



NATIONAL MONITORING SYSTEM REPORT

ON THE SITUATION OF INTERNALLY
DISPLACED PERSONS

June 2018



Cover, internal cover page and other photos in this publication: Valerii and his family were displaced to Novyi Donbas village, Donetsk Oblast. They run a chicken farm. Valerii received a rotary cultivator from IOM within one of EU-funded economic empowerment projects that helped his family expand their business.

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

OVERVIEW OF METHODOLOGY OF ROUND 10

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

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

During the NMS Round 10, data collection was expanded based on coordination with relevant counterparts, including the Food Security and Livelihood Cluster and the Health Cluster, to incorporate information on additional challenges faced by IDPs and returnees.

Main information sources used for the NMS:

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

Face-to-face interviews with IDPs

A total of 2,406 IDPs were interviewed with this method in cooperation with the Center 'Social Indicators' in 300 territorial units across the country during April-May 2018. The sampling of territorial units was devised for all government-controlled oblasts of Ukraine and distributed in proportion to the number of registered IDPs.

Telephone interviews with IDPs

A total of 4,006 were interviewed with this method by IOM in April-May 2018. Out of the total, 3,246 interviews were with IDPs residing in the government-controlled area (GCA) and 760 interviews were with returnees to the non-government controlled area (NGCA). The sampling was derived from the IDP registration database maintained by the Ministry of Social Policy of Ukraine.

Data from telephone interviews was combined with data from face-to-face interviews. The combining of these two data sets was done using a statistical weighting tool. Both data sets were weighted according to the regional distribution of registered IDPs. Data from telephone interviews was also weighted according to the socio-demographic characteristics of IDPs interviewed face-to-face.

Face-to-face interviews with key informants

A total of 605 key informants (KIs) were interviewed with this method. They were identified in cooperation with the Center 'Social Indicators' across the country and were engaged to monitor the developments of the situation with IDPs in the oblasts. Most of the key informants worked in non-governmental organizations (36%) and a significant share of key informants represented institutions of social protection (27%). While 11% were employed as local authorities, 9% were engaged in



educational institutions, 5% in healthcare establishments and 12% worked in other organizations.

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

In cooperation with the Center 'Social Indicators', 1,277 people crossing the contact line were interviewed with this method during May 2018. The survey was conducted at the five entry-exit checkpoints (EECPs) to the non-government controlled area (NGCA), which currently function in Luhansk and Donetsk oblasts.

Data from the survey of people crossing the contact line was used to complement ongoing data collec-

tion for the sections on 'IDP mobility' and 'Returnees to the non-government controlled areas'.

Focus group discussions

Six focus group discussions (FGDs) were conducted in cooperation with the Center 'Social Indicators' during May 2018, specifically two FGDs with key informants, two FGDs with IDPs, and two FGDs with returnees to the NGCA. The FGDs with IDPs took place in Chernihiv and Lviv; with key informants in Odesa and Kharkiv and with returnees in Mariupol and Starobilsik. The FGDs covered both people living in urban and rural areas.

Please see Annex 1 for more details on methodology.



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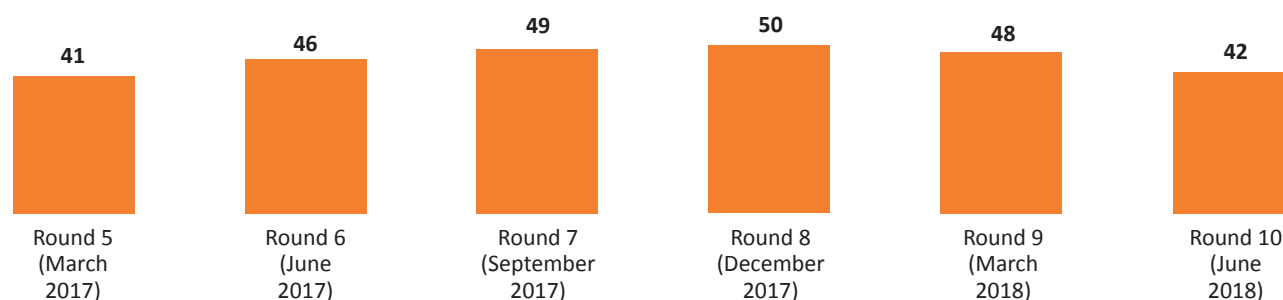
OVERALL SUMMARY

1. Characteristics of IDPs and their households.

Average size of household	Age distribution of household members	Gender distribution of household members	Households with children	Households with persons with disabilities
2.62 persons	60 and over – 18% 18–59 years – 54% Under 18 years – 28%	Female – 57% Male – 43%	46% of IDP households	15% of IDP households

2. Employment of IDPs. The employment situation of IDPs has worsened slightly compared to the previous round and as of June 2018, the share of employed IDPs amounted to 42%, which is a 6% decrease compared to March 2018. Among the total population of Ukraine, the level of employment remained stable, and in the first quarter of 2018 amounted to 56% of population aged 15–70 years.¹

Employment of IDPs after the displacement, by rounds, %

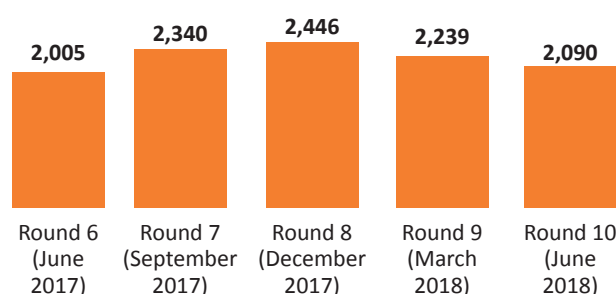


Eleven (11%) per cent of IDPs reported that they had been actively seeking employment and had been ready to start working within a two-week period. The vast majority (89%) of them noted that they had faced difficulties when looking for a job and the most frequently mentioned were low pay for proposed vacancies (54%) and lack of vacancies in general (51%).

The economically inactive population amounted to 47% among surveyed IDPs, with the largest portion of retired persons or pensioners (19%) and persons who were doing housework, looking after children or other persons in the household (17%).

3. Well-being of IDPs. The well-being of IDPs has worsened slightly, as demonstrated by a decrease in the average monthly income per IDP household member.

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



¹ Employment and unemployment of the population in the first quarter of 2018. Express Issue 25.06.2018. State Statistics Service of Ukraine. – K., 2018.



The data reflected the general economic insecurity of IDP households, as the average monthly income per IDP household member was considerably lower compared to Ukrainian households (UAH 2,090 and UAH 3,640, respectively).² 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 (UAH 3,327).³ IDPs continue to rely heavily on government support, which was the most frequently mentioned source of income.

The most problematic issues identified by IDPs were a lack of owning a house (28%) and lack of money (18%).

Most IDPs continue to live in rented housing: 48% live in rented apartments, 10% in rented houses and 4% in rented rooms.

4. Access to social services. The level of satisfaction with the accessibility of basic social services among IDPs remained stable compared to the previous round. Respondents were least satisfied with the availability of employment opportunities (53%) as well as with accessibility of health care services (60%).

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

5. IDP mobility. In June 2018, 62% of the interviewed IDPs reported that they had been staying in their current place of residence for over three years. As the findings demonstrate, IDPs generally continue to stay in their place of residence and do not move further.

The portion of those intending to return to their place of origin after the end of the conflict amounted to 28% of respondents. At the same time, 38% of the respondents expressed their intention not to return, even after the end of the conflict. The portion

of IDPs who stated their intention not to return exceeded the portion of those IDPs who have an intention to return after the end of the conflict.

The intention to look for a job abroad remained low: only 1% of IDPs reported that they had already found a job abroad and were about to move, while 4% noted that they had an intention to find a job abroad soon.

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

6. Integration in local communities. The shift towards more moderate responses in terms of IDPs' self-assessment of their integration in the local community has been observed since March 2018. As of June 2018, the share of IDPs who reported that they had integrated into the local community amounted to 45%, while 35% stated that they had partly integrated. The main conditions for successful integration indicated by the IDPs remained housing, regular income and employment. Compared to December 2017 there was a substantial increase in the share of IDP who mentioned 'family and friends in the same place' as a necessary condition for integration, which was reported by 44% of surveyed IDPs in June 2018.

The share of IDPs who reported perceived discrimination based on their IDP status was 12% in Round 10, which was at the same level in Round 9. Perceptions of discrimination or unfair treatment noted by IDPs mainly concerned housing (34%), employment (32%), healthcare (29%) and interactions with the local population (24%).

Forty-one (41%) per cent of interviewed IDPs stated their intention to vote in the next presidential and parliamentary elections of Ukraine, while 33% intended not to vote, 24% reported 'do not know' and 2% did not respond to the question. The most common reasons for intending not to vote in the next presidential and parliamentary elections was a notion that, as an IDP, they had no right to vote in the elections (31%), followed by disbelief in elections or authorities (24%) and lack of awareness of the voting procedure in the displacement (16%). In general, only 38% of IDPs reported their aware-

² Expenses and resources of households in Ukraine (according to the data of the sample survey of living conditions of households) for 9 months of 2017. Statistical Bulletin. State Statistics Service of Ukraine. – K., 2017. http://www.ukrstat.gov.ua/operativ/operativ2018/gdvdg/vrdu9m_w.zip

³ The actual subsistence minimum in 2015–2018. Ministry of Social Policy of Ukraine: <http://www.msp.gov.ua/news/15627.html>



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ness of the voting procedure in the displacement. The data showed an association between the voting intention and awareness of the procedure. Compared to all respondents who reported their intention regarding the next presidential and parliamentary elections, IDPs who reported their awareness of the voting procedure reported their intention to vote more frequently.

7. Returnees to the NGCA. When conducting the telephone survey, 19% of respondents were identified as IDPs who returned to the NGCA and currently live there.

Seventy-eight (78%) per cent of respondents in the NGCA reported that their reason to return was the possession of private property, resulting in them not having to pay rent.

Generally, the surveyed returnee population was older than the IDP population; the average age was 53.5 years, compared to 36.2 years, respectively, based on combined data.

The economically inactive population amounted to 72% among surveyed returnees to the NGCA, with the largest share of retired persons or pensioners (63%).

One major difference noted between IDPs in GCA and returnees to the NGCA was how they assess their safety. Only 43% of surveyed returnees to the NGCA reported that they felt safe in comparison with 77% of IDPs in GCA.

Seventy-seven (77%) per cent of the returnees intended to stay in the NGCA for at least the next three months.



1. CHARACTERISTICS OF IDPS AND THEIR HOUSEHOLDS

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

During the focus group discussions, the IDPs and key informants noted that, typically, persons that did not register were those who were not in need of government support. However, occasionally the lack of registration was connected to bureaucratic barriers (Source: Focus groups with IDPs; Focus groups with key informants).

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

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

Source: Face-to-face interviews with IDPs

IDP (female, 44) from Donetsk Oblast:

“We are not registered because the money we could get isn’t worth all the effort and time that could be used to work, not to sit in the queue.”

Source: FGDs with IDPs

IDP (male, 45) from Donetsk Oblast:

“There are cases when landlords don’t want tenants to get registered at their address. I personally experienced this: my landlord was afraid of something, she was thinking, they would charge her for providing tenement for IDPs.”

Source: FGDs with IDPs

IDP (female, 35) from Luhansk Oblast:

“My child went to a camp and lost his birth certificate in the train. He was born and registered in Krasnodon, so I had to renew the certificate through the court, since there was no contact with the occupied oblasts and no access to the database. We submitted an application for registration to establish a legal fact that the child was registered and possessed the birth certificate.”

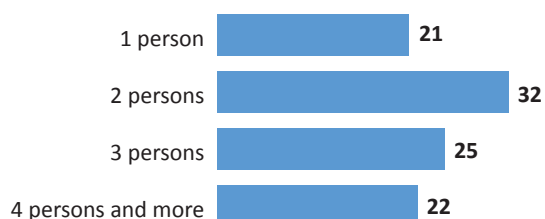
Source: FGDs with IDPs



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During the interviews, the respondents were asked about the composition of their households. The average household size was identified as 2.62 persons, which is slightly higher than the average of the total population of Ukraine (2.58 persons), according to 2017 data.⁴ Twenty-one (21%) per cent of surveyed IDP households consist of one person, which is the same as among the total population of Ukraine (20%)⁵ (Figure 1.2). Among these 21% of households, 68% were women.

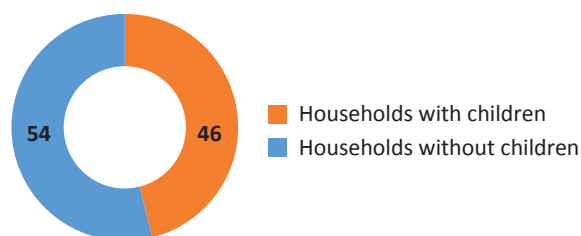
Figure 1.2. Distribution of IDP households in Ukraine by number of members, %



Source: Interviews with IDPs (combined data)

Households with children made up 46% of all surveyed IDP households, which is slightly higher than the average Ukrainian household (38%)⁶ (Figure 1.3). IDP households with one child comprised 56% of the total number of households with children. The share of large families with three or more children amounted to 12% of IDP households with children, while the share of single parent households was 40% of IDP households with children.

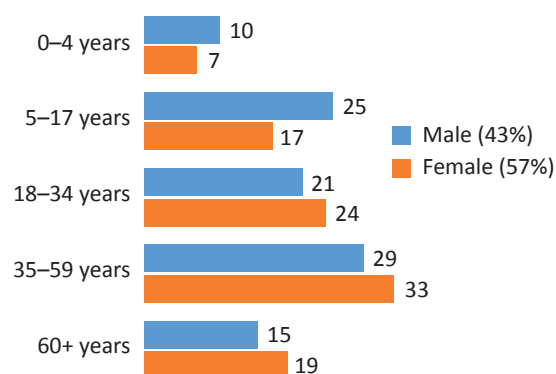
Figure 1.3. Distribution of households with or without children, %



Source: Interviews with IDPs (combined data)

Women represented 57% of surveyed IDP household members, which is slightly higher than the proportion of women in an average Ukrainian household (54% as of 1 January 2018)⁷ (Figure 1.4). Among these 57% of women, 19% were women aged over 60 years, which is slightly higher than the share of IDP men of the same age (15%). It is the case of Ukraine in general, as of January 2018,⁸ the share of women aged over 60 years amounted to 27%, while the share of men of the same age was 18%. The larger share of women among IDPs was observed in all age groups 18 years and older and was consistent with the results of previous NMS rounds.

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



Source: Interviews with IDPs (combined data)

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

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

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

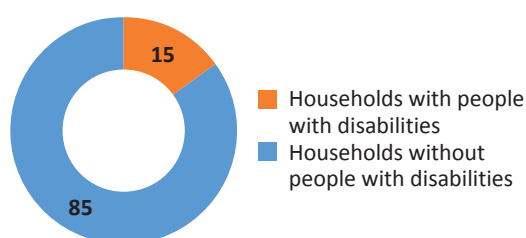
⁷ Distribution of the permanent population of Ukraine by gender and age as of January 1, 2018. Express Issue 21.06.2018. State Statistics Service of Ukraine. – K., 2018.

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



The share of IDPs aged 60 and over was 1.3 times lower compared to the general population, whereas the share of IDPs aged under 18 was 1.6 times higher.⁹ Households consisting of only persons aged over 60 years made up 16% of all surveyed IDP households. Fifteen (15%) per cent of IDP households reported having a family member with a disability (Figure 1.5).

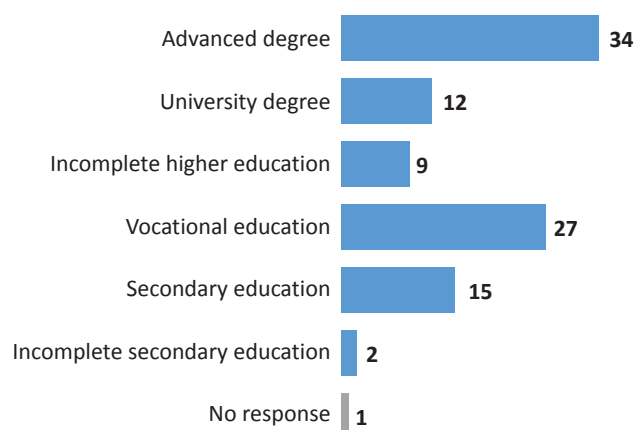
Figure 1.5. Distribution of IDP households with people with disabilities (I–III disability groups, children with disabilities), %



Source: Interviews with IDPs (combined data)

The level of education among heads of IDP households was high, with 55% possessing some form of higher education (Figure 1.6).

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



Source: Interviews with IDPs (combined data)

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



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2. EMPLOYMENT OF IDPs

Employment rates

The employment situation of IDPs has worsened slightly compared to the previous round. Compared to March 2017, the share of employed IDPs increased from 41% in Round 5 to 46% in Round 6, then started to stabilize and amounted to 48% in March 2018 (Figure 2.1). As of June 2018, the share of employed IDPs was 42%, which is a 6% decrease compared to the previous round. Among these 42% of employed IDPs, 2% were self-employed persons. Among the total population of Ukraine, the level of employment is considerably higher and remained stable. The share of employed persons among population of Ukraine aged 15–70 years amounted to 56% in the period from January to March 2018¹⁰ and 55% in the period from October to December 2017.¹¹

¹⁰ Employment and unemployment of the population in the first quarter of 2018. Express Issue 25.06.2018. State Statistics Service of Ukraine. – K., 2018.

¹¹ Employment and unemployment of the population in the fourth quarter of 2017. Express Issue 26.03.2018. State Statistics Service of Ukraine. – K., 2018.

Key informant (male, 38):

“I talked with a head of a company; he said that he hired nonresidents of Kharkiv on purpose. They tried to keep their job at any price, since they had to pay for a flat.”

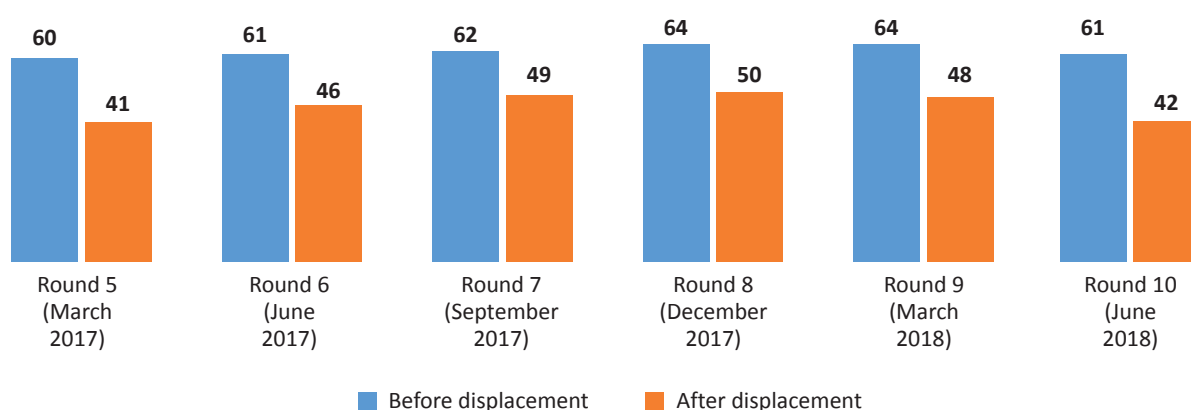
Source: FGDs with KIs

Key informant (male, 46):

“Mainly in 2014–2015, when we had a lot of IDPs, people weren’t hired for a single reason: because they were temporarily displaced persons. Everyone used to think that what was happening in the East would last for a month or two. You would have just trained a person – and she or he would have already gone. So why to hire them? However, even now, when everyone understands that this entire situation is for a long time, employers still hesitate whether to hire IDPs.”

Source: FGDs with KIs

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

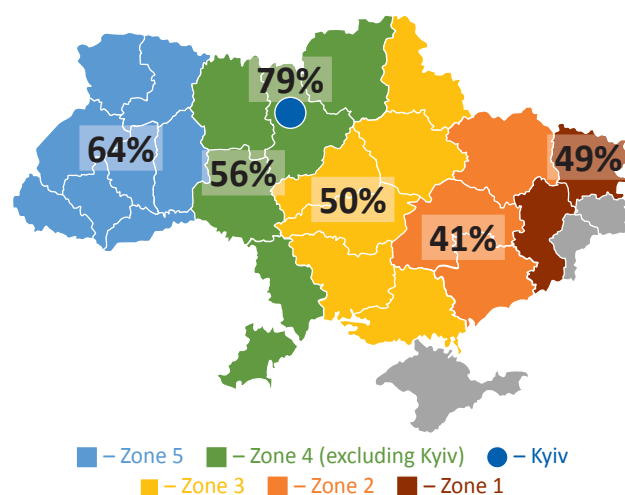


Source: Face-to-face interviews with IDPs

Kyiv remained a city with the highest rate of employment among IDPs (79%) (Figure 2.2), which is the case of Ukraine in general.

The share of long-term employment (of more than 12 months) remained high and amounted to 70% in Round 10 (Figure 2.3). The percentage has remained consistent since June 2017.

Figure 2.2. Employment of IDPs after the displacement, by geographic zones,¹² % of IDPs 18–59 years old



Source: Face-to-face interviews with IDPs

Figure 2.3. Distribution of IDPs by duration of employment in current job, by rounds, % of employed respondents

	Round 5 (March 2017)	Round 6 (June 2017)	Round 7 (September 2017)	Round 8 (December 2017)	Round 9 (March 2018)	Round 10 (June 2018)
Less than a month	3	1	2	2	2	2
1–6 months	10	12	12	13	9	10
7–12 months	23	19	14	14	17	14
More than 12 months	62	67	71	71	68	70
No response	2	1	1	0	4	4

Source: Face-to-face interviews with IDPs

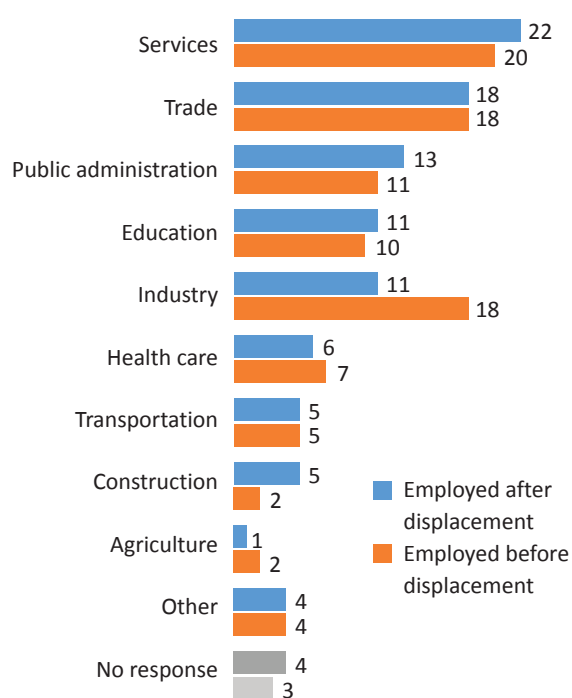
¹² Grouping of oblasts into zones is by distance from the NGCA of Donetsk and Luhansk oblasts. Zone 1 – Donetsk (GCA) and Luhansk (GCA) oblasts; zone 2 – Dnipro, Kharkiv and Zaporizhia oblasts; zone 3 – Kirovohrad, Mykolaiv, Poltava, Sumy, Kherson and Cherkasy oblasts; zone 4 – Chernihiv, Kyiv, Zhytomyr, Vinnytsia and Odesa oblasts; zone 5 – Volyn, Zakarpattia, Ivano-Frankivsk, Lviv, Rivne, Ternopil, Khmelnytskyi and Chernivtsi oblasts.



In the tenth round of the NMS, the share of IDPs whose current employment corresponded to their qualifications was 67% (Figure 2.4). The majority (79%) of IDPs whose current employment corresponded to their qualifications resided in the first geographic zone (Donetsk and Luhansk oblasts in the GCA).

The difference between employment rates before and after the displacement was the largest in the ‘industrial’ sector. In particular, there was a 7% decrease in the number of IDPs working in the ‘industrial’ sector after the displacement (Figure 2.5).

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



Source: Face-to-face interviews with IDPs

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

	Round 5 (March 2017)	Round 6 (June 2017)	Round 7 (September 2017)	Round 8 (December 2017)	Round 9 (March 2018)	Round 10 (June 2018)
Corresponds	67	74	75	78	69	67
Does not correspond	33	26	25	22	31	33

Source: Face-to-face interviews with IDPs

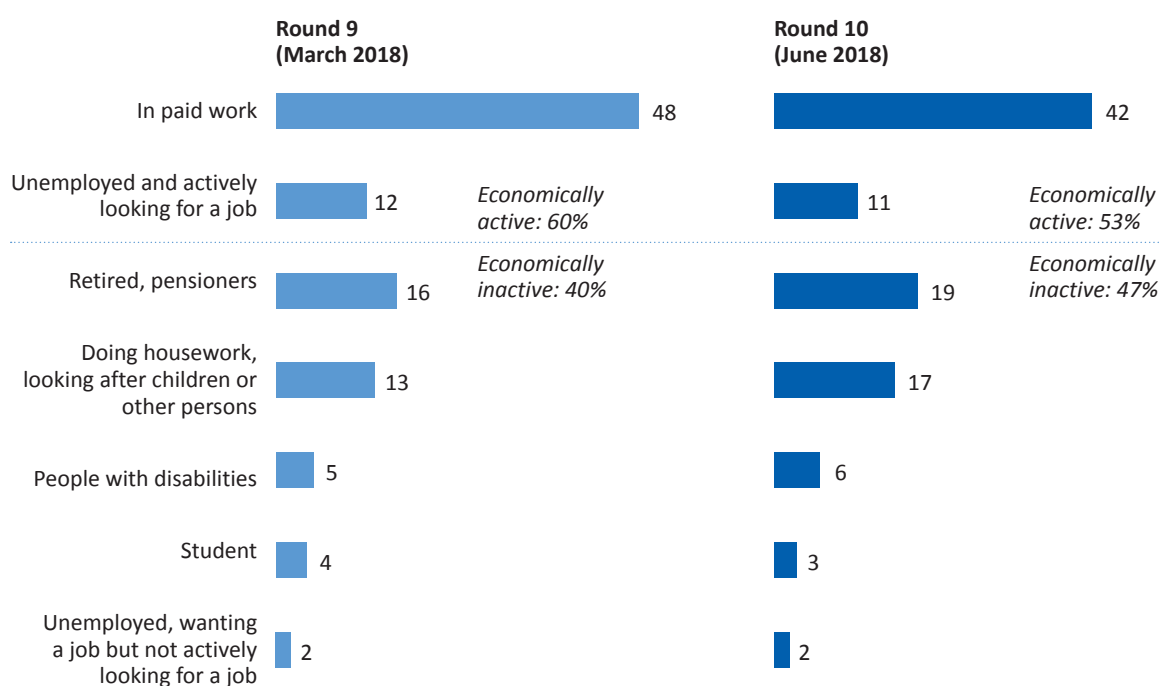


Unemployment rates

Among surveyed IDPs, the share of the economically active population amounted to 53% in Round 10, including respondents who were either employed (42%) or actively seeking employment and ready to start working within a two-week period (11%) (Figure 2.6).

The economically inactive population amounted to 47% among surveyed IDPs in Round 10 (Figure 2.6). The largest share was retired persons or pensioners (19%), 17% were persons who were doing housework, looking after children or other persons in the household, 6% were persons with disabilities, 3% were students and 2% were unemployed but not seeking employment.

Figure 2.6. Current employment status of IDPs, by rounds, %



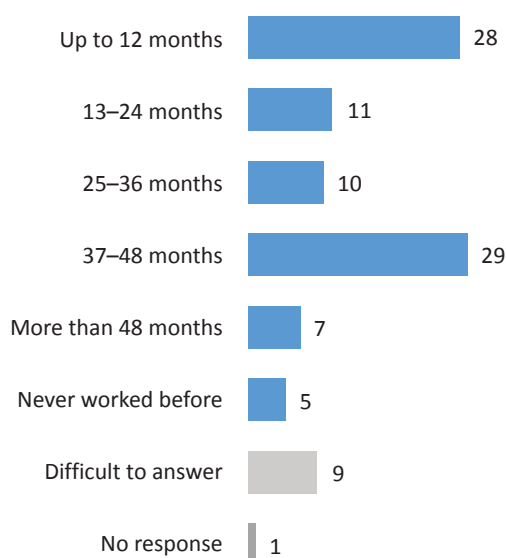
Source: Face-to-face interviews with IDPs



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Among those 11% of IDPs who were actively seeking employment, 78% were women and 22% were men. Over half of IDPs who were actively seeking employment (57%) had been unemployed for more than a year, while 36% had been unemployed for more than three years and 5% had not ever worked before (Figure 2.7).

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

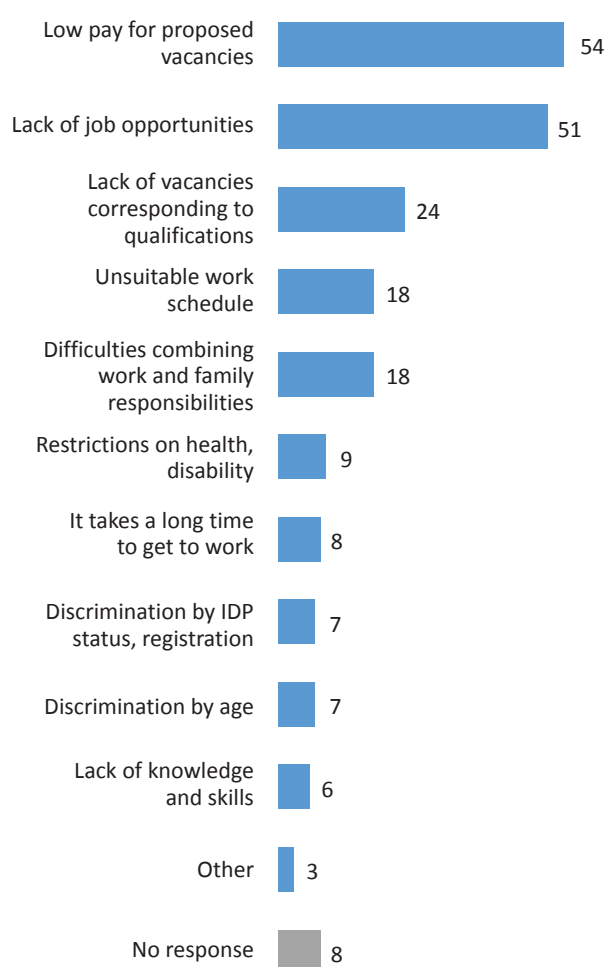


Source: Face-to-face interviews with IDPs

Eighty-nine (89%) per cent of IDPs who were actively seeking employment reported facing difficulties. Among those 89% of IDPs who faced difficulties, 80% were women and 20% were men. The most frequently mentioned issues were low pay for proposed vacancies (54%) and lack of vacancies in general (51%) (Figure 2.8). The latter was much more frequently reported by IDPs residing in rural areas.

Other frequently mentioned issues were lack of vacancies which corresponded to a person’s qualifications (24%), vacancies with unsuitable work schedules (18%), as well as difficulties combining work and family responsibilities (18%). The latter was much more frequently reported by women than men.

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

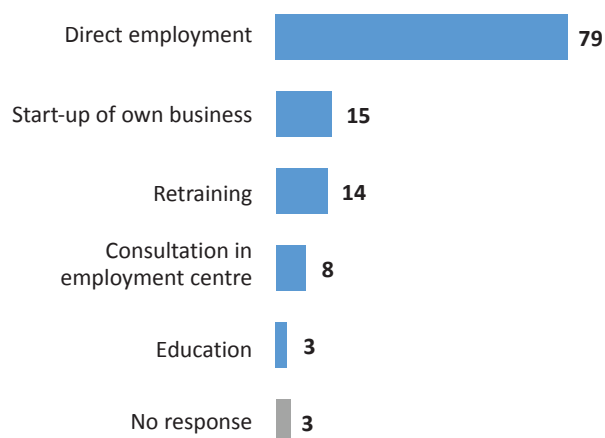


Note: Respondents could choose more than one option
Source: Face-to-face interviews with IDPs



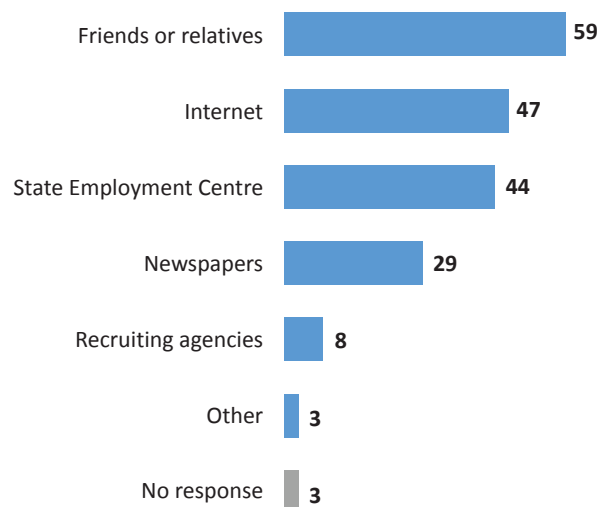
Direct employment was recognized as the most effective means of support among unemployed IDPs, reported by 79% of those interviewed (Figure 2.9). Among IDPs who were looking for a job, 59% searched through friends and relatives, 47% via the Internet, and 44% through the State Employment Centre (Figure 2.10).

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



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

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



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



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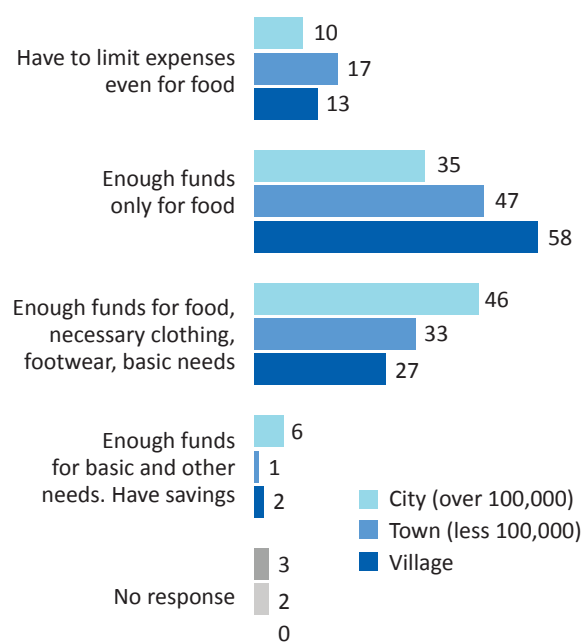
3. WELL-BEING OF IDPs

Livelihood opportunities

The IDPs’ self-assessment of their financial situation remained constant compared to the previous round with over half of IDPs (55%) assessed their financial situation as ‘enough funds only for food’ or had to ‘limit their expenses even for food’ (Figure 3.1).

The largest share of IDPs residing in cities estimated the financial situation of their households as ‘enough for basic needs’ (46%), while the largest share of households residing in towns and villages estimated their financial situation as ‘enough funds only for food’, 47% and 58%, respectively (Figure 3.2).

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



Source: Interviews with IDPs (combined data)

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

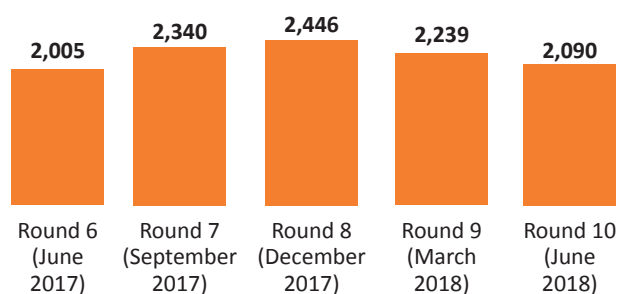
	Round 6 (June 2017)	Round 7 (September 2017)	Round 8 (December 2017)	Round 9 (March 2018)	Round 10 (June 2018)
Have to limit expenses even for food	10	7	11	16	13
Enough funds only for food	37	40	33	38	42
Enough funds for food, necessary clothing, footwear, basic needs	44	48	51	40	39
Enough funds for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

Source: Interviews with IDPs (combined data)

The average monthly income per IDP household member continued to decrease since December 2017, and as of June 2018 was UAH 2,090 (Figure 3.3). The data for Round 10 showed that the monthly income of most IDP households (58%) did not exceed UAH 5,000 (Figure 3.4). The decrease might be related to the decline in employed IDPs and those who reported ‘salary’ as their main source of income.

The average monthly income per IDP household member was considerably lower compared to an average Ukrainian household; the average monthly income per person amounted to UAH 3,640 in the period from January to September 2017.¹³ 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 June 2018 at UAH 3,327.¹⁴

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



Source: Interviews with IDPs (combined data)

¹³ Expenses and resources of households in Ukraine (according to the data of the sample survey of living conditions of households) for 9 months of 2017. Statistical Bulletin. State Statistics Service of Ukraine. – K., 2017. http://www.ukrstat.gov.ua/operativ/operativ2018/gdvvg/vrdu9m_w.zip

¹⁴ The actual subsistence minimum in 2015–2018. Ministry of Social Policy of Ukraine: <http://www.msp.gov.ua/news/15627.html>

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

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

Source: Interviews with IDPs (combined data)

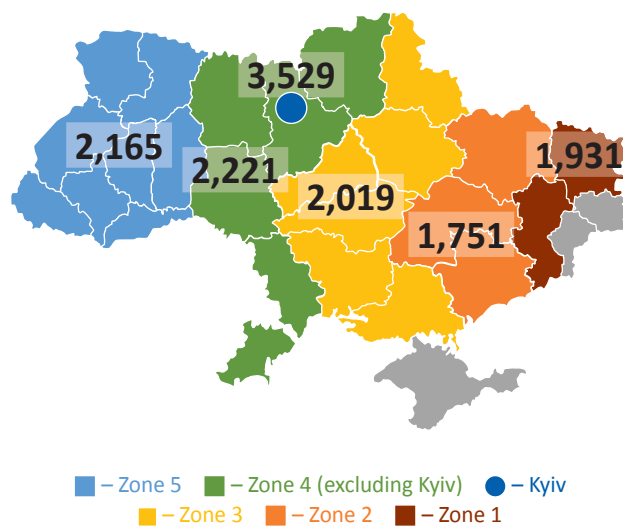


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Average monthly income levels were uneven across geographic zones and settlement types, with the highest average monthly income per person in Kyiv at UAH 3,529 (Figure 3.5). The average monthly income in cities (UAH 2,515) was higher compared to income in towns (UAH 1,759), while the average monthly income was the lowest in rural areas (UAH 1,480). Among the total population of Ukraine, the average monthly income was higher in cities and towns than in villages (UAH 3,725 in cities and towns, UAH 3,476 in villages).¹⁵

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 a lack of money to buy food. Coping strategies differed in their severity, from stress strategies, such as borrowing money, to emergency strategies, such as selling one’s land or house.¹⁷

Figure 3.5. Average income per person (per month), by geographic zones,¹⁶ UAH



Source: Interviews with IDPs (combined data)

- **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.

¹⁵ Expenses and resources of households in Ukraine (according to the data of the sample survey of living conditions of households) for 9 months of 2017. Statistical Bulletin. State Statistics Service of Ukraine. – K., 2017. http://www.ukrstat.gov.ua/operativ/operativ2018/gdvdg/vrdu9m_w.zip

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

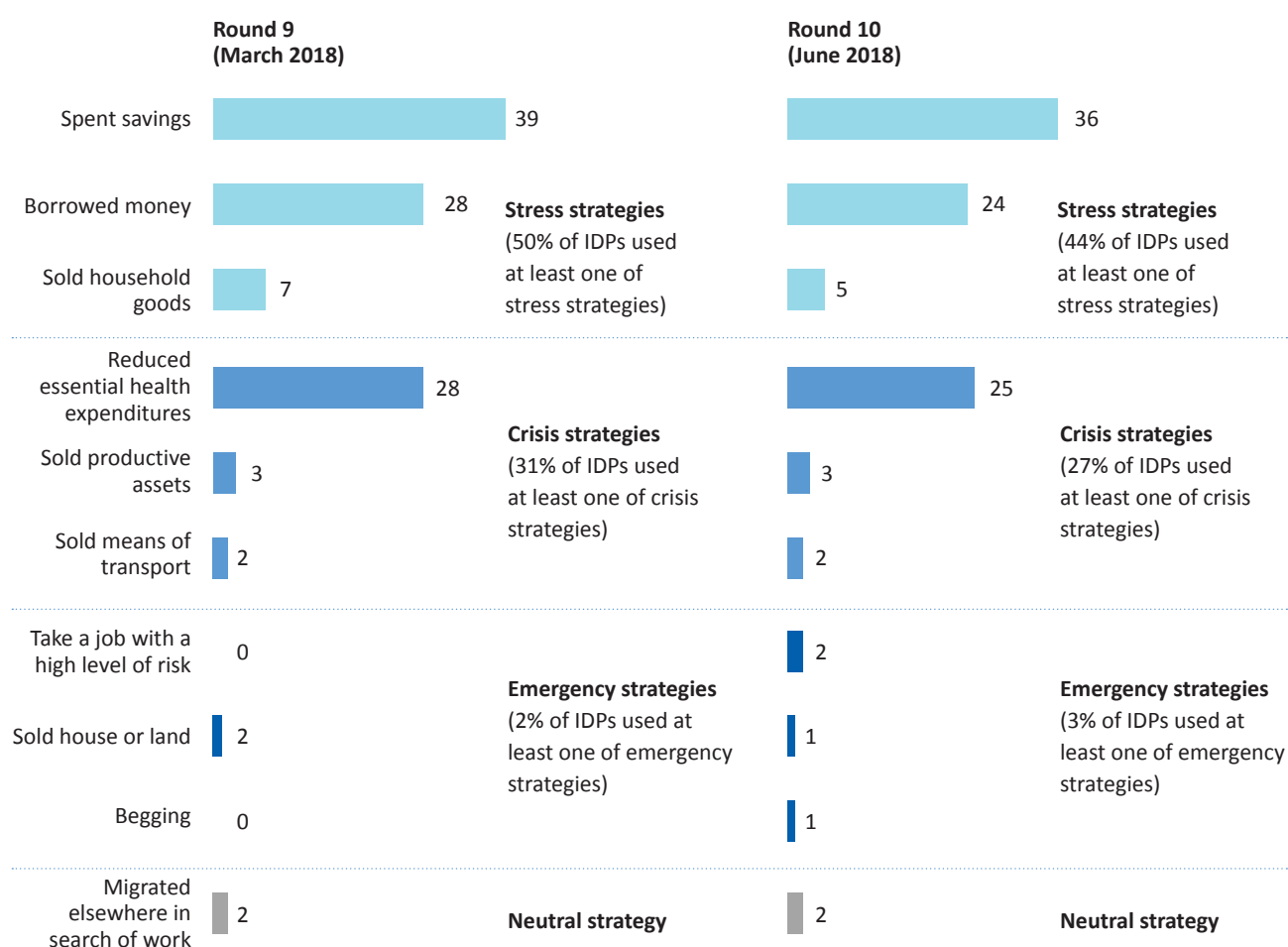
¹⁷ Food Security & Socio-Economic Trend Analysis – Eastern Ukraine, FSLC, March 2018: http://fslcluster.org/sites/default/files/documents/fslc_report_trend_analysis_food_security_and_socio-economic_situation_29_march_2018_0.pdf



The data reflected the general economic insecurity of IDP households, as 51% reported using at least one coping strategy in Round 10. The most frequently mentioned coping strategies were ‘spending savings’ (36%), ‘borrowing money’ (24%) and ‘reducing essential health expenditures’ (25%) (Figure 3.6).

At least one ‘stress’ coping strategy was used by 44% of IDPs together with at least one ‘crisis’ coping strategy (27%). Emergency strategies, specifically selling one’s land or house, begging or accepting work with a high level of risk, were used by 3% of IDPs during the past 12 months. The changes are minor compared to the previous round.

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: Interviews with IDPs (combined data)

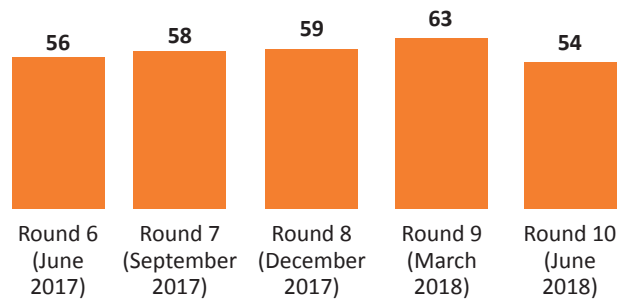


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Furthermore, large families and families with people with special needs more frequently reported applying coping strategies. IDP households with three or more children more frequently reported using stress coping strategies, compared to households without children (74% and 38%, respectively), coupled with the crisis coping strategies (39% and 26%, respectively) (Figure 3.7). The same holds true for households with persons with disabilities, which more frequently reported using both stress and crisis coping strategies, compared to households without persons with disabilities.

Fifty-four (54%) per cent of surveyed IDPs indicated salary as their main source of income (Figure 3.8), which is a 9% decrease compared to the previous round. IDPs who indicated salary as their main source of income more frequently assessed their financial situation as ‘enough funds for food, necessary clothing, footwear, basic needs’, compared to all surveyed IDPs.

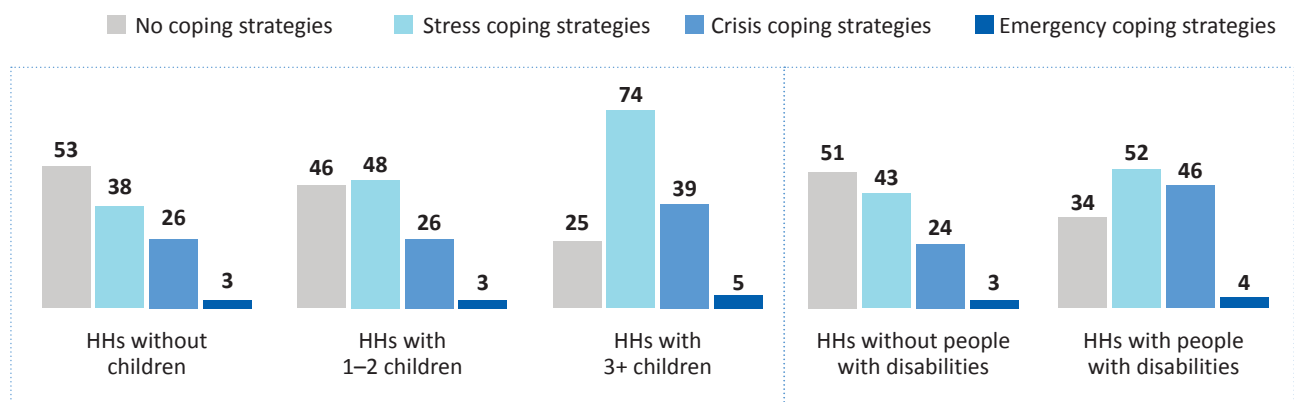
Figure 3.8. Salary as the main source of income in IDP households, by rounds, %



Source: Interviews with IDPs (combined data)

Government support to IDPs was the most frequently mentioned source of income (56%), the share of which remained almost the same compared to the previous round (Figure 3.9). The share of respondents receiving support from the Government was still large, which demonstrates that IDPs continue to rely strongly on government assistance.

Figure 3.7. Coping strategies, by household structure, %



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



Other frequently mentioned sources of income were retirement or long service pension (34%) and social assistance (27%). The share of IDPs who reported humanitarian assistance was minor (7%) (Figure 3.9).

Key informant (female, 38):

“Large families can now receive up to five thousand hryvnas. If anyone from the family makes some additional money, they are able to pay for a flat. But if social payments are cancelled, families will simply find themselves on the street.”

Source: FGDs with KIs

Figure 3.9. Sources of income of IDP surveyed households in the past 12 months, by rounds, %

	Round 6 (June 2017)	Round 7 (September 2017)	Round 8 (December 2017)	Round 9 (March 2018)	Round 10 (June 2018)
Government IDP support	43	34	41	55	56
Salary	56	58	59	63	54
Retirement or long service pension	37	38	37	32	34
Social assistance	23	26	27	29	27
Irregular earnings	11	9	10	9	10
Financial support from relatives residing in Ukraine	9	10	10	9	8
Humanitarian assistance	7	6	5	6	7
Disability pension	4	4	4	5	7
Social pension	4	3	2	3	3
Other incomes	2	4	4	3	4

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



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Based on IDP responses from the category ‘other’ received in Round 9 (11%), two new categories were added into the survey in Round 10, specifically ‘lack of owning a house’ and ‘lack of money’. As a result, the most problematic issues identified by IDPs was a lack of owning a house, reported by 28% (Figure 3.10). It was more frequently reported by employed IDPs aged 18–59 years, IDPs with children and those who reside in cities. ‘Lack of money’ was the second most frequently mentioned problematic issue, reported by 18% of IDPs and more commonly noted by those over 60 years old residing in rural areas.

Key informant (female, 45):

“I believe that IDPs should have their own housing, at least in a dormitory, so that people can pay less money.”

Source: FGDs with KIs

IDP (female, 38) from Donetsk Oblast:

“I’m against loans. I bought a house for myself working hard in Donetsk Oblast, and now I have to live with the burden of a loan? I’m not so healthy and young anymore.”

Source: FGDs with IDPs

Key informants’ view of IDP problems differed, as living conditions were considered the most problematic issue (31%), followed by unemployment (22%), lack of possibility to return to the place of permanent residence (15%), payment for rent (7%) and suspension of social payments/pensions (6%). Other mentioned issues were payment for utilities (4%), access to health services (2%), access to medicines (1%), suspension of salaries (1%) and lack of owning a house (1%). Other issues were named by 3%, while 4% did not choose any issue and 3% did not respond to the question (*Source: Face-to-face interviews with key informants*).

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

	Round 6 (June 2017)	Round 7 (September 2017)	Round 8 (December 2017)	Round 9 (March 2018)	Round 10 (June 2018)
Lack of owning a house	–	–	–	–	28
Lack of money	–	–	–	–	18
Lack of opportunity to return to the place of permanent residence	9	8	9	10	8
Living conditions	18	12	13	20	7
Payment for rent	18	22	23	15	7
Payment for utilities	20	15	16	15	6
Unemployment	7	6	6	7	4
Access to medicines	3	4	6	4	2
Access to health care	1	1	1	3	1
Suspension of social payments	4	4	3	2	1
Safety	1	1	1	1	1
Other	1	6	1	11	5
None of the above	17	20	20	11	9
No response	1	1	1	1	3

Source: Interviews with IDPs (combined data)



According to key informants, the most important types of IDP support included housing (87%), decent jobs (65%) and the provision of monetary assistance from the Government (63%). Other mentioned issues were provision of psychological support (45%), humanitarian assistance (42%), monetary assistance from non-governmental organizations (42%), medical aid (37%) and legal assistance (35%) (Source: Face-to-face interviews with key informants; respondents could choose more than one option).

Living conditions and types of accommodation

Key informant (female, 45):

“When people come here, they don’t have anything. They live in whatever accommodation and have no future perspectives. They have also lost everything there. That’s why there is a feeling that only uncertainty is ahead.”

Source: FGDs with KIs

IDP (female, 54) from Donetsk Oblast:

“We accept worse housing conditions consciously, to pay less. Otherwise, we simply become insolvent.”

Source: FGDs with IDPs

Most IDPs continued to live in rented housing: 48% lived in rented apartments, 10% in rented houses and 4% in rented rooms (Figure 3.11). The share of IDPs residing with relatives or host families was 13% and remained unchanged compared to the previous round. Twelve (12%) per cent of IDPs lived in their own housing, while 5% continued to reside in dormitories and 4% in collective centres for IDPs.

IDP (female, 53) from Donetsk Oblast:

“When we just arrived, we lived with acquaintances but decided to move to a rented flat, because we had understood that our acquaintances could only host guests for a week or two, a month was the longest. They didn’t tell us that we were excessive, but we realized this ourselves.”

Source: FGDs with IDPs

Figure 3.11. IDP accommodation types, by rounds, %

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

Source: Interviews with IDPs (combined data)



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Thirty-seven (37%) per cent of IDPs reported having changed their accommodation at least once within the current settlement. High cost of accommodation was the main reason for moving to another dwelling, as reported by 54% of IDPs who moved within their current settlement. Other frequently mentioned reasons were poor living conditions (34%) and eviction initiated by the owner (25%) (*respondents could choose more than one option*).

The level of satisfaction among all surveyed IDPs with the basic characteristics of housing remained relatively the same as in the previous round. Satisfaction with heat insulation increased by 6%, possibly due to the fact that it is less acute in summer months (Figure 3.12). Electricity remained the category with the highest level of satisfaction (91%), while IDPs were least satisfied with heating (78%),

heat insulation (78%) and the size of the living space (76%).

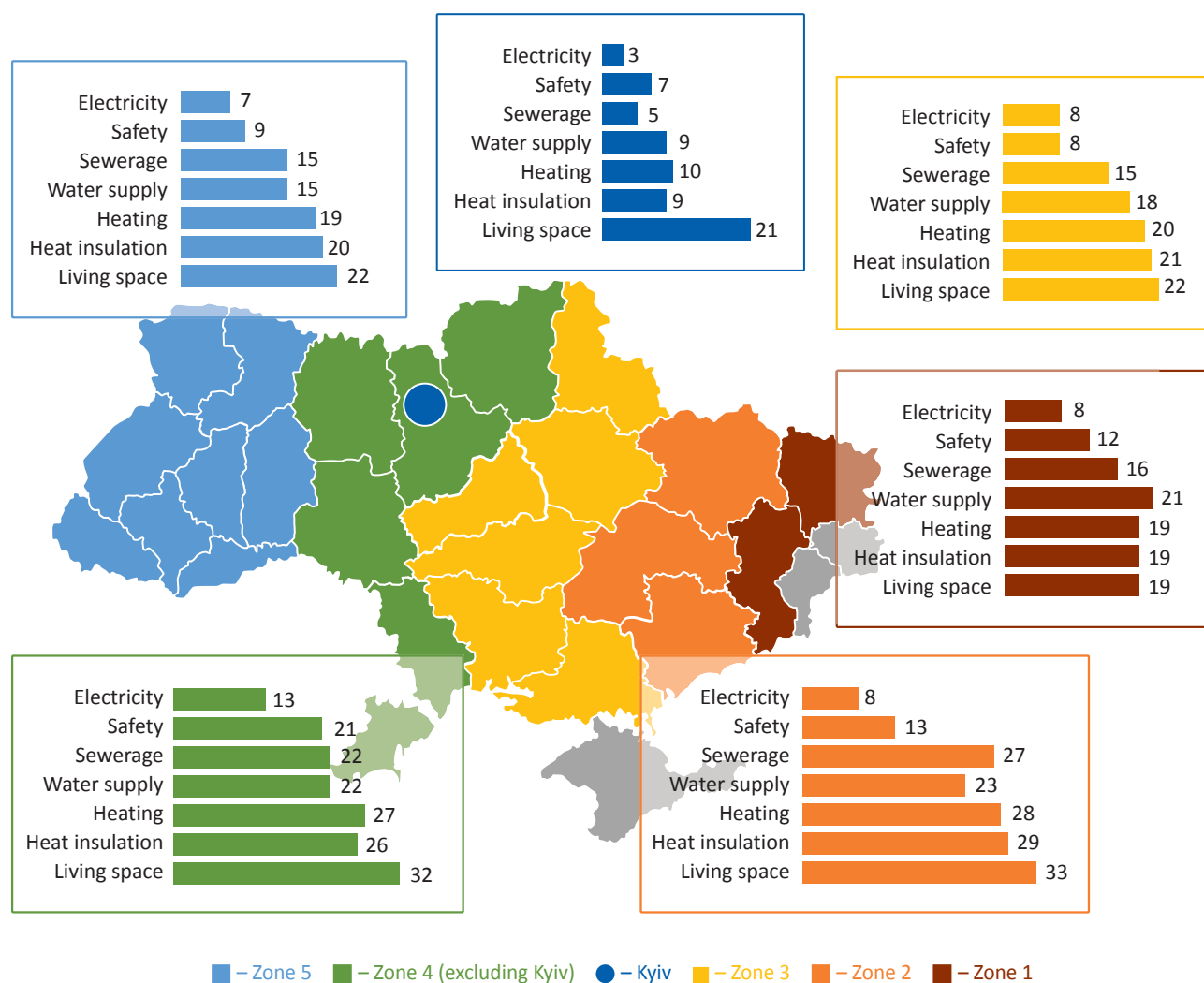
The remaining percentage of respondents expressed dissatisfaction with living conditions. Among these respondents, the level of dissatisfaction was expressed differently across geographic zones (Figure 3.13). In the first zone, ‘not satisfied’ or ‘not fully satisfied’ were the most frequently reported with water supply (21%), living space (19%), heat insulation (19%) and heating (19%). In the second zone, IDPs most frequently reported dissatisfaction with living space (33%), heat insulation (29%), heating (28%) and sewerage (27%). In Kyiv, IDPs most frequently reported dissatisfaction with living space (21%). In the third, fourth and fifth zones, IDPs most frequently reported dissatisfaction with living space, heat insulation and heating.

Figure 3.12. IDPs’ satisfaction with living conditions, by rounds, % of satisfied

	Round 6 (June 2017)	Round 7 (September 2017)	Round 8 (December 2017)	Round 9 (March 2018)	Round 10 (June 2018)
Electricity	96	92	93	92	91
Safety	93	88	90	82	86
Sewerage	91	89	90	80	82
Water supply	91	86	86	78	79
Heating	87	85	83	77	78
Heat insulation	86	85	83	72	78
Living space	84	81	84	72	76

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

Figure 3.13. IDPs' dissatisfaction with living conditions, by geographic zones,¹⁸ % of dissatisfied



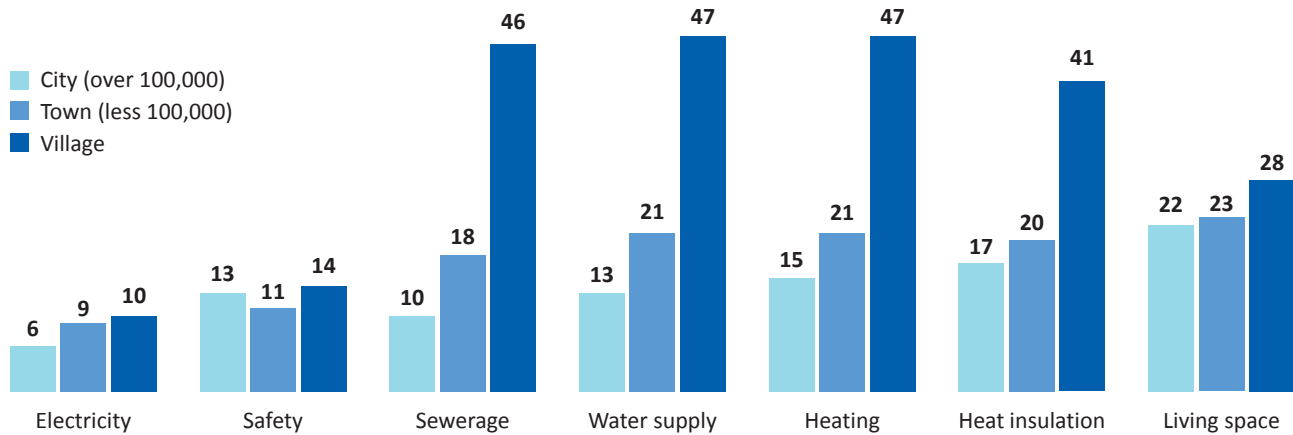
Note: Respondents could choose more than one option
Source: Interviews with IDPs (combined data)

¹⁸ Grouping of oblasts into zones is by distance from the NGCA of Donetsk and Luhansk oblasts. Zone 1 – Donetsk (GCA) and Luhansk (GCA) oblasts; zone 2 – Dnipro, Kharkiv and Zaporizhia oblasts; zone 3 – Kirovohrad, Mykolaiv, Poltava, Sumy, Kherson and Cherkasy oblasts; zone 4 – Chernihiv, Kyiv, Zhytomyr, Vinnytsia and Odesa oblasts; zone 5 – Volyn, Zakarpattia, Ivano-Frankivsk, Lviv, Rivne, Ternopil, Khmelnytskyi and Chernivtsi oblasts.



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



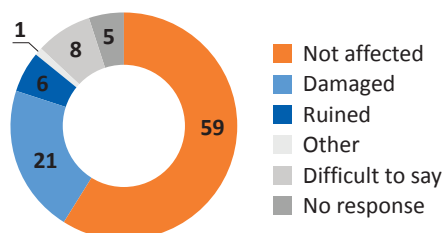
Note: Respondents could choose more than one option
Source: Interviews with IDPs (combined data)

The level of dissatisfaction varied across different types of settlements. The level of dissatisfaction was higher in villages than in large cities and towns. In villages, dissatisfaction with water supply (47%), heating (47%), sewerage (46%) and heat insulation (41%) was reported most frequently (Figure 3.14).

The absolute majority of IDPs (88%) owned a dwelling before displacement and 81% reported having official documentation declaring their ownership.

At the time of data collection, about one quarter of IDPs knew that their dwelling was either damaged (21%) or ruined (6%); over half of IDPs (59%) were aware that their dwelling had not been affected by the conflict (Figure 3.15).

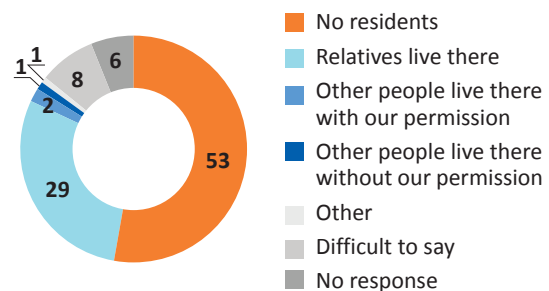
Figure 3.15. The condition of the dwelling where IDPs lived before the displacement, %



Source: Interviews with IDPs (combined data)

Half of IDPs (53%) reported that their dwelling remained empty, 29% had their relatives living in the dwelling, 2% had their dwelling occupied by other people with their permission and 1% reported their dwelling occupied by other people without their permission (Figure 3.16).

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



Source: Interviews with IDPs (combined data)



Suspension of social payments

IDP (female, 53) from Luhansk Oblast:

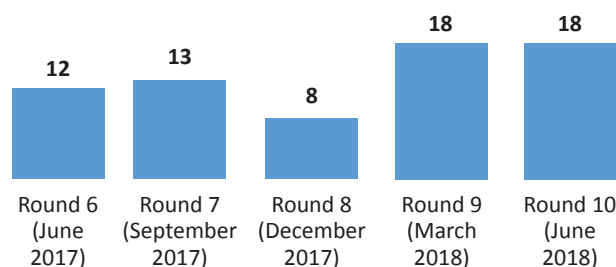
“We have three pensioners in the family and the pension wasn’t paid to anyone. But what to do, if it is the only source of income, how do people have to live?”

Source: FGDs with IDPs

Eighteen (18%) per cent of IDP households reported facing the suspension of social payments since the beginning of the conflict, which is the same as in Round 9, but considerably higher than the same share in Round 8 (Figure 3.17). Among these 18%, 15% were in the period from July 2017 to December 2017 and 25% were in the period from January 2018 to June 2018. The increase could be related to changes in the mechanism for verification of IDPs

eligibility for pensions, which have been ongoing by the Pension Fund of Ukraine.

Figure 3.17. IDPs who have had social payments suspended, by rounds, %



Source: Interviews with IDPs (combined data)

The largest number of suspended payments were for monthly housing assistance to IDPs (75%) (Figure 3.18). Another frequently mentioned type of suspended social payments was a retirement or long service pension, reported by 19%.

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

	Round 7 (September 2017)	Round 8 (December 2017)	Round 9 (March 2018)	Round 10 (June 2018)
IDP support (monthly housing support for IDPs)	46	40	73	75
Retirement or long service pension	48	49	22	19
Disability pension	3	7	4	4
Allowance for families with children	4	6	6	5
Other pensions (in connection with the loss of breadwinner, social pension)	1	3	2	3
Assistance for families with low income	1	0	3	4
Other	0	1	2	2
No response	0	0	1	1

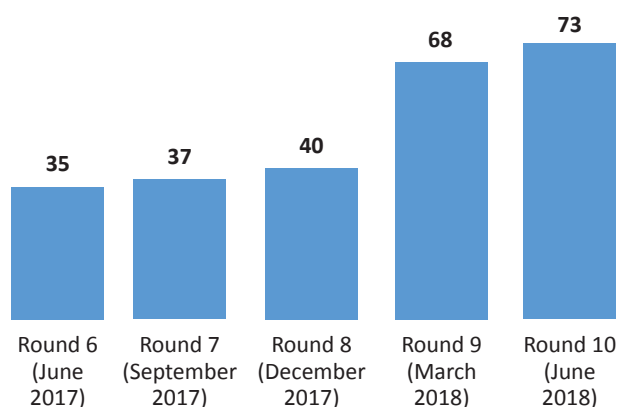
Note: Respondents could choose more than one option
Source: Interviews with IDPs (combined data)



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Among those IDPs who faced the suspension of social assistance, 73% were aware of the reasons behind the suspension, which is slightly higher than in the previous rounds (68%) (Figure 3.19).

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

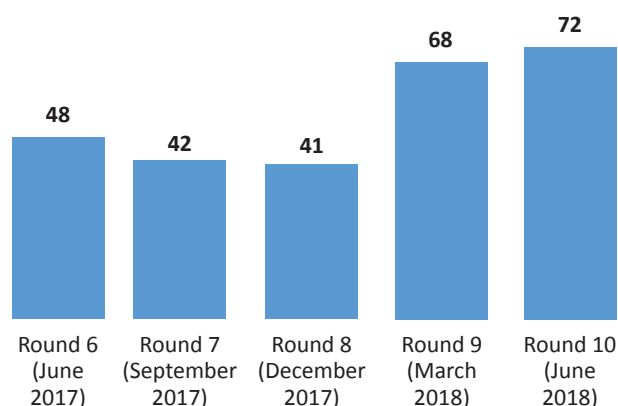


Source: Interviews with IDPs (combined data)

The majority of IDPs who faced the suspension of their social payments (72%) reported that they had been familiar with the procedure for renewing their payments, which was slightly higher compared to previous rounds (68%) (Figure 3.20). In addition, the average duration of the suspension was

4.8 months for IDPs who faced the suspension of social payments during 2017 and 2018.

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



Source: Interviews with IDPs (combined data)

Safety of the environment and infrastructure

The vast majority of IDPs (77%) felt safe in their current place of residence, although a decline was observed in the share of IDPs who reported that they felt safe since December 2018 (Figure 3.21).

Figure 3.21. IDPs' assessment of the safety of the environment and infrastructure of their settlement, by rounds, %

	Round 6 (June 2017)	Round 7 (September 2017)	Round 8 (December 2017)	Round 9 (March 2018)	Round 10 (June 2018)
I feel safe	91	83	86	70	77
I feel unsafe in the evenings and in remote areas of the settlement	8	14	10	22	16
I feel unsafe most of the time	1	3	2	5	4
Other	0	0	0	0	0
No response	0	0	2	3	3

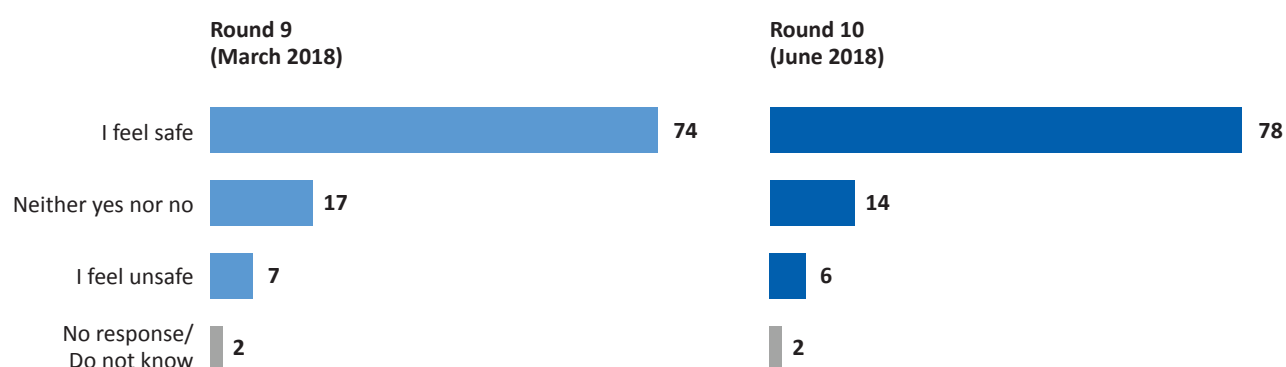
Source: Interviews with IDPs (combined data)



Sixteen (16%) per cent of respondents noted that they felt unsafe in the evenings and in remote areas of their settlement, which was a 6% decrease compared to the previous round. It is possibly due to the fact that it might be less acute in summer

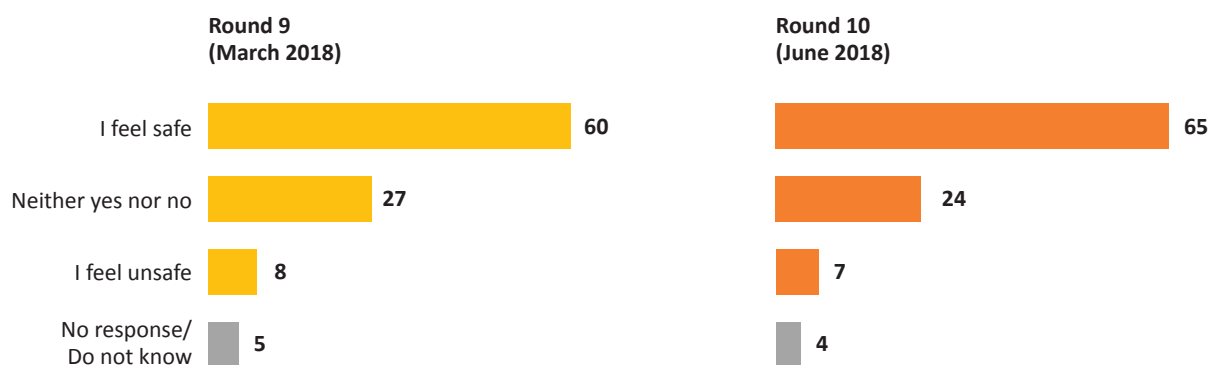
months, as days are longer. In addition, 6% of IDPs reported that they felt unsafe in terms of military actions (Figure 3.22) and 7% felt unsafe in terms of criminal actions (Figure 3.23). The changes are minor compared to the previous round.

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



Source: Interviews with IDPs (combined data)

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



Source: Interviews with IDPs (combined data)



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Loans and debt obligations

Only 8% of IDPs reported having loans or debt obligations (Figure 3.24). The vast majority (81%) of those IDPs who had loans or debt obligations used bank funds and 14% borrowed from individuals (friends, acquaintances, among others). Other mentioned options were specialized credit and financial institutions (3%), employers (1%), and ‘other’ (2%), while 1% did not respond to the question (*respondents could choose more than one option*).

IDPs reported borrowing money to buy (10%) or renew (10%) accommodation, pay for healthcare (22%), buy equipment (22%), medicines (19%), food products (19%), pay rent and utility bills (10%), buy clothes (7%), open their own business (3%), pay for an education (2%) and ‘other’ needs (10%) (*respondents could choose more than one option*).

Human trafficking and labour exploitation

During the interviews, respondents were asked whether anyone in their household had encountered situations involving deceit on the part of the employer or forced labour since the beginning of the conflict. Eight (8%) per cent of IDPs reported having encountered 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 5% of surveyed IDPs as well as ‘worked in conditions that were significantly worse than promised’ (5%) (Figure 3.25). The data showed that these situations were more frequently reported among IDPs who had been engaged in the agricultural sector of employment (37%) and construction (22%).

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

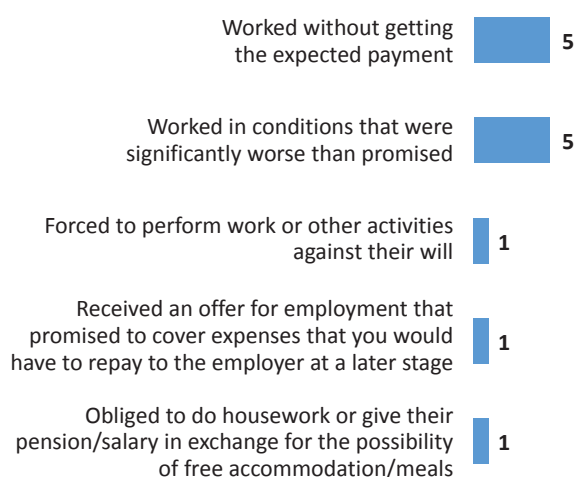
	Round 6 (June 2017)	Round 7 (September 2017)	Round 8 (December 2017)	Round 9 (March 2018)	Round 10 (June 2018)
Had loans or debts	5	3	4	8	8
Did not have	94	97	94	89	88
No response	1	0	2	3	4

Source: Interviews with IDPs (combined data)



IOM’s experience highlighted that being affected by crises, including armed conflicts or natural disasters, insecure economic situation of population and as a result the adoption of negative coping mechanisms might lead to an increase in vulnerability to trafficking and exploitation.¹⁹ The NMS data support these findings as there was an association between applying coping strategies and reporting ‘worked without getting the expected payment’ or ‘worked in conditions that were significantly worse than promised’. Among IDPs who had to engage in stress coping strategies due to lack of food or a lack of money to buy food during the past 12 months, 9% reported encountering at least one of these two situations, 10% of IDPs who had to engage in crisis coping strategies and 25% of IDPs who had to engage in emergency coping strategies.

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



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

Furthermore, among IDPs who reported ‘payment of bank loans and debt obligations’ as the most problematic issue for their households, 41% reported encountering at least one of these two situations. Among IDPs who stated their intention to move abroad in the next three months, 19% reported encountering such situations as ‘worked without getting the expected payment’ or ‘worked in conditions that were significantly worse than promised’ since the beginning of the conflict.

Key informant (male, 46):

“A good acquaintance of mine is year to year dealing with human trafficking problems. And while earlier the victims of human trafficking were female sex-workers, now they are labour migrants. The most widespread kind of human trafficking is labour exploitation. Due to their poor earnings, people leave their jobs and are ready to go anywhere to feed themselves and their families.”

Source: FGDs with KIs

Key informant (male, 40):

“Employers are not too eager to hire displaced people officially. They understand that they can offer displaced people conditions, which local people won’t accept. Also, after completion of works, if there is no employment contract, they can do whatever they want with a person.”

Source: FGDs with KIs

¹⁹ Addressing human trafficking and exploitation in times of crisis. Evidence and recommendations for further action to protect vulnerable and mobile populations. International Organization for Migration. – Geneva, 2015. https://publications.iom.int/system/files/addressing_human_trafficking_dec2015.pdf



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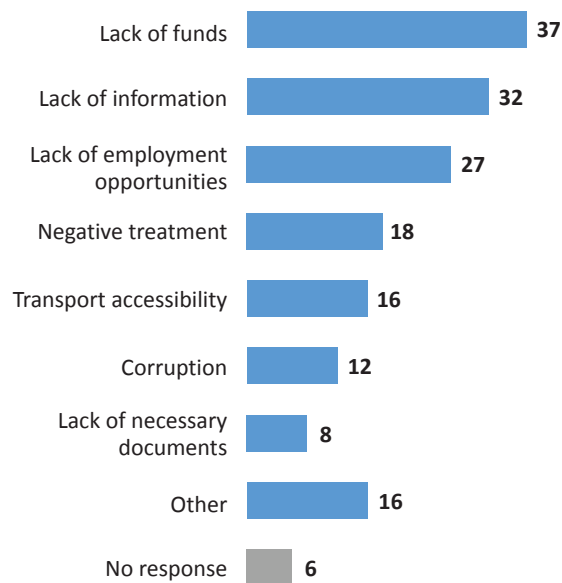
4. ACCESS TO SOCIAL SERVICES

Generally, most surveyed IDPs showed a high level of satisfaction with the accessibility of all basic social services. The situation remained unchanged compared to the previous round, although a decrease in the level of satisfaction was observed in Round 9. IDPs were most satisfied with access to education (79%) and were least satisfied with accessibility of health care services (60%), as well as with availability of employment opportunities (53%) (Figure 4.1).

Key informants also assessed IDPs' access to employment and housing as restricted; 'fully accessible' was reported by only 31% and 18%, respectively. Areas such as health care services, education, social protection and social services were assessed as more accessible (67% and higher) (Source: Face-to-face interviews with key informants).

Dissatisfaction with access to basic social services among IDPs was mainly due to lack of funds, reported by 37% of respondents (Figure 4.2). Other frequently mentioned reasons were lack of information (32%) and lack of employment opportunities (27%). Less often reported dissatisfaction stemmed from negative treatment (18%), transport accessibility (16%), corruption (12%) and lack of necessary documents (8%).

Figure 4.2. Reasons for dissatisfaction when accessing public services, % of those dissatisfied with accessibility of at least one type of social services



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

Figure 4.1. IDPs' satisfaction with the accessibility of basic social services, by rounds, % of the 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)
Possibilities to obtain education and enrol children in schools/ kindergartens	84	89	90	80	79
Accessibility of administrative services	84	81	81	69	69
Possibility of receiving a pension or social assistance	79	74	79	68	68
Accessibility of health care services	88	84	85	62	60
Availability of employment opportunities	69	66	69	56	53

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



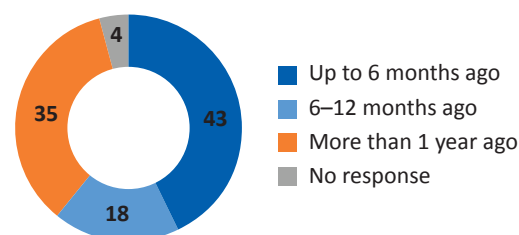
Taking a closer look at the different aspects of healthcare, the amount of time required to travel from home to healthcare facilities was below 30-minutes for most respondents. The majority of IDPs (91%) had a pharmacy within 30-minutes walking distance, and over half of IDPs reported having access to polyclinic outpatient care (62%), ambulatory outpatient care (57%) and hospital/dispensary (55%) within 30-minutes walking distance (Figure 4.3). The absence of pharmacy, polyclinic outpatient care and hospital was more frequently mentioned in rural areas (13%, 53% and 55%, respectively).

Over half (61%) of surveyed IDPs reported visiting a therapist or family doctor during the past year, while 35% saw a doctor for the last time more than a year ago (Figure 4.4). Among those 35% of IDPs who did not see a doctor during the past year, 84% stated that there was no need. In addition, among those 35% of IDPs, 33% were people aged 18–34 years, 46% were people aged 35–59 years and 21% were people aged over 60 years. Other mentioned reasons for not seeing a doctor for those IDPs who expressed a need for it were lack of money (42%), lack of trust (21%) and lack of time (14%) (Figure 4.5).

Thirty-one (31%) per cent of IDPs mentioned that they had been told by a doctor or other health care provider that they had a chronic disease.²⁰ Among

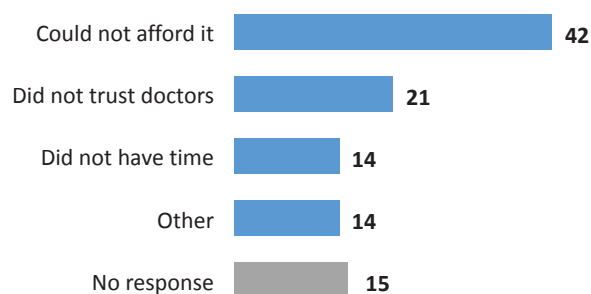
those 35% of IDPs who did not see a doctor during the past year, 20% reported having been told that they had a chronic disease.

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



Source: Interviews with IDPs (combined data)

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



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

Figure 4.3. Time to travel to healthcare facilities, %

	Pharmacy	Polyclinic outpatient care	Ambulatory outpatient care	Hospital / Dispensary
Up to 15 minutes by foot	61	19	24	16
15–30 minutes	30	43	33	39
30–60 minutes	4	20	13	23
Above 1 hour by foot	2	5	3	8
Do not have such facilities in current place of residence	2	10	15	8
Do not know	1	2	9	5
No response	0	1	3	1

Source: Interviews with IDPs (combined data)

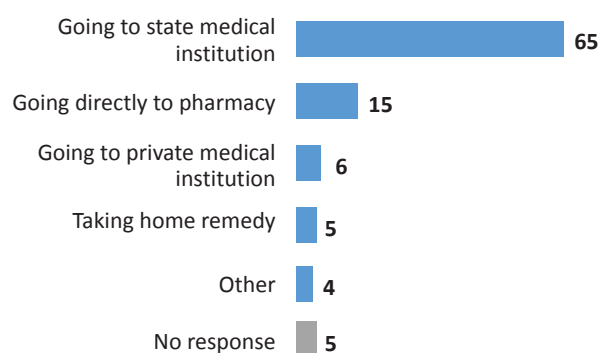
²⁰ The following description of chronic disease was used in the questionnaire: a chronic disease is an illness that will not go away or takes a long time to go away, even when treated.



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Generally, most IDPs (65%) reported going to state medical institutions to treat their health issues (Figure 4.6). The most frequently mentioned reasons for this were low cost (35%), the absence of another alternative (12%) and trust in medical staff (9%). ‘Other’ reasons were reported by 27%, while 17% did not respond to the question. At the same time, 15% reported going directly to a pharmacy or taking a home remedy (5%). The most frequently mentioned reasons for going directly to a pharmacy were absence of severe diseases (22%), awareness of treatment plans (15%), affordability (15%) and saving of time (14%). ‘Other’ reasons were reported by 24%, while 10% did not respond to the question. The most commonly reported reasons for taking a home remedy were affordability (38%), absence of severe diseases (9%) and lack of trust in medical staff (7%). ‘Other’ reasons were reported by 35%, while 11% did not respond to the question. Visiting a private medical institution was reported by only 6% of IDPs and the mentioned reasons were the quality of the services (30%), trust in medical staff (22%) and the efficiency of the services (16%). ‘Other’ reasons were reported by 20%, while 12% did not respond to the question.

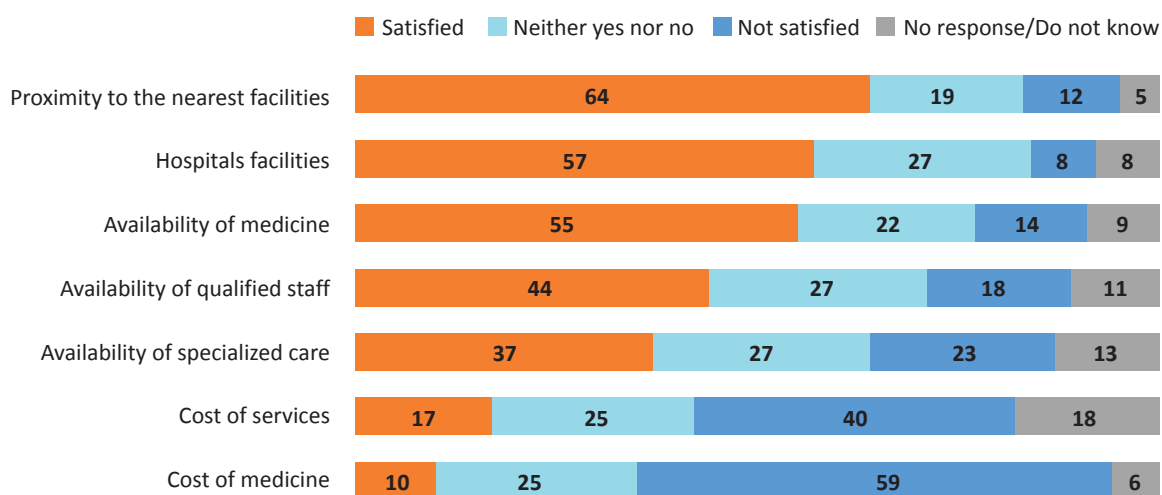
Figure 4.6. Usual way of treating health issues, %



Source: Interviews with IDPs (combined data)

With regards to IDPs’ satisfaction with different aspects of healthcare, cost of medicine and services were the categories with the lowest level of satisfaction. When asked about their satisfaction with different aspects of healthcare in their current place of residence, a substantial portion of IDPs reported ‘not satisfied’ with the cost of medicine and services, 59% and 40%, respectively (Figure 4.7).

Figure 4.7. IDPs’ satisfaction with different aspects of healthcare in their current place of residence, % of respondents who expressed a need for a particular type of service



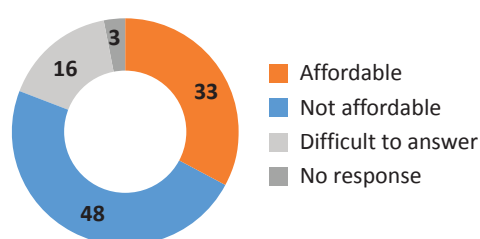
Source: Interviews with IDPs (combined data)



Furthermore, only one third of IDPs (33%) noted that the medicines they usually need were affordable, while almost half of IDPs (48%) assessed it as unaffordable for them (Figure 4.8). In the past month, the average IDPs' expenses for healthcare and medicines were UAH 1,569 and UAH 1,222, respectively. Those who did not spend money on healthcare and medicines in the past month amounted to 59% and 31%, respectively, while 20% and 17%, respectively, did not respond to these questions.

Generally, IDPs frequently reported satisfaction with proximity to the nearest facilities; 'satisfied' was reported by 64%. Less frequently reported satisfaction was with hospital facilities (57%) and availability of medicine (55%); less than half of IDPs noted satisfaction with availability of qualified staff (44%) and availability of specialized care (37%) (Figure 4.7). Although healthcare appears to be relatively accessible, data shows that it is not affordable for many IDPs. On the other hand, the level of satisfaction was expressed differently across types of settlements; 'not satisfied' with almost all aspects of healthcare was more frequently reported by IDPs residing in rural areas.

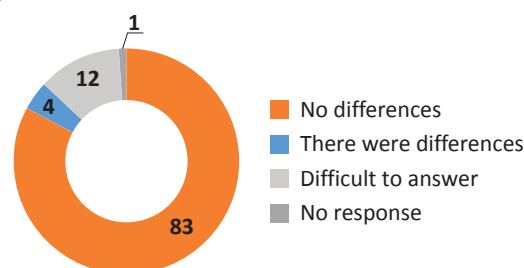
Figure 4.8. IDPs' assessment of affordability of medicine they usually need, %



Source: Interviews with IDPs (combined data)

The vast majority of IDPs (83%) estimated their access to healthcare services as the same as for the local population and only 4% stated a difference in accessibility (Figure 4.9). When asked whether they had experienced any changes in their access to healthcare since the beginning of the conflict, almost half (49%) of IDPs stated that there were no changes for them. Thirteen (13%) per cent mentioned restriction of access to healthcare services and worsening of service quality, and 9% reported a rise of prices. 'Other' reasons were reported by 6%, while 23% did not respond to the question.

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



Source: Interviews with IDPs (combined data)



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5. IDP MOBILITY

Displacement

The share of IDPs who reported that they had been staying in their current place of residence for over three years reached 62% in Round 10 (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)
Up to 6 months	5	3	3	4	4
7–12 months	10	6	6	5	4
13–18 months	4	4	2	4	3
19–24 months	13	10	10	8	7
25–30 months	28	11	8	4	3
31–36 months	36	49	42	22	14
More than 36 months	1	15	25	48	62
No response	3	2	4	5	3

Source: Interviews with IDPs (combined data)

Intentions on return

IDP (female, 53) from Donetsk Oblast:

“My children are already grown-up, I will continue to help them until they stand firmly on their own feet, then leave them here, and return home. I am ready to return because I find it hard here, both morally and physically.”

Source: FGDs with IDPs

IDP (female, 39) from Donetsk Oblast:

“I am planning to stay. But, when you are under fire, it is not as scary as when your children see your miseries.”

Source: FGDs with IDPs



The share of IDPs who reported their intention to return to their places of residence after the end of the conflict was 28%, which was slightly higher than in the previous round (Figure 5.2). On the other hand, 38% of IDPs expressed an intention not to return even after the end of the conflict, which was the same as in the previous round. Since March 2018, the portion of IDPs who stated their intention not to return continued to exceed the portion of those IDPs who had an intention to return after the end of the conflict.

At the same time, the share of IDPs who chose the response 'difficult to answer' was as high as 18% (Figure 5.2). These results might indicate the uncertainty of IDPs' about their future, as this was also identified by the participants of the focus group discussions. When asked about their plans for the next three months, the vast majority of IDPs (84%) 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 (move across Ukraine) (2%), move abroad (2%), 'difficult to answer' (8%), while 2% did not respond to the question.

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

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

Source: Interviews with IDPs (combined data)

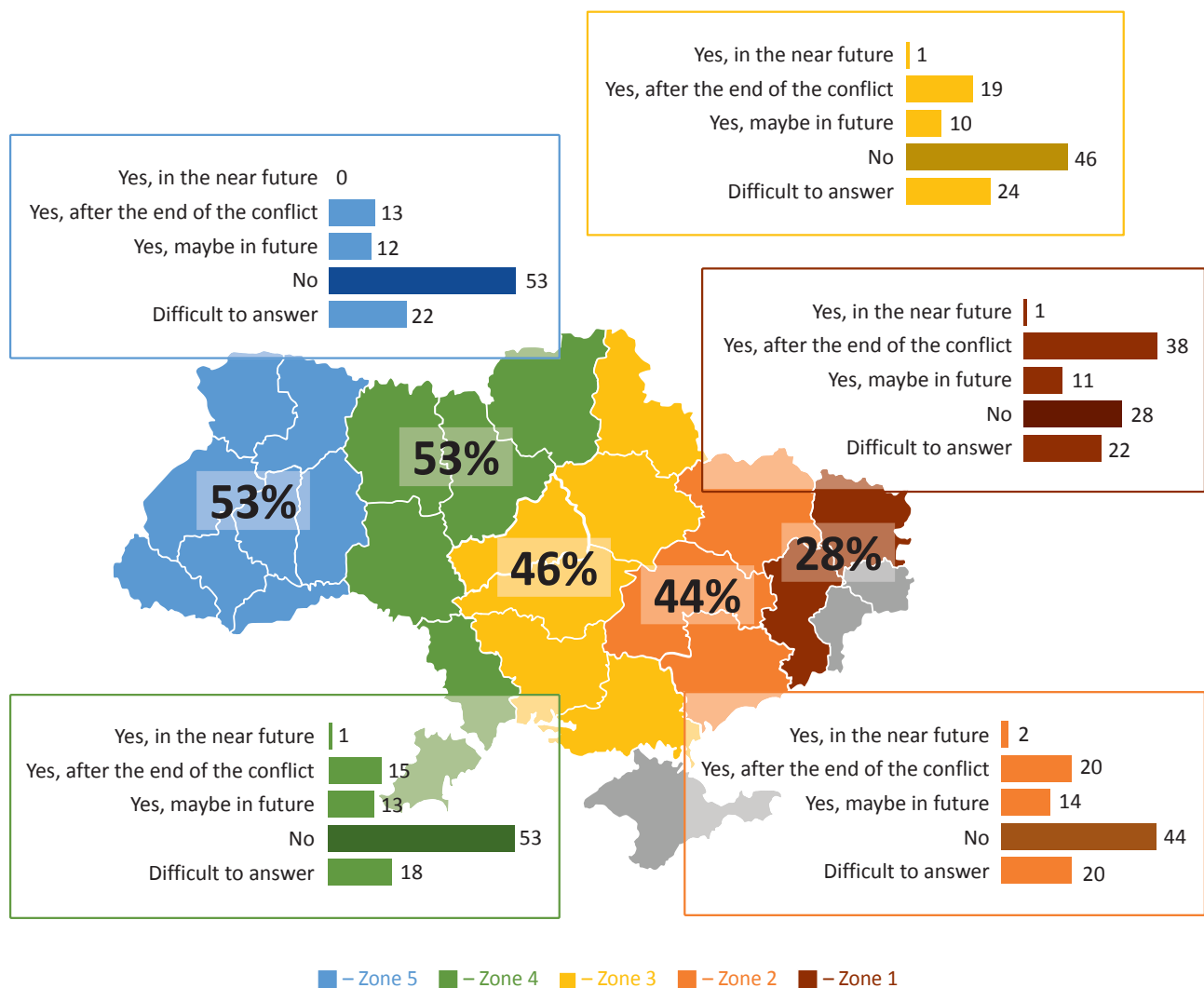


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The intention to stay was higher among IDPs who resided further away from the NGCA (Figure 5.3). These results remained consistent across all NMS rounds. In addition, data showed that over half (56%) of IDPs had close family members who were currently resid-

ing in the NGCA. IDPs who had close family residing in the NGCA more frequently expressed their intention to return (58%) than those IDPs who had no close family there (46%).

Figure 5.3. IDPs' intentions to return/not to return to live in their place of residence before the displacement, by geographic zones,²¹ %



Source: Interviews with IDPs (combined data)

²¹ Grouping of oblasts into zones is by distance from the NGCA of Donetsk and Luhansk oblasts. Zone 1 – Donetsk (GCA) and Luhansk (GCA) oblasts; zone 2 – Dnipropetrovsk, Kharkiv and Zaporizhia oblasts; zone 3 – Kirovohrad, Mykolaiv, Poltava, Sumy, Kherson and Cherkasy oblasts; zone 4 – Chernihiv, Kyiv, Zhytomyr, Vinnytsia and Odesa oblasts; zone 5 – Volyn, Zakarpattia, Ivano-Frankivsk, Lviv, Rivne, Ternopil, Khmelnytskyi and Chernivtsi oblasts.



Intentions to move abroad

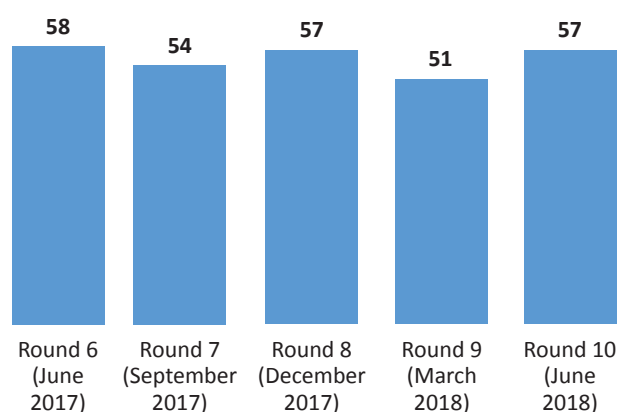
In general, intentions to find a job abroad were low. Only 1% of IDPs reported that they had already found a job abroad and were about to move, while 5% noted that they had an intention to find a job abroad soon (Figure 5.4). The changes were minor compared to the previous round. Fifty-one (51%) per cent of IDPs reported that, although they had nothing against working abroad, they had no intention of going abroad; 34% stated that they would never work abroad.

During the interviews with key informants, they were asked whether IDPs had left their settlement during the past three months, whether they had information about the places where IDPs had moved for and what was the main reason for their moving. Only 4% of key informants reported that IDPs from their settlement had gone to other countries to find a job in the past three months. A total of 30% of key informants indicated that advertisements for employment abroad were available in their settlements (*Source: Face-to-face interviews with key informants*).

Visits to places of residence before the displacement

The share of IDPs who visited their place of residence after becoming displaced was 57% in Round 10 (Figure 5.5).

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



Source: Interviews with IDPs (combined data)

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

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

Source: Interviews with IDPs (combined data)



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The main reasons to travel to the NGCA were visiting and maintaining housing (69%), and visiting friends or family (58%) (Figure 5.6). These results remained consistent across the survey period.

Based on IDPs' responses from the category 'other' received in Round 9 (10%), the new category was

added into the survey in Round 10, specifically 'no need to visit'. For IDPs who had not visited the NGCA since the displacement, the main reason for not going back was the perception that it was 'life-threatening', as reported by 52% of respondents, and 'no need to visit' was reported by 29% of IDPs (Figure 5.7).

Figure 5.6. Reasons for IDPs to visit NGCA since the 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)
Visiting and/or maintaining housing	75	75	75	62	69
Visiting friends and/or family	53	54	58	57	58
Transportation of belongings	26	25	22	28	20
Special occasions, such as weddings or funerals	6	7	4	5	5
Research of return opportunities	5	7	4	4	5
Operations with property (sale, rent)	2	2	1	2	2
Other	1	1	2	3	2
No response	2	1	6	1	1

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

Figure 5.7. Reasons for IDPs NOT to visit the NGCA after the 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)
Life-threatening	44	33	36	55	52
No need to visit	–	–	–	–	29
Lack of financial possibilities	11	13	15	18	21
Political reasons	16	20	16	27	19
No property remained and/or no relatives or friends remained	10	10	14	14	11
Health reasons	9	13	8	13	14
Other	7	9	3	10	4
No response	3	2	8	8	5

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



IDP (female, 35) from Donetsk Oblast:

“I had even been crying that I couldn’t get to my relatives, but when we were home in 2016, no single neighbour even greeted us.”

Source: FGDs with IDPs

Based on IDPs’ responses from the category ‘other’ received in Round 9 (7%), the new category was added into the survey in Round 10, specifically ‘high financial expenditures’. As a result, the major barriers identified by IDPs visiting the NGCA were queues at the checkpoints along the contact line (61%), high financial expenditures (33%) and lack of transportation (30%) (Figure 5.8).

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

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

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



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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 their place of residence and place of destination (Figure 5.9). ‘Hnutove’ was the checkpoint which was most frequently chosen because of shorter queues (25%) and shorter crossing time (22%), while ‘Stanytsia Luhanska’, being the only checkpoint in the Luhansk Oblast, was frequently chosen because of cheaper transportation (28%).

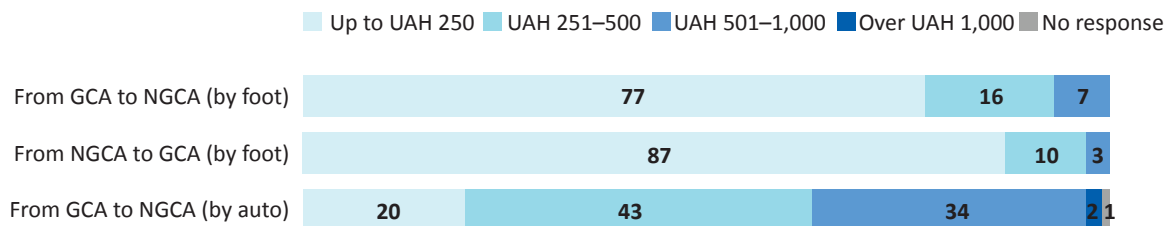
The expense of crossing the contact line differed depending on the way of crossing, i.e. by car or on foot. The largest share (63%) of respondents who travelled to the NGCA by car reported spending up to UAH 500 on their current trip, while 77% of respondents who travelled to the NGCA on foot reported spending up to UAH 250 (Figure 5.10).

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

	Stanytsia Luhanska	Hnutove	Maiorske	Mariinka	Novotroitske
Close to the place of residence	80	60	97	56	64
Close to the place of destination	79	63	5	85	79
Cheaper transportation	28	5	0	3	5
Shorter queue	1	25	0	6	11
Shorter crossing time	1	22	0	4	7
Available transportation	1	6	0	2	4
Better waiting conditions	2	2	0	2	4
Better security situation	0	1	0	0	0
There is no other checkpoint	21	0	0	0	0
Other	1	1	0	0	1

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

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



Source: Interviews with people crossing the contact line



The main purposes of IDPs current trip to the NGCA were visiting friends/family (78%) and visiting/maintaining housing (56%), based on the data from the survey of people crossing the contact line (Figure 5.11). ‘Visiting friends or family’ was more frequently mentioned by other GCA residents (92%) as a purpose of their current visit to the NGCA.²²

Figure 5.11. Purpose of current visit to the NGCA,²³ % of GCA residents

	IDPs	Other GCA residents
Visiting friends and/or family	78	92
Visiting and/or maintaining housing	56	17
Solving the documents issues	3	2
Transportation of things	2	1
For treatment	2	4
Special occasions, such as weddings or funerals	1	3
For business purpose/for the job	1	3
Operations with property (sale, rent)	1	1
Buying goods	0	1
Other	5	4

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

The vast majority of both IDPs (86%) and other GCA residents (81%) surveyed while crossing the contact line reported not visiting the NGCA for the last three months for the mentioned purposes (Figure 5.12). Those respondents who visited the NGCA for the last three months most frequently did so in order to obtain banking services (8% and 7%, respectively) and medical treatment (6% and 10%, respectively).

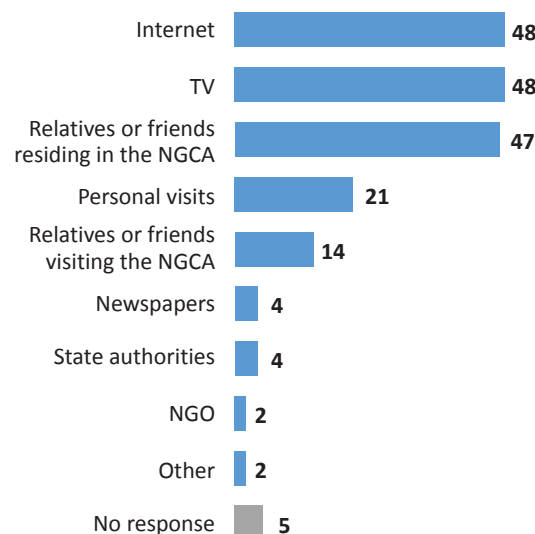
Figure 5.12. Purpose of visit to the NGCA in the past three months, % of GCA residents

	IDPs	Other GCA residents
Banking services (opening an account, receiving or closing a loan etc.)	8	7
Medical care (incl. psychological services)	6	10
Buying medicines	2	1
Renewing or receiving documents (incl. obtaining certificates, registration of business, inheritance, or property rights)	2	1
Buying food items	1	1
Buying non-food products	0	1
Other services	1	3
Had not crossed the contact line for the last three months for mentioned purposes	86	81

*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 (48%), television (48%), and relatives or friends residing in the NGCA (47%) (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)*

²² The trip that took place at the time of survey.

²³ The trip that took place at the time of survey



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6. INTEGRATION INTO LOCAL COMMUNITIES

Integration rates

IDP (male, 40) from Donetsk Oblast:

“The trouble has united us. The local people have met us with great warmth. They understand us, cooperate with us, and in such an alliance, we are making the life of our community better in general.”

Source: FGDs with IDPs

IDP (male, 46) from Donetsk Oblast:

“We want to become permanent residents of Kharkiv, we want to live, work, earn, give birth to children here.”

Source: FGDs with IDPs

In Round 10, the share of IDPs who reported that they had integrated into their local community amounted to 45%, and 35% of surveyed IDPs stated that they had partly integrated (Figure 6.1). Generally, the total share (80%) of IDPs who reported some level of integration did not change compared to the previous round (80%). At the same time, a shift towards more moderate responses was observed since Round 9, as the share of IDPs who reported that they had completely integrated decreased and the share of those who reported that they had partly integrated increased in Round 9. In Round 10, the share of IDPs who reported that they had not integrated was 17%, which was similar to the results of Round 9.

Data from the key informants survey showed minor changes compared to the previous round. The majority (66%) of key informants reported that IDPs were partly integrated into their local communities and 26% stated that they were completely integrated (Figure 6.2). The change towards more moderate responses was also observed since Round 9.

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

	Round 5 (March 2017)	Round 6 (June 2017)	Round 7 (September 2017)	Round 8 (December 2017)	Round 9 (March 2018)	Round 10 (June 2018)
Yes	56	68	59	65	38	45
Partly	32	25	27	27	42	35
No	11	6	13	7	14	17
No response	1	1	1	1	6	3

Source: Face-to-face interviews with IDPs

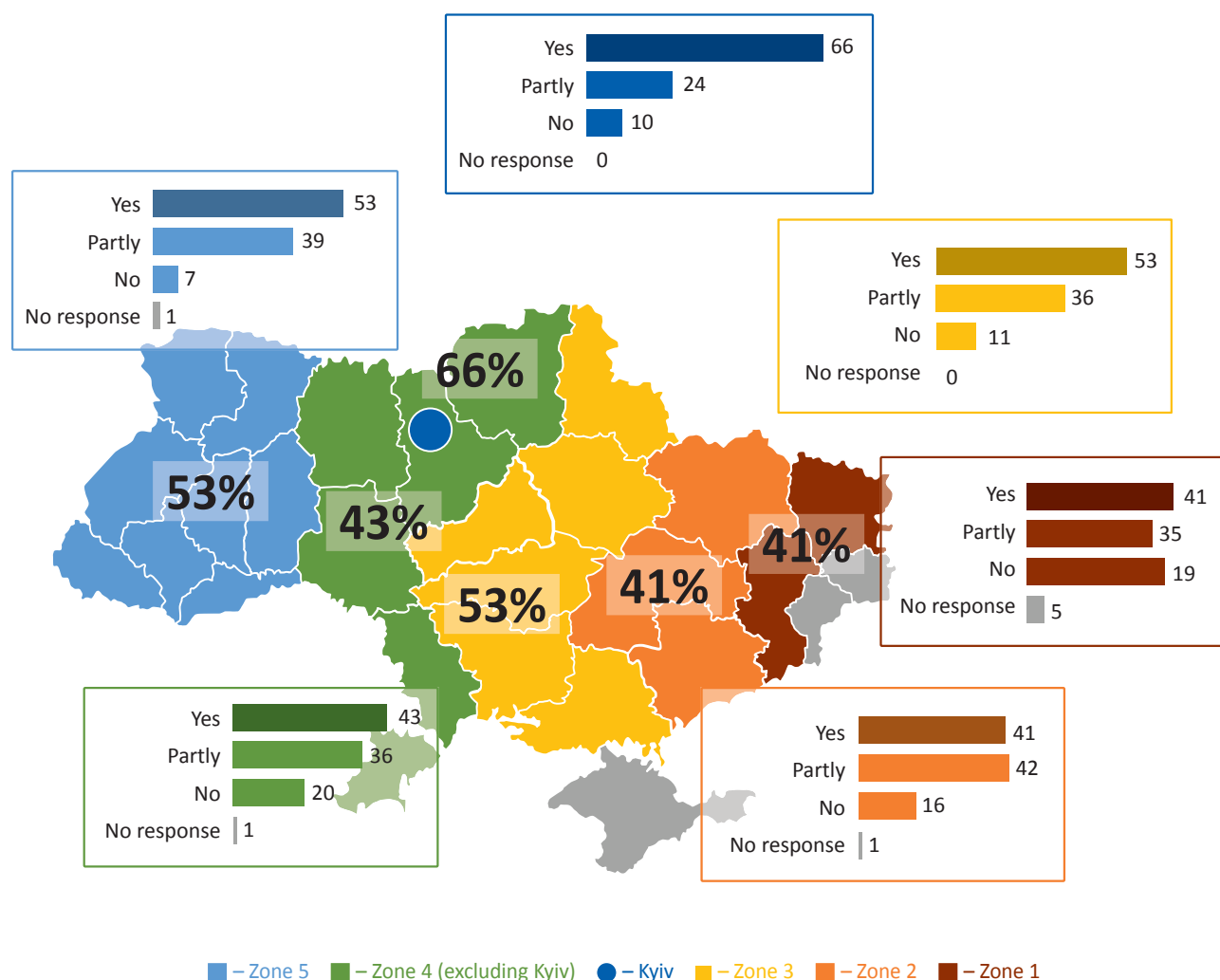
Figure 6.2. Key informants’ assessment of IDPs integration in the local community, by rounds, %

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

Source: Face-to-face interviews with key informants

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 in Round 10 (Figure 6.3).

Figure 6.3. IDPs' self-assessment of their integration in the local community, by geographic zones,²⁴ %



Source: Face-to-face interviews with IDPs

²⁴ Grouping of oblasts into zones is by distance from the NGCA of Donetsk and Luhansk oblasts. Zone 1 – Donetsk (GCA) and Luhansk (GCA) oblasts; zone 2 – Dnipro, Kharkiv and Zaporizhia oblasts; zone 3 – Kirovohrad, Mykolaiv, Poltava, Sumy, Kherson and Cherkasy oblasts; zone 4 – Chernihiv, Kyiv, Zhytomyr, Vinnytsia and Odesa oblasts; zone 5 – Volyn, Zakarpattia, Ivano-Frankivsk, Lviv, Rivne, Ternopil, Khmelnytskyi and Chernivtsi oblasts.



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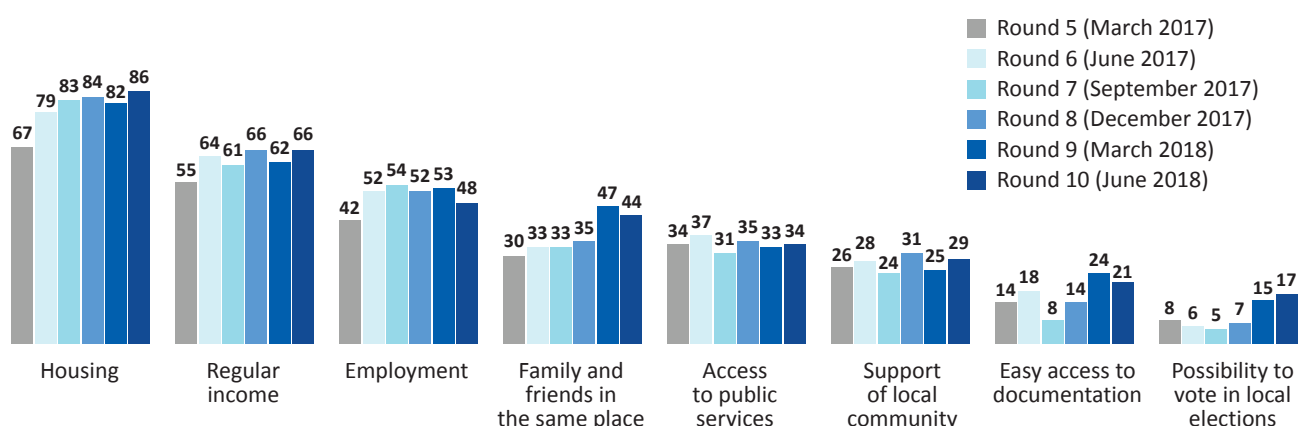
The main conditions for successful integration indicated by IDPs were housing (86%), regular income (66%) and employment (48%), which remained consistent throughout all NMS rounds (Figure 6.4). The data continues to support the trend towards an increased share of IDPs who mentioned ‘family and friends in the same place’ as a necessary condition for integration since March 2018, which was reported by 44% of surveyed IDPs in Round 10 and 47% in Round 9.

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

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

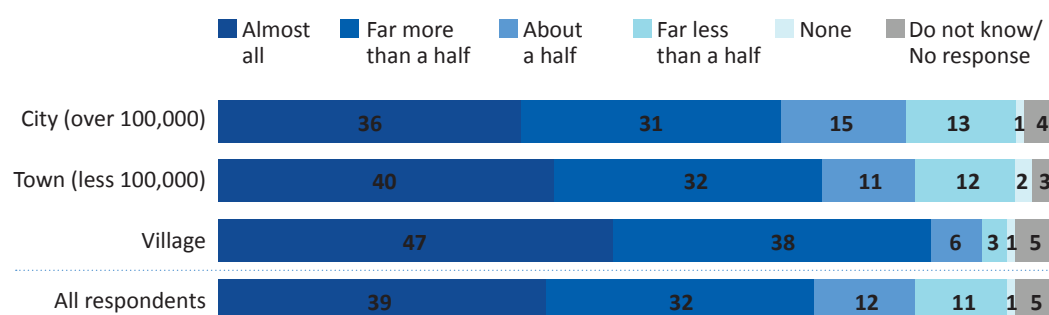
Seventy-one (71%) per cent of all surveyed IDPs noted that among people they regularly interacted with, almost all or far more than half belonged to the local population (Figure 6.5). This rate was higher among IDPs residing in villages (85%). Only 1% of all IDPs who took part in the survey said they had no interaction with members of their host community.

Figure 6.4. 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

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



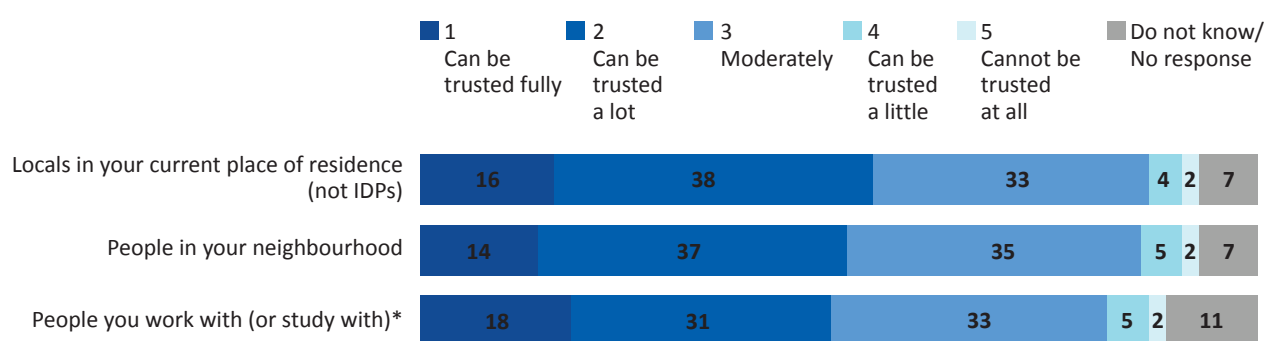
Source: Face-to-face interviews with IDPs



The data indicated that the sense of trust was rather strong among IDPs and the host community. Fifty-four (54%) per cent of IDPs reported ‘trusted fully’ or ‘trusted a lot’ towards locals in their current place of residence (values 1 and 2 on a five-point scales), 51% to people in their neighbourhood and 49% to co-workers (Figure 6.6). The share of IDPs reporting trust to local population and people in their neighbourhood was higher among IDPs residing in villages, 68% and 63%, respectively.

Examining the level of trust further, far fewer IDPs reported relying on host community members for everyday favours such as transportation, borrowing money or childcare. Sixteen (16%) per cent of all surveyed IDPs reported relying on the local population ‘always’ or ‘frequently’, while ‘rarely’ or ‘never’ were reported by 43% of all IDPs who took part in the survey (Figure 6.7). The share of IDPs who noted that they relied ‘always’ or ‘frequently’ on host community members for everyday favours was higher among IDPs residing in villages (26%) and substantially lower among IDPs residing in towns (10%).

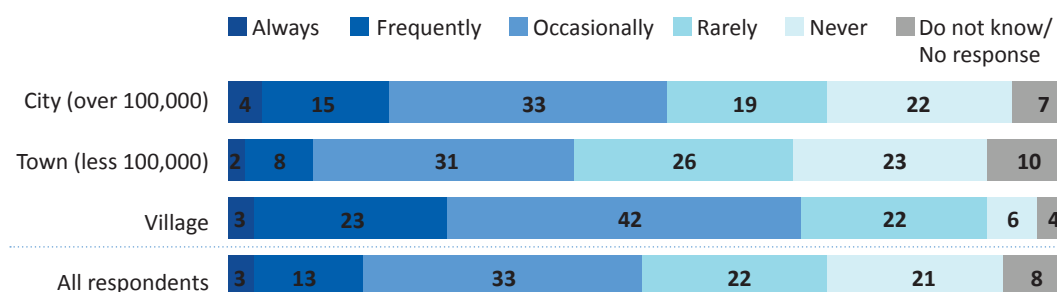
Figure 6.6. The IDPs’ level of trust to the local population, %



Source: Face-to-face interviews with IDPs

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

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



Source: Face-to-face interviews with IDPs



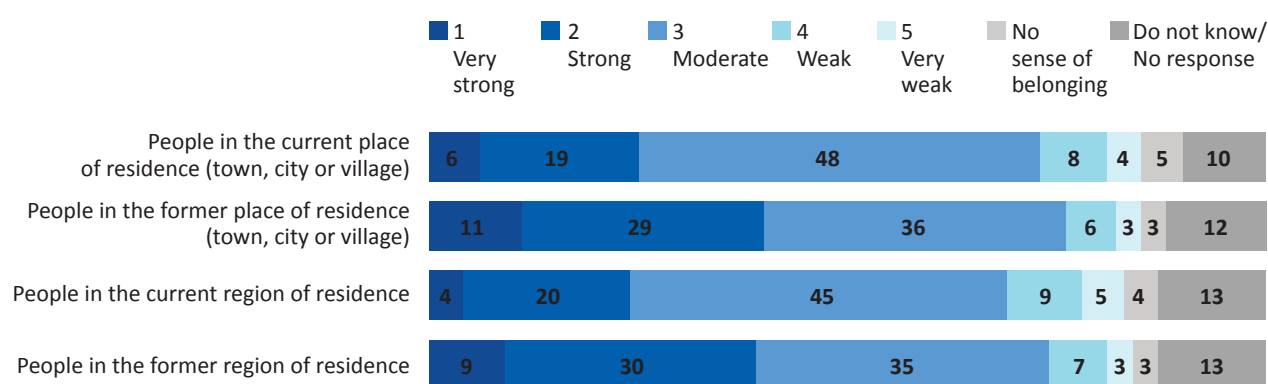
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The data indicated that IDPs still had a stronger sense of belonging to people in their former place of residence than to people in their current residence. In total, ‘very strong’ or ‘strong’ sense of belonging to people in the former place of residence was reported by 40% of IDPs, compared to 25% to people in the current place of residence (Figure 6.8).

Discrimination

The share of IDPs who reported perceived discrimination or the feeling of being treated unfairly based on their IDP status was 12% in Round 10 (Figure 6.9), a minor difference compared to the previous round.

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



Source: Face-to-face interviews with IDPs

Figure 6.9. Distribution of IDPs by perceived discrimination based on their IDP status, 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)
Yes	18	10	15	14	13	12
No	77	86	84	85	81	85
No response	5	4	1	1	6	3

Source: Face-to-face interviews with IDPs



Based on IDP responses from the category ‘other’ received in Round 9 (13%), the new category was added into the survey in Round 10, specifically ‘obtaining administrative services’. Perceptions of discrimination or unfair treatment noted by IDPs mainly concerned housing (34%), employment (32%), healthcare (29%), interactions with the local population (24%) and obtaining administrative services (16%) (Figure 6.10). Generally, perceptions of discrimination or unfair treatment regarding housing was more frequently reported by respondents aged 18–34 years; employment was more frequently mentioned by respondents aged 18–59 years than

respondents aged over 60 years; and perceived discrimination regarding healthcare was more frequently reported by respondents aged over 60 years and those residing in rural areas.

According to key informants, known cases of discrimination were reported by 8% and mainly concerned employment (41%), access to social benefits and IDP documentation processing by authorities (26%), communications with the local population (23%), as well as housing (18%) (Source: Face-to-face interviews with key informants, respondents could choose more than one option).

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

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

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



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According to IDPs, the most effective channels for sharing existing issues faced by IDPs with the public were informing the media (52%), communication with international organizations and international non-governmental organizations (42%), communication with local authorities (39%), with the central government (38%) and with non-governmental organizations (35%) (Figure 6.11).

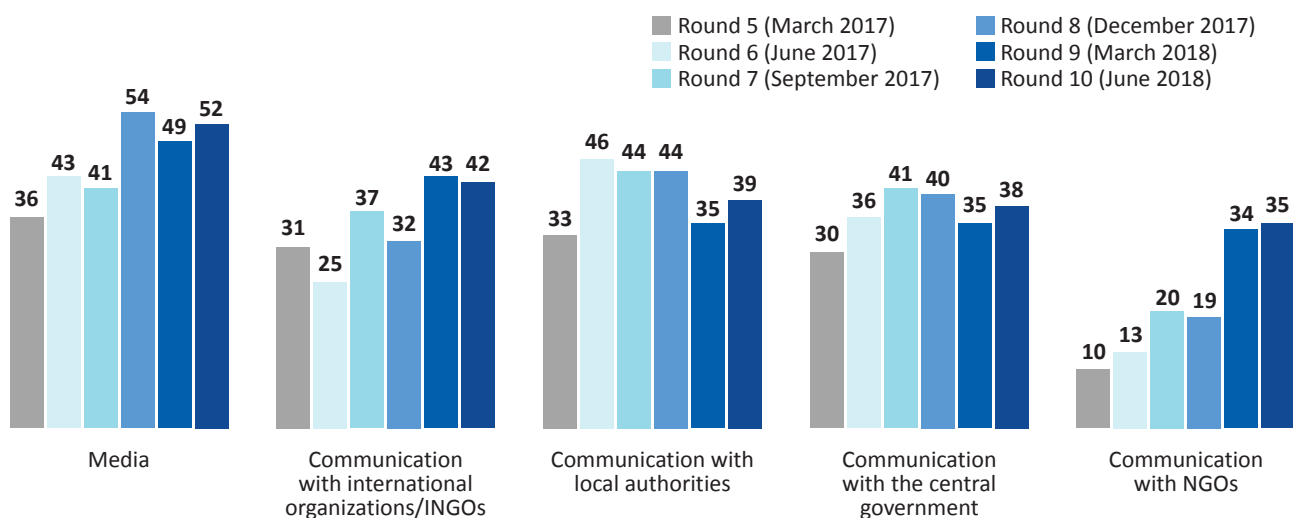
Electoral rights

The Constitution of Ukraine grants equal rights for all citizens, including electoral rights. Furthermore, political participation is a necessary condition for IDPs integration into the local communities. IDPs exercise their right to vote according to the procedure for temporarily changing voting place without changing the voting address, in accordance with the Law of Ukraine ‘On ensuring the rights and freedoms of internally displaced persons’. The procedure requires submission of a written request as well as copies

of a passport and documents confirming the need to change the place of voting: travel documents, a certificate from a place of study, lease contract, etc. There is an exemption for IDPs whose voting address is in the Autonomous Republic of Crimea and the city of Sevastopol from submission of the supporting documents to confirm the need for a temporary change of the place for voting. However, lost or destroyed identity documents, absence of a lease contract and lack of awareness of the procedure for voting in the displacement prevents IDPs from the active participation in the elections, despite the existing procedures.

In practice, IDPs face several obstacles that prevent them from exercising their right to vote. In accordance with the Central Election Commission, IDPs are not eligible to vote in elections that are held in the place of their actual residence, as they do not belong to the territorial community they have been displaced to. For local elections, the electoral address of the voter is determined by the registered

Figure 6.11. Most effective method of communicating issues as identified by the IDP population, by rounds, %



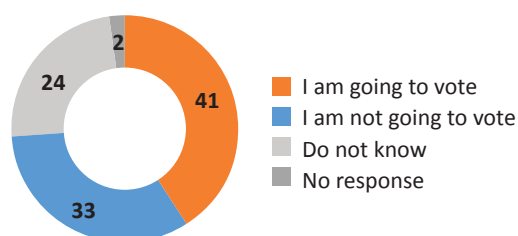
Note: Respondents could choose more than one option
Source: Face-to-face interviews with IDPs



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

Forty-one (41%) per cent of interviewed IDPs stated their intention to vote in the next presidential and parliamentary elections in Ukraine, while 33% had no intention to vote and 24% were undecided (Figure 6.12).

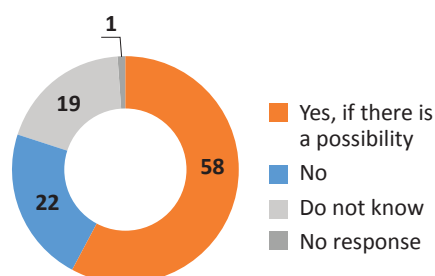
Figure 6.12. IDPs’ intention to vote in the next presidential and parliamentary elections of Ukraine, %



Source: Face-to-face interviews with IDPs

In addition, 58% stated that they would vote in the next local elections if there was such a possibility (Figure 6.13). The changes were minor compared to the previous round.

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



Source: Face-to-face interviews with IDPs

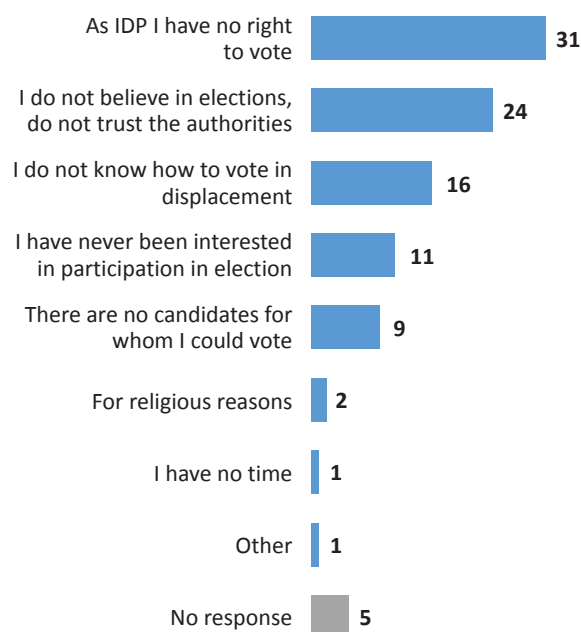
Key informant (male, 46):

“If displaced people were voters, officials would try hard for them. I guess, programmes would be launched, and they would travel, and make public statements, and so on. This is their legal right! They have been living in the city for such a long time?”

Source: FGDs with KIs

The most common reason for not intending to vote in the next presidential and parliamentary elections was a notion that, as an IDP, they had no right to vote in the elections (31%) (Figure 6.14). Furthermore, 24% reported that they did not believe in elections or did not trust the authorities, and 16% mentioned that they did not know how to vote while in displacement. Other mentioned reasons were lack of interest in participation in elections (11%), lack of candidates for whom they could vote (9%), religious reasons (2%), lack of time (1%) and ‘other’ reasons (1%), while 5% did not respond to the question.

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



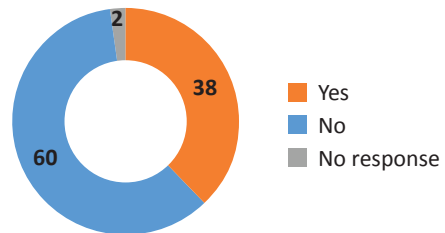
Source: Face-to-face interviews with IDPs



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Over half of IDPs (60%) did not know how to vote in their current place of residence, while 38% of IDPs reported being aware of the procedure for voting in the displacement and 2% did not respond to the question (Figure 6.15). The data showed an association between voting intention and awareness of the procedure. Compared to all respondents who stated an intention regarding the next presidential and parliamentary elections, IDPs who reported awareness of the voting procedure more frequently reported an intention to vote. In particular, among IDPs who stated being familiar with the voting procedure, 82% reported an intention to vote compared to 40% of IDPs who noted that they were not familiar with the voting procedure.

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



Source: Face-to-face interviews with IDPs



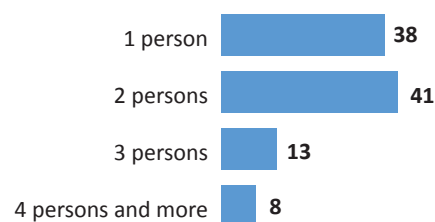
7. RETURNEES TO THE NON-GOVERNMENT CONTROLLED AREAS

When conducting the telephone survey, which in Round 10 included 4,006 interviews in all oblasts of Ukraine, 760 respondents (19%) were identified as IDPs who returned and are currently lived in the NGCA, which was considerably higher than in the previous round (Figure 7.1). It is worth mentioning that during the implementation of the telephone survey in February 2018, interruption of mobile services was experienced in Donetsk Oblast (NGCA). As a result, a lower number of respondents were identified as IDPs who returned and currently lived in the NGCA.

During the interviews, the respondents were asked about the composition of their households. The average size of surveyed returnee households was 1.94 persons, which was smaller than the average size of IDP households in the GCA (2.62 persons), based on combined data collected

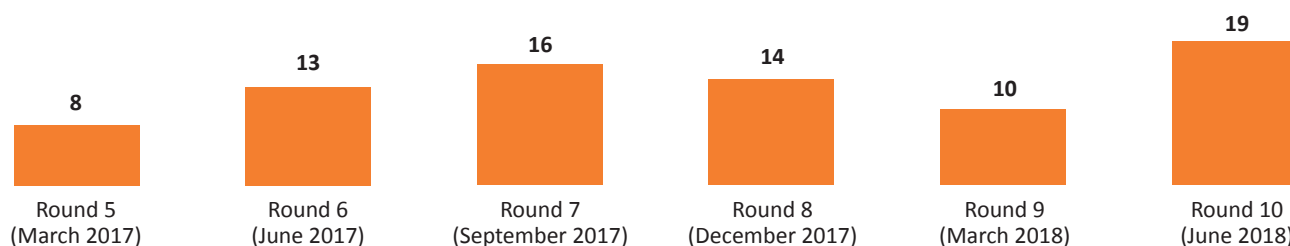
through telephone and face-to-face interviews in the GCA. The largest share of surveyed returnee households consisted of two persons (41%), and 38% of surveyed returnee households consisted of one person (Figure 7.2). Among these 38% of single-person households, 68% were women.

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



Source: Telephone interviews with returnees to the NGCA

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



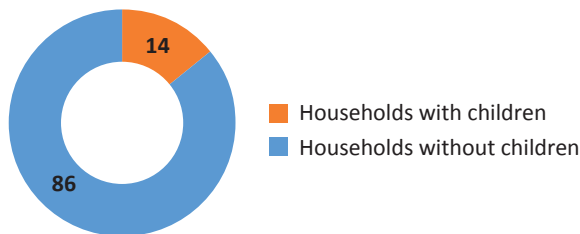
Source: Telephone interviews



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Households with children made up only 14% of all returnee households (Figure 7.3), which is lower than among IDP households (46%) based on combined data. Households with one child made up 64% of the total number of returnee households with children. The share of large families with three or more children amounted to only 4% of returnee households with children, and the share of single parent households was 37% of returnee households with children.

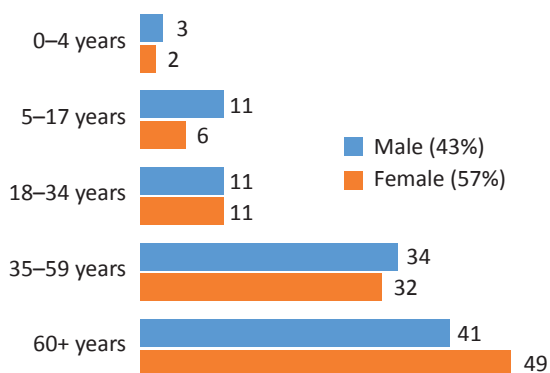
Figure 7.3. Distribution of returnee households with or without children, %



Source: Telephone interviews with returnees to the NGCA

Women represented 57% of surveyed returnee household members, which was the same as the portion of women among IDP households based on combined data. Among these 57% of women, 49% were aged over 60 years, which was slightly higher than the share of men of the same age (41%) (Figure 7.4). Generally, the surveyed returnee population was older than the IDP population, 53.5 years compared to 36.2 years, based on combined data.

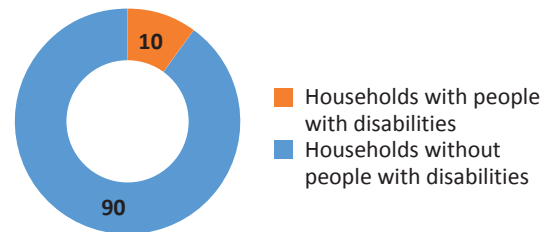
Figure 7.4. Gender and age distribution of returnee household members, %



Source: Telephone interviews with returnees to the NGCA

Ten (10%) per cent of returnee households reported having a family member with a disability (Figure 7.5).

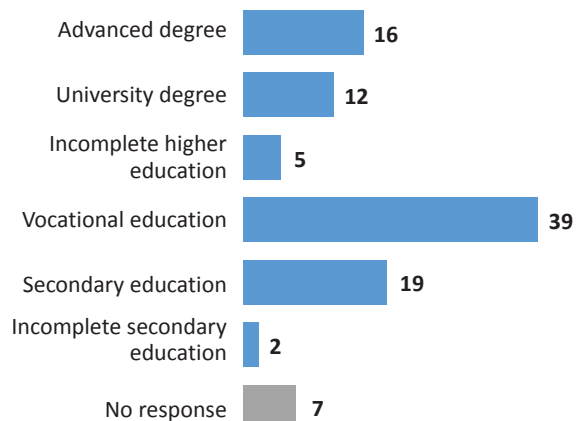
Figure 7.5. Distribution of returnee households with people with disabilities (I-III disability groups, children with disabilities), %



Source: Telephone interviews with returnees to the NGCA

The largest share of returnee heads of household had a vocational education (39%) (Figure 7.6), while 55% of IDP heads of household had some form of higher education, based on combined data. This corresponds to the age composition of the respondents, as higher education is more common among the younger generation.

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

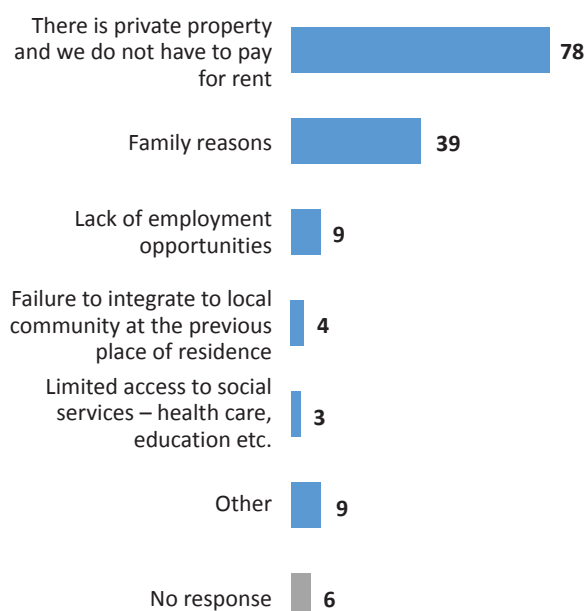


Source: Telephone interviews with returnees to the NGCA



The majority of respondents (78%) indicated that the reason behind their return was the possession of private property and that they did not need to pay rent (Figure 7.7). The second most frequently mentioned cause was family reasons (39%). The reasons for return remained consistent across the NMS rounds. In addition, the data from the survey of people crossing the contact line also showed that the possession of private property (97%) and family reasons (40%) were the most frequently mentioned reasons behind the return. At the same time, failure to integrate socially into local community was reported more frequently, 4% based on the data from telephone survey and 27% based on the data from the survey of people crossing the contact line.

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



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

Key informant (female, 45):

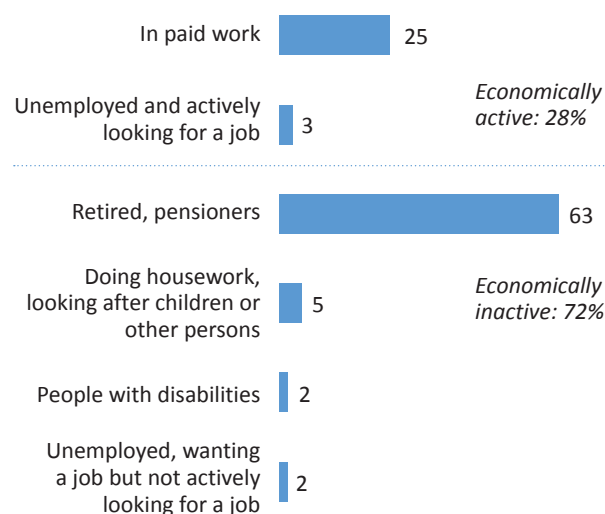
“Pensioners have left there, because the majority of them do not have money to go anywhere. They say: “Blown up or not blown up, we will live and die here.”

Source: FGDs with KIs

Among surveyed returnees to the NGCA, the share of the economically active population amounted to 28% (Figure 7.8), specifically respondents who were either employed (25%) or unemployed actively seeking employment and ready to begin work within two weeks (3%). The share of the economically active population in the NGCA was considerably lower than in the GCA (53%).

The economically inactive population amounted to 72% among surveyed returnees to the NGCA (Figure 7.8). The largest share was retired persons or pensioners (63%), 5% were persons who were doing housework, looking after children or other persons in the household, 2% were persons with disabilities, and 2% were unemployed but they were not seeking employment.

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



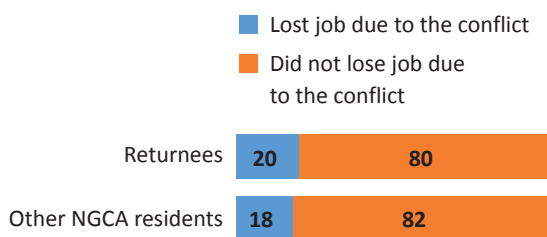
Source: Telephone interviews with returnees to the NGCA



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The data from the survey of people crossing the contact line showed that 20% of returnees had lost their jobs as a result of the conflict, which was almost the same as the portion of people who had lost their jobs due to the conflict among other NGCA residents who were surveyed while crossing the contact line (18%) (Figure 7.9).

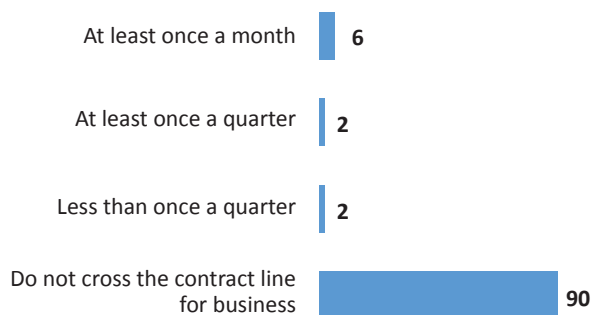
Figure 7.9. Loss of job due to the conflict, %



Source: Interviews with people crossing the contact line

Generally, business or job were mentioned as a purpose of the current visit²⁵ to the GCA by 2% of returnees and by 2% of other NGCA residents, based on data from the survey of people crossing the contact line. In addition, 10% of returnees who were in paid work reported that they had to cross the contact line for business and 6% did it at least once a month (Figure 7.10).

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



Source: Interviews with people crossing the contact line

Returnee (male, 21):

“My parents have been going a lot to different cities to earn: to Zaporizhia, to Kyiv. But they go in turns: first one of them, then another, as you cannot leave your house unattended.”

Source: FGDs with returnees

Returnee (male, 43):

“I go for the temporary jobs. Right now the season begins, I work with air conditioning systems.”

Source: FGDs with returnees

Returnee (female, 42):

“There is no job in the village. Basically, people survive thanks to the garden and household. If people get enough of foods for themselves, they can sell the rest at the market. If they have a cow, they sell milk.”

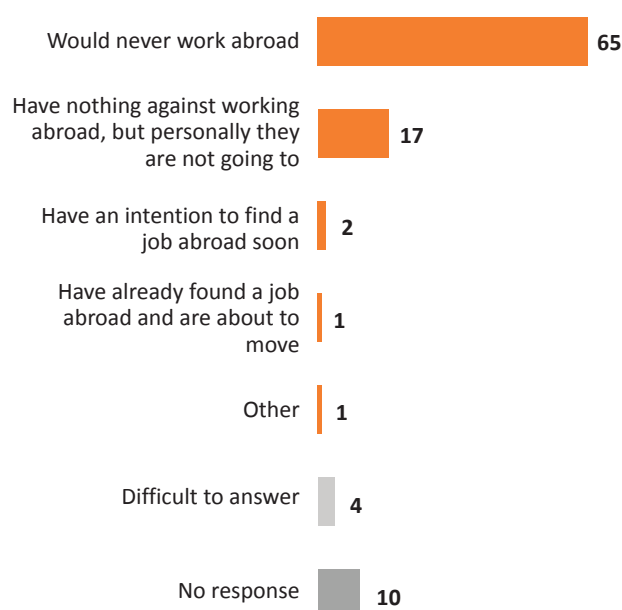
Source: FGDs with returnees

²⁵ The trip that took place at the time of survey.



In general, intentions to find a job abroad were low; only 1% of returnees reported that they had already found a job abroad and they were about to move, and 2% had an intention to find a job abroad, which was the same as in the GCA (1% and 5%, respectively) (Figure 7.11). Seventeen (17%) per cent of returnees reported that they had nothing against working abroad, but personally they were not interested to go. Sixty-five (65%) per cent stated they would never work abroad, while 14% did not respond or chose the option 'difficult to answer'.

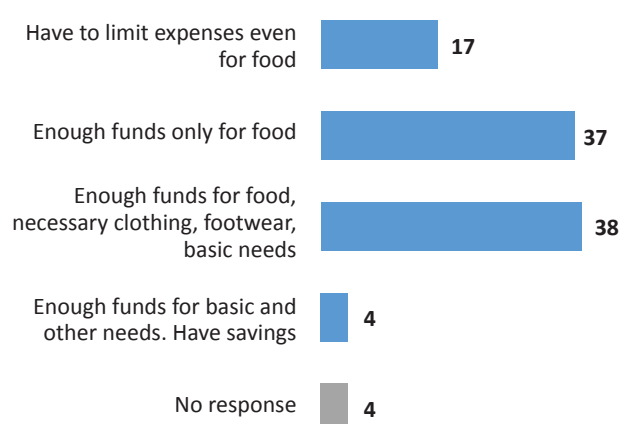
Figure 7.11. General returnee intentions to find a job abroad, %



Source: Telephone interviews with returnees to the NGCA

According to the respondents' self-assessment of their financial situation, the majority of returnees assessed their financial situation as 'enough funds only for food' or 'enough funds for basic needs', 37% and 38%, respectively (Figure 7.12). If compared with combined data collected through telephone and face-to-face interviews in the GCA, the share of most vulnerable IDPs who reported that they had to 'limit their expenses even for food' was slightly higher than in the GCA, 17% and 13%, respectively.

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



Source: Telephone interviews with returnees to the NGCA



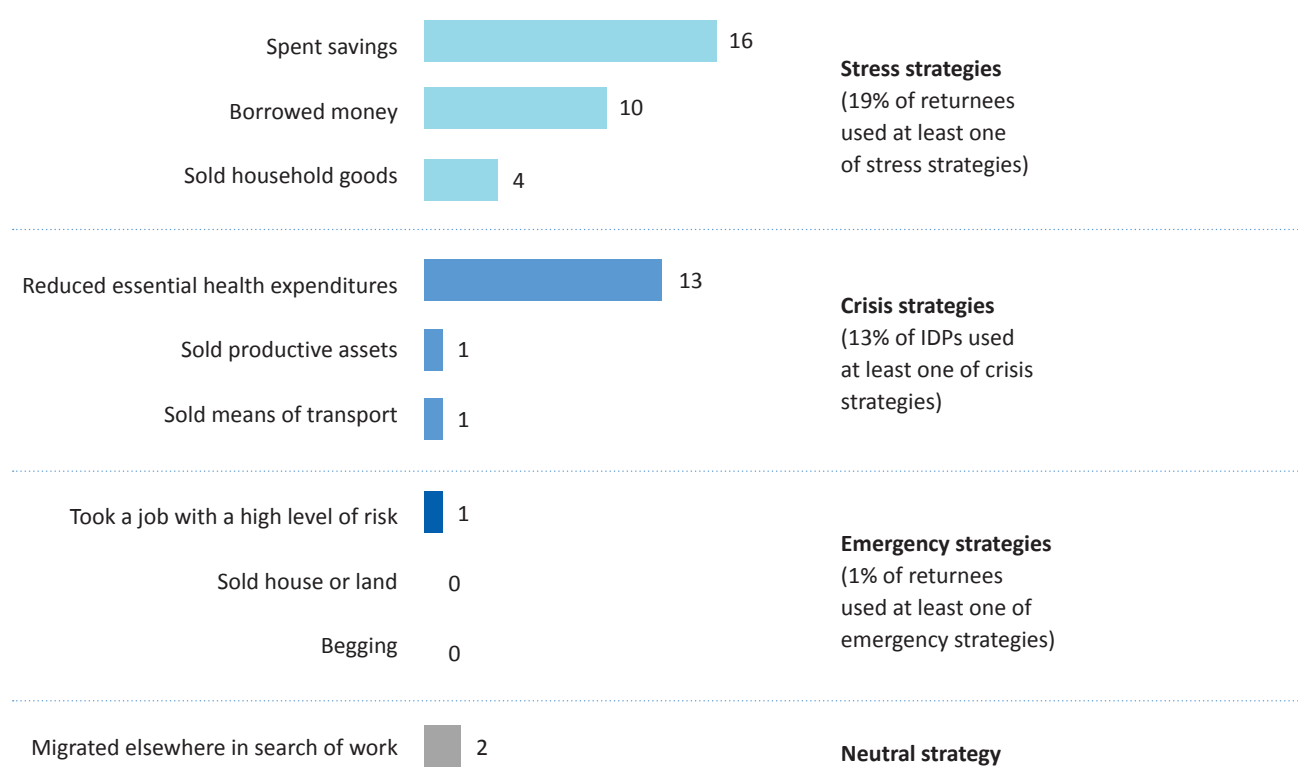
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Returnee households faced high level of insecurity, as 24% employed at least one negative coping strategy due to a lack of food or a lack of money to buy food.²⁶ The most frequently mentioned negative coping strategies were ‘spending savings’, reported by 16% of returnees, ‘reducing essential health expenditures’ (13%) and ‘borrowing money’ (10%) (Figure 7.13). At least one of the ‘stress’ coping strategies was used by 19% of returnees, together with at least one of the ‘crisis’ coping strategies was used by 13% of returnees. Employing at least one of the emergency strategies was reported by 1% of respondents.

- **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.

²⁶ Food Security & Socio-Economic Trend Analysis – Eastern Ukraine, FSLC, March 2018: http://fslcluster.org/sites/default/files/documents/fslc_report_trend_analysis_food_security_and_socio-economic_situation_29_march_2018_0.pdf

Figure 7.13. Livelihood coping strategies, used by returnee households due to a lack of food or a lack of money to buy food during the past 12 months, %



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



During the survey of people crossing the contact line, respondents were asked how their household would cover unexpected expenditures of UAH 1,700 (subsistence minimum provided by the State Budget of Ukraine as of December 2017) and UAH 3,700 (minimum monthly wage as of January 2018). Only 7% of returnees and 5% of other NGCA residents answered that it would be easy for them to cover UAH 1,700 (Figure 7.14). Furthermore, an unexpected expenditure of UAH 3,700 would be unaffordable for over 80% of the respondents from both groups.

The data for Round 10 showed that the monthly income of most returnee households did not exceed UAH 5,000 – 48% (Figure 7.15). At the same time, 35% of returnees to the NGCA did not respond to this question. The average monthly income per individual returnee was UAH 2,245. Furthermore, fo-

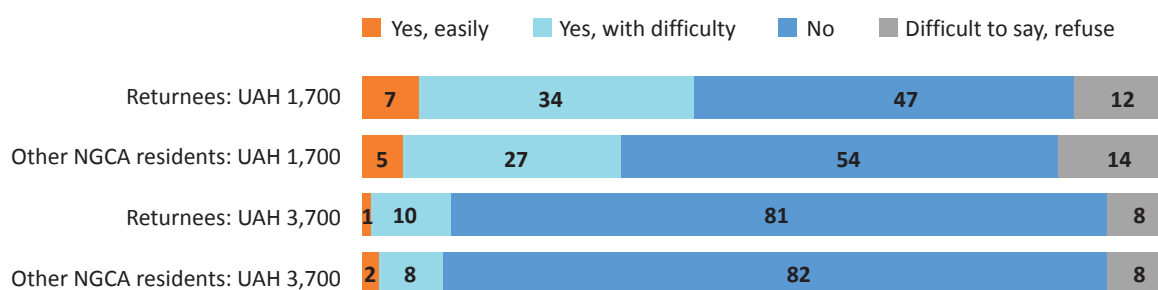
cus group participants continued to note that food and medicine prices in the NGCA were higher than in the GCA, which exacerbated their vulnerabilities (*Source: Focus group with returnees*).

Figure 7.15. Distribution of returnee households by monthly income, %

Up to UAH 1,500	6
UAH 1,500–3,000	19
UAH 3,001–5,000	23
UAH 5,001–7,000	9
UAH 7,001–11,000	5
Over UAH 11,000	3
Difficult to answer or no response	35

Source: Telephone interviews with returnees to the NGCA

Figure 7.14. Capacity of the household to manage unexpected expenditures with its own resources, % of NGCA residents



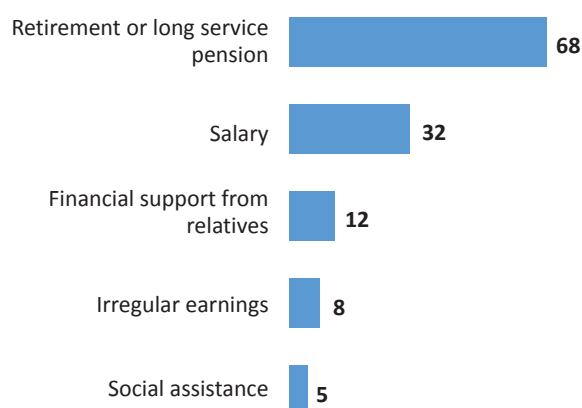
Source: Interviews with people crossing the contact line



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The main source of income for the largest share of surveyed returnees to the NGCA was retirement or long service pension (68%) (Figure 7.16). The second most frequently mentioned source of income was salary at 32%, which was much lower than the 54% reported in the GCA based on combined data. Other frequently mentioned sources were financial support from relatives (12%), irregular earnings (8%) and social assistance (5%).

Figure 7.16. Sources of income of returnee households in the past 12 months (five most frequently mentioned), %



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

Lack of money was reported as the most problematic issue by 34% of returnees to the NGCA (Figure 7.17). Another frequently mentioned issue was safety (11%), which remained consistent across the NMS rounds. The level of satisfaction with the basic characteristics of housing (living space, sewerage, heat insulation and electricity) was high – between 90% and 93%. Satisfaction was slightly lower with heating (88%) and water supply (85%).

Figure 7.17. The most problematic issues for returnee households to the NGCA, %

Lack of money	34
Safety	11
Suspension in social payments/pensions	5
Access to medicines	4
Access to health care services	2
Other	15
None of the above mentioned issues	29

Source: Telephone interviews with returnees to the NGCA

One of the major differences between IDPs in the GCA and returnees to the NGCA is how they assess their safety. Only 43% of surveyed returnees to the NGCA reported that they felt safe in comparison to 77% of IDPs in the GCA based on combined data (Figure 7.18). Thirty-one (31%) per cent of the returnees noted that they felt unsafe in the evenings and in remote areas of the settlement, and 20% reported that they felt unsafe most of the time. If compared with combined data collected in the GCA, the share of respondents who reported that they felt unsafe most of the time amounted to 4%. In addition, returnees more frequently mentioned that they felt unsafe in terms of military actions than criminal activities, 27% and 12%, respectively (Figure 7.19 and Figure 7.20). The share of IDPs who reported that they felt unsafe in terms of military action in the GCA was much lower and amounted to 6% based on combined data.

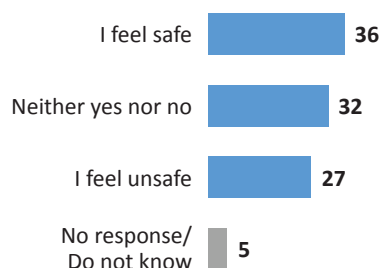


Figure 7.18. Returnees’ assessment of the safety of the environment and infrastructure of their settlement, %

I feel safe	43
I feel unsafe in the evenings and in remote areas of the settlement	31
I feel unsafe most of the time	20
Other	1
No response	5

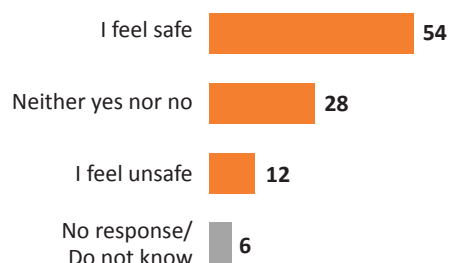
Source: Telephone interviews with returnees to the NGCA

Figure 7.19. Returnees’ safety assessment of the situation on military actions, %



Source: Telephone interviews with returnees to the NGCA

Figure 7.20. Returnees’ safety assessment of the situation on criminal activities, %



Source: Telephone interviews with returnees to the NGCA

Returnee (female, 59):

“I know that without documents they may detain you, they even won’t let you make a call, that’s why you try to avoid a police car. There was no such fear before, that you had to go everywhere with your documents.”

Source: FGDs with returnees

Returnee (female, 53):

“There are many armed people in military uniform in Donetsk. They appear with Kalashnikov rifles in shopping malls. They put three or four of their AKs in bulk. Also, there are many people with apparently non-Slavic appearance. And they go in groups. I try to avoid such groups at any means, even if they are not armed.”

Source: FGDs with returnees



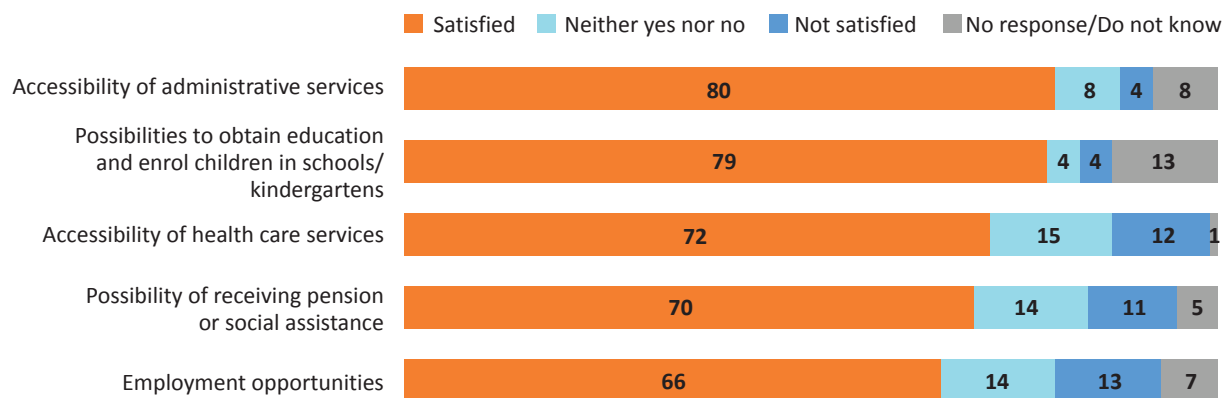
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Generally, returnees showed a moderate level of satisfaction with the accessibility of all basic social services. Accessibility of administrative services and possibilities to obtain education and enrol children in schools/kindergartens were the categories with the highest level of satisfaction (80% and 79%, re-

spectively) (Figure 7.21). The category with the lowest level of satisfaction among returnees was employment opportunities (66%).

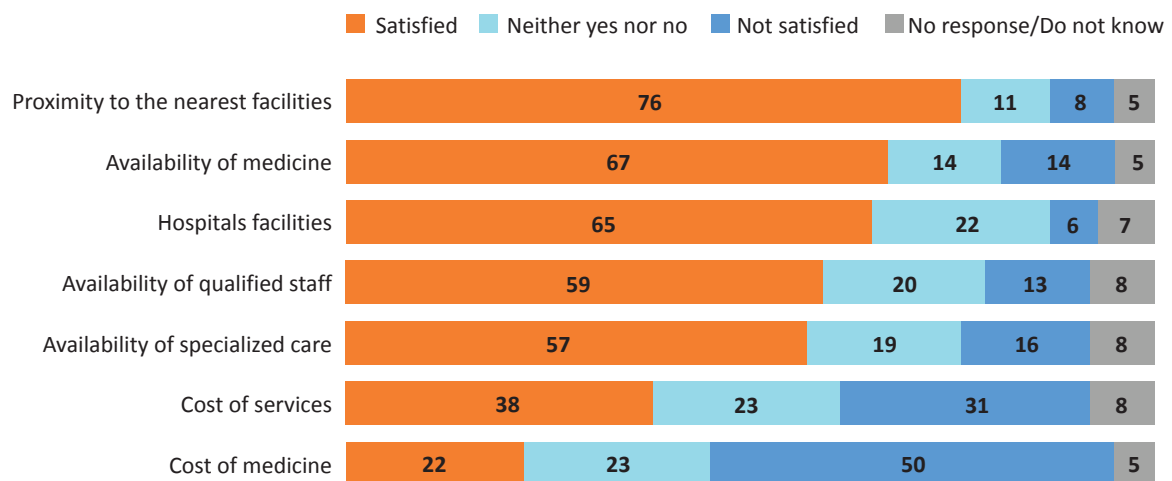
With regards to healthcare, returnees were least satisfied with the cost of medicine, reported by 50%, and the cost of services (31%) (Figure 7.22).

Figure 7.21. Returnees’ satisfaction with accessibility of basic social services, % of the satisfied among those respondents who expressed a need for a particular type of service



Source: Telephone interviews with returnees to the NGCA

Figure 7.22. Returnees’ satisfaction with different aspects of healthcare in their current place of residence, % of respondents who expressed a need for a particular type of service



Source: Telephone interviews with returnees to the NGCA



Forty-four (44%) per cent of returnees stated that they did not visit the areas under government control (Figure 7.23). ‘Once in two months’ or more frequently was reported only by 23%. At the same time, 17% of surveyed returnees did not respond to this question.

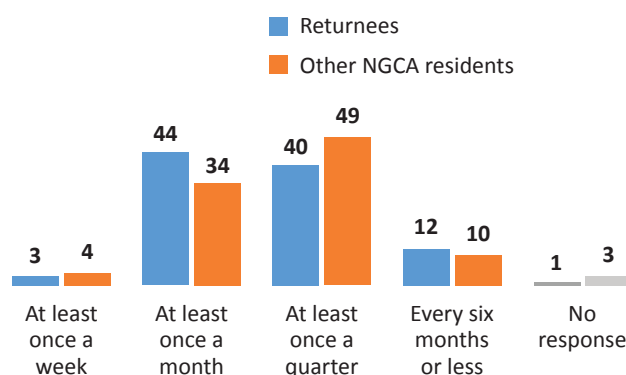
Figure 7.23. Returnees’ to the NGCA frequency of visiting areas under government control, %

Once a week	0
2–3 times a month	2
Once a month	8
Once in two months	13
Once in three months	6
Less than once in three months	10
I did not come to the areas under government control	44
No response	17

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 crossed the line of contact at least once a quarter or more frequently (87%), as well as other NGCA residents (87%) (Figure 7.24). At the same time, the share of those who crossed the contact line at least once a month was higher among returnees than among other NGCA residents, 44% and 34%, respectively.

Figure 7.24. 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 (65% and 53%, respectively), receiving payments or withdrawing cash (36% and 41%) and buying goods (12% and 11%), based on data from the survey of people crossing the contact line (Figure 7.25).²⁷

Figure 7.25. Purposes of current visit to the GCA,²⁸ % of NGCA residents

	Returnees	Other NGCA residents
Visiting friends and/or family	65	53
Receiving payments/withdrawing cash	36	41
Buying goods	12	11
Visiting and/or maintaining housing	5	2
Solving the documents issues	4	6
For business purpose/for the job	2	2
Special occasions, such as weddings or funerals	1	1
Transportation of things	1	1
Operations with property (sale, rent)	1	0
For treatment	1	0
Other	3	5

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

²⁷ The trip that took place at the time of survey.

²⁸ The trip that took place at the time of survey.



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The most frequently mentioned purposes of visits to the GCA in the past three months for both returnees and other NGCA residents were buying food items (36% and 32%, respectively), banking services (35% and 39%) and buying medicines (34% and 36%) (Figure 7.26). Only 20% of returnees and 22% of other NGCA residents reported that they had not crossed the contact line for the past three months to receive services or buying goods.

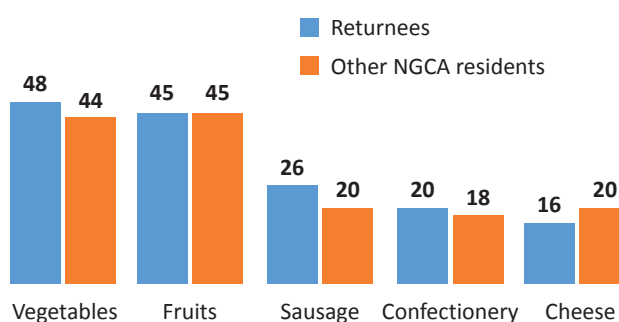
Figure 7.26. Purposes of visit to the GCA in the past three months, % of NGCA residents

	Returnees	Other NGCA residents
Buying food items	36	32
Banking services (opening an account, receiving or closing a loan etc.)	35	39
Buying medicines	34	36
Buying non-food products	16	13
Renewing or receiving documents (incl. obtaining certificates, registration of business, inheritance, or property rights)	6	9
Medical care (incl. psychological services)	6	2
Birth/death registration	2	1
Legal advice and support services	1	3
Education	1	1
Receiving humanitarian aid	1	0
Employment placement	1	0
Other services	1	1
Have not crossed the contact line for the last three months for mentioned purposes	20	22

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

Among those returnees who reported visiting the GCA to buy food items, the most commonly mentioned ones were vegetables (48%) and fruits (45%) (Figure 7.27). The differences are minor compared to other NGCA residents. Only 10% of returnees noted that the mentioned food items were not available at their current place of residence. However, eight out of ten returnees (82%) 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, also mentioning that their quality was often poorer (22%).

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

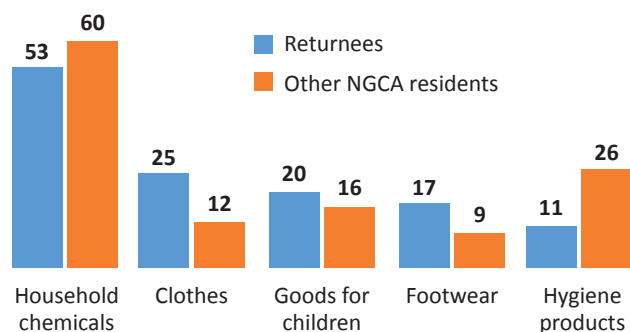


*Note: Respondents could choose more than one option
Source: Interviews with people crossing the contact line*

With regards to non-food items, the most commonly mentioned ones by returnees were household chemicals (53%), clothes (25%), goods for children (20%), footwear (17%) and hygiene products (11%) (Figure 7.28). Buying hygiene products was more frequently reported by other NGCA residents than returnees (26% and 11%, respectively) as well as household chemicals (60% and 53%, respectively). Only 10% of returnees mentioned that the non-food items purchased were not available at their current place of residence. Among those returnees (86%) who reported that the purchased non-food items were available at their current place of residence, the majority (86%) decided to purchase them in the GCA due to the lower price.

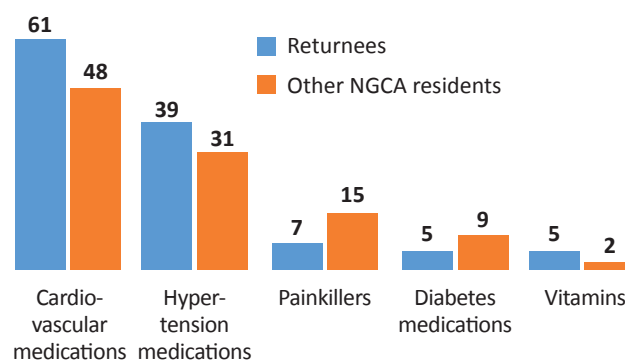


Figure 7.28. Top-5 non-food items bought in the GCA, % of respondents who crossed the contact line in the past three months to buy non-food items



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

Figure 7.29. 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

Returnee (male, 48):

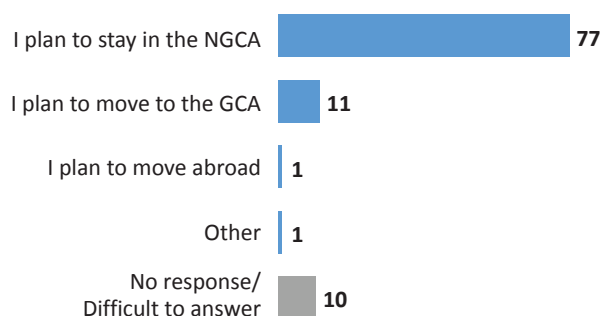
“Doctors sometimes recommend taking Ukrainian medicine, as the materials from which pills are produced in the NGCA do not meet standards, or they just aren’t supplied.”

Source: FGDs with returnees

With regards to medicine, the most frequently mentioned types by returnees were medications for cardiovascular diseases (61%) and medicines for hypertension (39%), which was higher than the same share among other NGCA residents (Figure 7.29). In addition, 20% of the returnees reported that the medications they needed could not be bought at their place of residence. Among those respondents who reported that they had access to the medications they needed, 75% mentioned that the price was higher, and 23% reported that the quality was lower.

Seventy-seven (77%) per cent of the returnees planned to stay in the NGCA during the next three months, and only 11% planned to move to the GCA (Figure 7.30). The returnee plans for next three months remained consistent across the NMS rounds.

Figure 7.30. Returnees’ plans for the next three months, %



Source: Telephone interviews with returnees to the NGCA



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8. ANNEXES

ANNEX 1. General methodology

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

ANNEX 3. Statistics of calls from telephone survey



ANNEX 1. General methodology

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

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

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

The sample size of IDP households in 300 randomly selected territorial units totalled 2,406 IDP households for face-to-face interviews (sample distribution by oblast is provided in Figure 1 and Figure 3). The sampling of territorial units was devised for all oblasts of Ukraine and distributed in proportion to the number of registered IDPs in each oblast. It should be noted that about 37% 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.

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

The sampling for the telephone survey was derived from the IDP registration database maintained by

the Ministry of Social Policy of Ukraine. Between April and May 2018, 4,006 IDP households were interviewed using this method in 24 oblasts of Ukraine. Out of them, 760 interviews were conducted with returnees to the non-government controlled area. The distribution of the number of interviewed households by oblasts is presented in Figure 4.

During the survey period, there were six focus groups with representatives from IDP population (two FGDs in Chernihiv and Lviv), key informants (two FGDs in Odesa and Kharkiv), and returnees to the NGCA (two FGDs in Mariupol, Donetsk Oblast GCA, and Starobilsk, Luhansk Oblast GCA). The FGDs covered people living in urban and rural areas; specifically, the FGD in Lviv was conducted with IDPs living in rural area, the FGD in Kharkiv was conducted with key informants whose activities covered the rural areas, and both FGDs with returnees to the NGCA included the residents of rural settlements.

The survey of the people crossing the contact line was conducted at the five operating EECs located in Donetsk (Hnutove, Maiorske, Mariinka, Novotroitske) and Luhansk (Stanytsia Luhanska) oblasts. A total of 1,277 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 was published on a daily basis by the State Border Service of Ukraine. The survey was conducted by means of face-to-face interviewing using tablets, in the queues and at exits from checkpoints. The interviewers worked in both pedestrian queue and vehicle queue on the territory of checkpoints from the side of the areas under control of Ukrainian authorities, as well as near the exit out to the GCA. The interviews were distributed between weekdays and weekends, as well as between different time periods ranging from 8:00 a.m. until 5:00 p.m. Quota sampling was applied in the survey. In addition, quotas were set for the number of respondents in the pedestrian and automobile queue, as well as for the number of those travelling to the GCA and the NGCA. At each EEC, approximately the same number of respondents from each of the following groups were interviewed: IDPs, returnees, other residents of the GCA, and other residents of the NGCA. More details on the distribution of the number of interviews can be found in Figures 5 and 6.



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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
Dnipro	18
Donetsk	70
Zhytomyr	6
Zakarpattia	6
Zaporizhia	18
Ivano-Frankivsk	6
Kyiv Oblast (without Kyiv city)	10
Kirovohrad	6
Luhansk	36
Lviv	6
Mykolaiv	6
Odesa	8
Poltava	6
Rivne	6
Sumy	6
Ternopil	6
Kharkiv	18
Kherson	6
Khmelnyskyi	6
Cherkasy	6
Chernivtsi	6
Chernihiv	6
Kyiv city	20

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

Oblast	Number of key informants
Total	605
Vinnitsia	13
Volyn	12
Dnipro	36
Donetsk	142
Zhytomyr	12
Zakarpattia	12
Zaporizhia	36
Ivano-Frankivsk	12
Kyiv Oblast (without Kyiv city)	20
Kirovohrad	12
Luhansk	72
Lviv	12
Mykolaiv	12
Odesa	16
Poltava	12
Rivne	14
Sumy	12
Ternopil	12
Kharkiv	36
Kherson	12
Khmelnyskyi	12
Cherkasy	12
Chernivtsi	12
Chernihiv	12
Kyiv city	40



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

Oblast	Number
Total	2,406
Vinnysia	48
Volyn	48
Dnipro	146
Donetsk	559
Zhytomyr	48
Zakarpattia	48
Zaporizhia	144
Ivano-Frankivsk	48
Kyiv Oblast (without Kyiv city)	85
Kirovohrad	48
Luhansk	289
Lviv	48
Mykolaiv	48
Odesa	64
Poltava	48
Rivne	48
Sumy	48
Ternopil	48
Kharkiv	142
Kherson	49
Khmelnyskyi	48
Cherkasy	48
Chernivtsi	48
Chernihiv	48
Kyiv city	160

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

Oblast	Number
Total	4,006
Vinnysia	81
Volyn	81
Dnipro	236
Donetsk GCA	537
Zhytomyr	73
Zakarpattia	81
Zaporizhia	213
Ivano-Frankivsk	77
Kyiv Oblast (without Kyiv city)	276
Kirovohrad	133
Luhansk GCA	65
Lviv	168
Mykolaiv	82
Odesa	81
Poltava	117
Rivne	79
Sumy	76
Ternopil	77
Kharkiv	76
Kherson	238
Khmelnyskyi	81
Cherkasy	80
Chernivtsi	78
Chernihiv	80
Kyiv city	80
Donetsk NGCA	425
Luhansk NGCA	335



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

Checkpoint	Number of respondents
Total	1,277
Hnutove	142
Maiorske	280
Mariinka	304
Novotroitske	258
Stanytsia Luhanska	293

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

	Total	Hnutove	Maiorske	Mariinka	Novotroitske	Stanytsia Luhanska
Total	1,277	142	280	304	258	293
Vehicle queue to NGCA	333	51	101	100	81	0*
Pedestrian queue to NGCA	320	24	39	54	65	138
Pedestrian exit to GCA	624	67	140	150	112	155

* 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
5	Chernihiv Oblast
	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	15,537	
Complete interviews (GCA)	3,246	21%
Complete interviews (NGCA)	760	5%
No answer/nobody picked up the phone (after three attempts)	2,104	13%
No connection	4,849	31%
Out of service	2,598	17%
Not IDPs	420	3%
Refusal to take part in the survey	1,560	10%

No connection		
Total	4,849	
Vodafone	3,887	80%
Kyivstar	717	15%
lifecell	242	5%
Other	3	0%

Out of service		
Total	2,598	
Vodafone	1,437	55%
Kyivstar	372	14%
lifecell	775	30%
Other	14	1%



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