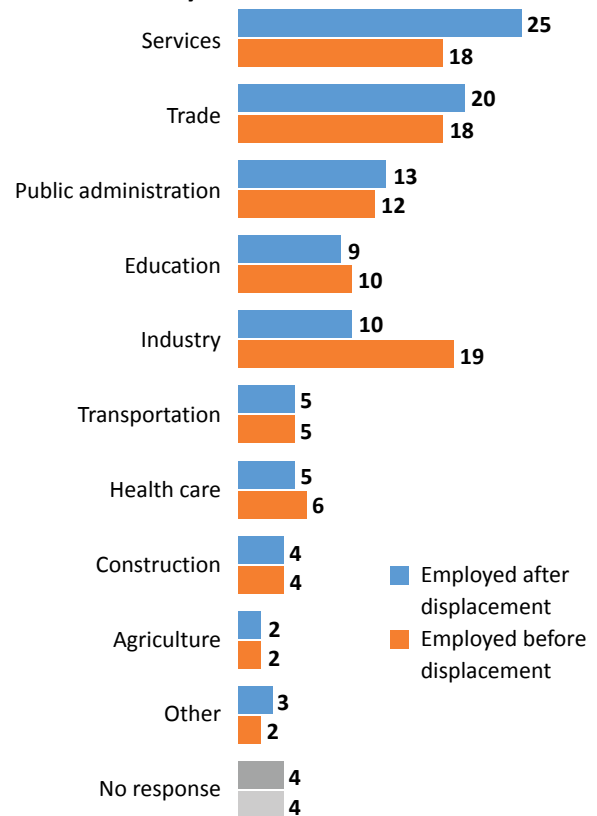
Among the total population of Ukraine, the level of employment is considerably higher and remained stable. The share of employed persons among the population of Ukraine aged 15–70 was 57 per cent in January–March 2019¹² and increased to 59 per cent in April–June 2019¹³, based on data of the State Statistics Service of Ukraine.

The difference between employment rates before and after displacement was the largest in the industrial and services sectors. There was a 9 per cent decrease in the number of IDPs working in the industrial sector after displacement, while in the services sector, a 7 per cent increase was observed (Figure 2.2).

¹² Employment and unemployment of the population in the first quarter of 2019. Express Issue 24.06.2019. State Statistics Service of Ukraine. – K., 2019.

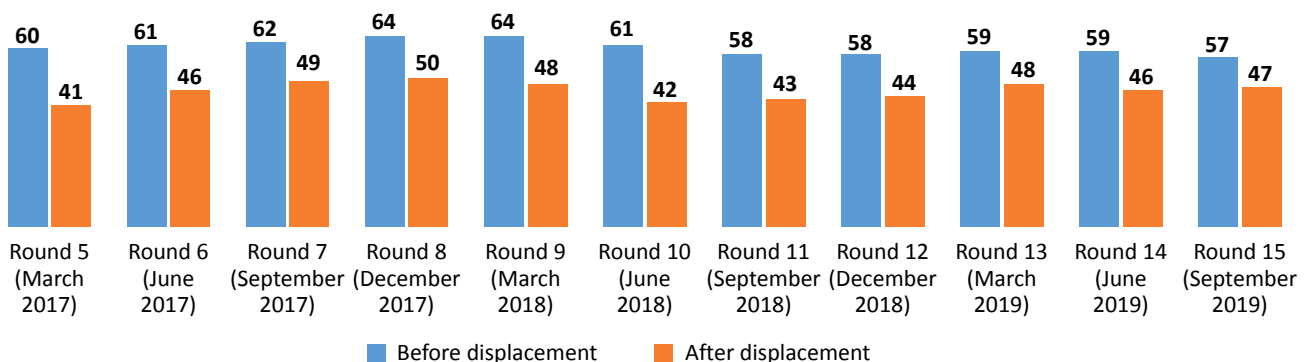
¹³ Employment and unemployment of the population in the second quarter of 2019. Express Issue 23.09.2019. State Statistics Service of Ukraine. – K., 2019.

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

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



Source: Face-to-face interviews with IDPs

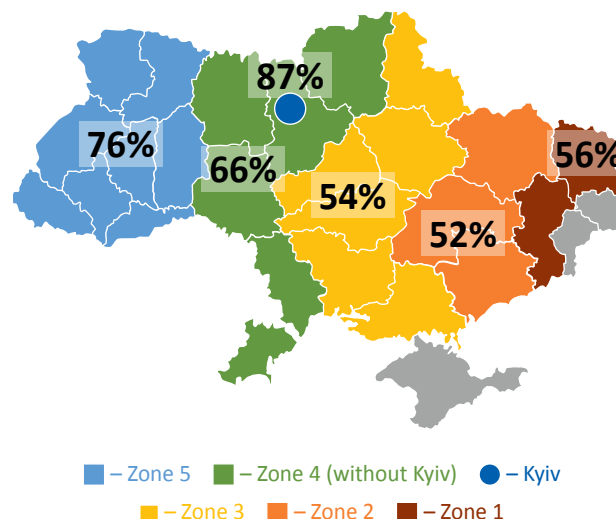
The share of long-term employment (of more than 12 months) was 69 per cent in Round 15, and 63 per cent of IDPs indicated that their current employment corresponded to their qualifications. The majority (78%) of IDPs whose current employment corresponded to their qualifications resided in the first geographic zone (Donetsk and Luhansk oblasts in the GCA).

Among the employed IDPs, 62 per cent worked formally, which means they had written contract or entry in their employment record. Thirty-two per cent (32%) were employed informally based on a verbal agreement, and 6 per cent did not respond. The level of informal employment among the IDPs was higher compared to the general population of Ukraine (21%)¹⁴.

Formal employment was less common in villages (47%), among people of 18–34 years of age (52%) and of 60 and more years old (49%), and among those who have secondary (47%) and vocational (46%) education. Fewer employees were working formally in the agricultural sector (30%), trade (42%), services (46%), and construction (46%).

The city of Kyiv remained the place with the highest rate of employment among IDPs (87%) in Round 15, which is the case for Ukraine in general (Figure 2.3).

Figure 2.3. Employment of IDPs after the displacement, by geographic zones¹⁵, % of IDPs 18–59 years old



Source: Face-to-face interviews with IDPs

Unemployment rates

Among surveyed IDPs, the share of the economically active population was 54 per cent in Round 15, including respondents who were either employed (47%) or actively seeking employment and ready to start working within a two-week period (7%) (Figure 2.4). The situation remained unchanged compared to the five previous rounds.

The results of the analysis showed that among women the share of employed was 43 per cent whereas among the men it was 58 per cent.

¹⁴ Unemployed population in 2019, by age group, sex and place of residence. State Statistics Service of Ukraine. – K., http://www.ukrstat.gov.ua/operativ/operativ2019/rp/eans/nzn_smpsz_2019_u.xls

¹⁵ The grouping of oblasts into zones is based on the 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.

The economically inactive population was 46 per cent among surveyed IDPs in Round 15 (Figure 2.4). The largest share was retired persons or pensioners (25%); 13 per cent were persons who were doing housework, looking after children or other persons in the household, 4 per cent were persons with disabilities, 3 per cent were students, and one per cent were unemployed but not seeking employment.

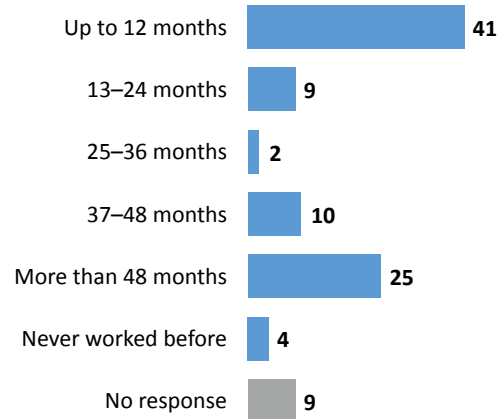
Ninety per cent (90%) of respondents doing housework, looking after children or other persons in the household were women. Half of them (50%) reported that they were employed prior to displacement.

Among those 7 per cent of IDPs who were actively seeking employment, 83 per cent were women and 17 per cent were men.

In Round 15, among those 7 per cent of IDPs who were actively seeking employment, 41 per cent had been unemployed up to a year, 21 per cent had been unemployed for more than a year and up to four years (up to 48 months), while 25 per cent had been

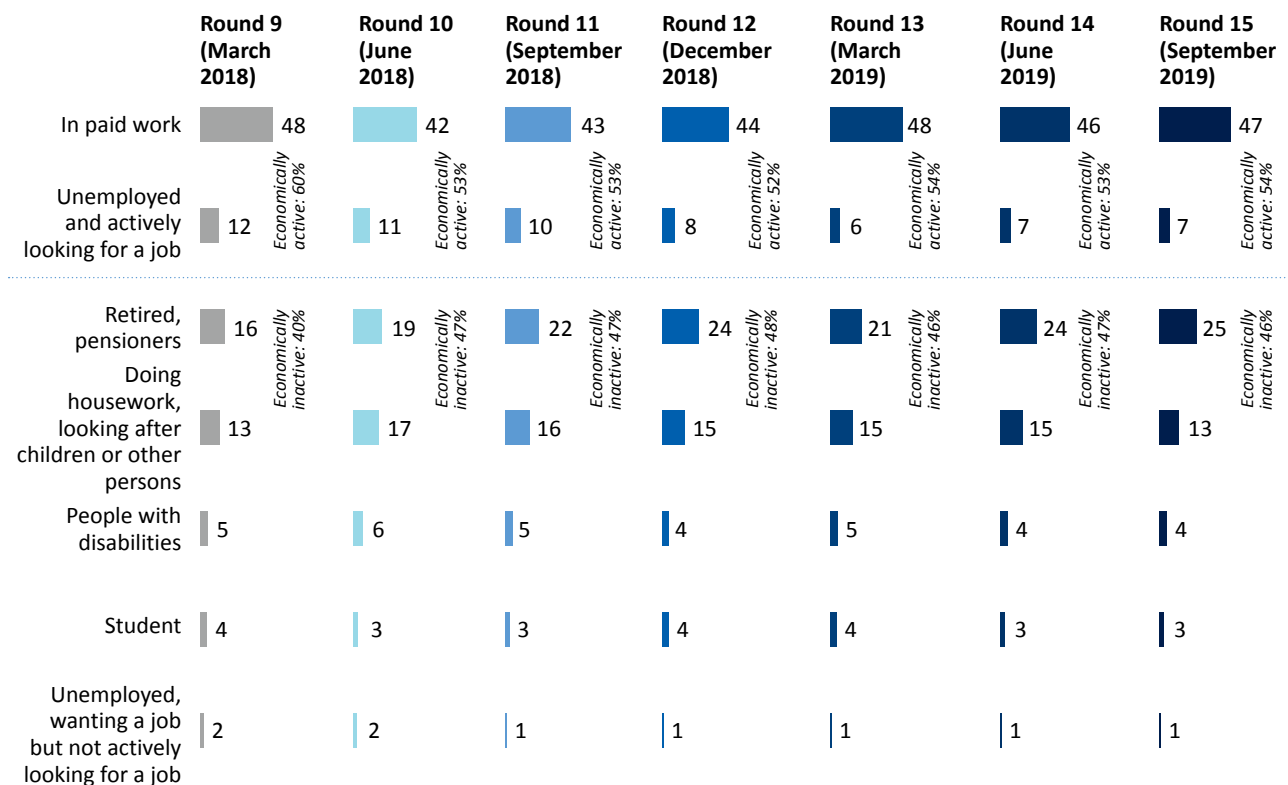
unemployed for more than four years, and 4 per cent had never worked before (Figure 2.5).

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



Source: Face-to-face interviews with IDPs

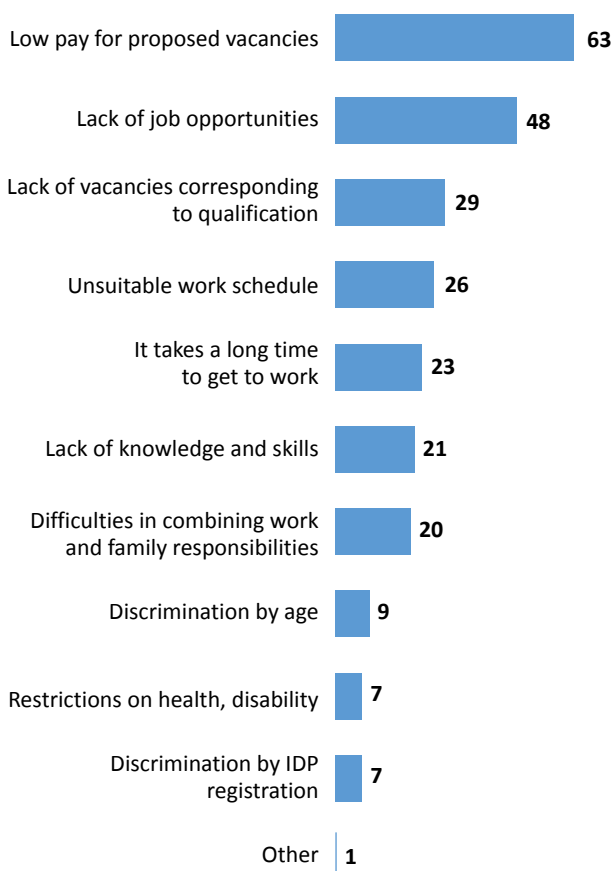
Figure 2.4. Current employment status of IDPs, by rounds, %



Source: Face-to-face interviews with IDPs

Ninety (90%) per cent of IDPs who were actively seeking employment reported facing difficulties. The most frequently mentioned issues were low pay for proposed vacancies (63%) and lack of vacancies in general (48%) (Figure 2.6).

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

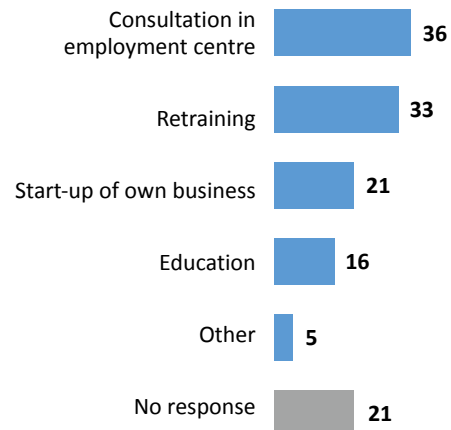


Note: Respondents could choose more than one option
Source: Face-to-face interviews with IDPs

Other frequently mentioned issues were vacancies with unsuitable work schedules (26%), lack of knowledge and skills (21%), difficulties in combining work and family responsibilities (20%), and lack of vacancies which correspond to a person's qualifications (29%).

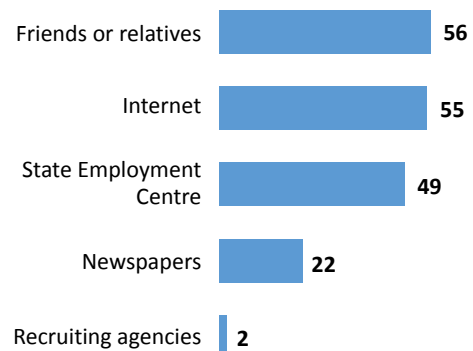
Consultation in an employment centre (36%), re-training (33%) and assistance in the start-up of one's own business (21%) were recognized as the most preferred means of support among unemployed IDPs (Figure 2.7). Among IDPs who were looking for a job, 56 per cent did so through friends and relatives, 55 per cent searched for it via the Internet, and 49 per cent through State Employment Centres (Figure 2.8).

Figure 2.7. Type of preferred support, % of IDPs actively looking for employment



Note: Respondents could choose more than one option
Source: Face-to-face interviews with IDPs
Note: The category 'Direct employment' was removed in Round 14

Figure 2.8. Method of job search, % of IDPs actively looking for employment



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

Key informant (male, 64):

“I am an IDP and a pensioner; they do not hire me. I was offered a job of a plumber assistant at “Vodokanal” by the Employment Centre. When I went there, they found out that I am from Klavdiivka, Luhansk Oblast, and on top of that I am Armenian. And they didn’t hire me.”

Source: FGD with KIs

Key informant (female, 44):

“Others have talked here about the blue collar, e.g. manual labour jobs. We have to understand, that here blue-collar workers make 20 hryvnias per hour at maximum. One has to be a highly skilled electric/gas welder to earn 200 hryvnias.”

Source: FGDs with KIs

Key informant (female, 50):

“When local people can reject some jobs, IDPs have no choice and accept working for pennies. Moreover, there are employers who infringe IDPs’ rights, knowing that they have nowhere to go, and they have a family to feed.”

Source: FGD with KIs

3. WELL-BEING OF IDPs

Livelihood opportunities

The IDPs' self-assessment of their financial situation has not changed since the previous round. In Round 15, fewer than half of IDPs (41%) assessed their financial situation as "enough funds only for food" or "have to limit their expenses even for food", compared to 43 per cent of IDPs in Round 14 (Figure 3.1).

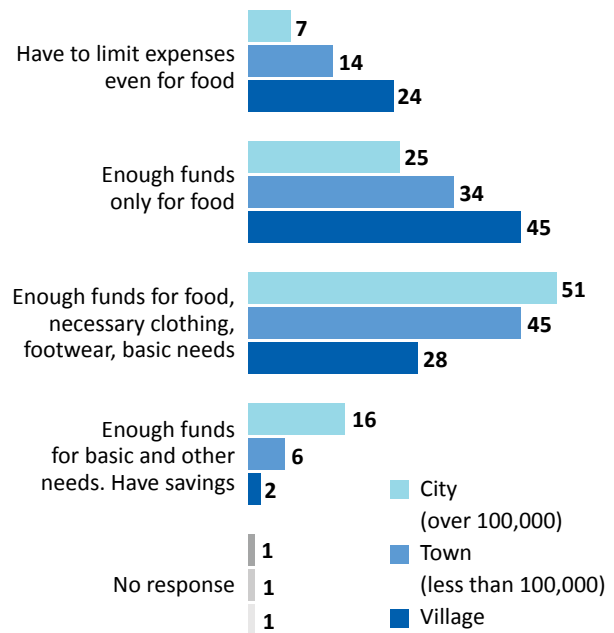
IDP (male, 53) from Luhansk:

"I had not been getting anything for a year after the relocation. And I did not work. Then I became legally employed. My wife urged me to go for these 400 hryvnias. I wouldn't go myself. Though I understand that these are not superfluous. The further, the poorer we become."

Source: FGD with IDPs

The largest share of IDPs residing in cities and towns estimated the financial situation of their households as "enough for basic needs" (51% and 45%, respectively), while the largest share of households residing in villages (45%) estimated their financial situation as "enough funds only for food" (Figure 3.2).

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



Source: Interviews with IDPs (combined data)

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

	Round 6 (June 2017)	Round 7 (September 2017)	Round 8 (December 2017)	Round 9 (March 2018)	Round 10 (June 2018)	Round 11 (September 2018)	Round 12 (December 2018)	Round 13 (March 2019)	Round 14 (June 2019)	Round 15 (September 2019)
Have to limit expenses even for food	10	7	11	16	13	12	12	12	10	11
Enough funds only for food	37	40	33	38	42	39	39	38	33	30
Enough funds for food, necessary clothing, footwear, basic needs	44	48	51	40	39	41	41	41	45	46
Enough funds for basic and other needs. Have savings	5	5	4	4	4	5	7	7	11	11
No response	4	0	1	2	2	3	1	2	1	2

Source: Interviews with IDPs (combined data)

IDP (female, 50) from Luhansk:

“We are two workers and one pensioner, we have social benefits and we keep animals – goats and chicken – for ourselves. It is very expensive to sustain it, but we do this to eat our own [products].”

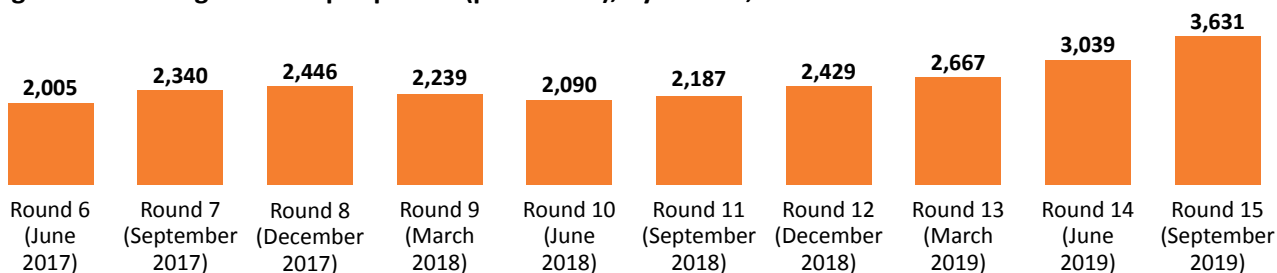
Source: FGD with IDPs

Almost half of the households (47%) that included only people who were at least 60 years old estimated that financially they had “enough for basic needs”, while 17 per cent had to limit their expenses even on food. As for the female-headed households with children, these estimates comprised 38 and 17 per cent, respectively.

The average monthly income per IDP household member increased compared to the previous round and as of July–September 2019 was UAH 3,631, which is the highest average monthly income level since June 2017 (Figure 3.3). The data for Round 15 showed that the monthly income of 30 per cent of IDP households did not exceed UAH 5,000 which is 5 per cent lower compared to the previous round (Figure 3.4).

The average monthly income per IDP household member was UAH 3,222 in the households that included only people who were at least 60 years old and was even lower in female-headed households with children – UAH 2,538.

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)	Round 12 (December 2018)	Round 13 (March 2019)	Round 14 (June 2019)	Round 15 (September 2019)
Up to UAH 1,500	6	5	5	4	4	5	4	4	2	1
UAH 1,500–3,000	27	22	16	22	23	23	21	16	13	11
UAH 3,001–5,000	30	28	27	27	31	27	24	23	20	18
UAH 5,001–7,000	21	21	25	22	19	22	21	23	19	18
UAH 7,001–11,000	12	16	18	16	14	14	18	20	20	25
Over UAH 11,000	4	8	9	9	9	9	12	14	26	27

Source: Interviews with IDPs (combined data)

IDP (female, 31) from Rovenky, Luhansk Oblast:

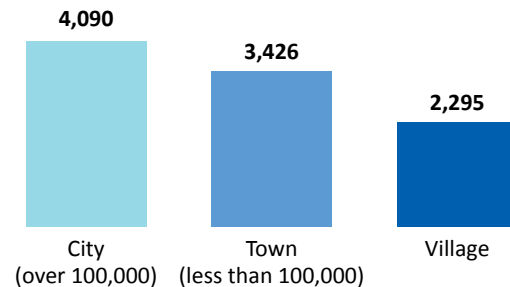
“I get 1,000 hryvnias for a child, and another 1,000 as a single mother. And I am paid some extra. That makes 3,000 hryvnias and that’s all.”

Source: FGD with IDPs

The average monthly income per IDP household member was considerably lower compared to an average Ukrainian household; for the general population, it was UAH 5,398 in April–June 2019¹⁶. 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 October 2019 at UAH 3,729¹⁷.

The results of the analysis showed that the average income varied depending on settlement type. The average monthly income in cities (UAH 4,090) was higher compared to income in towns (UAH 3,426), while the average monthly income was the lowest in rural areas (UAH 2,295) (Figure 3.5). Among the total population of Ukraine, the average monthly income was higher in cities and towns than in villages (UAH 5,720 in cities and towns, UAH 4,765 in villages)¹⁸.

Figure 3.5. Average income per person (per month), by settlement types, 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 house¹⁹.

- **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.**

¹⁶ Expenses and resources of households in Ukraine (according to the data of the sample survey of living conditions of households) for the 2nd quarter of 2019. Statistical Bulletin. State Statistics Service of Ukraine. – K., 2019. (https://ukrstat.org/uk/operativ/operativ2018/gdvdg/vrduB_%D0%86Ik2019.zip)

¹⁷ The actual subsistence minimum in October 2019. Ministry of Social Policy of Ukraine / <https://www.msp.gov.ua/news/17882.html>

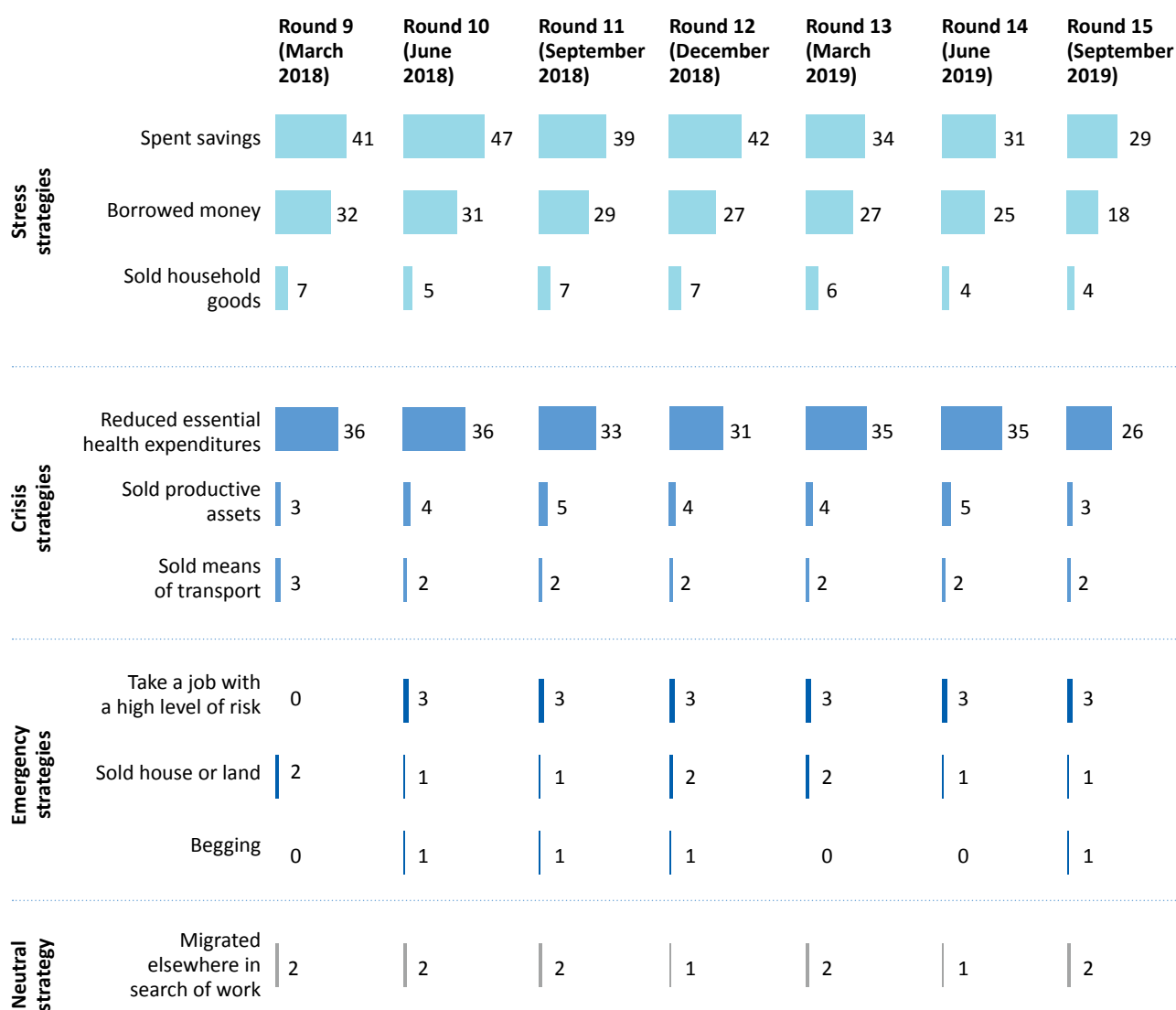
¹⁸ Expenses and resources of households in Ukraine (according to the data of the sample survey of living conditions of households) for the 2nd quarter of 2019. Statistical Bulletin. State Statistics Service of Ukraine. – K., 2019. (https://ukrstat.org/uk/operativ/operativ2018/gdvdg/vrduB_%D0%86Ik2019.zip)

¹⁹ Food Security & Socioeconomic 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

The data reflected the general economic insecurity of IDP households, as 48 per cent reported using at least one coping strategy in Round 15. The most frequently mentioned coping strategies were “spending savings” (29%), “reducing essential health expenditures” (26%), and “borrowing money” (18%) (Figure 3.6). At least one stress coping strategy was

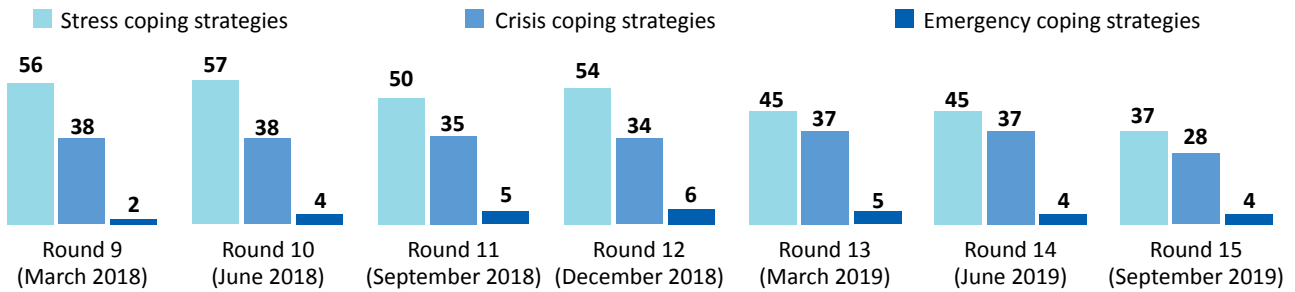
used by 37 per cent of IDPs together with at least one crisis coping strategy (28%) (Figure 3.7). Emergency strategies were used by 4 per cent of IDPs during the past 12 months. Despite the decrease in the share of those who had applied different types of coping strategies since March 2018, IDPs continue to use them.

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

Figure 3.7. Coping strategies, by rounds, %



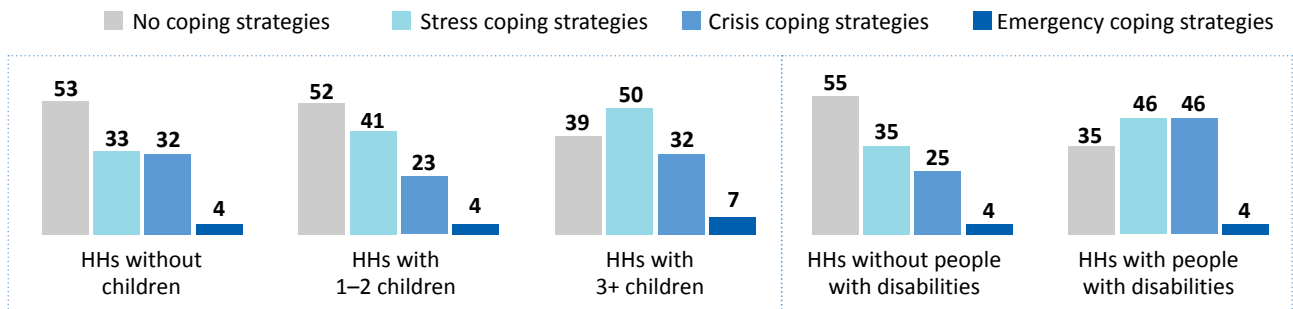
Note: Respondents could choose more than one option
Source: Face-to-face interviews with IDPs

Furthermore, large families, as well as families with members with disabilities, 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 (50% and 33%, respectively) (Figure 3.8). 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.

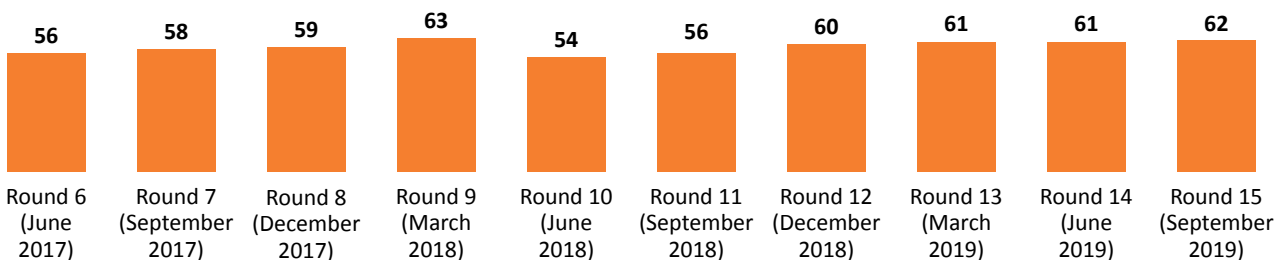
Sixty-two (62%) per cent of surveyed IDPs indicated salary as their main source of income (Figure 3.9). IDPs who indicated salary as their main source of income more frequently assessed their financial situation as “enough funds for food, necessary clothing, footwear, basic needs”, compared to all surveyed IDPs.

Figure 3.8. Coping strategies, by household structure, %



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

Figure 3.9. Salary as the main source of income in IDP households, by rounds, %



Source: Interviews with IDPs (combined data)

Government support to IDPs was the second most frequently mentioned source of income (47%) (Figure 3.10). 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 (33%) and social assistance (17%). The share of IDPs who reported humanitarian assistance was minor (2%) (Figure 3.10).

IDP (female, 44) from Donetsk:

“My husband works, so we can rent a flat. I have occasional earnings, which partly cover utility bills.”

Source: FGD with IDPs

The most problematic issue identified by IDPs was the lack of their own housing, reported by 37 per cent in Round 15 (Figure 3.11). It was more

frequently reported by IDPs aged 18–59 and those who reside in cities. The lack of opportunities to return to the place of permanent residence and payment for utilities were the second and the third most frequently mentioned problematic issues, reported by 13 per cent and 9 per cent of IDPs, respectively.

Living conditions and types of accommodation

Most IDPs continued to live in rented housing: 44 per cent lived in rented apartments, 8 per cent in rented houses and 5 per cent in rented rooms (Figure 3.12). The share of IDPs residing with relatives or host families was 15 per cent and remained almost the same compared to the previous six rounds. Seventeen (17%) per cent of IDPs lived in their own housing which is higher compared to the previous round. Five (5%) per cent of IDPs continued to reside in dormitories and 2 per cent in collective centres for IDPs.

Figure 3.10. Sources of income of surveyed IDP 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)	Round 12 (December 2018)	Round 13 (March 2019)	Round 14 (June 2019)	Round 15 (September 2019)
Salary	56	58	59	63	54	56	60	61	61	62
Government IDP support	43	34	41	55	56	49	51	55	51	47
Retirement or long service pension	37	38	37	32	34	34	34	33	35	33
Social assistance	23	26	27	29	27	25	25	21	21	17
Financial support from relatives residing in Ukraine	9	10	10	9	8	7	7	9	10	11
Irregular earnings	11	9	10	9	10	8	6	9	7	8
Disability pension	4	4	4	5	7	5	6	6	5	6
Social pension	4	3	2	3	3	4	2	2	2	3
Humanitarian assistance	7	6	5	6	7	6	3	3	4	2
Other	2	4	4	3	4	3	3	2	2	3

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

Figure 3.11. 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)	Round 12 (December 2018)	Round 13 (March 2019)	Round 14 (June 2019)	Round 15 (September 2019)
Lack of own housing	–	–	–	–	28	30	37	37	41	37
Lack of opportunity to return to the place of permanent residence	9	8	9	10	8	6	5	8	3	13
Payment for utilities	20	15	16	15	6	7	11	7	10	9
Payment for rent	18	22	23	15	7	6	4	5	7	5
Living conditions	18	12	13	20	7	5	5	4	8	4
Access to medicines	3	4	6	4	2	2	1	1	3	2
Unemployment	7	6	6	7	4	4	3	2	3	2
Access to health care	1	1	1	3	1	2	1	1	2	1
Suspension of social payments	4	4	3	2	1	1	1	1	1	1
Safety	1	1	1	1	1	1	1	1	1	0
Lack of money	–	–	–	–	18	19	19	19	–	–
Other	1	6	1	11	5	4	4	3	8	8
None of the above	17	20	20	11	9	10	7	6	9	18
No response	1	1	1	1	3	3	1	5	4	0

Source: Interviews with IDPs (combined data)
Note: The category “lack of money” was removed in Round 14

Figure 3.12. 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)	Round 12 (December 2018)	Round 13 (March 2019)	Round 14 (June 2019)	Round 15 (September 2019)
Rented apartment	46	49	47	47	48	45	49	49	49	44
Host family/relatives	26	25	24	13	13	14	14	13	13	15
Own housing	9	10	11	12	12	15	12	14	12	17
Rented house	8	6	8	9	10	10	10	9	10	8
Rented room in an apartment	4	4	3	5	4	4	4	4	5	5
Dormitory	3	3	3	7	5	4	4	5	4	5
Collective centres for IDPs	2	1	1	4	4	4	3	3	2	2
Other	2	2	3	3	4	4	4	3	4	4

Source: Interviews with IDPs (combined data)

Thirty-nine (39%) per cent of IDPs reported having changed their accommodation at least once within the current settlement. The high cost of accommodation was the main reason for moving to another dwelling, as reported by 56 per cent of IDPs who moved within their current settlement. Other frequently mentioned reasons were poor living conditions (35%) and eviction initiated by the owner of the housing (23%) (*respondents could choose more than one option*).

The level of satisfaction among all surveyed IDPs with the basic characteristics of housing except heat insulation remained the same compared to the previous round (Figure 3.13). Electricity remained the category with the highest level of satisfaction (97%), while IDPs were least satisfied with size of the living space (85%), and with heating (85%). Satisfaction with heat insulation reached 87 per cent in Round 15 compared to 83 per cent in the previous round.

Among these respondents, the level of dissatisfaction was expressed differently across geographic zones (Figure 3.14). In the first zone, “not satisfied” or “not fully satisfied” were the most frequently

reported for heating (13%), living space (11%), water supply (11%), heat insulation (10%), and sewerage (10%). In the second zone, over one fifth of IDPs were dissatisfied with most utilities, in particular, heat insulation (24%), heating (24%), and living space (25%). IDPs residing in the third zone more often reported dissatisfaction with living space (23%), heating (23%), and heat insulation (22%). In Kyiv, IDPs most frequently reported dissatisfaction with living space (9%). In the fourth zone, living space (15%) and heating (13%) were the major reason for dissatisfaction, while in the fifth zone living space (23%) was the major concern.

IDP (female, 44) from Donetsk:

“Living conditions are just horrible. One can say we live in the 1980s of the twentieth century – that is to say, before major rebuilding. My children sleep mainly on the floor, because it is just impossible to sleep on those crooked sofas.”

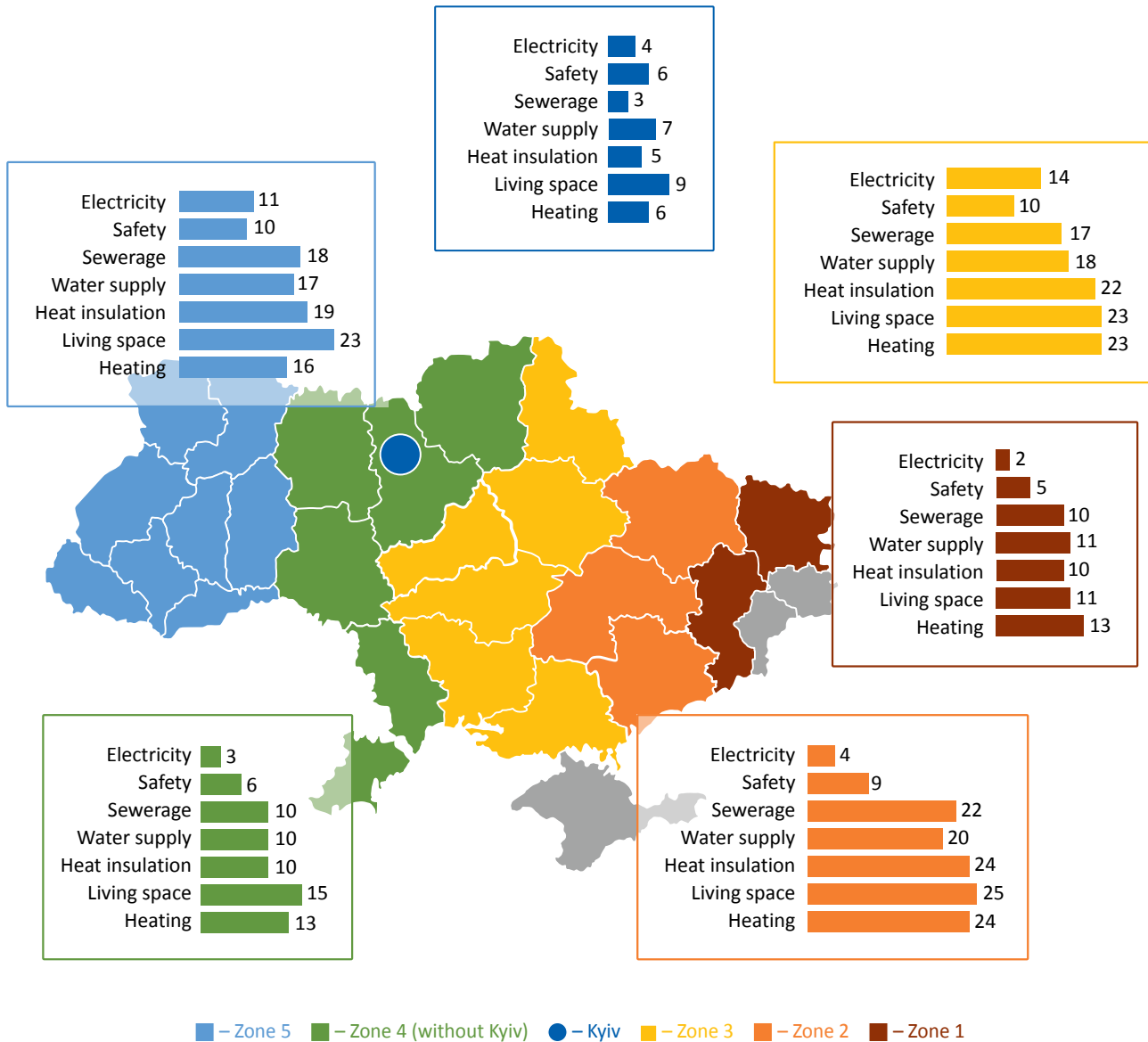
Source: FGD with IDPs

Figure 3.13. 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)	Round 12 (December 2018)	Round 13 (March 2019)	Round 14 (June 2019)	Round 15 (September 2019)
Electricity	96	92	93	92	91	92	96	95	96	97
Safety	93	88	90	82	86	88	91	89	91	93
Sewerage	91	89	90	80	82	82	86	86	88	88
Water supply	91	86	86	78	79	81	86	85	85	88
Heat insulation	86	85	83	72	78	80	82	83	83	87
Living space	84	81	84	72	76	81	84	83	82	85
Heating	87	85	83	77	78	78	79	82	82	85

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

Figure 3.14. IDPs' dissatisfaction with living conditions, by geographic zones²⁰, % of dissatisfied



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

²⁰ The grouping of oblasts into zones is based on the 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.

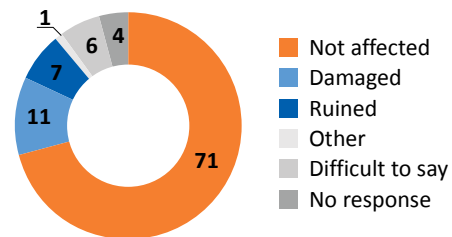
The level of dissatisfaction varied across different types of settlements. It was higher in villages than in large cities and towns. In villages, dissatisfaction with water supply (36%), heat insulation (39%), sewerage (43%), and heating (44%) were reported most frequently (Figure 3.15).

The absolute majority of IDPs (88%) owned a dwelling before displacement, and 84 per cent reported having official documentation declaring their ownership.

At the time of data collection, 18 per cent of IDPs knew that their dwelling was either damaged (11%) or ruined (7%); over two thirds of IDPs (71%) were aware that their dwelling had not been affected by the conflict (Figure 3.16). Most IDPs (99%) who reported that their housing was damaged or destroyed, said that the reason was the armed conflict.

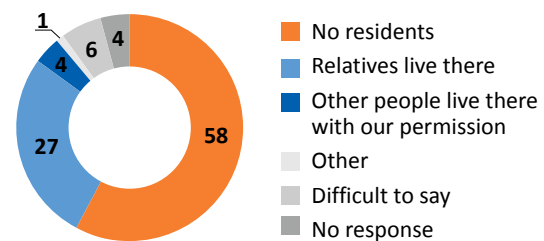
Over half of IDPs (58%) reported that their dwelling remained empty, while 27 per cent had their relatives living in the dwelling, and 4 per cent had their dwelling occupied by other people with their permission (Figure 3.17).

Figure 3.16. The condition of the dwelling where IDPs lived before displacement, %



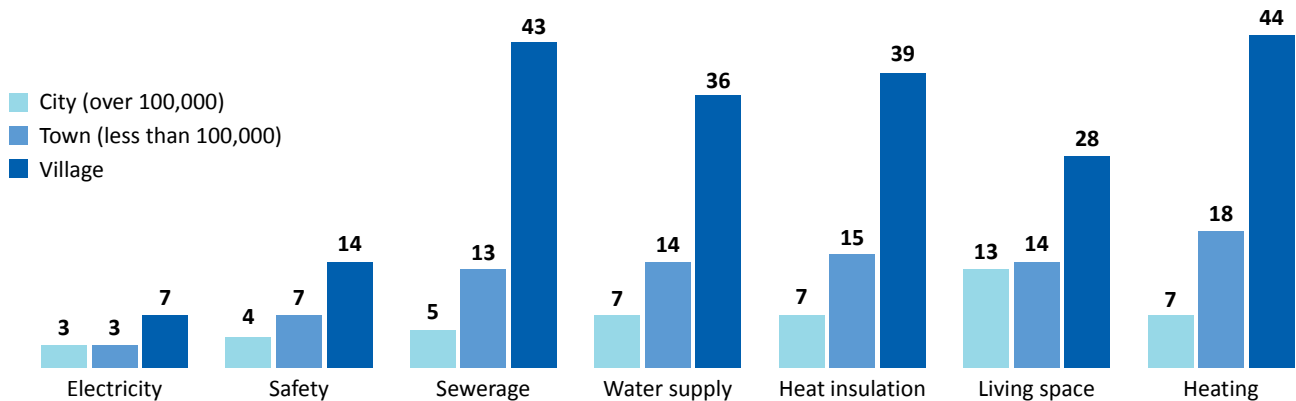
Source: Interviews with IDPs (combined data)

Figure 3.17. Current residents of the dwelling where IDPs lived before displacement, %



Source: Interviews with IDPs (combined data)

Figure 3.15. IDPs' dissatisfaction with living conditions, by type of settlement, % of dissatisfied

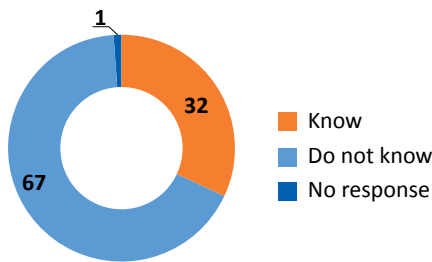


Note: Respondents could choose more than one option
Source: Interviews with IDPs (combined data)

Housing programmes

Almost third (32%) of IDPs heard about housing programmes which are aimed at providing housing on favourable terms (Figure 3.18).

Figure 3.18. IDPs' awareness of housing programmes (obtaining housing on favourable terms), %



Source: Interviews with IDPs (combined data)

Forty-four per cent (44%) of IDPs were interested in participating in housing programmes. Among these IDPs, 79 per cent expressed their interest (“very interested” or “interested”) in obtaining housing partly reimbursed by the state. Seventy-one per cent (71%) of the respondents would like to obtain a long-term lease with an option to repurchase housing in

the secondary market in urban areas whereas only 40 per cent of the IDPs were interested in getting housing using this scheme in the rural areas. Thirty-nine per cent (39%) were interested in housing construction through participation in a housing cooperative. Finally, 36 per cent would like to obtain a loan for housing construction for up to 20 years, and 33 per cent – for up to 30 years (Figure 3.19).

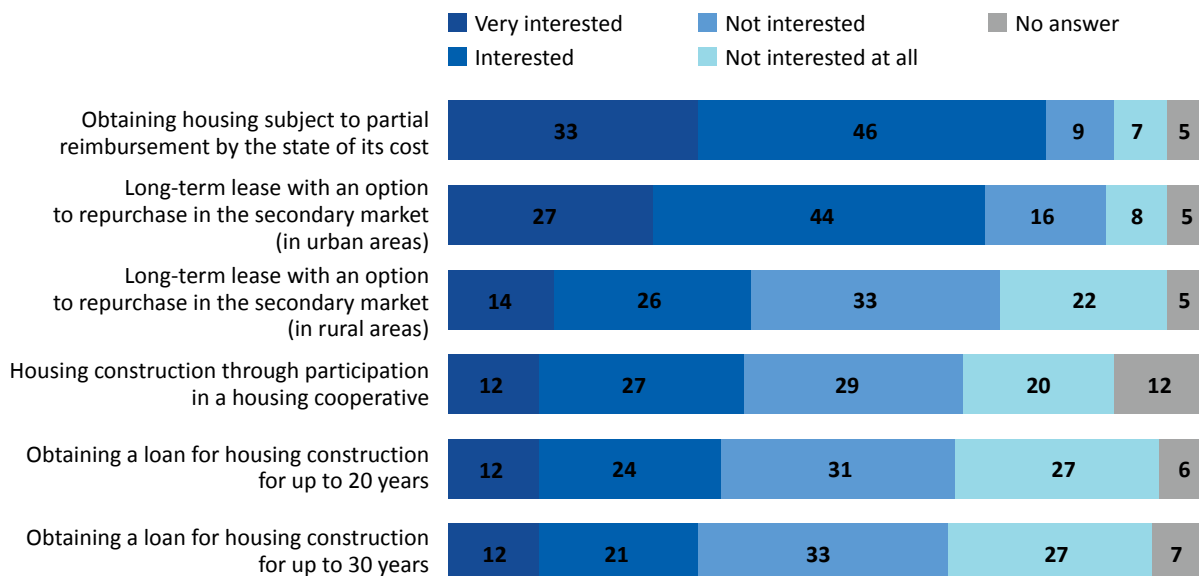
IDP (female, 31) from Rovenky, Luhansk Oblast:

“I wanted to sell my house there, but they give USD 5,000 at most. Indeed, you can sell a flat there, and save a bit more. If there is a programme, we would buy at least a studio.”

Source: FGD with IDPs

If participating in a housing programme involved making monthly payments, over half of IDPs (56%) who were interested in housing programmes could afford no more than UAH 5,000 per month. Twenty-two per cent (22%) could pay up to UAH 1,500, 19 per cent – from UAH 1,500 to 3,000, 15 per cent – from UAH 3,001 to 5,000. Only 7 per cent were able to pay over UAH 5,000 per month, 1 per cent could not pay at all, and 36 per cent did not respond.

Figure 3.19. Interest in participating in housing programmes under certain conditions, % of IDPs who are interested in participating in housing programmes

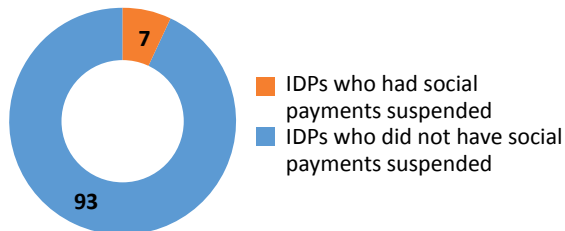


Source: Interviews with IDPs (combined data)

Suspension of social payments

Seven (7%) per cent of IDP households reported facing suspension of social payments since the beginning of the conflict (Figure 3.20). Among these 7 per cent of IDP households, 20 per cent reported facing suspension of social payments in 2019, another 20 per cent – in 2018, 23 per cent – in 2017, 18 per cent – in 2016, 19 per cent – in 2014/2015.

Figure 3.20. IDPs who had social payments suspended since their IDP registration, %

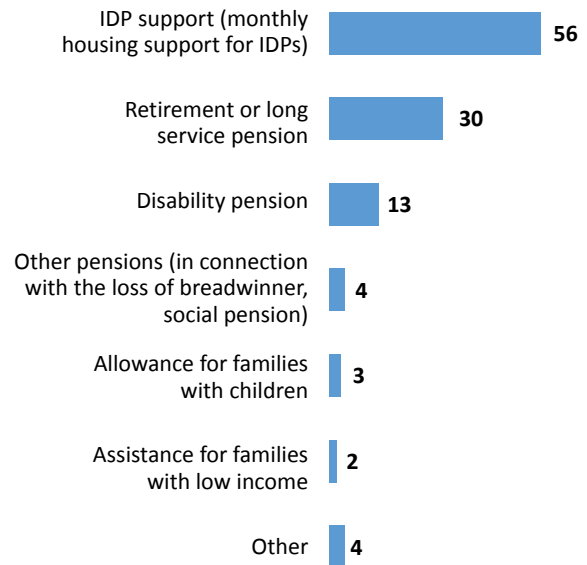


Source: Interviews with IDPs (combined data)

In 2018 and the first three quarters of 2019, the largest number of suspended payments were for monthly housing assistance to IDPs (56%) and retirement or long service pension (30%) (Figure 3.21).

Among those IDPs who faced suspension of social assistance, 72 per cent were aware of the reasons behind the suspension (Figure 3.22).

Figure 3.21. Distribution by types of suspended social payments, % of respondents who had social payments suspended

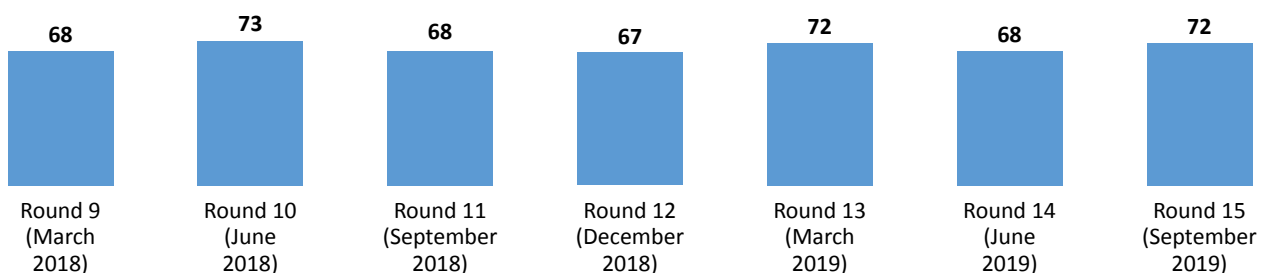


Note: Respondents could choose more than one option
Source: Interviews with IDPs (combined data)

The most common reasons for suspension of social assistance were lack of official employment (27%)²¹, receiving a dwelling (13%), and absence from home

²¹ According to the Government Resolution No. 505 On providing a monthly targeted assistance to IDPs to cover living expenses, including housing with utilities, if a family receiving support consists of working age persons who have not been employed or do not actually work, within two months from the date of the monthly targeted assistance, the amount for able-bodied family members is reduced by 50% during the next two months, and the next period is terminated.

Figure 3.22. IDPs who were aware of the reasons behind suspension of social payments, by rounds, % of respondents who had social payments suspended



Source: Interviews with IDPs (combined data)

during the inspection by the social security branches (12%) (Figure 3.23). Other frequently mentioned reasons were the imperfect work of social services (5%) and change of the place of living (5%).

Figure 3.23. Reason behind the suspensions of social payments, % of respondents who had social payments suspended

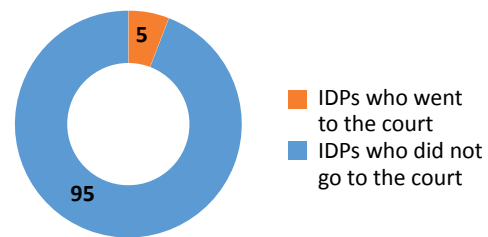


Source: Interviews with IDPs (combined data)

The majority of IDPs who faced suspension of their social payments (62%) reported that they were familiar with the procedure for renewing their payments (Figure 3.24).

Five (5%) per cent of IDP households who had social payments suspended reported going to court to renew the payment (Figure 3.25). The average duration of the trial was 8.8 months. In addition, the average duration of suspension was 9.3 months for IDPs who faced suspension of social payments during 2017, 2018 and the first three quarters of 2019.

Figure 3.25. IDPs who had to go to court to renew the payments, % of respondents who had social payments suspended



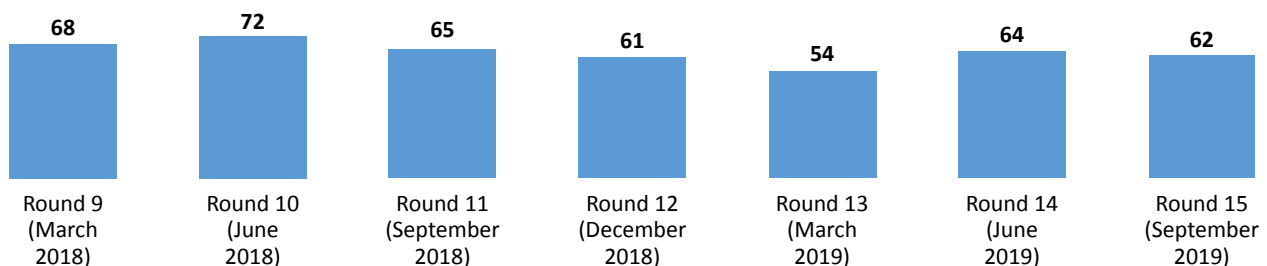
Source: Interviews with IDPs (combined data)

IDP (female, 46) from Tsentralne, Luhansk Oblast:

“My mother had not been getting (her pension – ed.) for almost a year. The process of document renewal lasted so long. We have renewed them. And what about those nine-month debts? When there will be the money? – There is no money in the Pension Fund. We will pay you [sometime].”

Source: FGD with IDPs

Figure 3.24. IDPs who were aware about the procedure on how to renew social payments, by rounds, % of respondents who had social payments suspended



Source: Interviews with IDPs (combined data)

Safety of the environment and infrastructure

The vast majority of IDPs (85%) felt safe in their current place of residence, which is slightly more than in the previous round (Figure 3.26). Thirteen (13%) per cent of respondents noted that they felt unsafe

in the evenings and in remote areas of their settlement. In addition, 2 per cent of IDPs reported that they felt unsafe in terms of military actions (Figure 3.27), and 3 per cent felt unsafe in terms of criminal actions (Figure 3.28). The feeling of safety in terms of military and criminal actions has increased compared to the previous round.

Figure 3.26. 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)	Round 12 (December 2018)	Round 13 (March 2019)	Round 14 (June 2019)	Round 15 (September 2019)
I feel safe	91	83	86	70	77	80	80	80	80	85
I feel unsafe in the evenings and in remote areas of the settlement	8	14	10	22	16	16	16	15	15	13
I feel unsafe most of the time	1	3	2	5	4	2	2	4	4	1
No response	0	0	2	3	3	2	2	1	1	1

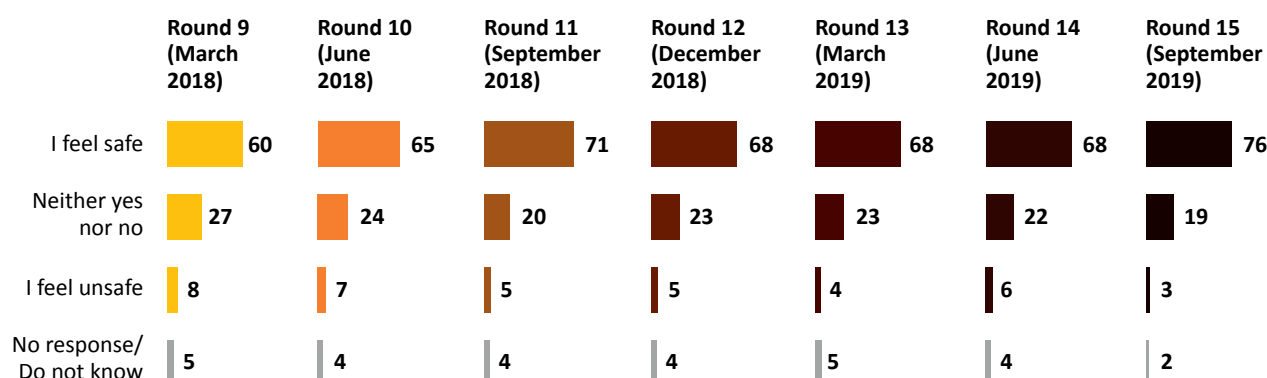
Source: Interviews with IDPs (combined data)

Figure 3.27. IDPs' safety assessment of the situation on military actions, by rounds, %

	Round 9 (March 2018)	Round 10 (June 2018)	Round 11 (September 2018)	Round 12 (December 2018)	Round 13 (March 2019)	Round 14 (June 2019)	Round 15 (September 2019)
I feel safe	74	78	84	83	81	83	87
Neither yes nor no	17	14	11	13	13	12	9
I feel unsafe	7	6	3	3	4	4	2
No response/ Do not know	2	2	2	1	2	1	2

Source: Interviews with IDPs (combined data)

Figure 3.28. IDPs' safety assessment of the situation on crime activities, by rounds, %



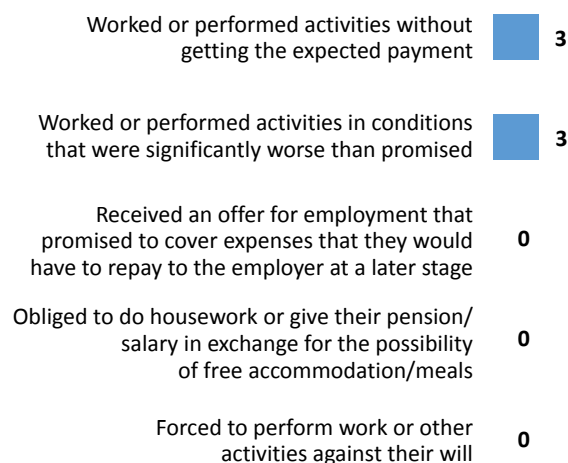
Source: Interviews with IDPs (combined data)

Human trafficking and labour exploitation

During the interviews, respondents were asked whether they encountered situations involving deceit on the part of the employer or forced labour since the beginning of the conflict. Four (4%) per cent of IDPs reported encountering at least one such 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 3 per cent of surveyed IDPs, while the same per cent of IDPs “worked in conditions that were significantly worse than promised” (Figure 3.29).

The results of the analysis showed that those situations were more frequently reported by the respondents assessing their financial situation as “have to limit expenses even on food” (8%) and those who worked in agriculture (17%) and trade (8%), as well as those who worked informally (13%).

Figure 3.29. 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, 50) from Luhansk:

“My husband was a manual worker, not officially employed. They promised him a certain amount, but he got paid much less. Work conditions were different from those, which were promised.”

Source: FGD with IDPs

4. ACCESS TO SOCIAL SERVICES

Generally, most surveyed IDPs showed a high level of satisfaction with the accessibility of all basic social services. IDPs were most satisfied with access to education (87%) and were least satisfied with the accessibility of health-care services (77%), as well as with the availability of employment opportunities (73%) (Figure 4.1). However, the share of those who were satisfied with the health-care services and employment opportunities has increased.

Key informant (male, 50):

“There is a problem which can become a burning one. Last year the Ministry of Education decided that a child has to study at school according to the parents’ place of registration. But taking into account that IDPs often are not registered according to their applications, a child will be left, so to say, nowhere.”

Source: FGD with KIs

IDP (female, 25) from Luhansk:

“When I went to the hospital with my daughter, I was told that free medicines for IDPs were provided, but in our case those promised medicines were found to be out of stock. We were requested to go and buy medicine.”

Source: FGD with IDPs

The accessibility of basic social services, particularly of health care and employment, depends on settlement type. IDPs residing in cities were the most satisfied with access to health care (87%) and availability of employment opportunities (84%), while IDPs residing in villages were the least satisfied with the accessibility of these services (47% and 41%, respectively) (Figure 4.2).

Satisfaction with the accessibility of basic social services is the highest in Kyiv and the fourth zone and the lowest in the second and third zones (Figure 4.3).

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)	Round 12 (December 2018)	Round 13 (March 2019)	Round 14 (June 2019)	Round 15 (September 2019)
Possibilities to obtain education and enrol children in schools/kindergartens	84	89	90	80	79	81	88	87	87	87
Accessibility of administrative services	84	81	81	69	69	73	81	77	82	85
Possibility of receiving a pension or social assistance	79	74	79	68	68	72	79	79	79	82
Accessibility of health-care services	88	84	85	62	60	65	68	69	70	77
Availability of employment opportunities	69	66	69	56	53	54	62	64	68	73

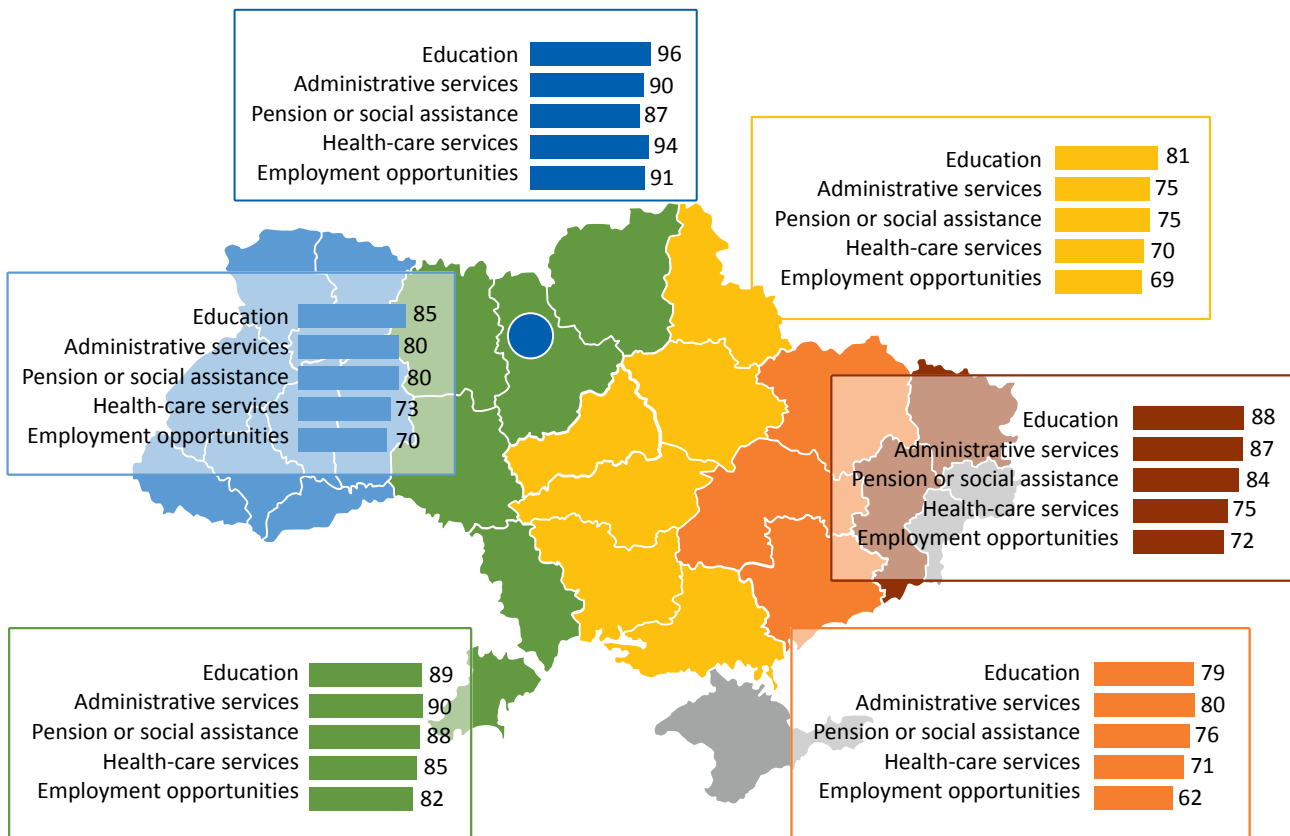
Note: Respondents could choose more than one option
Source: Interviews with IDPs (combined data)

Figure 4.2. IDPs' satisfaction with the accessibility of basic social services, by type of settlement, % of satisfied among those respondents who expressed a need for a particular type of service



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

Figure 4.3. IDPs' satisfaction with the accessibility of basic social services, by geographic zones²², % of satisfied among those respondents who expressed a need for a particular type of service



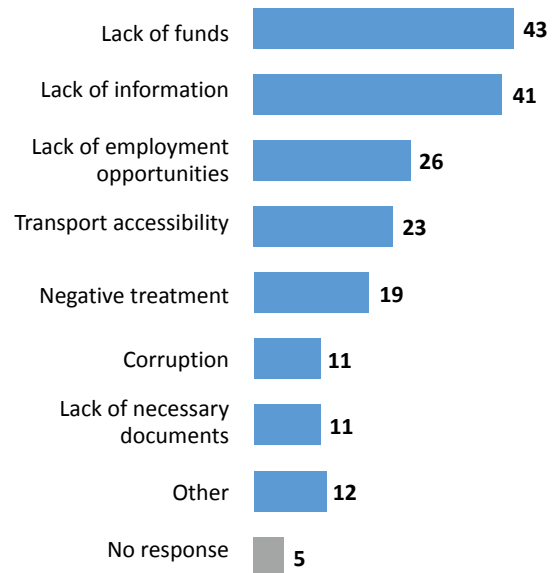
Source: Interviews with IDPs (combined data)

■ – Zone 5 ■ – Zone 4 (without Kyiv) ● – Kyiv ■ – Zone 3 ■ – Zone 2 ■ – Zone 1

²² The grouping of oblasts into zones is based on the 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.

Dissatisfaction with access to basic social services among IDPs was mainly due to lack of funds, reported by 43 per cent of respondents (Figure 4.4). Another frequently mentioned reason was the lack of information (41%). Less often reported dissatisfaction stemmed from the lack of employment opportunities (26%), transport accessibility (23%), negative treatment (19%), corruption (11%), and lack of necessary documents (11%).

Figure 4.4. 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)*

5. IDP MOBILITY

Displacement

The share of IDPs who reported that they had been staying in their current place of residence for over three years was 80 per cent in Round 15 (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)	Round 12 (December 2018)	Round 13 (March 2019)	Round 14 (June 2019)	Round 15 (September 2019)
Up to 6 months	5	3	3	4	4	2	3	2	1	2
7–12 months	10	6	6	5	4	4	3	3	2	2
13–18 months	4	4	2	4	3	2	1	1	1	1
19–24 months	13	10	10	8	7	6	7	5	4	3
25–30 months	28	11	8	4	3	2	2	2	1	1
31–36 months	36	49	42	22	14	11	8	9	7	6
More than 36 months	1	15	25	48	62	62	69	73	79	80
No response	3	2	4	5	3	11	7	5	5	5

Source: Interviews with IDPs (combined data)

Intentions to return

IDP (female, 46) from Tsentralne, Luhansk Oblast:

“I have two flats there. The village is completely destroyed. There is no infrastructure, and we are next to Debaltseve. There is nothing, and young people have left. For sure, pensioners are returning. I will not 100% return there. Maybe I will be back one day, when I am very old. I have my children and grandchildren here. I don’t need those flats. I want to live in the here and now.”

Source: FGD with IDPs

The share of IDPs who reported their intention to return to their place of residence after the end of the conflict was 21 per cent, which is almost the same as in the previous round (Figure 5.2). On the other hand, 36 per cent of IDPs expressed an in-

tention not to return even after the end of the conflict. The share of IDPs who chose the response “difficult to answer” was 27 per cent, which is higher than in the previous round (19%) (Figure 5.2). 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 the place of residence before displacement (2%), move to another oblast across Ukraine (2%), move abroad (1%), “difficult to answer” (12%), and one per cent did not respond to the question.

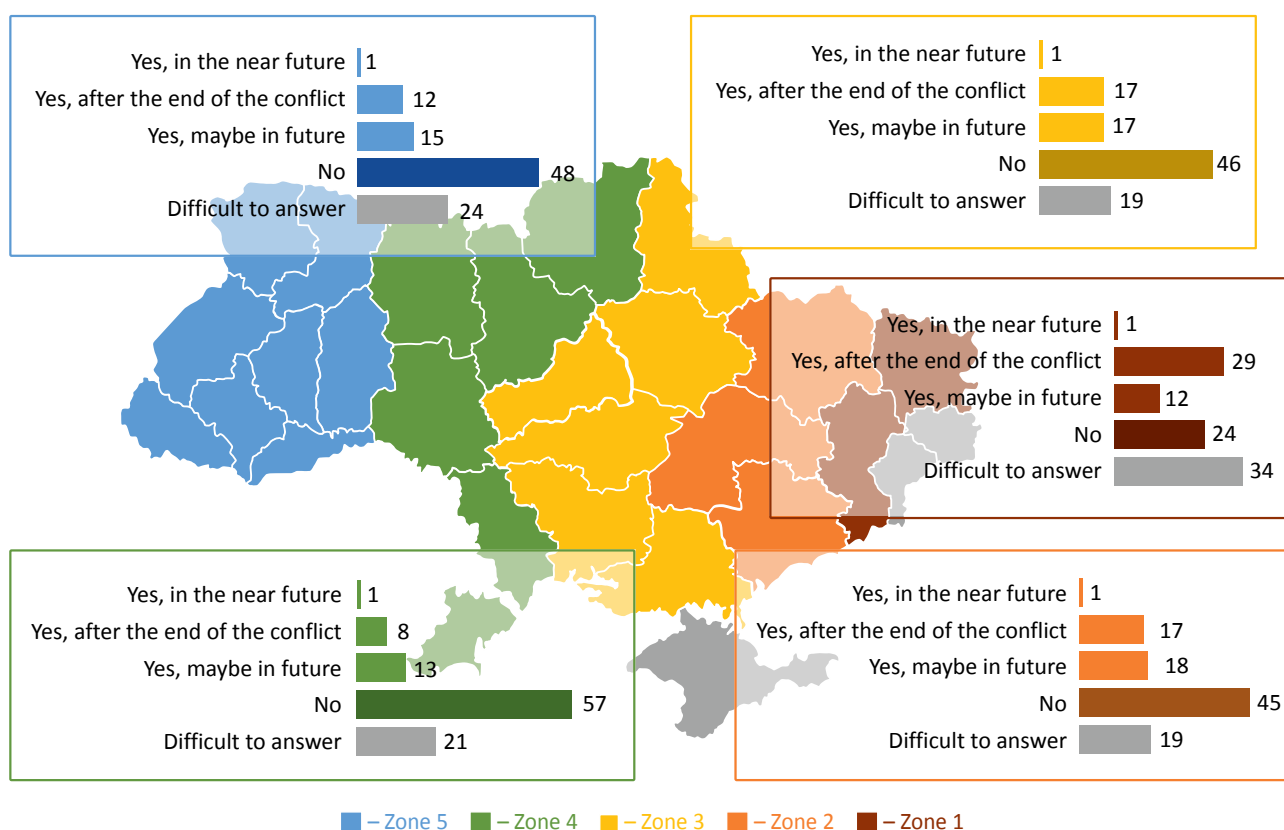
The intention not to return was higher among IDPs who resided further away from the NGCA (Figure 5.3). These results remained consistent across all NMS rounds. In addition, data showed that over half (51%) of IDPs had close family members who were currently residing in the NGCA. IDPs who had close family residing in the NGCA more frequently expressed their intention to return (41%) than those IDPs who had no close family there (31%).

Figure 5.2. General IDPs' intentions to return to and stay 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)	Round 12 (December 2018)	Round 13 (March 2019)	Round 14 (June 2019)	Round 15 (September 2019)
Yes, in the near future	1	2	1	1	1	1	1	1	1
Yes, after the end of the conflict	32	25	25	28	24	28	23	22	21
Yes, maybe in future	17	18	14	12	14	15	18	21	14
No	29	28	38	38	38	34	34	36	36
Difficult to answer	21	25	20	18	20	20	23	19	27
No response	0	2	2	3	3	2	1	1	1

Source: Interviews with IDPs (combined data)

Figure 5.3. IDPs' intentions to move, by geographic zones²³, %



Source: Interviews with IDPs (combined data)

²³ The grouping of oblasts into zones is based on the 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 one per cent of IDPs reported that they had already found a job abroad and were about to move, while 6 per cent noted that they had an intention to find a job abroad soon (Figure 5.4). The changes are minor compared to the previous round. Sixty-three (63%) per cent of IDPs reported that, although they had nothing against working abroad, they had no intention of going abroad; 22 per cent stated that they would never work abroad.

IDP (female, 25) from Luhansk:

“One can earn here as well. They do not pay so much now in Poland. It is difficult to be constantly on the move and start from the scratch, to look for a job and accommodation... It is hard even here, where you are a Ukrainian citizen. And it will be even harder abroad.”

Source: FGD with IDPs

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)	Round 12 (December 2018)	Round 13 (March 2019)	Round 14 (June 2019)	Round 15 (September 2019)
Have already found a job abroad and are about to move	1	1	1	1	1	1	1	1
Have an intention to find a job abroad soon	4	5	5	5	5	6	5	6
Have nothing against working abroad, but personally they are not going to	45	48	51	52	56	56	58	63
Would never work abroad	31	28	34	30	27	28	24	22
Other	0	2	2	0	0	0	0	0
Difficult to answer	8	10	5	9	10	8	9	7
No response	11	6	2	3	1	1	3	1

Source: Interviews with IDPs (combined data)

Visits to domicile before the displacement

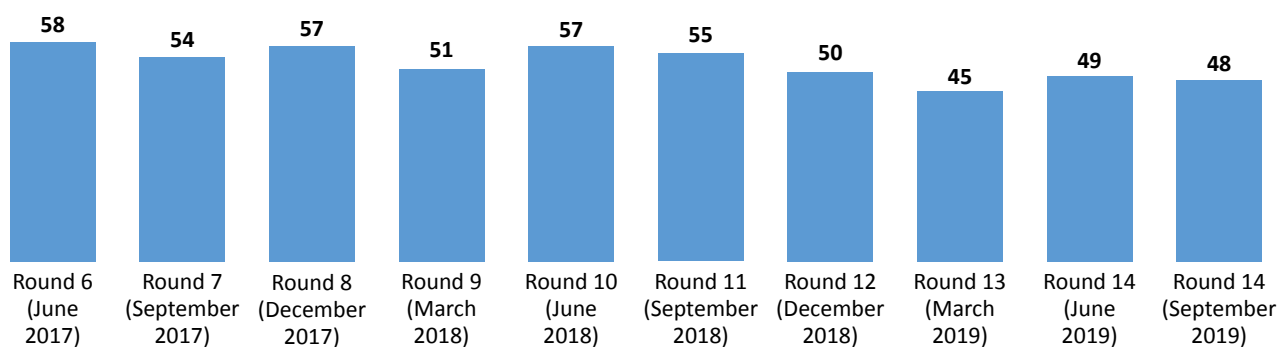
The share of IDPs who visited their domicile after becoming displaced was 48 per cent in Round 15 (Figure 5.5).

The main reasons to travel to the NGCA were visiting and maintaining housing (72%) and visiting friends or family (54%) (Figure 5.6). These results remained consistent across the survey period.

For IDPs who have not visited the NGCA since the displacement, their main reason for not going back was the perception that there was “no need for visiting” (39%) while it was perceived as “life-threatening” by 36 per cent of IDPs (Figure 5.7).

The major barriers identified by IDPs visiting the NGCA were queues at the checkpoints along the contact line (47%), high financial expenditures (47%) and lack of transportation (25%), which is almost at the same level as in the previous four rounds (Figure 5.8).

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



Source: Interviews with IDPs (combined data)

Figure 5.6. Reasons for IDPs to visit NGCA since displacement, by rounds, % of respondents visiting 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)	Round 12 (December 2018)	Round 13 (March 2019)	Round 14 (June 2019)	Round 15 (September 2019)
Visiting and/or maintaining housing	75	75	75	62	69	77	73	66	74	72
Visiting friends and/or family	53	54	58	57	58	58	56	57	52	54
Transportation of belongings	26	25	22	28	20	22	20	18	21	24
Special occasions, such as weddings or funerals	6	7	4	5	5	6	5	10	10	7
Research of return opportunities	5	7	4	4	5	3	5	7	4	6
Operations with property (sale, rent)	2	2	1	2	2	1	3	3	3	2
Other	1	1	2	3	2	2	2	1	1	1
No response	2	1	6	1	1	1	0	1	1	0

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)	Round 12 (December 2018)	Round 13 (March 2019)	Round 14 (June 2019)	Round 15 (September 2019)
No need for visiting	-	-	-	-	29	37	36	44	33	39
Because it was perceived as “life-threatening”	44	33	36	55	52	42	44	45	47	36
Because of political reasons	11	13	15	18	21	24	21	21	23	18
Because of the lack of financial possibilities	16	20	16	27	19	16	14	17	17	17
Because of health reasons	9	13	8	13	14	16	15	14	16	13
No property remains and/or no relatives or friends remain	10	10	14	14	11	13	11	10	9	13
Other	7	9	3	10	4	2	2	2	2	2
No response	3	2	8	8	5	8	6	5	5	6

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

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)	Round 12 (December 2018)	Round 13 (March 2019)	Round 14 (June 2019)	Round 15 (September 2019)
Queues on the contact line	55	55	63	61	61	54	51	50	54	47
High financial expenditures	-	-	-	-	33	43	38	45	43	47
Availability of transportation	30	26	24	37	30	29	28	27	26	25
Fear for life	21	13	12	25	23	18	18	18	19	20
Health status	13	10	16	12	12	14	12	15	17	17
Problems with registration crossing documents	6	11	3	9	8	9	6	9	6	5
Fear of violence	2	2	2	3	3	3	3	4	4	3
Fear of robbery	3	3	2	3	2	2	2	2	3	2
Other	2	2	2	7	2	1	2	1	1	1
No response	2	1	5	1	1	1	1	1	0	1
Had no barriers	16	30	25	18	15	17	20	15	14	18

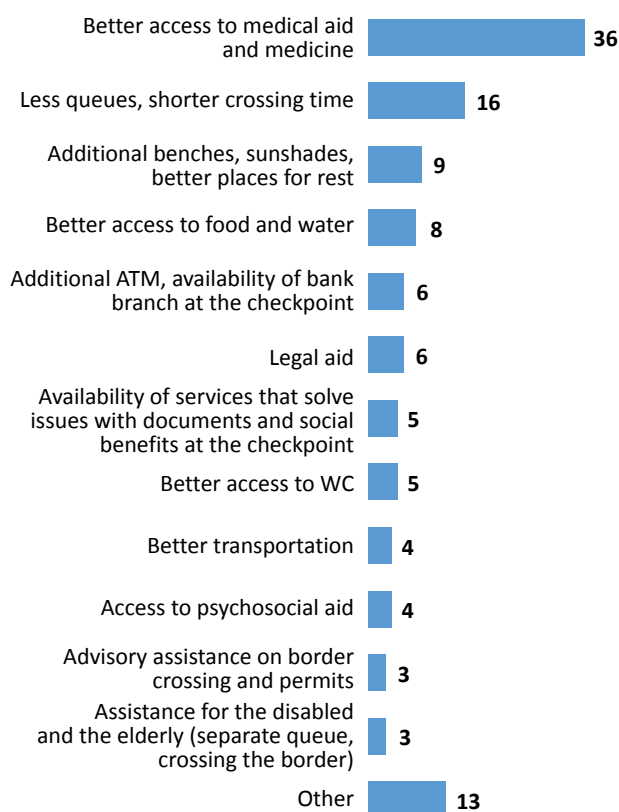
Note: Respondents could choose more than one option
Source: Interviews with IDPs (combined data)

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” and “Novotroitske” were the checkpoints which were most frequently chosen because of shorter queues (36% and 21%, respectively), while “Stanytsia Luhanska”, being the only checkpoint in the Luhansk Oblast, was frequently chosen because of cheaper transportation (39%) (Figure 5.9).

Five per cent of people crossing the contact line had contacted the aid point of the State Emergency Service of Ukraine located on the territory of the checkpoint at least once during the last month. Most of them (53%) requested medical assistance. Besides, 20 per cent needed help with crossing the checkpoint “Stanytsia Luhanska” where the emergency bridge had not yet been repaired in August 2019. Among those people who contacted the aid point, 94 per cent received the assistance they requested.

Thirty-nine per cent (39%) of people crossing the contact line made suggestions on what types of assistance should be provided at the checkpoints. The most requested type of assistance was medical aid (36%). Other frequently mentioned ways to improve the functioning of the checkpoints were shorter queues and crossing time (16%), additional benches at places to rest (9%), and better access to food and water (8%) (Figure 5.10).

Figure 5.10. Types of assistance that should be provided at the checkpoints, % of those who made suggestions



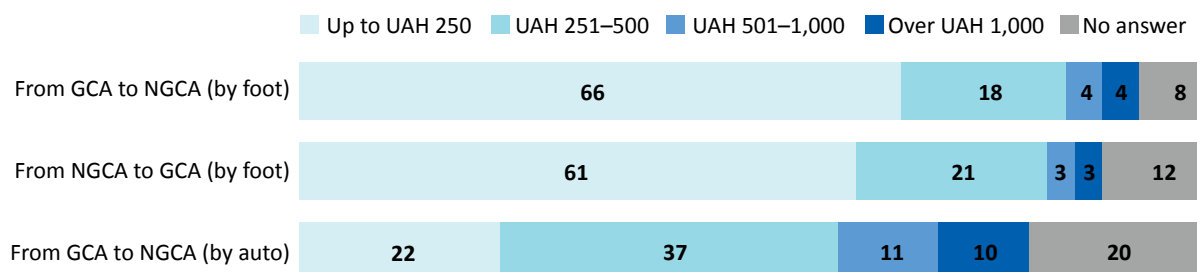
*Note: Respondents could choose more than one option
Source: Interviews with people crossing the contact line*

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

	Stanytsia Luhanska	Hnutove	Maiorske	Marinka	Novotroitske
Close to the place of residence	95	62	90	64	65
Close to the place of destination	94	69	17	62	85
Cheaper transportation	39	2	0	3	2
Shorter queue	0	36	0	1	21
Shorter crossing time	0	0	0	4	2
Available transportation	0	1	0	2	1
Better waiting conditions	0	3	0	4	2
Better security situation	0	1	0	1	1
Other	6	1	0	2	1

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

Figure 5.11. Cost of the current one-way trip, by direction and way of transportation, %



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 (59%) of respondents who were travelling to the NGCA by car reported spending up to UAH 500 on their current trip, while 66 per cent of respondents who were travelling to the NGCA on foot reported spending up to UAH 250 (Figure 5.11).

The main purposes of IDPs current trips to the NGCA were visiting friends/family (74%) and visiting/maintaining housing (45%), based on the data from the survey of people crossing the contact line (Figure 5.12). “Visiting friends or family” was more frequently mentioned by other GCA residents (88%) as a purpose of their current visit to the NGCA²⁴.

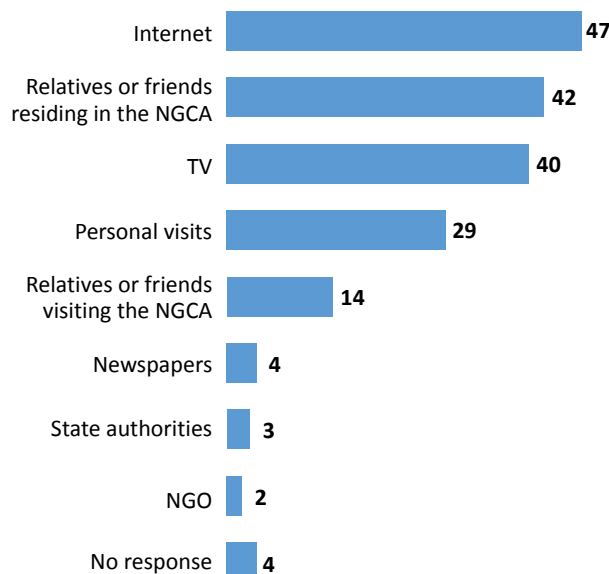
Figure 5.12. Purpose of current visit to the NGCA²⁵, % of GCA residents

	IDPs	Other GCA residents
Visiting friends and/or family	74	88
Visiting and/or maintaining housing	45	11
For treatment	1	3
Transportation of belongings	1	1
Special occasions, such as weddings or funerals	1	1
Solving the documents issues	0	1
Real estate transactions (sale, rent)	1	0
Other	1	1

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 internet (47%), relatives or friends residing in the NGCA (42%), and television (40%) (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)

²⁴ The trip that took place at the time of survey.

²⁵ Ibid.

6. INTEGRATION INTO LOCAL COMMUNITIES

Integration rates

In Round 15, the share of IDPs who reported that they had integrated into their local community was 54 per cent, while 34 per cent of surveyed IDPs stated that they had partly integrated (Figure 6.1). Generally, the total share (88%) of IDPs who reported some level of integration remained almost the same

compared to the previous round (91%). At the same time, the share of IDPs who reported that they had not integrated was 7 per cent in Round 15.

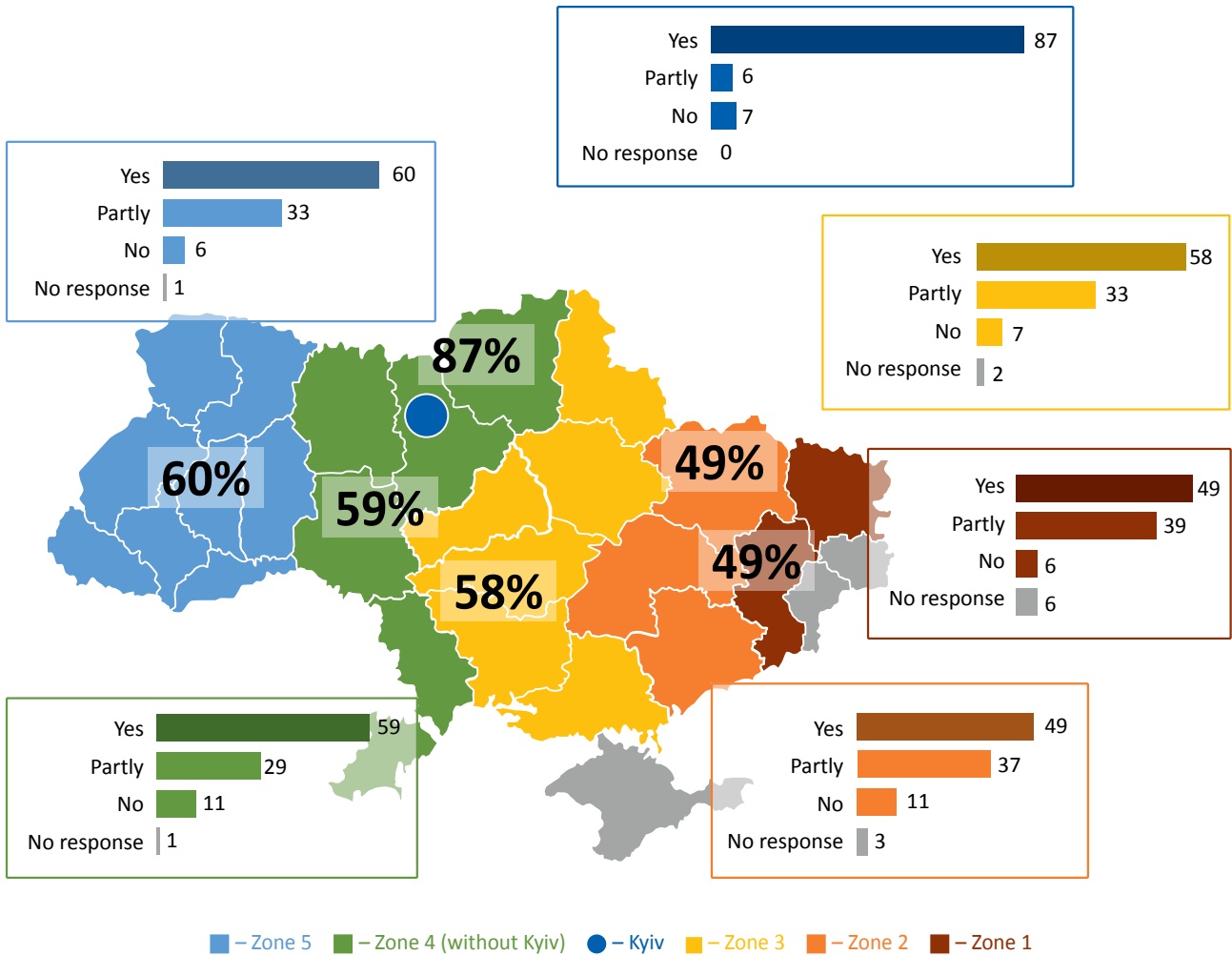
According to the respondents' self-assessment of their integration, Kyiv was the location with the highest rate of IDPs who reported being integrated into the local community (87%) in Round 15 (Figure 6.2).

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

	Round 5 (March 2017)	Round 6 (June 2017)	Round 7 (September 2017)	Round 8 (December 2017)	Round 9 (March 2018)	Round 10 (June 2018)	Round 11 (September 2018)	Round 12 (December 2018)	Round 13 (March 2019)	Round 14 (June 2019)	Round 15 (September 2019)
Yes	56	68	59	65	38	45	43	50	50	51	54
Partly	32	25	27	27	42	35	36	34	36	40	34
No	11	6	13	7	14	17	18	14	9	5	7
No response	1	1	1	1	6	3	3	2	5	4	5

Source: Face-to-face interviews with IDPs

Figure 6.2. IDPs' self-assessment of their integration in the local community, by geographic zones²⁶, %



Source: Face-to-face interviews with IDPs

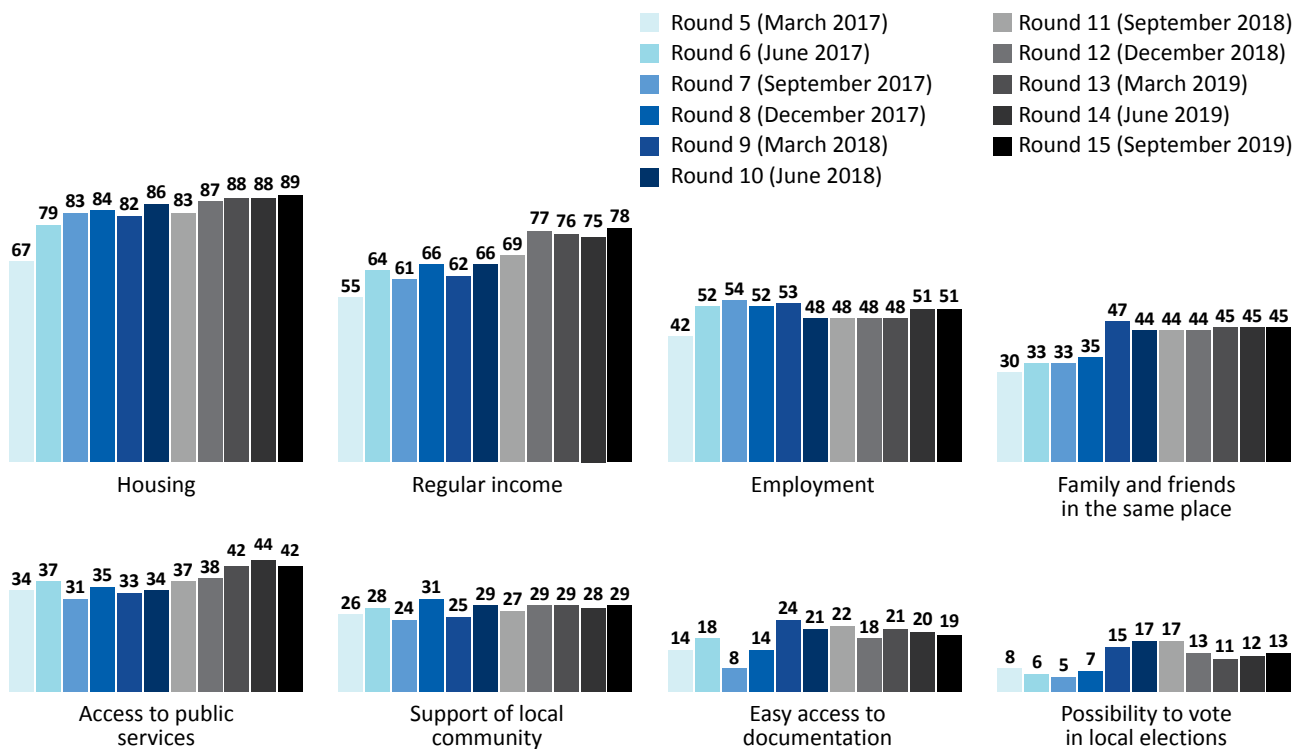
²⁶ The grouping of oblasts into zones is based on the distance from the NGCA of Donetsk and Luhansk oblasts. Zone 1 – Donetsk (GCA) and Luhansk (GCA) oblasts; zone 2 – Dnipropetrovsk, Kharkiv, and Zaporizhia oblasts; zone 3 – Kirovohrad, Mykolaiv, Poltava, Sumy, Kherson, and Cherkasy oblasts; zone 4 – Chernihiv, Kyiv, Zhytomyr, Vinnytsia, Odesa oblasts; zone 5 – Volyn, Zakarpattia, Ivano-Frankivsk, Lviv, Rivne, Ternopil, Khmelnytskyi and Chernivtsi oblasts.

The main conditions for successful integration indicated by IDPs were housing (89%), regular income (78%) and employment (51%), which have remained consistent throughout all NMS rounds (Figure 6.3).

Other frequently mentioned conditions were family and friends in the same place (45%), access to public services (42%), support of local community (29%), easy access to documentation (19%) and possibility to vote in local elections (13%) (Figure 6.3).

Further analysis was conducted regarding the different aspects of social integration of IDPs into the host communities, including their social surroundings, level of trust and sense of belonging. The data demonstrated that IDPs' self-assessment of their integration in the local community correlated the most with a frequency of reliance on locals for everyday favours, as well as a sense of belonging to people in their current place of residence.

Figure 6.3. IDPs' conditions for integration in the local community, by rounds, %

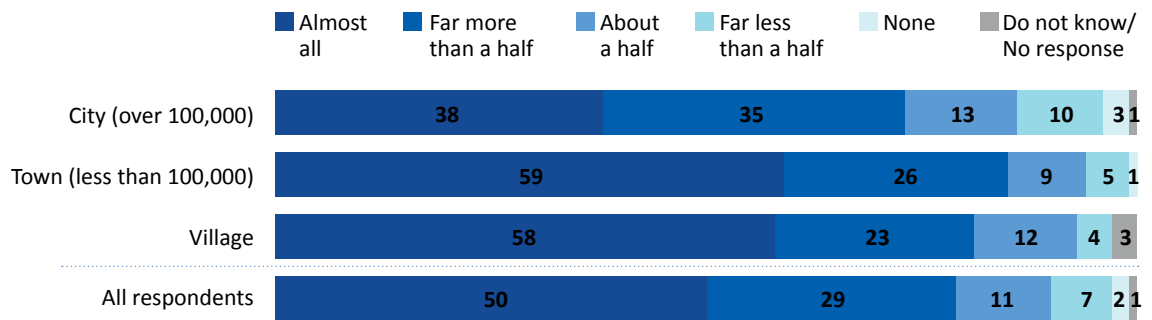


*Note: Respondents could choose more than one option
Source: Face-to-face interviews with IDPs*

Seventy-nine (79%) 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 6.4). This rate was higher among IDPs residing in towns (85%). Only two per cent of all IDPs who took part in the survey said they had no interaction with members of their host community.

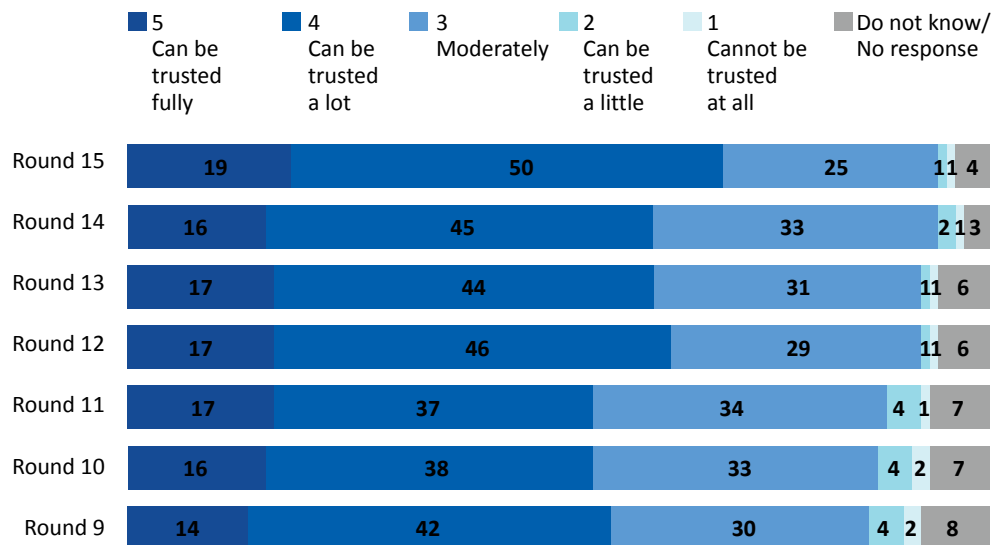
The data indicated that the sense of trust was rather strong among IDPs and the host community. Sixty-nine (69%) per cent of IDPs reported “trusted fully” or “trusted a lot” regarding locals in their current place of residence (values 5 and 4 on a five-point scale) (Figure 6.5). The indicator has increased since Round 14. The share of IDPs reporting trust towards the local population was higher among IDPs residing in cities (77%), compared to IDPs residing in towns (62%) and villages (68%).

Figure 6.4. Share of the local population IDPs regularly interact with, by settlement type, %



Source: Face-to-face interviews with IDPs

Figure 6.5. IDPs’ level of trust towards the local population in their current place of residence, by rounds, %

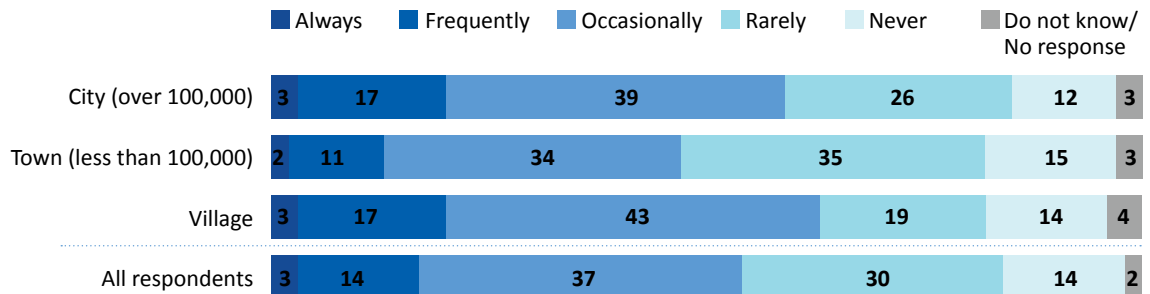


Source: Face-to-face interviews with IDPs

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. Seventeen (17%) per cent of all surveyed IDPs reported relying on the local population “always” or “frequently”, while “rarely” or “never” were reported by 44 per cent of all IDPs who took part in the survey (Figure 6.6).

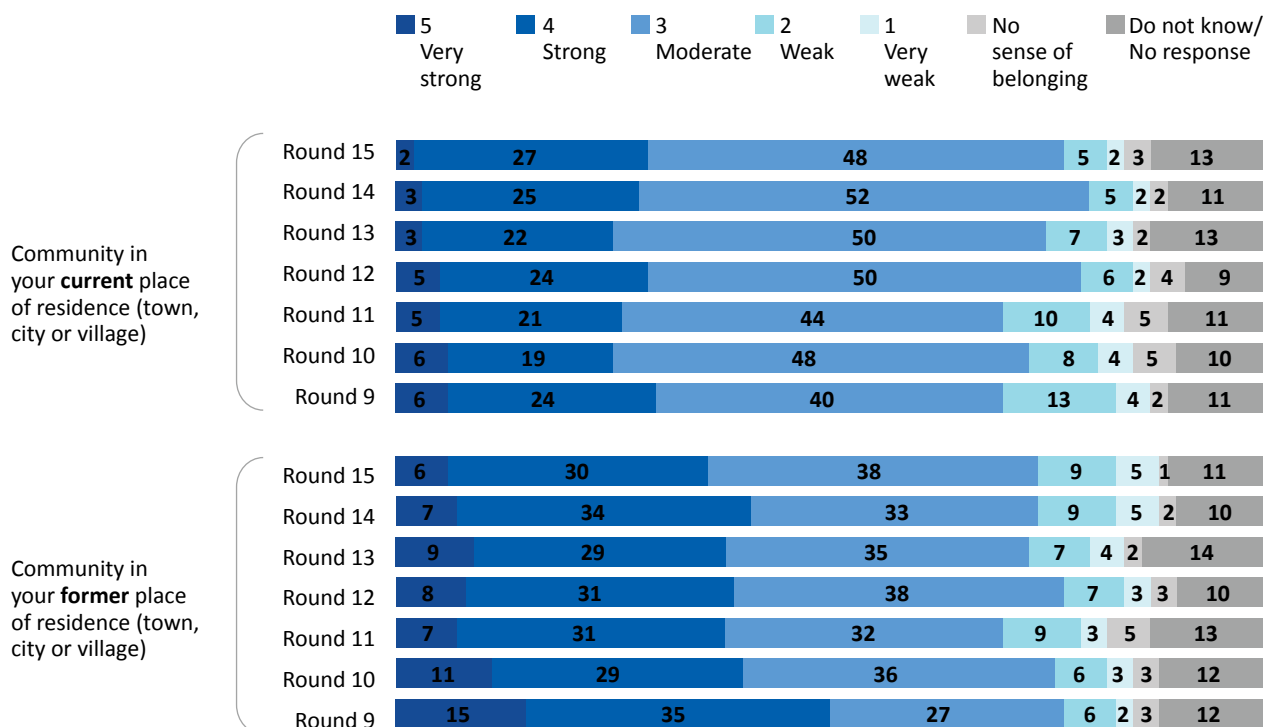
The data indicated that IDPs still had a stronger sense of belonging to the community in their former place of residence than to the community in their current residence. In total, “very strong” or “strong” sense of belonging to the community in the former place of residence was reported by 36 per cent of IDPs, compared to 29 per cent who reported belonging to the community in their current place of residence (Figure 6.7).

Figure 6.6. Frequency of IDPs’ reliance on locals for everyday favours, in the past six months, by settlement type, %



Source: Face-to-face interviews with IDPs

Figure 6.7. Strength of IDPs’ sense of belonging to community in current/former place of residence, %



Source: Face-to-face interviews with IDPs

Discrimination

The share of IDPs who reported perceived discrimination or the feeling of being treated unfairly based on their IDP registration was eight per cent in Round 15 (Figure 6.8).

Perceptions of discrimination or unfair treatment noted by IDPs mainly concerned employment (36%), housing (33%), health care (28%), interactions with local population (23%), and obtaining administrative services (23%) (Figure 6.9).

Figure 6.8. 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)	Round 12 (December 2018)	Round 13 (March 2019)	Round 14 (June 2019)	Round 15 (September 2019)
Yes	18	10	15	14	13	12	11	5	7	6	8
No	77	86	84	85	81	85	87	93	91	93	91
No response	5	4	1	1	6	3	2	2	2	1	1

Source: Face-to-face interviews with IDPs

Figure 6.9. Spheres of discrimination, by rounds, % of IDPs who experienced perceived discrimination

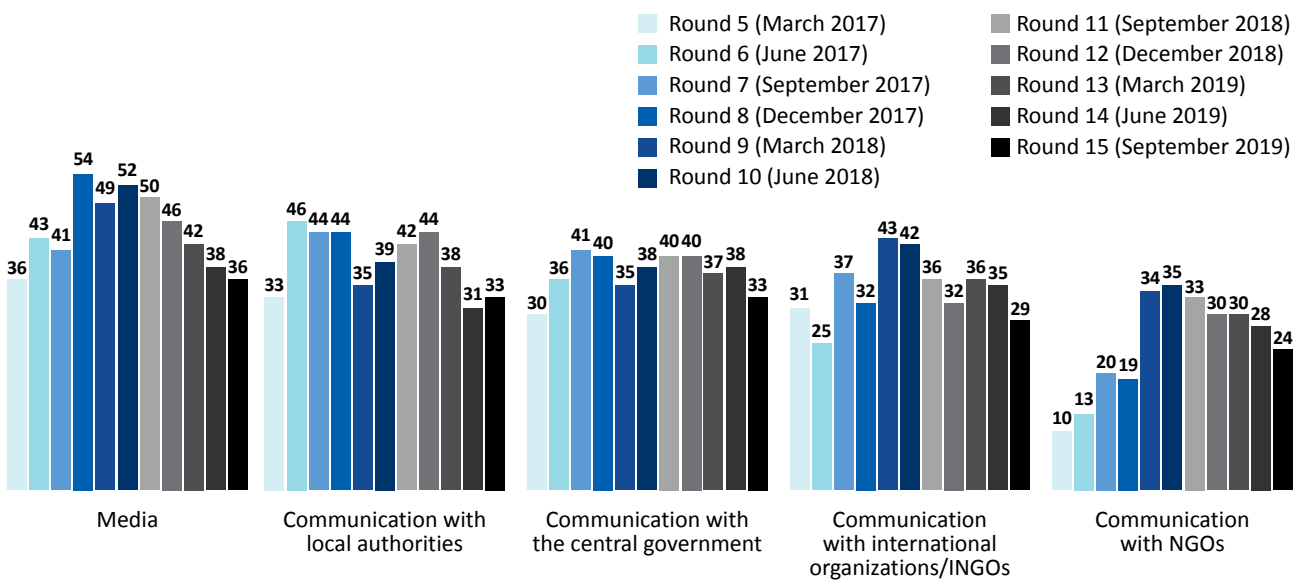
	Round 6 (June 2017)	Round 7 (September 2017)	Round 8 (December 2017)	Round 9 (March 2018)	Round 10 (June 2018)	Round 11 (September 2018)	Round 12 (December 2018)	Round 13 (March 2019)	Round 14 (June 2019)	Round 15 (September 2019)
Employment	31	28	19	29	32	21	30	32	31	36
Housing	46	65	50	25	34	31	31	31	30	33
Health care	22	26	16	31	29	28	31	37	37	28
Interactions with local population	19	23	39	32	24	26	26	31	25	23
Obtaining administrative services	-	-	-	-	16	27	21	24	16	23
Education	12	6	16	8	6	10	7	6	3	4
Other	7	11	7	13	6	6	6	4	8	3
No response	0	1	1	2	3	1	0	1	2	0

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

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

ganizations (29%), and with non-governmental organizations (24%) (Figure 6.10). Since June 2018, the share of IDPs who believed in effectiveness of communication with media and NGOs has been constantly decreasing.

Figure 6.10. 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*

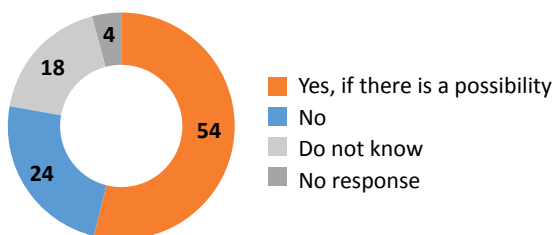
7. ELECTORAL RIGHTS

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. 129²⁷, simplifying the procedure for temporarily changing the voting place for IDPs from Donbas for the presidential and parliamentary elections.

In 2019 the new Election Code was adopted. According to the document, IDPs are entitled to register a electoral address and vote where they live. Before then IDPs were not eligible to vote in local elections, as they did not belong to the territorial community they have been displaced to.

Fifty-four per cent (54%) of IDPs at the time of survey stated that they would vote in the next local elections if there was such a possibility (Figure 7.1).

Figure 7.1. IDPs' intention to vote in the next local elections in their current place of residence, if there is such a possibility, %



Source: Face-to-face interviews with IDPs

²⁷ Central Election Commission Resolution No. 129 dated 05.09.2018: <http://www.cvk.gov.ua/pls/acts/ShowCard?id=43898>

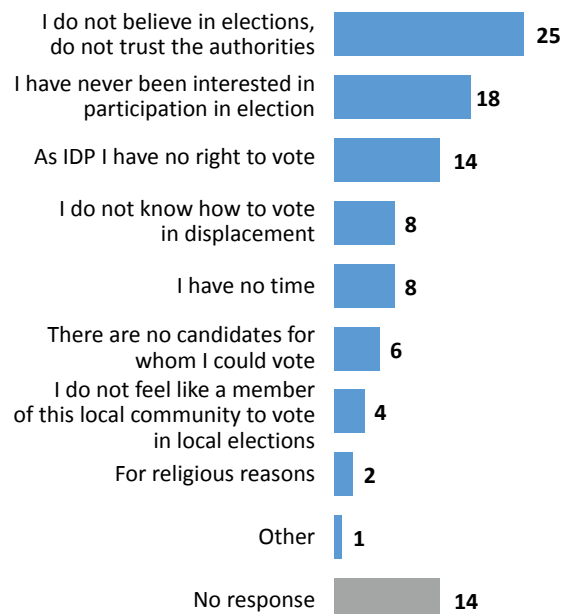
Key informant (female, 50):

“Parliamentary and presidential elections are not a problem at all. But many people are not perceived as potential voters (at local elections – ed.). Consequently, they cannot influence the local authorities’ decisions. They cannot make authorities listen to them, and respectively, they cannot lobby and argue for their interests.”

Source: FGD with KIs

The most common reason for not intending to vote in the next local elections was a notion that they did not believe in elections and did not trust the authorities (25%), as well as they have never been interested in participation (18%) (Figure 7.2). Other mentioned reasons were lack of voting rights for IDPs (14%), lack of time (8%), lack of candidates for whom they could vote (8%), lack of knowledge how to vote in displacement (6%), lack of attachment to the local community (4%), religious reasons (2%), and other.

Figure 7.2. Reasons for not intending to vote in the next local elections, % of those who did not plan to vote



Source: Face-to-face interviews with IDPs

8. RETURNEES TO THE NON-GOVERNMENT CONTROLLED AREAS

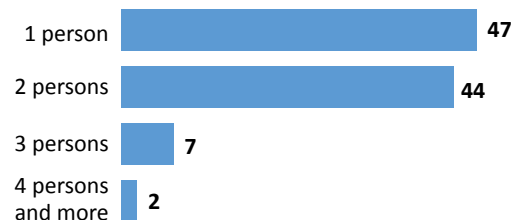
When conducting the telephone survey, which in Round 15 included 3,970 interviews in all oblasts of Ukraine, 725 respondents (18%) were identified as IDPs who returned and are currently living in the NGCA, which was relatively similar to the previous five rounds (Figure 8.1)²⁸.

Characteristics of returnees and their households

The average size of surveyed returnee households was 1.65 persons, which was smaller than the average size of IDP households in the GCA (2.39 persons),

based on combined data collected through telephone and face-to-face interviews in the GCA. Most of surveyed returnee households were composed of one (47%) or two persons (44%) (Figure 8.2).

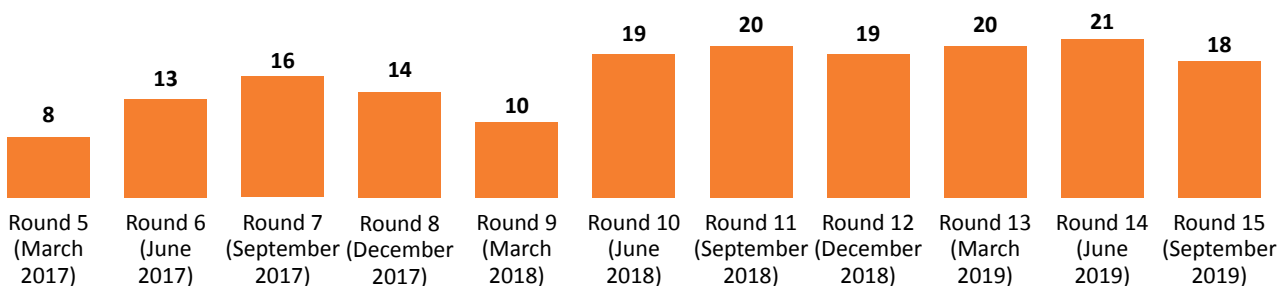
Figure 8.2. Distribution of returnee households by number of members, %



Source: Telephone interviews with returnees to the NGCA

²⁸ During the implementation of the telephone survey in March 2018, interruptions of mobile service were 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.

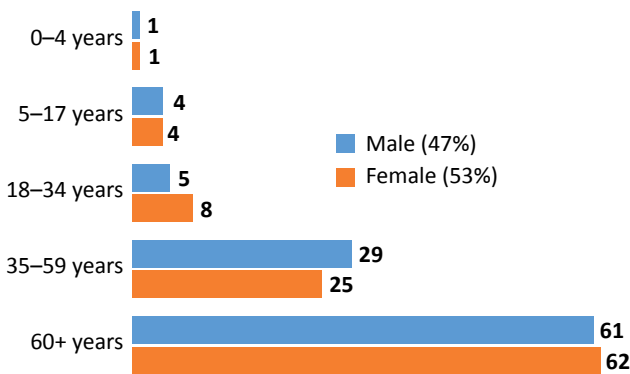
Figure 8.1. Respondents identified as returnees when conducting the telephone survey, by rounds, %



Source: Telephone interviews with returnees to the NGCA

The surveyed returnee households' members were significantly older than the IDP households' members: 59.4 years compared to 37.8 years, based on combined data. Elderly persons aged 60 years and older represented the majority (62%) of returnee household members (Figure 8.3). Among them, women and men represented 53 and 47 per cent, respectively – that was the same as among all the surveyed returnees.

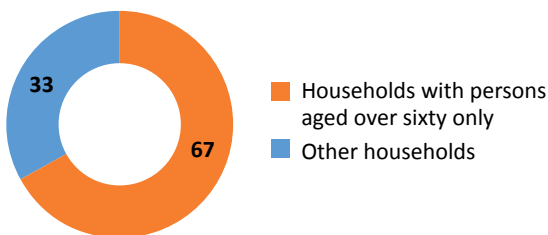
Figure 8.3. Gender and age distribution of returnee household members, %



Source: Telephone interviews with returnees to the NGCA

Households comprised of only the elderly accounted for 67 per cent per cent of returnee households (Figure 8.4). Almost half (57%) of them were single households of female (56%) or male (44%) returnees. Returnees with disabilities made up 4 per cent of the elderly returnees living alone.

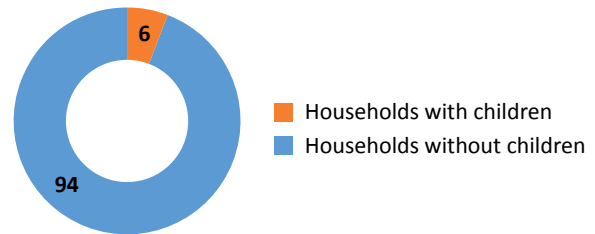
Figure 8.4. Portion of returnee households consisted of elderly persons only, %



Source: Telephone interviews with returnees to the NGCA

Households with children made up 6 per cent of all returnee households (Figure 8.5), which is lower than among IDP households (37%), based on combined data. Households with one child made up 84 per cent of the total number of returnee households with children. The share of single parent households was 23 per cent of returnee households with children.

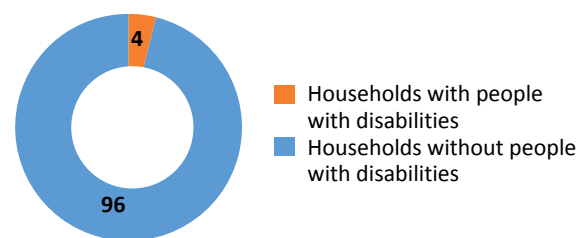
Figure 8.5. Distribution of returnee households with or without children, %



Source: Telephone interviews with returnees to the NGCA

Four (4%) per cent of returnee households reported having a family member with a disability (Figure 8.6).

Figure 8.6. Distribution of returnee households with people with disabilities (I-III disability groups, children with disabilities), %

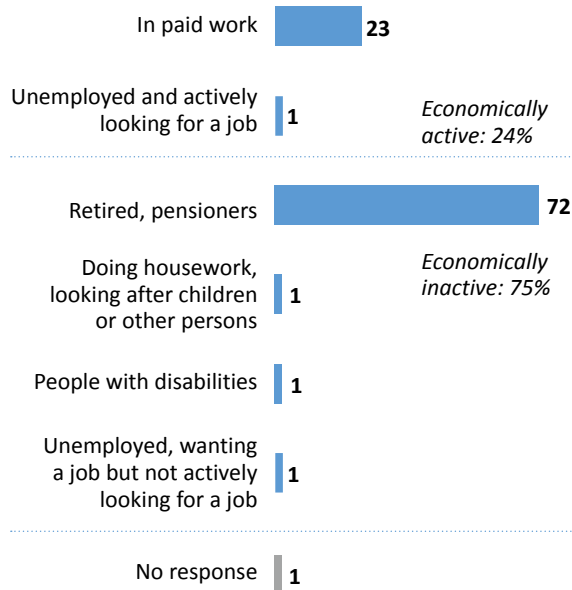


Source: Telephone interviews with returnees to the NGCA

Employment

The employment status of returnees corresponds strongly to the age characteristics of the returnee cohort. Among surveyed returnees to the NGCA, the share of the economically active population comprised 24 per cent (Figure 8.7), specifically those who were either employed (23%) or unemployed but actively seeking employment and ready to begin work within two weeks (1%). The share of the economically active population in the NGCA is considerably lower than in the GCA (54%).

Figure 8.7. Current employment status of surveyed returnees to the NGCA, %



Source: Telephone interviews with returnees to the NGCA

The economically inactive population was 75 per cent among surveyed returnees to the NGCA (Figure 8.7). The largest share was retired persons or pensioners (72%), one per cent were persons doing housework, looking after children or other persons in the household, one per cent were persons with disabilities, and one per cent was unemployed but not seeking employment.

The data from the survey of people crossing the contact line showed that 28 per cent of returnees had lost their jobs due to the conflict, which was slightly higher compared to respective share among other NGCA residents who were surveyed while crossing the contact line (20%) (Figure 8.8).

Figure 8.8. Loss of job due to the conflict, %



Source: Interviews with people crossing the contact line

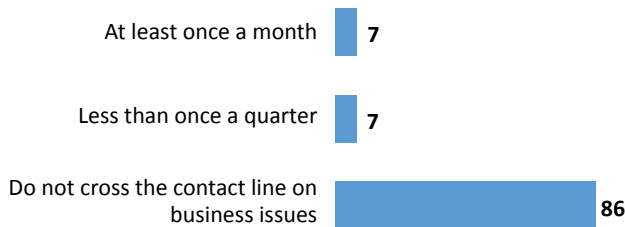
Returnee (female, 59) from Donetsk Oblast:

"In Donetsk people are more needed. Salespersons, tram or trolley bus drivers are in demand. Salaries are not high, but people do not pay big utility bills. These things compensate each other a bit."

Source: FGD with returnees

Generally, three per cent of returnees and one per cent of other NGCA residents mentioned business or a job as the purpose of their current visit²⁹ to the GCA, based on data from the survey of people crossing the contact line. In addition, 14 per cent of returnees who were in paid work reported that they had to cross the contact line for business issues, and 7 per cent did so at least once a month (Figure 8.9).

Figure 8.9. Frequency of crossing the contact line for business by returnees to the NGCA, % of employed respondents



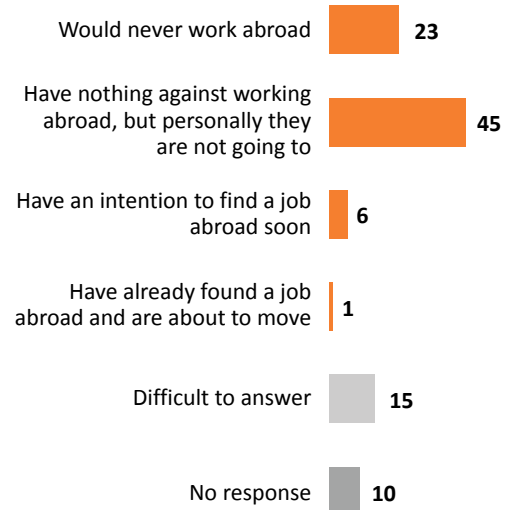
Source: Interviews with people crossing the contact line

In general, intentions to find a job abroad were low; only one per cent of returnees reported that they had already found a job abroad and they were about to move, and six per cent had an intention to find a job abroad, which was almost the same as in the GCA (1% and 6%, respectively) (Figure 8.10). Forty-five (45%) per cent of returnees reported that they had nothing against working abroad, but personally were not interested to go. Twenty-three (23%) per cent stated they would never work abroad, while 25 per cent chose the option “difficult to answer” or did not respond.

Livelihood opportunities

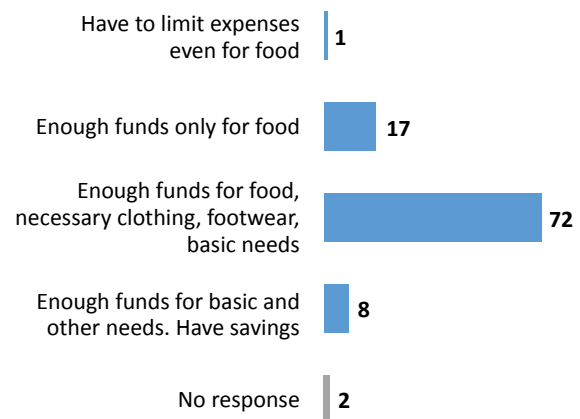
Almost every fifth (18%) returnee assessed the financial situation of its household as “have to limit expenses even for food” or “enough funds only for food” (Figure 8.11). The elderly returnees were more vulnerable in terms of their financial situation. While the share of elderly returnees who assessed their financial situations “enough only for food” or “limit

Figure 8.10. General returnee intentions to find a job abroad, %



Source: Telephone interviews with returnees to the NGCA

Figure 8.11. Returnees’ to the NGCA self-assessment of the financial situation of their households, %

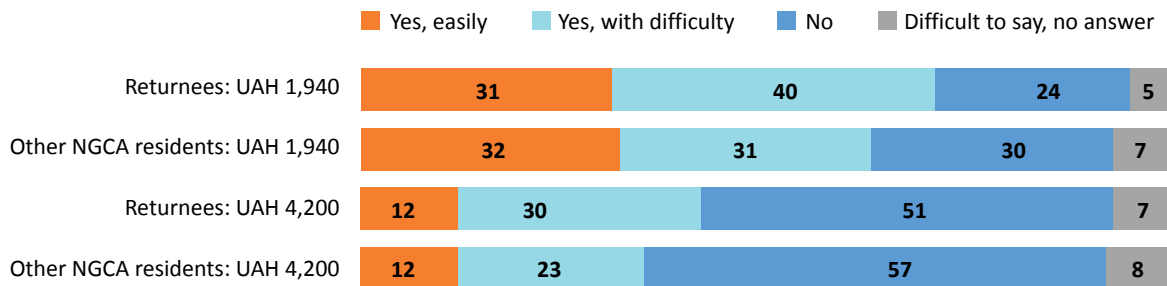


Source: Telephone interviews with returnees to the NGCA

expenses even for food” was 20 per cent, there were 12 per cent of returnees aged under 60 years who assessed their financial situation on the same level.

²⁹ The trip that took place at the time of survey.

Figure 8.12. Capacity of the household to manage unexpected expenditures with its own resources, % of NGCA residents



Source: Interviews with people crossing the contact line

During the survey of people crossing the contact line, respondents were asked how their household would cover unexpected expenditures of UAH 1,940 (subsistence minimum provided by the State Budget of Ukraine as of July–November 2019) and UAH 4,200 (minimum monthly wage as of January–December 2019). Thirty-one (31) per cent of returnees and 32 per cent of other NGCA residents answered that it would be easy for them to cover UAH 1,940 (Figure 8.12). However, an unexpected expenditure of UAH 4,200 would be unaffordable for 51 per cent of returnees and 57 per cent of other NGCA residents.

The monthly income of every tenth (11%) returnee household was lower than UAH 3,000. (Figure 8.13).

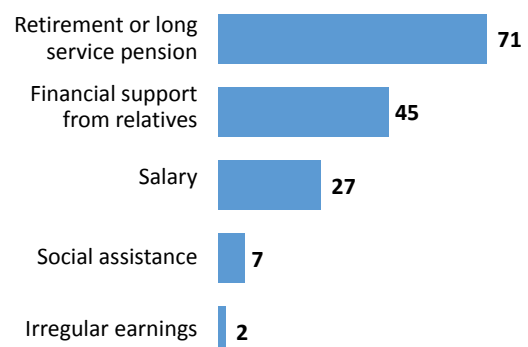
Figure 8.13. Distribution of returnee households by monthly income, %

Up to UAH 1,500	0
UAH 1,500–3,000	11
UAH 3,001–5,000	22
UAH 5,001–7,000	27
UAH 7,001–11,000	21
Over UAH 11,000	8
Difficult to answer or no response	11

Source: Telephone interviews with returnees to the NGCA

The main source of income for the largest share of surveyed returnees to the NGCA was retirement or long service pension (71%), which is in line with the age breakdown of this population (Figure 8.14). The second most frequently mentioned source of income was financial support from relatives (45%). Salary was the third most frequently reported income source (27%), which is much lower than the 62 per cent mentioned in the GCA, based on combined data. In Round 15, the share of returnees who mentioned financial support from relatives as one of the sources of income has increased significantly, compared to the Round 14 (45% and 12%, respectively).

Figure 8.14. Sources of income of returnee households in the past 12 months (five most frequently mentioned), %



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

Safety and payment for utilities were reported as the most problematic issues by 11 per cent and 10 per cent of returnees to the NGCA, respectively (Figure 8.15).

Figure 8.15. The most problematic issues for returnee households to the NGCA, %

Safety	11
Payment for utilities	10
Access to medicines	3
Access to health care	2
Other	10
None of the above mentioned issues are of concern to us	64

Source: Telephone interviews with returnees to the NGCA

Returnee (male, 24) from Donetsk Oblast:

“The most crucial is that there are basically all our friends, acquaintances, as well as my father with his wife. And we were a bit fed up with everything here. We felt like going back.”

Source: FGD with returnees

Returnee (female, 72) from Donetsk Oblast:

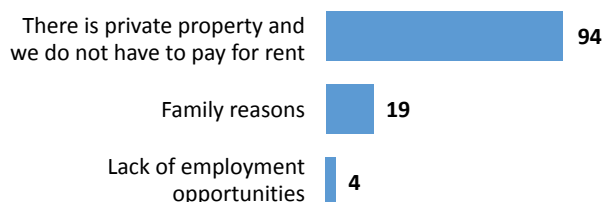
“It is because we had everything there: houses, flats. Everything was set up – job, education. There was everything.”

Source: FGD with returnees

Reasons for return

The majority of respondents (94%) indicated that the reason behind their return was the possession of private property and no need to pay rent (Figure 8.16). The second most frequently mentioned cause was family reasons (19%). In addition, the data from the survey of people crossing the contact line also showed that the possession of private property (90%) and family reasons (44%) were the most frequently mentioned reasons behind the return. Reasons of return correspond with the most problematic issue reported by IDPs – lack of own housing.

Figure 8.16. Reasons for returning and living in the NGCA, %



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

Visits to the GCA

Fifty-four (54%) per cent of returnees stated that they did not visit the areas under government control (Figure 8.17). “Once in two months” or more frequently was reported by only 17 per cent. At the same time, 6 per cent of surveyed returnees did not respond to this question.

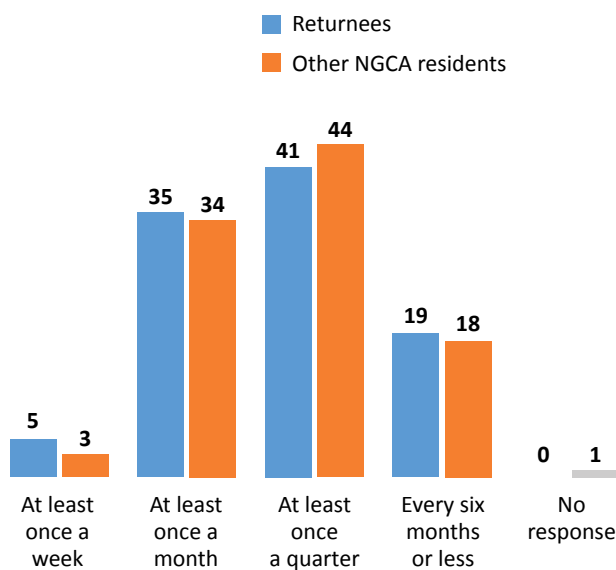
Figure 8.17. Returnees’ to the NGCA frequency of visiting areas under government control, %

Once a week	0
2–3 times a month	1
Once a month	4
Once in two months	12
Once in three months	4
Less than once in three months	19
I did not come to the areas under government control	54
No response	6

Source: Telephone interviews with returnees to the NGCA

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 (81%), as well as other NGCA residents (81%) (Figure 8.18).

Figure 8.18. 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 (57% and 44%, respectively) and receiving payments or withdrawing cash (29% and 32%, respectively), based on data from the survey of people crossing the contact line (Figure 8.19)³⁰.

The most frequently mentioned purposes of visits to the GCA in the past three months for both returnees and other NGCA residents were banking services (32% and 31%), buying medicines (22% and 19%) and renewing or receiving documents (14% and 6%) (Figure 8.20). Only 27 per cent of returnees and 31 per cent of other NGCA residents reported that they had not crossed the contact line in the past three months to receive services or buy goods.

Figure 8.19. Purposes of current visit to the GCA³¹, % of NGCA residents

	Returnees	Other NGCA residents
Visiting friends and/or family	57	44
Receiving payments/withdrawing cash	29	32
Solving the documents issues	7	5
For business purpose/for the job	3	1
Visiting and/or maintaining housing	3	0
Buying goods	1	2
Transportation of belongings	1	0
Special occasions, such as weddings or funerals	1	0
For treatment	0	1
Other	5	5

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

Figure 8.20. Purposes of visit to the GCA in the past three months, % of NGCA residents

	Returnees	Other NGCA residents
Banking services (opening an account, receiving or closing a loan etc.)	32	31
Buying medicines	22	19
Renewing or receiving documents (incl. obtaining certificates, registration of business, inheritance, or property rights)	14	6
Buying food items	12	9
Buying non-food items	9	4
Legal advice and support services	2	1
Birth/death registration	2	1
Medical care (incl. psychological services)	2	1
Employment placement	1	0
Have not crossed the contact line in the last 3 months to obtain services	27	31

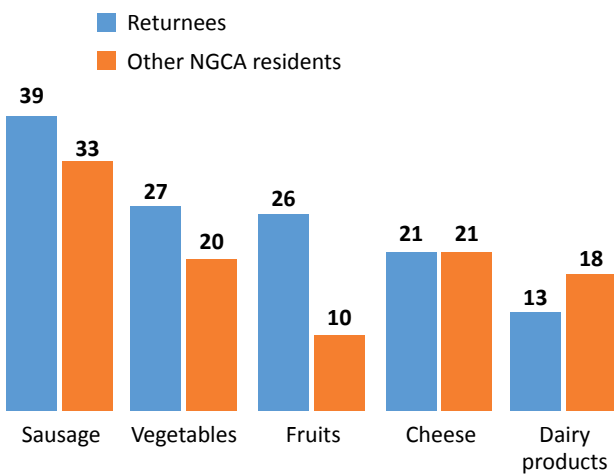
Note: Respondents could choose more than one option
Source: Interviews with people crossing the contact line

³⁰ The trip that took place at the time of survey.

³¹ Ibid.

Among those returnees who reported visiting the GCA to buy food items, the most commonly mentioned items were sausage (39%), vegetables (27%), fruits (26%), cheese (21%), and dairy products (13%) (Figure 8.21). Returnees more frequently bought fruit and vegetables compared to other NGCA residents. Only 18 per cent of returnees noted that the mentioned food items were not available at their current place of residence. However, 82 per cent of the returnees 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 (34%), also mentioning that the quality was often poorer (9%).

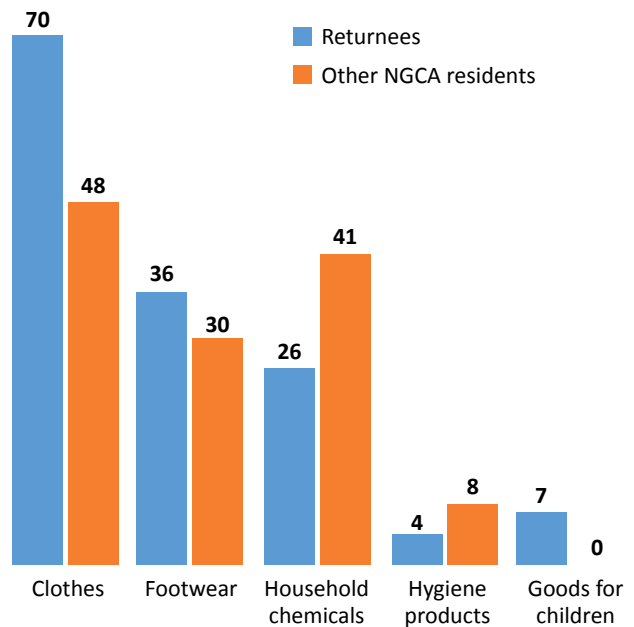
Figure 8.21. Top-5 food items bought in the GCA, % of respondents who crossed the contact line in the past three months to buy food items



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

With regards to non-food items, the most mentioned by returnees were clothes (70%), footwear (36%), household chemicals (26%), hygiene products (4%), as well as goods for children (7%) (Figure 8.22). Buying goods for children was reported only by returnees and not reported by other NGCA residents. More returnees mentioned buying clothes, while more other NGCA residents bought household chemicals. Only 4 per cent of returnees mentioned that the non-food items purchased were not available at their current place of residence. Among those returnees (96%) who reported that the purchased non-food items were available at their current place of residence, 37 per cent decided to purchase them in the GCA due to the lower price and 7 per cent – due to higher quality.

Figure 8.22. 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

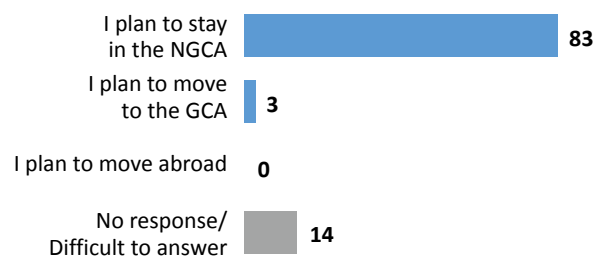
With regards to medicine bought in the GCA, returnees most frequently mentioned medication for cardiovascular diseases (49%), hypertension medications (39%), painkillers (19%), as well as colds and respiratory infection medication (10%) and diabetes medication (8%) (Figure 8.23). Other NGCA residents, more frequently than returnees, reported buying hypertension medications (48% and 39%, respectively). In addition, 16 per cent of the returnees reported that the medications they needed could not be bought at their place of residence. Among those returnees who reported that they had access to the medications they need (84%), 35 per cent mentioned that the price was higher, and 17 per cent reported that the quality was lower.

Plans for next three months

The majority (83%) of the returnees planned to stay in the NGCA during the next three months and only 3 per cent had plans about moving to the GCA. The number of those who plan to stay decreased

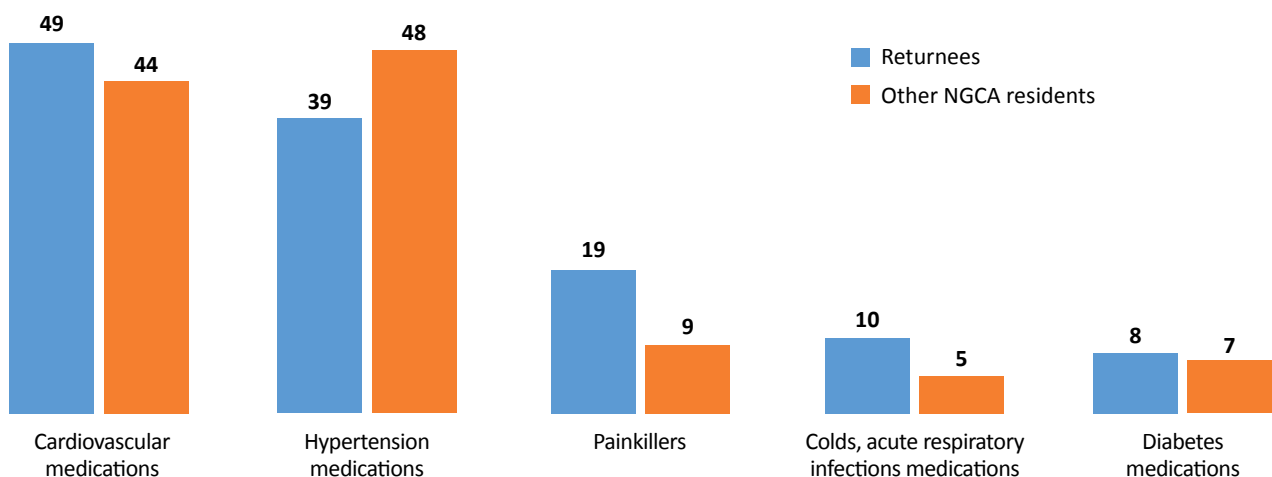
by eight per cent compared to the previous round. At the same time, in Round 15, fifteen per cent of returnees did not answer the question about their plans to stay in the NGCA or to move to the GCA for the next three months, which was higher than in Round 14 (5%) (Figure 8.24). Returnees aged 60 and over more often reported that they would like to stay in the NGCA (87%) for next three months than returnees aged under 60 (74%).

Figure 8.24. Returnees' plans for the next three months, %



Source: Telephone interviews with returnees to the NGCA

Figure 8.23. 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

9. 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, intentions to return, major social and economic issues, IDPs' integration into the local communities, among other socioeconomic 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 focus group discussions with key informants (representatives of the local community, IDPs, local authorities, as well as NGOs responding to the issues faced by IDPs), 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 2,406 IDP households (sample distribution by oblast is provided in Figure 1 and Figure 2). 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. Eight IDP households were included in each territorial unit selected for monitoring. 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.

The sampling for the telephone survey was derived from the Unified Information Database of Internally Displaced Persons maintained by the Ministry of Social Policy of Ukraine. Between July and September 2019, 3,970 IDP households were interviewed using this method in 24 oblasts of Ukraine. Out of these, 725 interviews were conducted with returnees to the non-government controlled area. The distribu-

tion of the number of interviewed households by oblasts is presented in Figure 3.

During the survey period, there were five focus groups with representatives from the IDP population (two FGDs in Lviv and Poltava), key informants (two FGDs in Mykolaiv and Ivano-Frankivsk), and returnees to the NGCA (one FGD in Mariupol, Donetsk Oblast GCA). The FGDs covered people living in urban and rural areas; specifically, the FGD in Poltava was conducted with IDPs living in rural areas, the FGD in Ivano-Frankivsk with key informants whose activities covered the rural areas.

The survey of the people crossing the contact line was conducted at the five operating EECs located in Donetsk (Hnutove, Maiorske, Marinka, Novotroitske) and Luhansk (Stanytsia Luhanska) oblasts. A total of 1,227 interviews were conducted.

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 NGCA. The interviews were distributed between weekdays and weekends, as well as between different time periods ranging from 8 a.m. till 5 p.m.

Quota sampling was applied to interviews to ensure comparison between groups: IDPs, returnees, other residents of the GCA and other residents of the NGCA. Approximately the same number of respondents from each of the mentioned groups was interviewed. Besides, 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 4 and 5.

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 IDP households for face-to-face interviews by oblast

Oblast	Number
Total	2,406
Vinnitsia	48
Volyn	48
Dnipropetrovsk	145
Donetsk	562
Zhytomyr	48
Zakarpattia	41
Zaporizhia	144
Ivano-Frankivsk	48
Kyiv Oblast (without Kyiv city)	70
Kirovohrad	48
Luhansk	289
Lviv	48
Mykolaiv	48
Odesa	64
Poltava	48
Rivne	54
Sumy	48
Ternopil	48
Kharkiv	145
Kherson	48
Khmelnyskyi	48
Cherkasy	48
Chernivtsi	51
Chernihiv	47
Kyiv city	170

Figure 3. Distribution of IDP households for telephone interviews by oblast

Oblast	Number
Total	3,970
Vinnitsia	70
Volyn	80
Dnipropetrovsk	237
Donetsk GCA	500
Zhytomyr	66
Zakarpattia	78
Zaporizhia	240
Ivano-Frankivsk	80
Kyiv Oblast (without Kyiv city)	131
Kirovohrad	80
Luhansk GCA	223
Lviv	67
Mykolaiv	78
Odesa	107
Poltava	80
Rivne	79
Sumy	70
Ternopil	80
Kharkiv	235
Kherson	79
Khmelnyskyi	77
Cherkasy	78
Chernivtsi	80
Chernihiv	80
Kyiv city	270
Donetsk NGCA	459
Luhansk NGCA	266

Figure 4. Distribution of people crossing the contact line by checkpoint

Checkpoint	Number of respondents
Total	1,227
Hnutove	122
Maiorske	269
Marinka	282
Novotroitske	241
Stanytsia Luhanska	313

Figure 5. Distribution of people crossing the contact line between pedestrian and vehicle queues in each direction by checkpoint

	Total	Hnutove	Maiorske	Marinka	Novotroitske	Stanytsia Luhanska
Total	1,227	122	269	282	241	313
Vehicle queue to NGCA	318	51	93	100	74	0*
Pedestrian queue to NGCA	302	20	41	45	37	159
Pedestrian exit to GCA	607	51	135	137	130	154

* 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	Vinnitsia 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	12,332	
Complete interviews (GCA)	3,245	26%
Complete interviews (NGCA)	725	6%
No answer/nobody picked up the phone (after three attempts)	2,296	19%
No connection	2,433	20%
Out of service	1,896	15%
Not IDPs	400	3%
Refusal to take part in the survey	1,337	11%

No connection		
Total	2,433	
Vodafone	1,933	80%
Kyivstar	304	12%
Lifecell	192	8%
Other	4	0%

Out of service		
Total	1,896	
Vodafone	1,368	73%
Kyivstar	266	14%
Lifecell	255	13%
Other	7	0%

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