



SOCIAL COHESION ALONG THE CONTACT LINE



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ABOUT SCORE

The Social Cohesion and Reconciliation Index (SCORE) for eastern Ukraine is a joint initiative funded by USAID to support the Democratic Governance in the East program (DG East), implemented by the Centre for Sustainable Peace and Democratic Development (SeeD), and in partnership with the United Nations Recovery and Peacebuilding Programme (UN RPP).

The aim of the SCORE initiative is to assist national and international stakeholders in their peacebuilding efforts. It provides a solid evidence base for developing policies and programs that strengthen national unity and social cohesion, particularly in eastern Ukraine, as well as for monitoring progress of their implementation.

SCORE is an analytical tool implemented on an annual basis and designed to improve the understanding of societal dynamics in Ukraine. SCORE findings presented in this report are based on 9,054 face-to-face interviews conducted in September–November 2019, including 619 in the non-government-controlled areas. The quantitative data was further enriched by validation consultations with both stakeholders and citizens (for more details on the data-collection strategy, see the Methodology section).

SCORE was developed in Cyprus through the joint efforts of SeeD and UNDP's Action for Cooperation and Trust program (UNDP-ACT), with USAID funding. SCORE examines two main components of peace: reconciliation and social cohesion. Reconciliation refers to the harmonious coexistence between groups that were previously engaged in a dispute or conflict, while social cohesion refers to the quality of coexistence between people and with the institutions that surround them. SCORE also looks at culturally specific components of peace that vary across different contexts and helps build a complete and rich understanding of societal, political and economic dynamics.

For more information on SCORE methodology and to see the results for eastern Ukraine, visit use.scoreforpeace.org

ABOUT THE PARTNERS

The Centre for Sustainable Peace and Democratic Development (SeeD) works with international development organisations, governments and civil society leaders to design and implement people-centred and evidence-based strategies for promoting peaceful, inclusive and resilient societies. Working in Europe, the Middle East, Africa and Asia, SeeD provides social transformation policy recommendations that are rooted in citizen engagement strategies and an empirical understanding of the behaviours of individuals, groups and communities. SeeD's approach focuses on understanding the root causes of societal problems by developing an evidence-based theory of change which is empirically tested.

USAID is the world's premier international development agency and a catalytic actor driving development results. USAID has partnered with Ukraine since 1992, providing more than US\$3 billion in assistance. USAID's current strategic priorities include strengthening democracy and good governance, promoting economic development and energy security, improving healthcare systems, and mitigating the effects of the conflict in the east.

USAID's DG East program is a five-year activity to improve trust and confidence between citizens and government in eastern Ukraine, building opportunities for the region to lead Ukraine's democratic transformation. DG East aims to strengthen the connection and trust between citizens and their government in eastern Ukraine by promoting good governance and inclusive civic identity, increasing interaction between citizens and civil society, and increasing collaboration between government and citizens and citizen participation in community development and local decision-making.

The United Nations Recovery and Peacebuilding Programme (UN RPP) has been addressing priority needs in eastern Ukraine since the outbreak of the armed conflict in the spring of 2014. The Programme is intended to support the economic recovery and restoration of critical infrastructure in the conflict-affected communities, support the local governance and decentralisation reform implementation alongside with healthcare reform, and strengthen community security and social cohesion in the government-controlled areas of Donetsk and Luhansk oblasts and Zaporizhzhia Oblast along the Azov Sea coastline.

UN RPP is being implemented by four United Nations agencies: the United Nations Development Programme (UNDP), the UN Entity for Gender Equality and the Empowerment of Women (UN Women), the United Nations Population Fund (UNFPA) and the Food and Agriculture Organization of the United Nations (FAO). Thirteen international partners support the UN RPP: the European Union, the European Investment Bank, the U.S. Embassy in Ukraine, and the governments of Canada, Denmark, Germany, Japan, the Netherlands, Norway, Poland, Sweden, Switzerland and the UK.

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The views, conclusions and recommendations presented in this document do not necessarily reflect the position of USAID, the UN Recovery and Peacebuilding Programme or its partners.

METHODOLOGY

The 2019 Social Cohesion and Reconciliation Index for eastern Ukraine sample comprises of 9,054 face-to-face interviews, capturing the views of people residing in the government-controlled areas of Ukraine (GCA) of Donetsk and Luhansk oblasts (3,325 respondents), the non-government-controlled Areas of Ukraine (NGCAs) (619) and of people living along the contact line (1,810), as well as additional boosters in 15 towns of the region (3,000), and among military personnel and veterans (300).

The booster sample for the contact line in government-controlled areas of Donetsk and Luhansk oblasts (1,810) was constructed and applied by the Kantar Ukraine polling company based on the 2018 population. To collect the sample of 1,810 respondents, the company applied the computer assisted personal interview (CAPI) method. The interviews were held in September-October 2019, conducted by a team of 80 enumerators.

The sample structure for the contact line is based on 2018 data of the State Statistics Service data. Each component is representative by age, gender and type of settlement for the particular area. Results for the Donetsk and Luhansk contact line were weighted to produce a representative ratio between 0–5 km and 5–15 km components respectively.

Figure 1 SAMPLE PARAMETERS, %

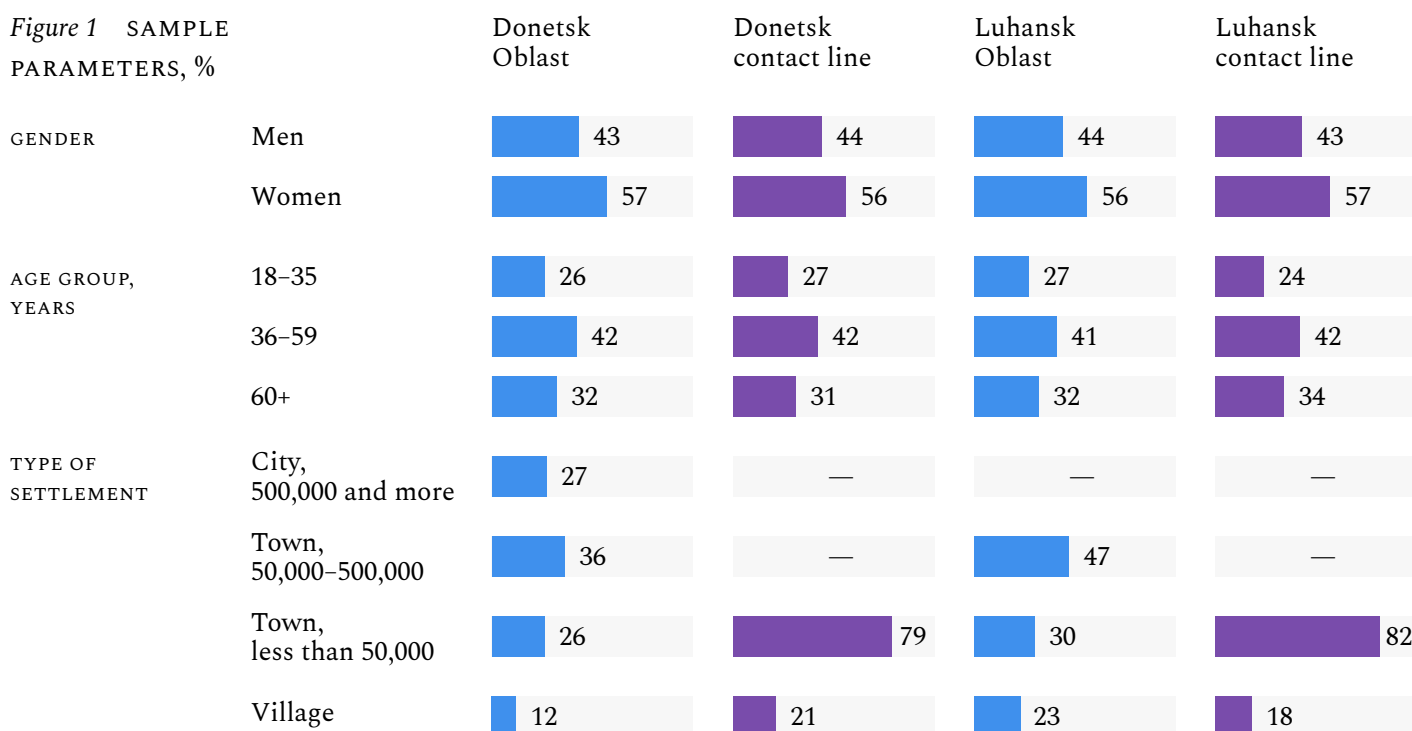
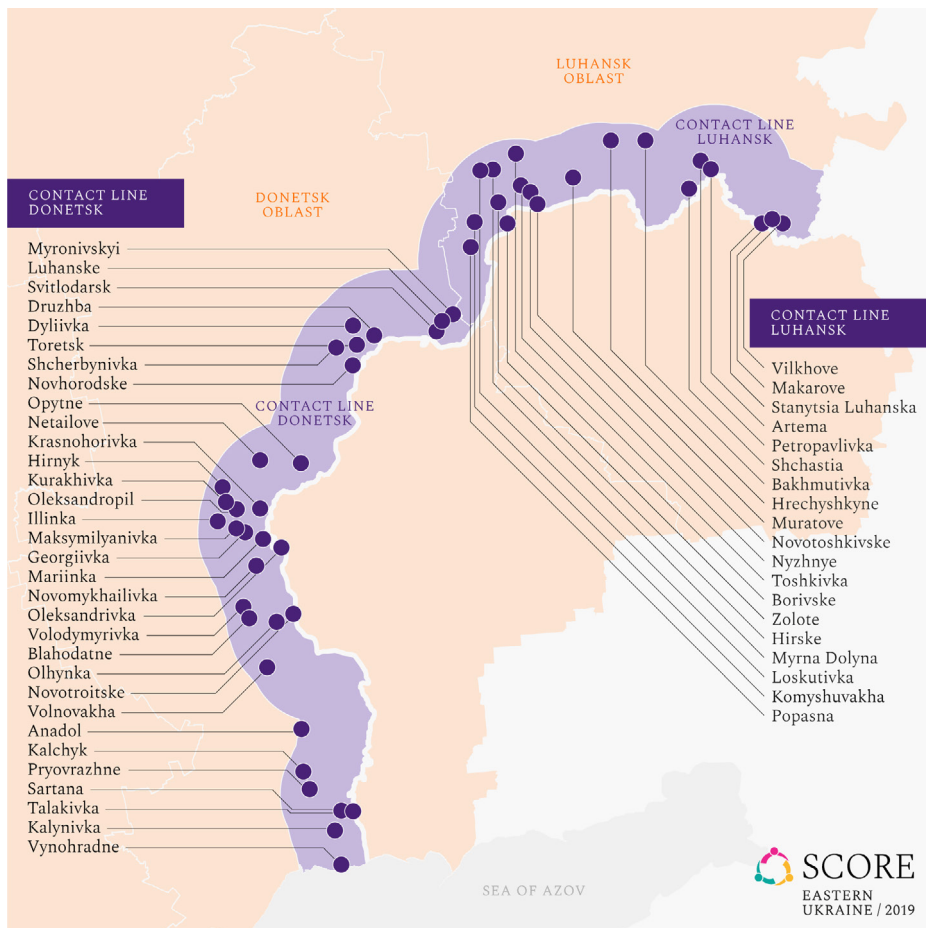


Figure 2 CONTACT LINE SAMPLE GEOGRAPHY



The SCORE results were validated during a series of consultations with local, regional and national stakeholders, including representatives of the authorities and civil society, held in Kyiv and in various locations in the two eastern oblasts.

The quality assurance of the fieldwork was done by a combination of spot- and back-checks implemented by two external quality monitors, as well as by the polling company’s control team. In addition, about 50% of urban interviews were geolocated, and a weekly telephone control of 5% of the interviews was conducted. A total of 23% of the sample went through quality assurance.

OVERVIEW: RESILIENCE AMIDST ADVERSITY

Contact line (CL) residents in Donetsk and Luhansk oblasts tend to face greater adversities, but also demonstrate greater resilience compared to residents in the rest of the region.

Feeling abandoned, but a stronger sense of belonging. Contact line residents have lesser access to (all) services, are more likely to think that authorities do not care about them, that justice and health sector providers are corrupt, they have less trust in central institutions and police, are more skeptical about the benefits of reforms. Yet, they have a stronger sense of belonging to Ukraine and to their settlement.

Higher psychosocial resilience amidst greater adversity. CL residents report higher exposure to adverse experiences, such as (violent) crime. However, CL residents have stronger empathy, as well as a (somewhat) greater tolerance to distress factors. Some coping mechanisms evolved in the absence of official presence during the conflict, but are not sustainable as fatigue sets in and grievances increase over time if nothing is done about it.

Active community members but more self-declared passive citizens. CL residents report more frequent instances of community cooperation. Yet, CL residents self-assess as more passive citizens: i.e., they prefer staying at home to doing something for the community. Such somewhat contradictory findings could be linked to personal insecurity/safety and fewer opportunities for engagement with local authorities or at the national level. It can also be linked to the fact that they prioritize survival and getting basic everyday tasks done, which are harder along the contact line than elsewhere, and have less time or energy for civic activities.

Greater proximity with different groups, but higher sense of threats from outsiders. CL residents have greater social proximity towards different social groups (see Table 3 in Annex), which is consistent with high empathy and more frequent contacts with the representatives of these groups. However, they also feel much more threatened, often by the very same groups they are ready to socially accept.

The only indicator where coping strategies have not well developed is human security: CL residents feel much less secure personally, economically and politically secure and report greater livelihood challenges.

REGIONAL INSIGHTS: DONETSK CONTACT LINE vs LUHANSK CONTACT LINE

While the two oblasts and the two segments of the CL share some common characteristics, they also demonstrate significant differences. Understanding these differences is essential to designing more responsive, tailored community-based recovery interventions.

Luhansk and Donetsk CL residents exhibit important differences across a number of social cohesion domains.

PSYCHOSOCIAL SKILLS

Compared to Donetsk CL residents, respondents in Luhansk CL residents experience greater psychosocial impact of the conflict and report lower human security and access to livelihoods.

Donetsk CL residents report greater well-being (measured as the extent to which one feels positive, cheerful, calm and motivated to do things of interest), while Luhansk residents — report greater creativity and growth mindset (see the [SCORE Heatmap Overview](#)). These skills may help Luhansk CL residents to be more resilient and offset relatively higher levels of anxiety and depression. Such skills, if developed to further entrepreneurship activity, can contribute to economic resilience.

CIVIC BEHAVIOR, IDENTITY AND GOVERNANCE

Higher migration tendency among Donetsk CL and higher sense of belonging to one's settlement among Luhansk CL residents are probably linked to the fact that more residents in Luhansk CL reported to have more friends and relatives in NGCA.

Donetsk CL residents self-assess as being more socially passive and yet more engaged in civic life than Luhansk CL residents. More Donetsk CL residents consume news online.

INTERGROUP RELATIONS

Donetsk CL feel more threatened by “Ukrainian nationalists” group, while Luhansk CL residents — by “the people from eastern Ukraine”, i.e., those living in the vicinity in GCA or NGCAs. Donetsk CL residents are more confident that different groups would listen to them (except for the “Ukrainian nationalists” group), and Luhansk CL residents feel greater social proximity (work, friends) towards most “dangerous” or “undesirable” groups of people in the region (i.e. “Ukrainian nationalists” and “the people from eastern Ukraine” groups). Finally, Luhansk CL residents report more frequent personal contact with the “military personnel” and “people from western Ukraine” groups.

There are differences both sense of pride and in social tolerance: residents of Donetsk CL express greater sense of pride in local industry and production, as well as greater tolerance towards LGBT especially in more urban locations; In Luhansk CL, sense of pride in nature is most prominent.

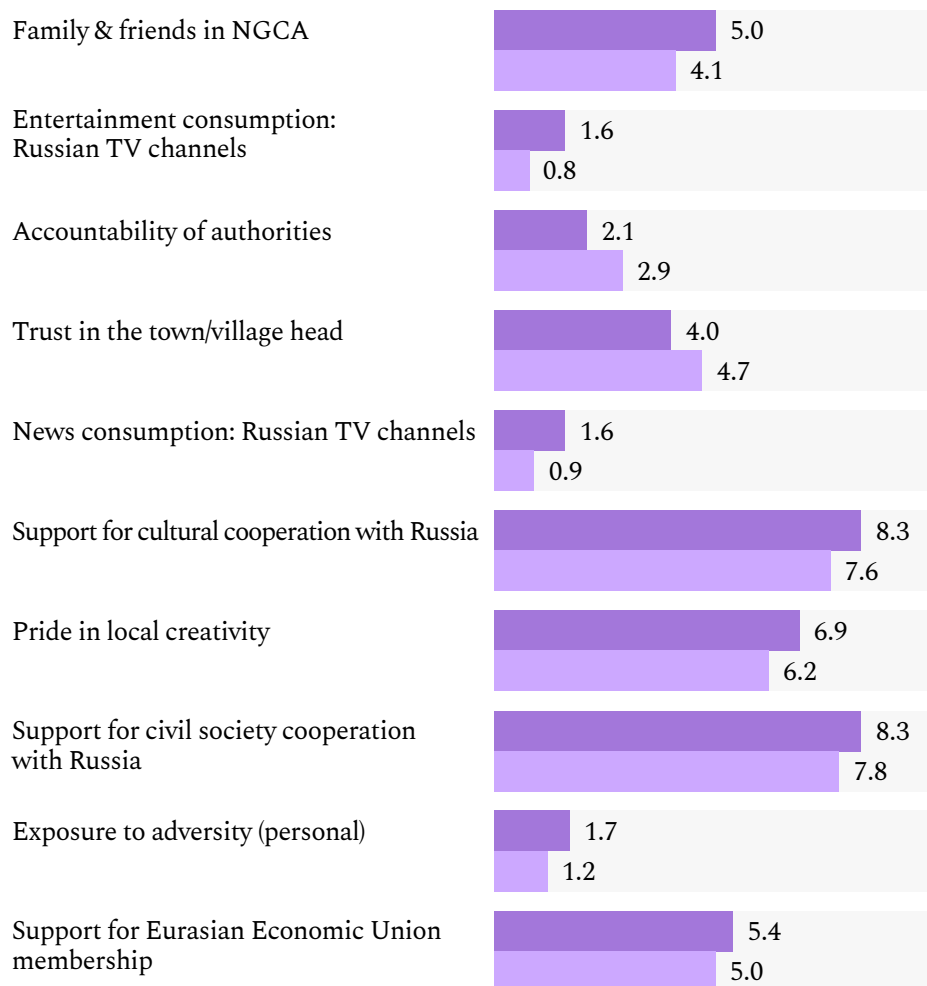
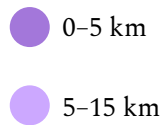
PROXIMITY *to the* CONTACT LINE

Living at different distances from the CL also appears to induce differences in civic behavior and attitudes (see Table 3 below), where indicators for both Donetsk and Luhansk CL residents combined have a substantial difference in scores reported).

People, living closer to the NGCA, i.e., within the 0–5 km zone in both Donetsk and Luhansk contact line areas, report higher:

- *Exposure to Russian media* and are more willing to cooperate with Russia in the cultural sphere. Residents in the 0–5km zone also have a greater support of economic cooperation with Russia.
- *Attachment to NGCA* through more family and friend ties with NGCA.
- *Vulnerability* by reporting experiencing various adversities first-hand more frequently.
- *Lack of trust in local authorities*, particularly village or town heads, as well as reporting lower accountability of the authorities, in general.
- *Sense of pride in local creativity*, which may reflect residents' recognition of local coping mechanisms and resilience against the negative consequences of the conflict.

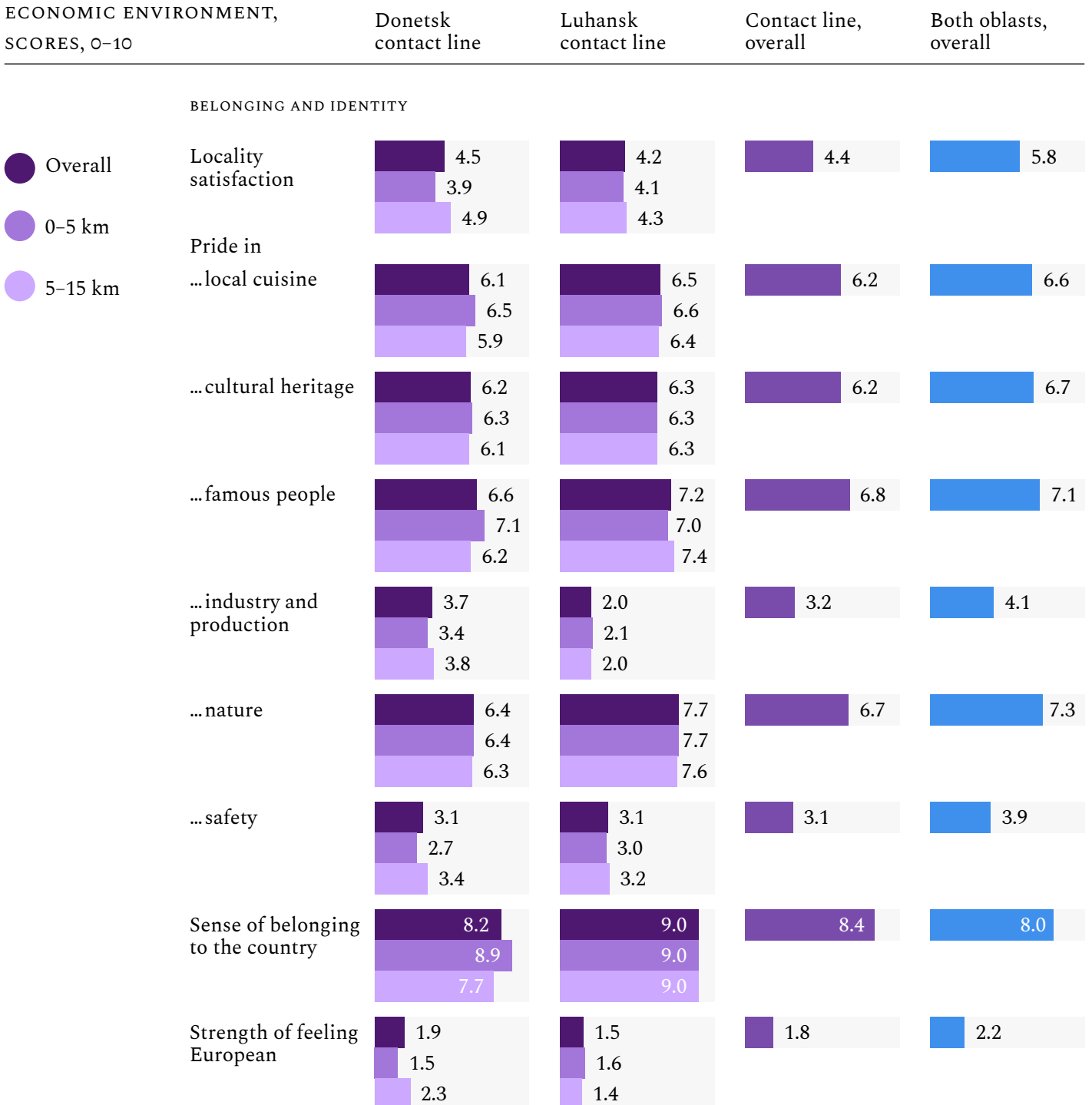
Figure 3 PROXIMITY TO CONTACT
 LINE: 0-5 KM AND 5-15 KM
 ZONES, SCORES, 0-10



ANNEX

Tables below contain only the indicators that have a difference of 0.4 or more between “Both oblasts, overall” and “Contact line, overall” numbers.

Figure 4 BELONGING AND IDENTITY, CIVIC ATTITUDES, ECONOMIC ENVIRONMENT, SCORES, 0–10



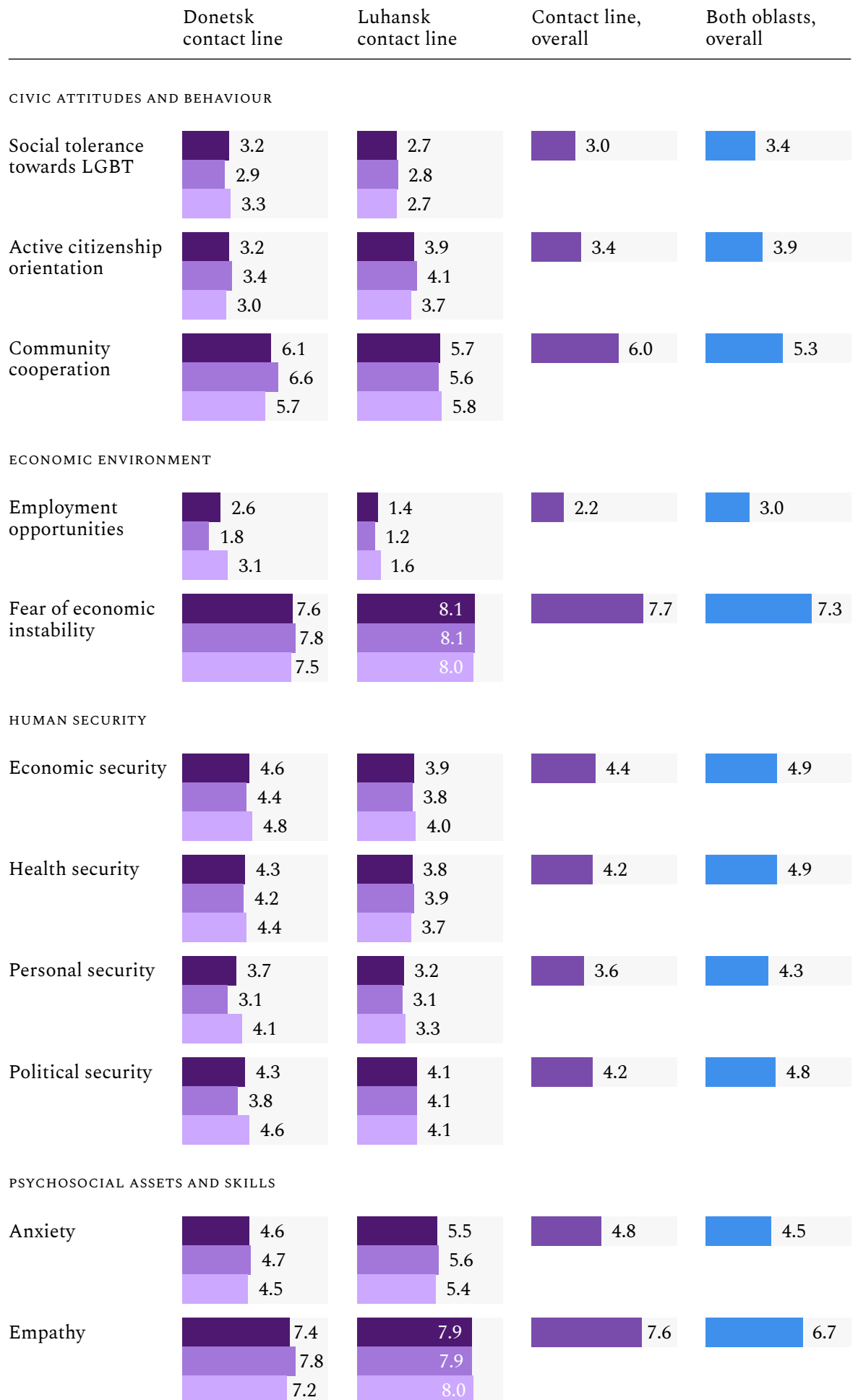
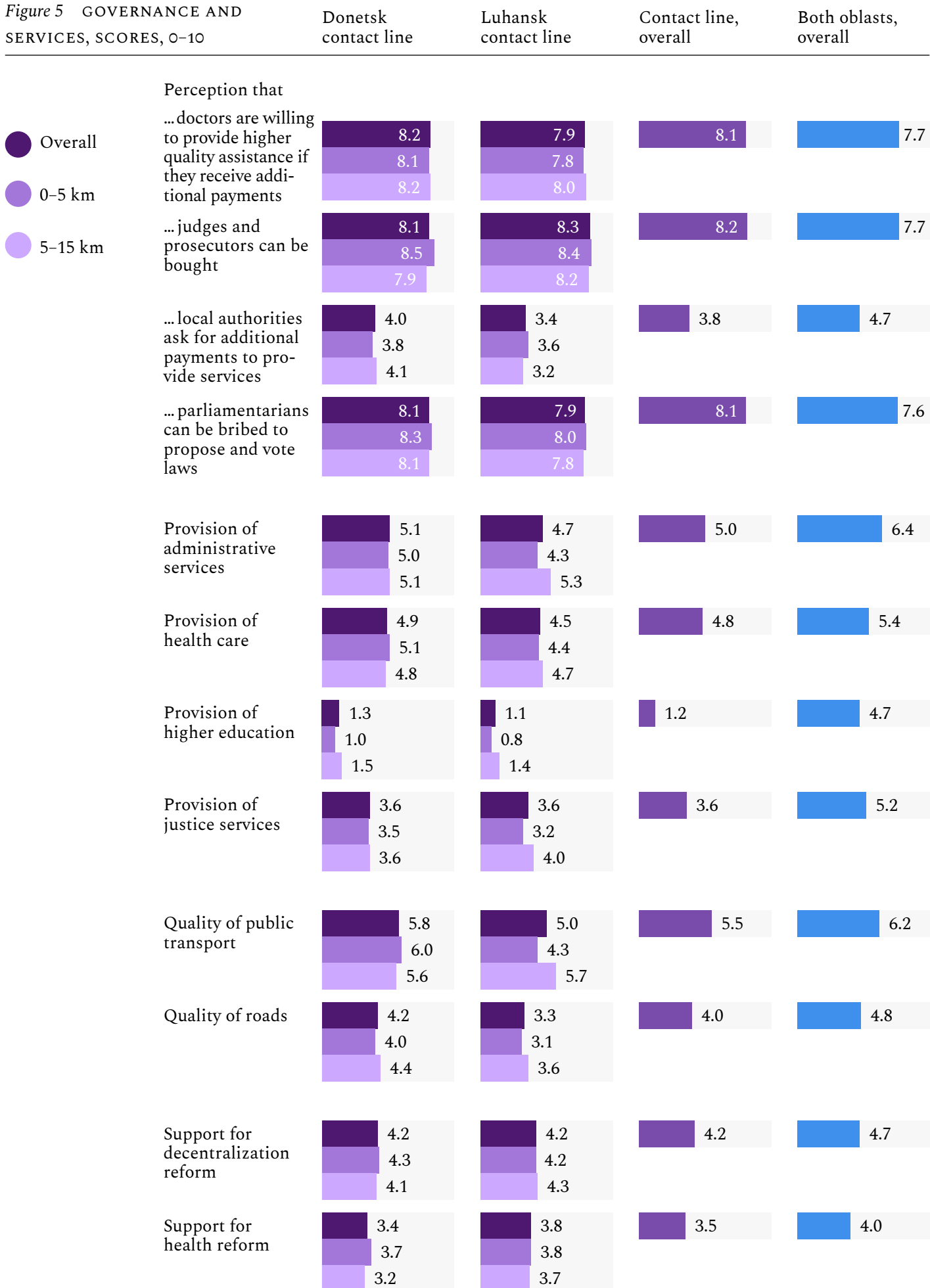


Figure 5 GOVERNANCE AND SERVICES, SCORES, 0-10



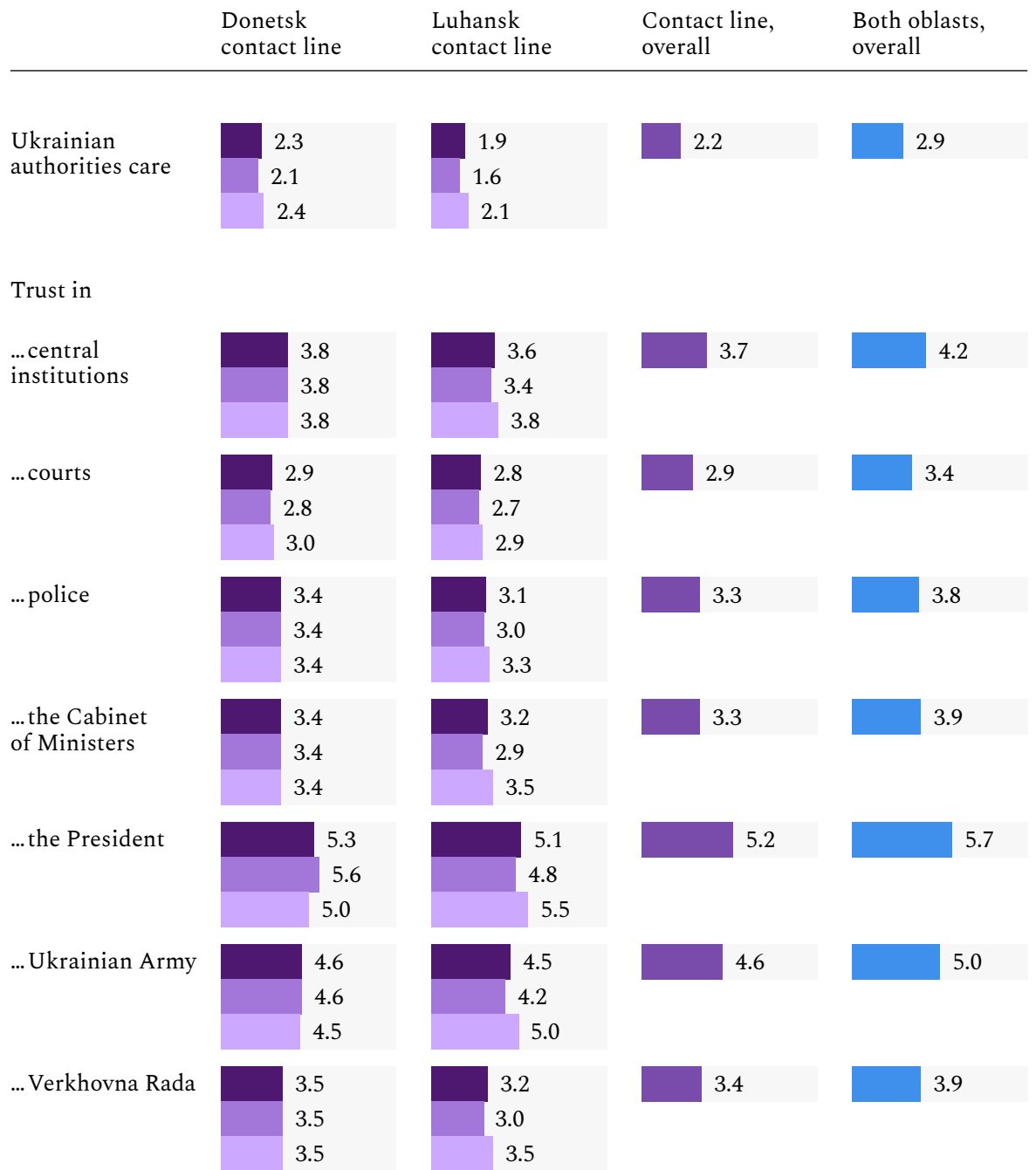
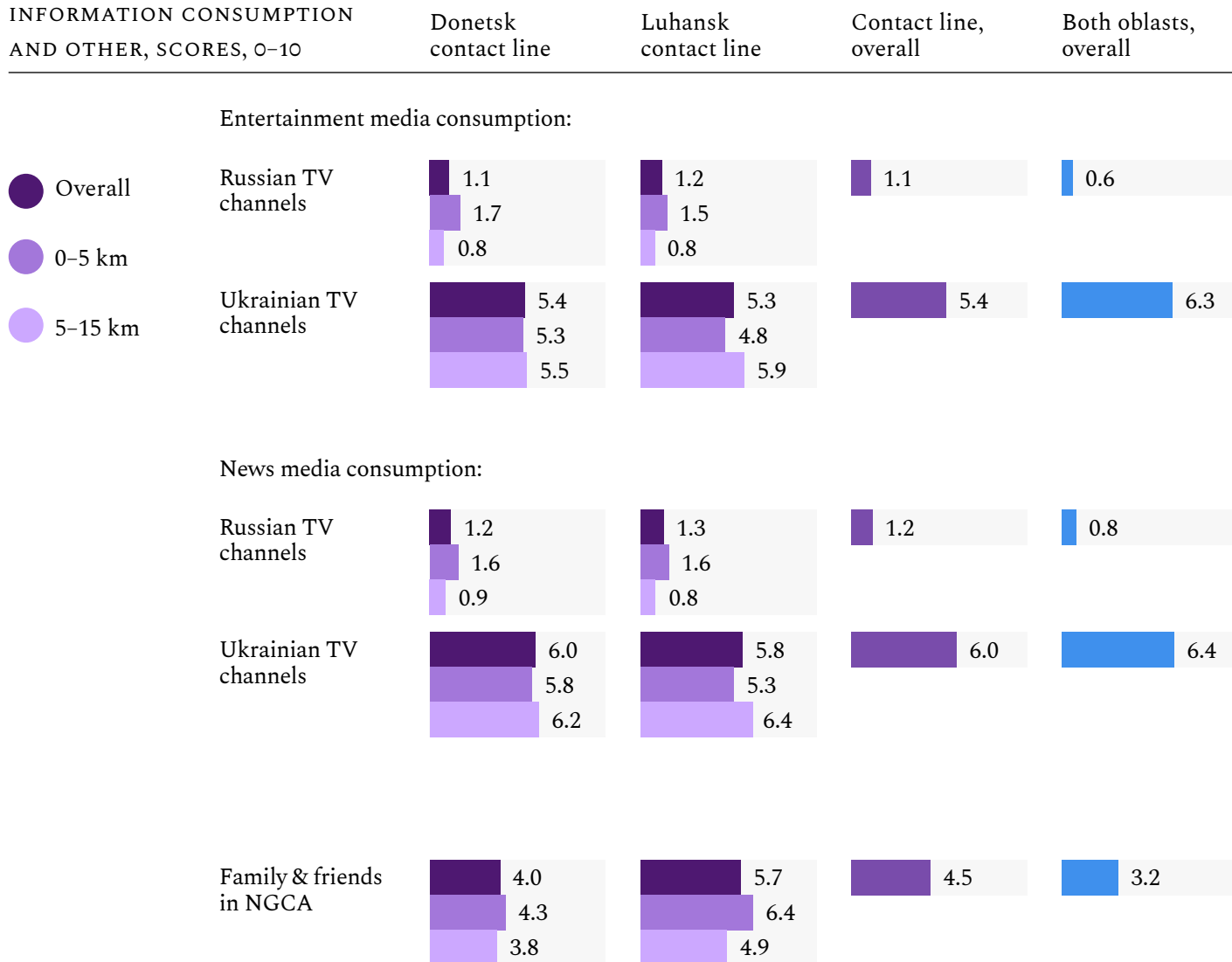


Figure 6 INTERGROUP
RELATIONS, SCORES, 0-10





Figure 7 MEDIA AND INFORMATION CONSUMPTION AND OTHER, SCORES, 0-10



GLOSSARY

Please see at use.scoreforpeace.org/en/use