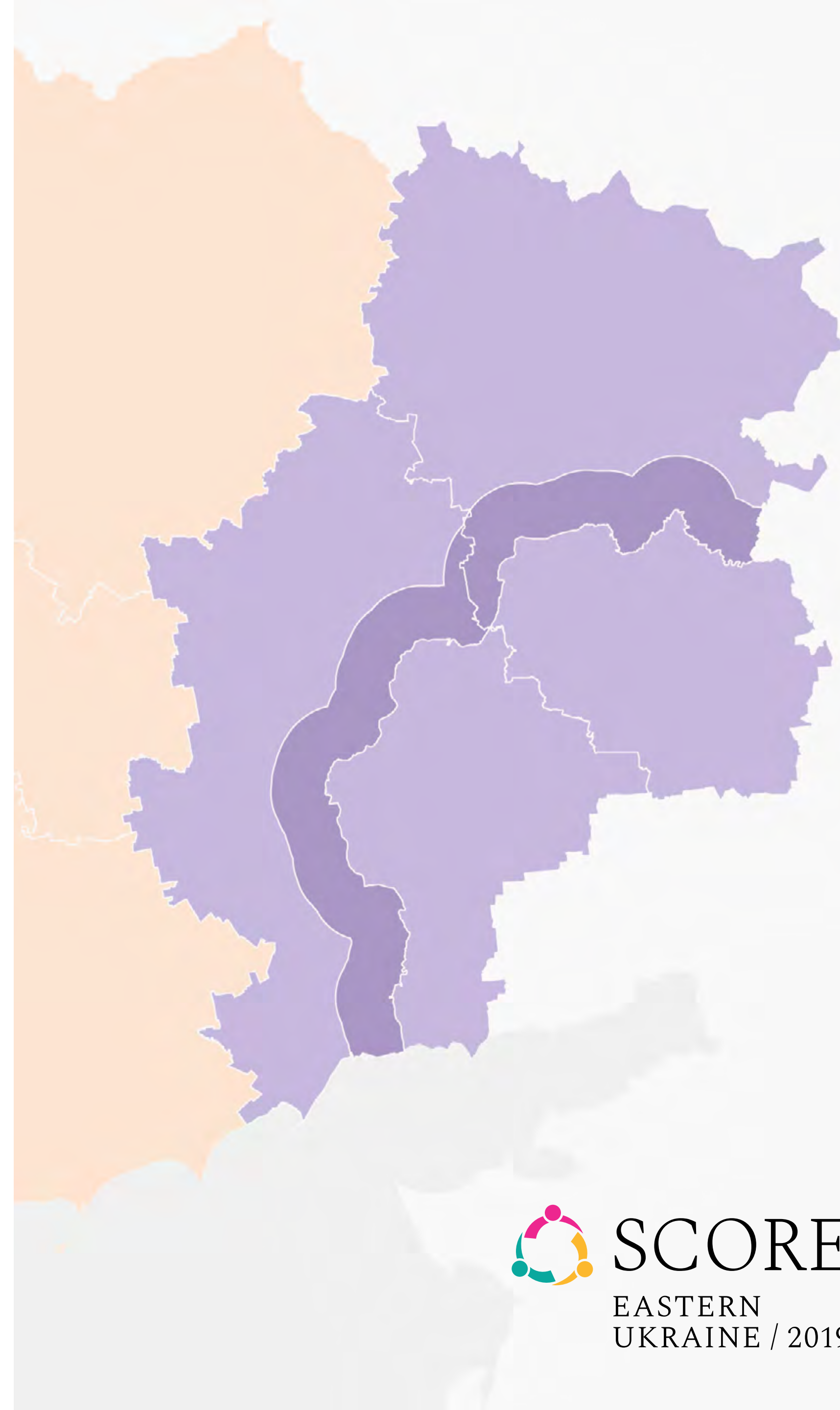




Changes in Social Cohesion, Citizens' Satisfaction and Visions of Reintegration

Donetsk and Luhansk oblasts, 2019

Funded by the USAID, implemented by the Centre for Sustainable Peace and Democratic Development (SeeD), and in partnership with the UN Recovery and Peacebuilding Programme.





PARTICIPATORY

Multi-stakeholder
collaboration for
continuous improvement



MULTIDISCIPLINARY

Inspired by numerous
disciplines

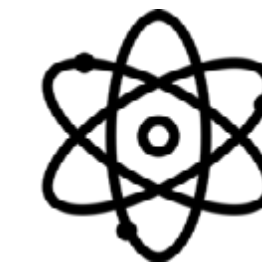


TREND
REVEALING

Longitudinal
analysis to track
societal changes



SCORE



PREDICTIVE

Advanced analysis
to test theories
of change



ADAPTIVE

Reflects local needs
and phenomena

AGENDA

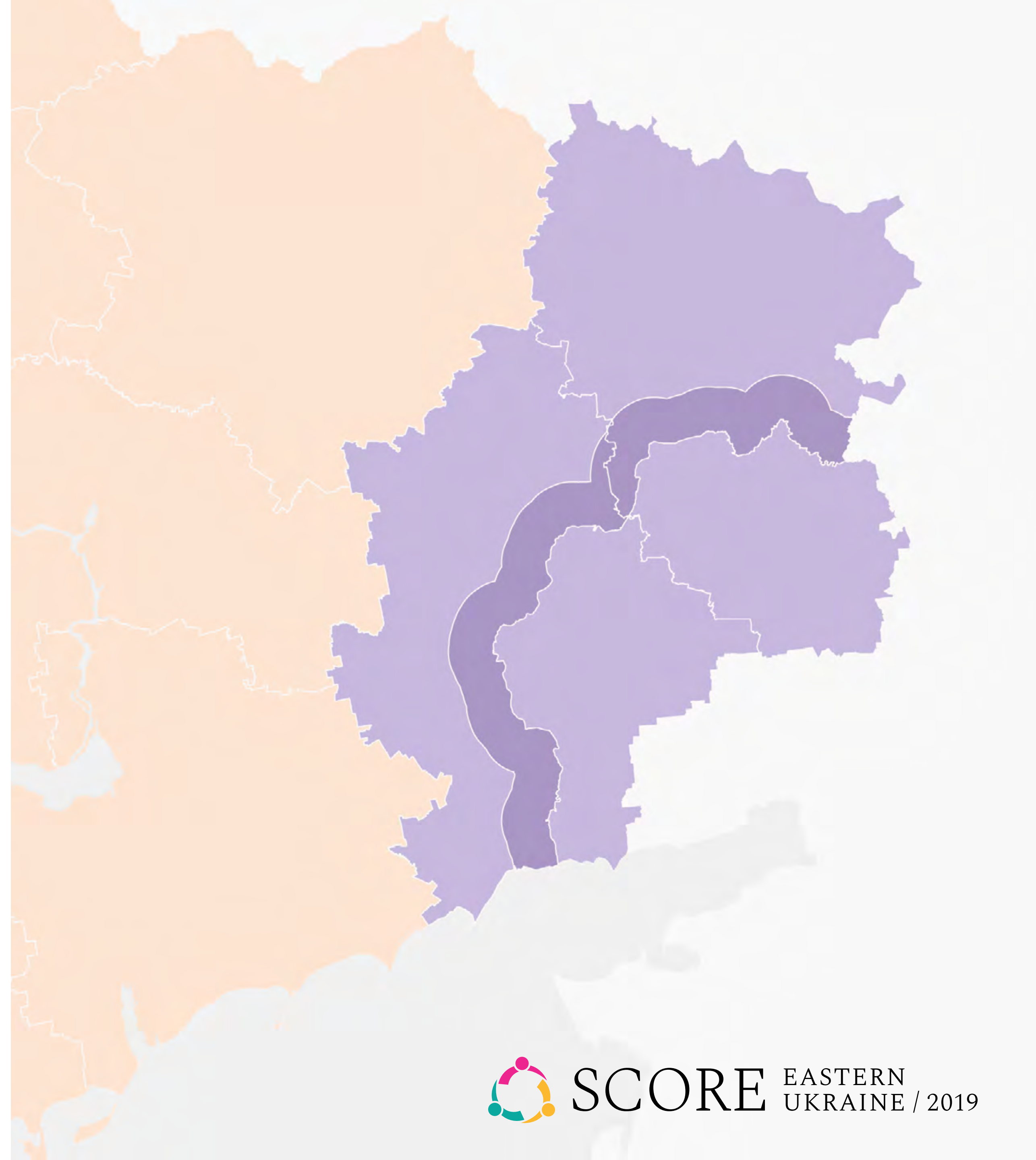
METHODOLOGY

CHANGES IN CITIZENS' SATISFACTION

Human security
Service delivery
Support for reforms
Trust in authorities

REINTEGRATION OF THE NGCA

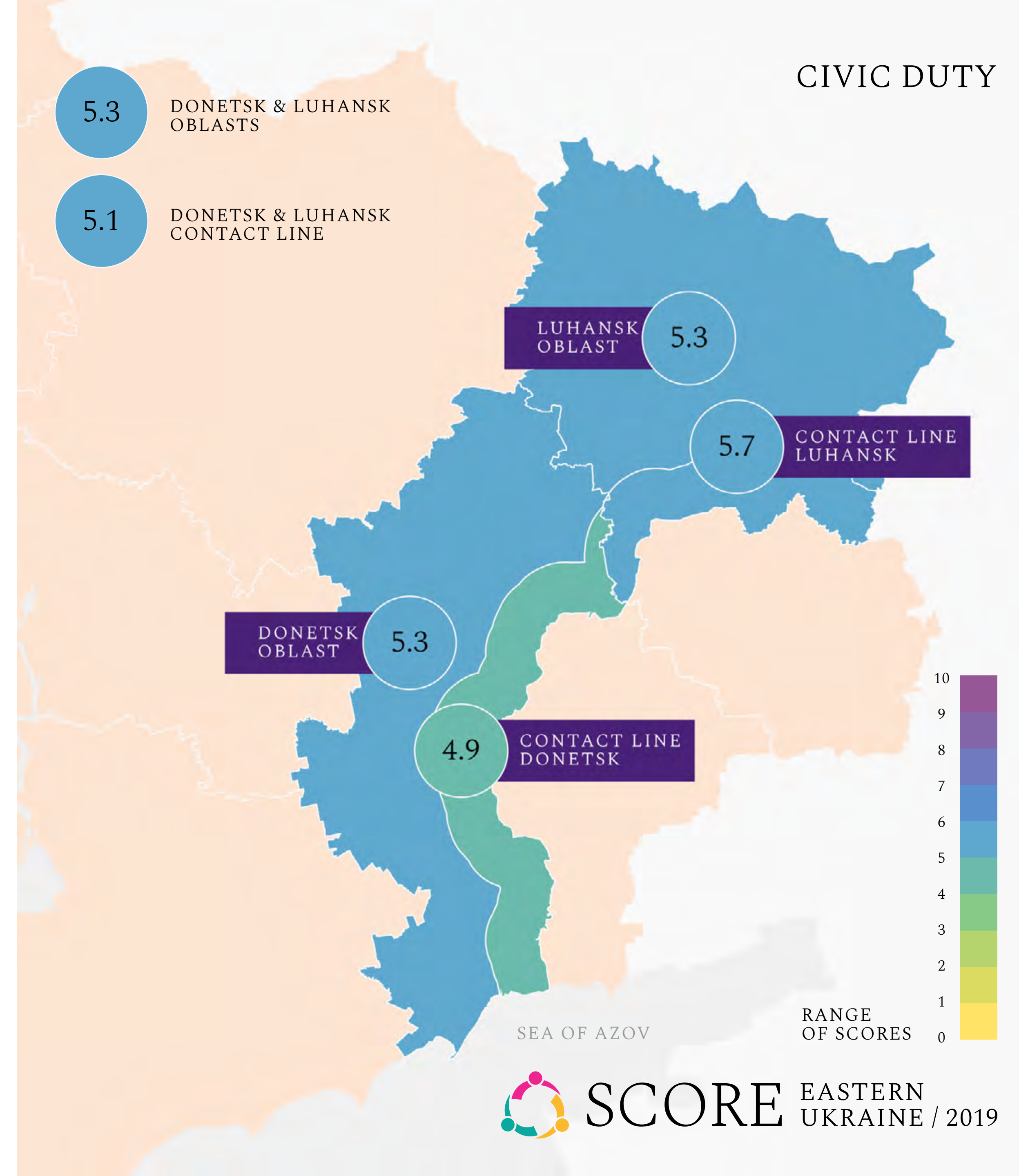
Future visions
Openness to dialogue



HOW DO WE MEASURE PHENOMENA?

CIVIC DUTY

- What happens to Ukraine in the future is not my problem
- There is no point in voting in elections
- I believe that ordinary people like me cannot change anything
- I believe politics is for politicians



SAMPLING STRATEGY

9,055 RESPONDENTS:

3,325 respondents from Luhansk and Donetsk oblasts

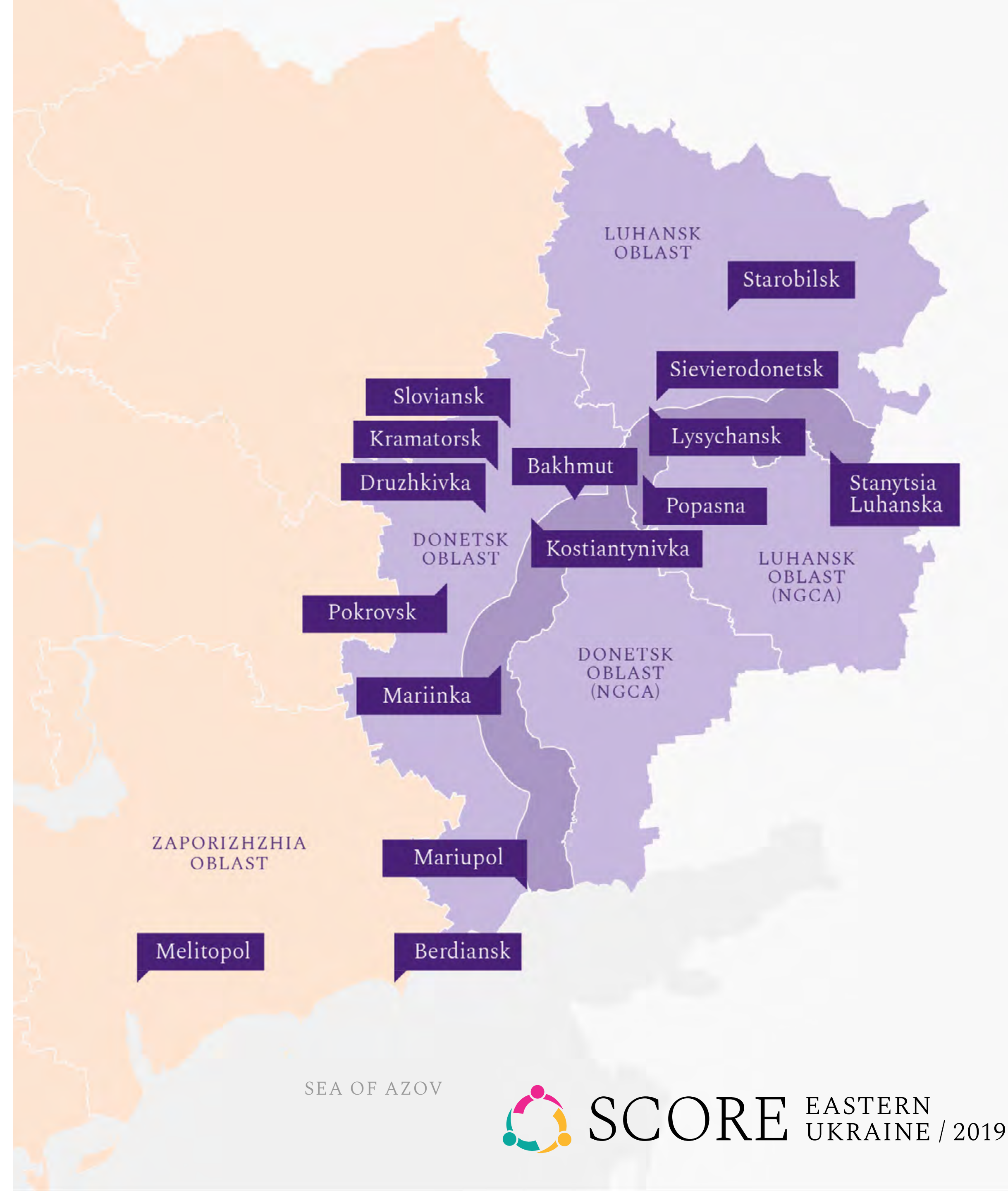
1,811 contact line

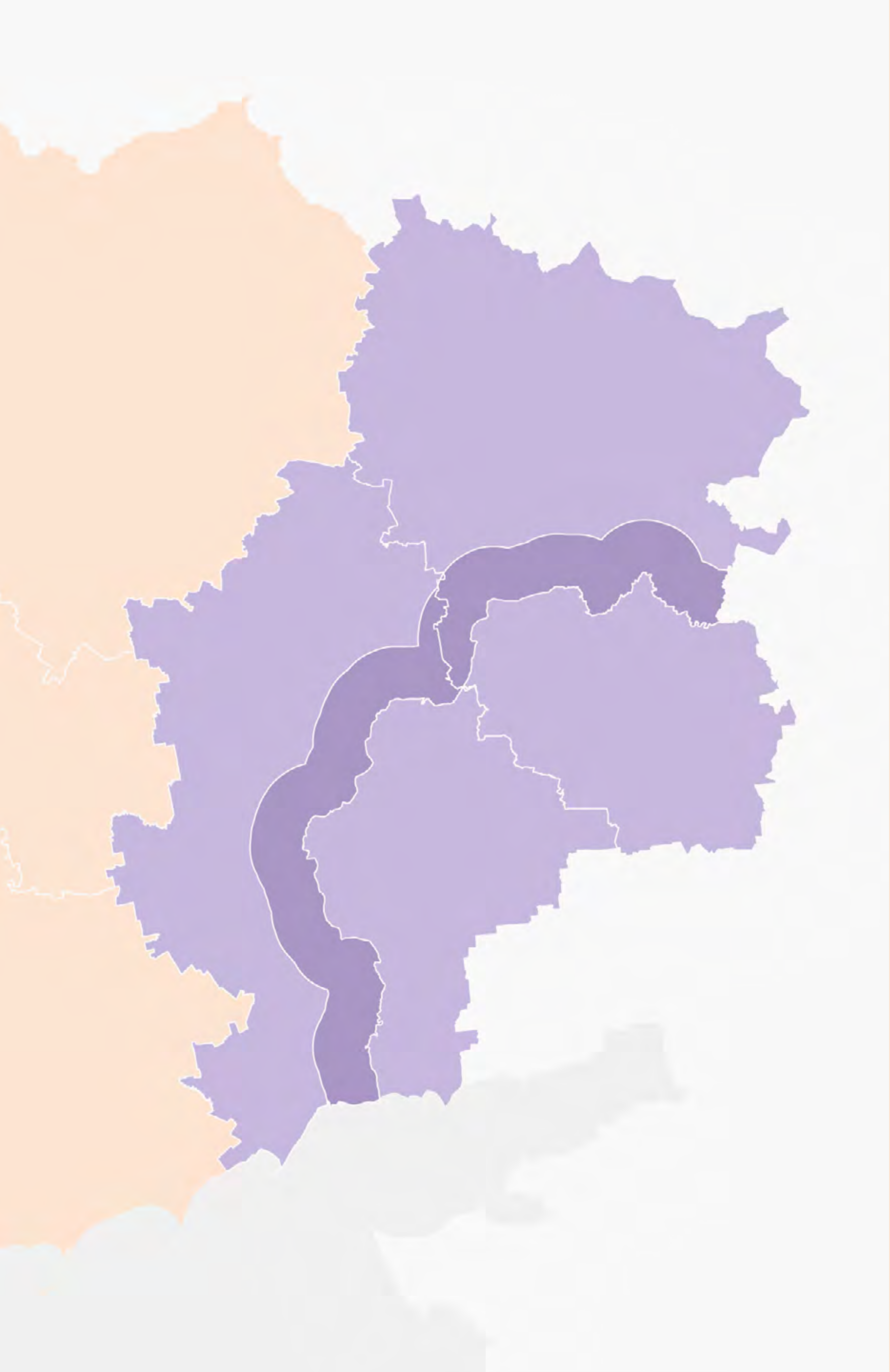
3,000 city booster from 15 cities

619 non-governmental controlled area

300 ATO veterans

* For more information on the methodology, please visit:
<https://scoreforpeace.org/en/use/methodology>

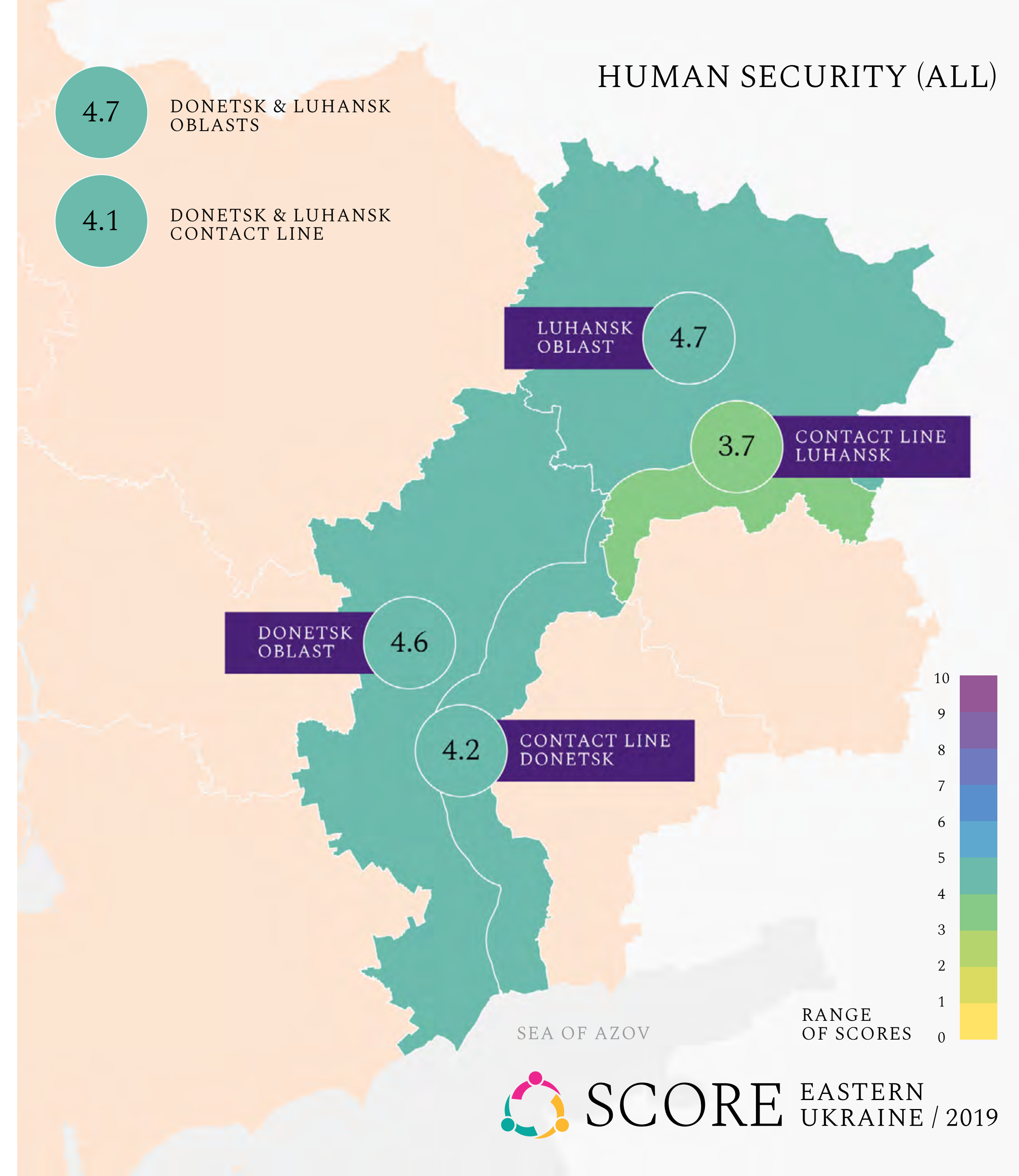




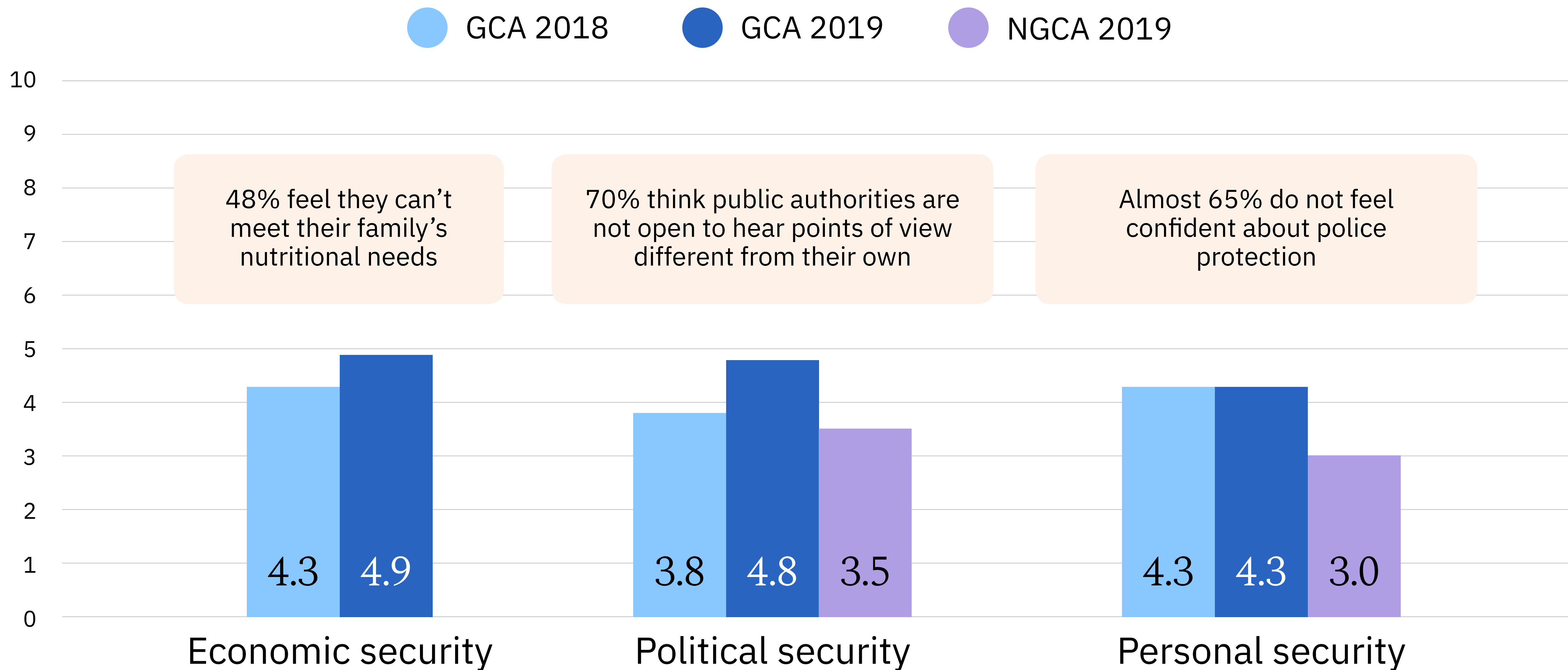
How secure do residents of Donetsk & Luhansk oblasts feel?

HUMAN SECURITY

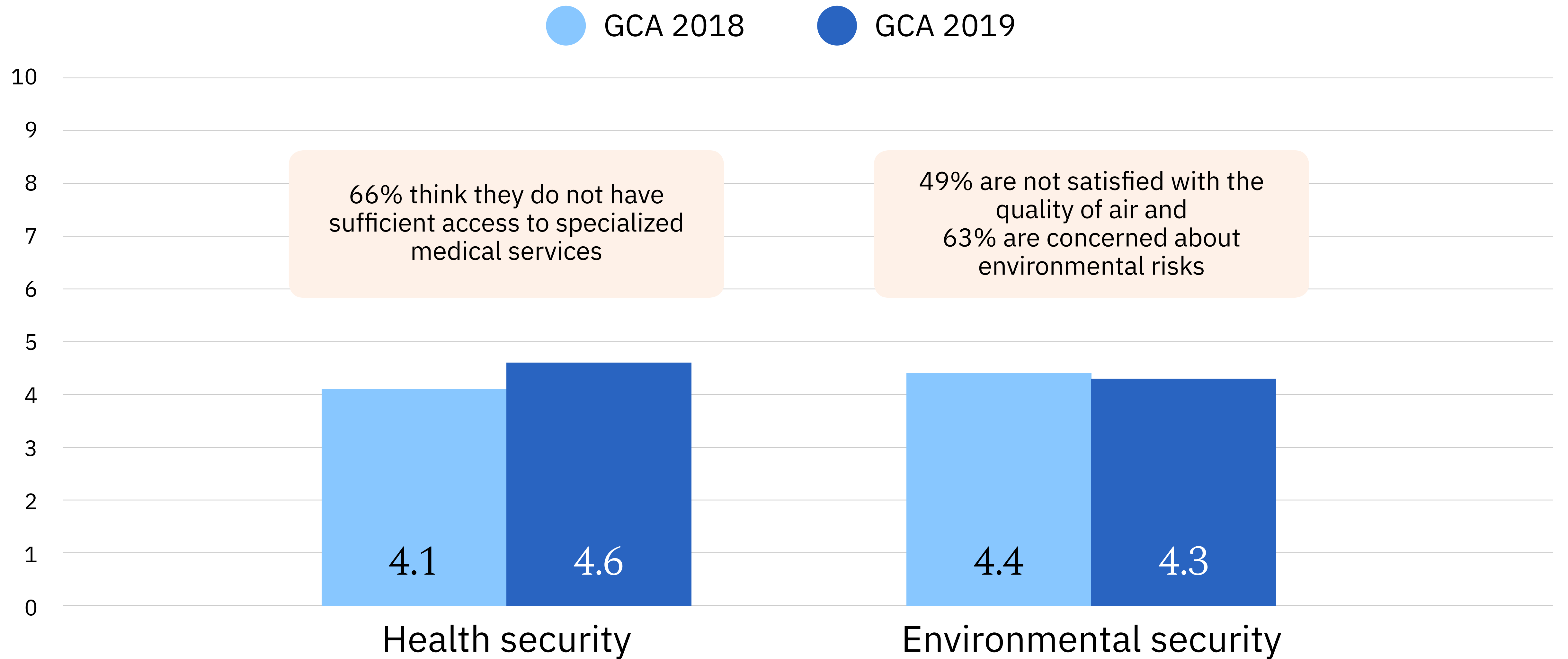
- Economic (4.9)
- Political (4.8)
- Health (4.6)
- Environmental (4.3)
- Personal (4.3)

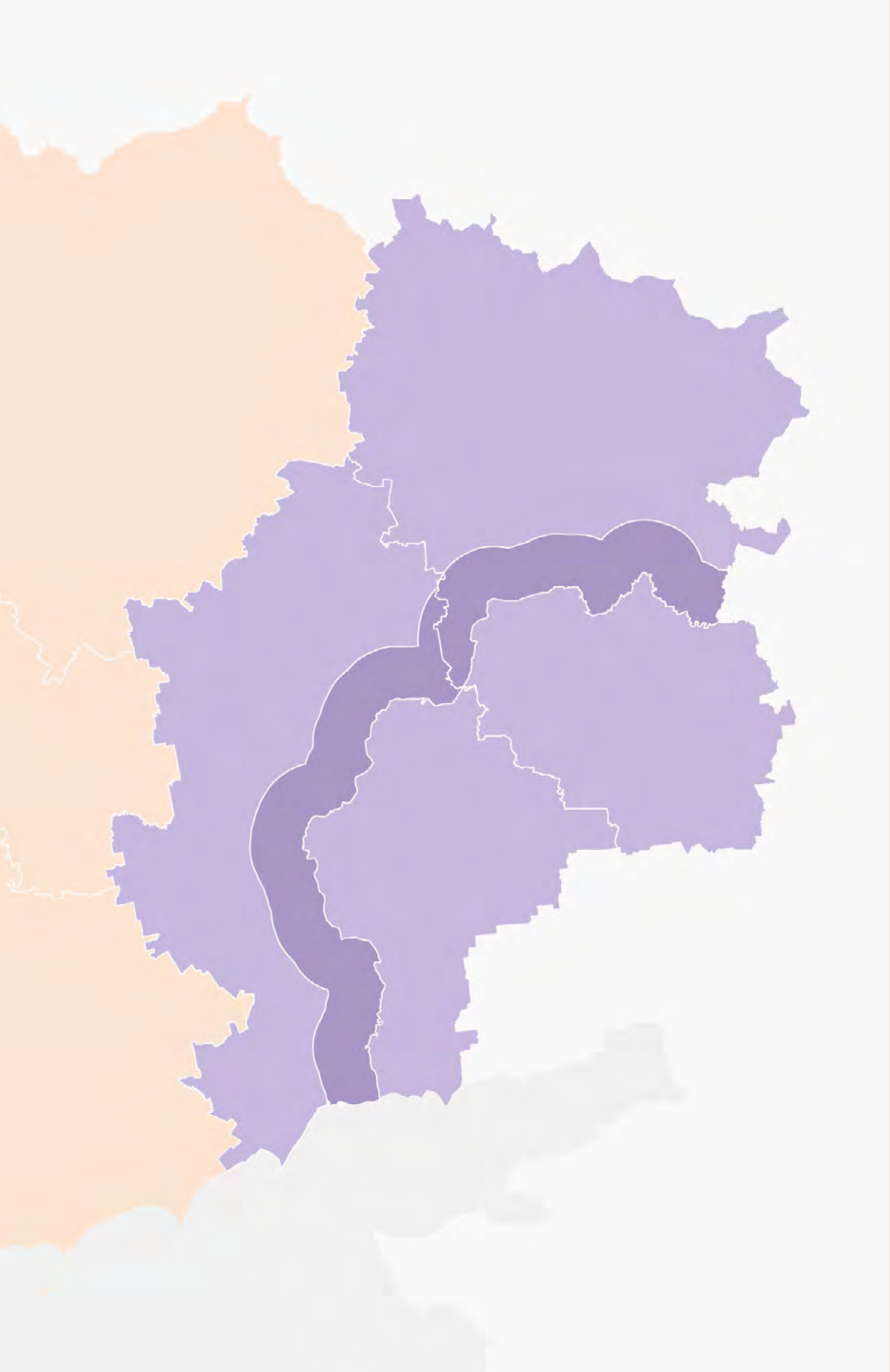


HUMAN SECURITY



HUMAN SECURITY



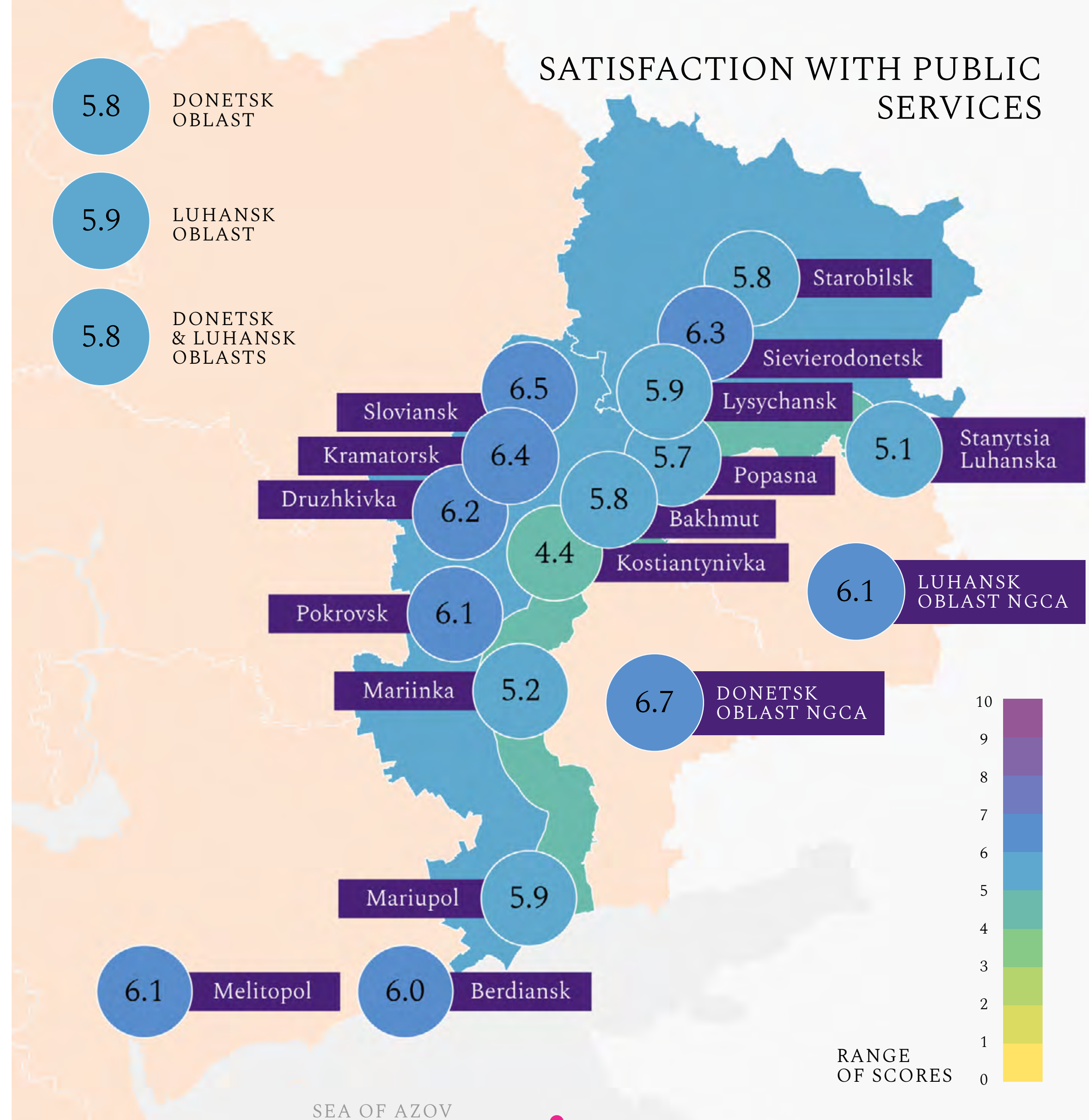


To what extent are residents of Donetsk & Luhansk oblasts satisfied with services?

SATISFACTION WITH MOST PUBLIC SERVICES IS GROWING

- Welfare payments (6.8) +1.6
- Basic schooling (6.7) +1.0
- Administrative services (6.4) +0.3
- Health care (5.4) +1.1
- Justice services (5.2) +0.8
- Higher education (4.7) -0.8

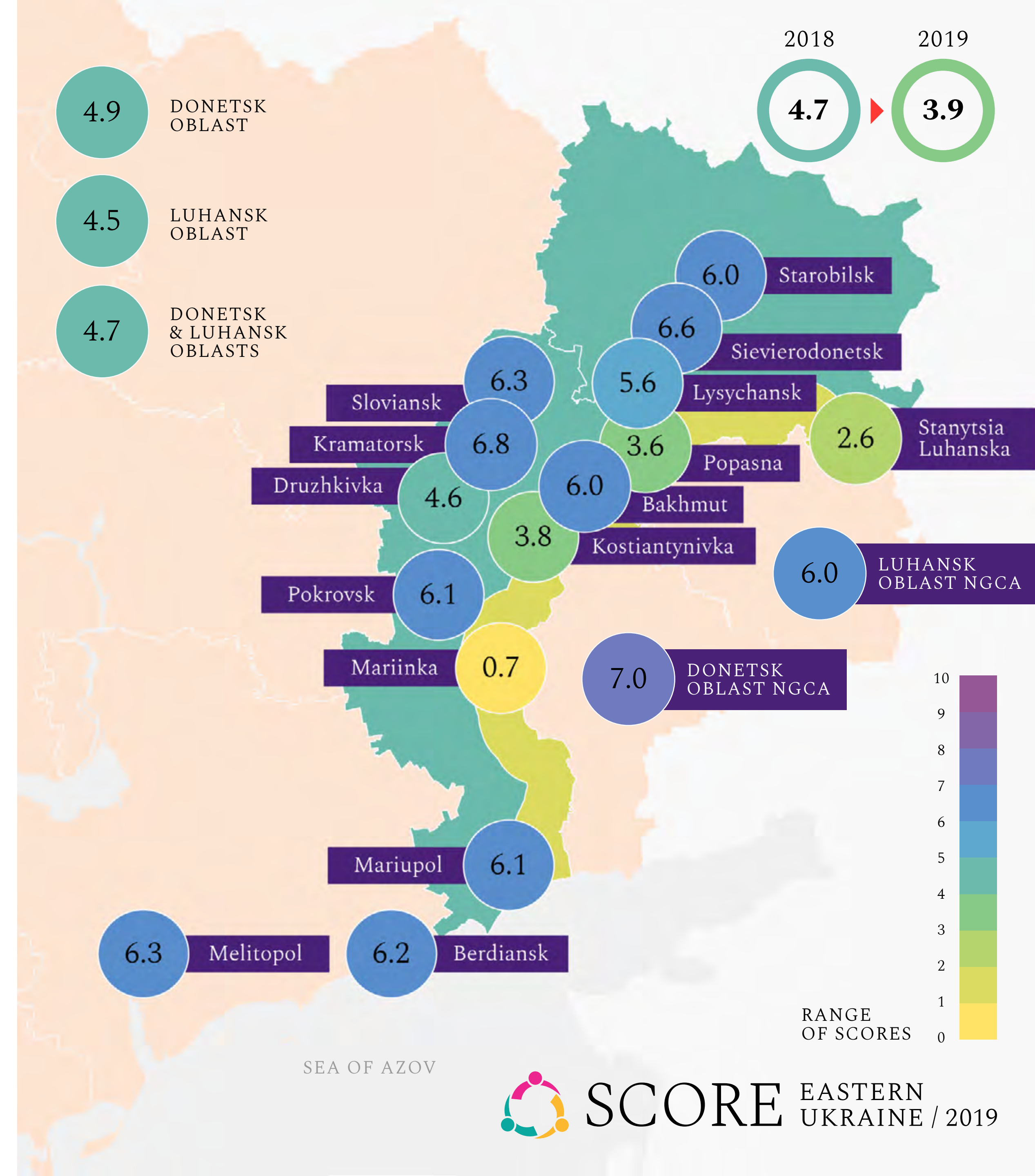
SATISFACTION WITH PUBLIC SERVICES



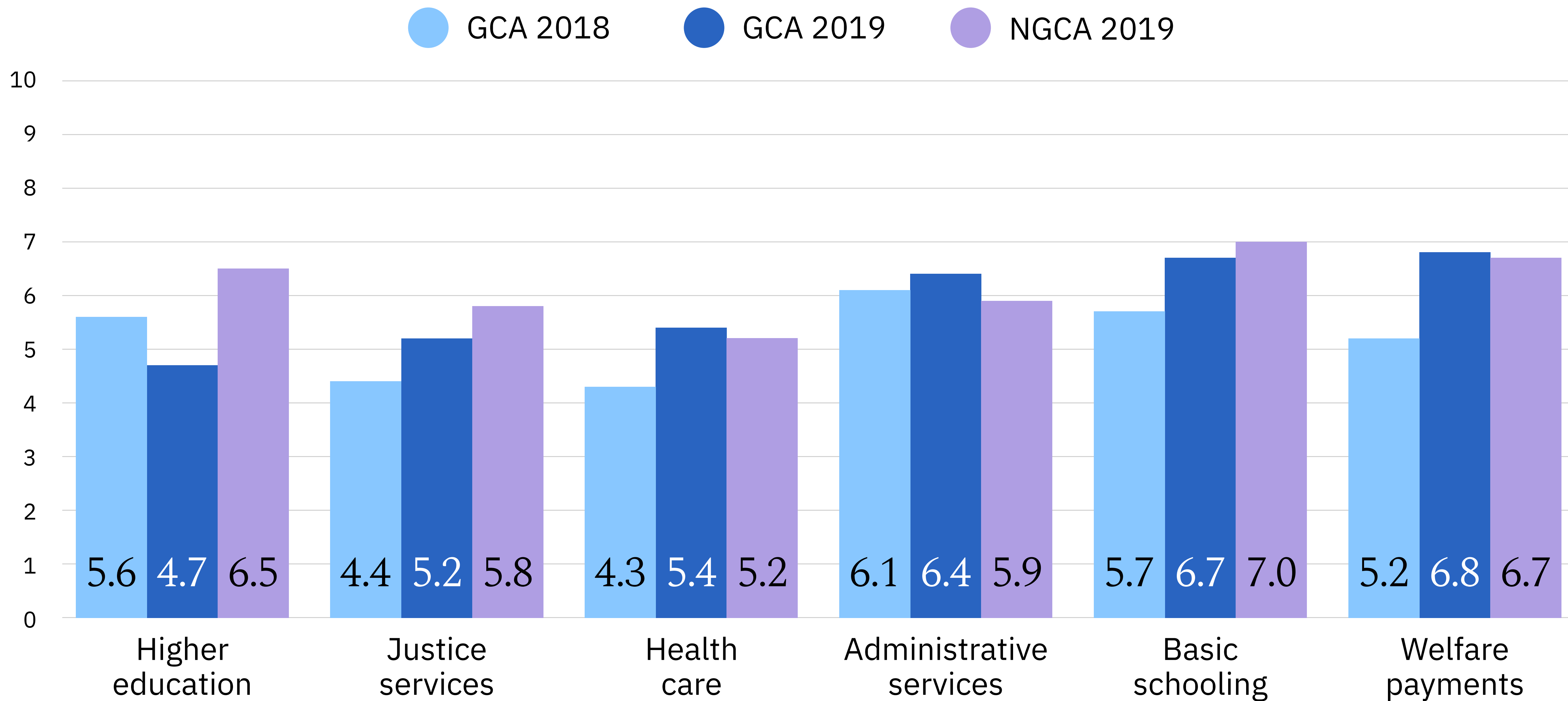
SEA OF AZOV

SATISFACTION WITH HIGHER EDUCATION IS DECREASING

The extent to which one is satisfied with the provision of higher education services.



SATISFACTION WITH PUBLIC SERVICES



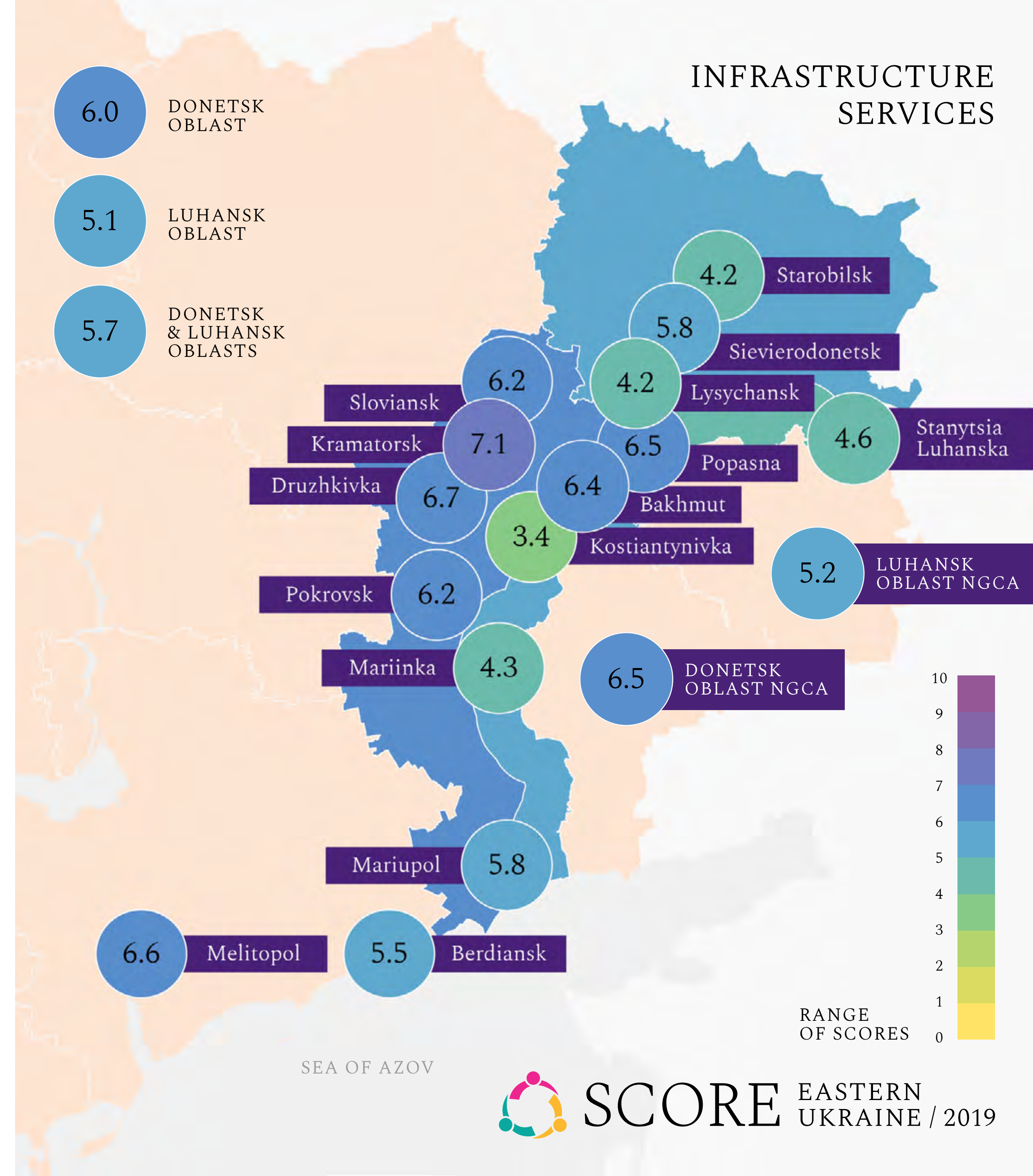
SATISFACTION WITH INFRASTRUCTURE SERVICES & INTERNET ACCESS IS INCREASING

- Internet access (7.4)

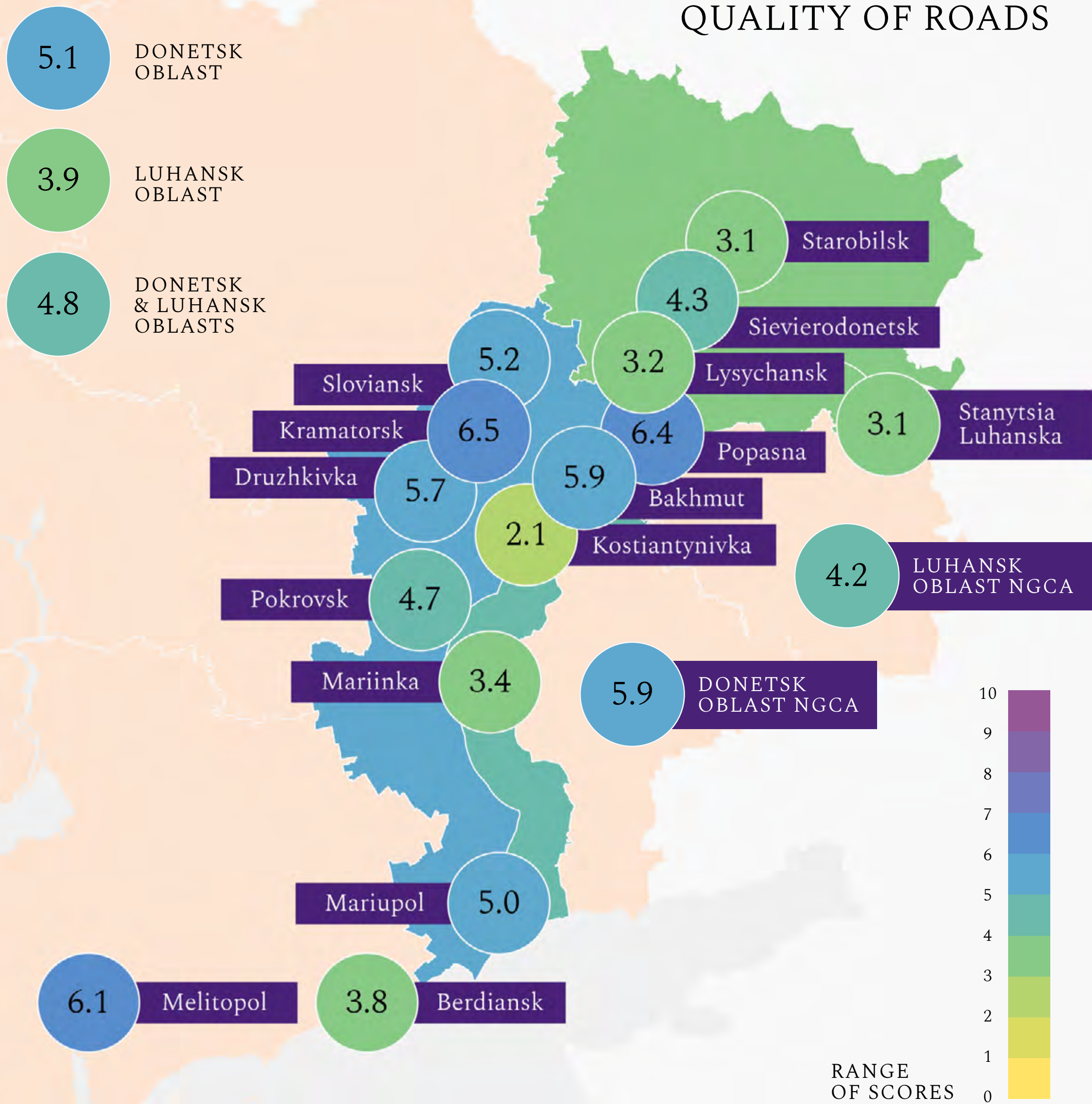
• Provision of utilities (6.2) +0.5

• Quality of public transport (6.2) +0.6

• Quality of roads (4.8) +1.5

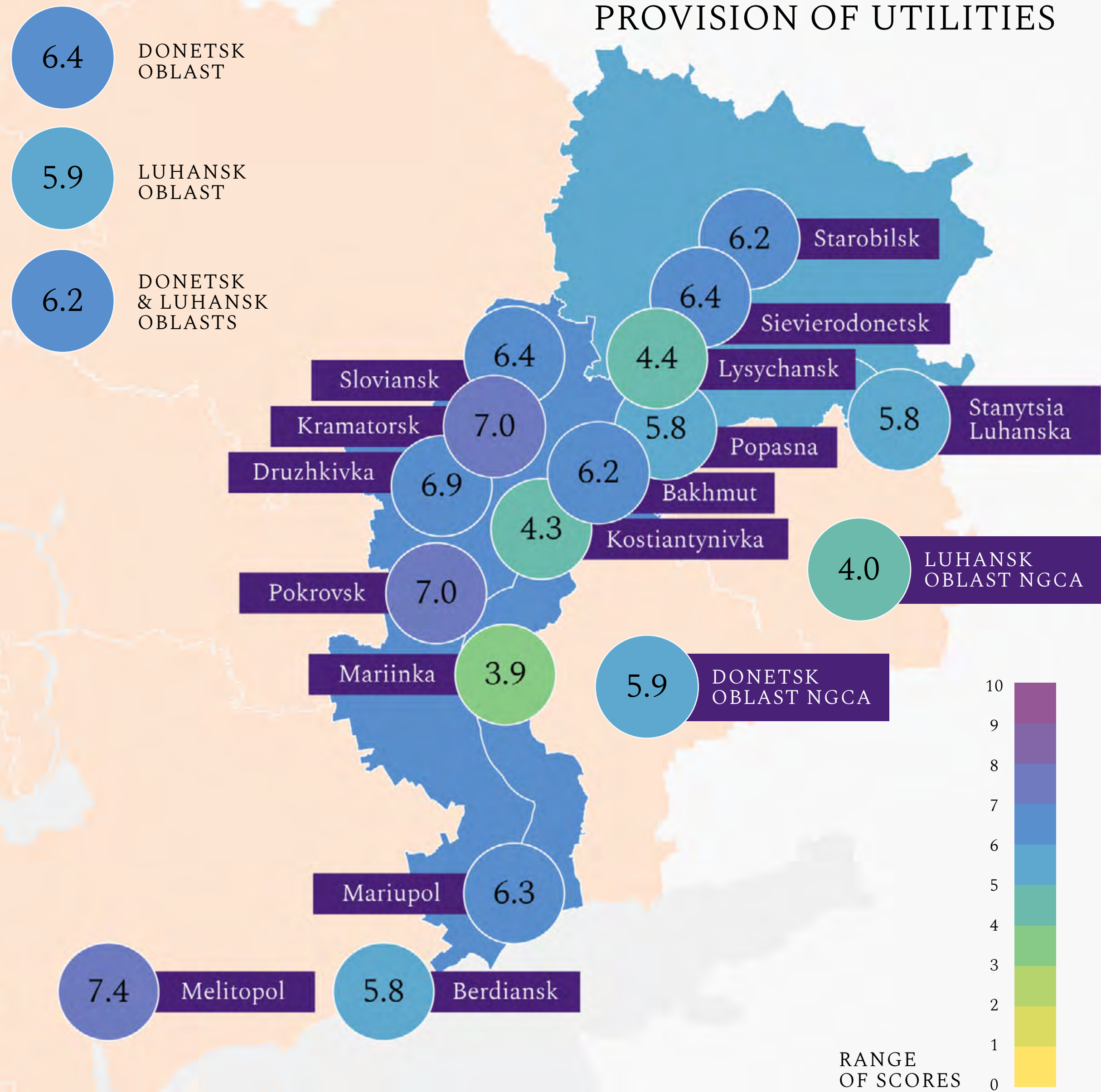


QUALITY OF ROADS



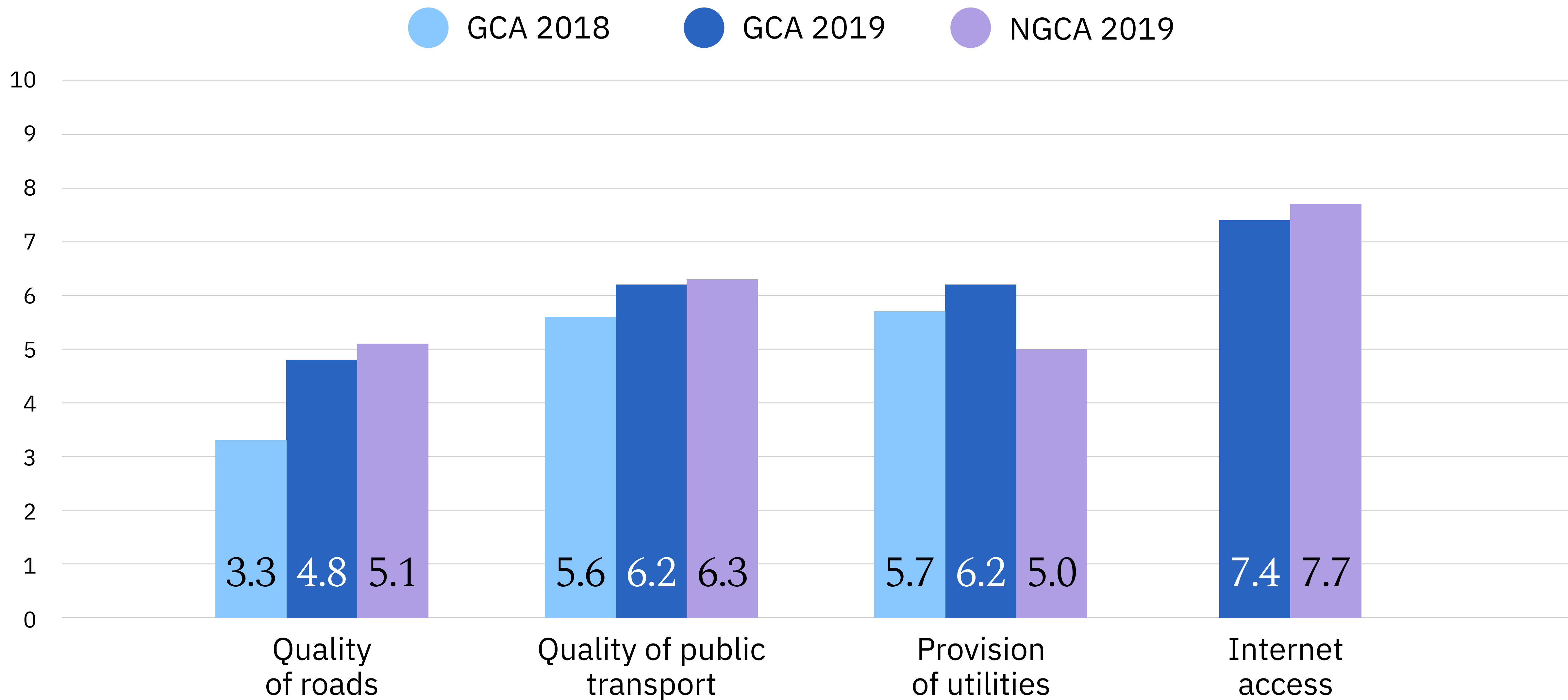
SEA OF AZOV

PROVISION OF UTILITIES



SEA OF AZOV

SATISFACTION WITH PUBLIC SERVICES



SIGNIFICANT CHANGES IN SATISFACTION WITH **ALL SERVICES** IN GCA

Increasing satisfaction with...

Welfare payments 6.8 (+1.6)

Quality of roads 4.8 (+1.5)

Health care 5.4 (+1.1)

Basic schooling 6.7 (+1)

Decreasing satisfaction with...

Higher education 4.7 (-0.8)

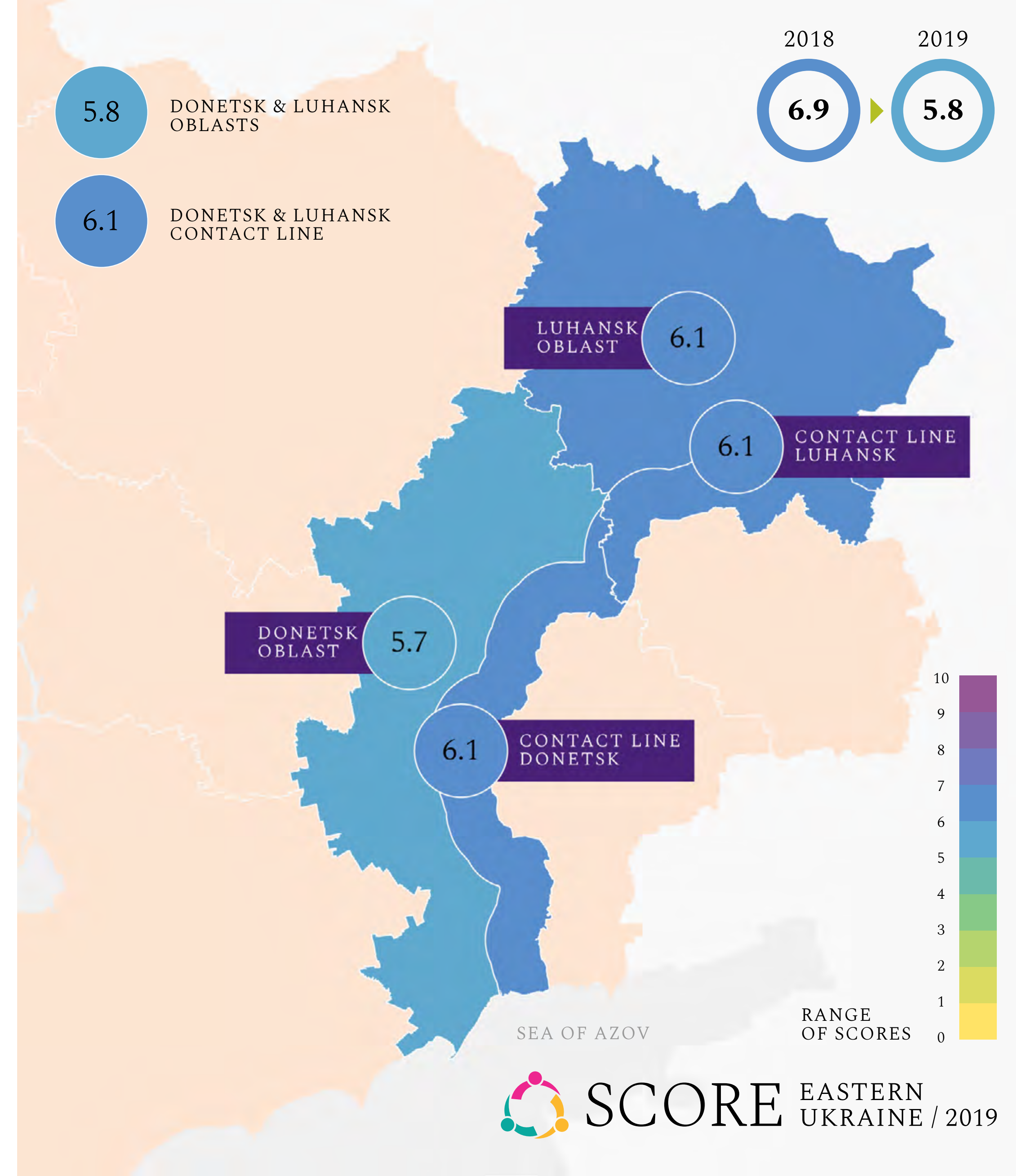


Do residents of Donetsk & Luhansk oblasts support reforms?

SCEPTICISM ABOUT REFORMS

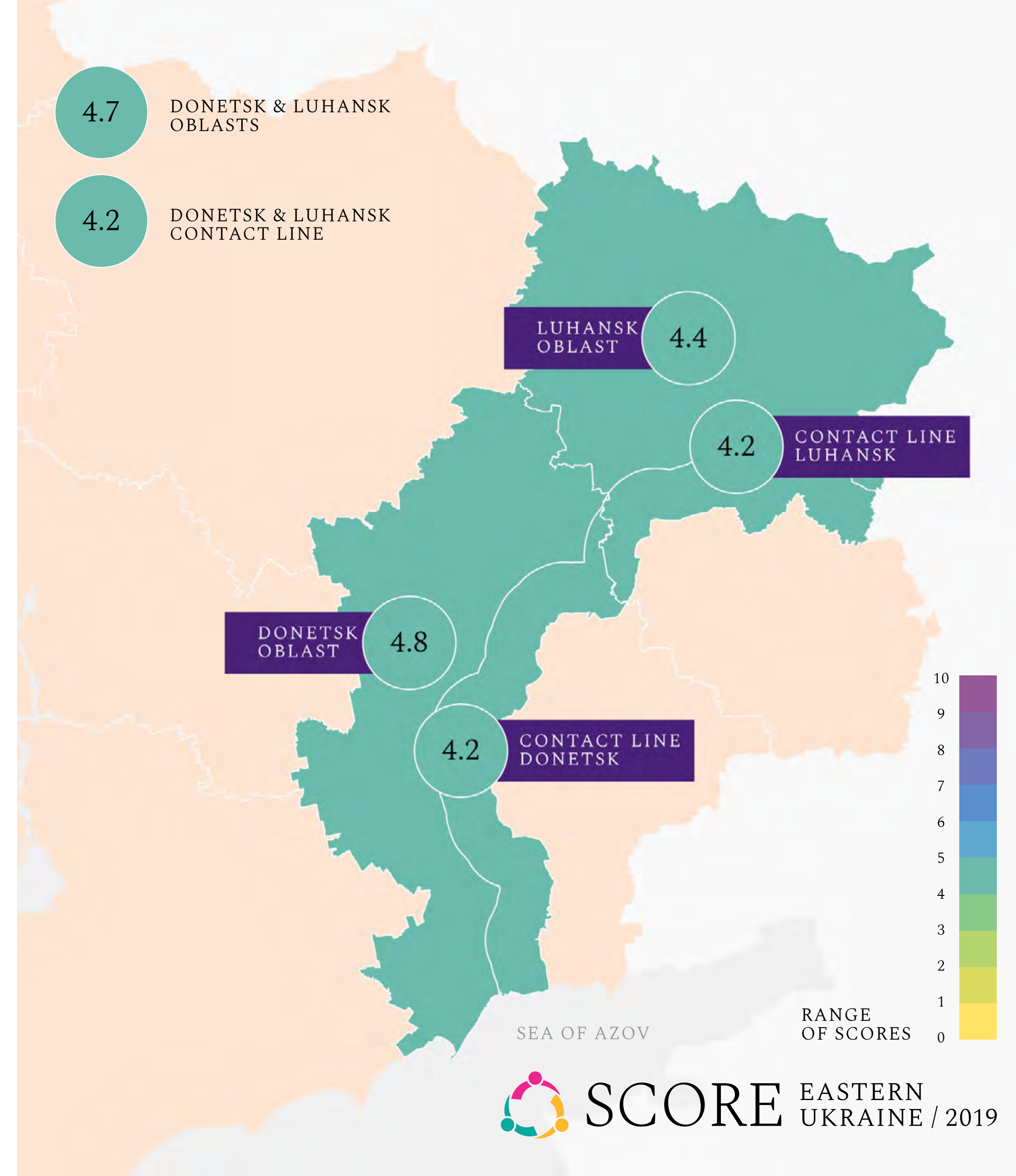
The degree to which one feels sceptical about the reform process and believes that they will only benefit the elite.

People between 18–35 years old are less sceptical and show higher support for reforms



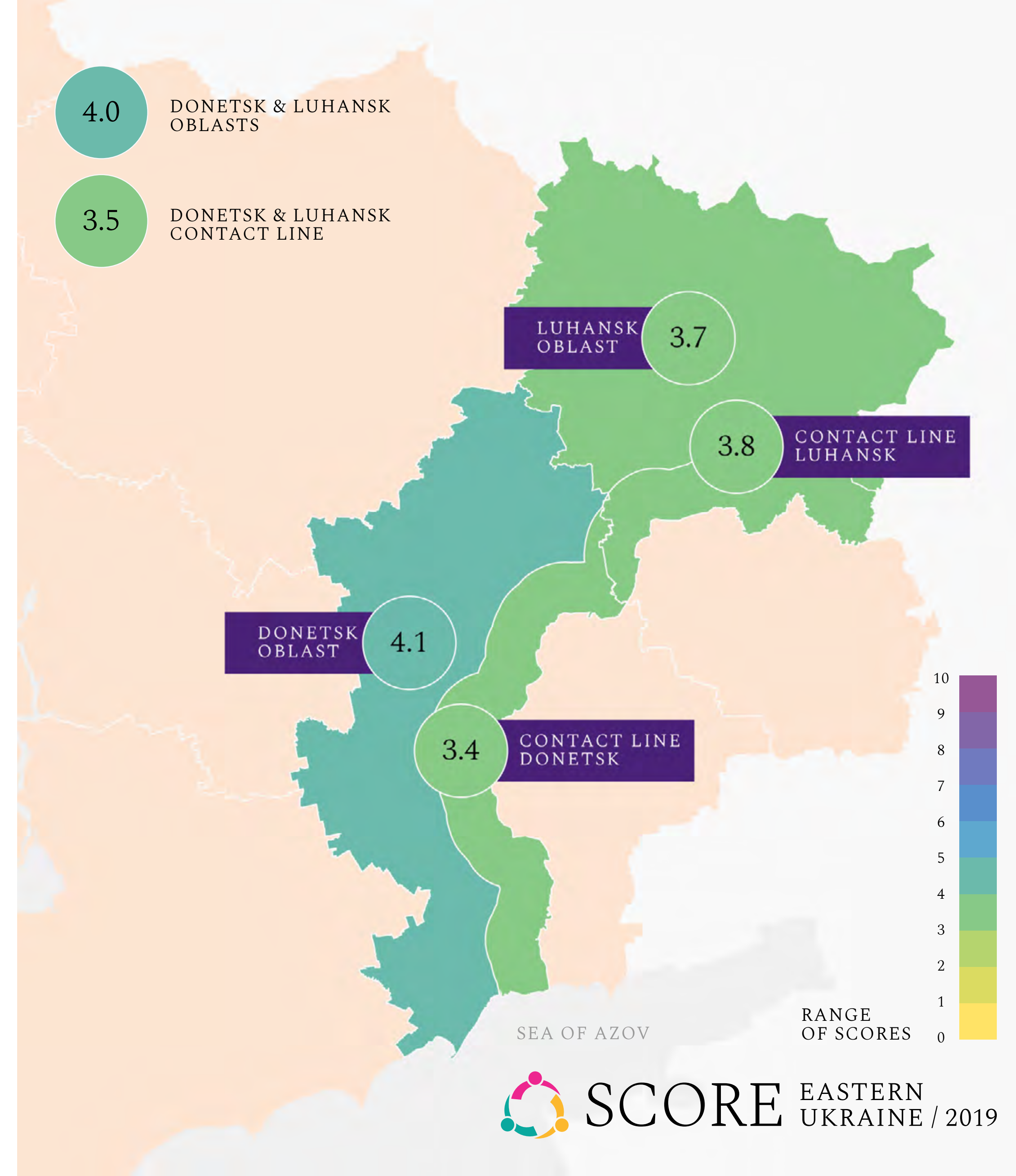
SUPPORT FOR DECENTRALIZATION REFORM

The extent to which one believes that decentralization reform is viable, will lead to positive changes and improve accountability.



SUPPORT FOR HEALTH REFORM

The extent to which one believes that health reform is viable, effective and improves the quality of medical services.



HEALTH REFORM AWARENESS

- You can freely choose a family doctor
- There is a list of medication that you can get for free
- Not all primary medical services are free for patients
- You can change a family doctor if central hospitals approve request
- Emergency care is 50% financed by the state and 50% by the patient

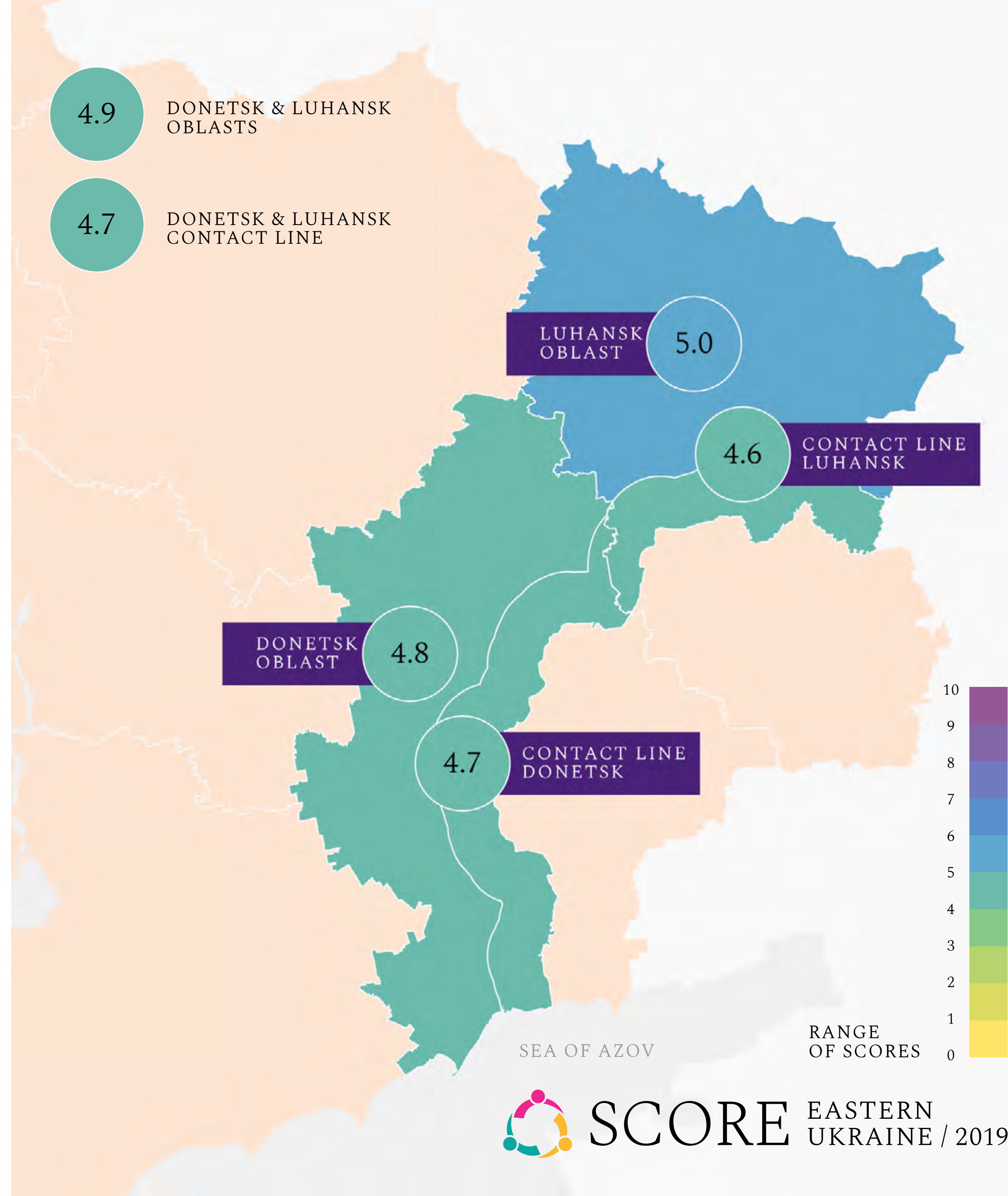
TRUE

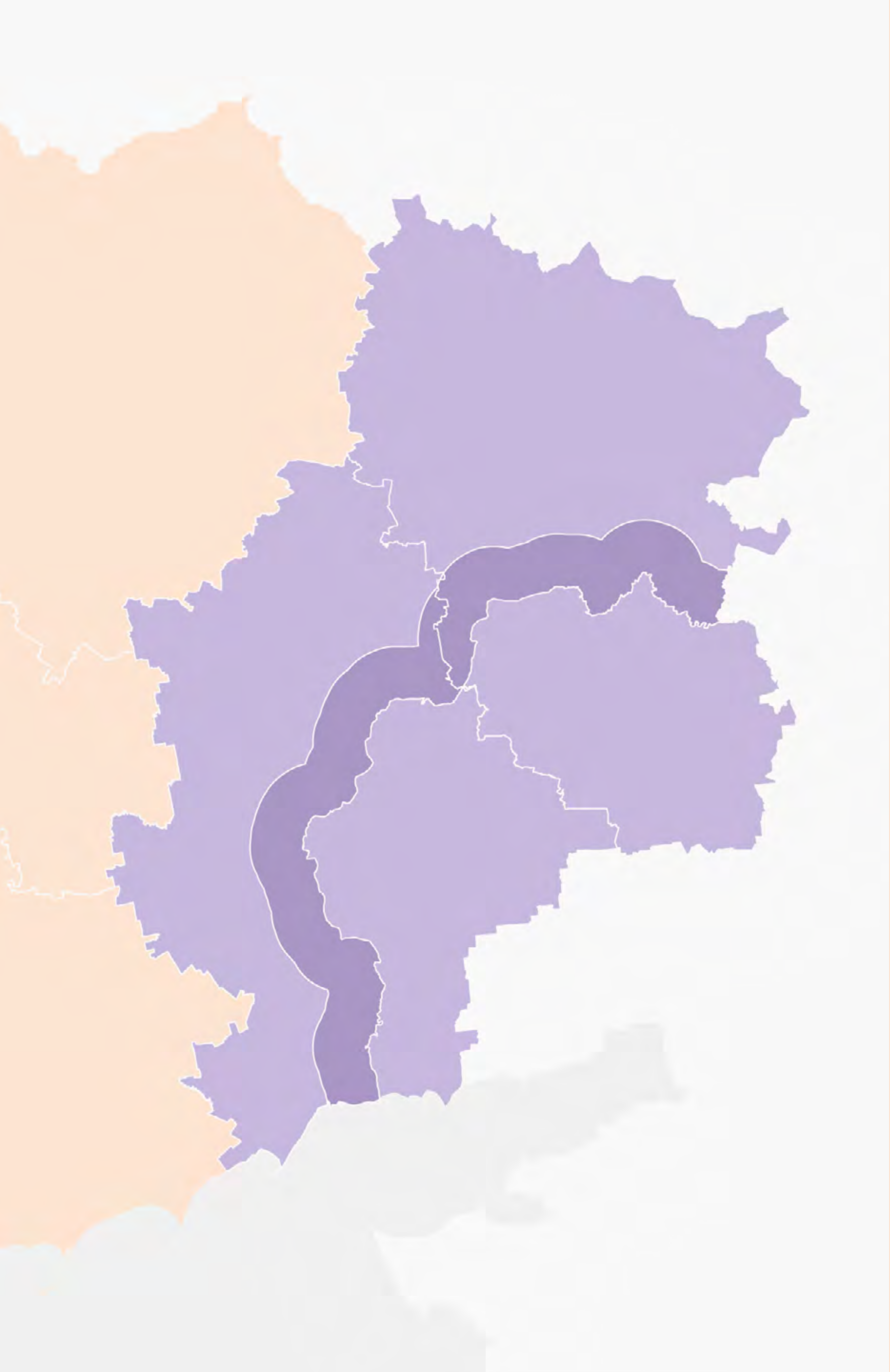
TRUE

FALSE

FALSE

FALSE



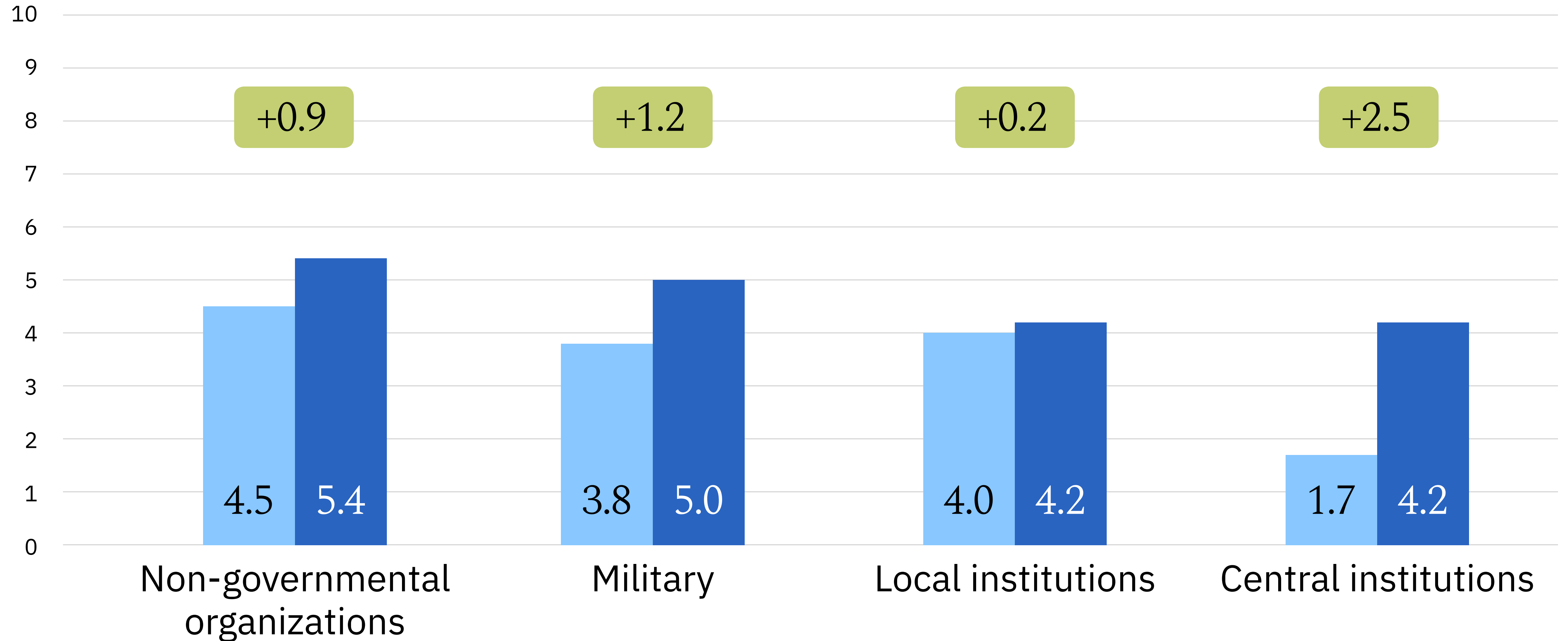


Do residents of Donetsk
& Luhansk oblasts trust
institutions?

TRUST IN INSTITUTIONS IS GROWING

4.5
DONETSK
& LUHANSK
OBLASTS

● GCA 2018 ● GCA 2019



TRUST IN CENTRAL INSTITUTIONS

● Fully trust + Somewhat trust

President

61%

Verkhovna Rada

34%

Cabinet of Ministers

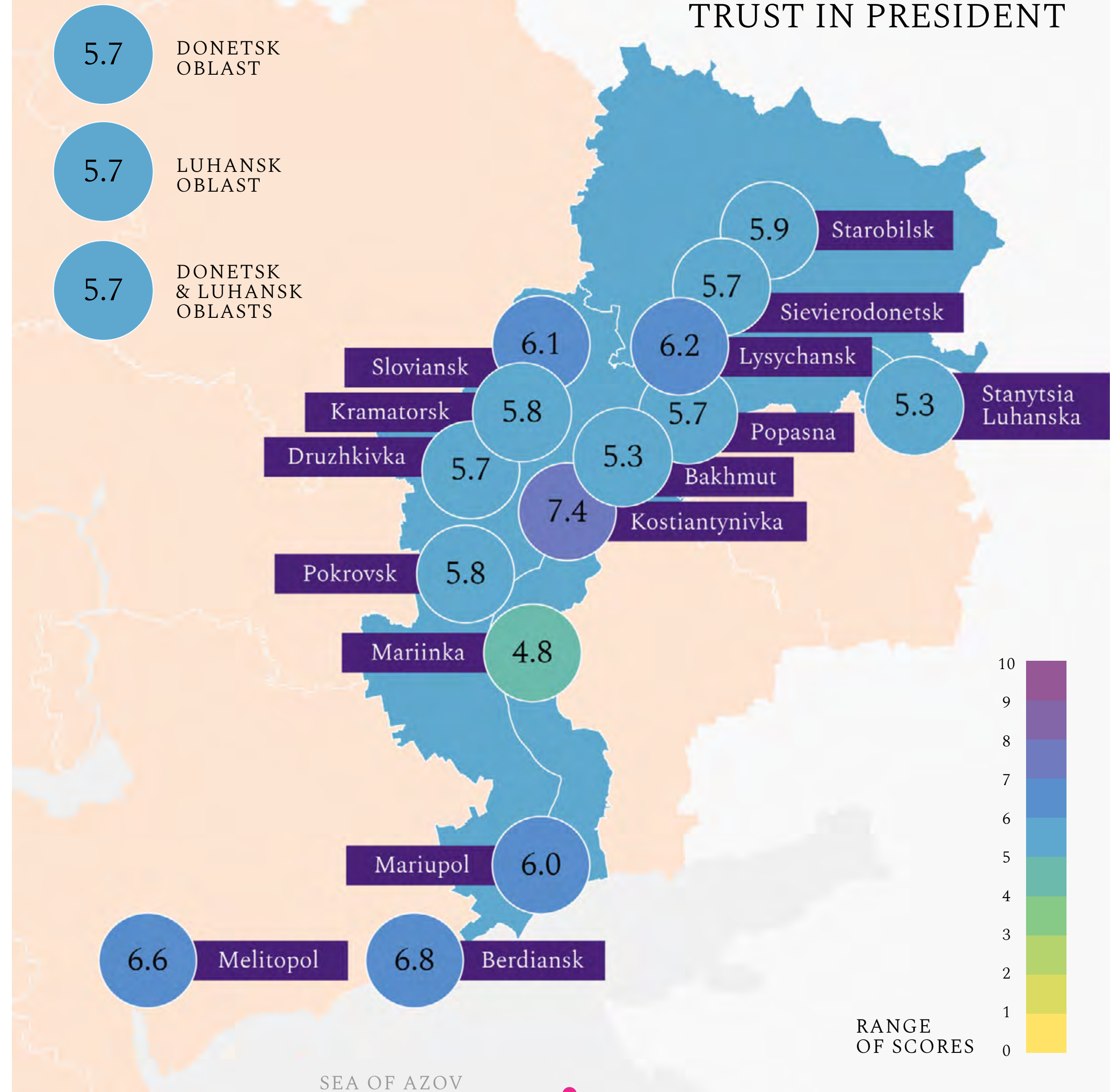
33%

Courts

25%

Approx.
10%
in 2018

TRUST IN PRESIDENT



SEA OF AZOV

TRUST IN LOCAL INSTITUTIONS

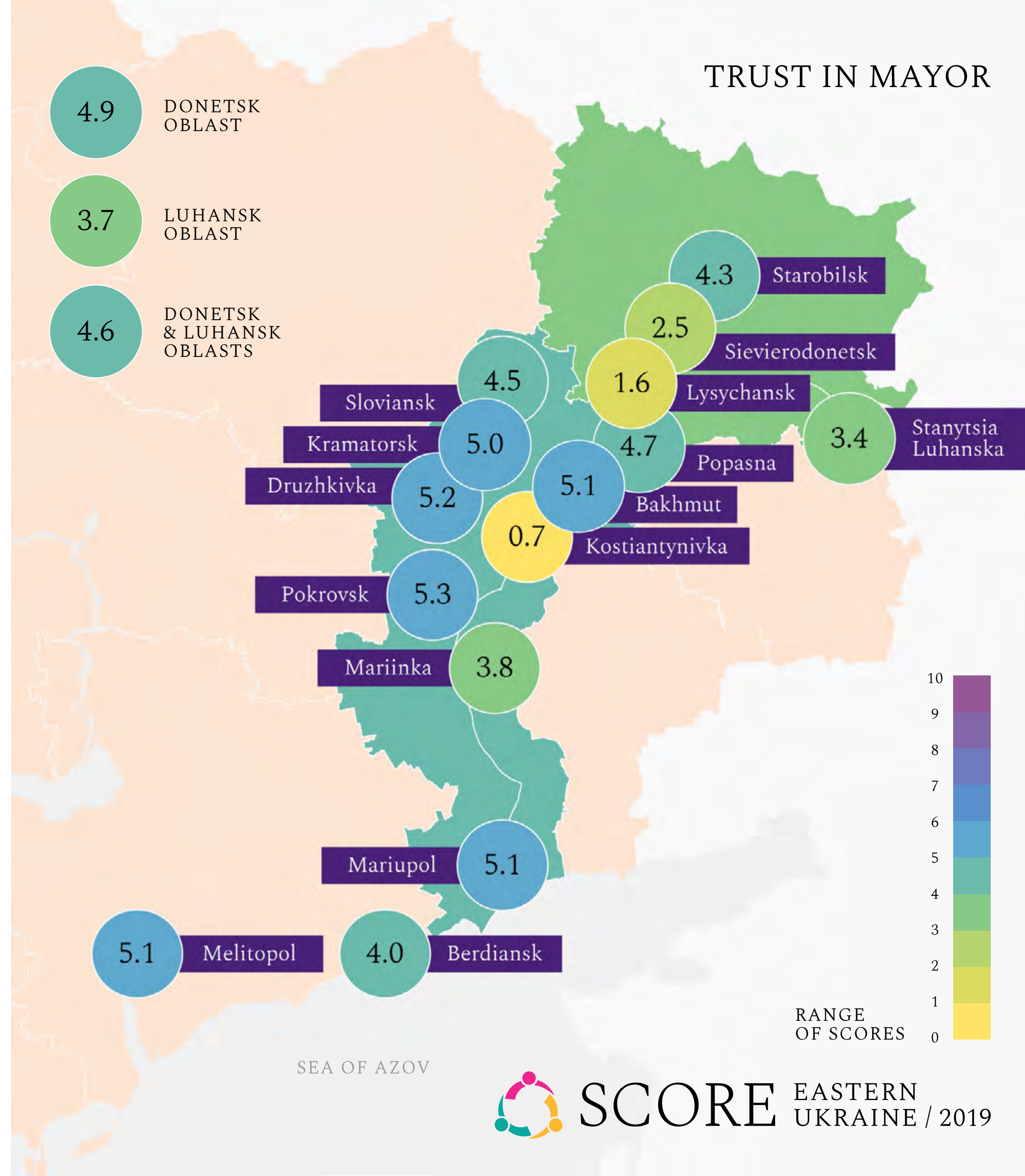
● Fully trust + Somewhat trust

Mayor or/and village/town head **47%**

The village/town administration **43%**

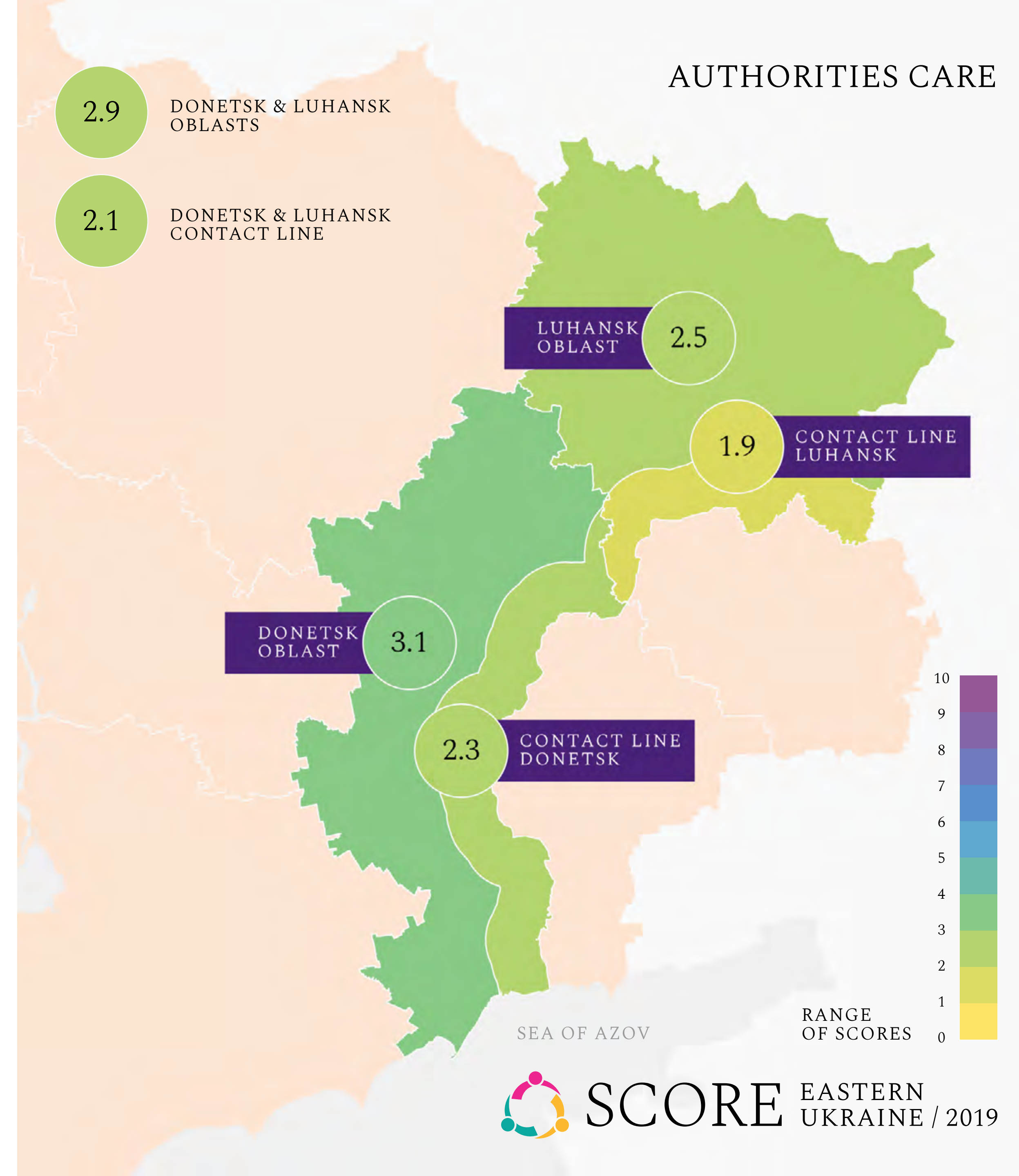
Oblast state administration **31%**

TRUST IN MAYOR



PEOPLE FEEL NEGLECTED BY AUTHORITIES

The degree to which one feels that Ukrainian authorities care for the well-being of all Ukrainian citizens and are open to hear different views.

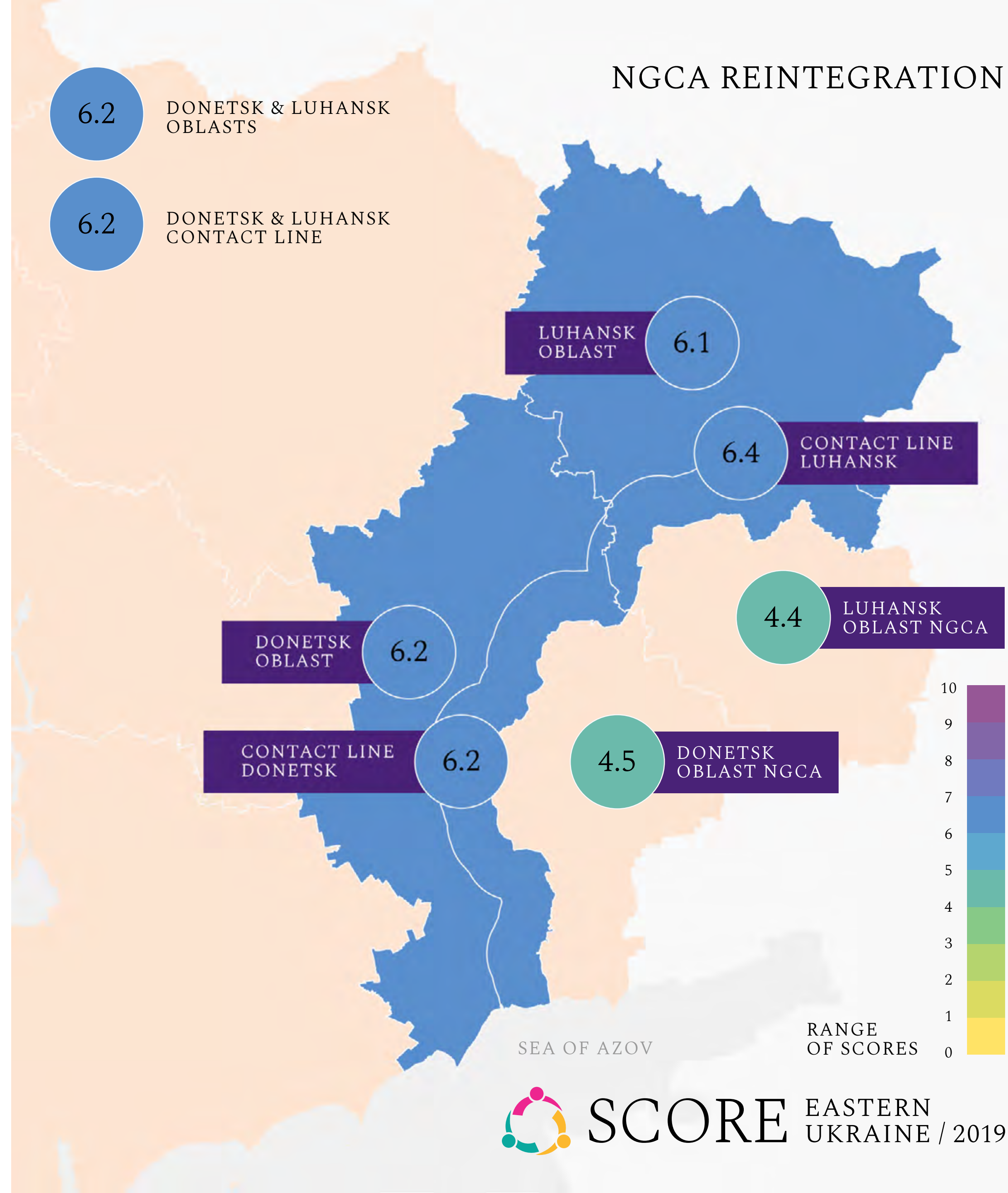




Future visions of Donetsk & Luhansk oblasts

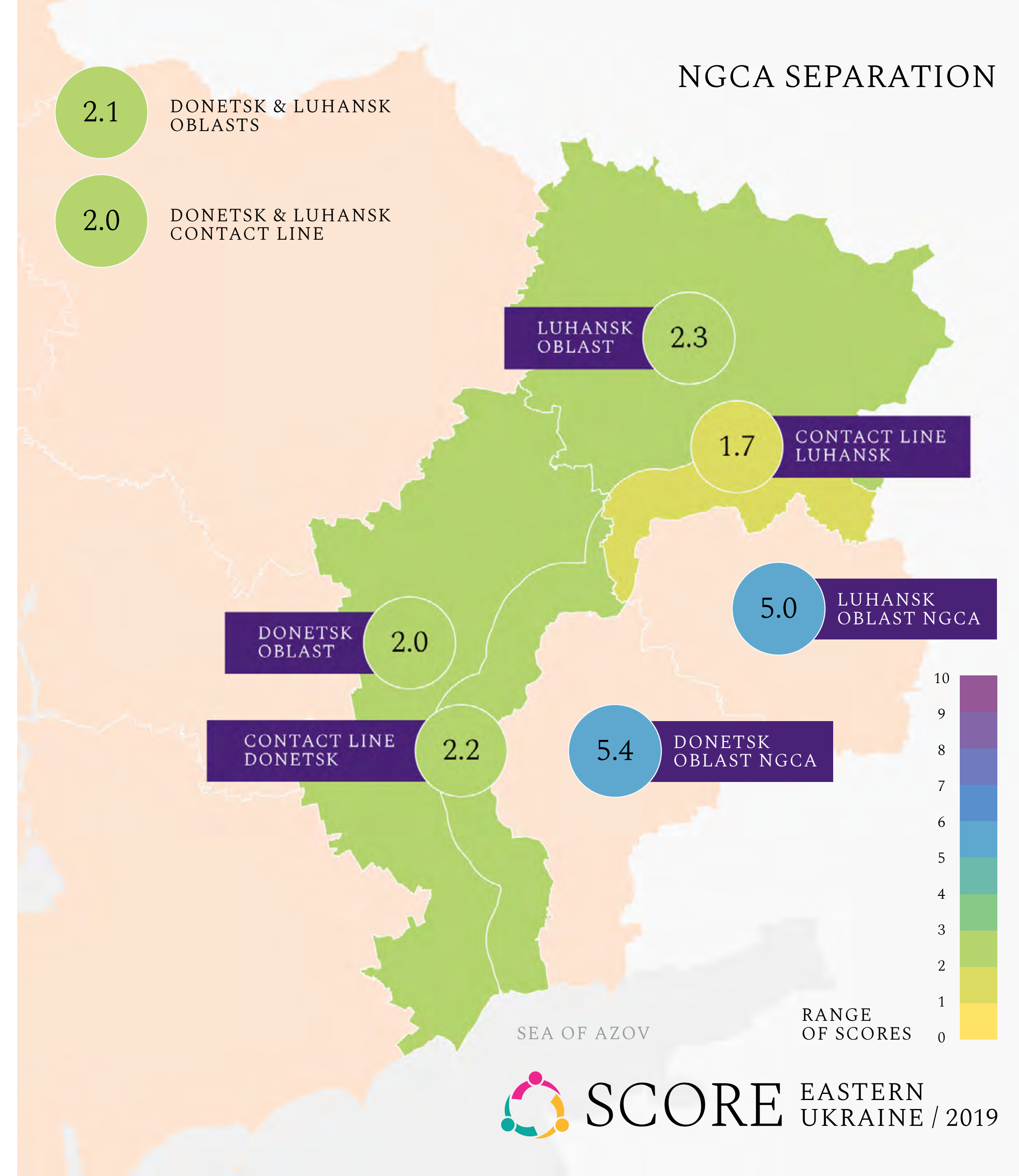
THE NGCA AS PART OF UKRAINE

The extent to which people want the NGCA to remain a part of Ukraine either with the same status as all other oblasts or with a special autonomy status.

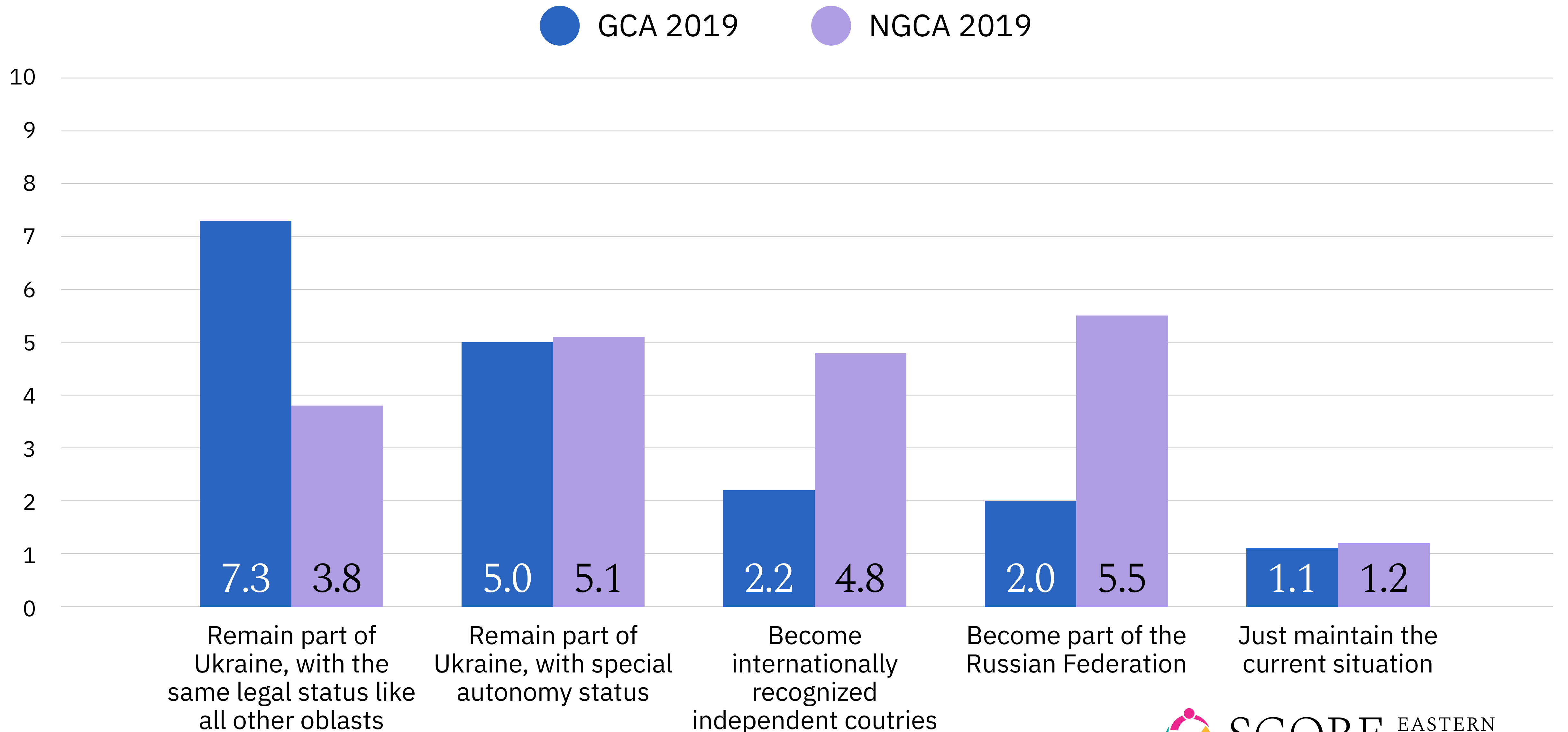


THE NGCA **NOT** PART OF UKRAINE

The extent to which people want the NGCA to separate from Ukraine to become a part of Russia or internationally recognized independent countries.



DIFFERENT VISIONS FOR THE FUTURE OF THE NGCA



HOW UKRAINIANS GROUP OTHERS

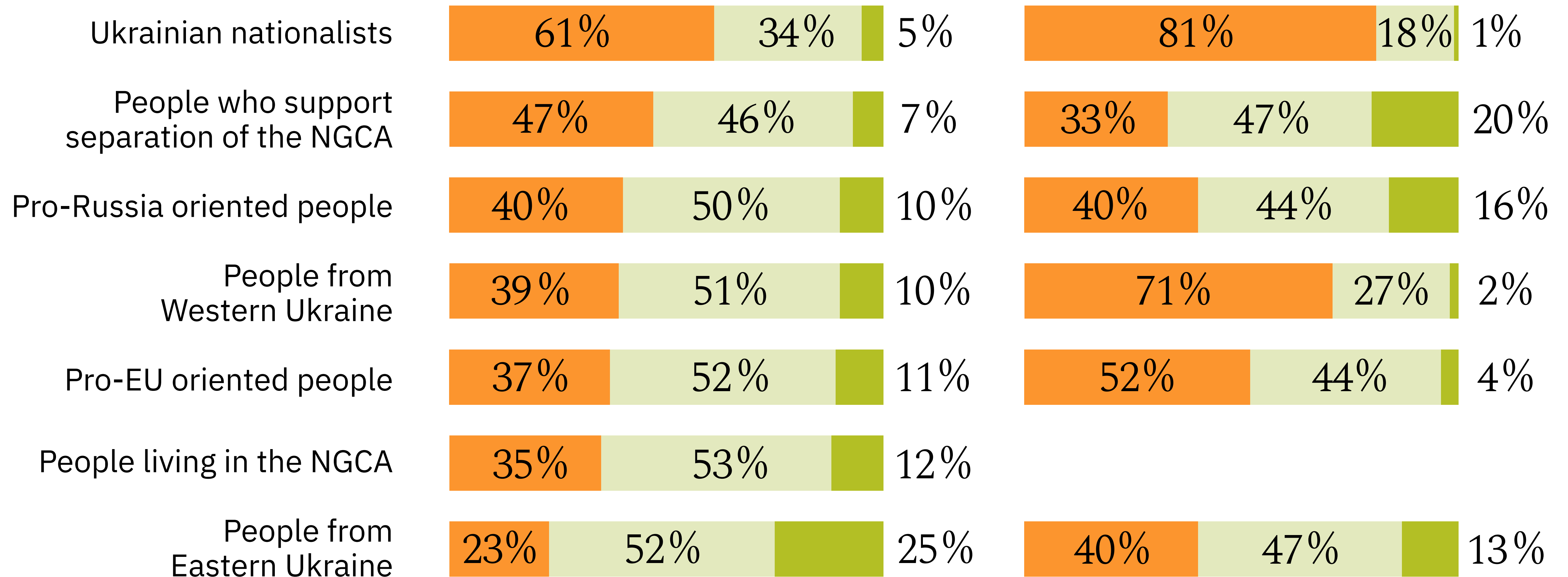


DO YOU THINK THAT MEMBERS OF THE FOLLOWING GROUPS WOULD HEAR YOUR ARGUMENTS AND BE READY TO DISCUSS?

● No
 ● Maybe
 ● Yes

GCA 2019

NGCA 2019





Thank you for your
attention

scoreforpeace.org
seedsofpeace.eu

