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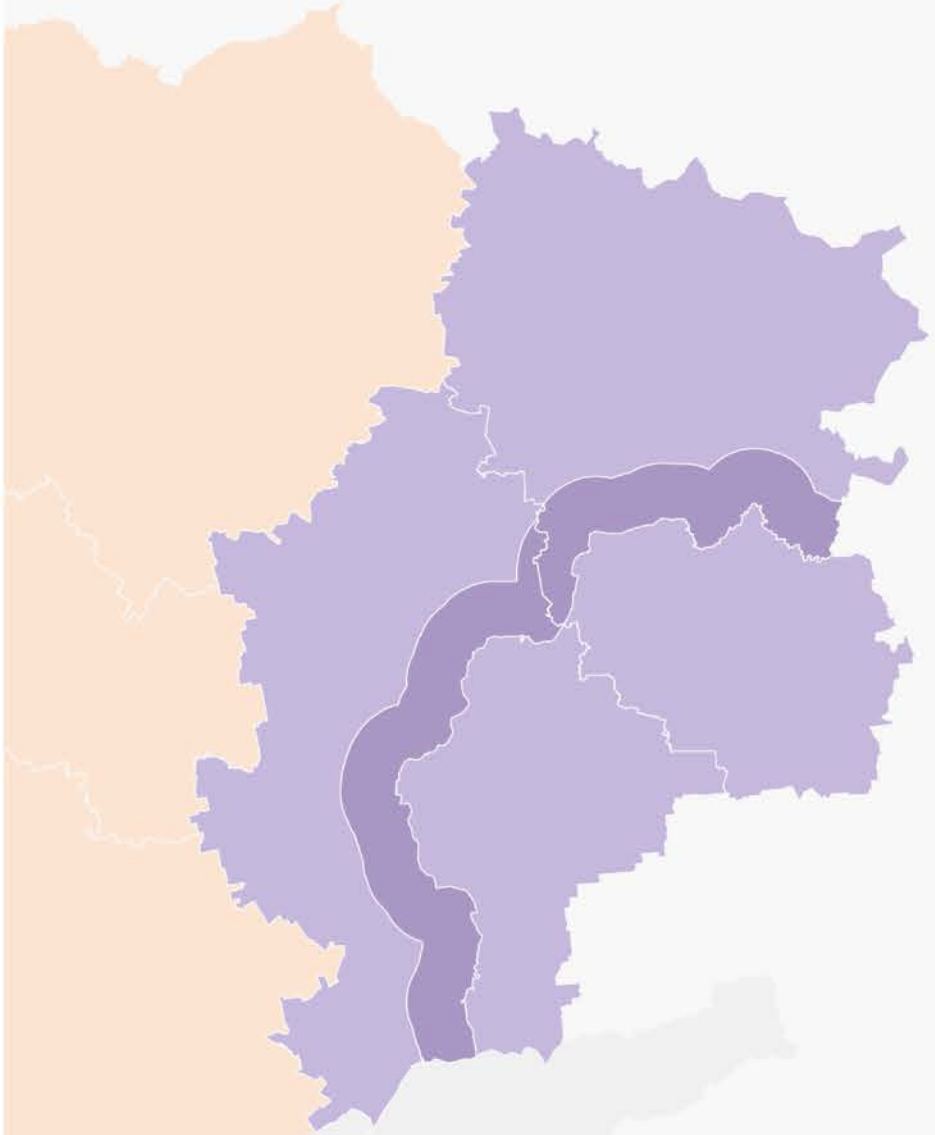
SeeD CENTRE FOR SUSTAINABLE PEACE AND DEMOCRATIC DEVELOPMENT

UNITED NATIONS UKRAINE

SCORE Heatmaps 2019 Overview

Donetsk and Luhansk oblasts including scores for 15 cities in the region



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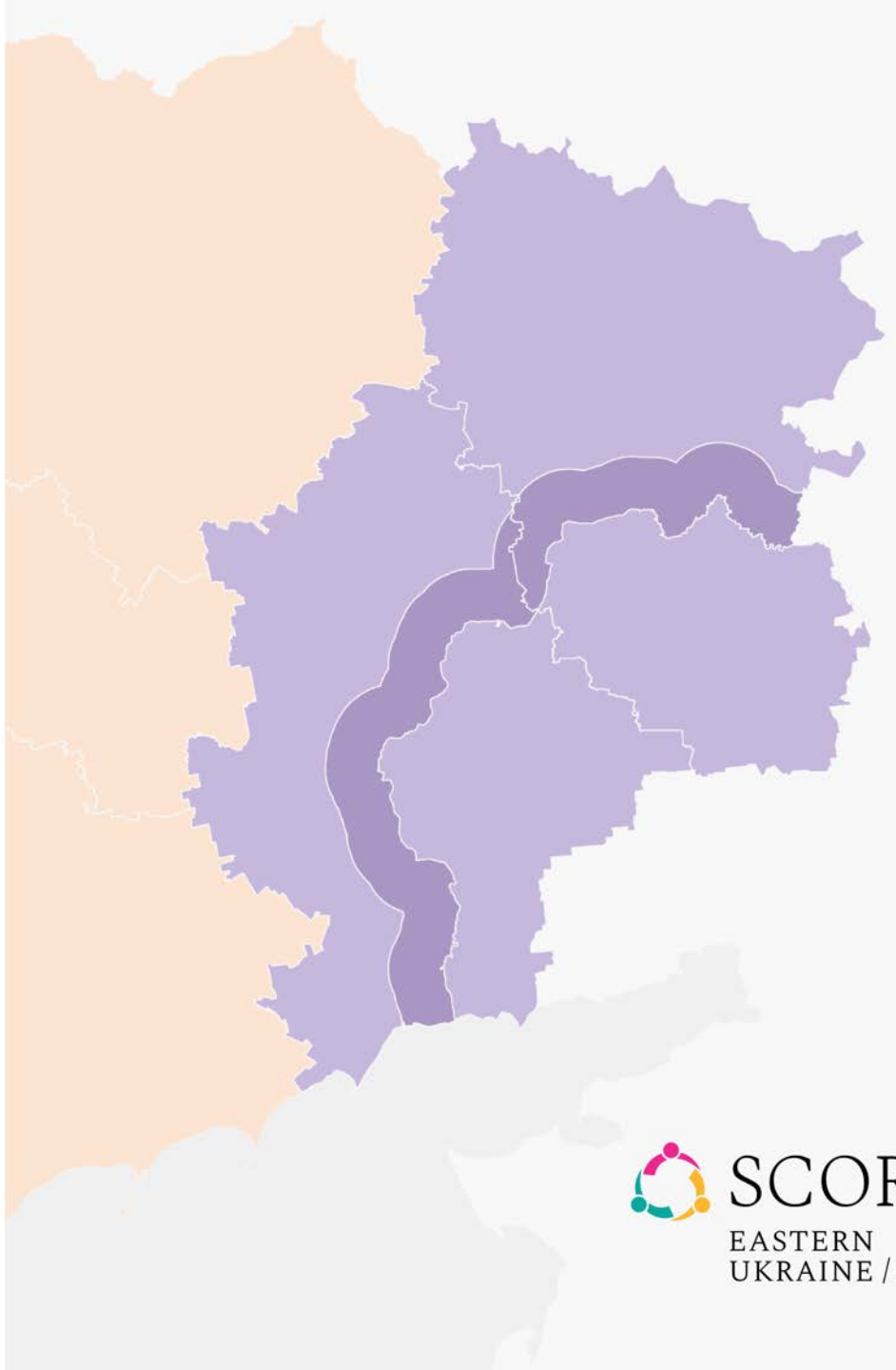
CONTENT

1. Sample strategy
2. How to read SCORE?
3. Belonging and identity
4. Civic attitudes and behaviour
5. Demographics
6. Economic environment
7. Exposure to adversities and marginalisation
8. Future visions for the NGCA*
9. Governance and services
10. Human security
11. Intergroup relations
12. Media and information consumption
13. Political orientations and attitudes
14. Psychosocial assets and skills

The heatmaps are structured based on the dimensions available at www.scoreforpeace.org/en/use

* Non-government-controlled areas



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SAMPLE STRATEGY

The data was collected from September to November 2019 through face-to-face interviews.

9,054 respondents:

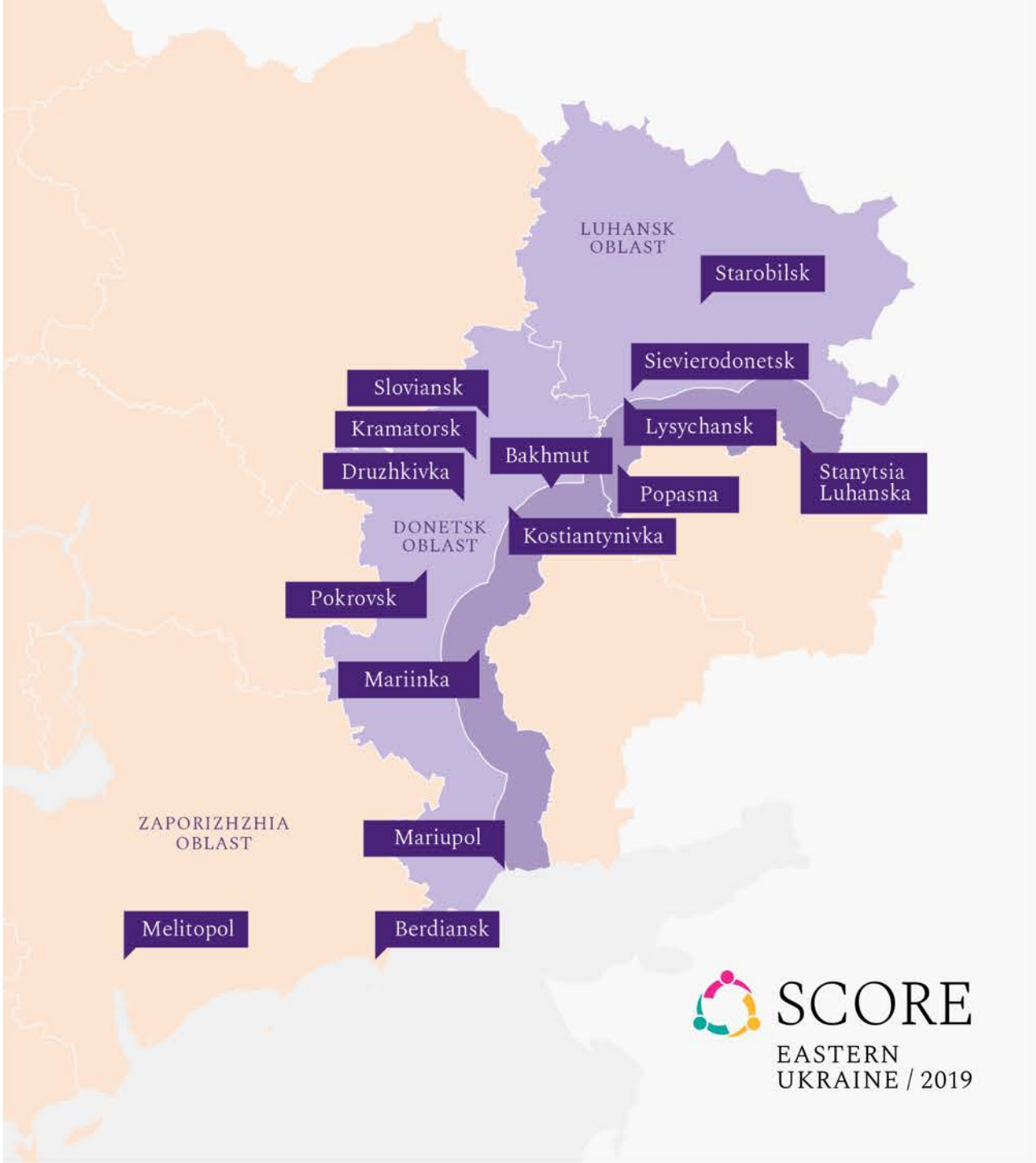
3,325 respondents from Luhansk and Donetsk oblasts

1,810 contact line

3,000 city booster from 15 cities

619 non-government-controlled area

300 ATO/JFO military personnel



HOW TO READ SCORE HEATMAPS

A set of 3–5 questions from the SCORE survey helps to measure a certain phenomenon from different angles and to form an indicator.

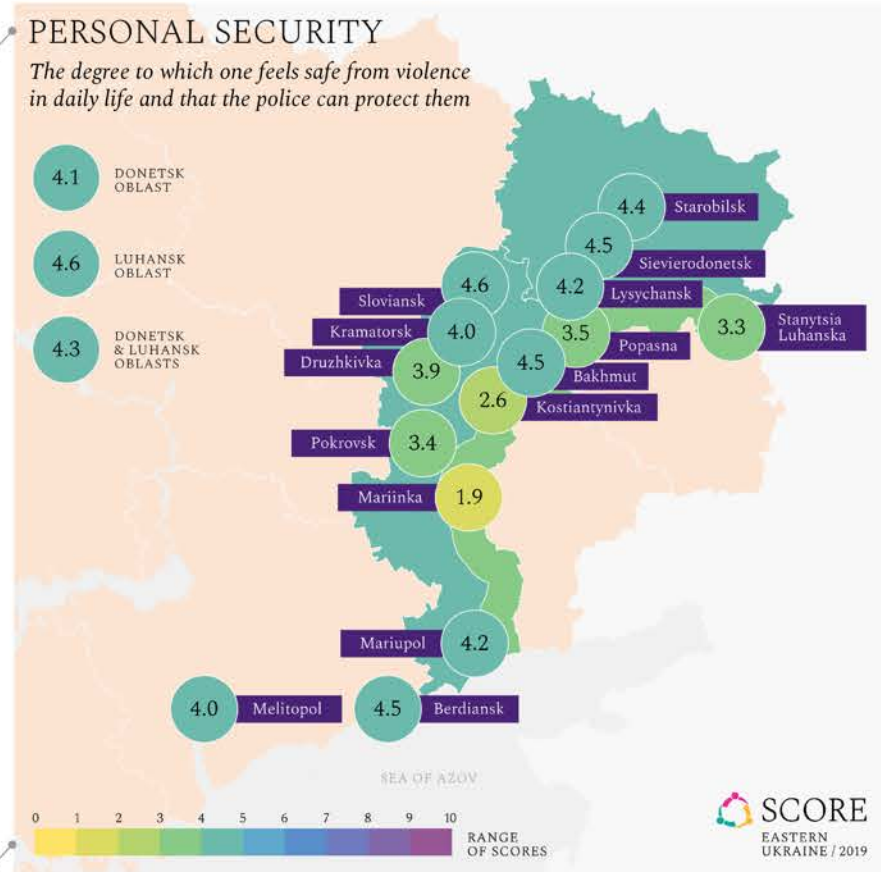
For example, the PERSONAL SECURITY indicator is measured through three questions:

1. *To what extent do you feel safe from violence in your daily life?*
2. *To what extent do you feel confident that the police can protect you from violence?*
3. *To what extent do you feel safe walking alone in the street at night in your locality?*

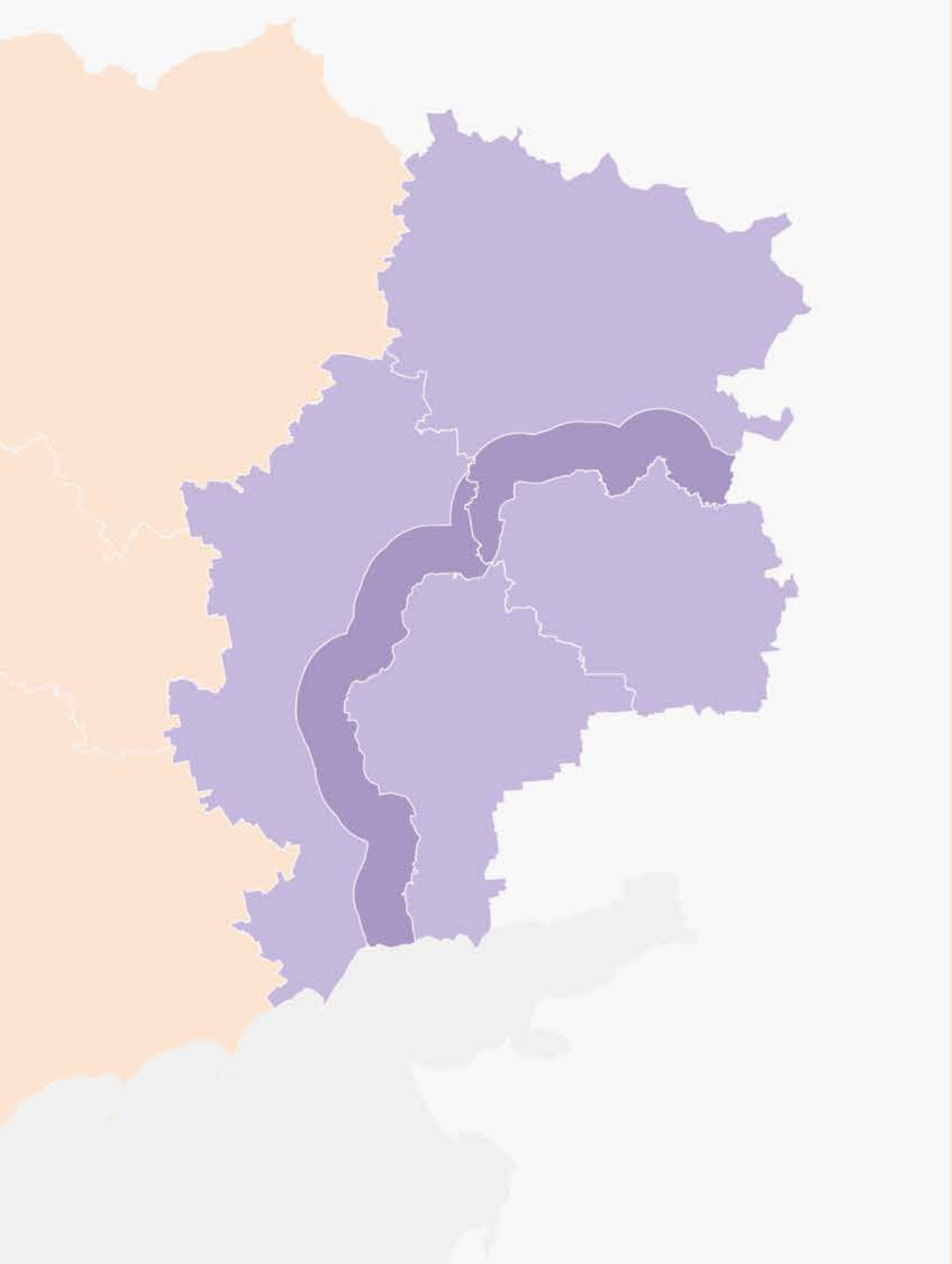
Indicators are presented on heatmaps to demonstrate the geographical distribution of a measured phenomenon.

Each indicator has a value from 0 to 10, where 0 means the absence of phenomena in society and 10 means its absolute presence. Only differences greater than 0.5 are considered statistically significant.

SCORE for eastern Ukraine has more than 200 indicators measured across 12 dimensions (dimensions are mentioned in “content” slide).



The PERSONAL SECURITY heatmap shows that regional average of how safe people in the area feel is 4.3, signifying that there is room for improvement. City scores show which areas can be prioritised when it comes to interventions (e.g. Mariinka with the lowest score of 1.9)



Belonging and identity

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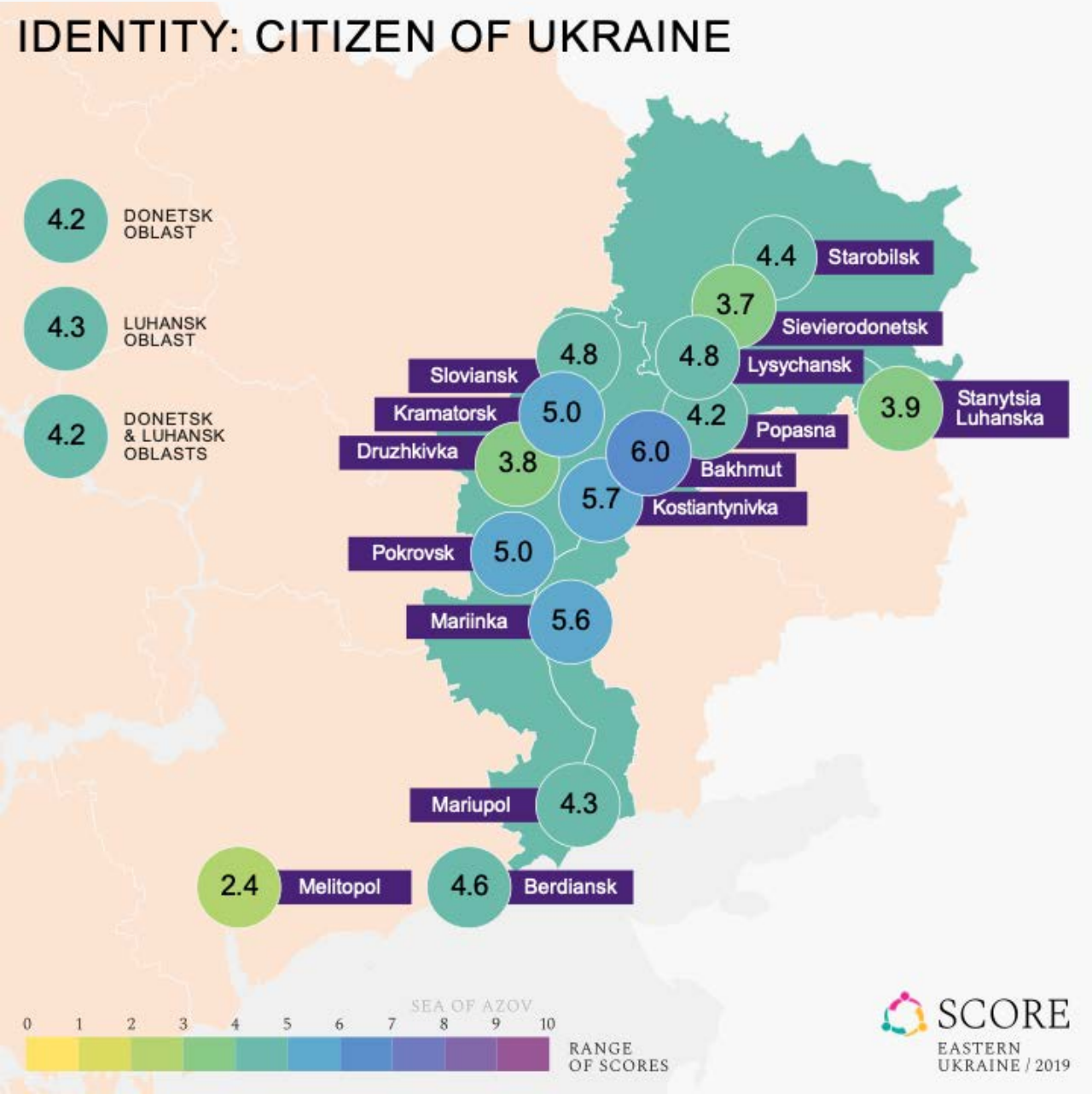
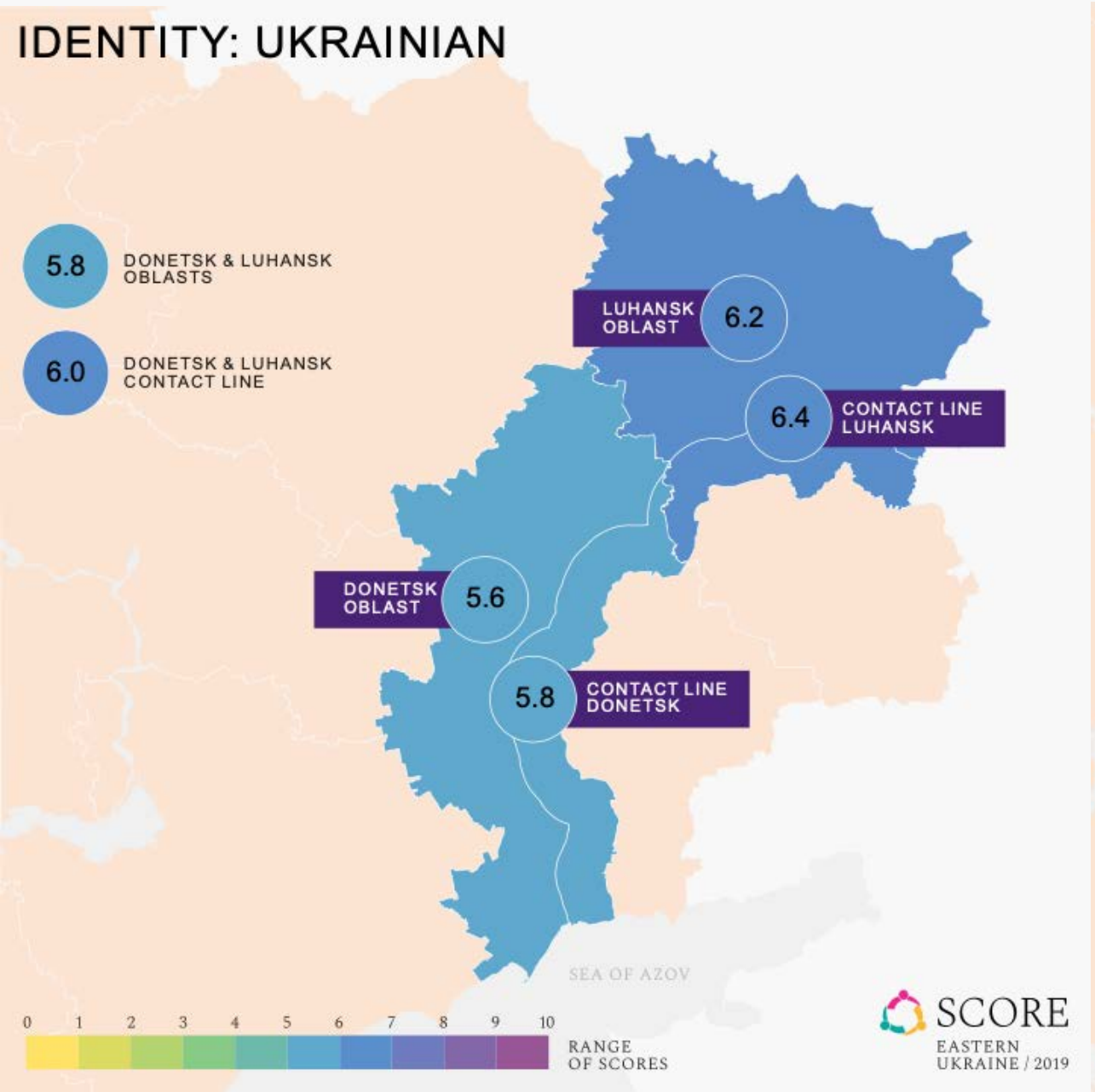
Identity: Citizen of Ukraine

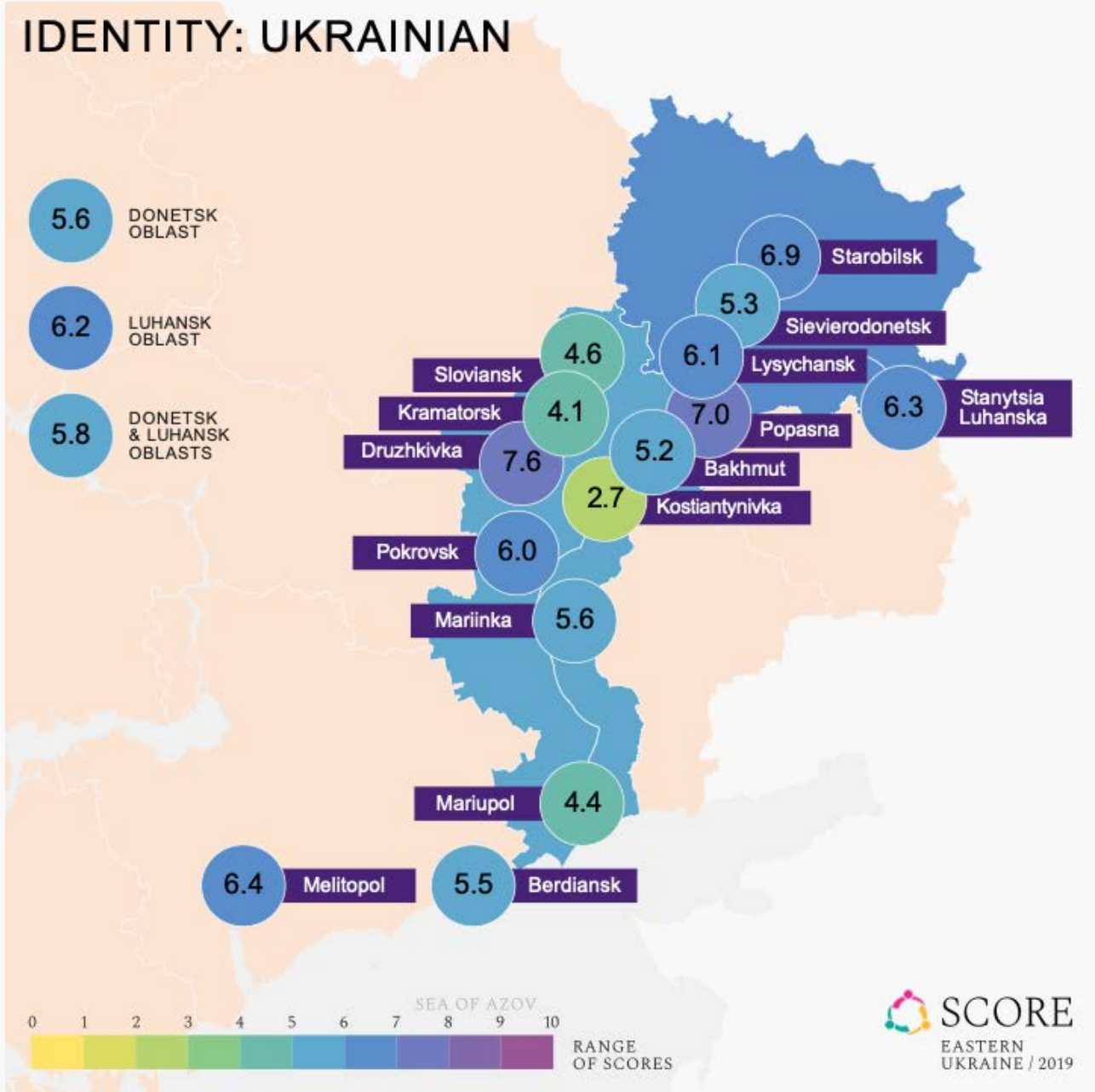
The degree to which one self-identifies as 'Citizen of Ukraine'.



Identity: Ukrainian

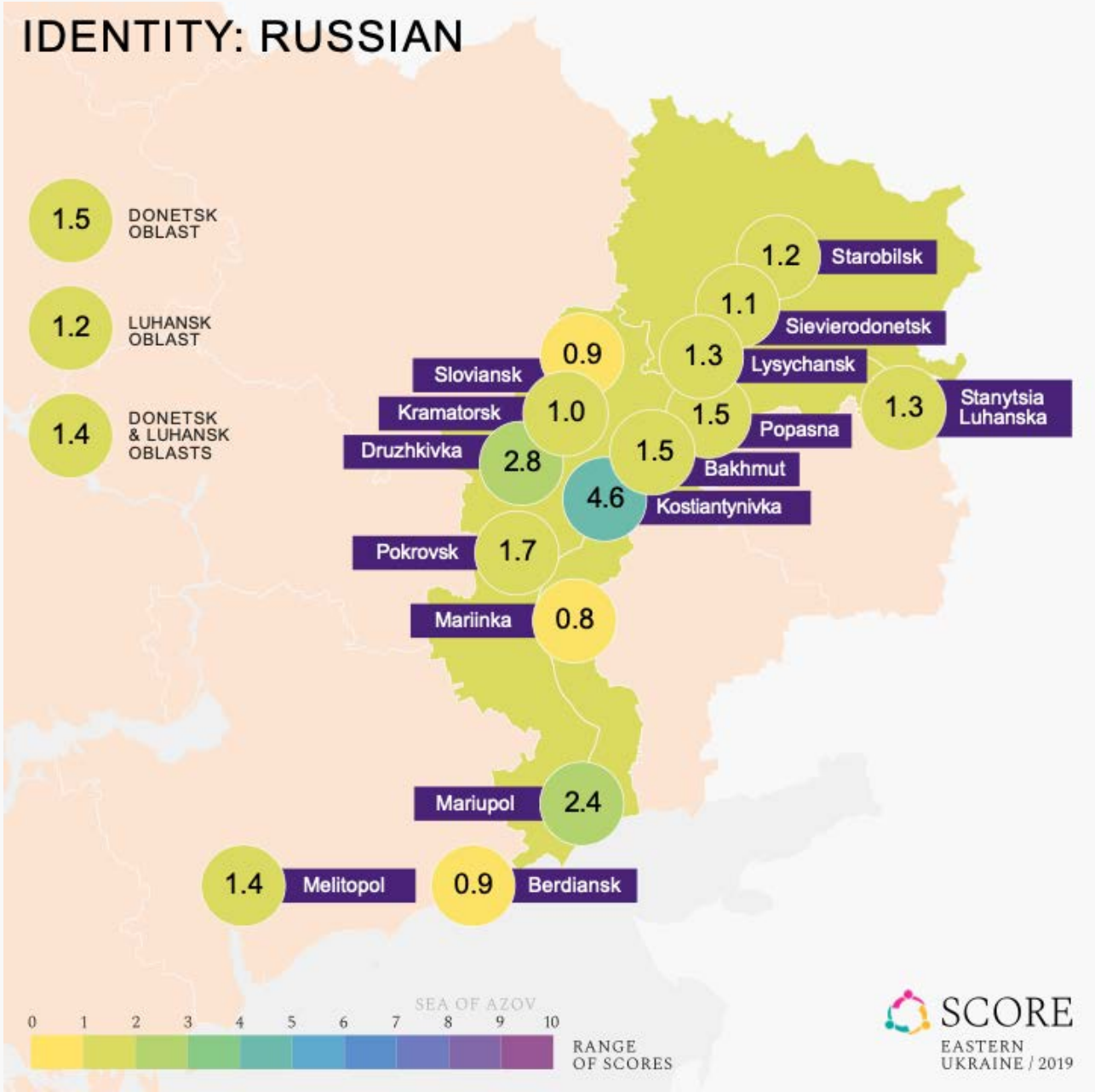
The degree to which one self-identifies as 'Ukrainian'.





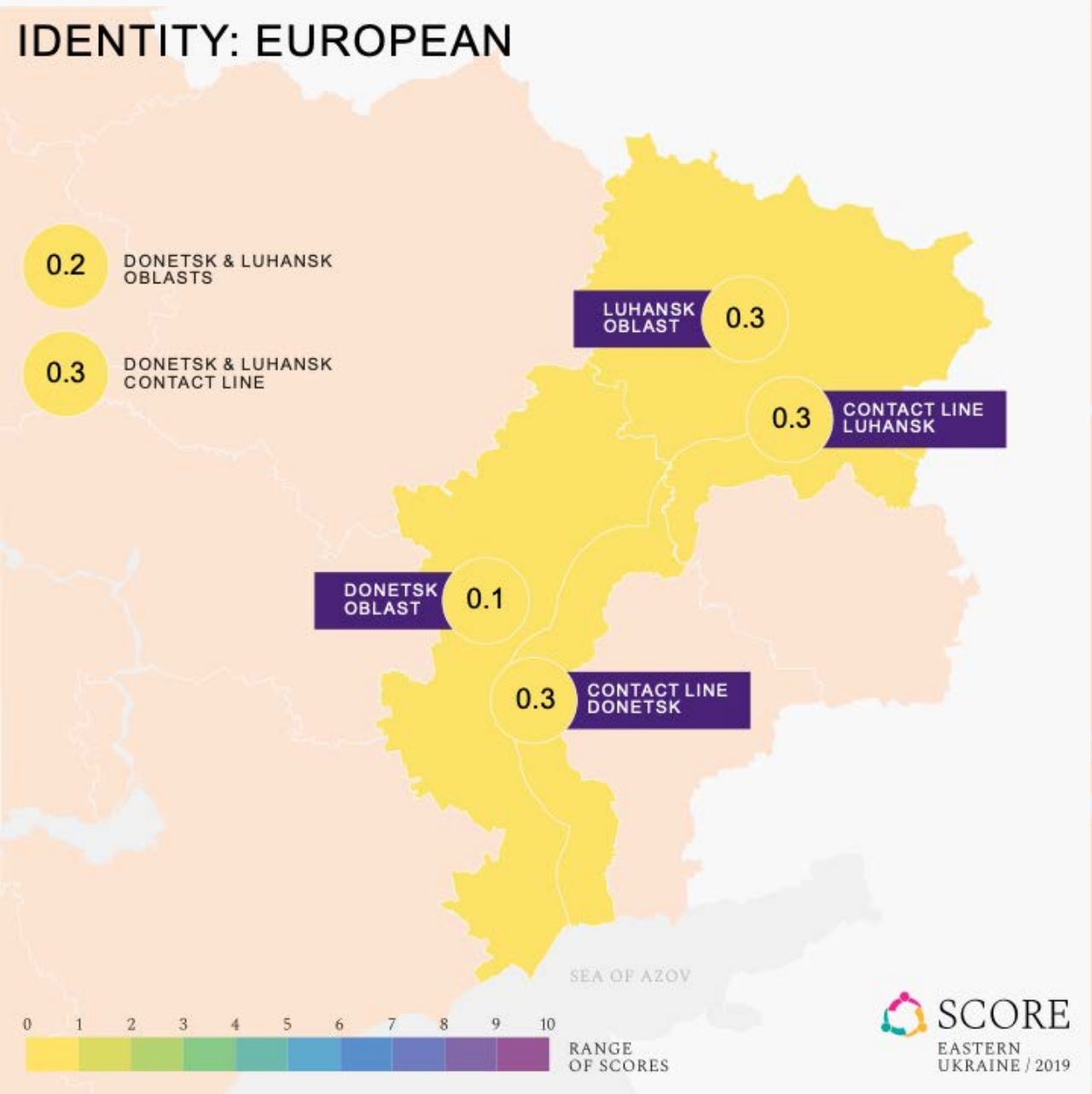
Identity: Russian

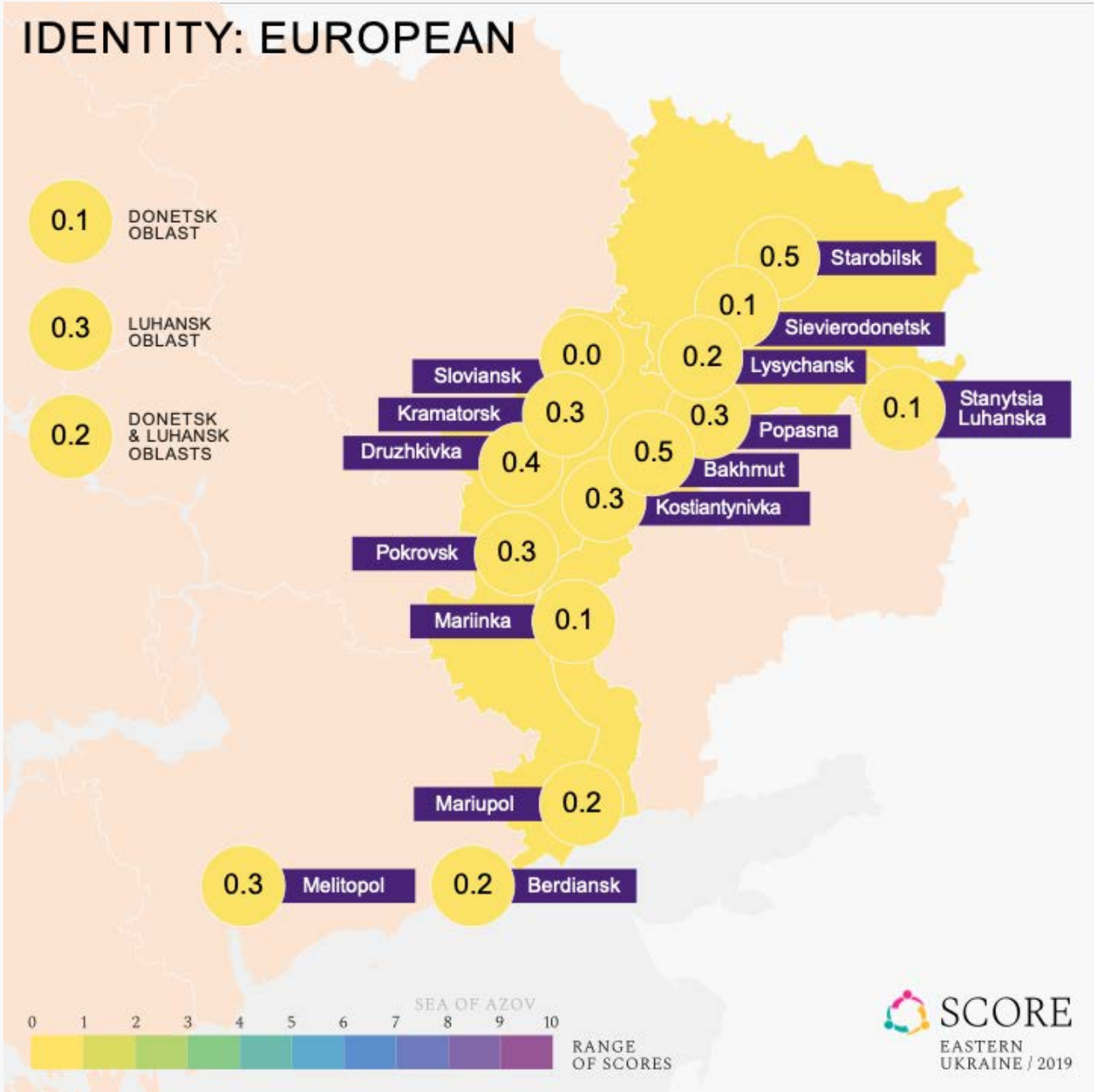
The degree to which one self-identifies as 'Russian'.



Identity: European

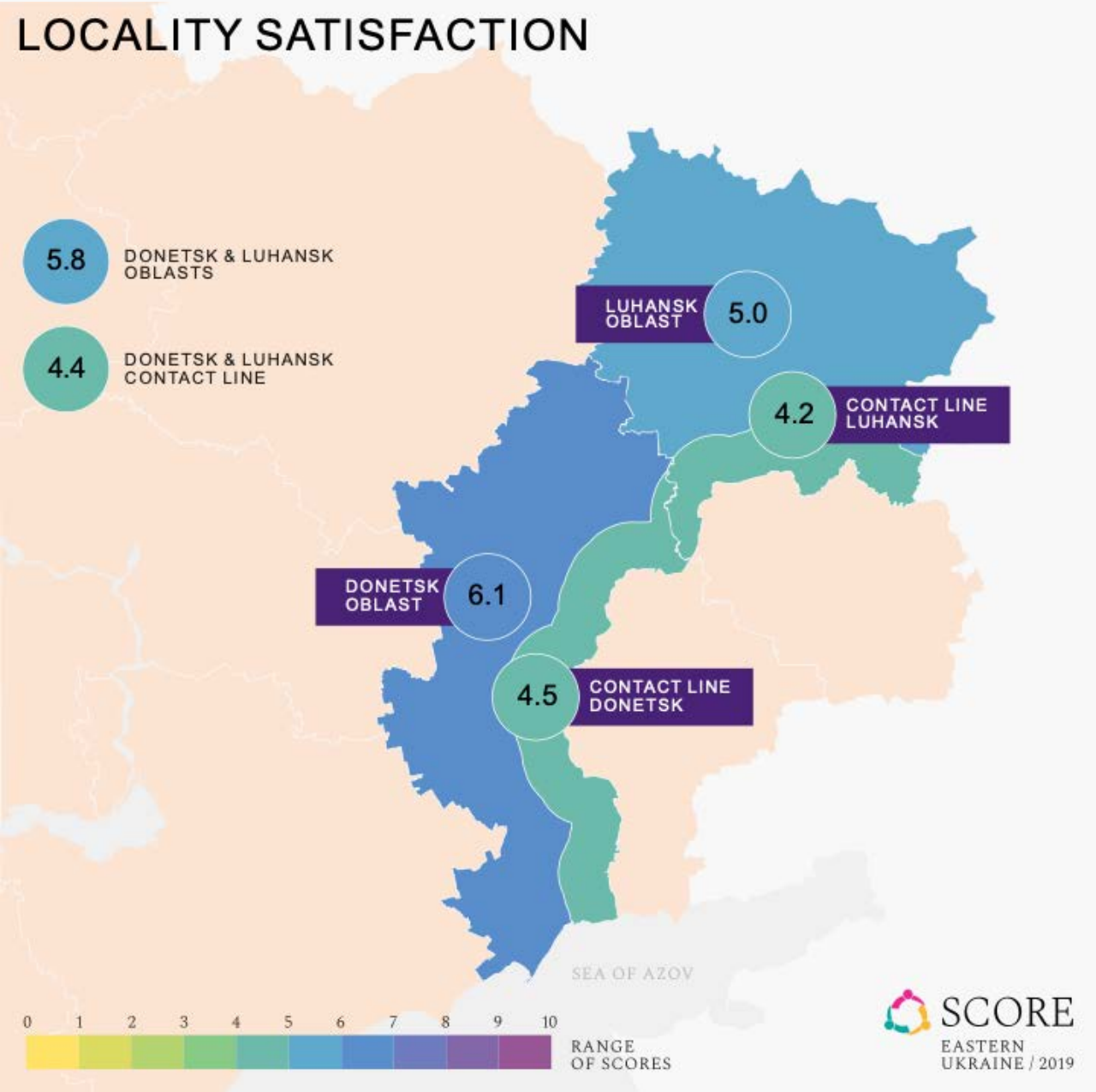
The degree to which one self-identifies as 'European'.

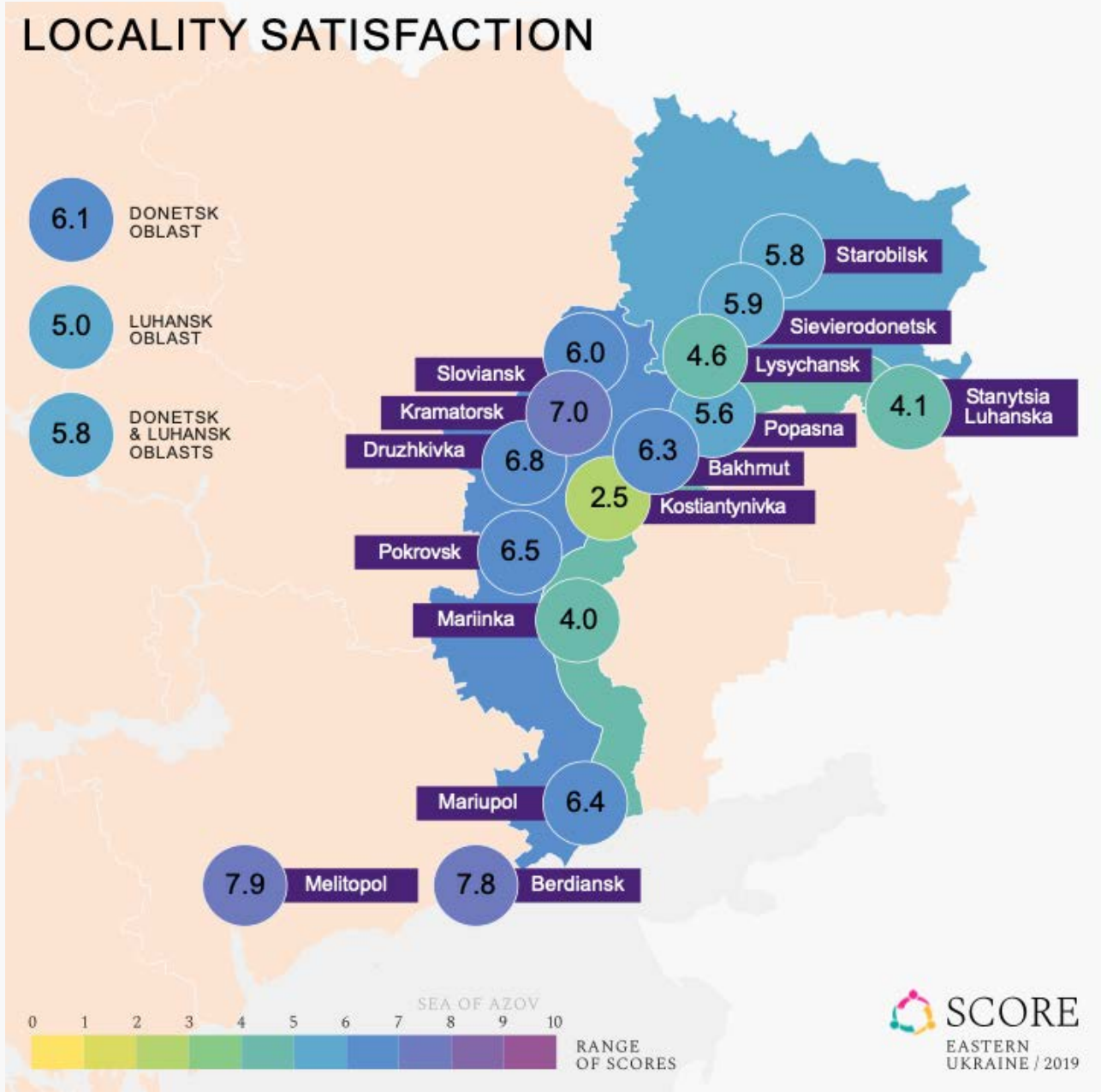




Locality satisfaction

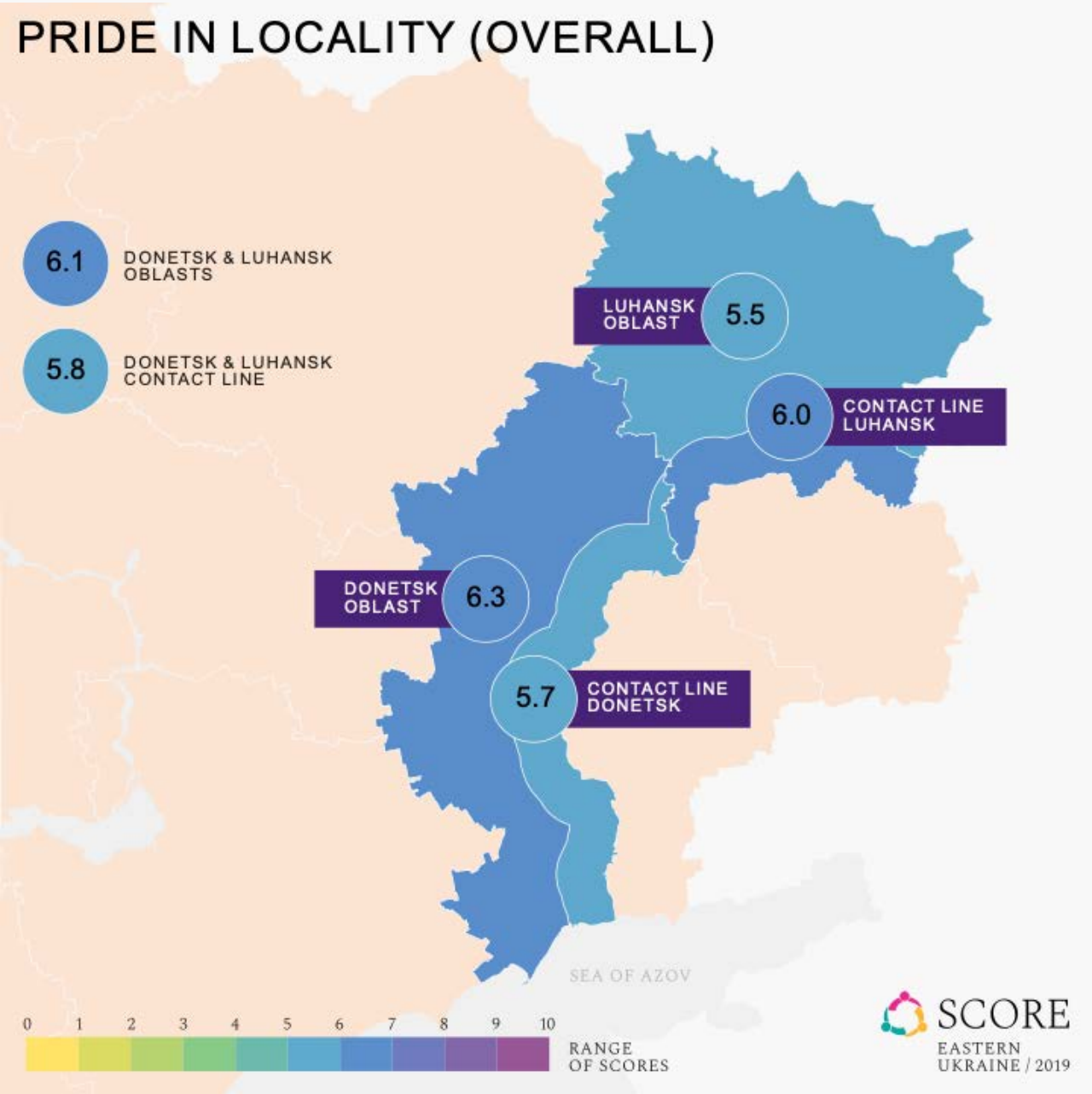
The degree to which a person is satisfied with their place of residence (in terms of jobs, leisure activities and raising children).

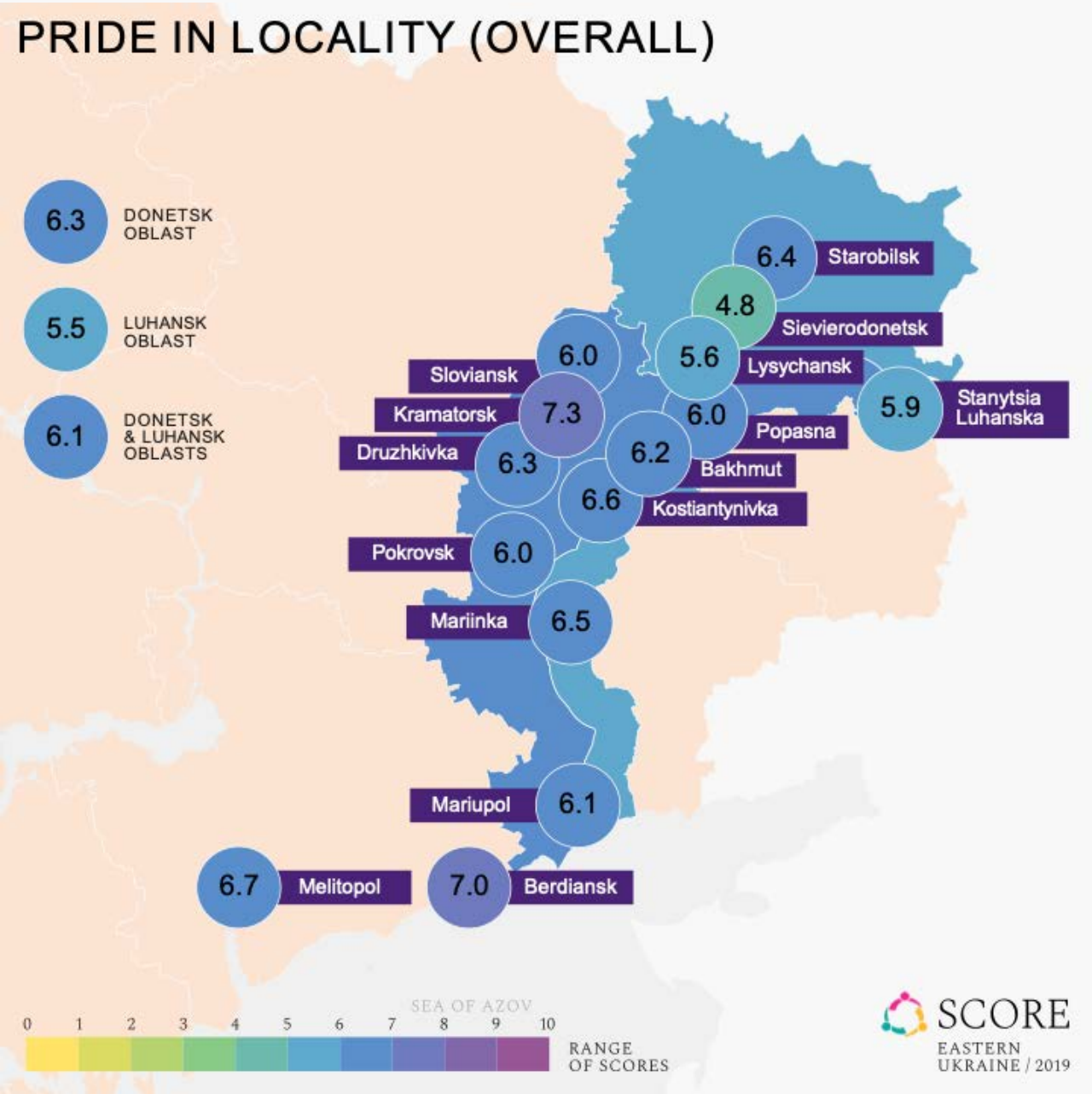




Pride in locality (overall)

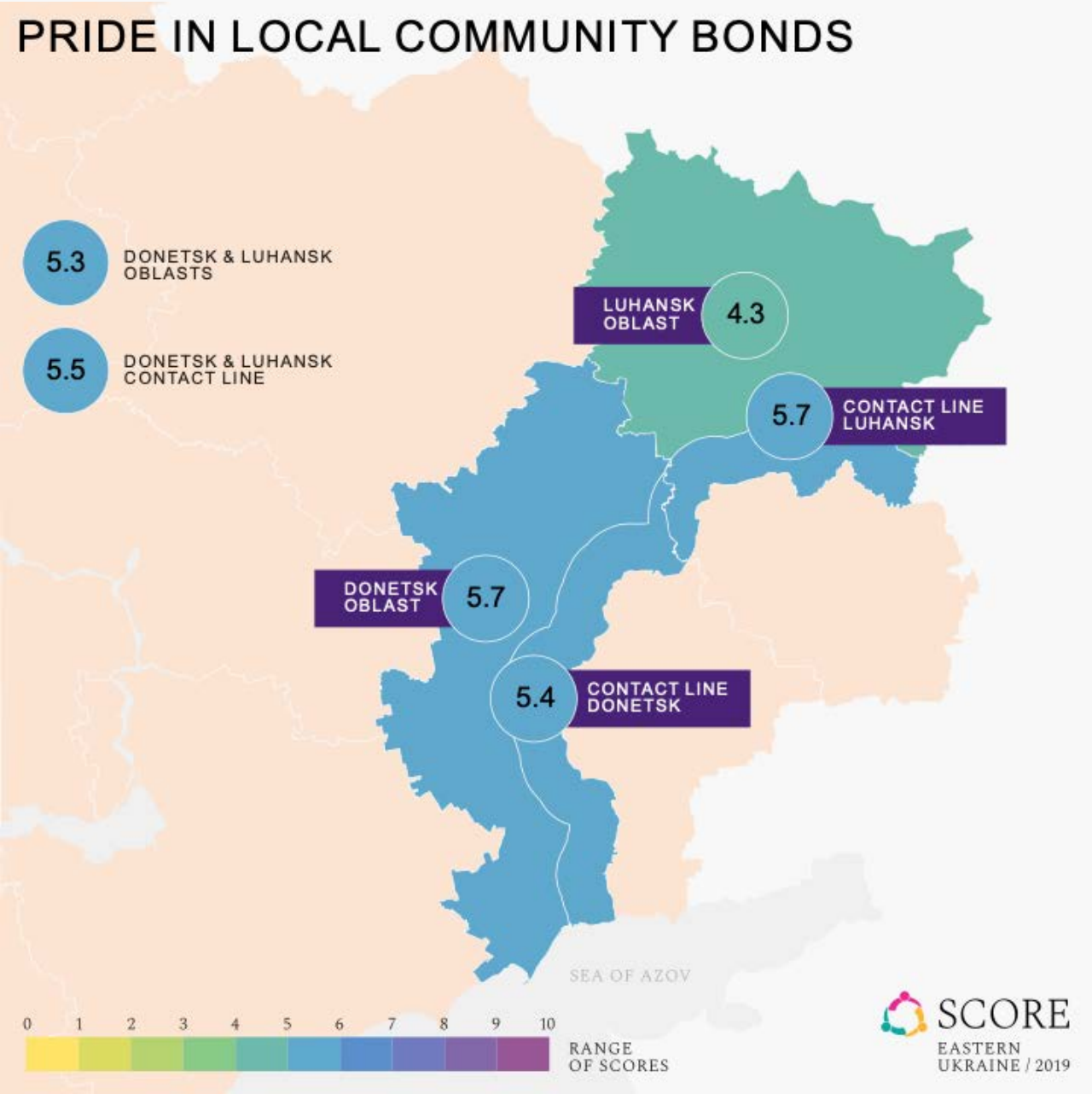
The combined degree to which one feels proud of various elements identifying someone's locality (e.g. heritage, landscape, community bonds, industry etc.)

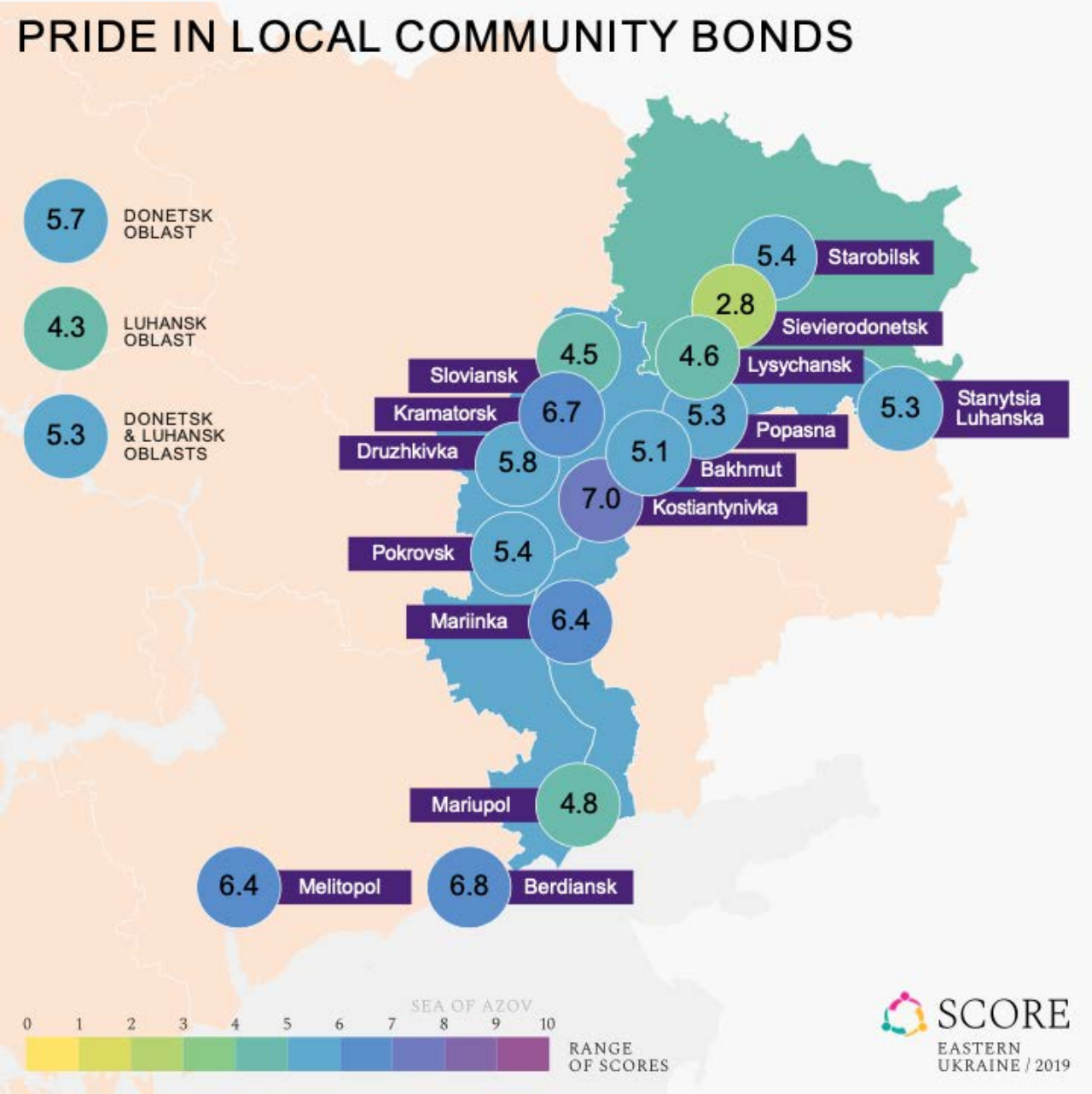




Pride in local community bonds

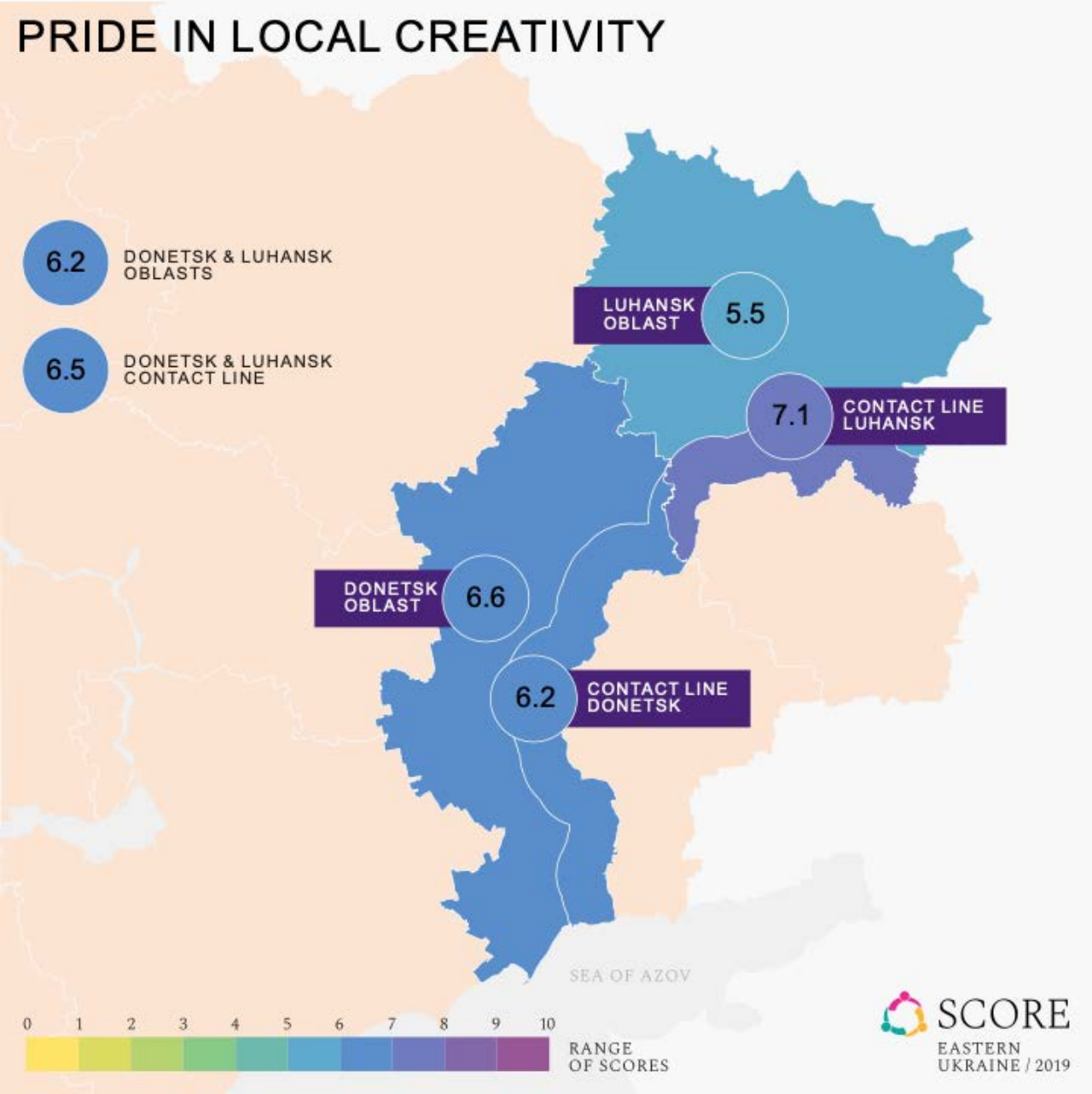
The degree to which one feels proud of community bonds in their locality

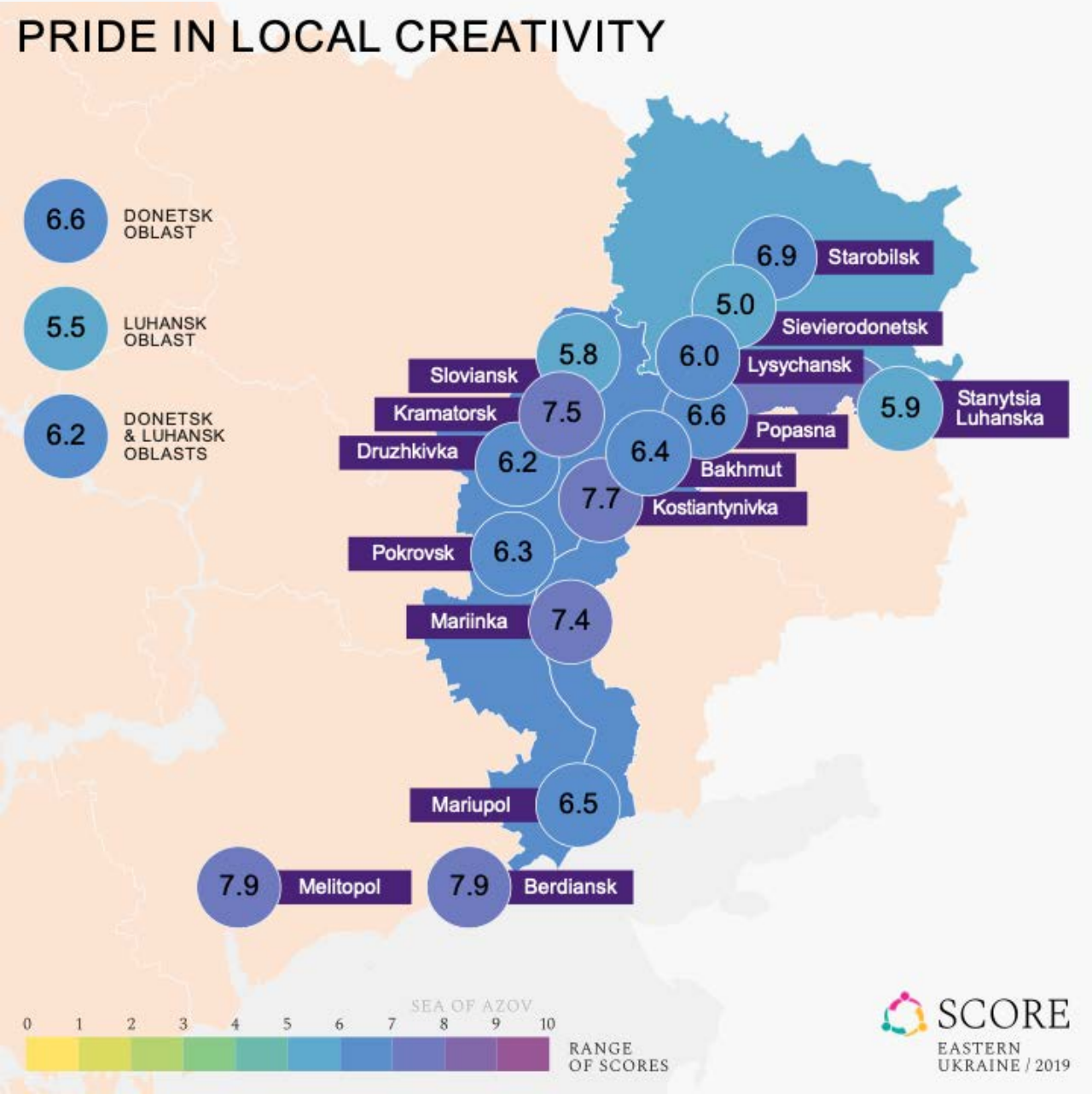




Pride in local creativity

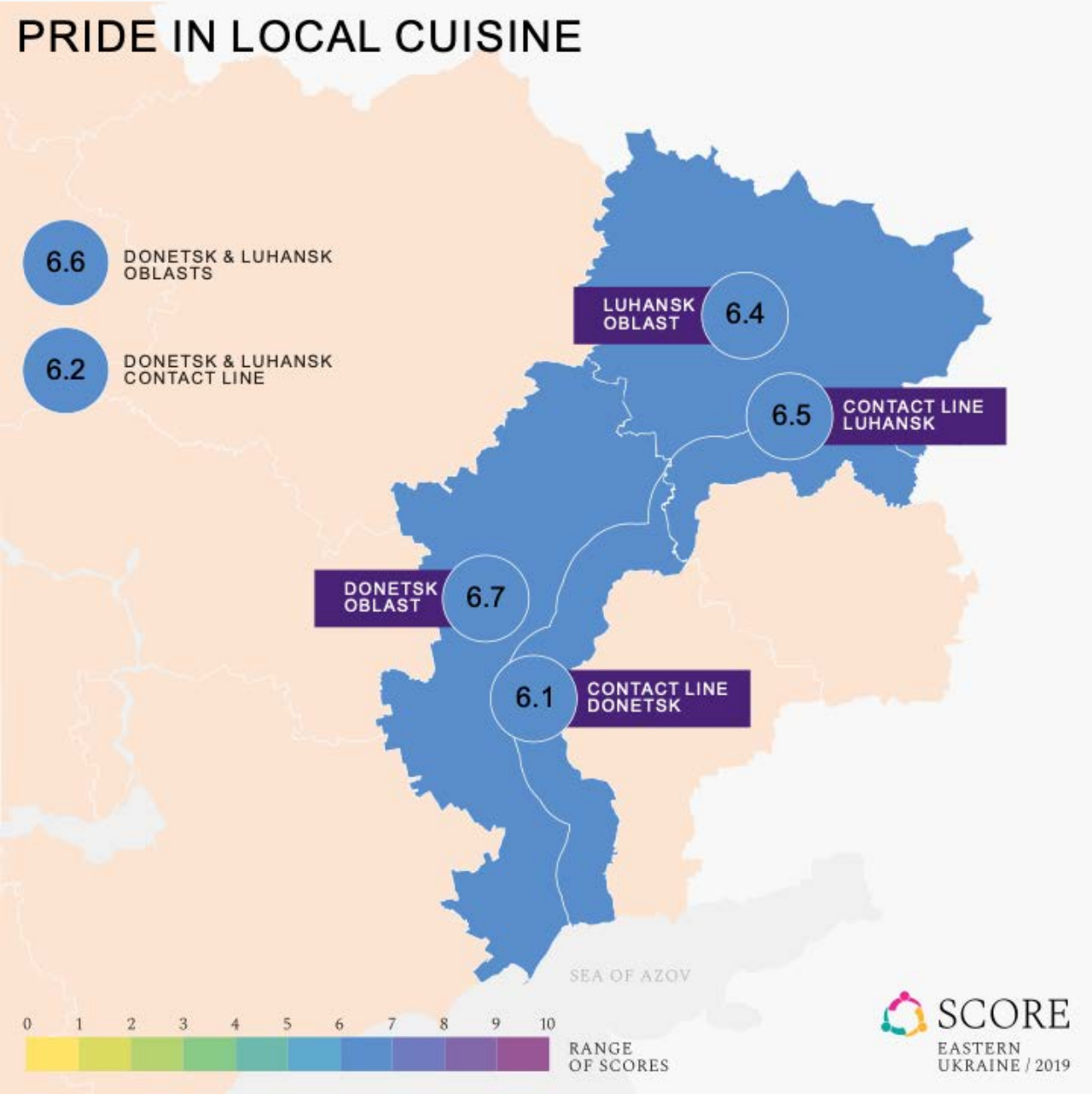
The degree to which one feels proud of how creative people are in their locality

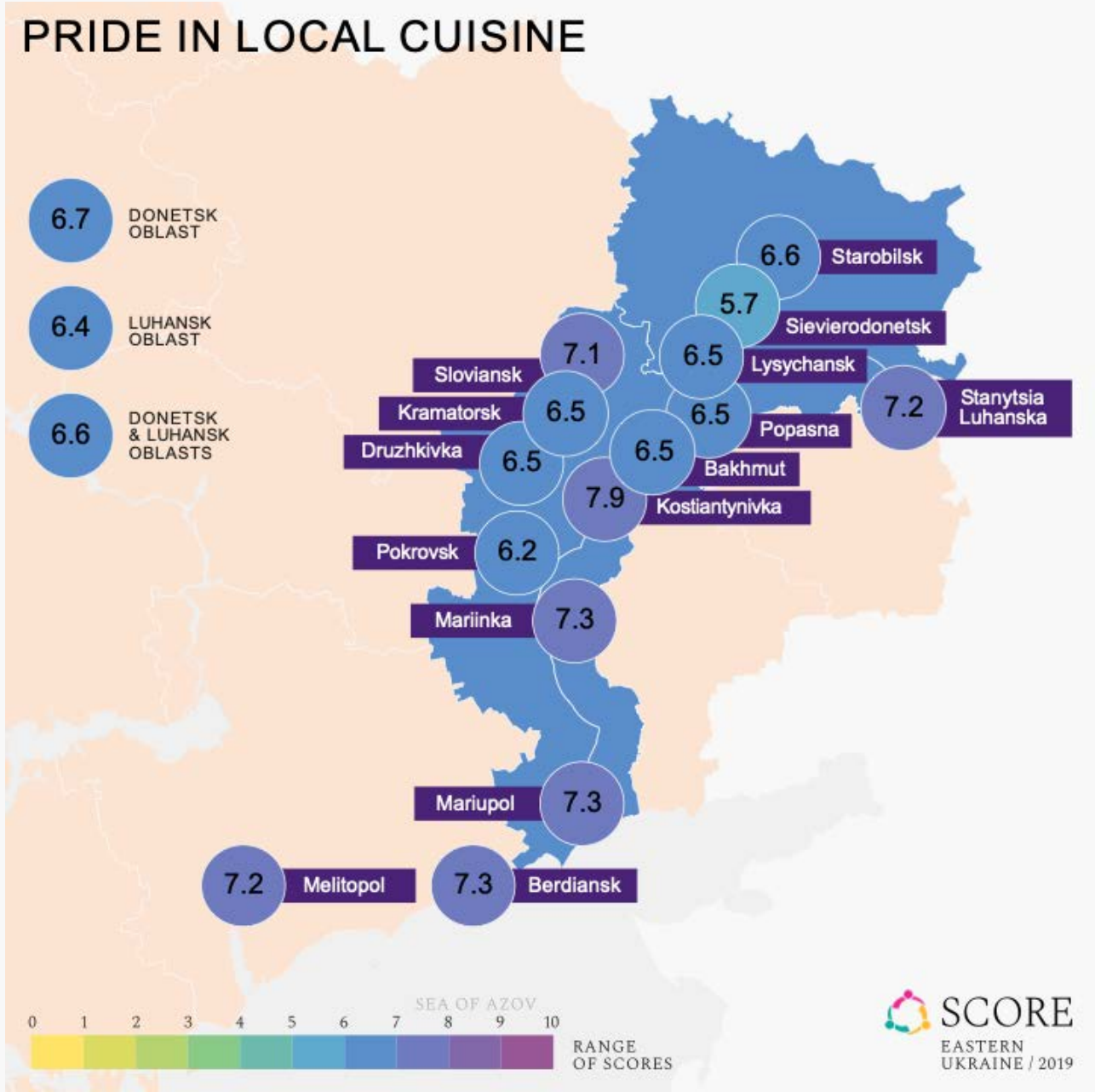




Pride in local cuisine

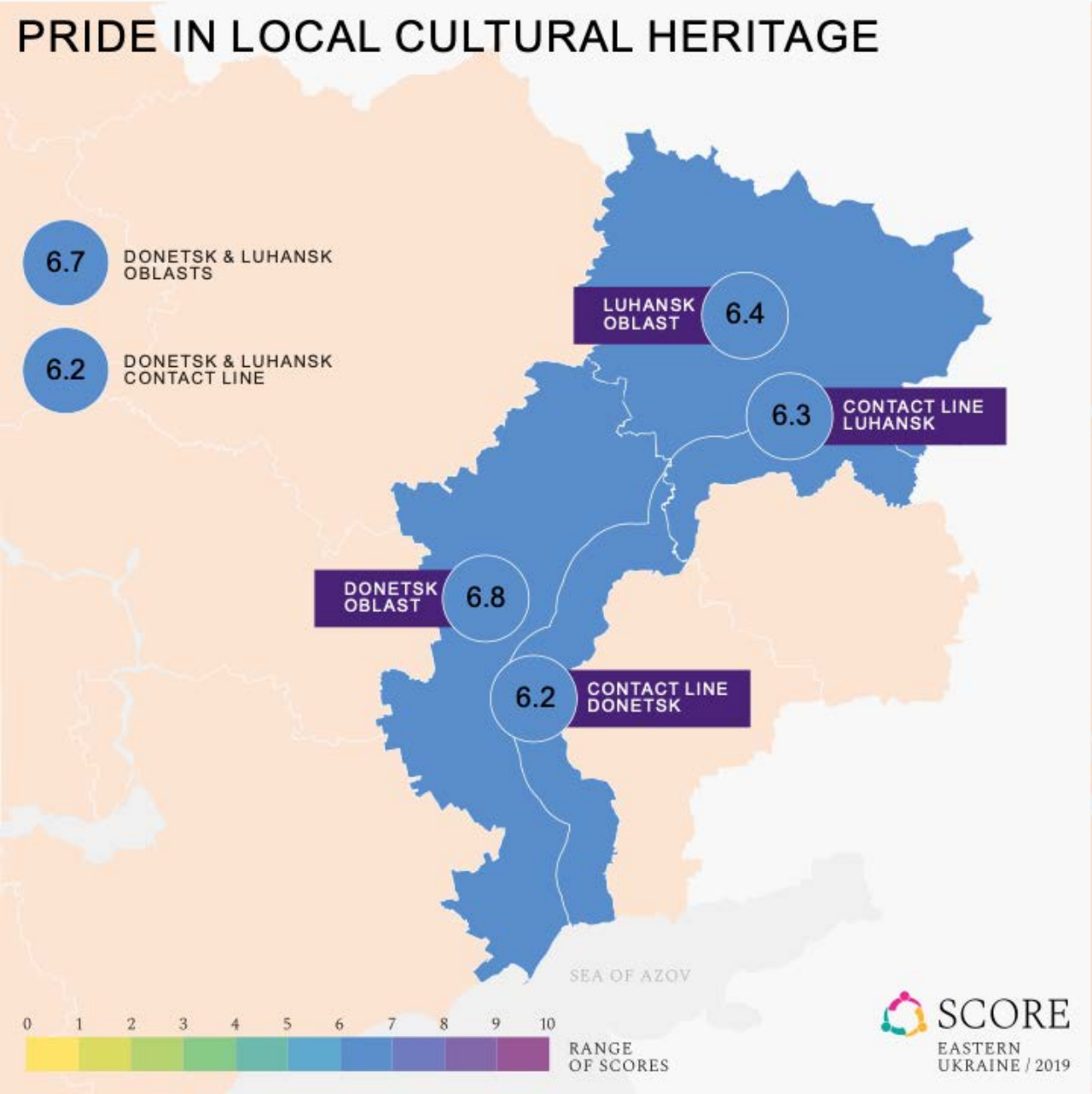
The degree to which one feels proud of their local cuisine

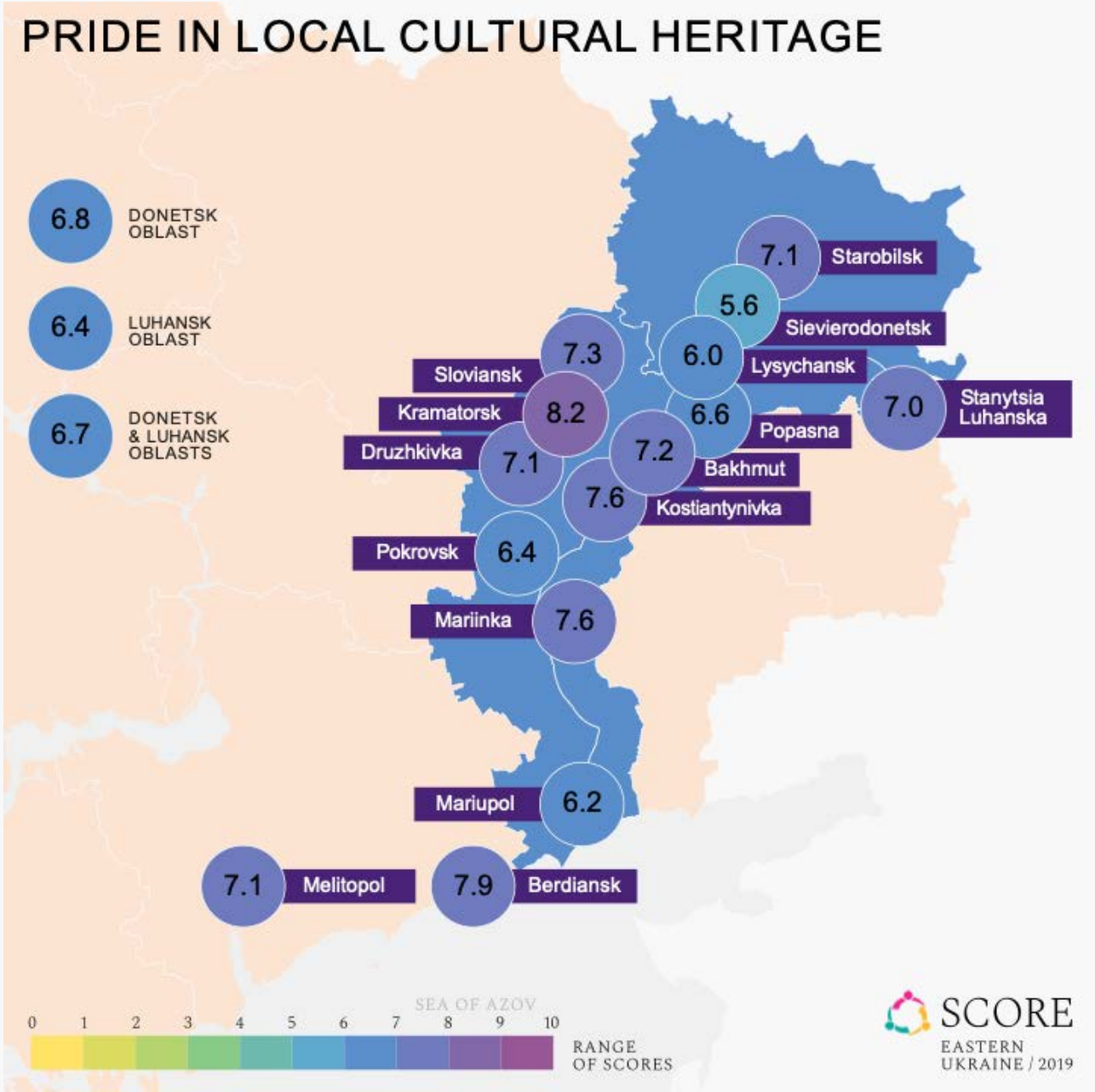




Pride in local cultural heritage

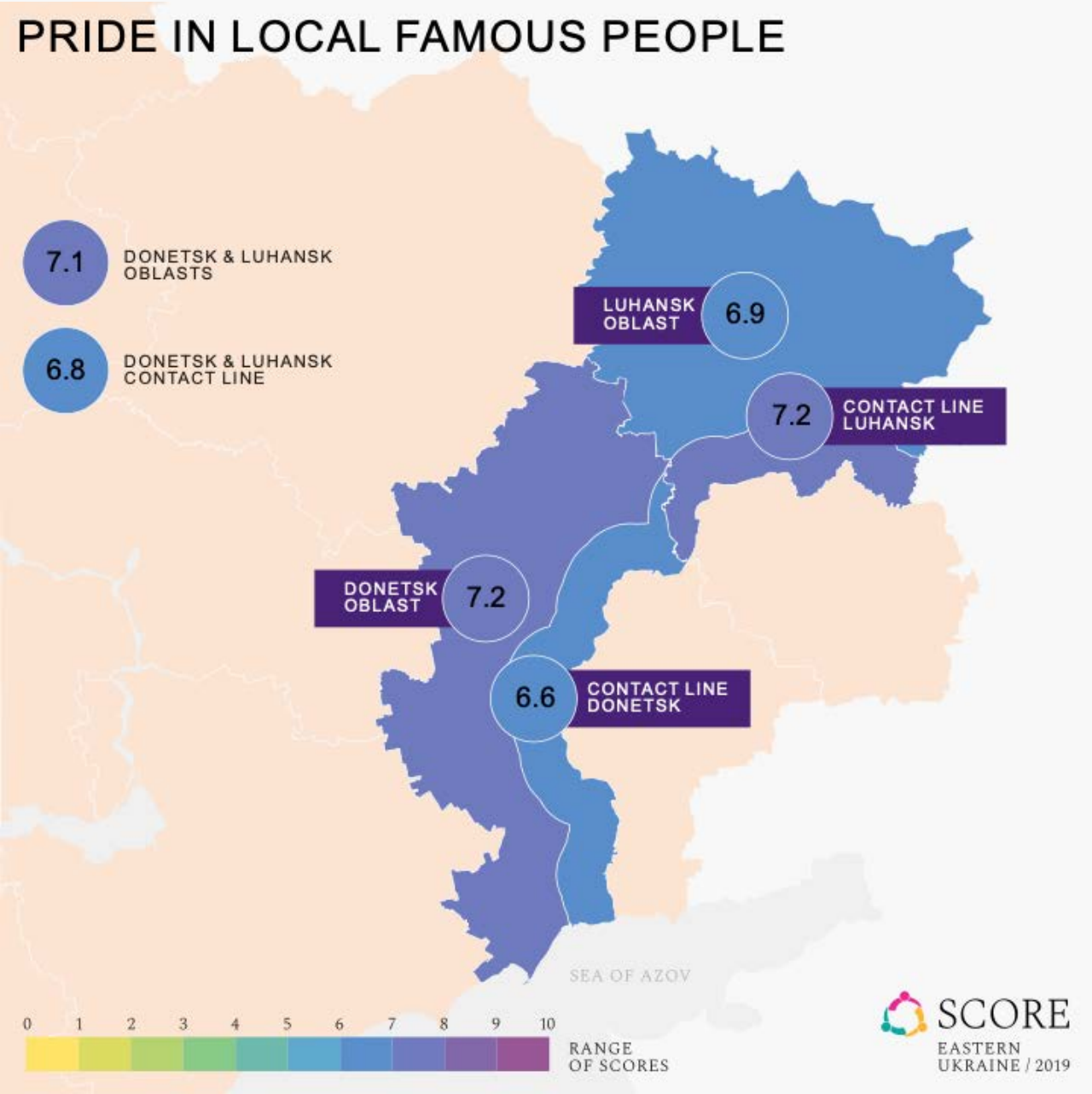
The degree to which one feels proud of cultural heritage

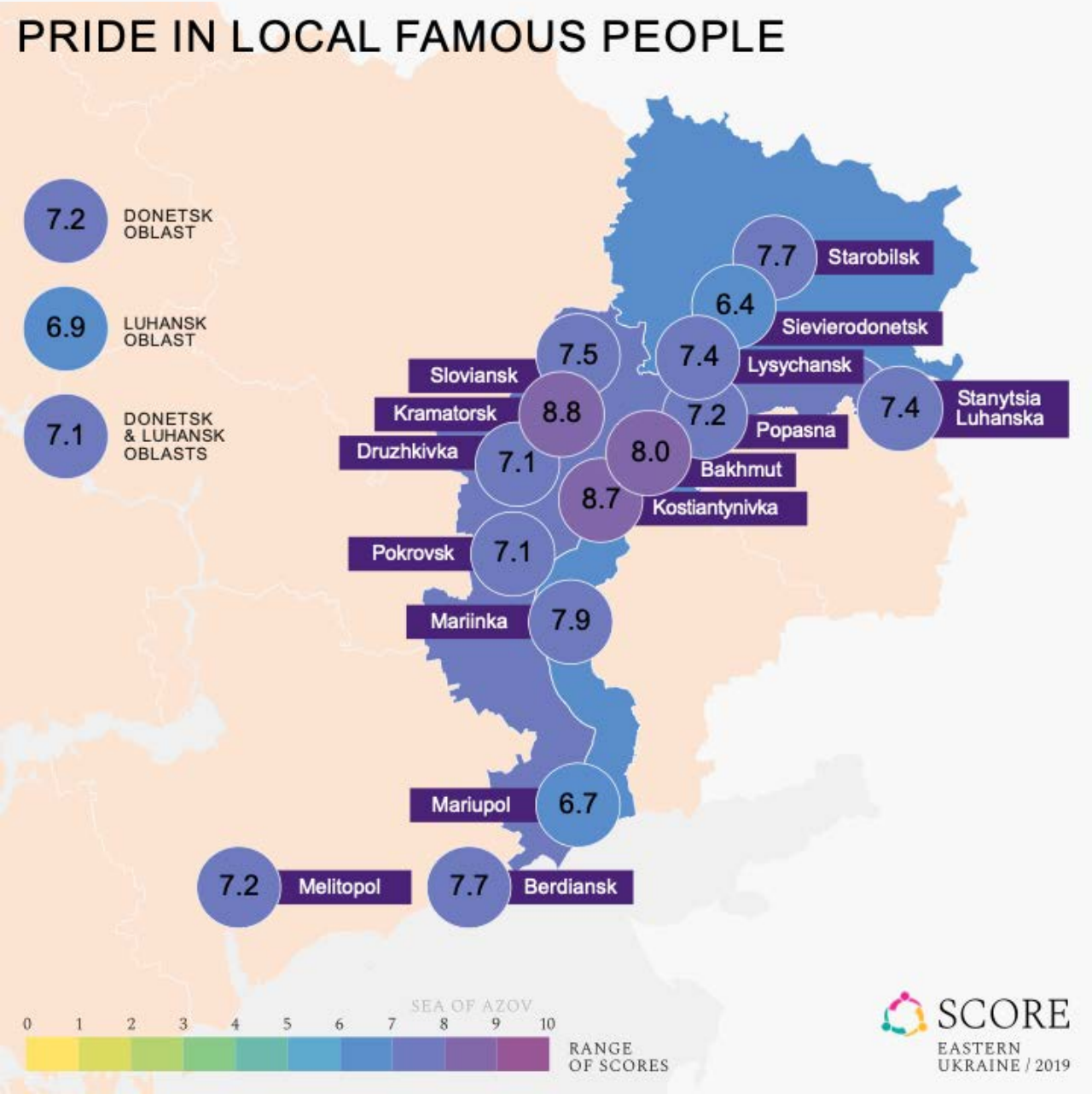




Pride in local famous people

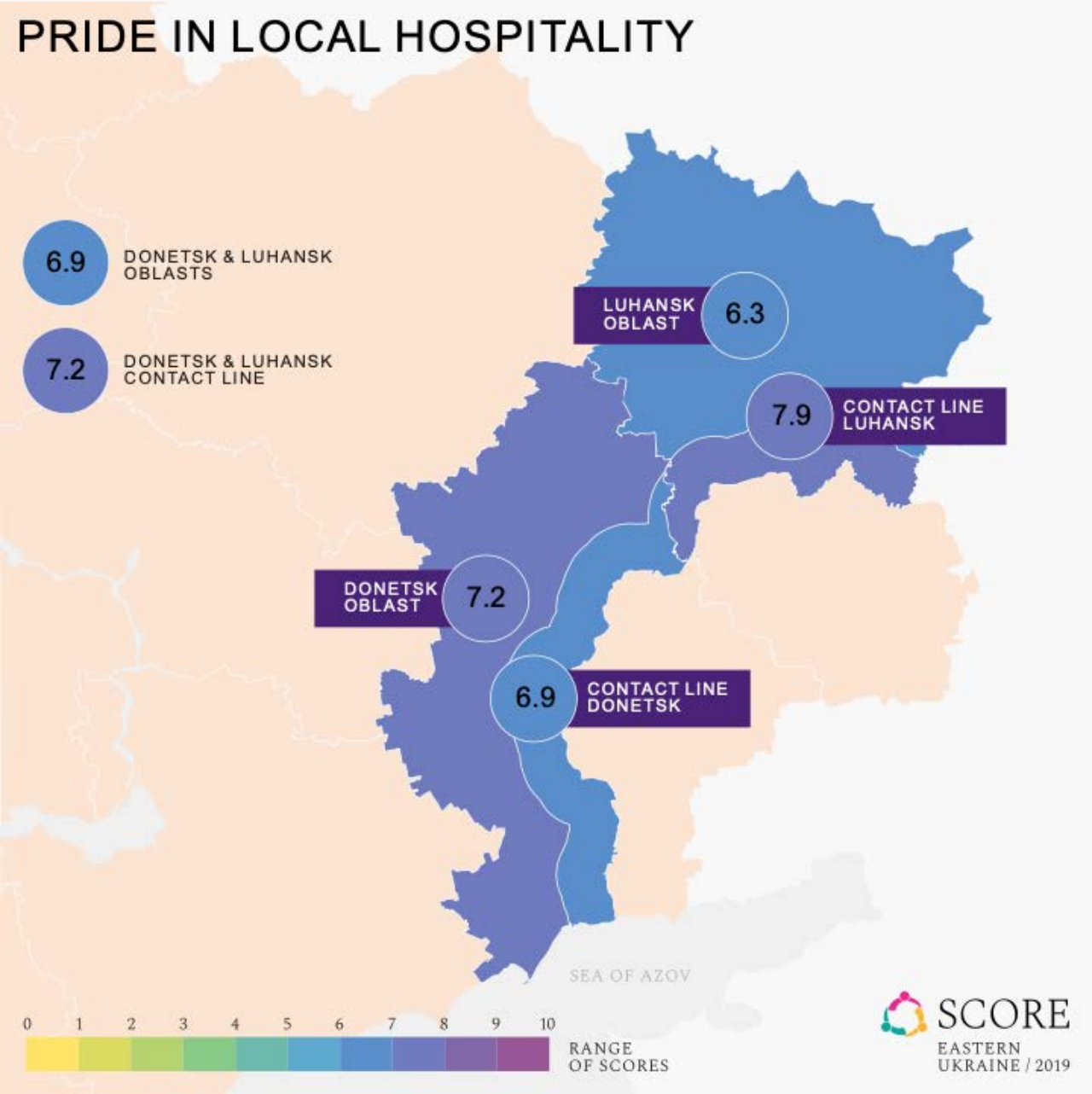
The degree to which one feels proud of people from their locality who became famous

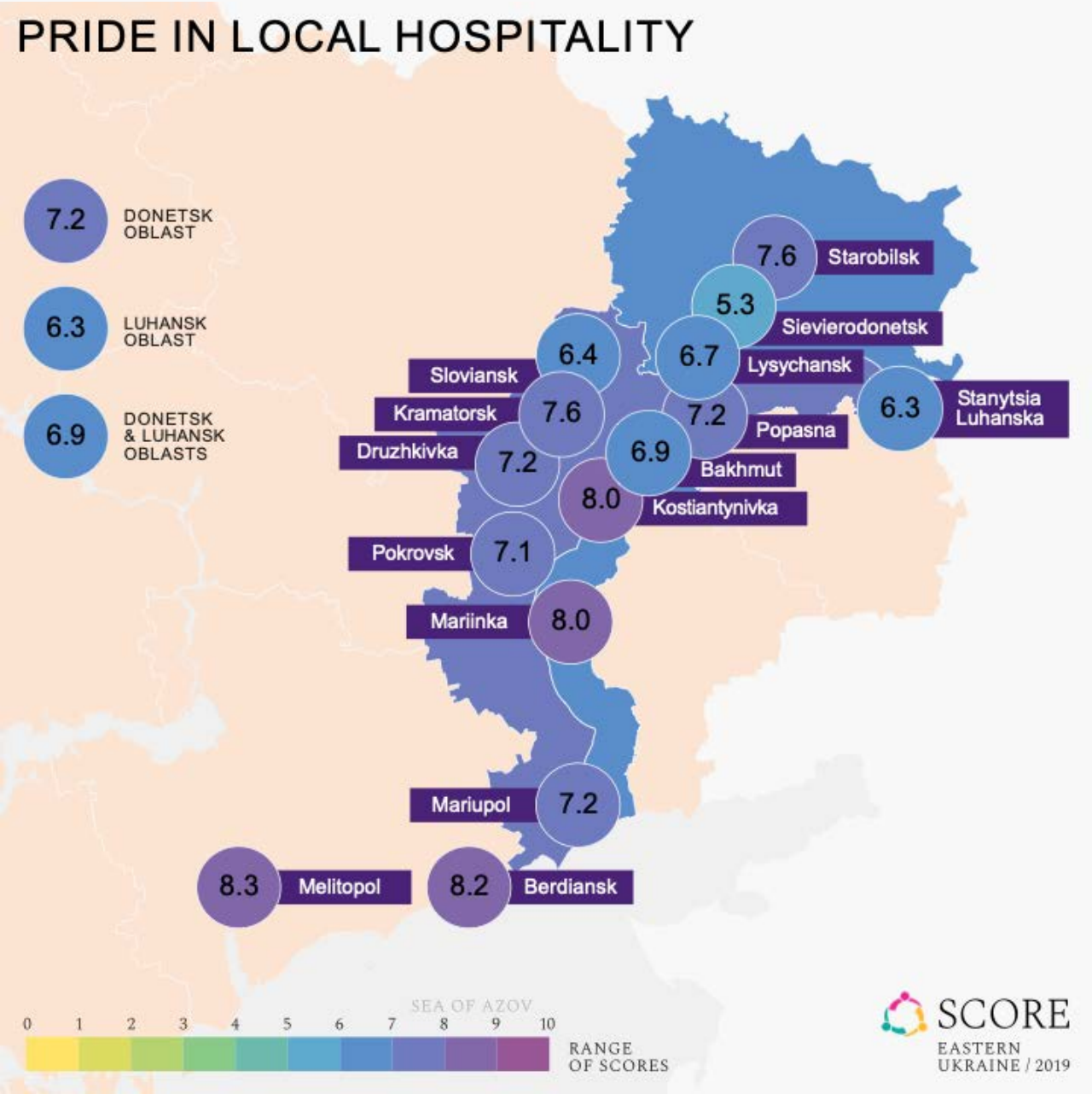




Pride in local hospitality

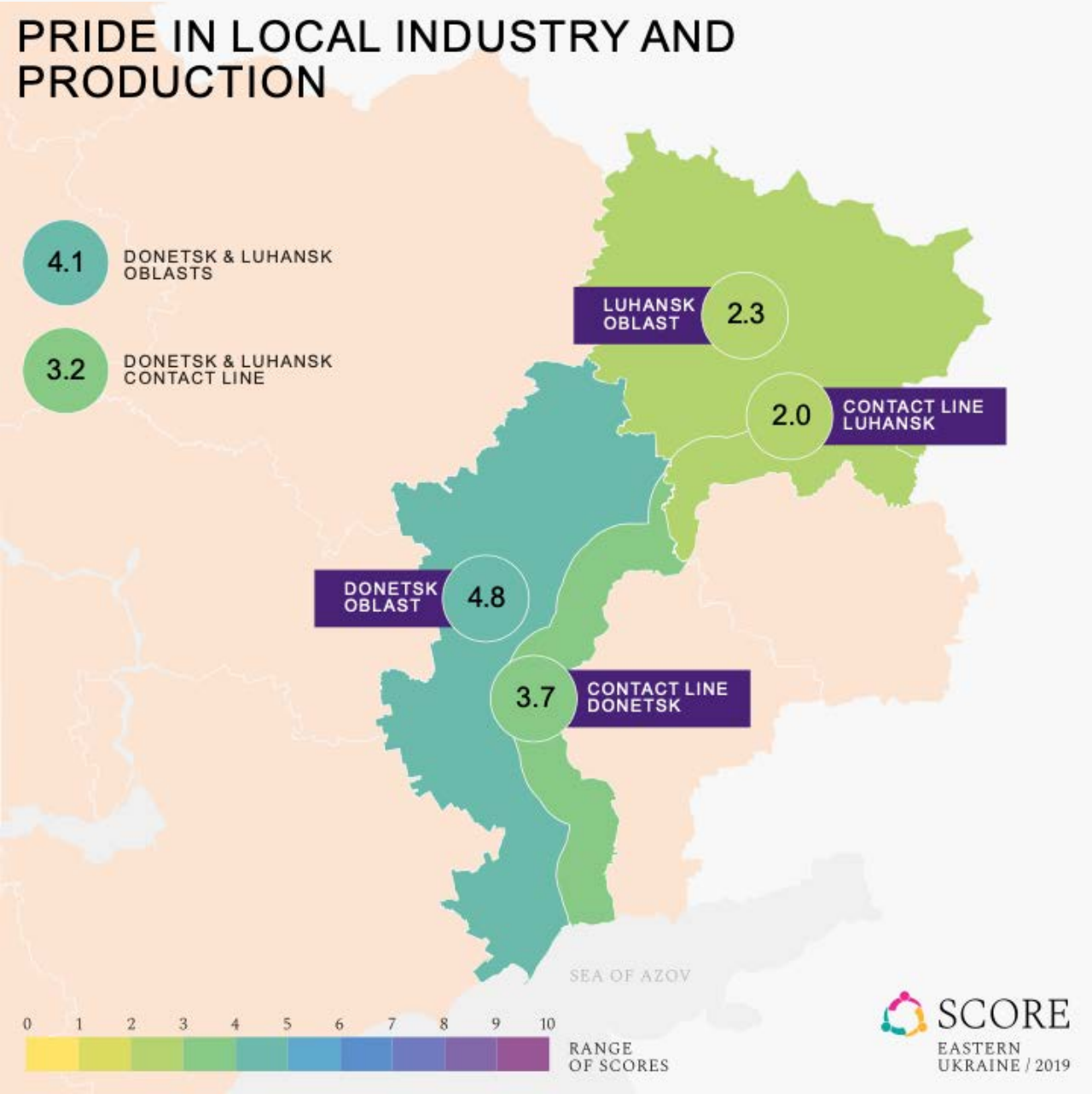
The degree to which one feels proud of the hospitality of their locality

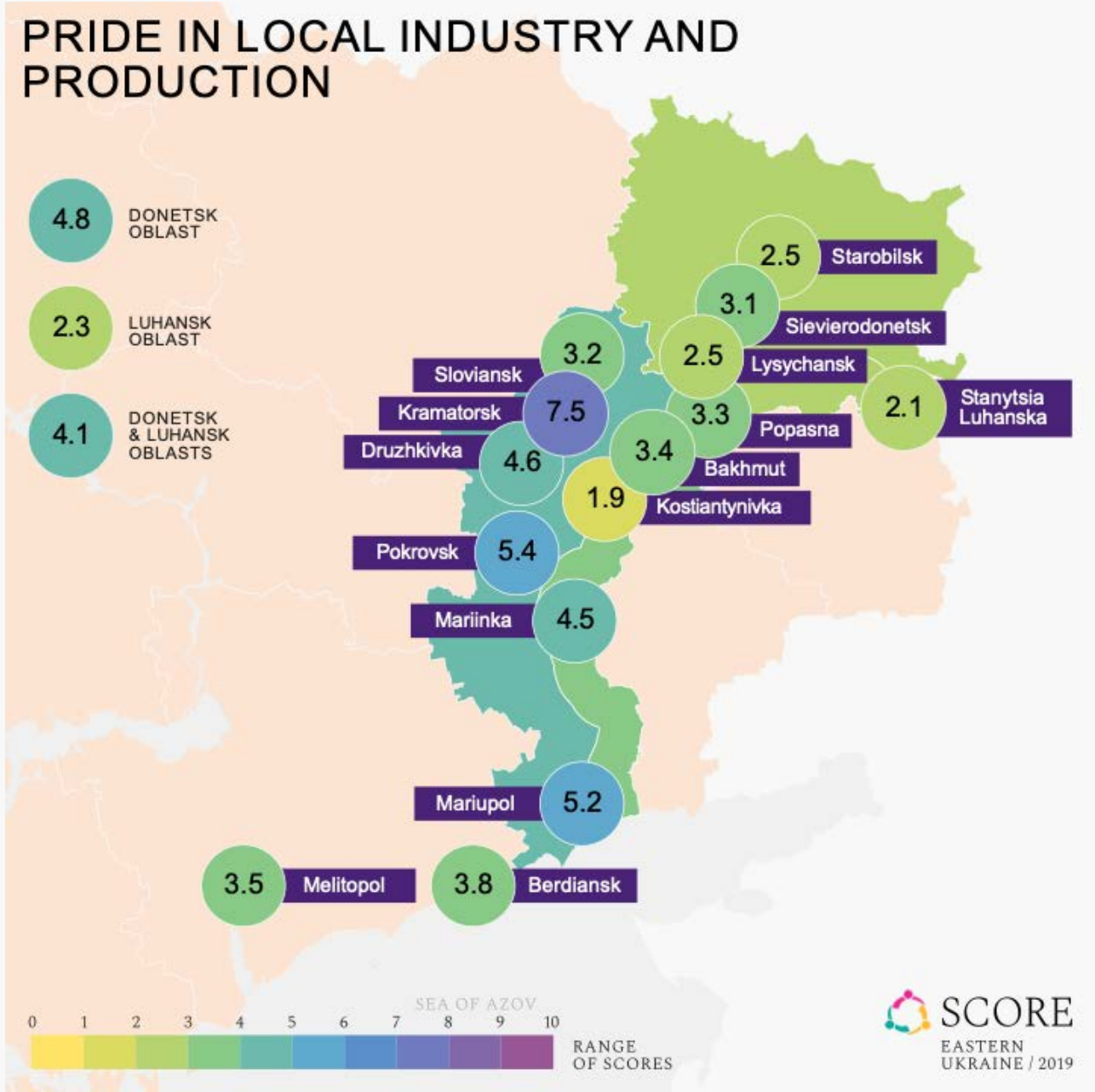




Pride in local industry and production

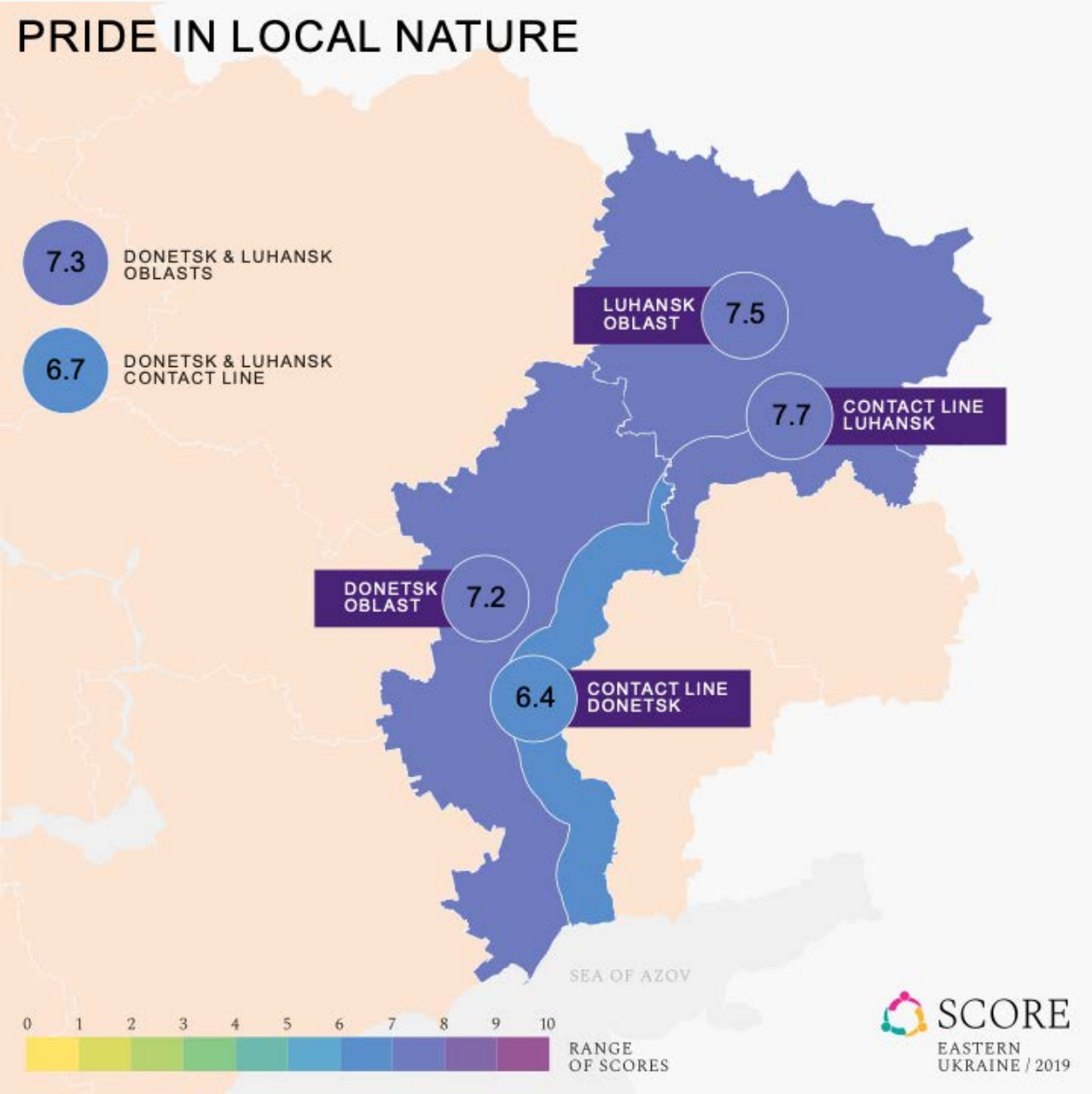
The degree to which one feels proud of the manufacturing and production prowess of their locality.

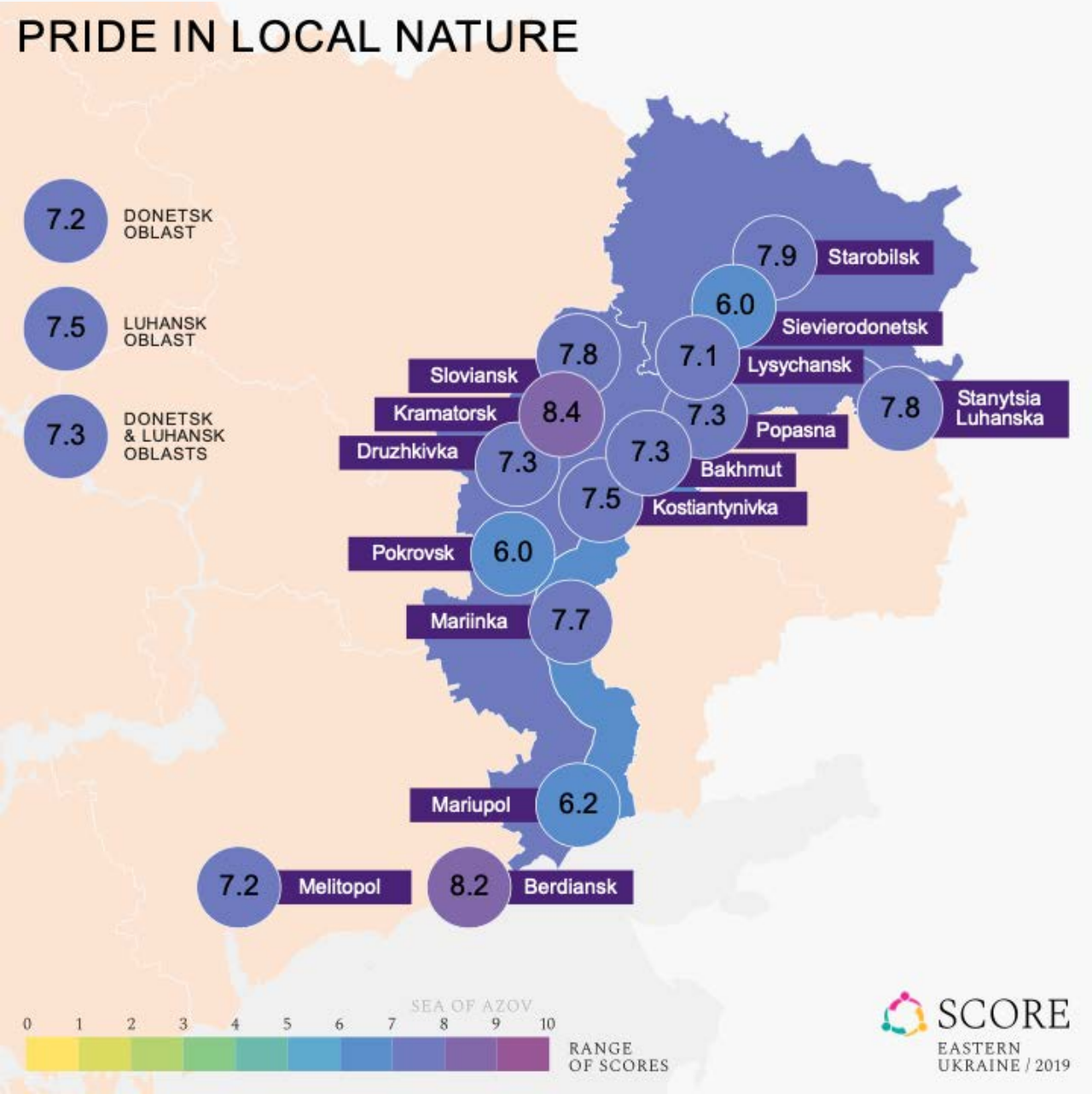




Pride in local nature

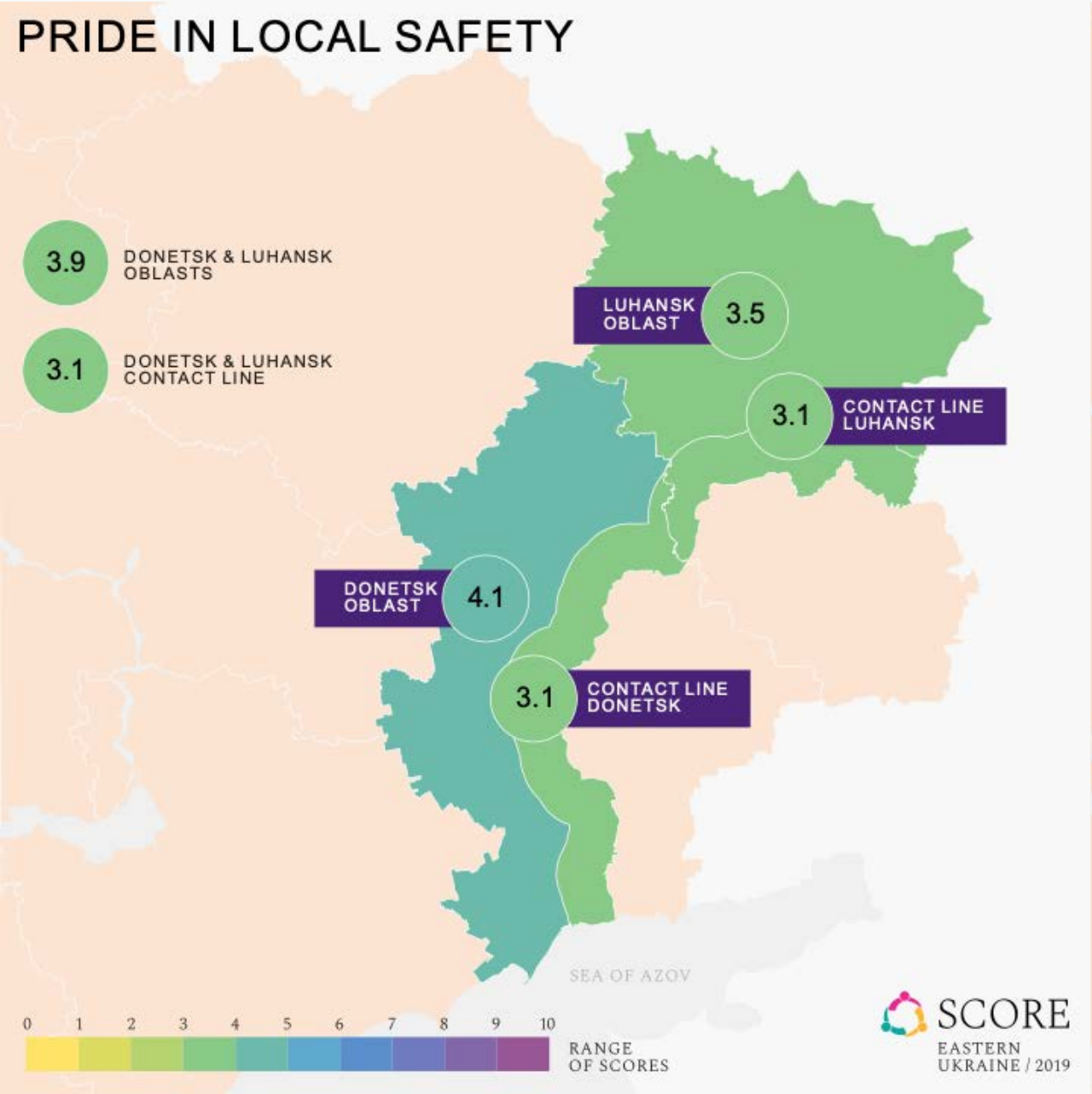
The degree to which one feels proud of the natural beauty of their locality

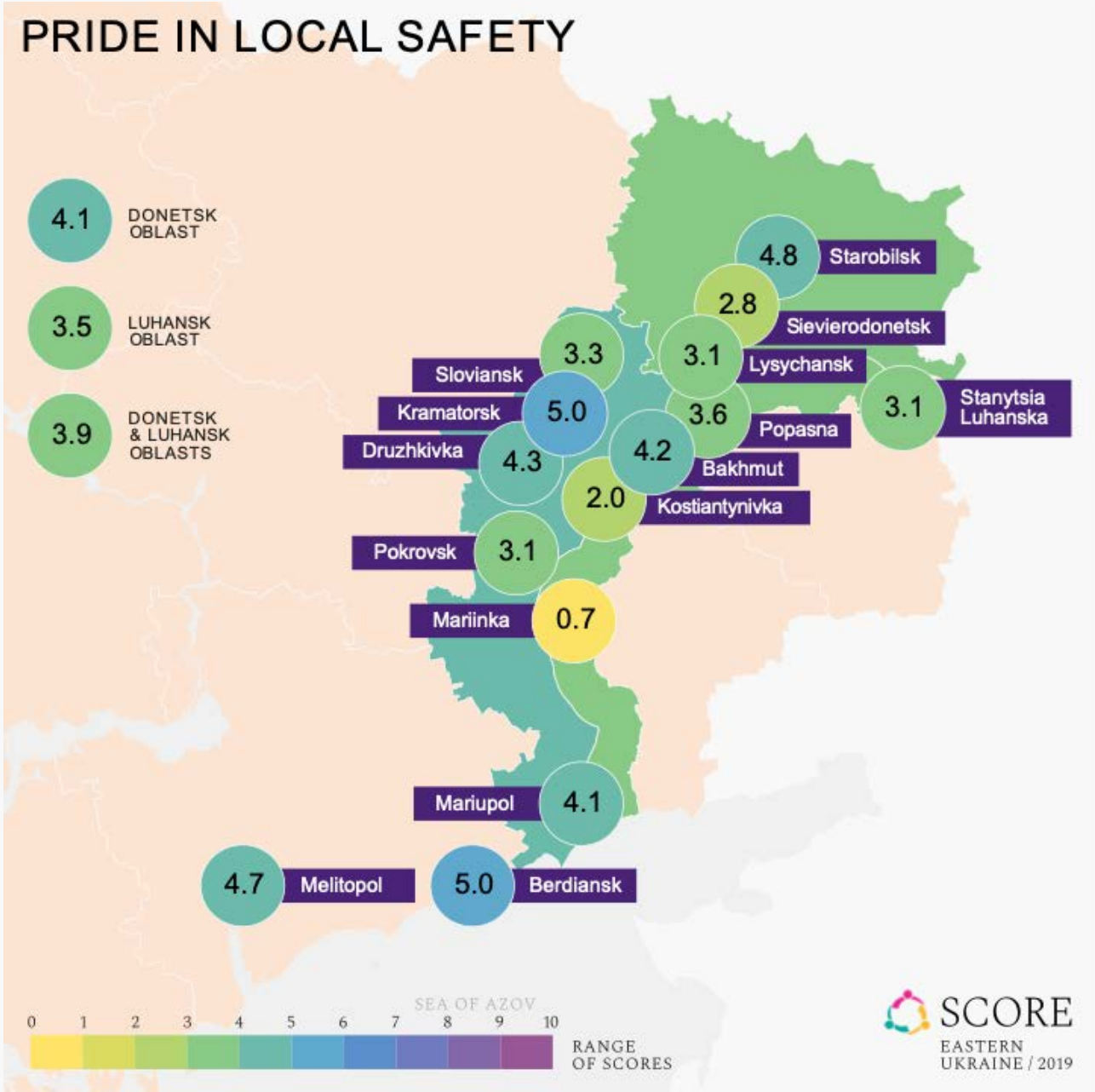




Pride in local safety

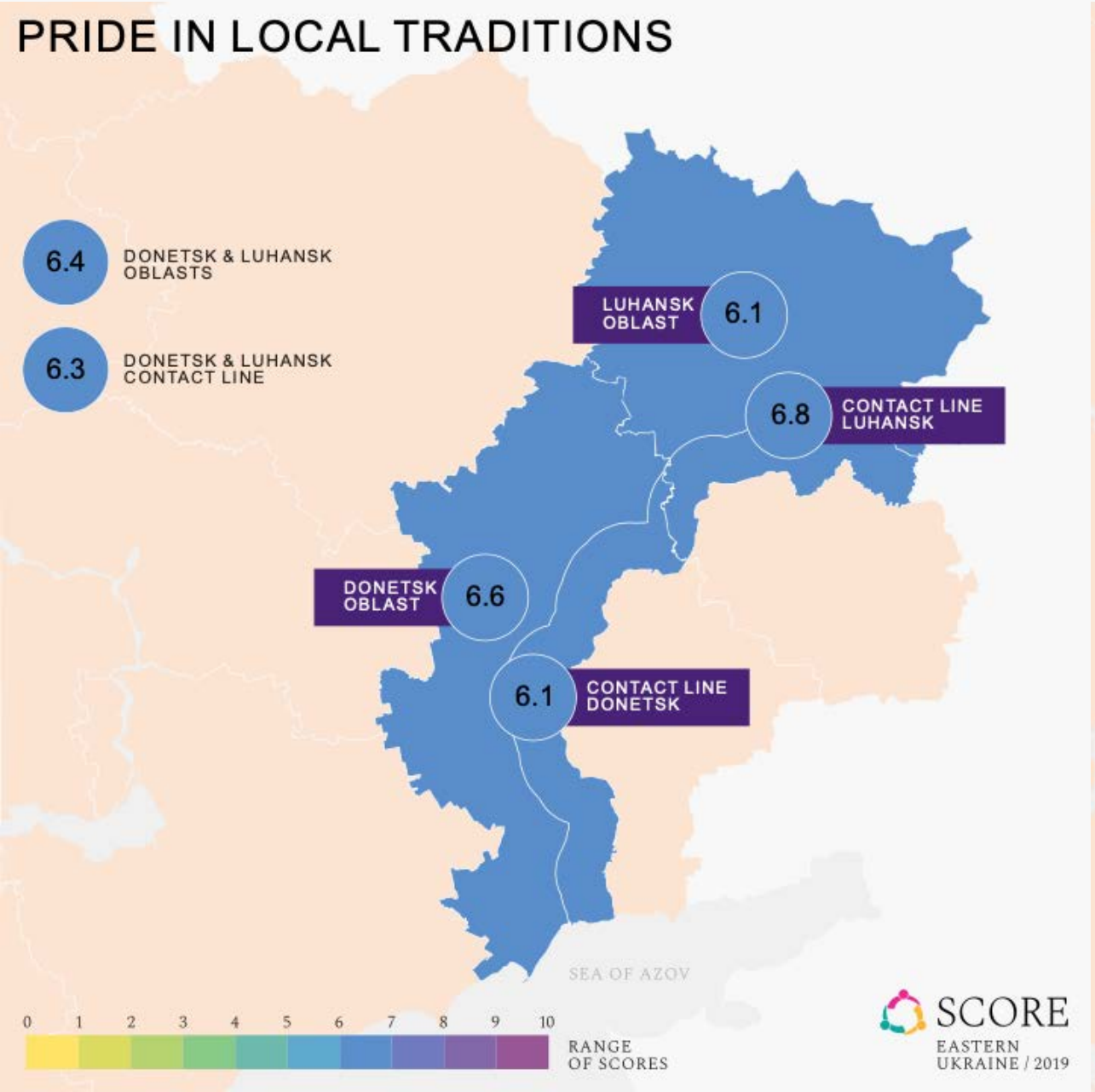
The degree to which one feels proud that their locality is safe and secure

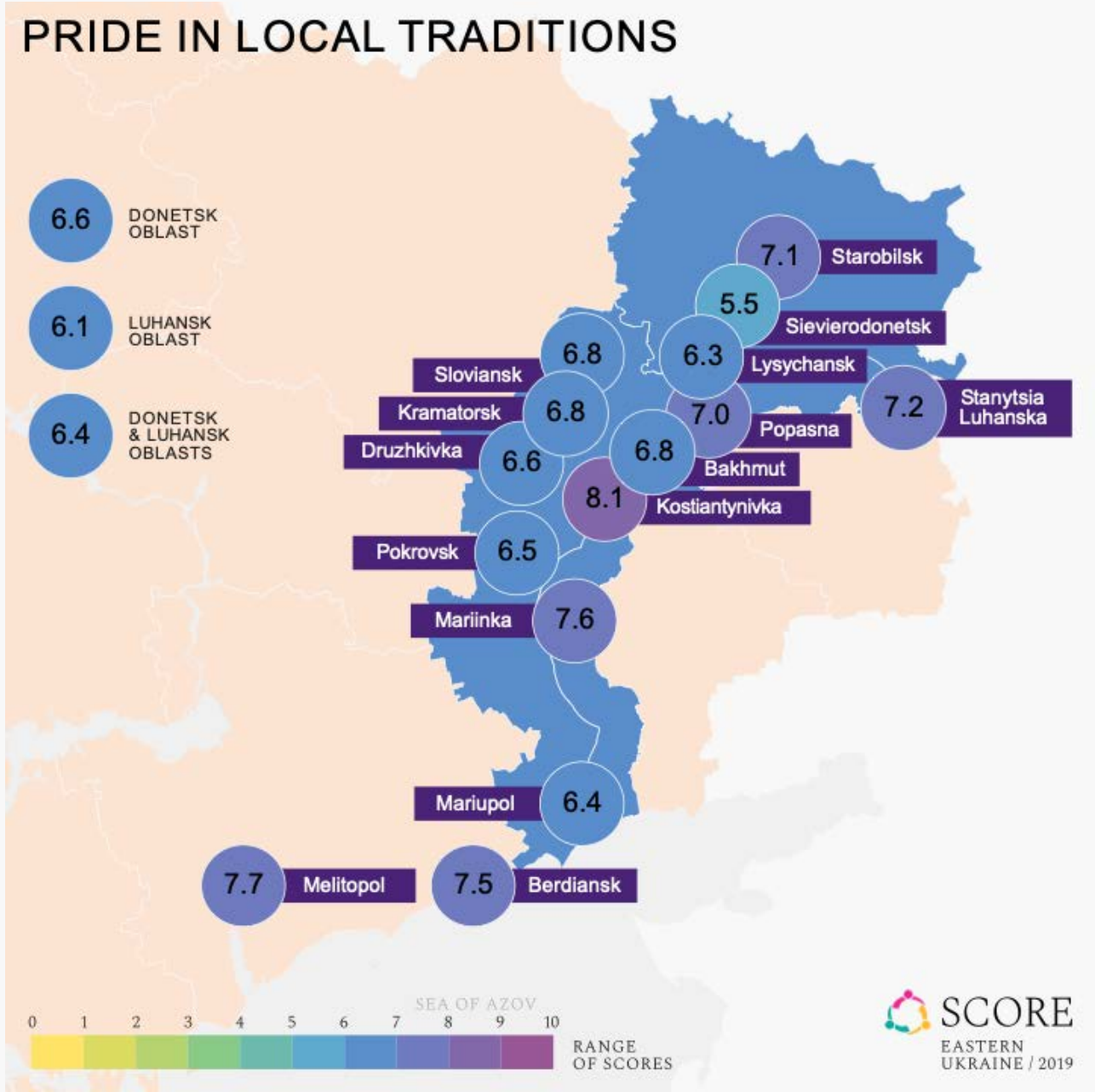




Pride in local traditions

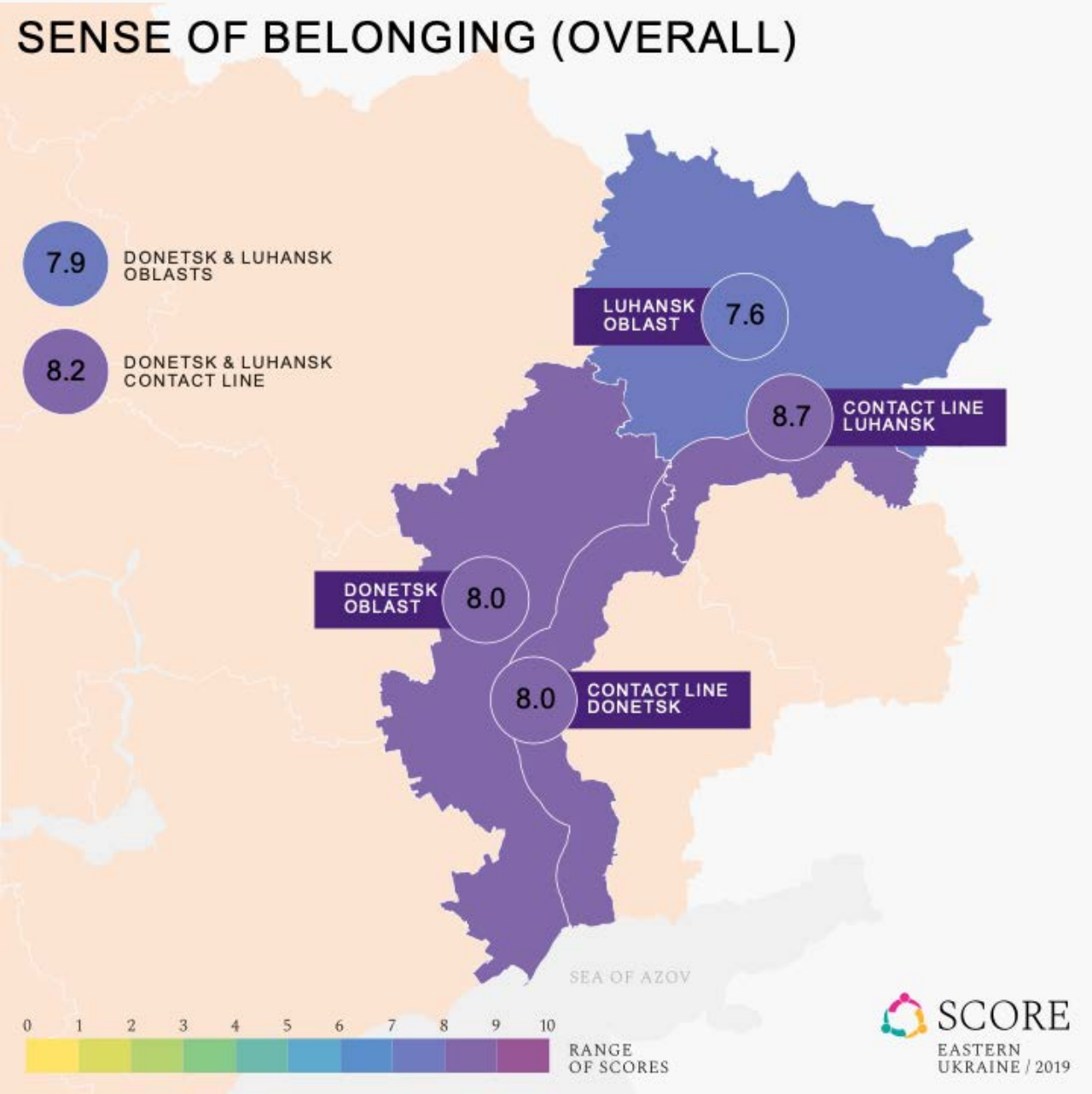
The degree to which one feels proud of the local traditions

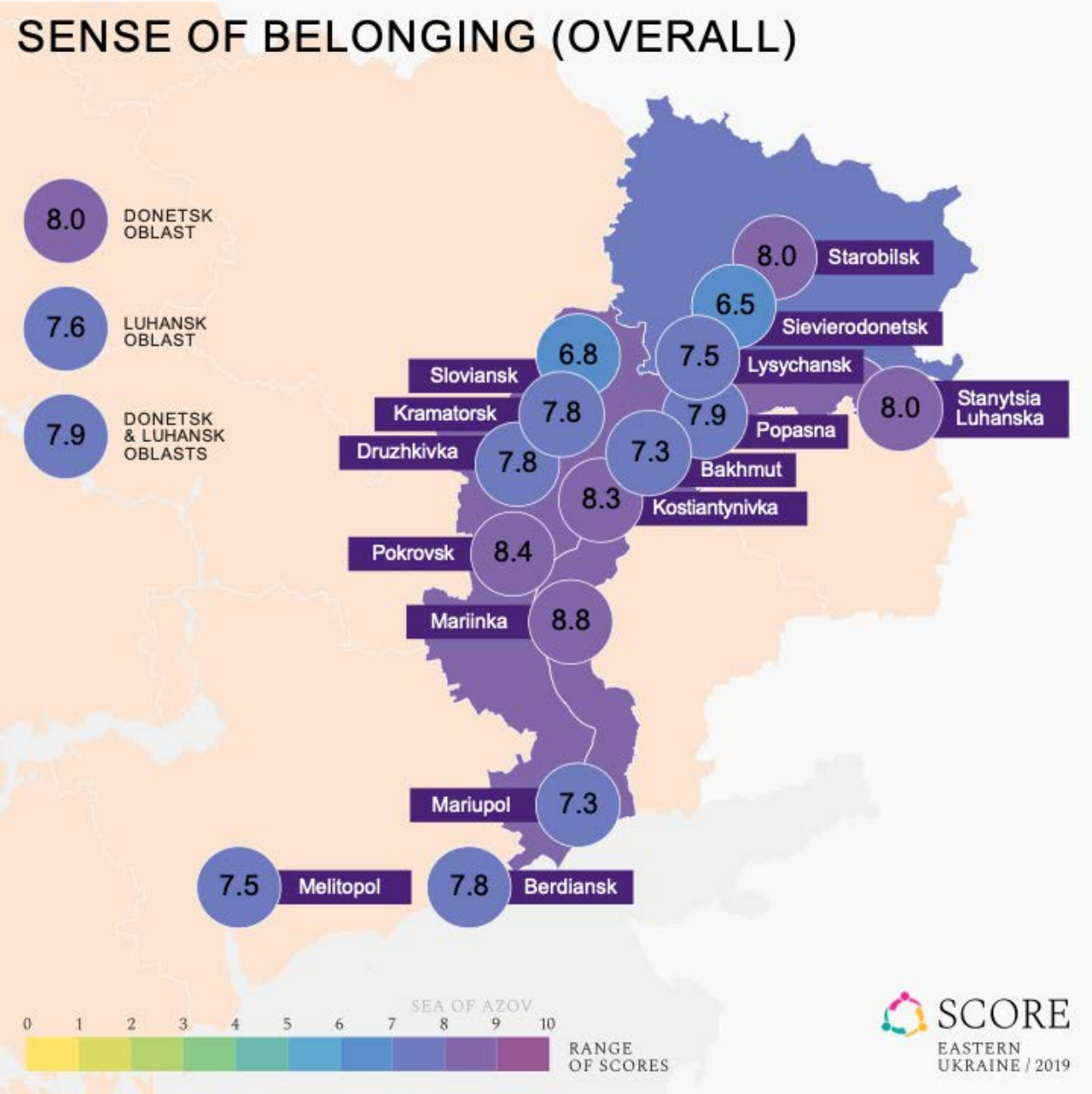




Sense of belonging (overall)

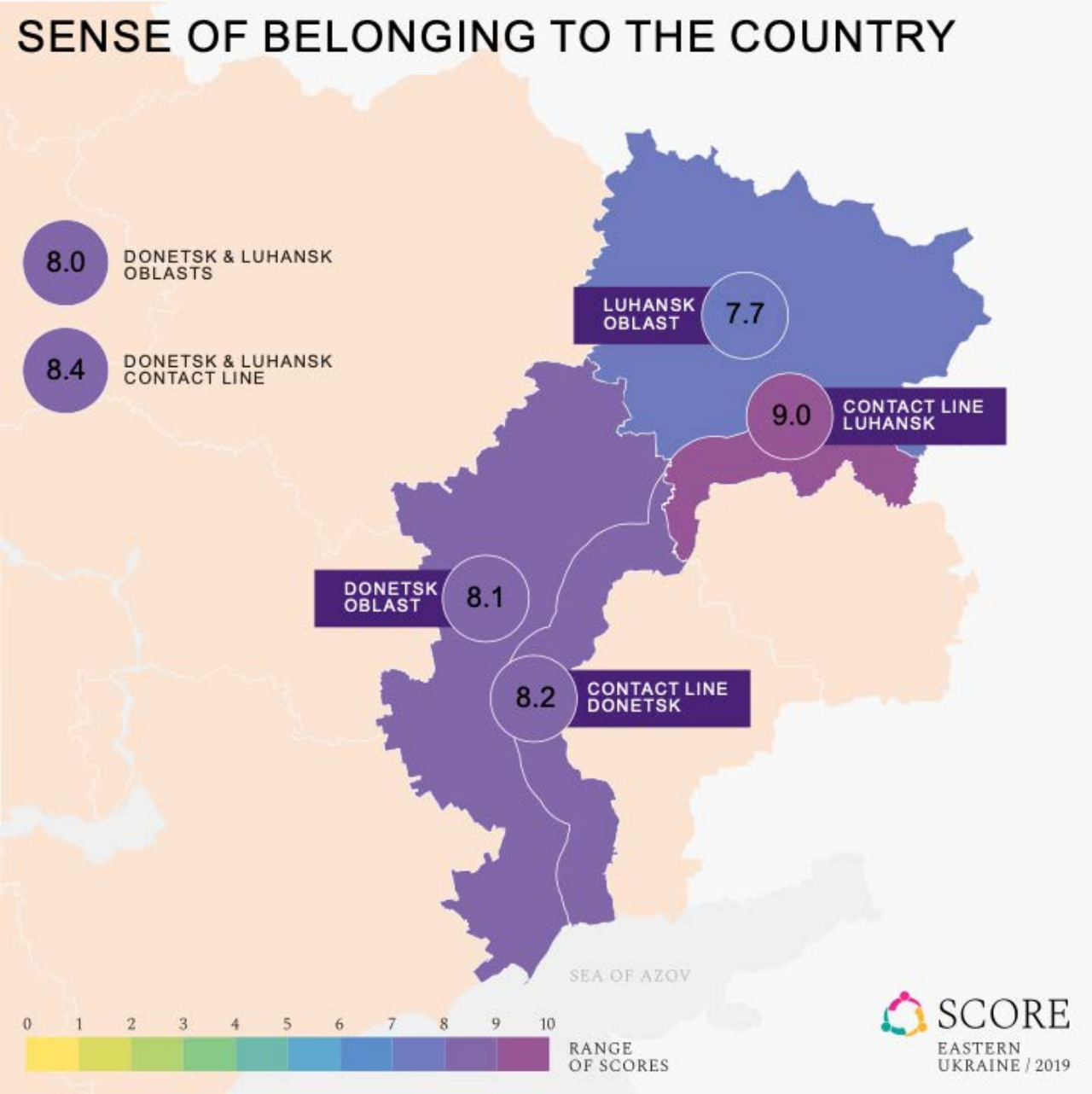
The combined degree of attachment to one's place of living (country, region, settlement)

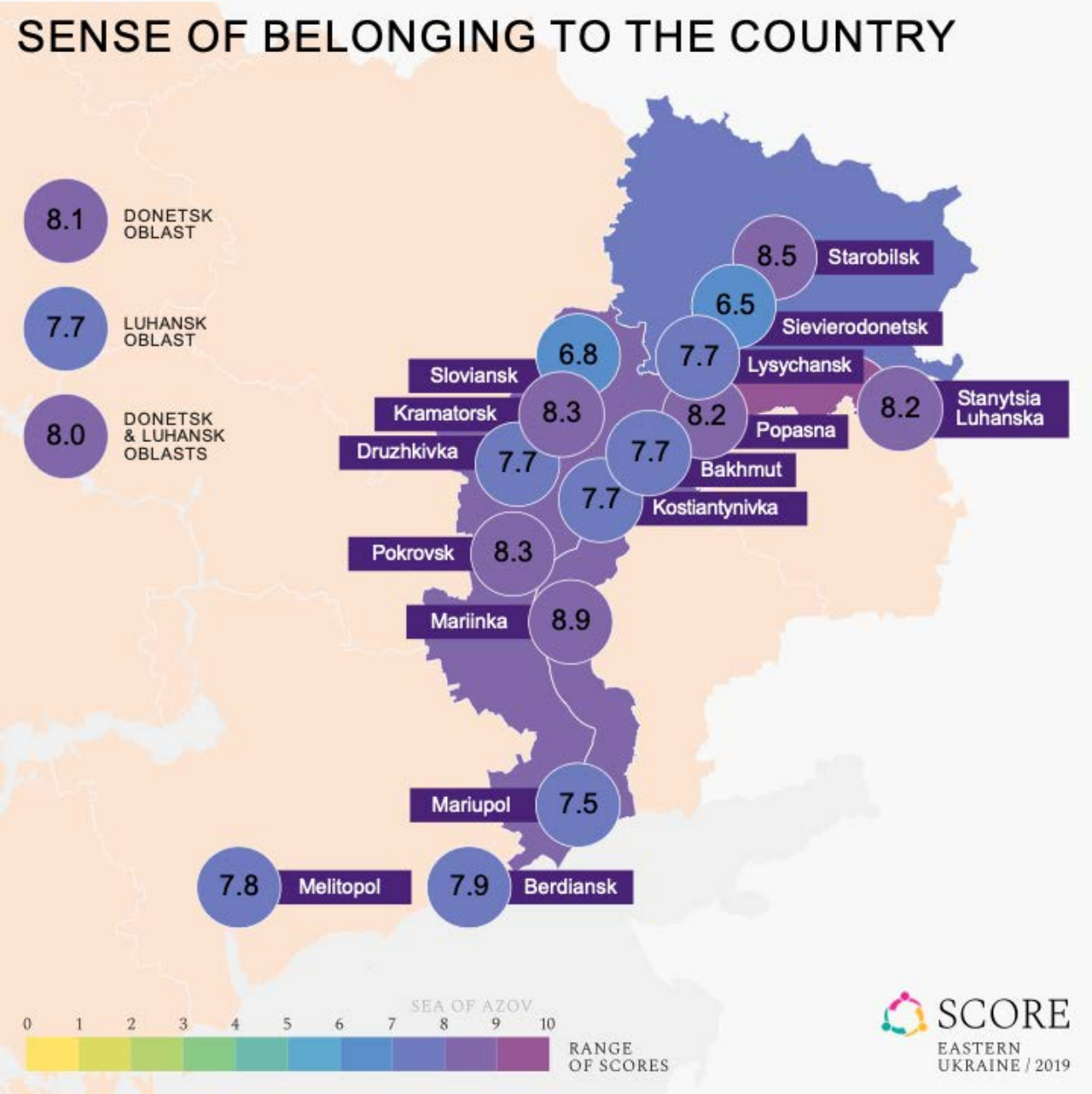




Sense of belonging to the country

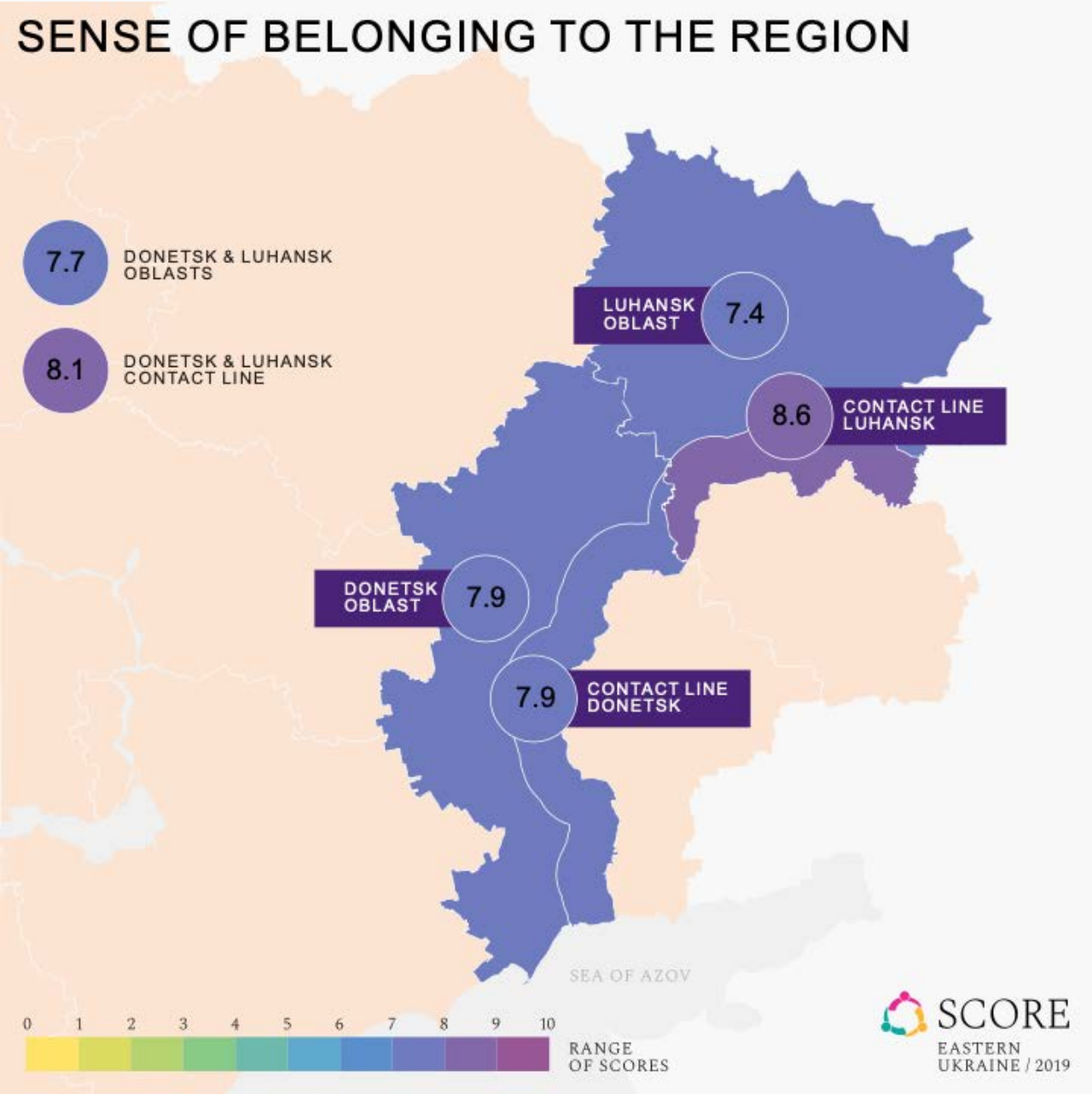
The degree of attachment to one's country

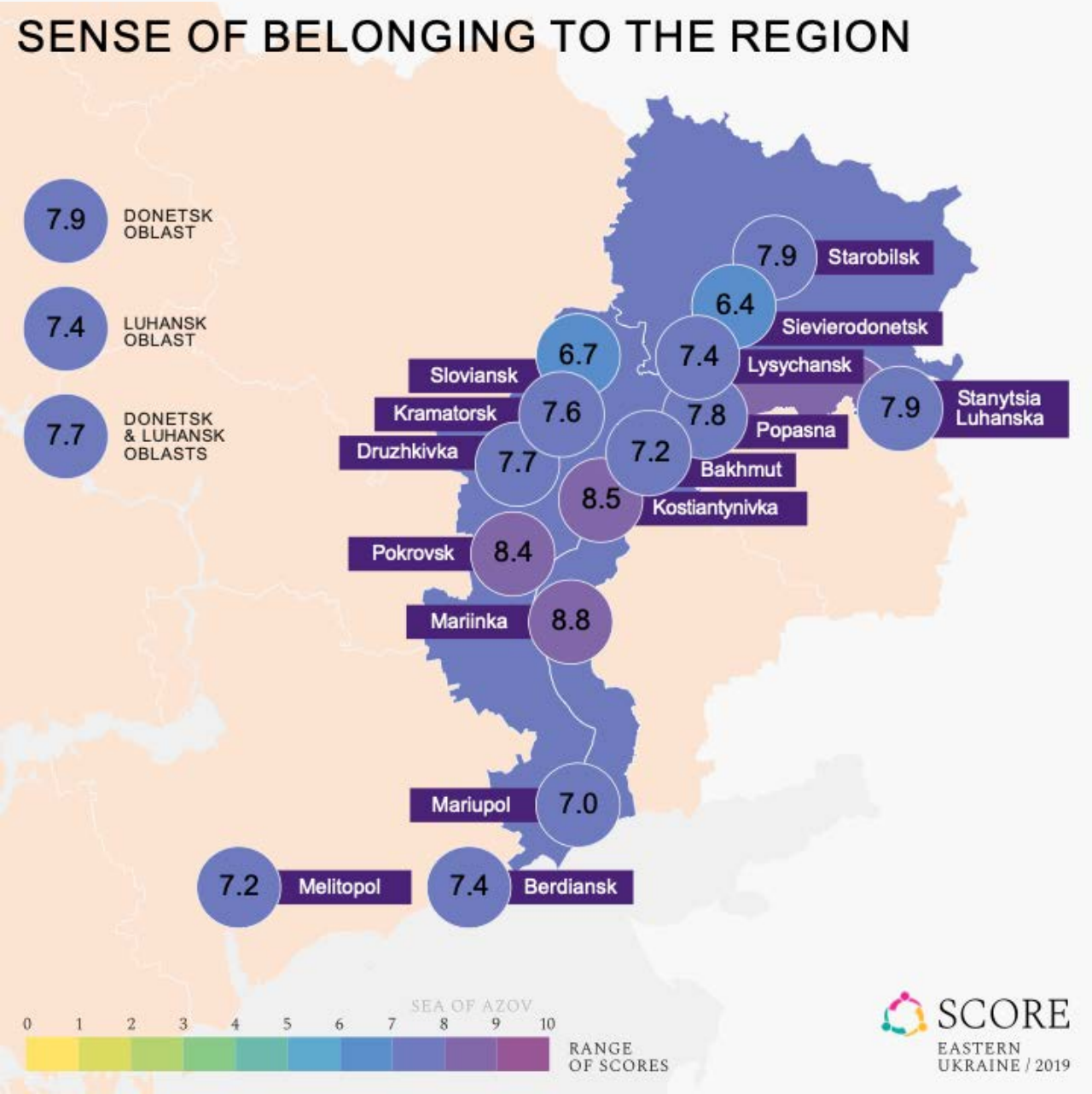




Sense of belonging to the region

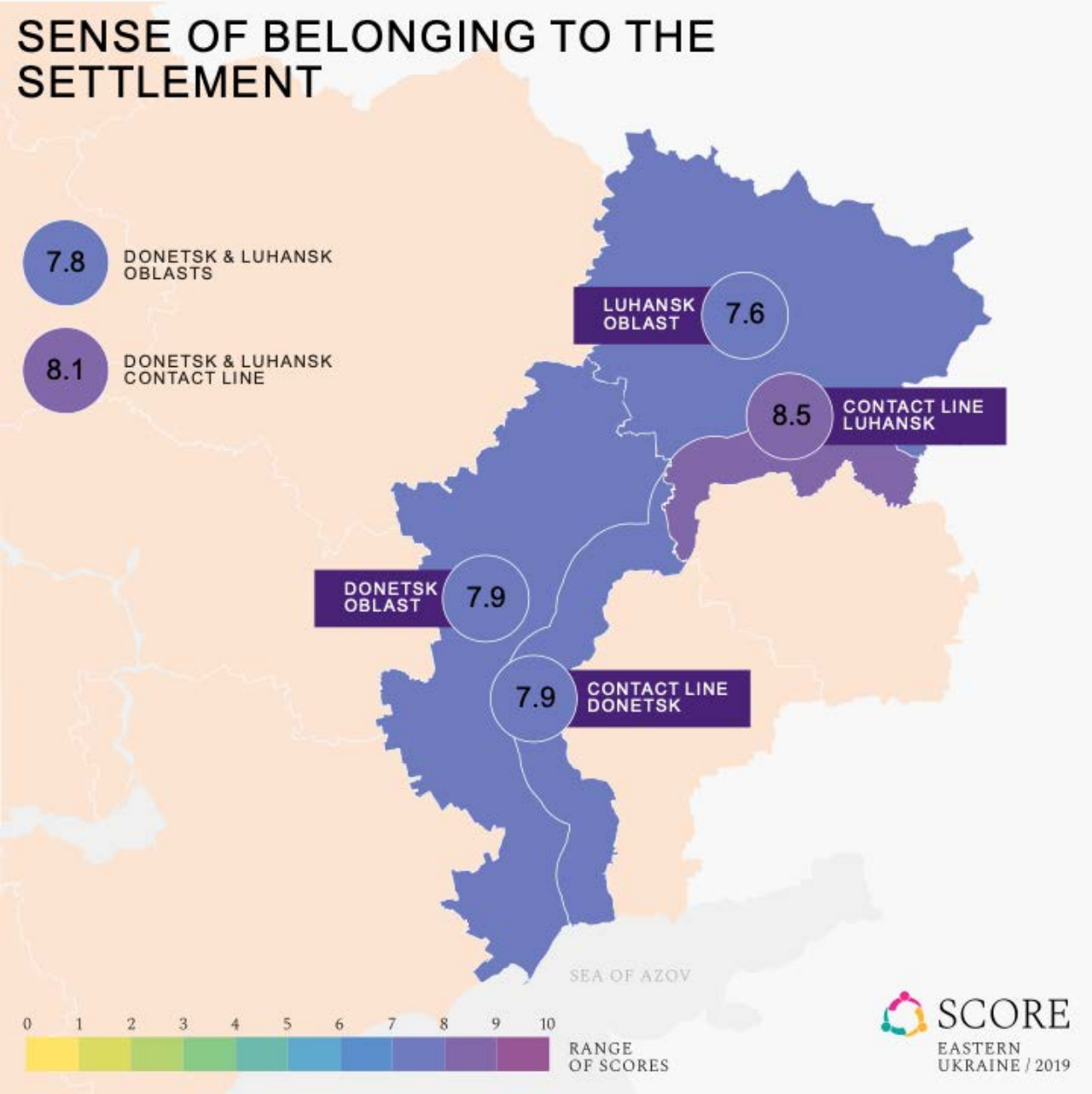
The degree of attachment to one's region

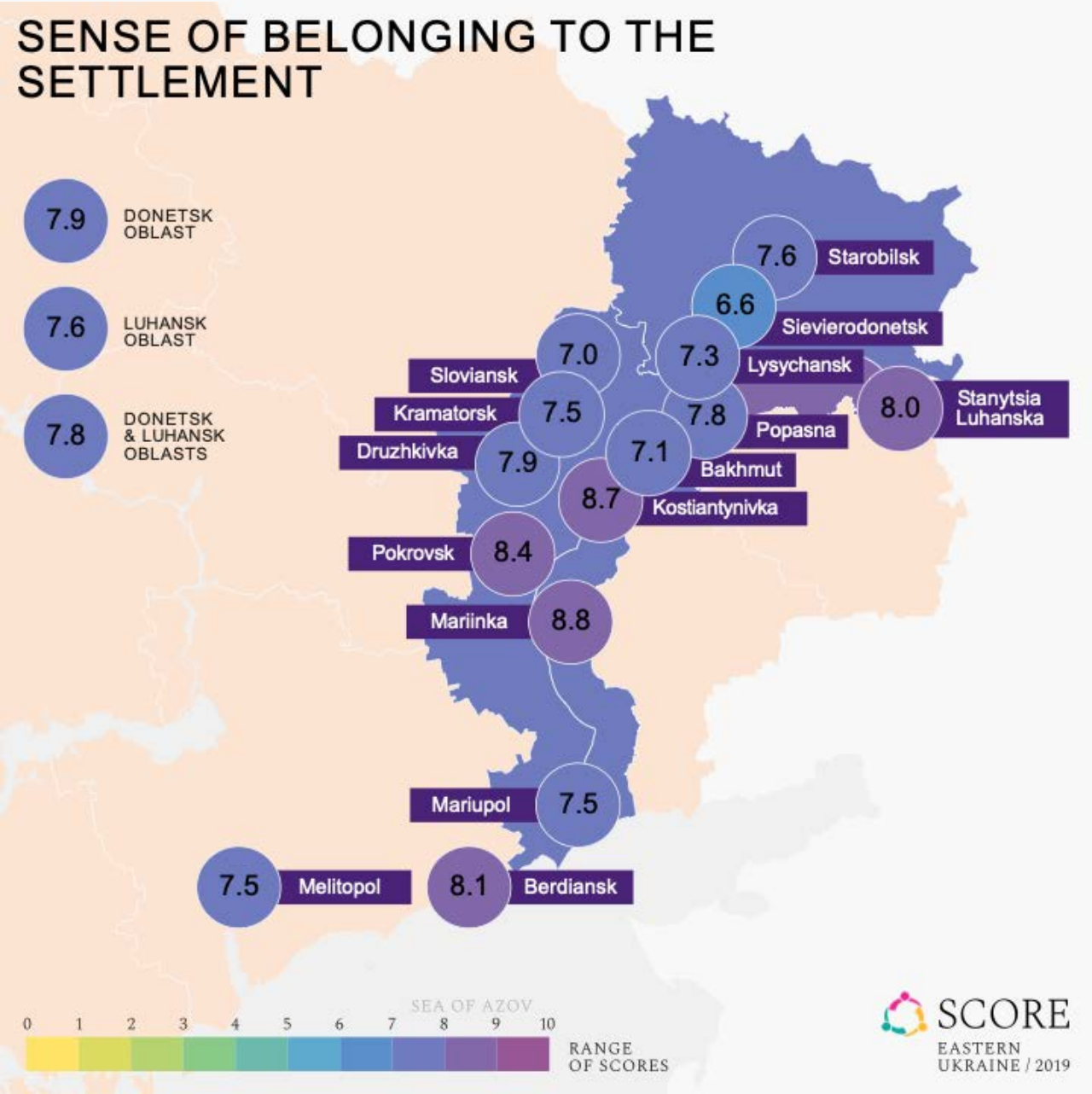




Sense of belonging to the settlement

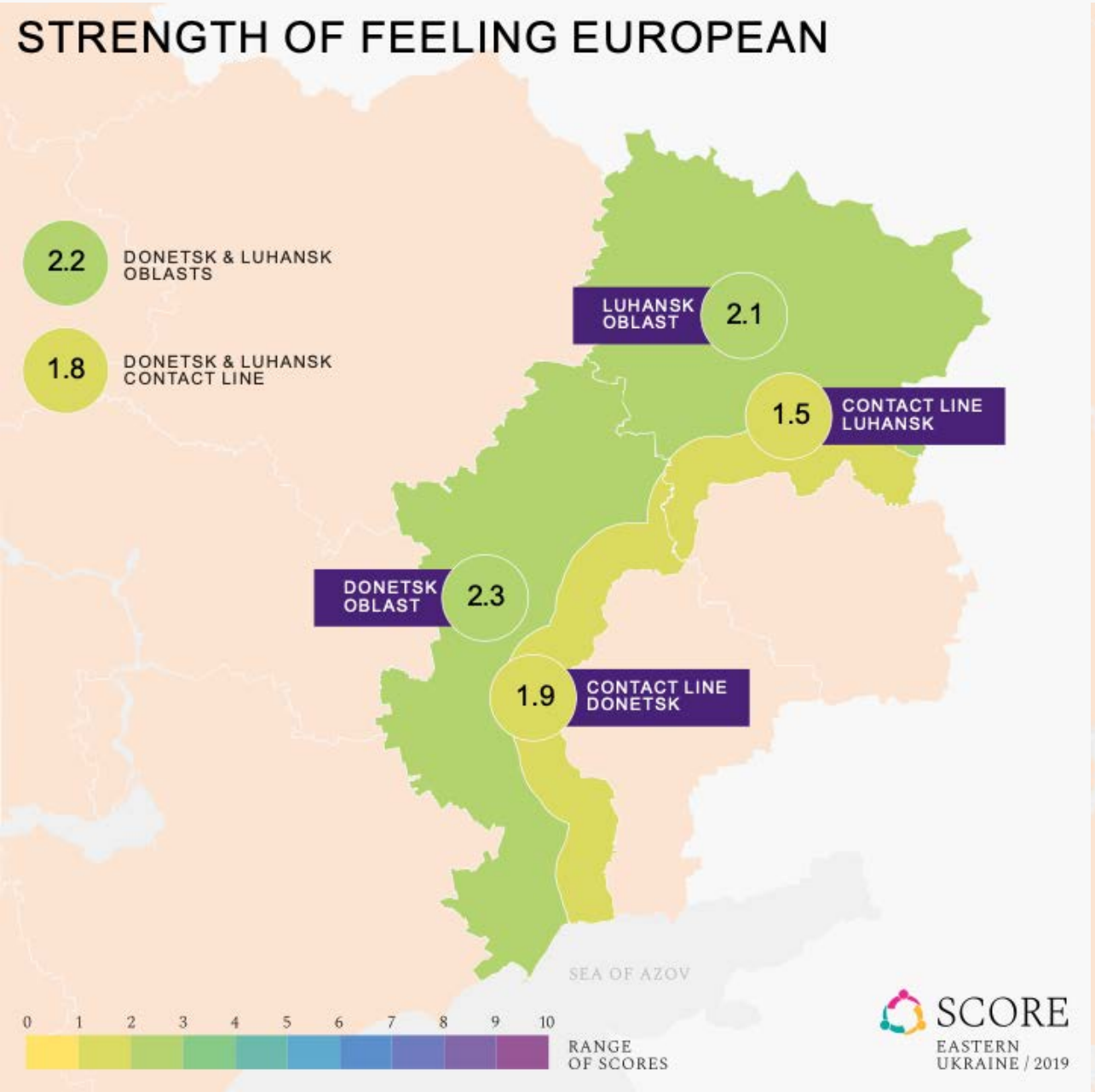
The degree of attachment to one's village, town or city

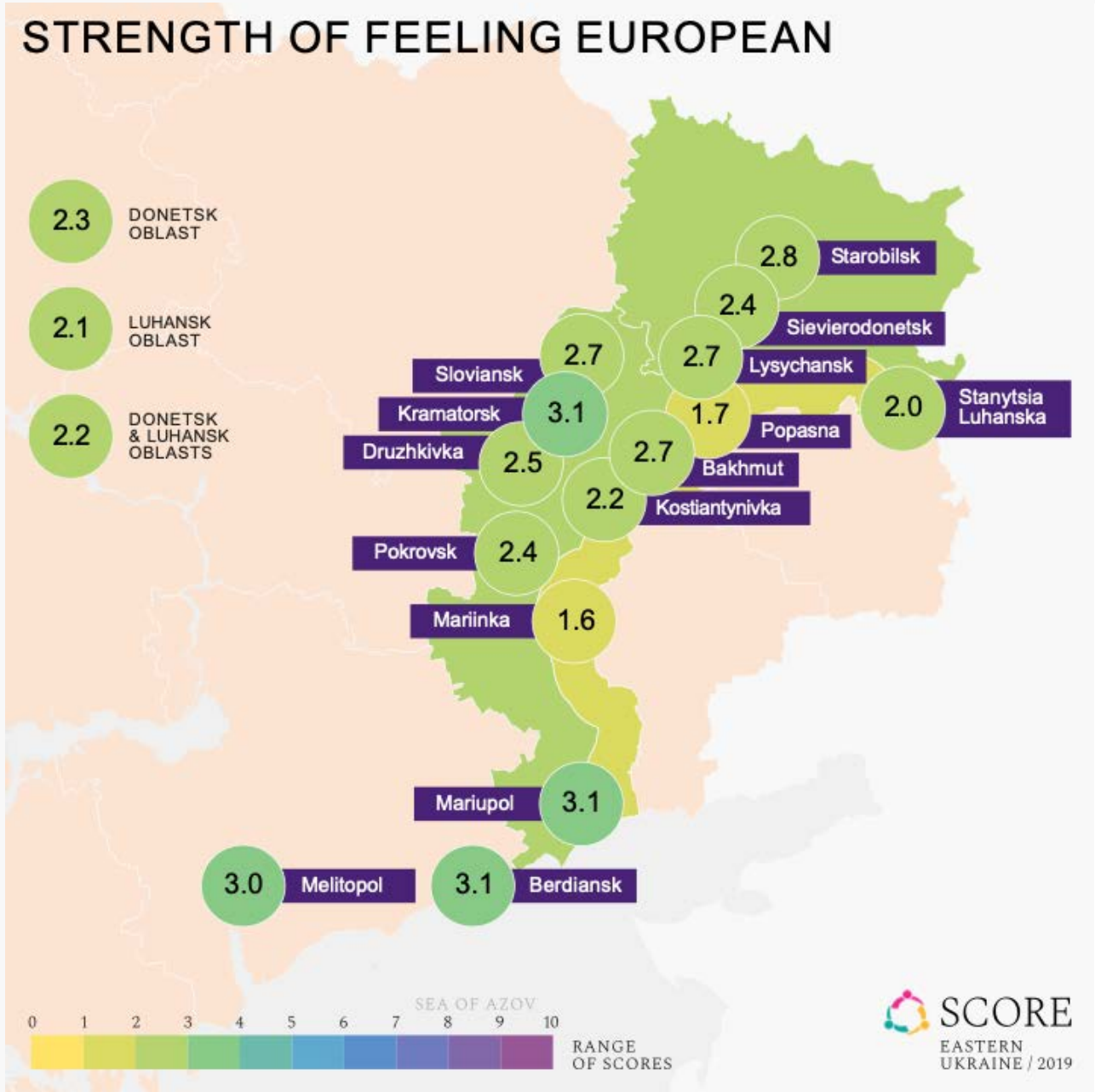




Strength of feeling European

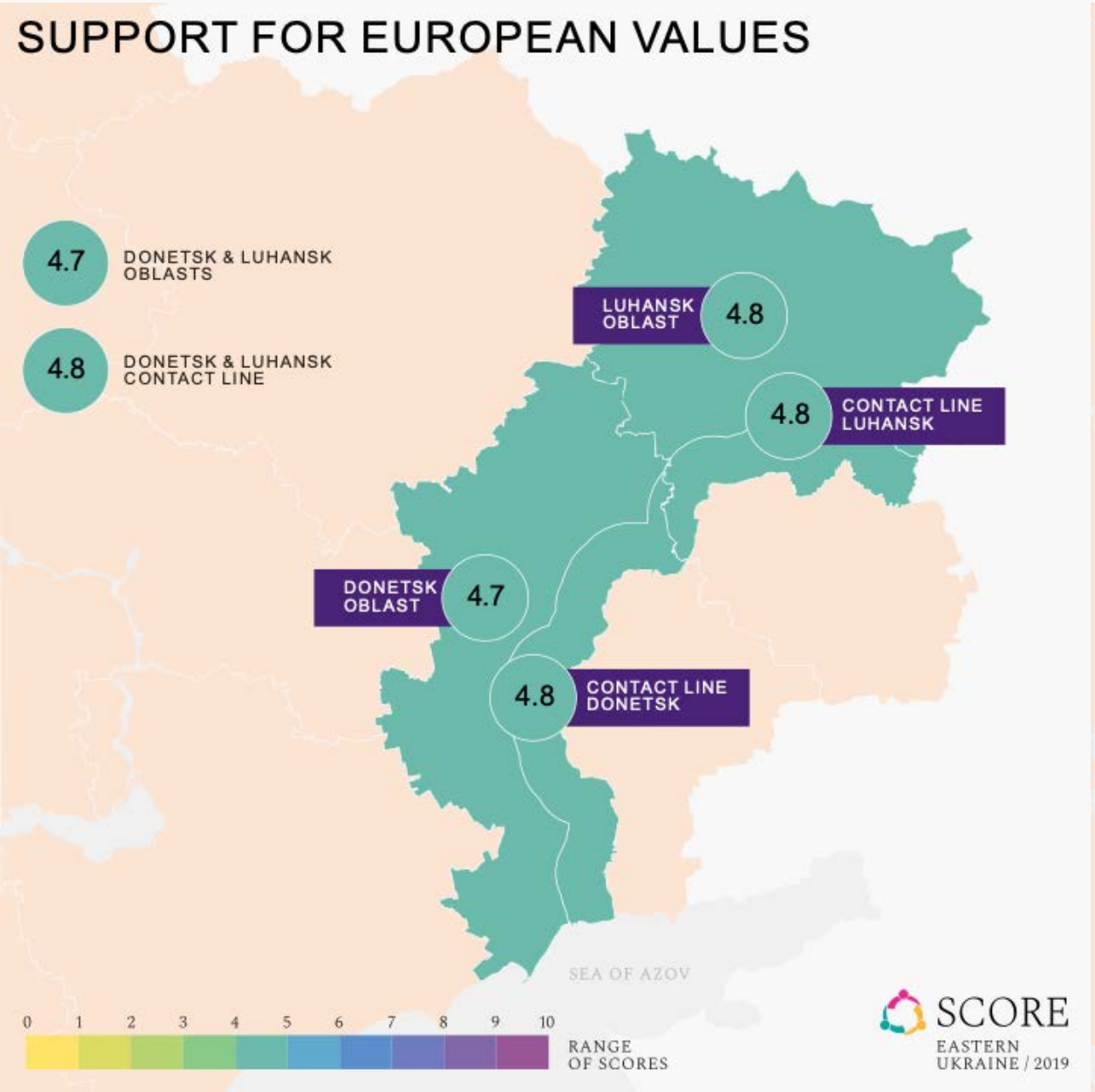
The degree to which one feels European

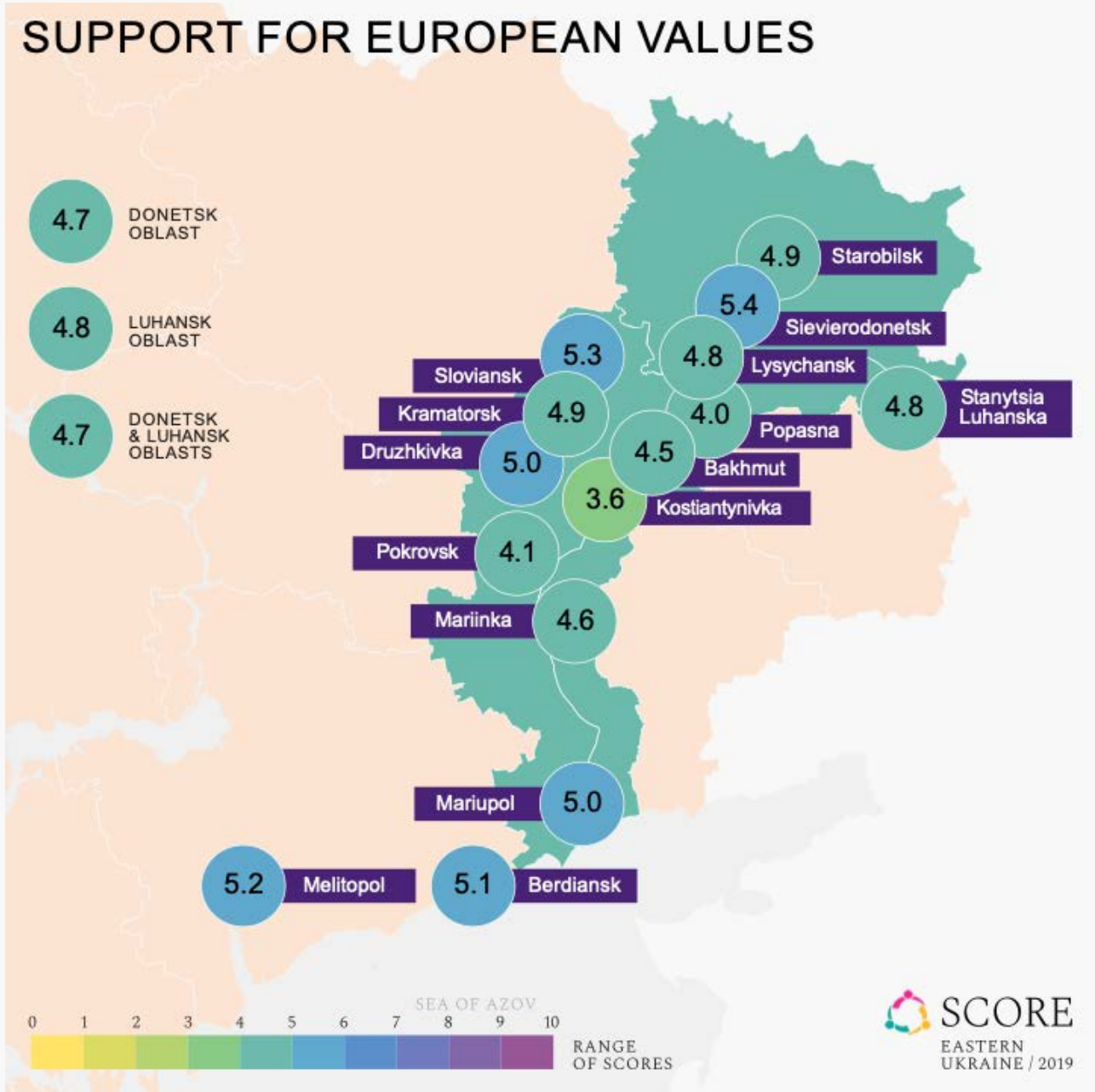


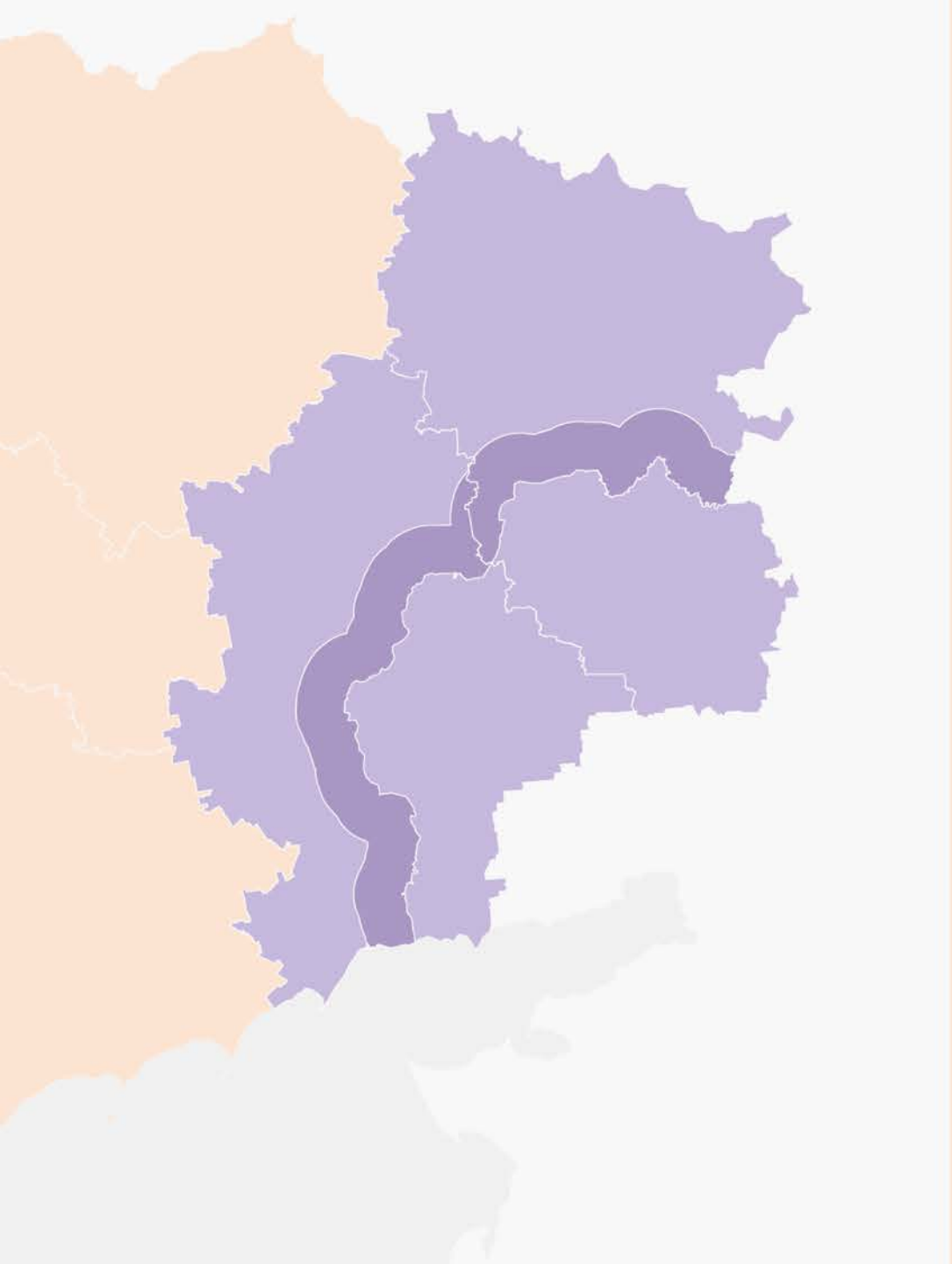


Support for European values

The degree to which one believes that European values enrich their society and culture







Civic attitudes and behaviour

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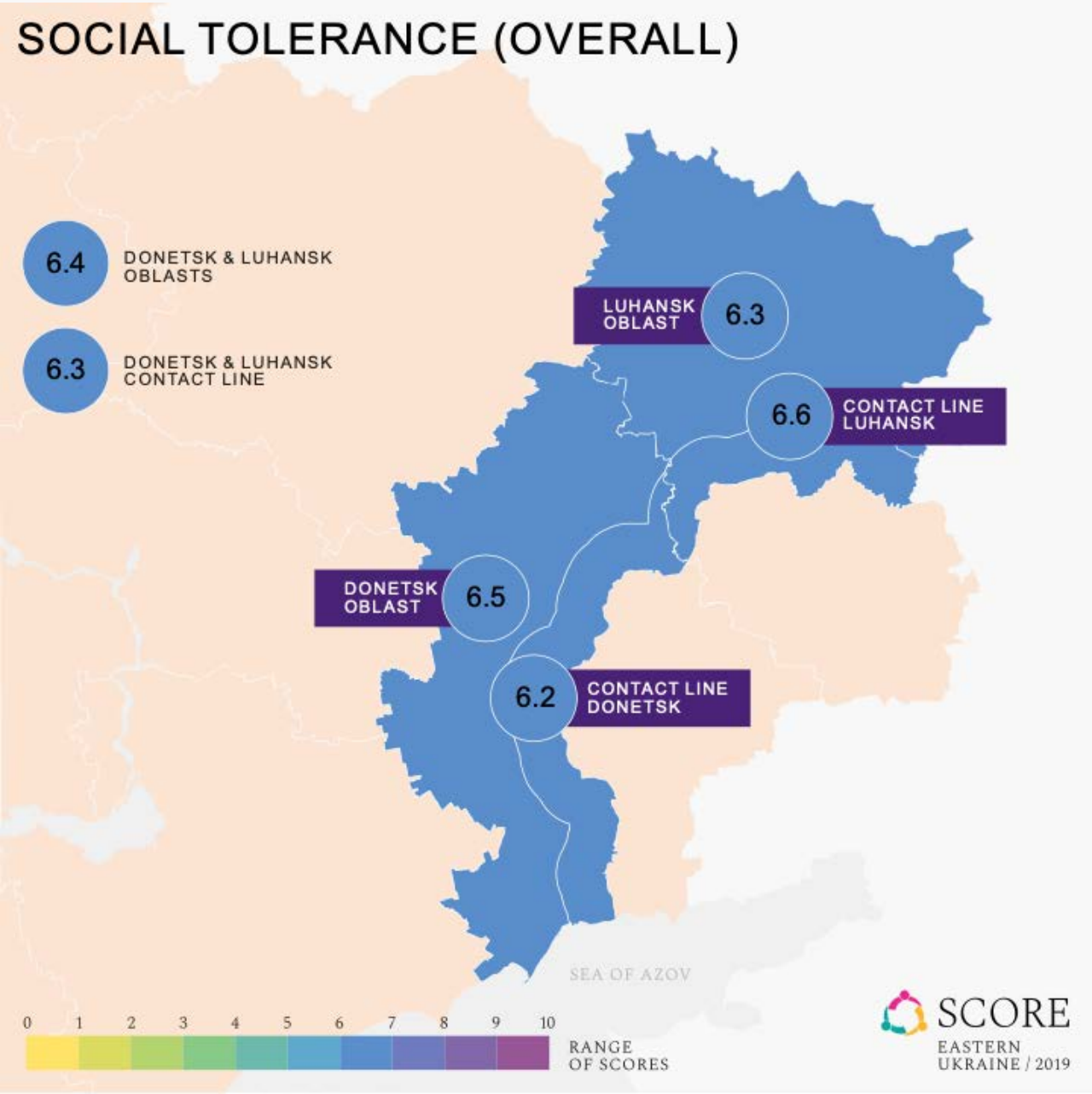
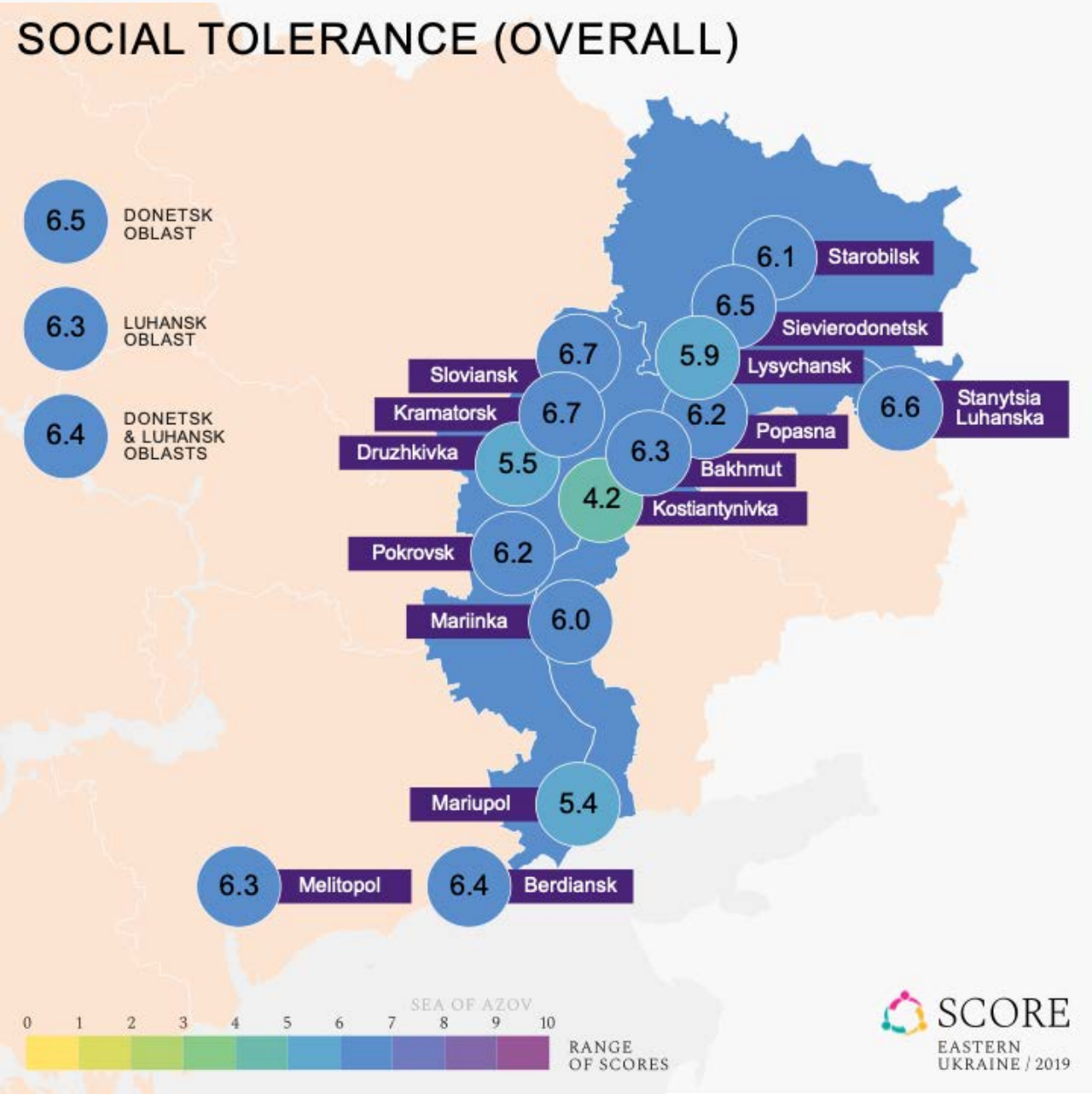
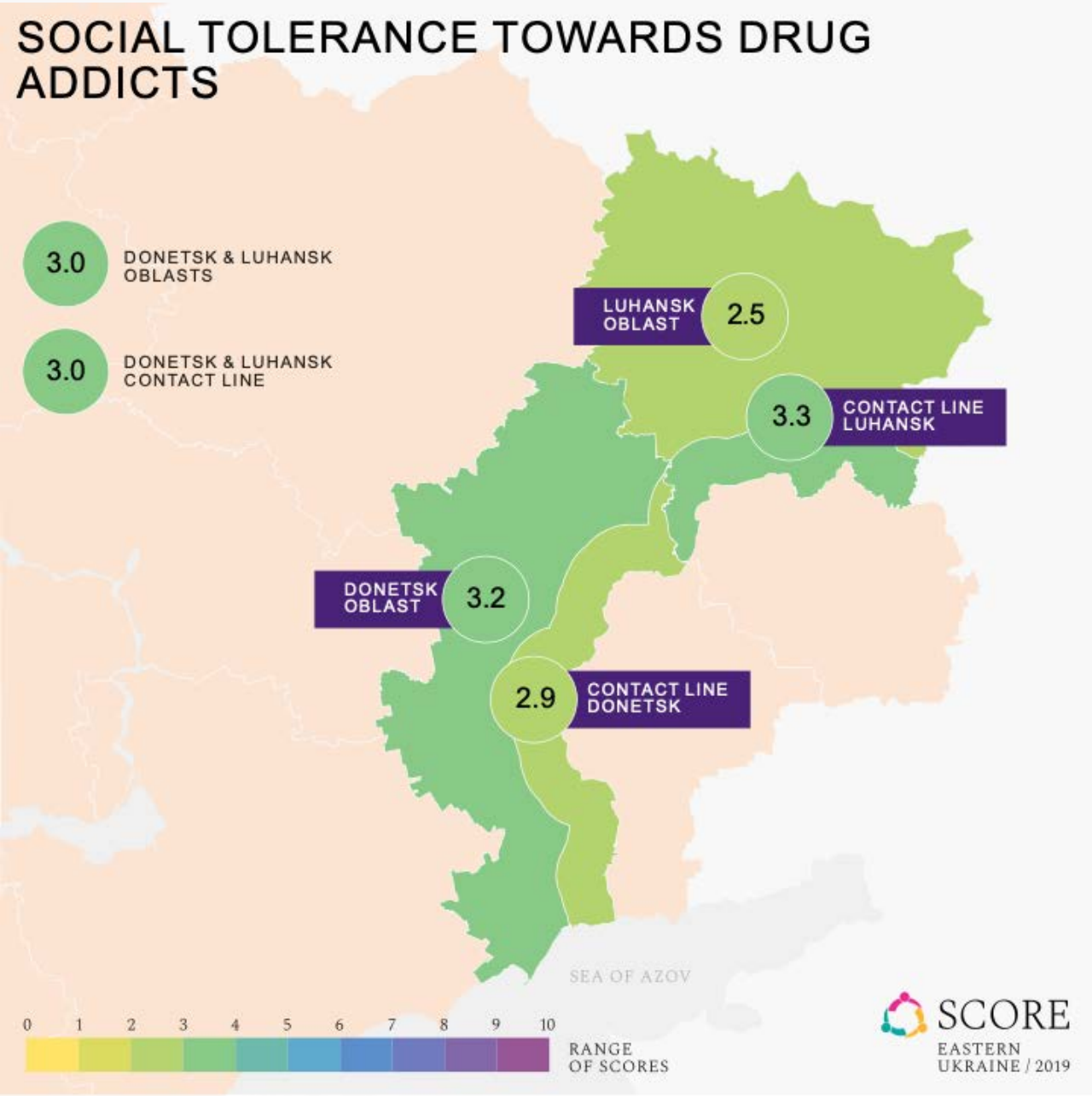
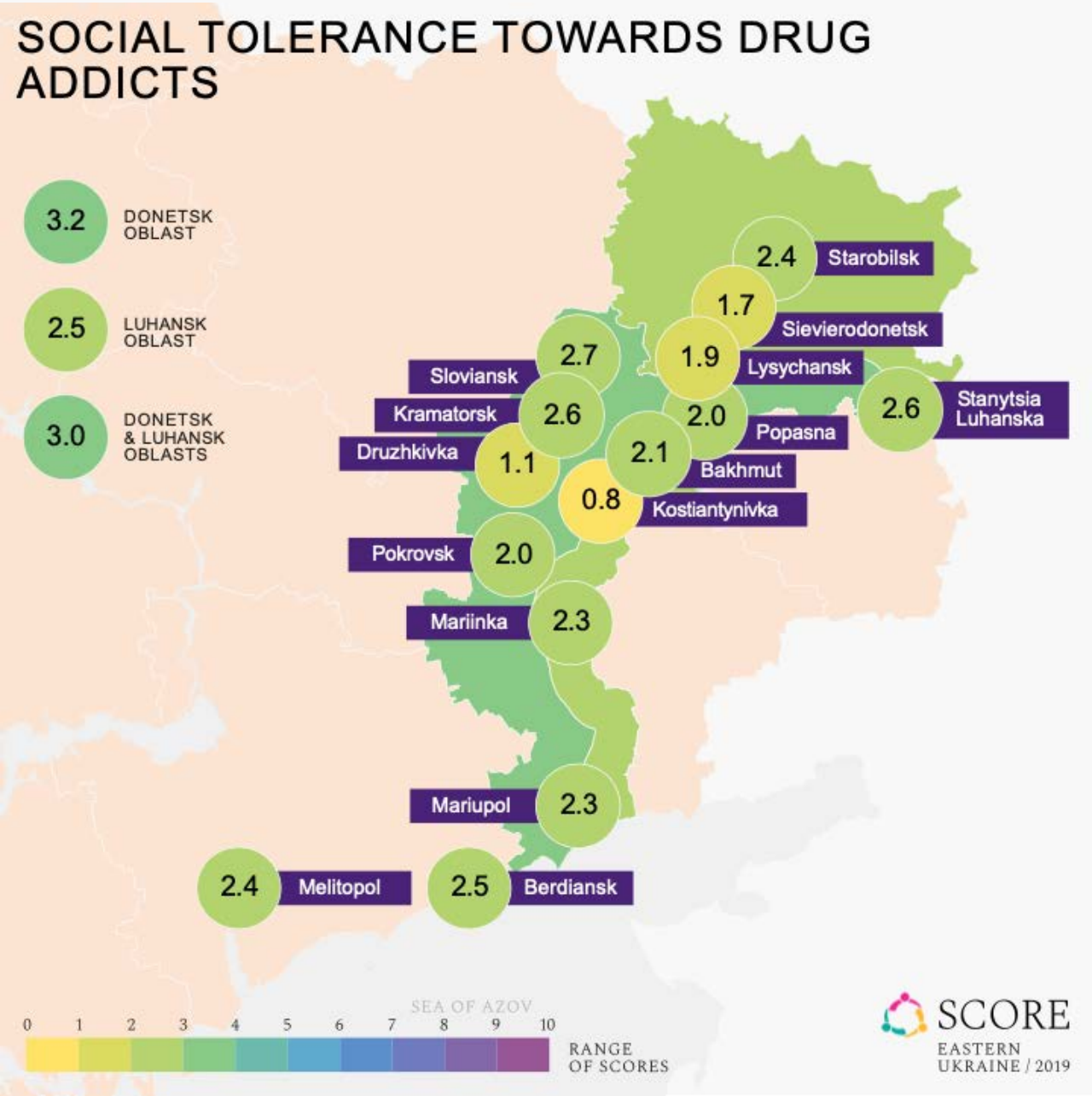
Social tolerance (overall) *The combined level of social tolerance towards different minority and marginalized groups (e.g. immigrants, Roma) in terms of personal interaction and/or acceptance in the community*



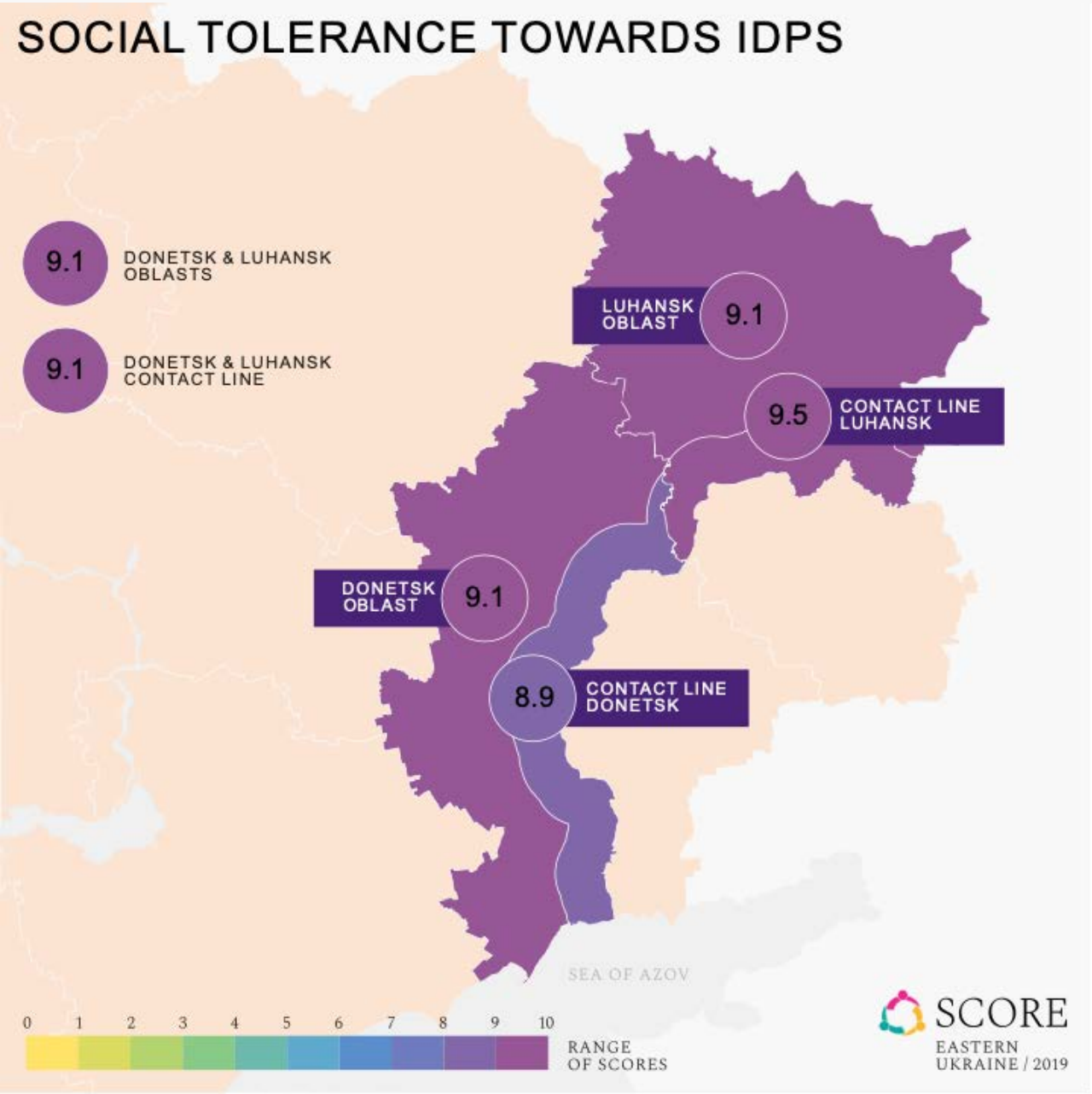


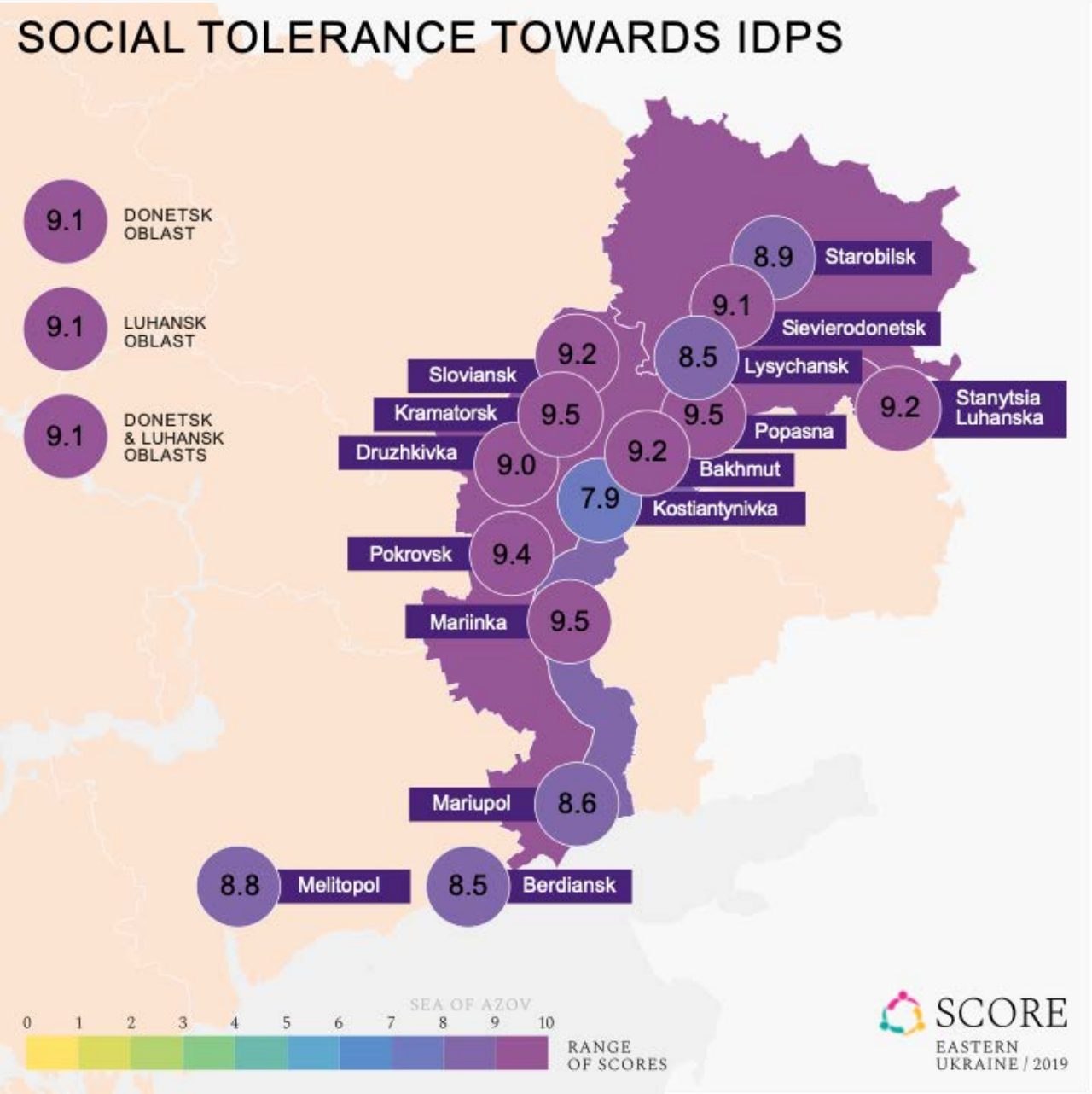
Social tolerance towards drug addicts



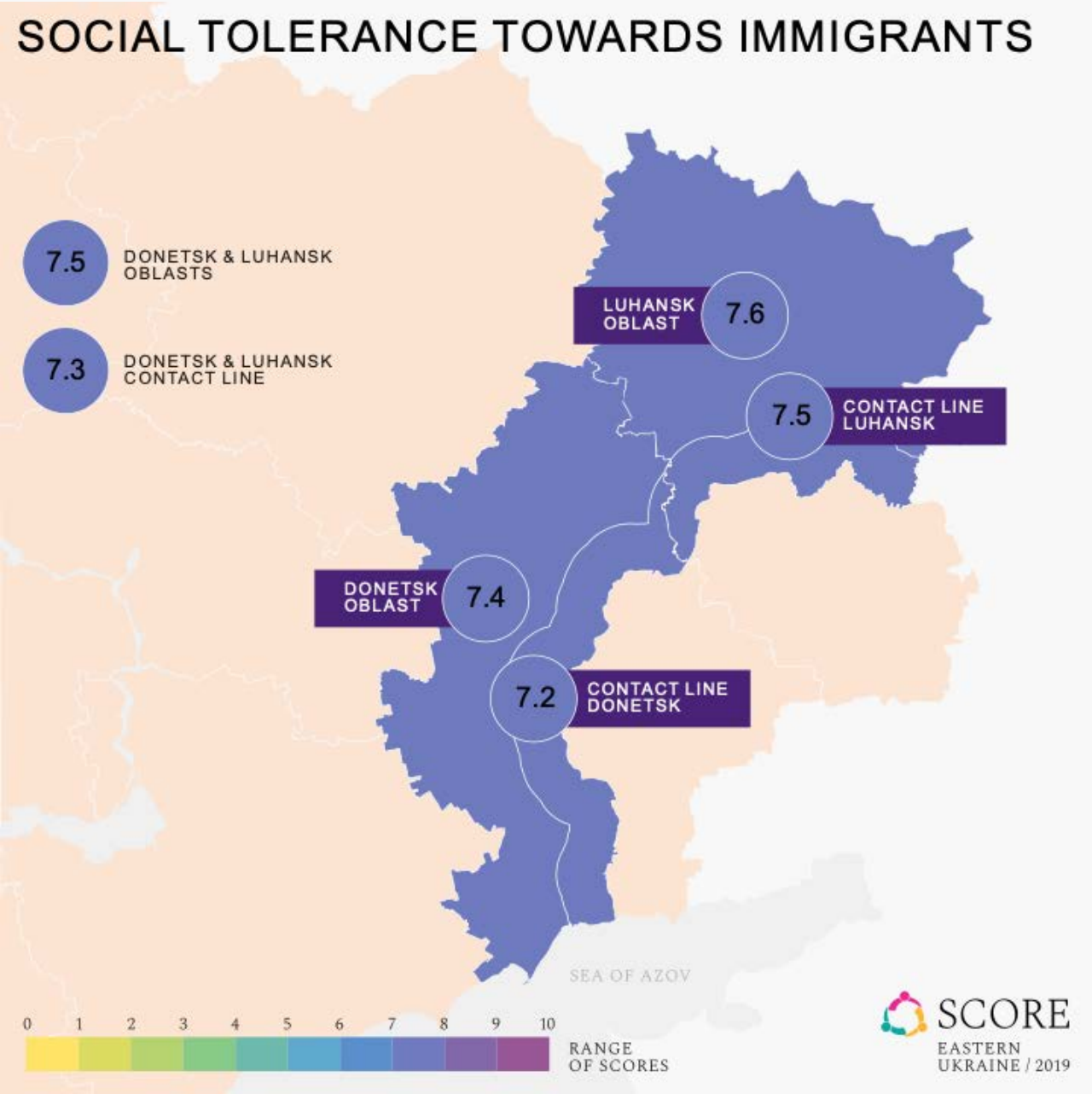


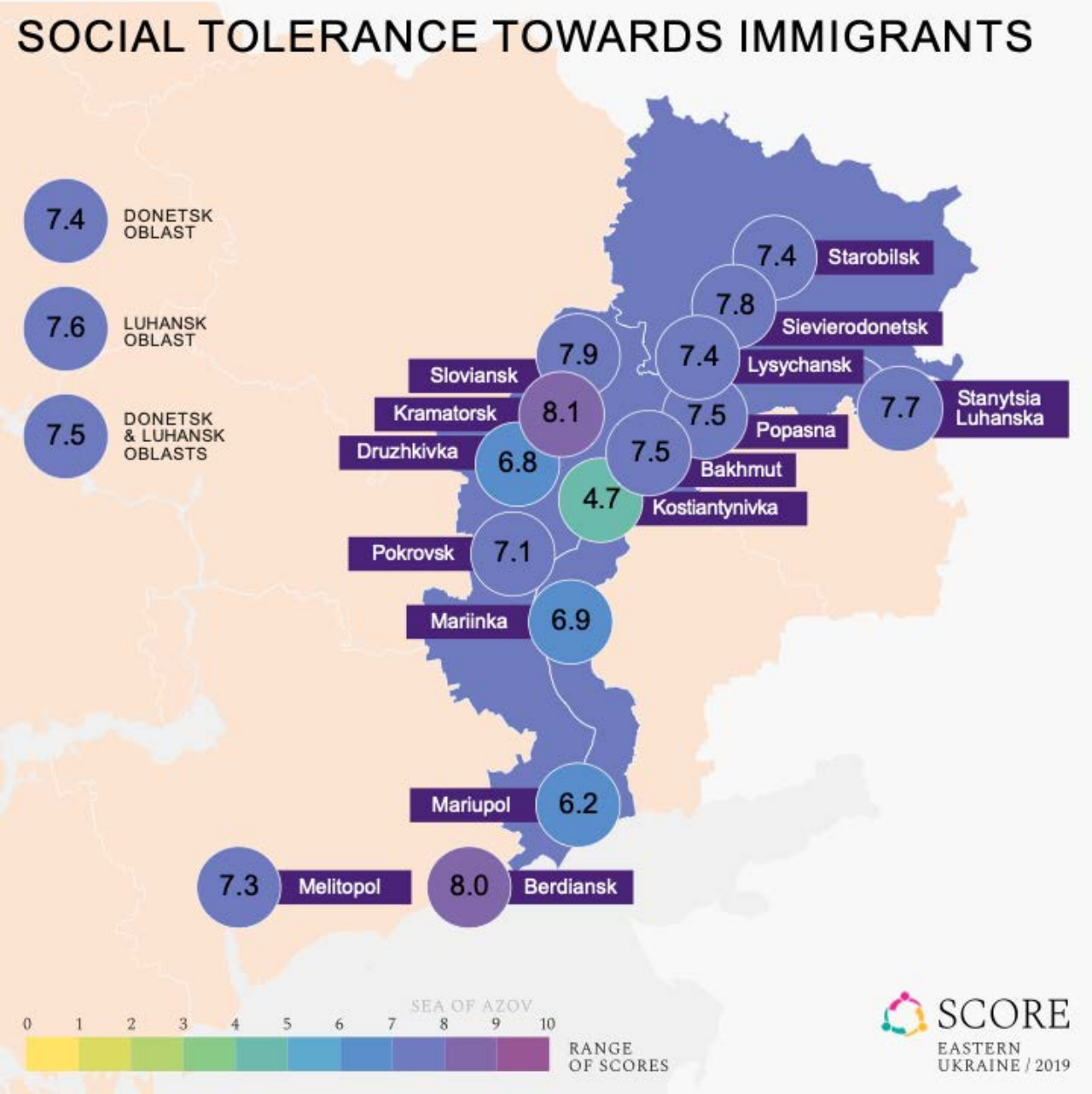
Social tolerance towards IDPs



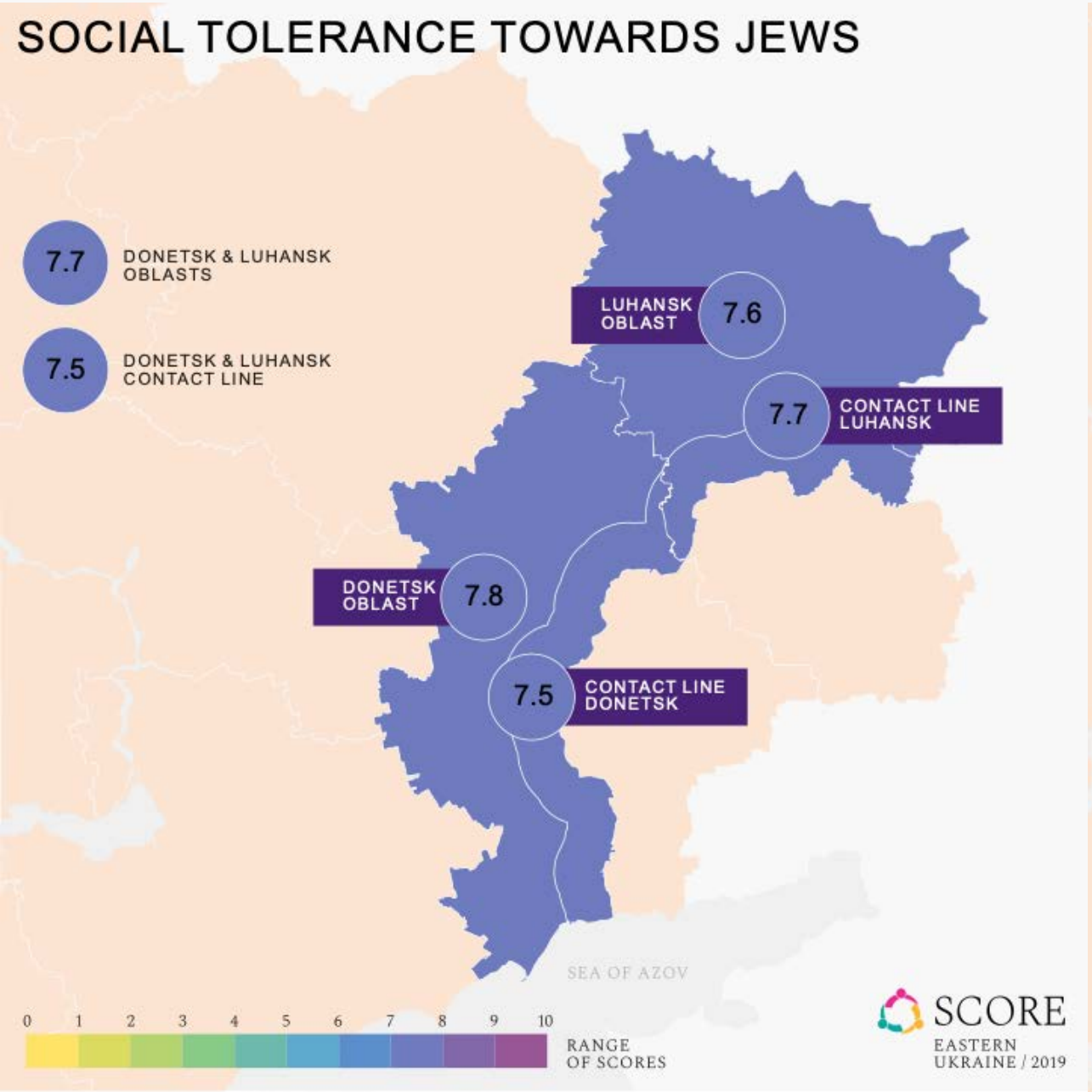


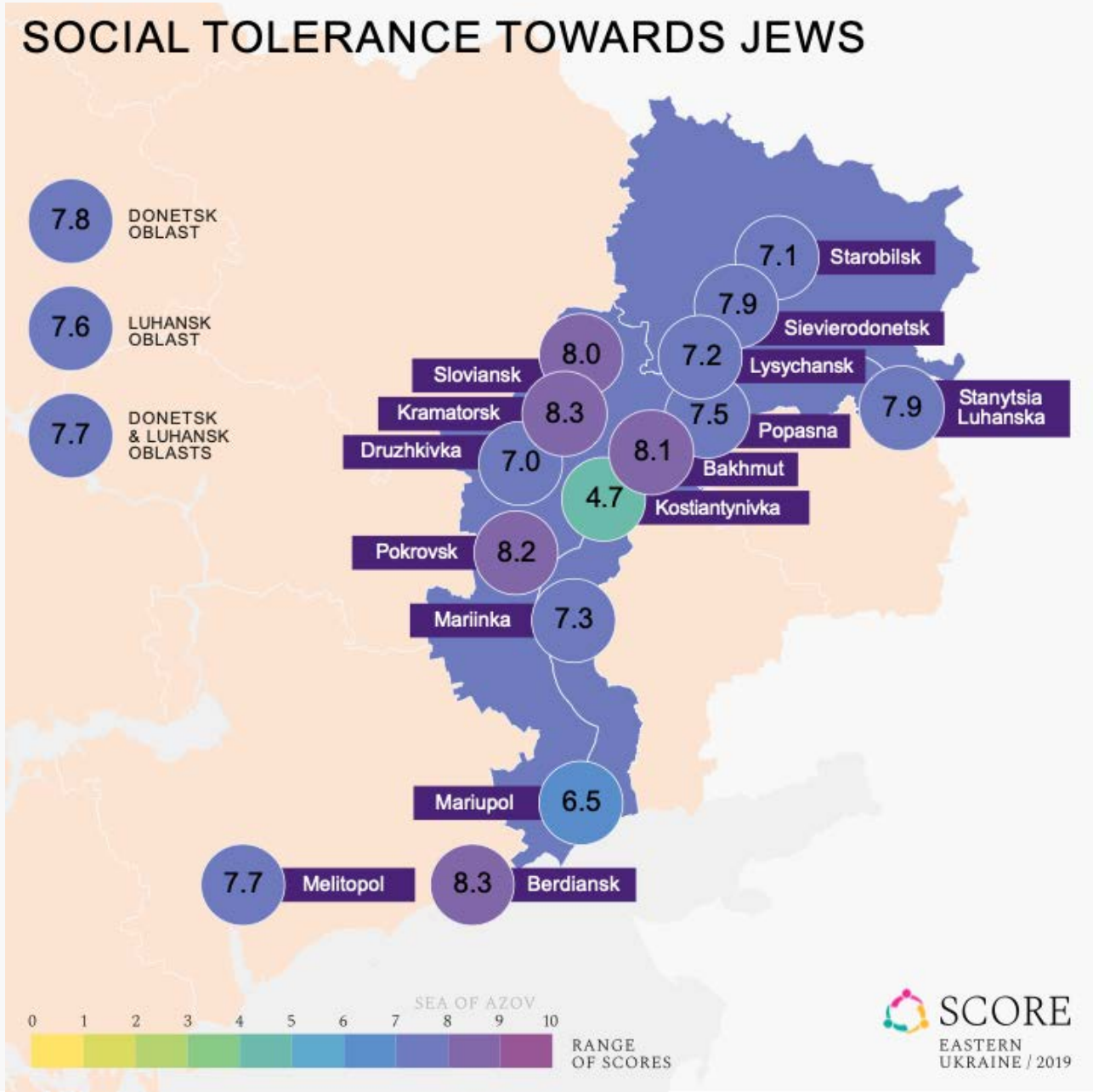
Social tolerance towards immigrants



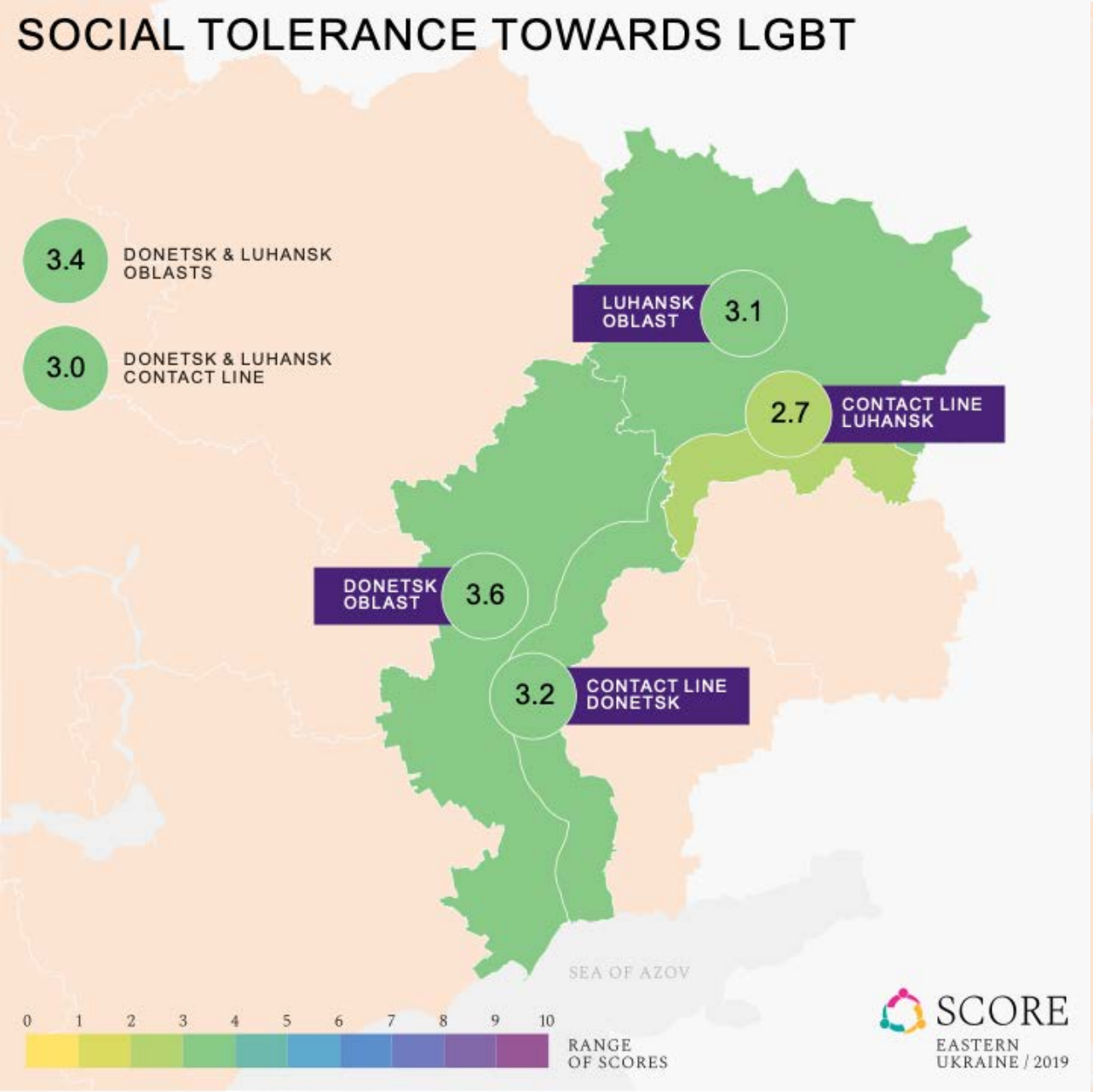


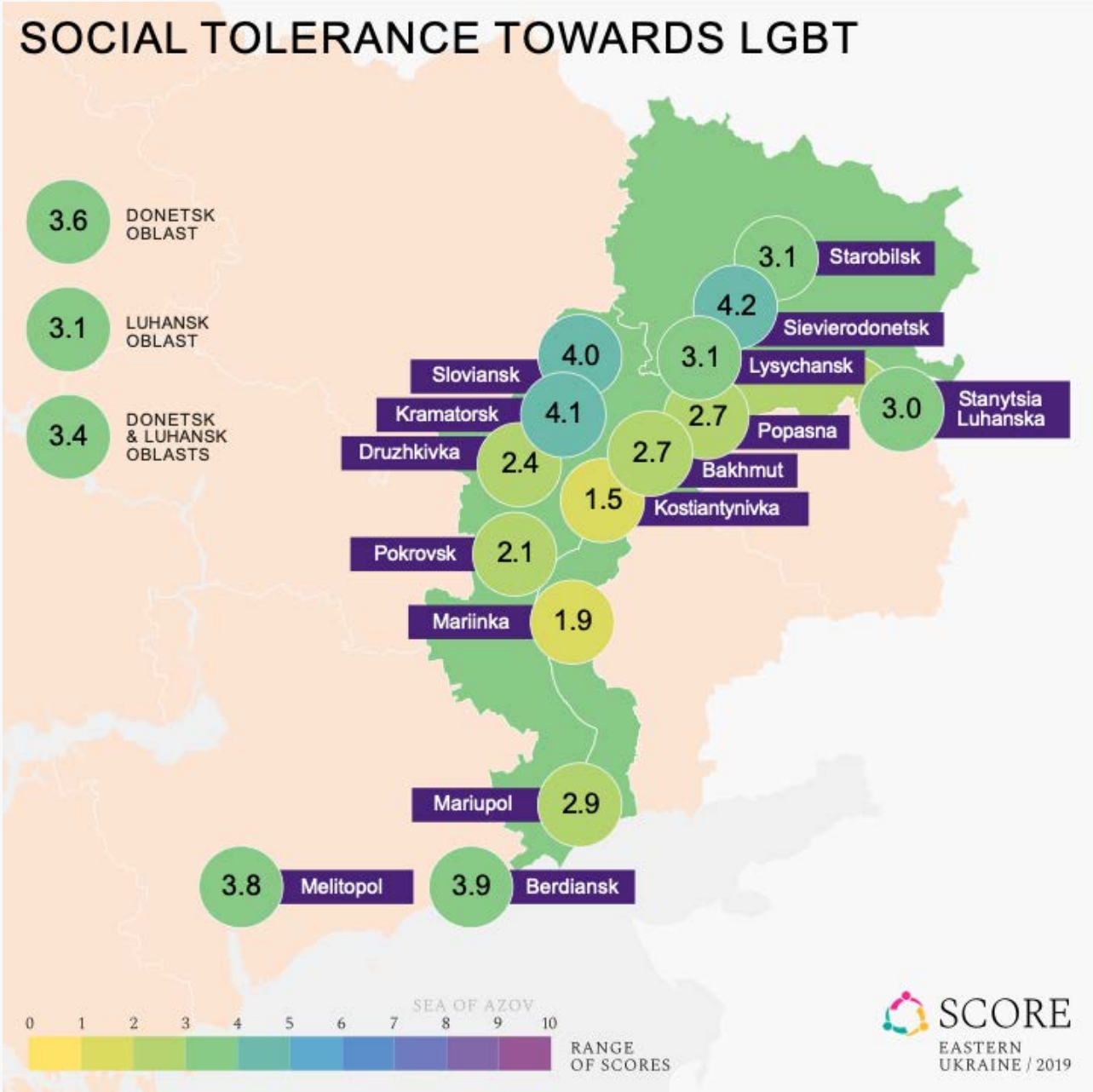
Social tolerance towards Jews



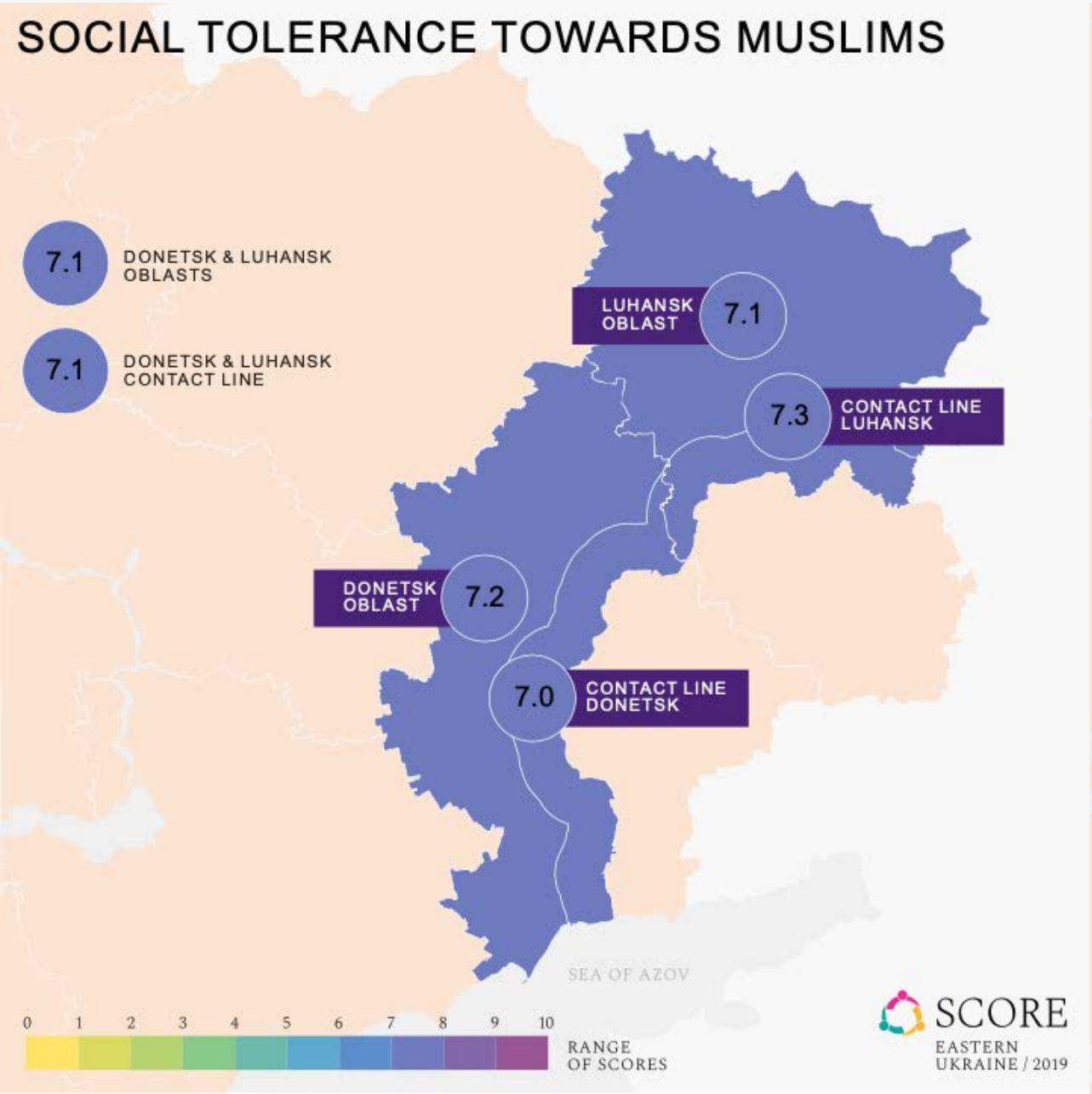


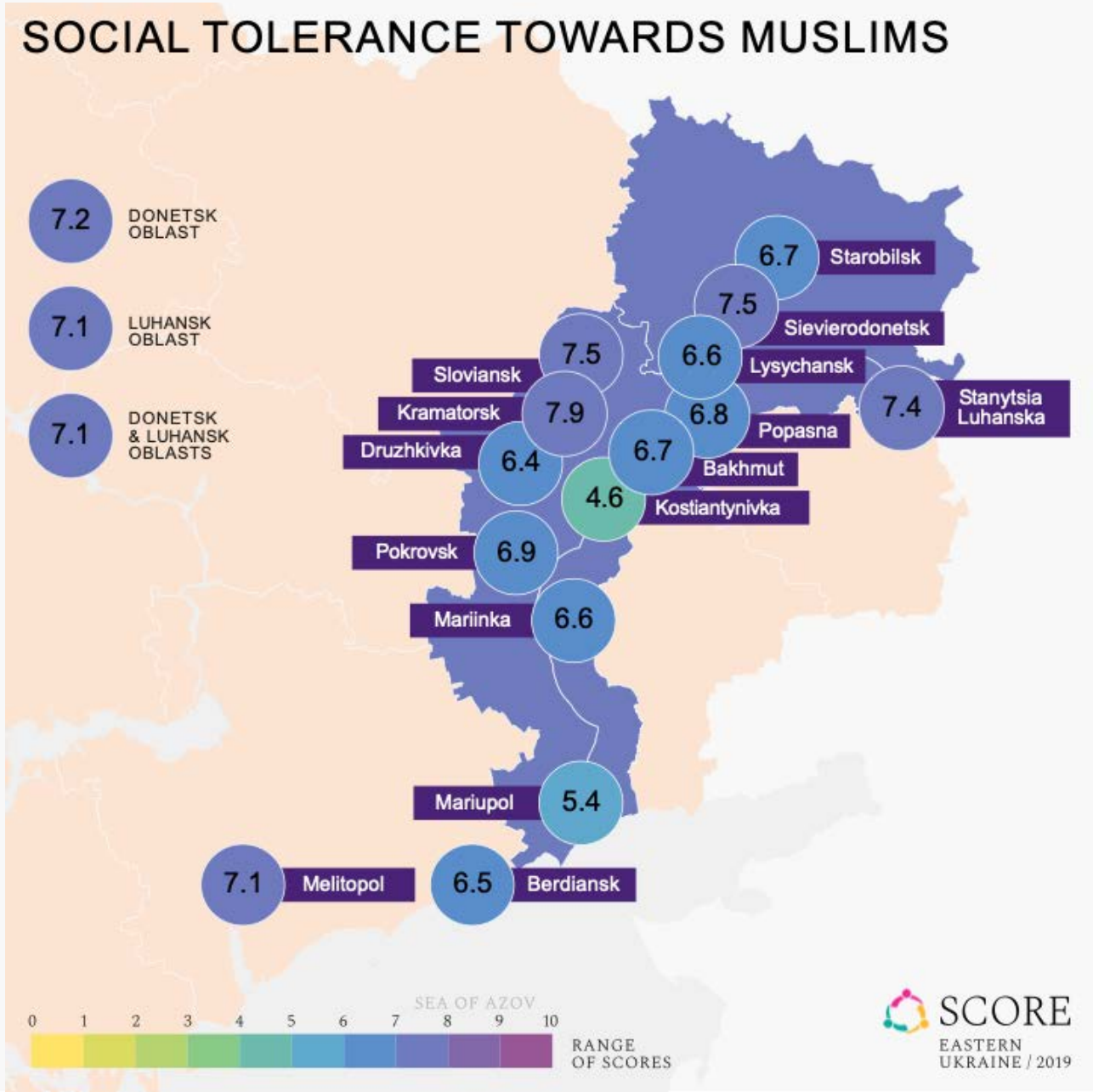
Social tolerance towards LGBT



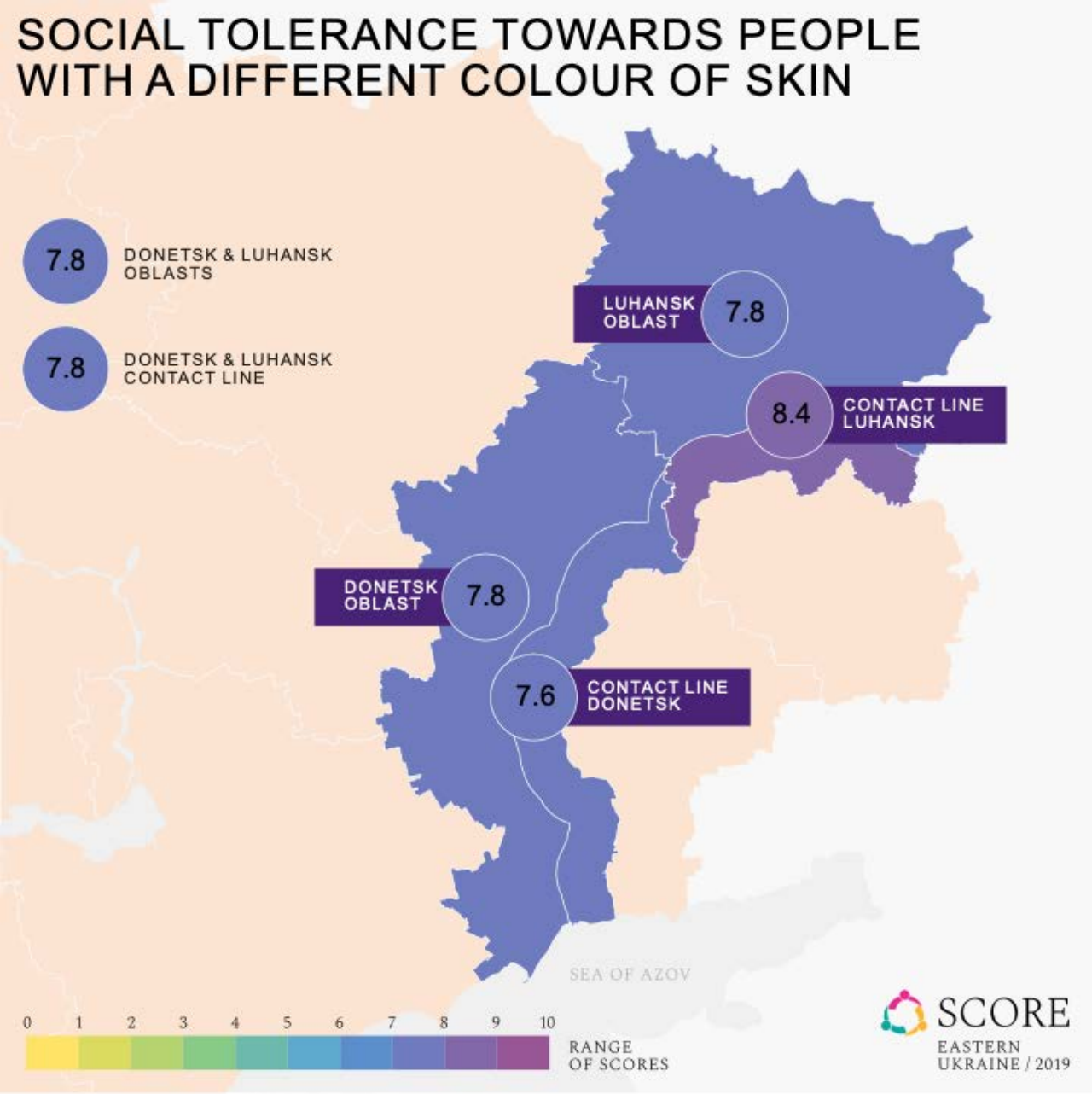


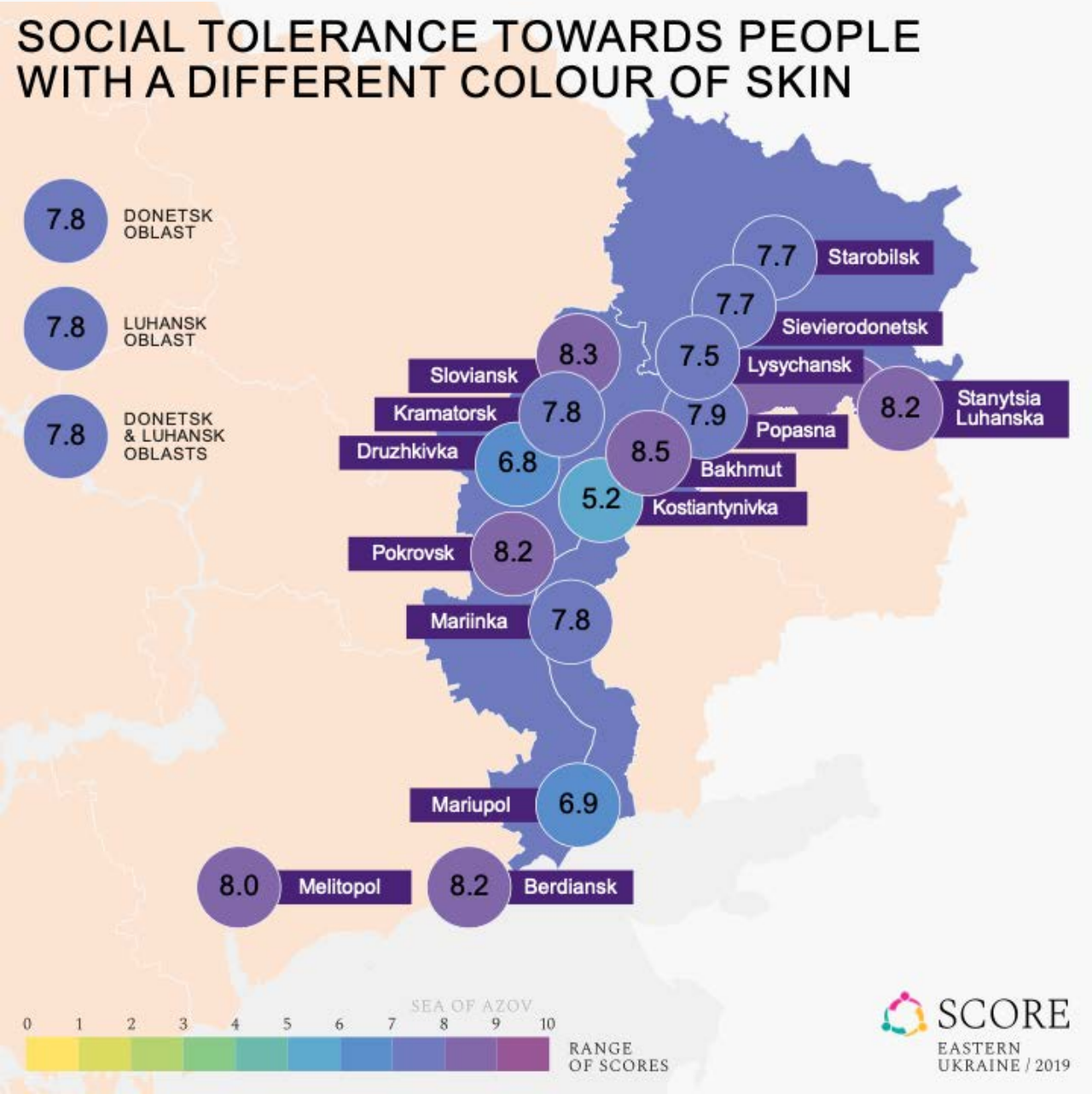
Social tolerance towards Muslims



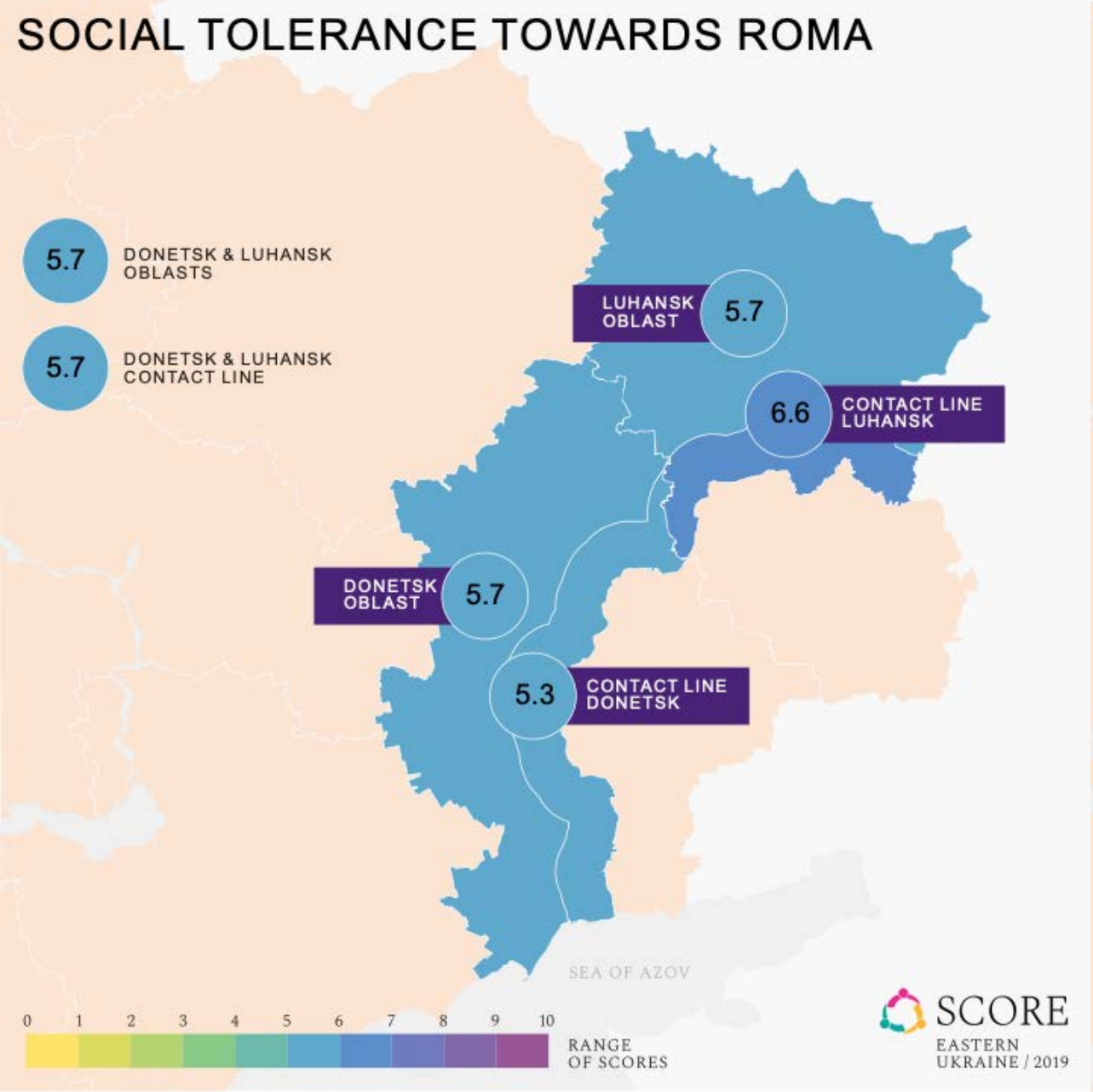


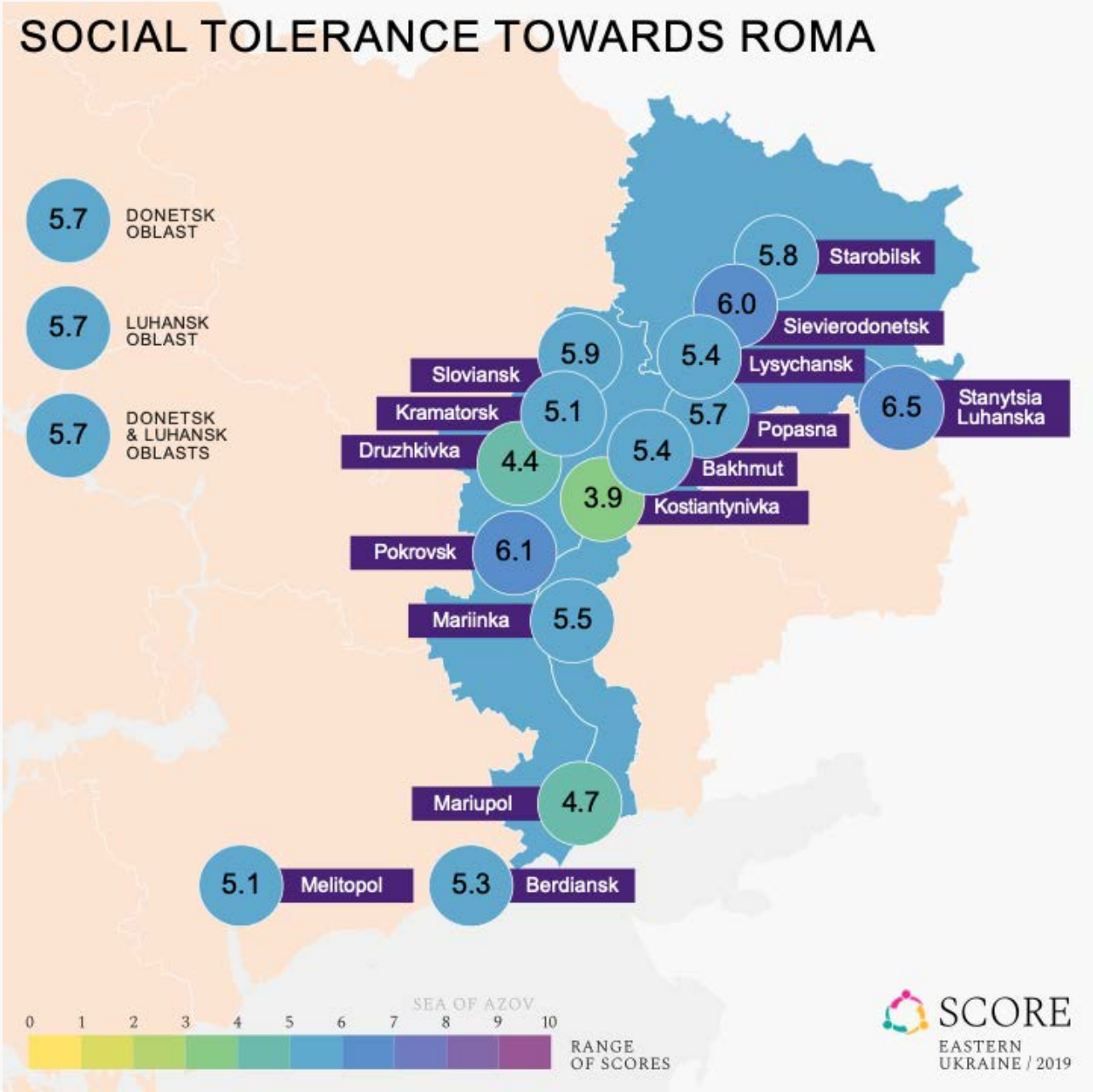
Social tolerance towards people with a different colour of skin



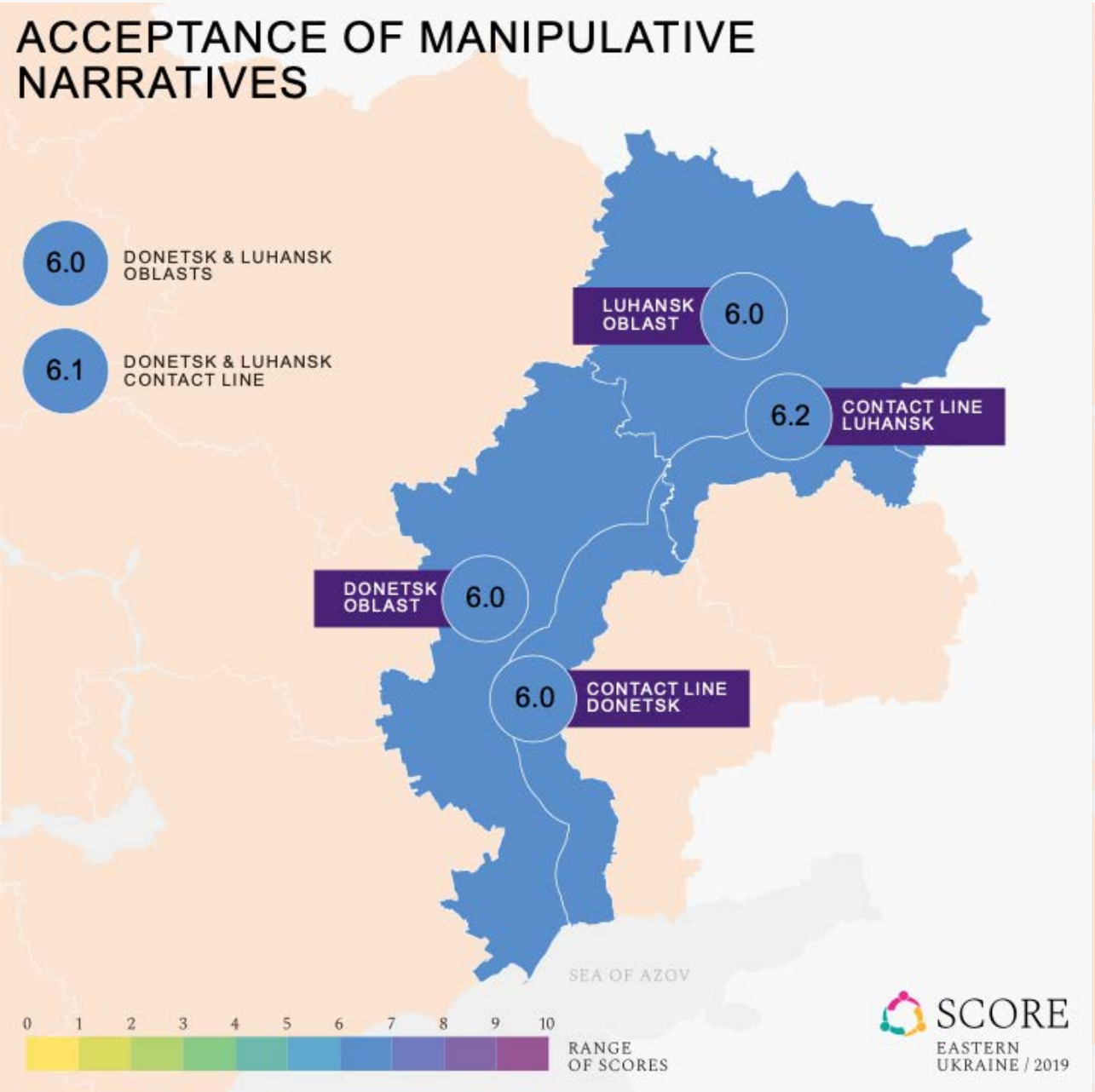


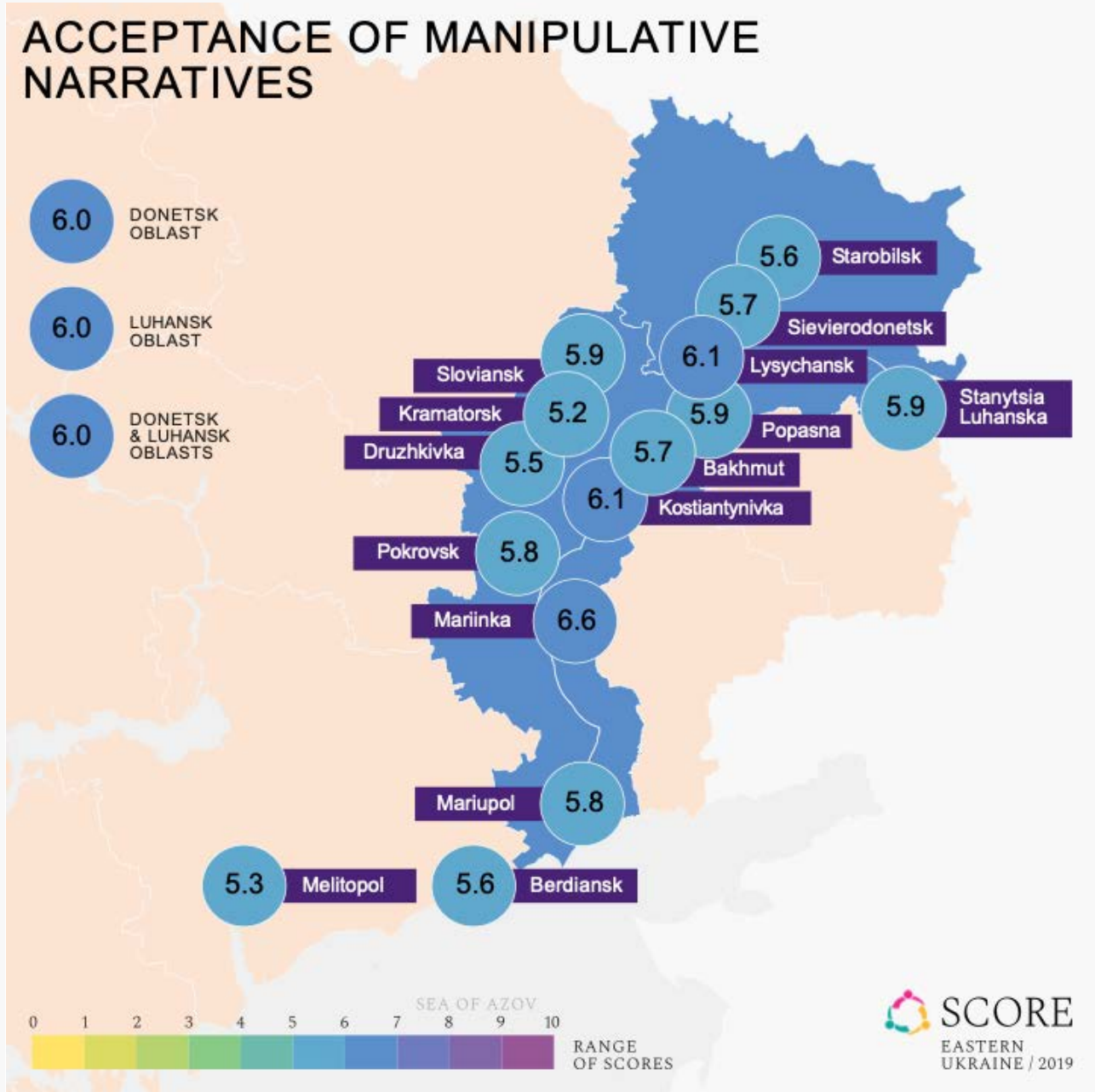
Social tolerance towards Roma





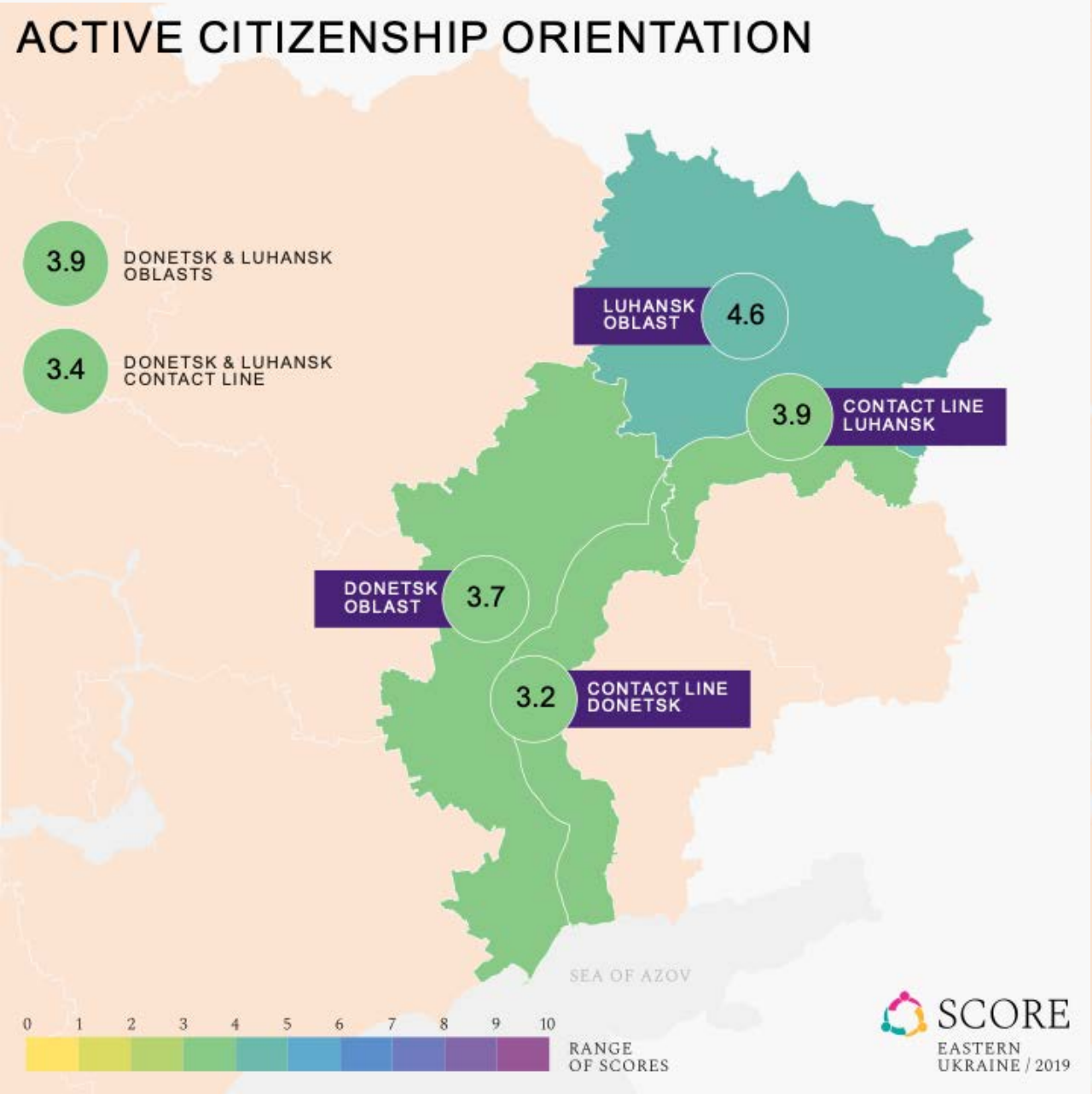
Acceptance of manipulative narratives *The degree to which one believes in propaganda or conspiratorial narratives such as "central authorities are destabilizing our country on purpose" and "politicians in Ukraine are puppets of oligarchs"*

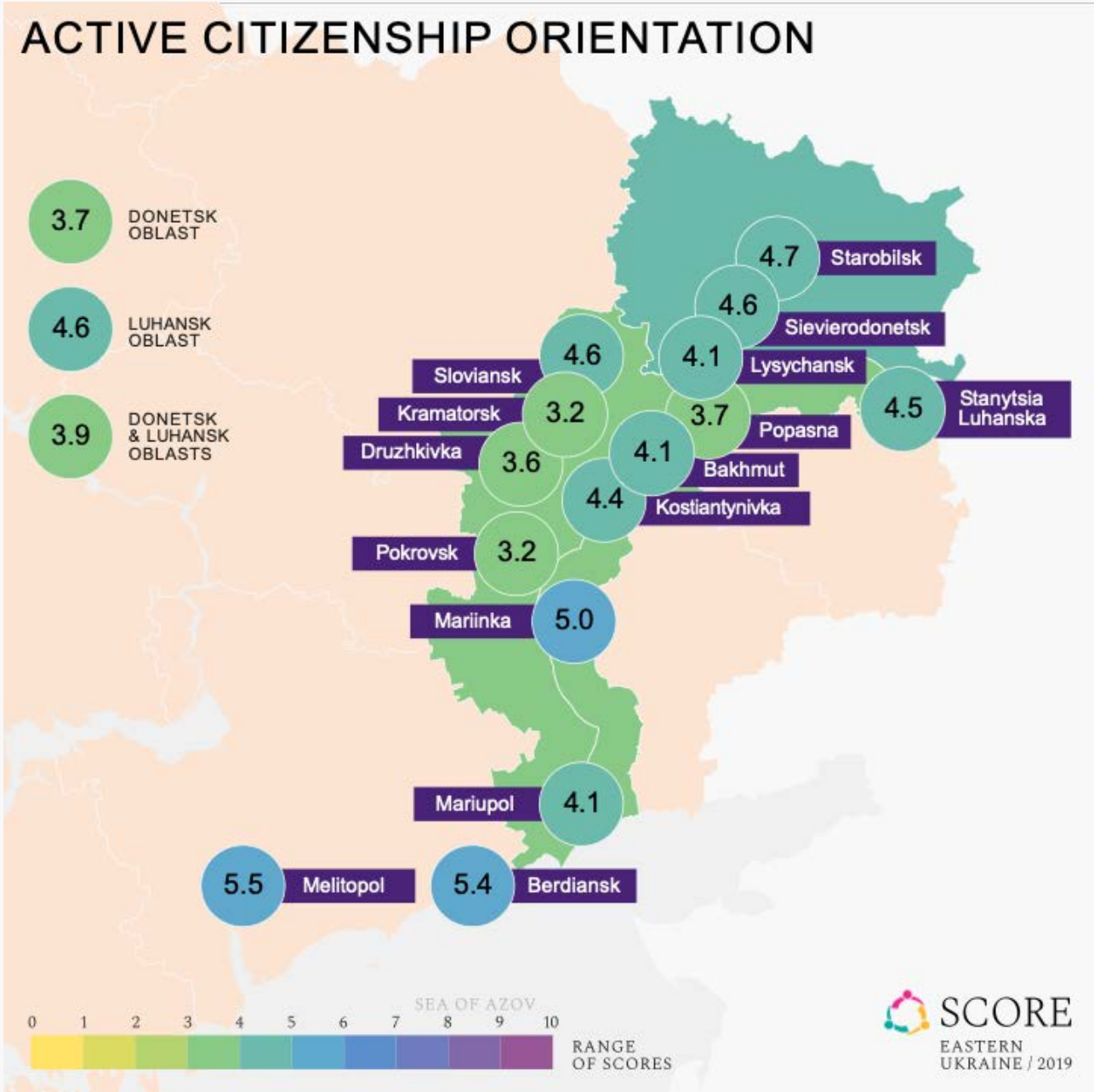




Active citizenship orientation

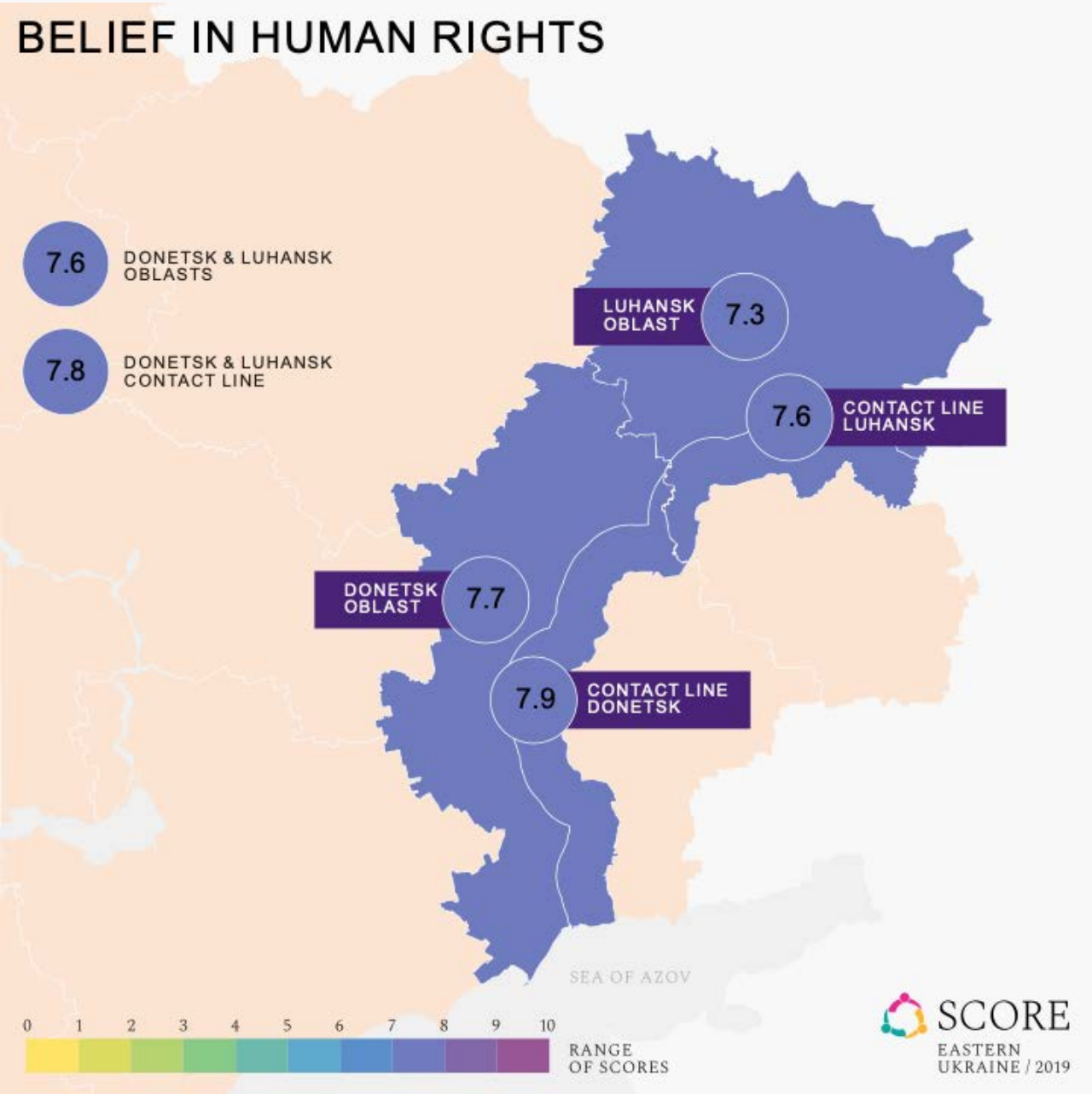
The degree to which one is willing to engage in civic and political matters to improve the current conditions in their community using non-violent means

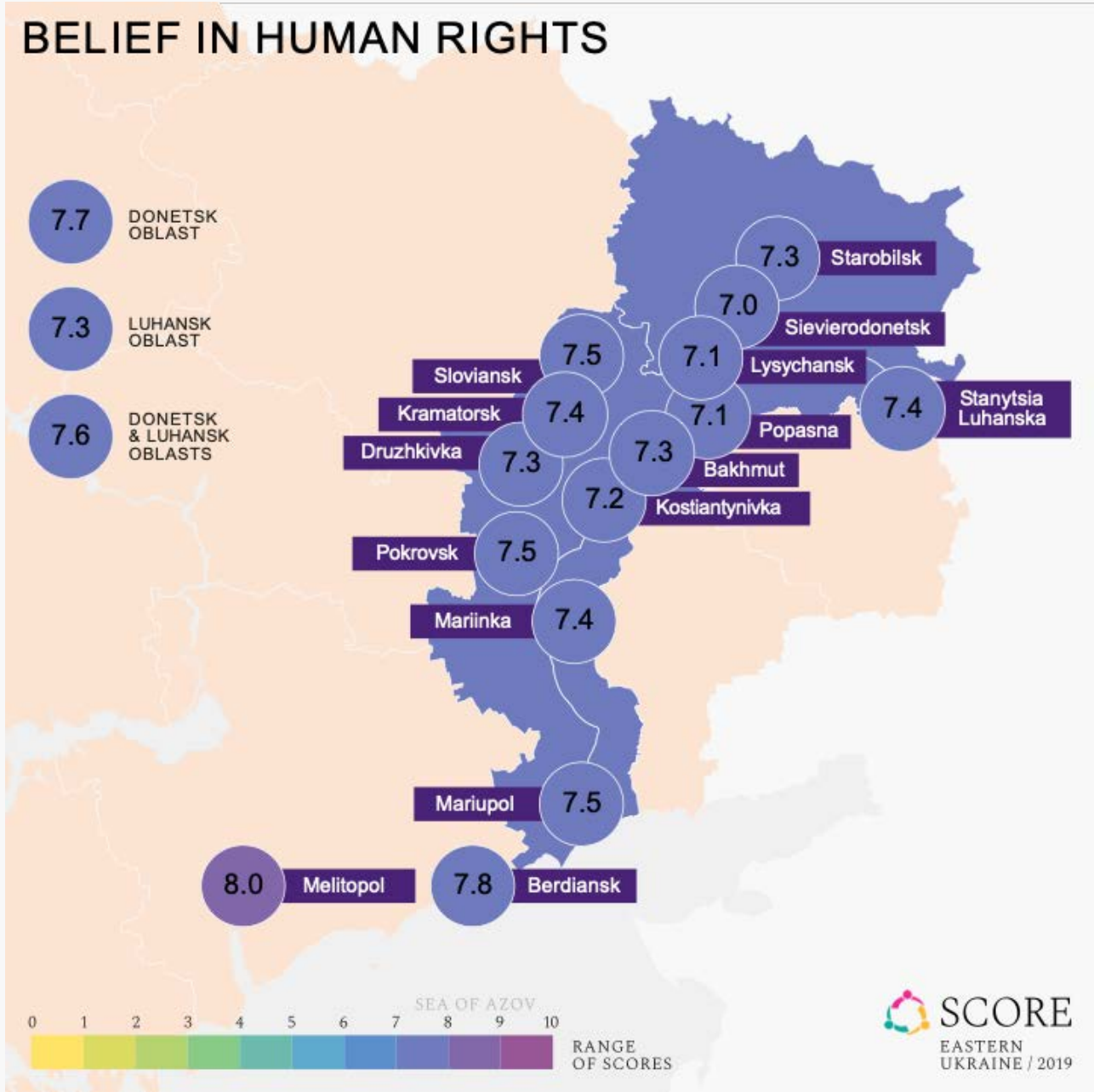




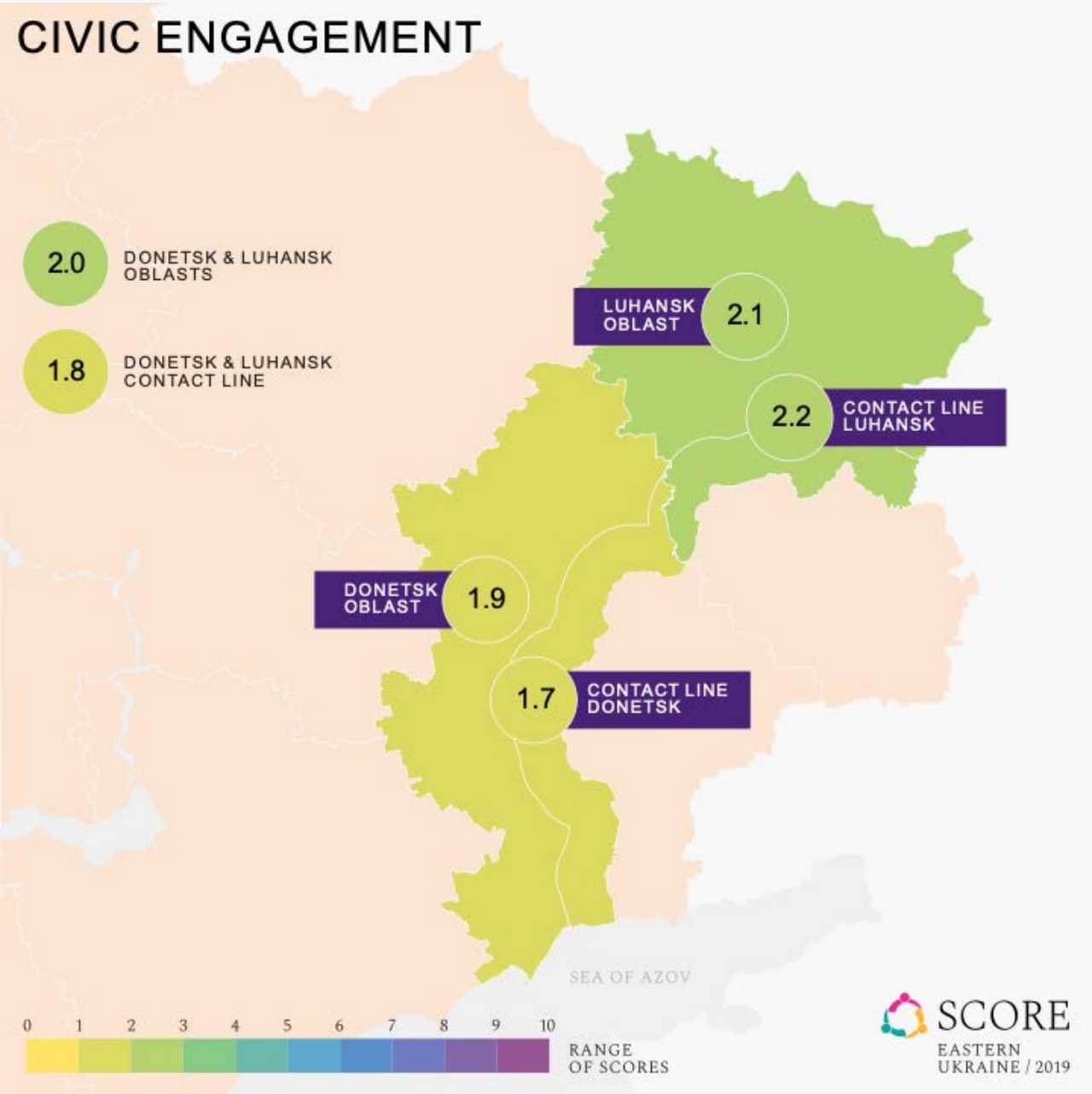
Belief in human rights

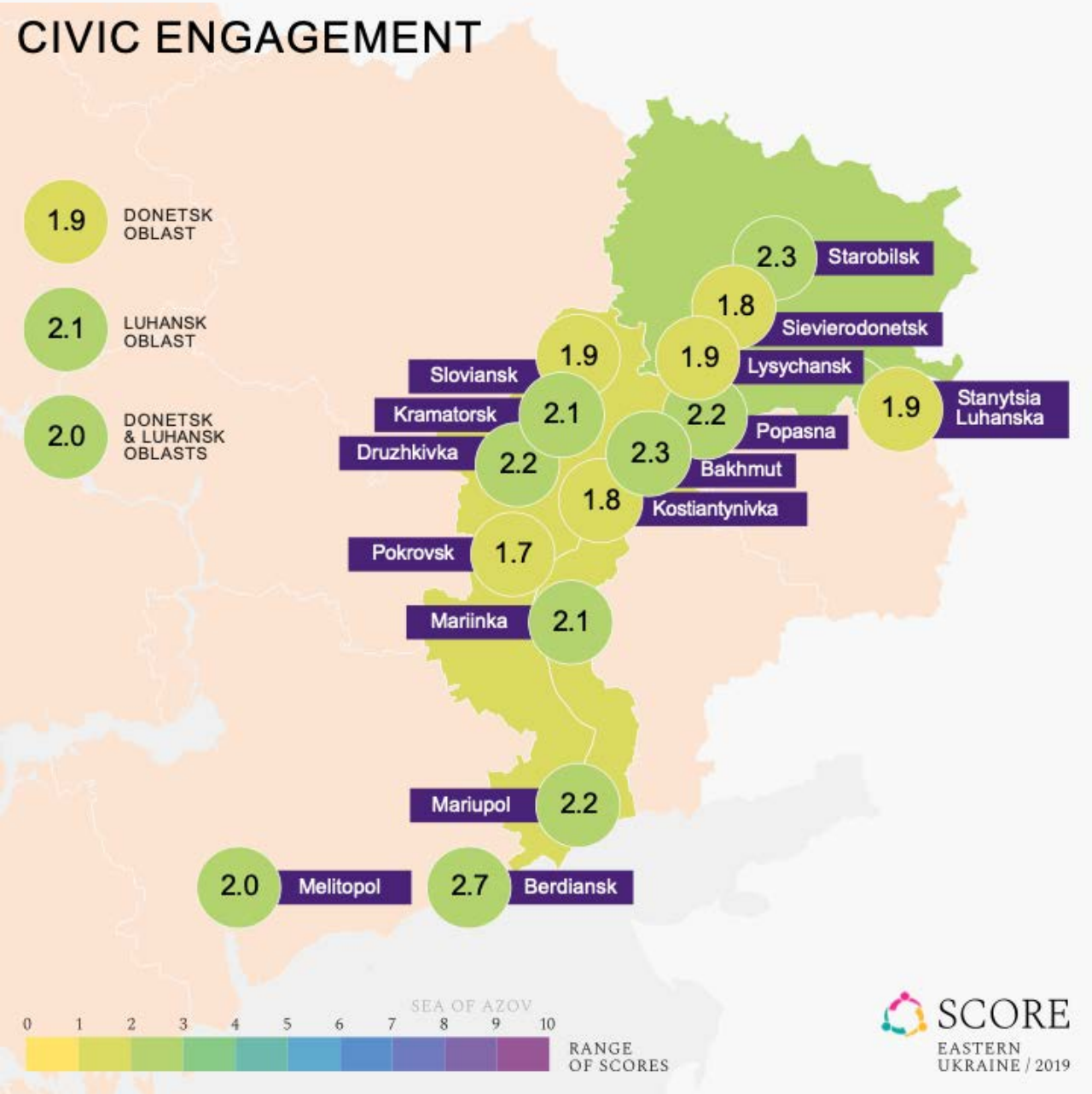
The degree to which one recognizes human and civil rights are essential for Ukrainian society



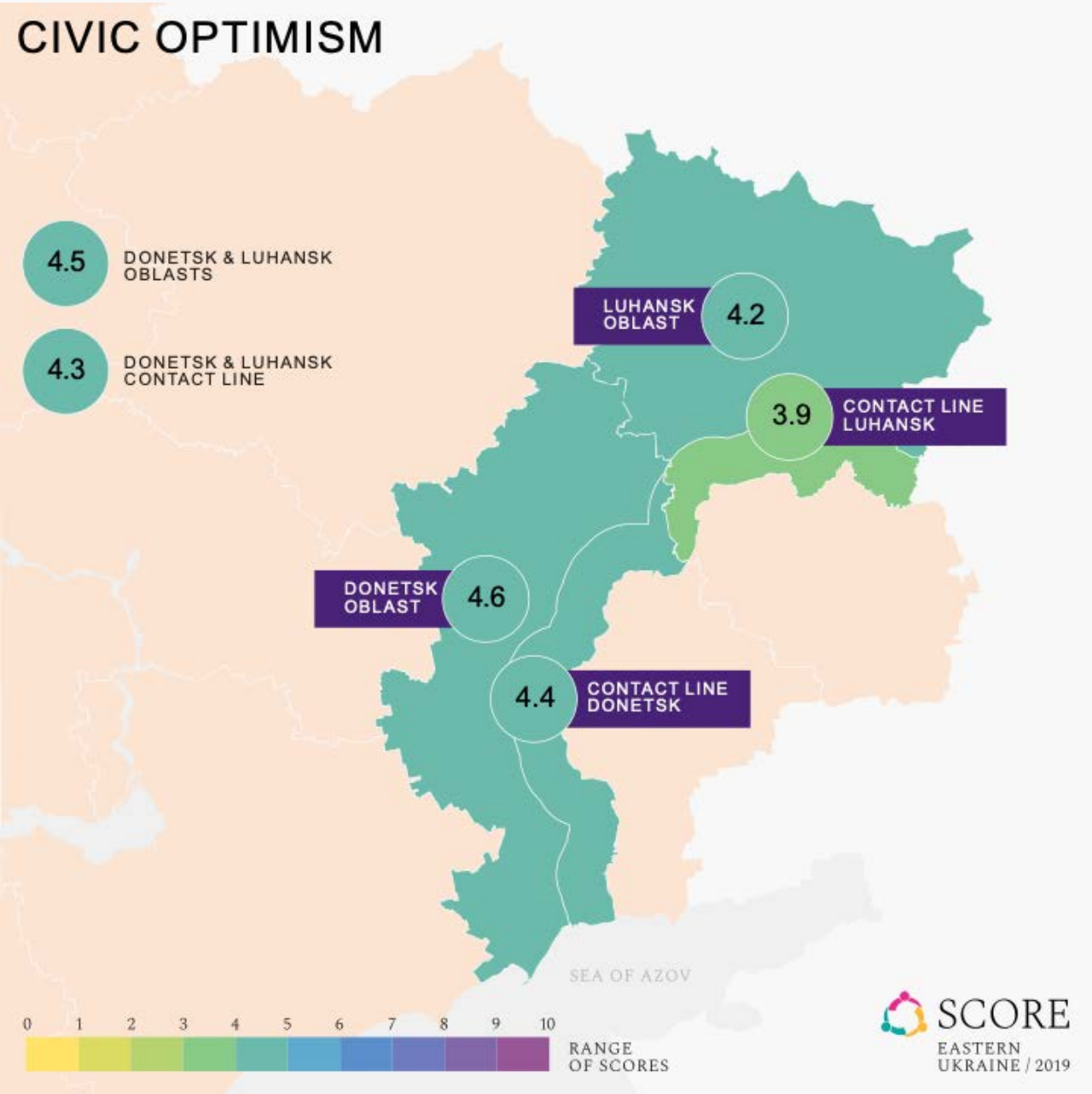


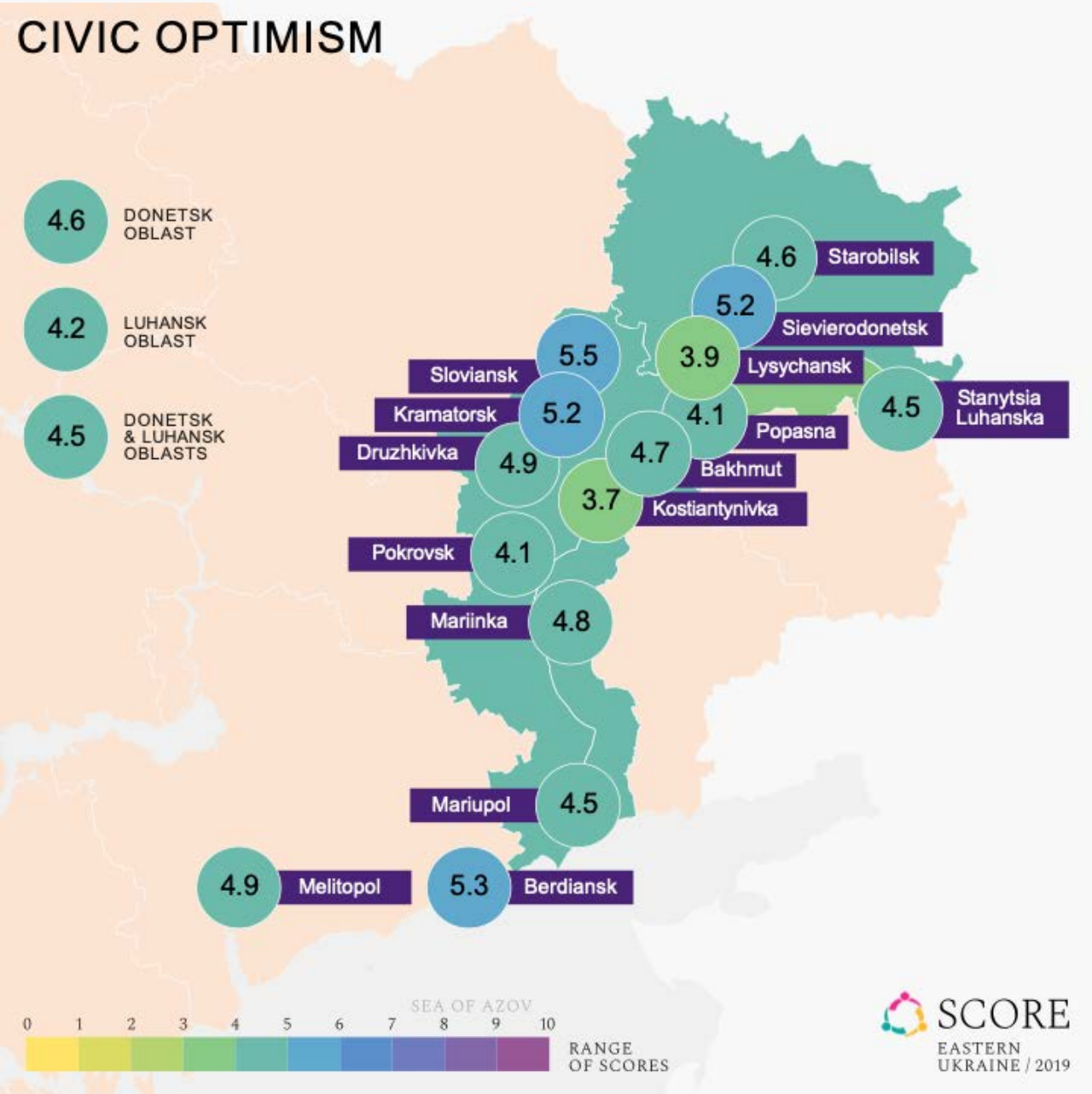
Civic engagement *The degree to which one participates in formal and informal civic, social and political matters such as voting in elections, attending events organized by local authorities, volunteering, participating in activities aimed at improving one's neighborhood, etc.*





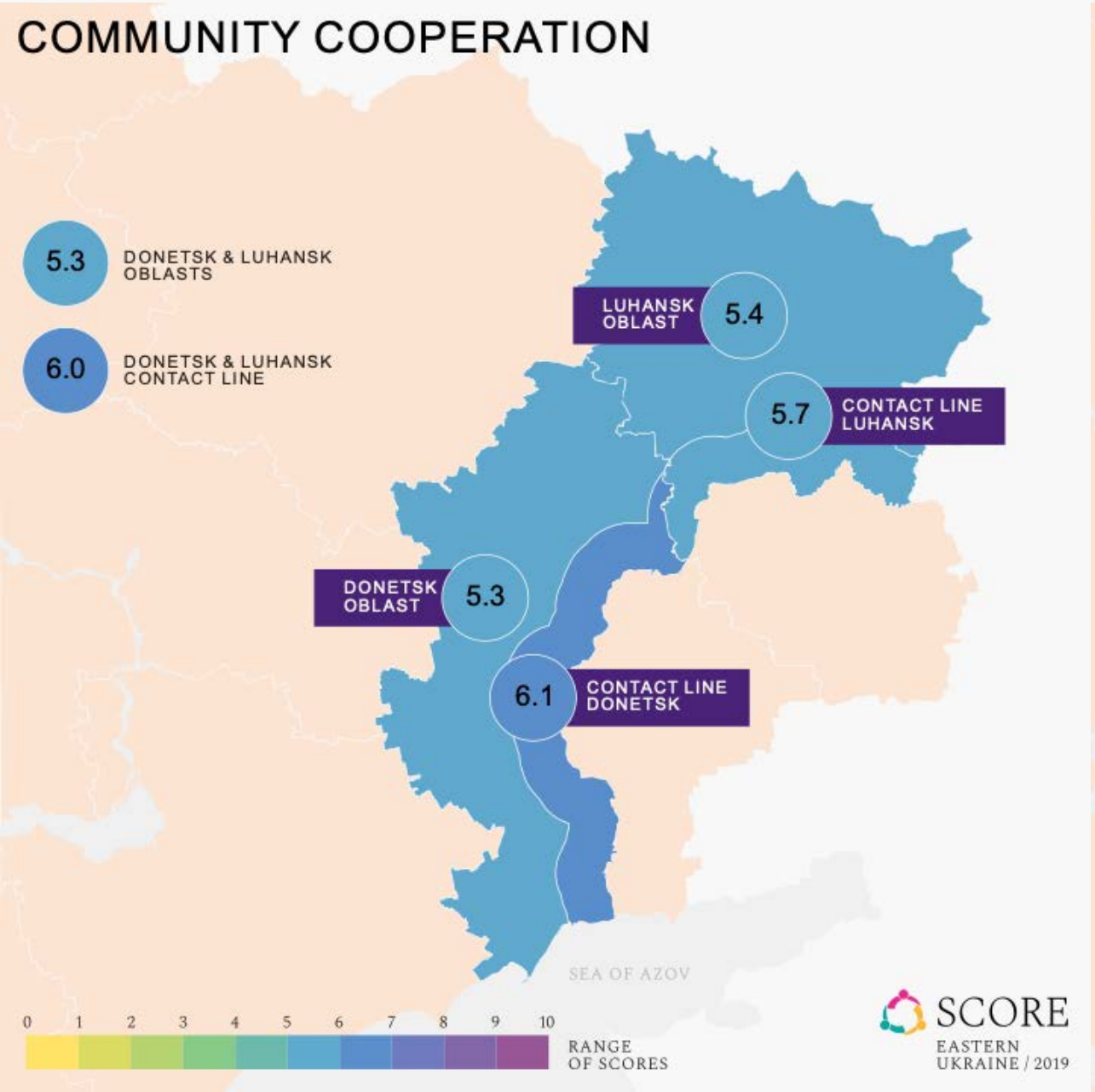
Civic optimism *The degree to which one believes that the present generation is in a better position than the past and that the future generation will be in a better position compared to the current one*





Community cooperation

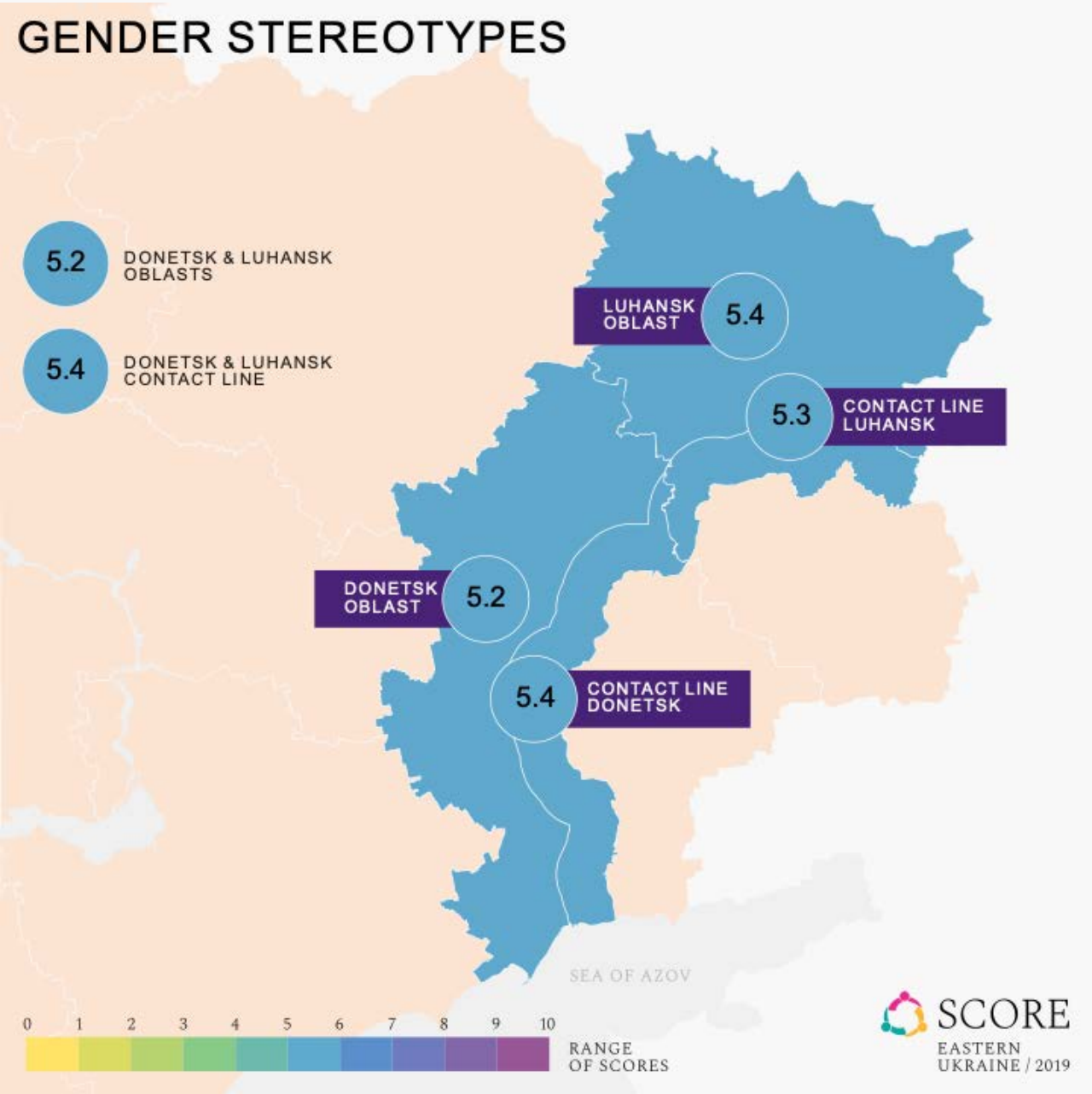
The degree to which one feels that people in their community care for each other and cooperate to solve common problems

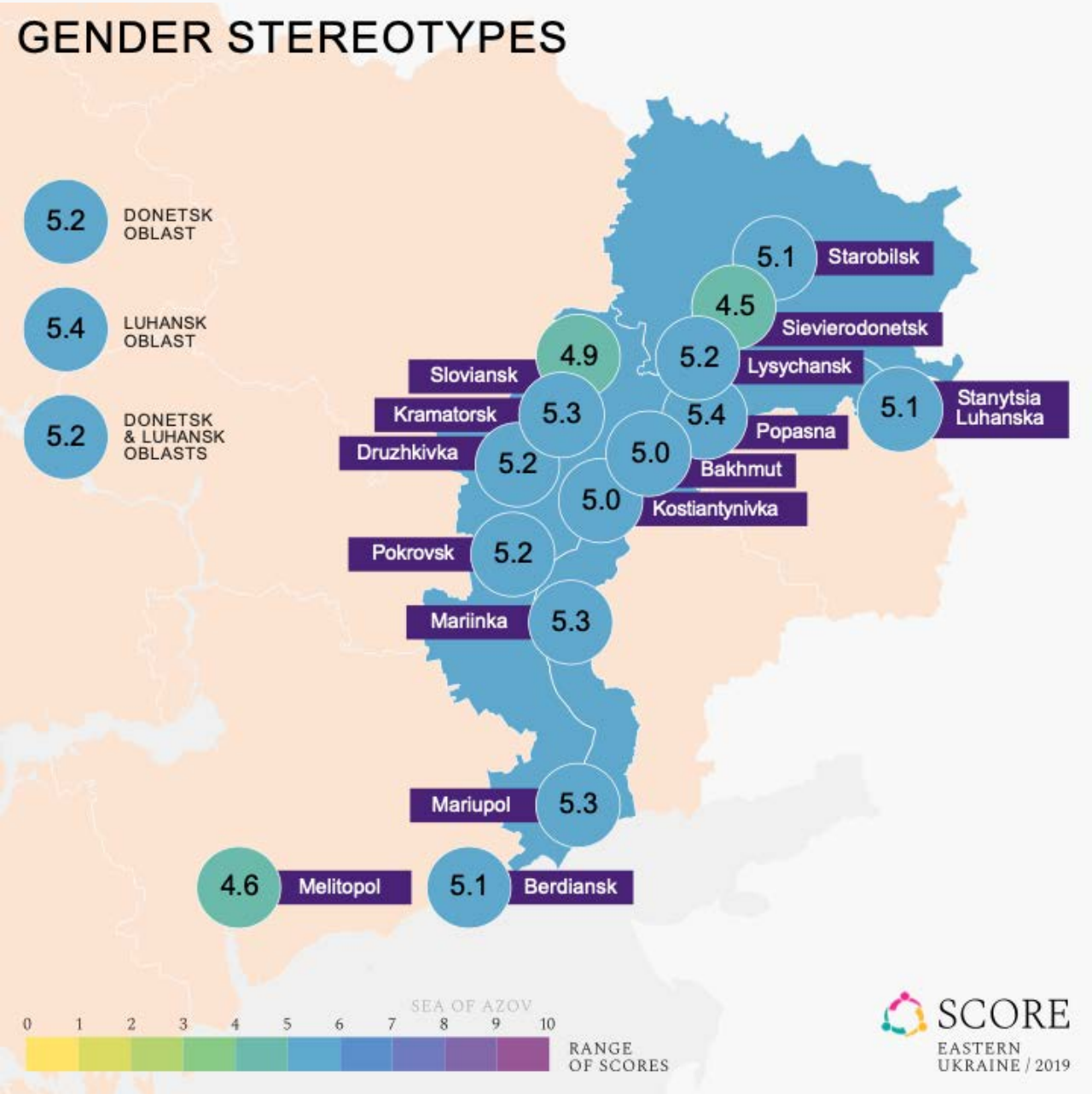


Criticism of Soviet Union

The degree to which one agrees that people lacked basic goods and freedoms, and many innocent people were persecuted during Soviet times

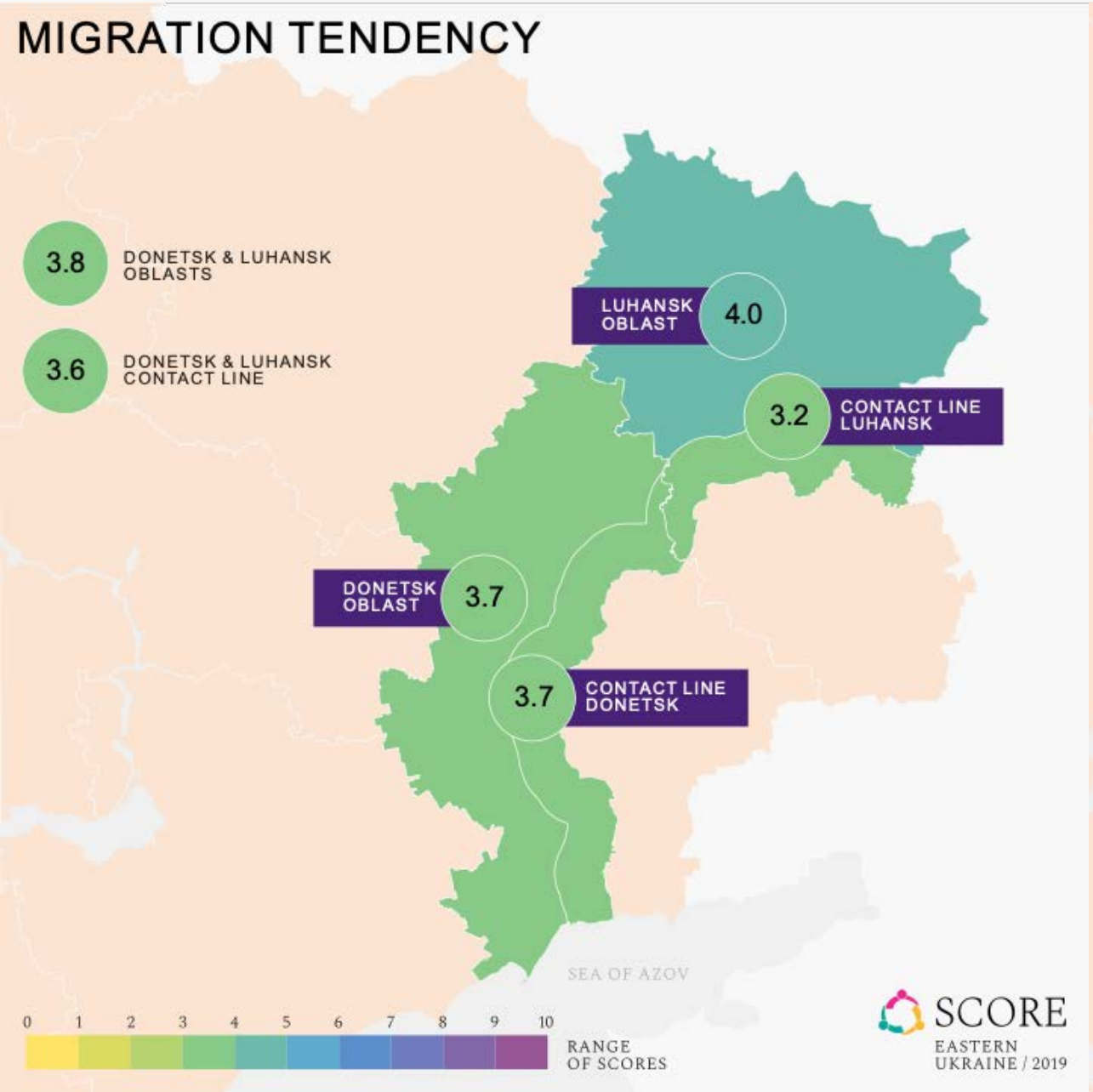
Gender stereotypes *The degree to which someone supports traditional roles and responsibilities assigned to women and men such as believing that men should not cry and women are too emotional to think rationally*

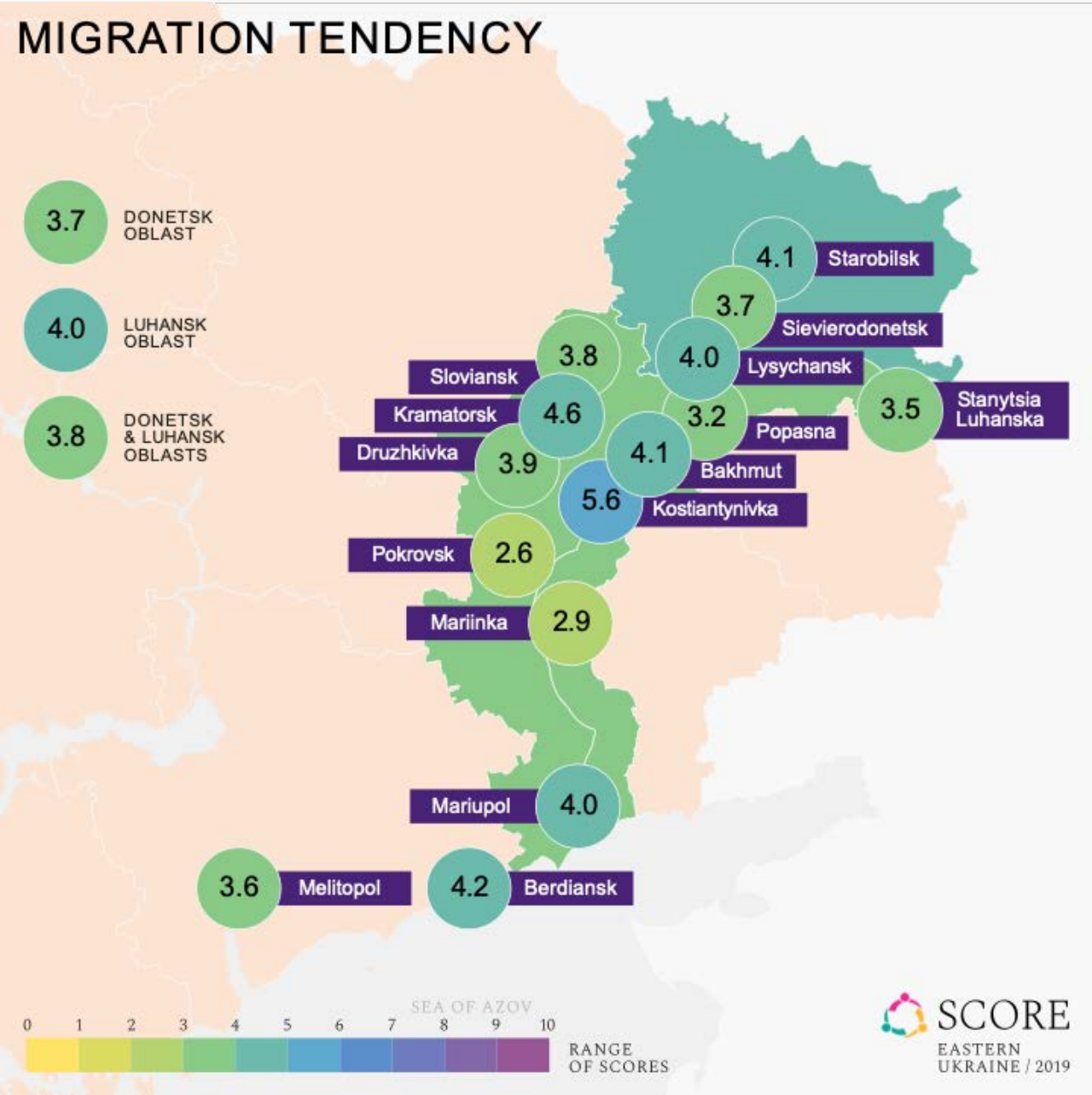




Migration tendency

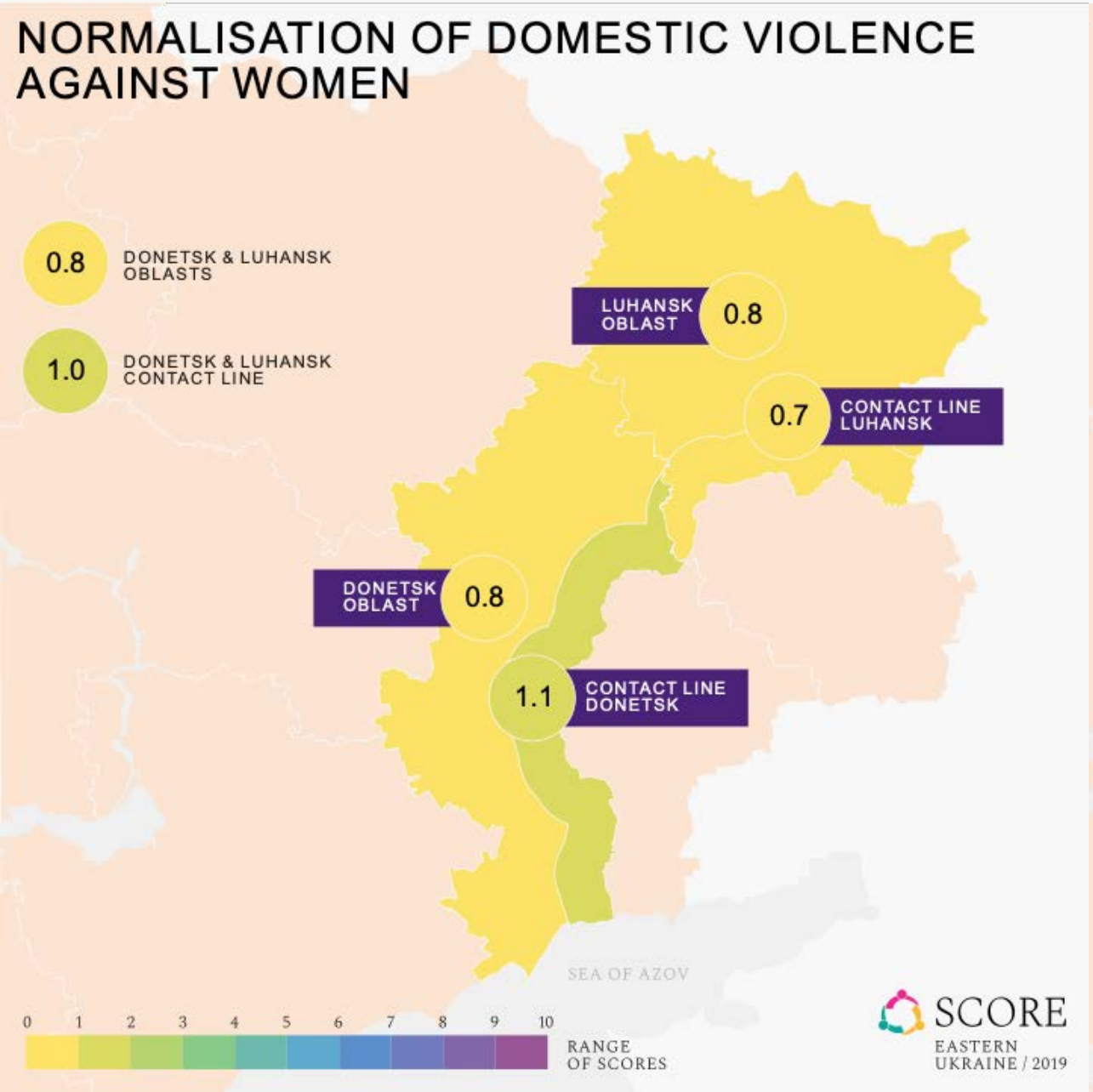
The degree to which one is inclined to leave one's region in search for more or better opportunities elsewhere.

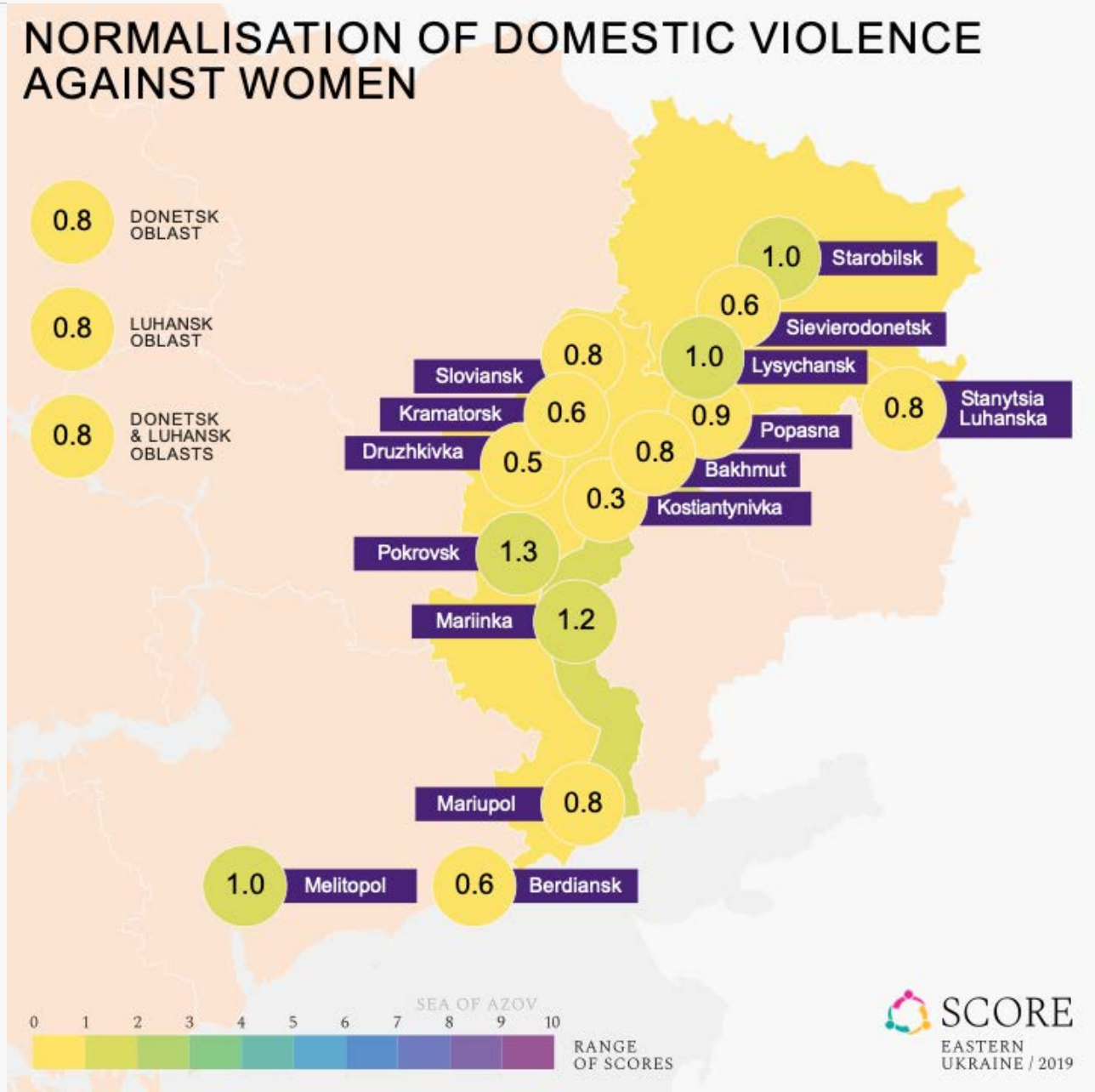




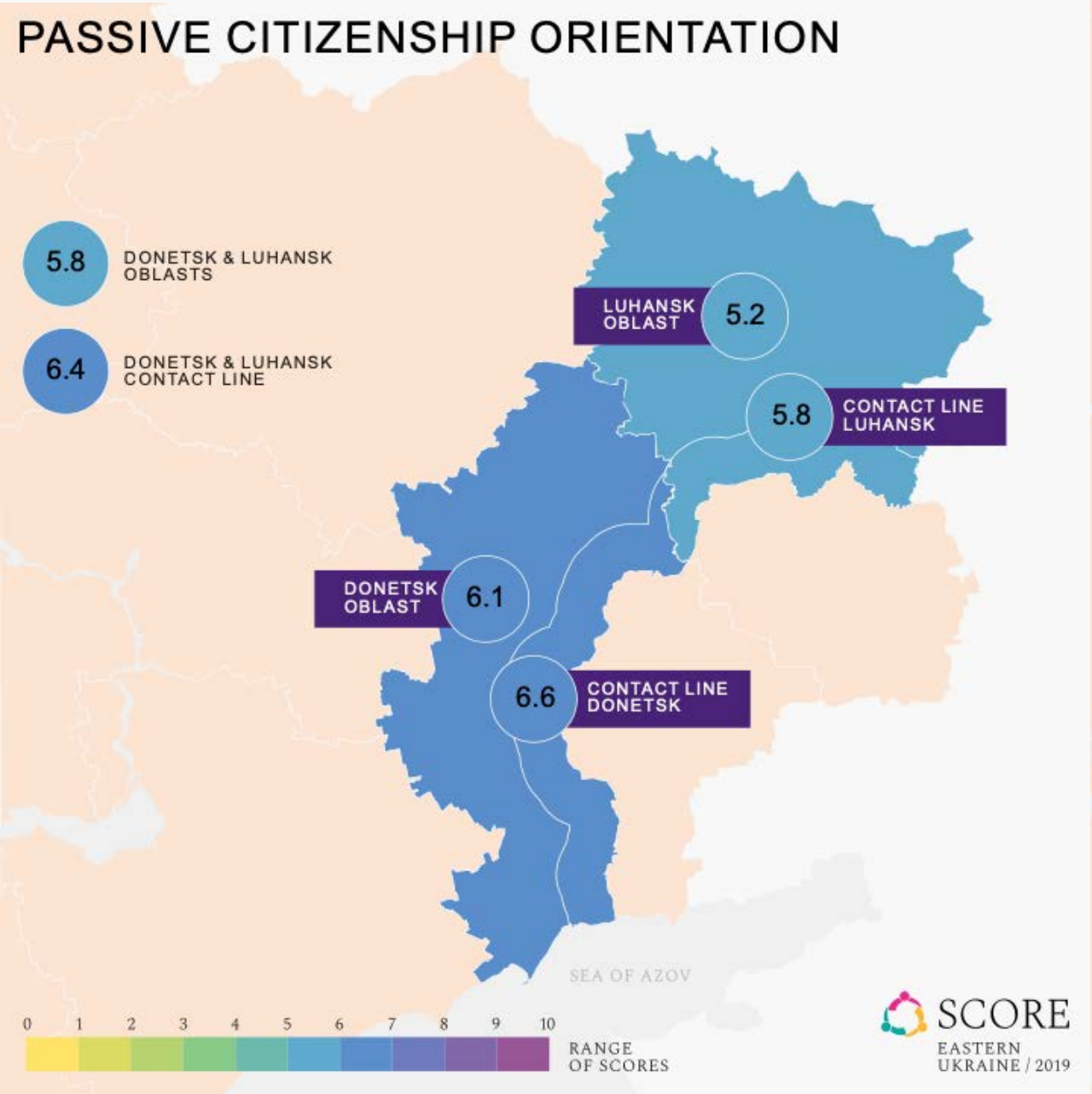
Normalisation of domestic violence against women

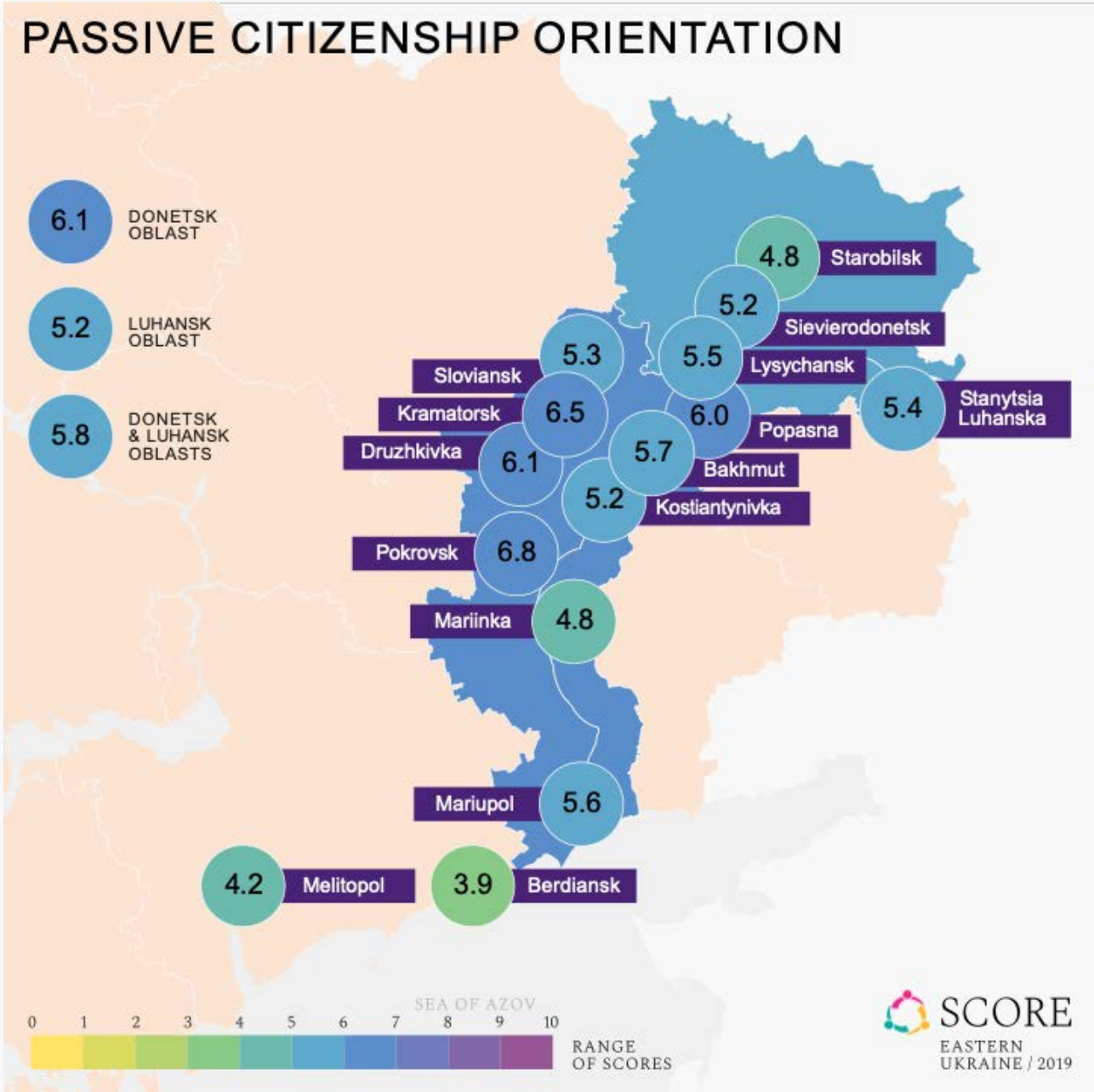
The degree to which one thinks women should tolerate domestic violence to keep the family together





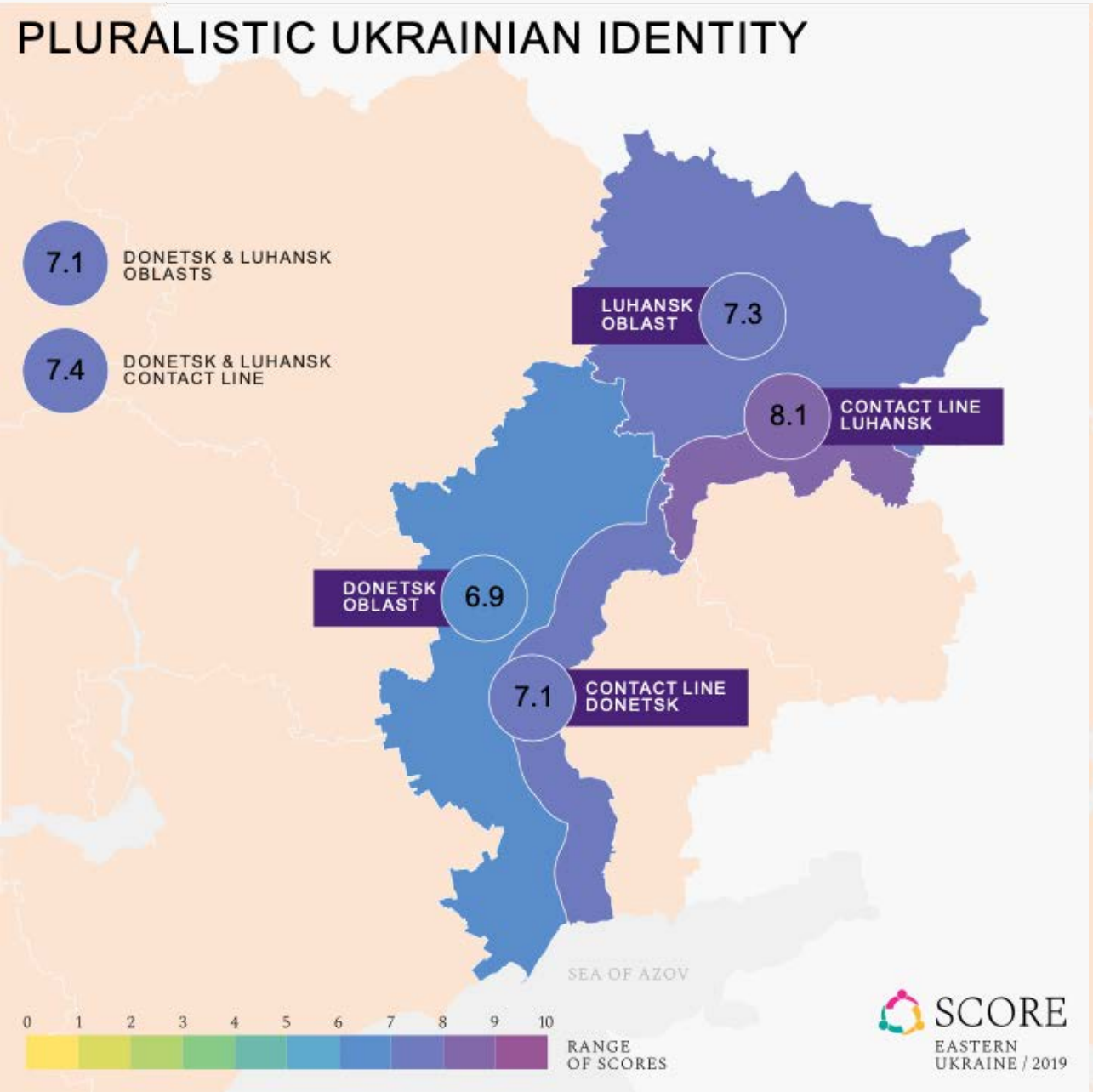
Passive citizenship orientation *The degree to which one is unwilling to engage in civic and political matters to improve the current conditions of their community and prefers to focus only on personal affairs*

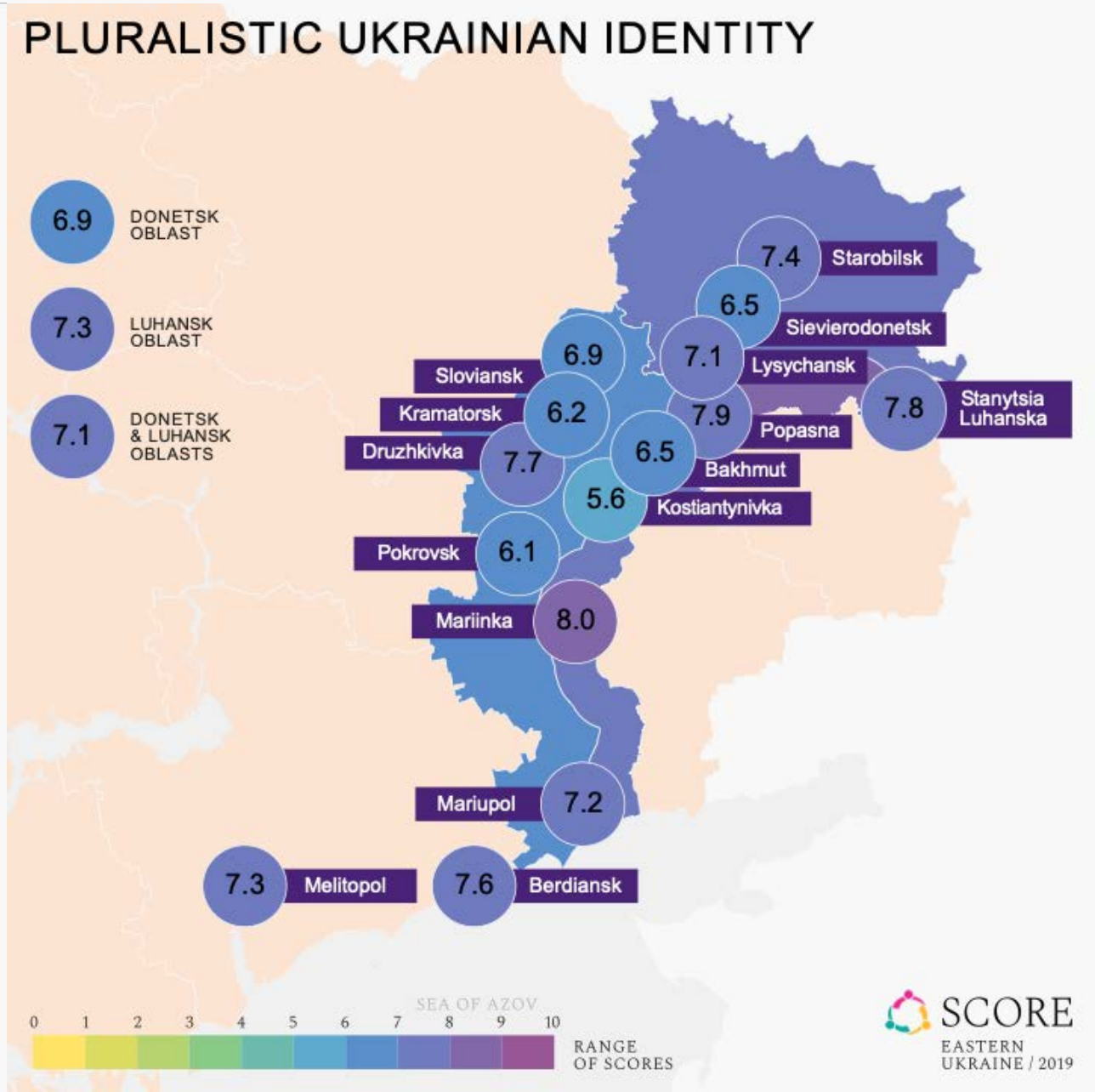




Pluralistic Ukrainian identity

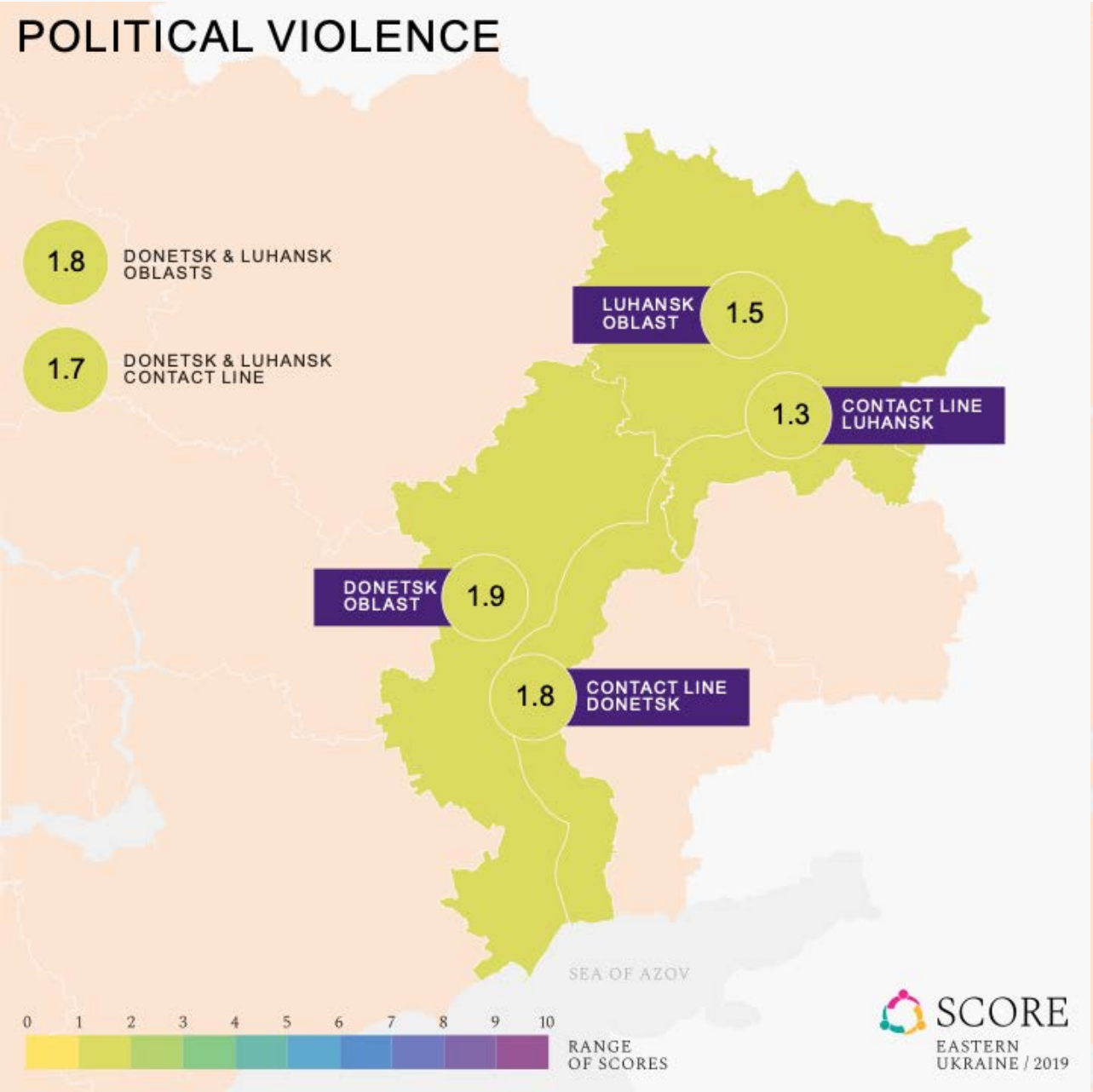
The degree to which one believes that everyone despite their ethnic and cultural background who lives in Ukraine are an integral part of Ukrainian society

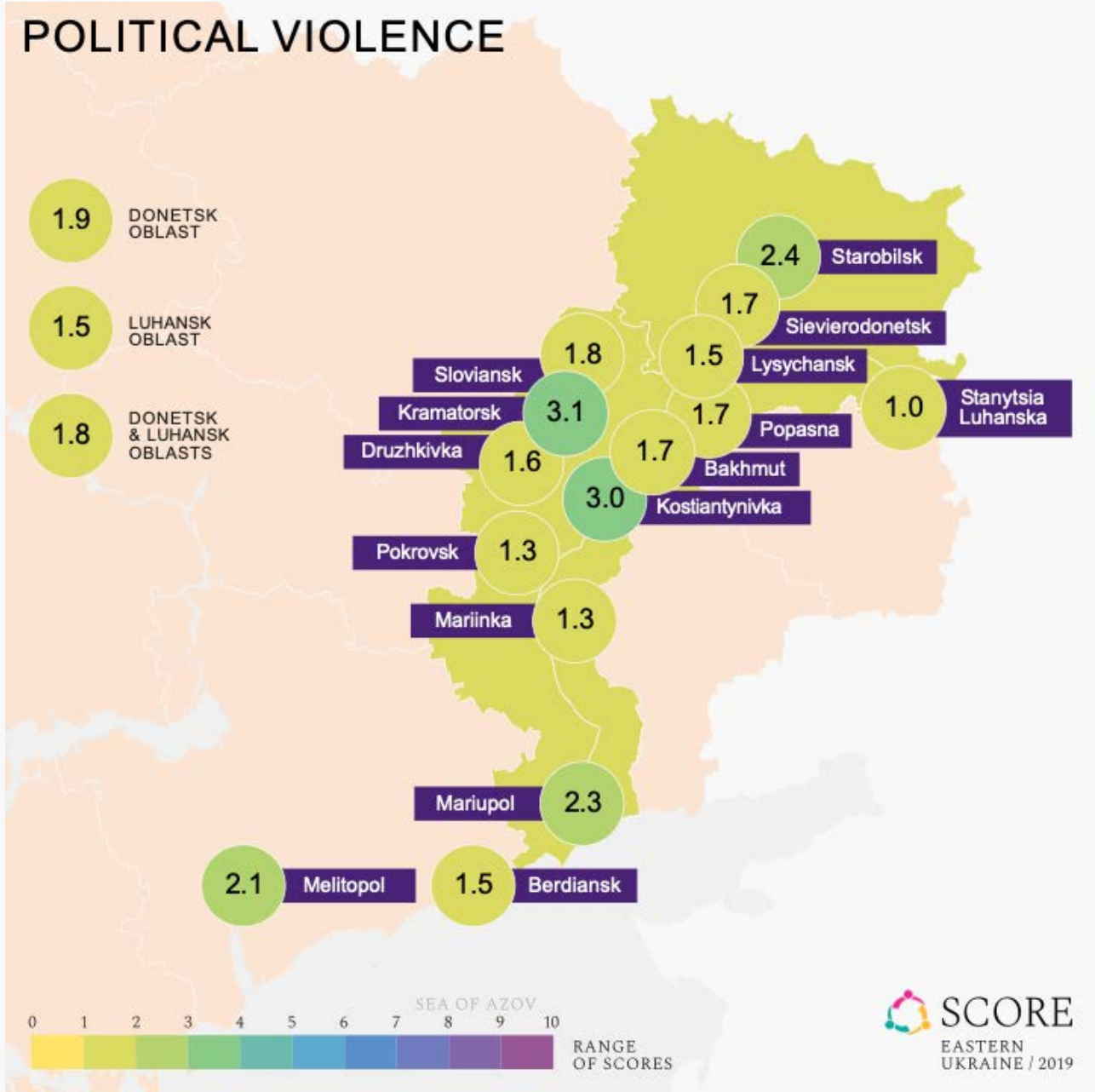




Political violence

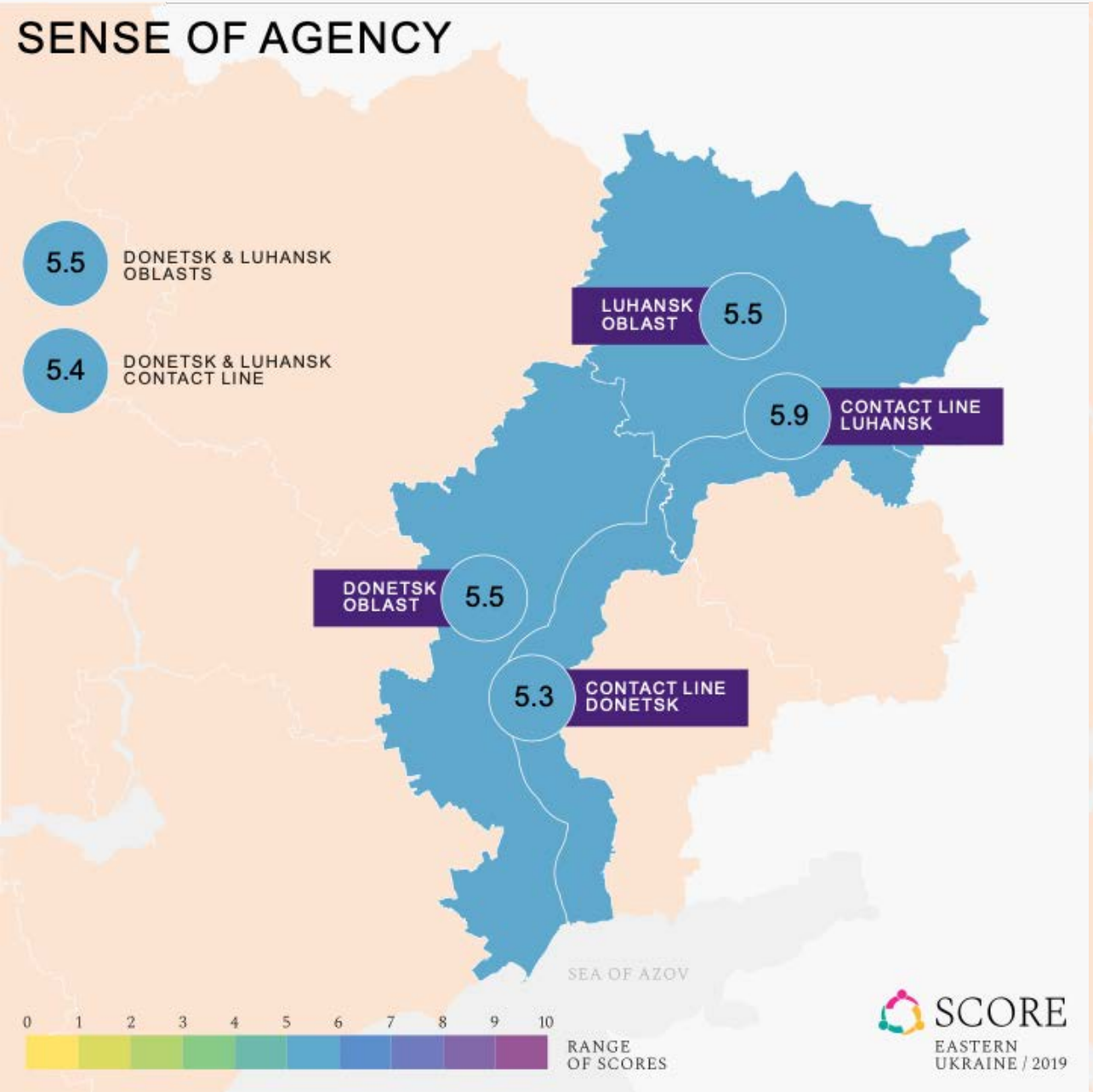
The degree to which one justifies violence for attaining a political goal

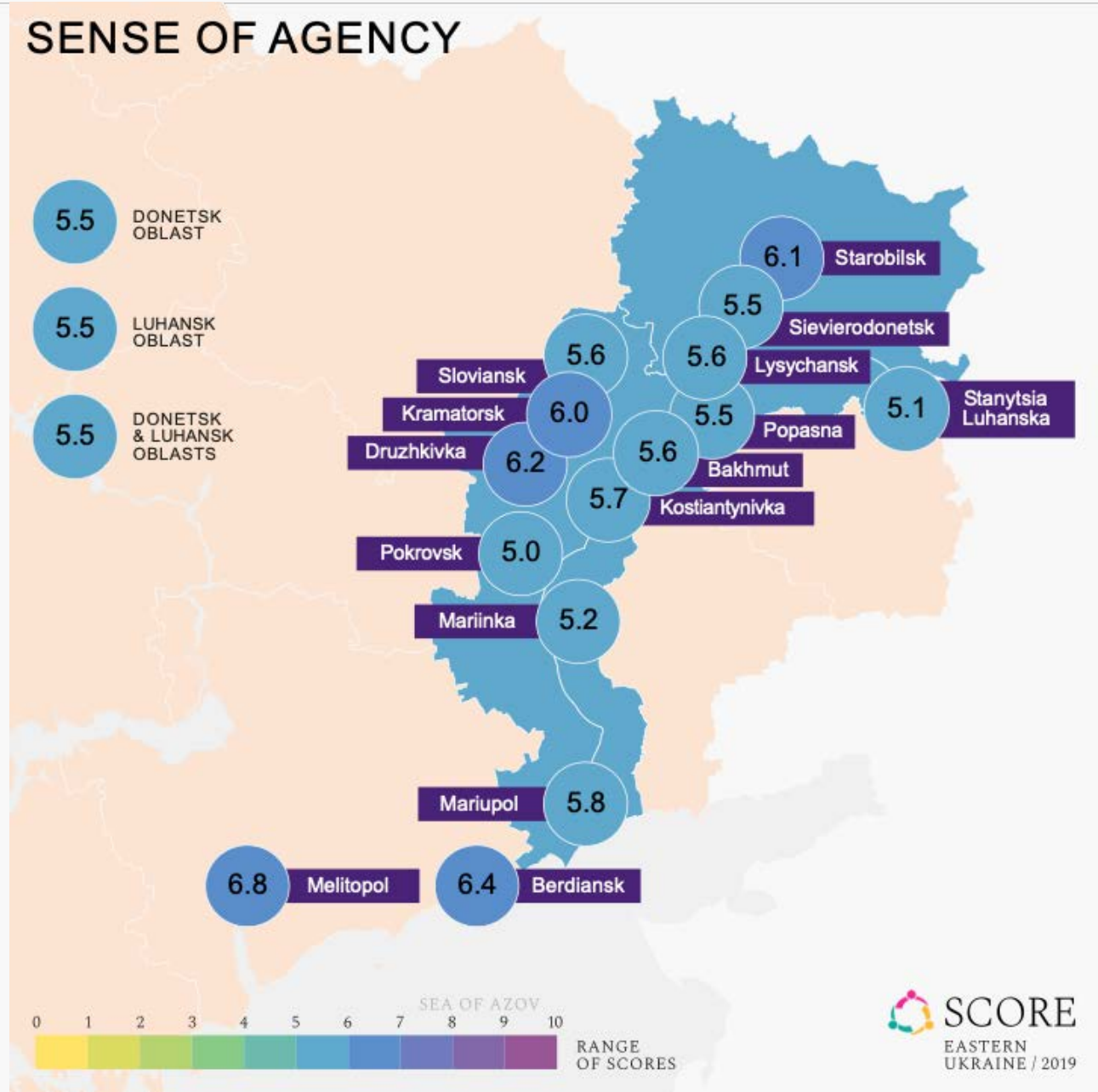




Sense of agency

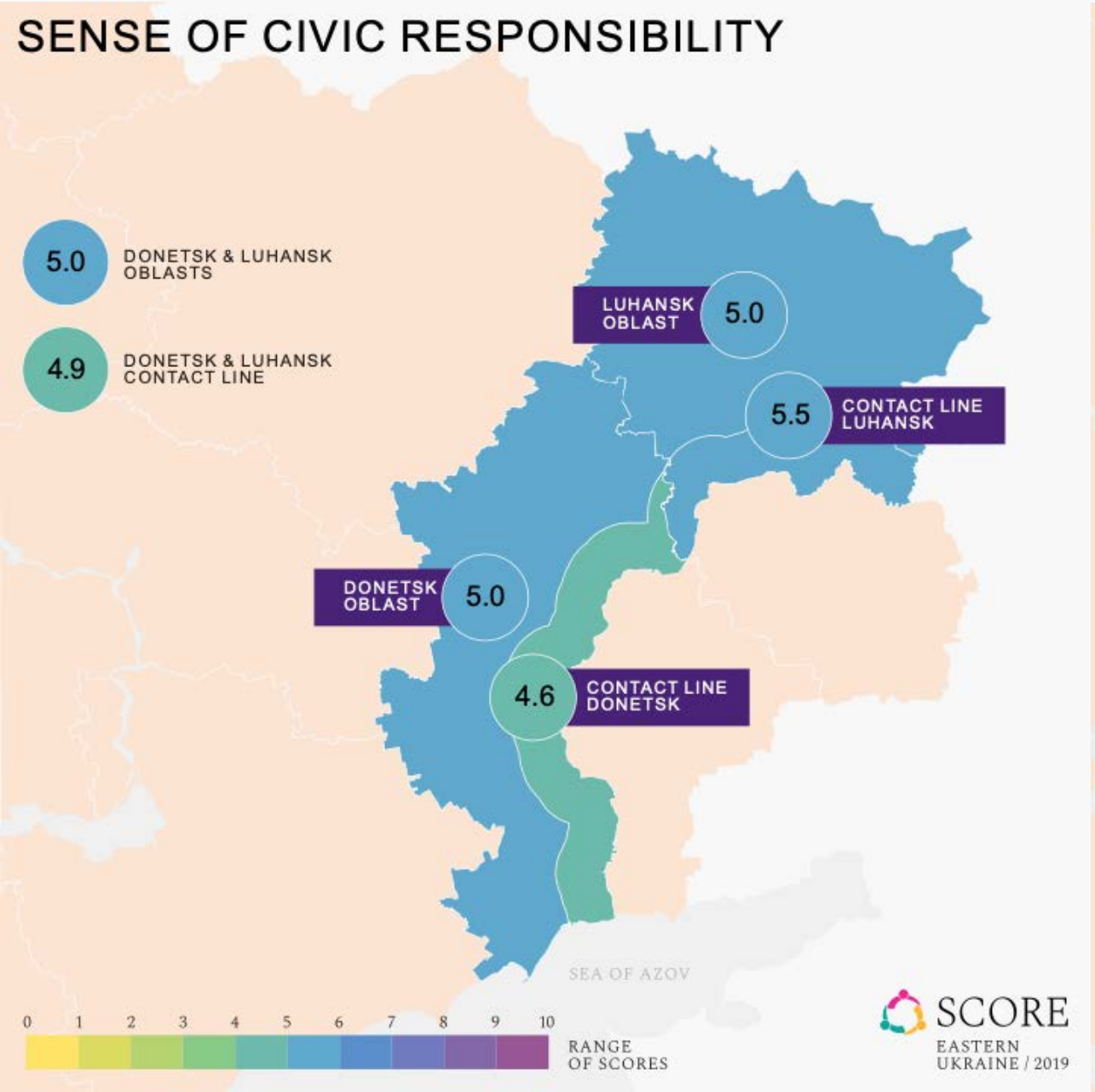
The degree to which one feels that ordinary people can change things in their community

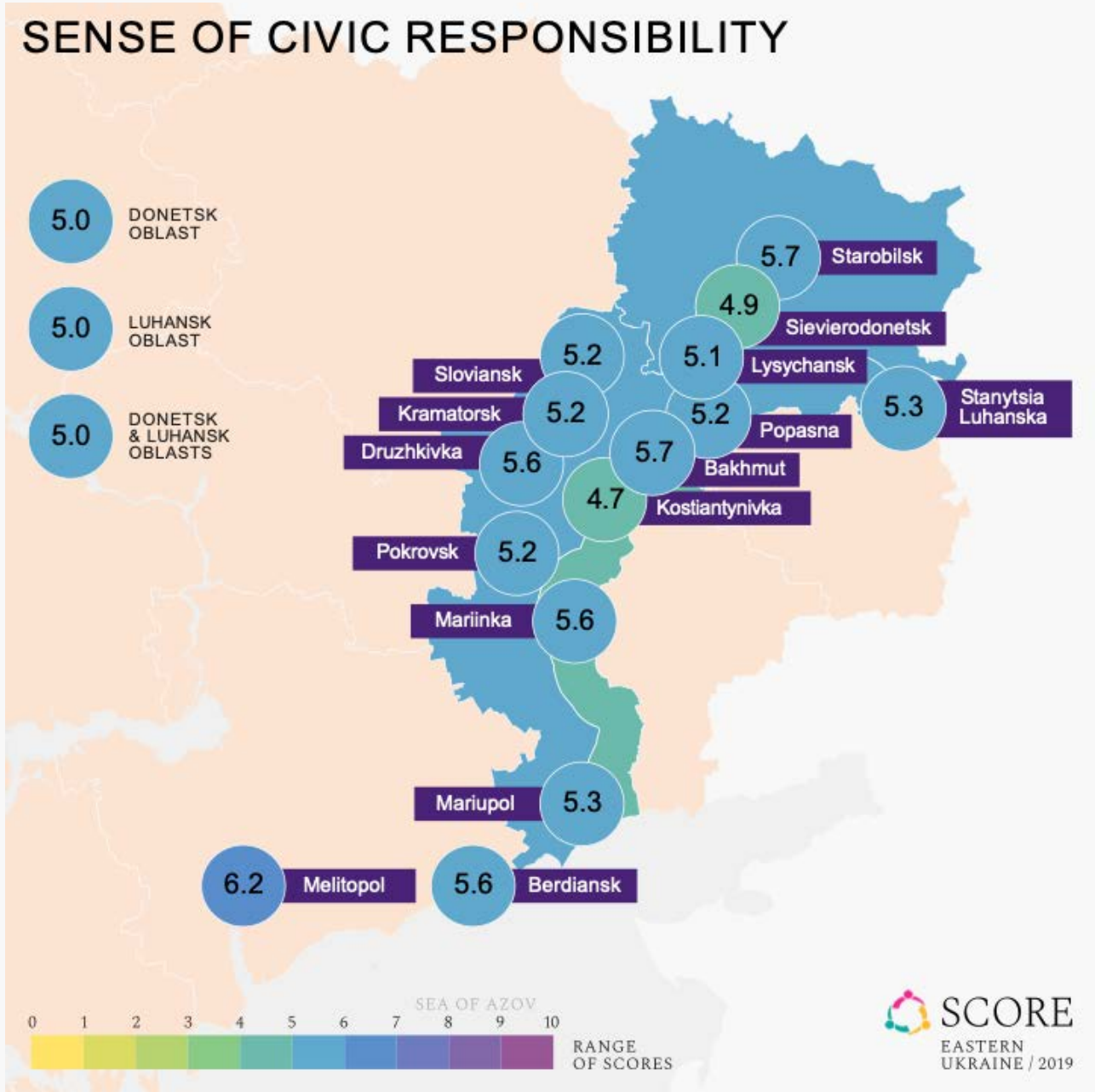




Sense of civic responsibility

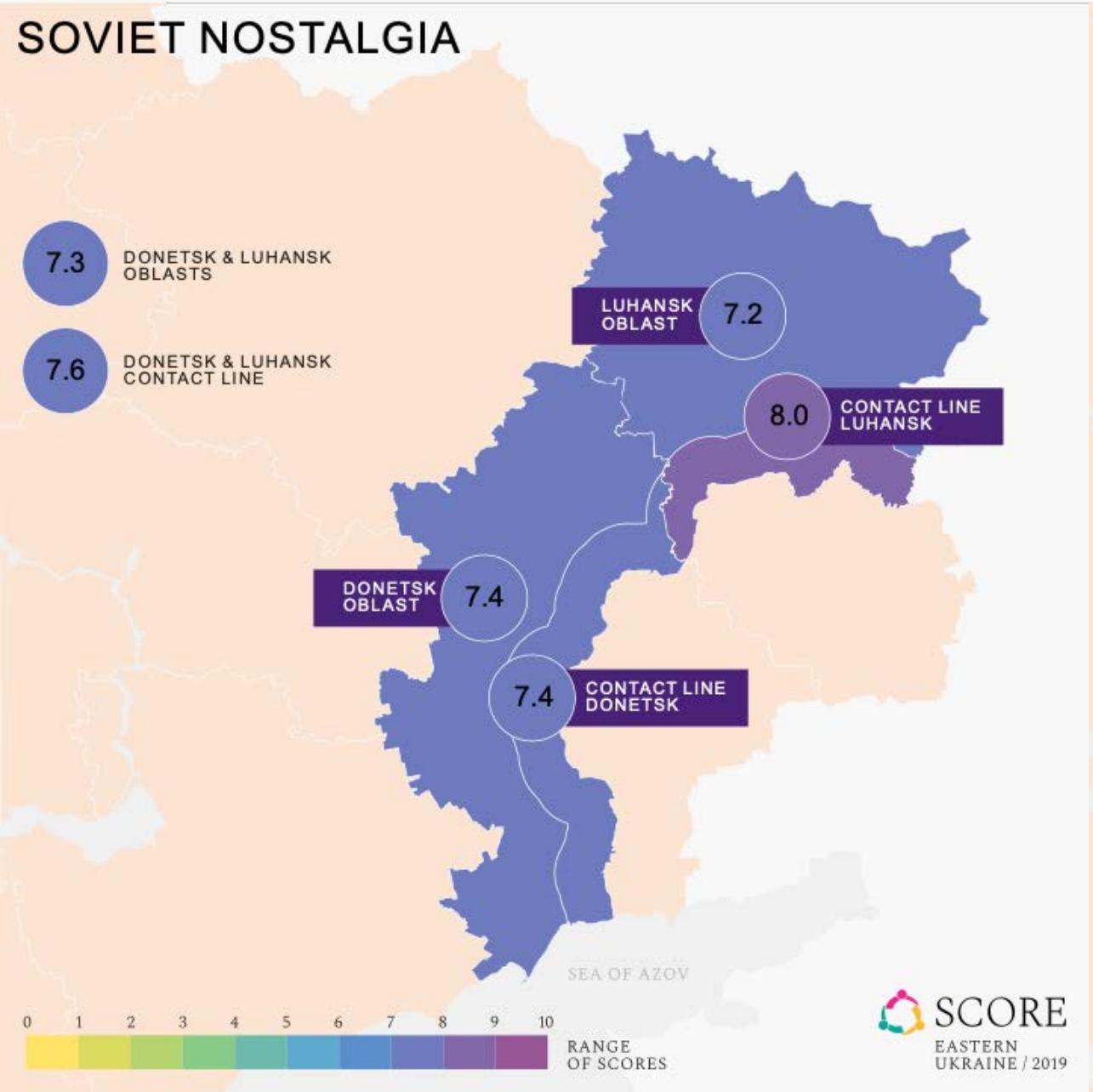
The degree to which one feels responsible for the future and well-being of their society and country.





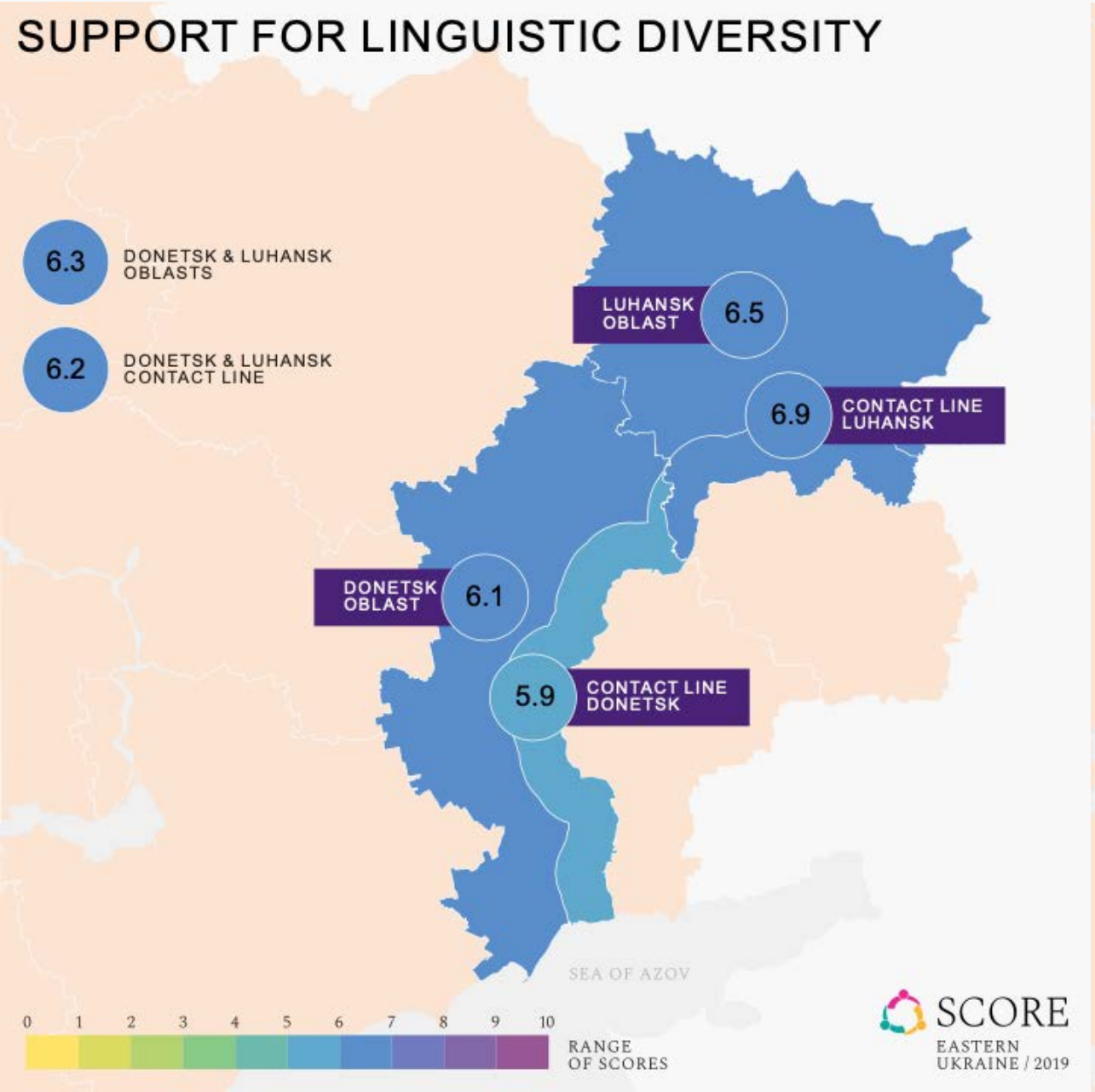
Soviet nostalgia

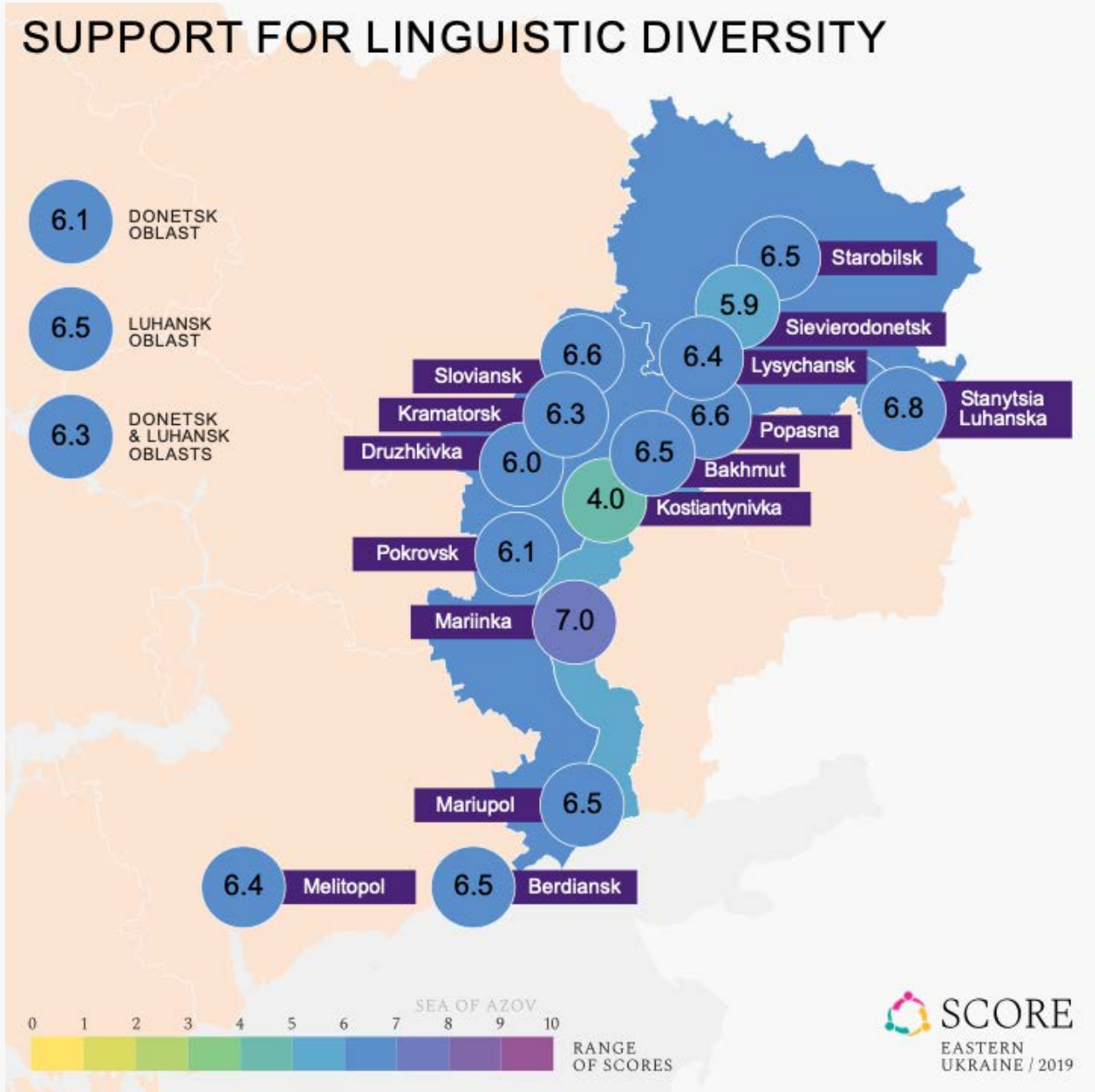
The degree to which one regrets the collapse of the Soviet Union and believes that life was better before 1991



Support for linguistic diversity

The degree to which one is confident that linguistic differences enrich national identity



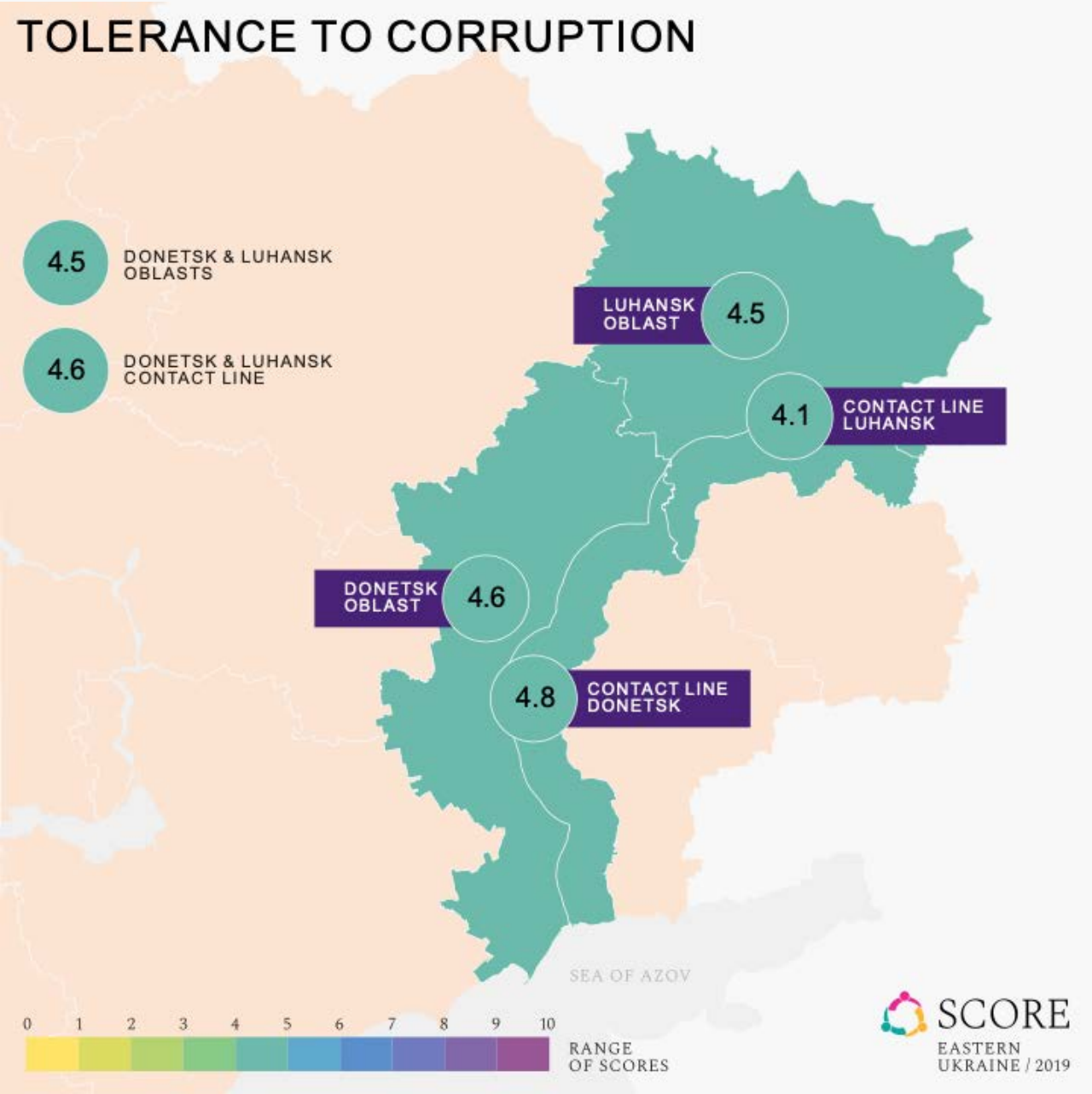


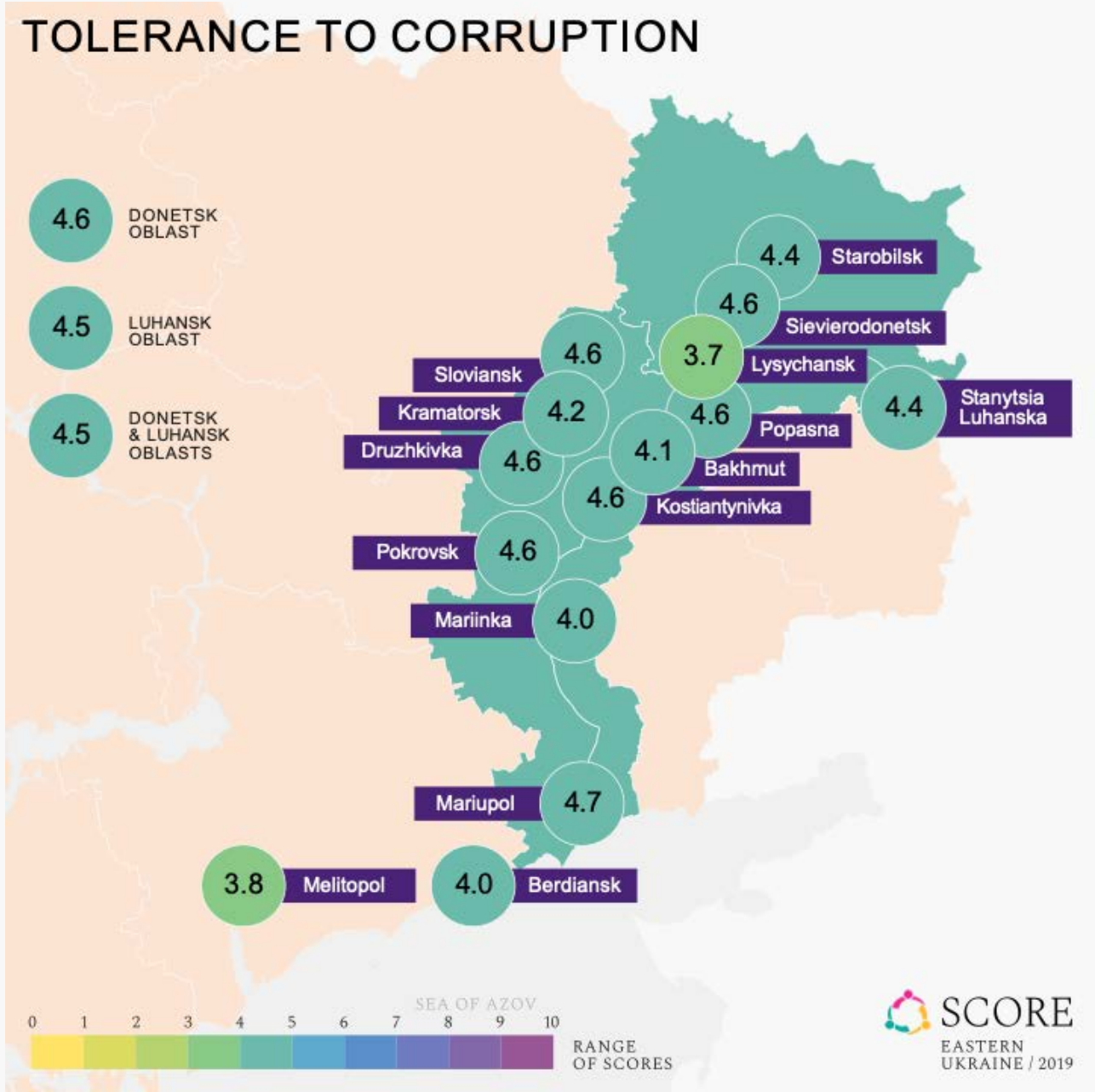
Support for preservation of Soviet monuments

The extent to which one believes that monuments and cultural objects of Soviet era should be preserved and not removed from public spaces

Tolerance to corruption

The degree to which one feels that corruption is part of daily life and can not be avoided

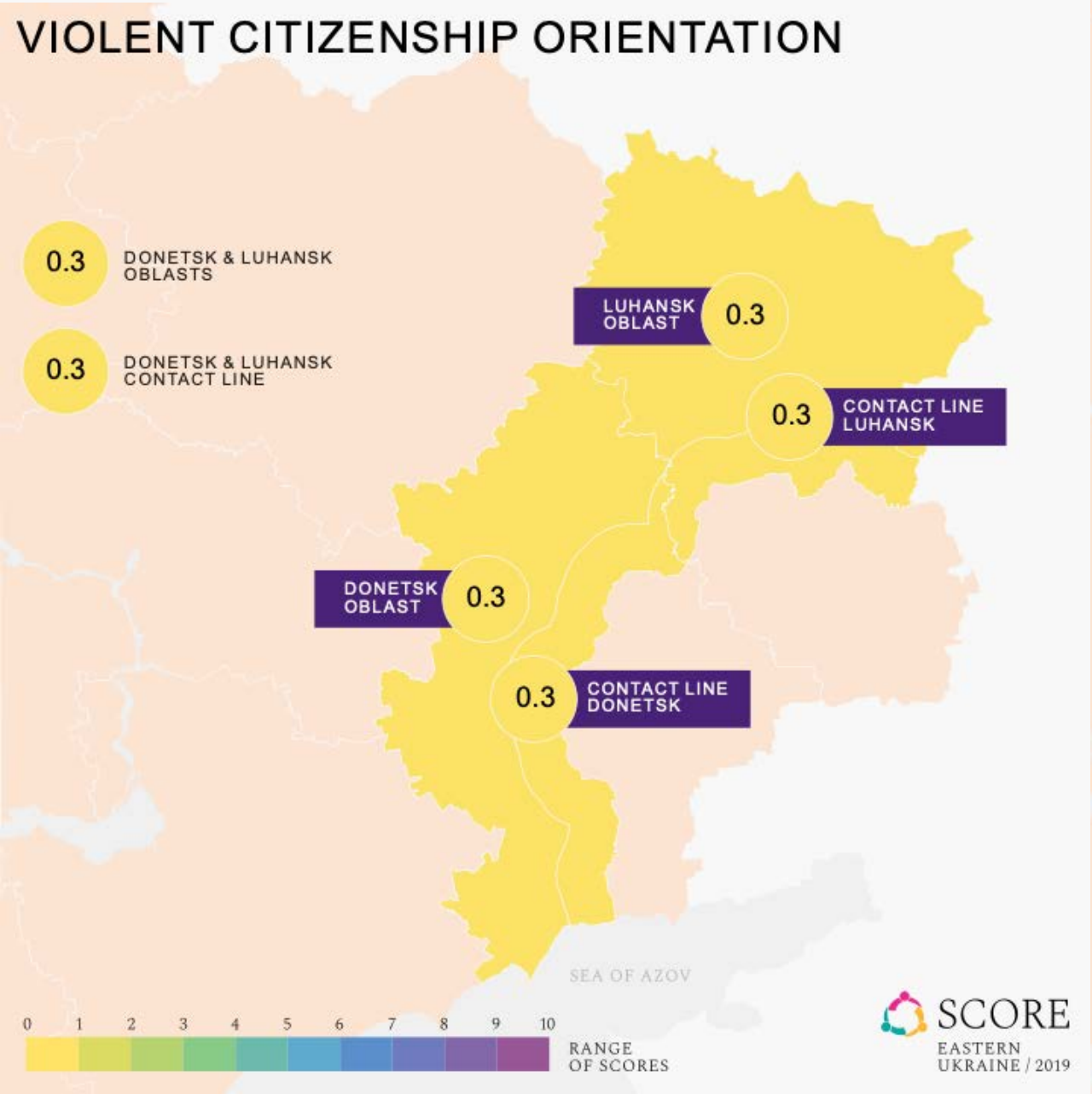


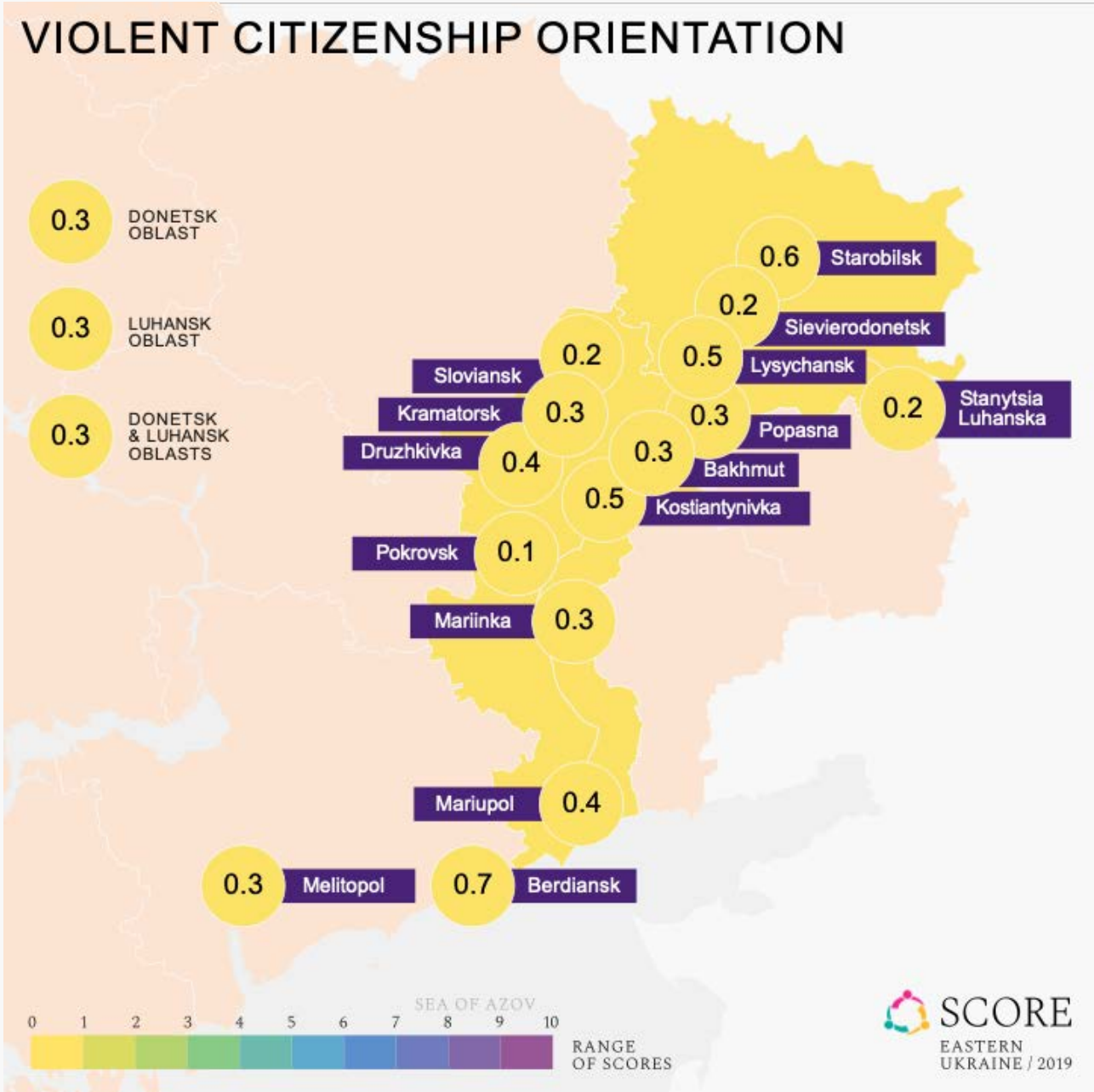


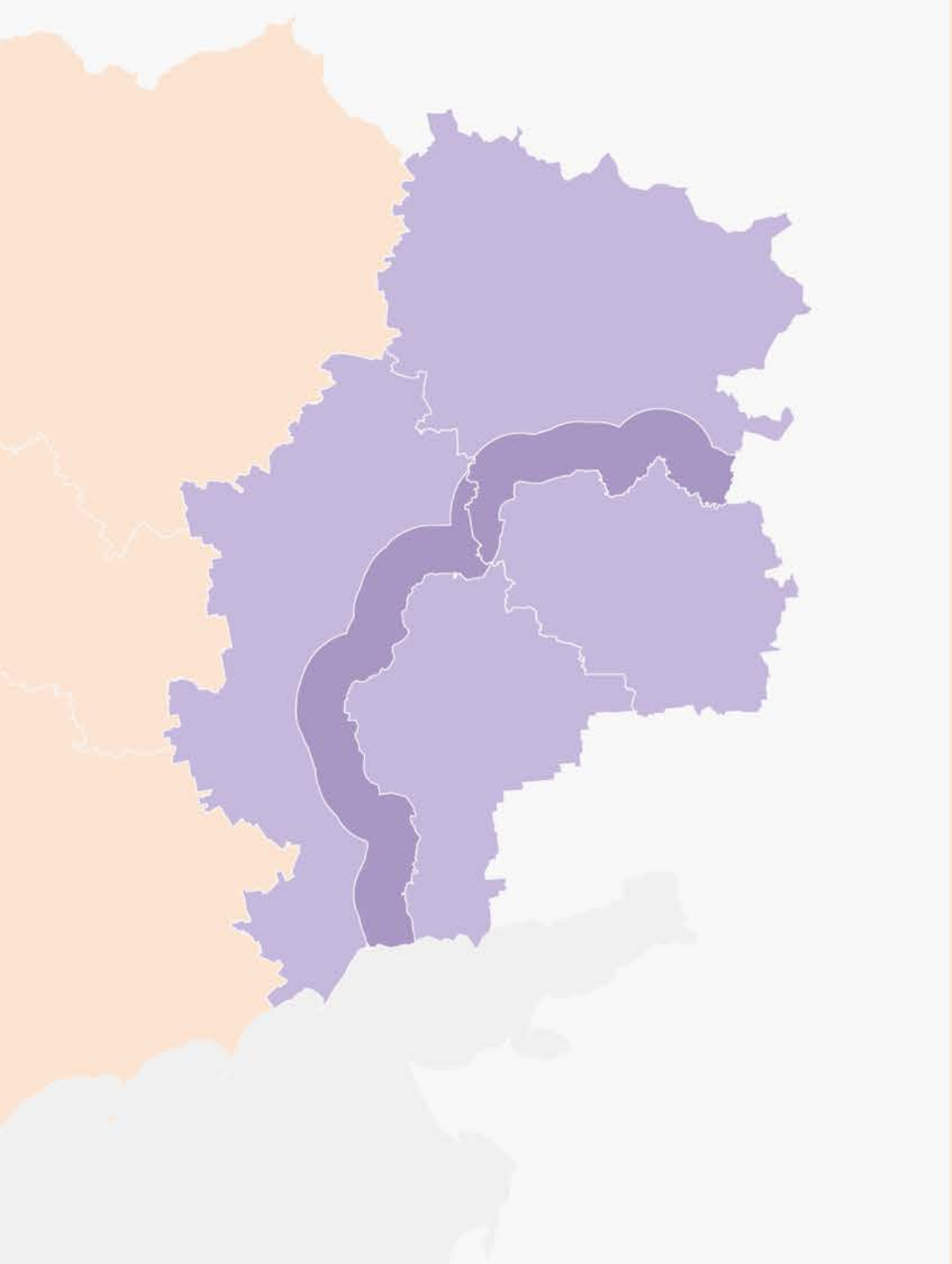
Ukrainian nationalism

The degree to which one believes that only ethnic Ukrainians should have a say in political affairs, only those who speak Ukrainian could be called true Ukrainians and that Ukrainians are superior to other nationalities

Violent citizenship orientation *The degree to which one is willing to engage in civic and political matters to improve things in their community and society, using all means of change including violence if necessary*





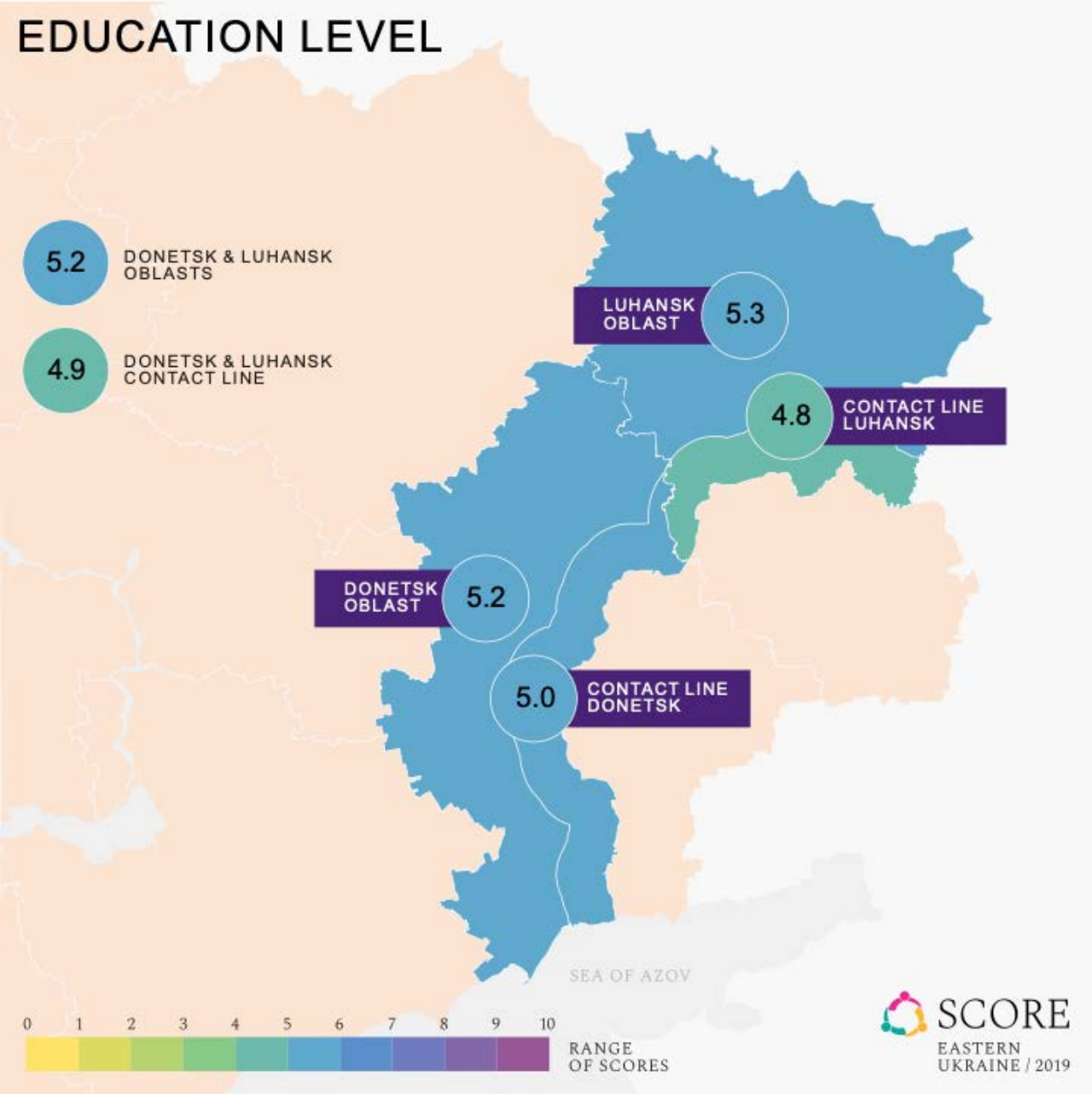


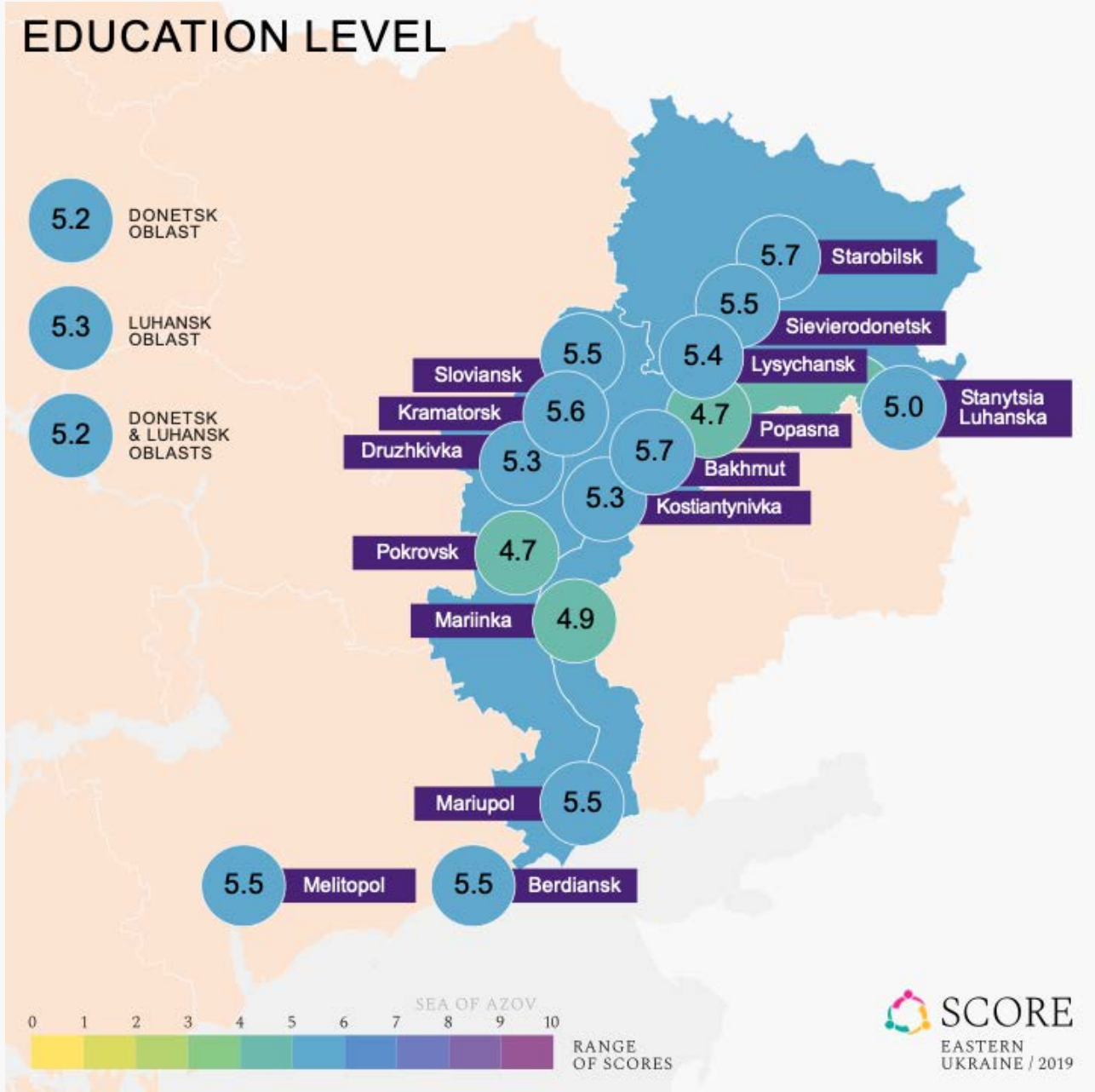
Demographics

SCORE
EASTERN
UKRAINE / 2019

Education level

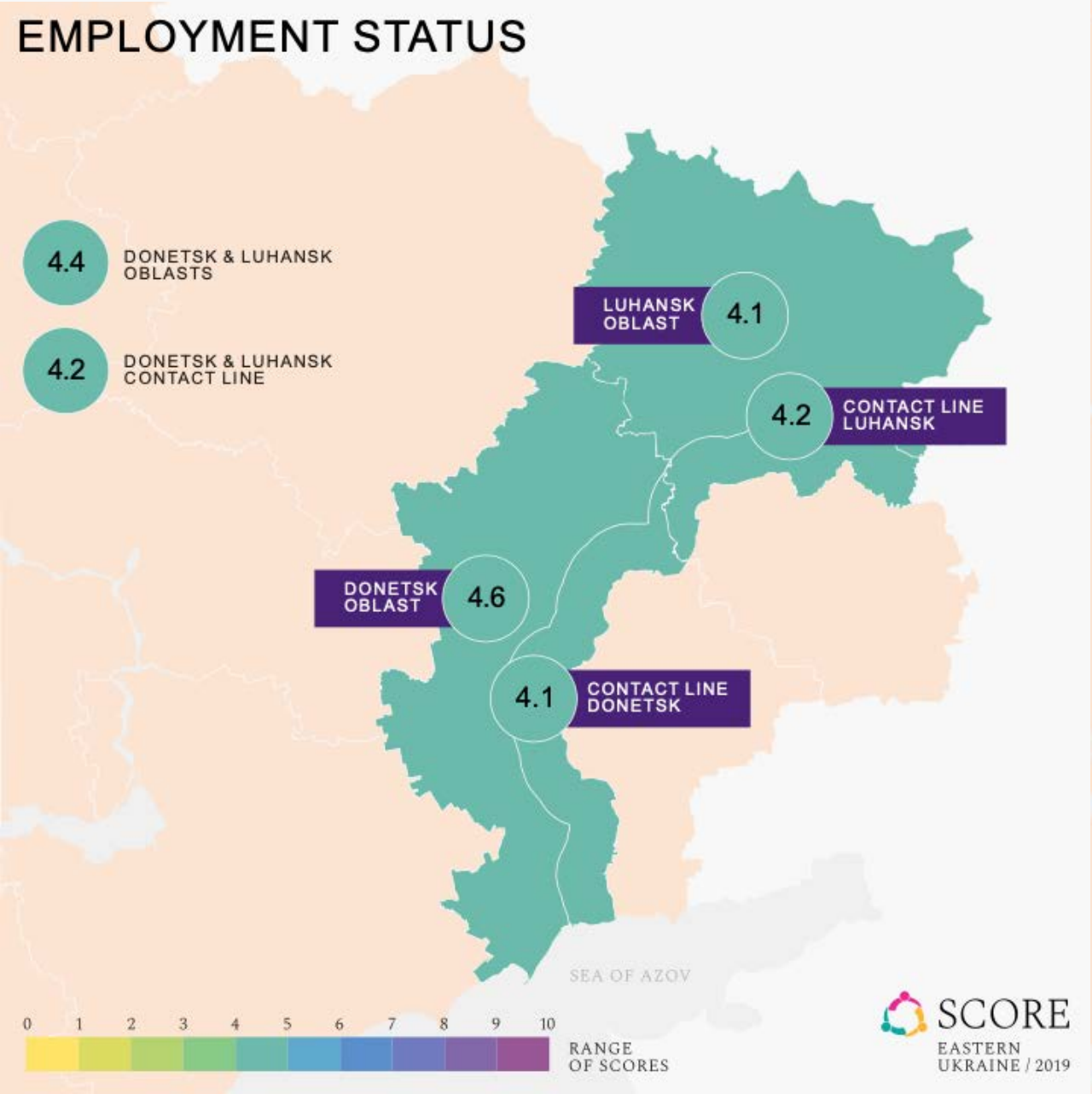
The level of one's education based on the highest level of education completed from primary / unfinished secondary education to postgraduate degree or higher

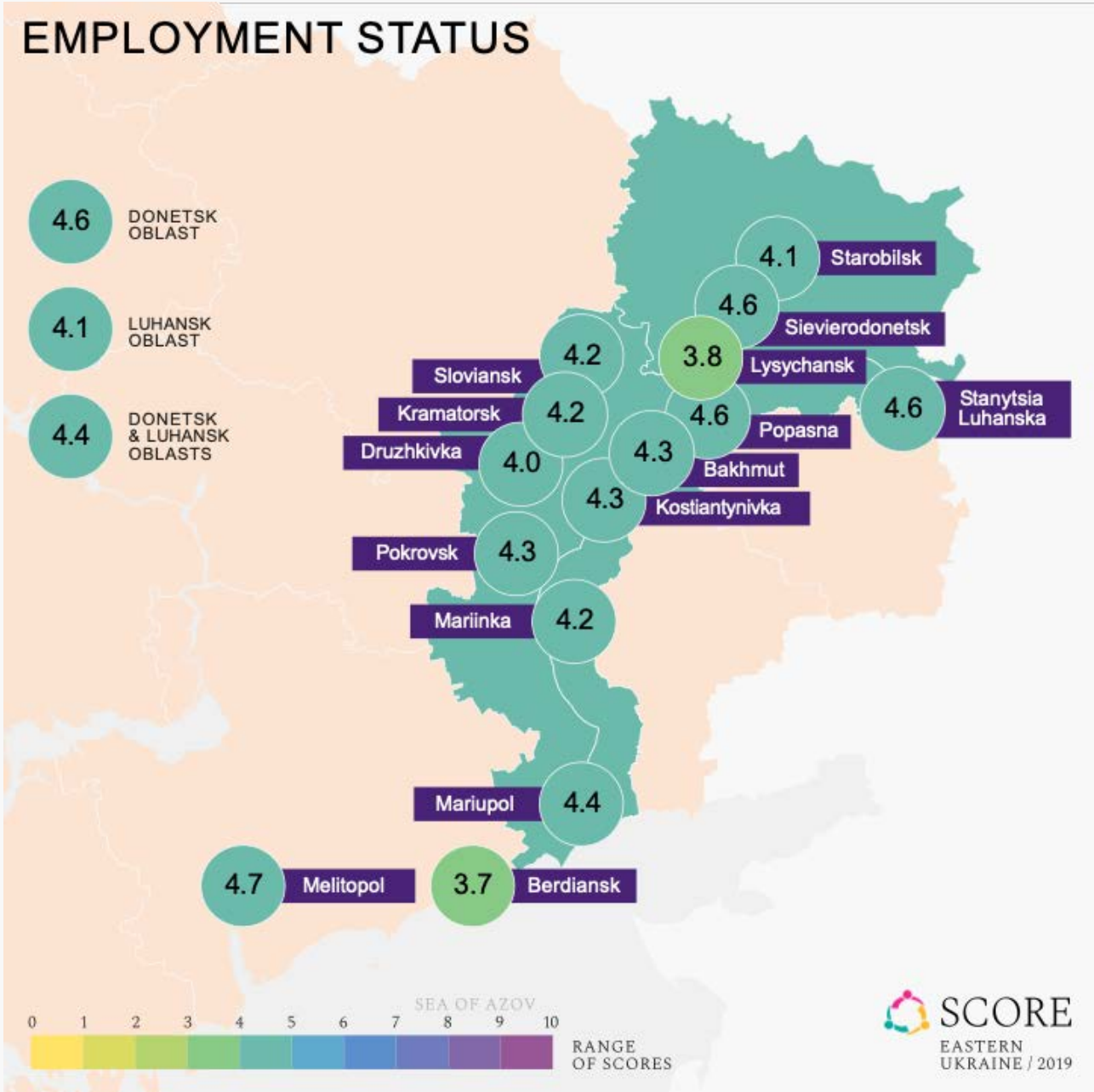




Employment status

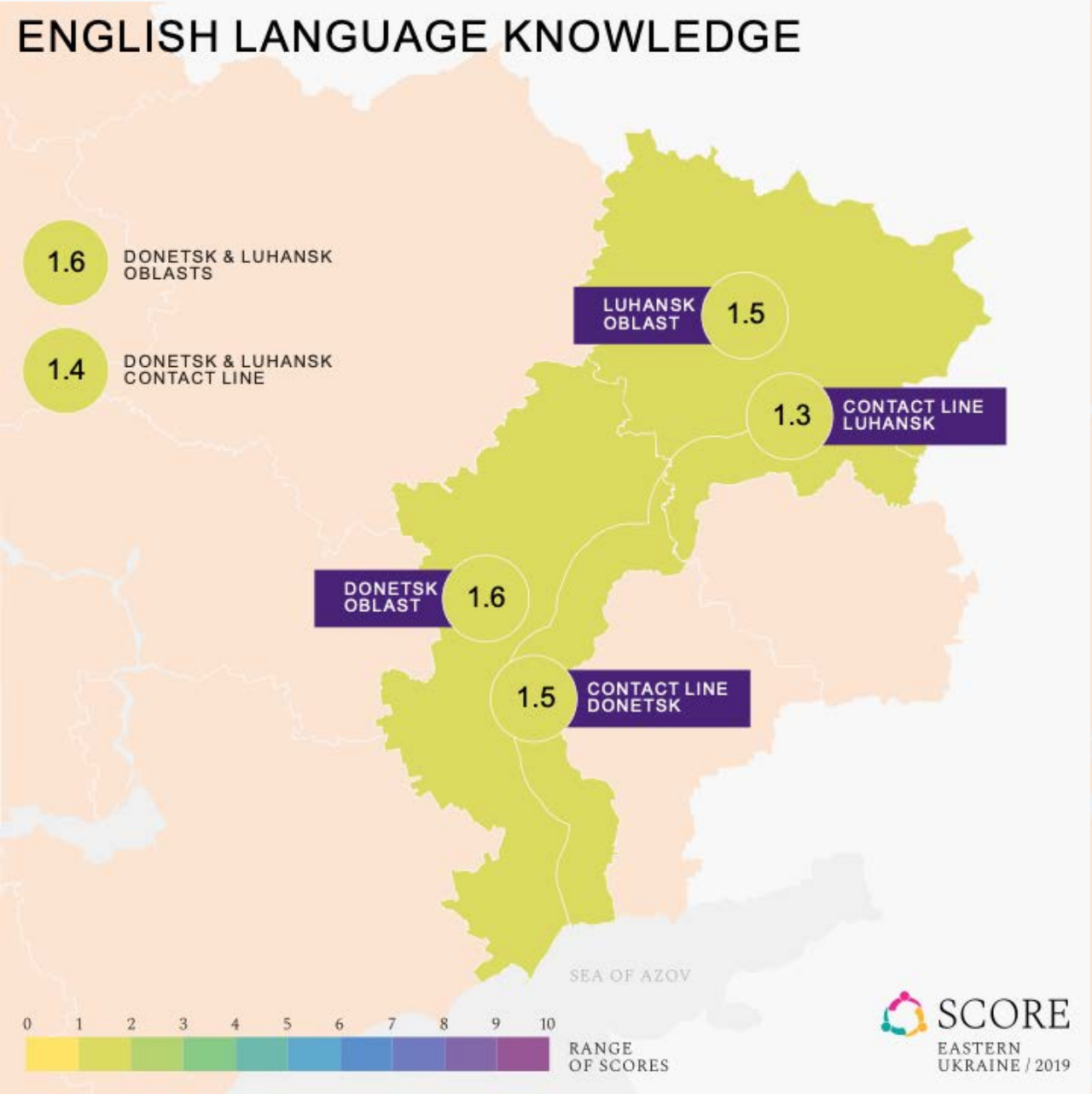
The degree to which one considers it easy to find a job in their locality if necessary

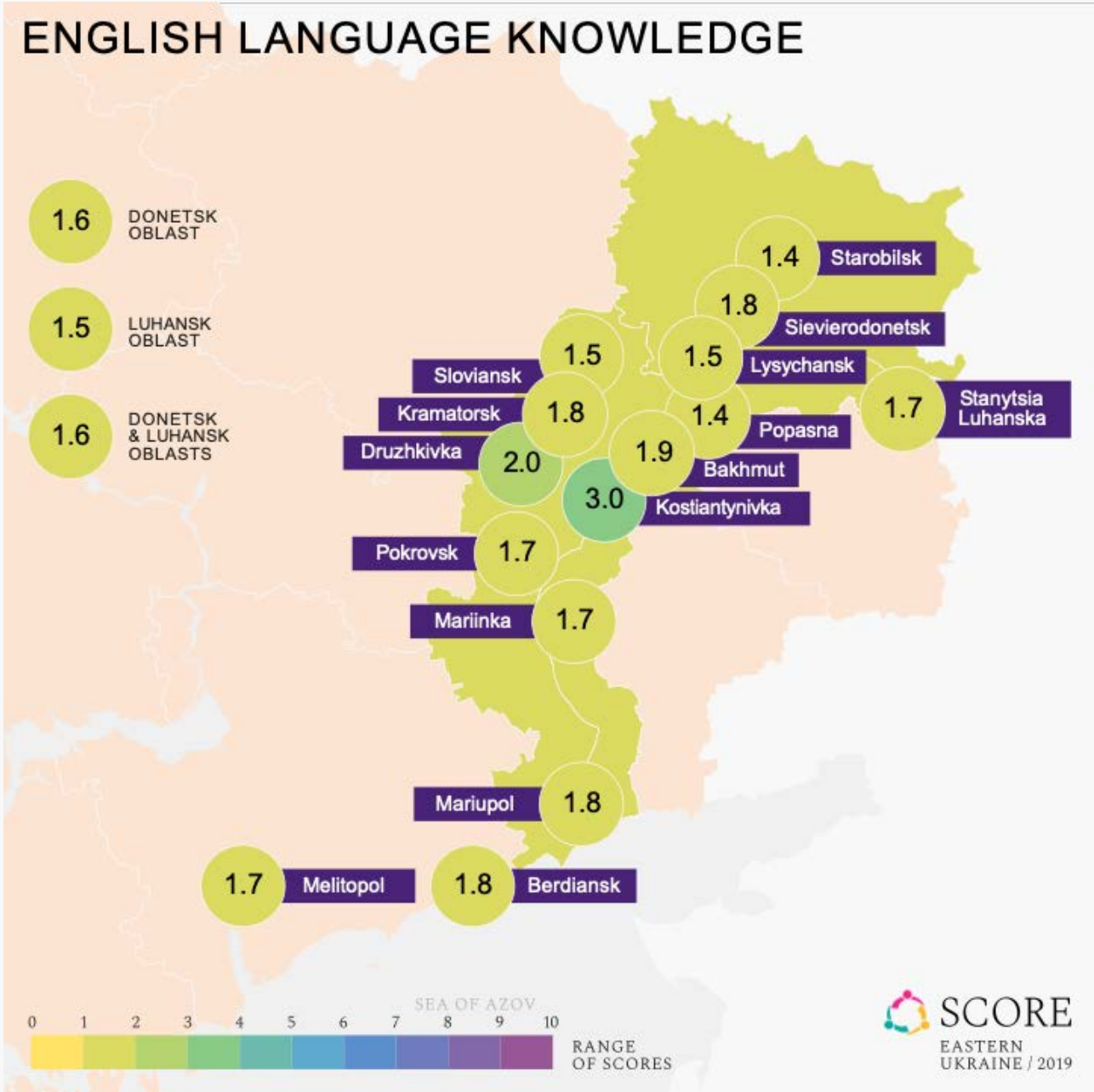




English language knowledge

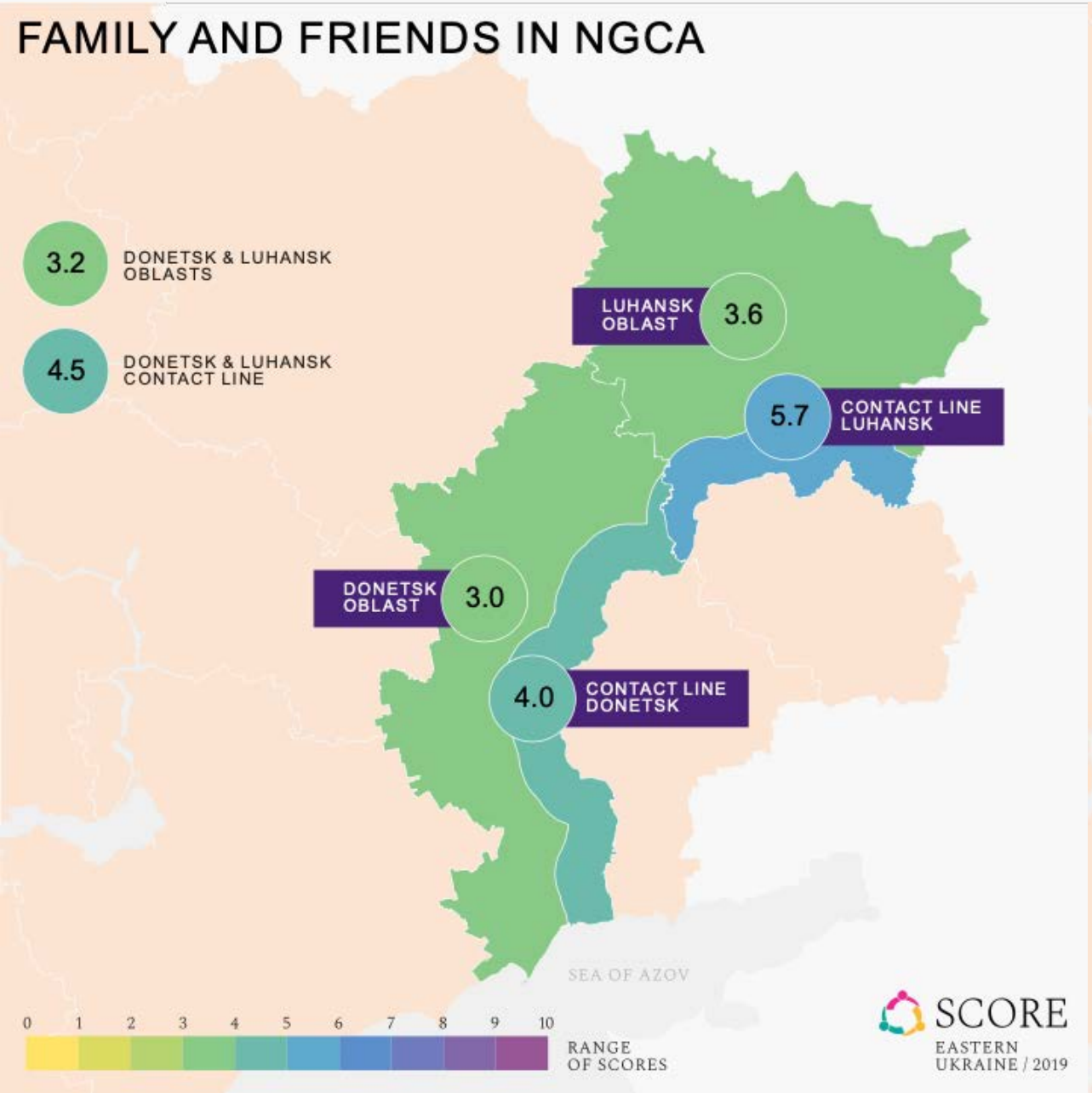
Self-evaluation of one's knowledge of the English language

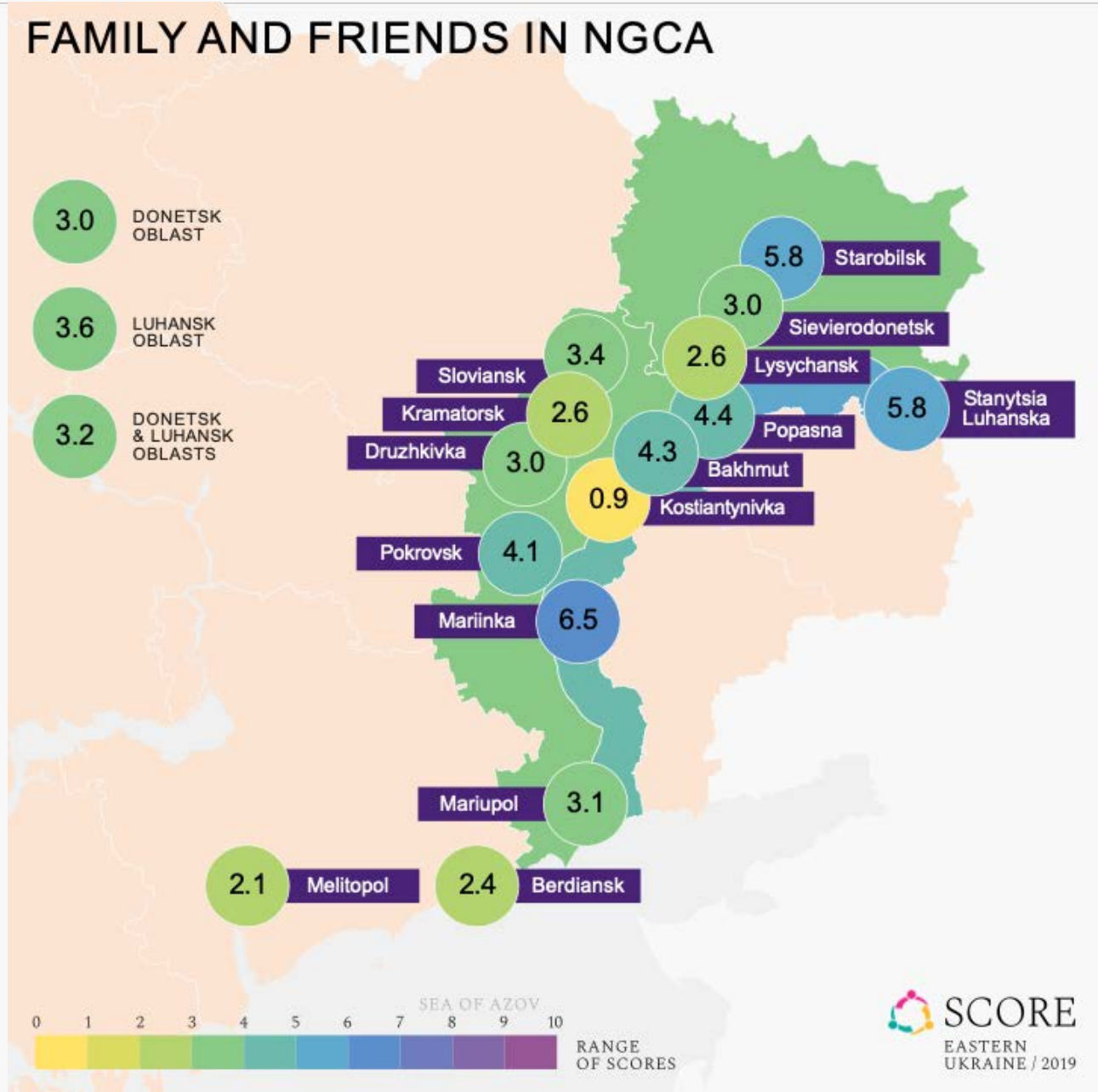




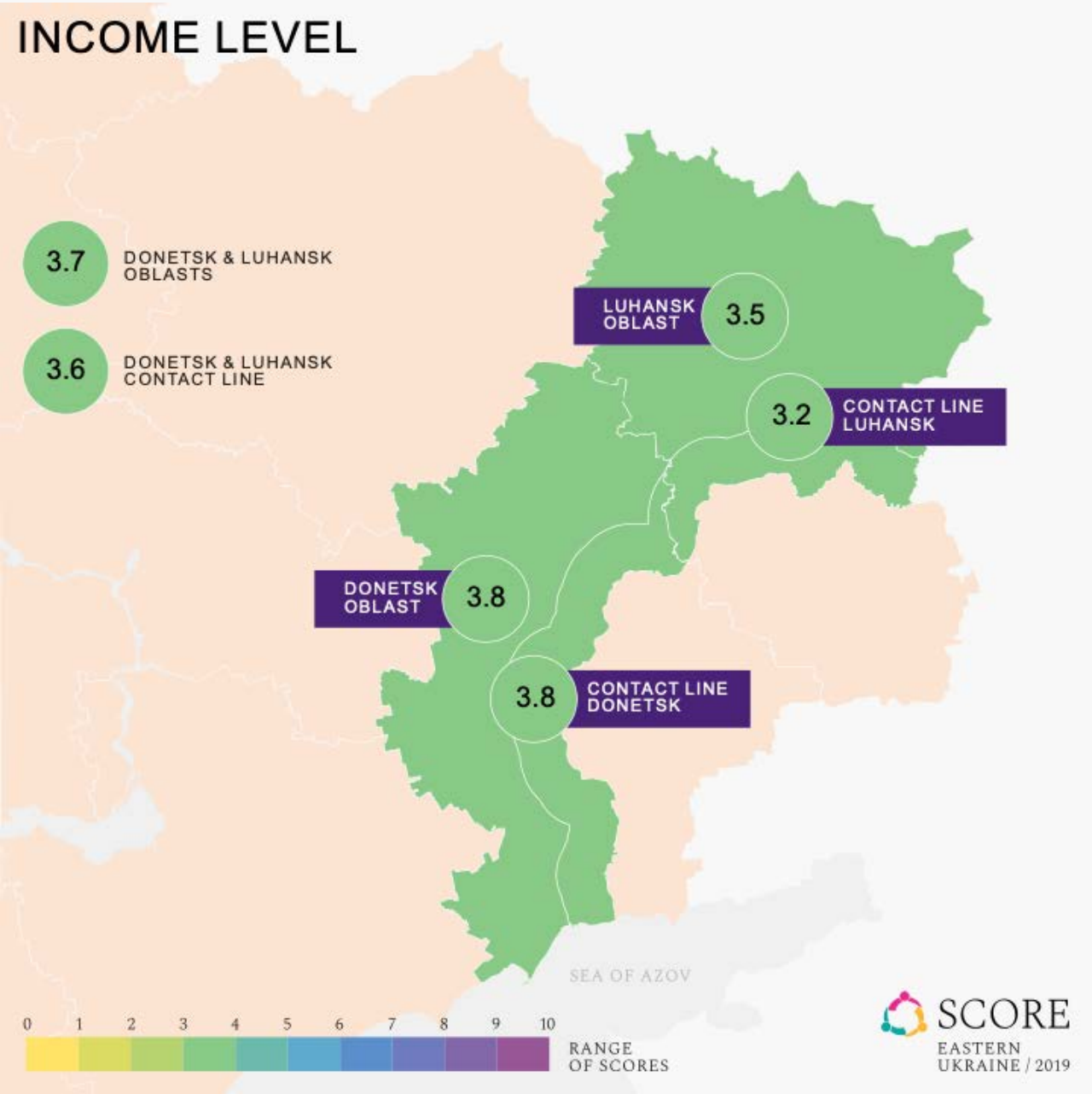
Family and friends in the NGCA

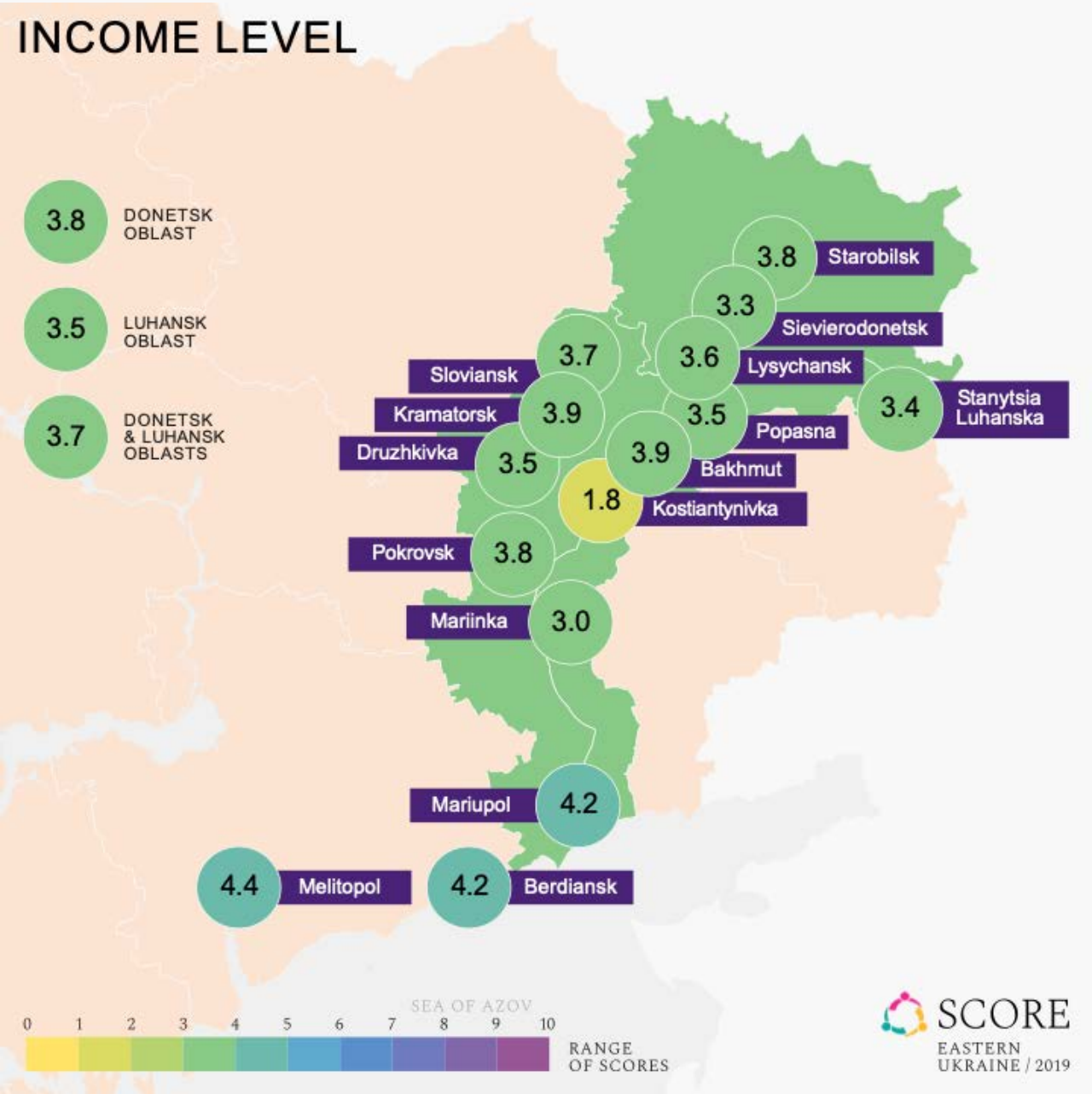
The degree to which one has friends and / or family living in NGCA





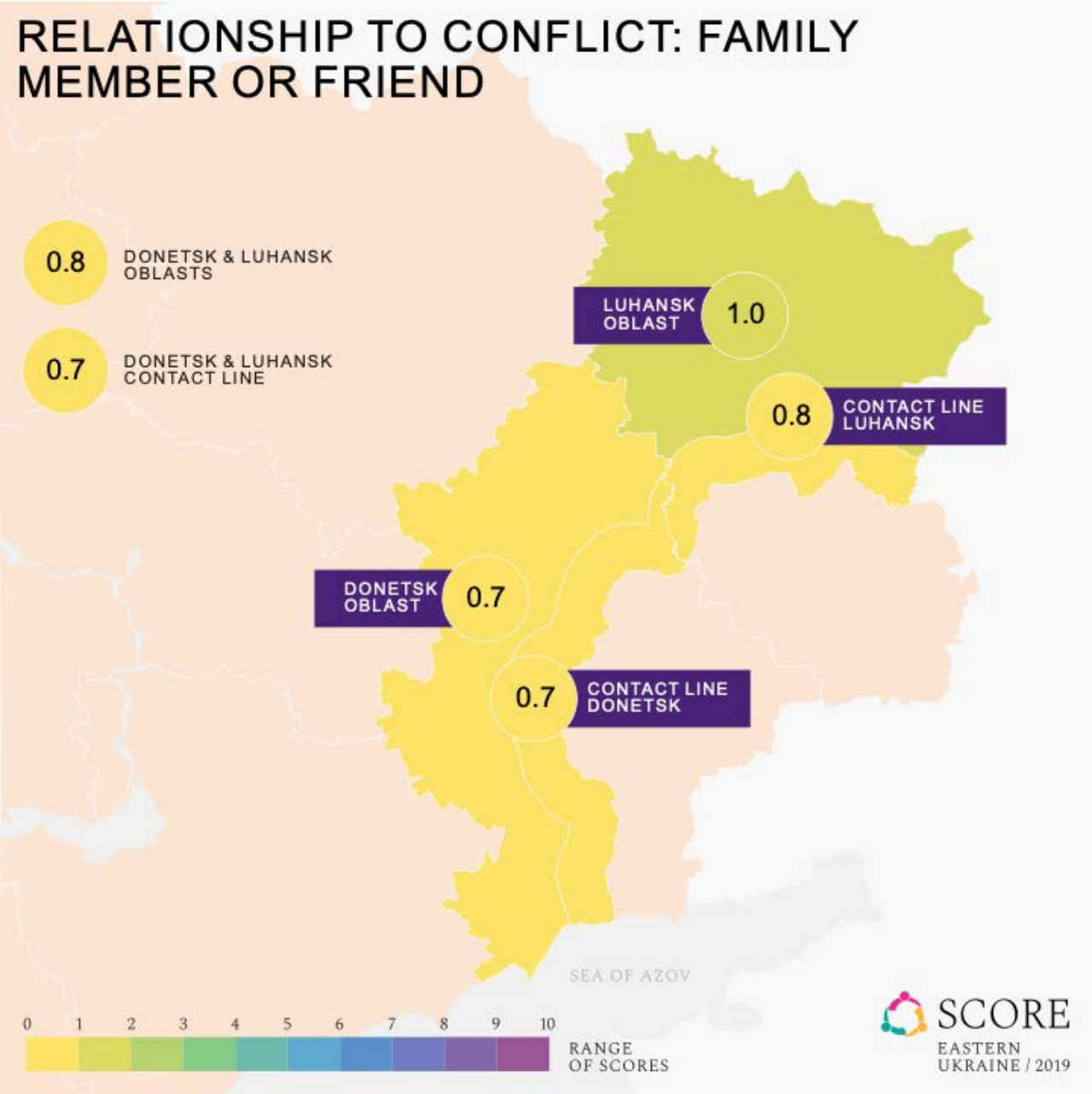
Income level *The level of household income based on one's purchasing power, where 0 means it does not have enough money for food, and 10 means it has enough for expensive items*

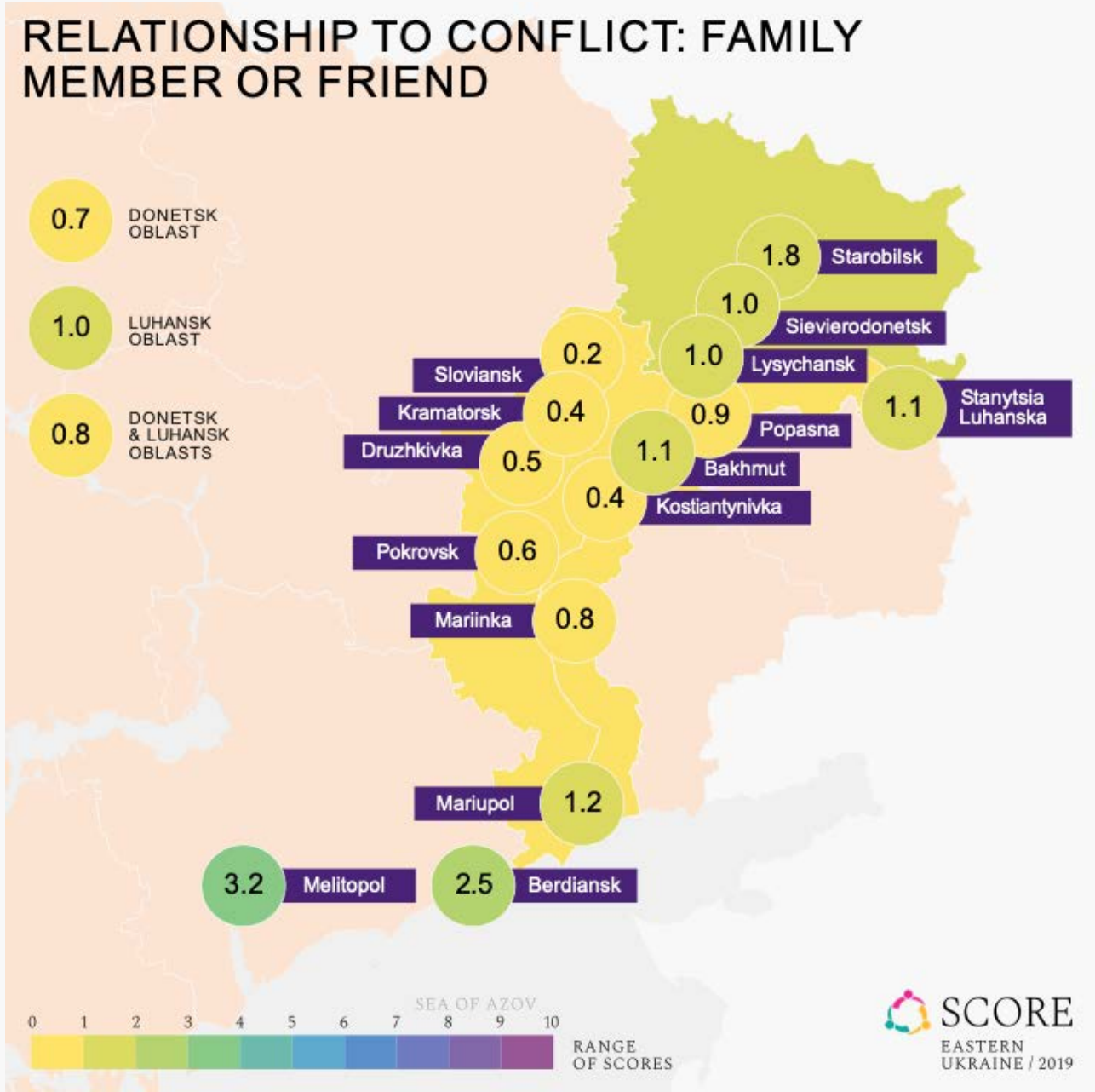




Relationship to conflict: Family member or friend

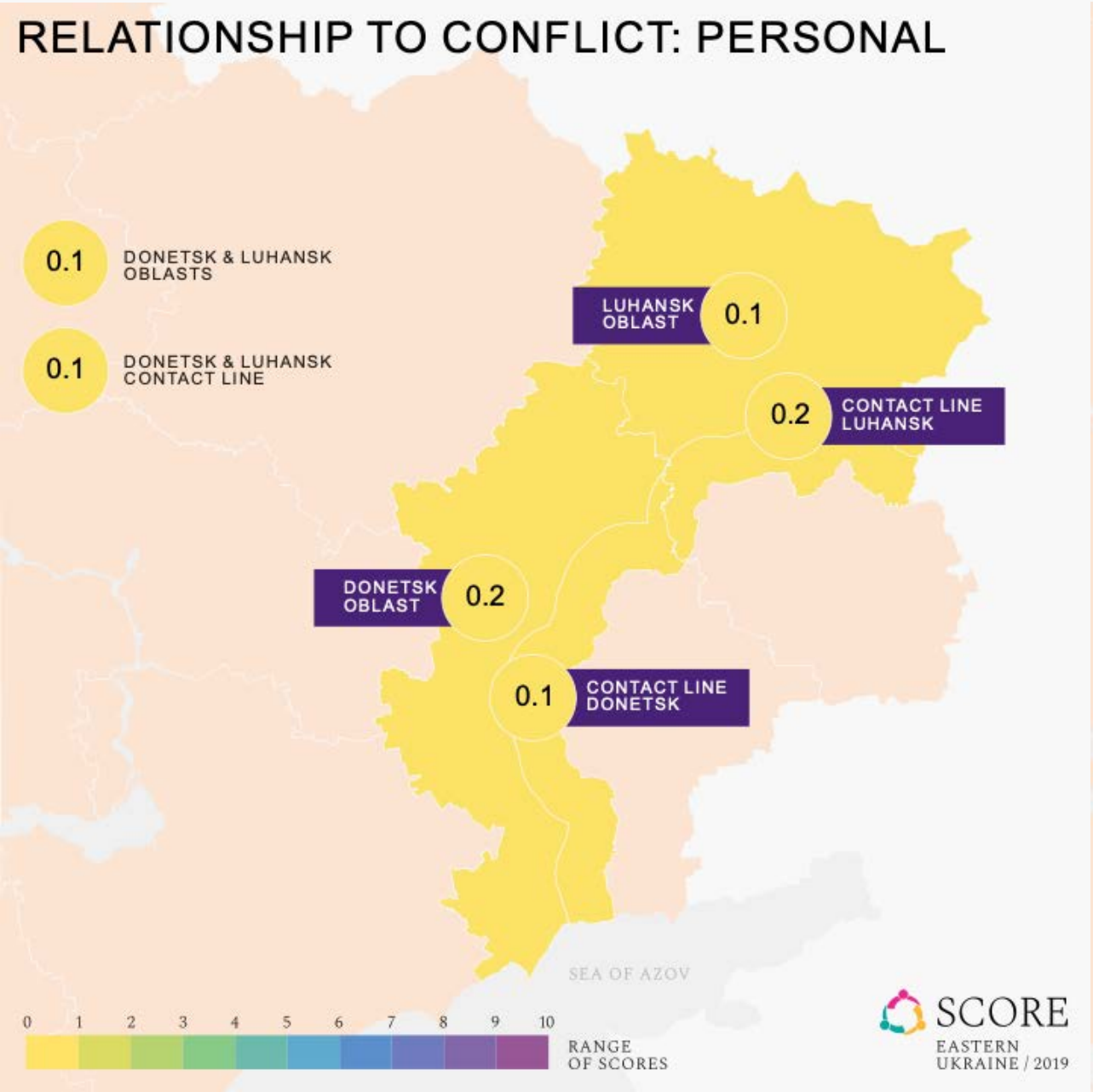
The degree to which one has family members or close friends who participated in the armed conflict in eastern Ukraine

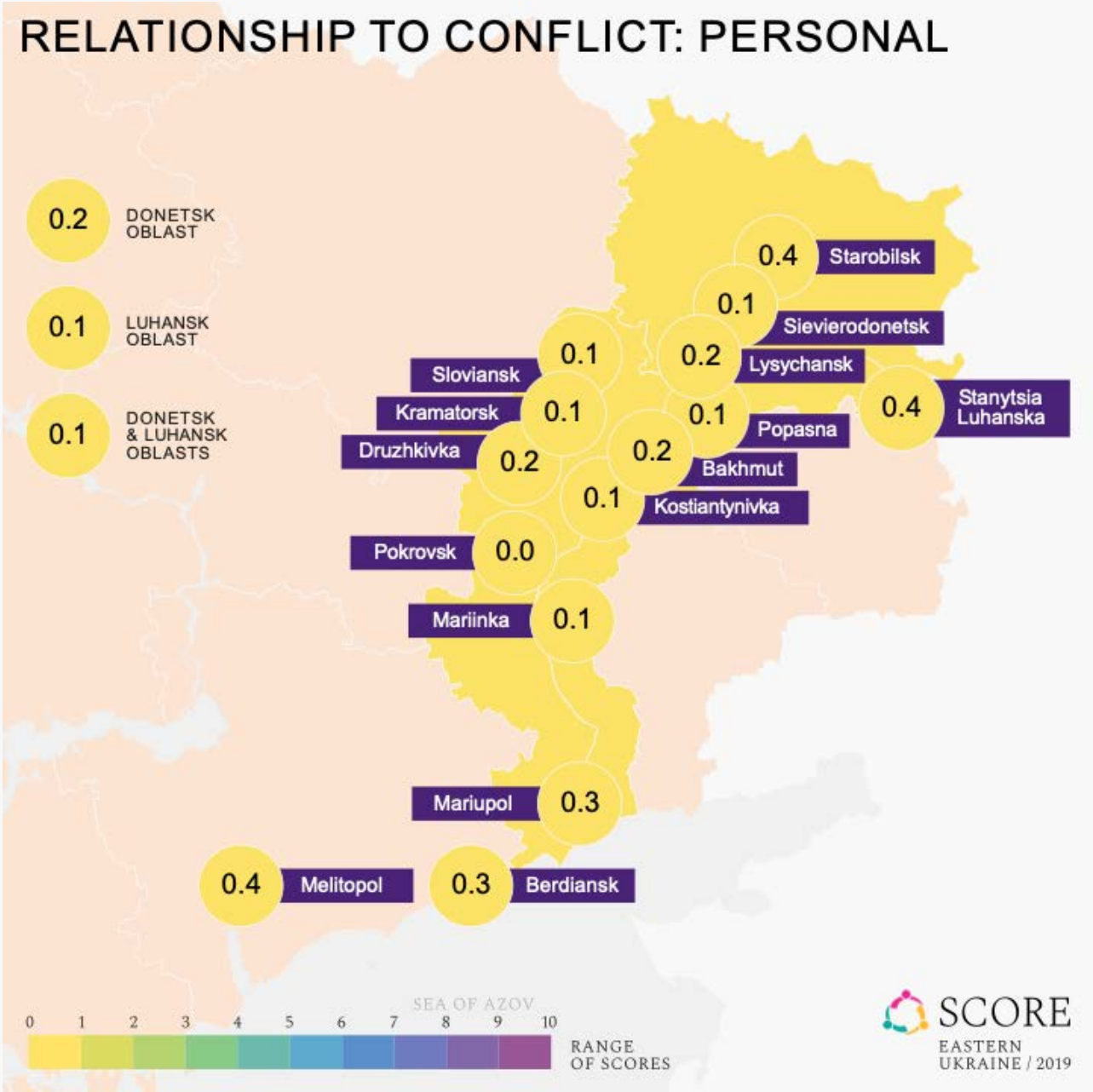




Relationship to conflict: Personal

The degree to which one has personally participated in the armed conflict in eastern Ukraine



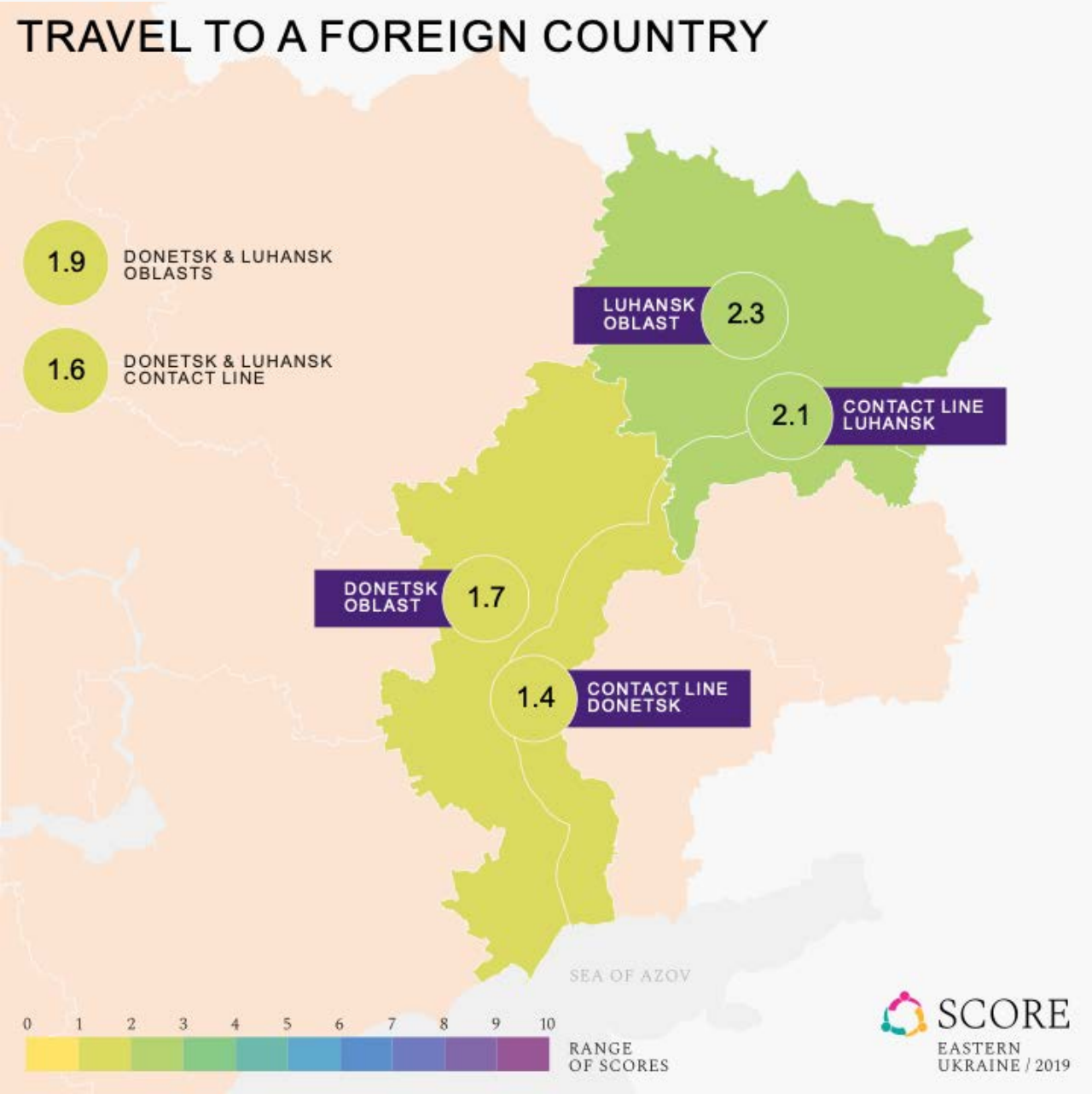


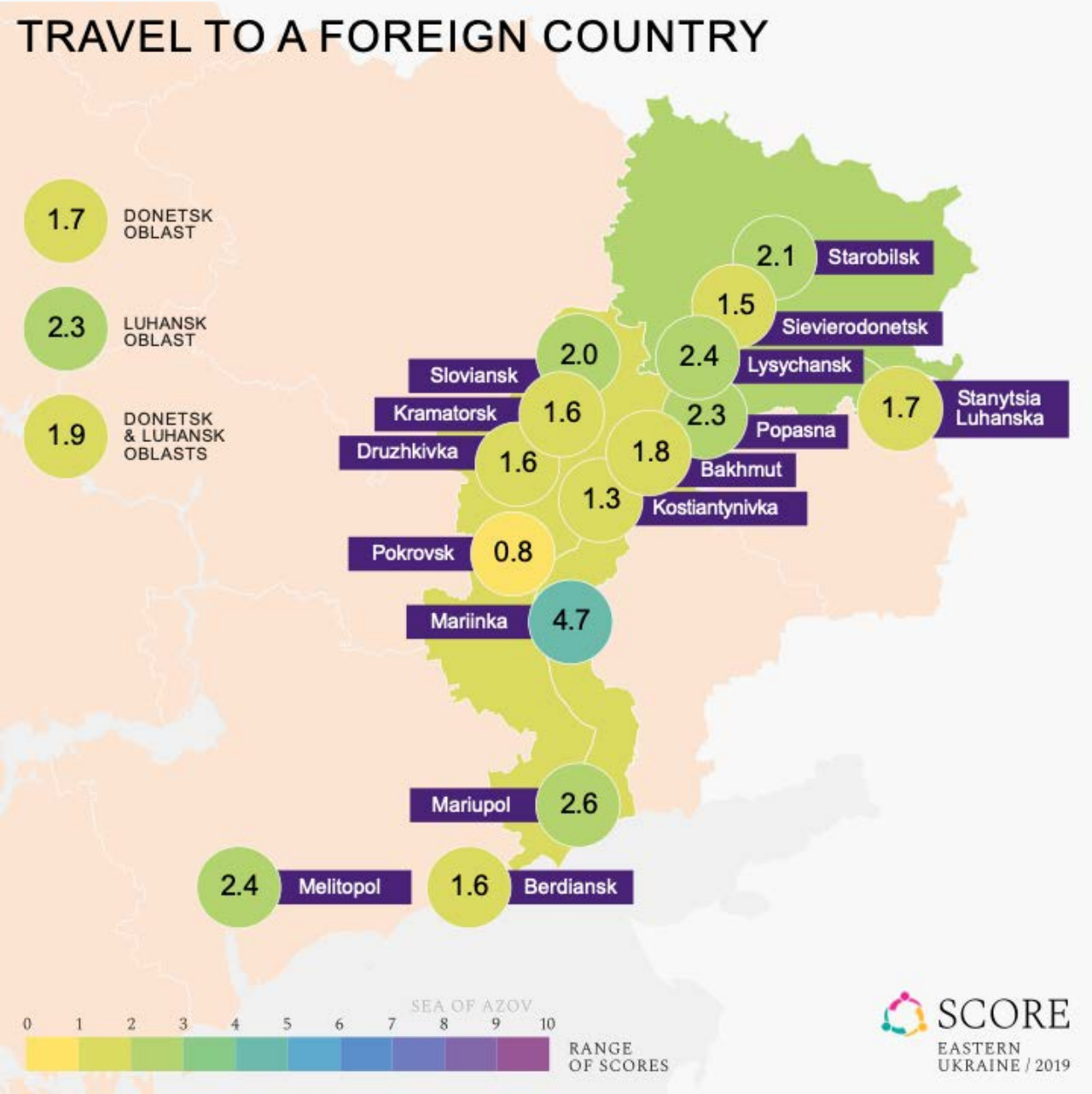
Russian language knowledge

Self-evaluation of their knowledge of the Russian language

Travel to a foreign country

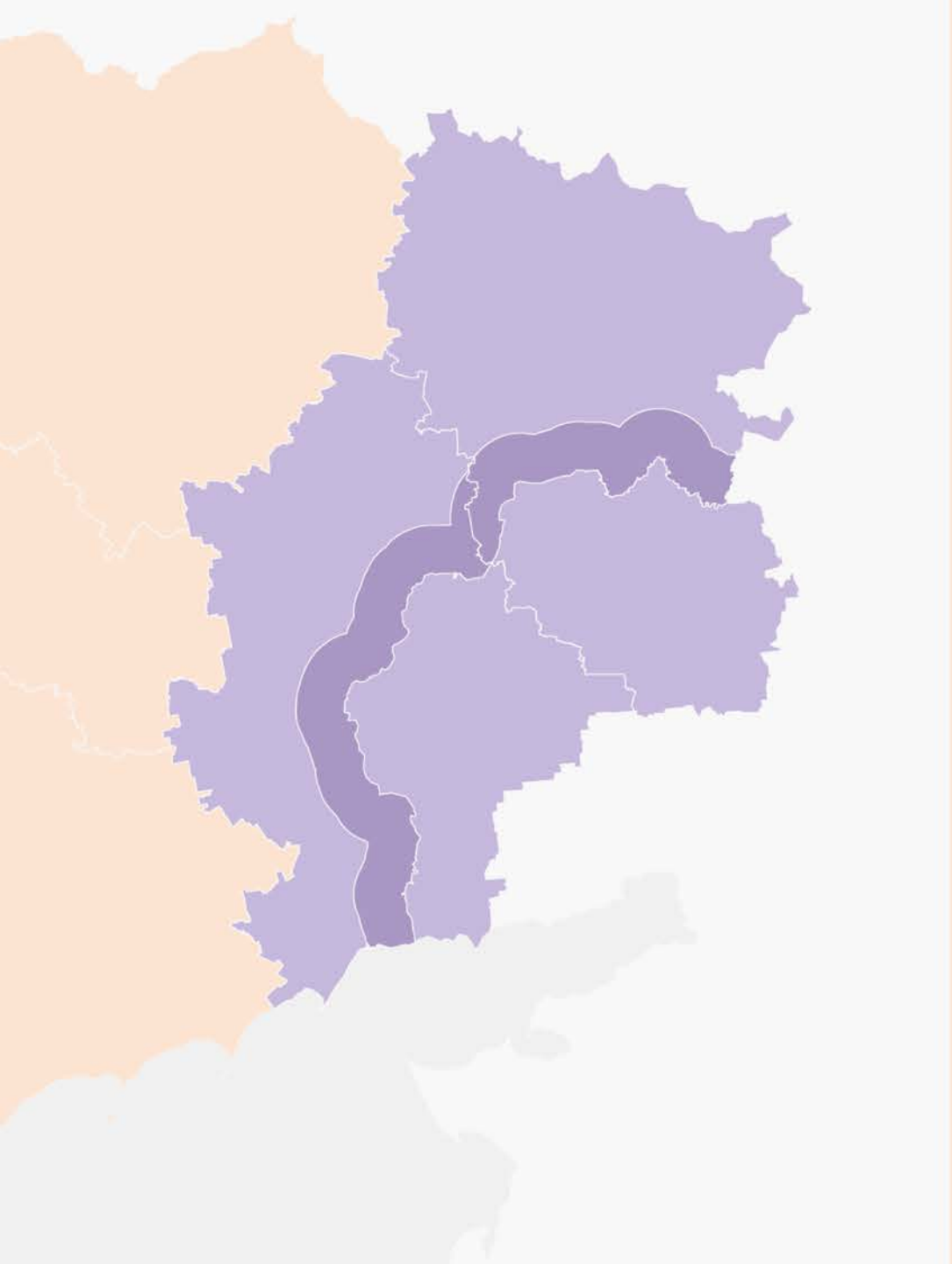
The degree to which one has travelled to a foreign country in the past three years for holiday, work or for studying





Ukrainian language knowledge

Self-evaluation of their knowledge of the Ukrainian language

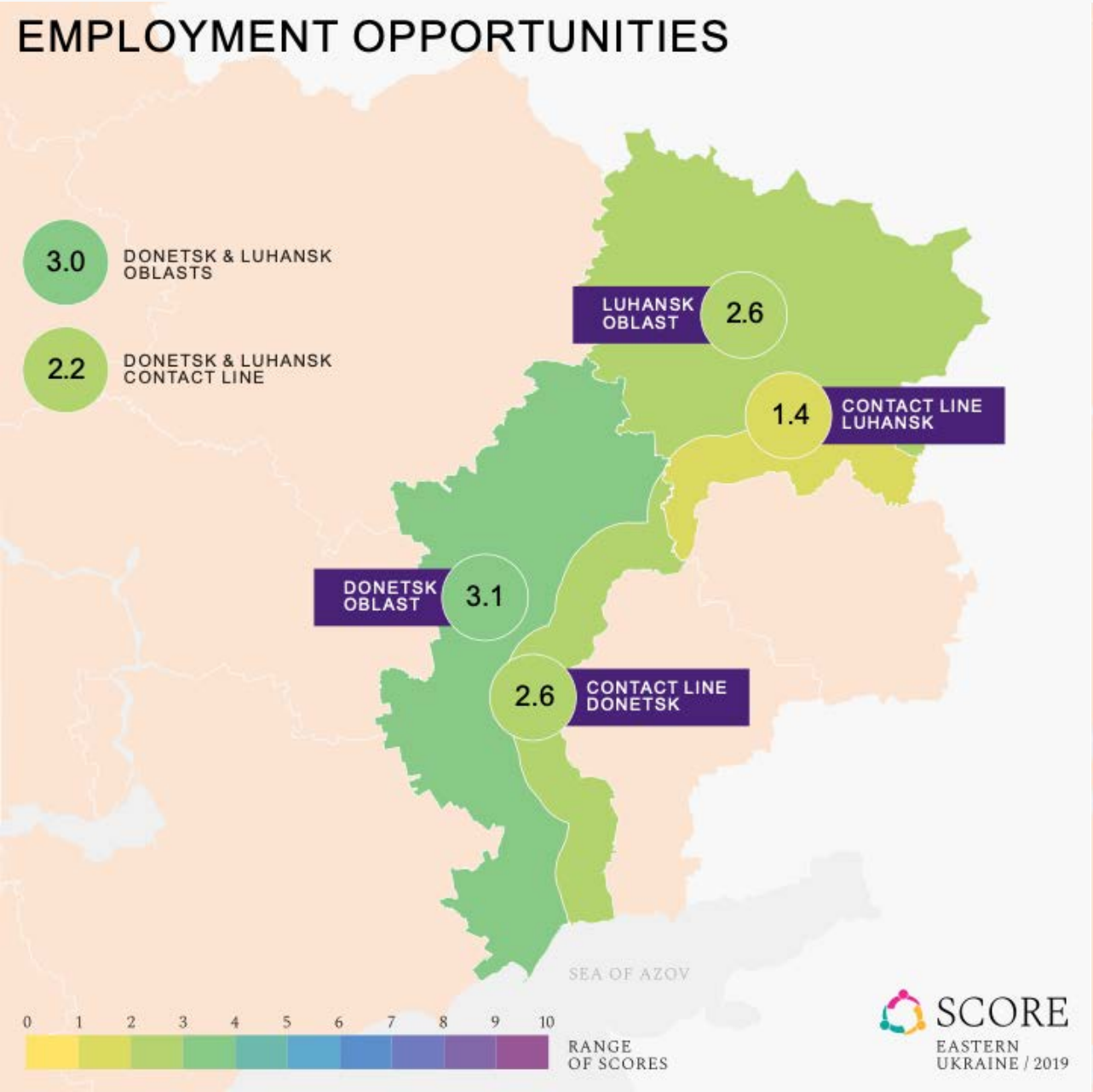


Economic environment

SCORE
EASTERN
UKRAINE / 2019

Employment opportunities

The degree to which one considers it easy to find a job in their locality if necessary

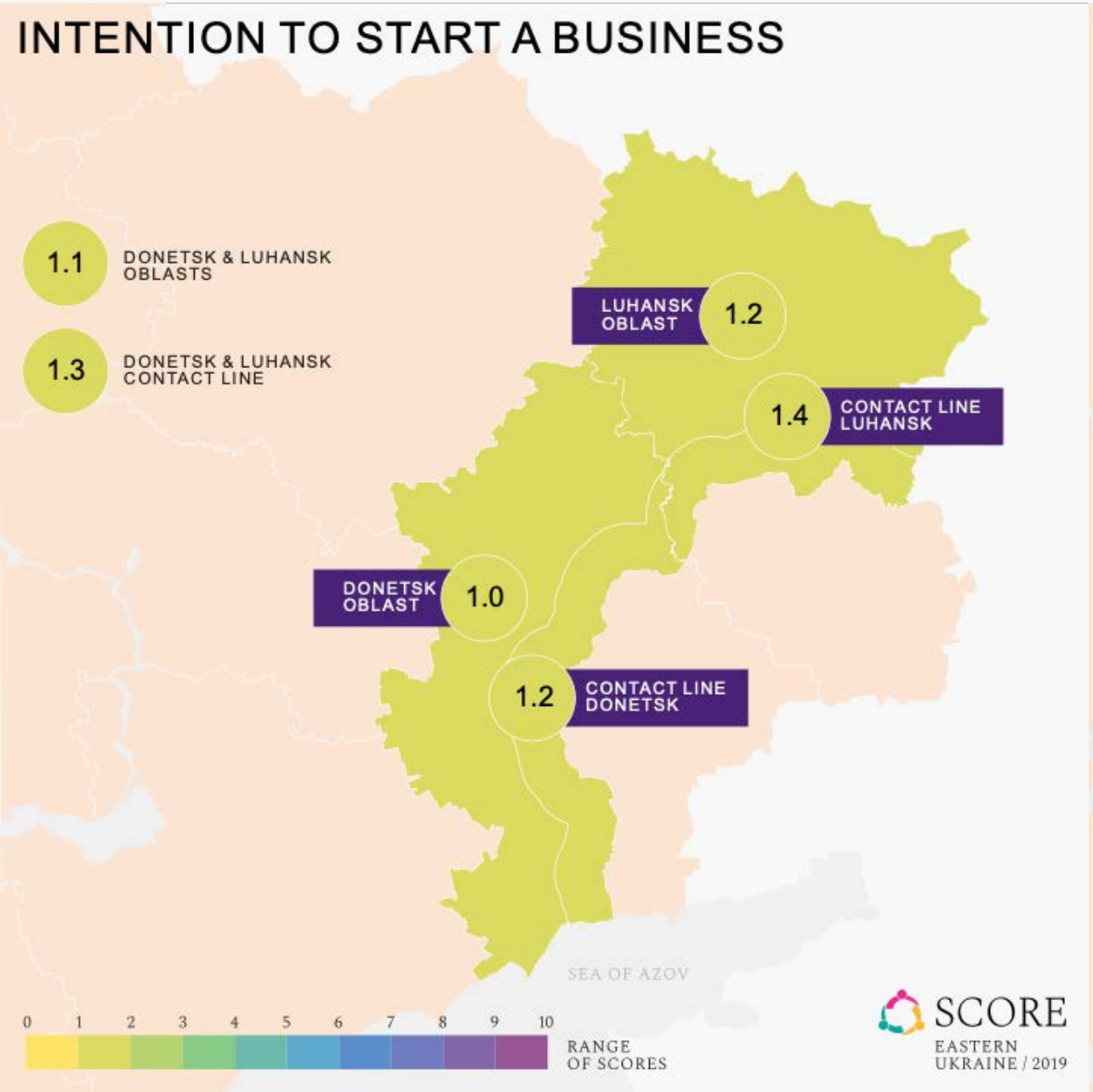


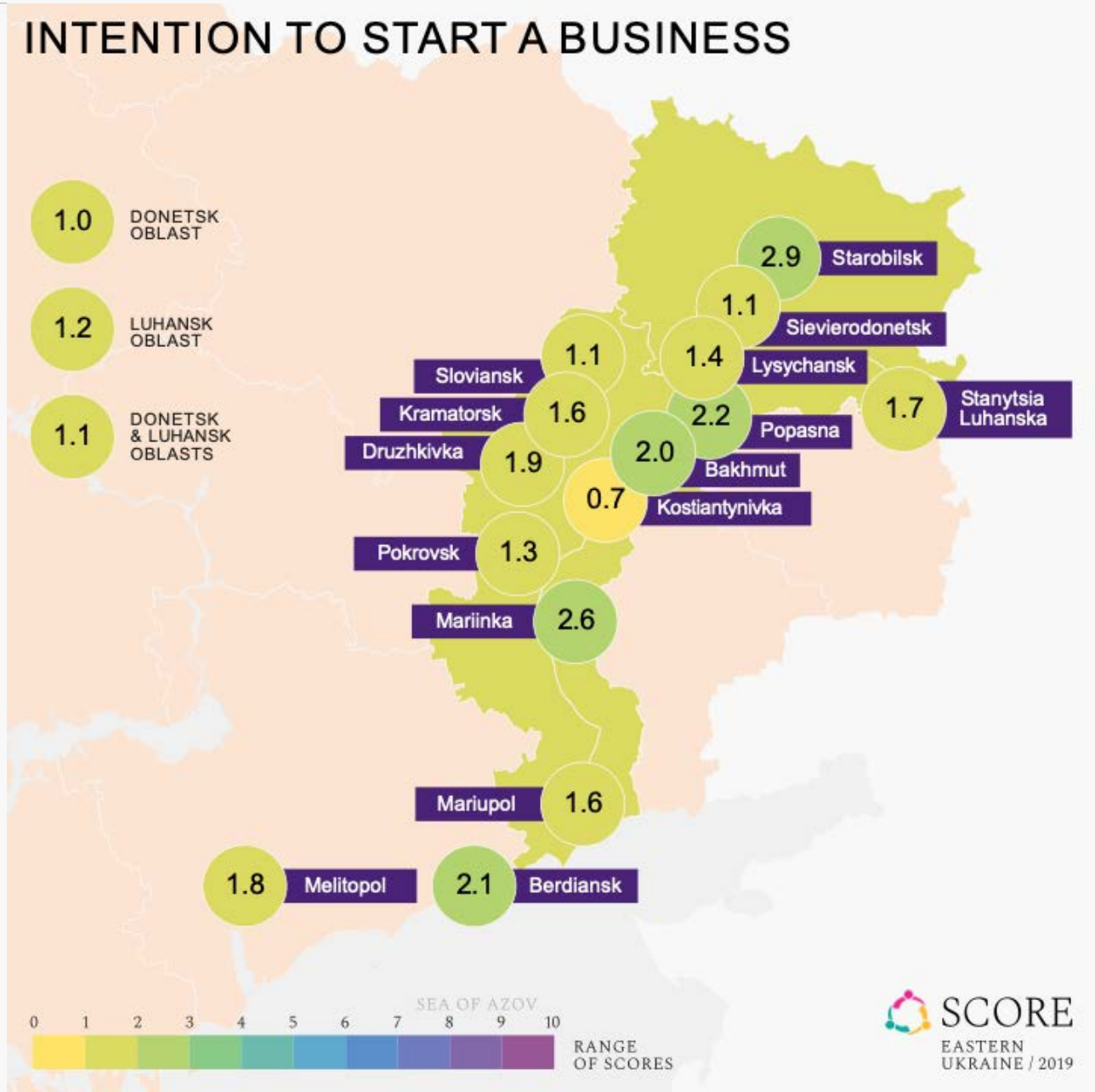
Fear of economic instability

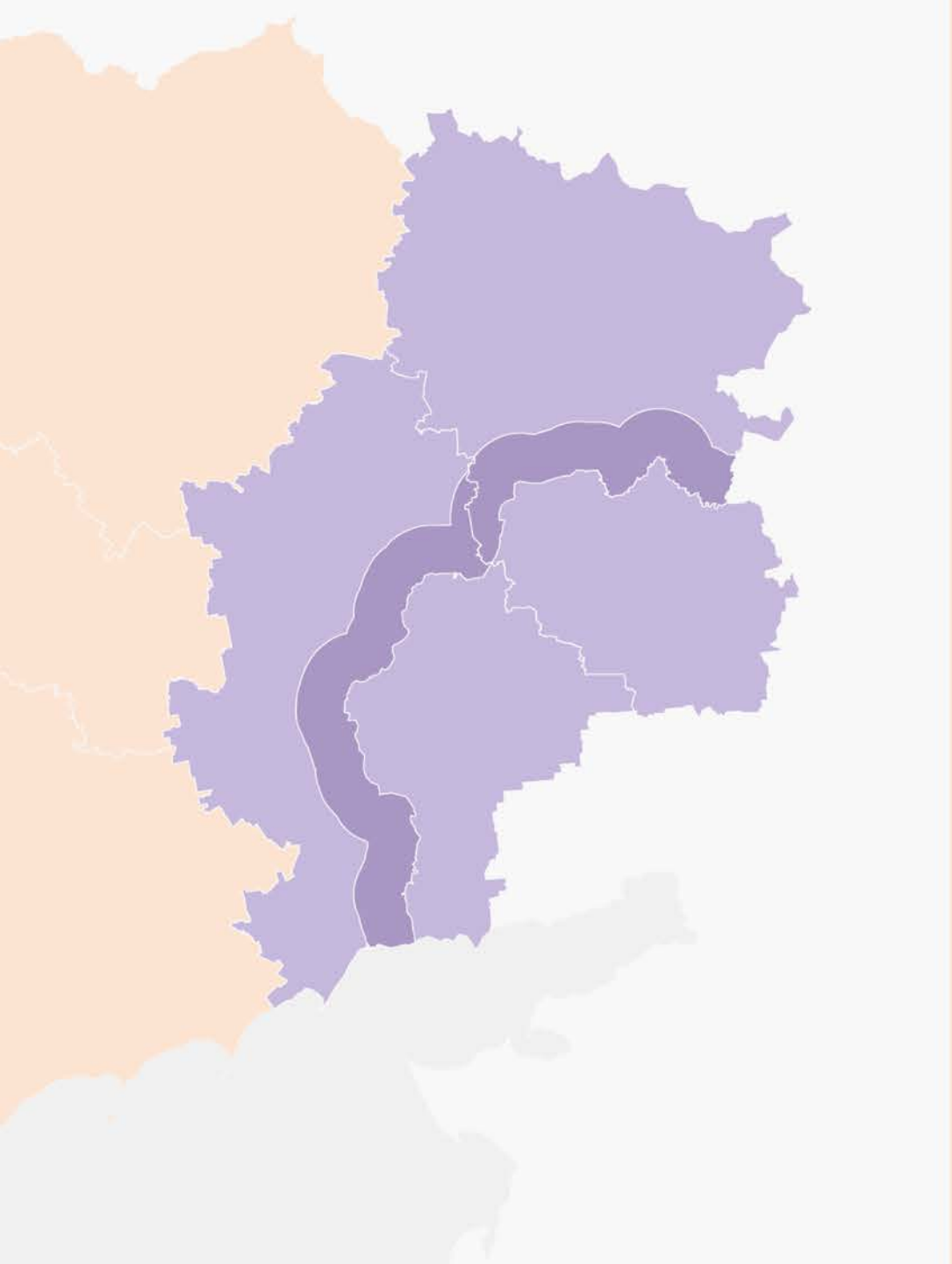
The degree to which one feels fears that Ukraine will face economic downturn and crisis in the near future

Intention to start a business

The degree to which one would like to start their own business in the next two years



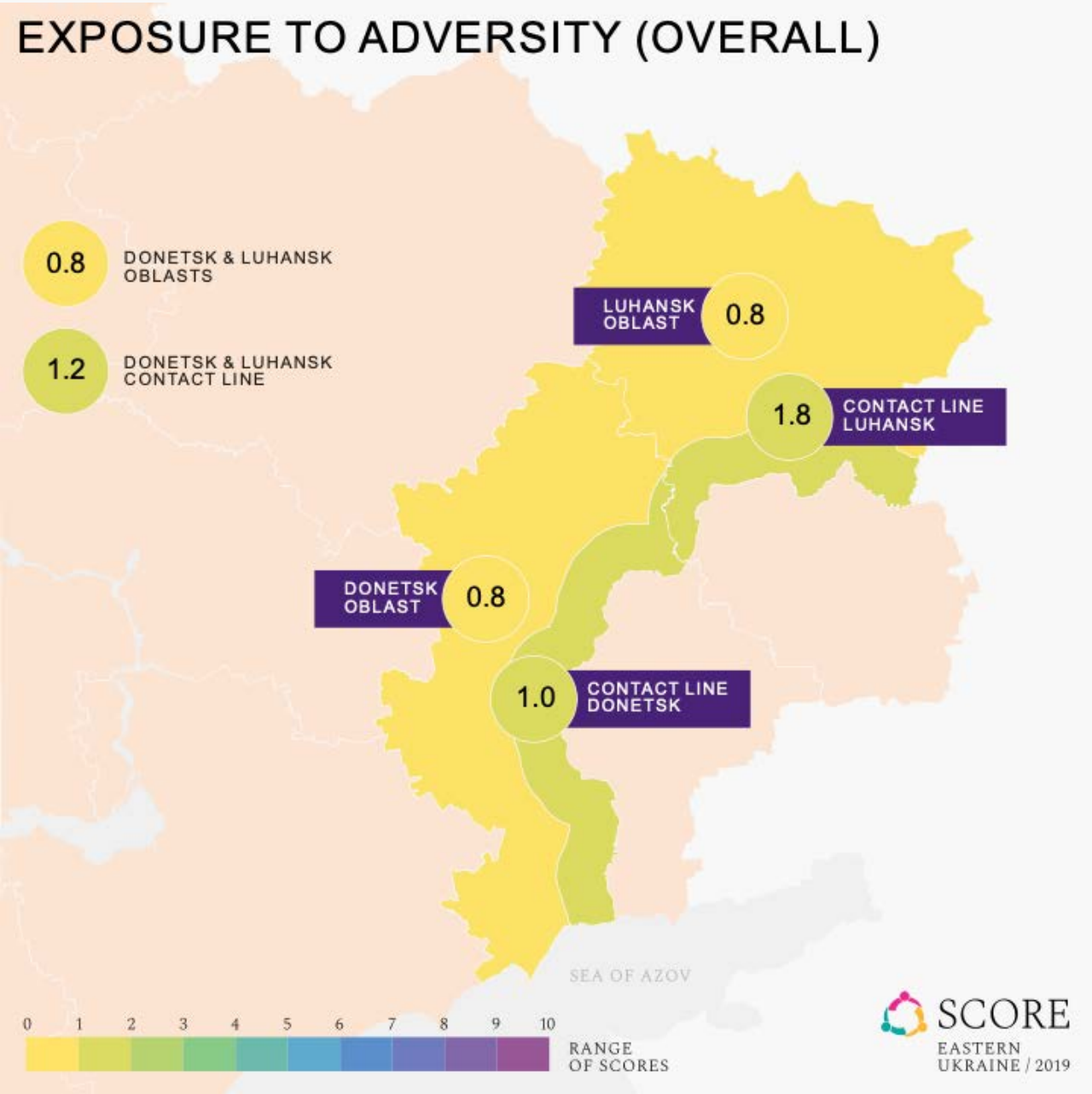


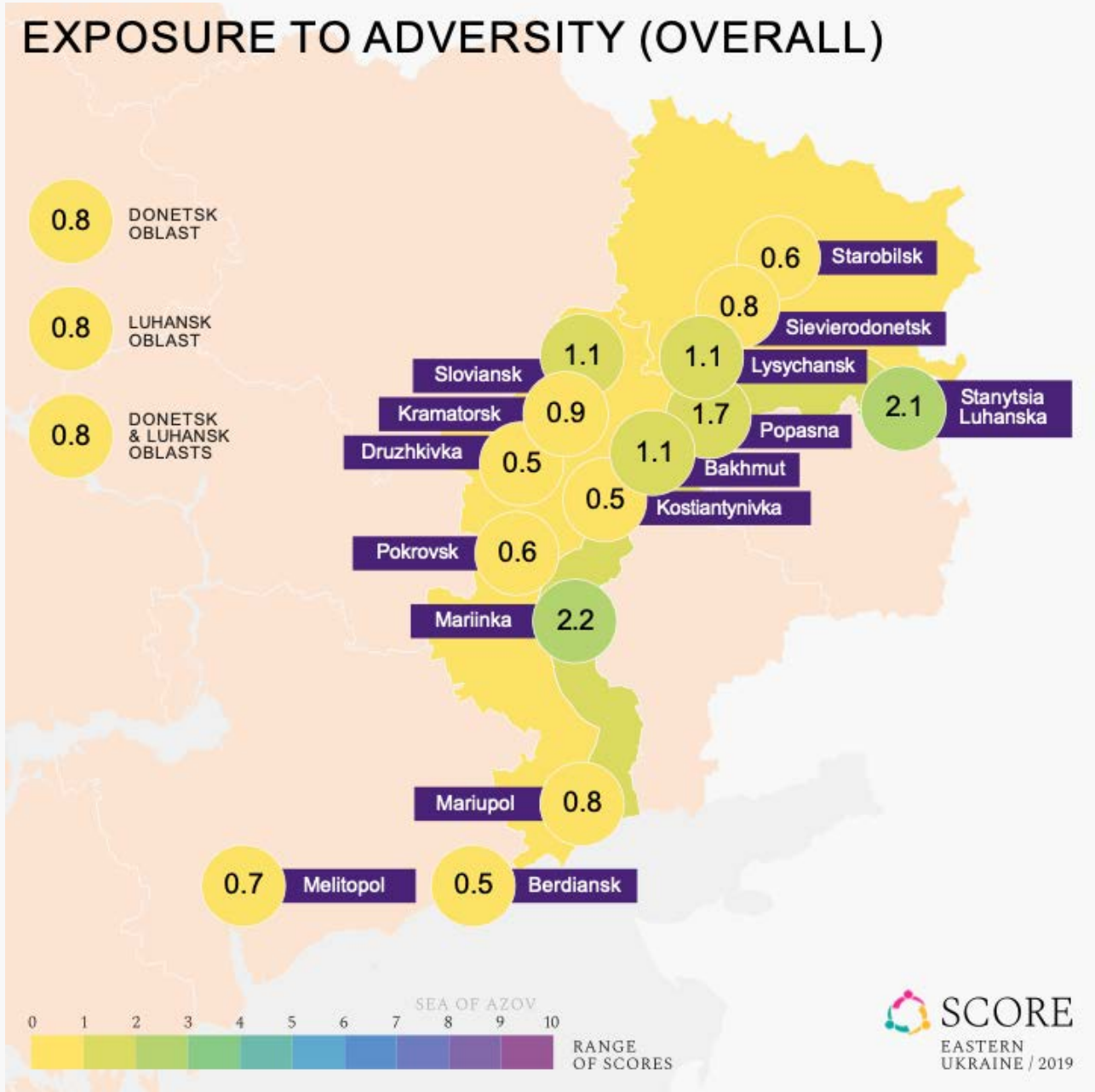


Exposure to adversities and marginalization

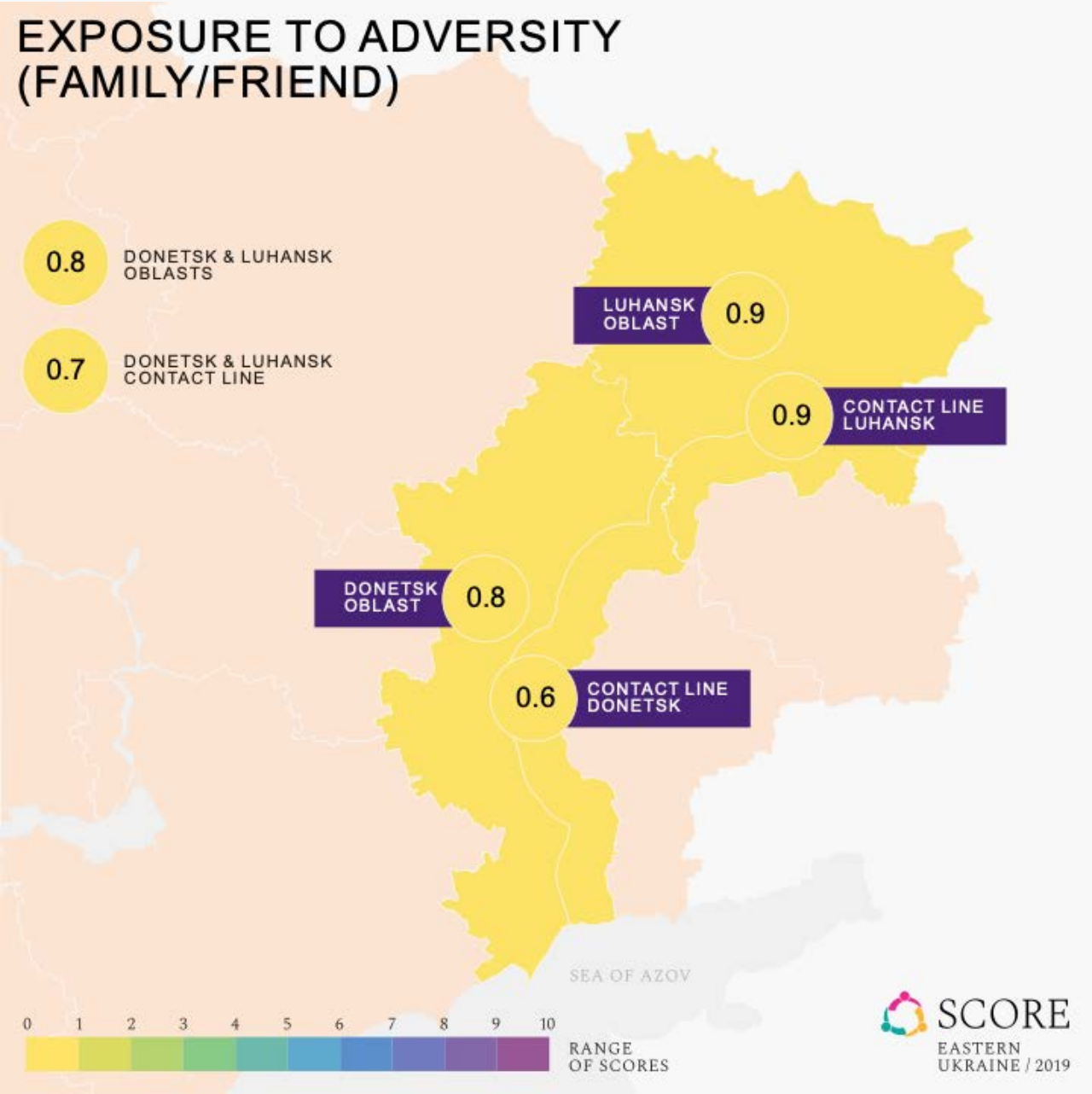
SCORE
EASTERN UKRAINE / 2019

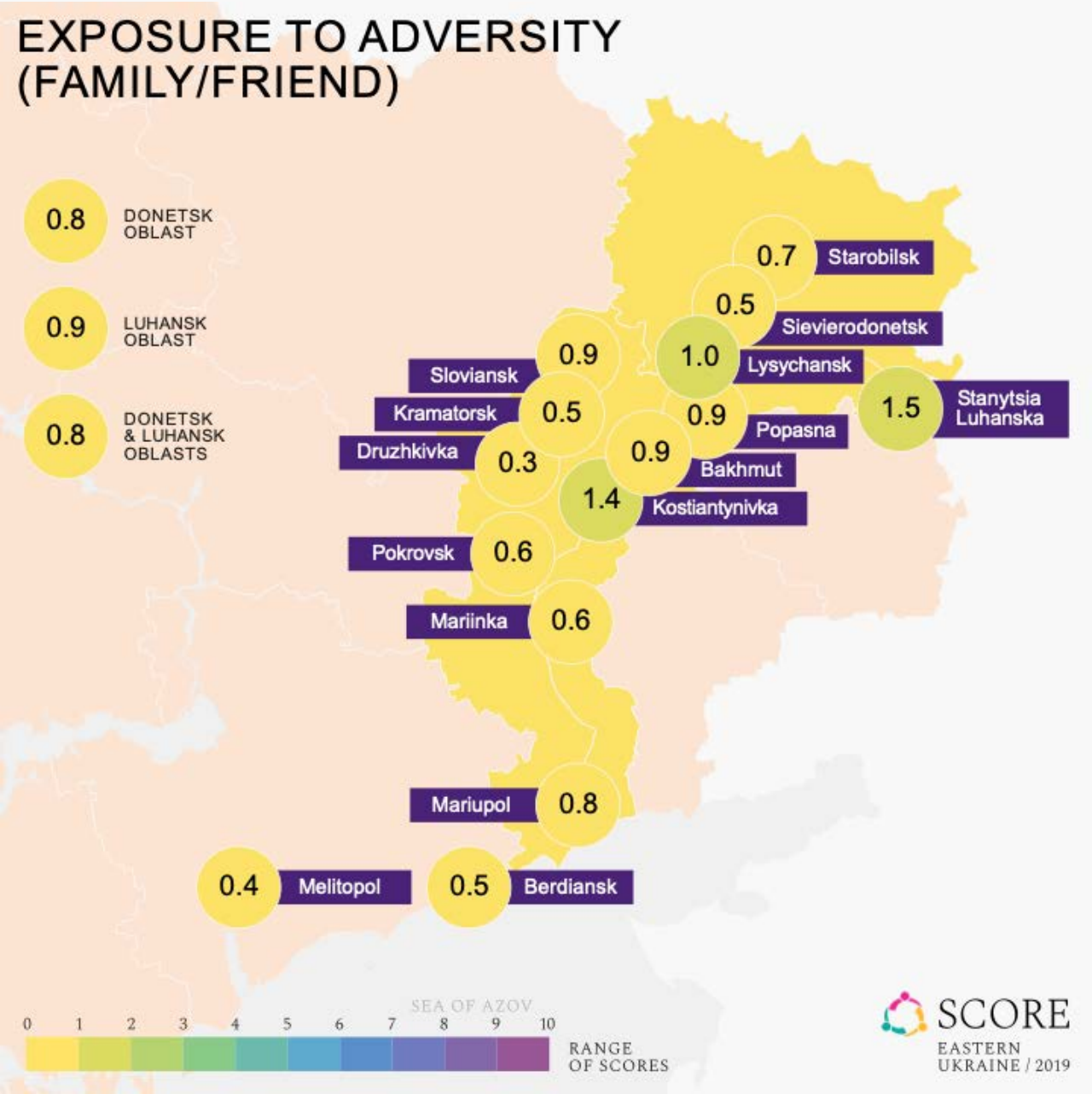
Exposure to adversity (overall) *The combined degree to which one has been exposed to adversity (personally or a family member), violence or trauma (e.g. property violation, physical attack, torture etc.)*



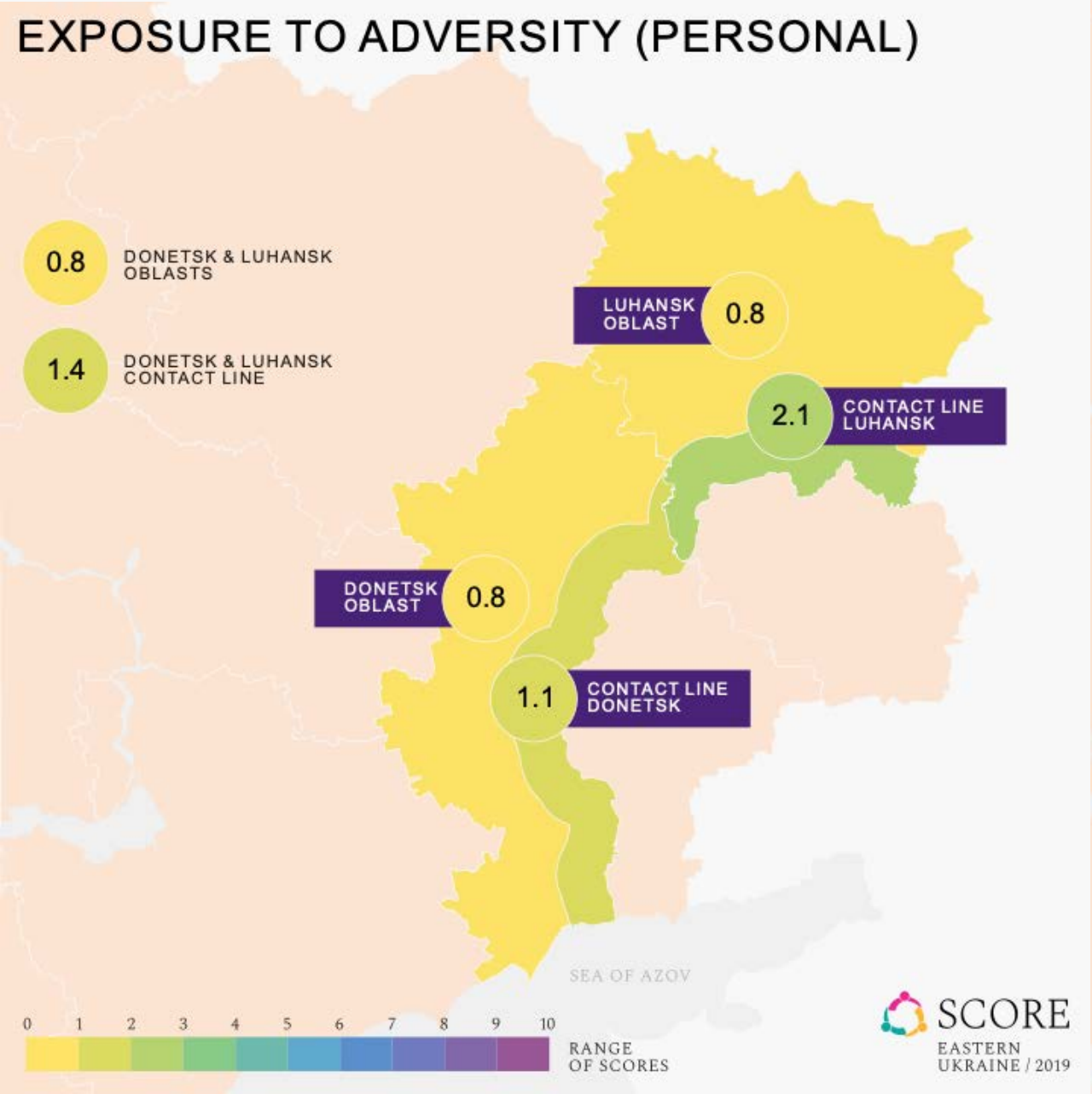


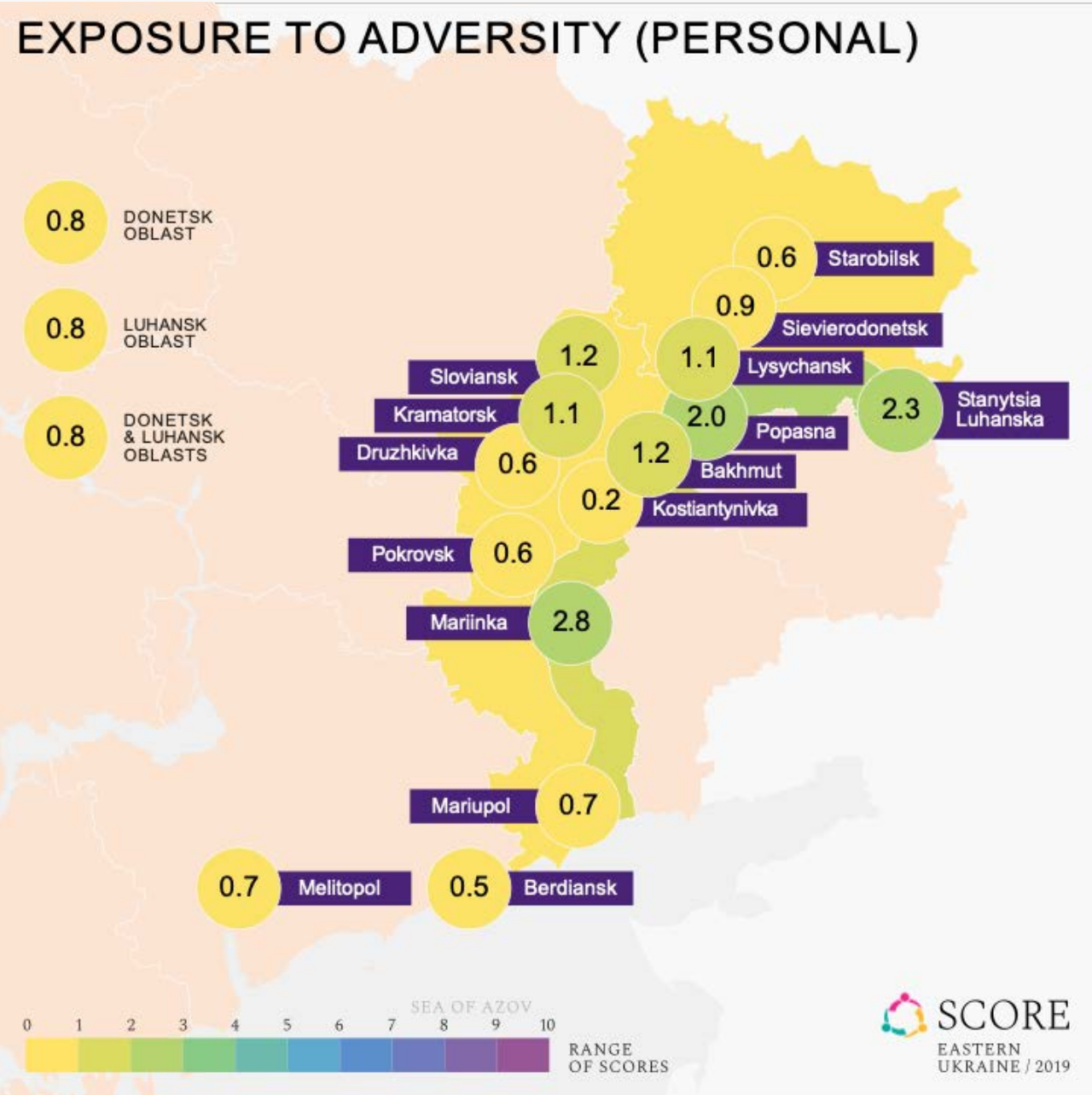
Exposure to adversity of a family member or a friend *The degree to which one has family members or close friends who have been exposed to adversity, violence or trauma (e.g. property violation, physical attack, torture, etc.)*





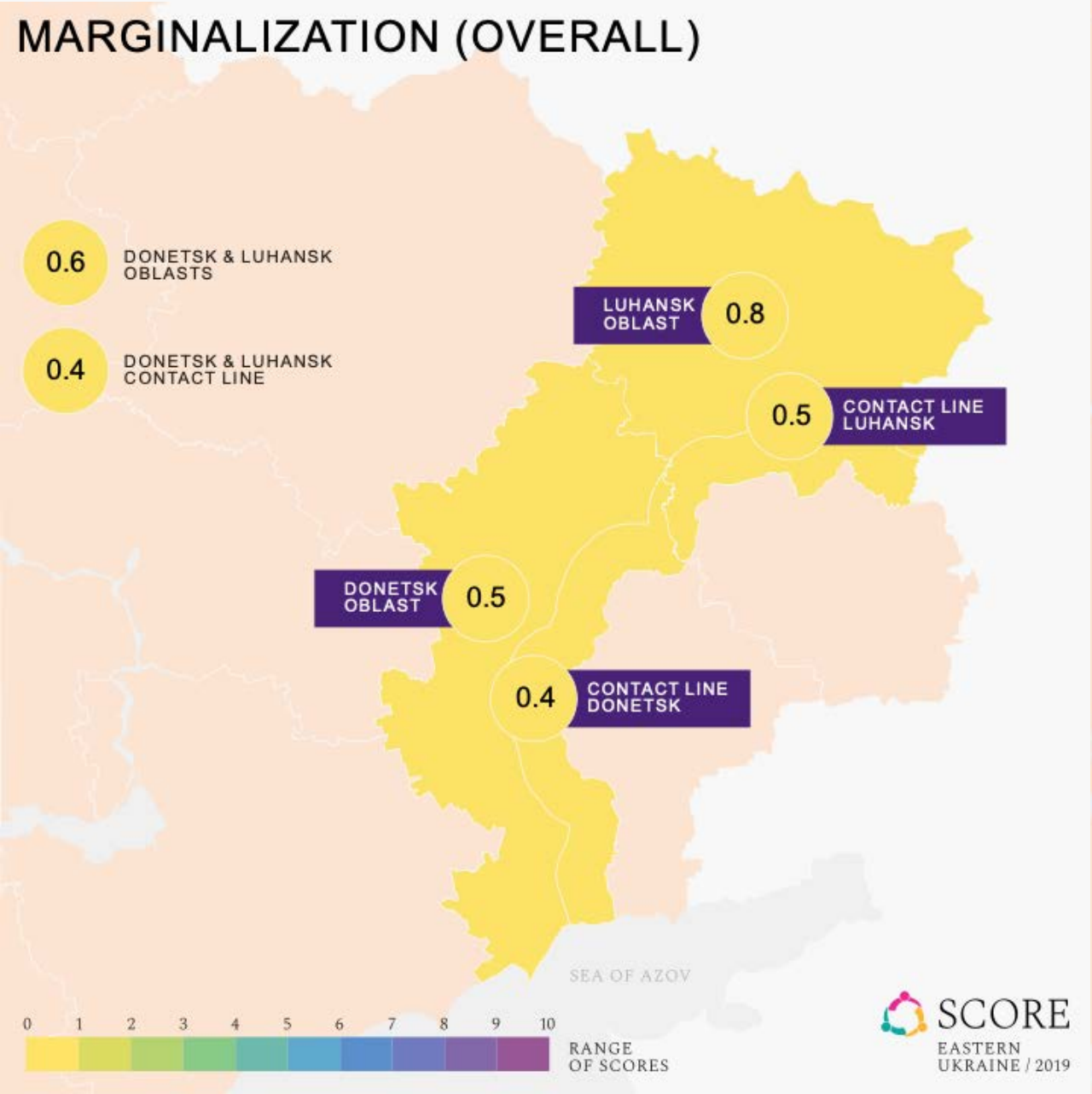
Exposure to adversity personal *The degree to which one has been personally exposed to adversity, violence or trauma (e.g. property violation, physical attack, torture etc)*

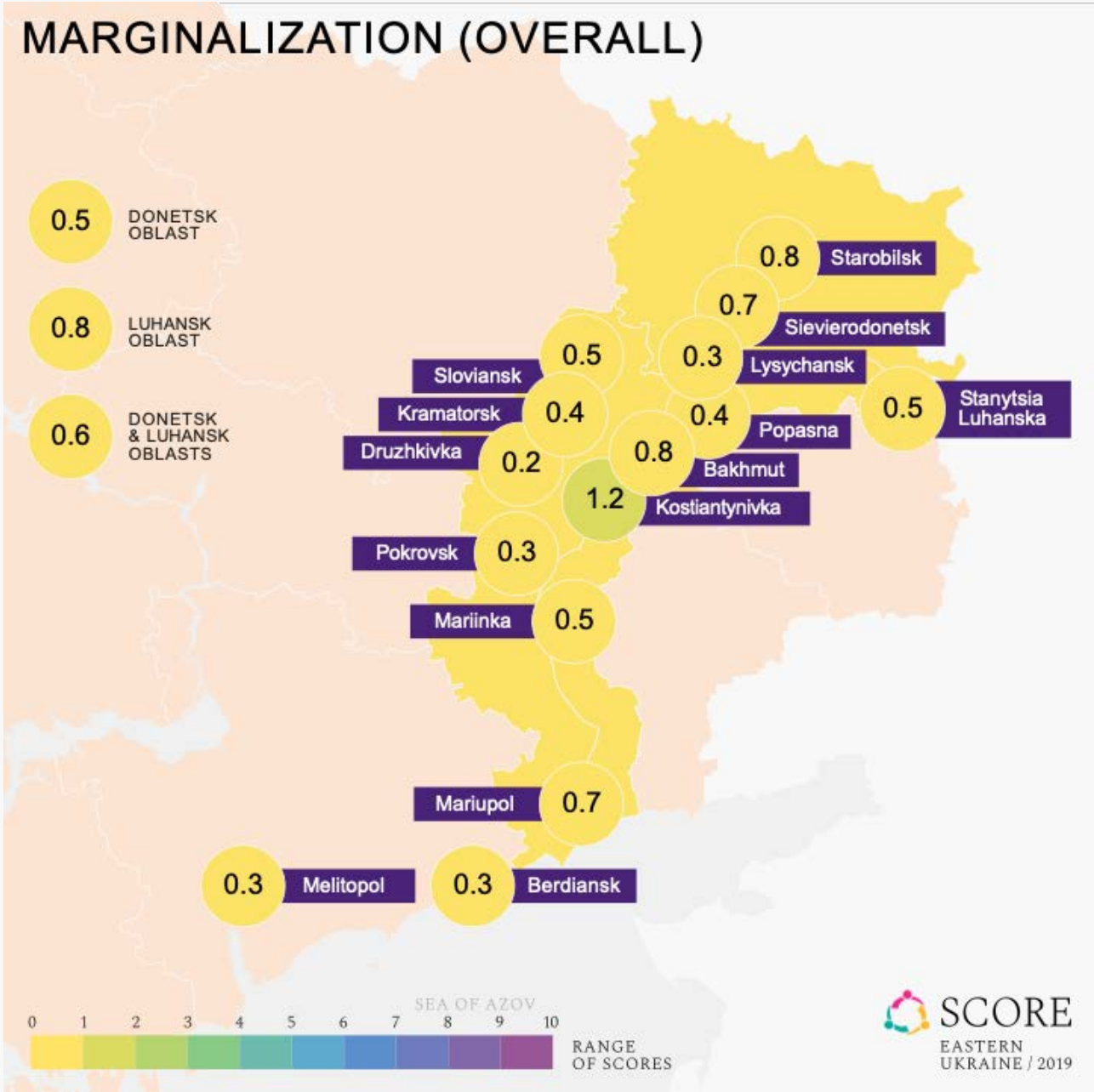




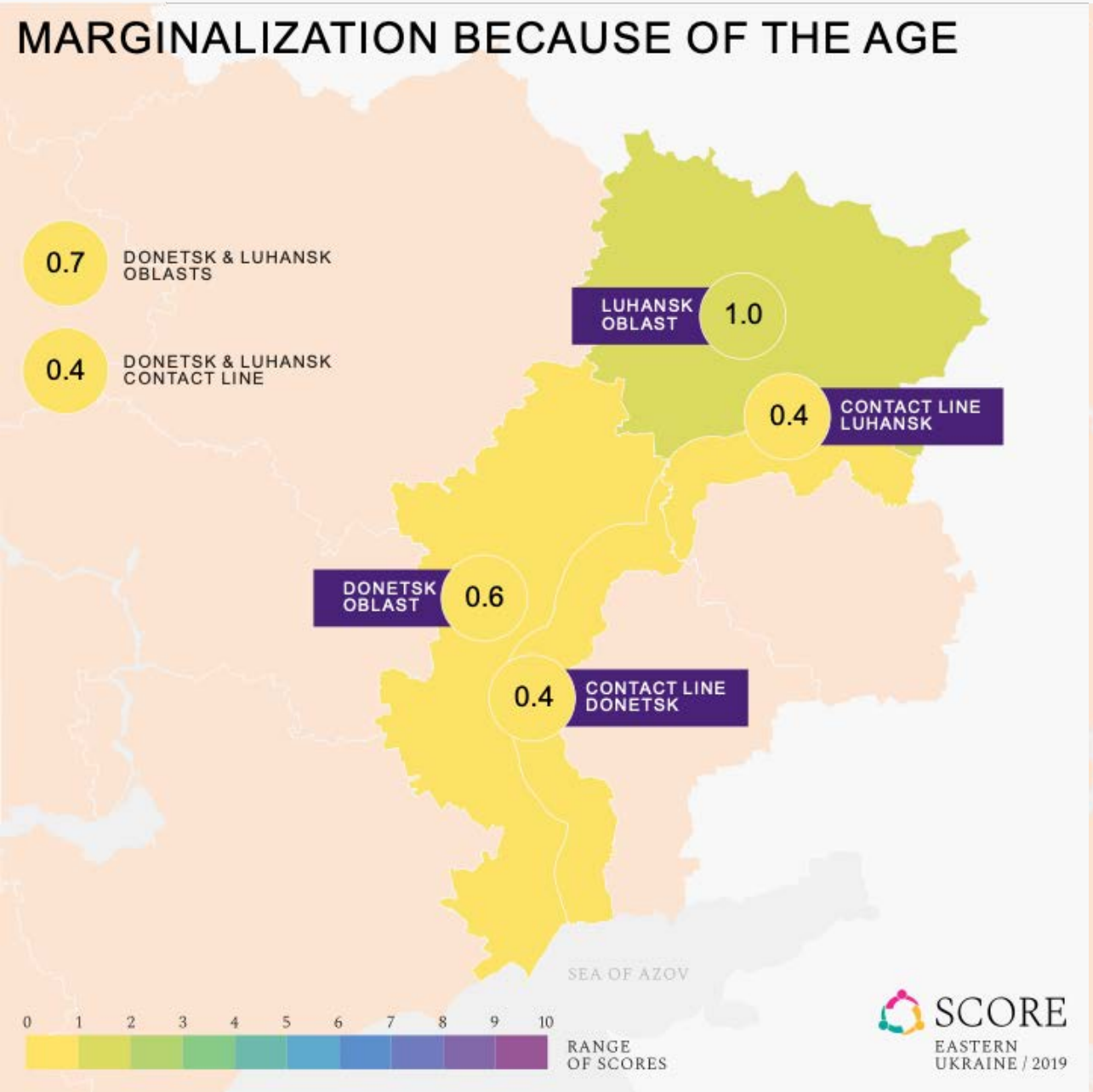
Marginalization (overall)

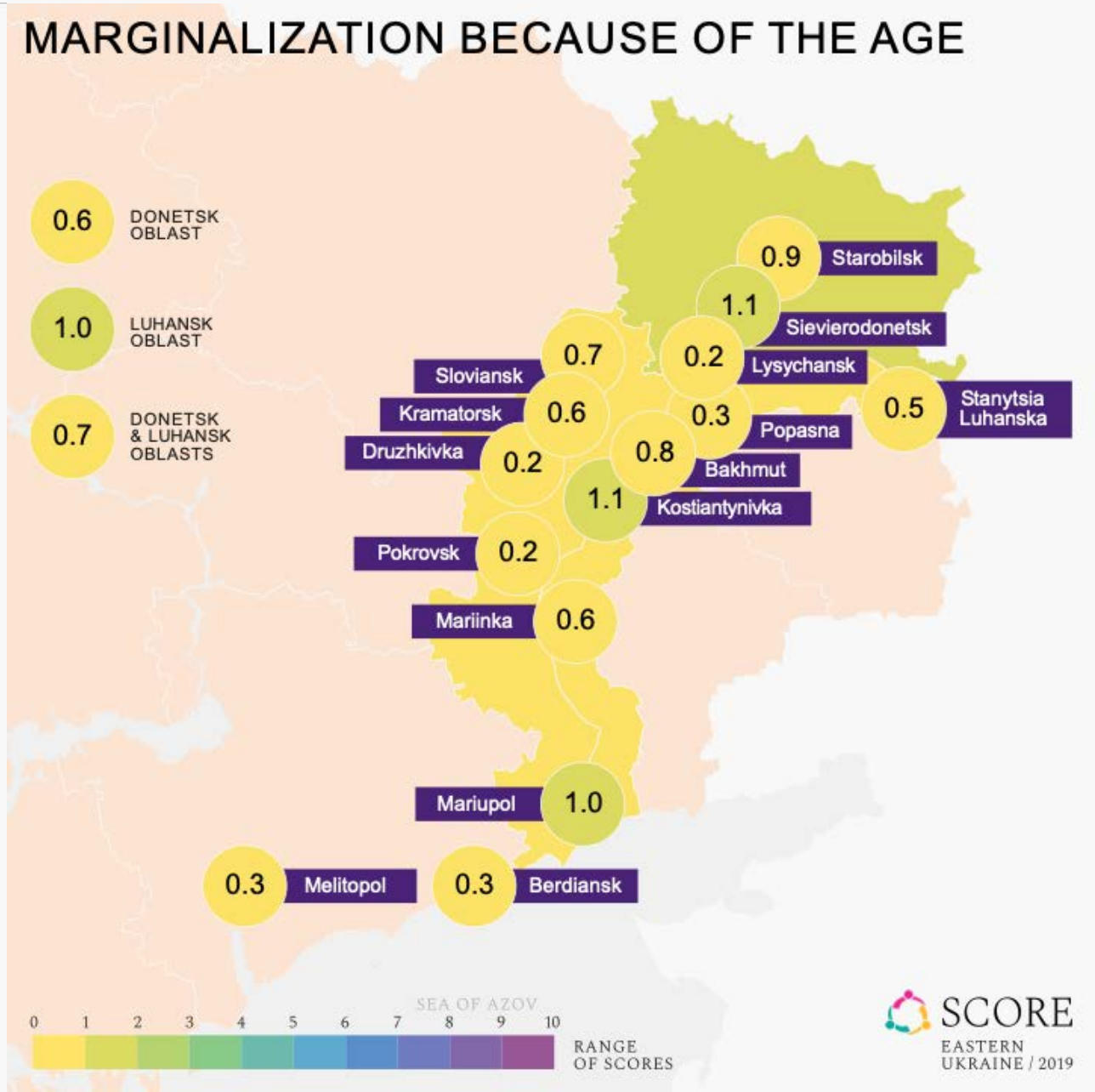
The combined degree to which one feels treated unfairly because of their position in society (e.g. level of income, education) or identity



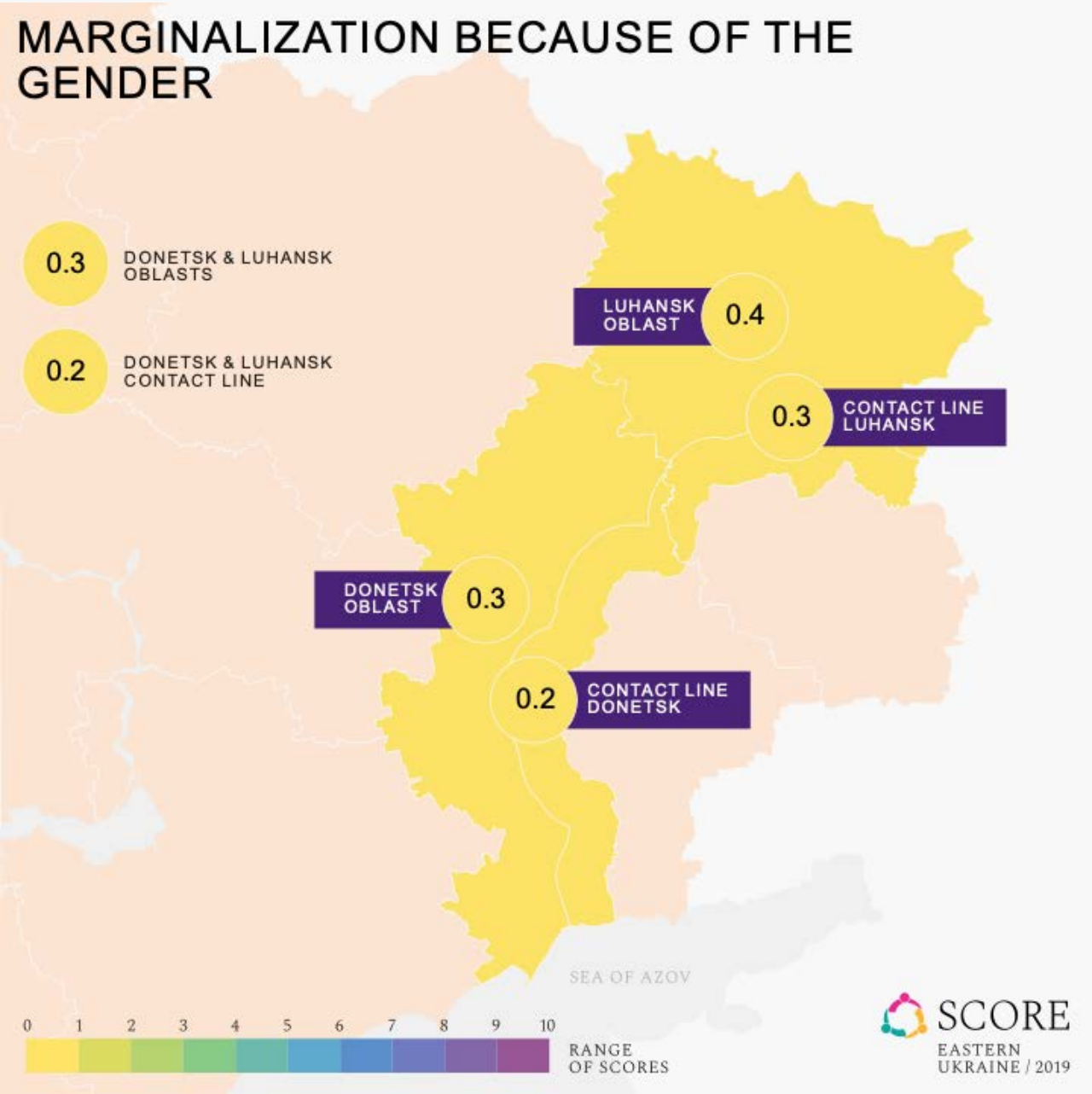


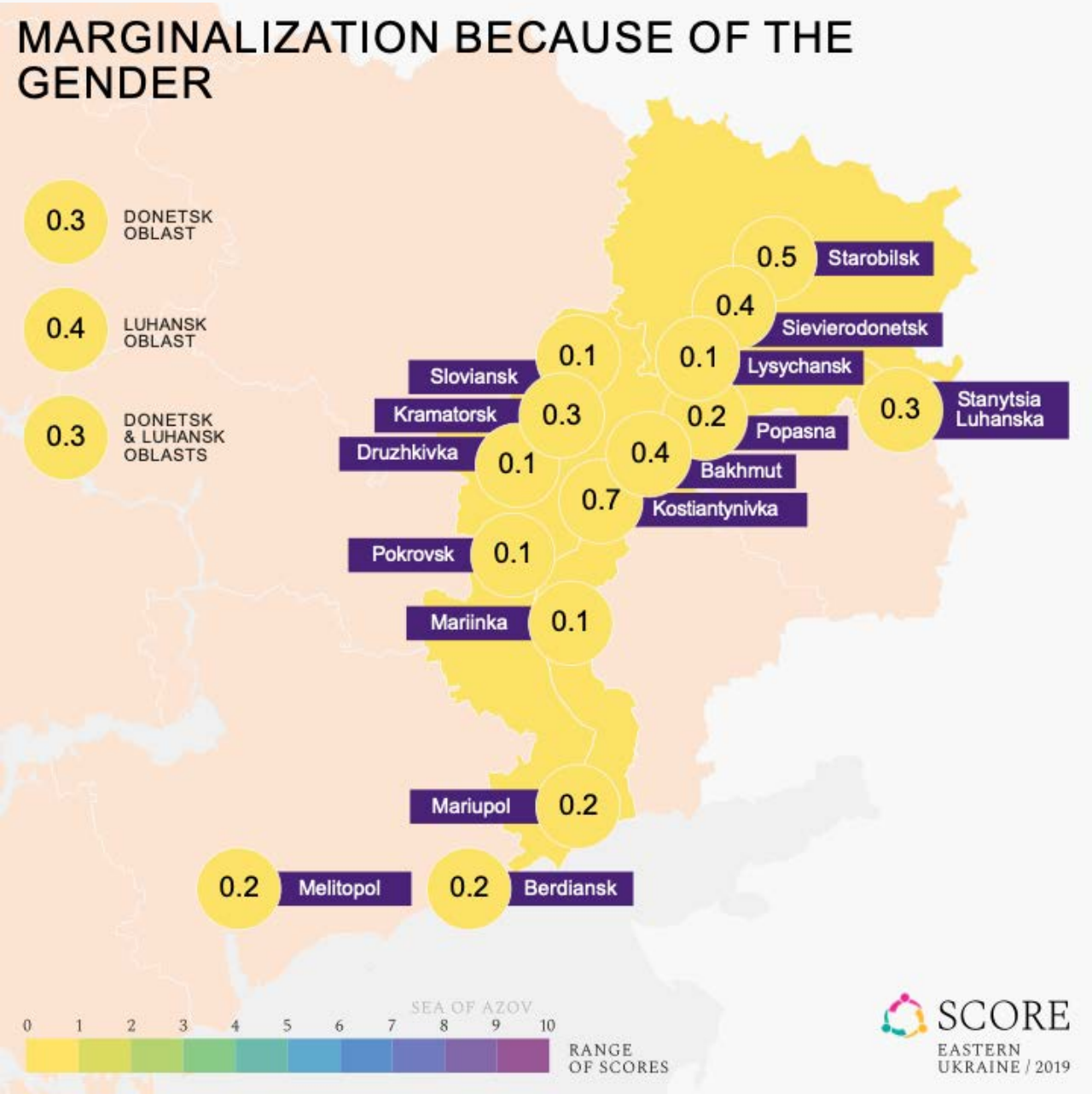
Marginalization because of the age



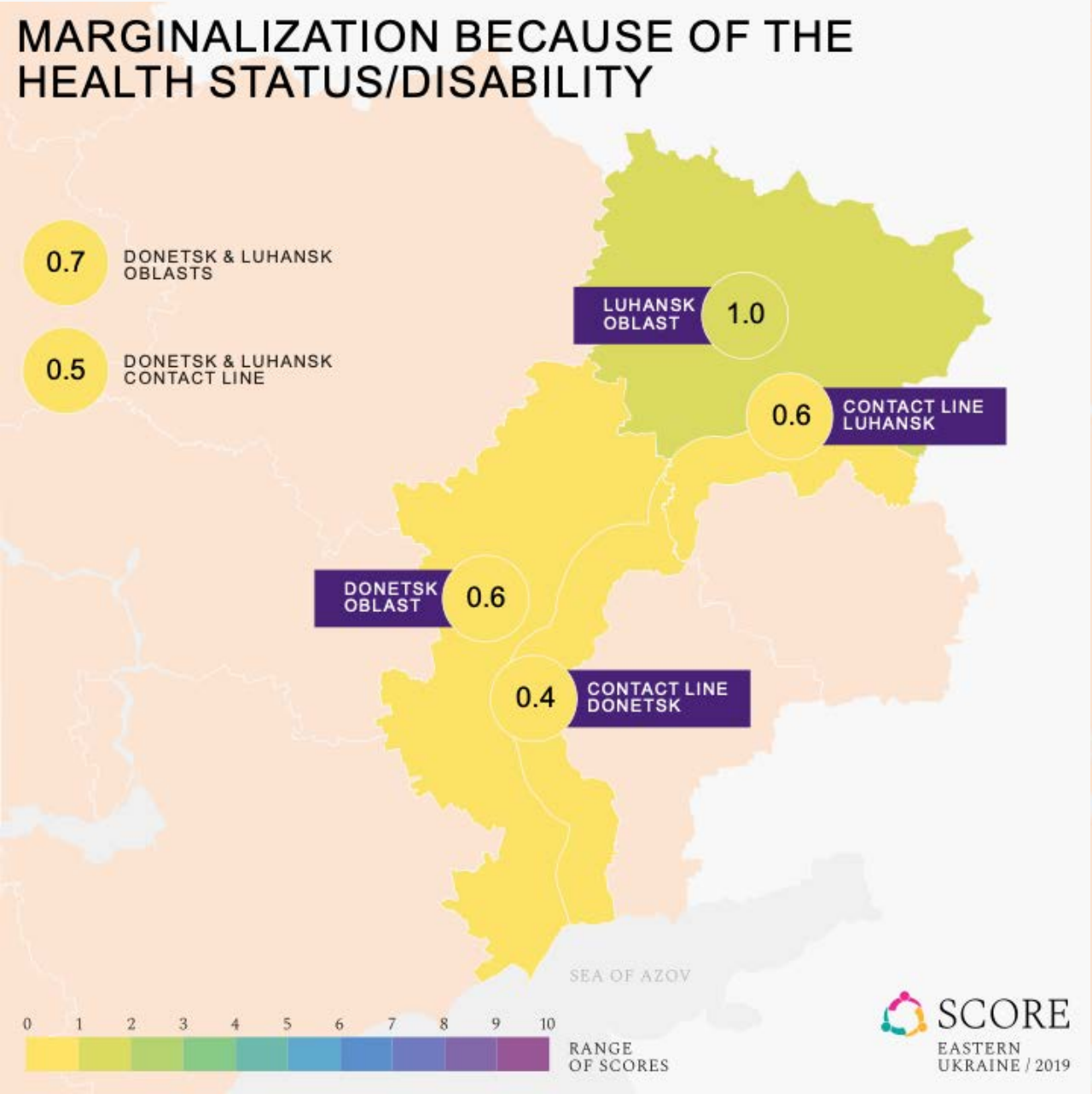


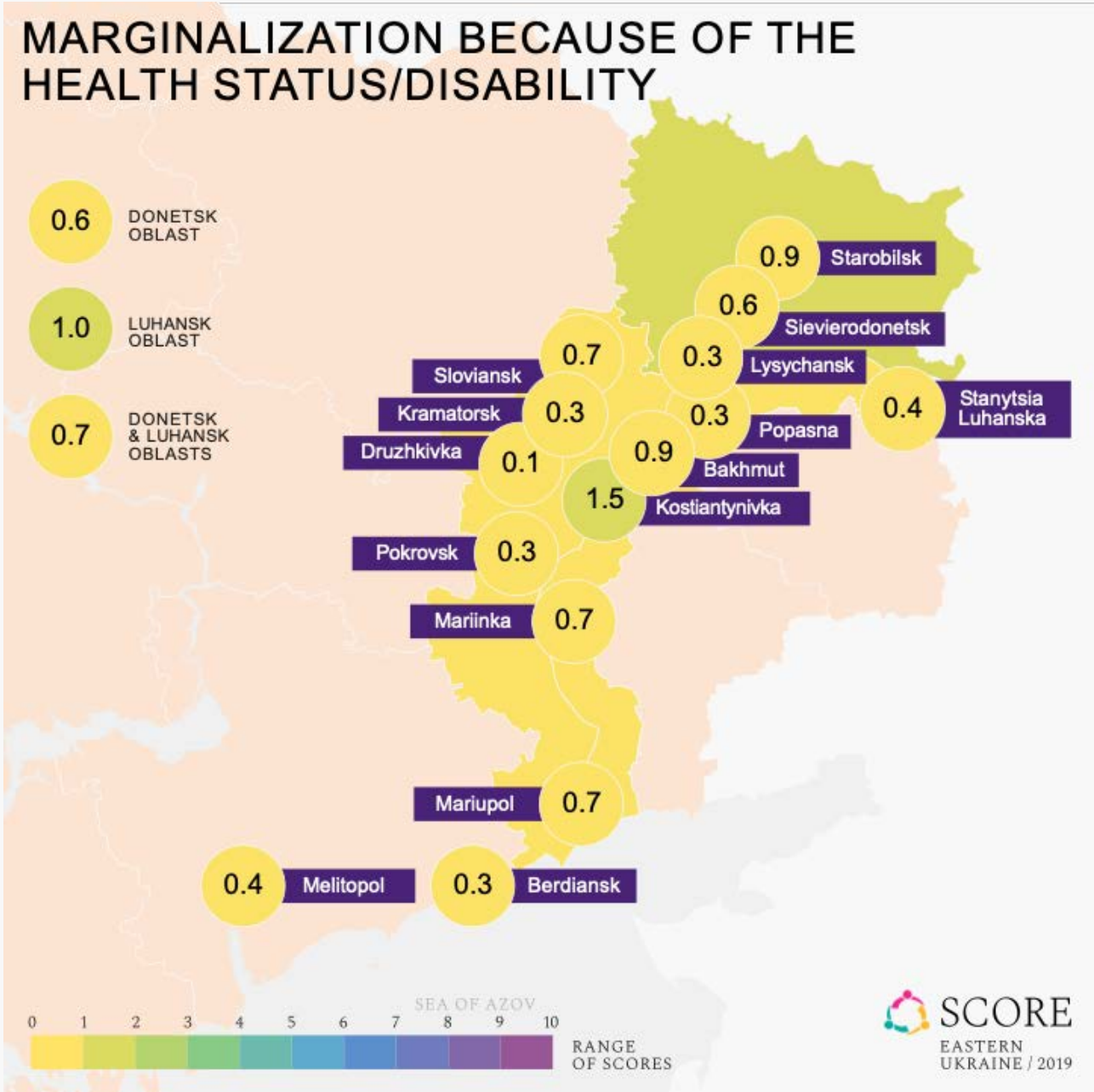
Marginalization because of the gender



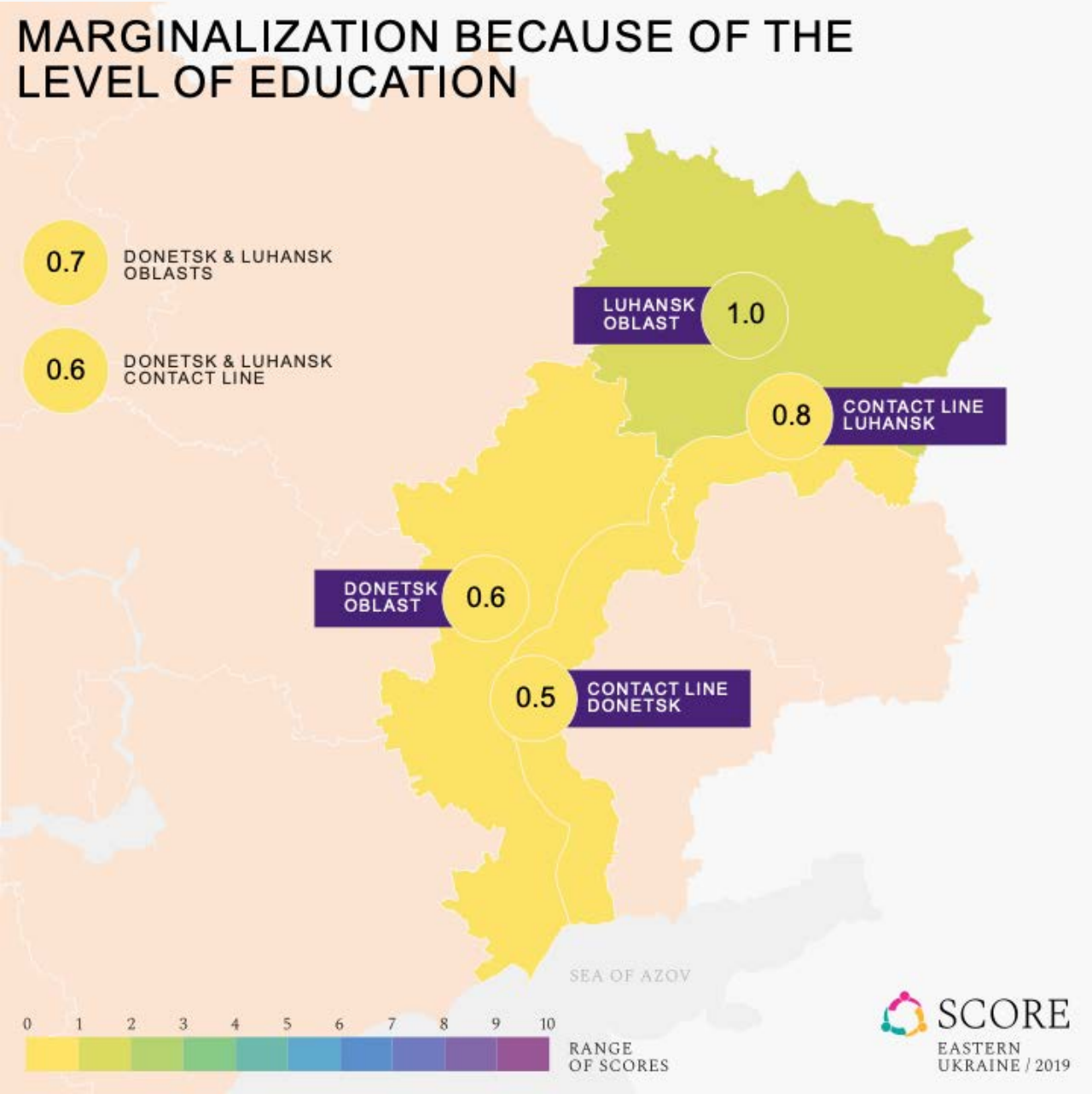


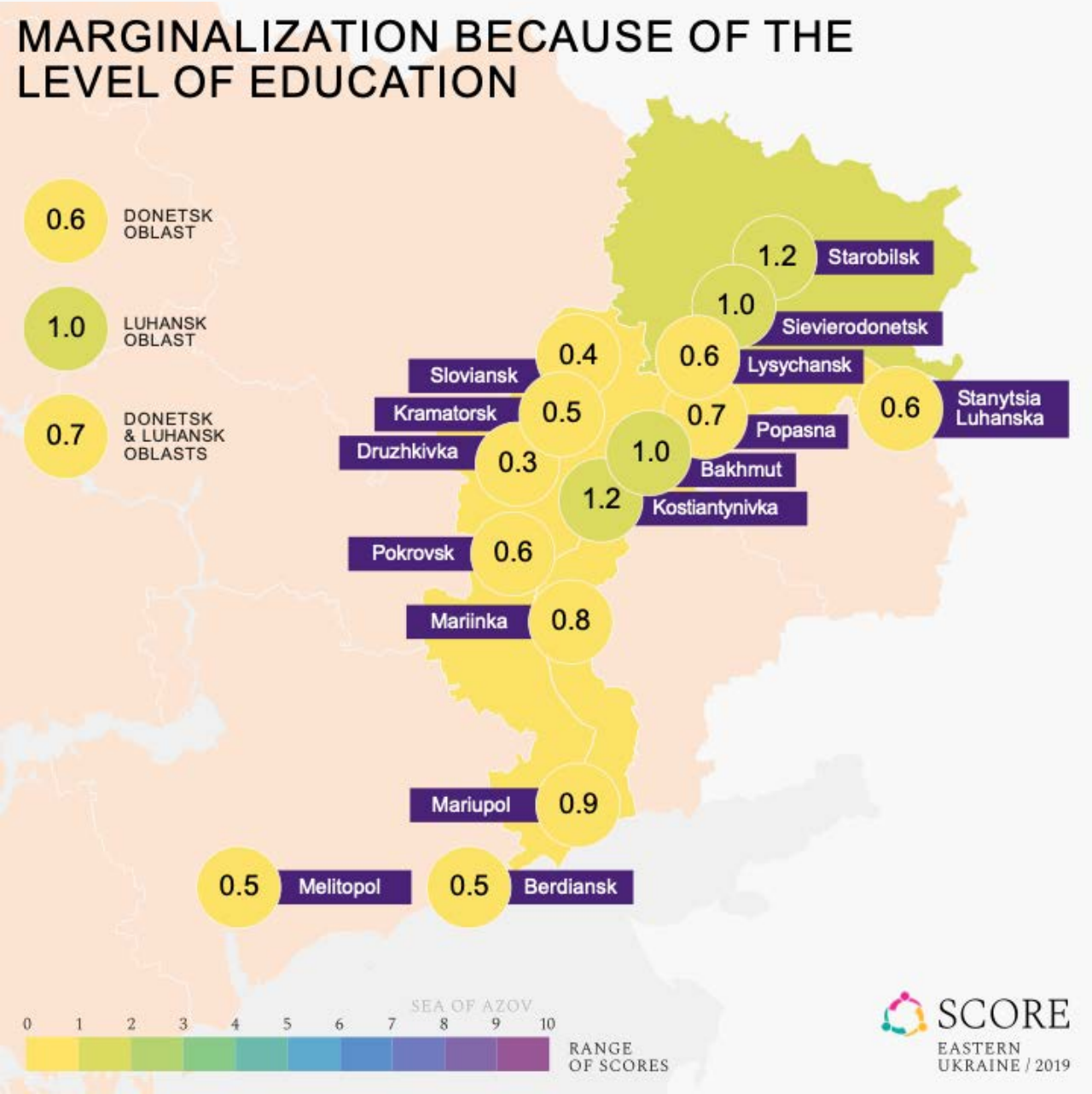
Marginalization because of the health status/disability



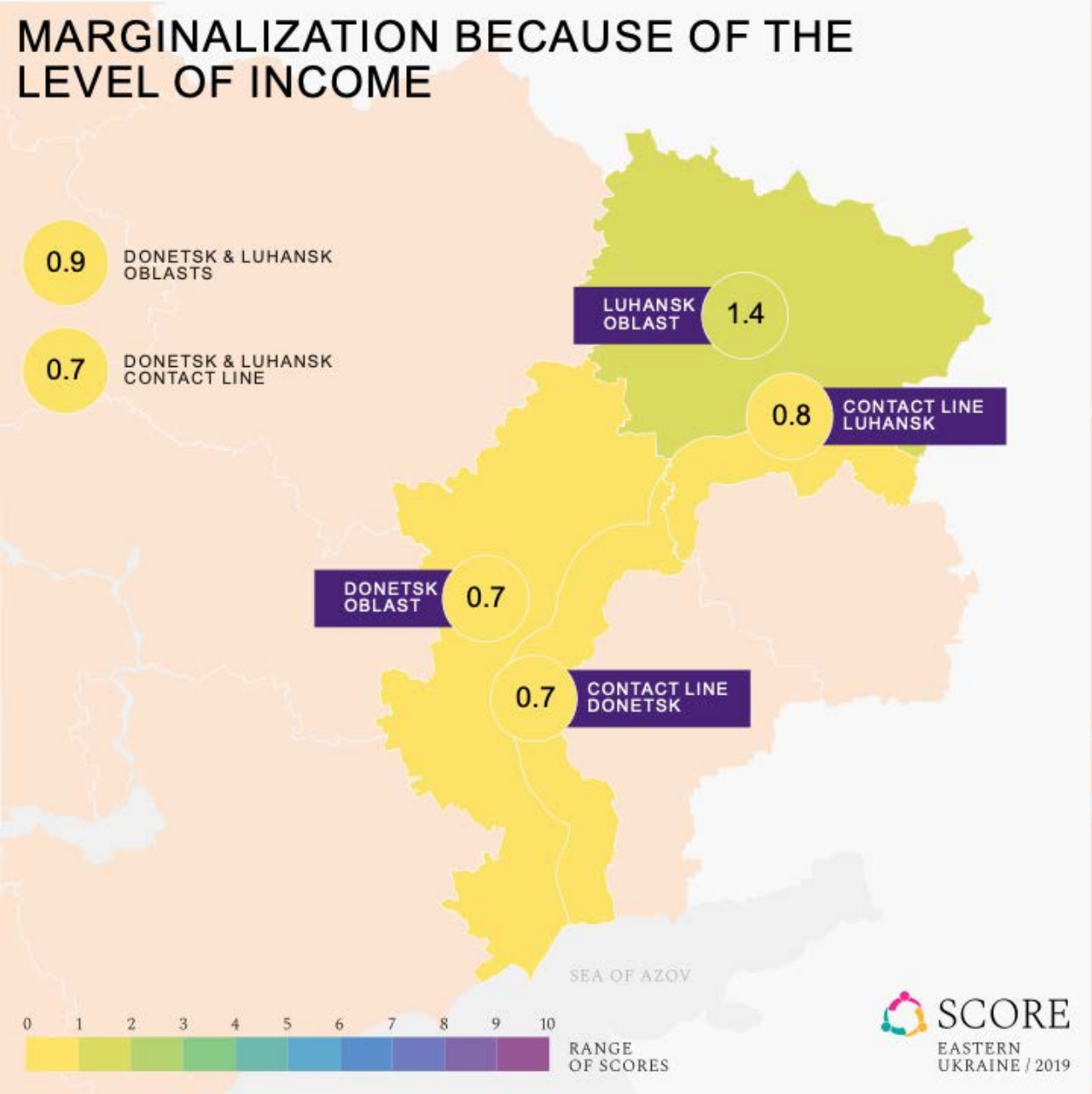


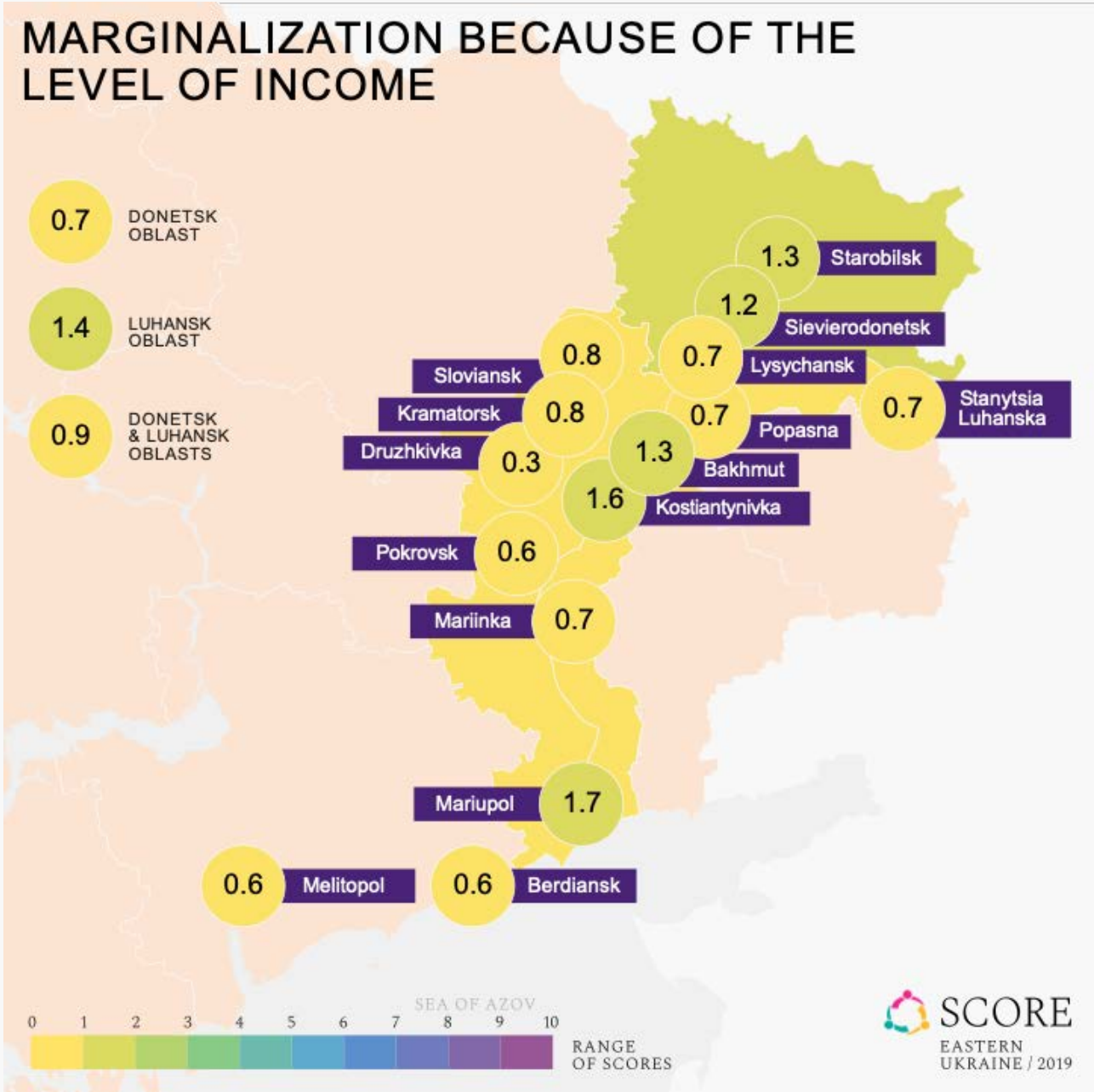
Marginalization because of the level of education



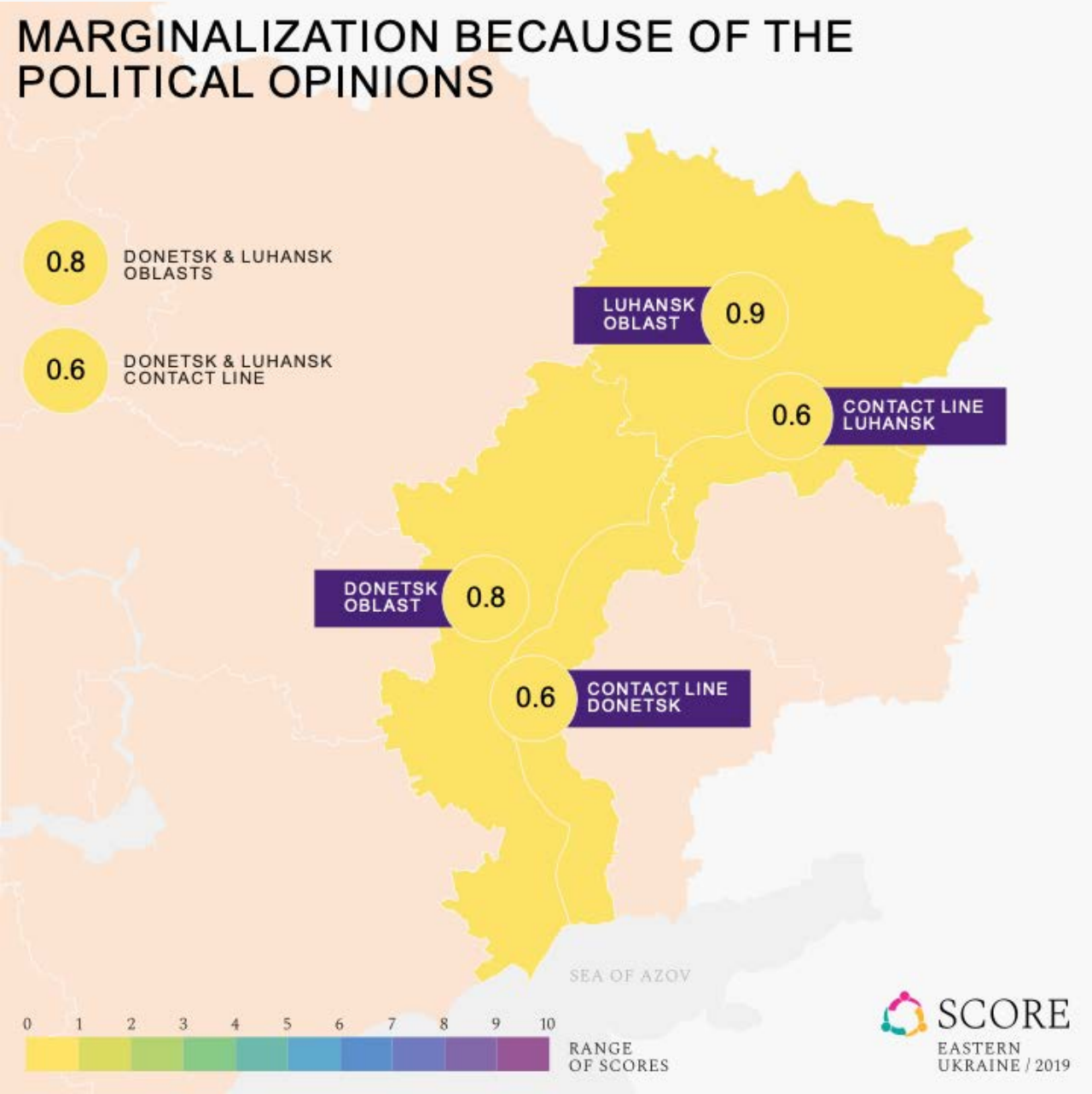


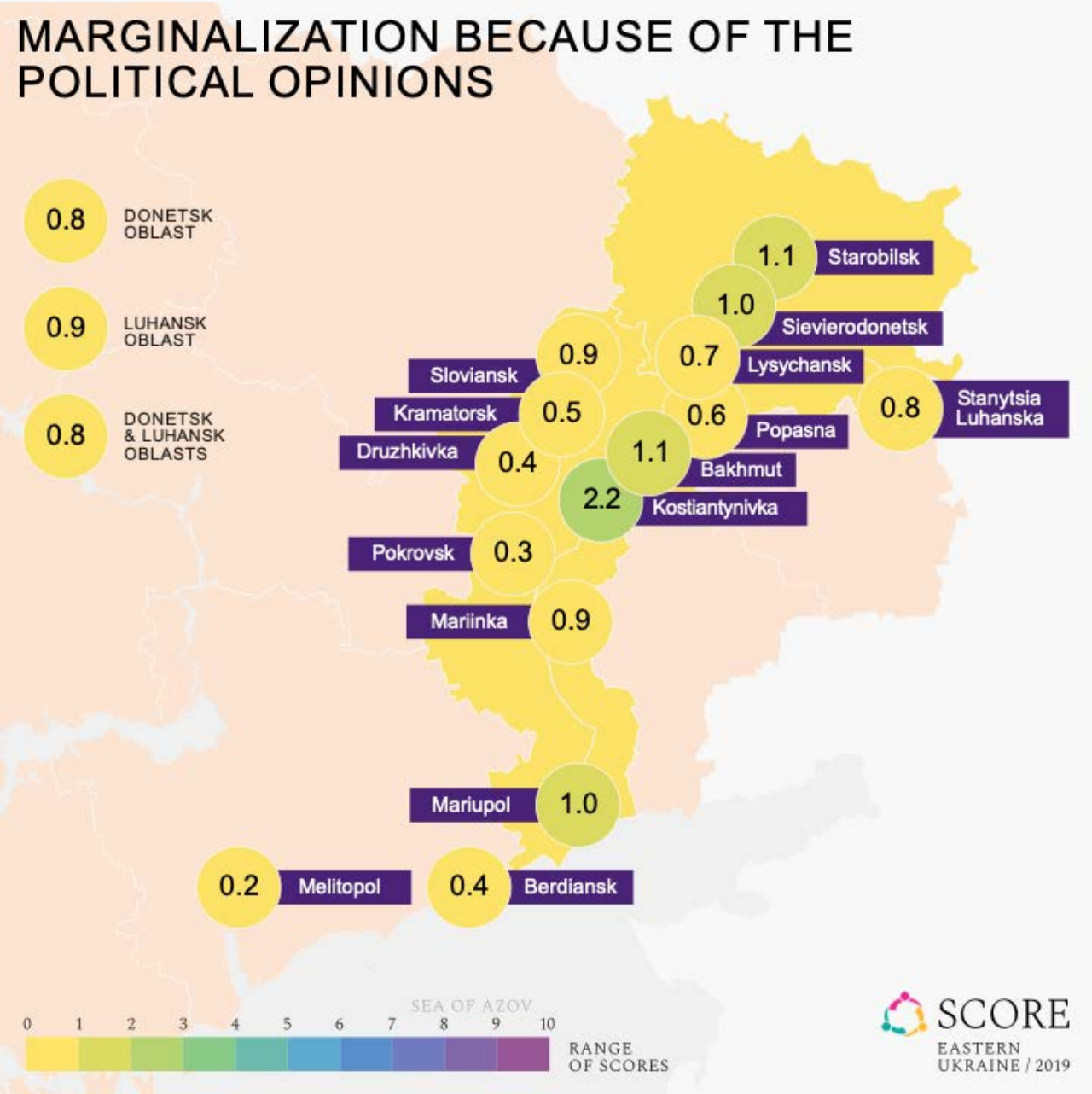
Marginalization because of the level of income



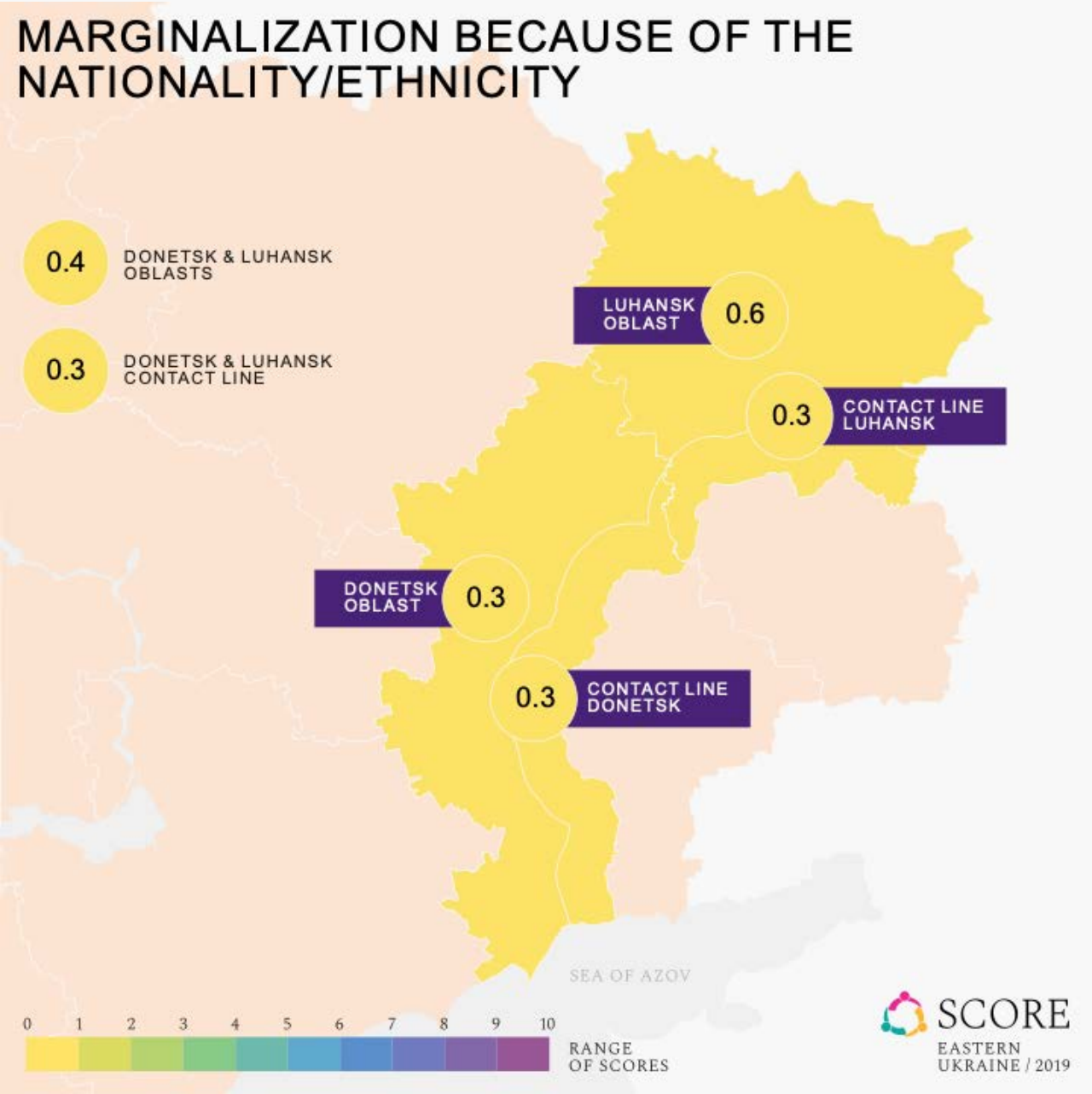


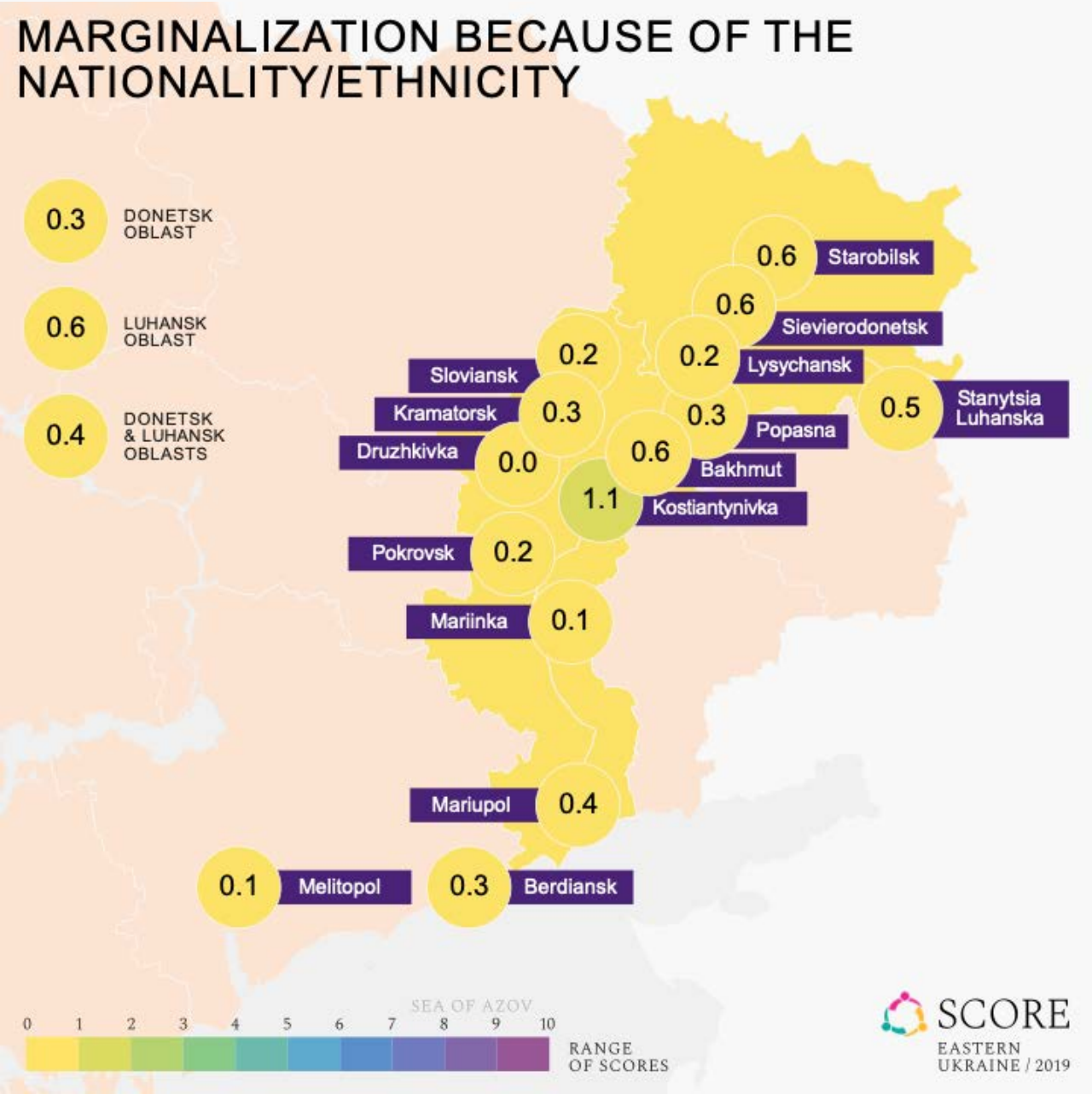
Marginalization because of the political opinions



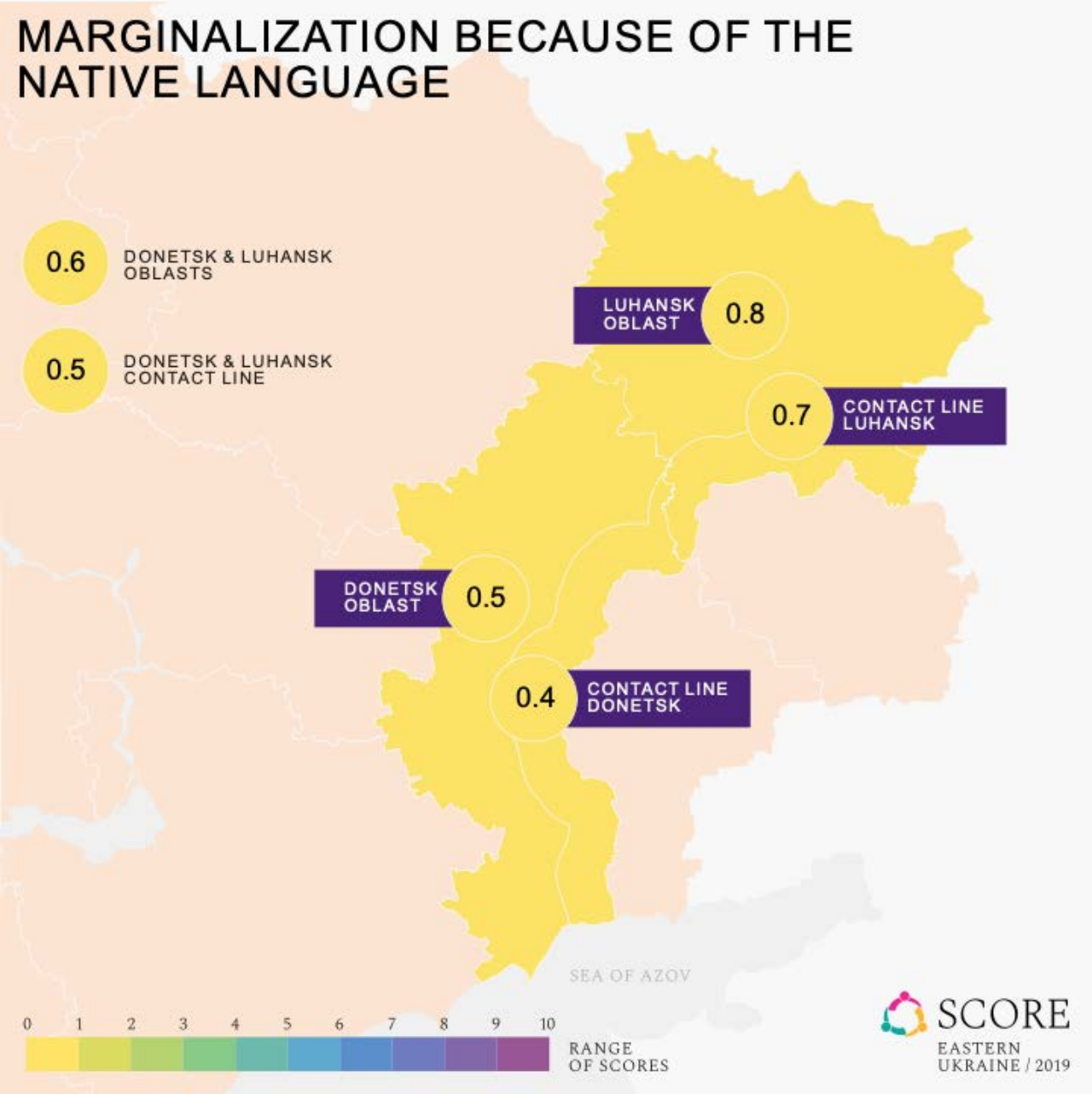


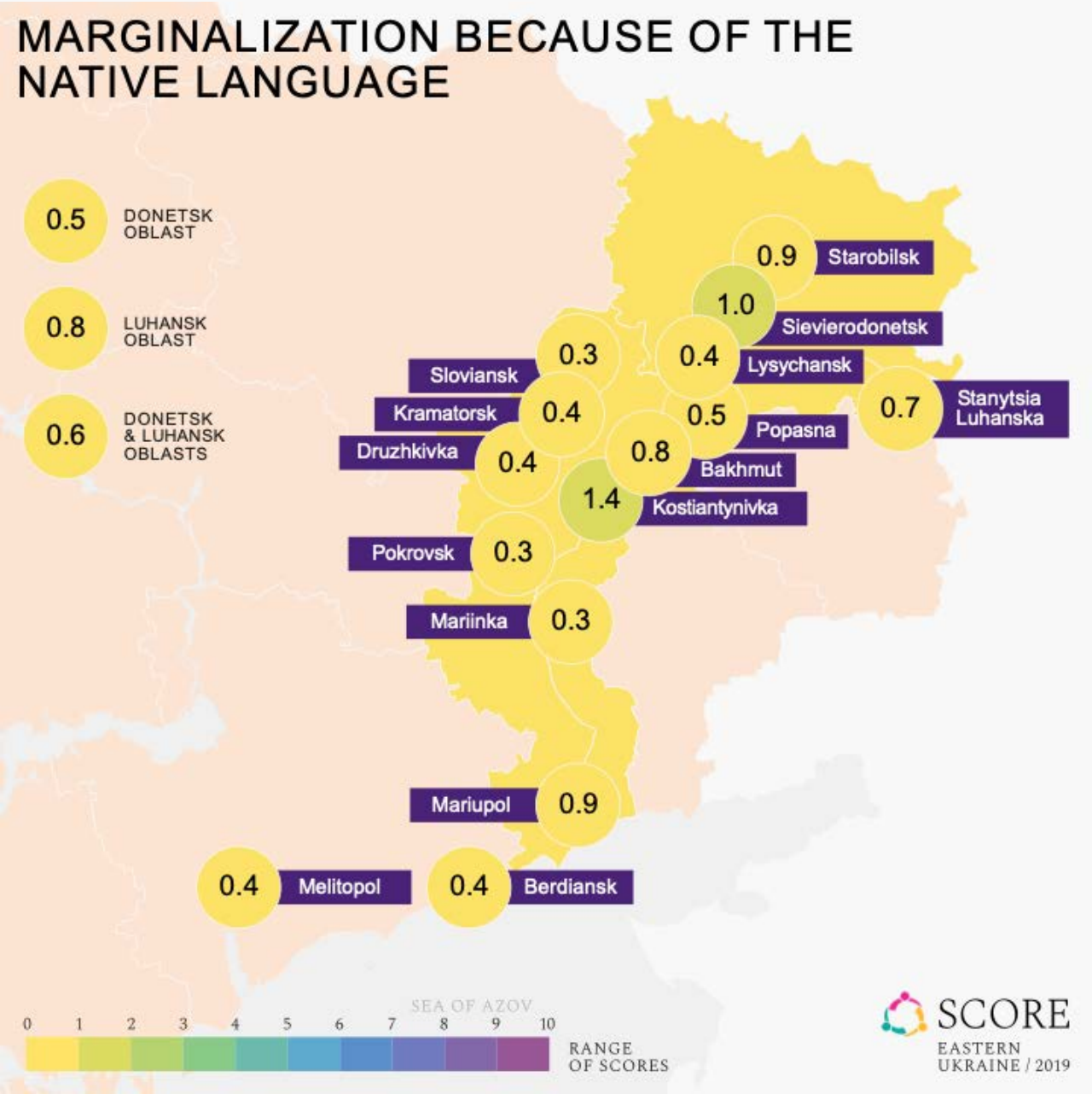
Marginalization because of the nationality/ethnicity



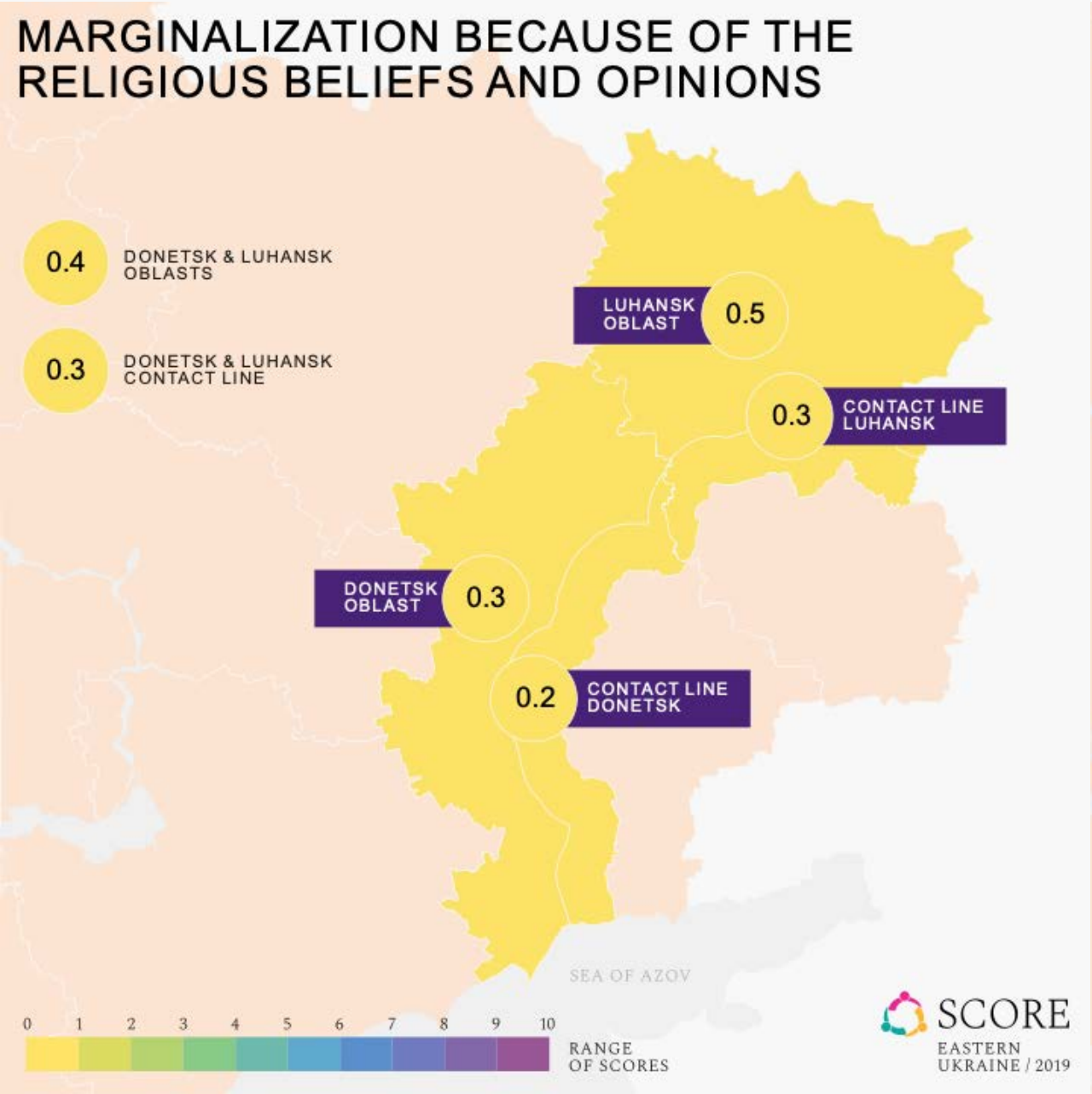


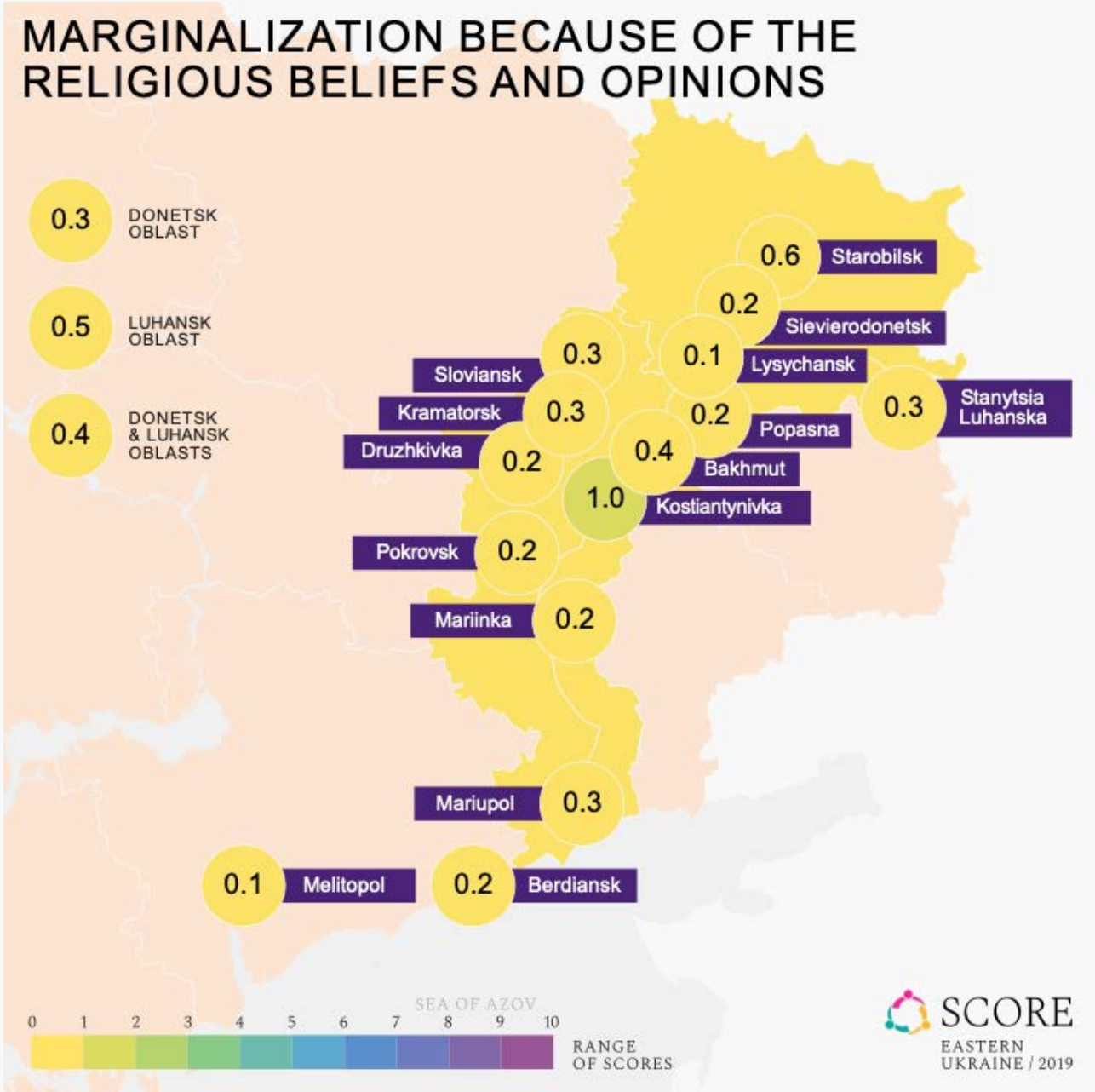
Marginalization because of the native language



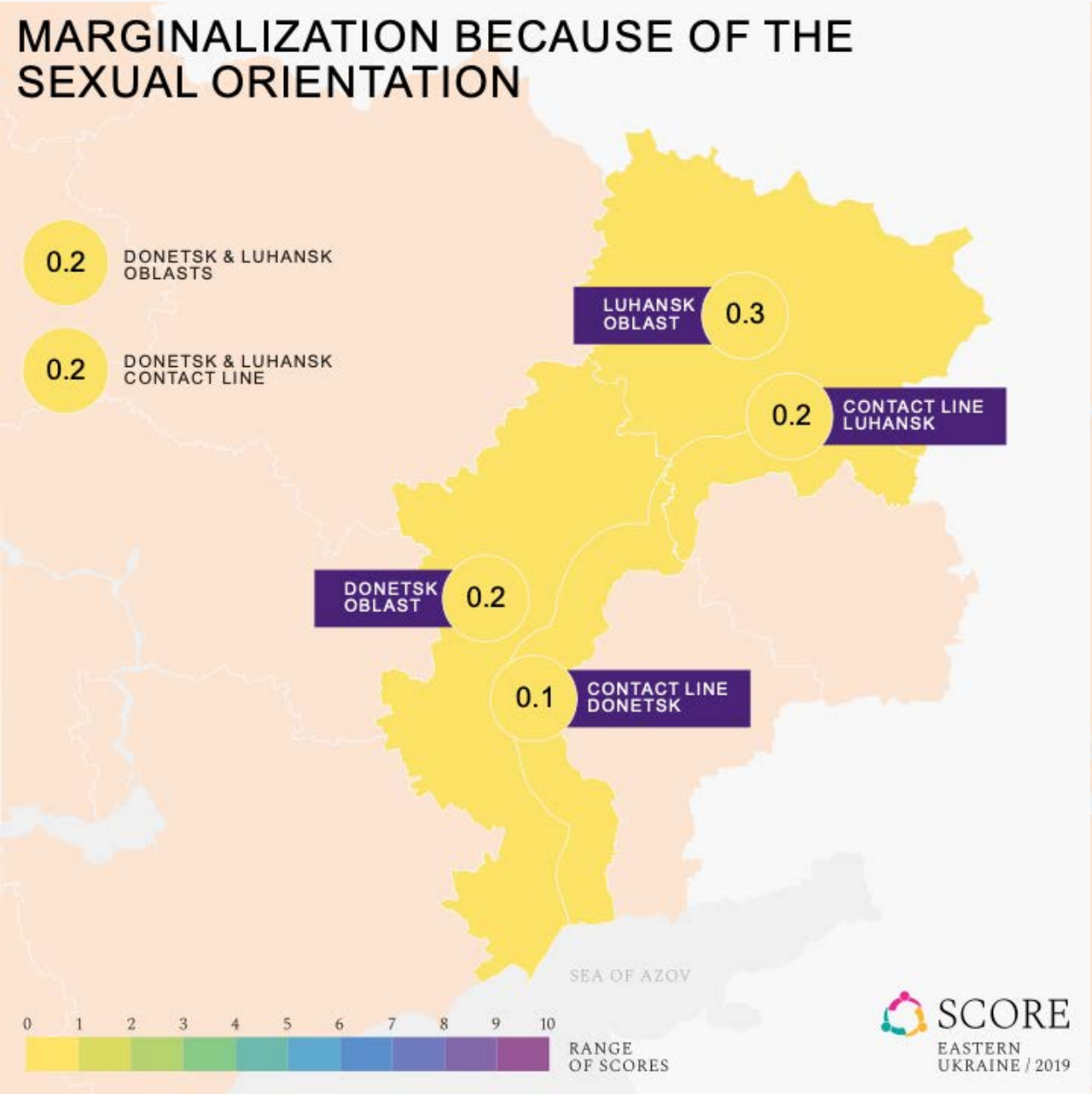


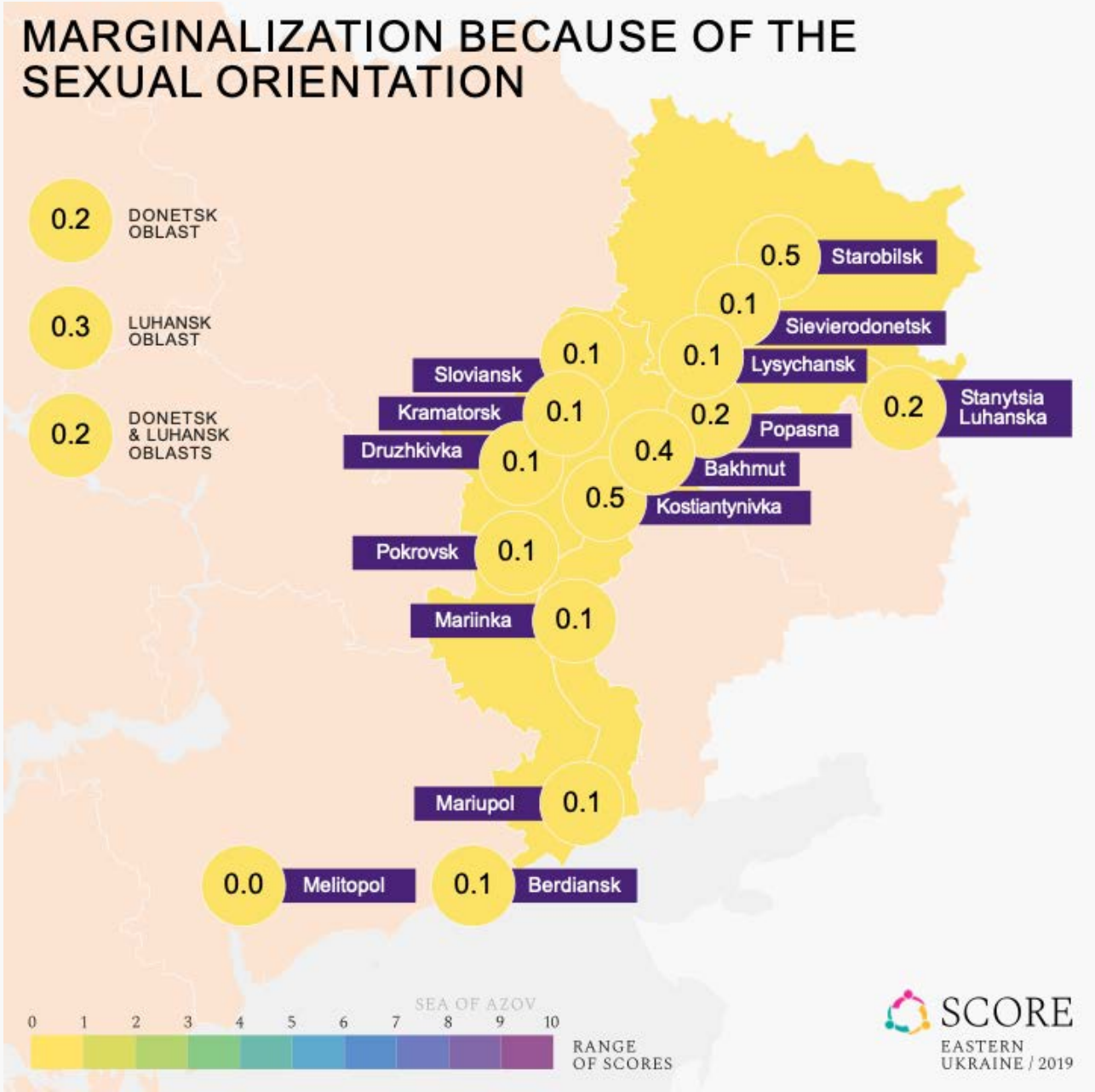
Marginalization because of the religious beliefs and opinions

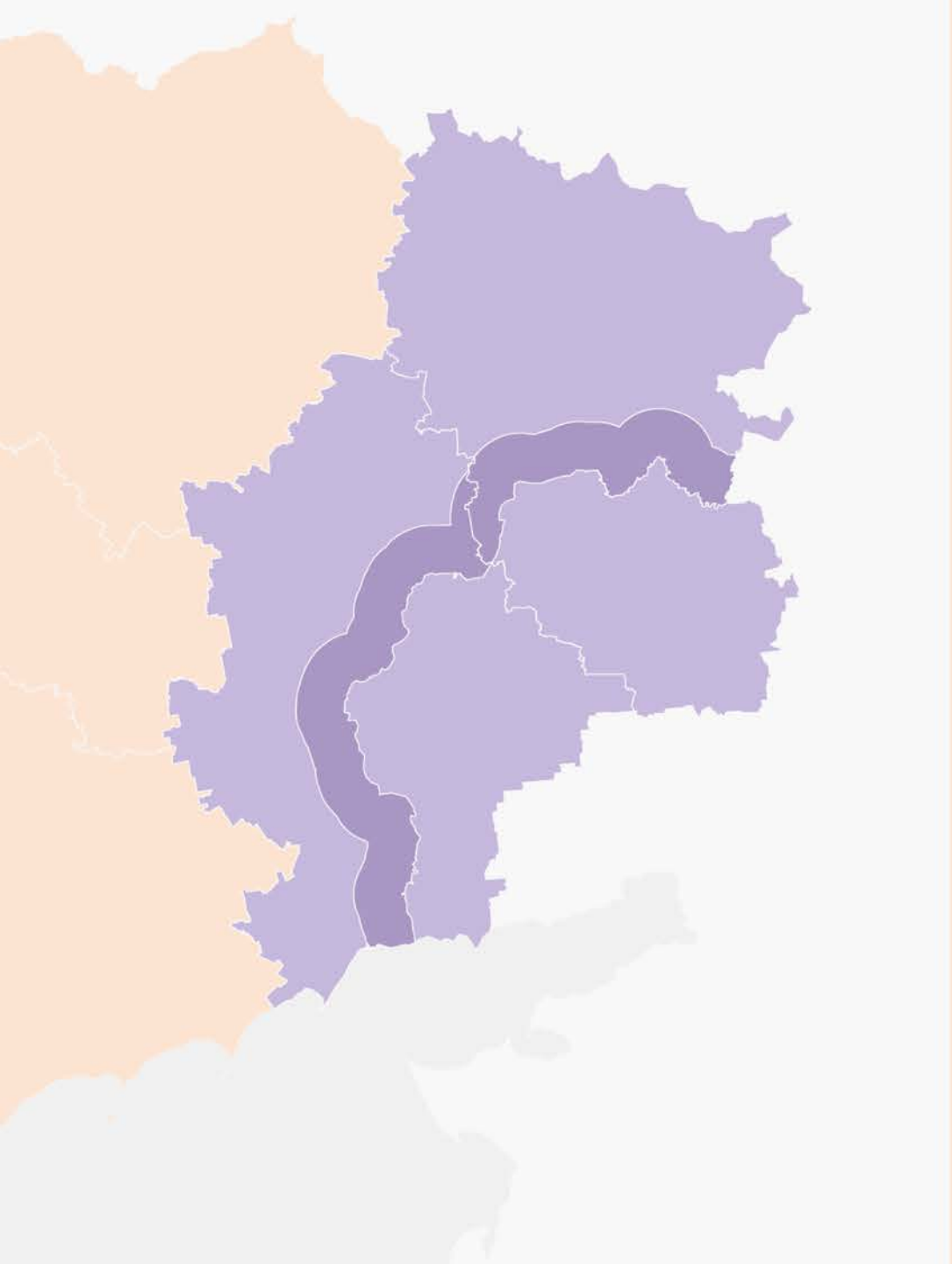




Marginalization because of the sexual orientation







Future vision for the NGCA

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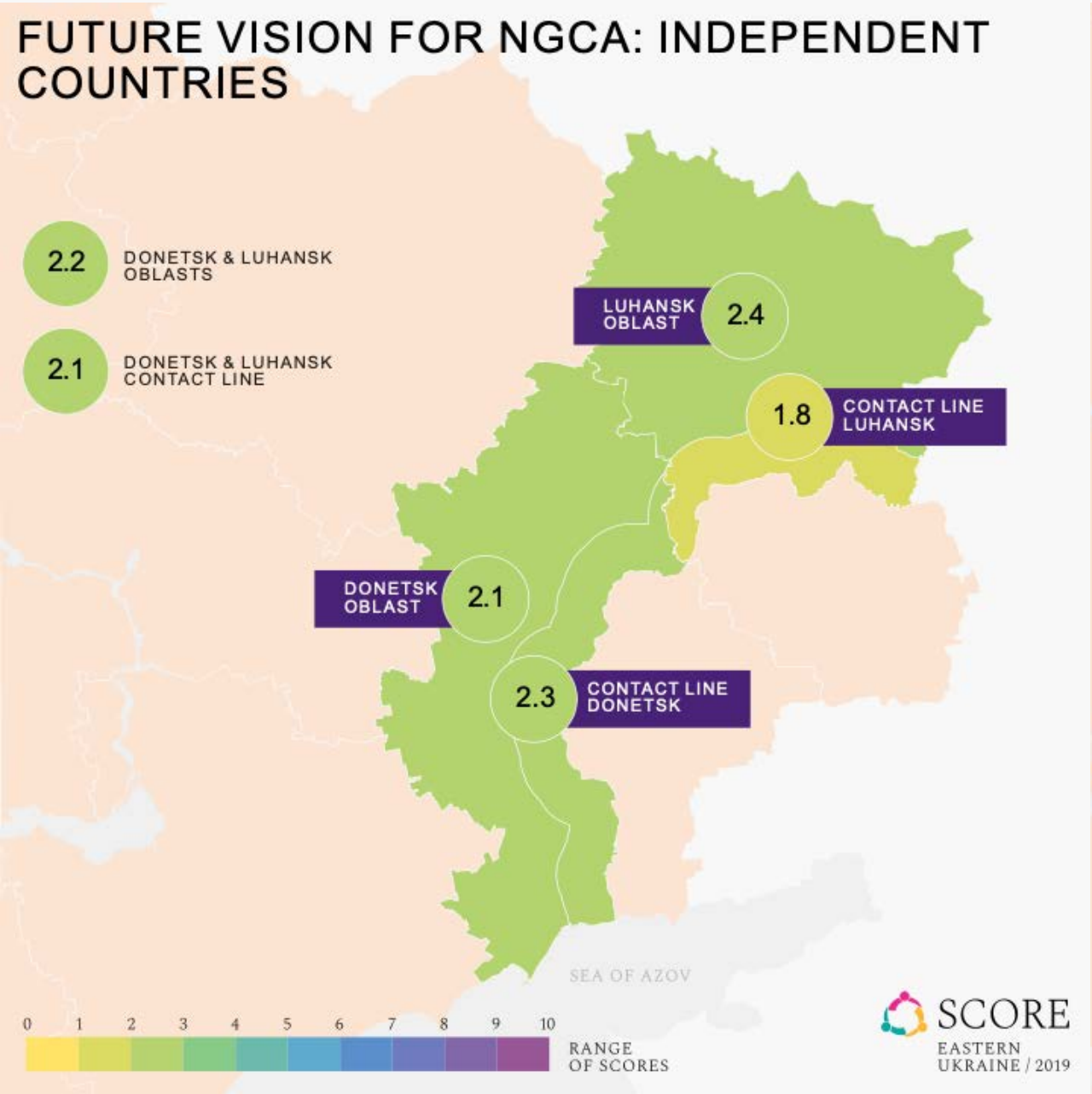
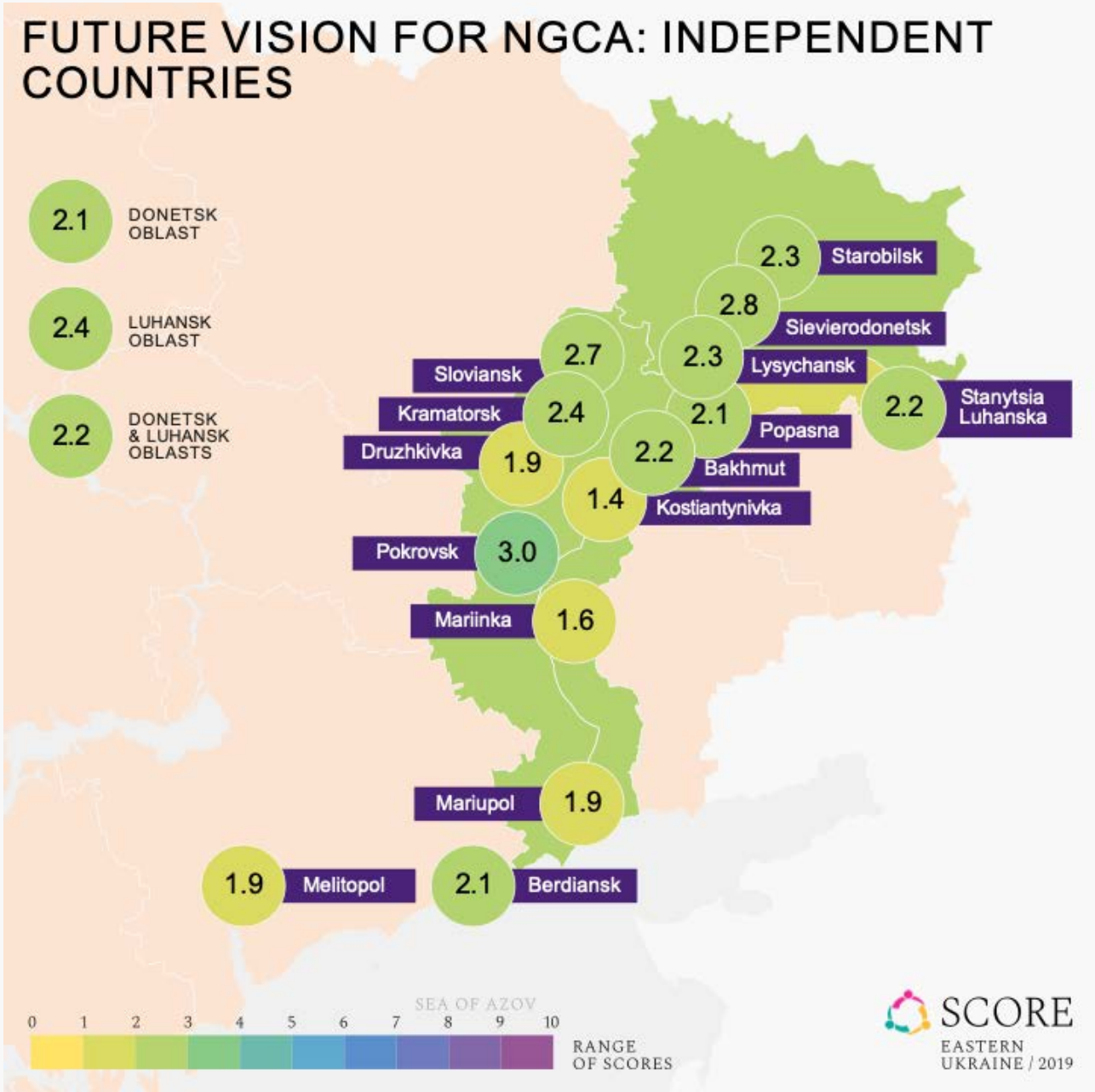
Future vision for the NGCA: Independent countries

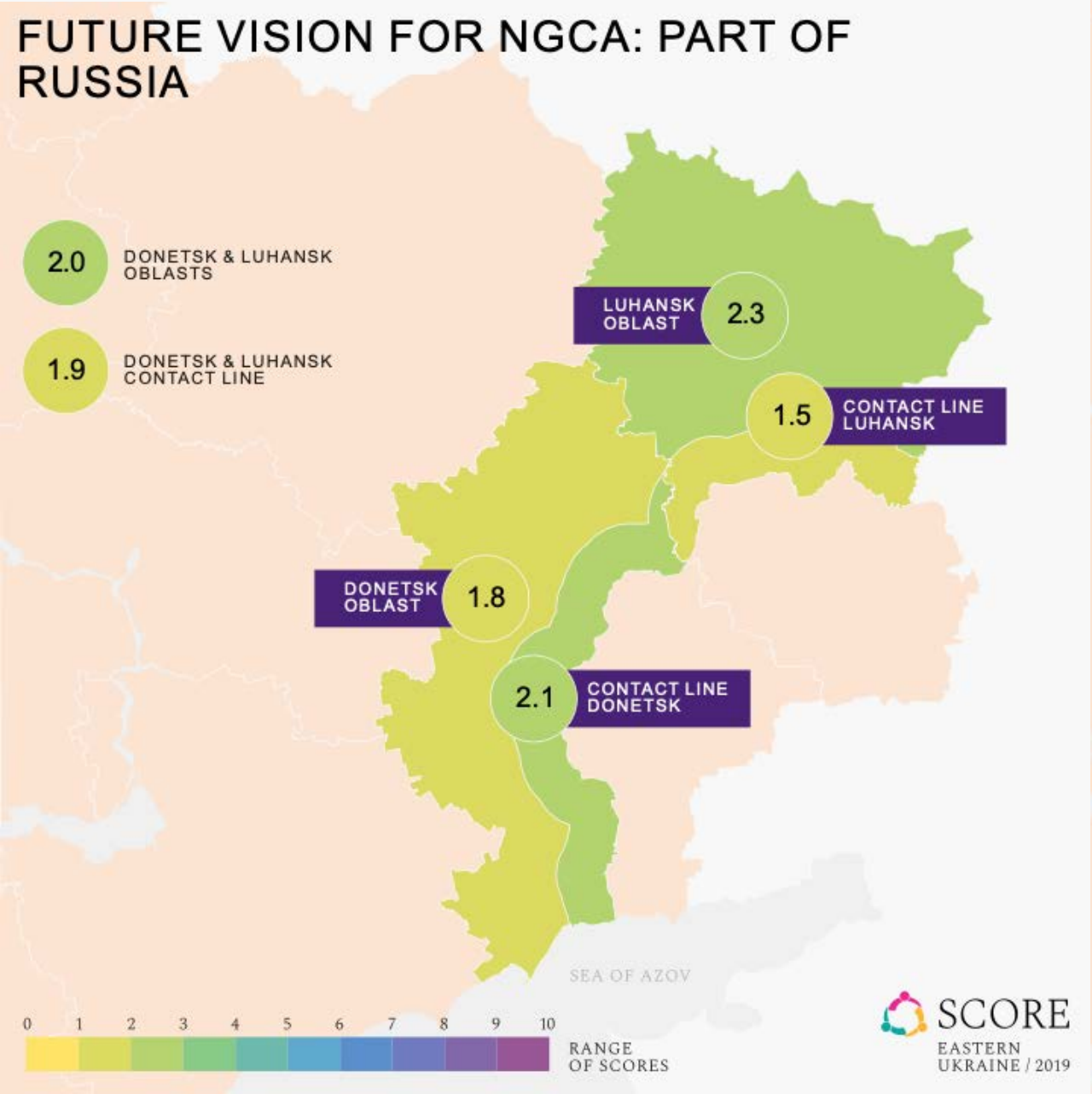
The level of support for the future status of the non-government controlled areas of Donetsk and Luhansk oblasts to become internationally recognized independent countries

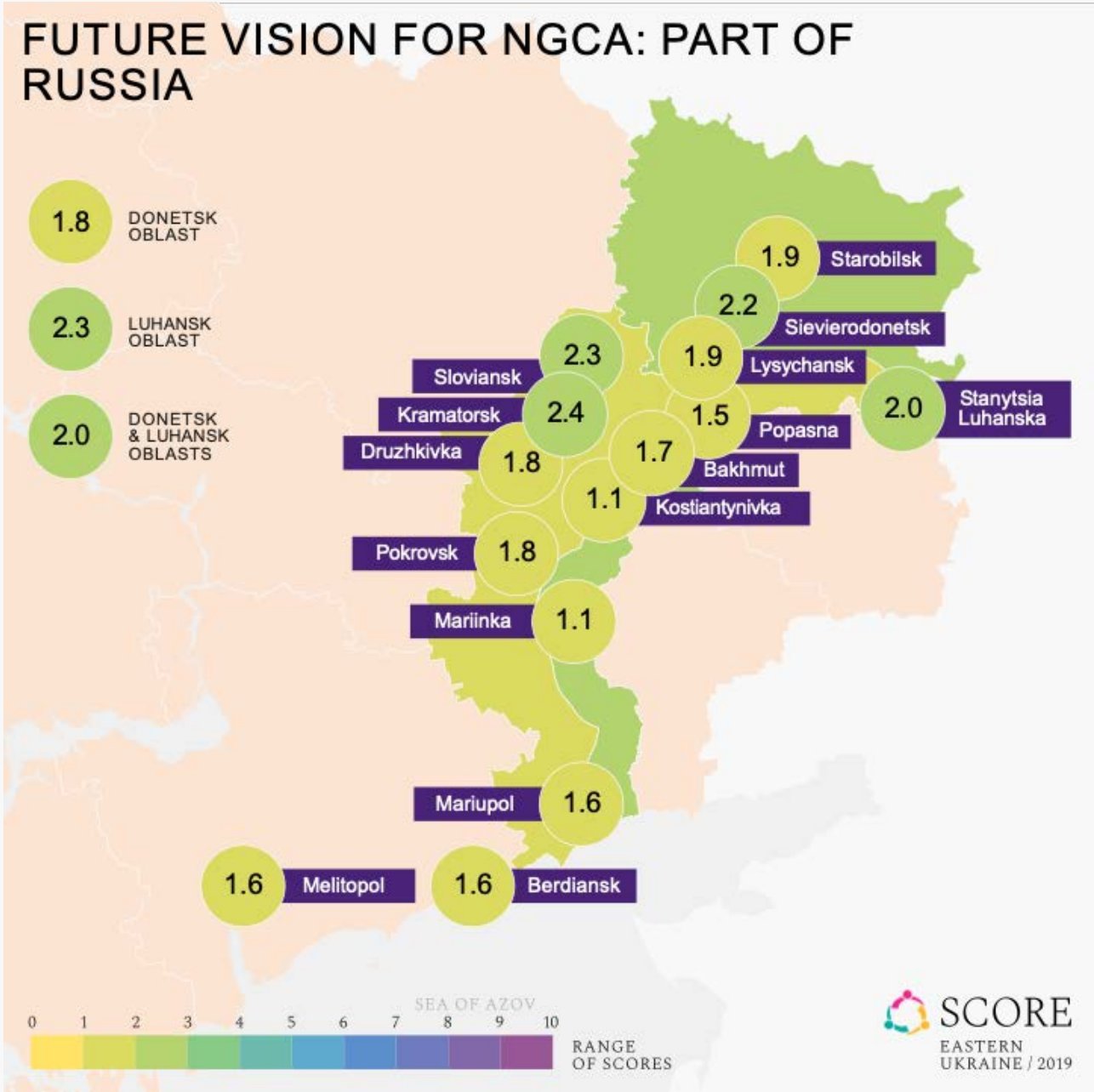




Future vision for the NGCA: Part of Russia

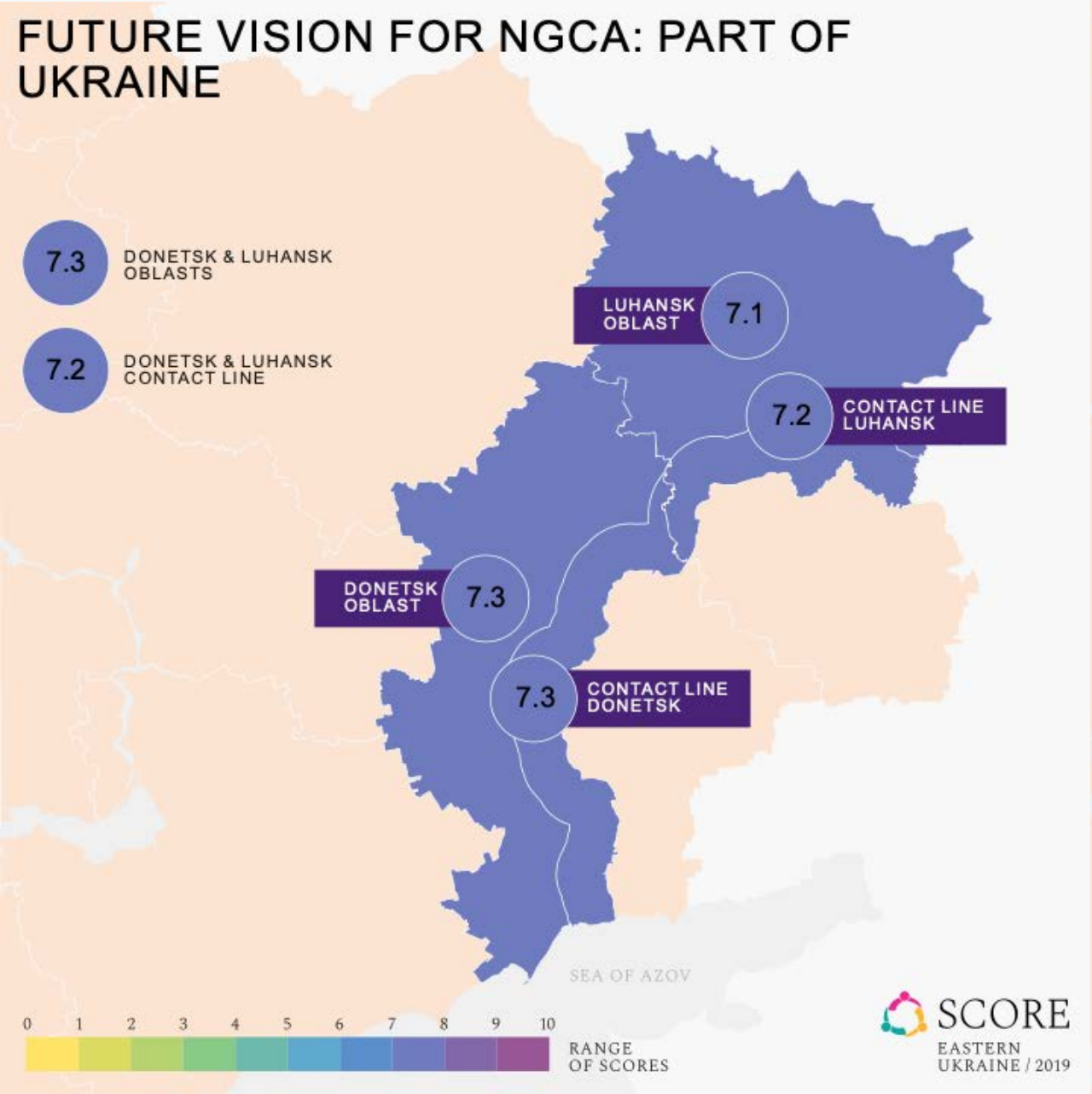
The level of support for the future status of the non-government controlled areas of Donetsk and Luhansk oblasts to become part of the Russian Federation

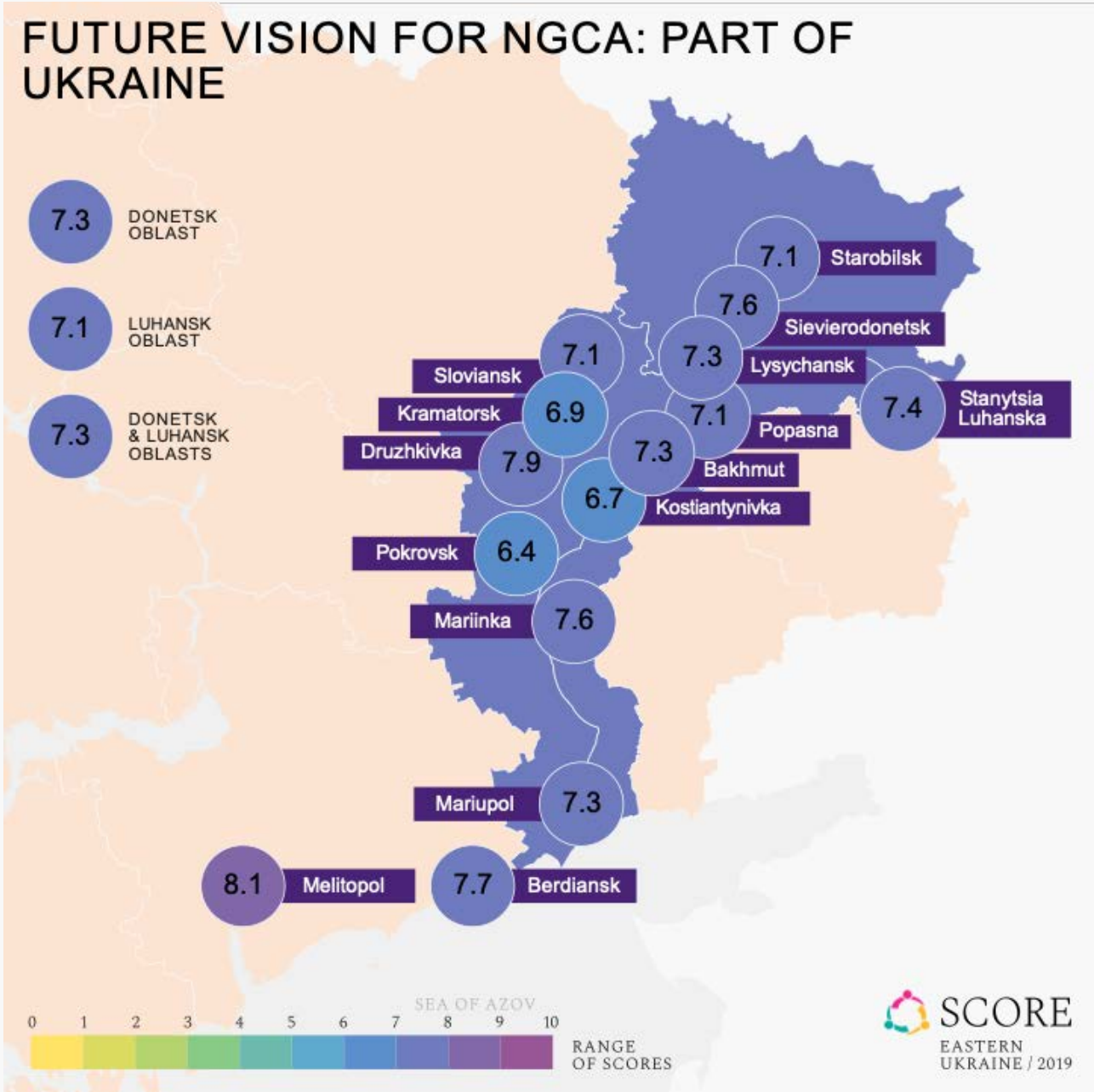




Future vision for the NGCA: Part of Ukraine

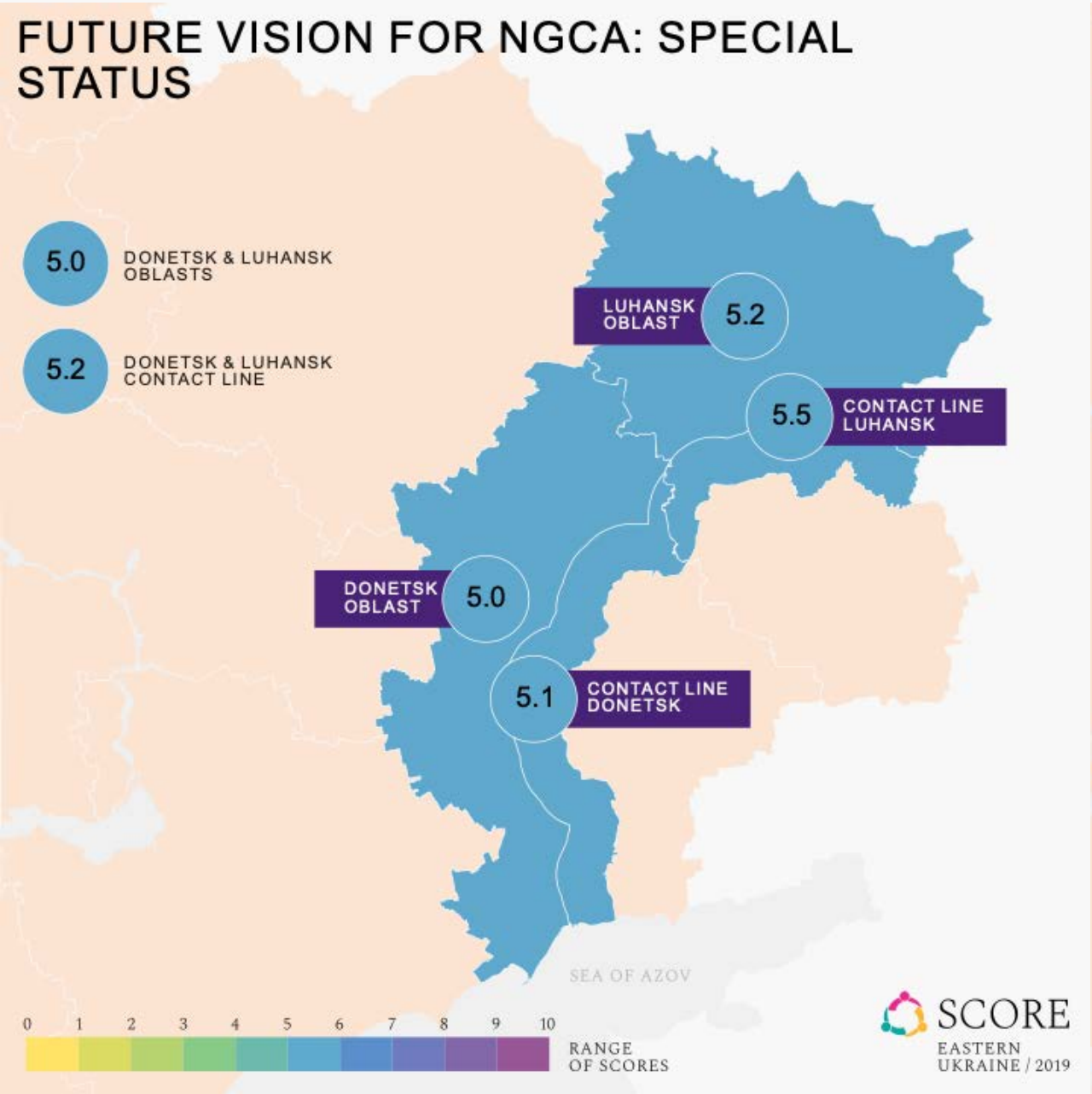
The level of support for the future status of the non-government controlled areas of Donetsk and Luhansk oblasts to remain part of Ukraine

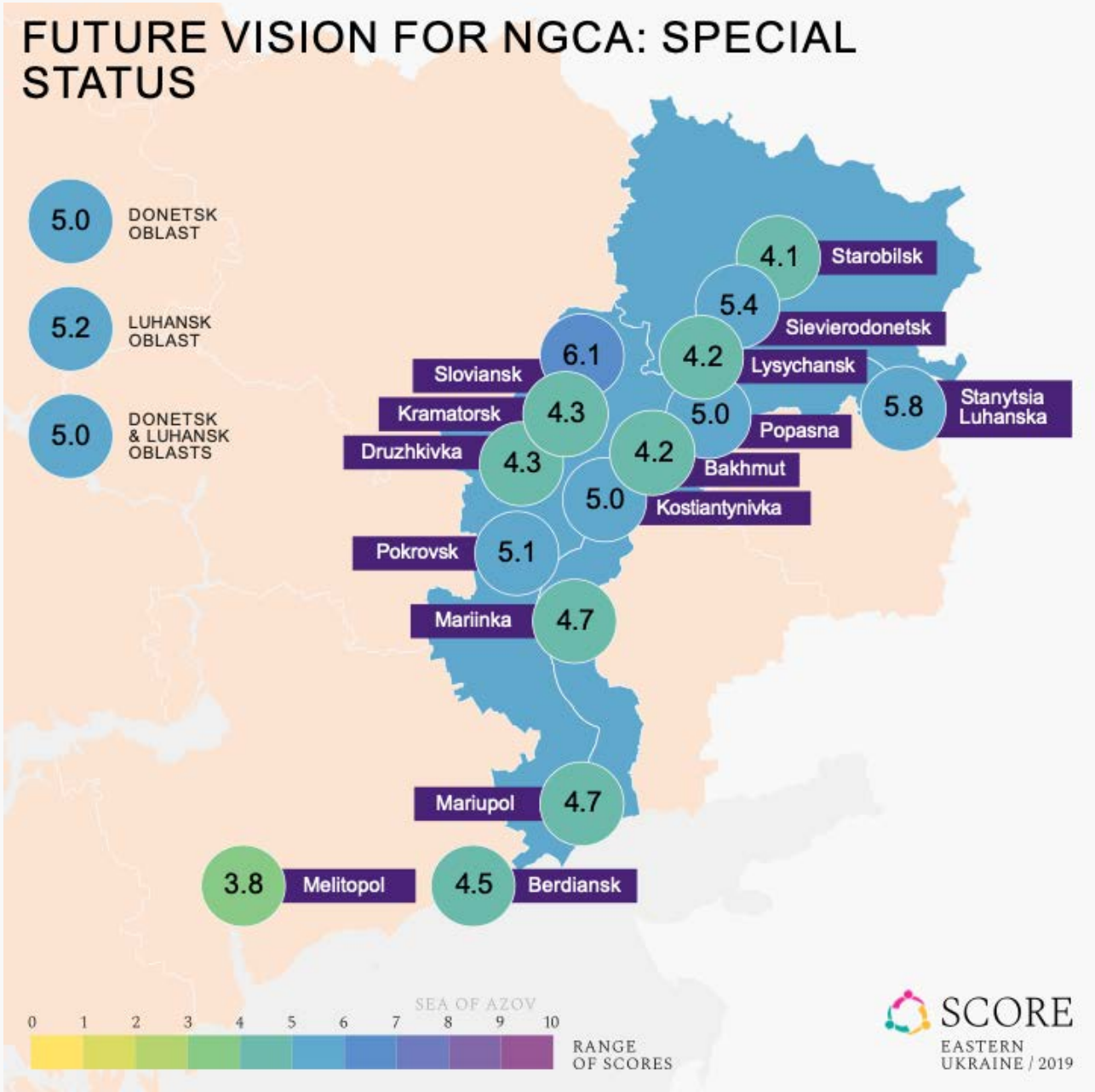




Future vision for the NGCA: Special status

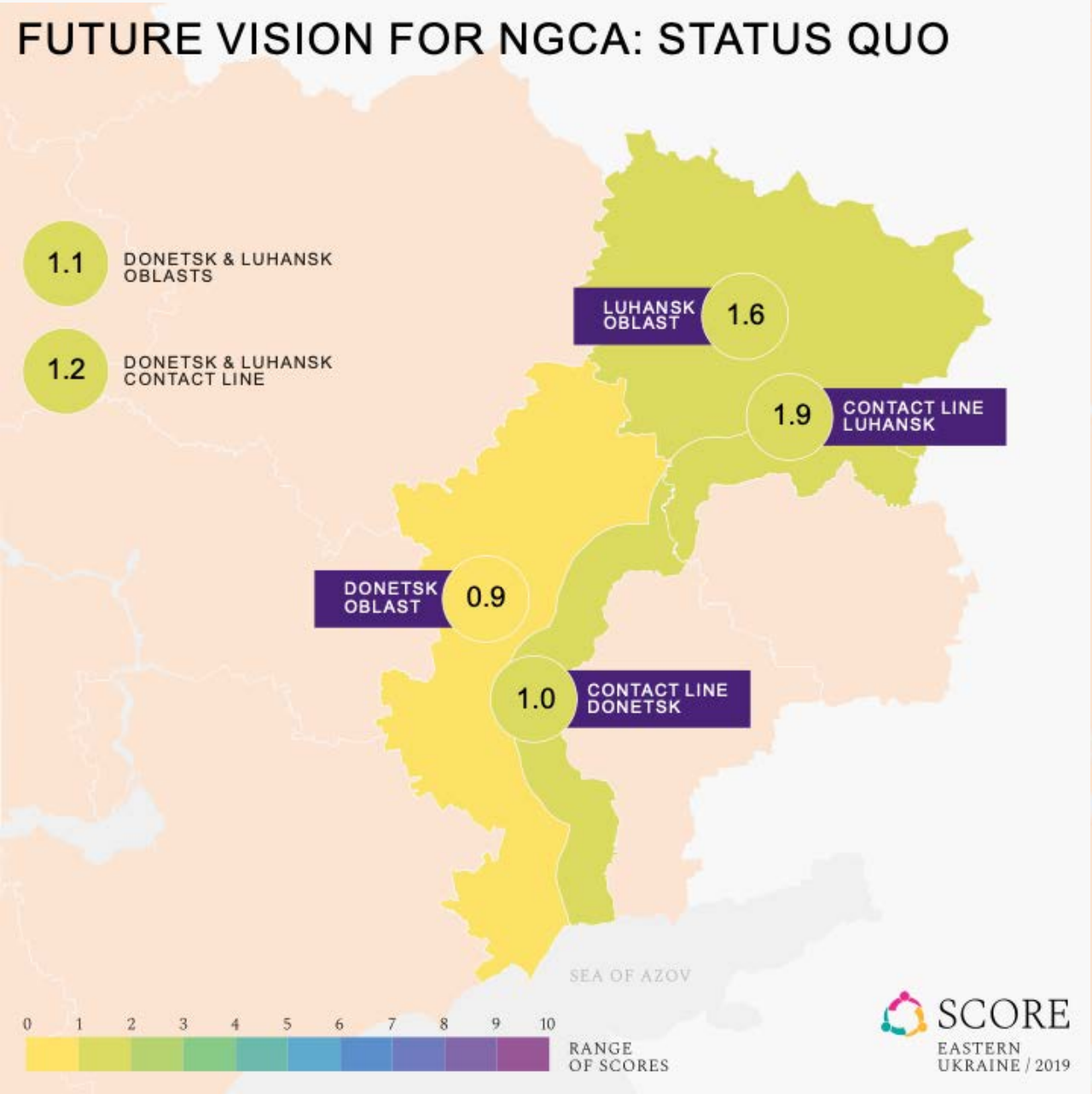
The level of support for the future status of the non-government controlled areas of Donetsk and Luhansk oblasts to remain part of Ukraine, but with special autonomy

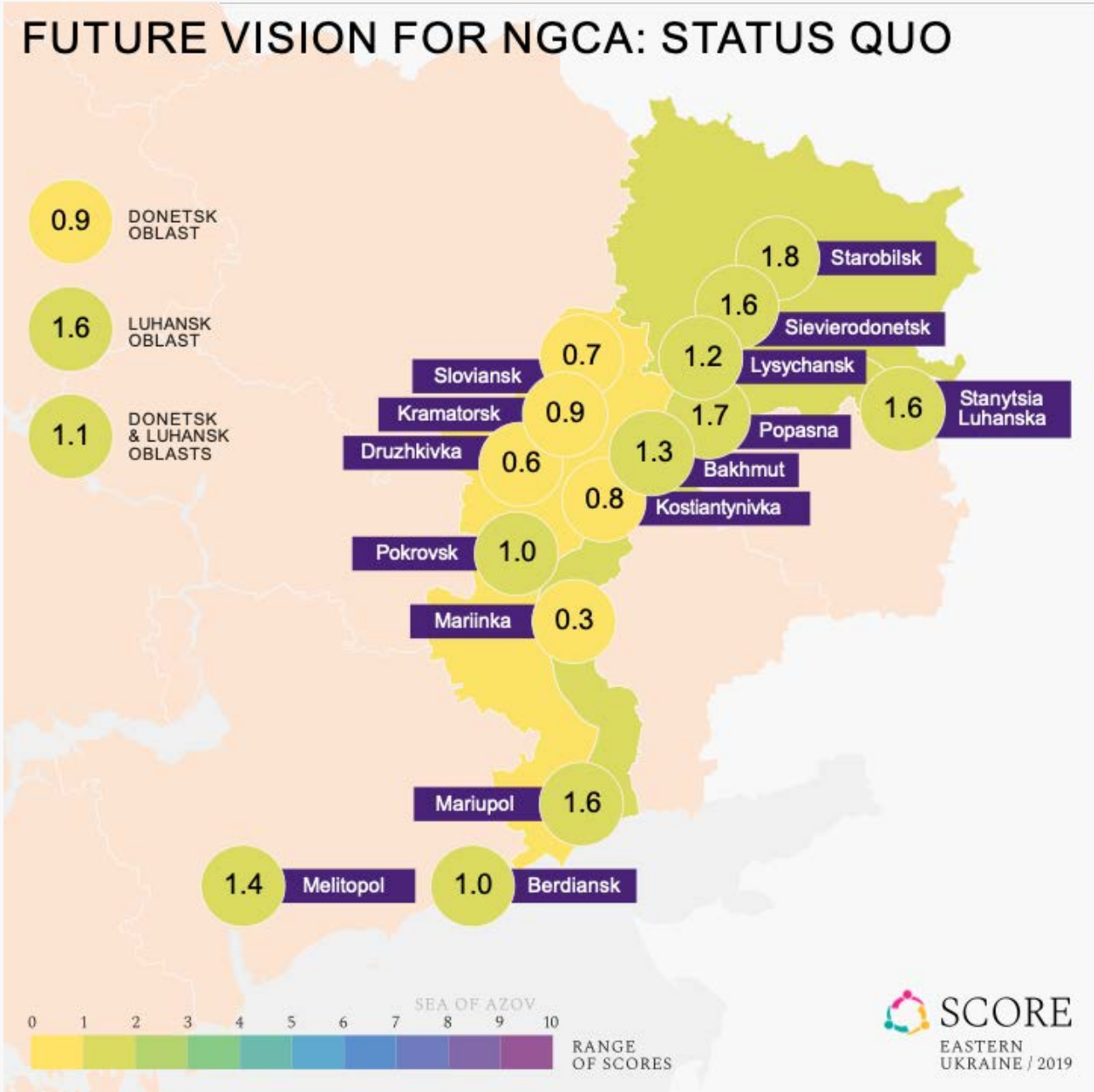


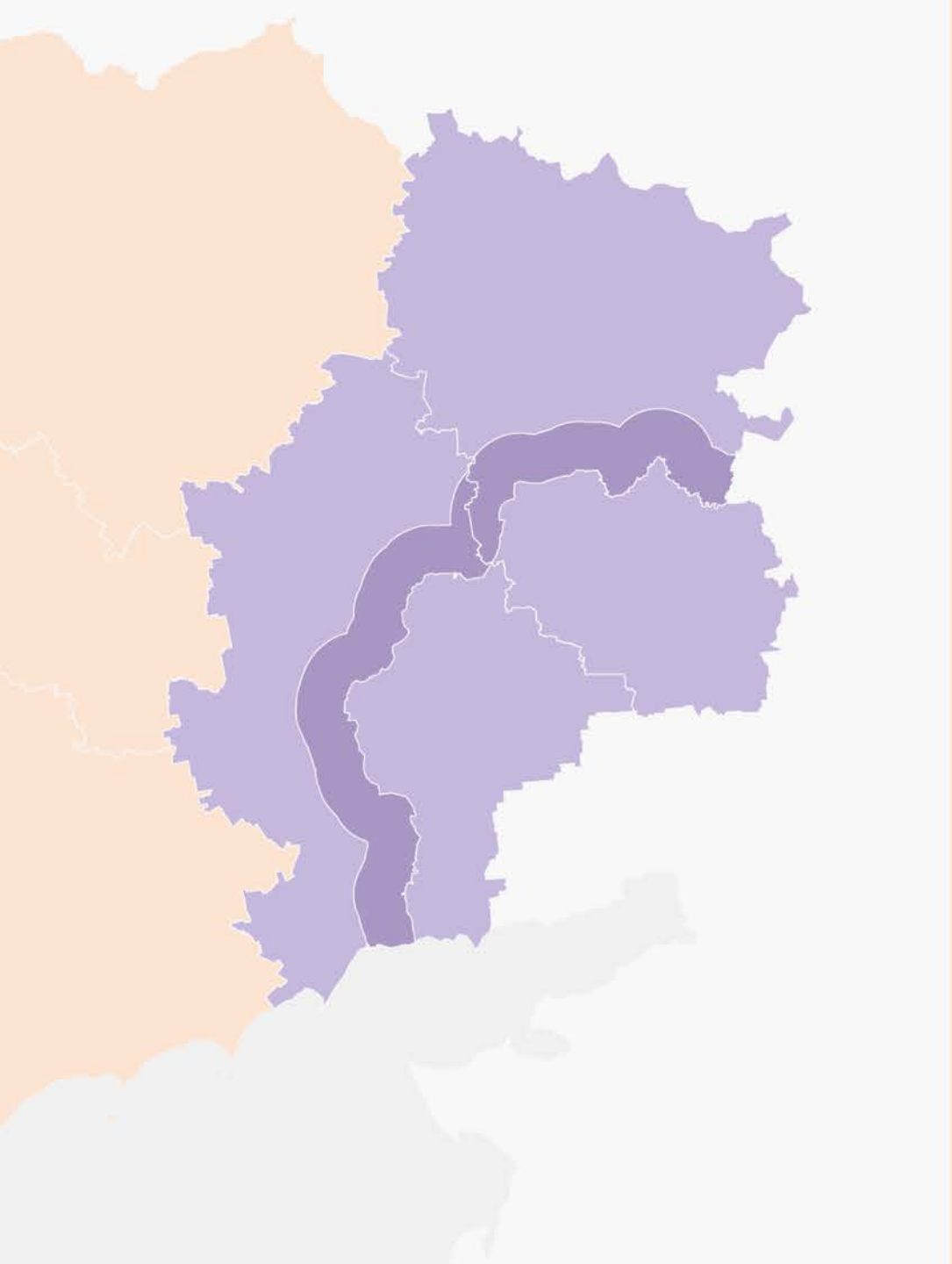


Future vision for the NGCA: Status quo

The level of support for the status quo, where one envisions the current status of the non-government controlled areas of Donetsk and Luhansk oblasts is preserved







Governance and services

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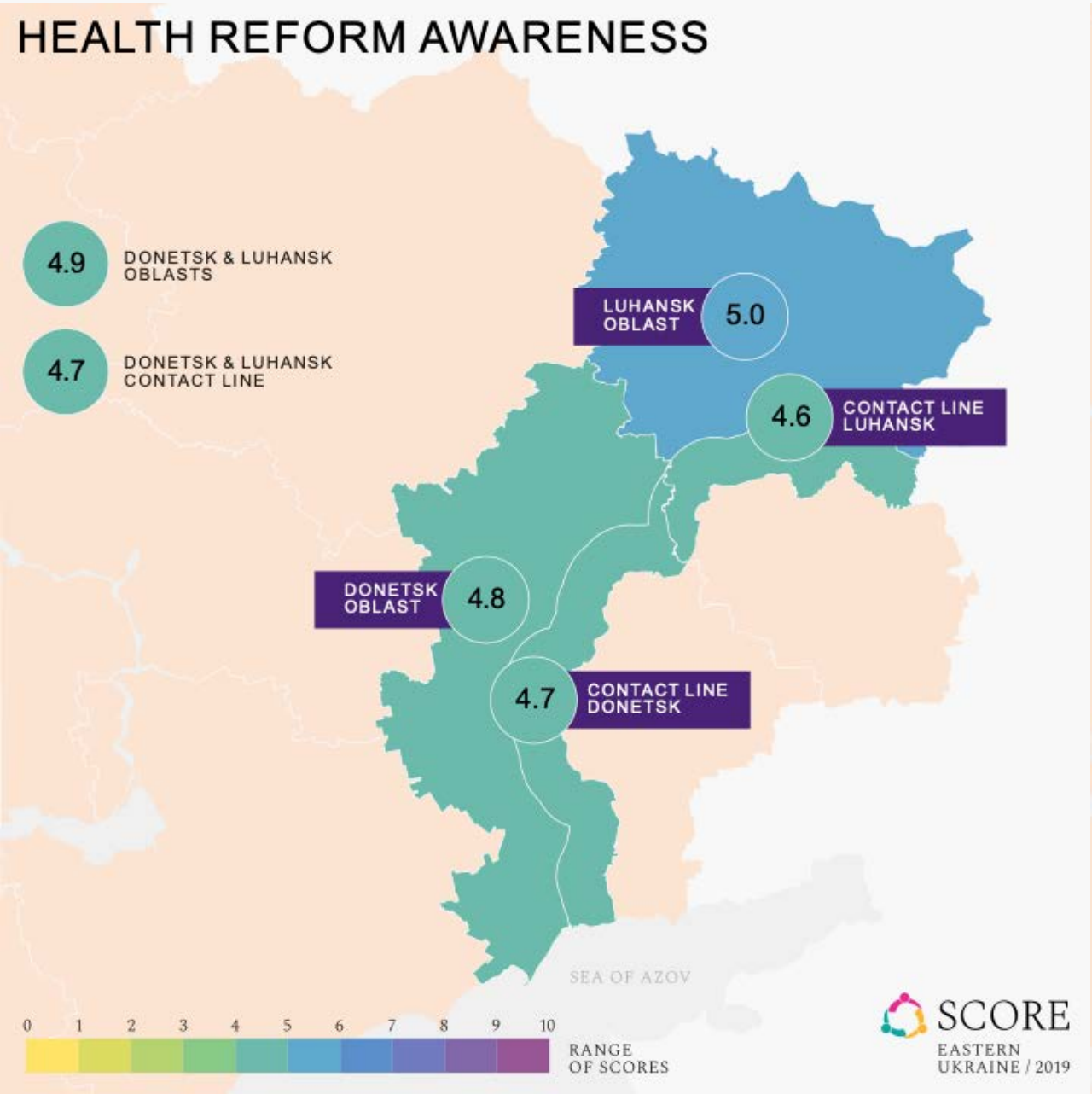
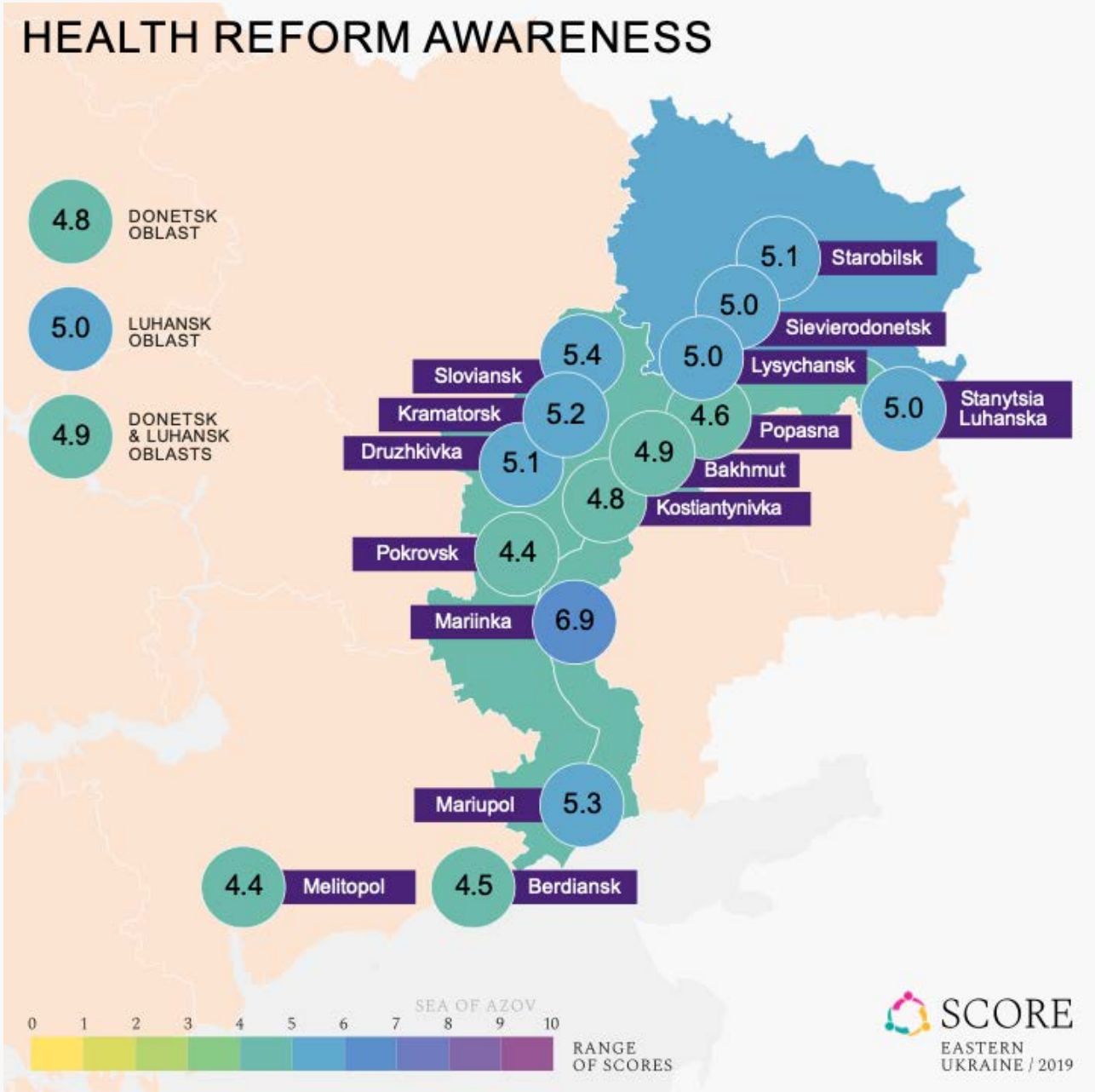
Health reform awareness

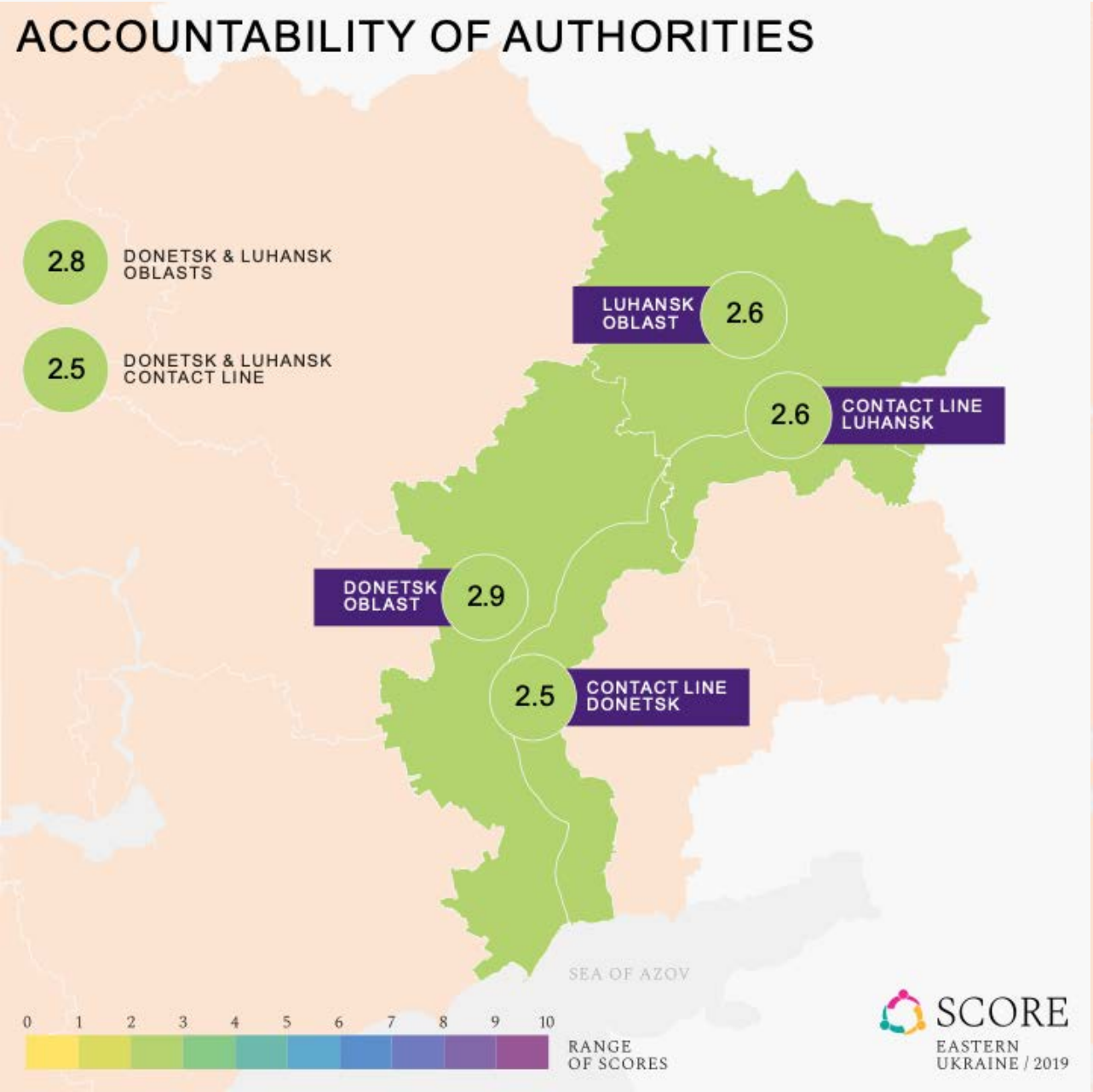
The level of accurate knowledge about the health reform policies, such as about the new rules on accessing medicine and health services

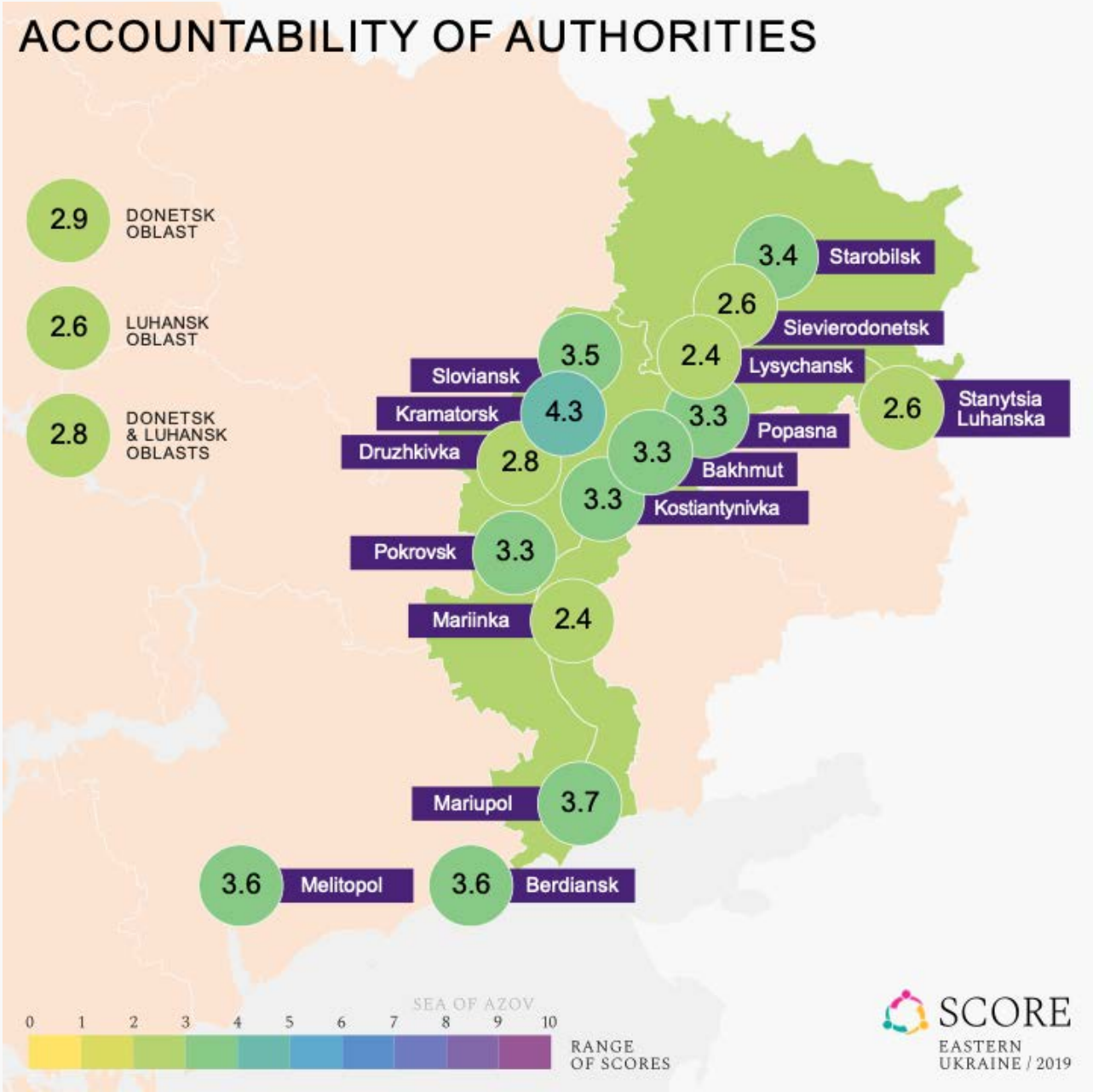




Accountability of authorities

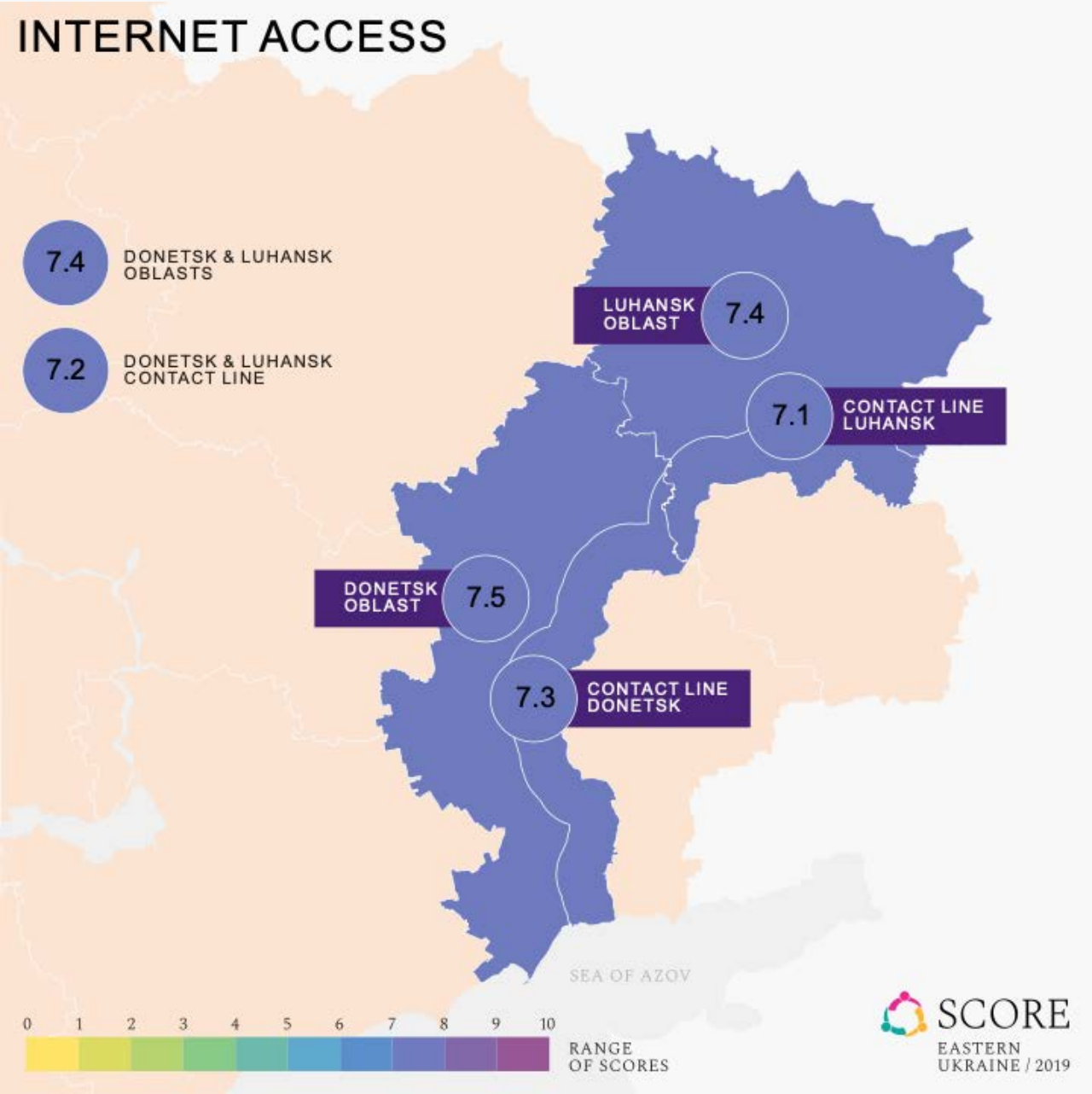
The degree to which one feels that authorities representatives are and can be held accountable

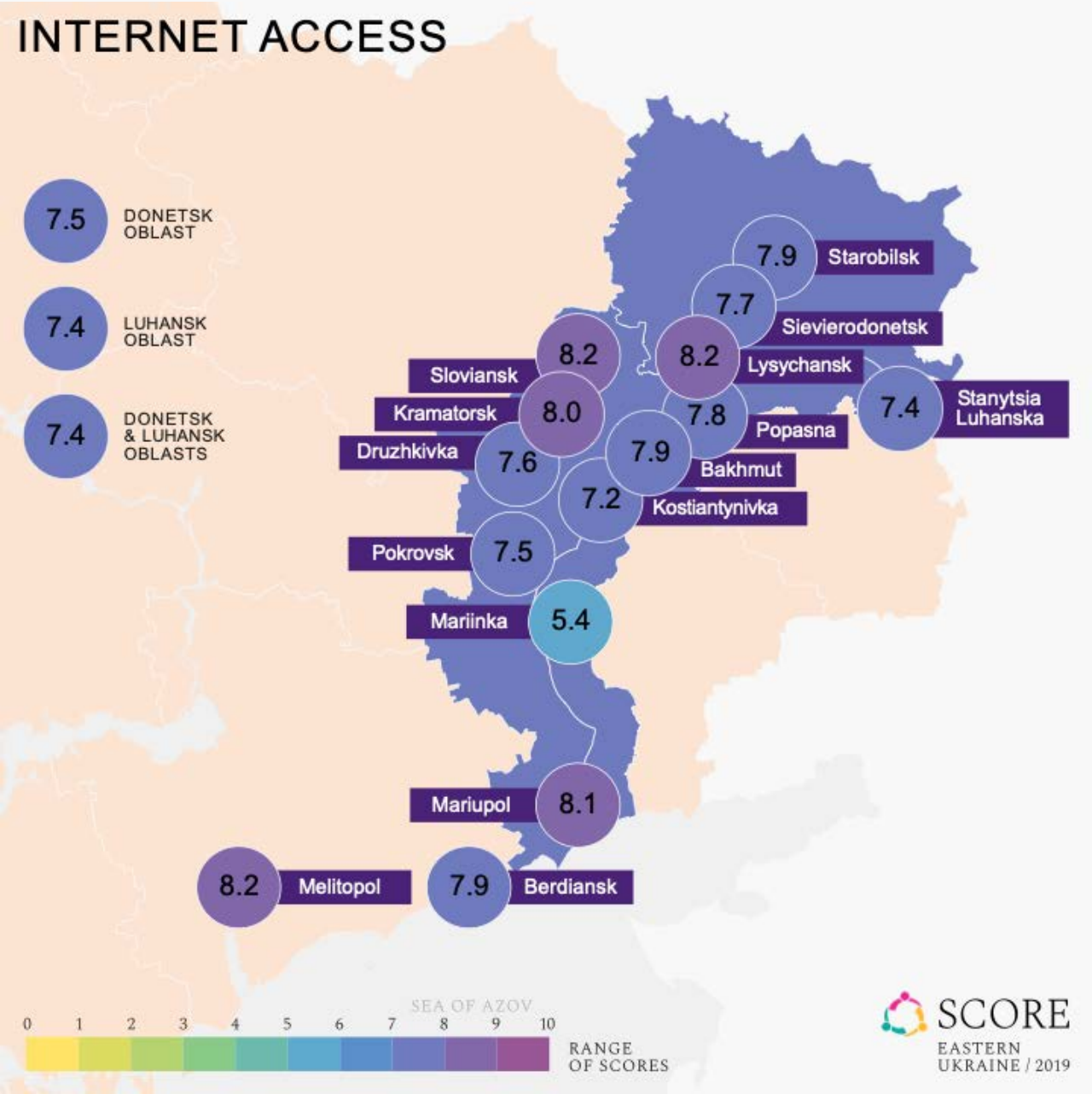




Internet access

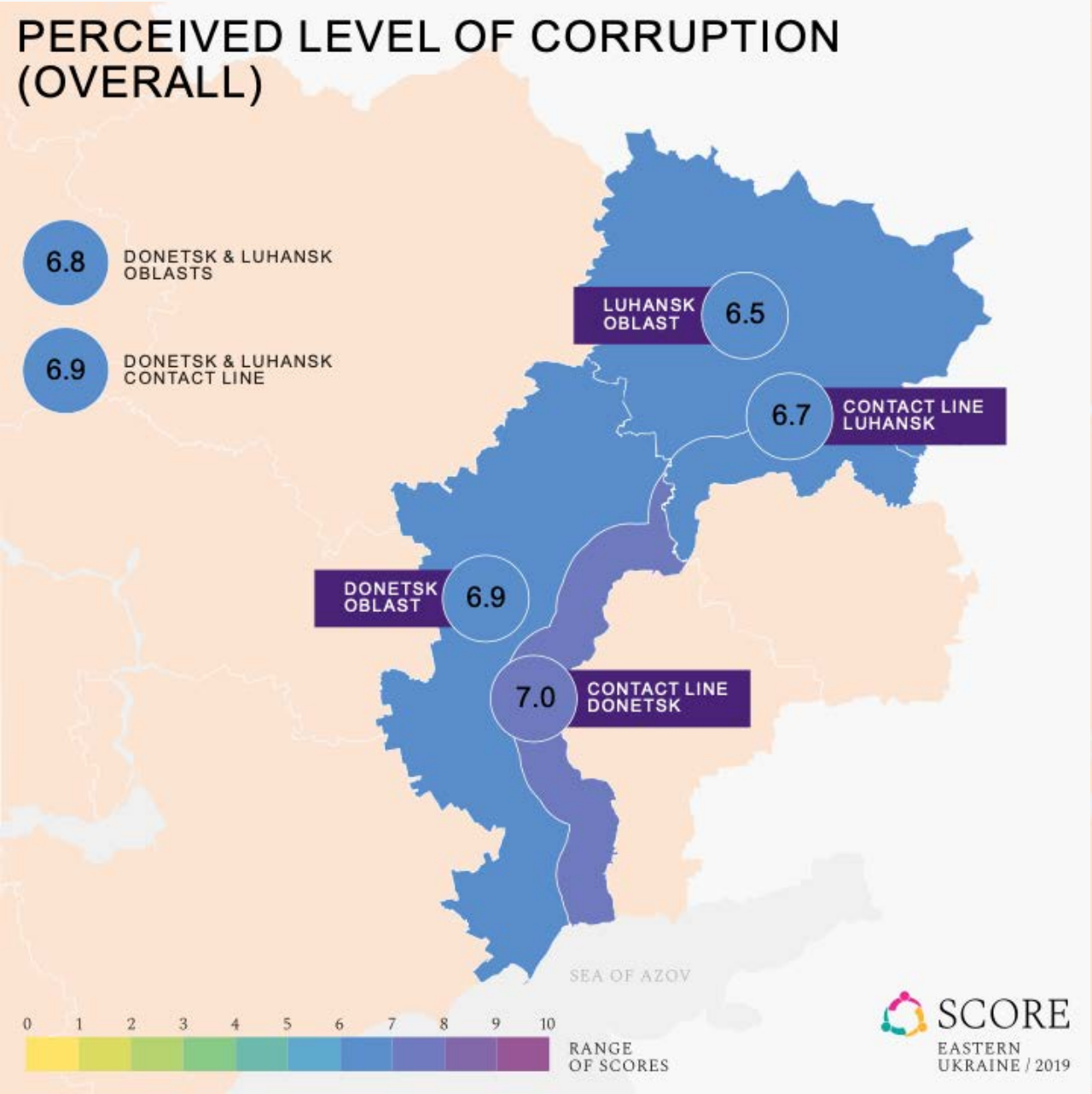
The degree to which one is satisfied with the Internet service provision in their locality

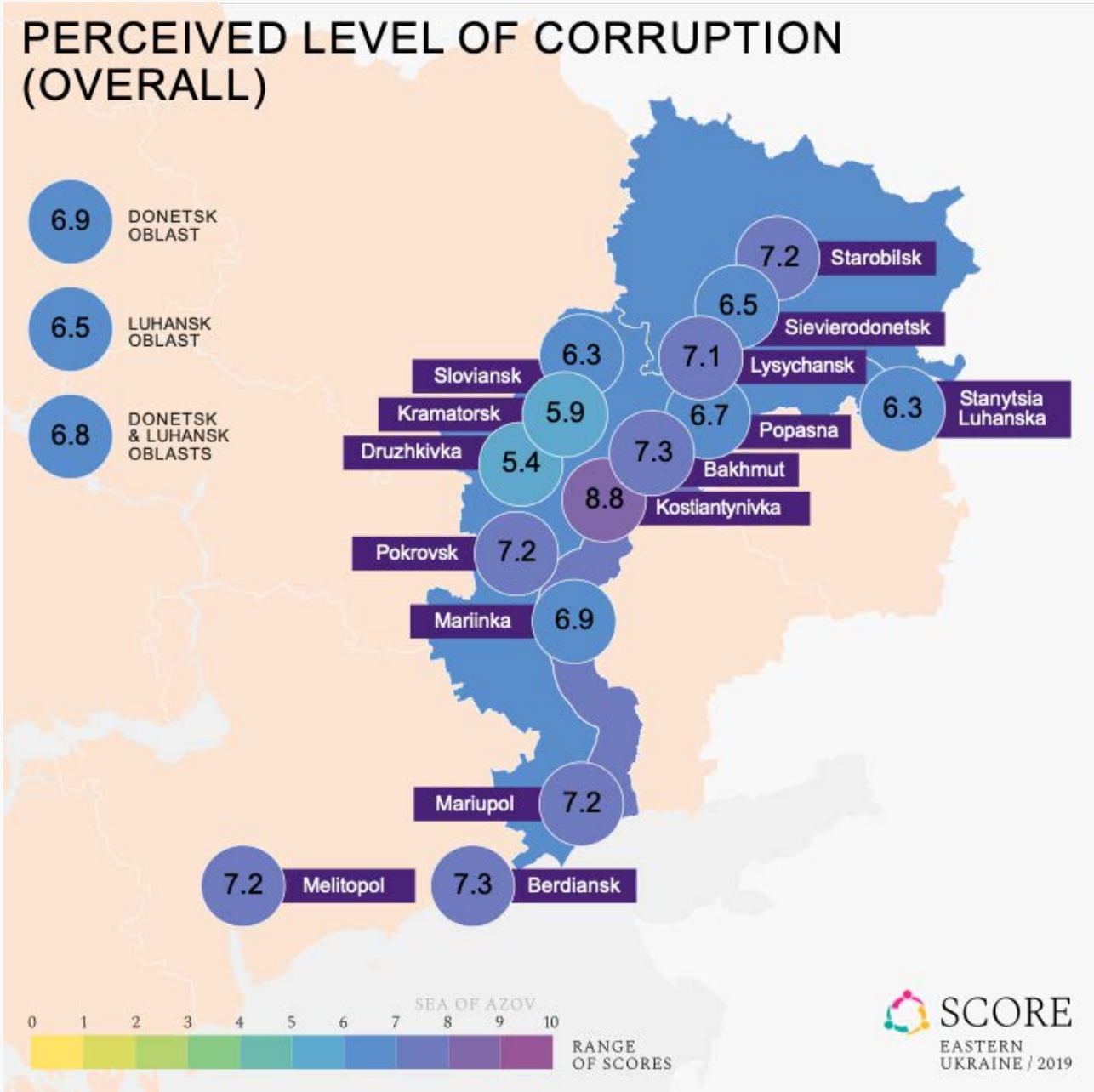




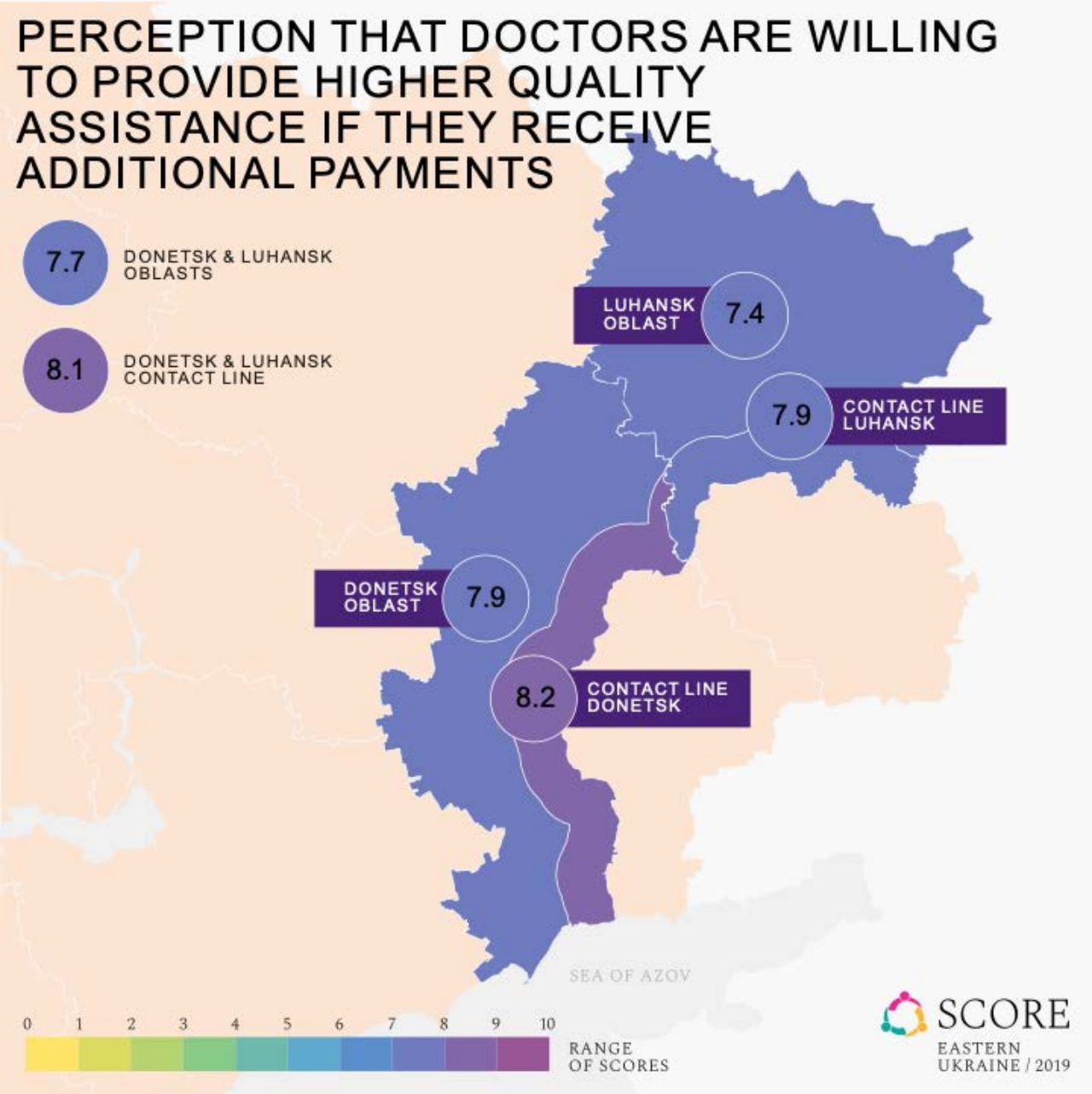
Perceived level of corruption (overall)

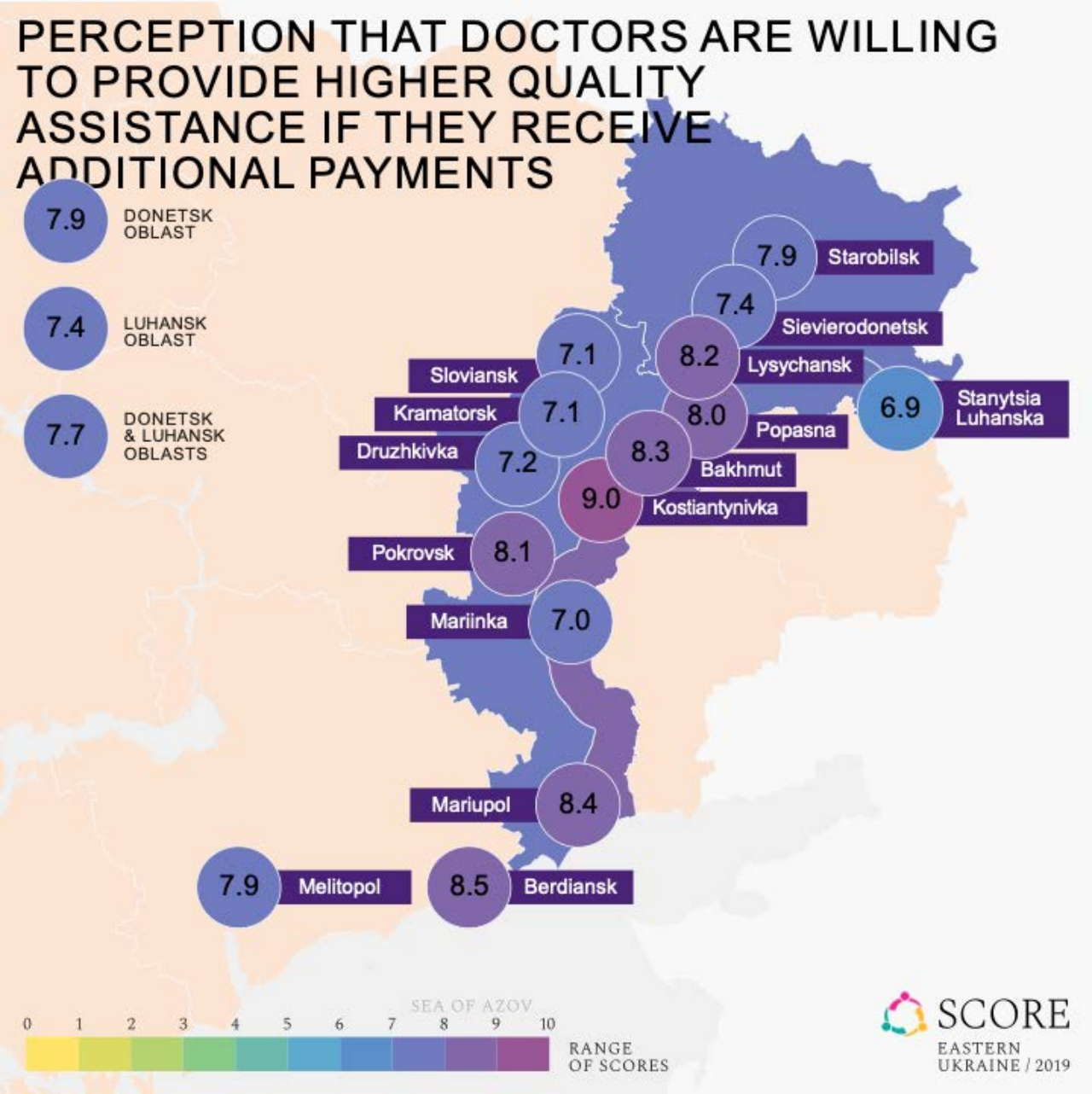
Perceived level of corruption as measured by the frequency of informal payments in various sectors



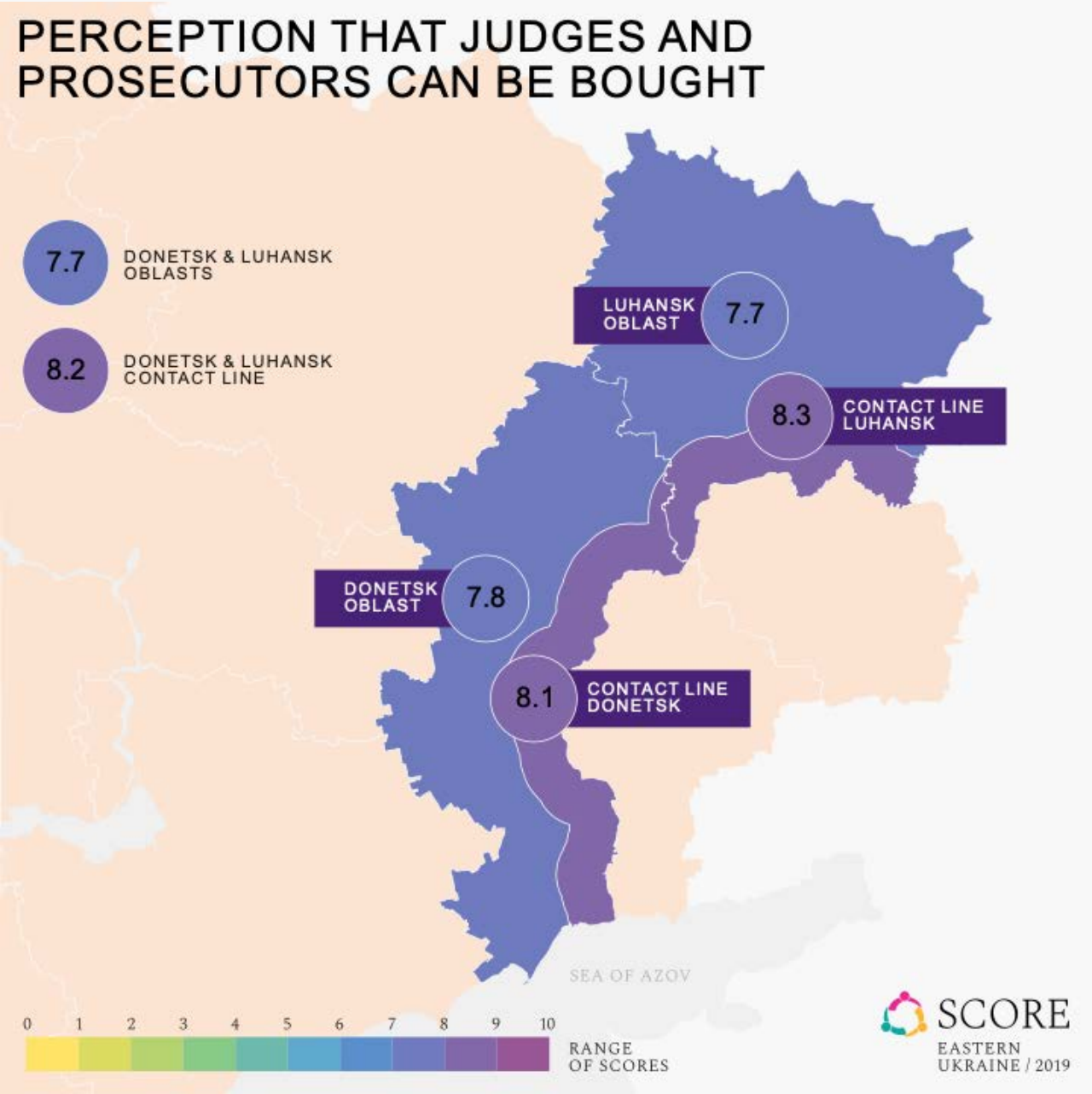


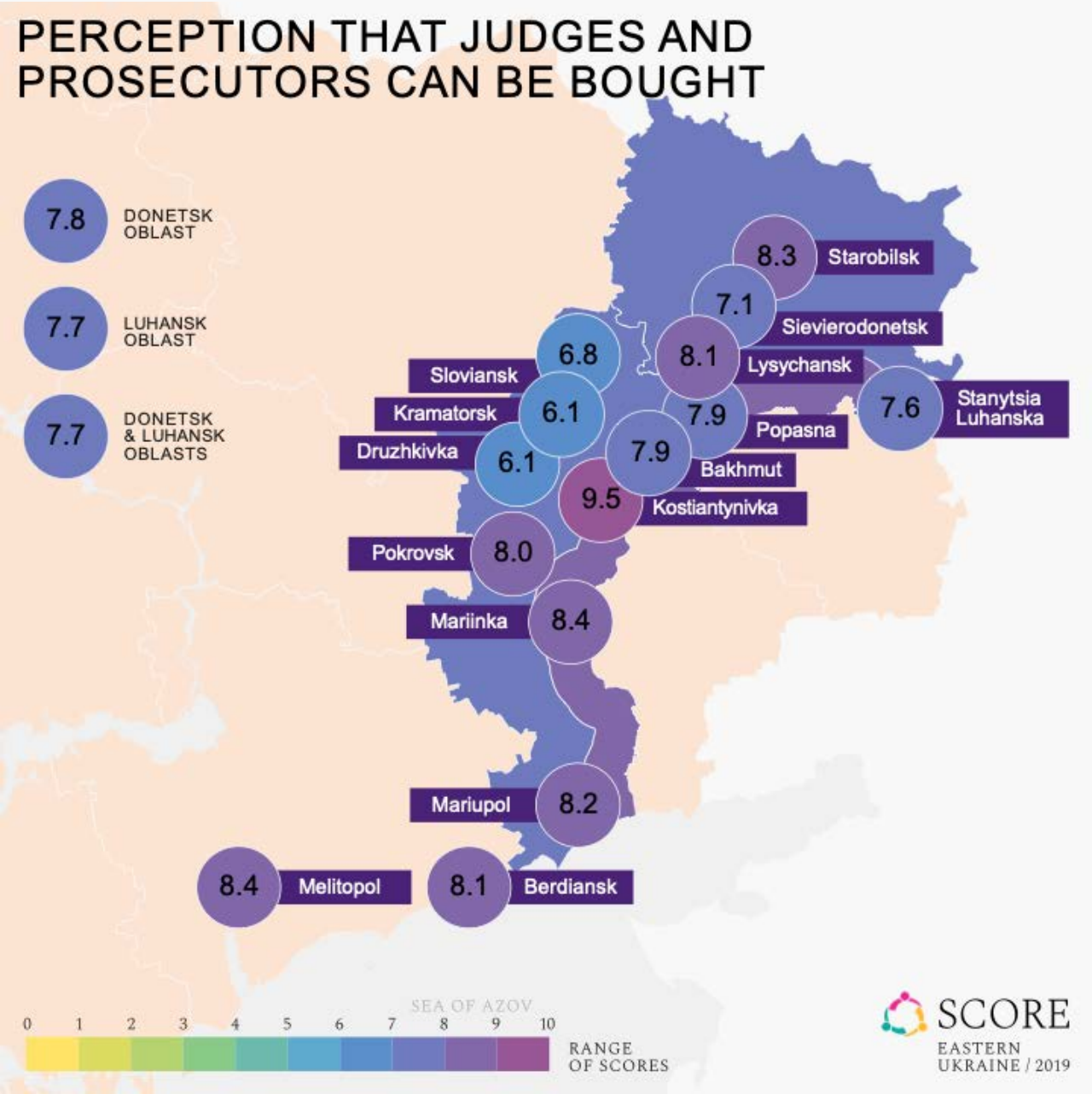
Perception that doctors are willing to provide higher quality assistance if they receive additional payments



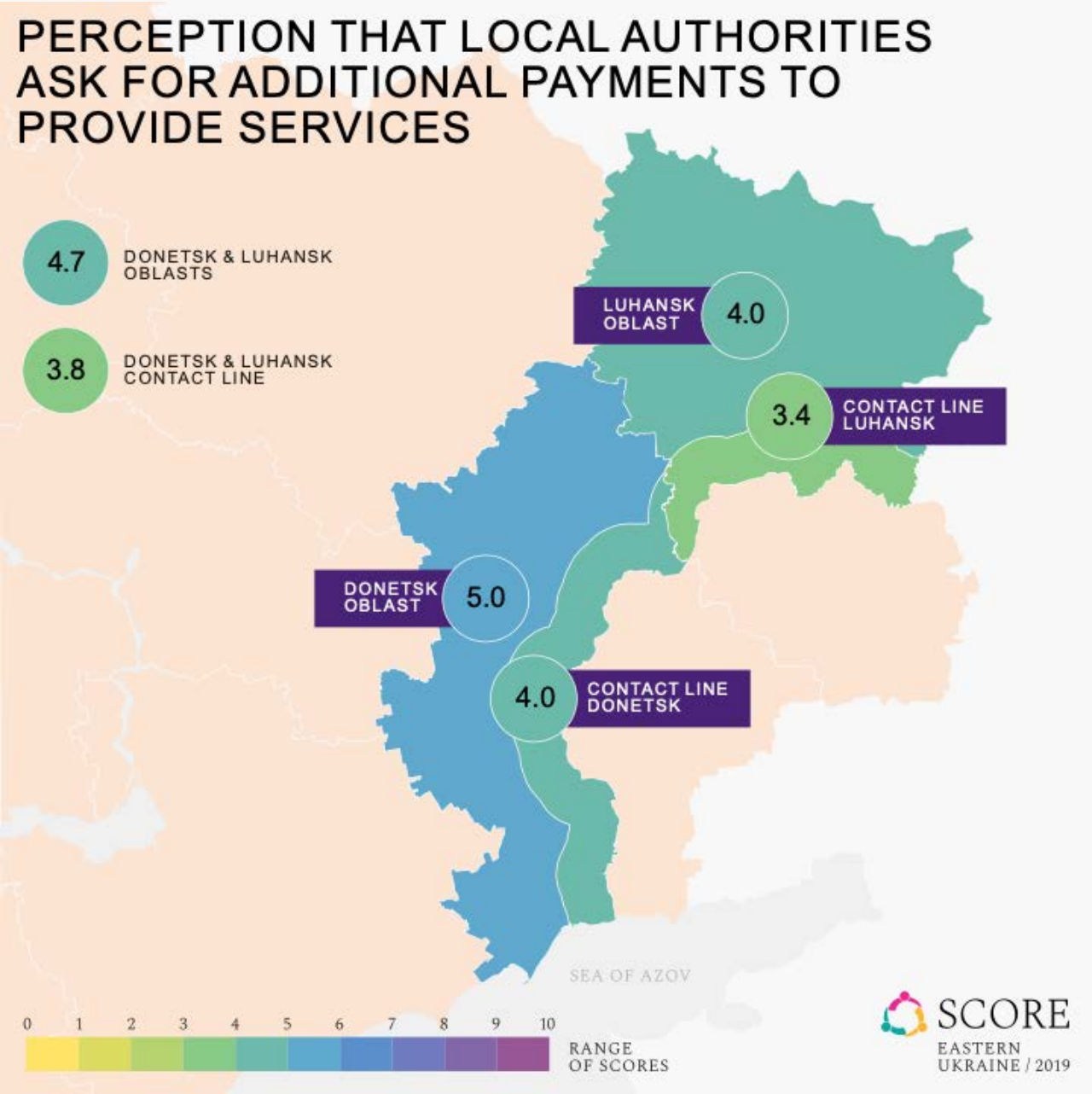


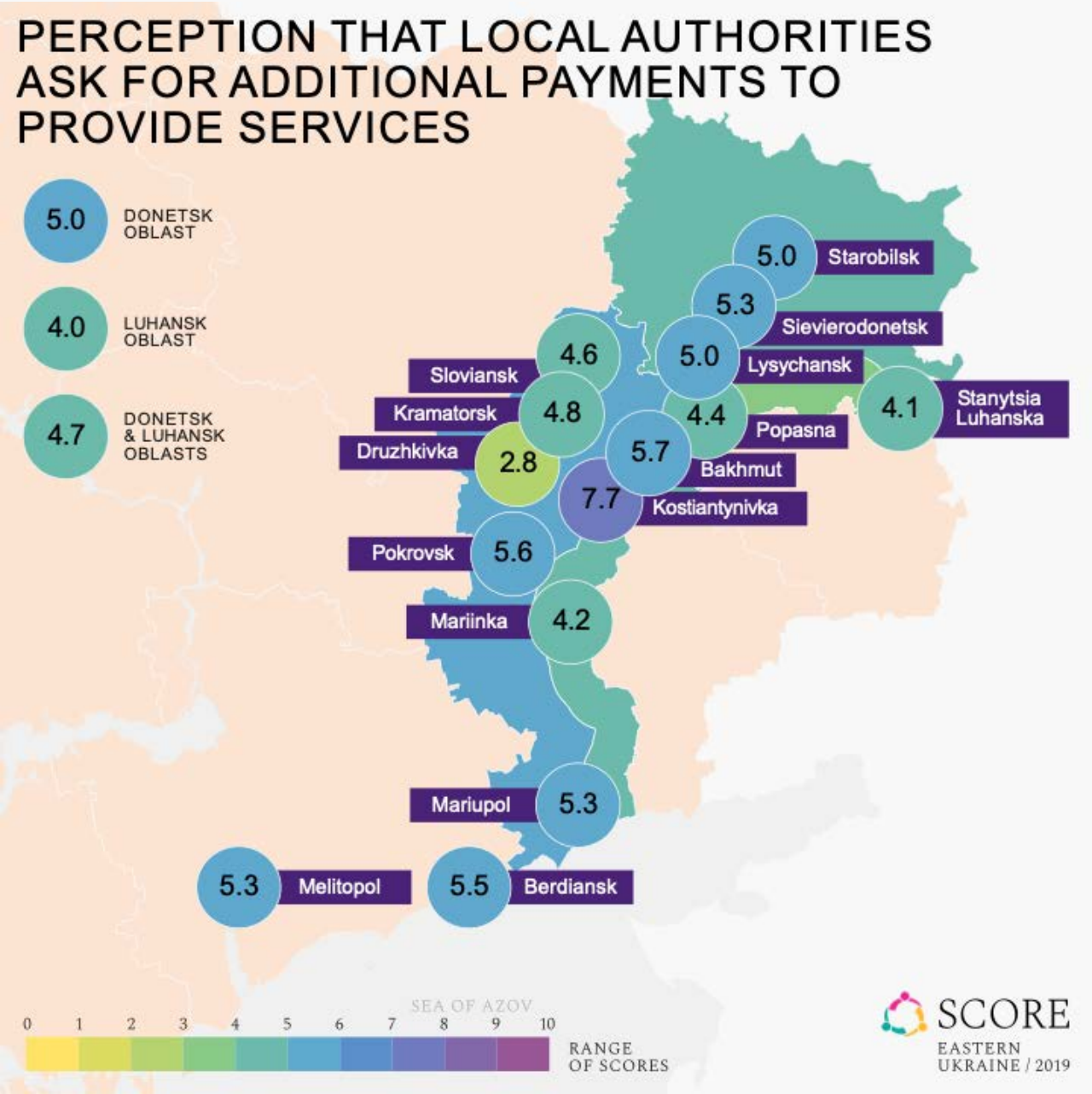
Perception that judges and prosecutors can be bought



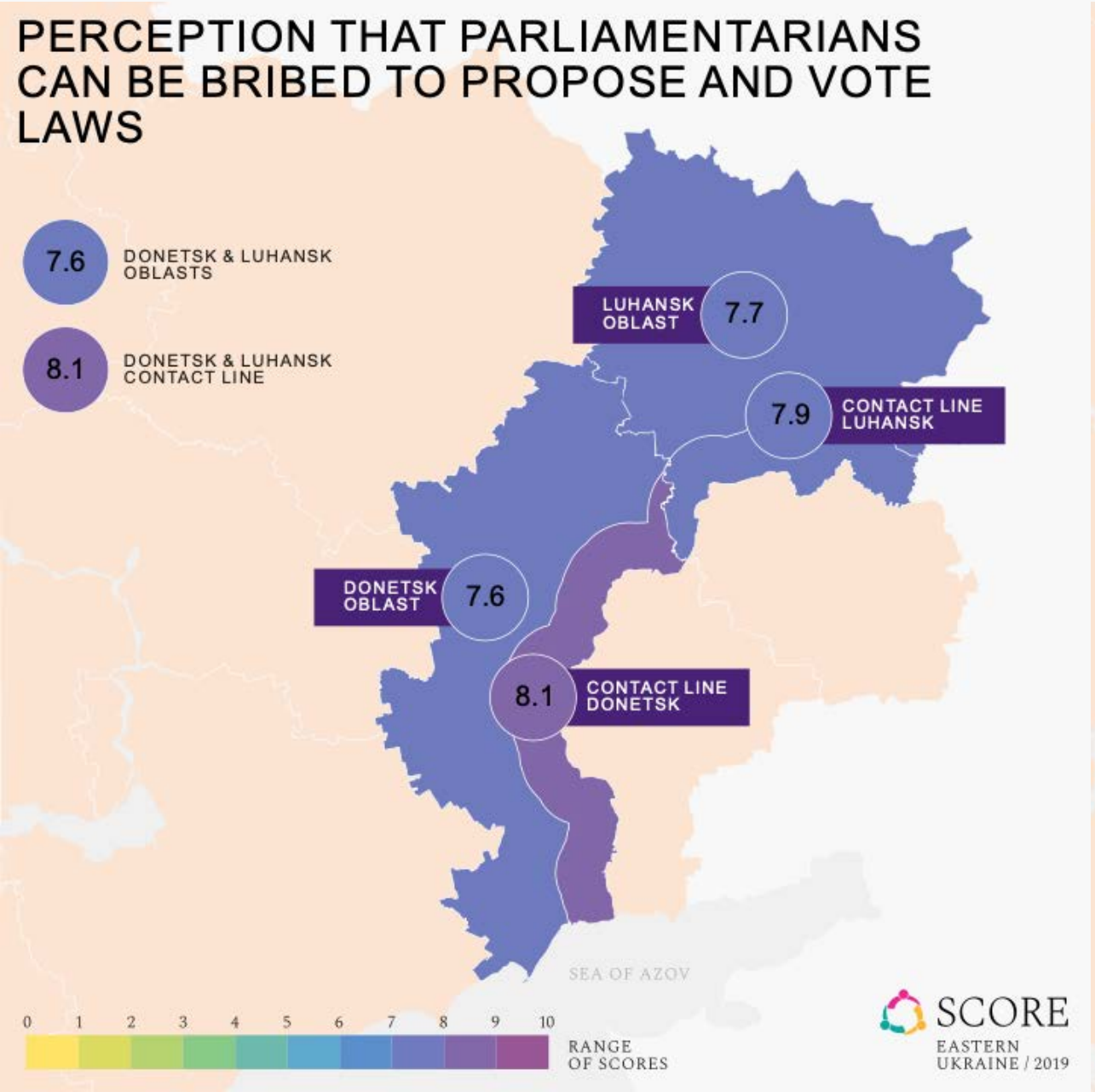


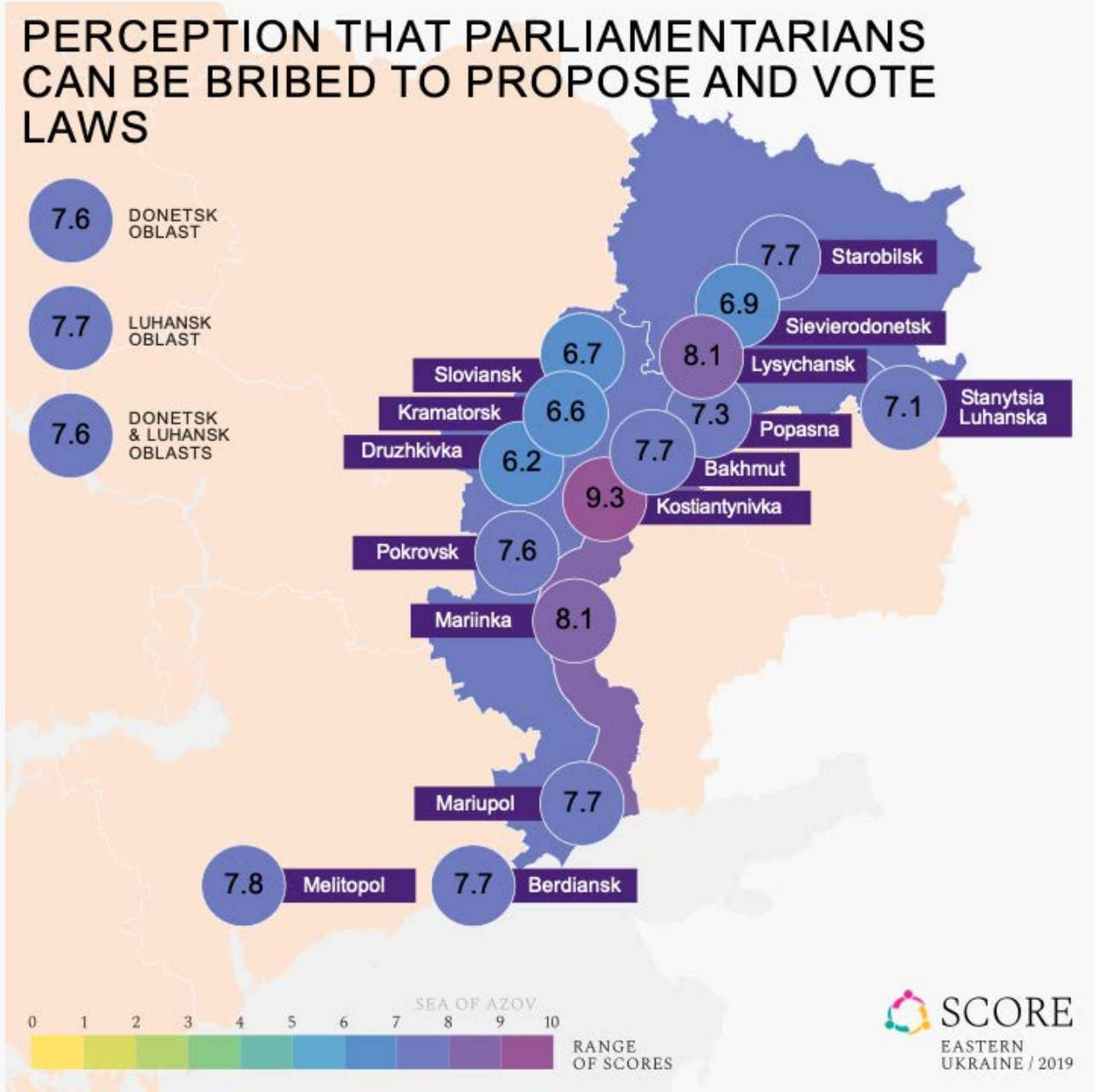
Perception that local authorities ask for additional payments to provide services



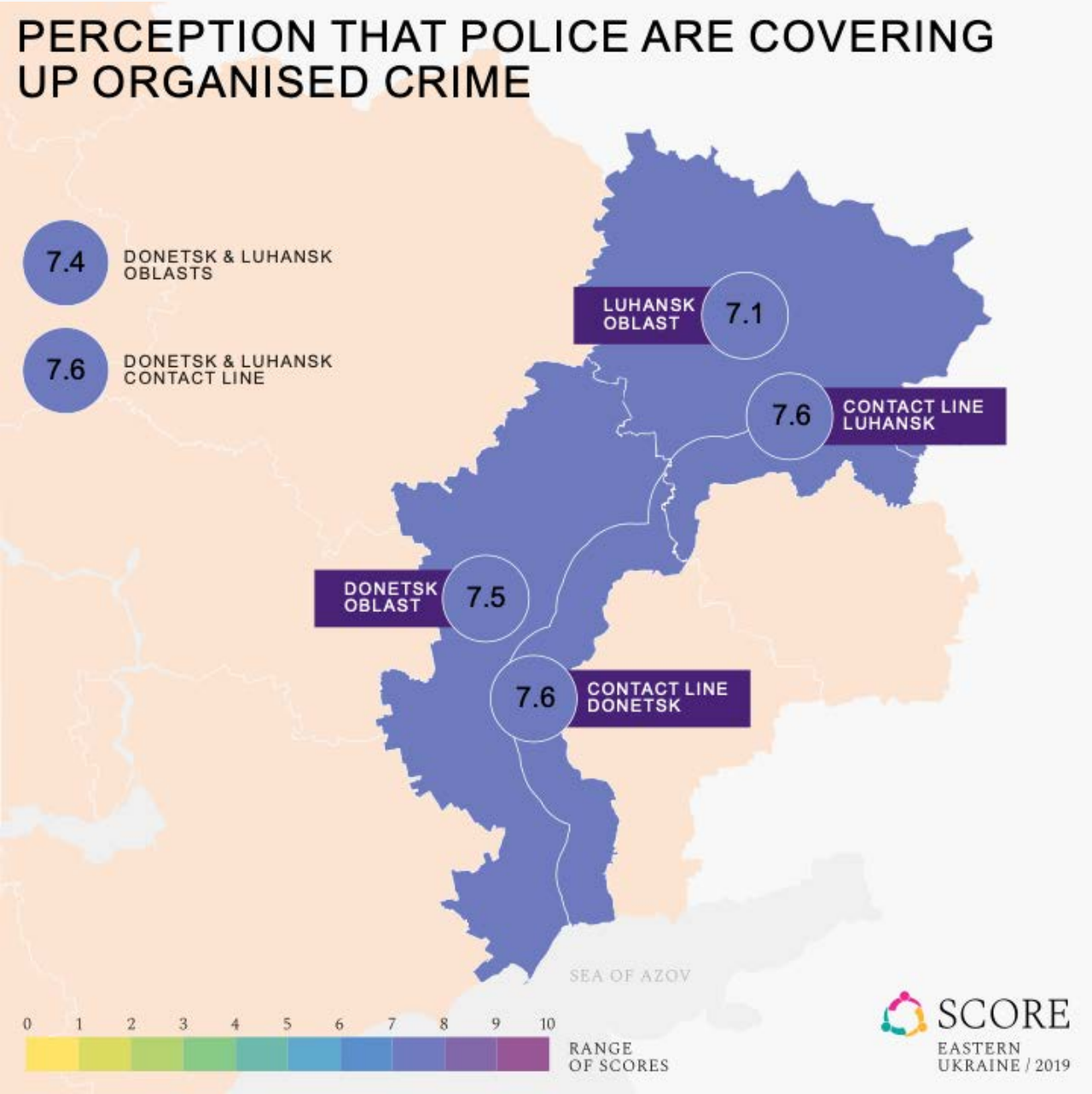


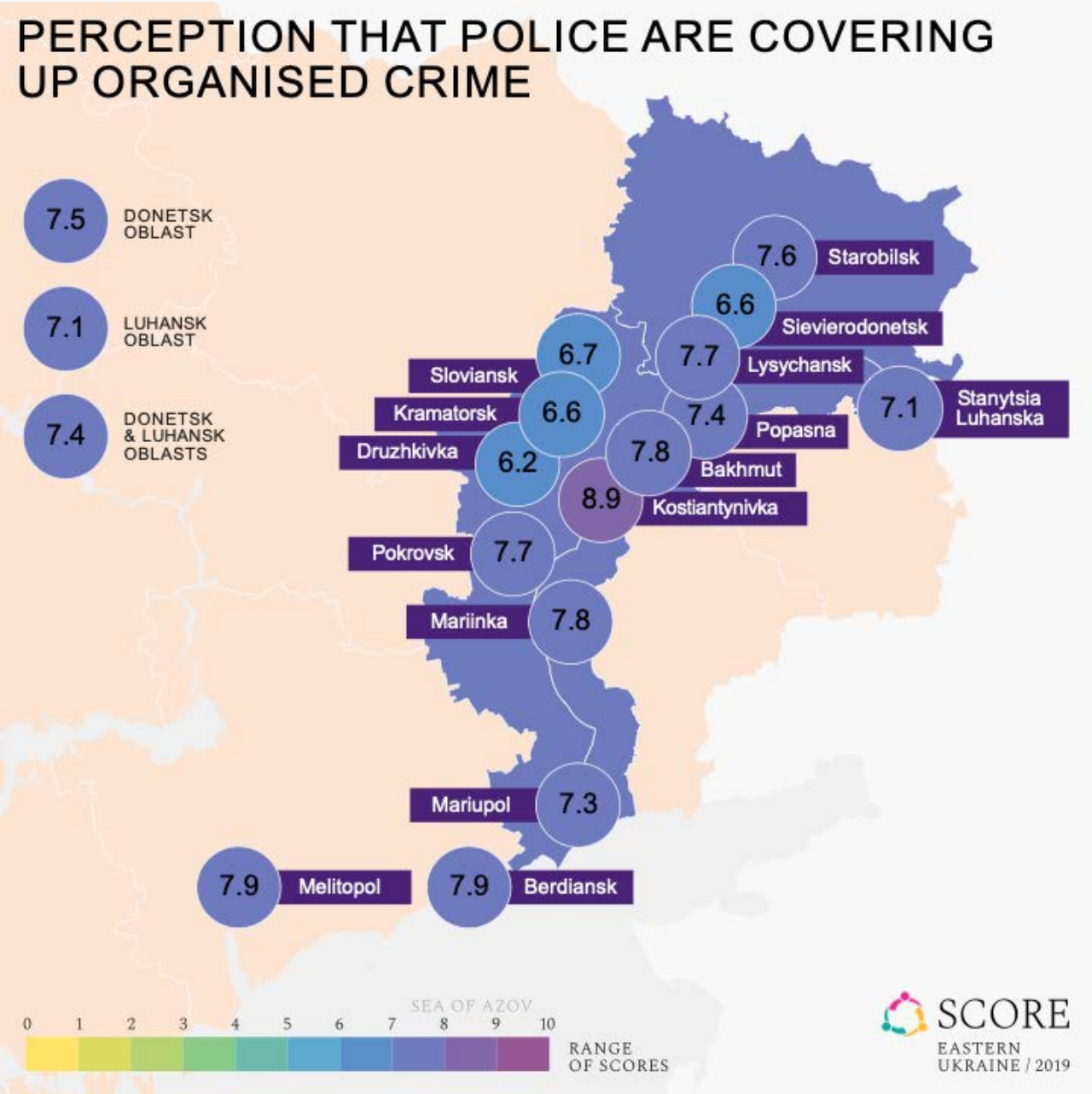
Perception that parliamentarians can be bribed to propose and vote laws



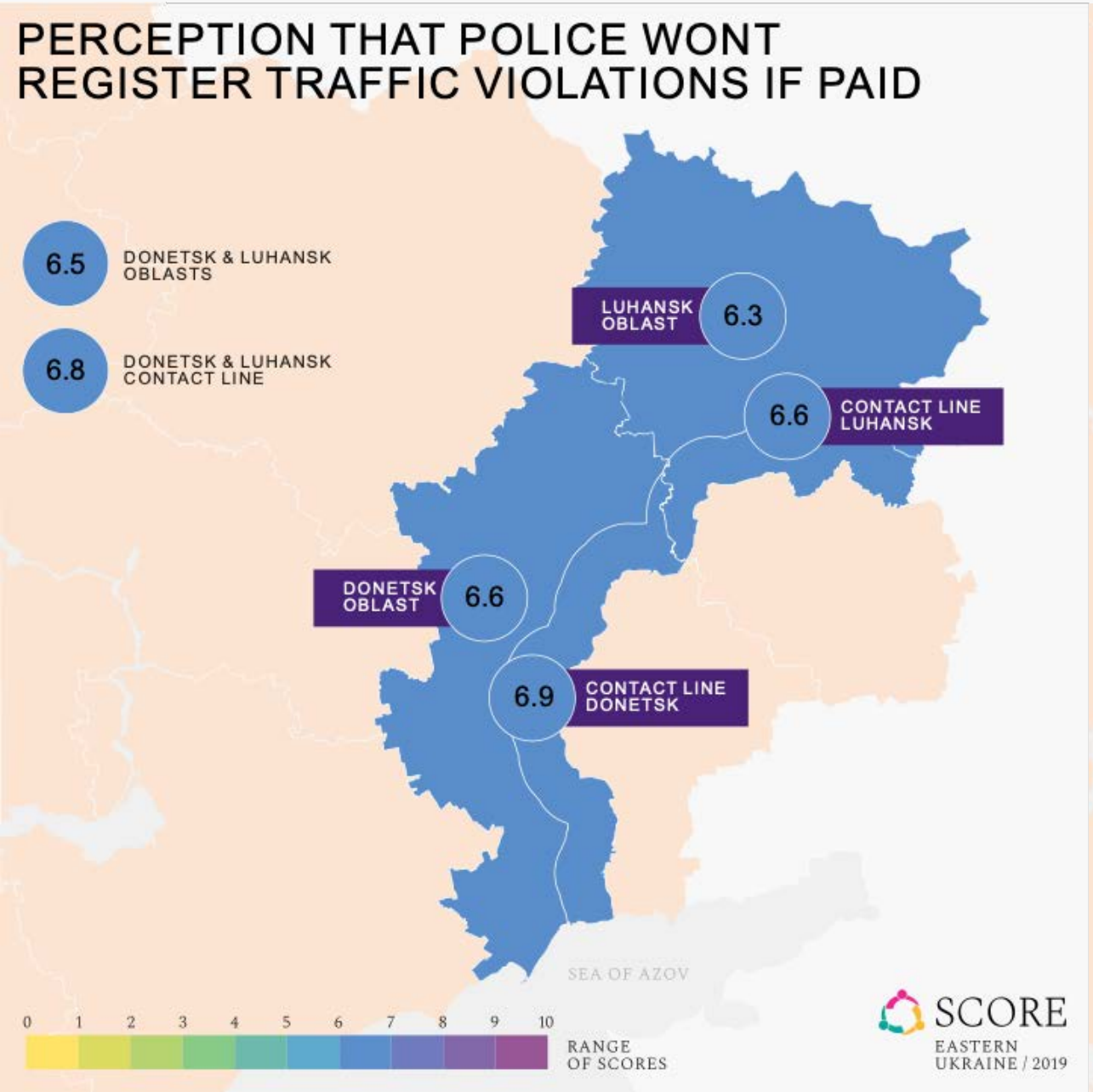


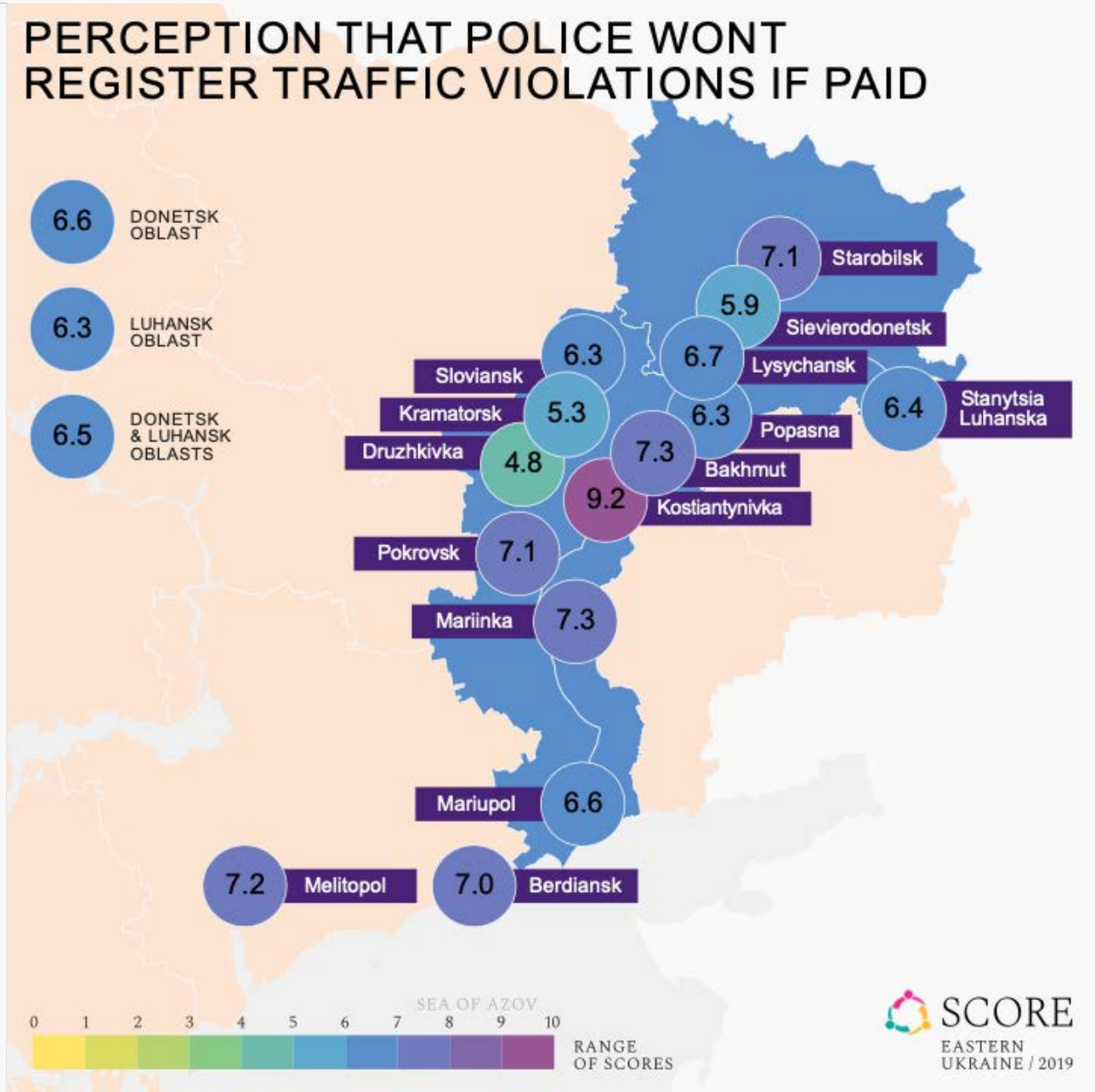
Perception that police are covering up organised crime



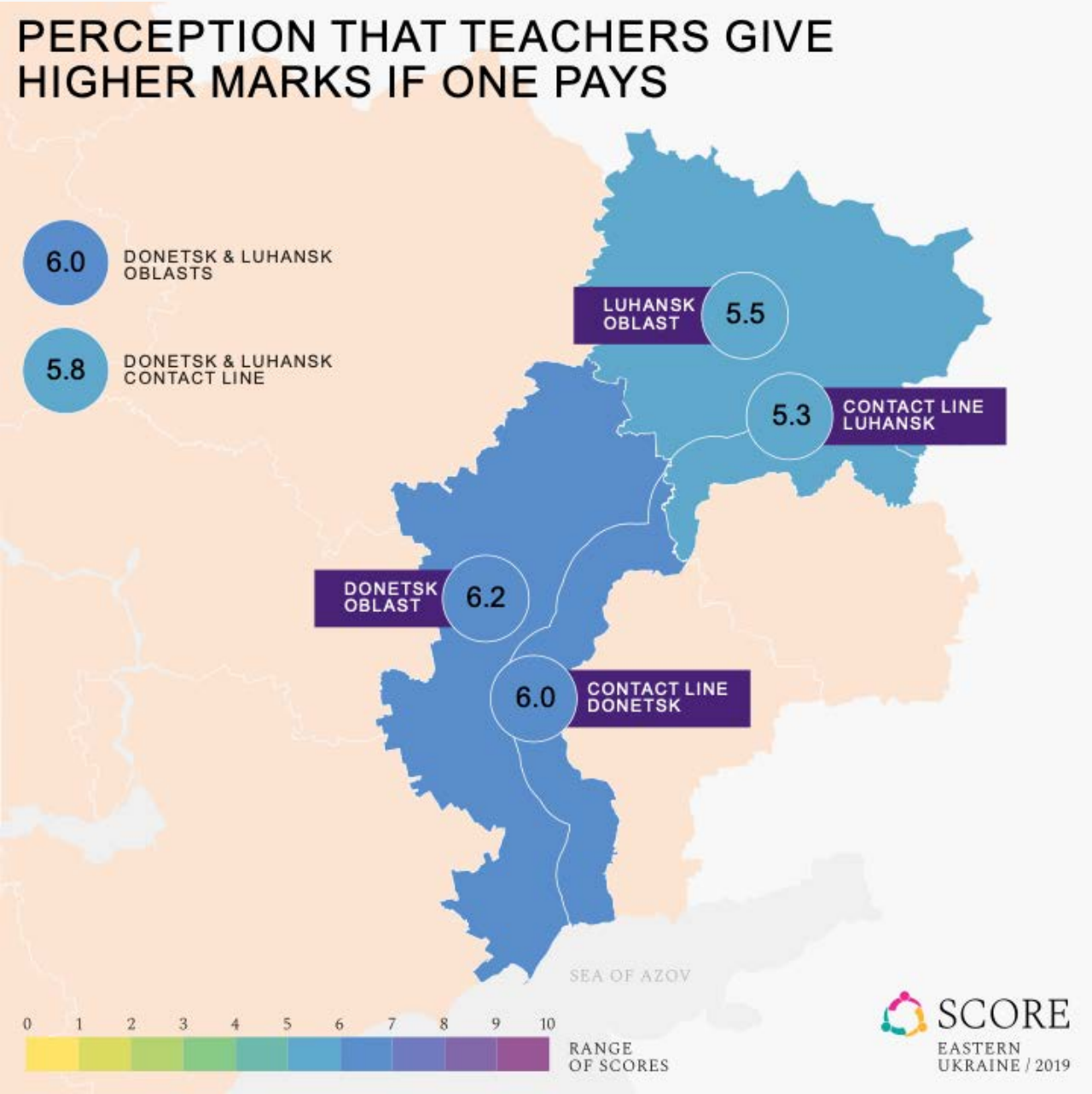


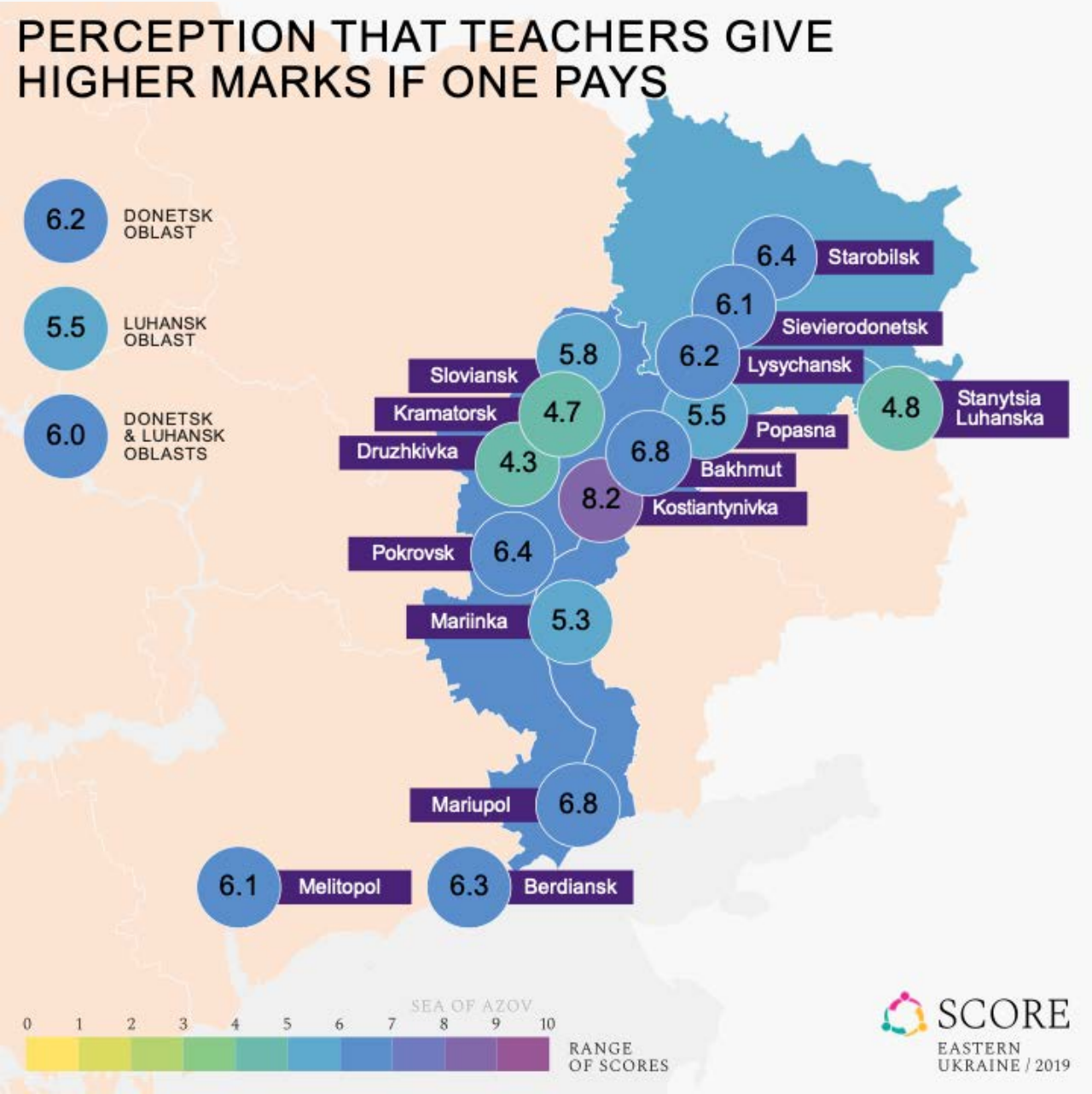
Perception that police will not register traffic violations if paid





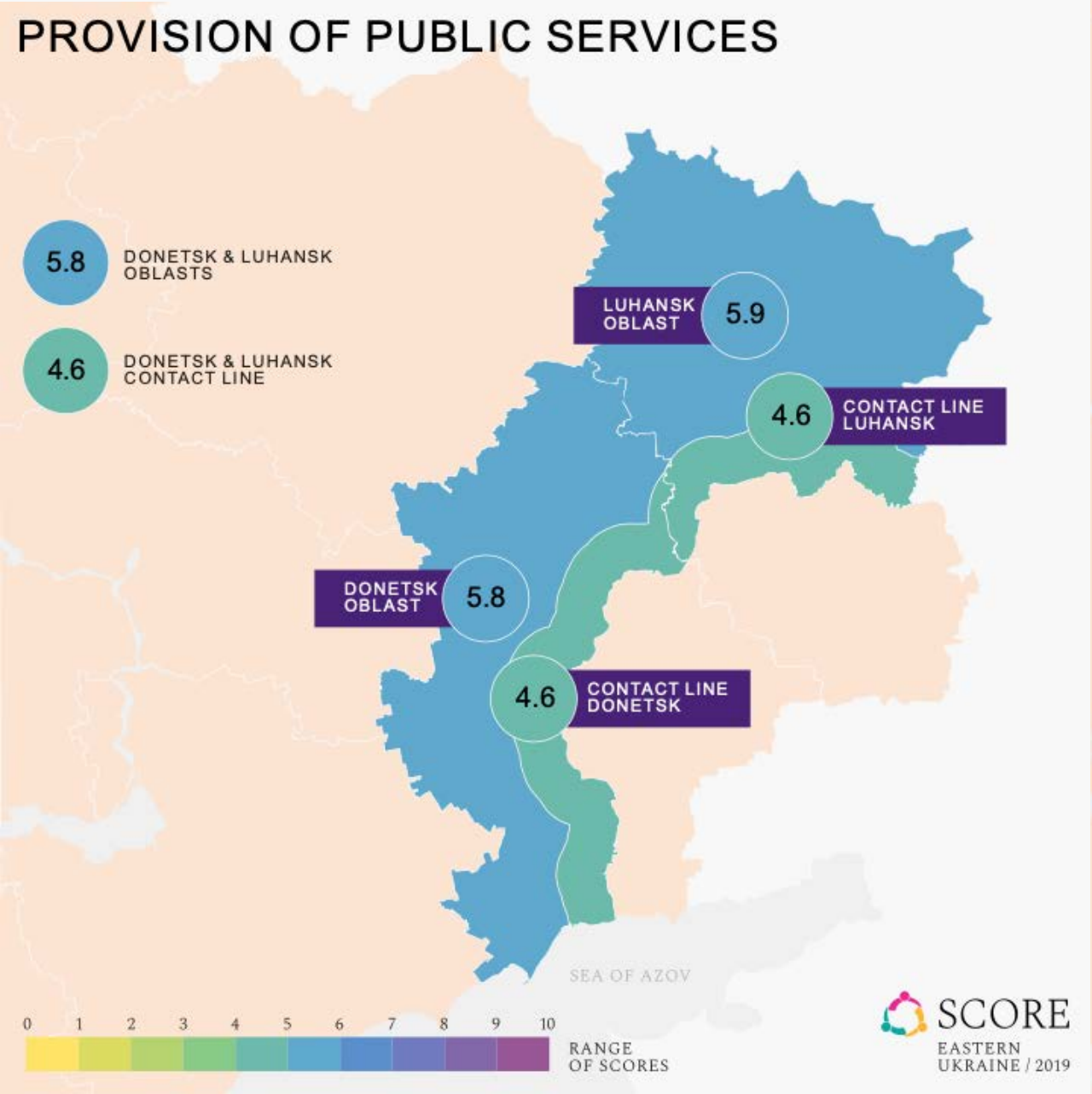
Perception that teachers give higher marks if one pays

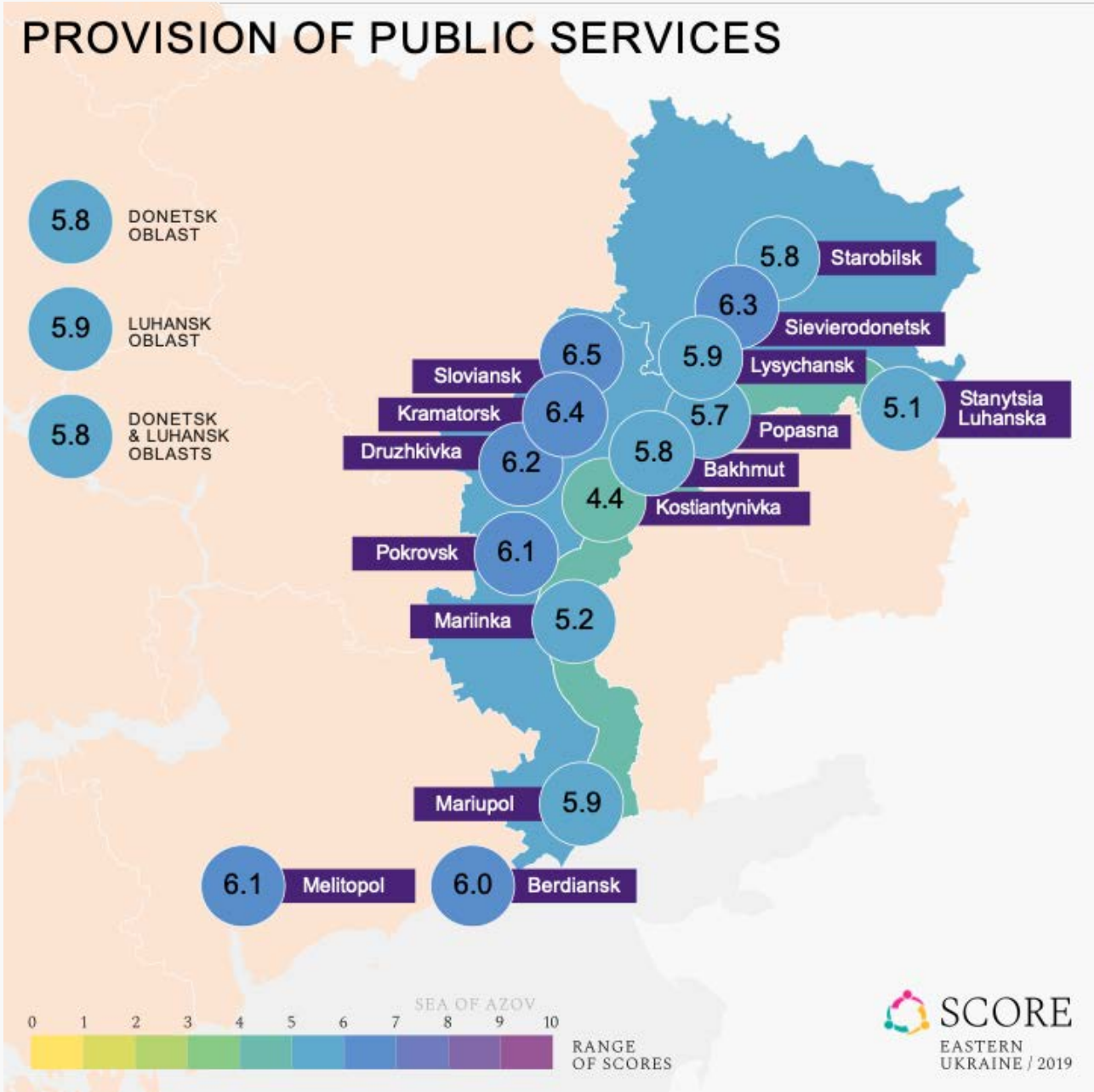




Provision of public services (overall)

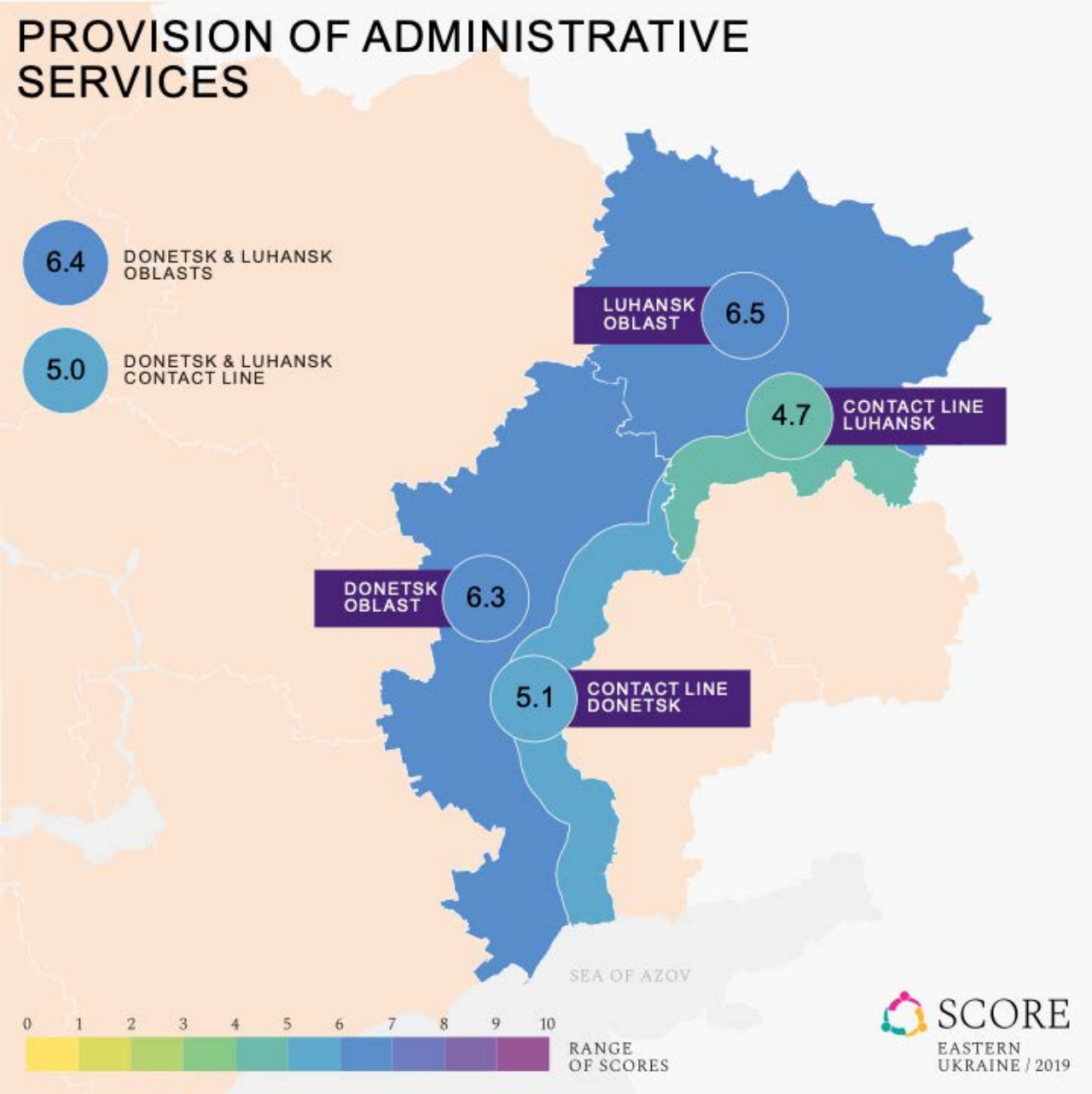
The degree to which a person is satisfied with the provision of public services, such as education, healthcare and social welfare payments

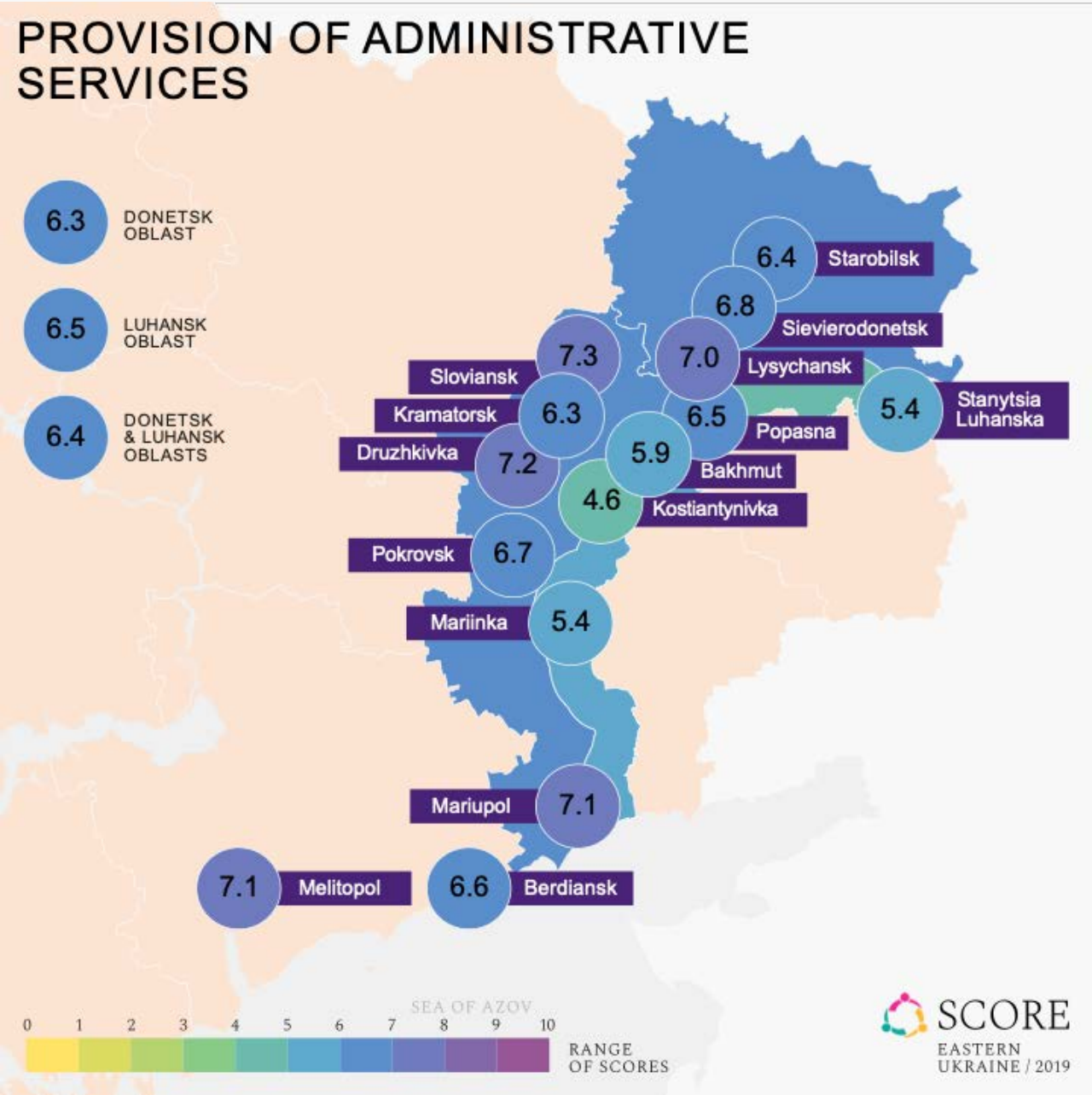




Provision of administrative services

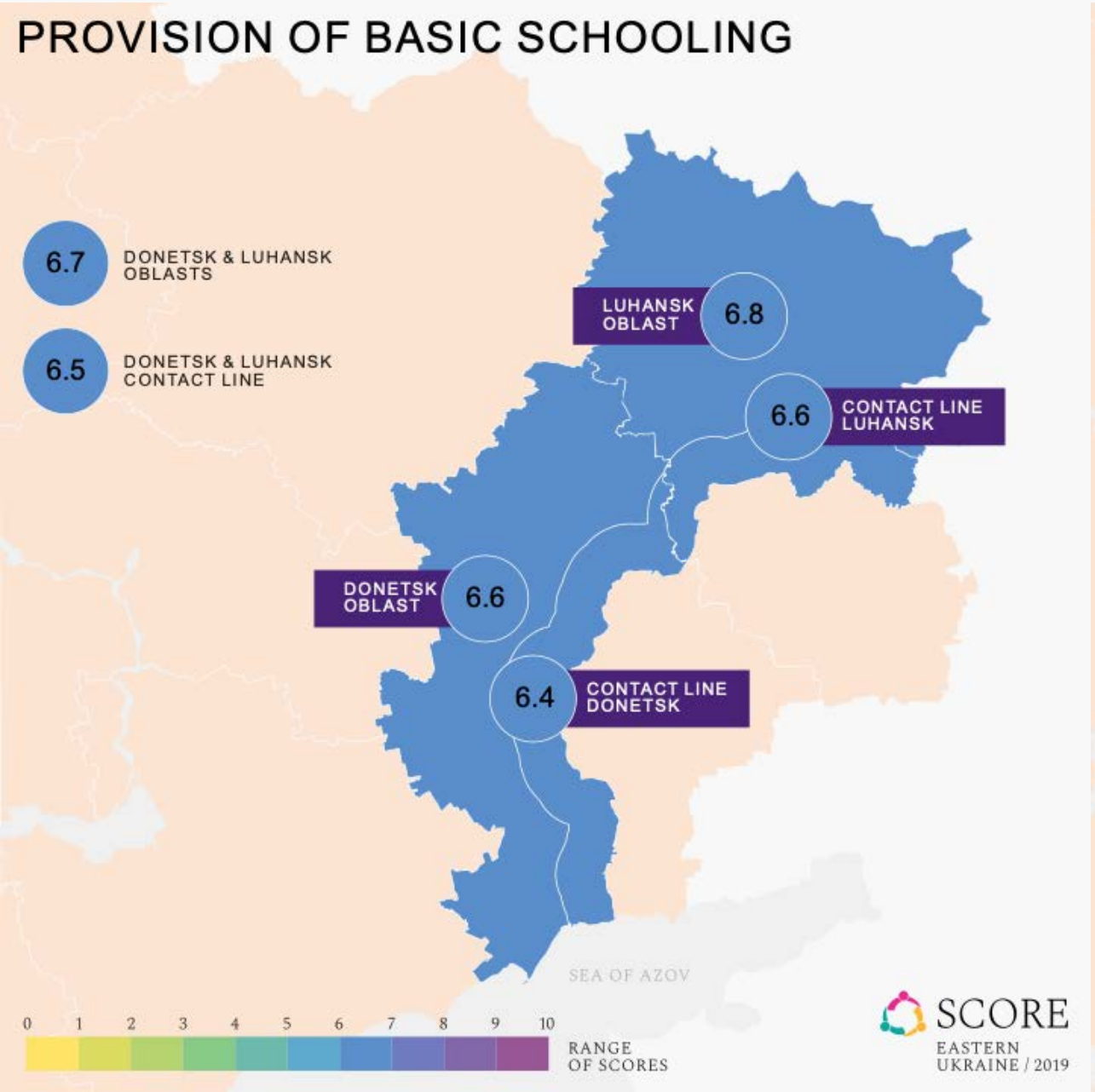
The degree to which one is satisfied with administrative services in their locality (e.g. obtaining official documents)

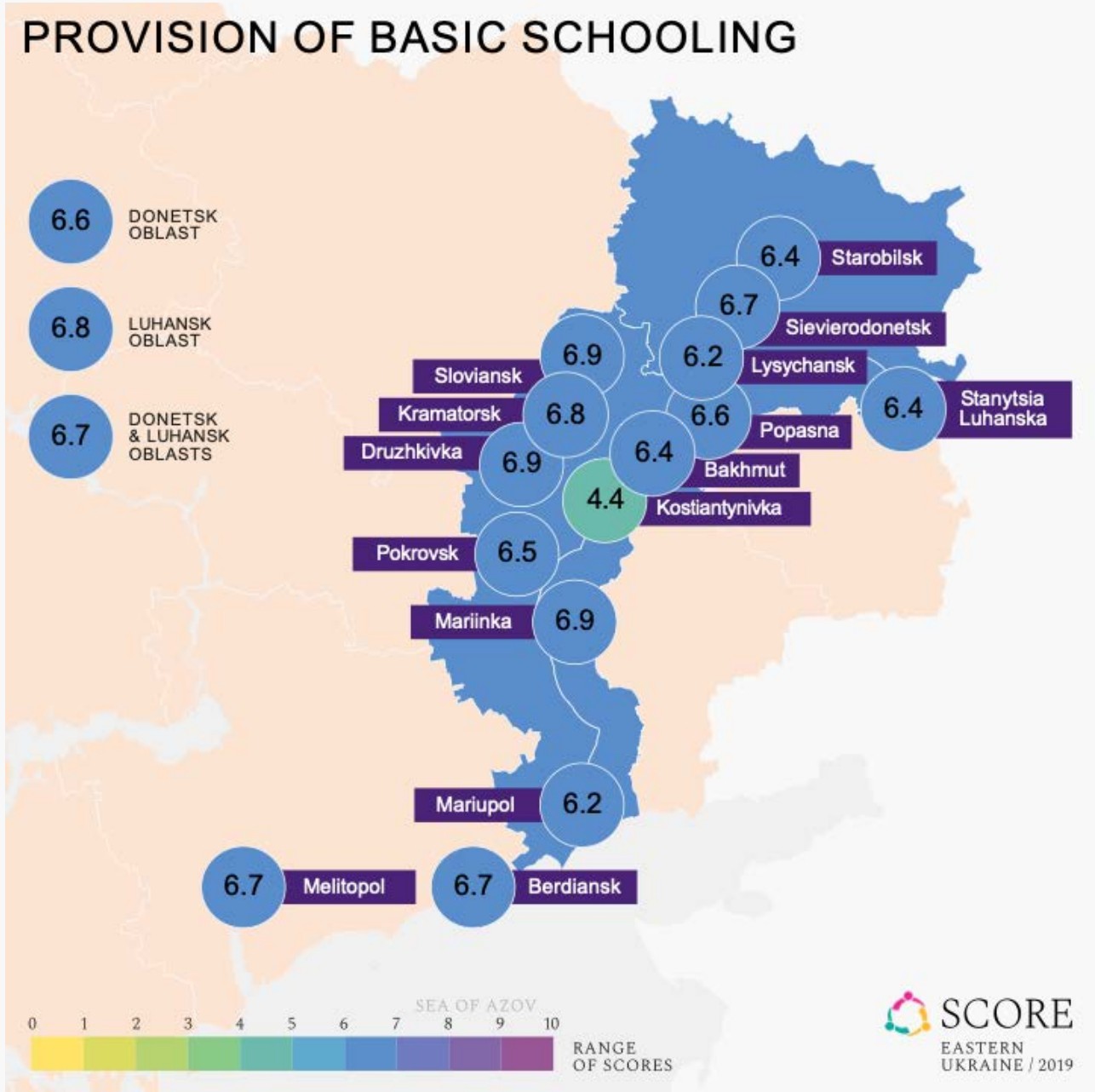




Provision of basic schooling

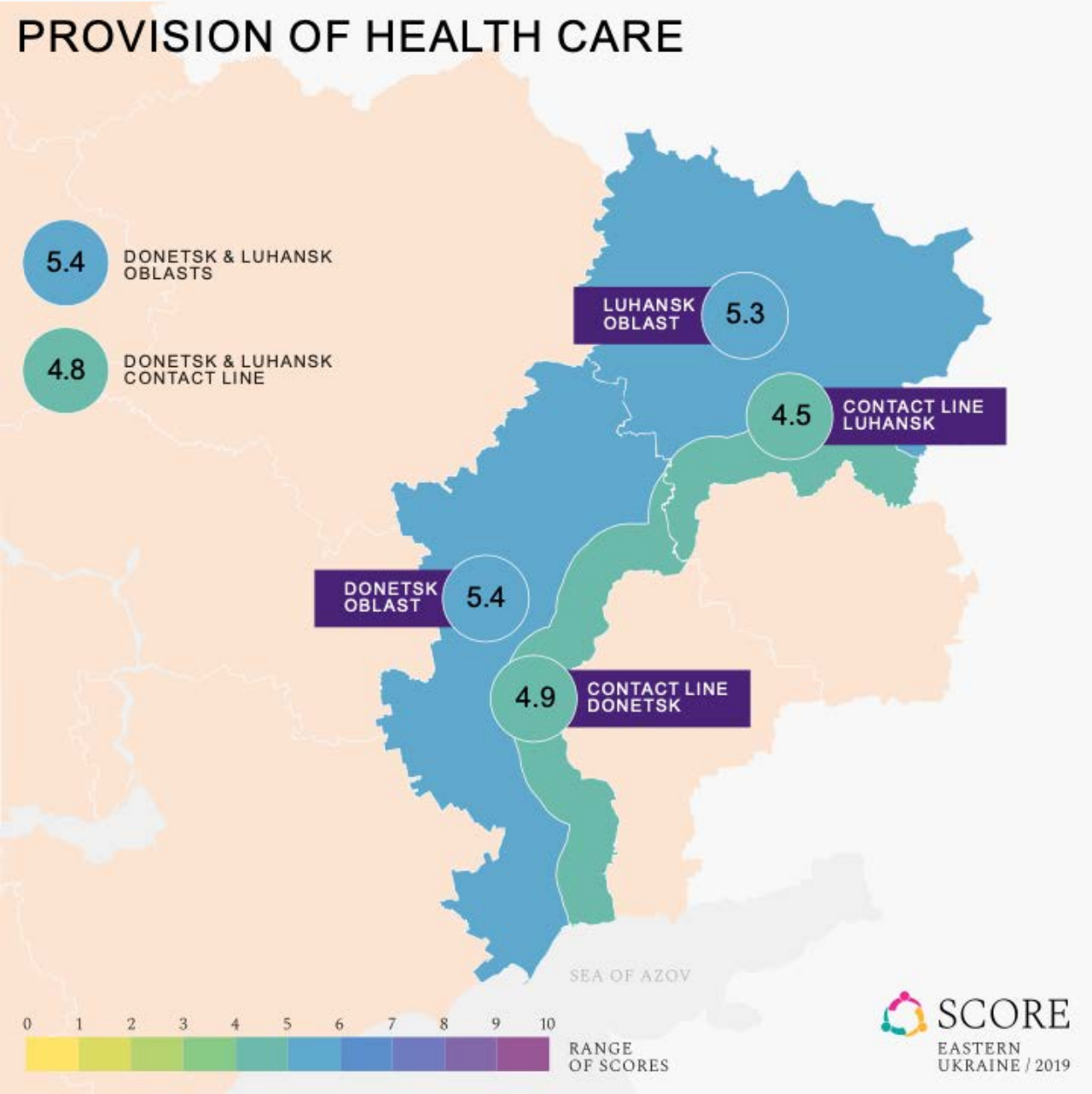
The degree to which one is satisfied with provision of basic schooling in their locality

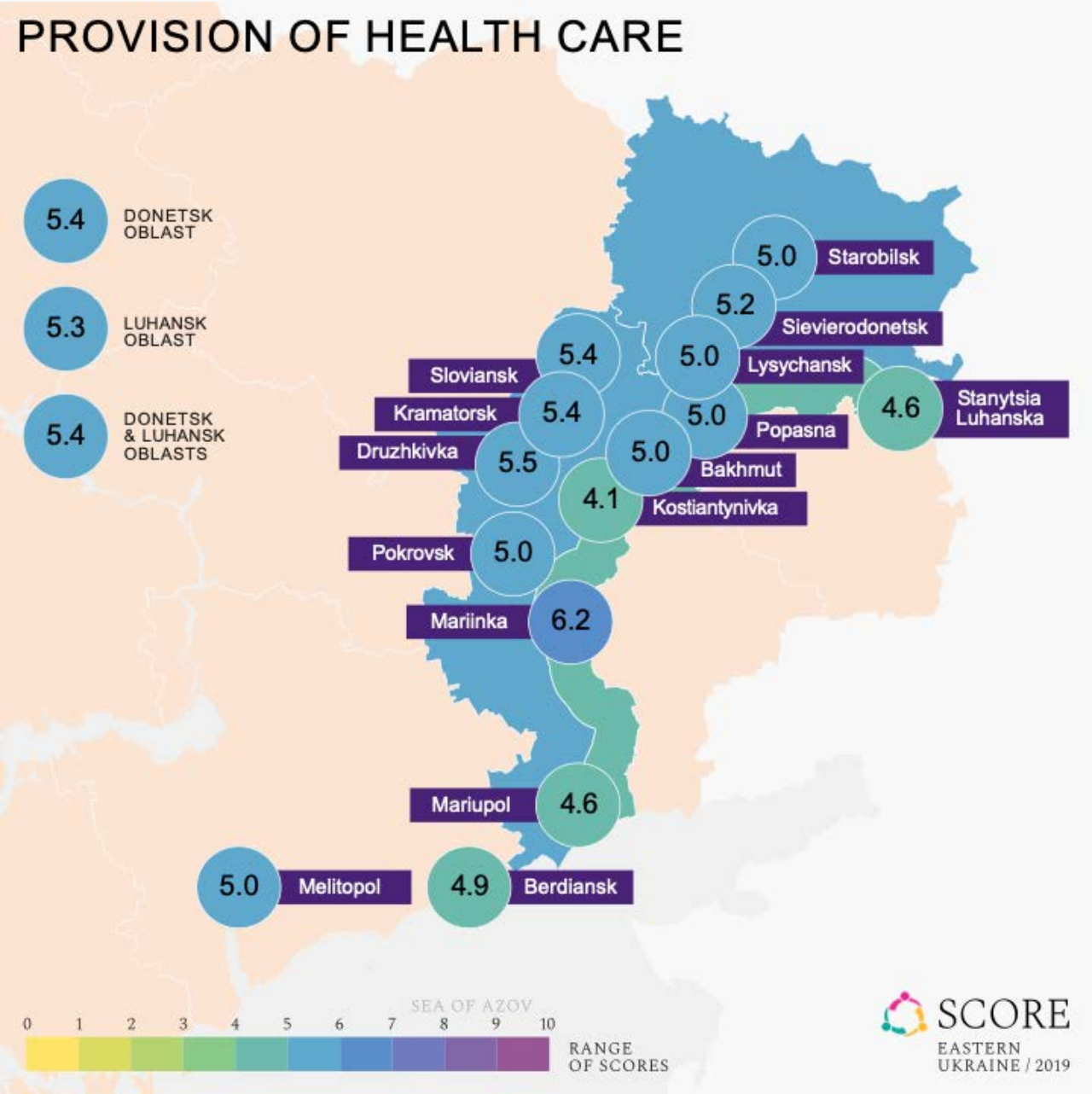




Provision of health care

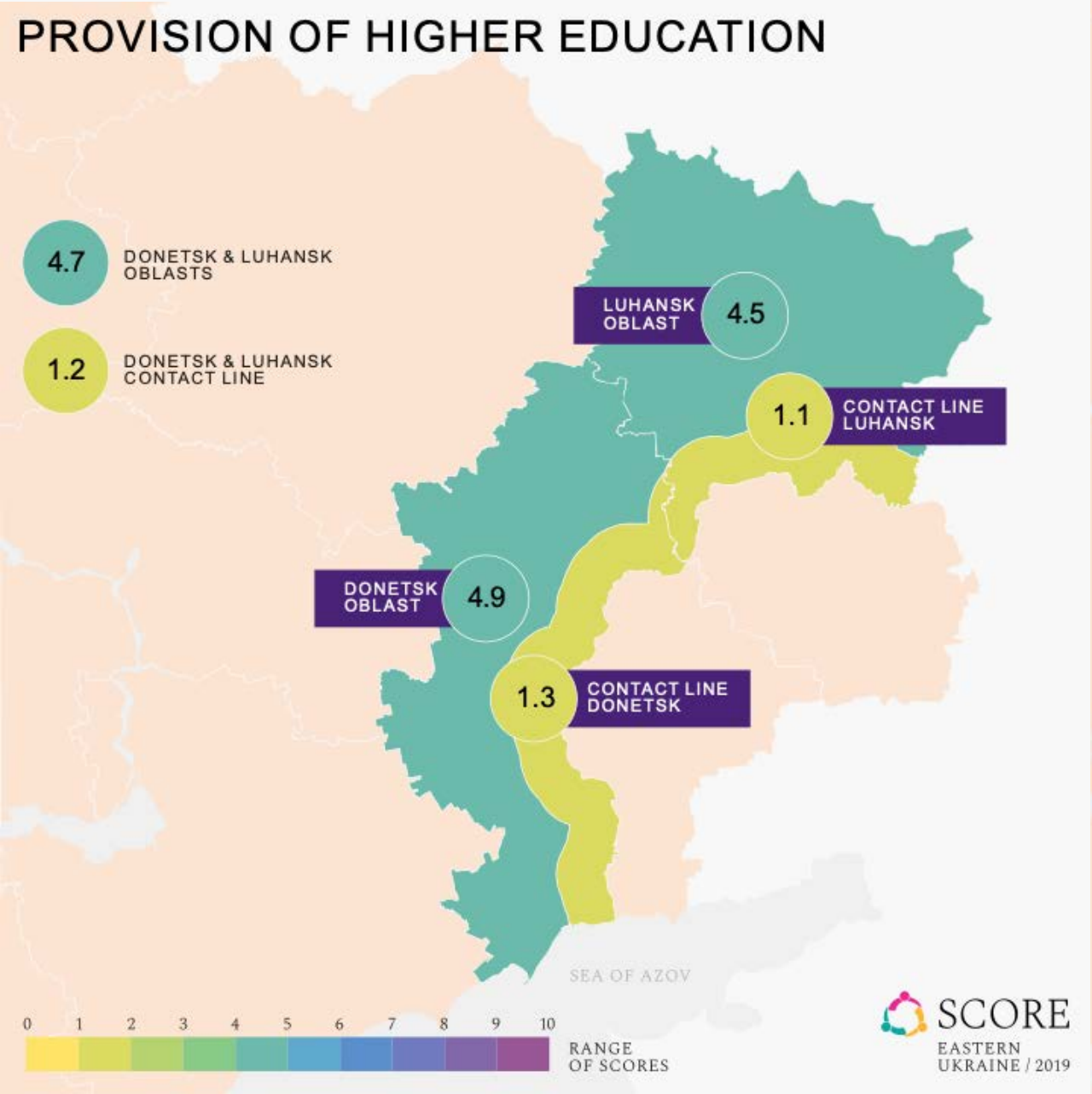
The degree to which one is satisfied with the health services in their locality

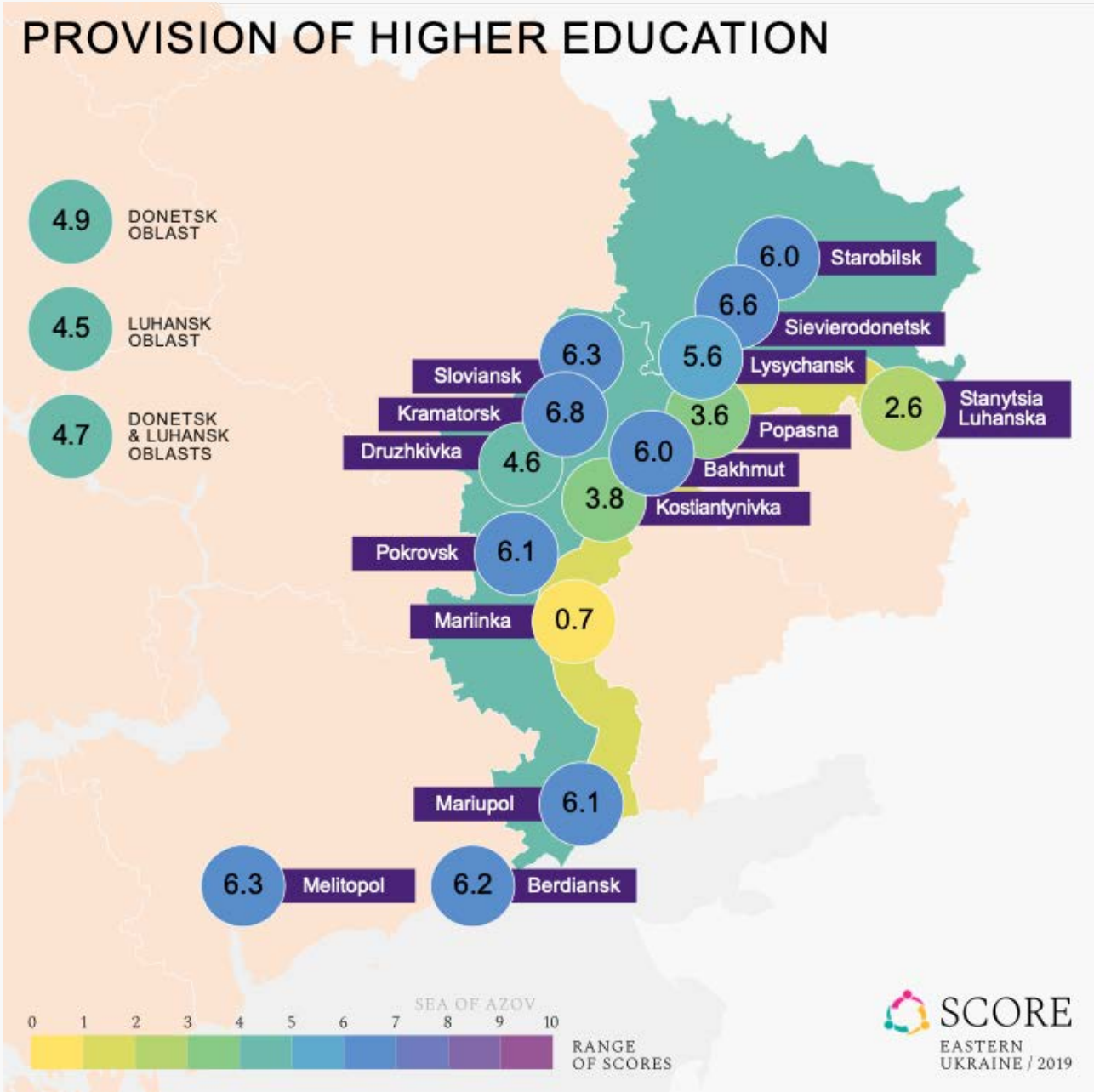




Provision of higher education

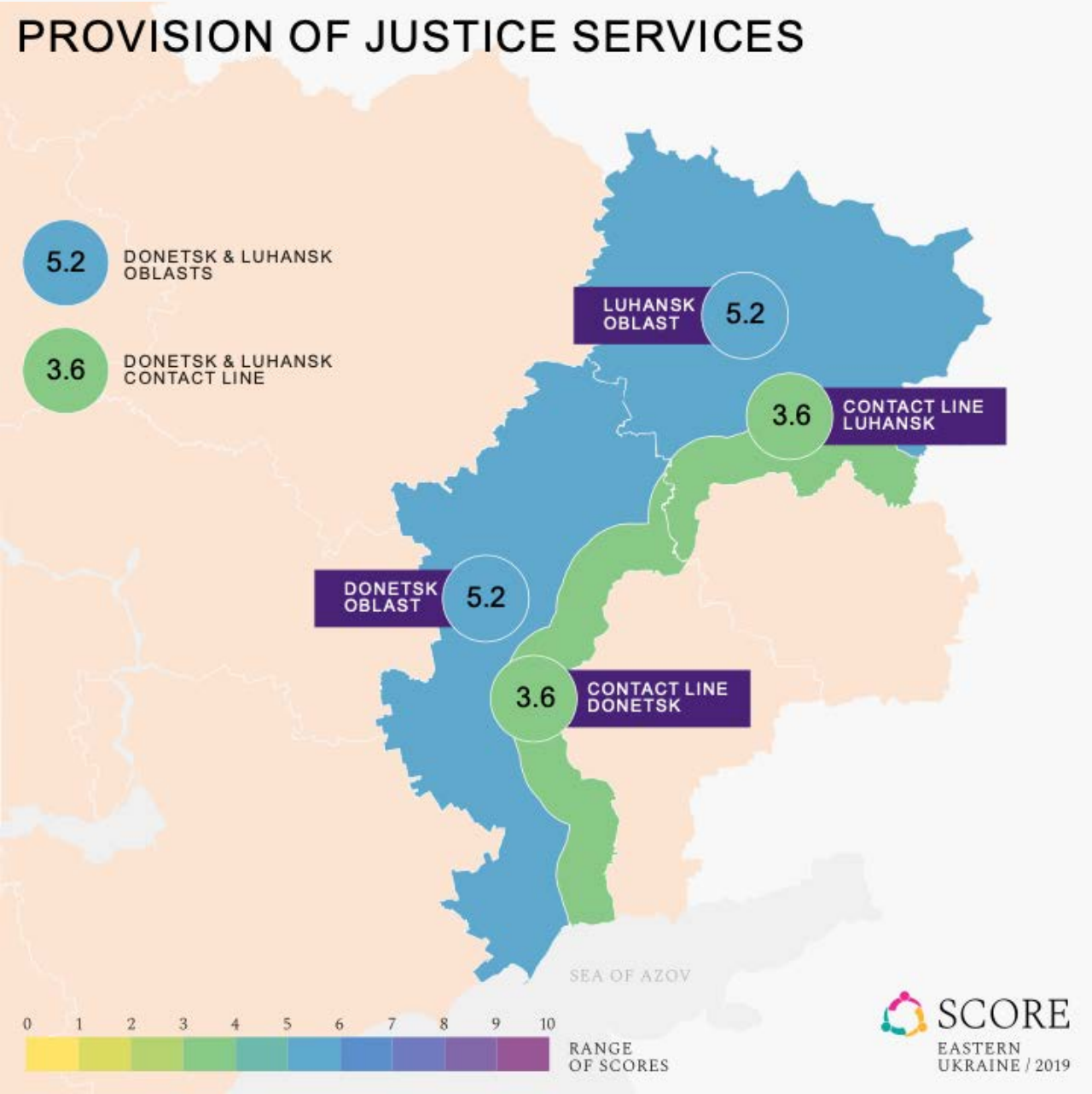
The degree to which one is satisfied with the provision of higher education in their locality

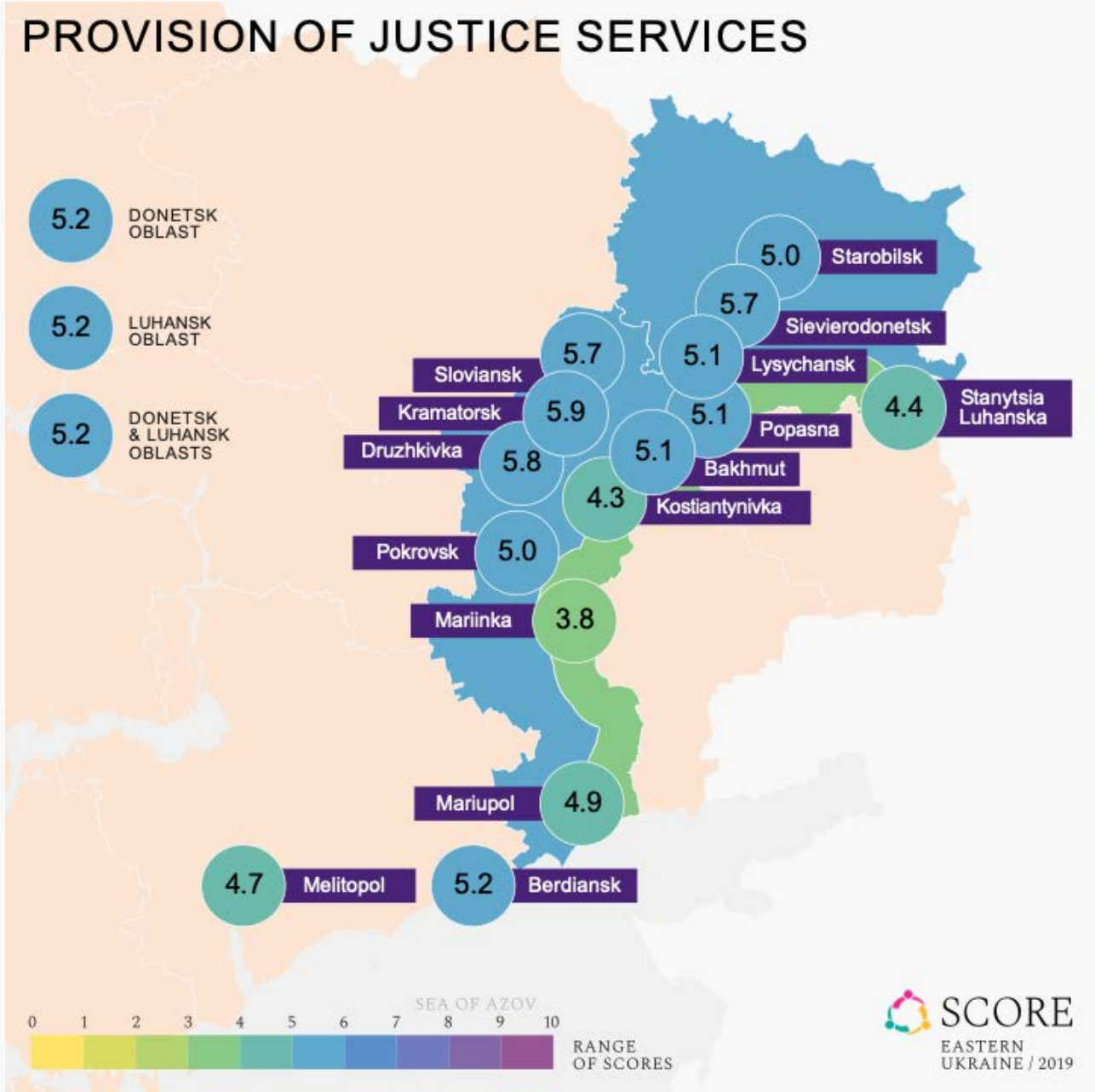




Provision of justice services

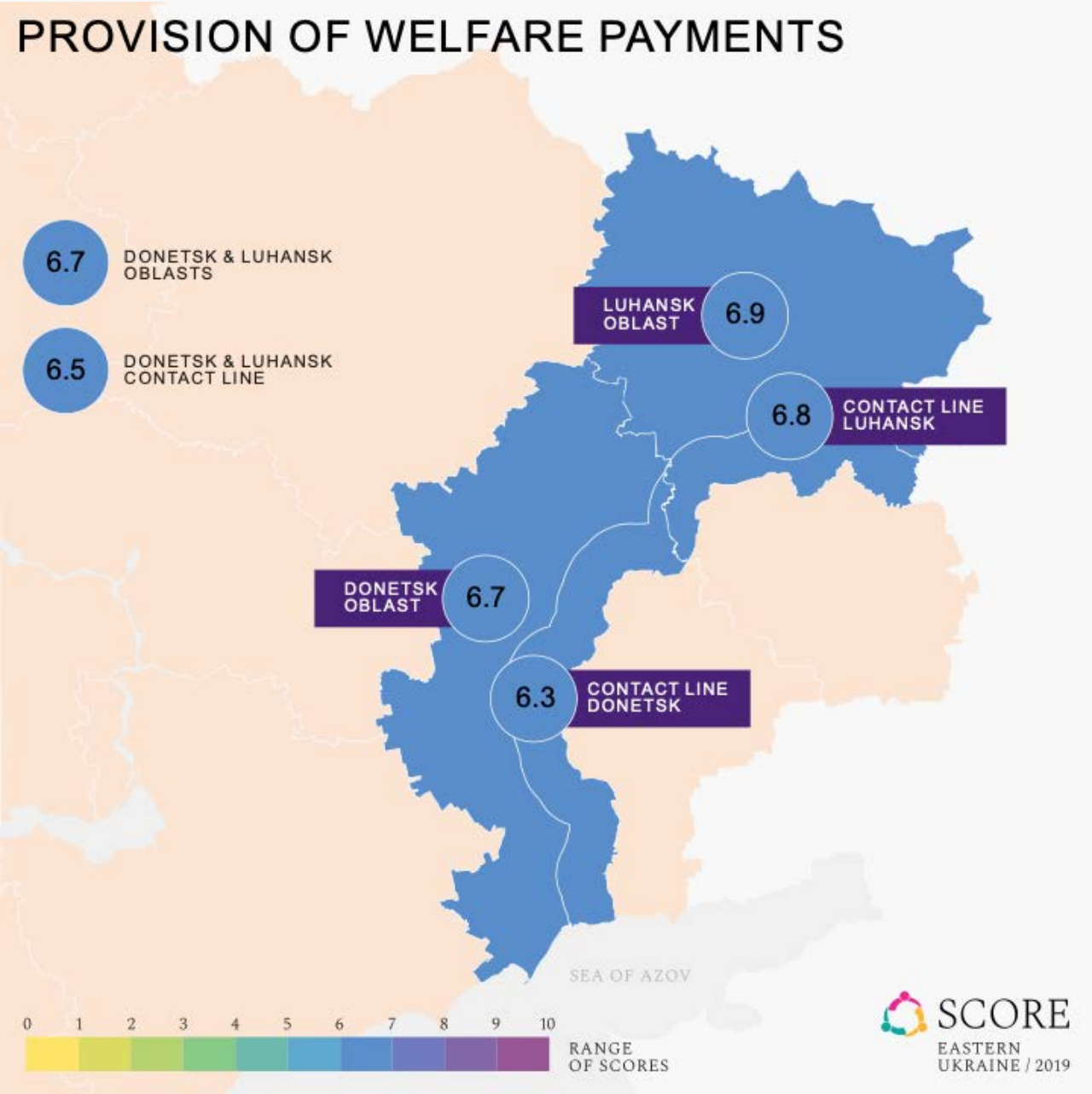
The degree to which one is satisfied with the provision of justice services (e.g. courts) in their locality.

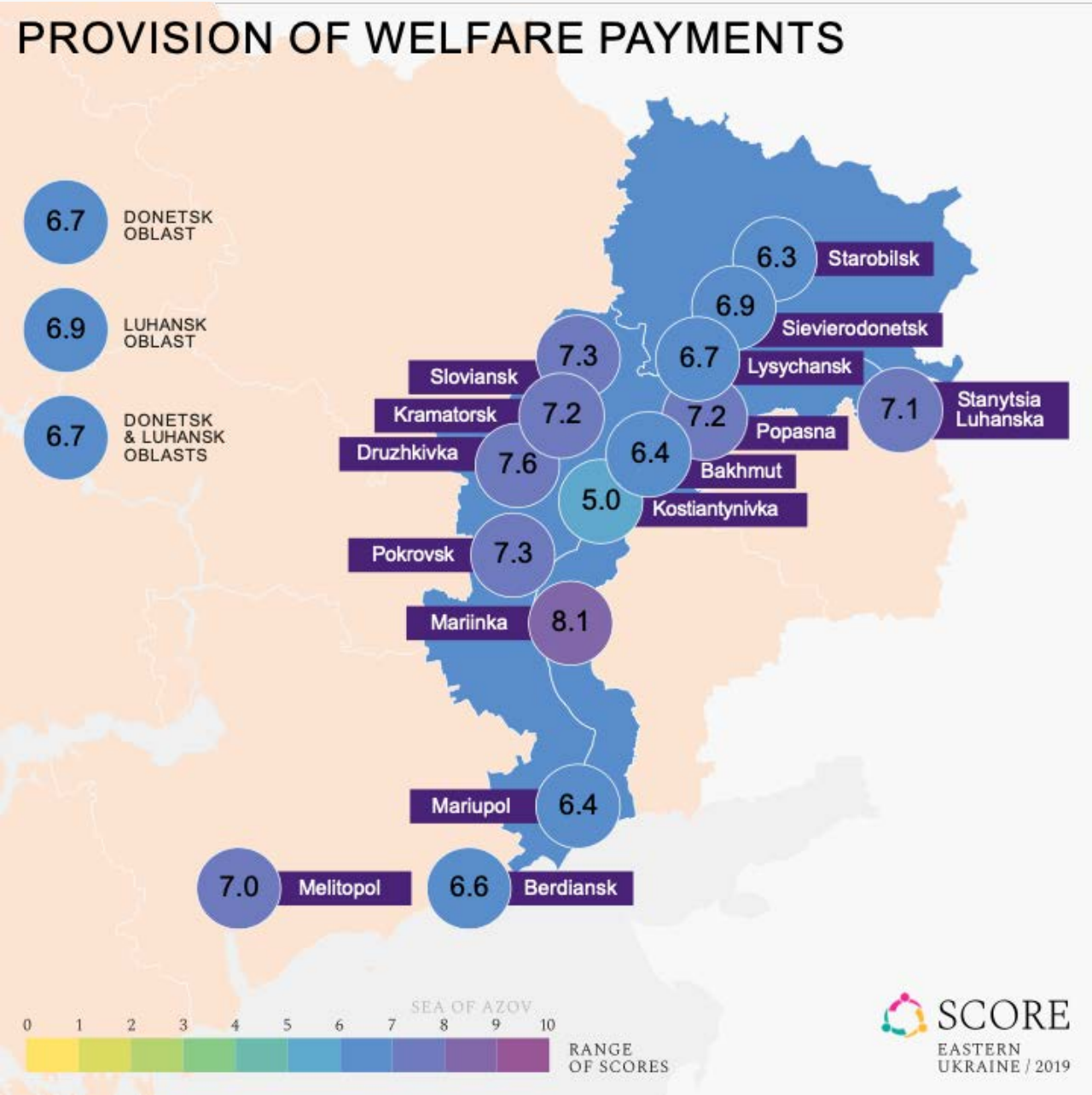




Provision of welfare payments

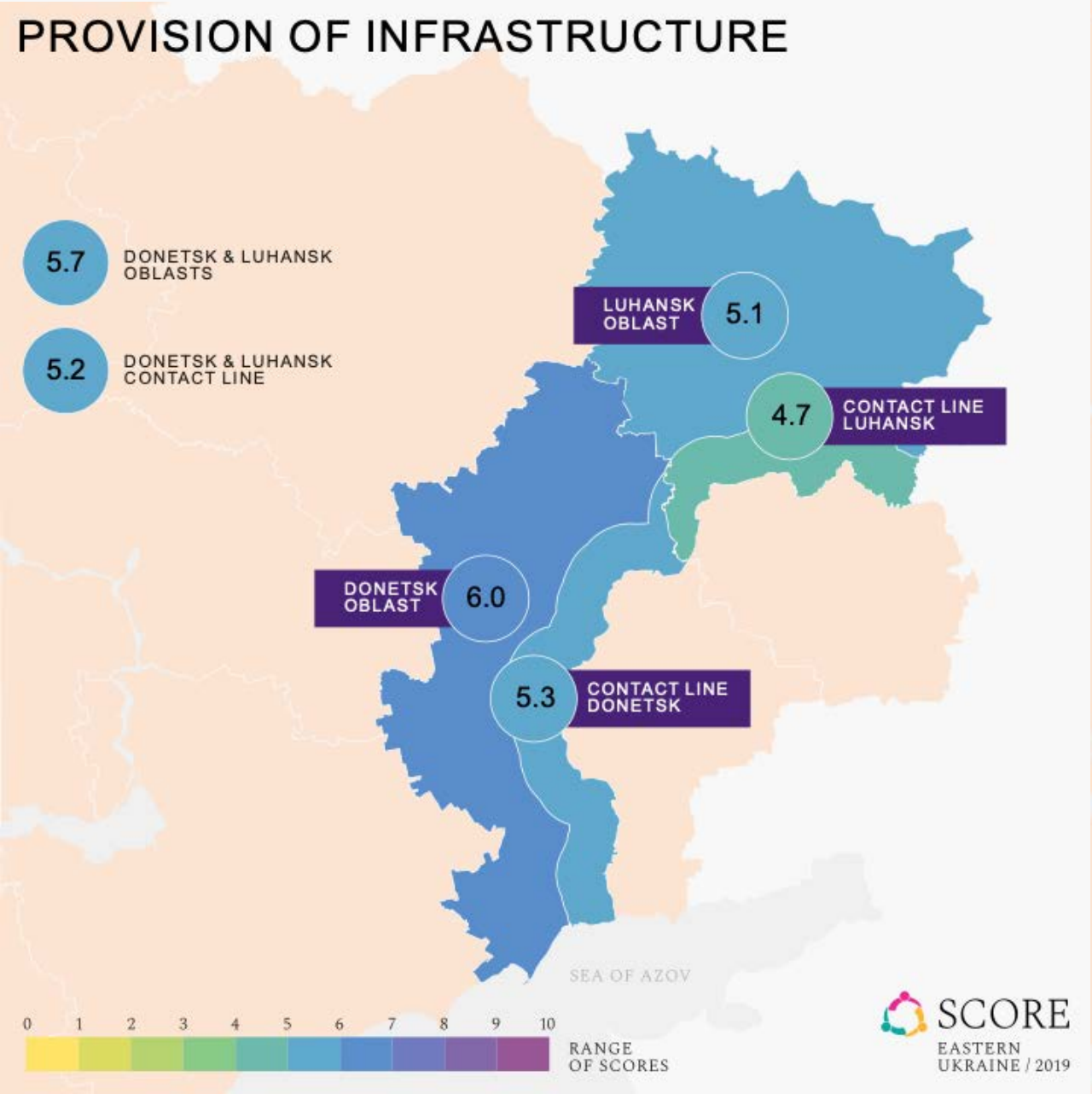
The degree to which one is satisfied with the welfare payments to those who is in need (eg. disabled, unemployed, pensioners, scholarships)

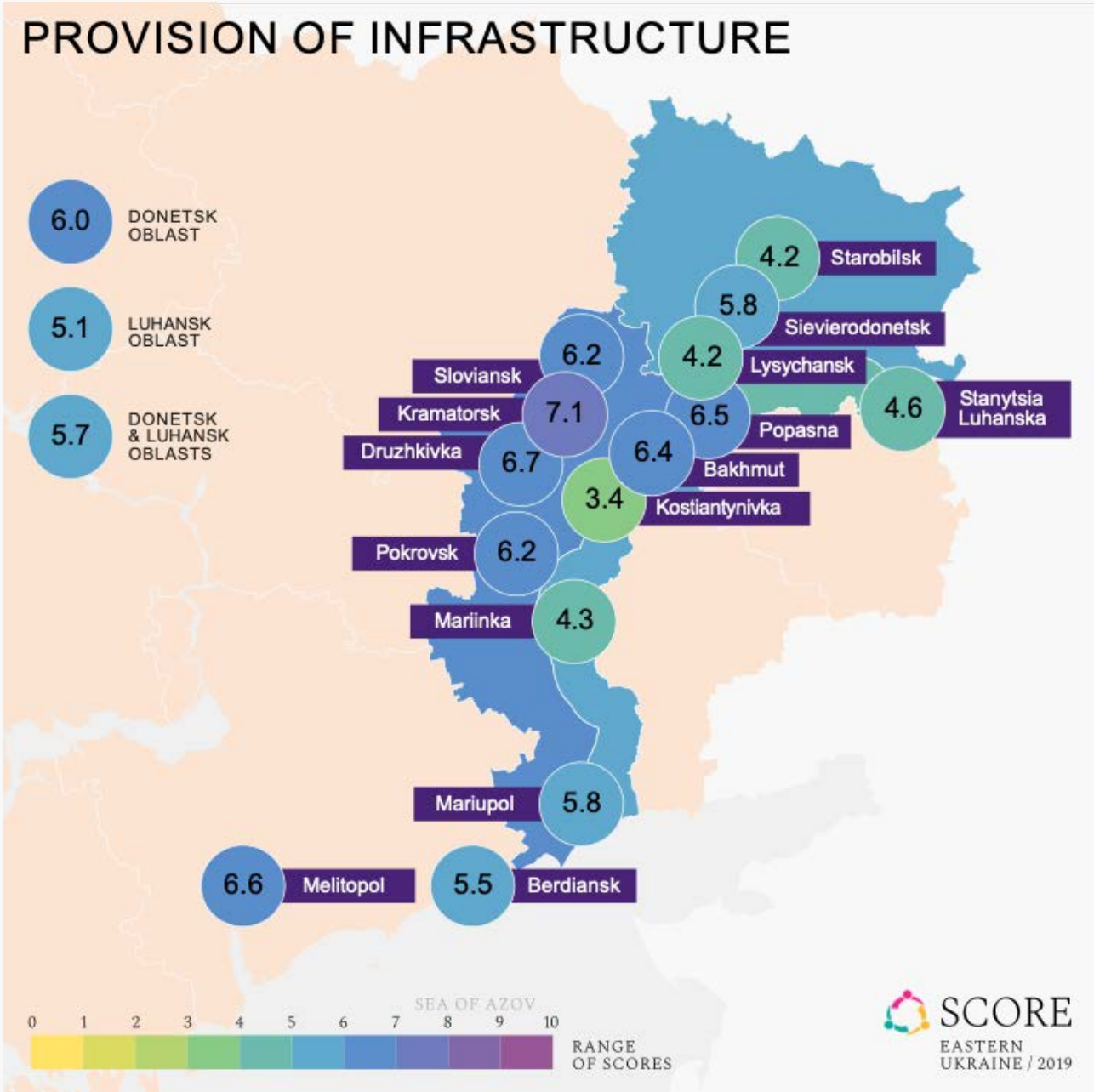




Provision of infrastructure (overall)

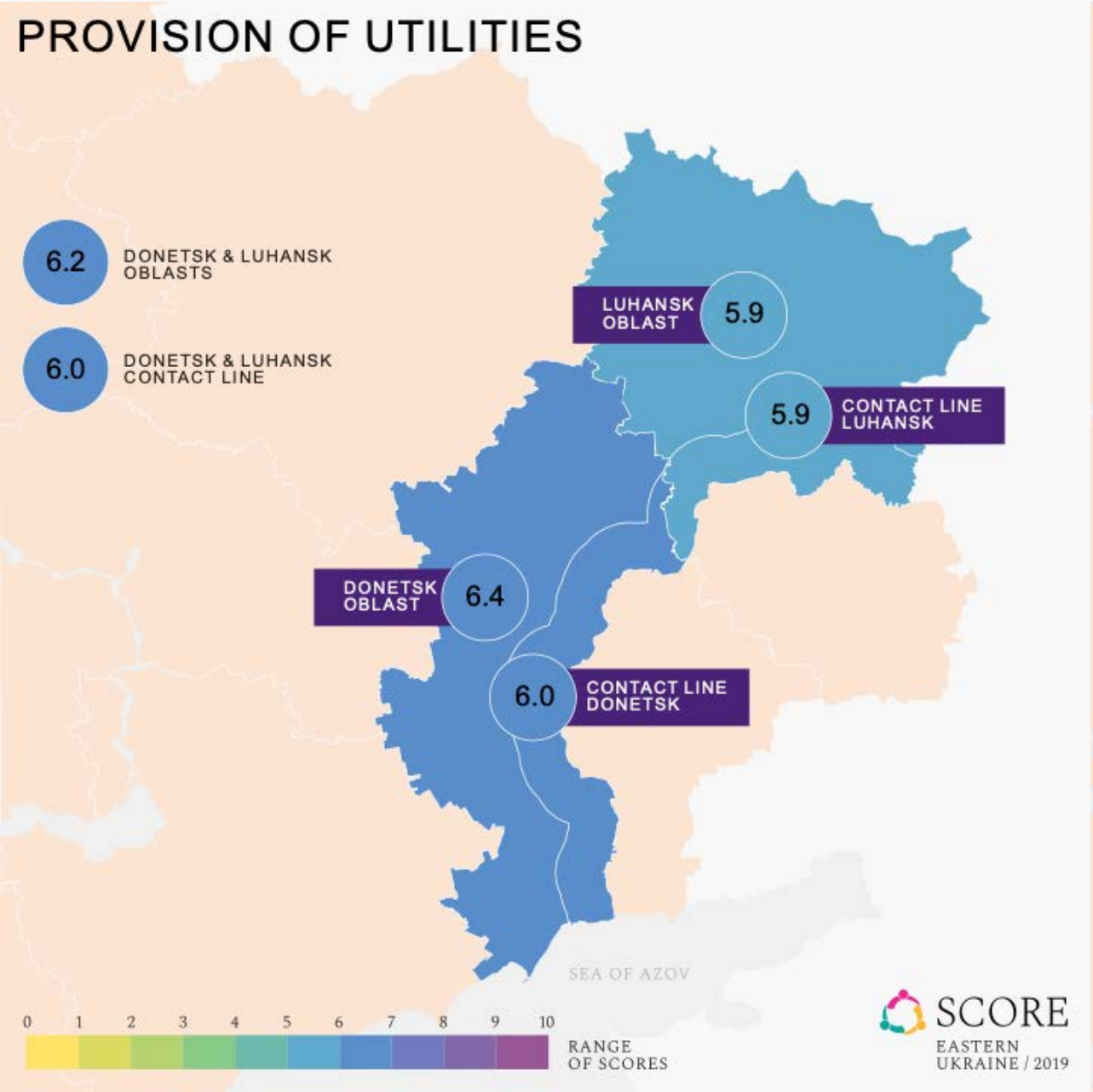
The degree to which one is satisfied with the provision of utilities (e.g. water, electricity), quality of road network and public transportation services in their locality

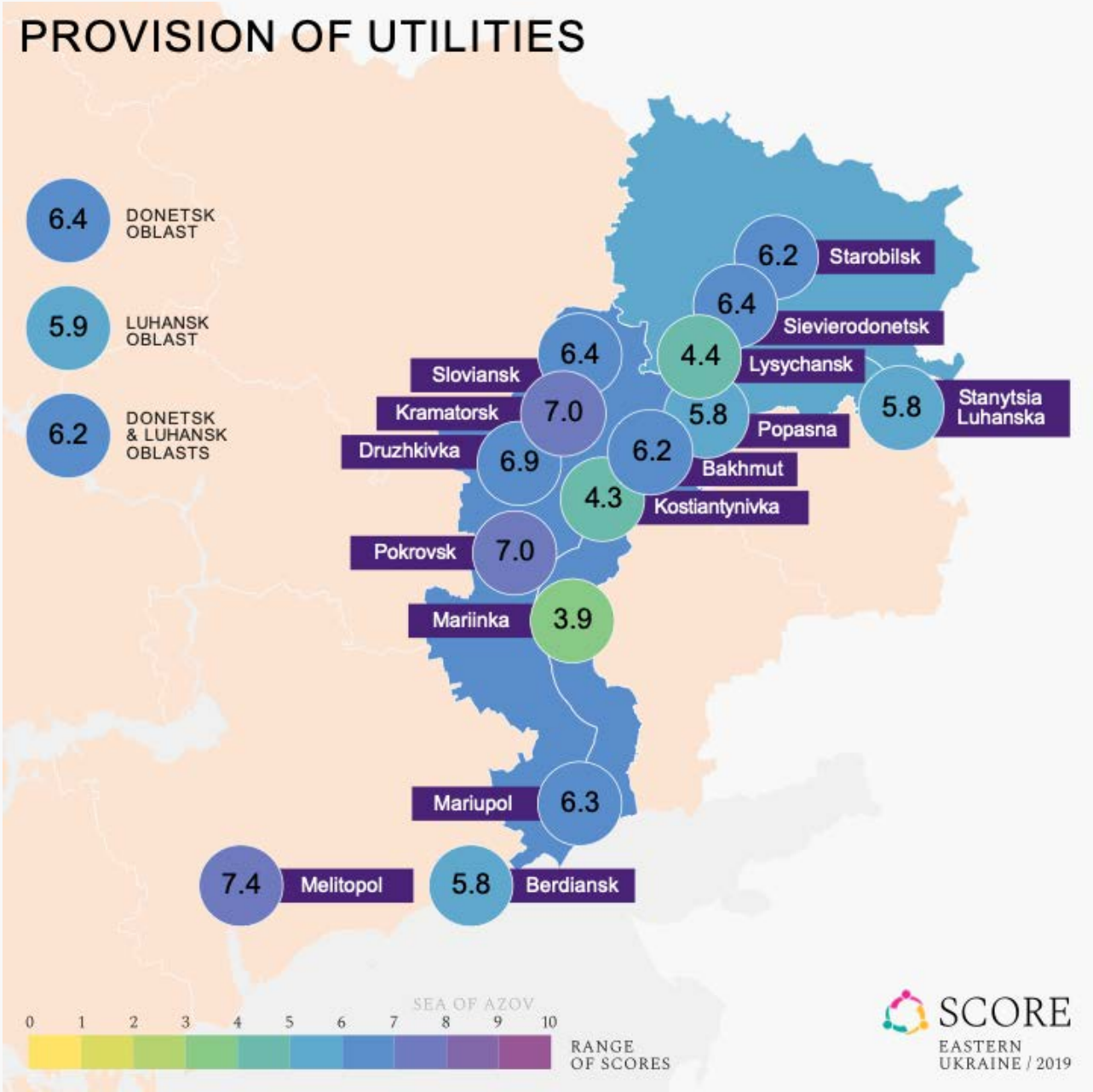




Provision of utilities

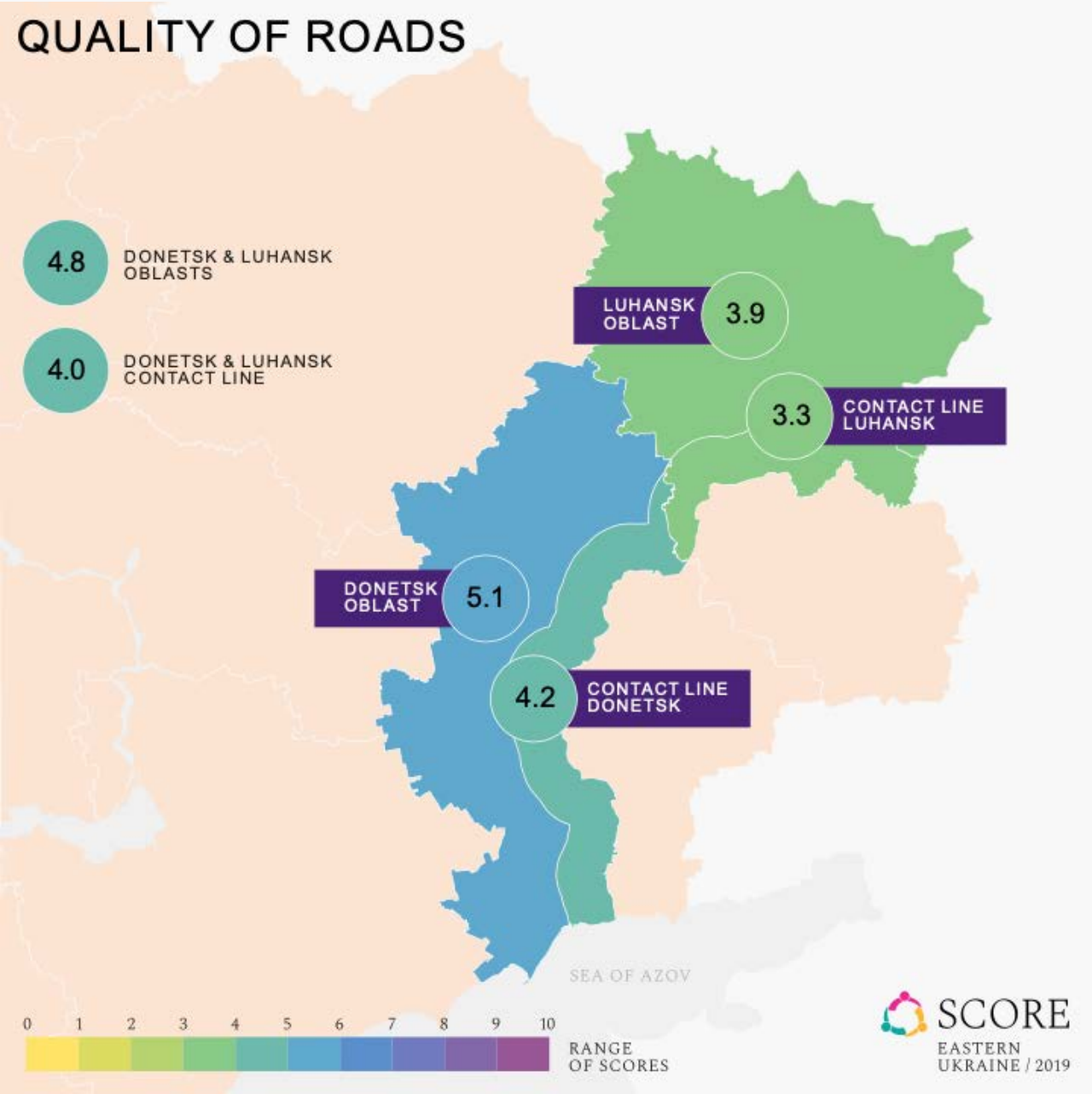
The degree to which one is satisfied with the provision of utility services (e.g. water, heating, electricity and waste disposal) in their locality

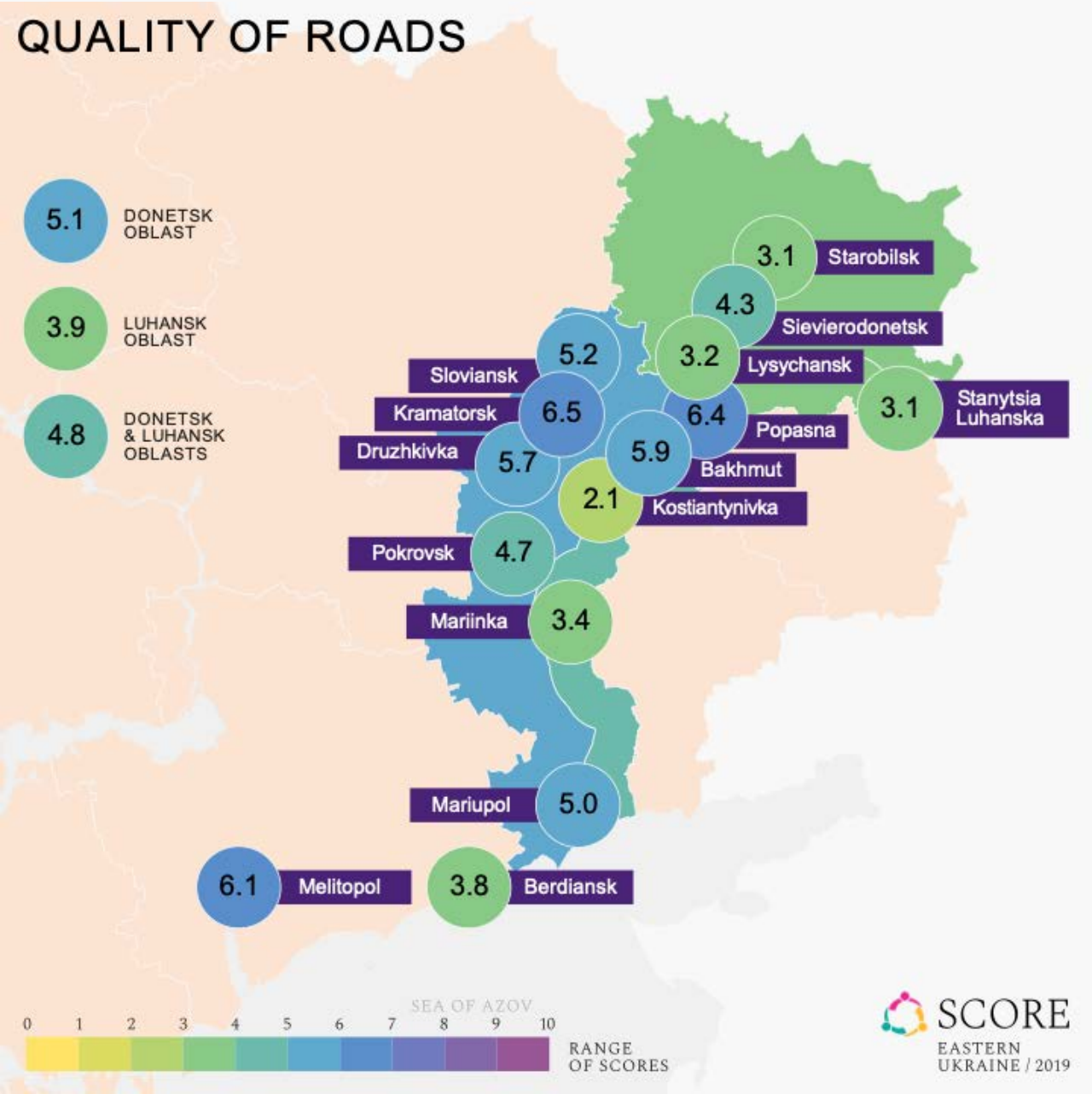




Quality of roads

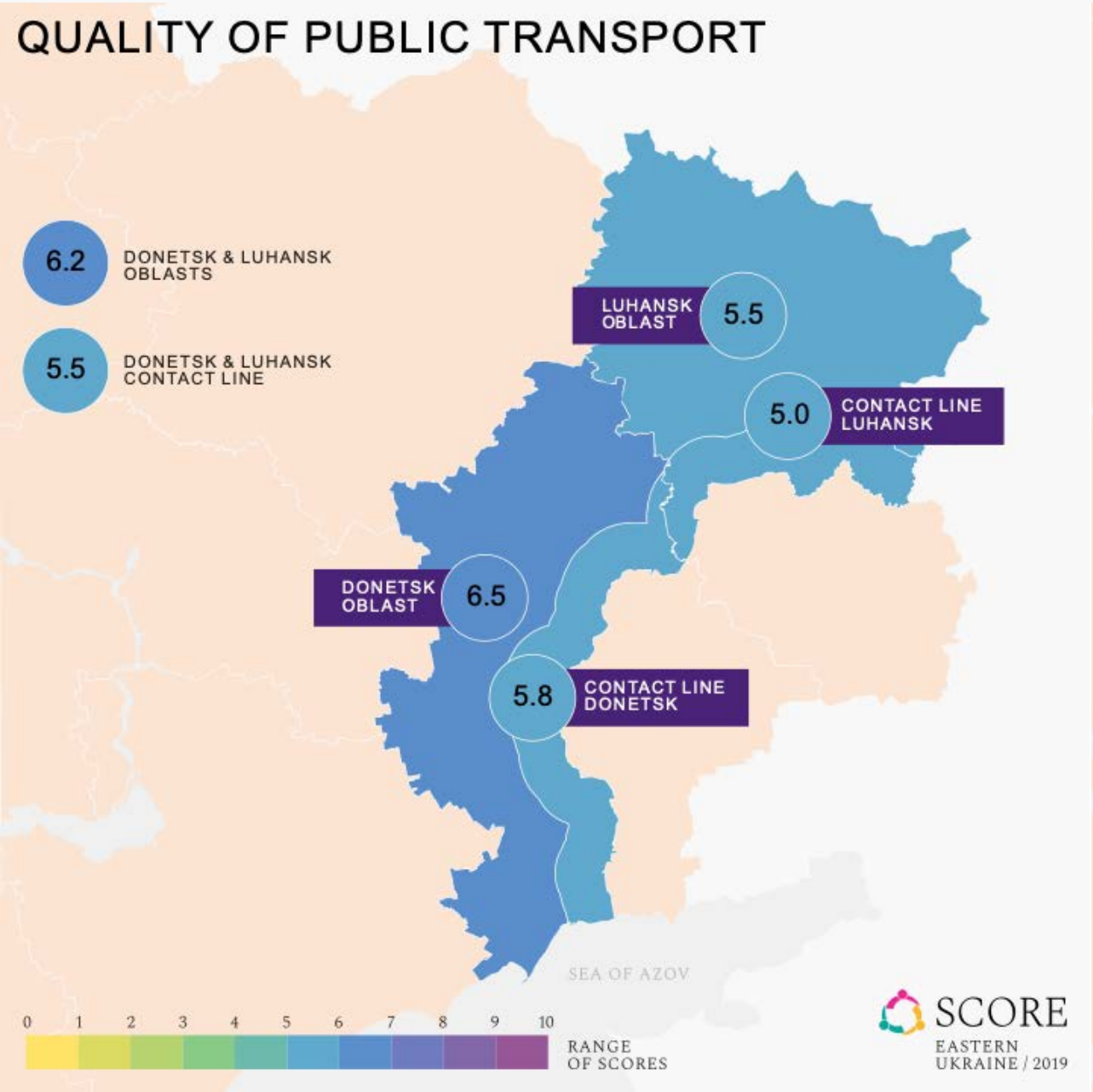
The degree to which one is satisfied with the quality of roads in their locality

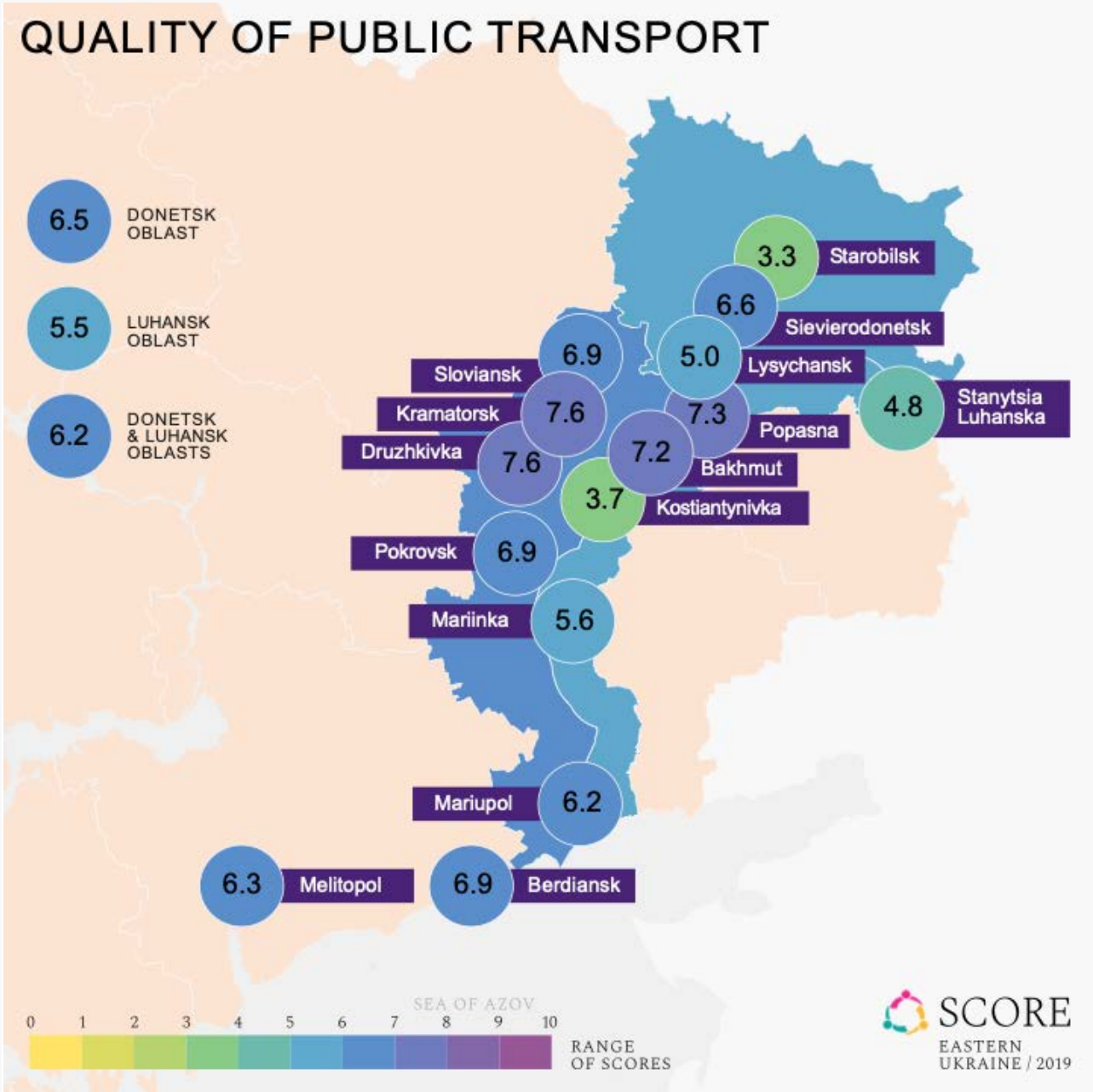




Quality of public transport

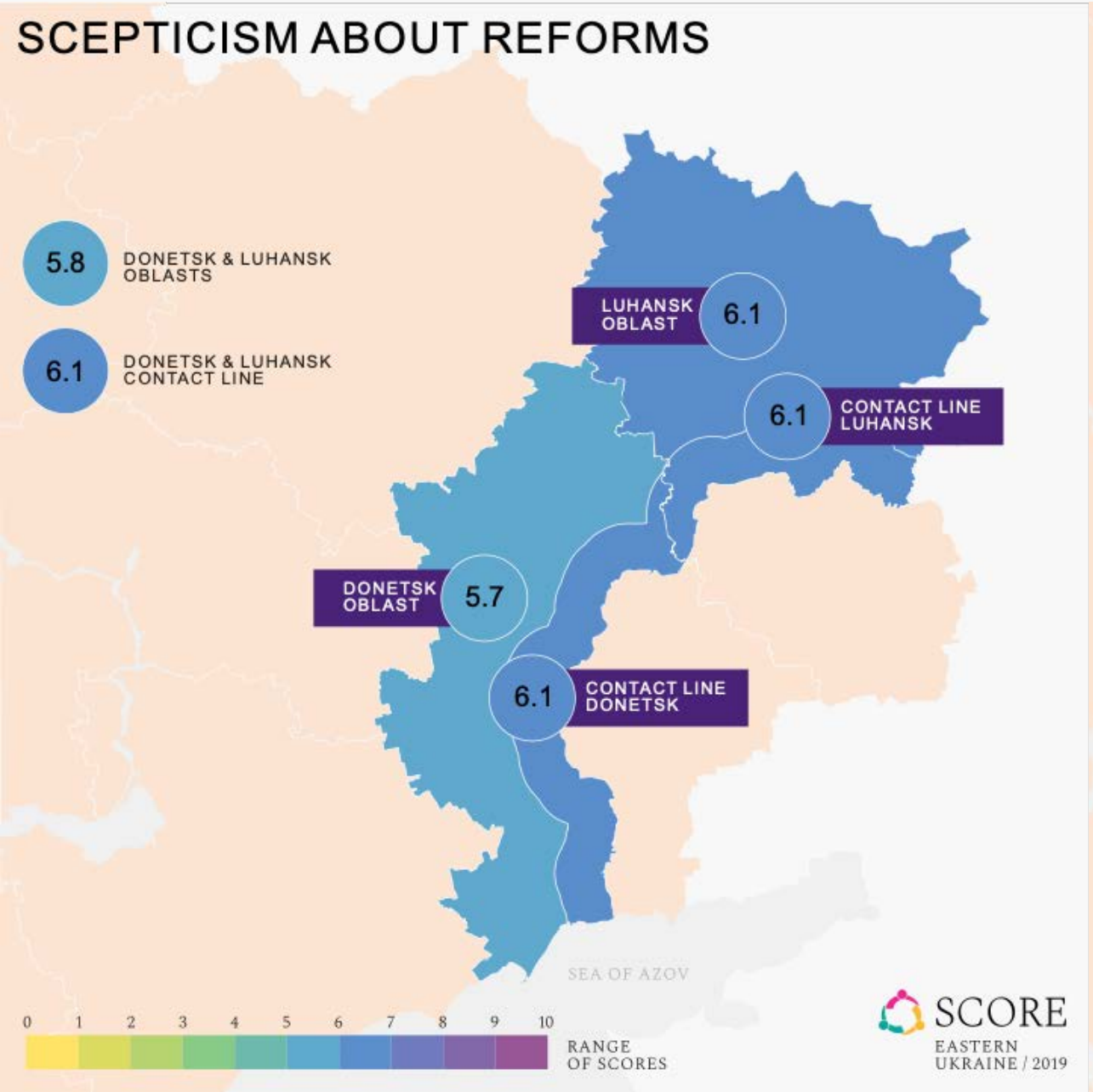
The degree to which one is satisfied with the efficiency of public transportation in their locality

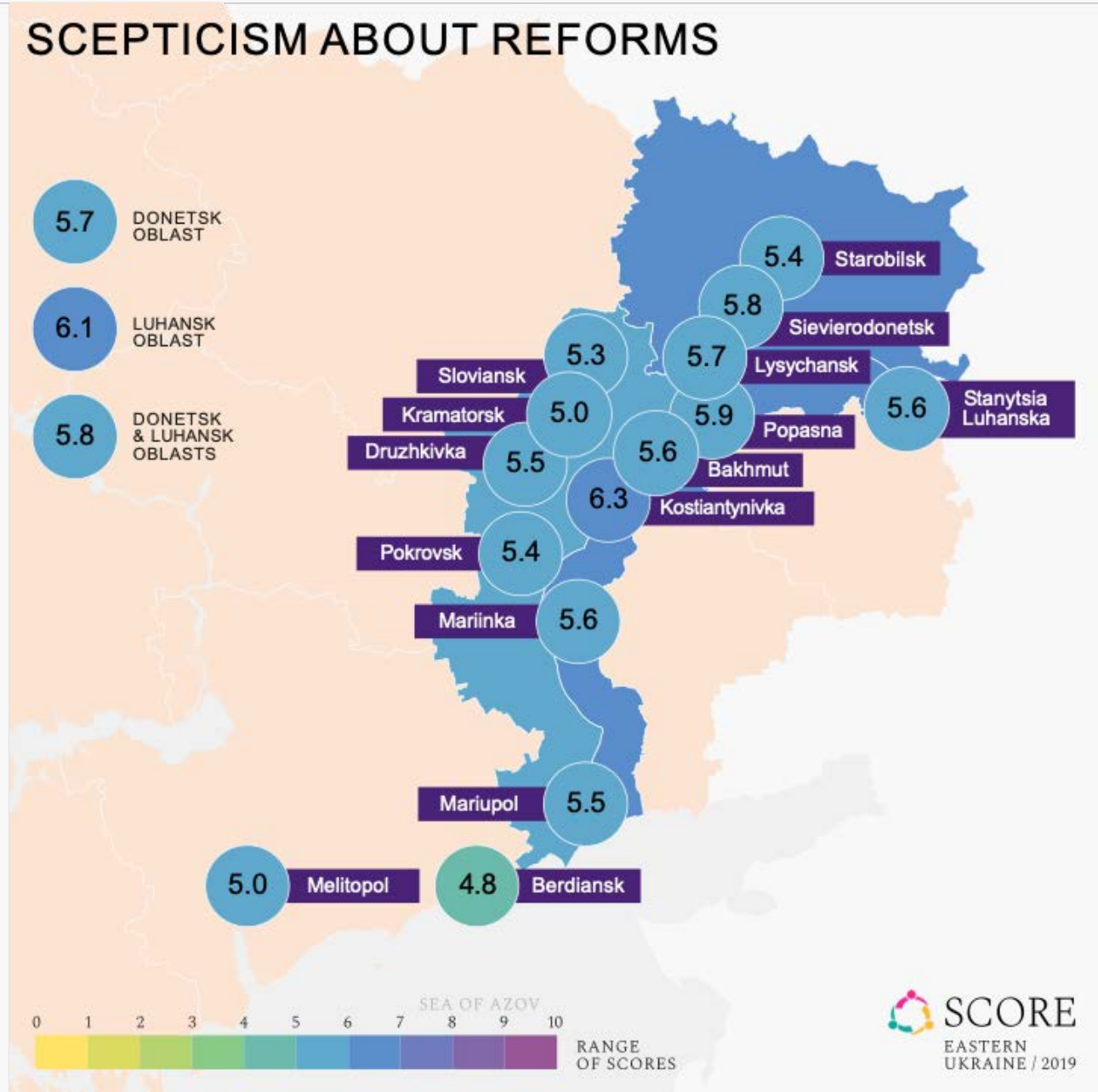




Scepticism about reforms

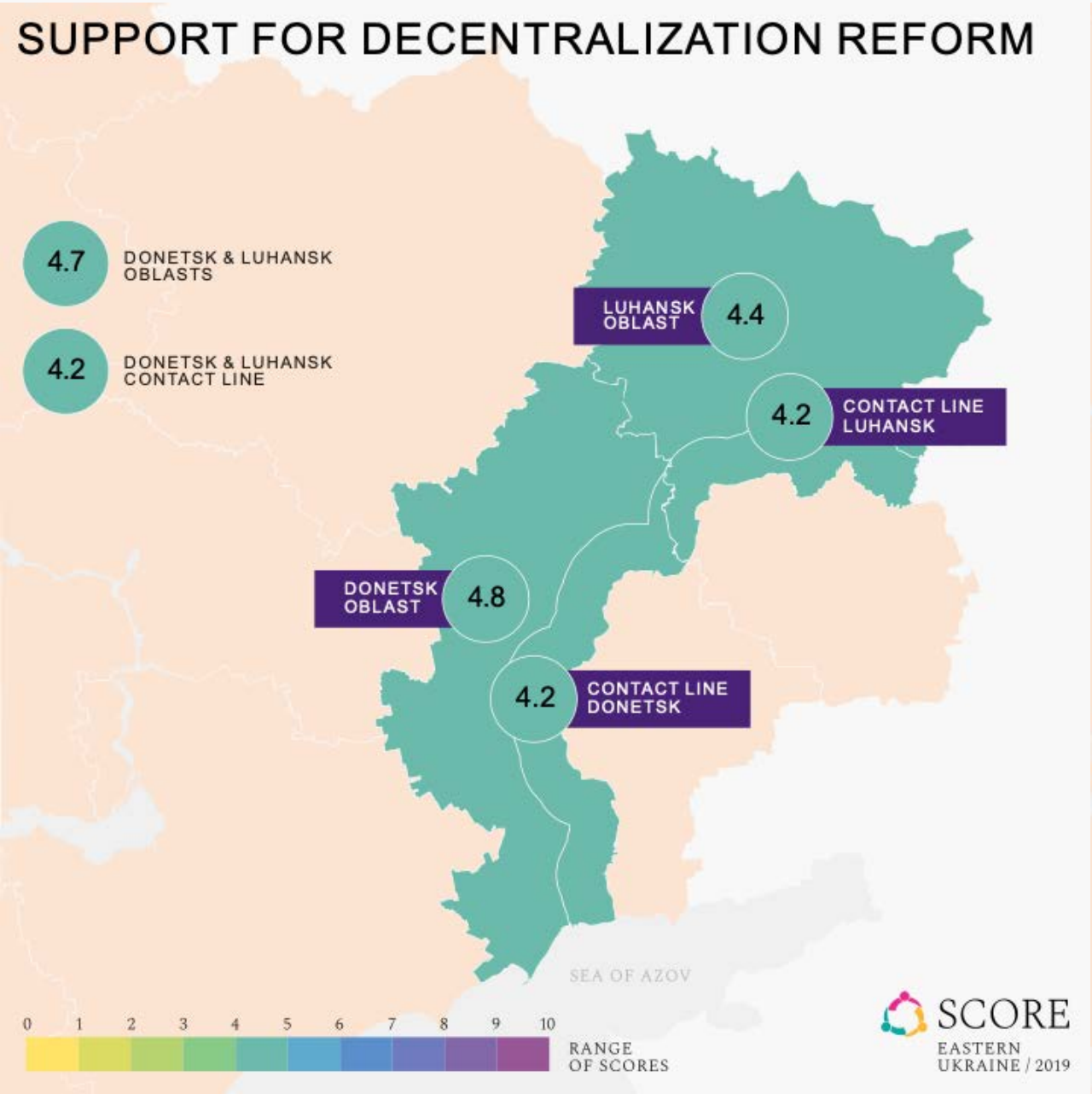
The degree to which one feels sceptical about the reform process and believes that they will only benefit the elite

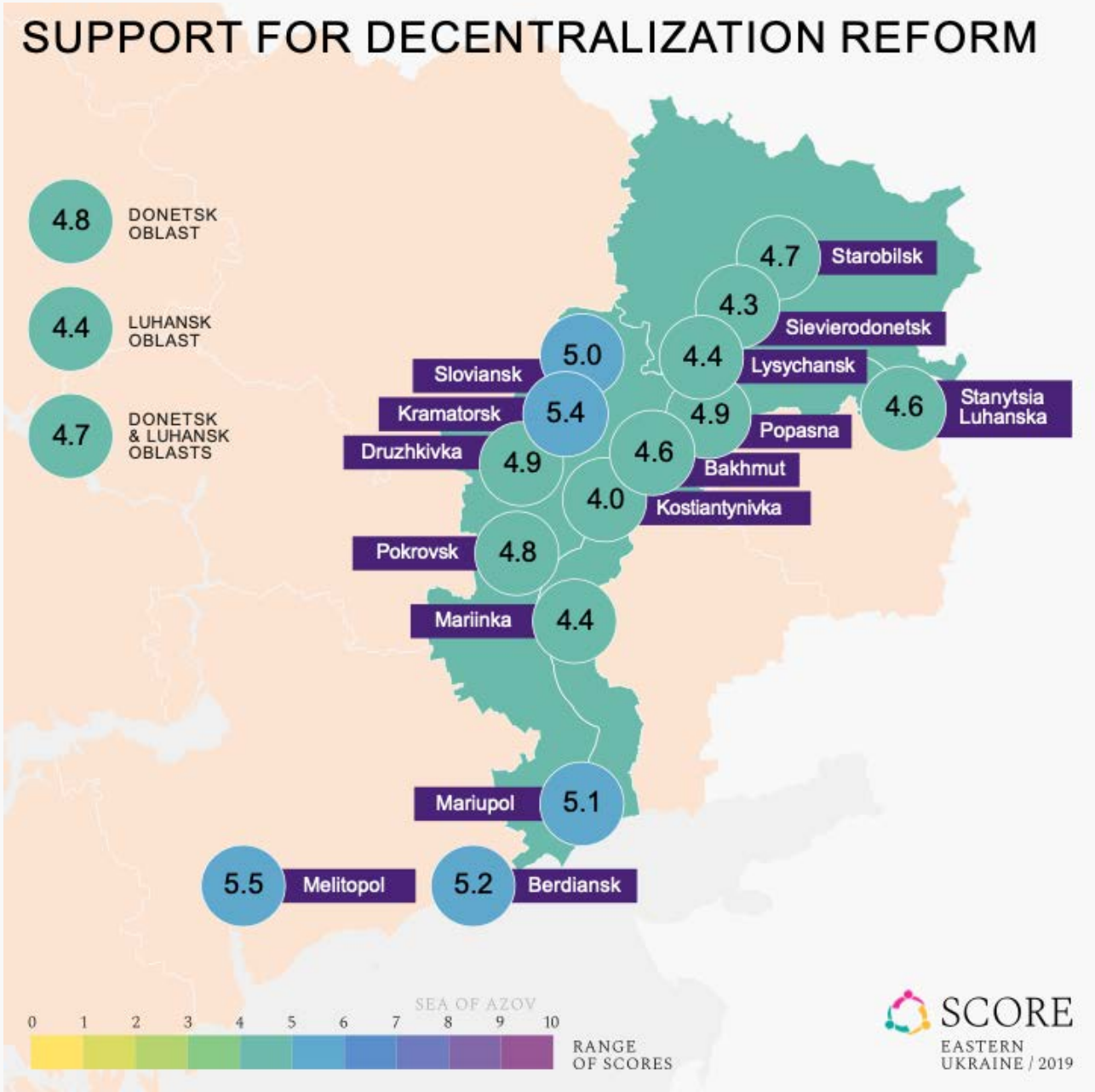




Support for decentralization reform

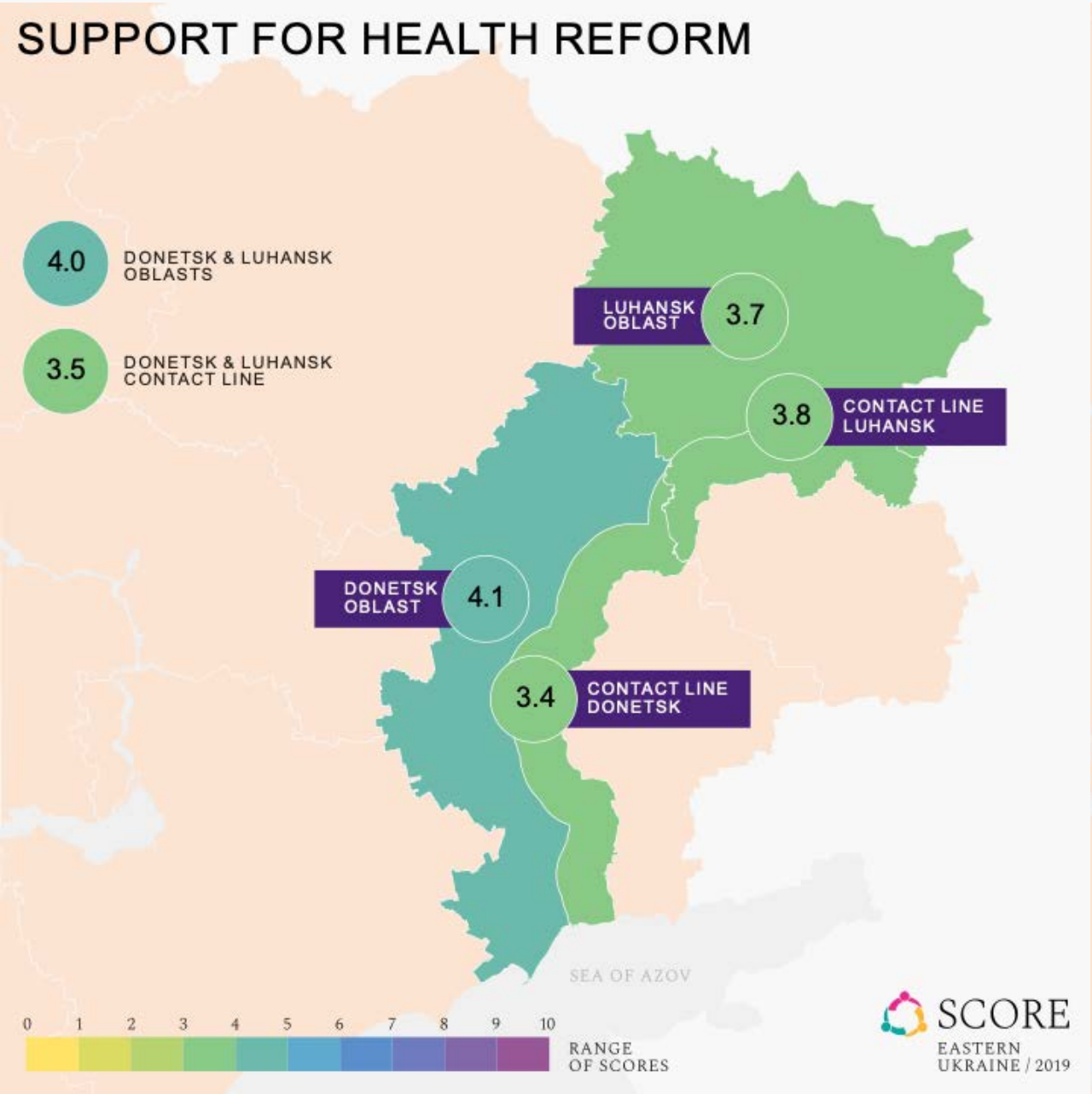
The degree to which one believes that decentralization reform will increase accountability of authorities, lead to positive changes in society and can be implemented effectively under current conditions

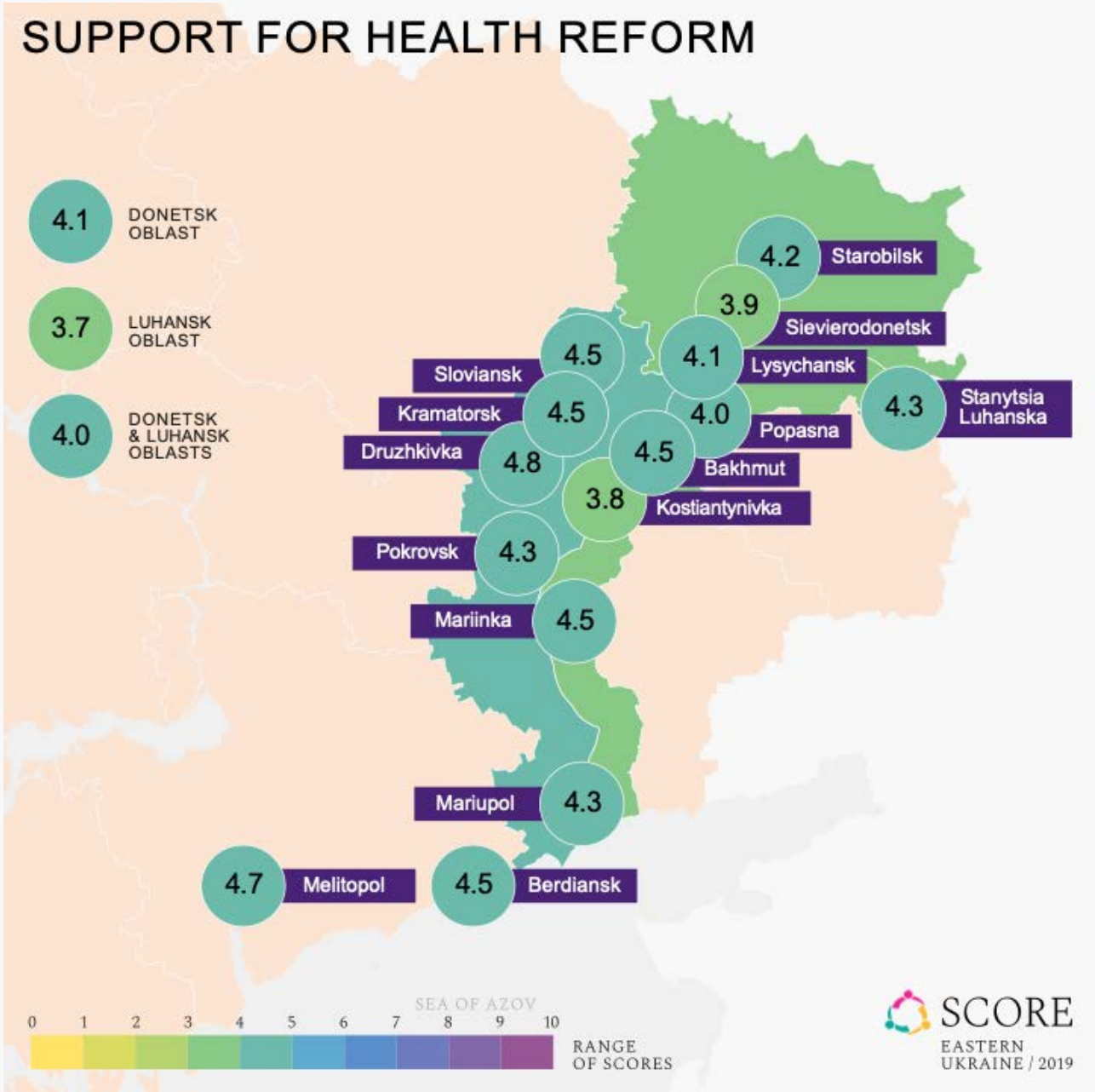




Support for health reform

The degree to which one believes that health reform will increase the quality of medical services, gradually improve healthcare in Ukraine and can be implemented effectively under current conditions



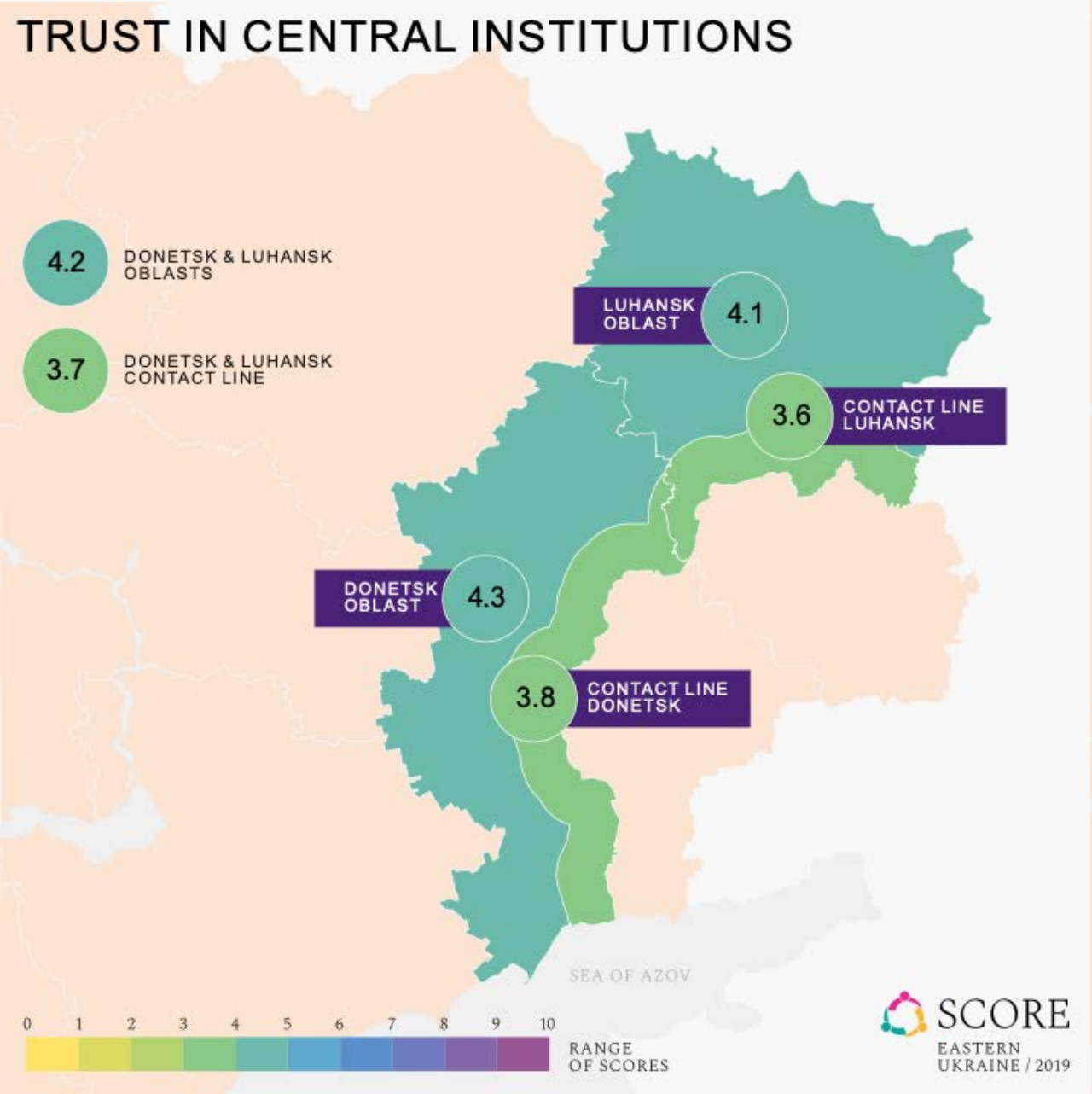


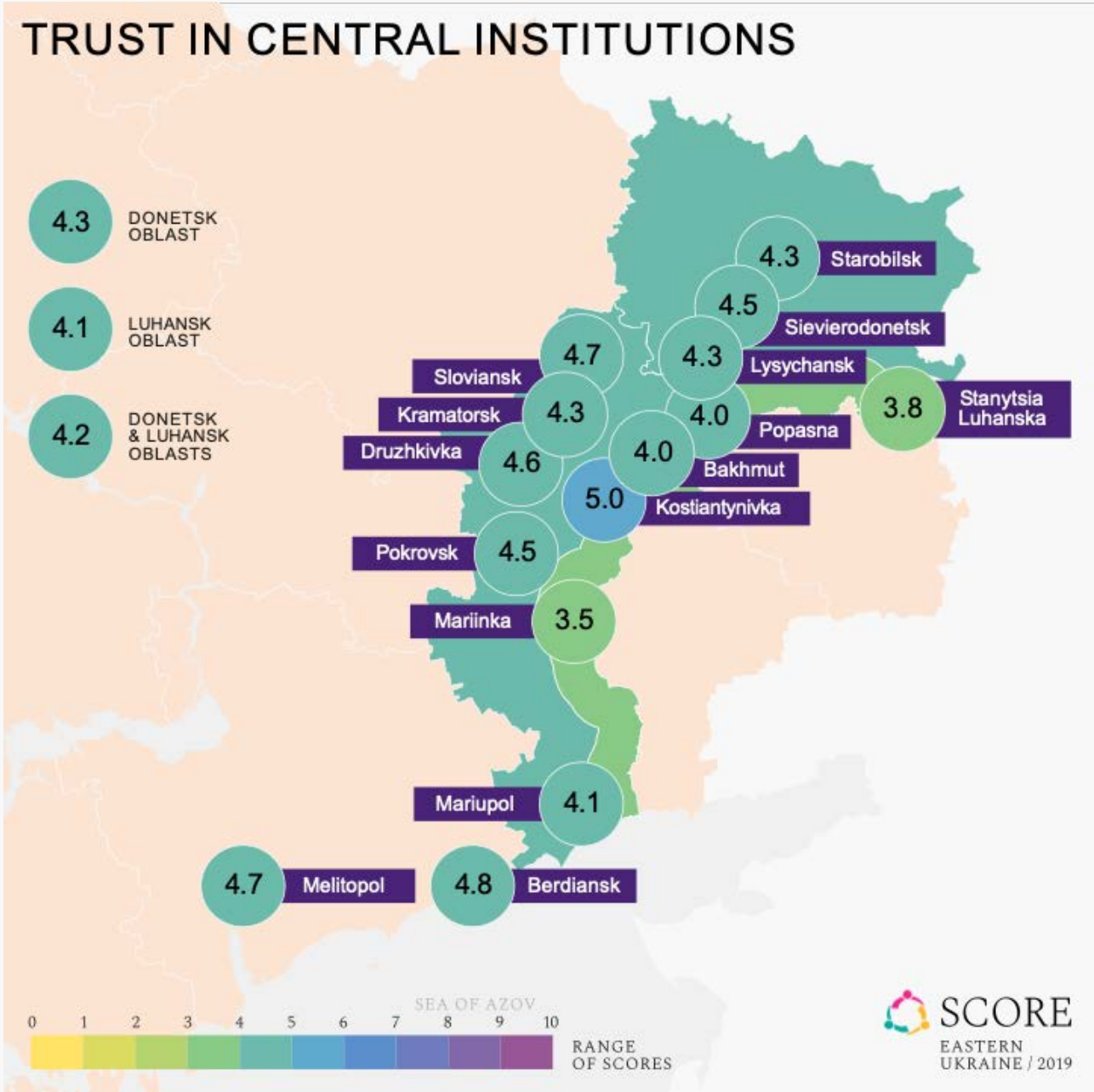
Ukrainian authorities care

The degree to which one feels that Ukrainian authorities represent their concerns and views, equally care about all parts of Ukraine and are ready to listen

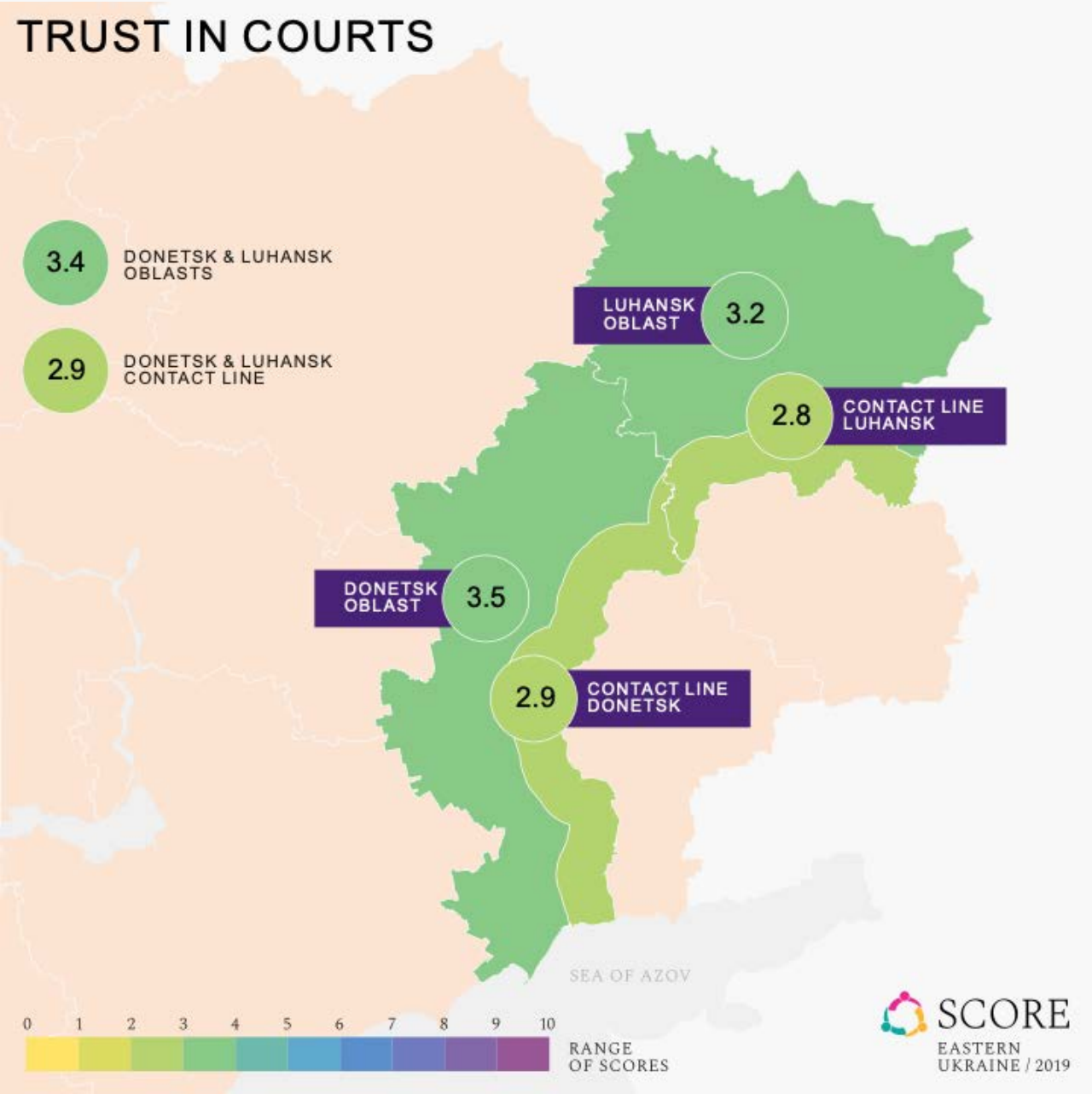
Trust in central institutions (overall)

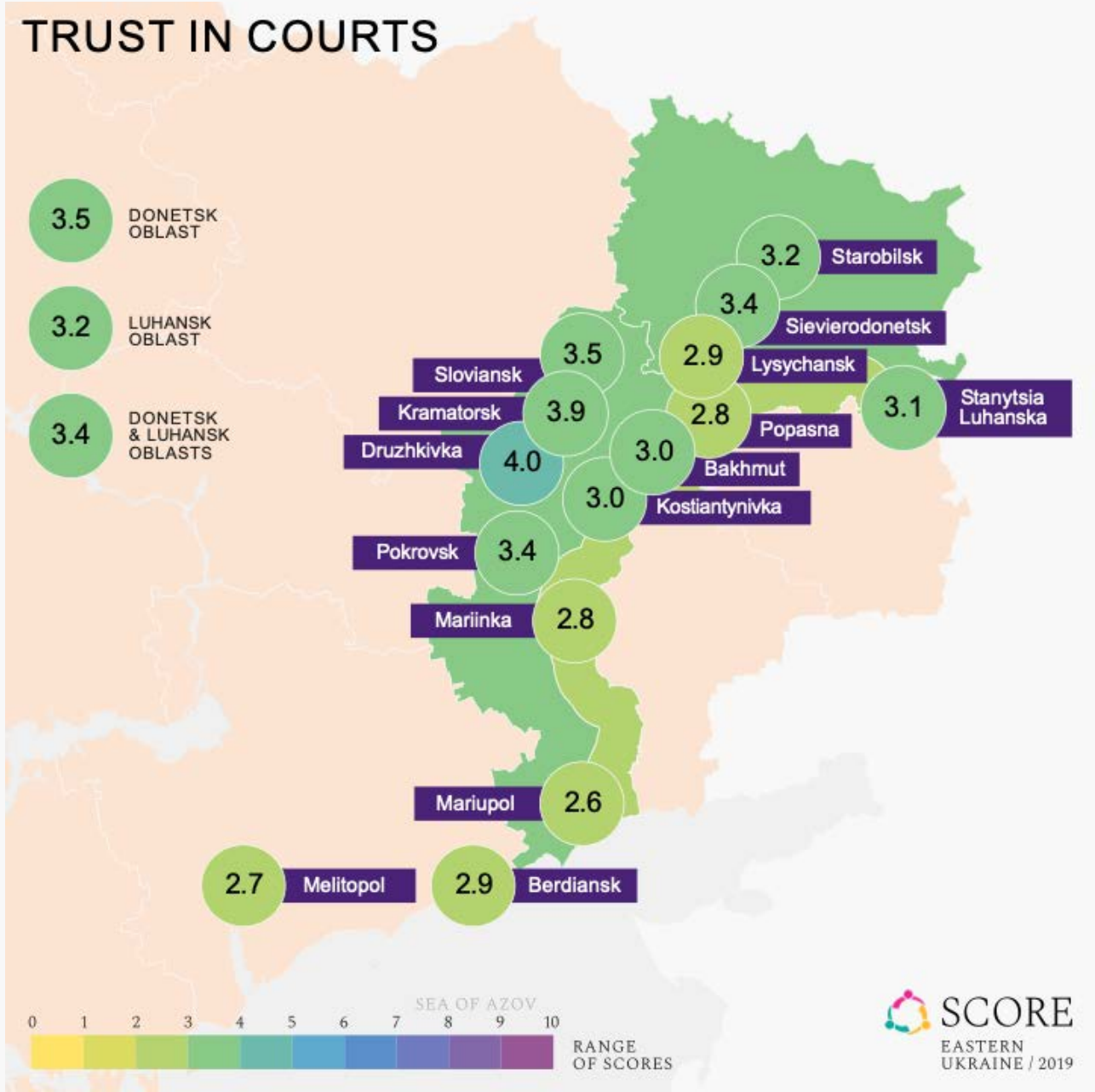
The combined level of trust in national institutions such as the President, Parliament, Cabinet of Ministers and courts



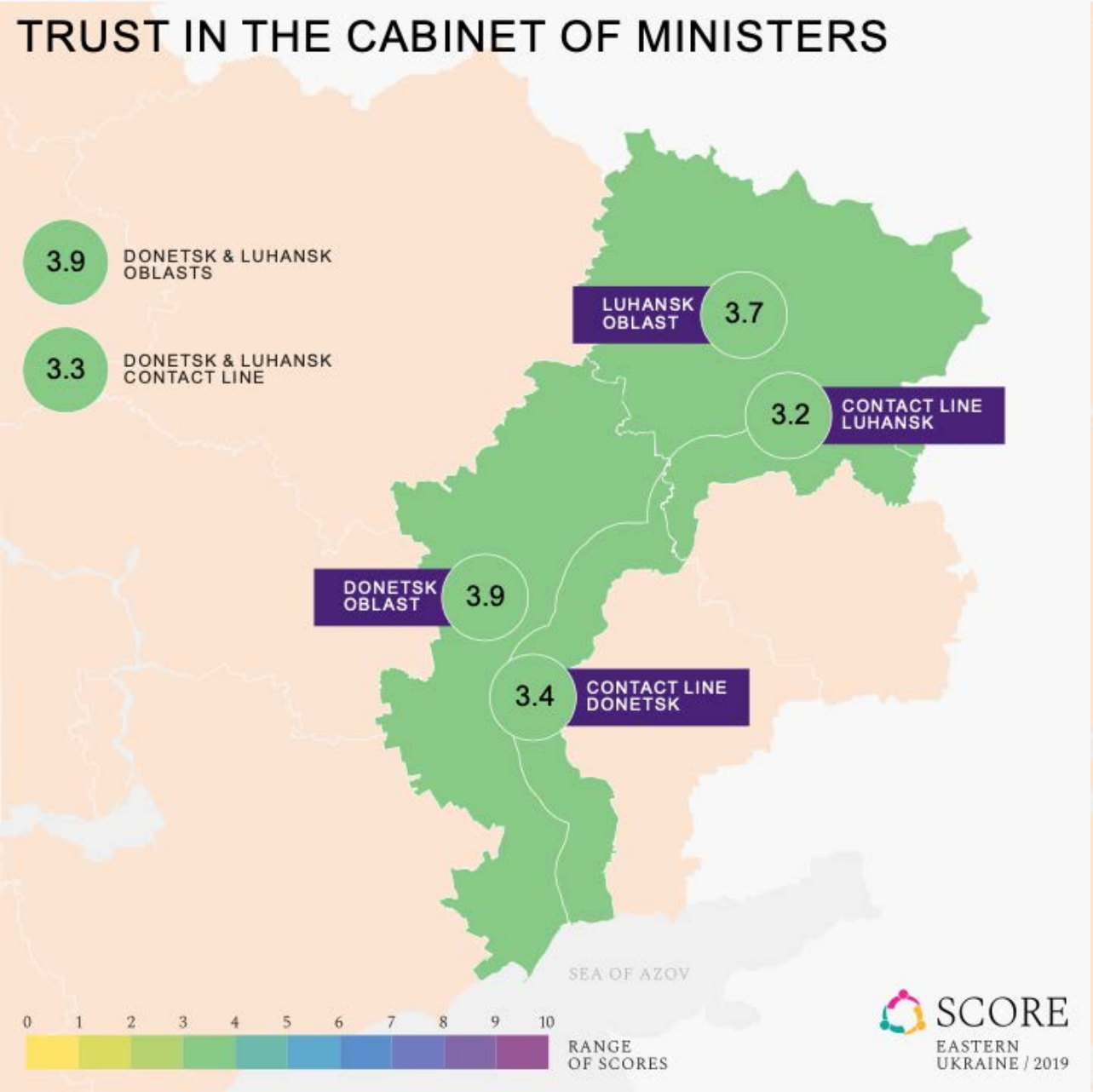


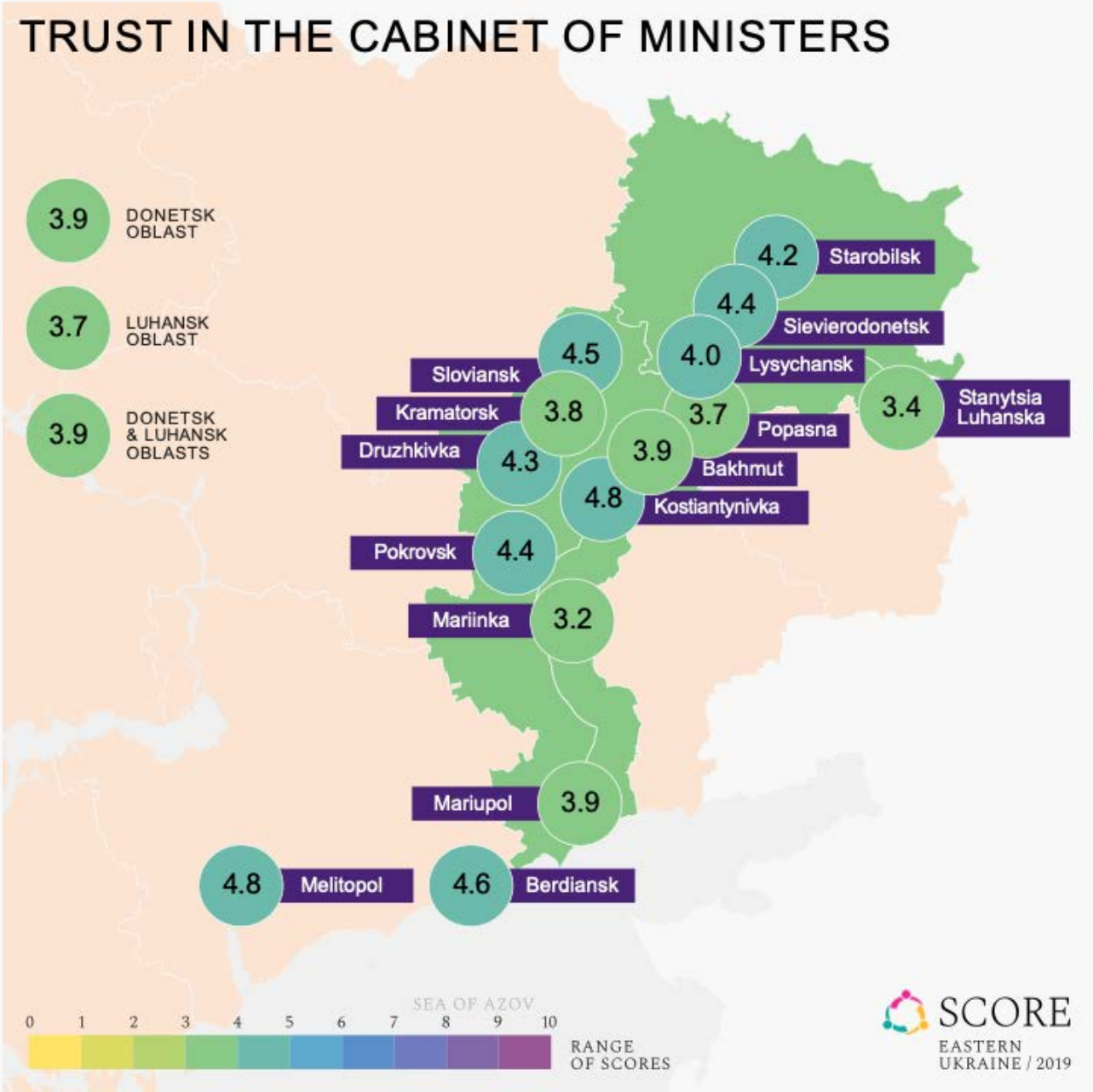
Trust in courts



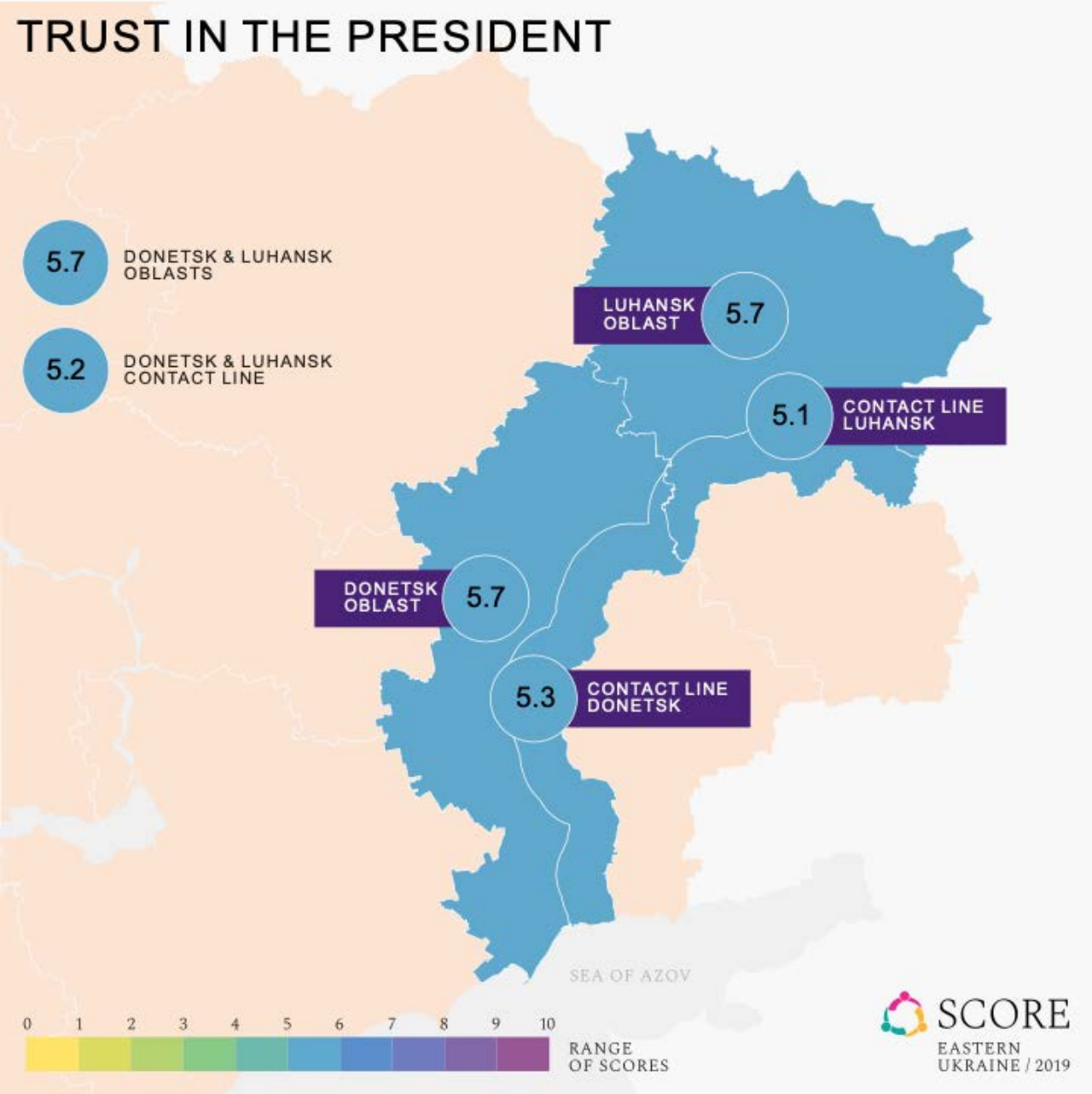


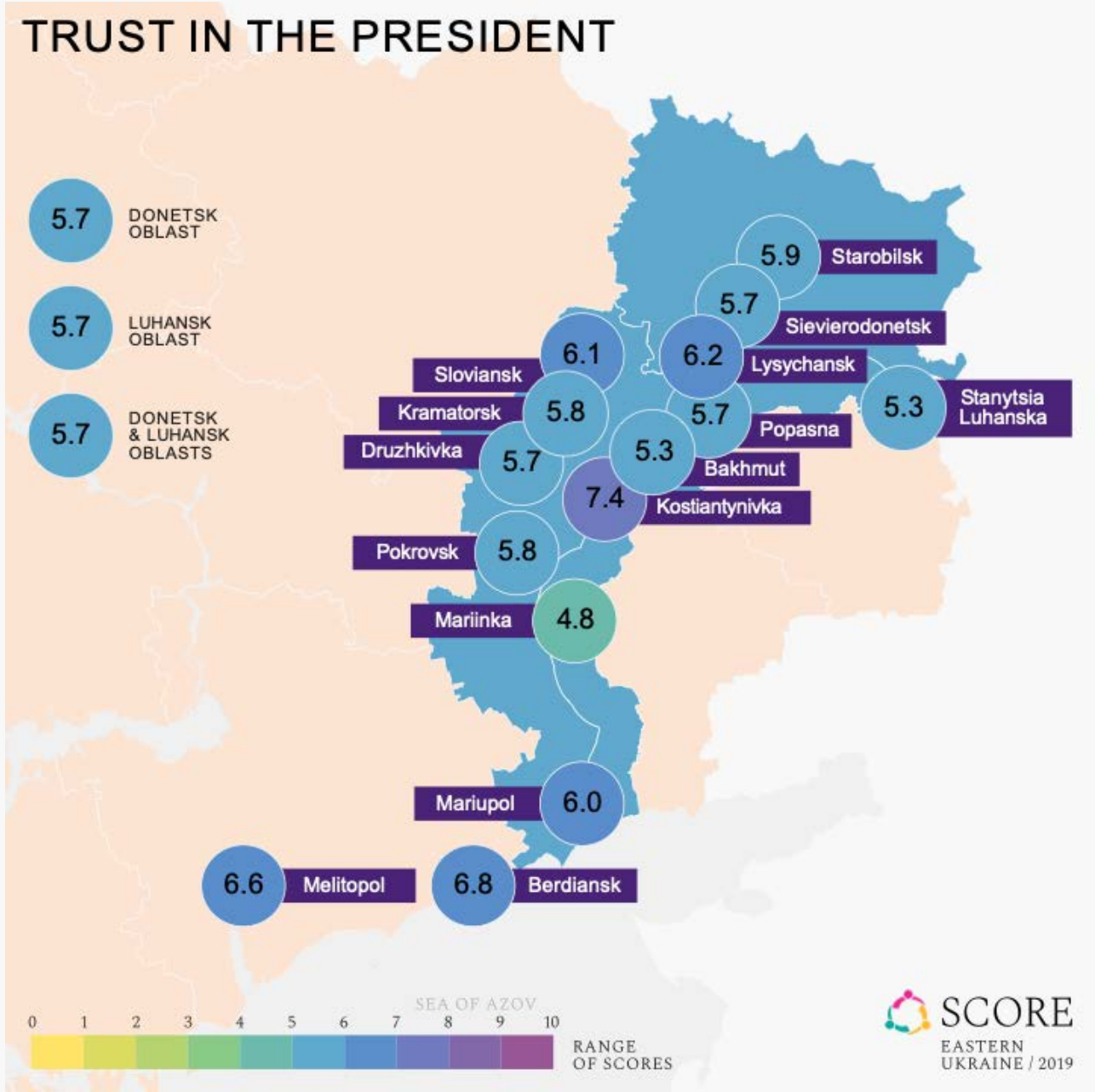
Trust in the Cabinet of Ministers



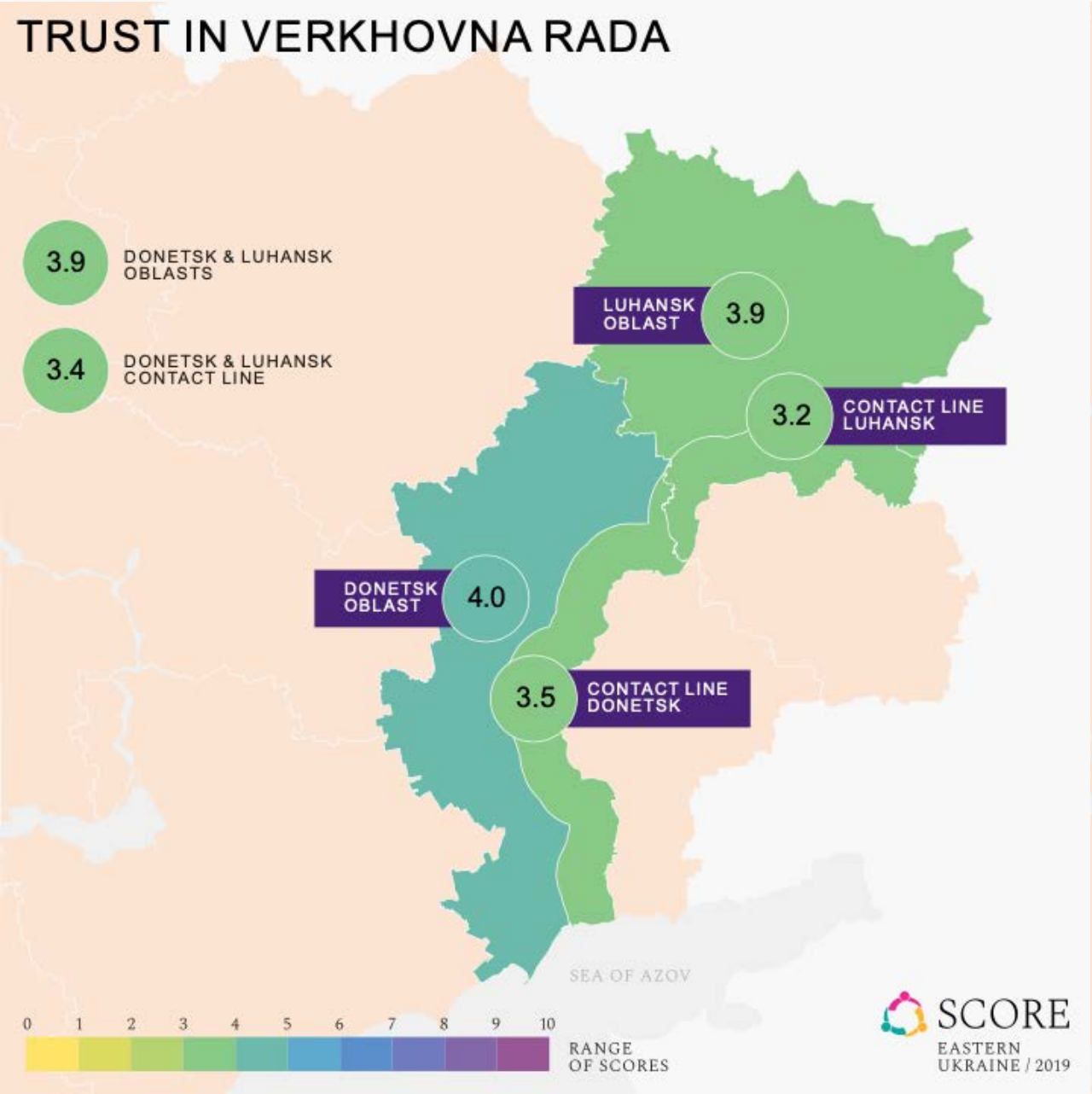


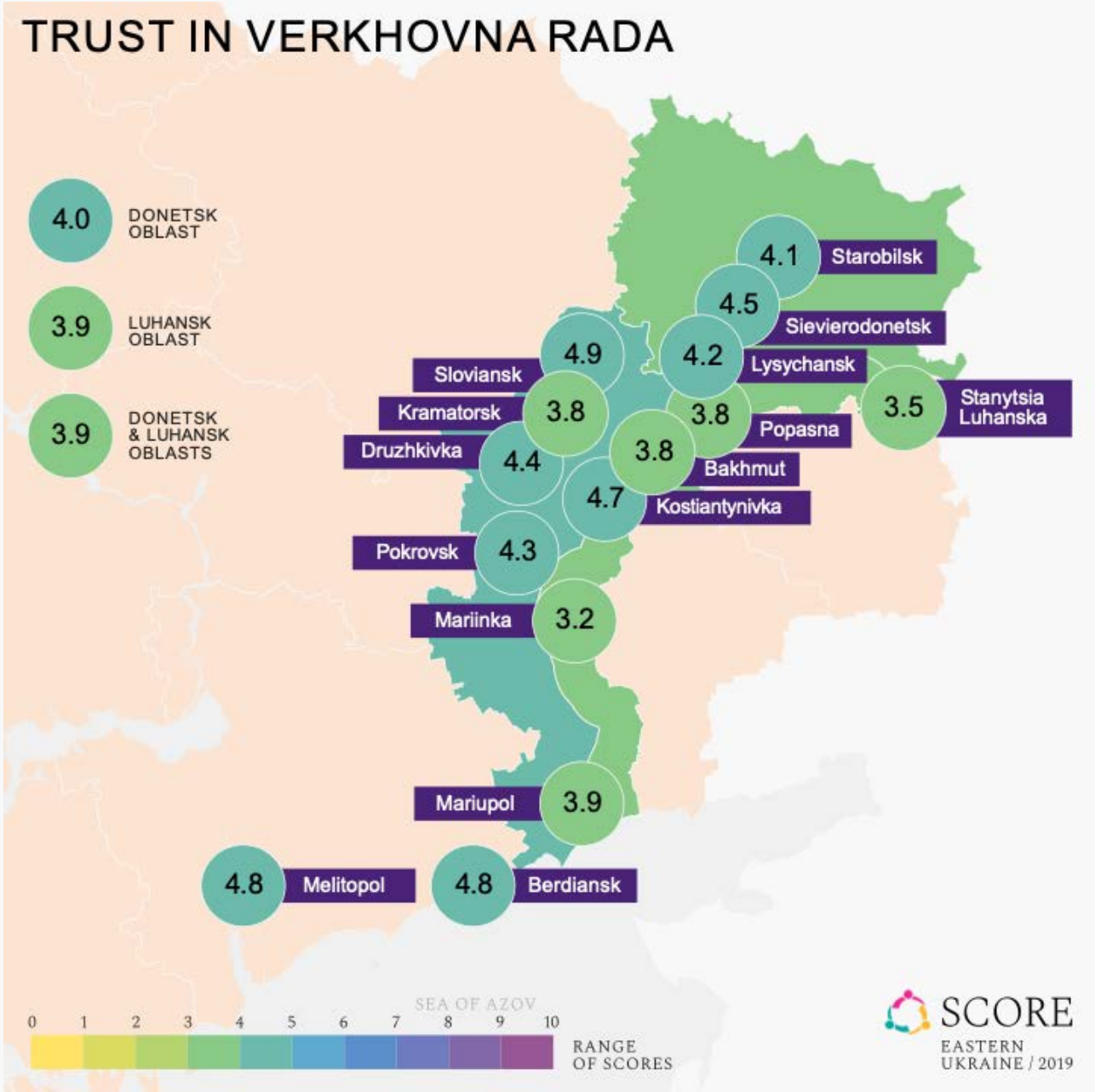
Trust in the President





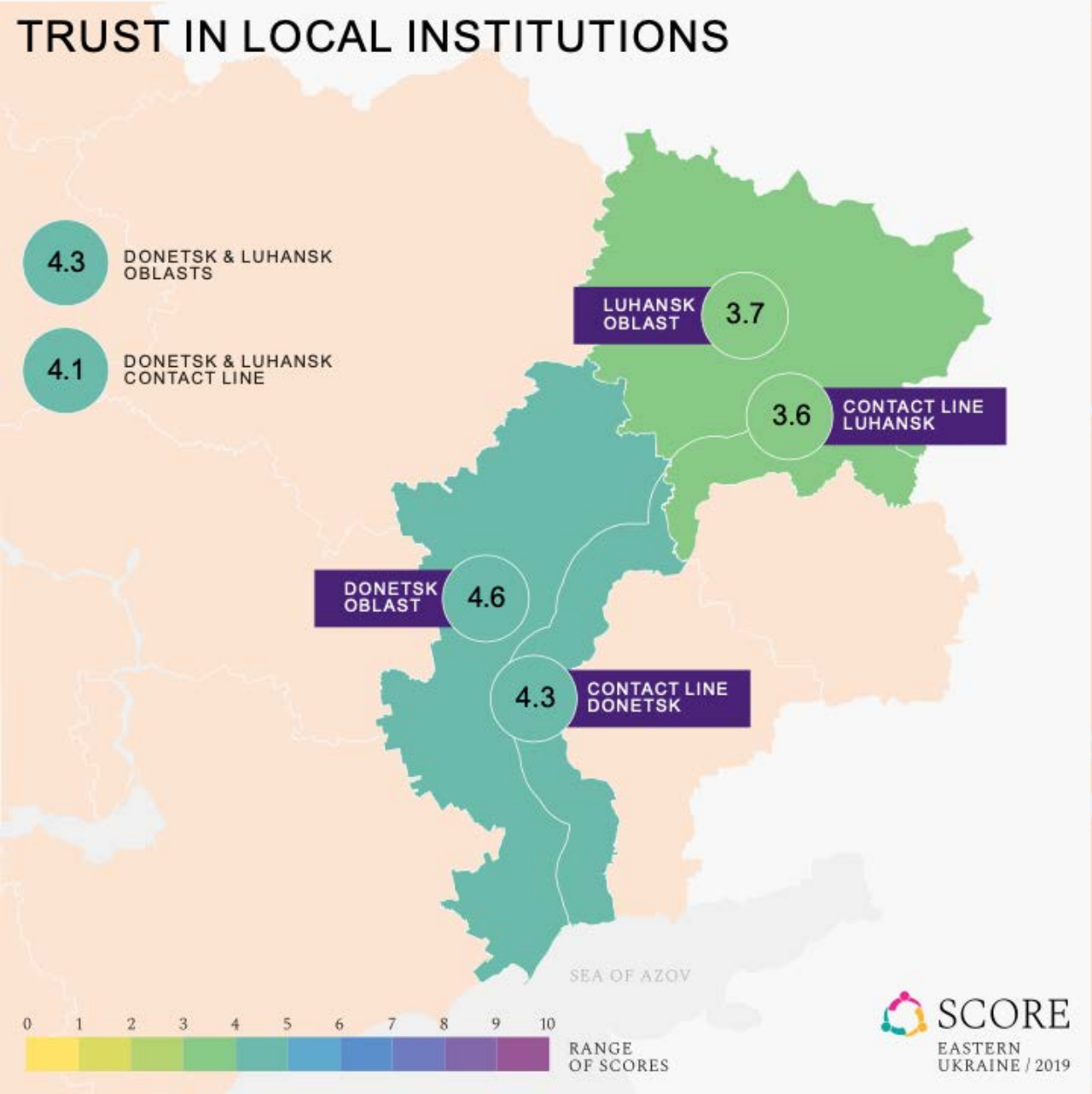
Trust in Verkhovna Rada

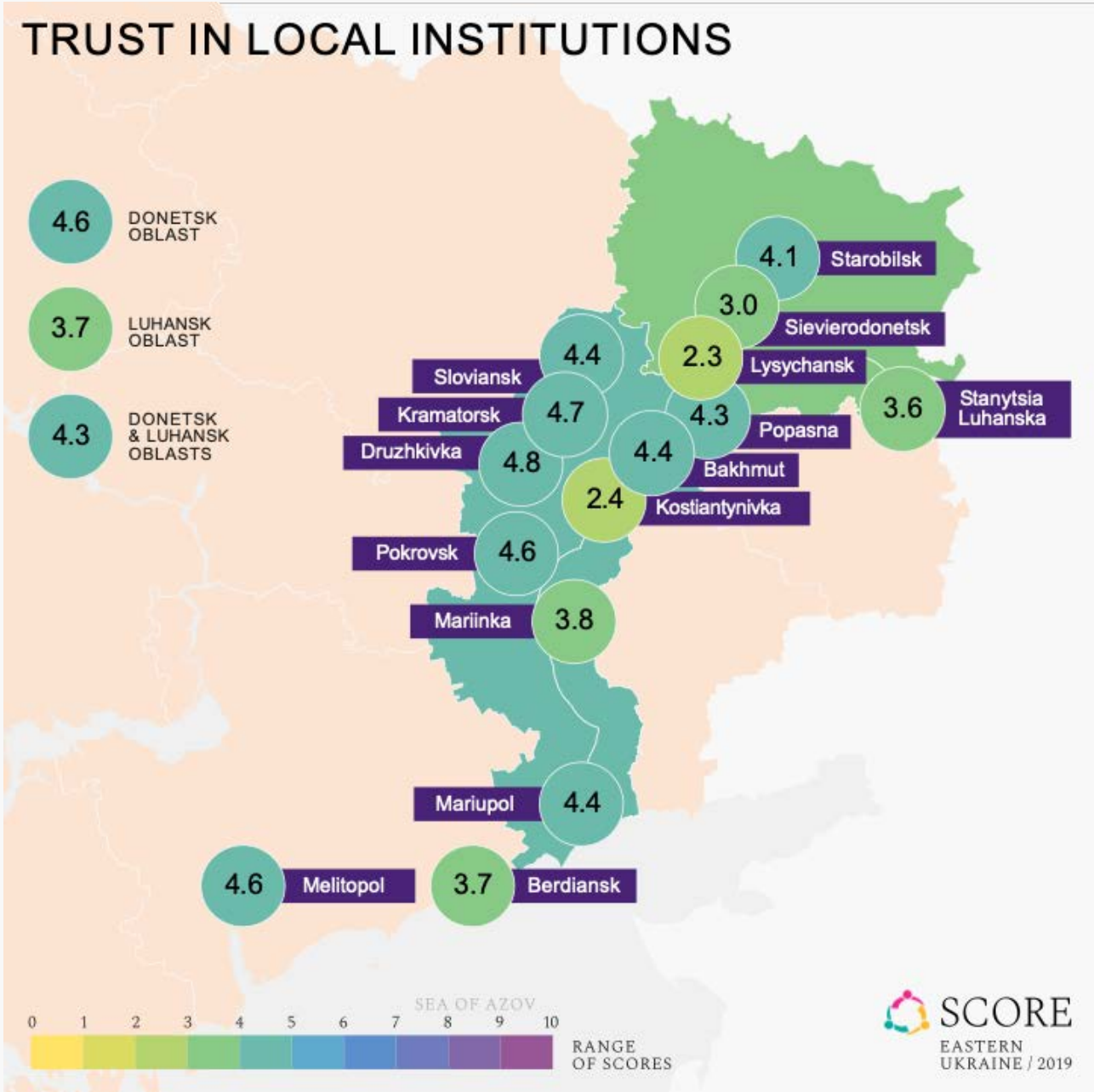




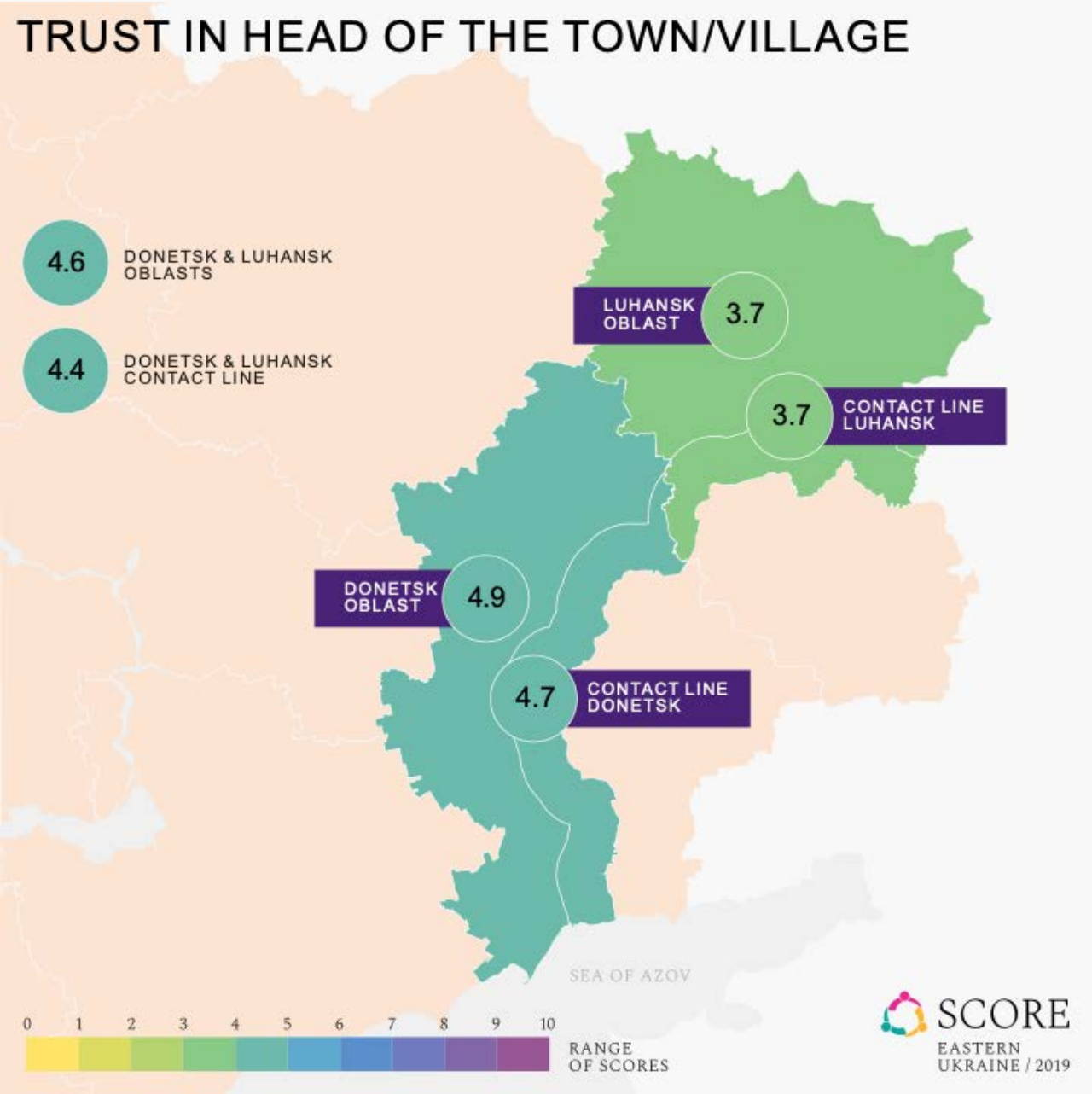
Trust in local institutions (overall)

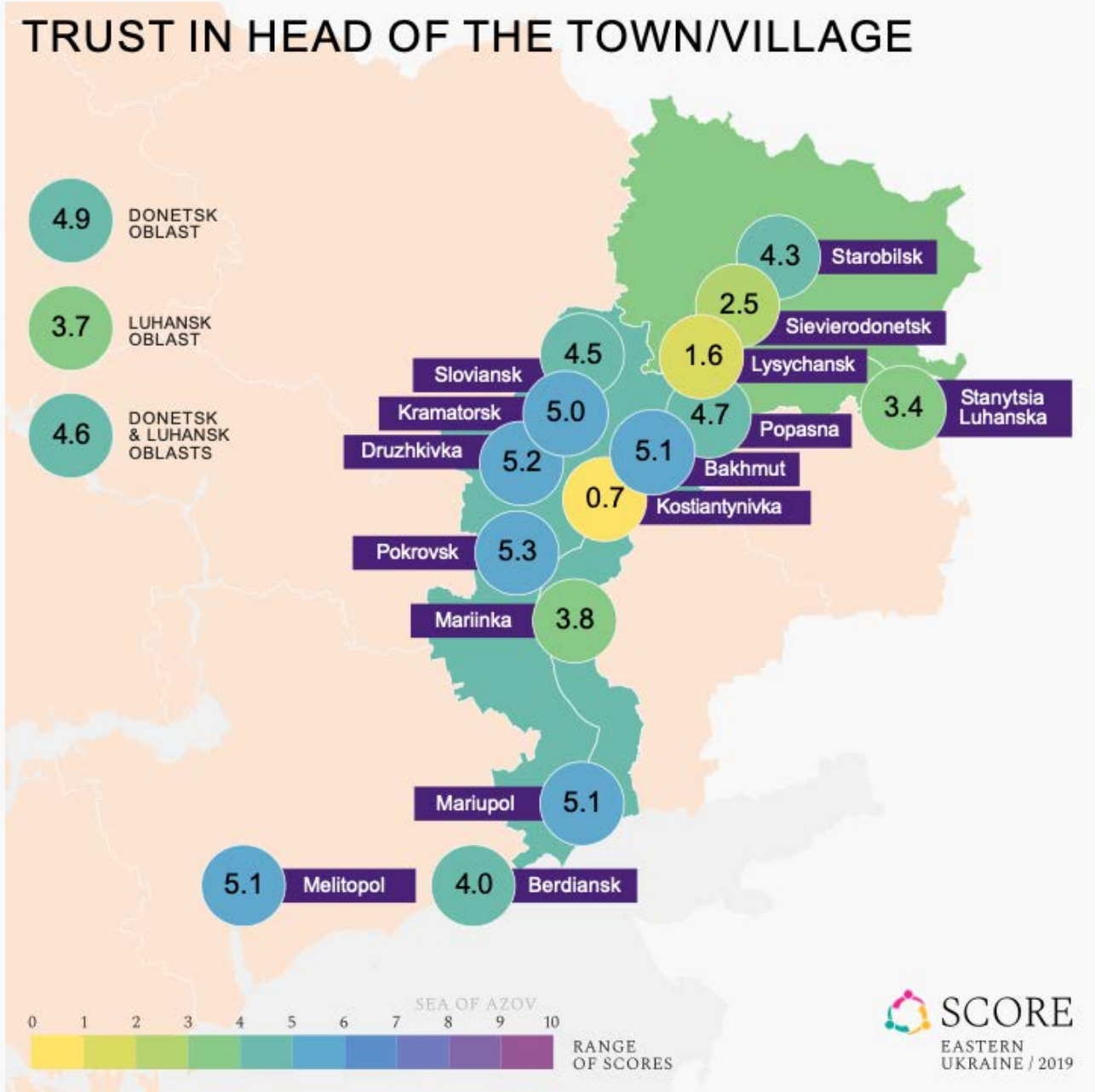
The combined level of trust in local administrations and village or town heads



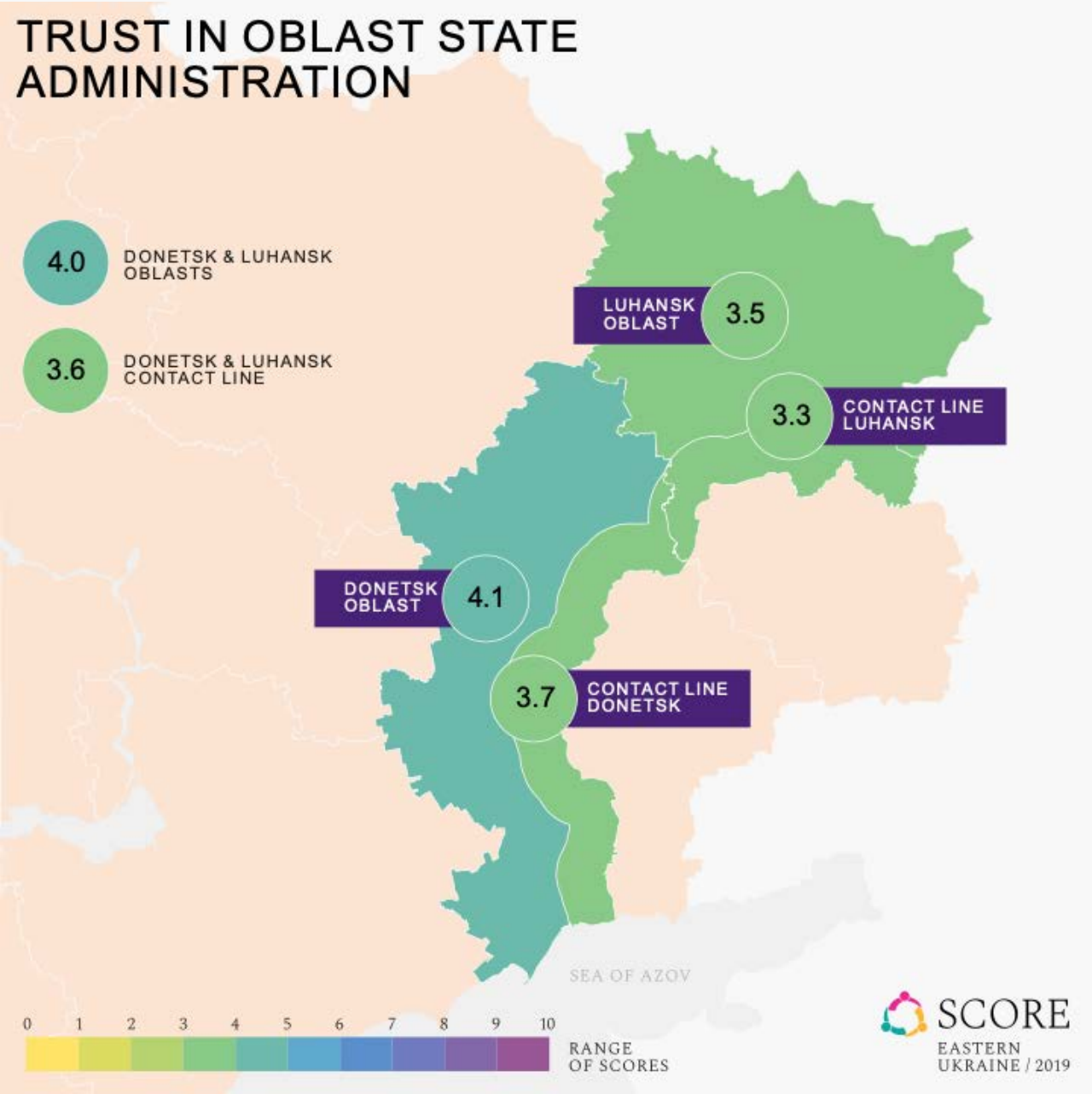


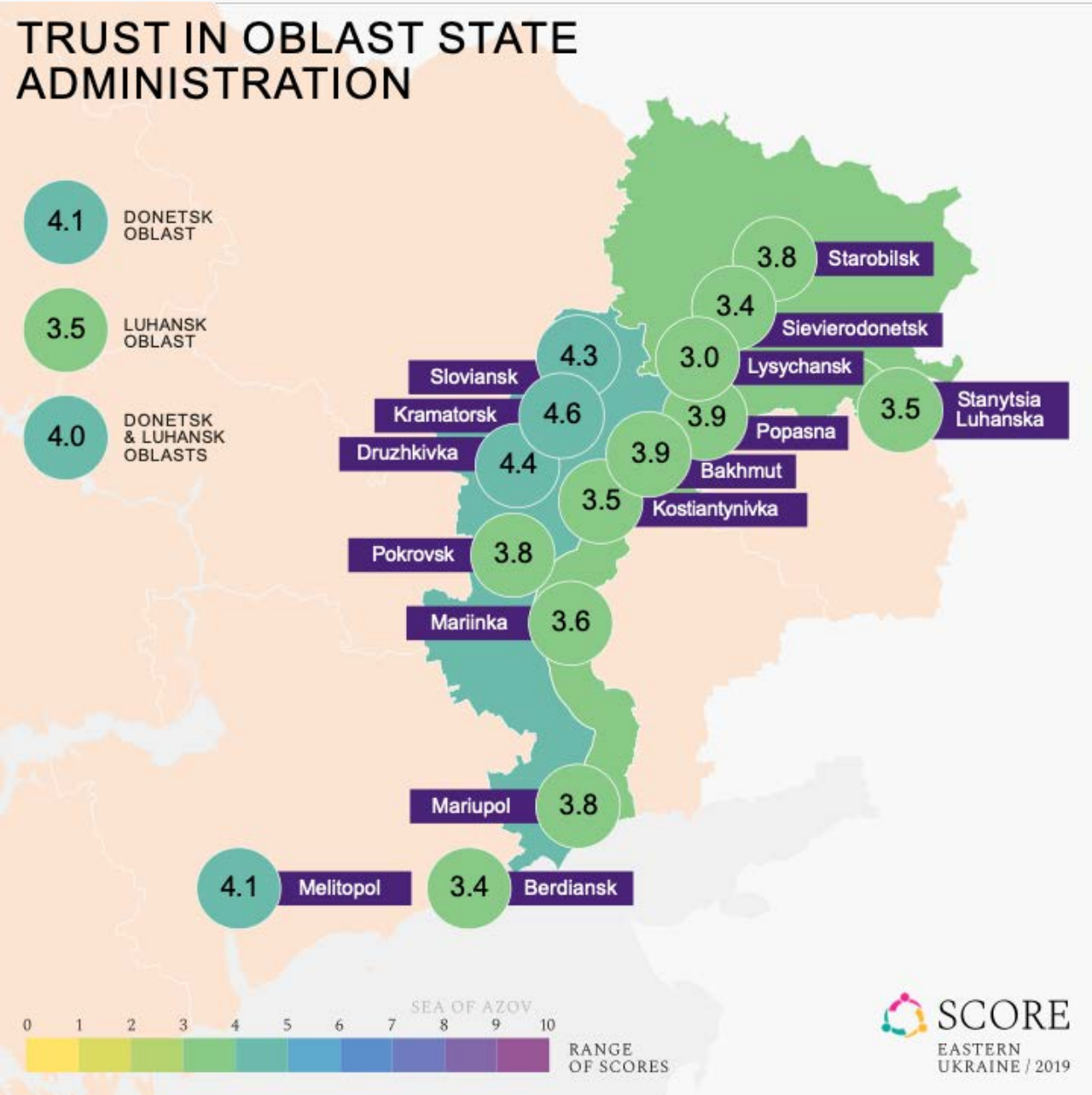
Trust in head of the town/village



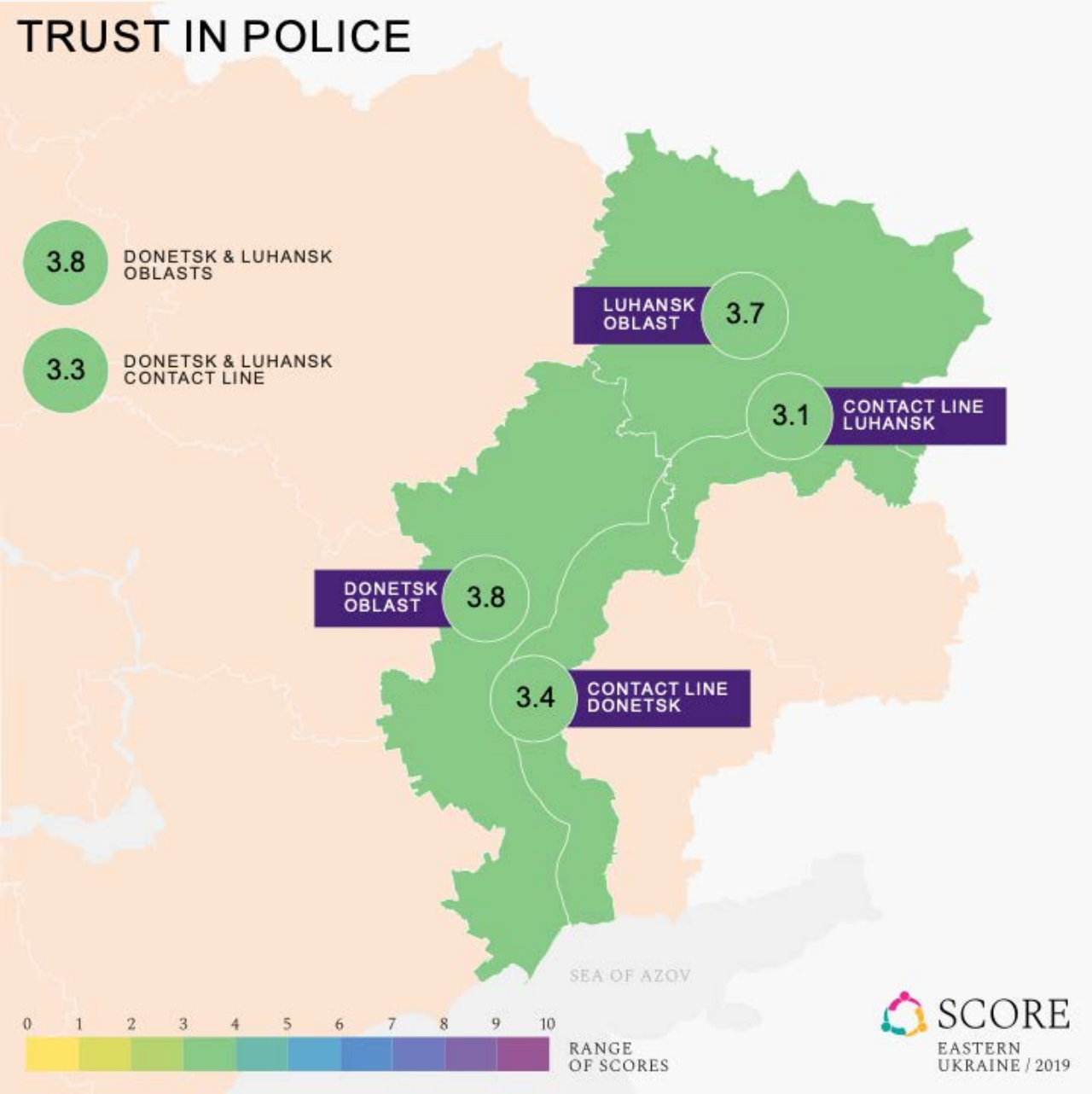


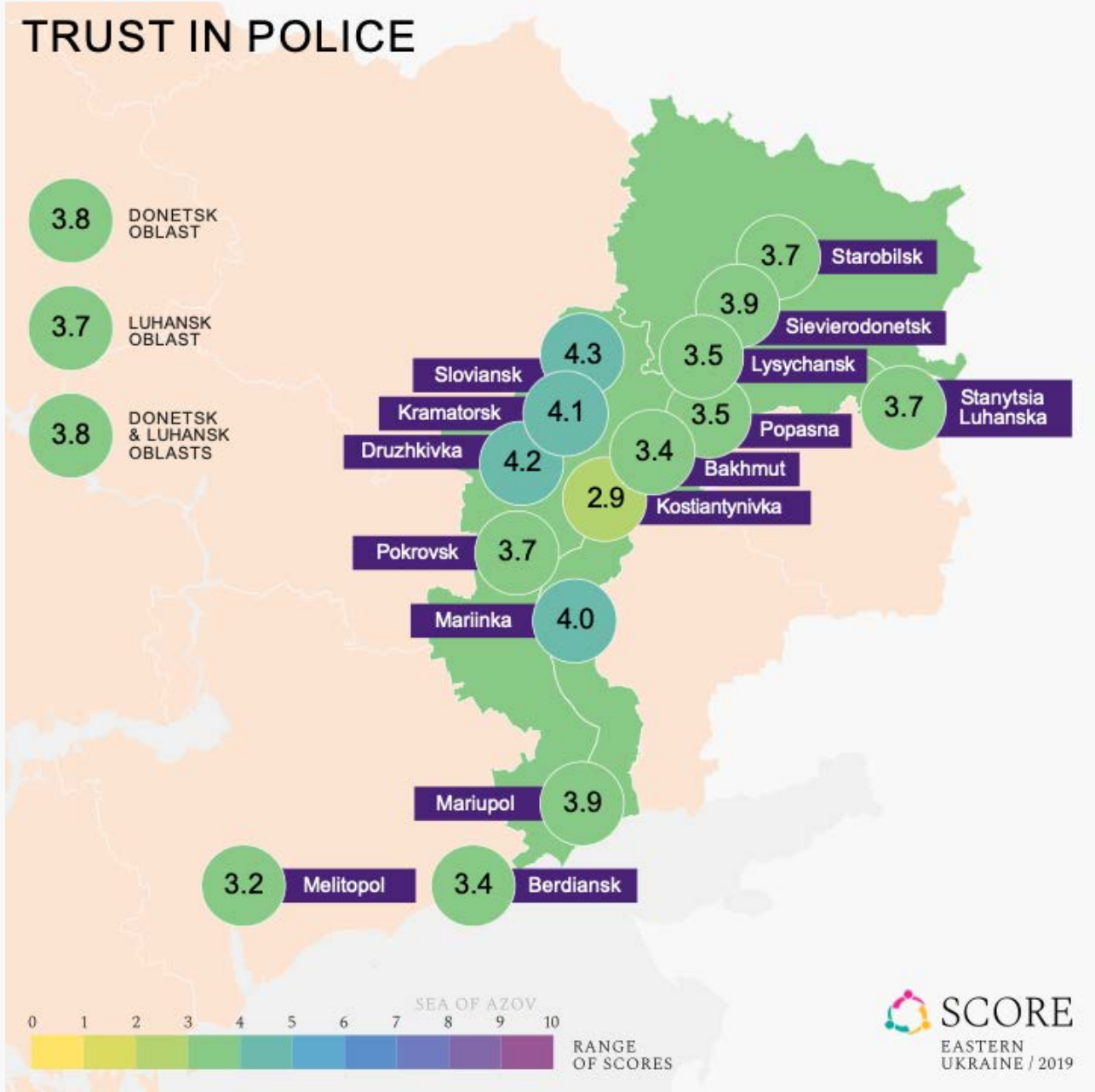
Trust in oblast state administration



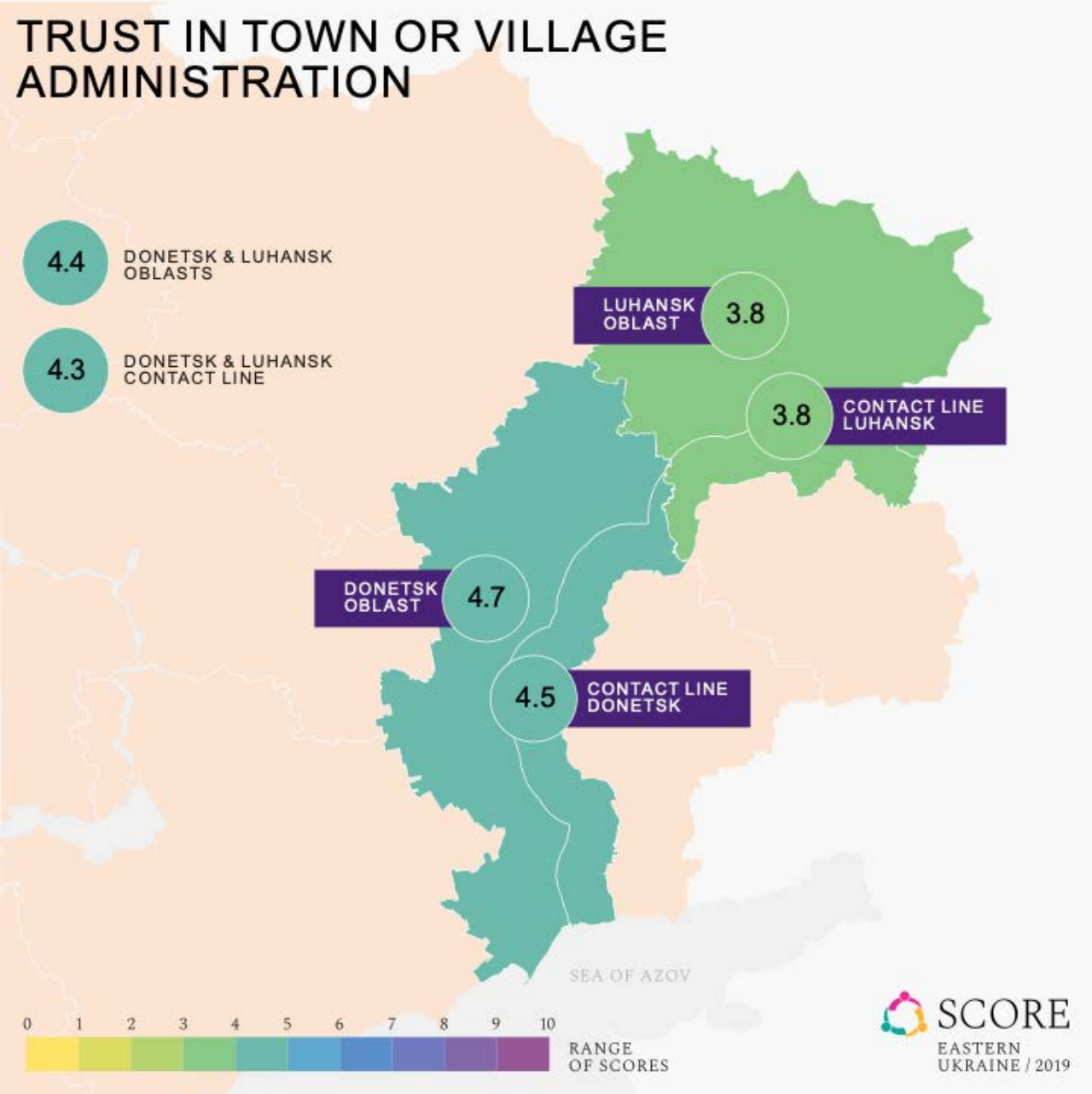


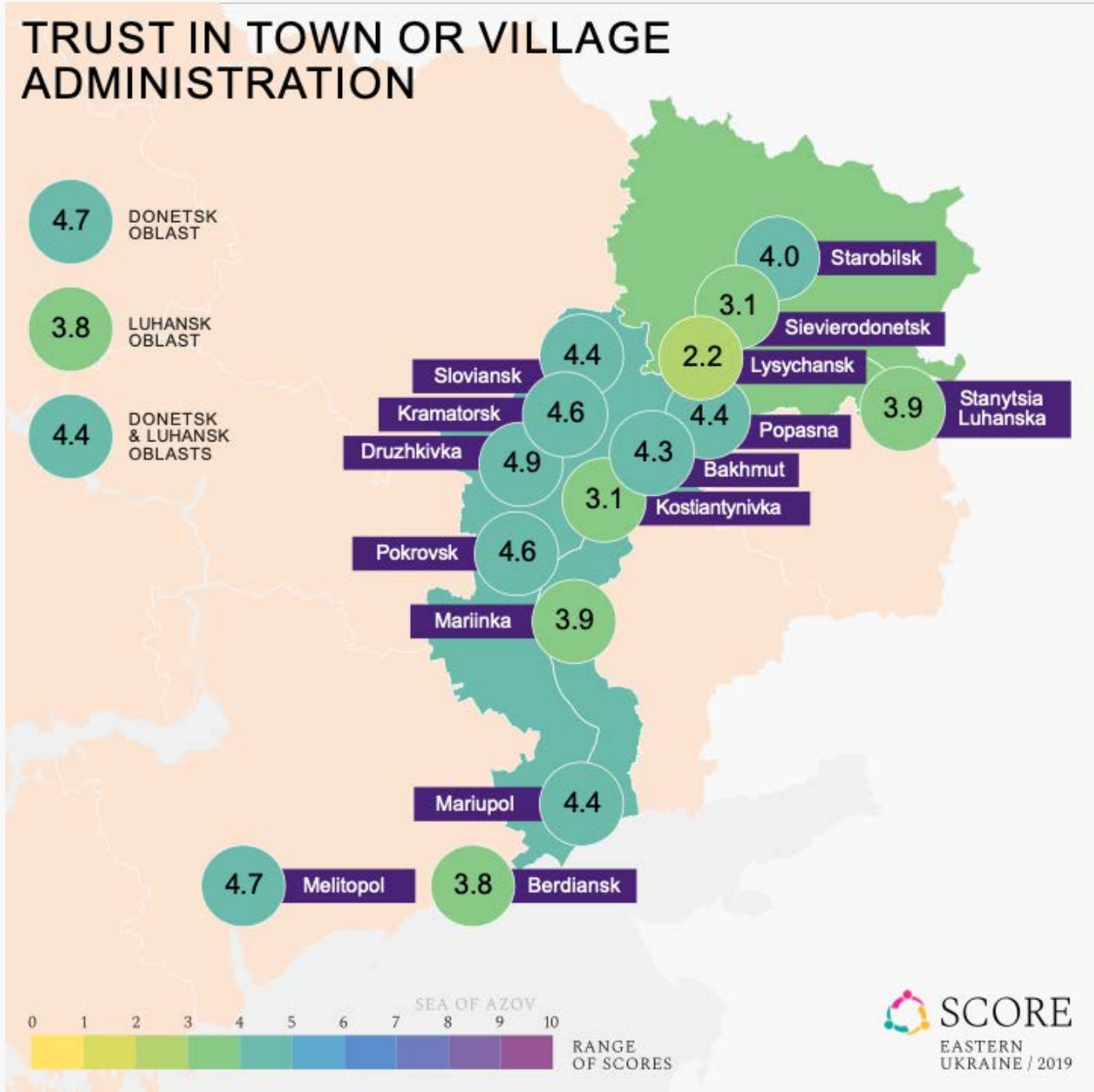
Trust in police





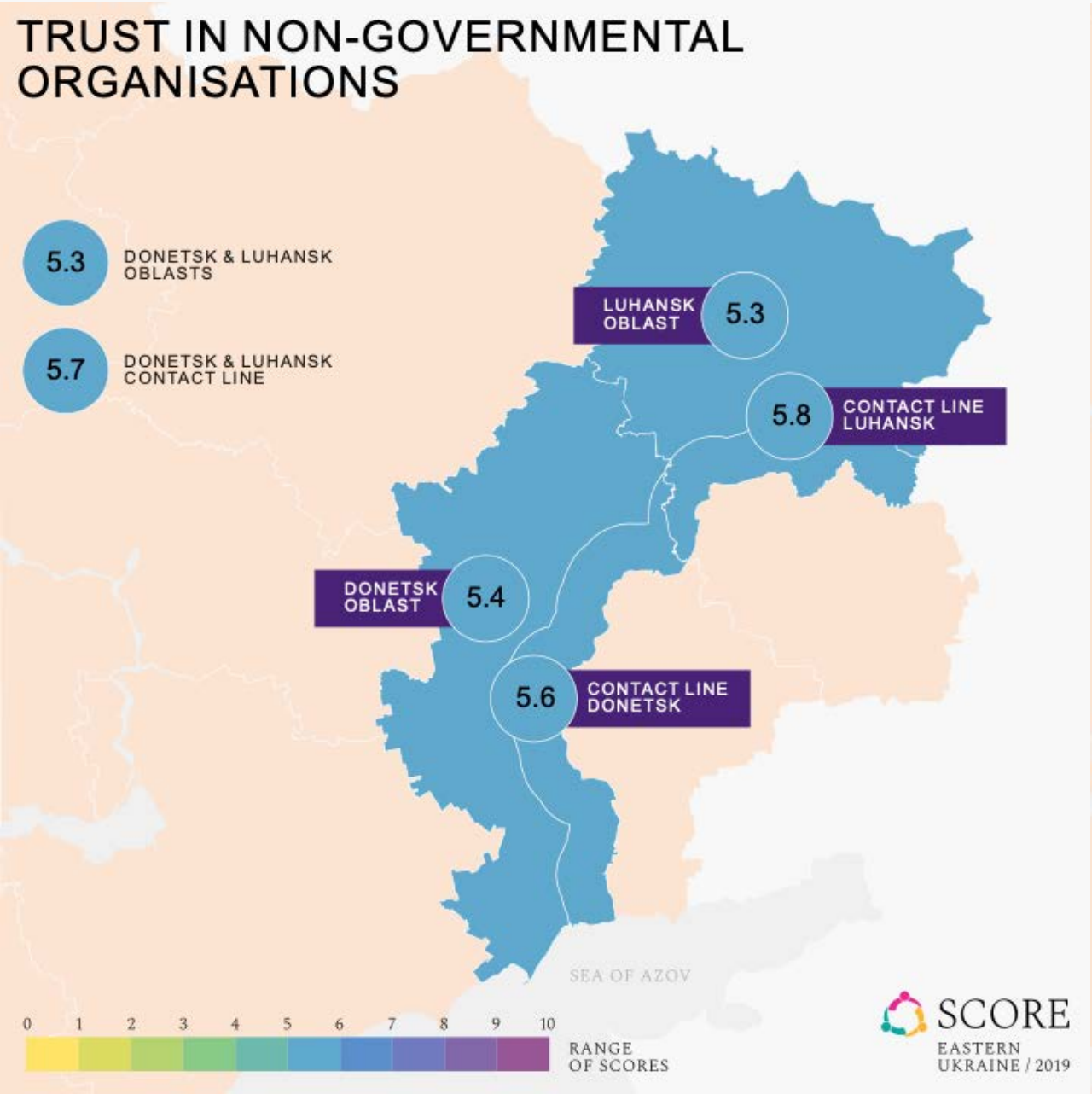
Trust in town or village administration

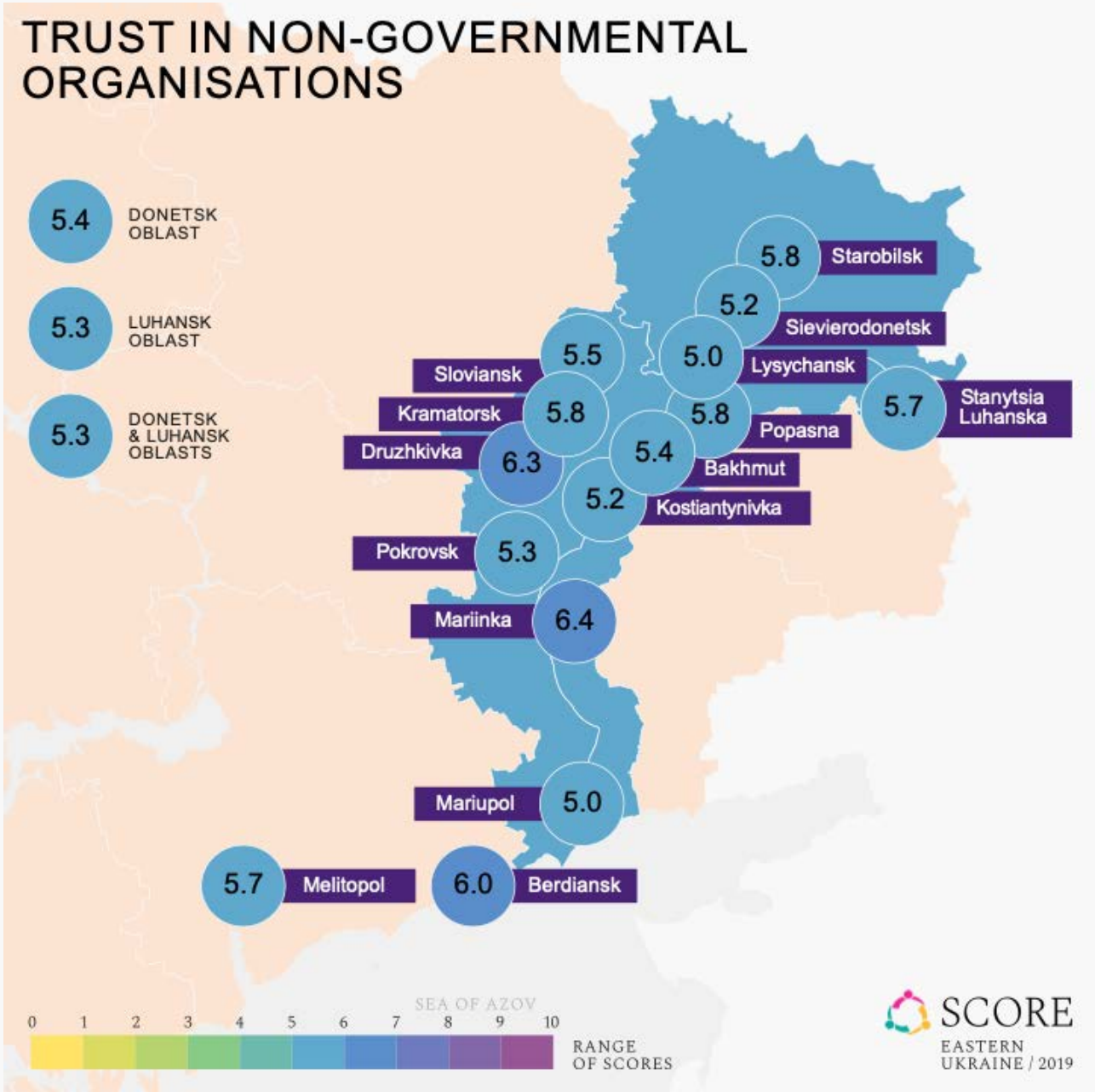




Trust in non-governmental organisations

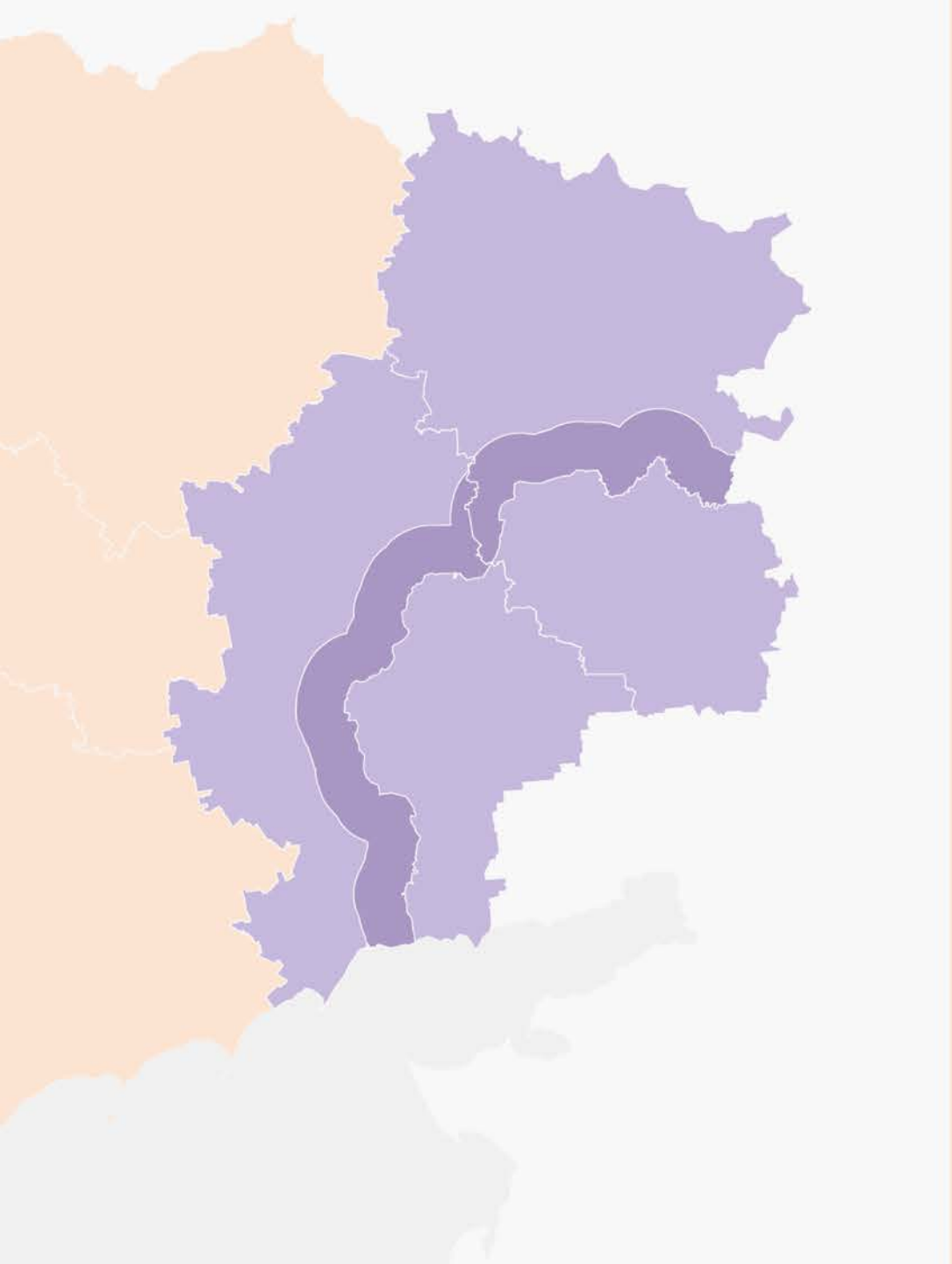
The level of trust in non-governmental organisations





Trust in Ukrainian Army

The level of trust in Ukrainian Army



Human security

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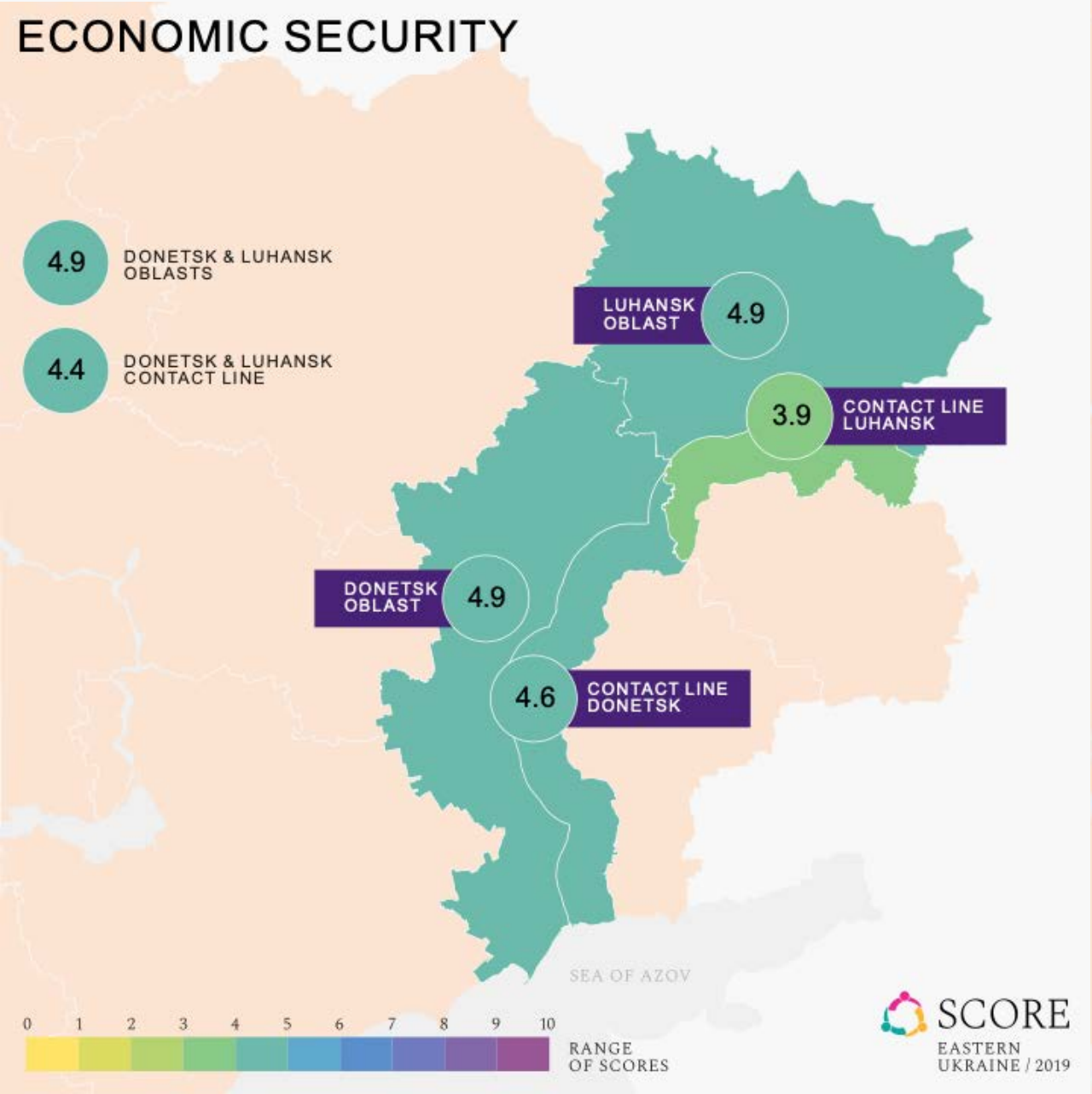
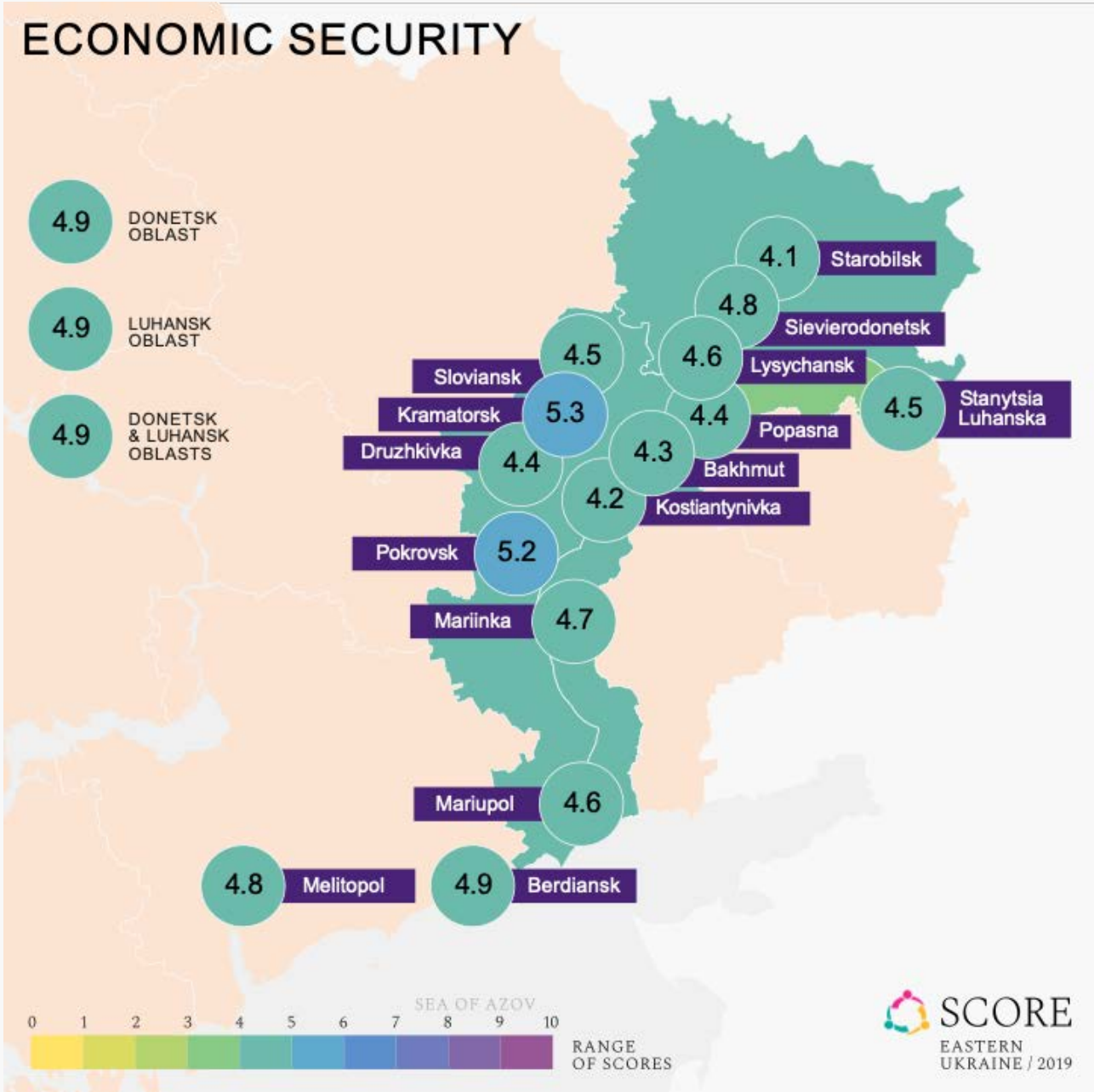
Economic security

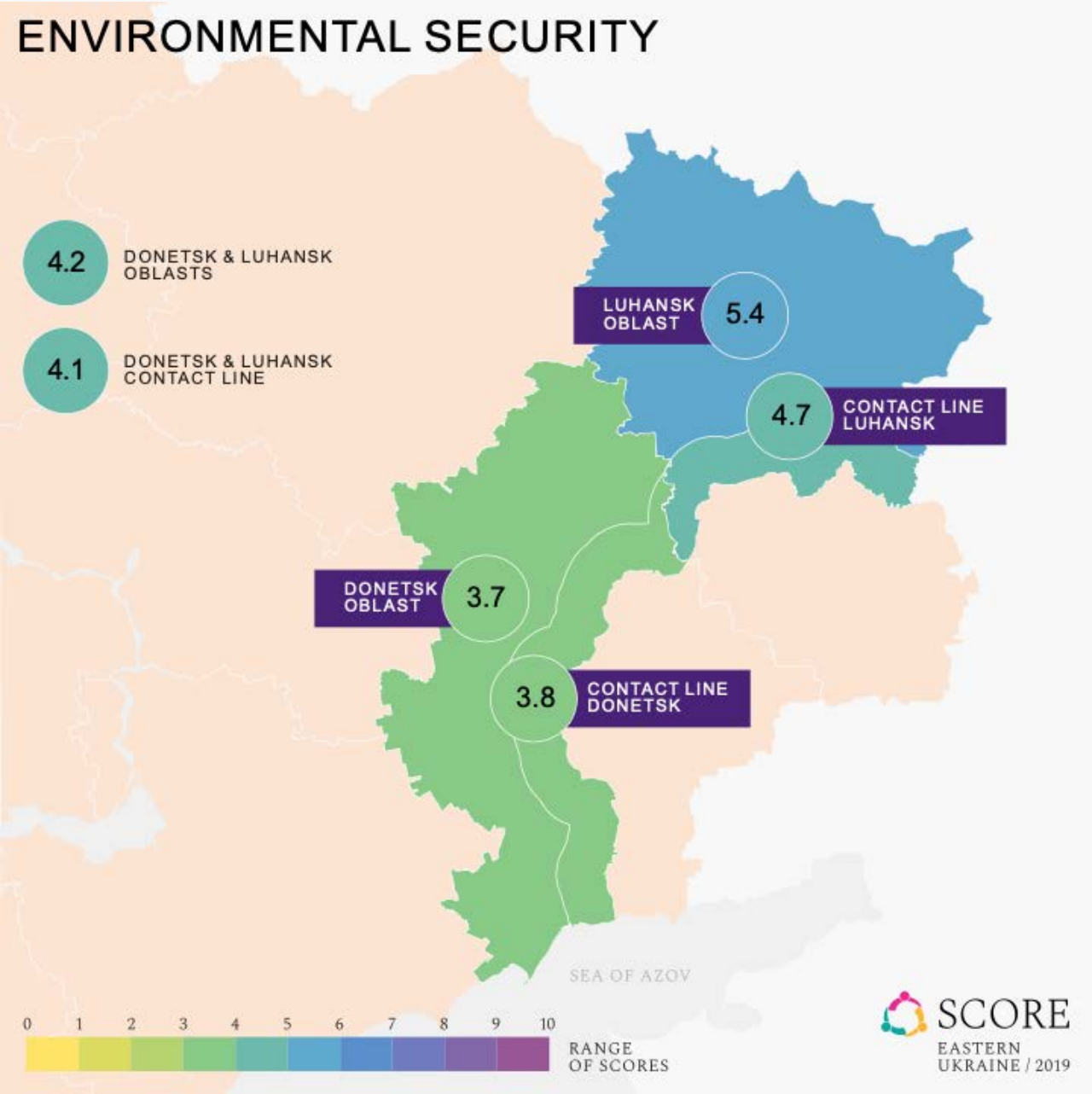
The degree to which one has a stable source of income, capacity to provide for nutritional needs, and can rely on social welfare payments if they needed them

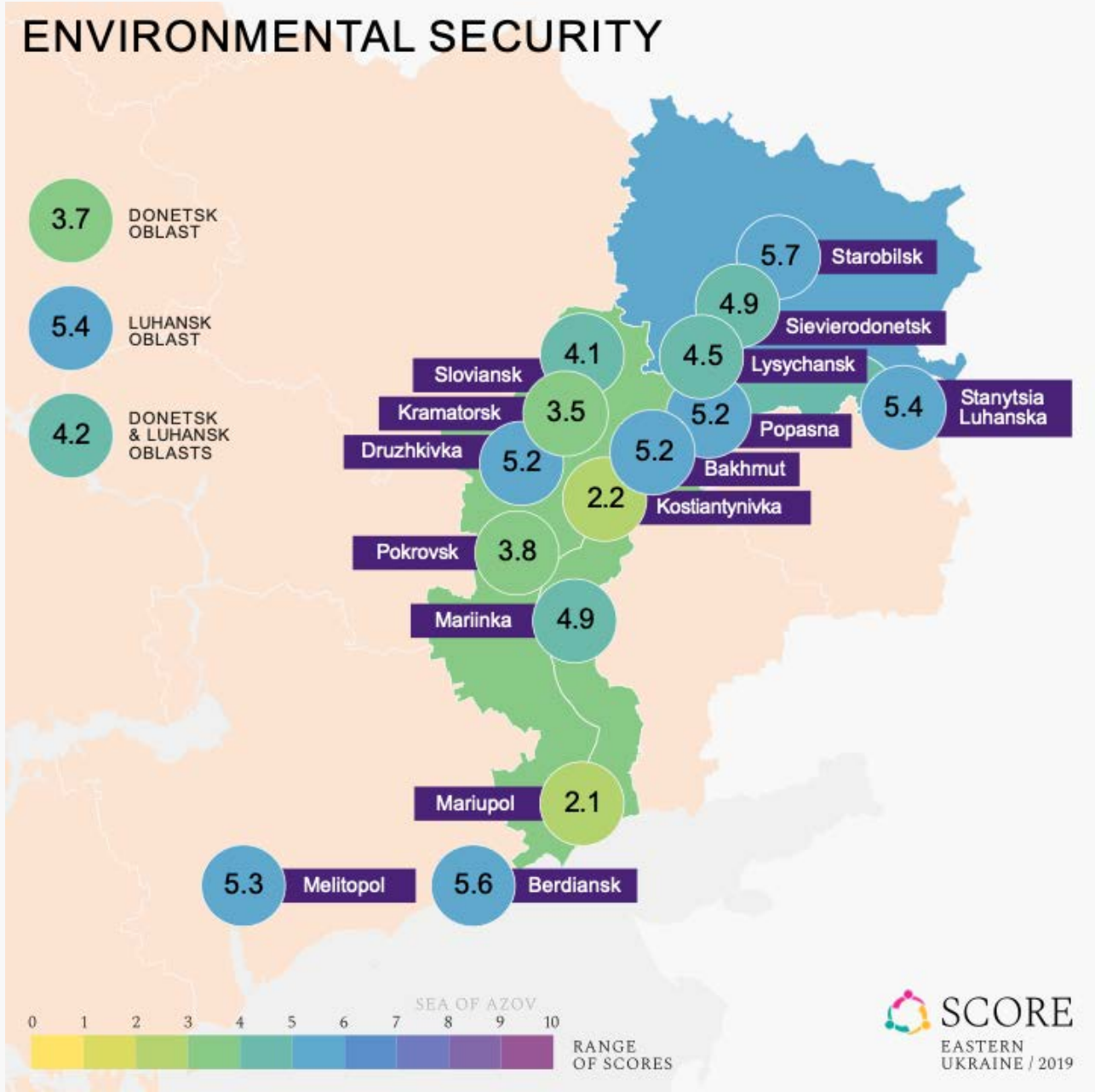




Environmental security

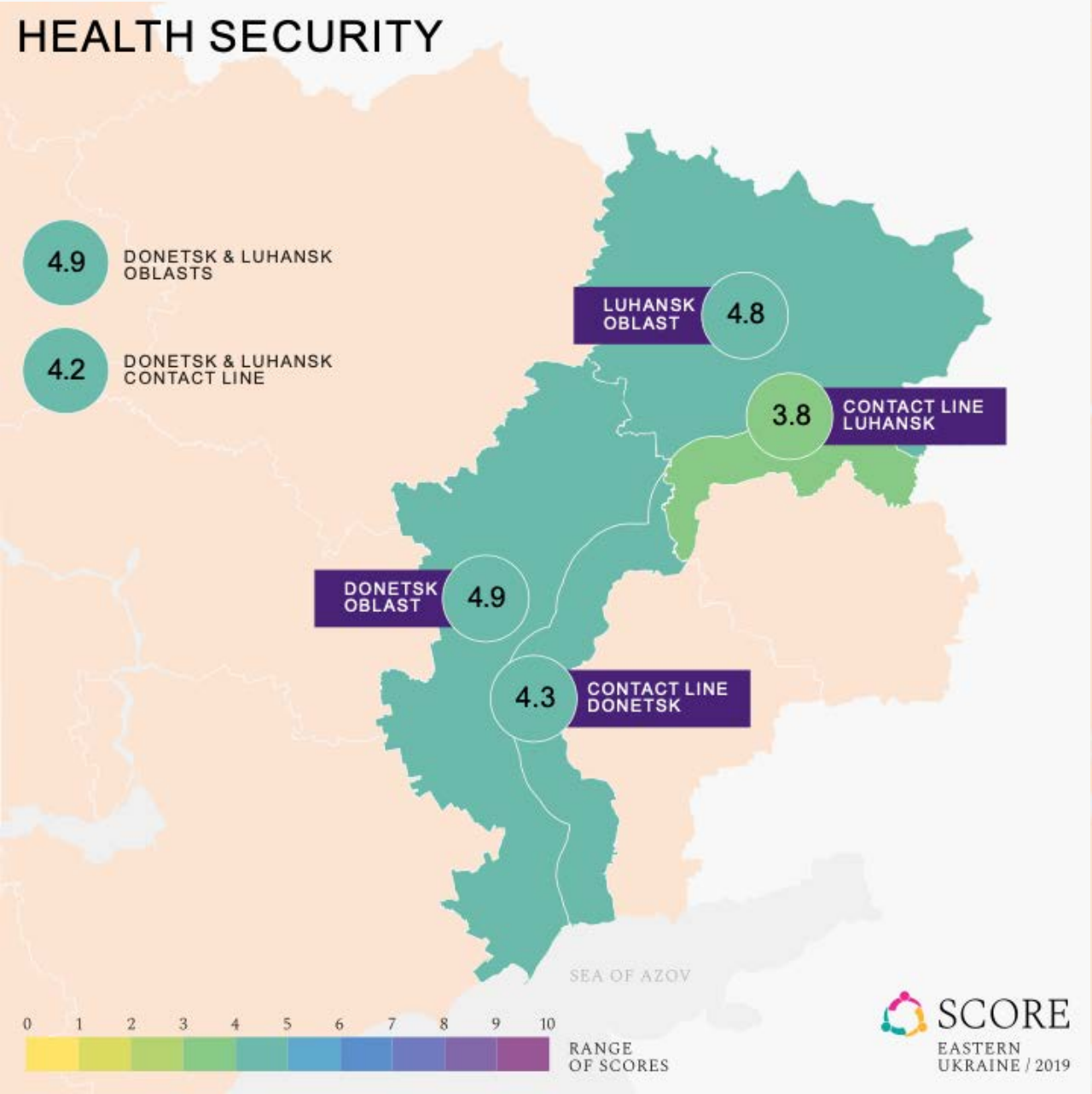
The degree to which one is satisfied with the quality of air and overall environmental health in their locality

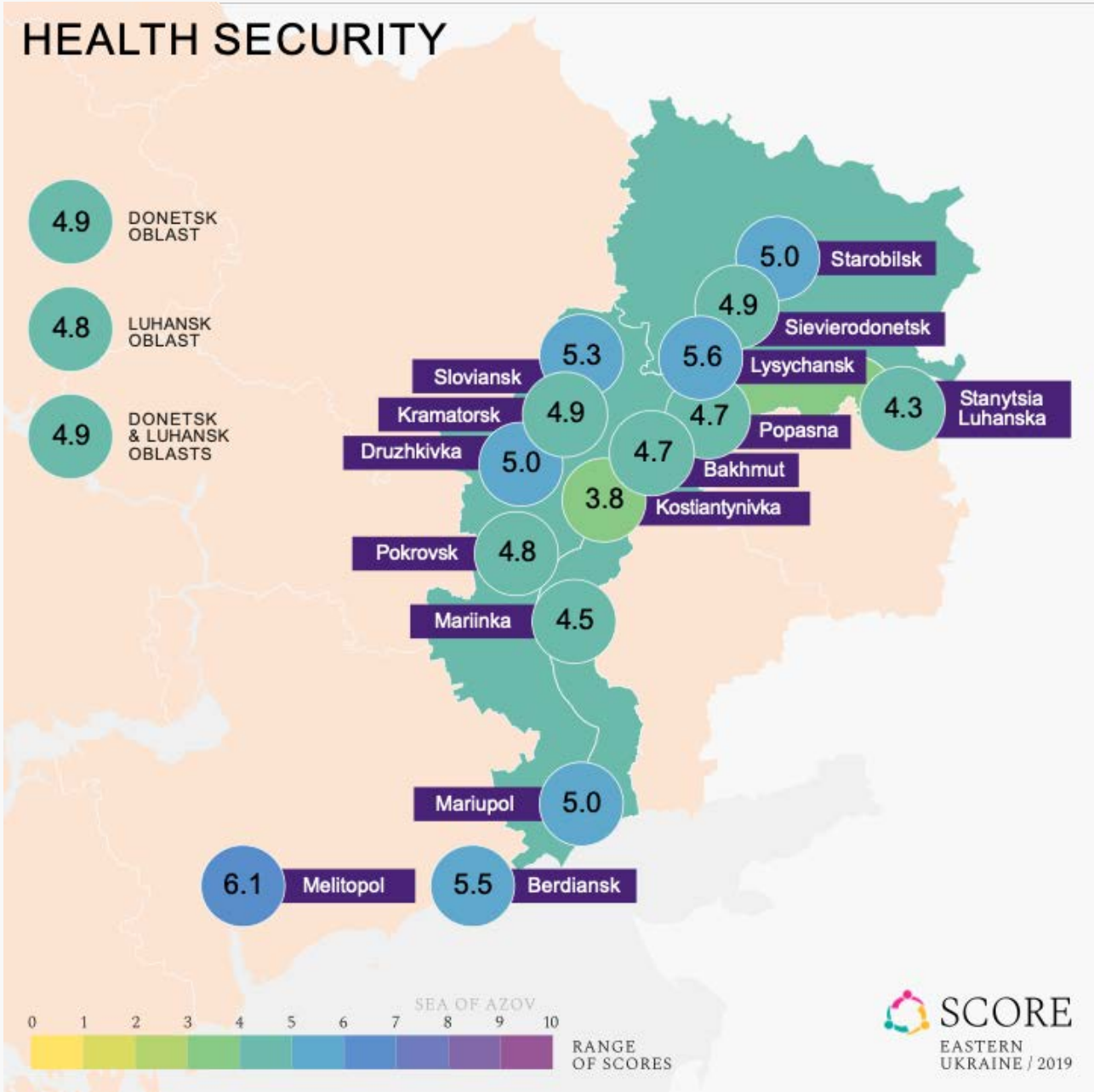




Health security

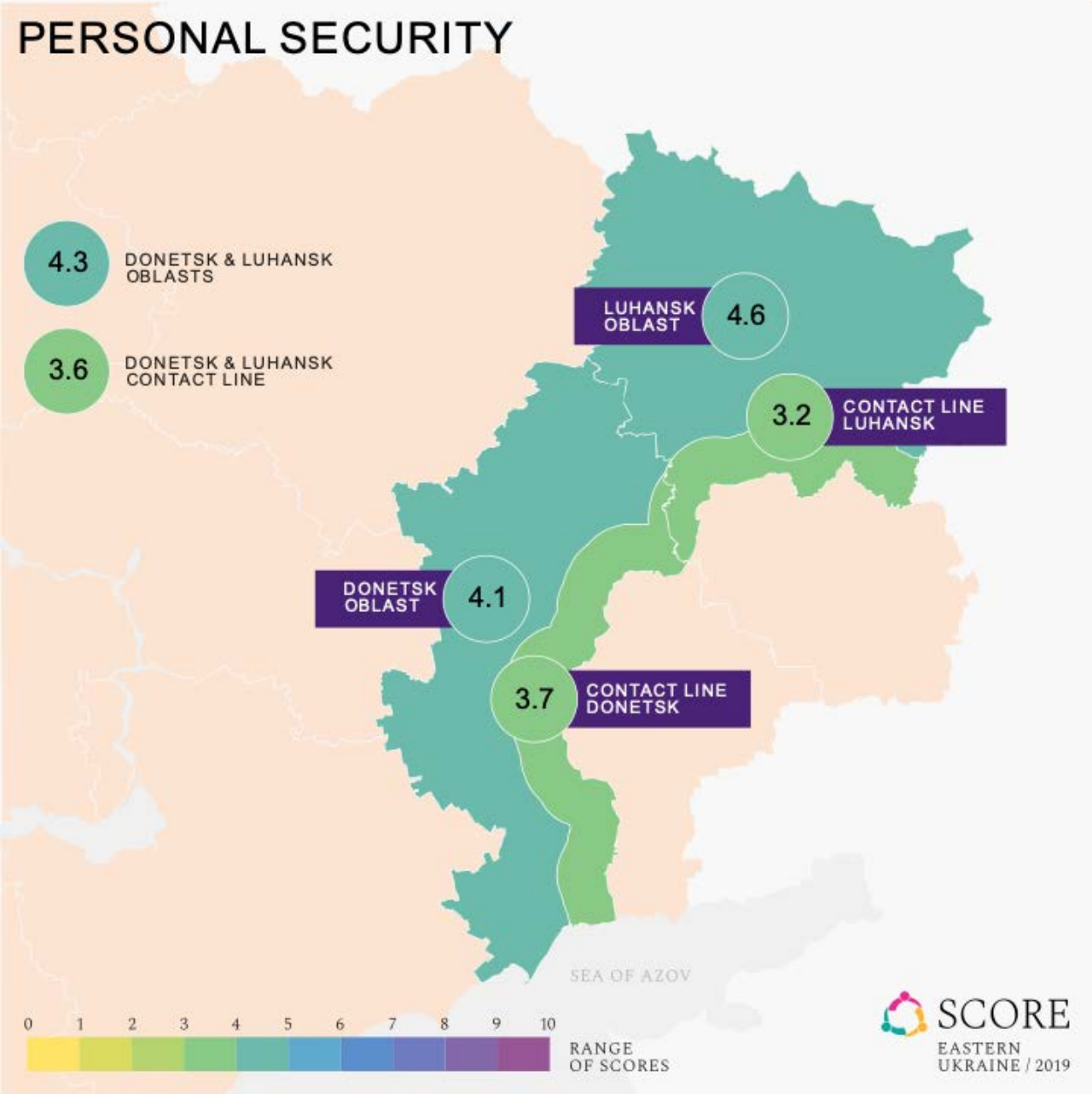
The level of access to and affordability of both basic and specialized medical services

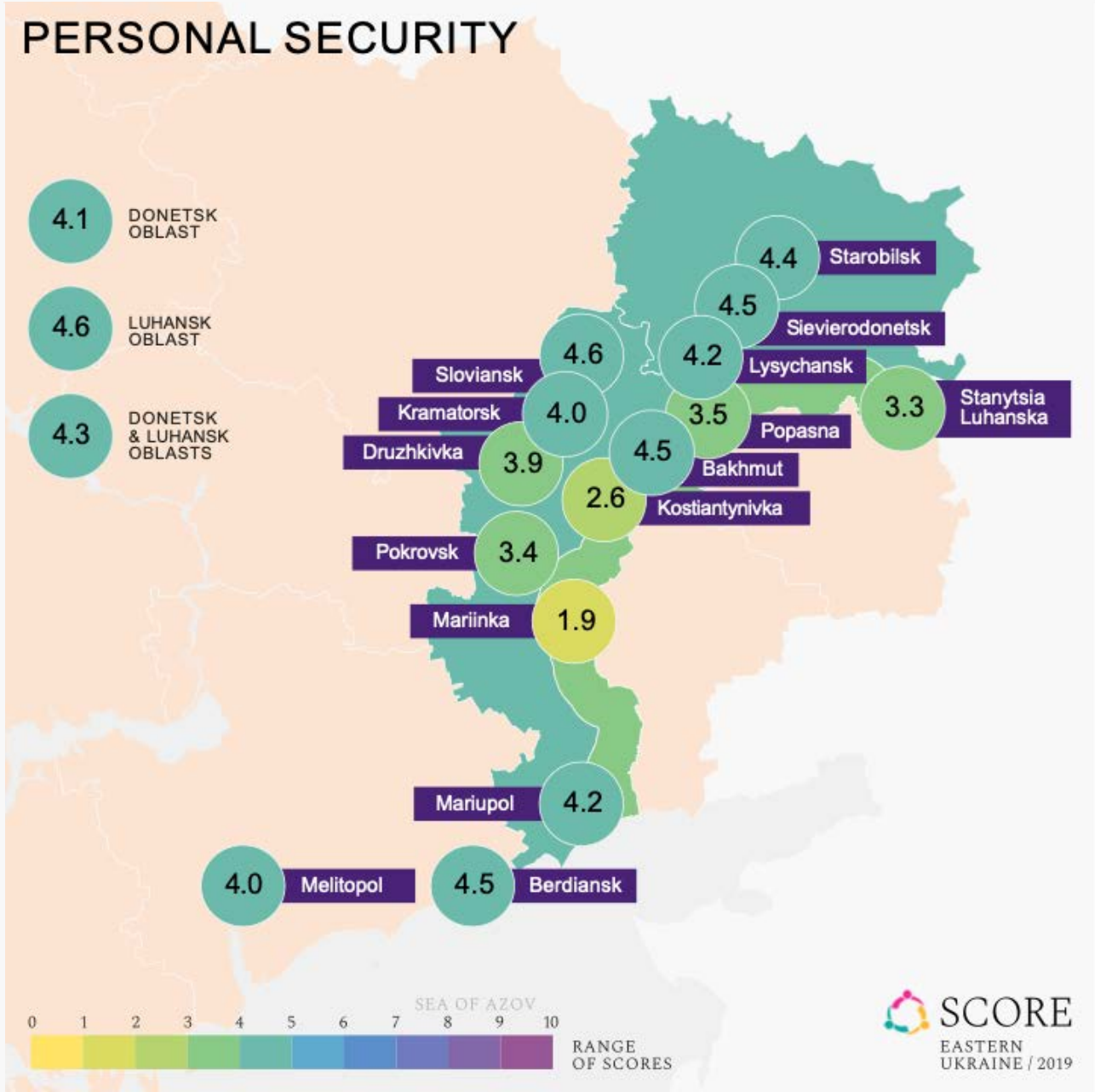




Personal security

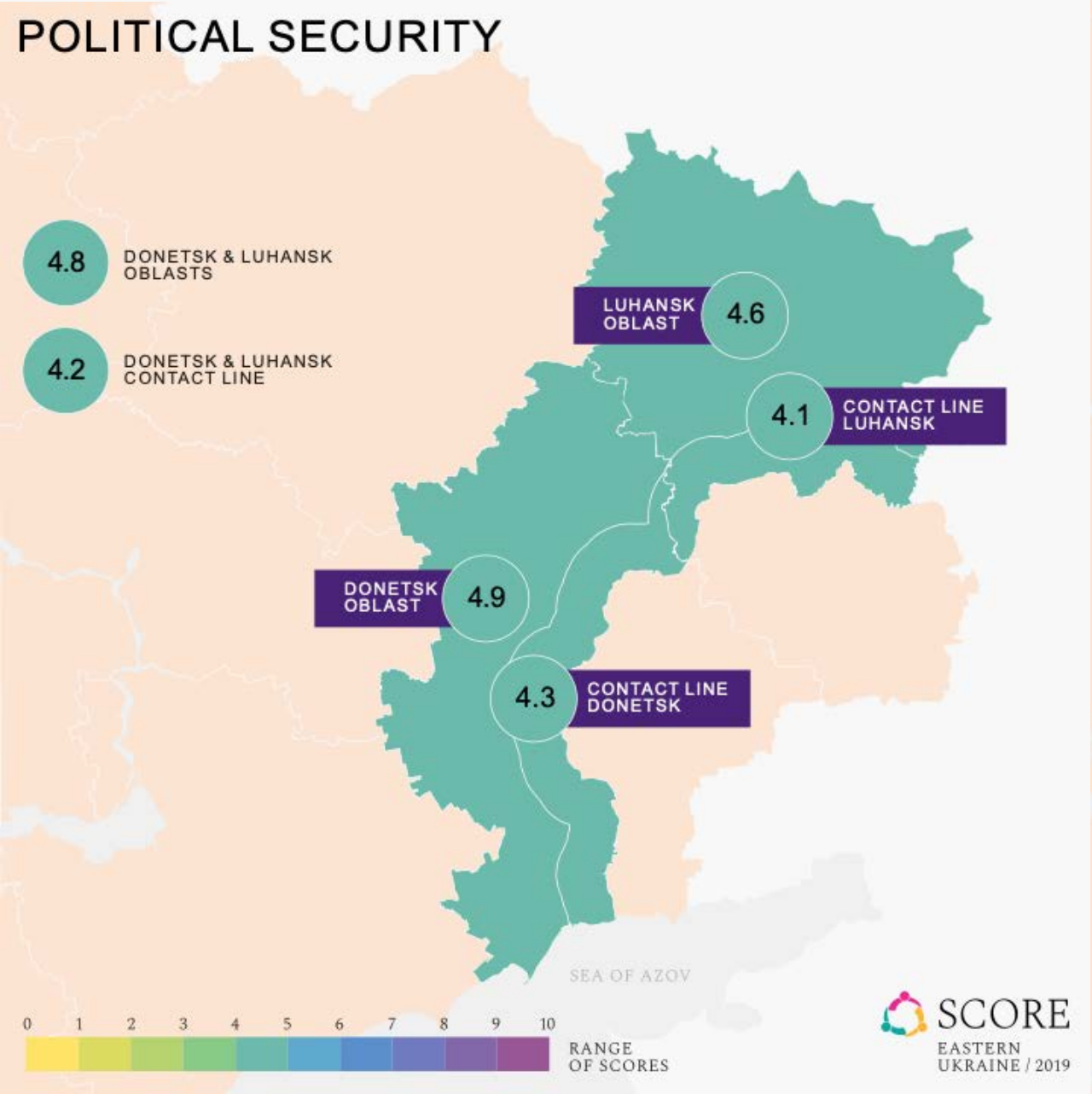
The degree to which one feels safe from violence in daily life and that the police can protect them

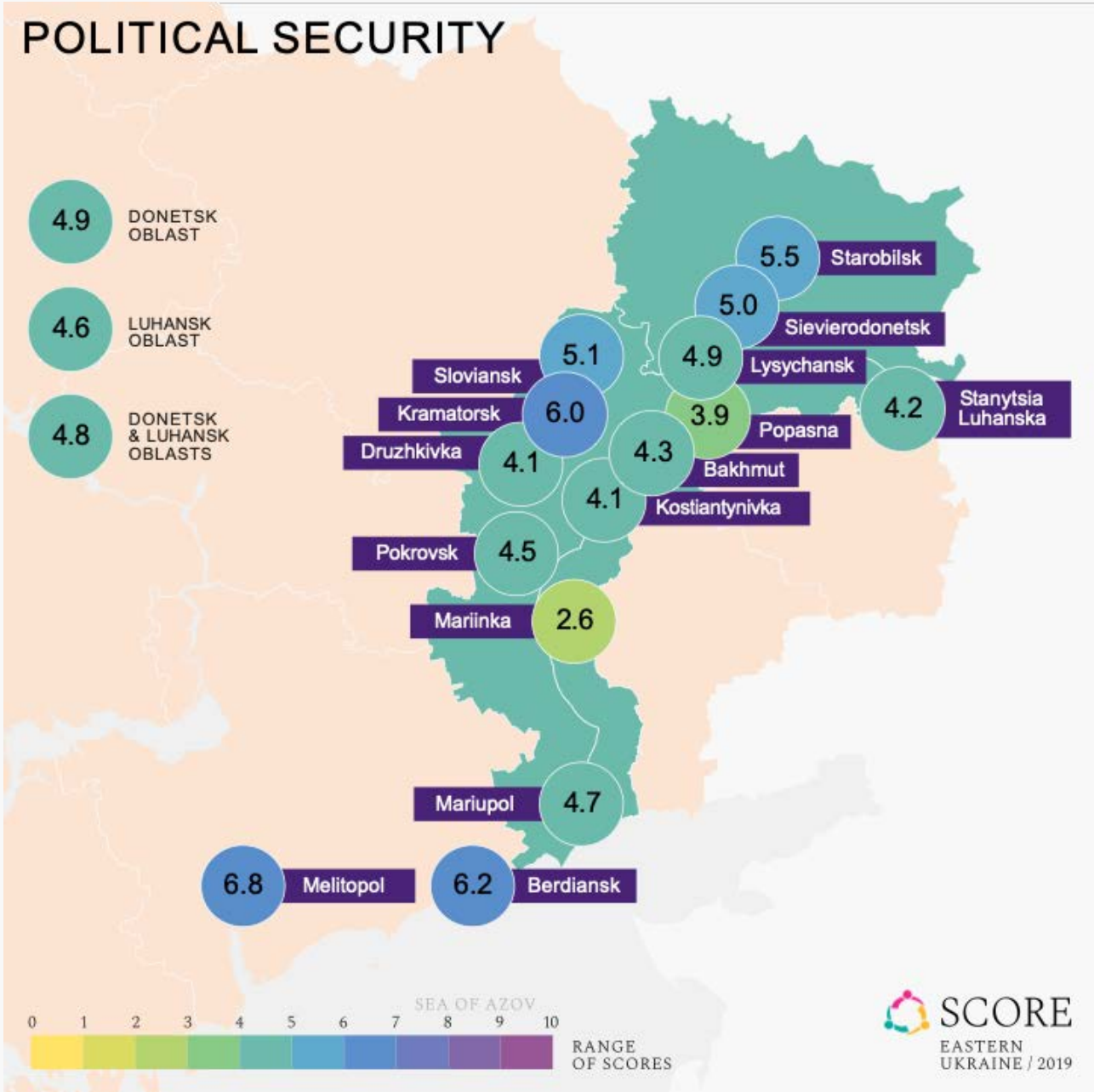


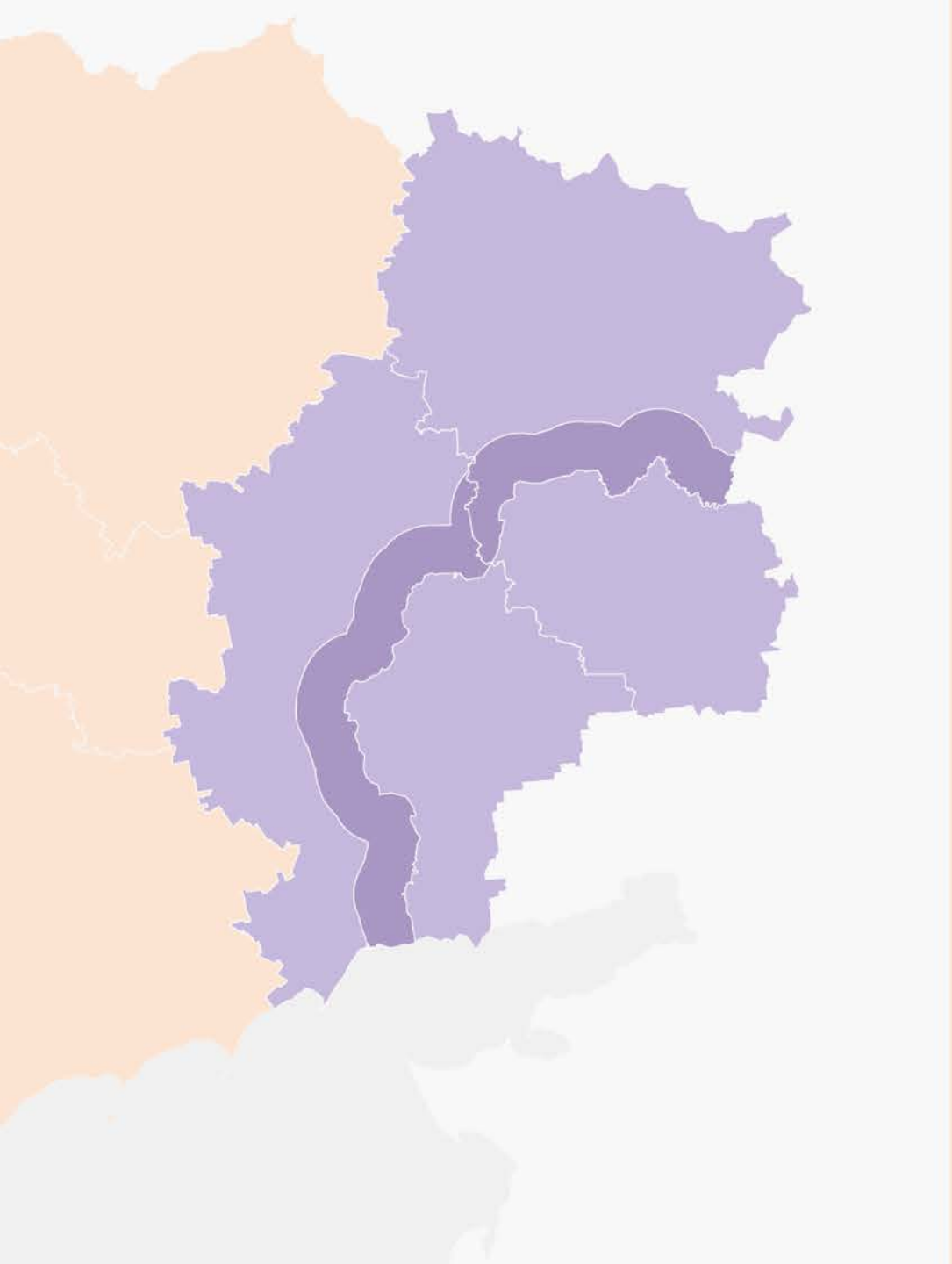


Political security

The degree to which one feels comfortable expressing their political views both collectively and individually without fearing consequences







Intergroup relations

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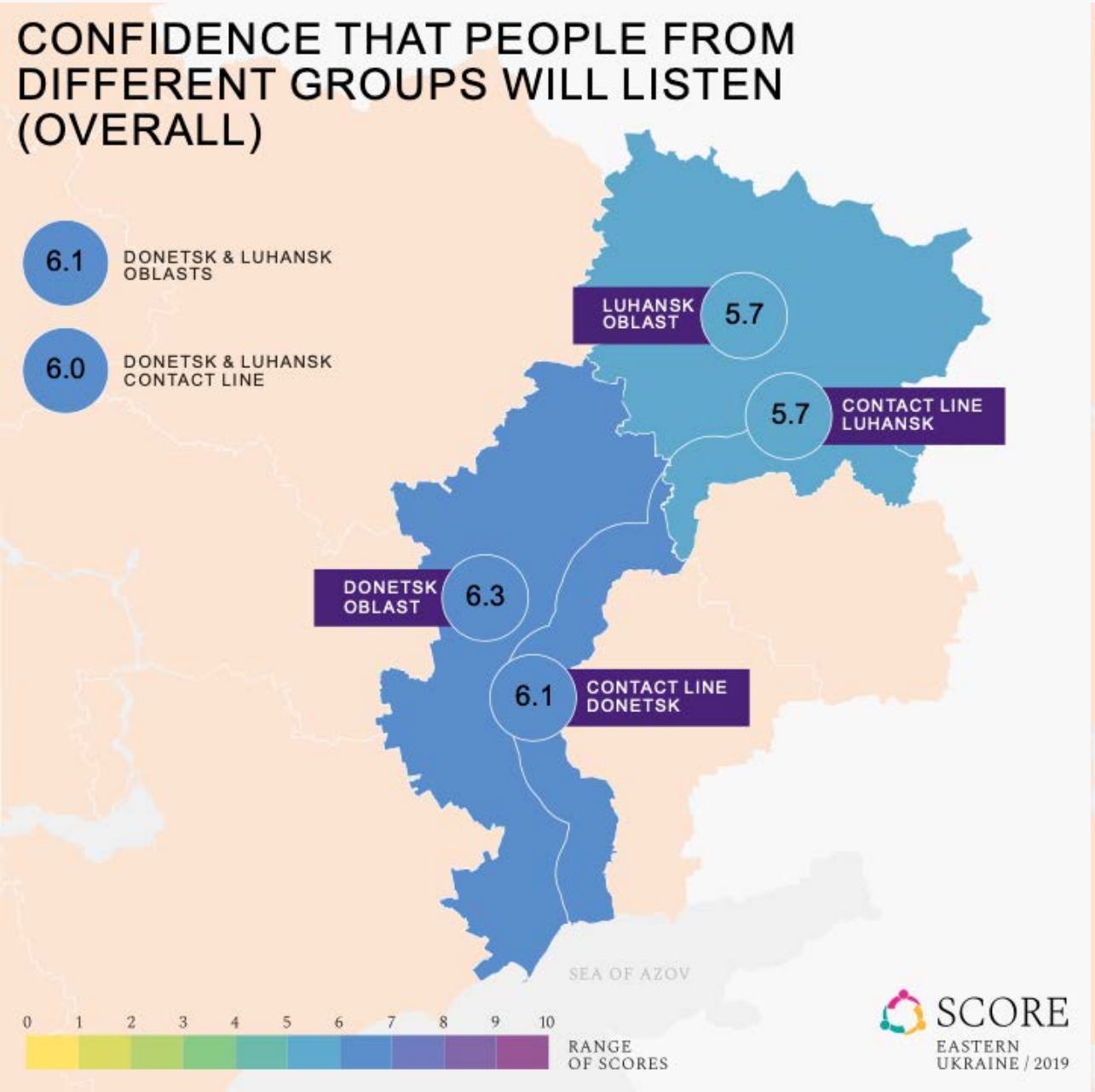
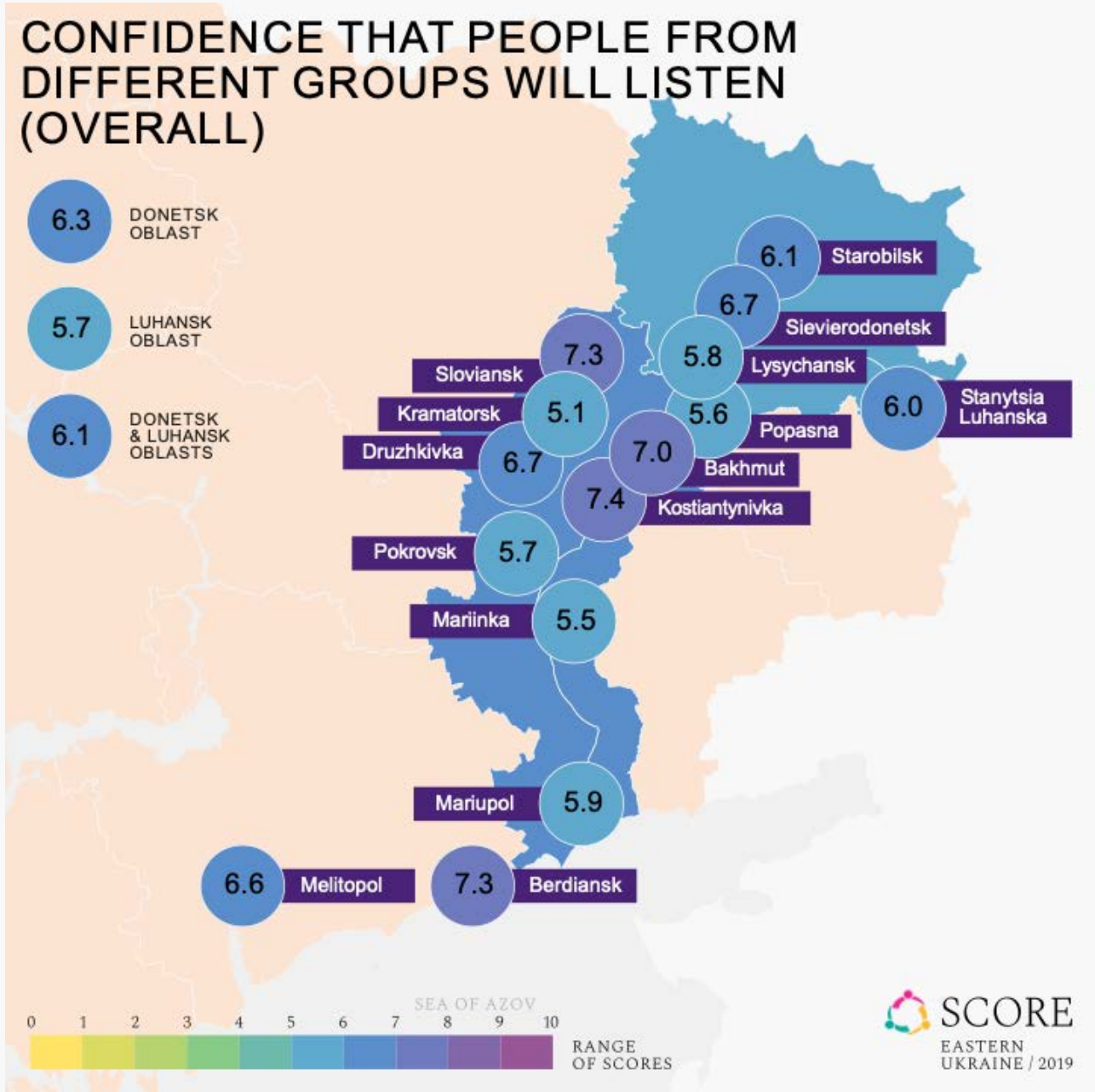
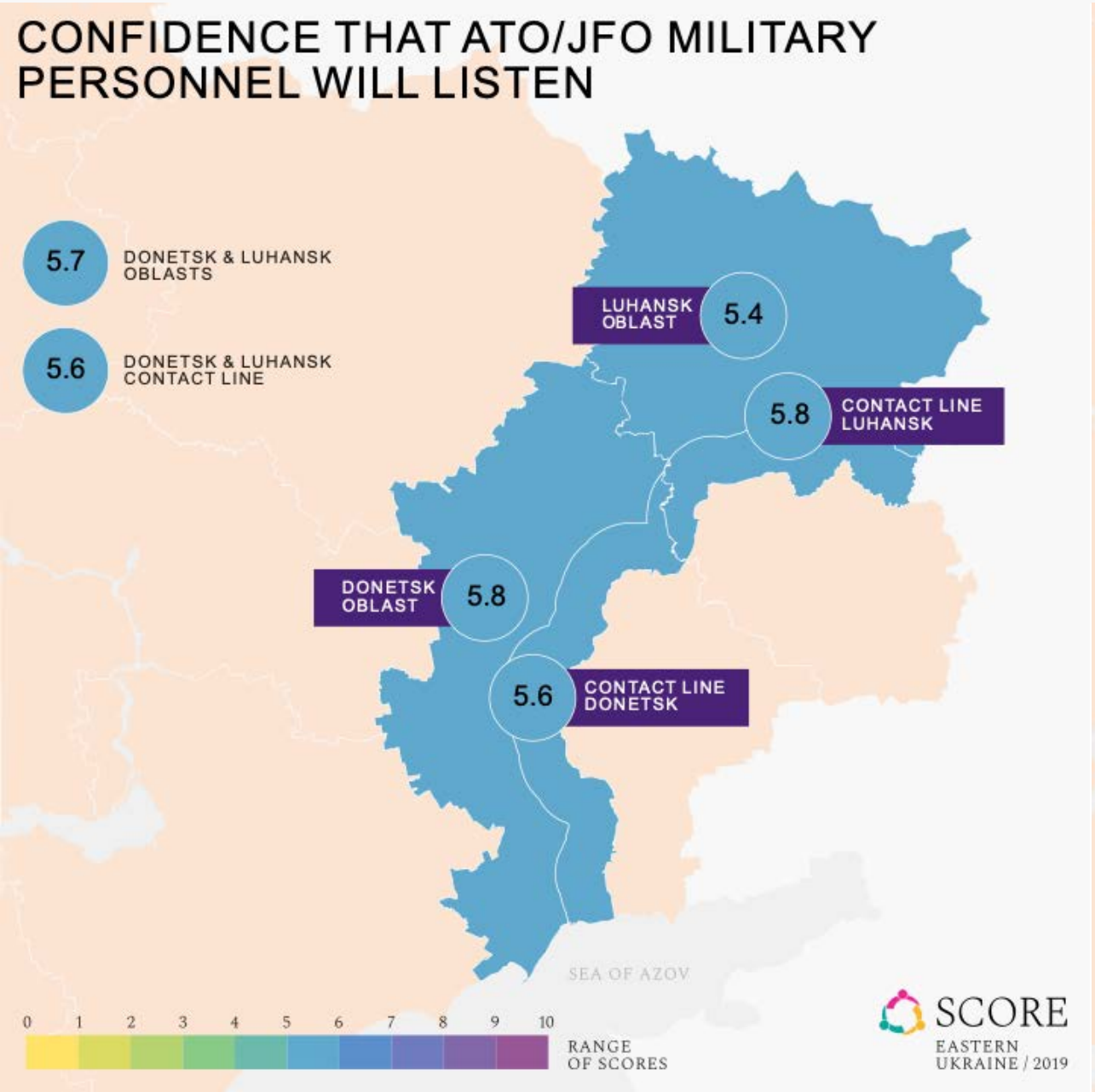
Confidence that people from different groups will listen (overall)

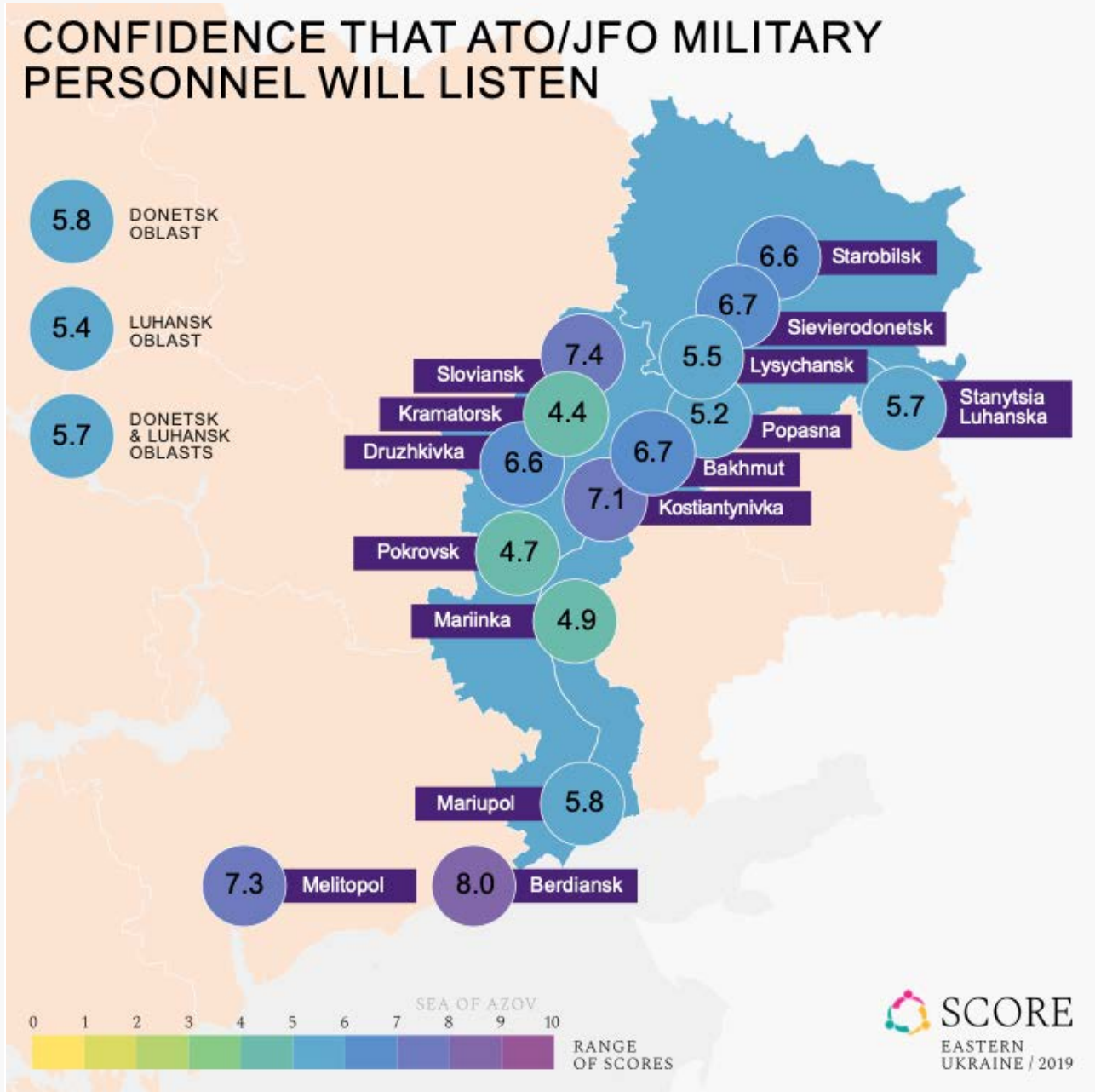
The belief that people from different groups would hear one's arguments and be ready to discuss matters



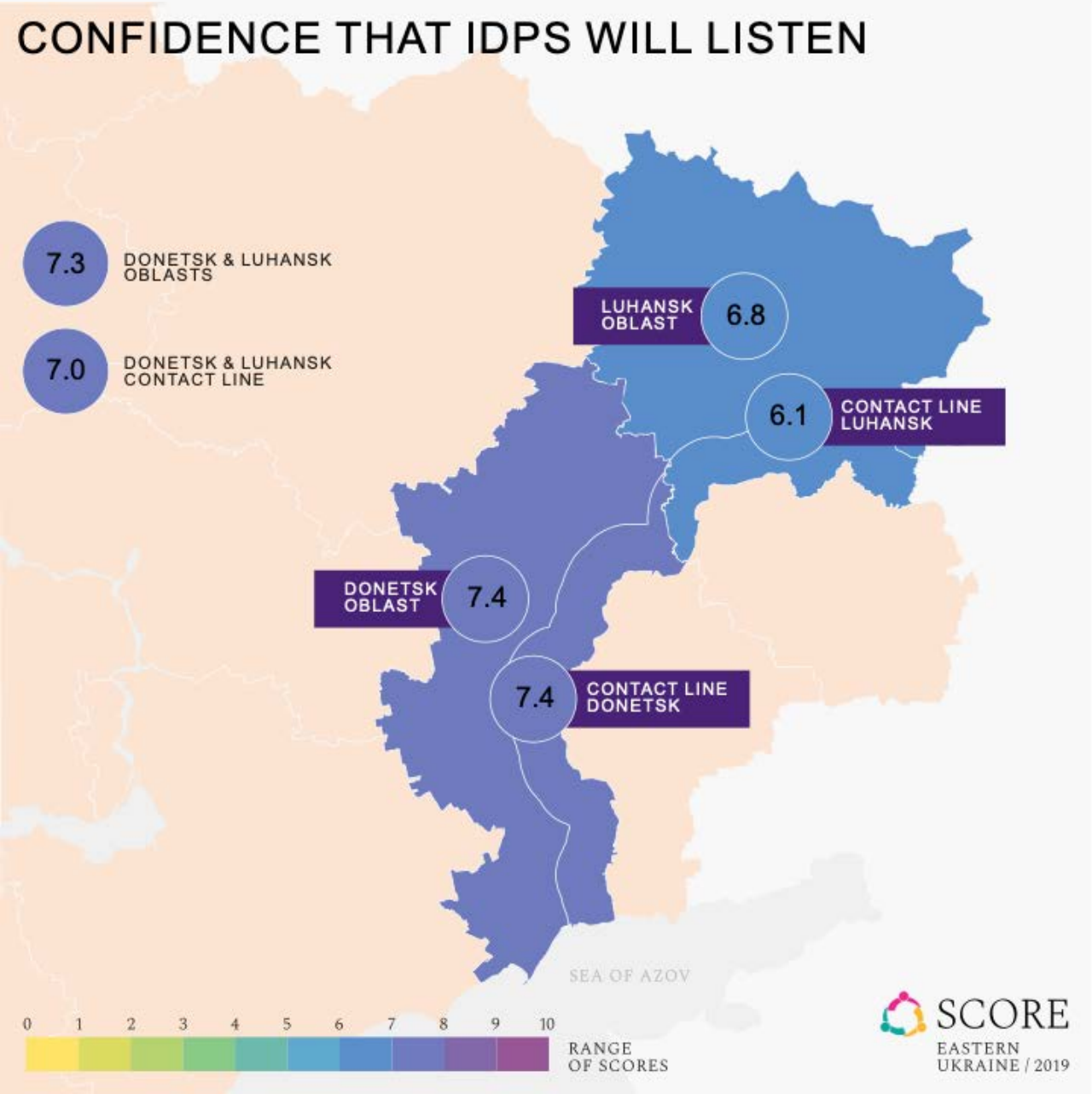


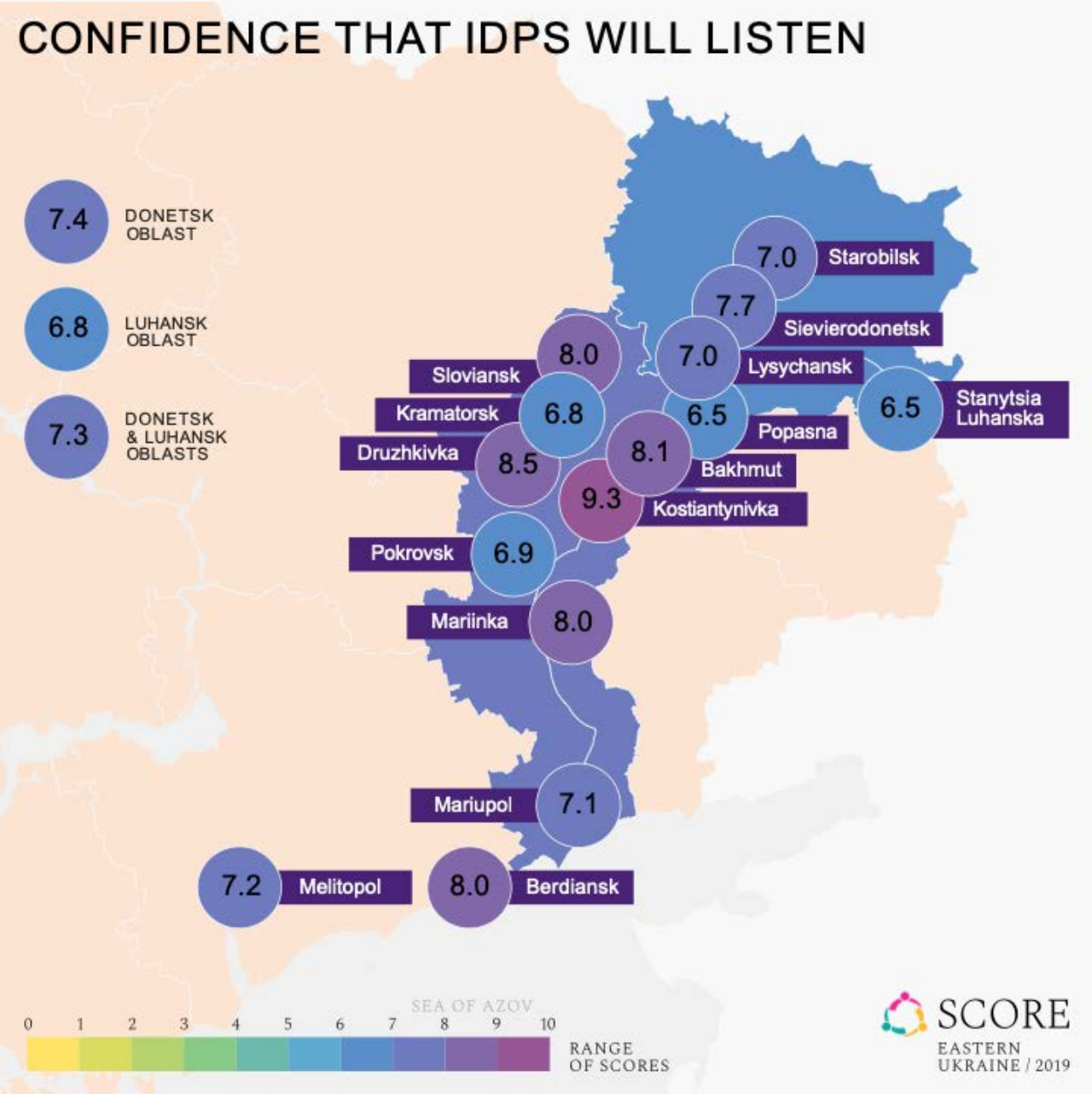
Confidence that ATO/JFO military personnel will listen



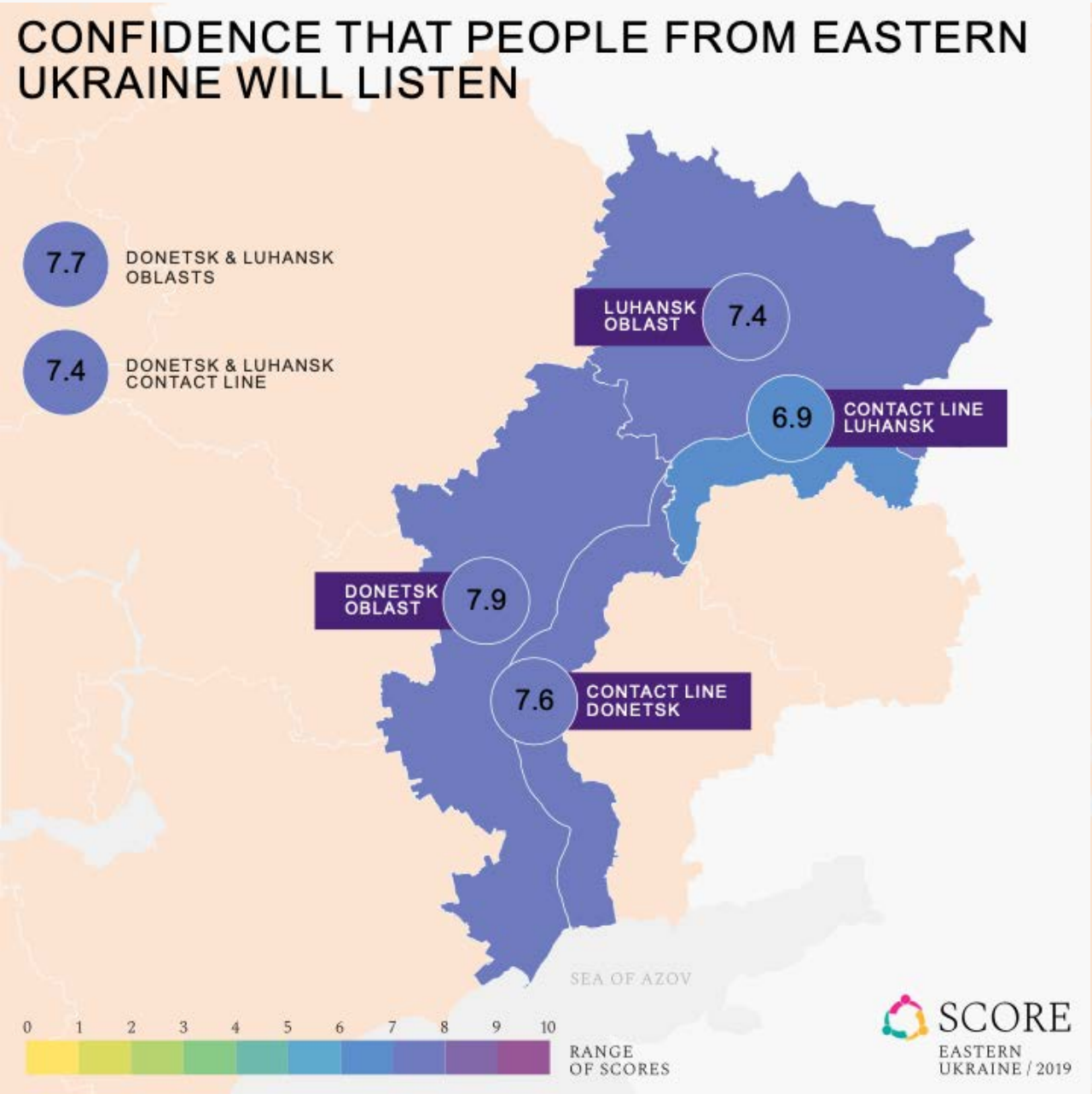


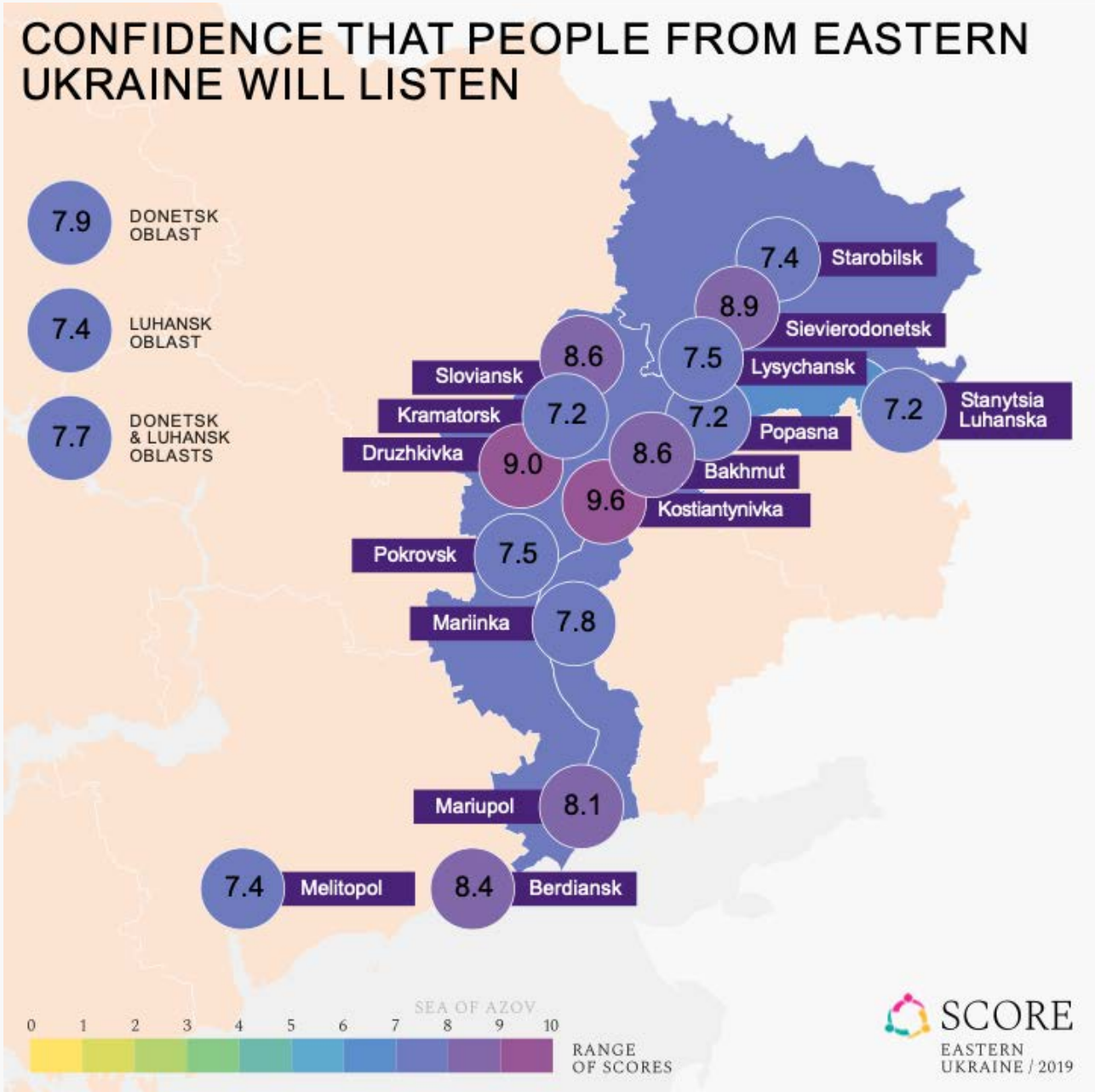
Confidence that IDPS will listen



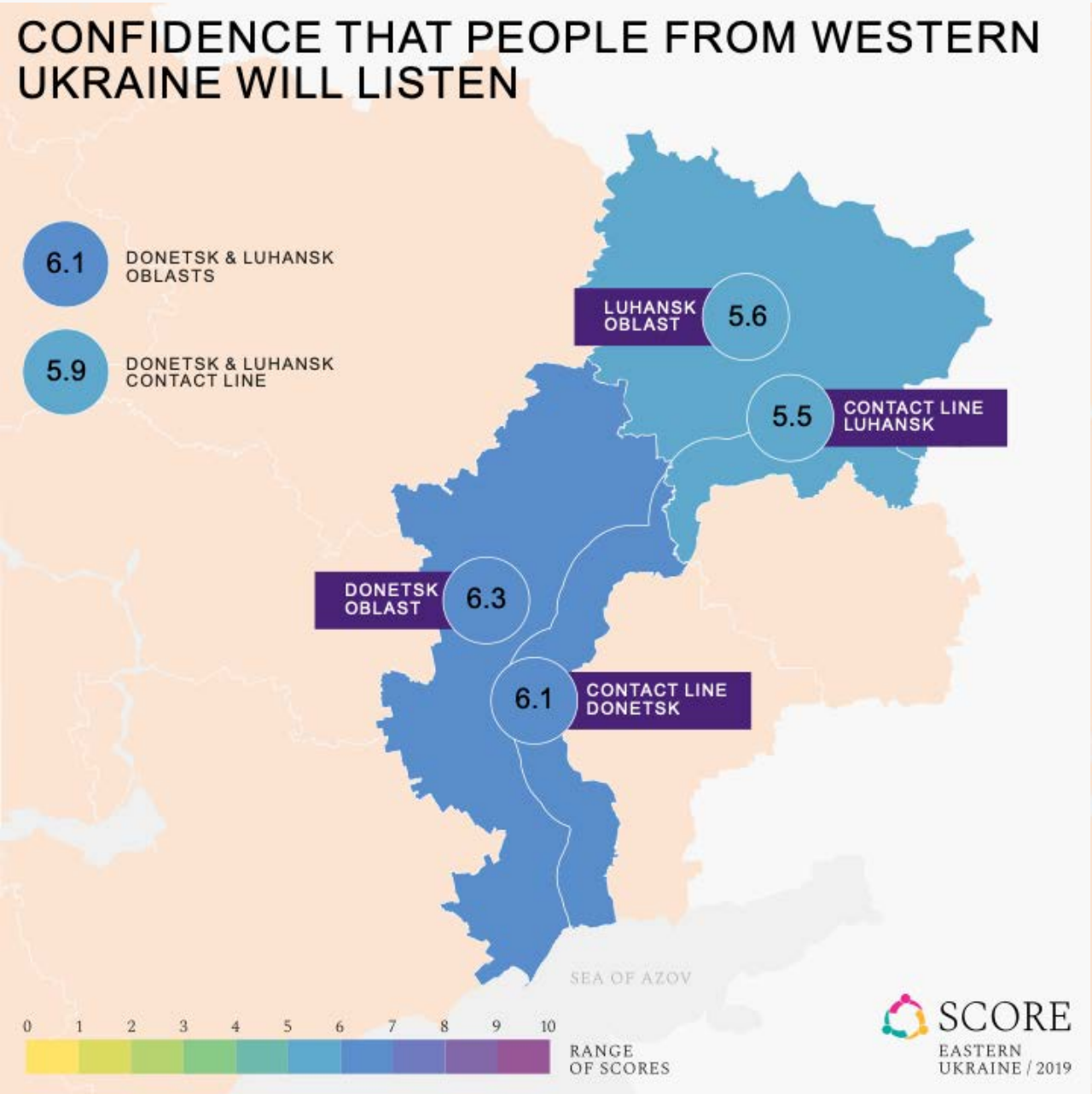


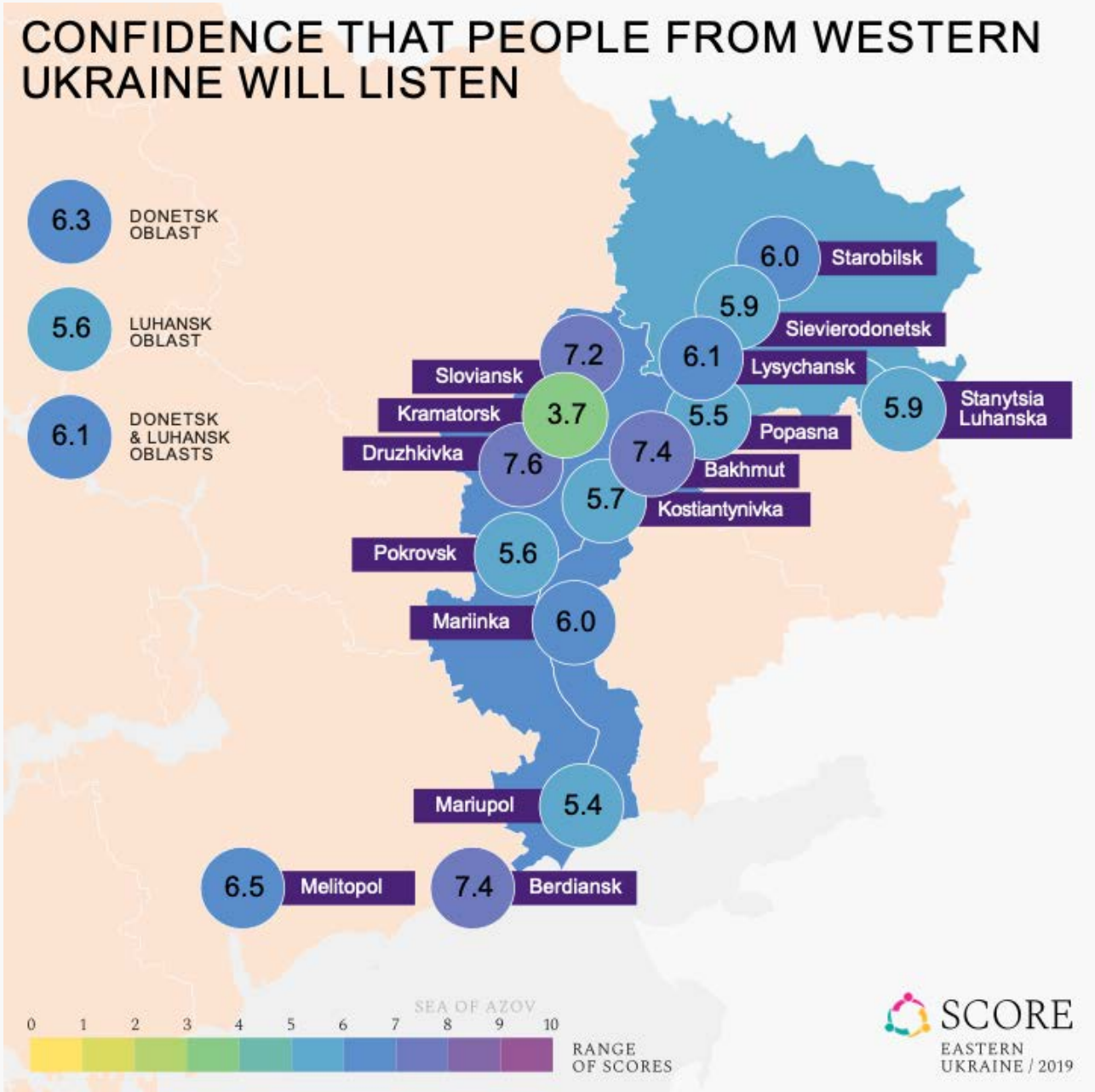
Confidence that people from eastern Ukraine will listen



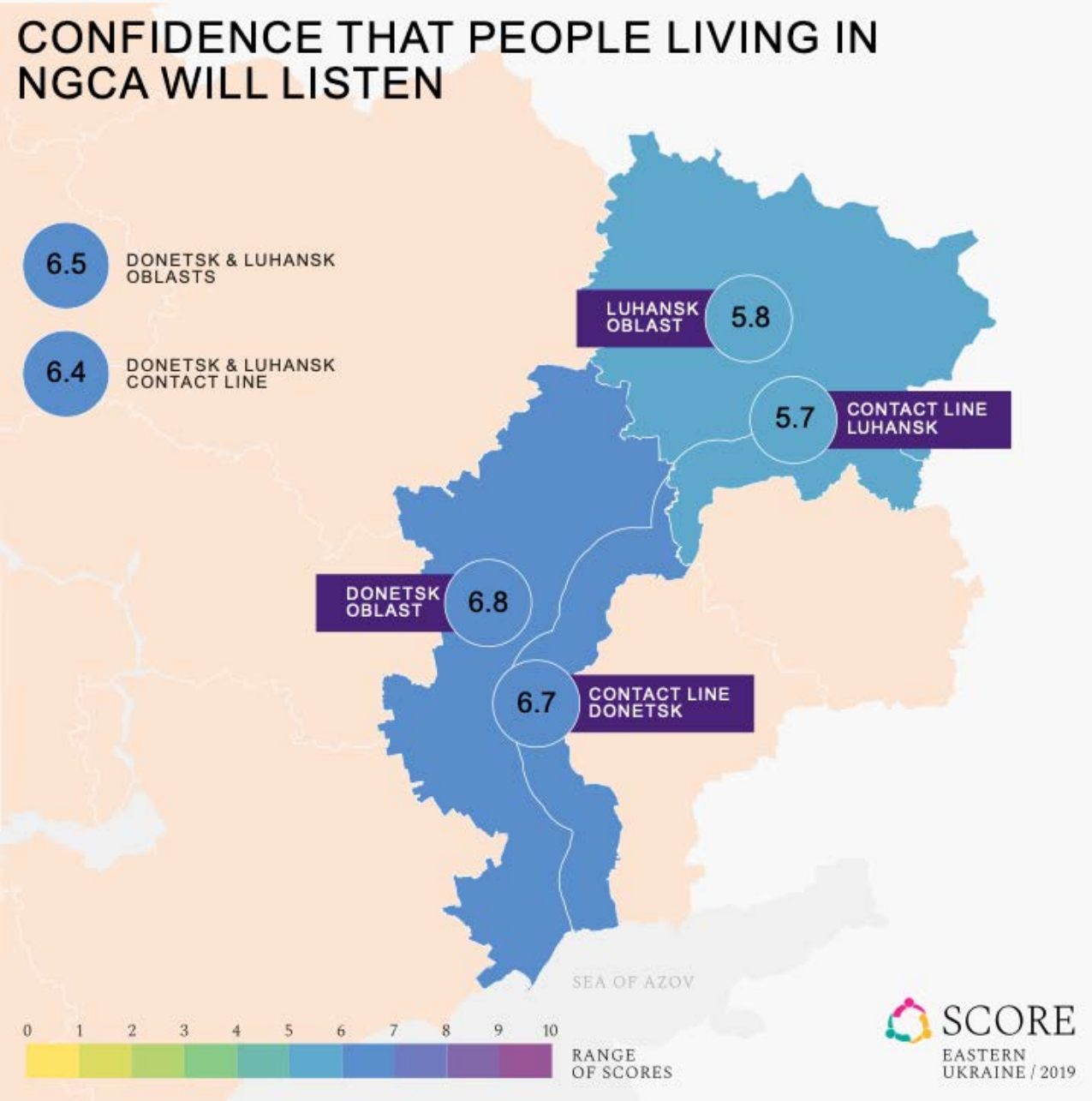


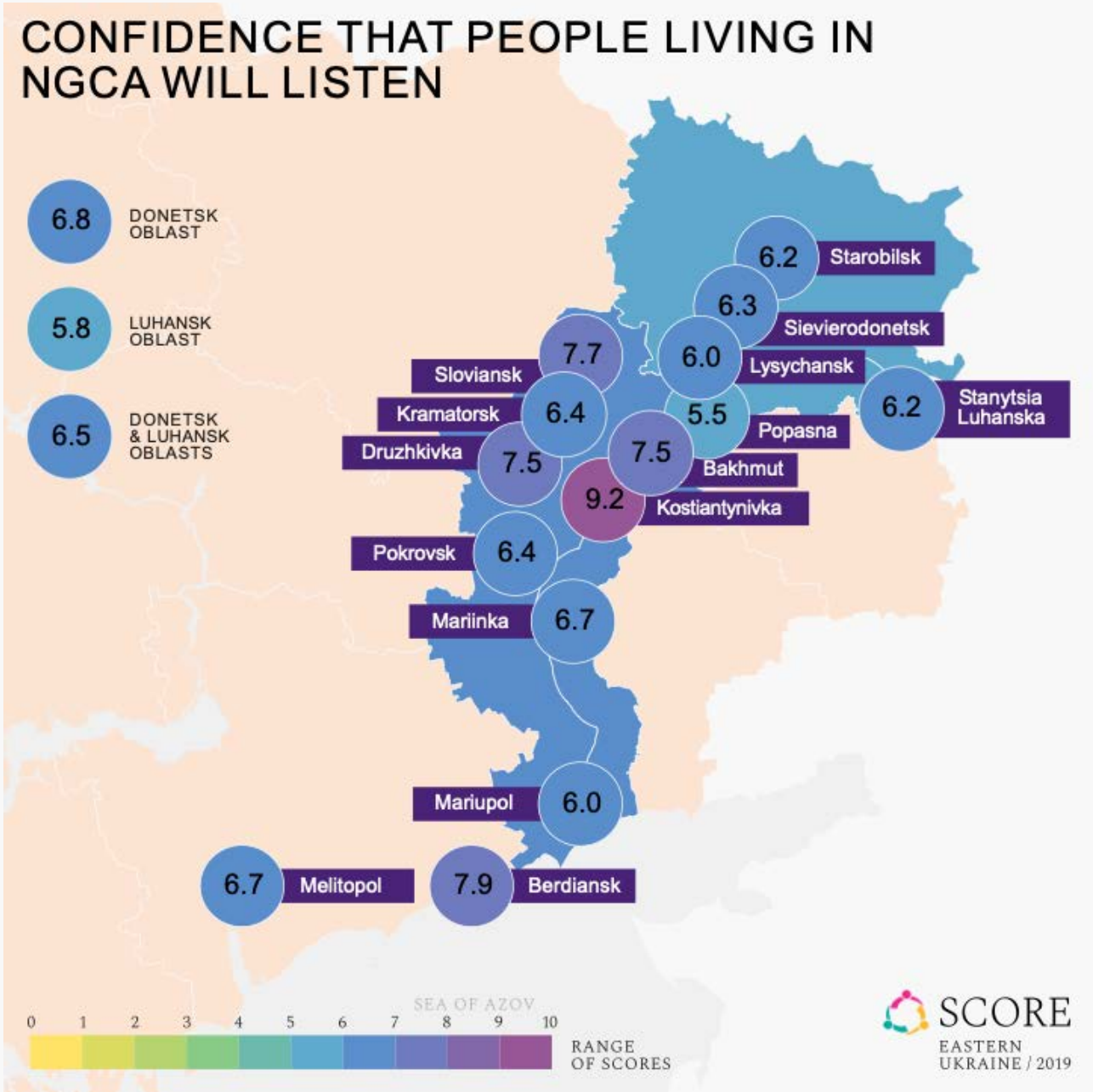
Confidence that people from western Ukraine will listen



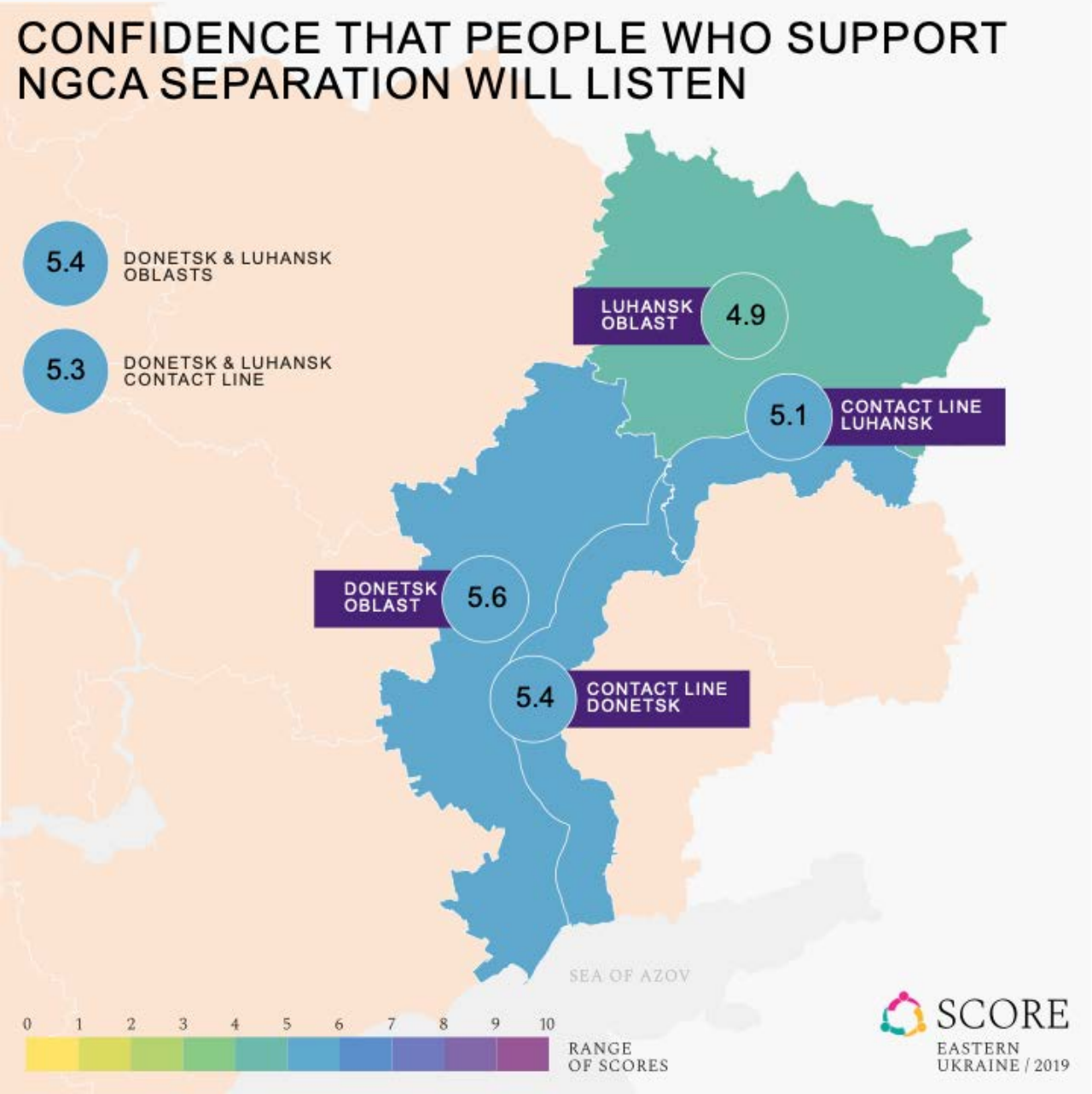


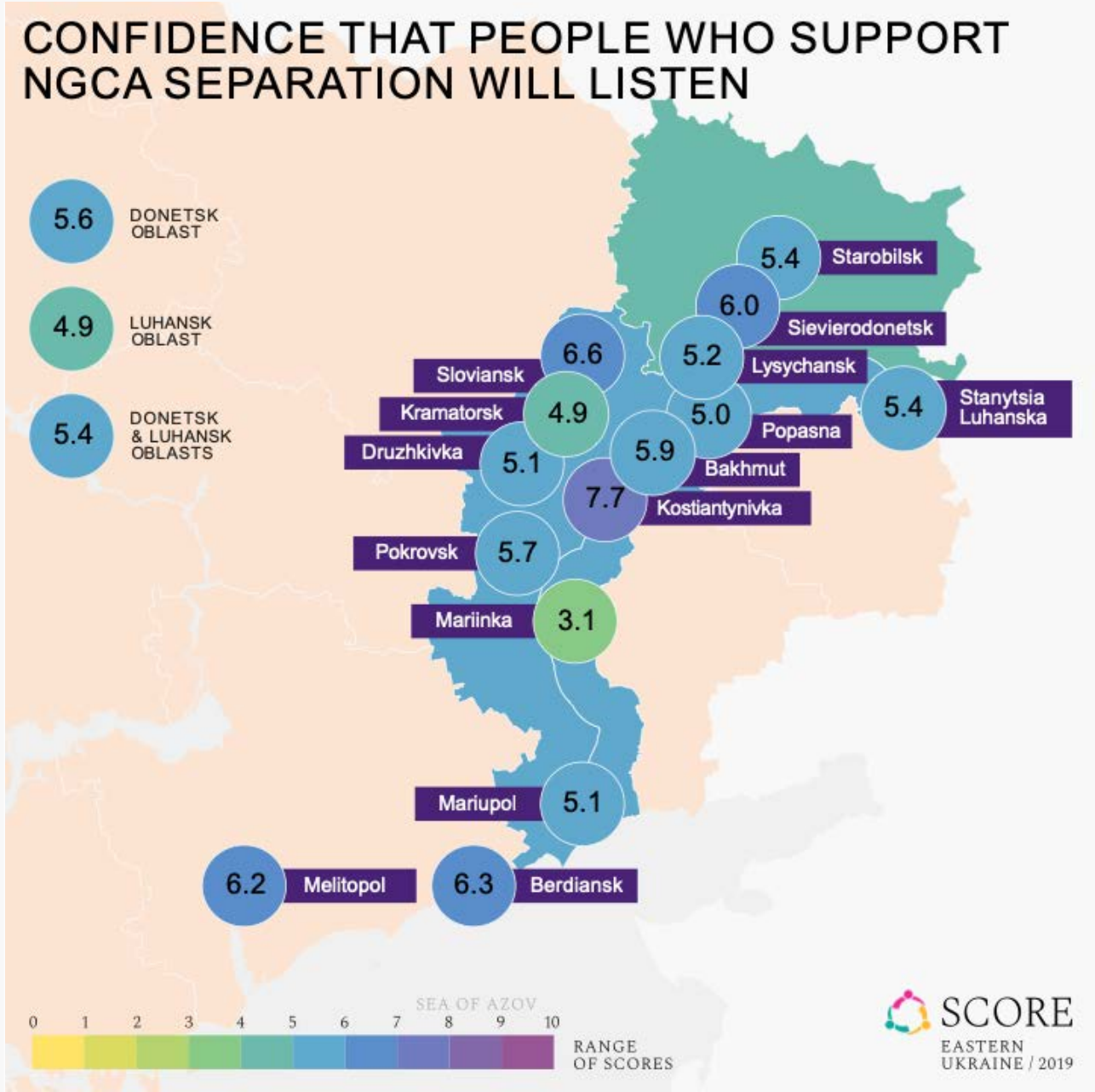
Confidence that people living in the NGCA will listen



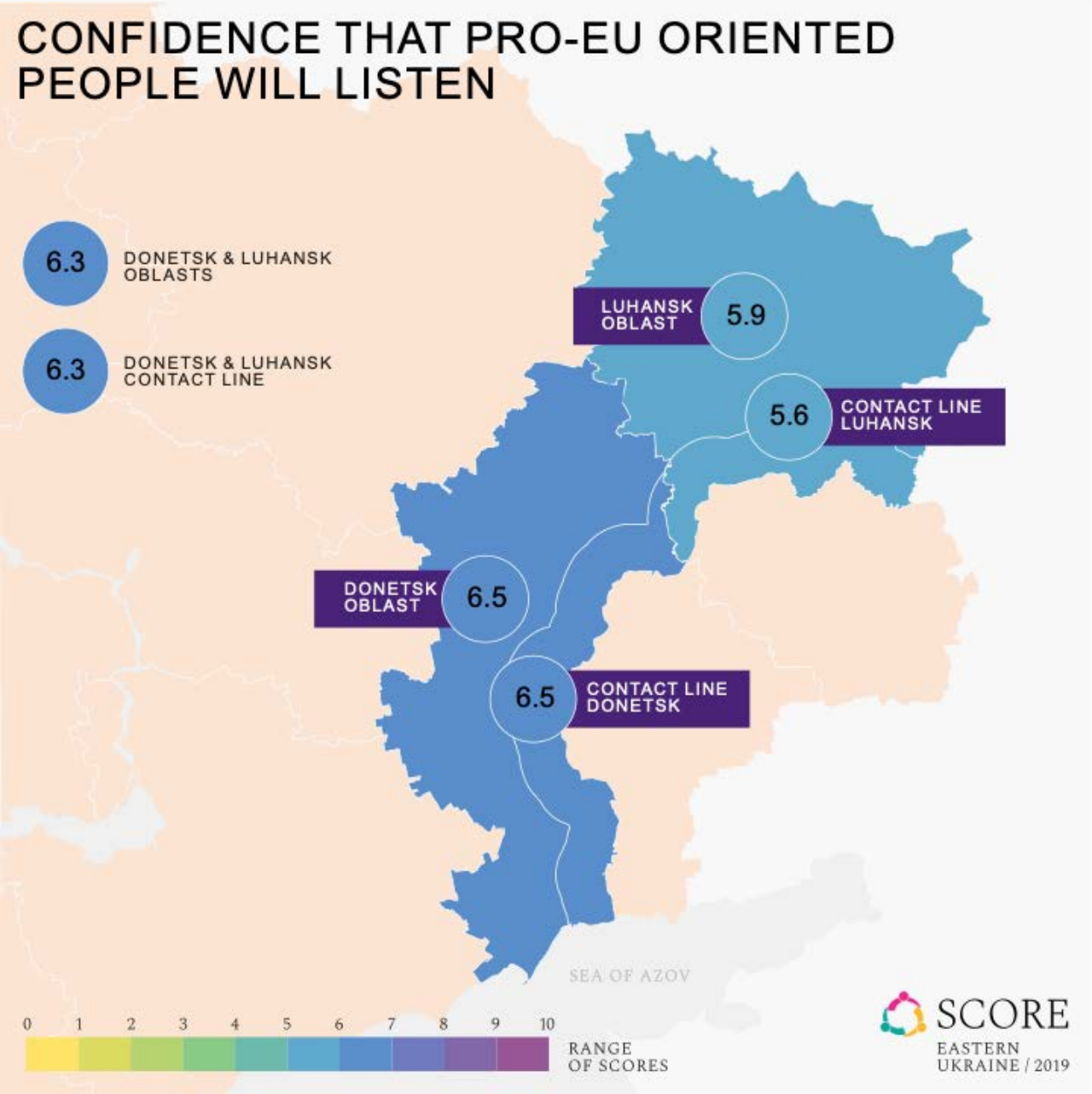


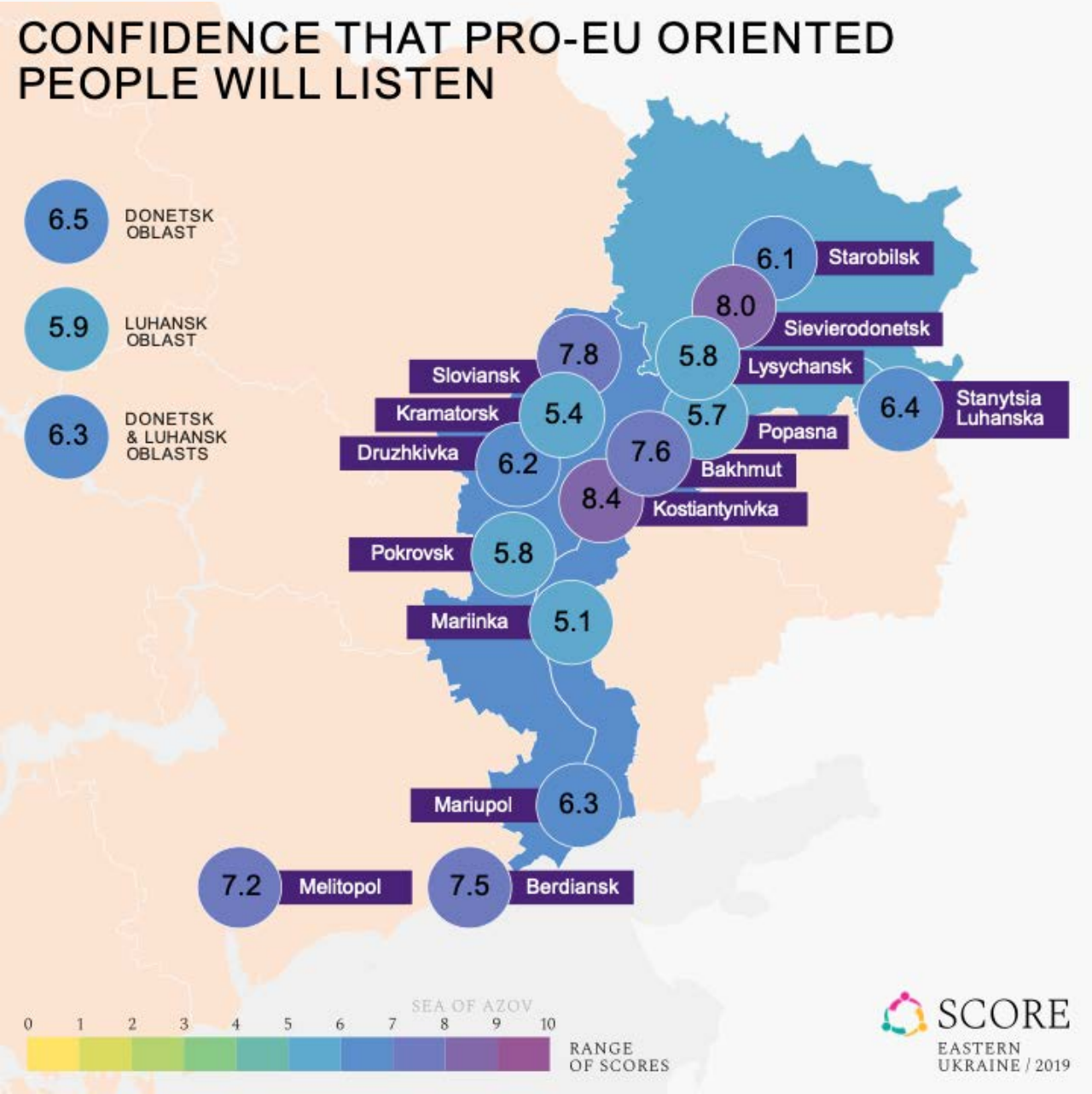
Confidence that people who support NGCA separation will listen



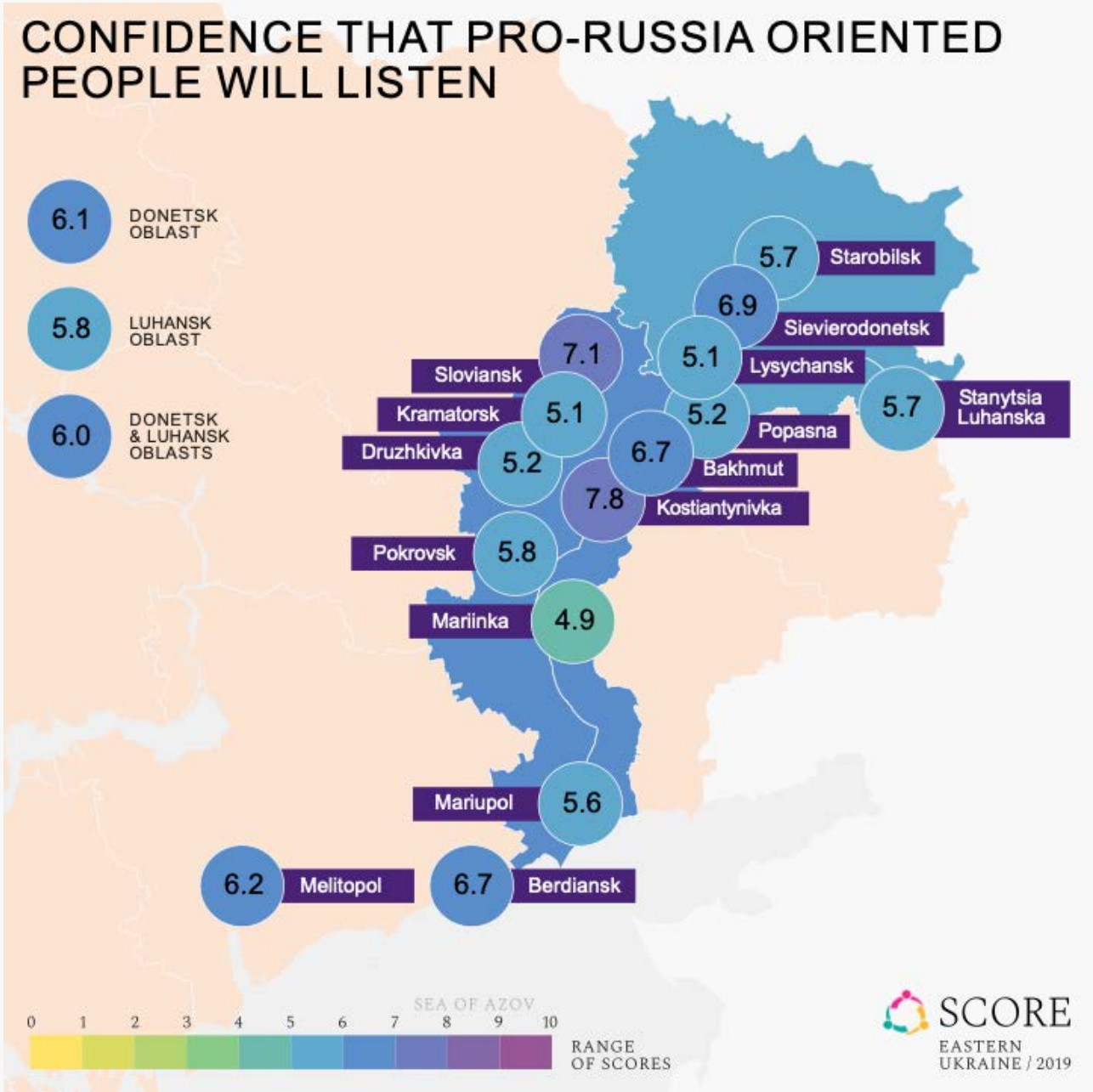


Confidence that pro-EU oriented people will listen





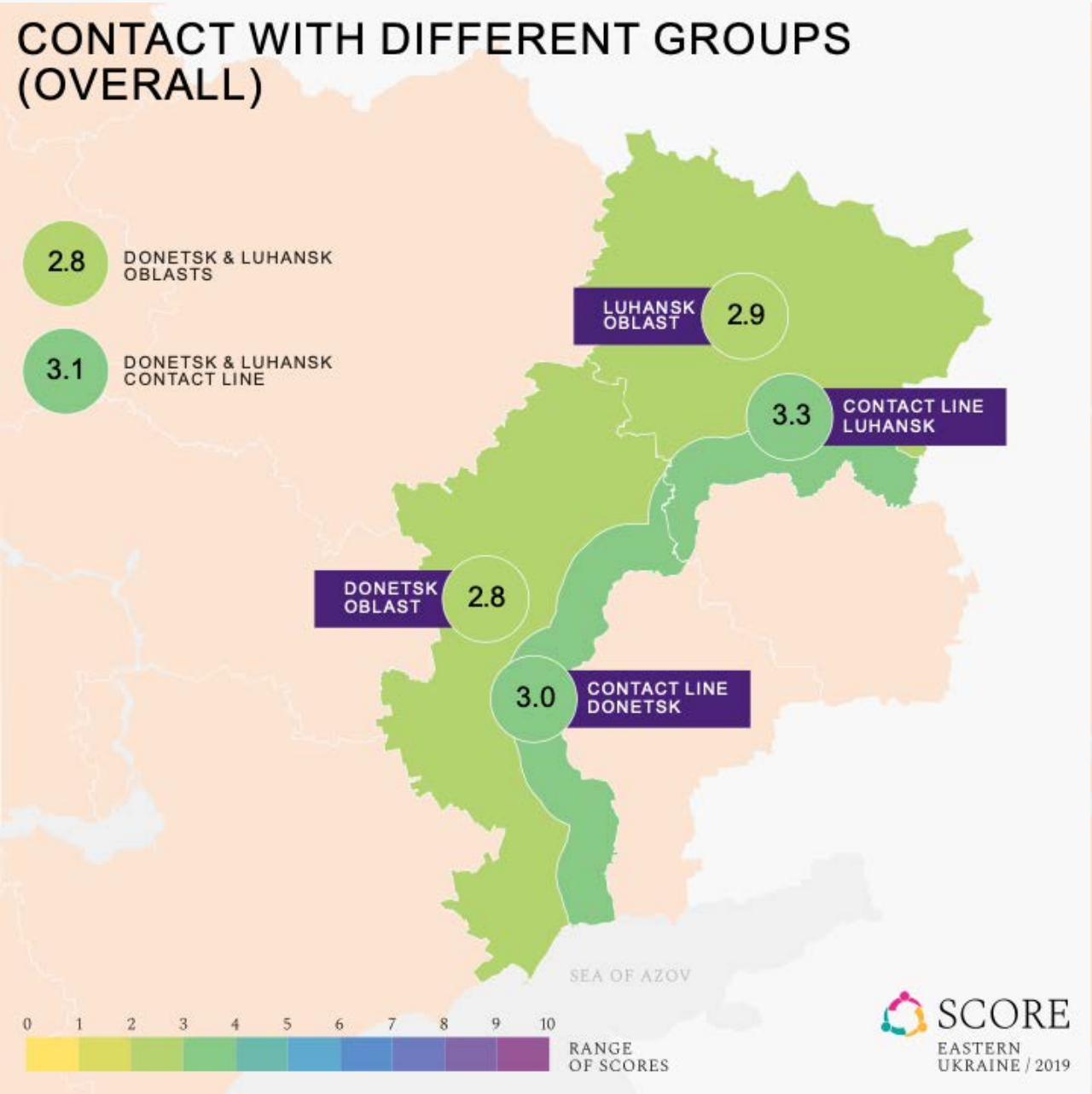
Confidence that pro-Russia oriented people will listen

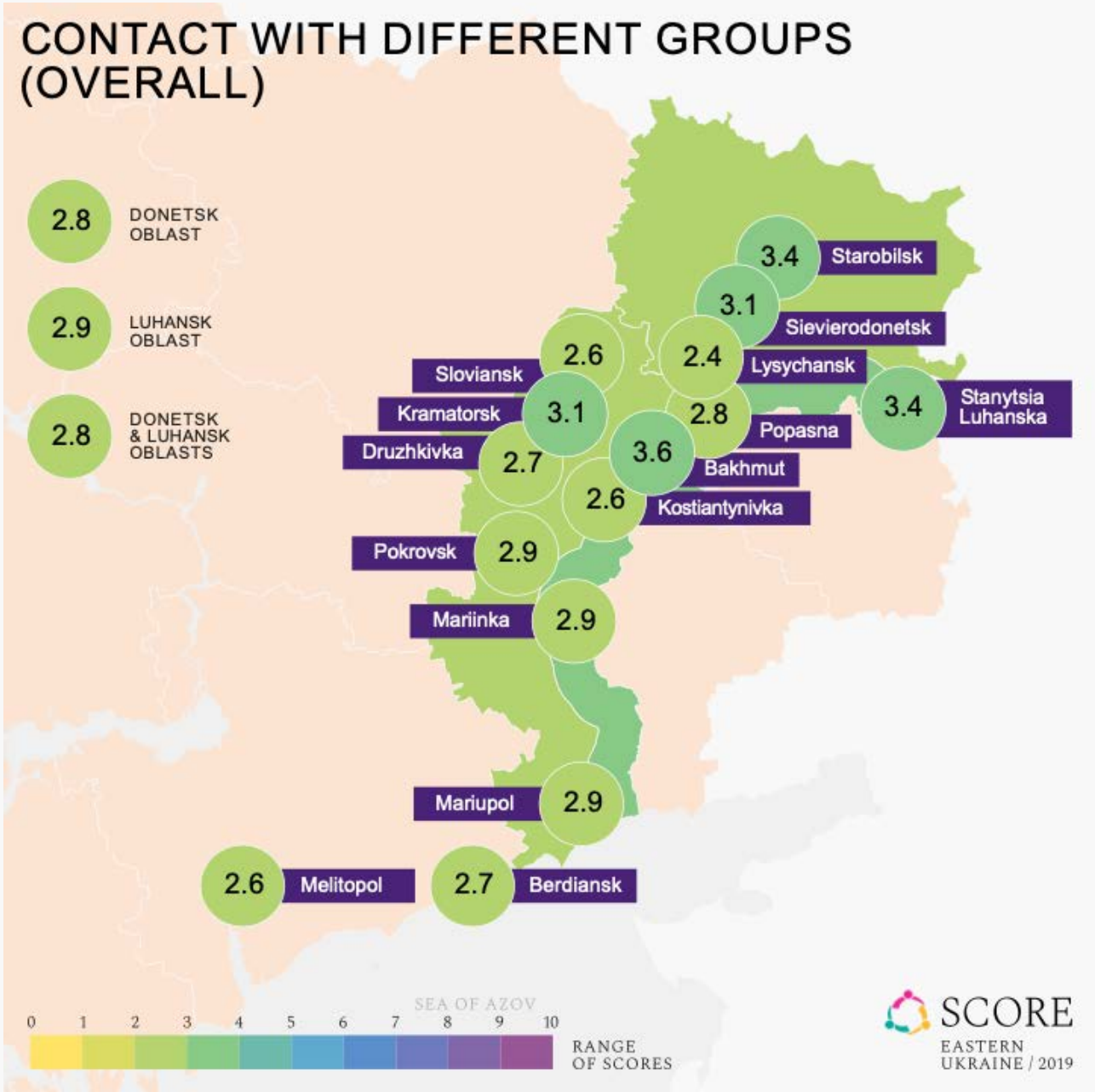


Confidence that Ukrainian nationalists will listen

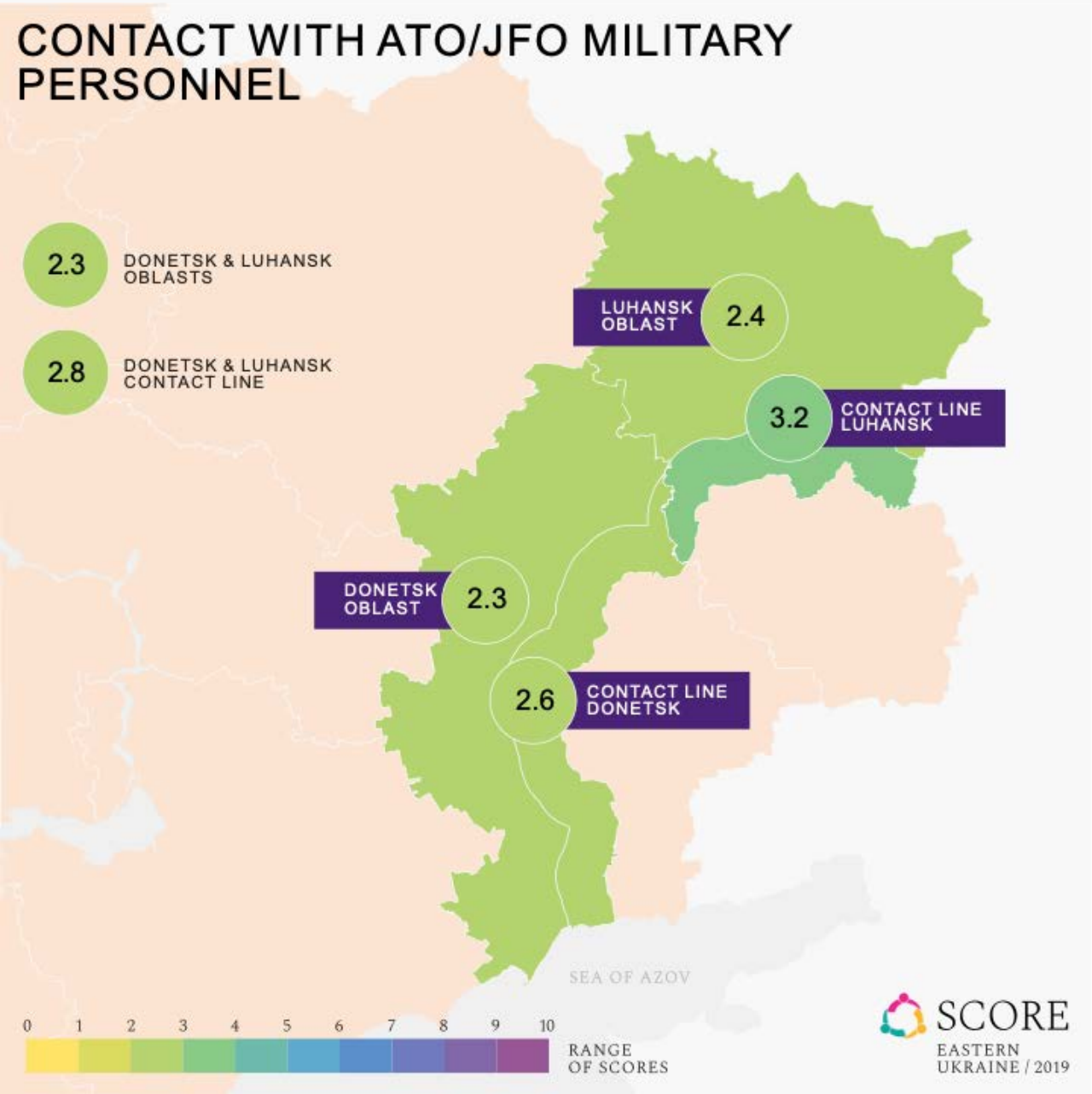
Contact with people from different groups (overall)

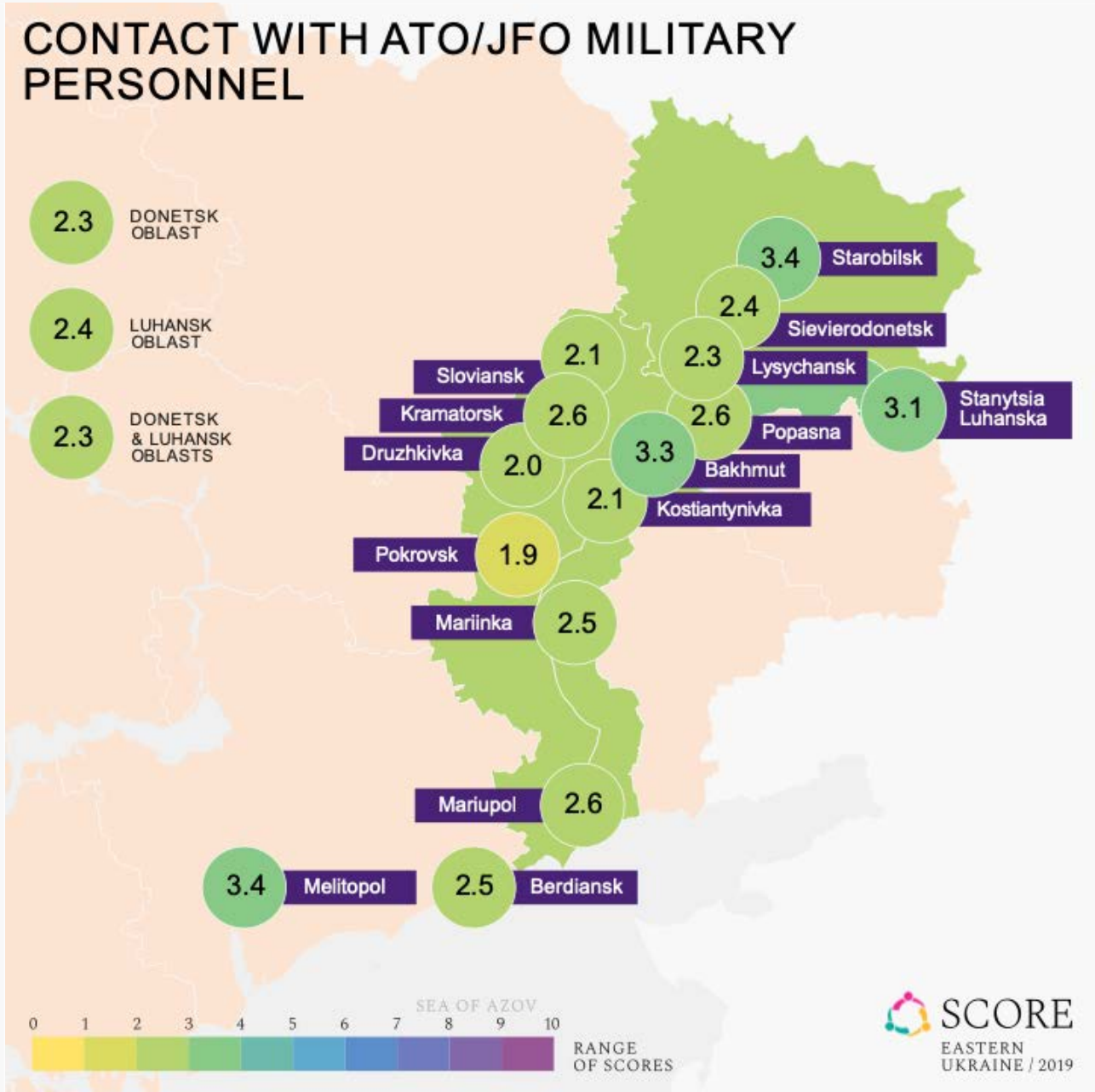
The frequency of direct personal contact with members of various groups in society



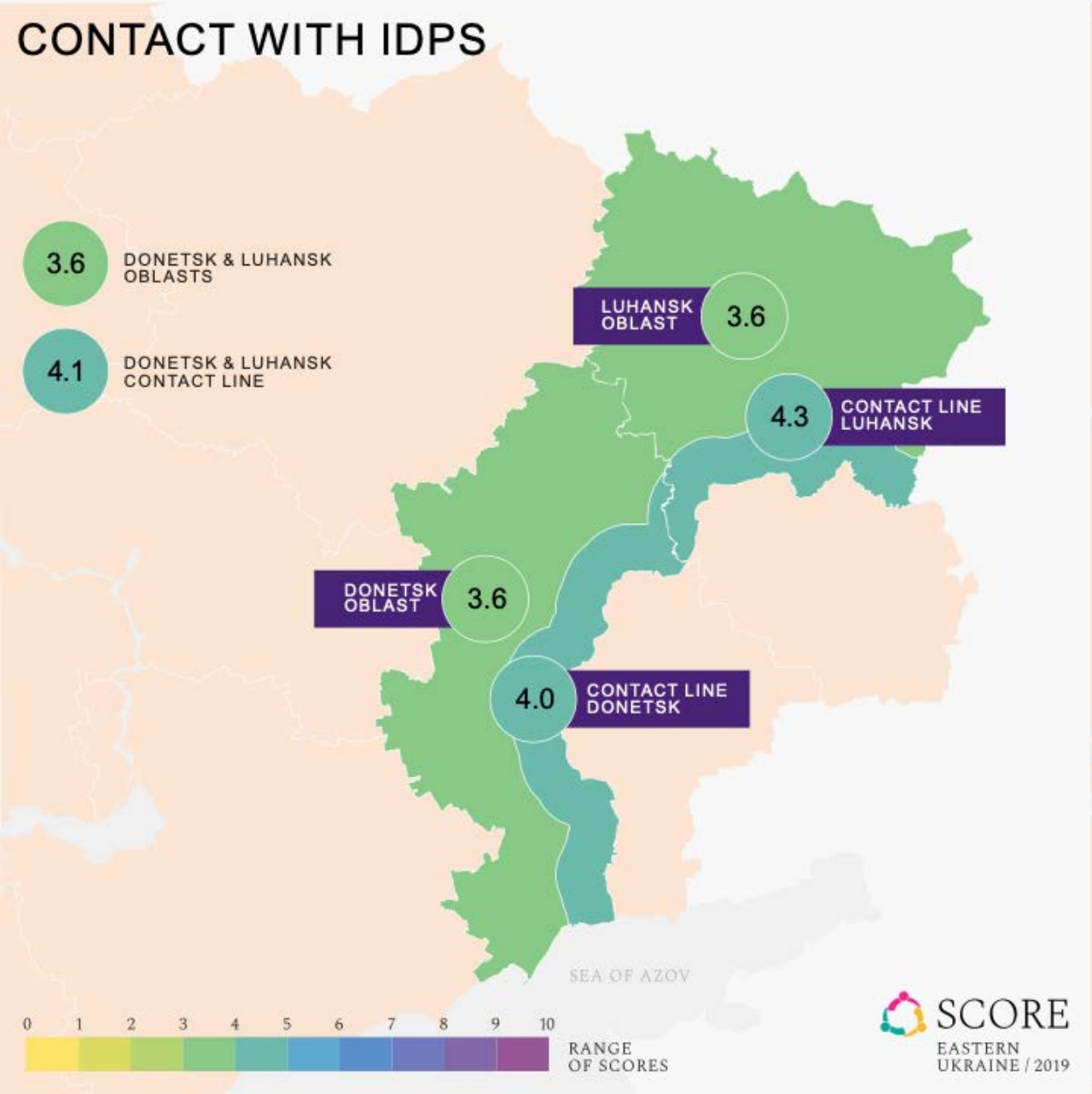


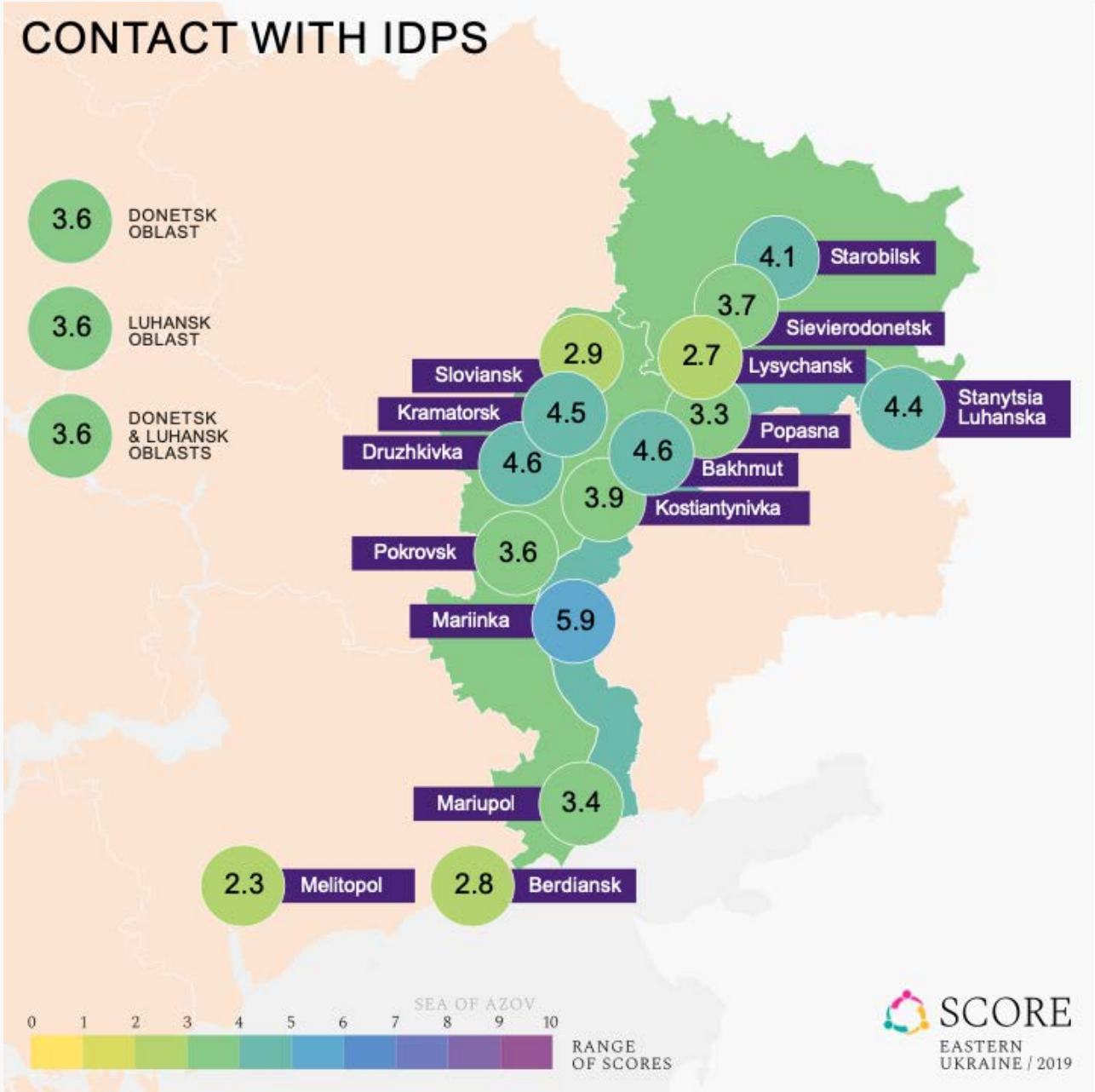
Contact with ATO/JFO military personnel



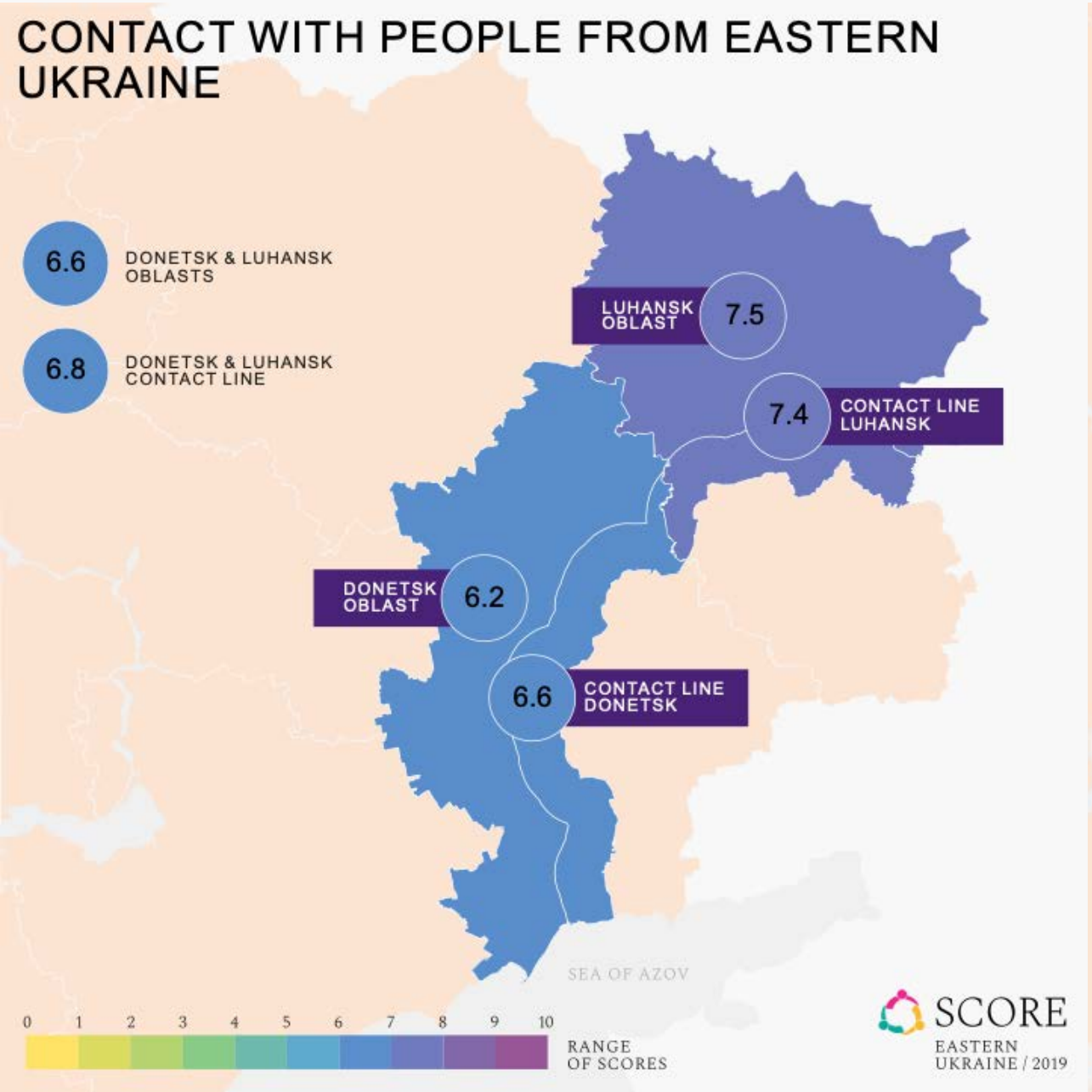


Contact with IDPs

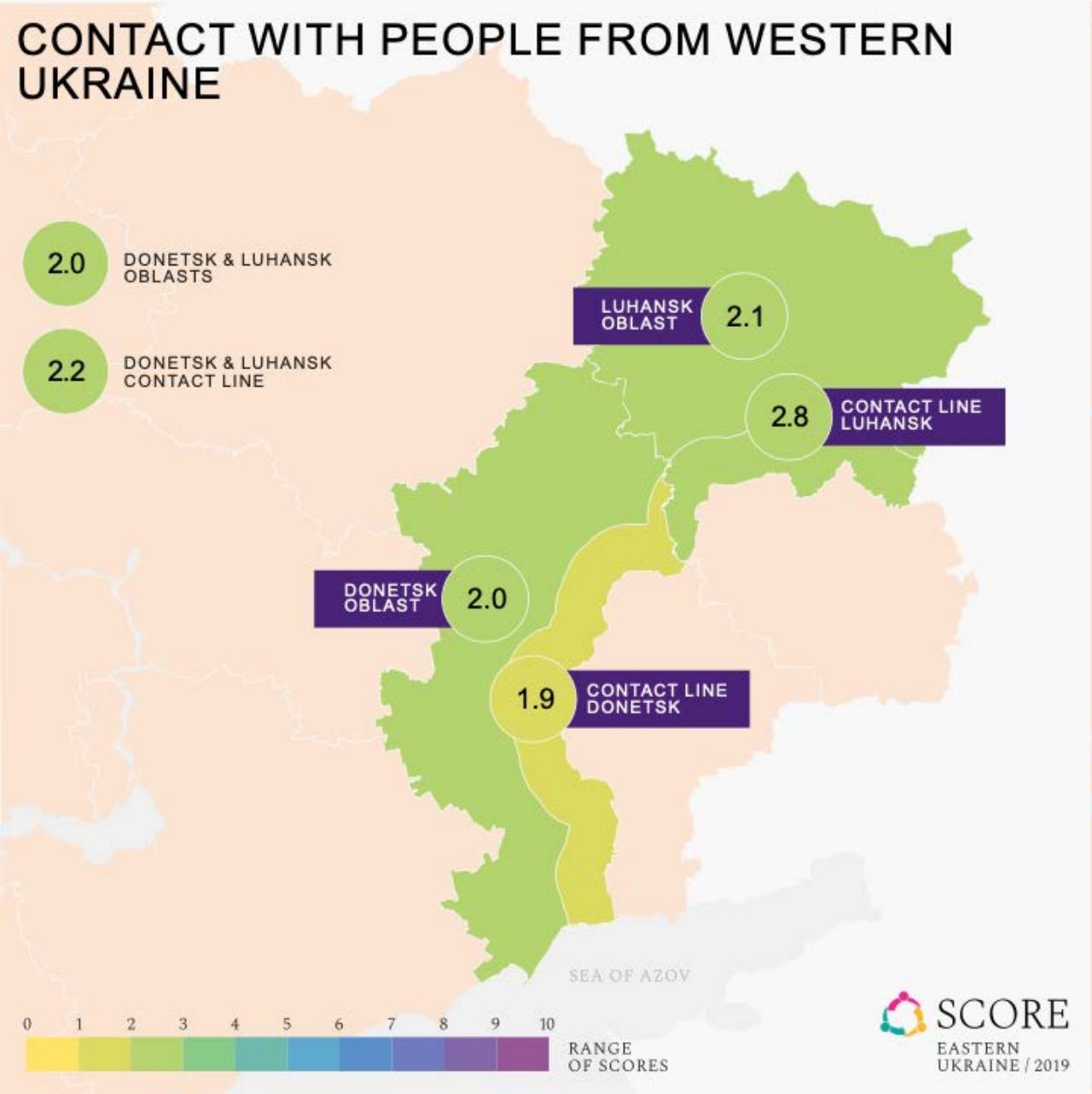


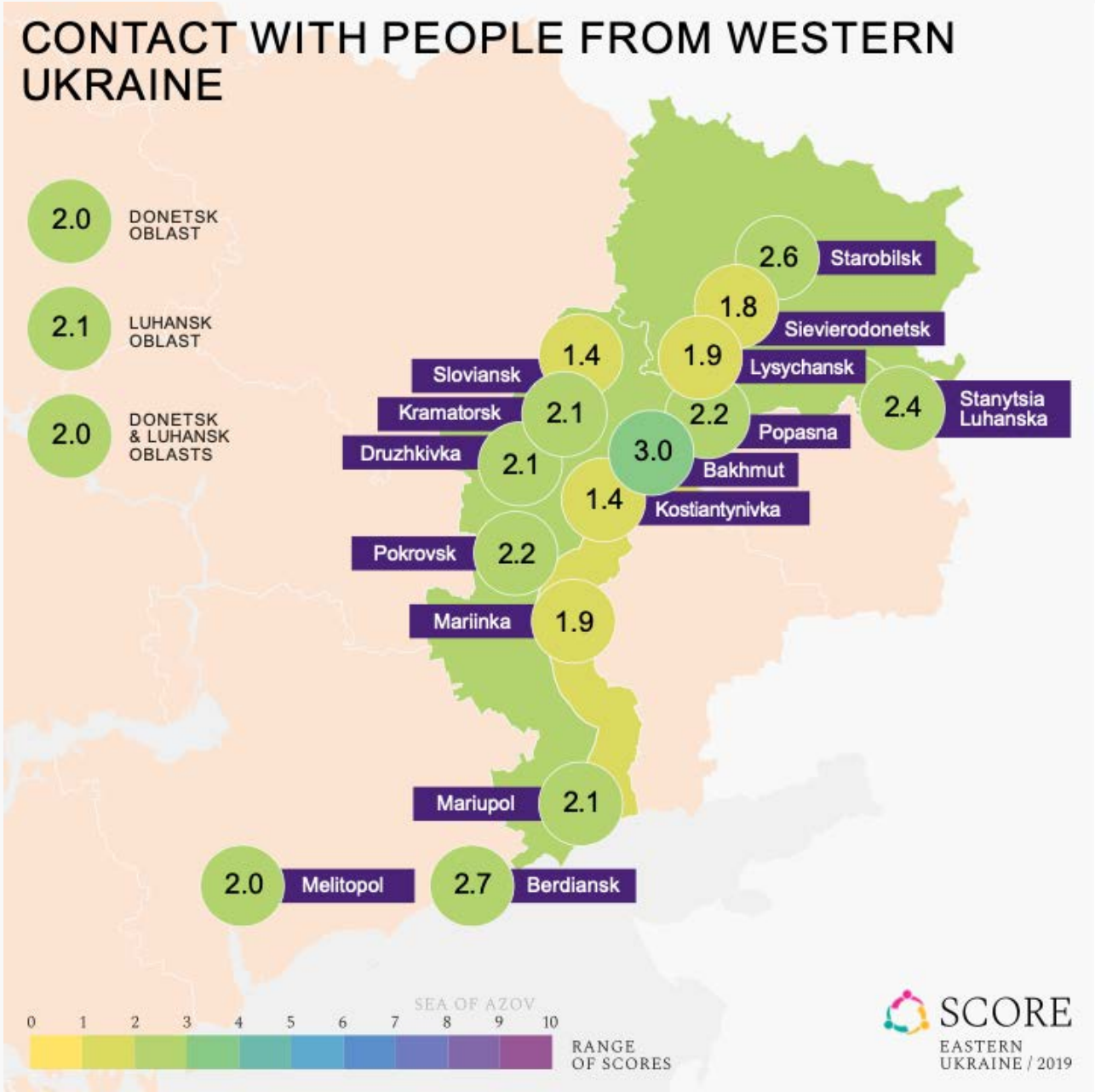


Contact with people from eastern Ukraine

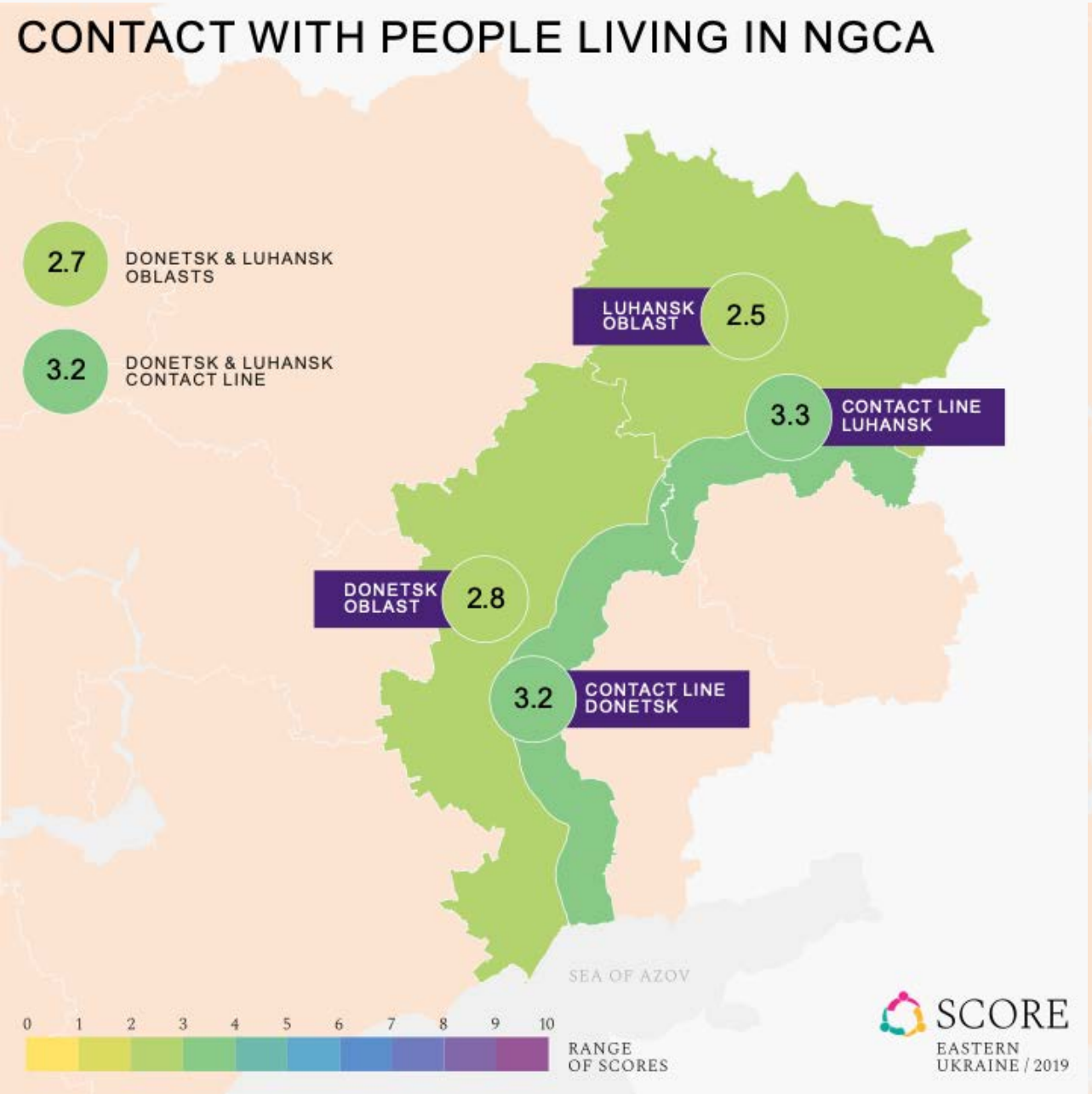


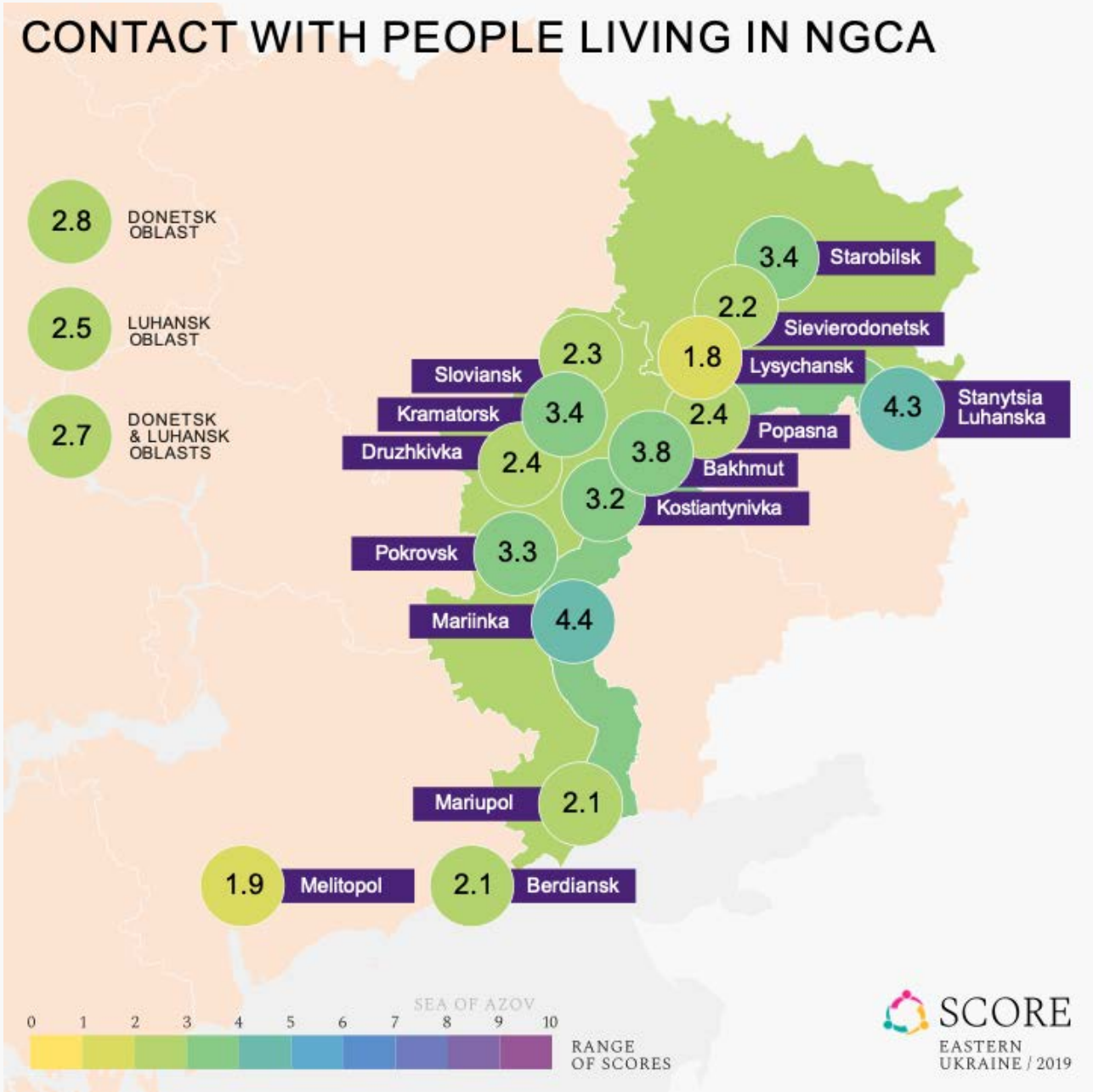
Contact with people from western Ukraine



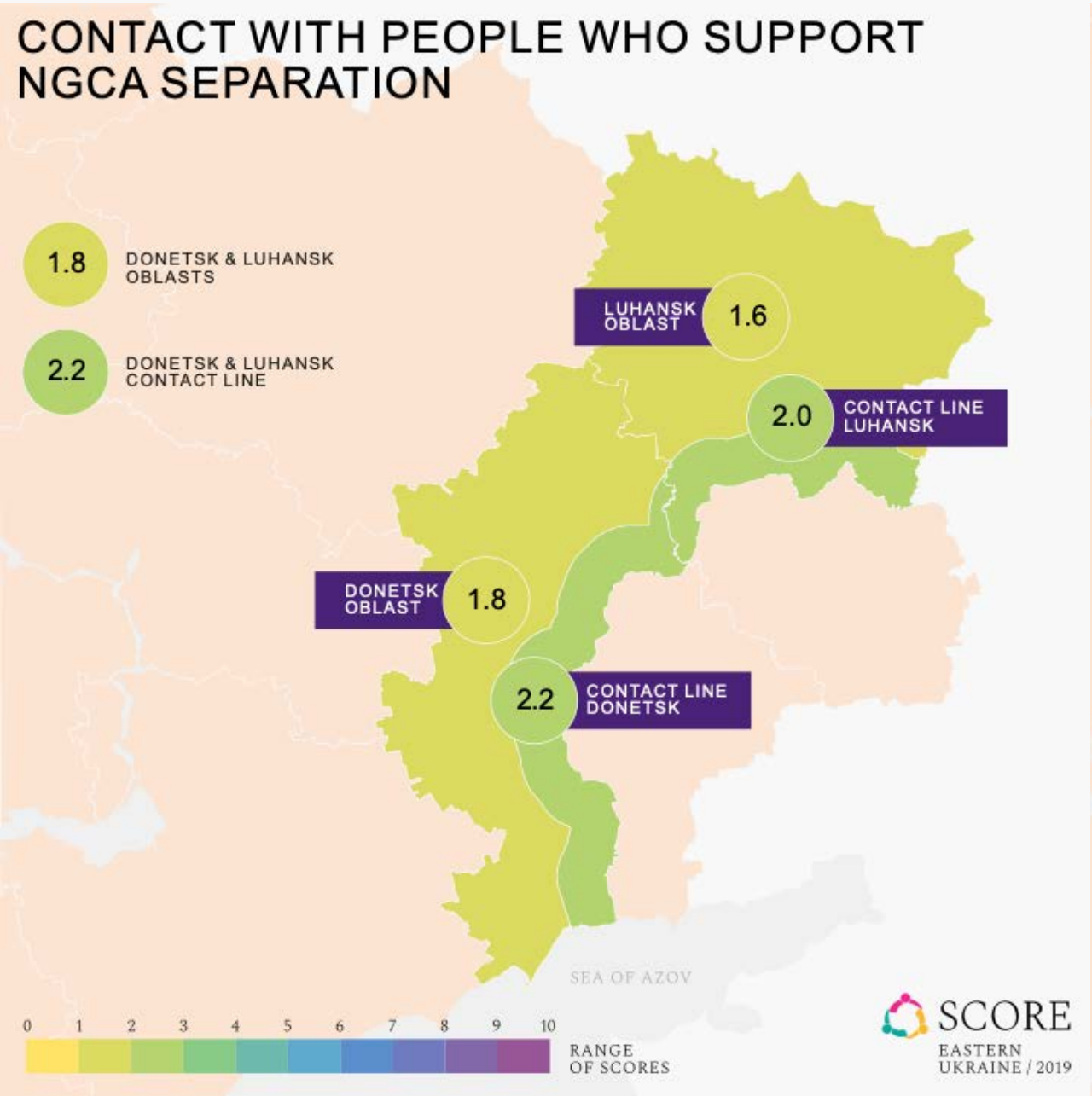


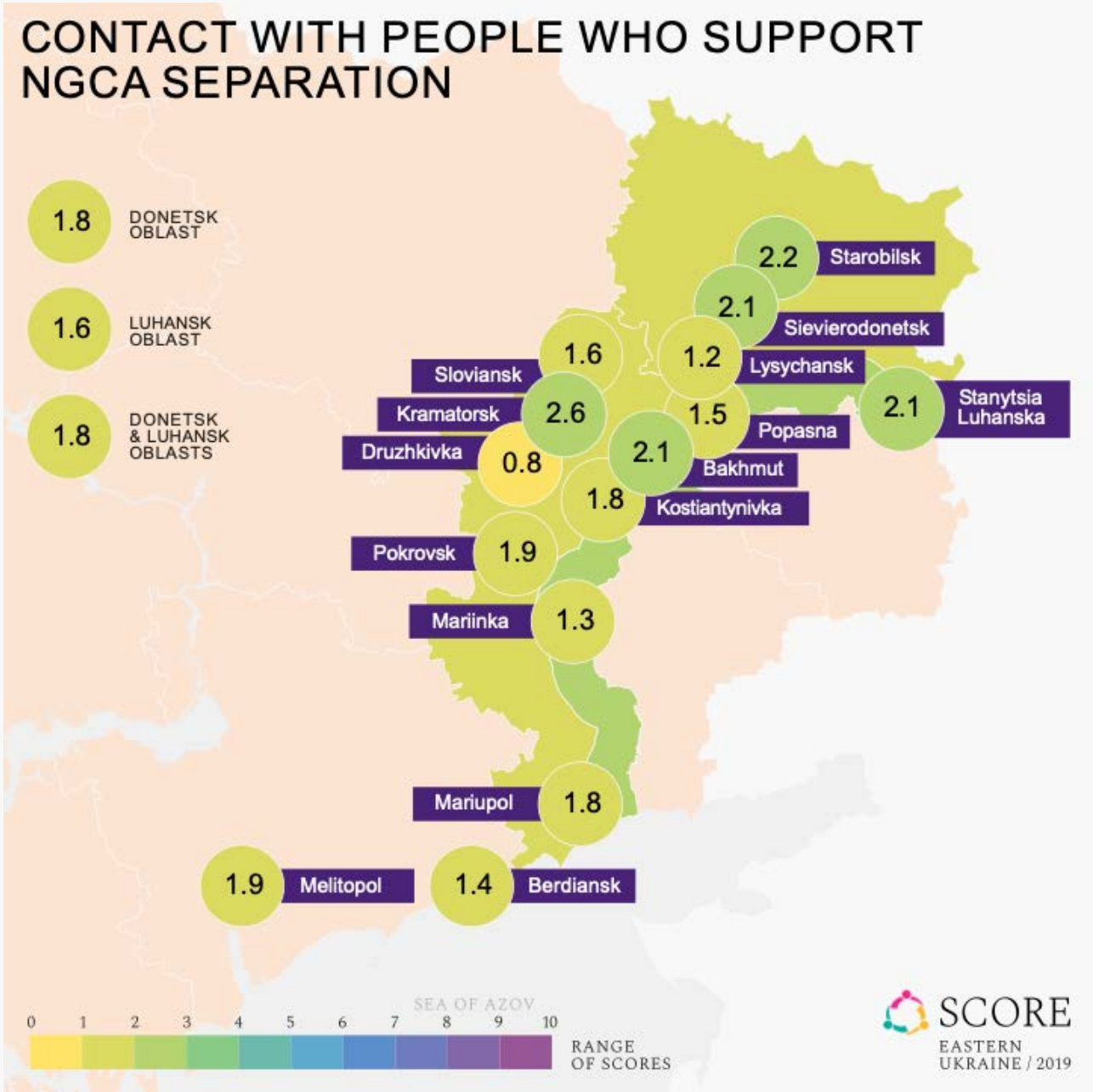
Contact with people living in the NGCA



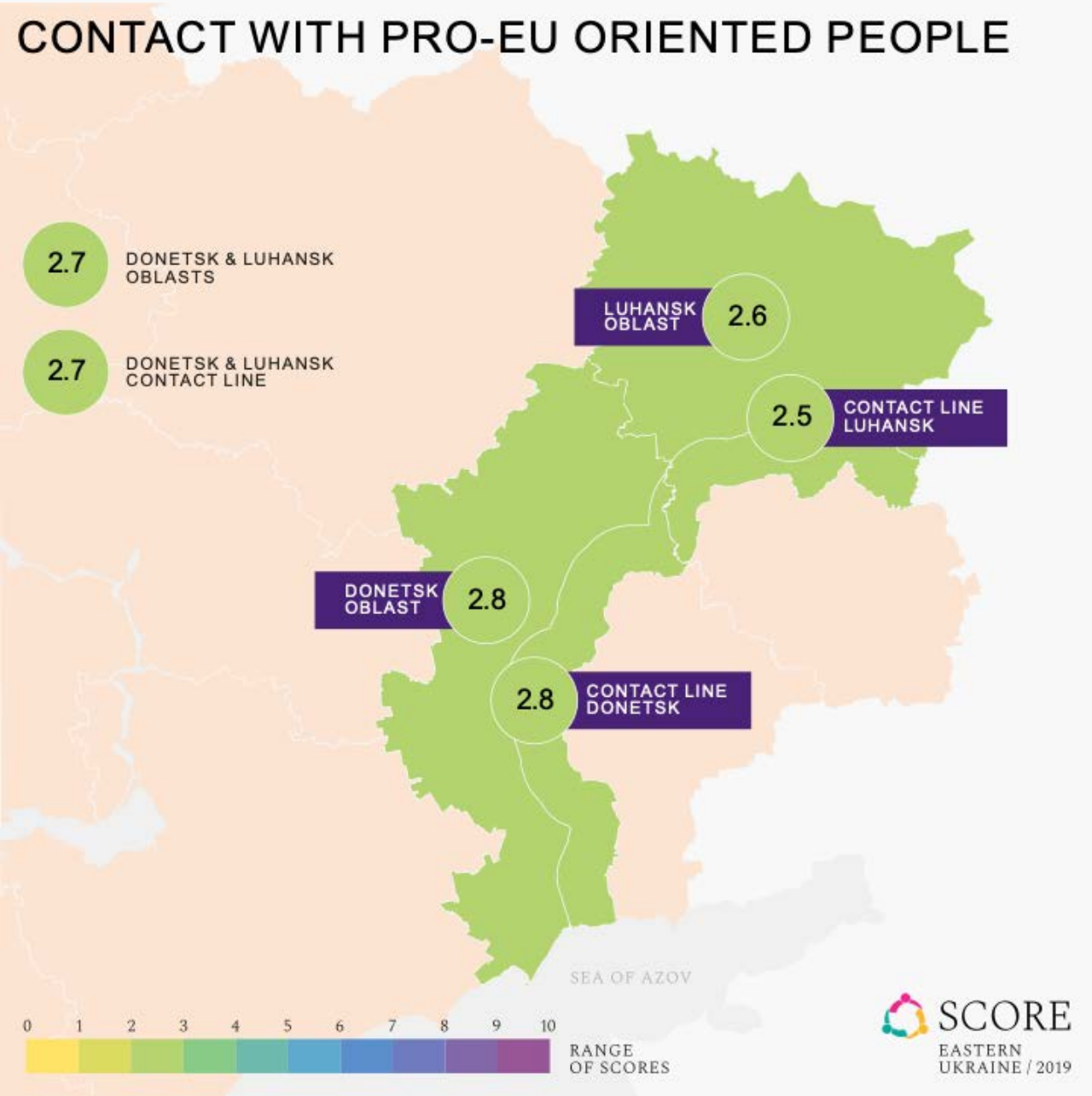


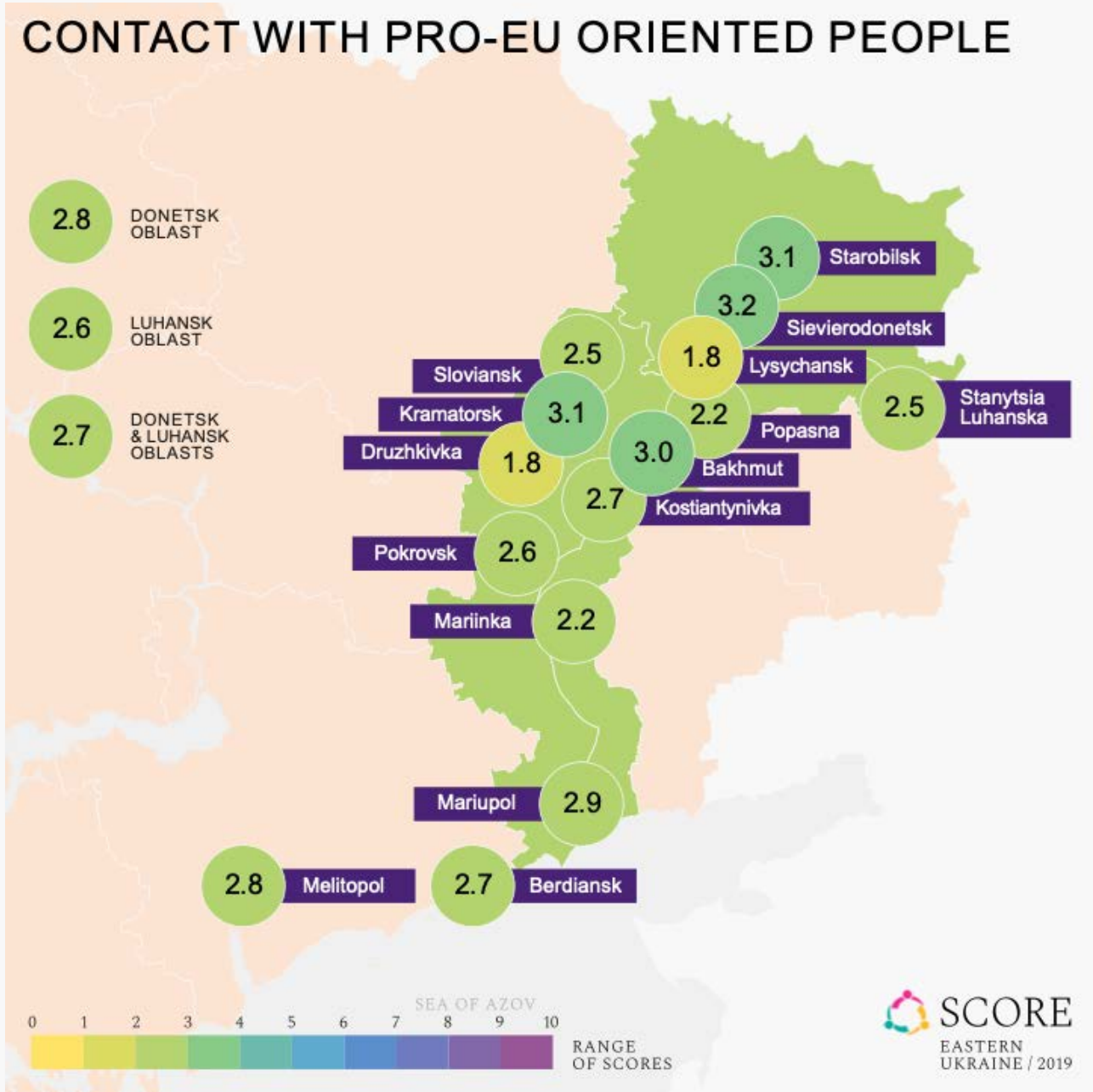
Contact with people supporting NGCA separation



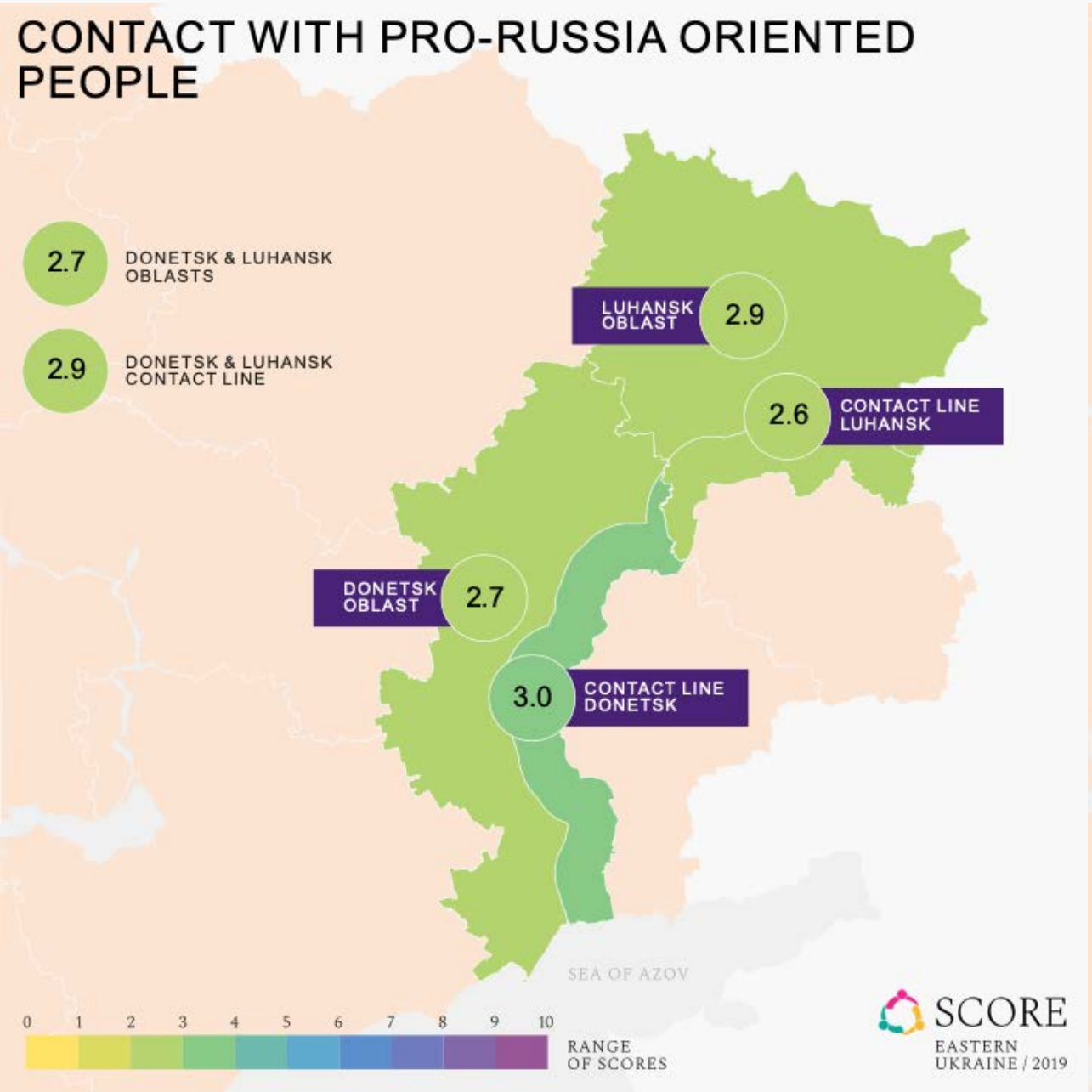


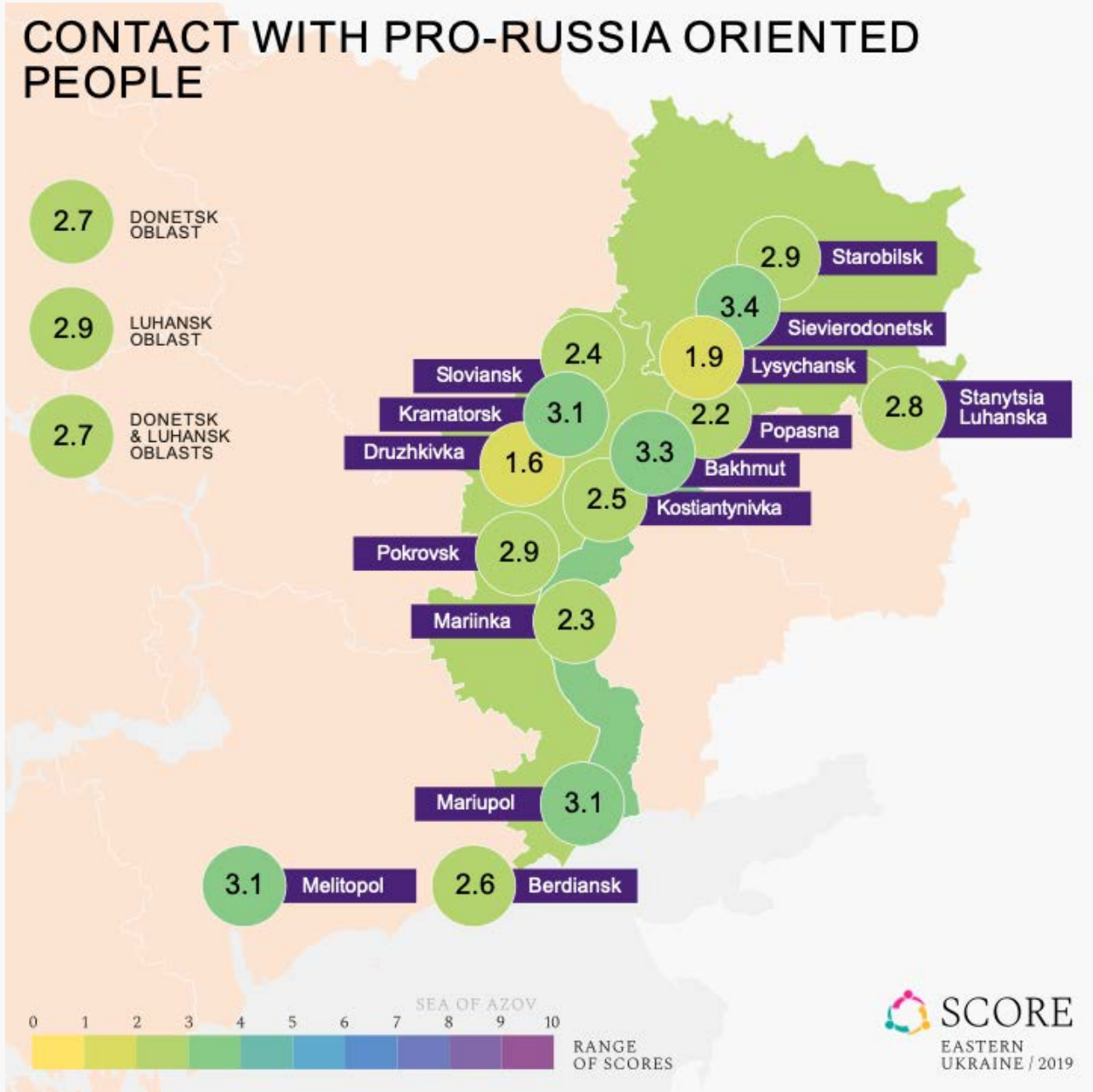
Contact with pro-EU oriented people





Contact with pro-Russia oriented people

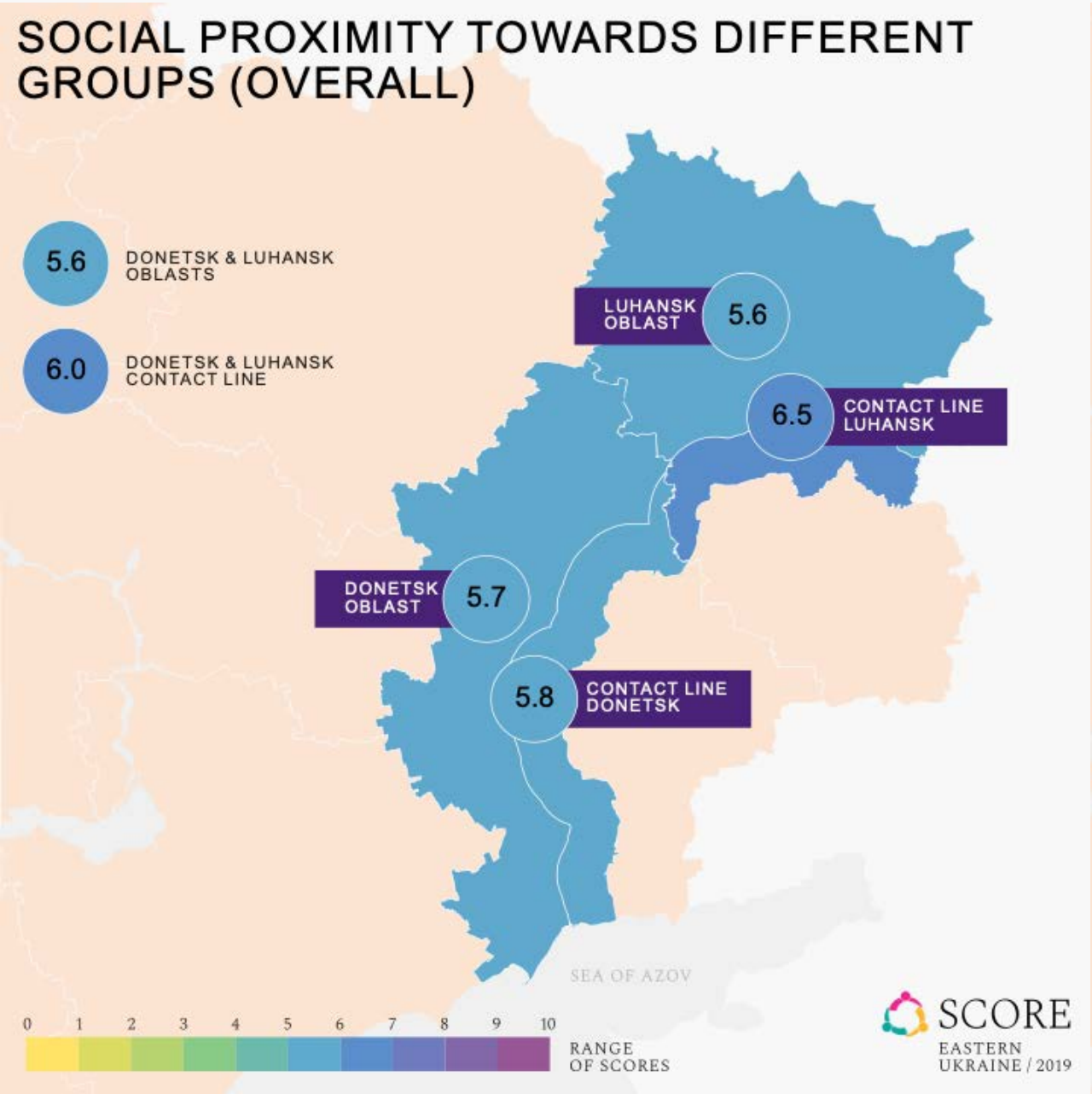


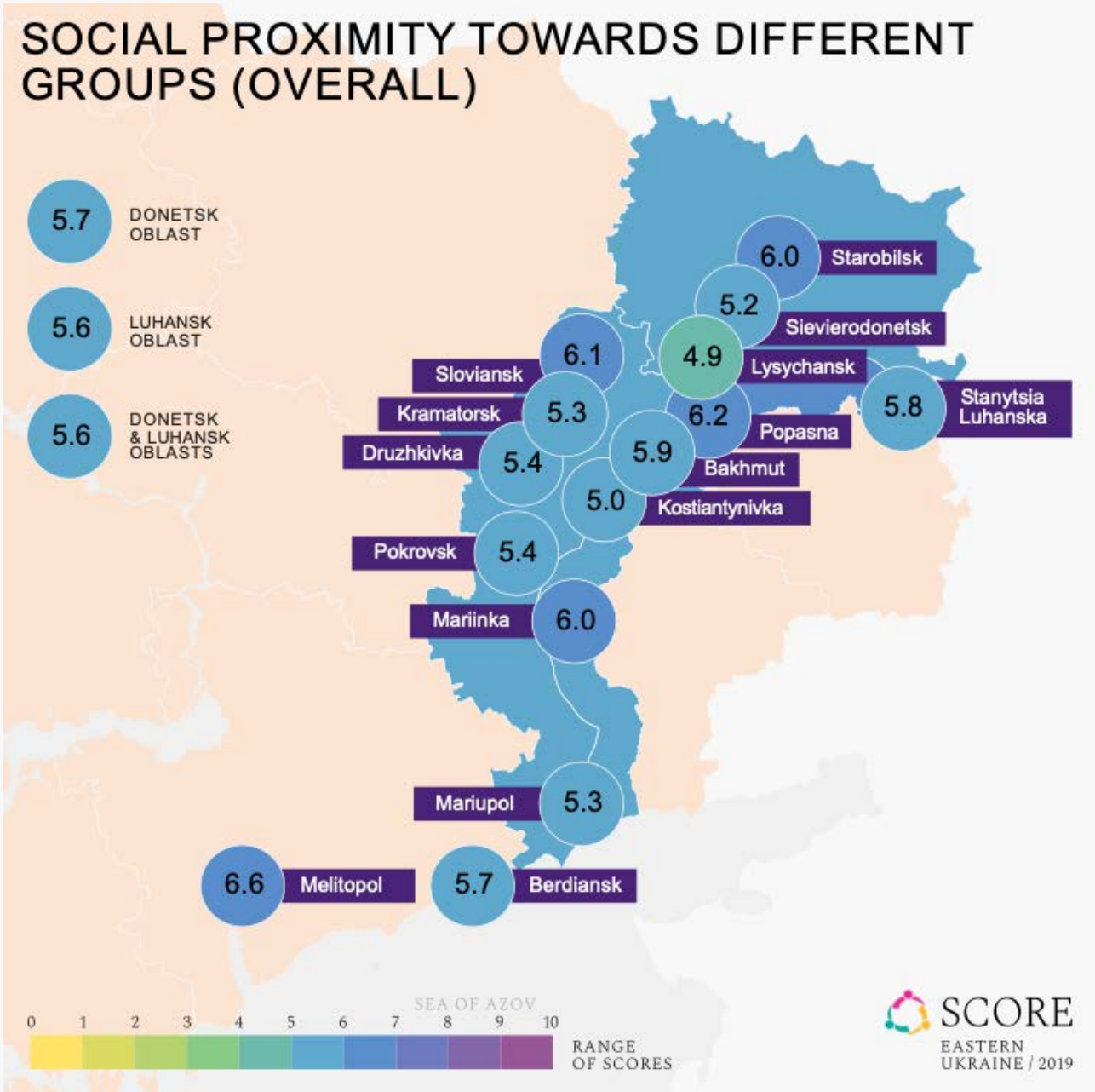


Contact with Ukrainian nationalists

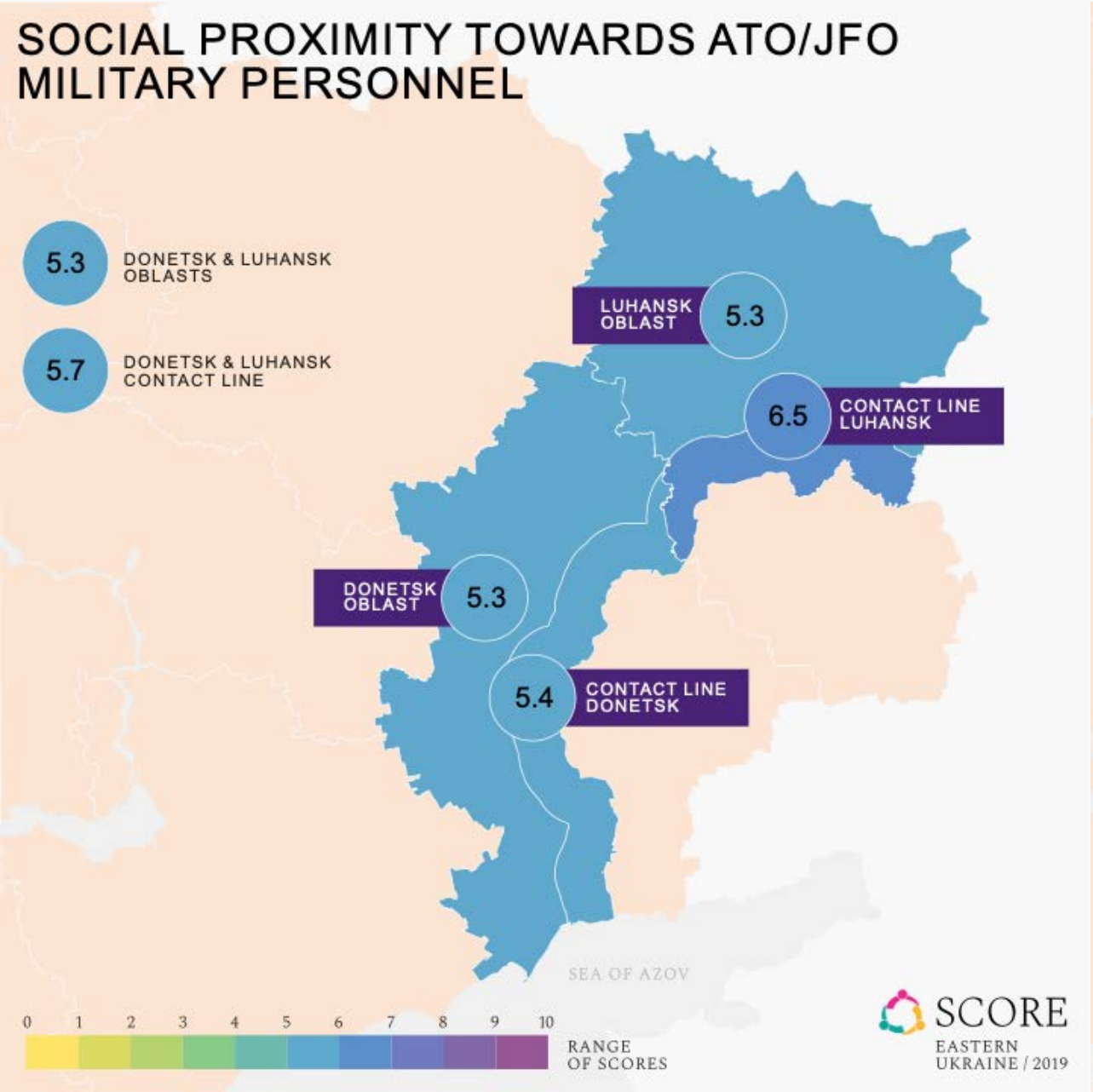
Social proximity towards people from different groups (overall)

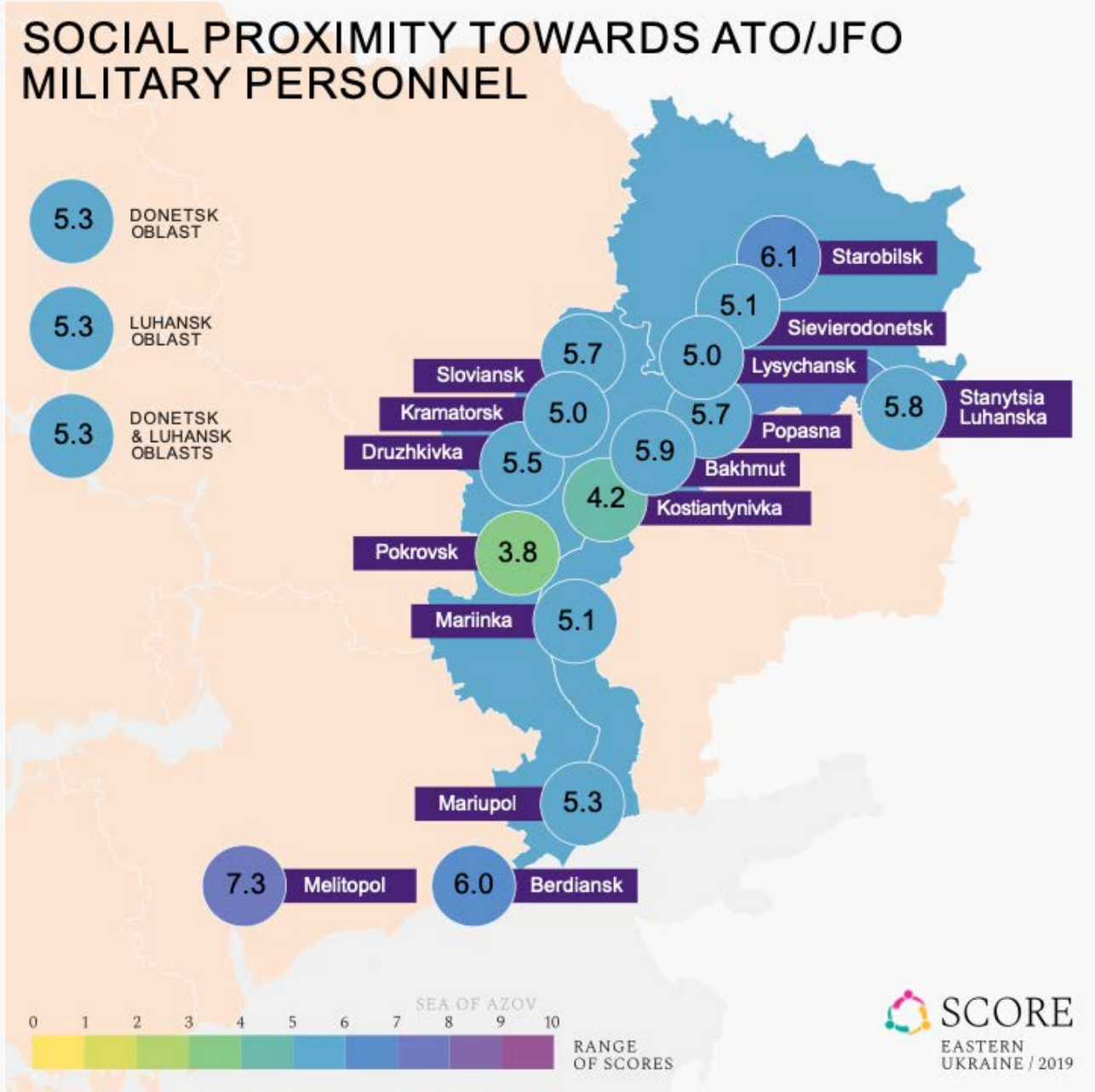
The degree to which one would accept members of different socio-demographic groups as their close friends and colleagues



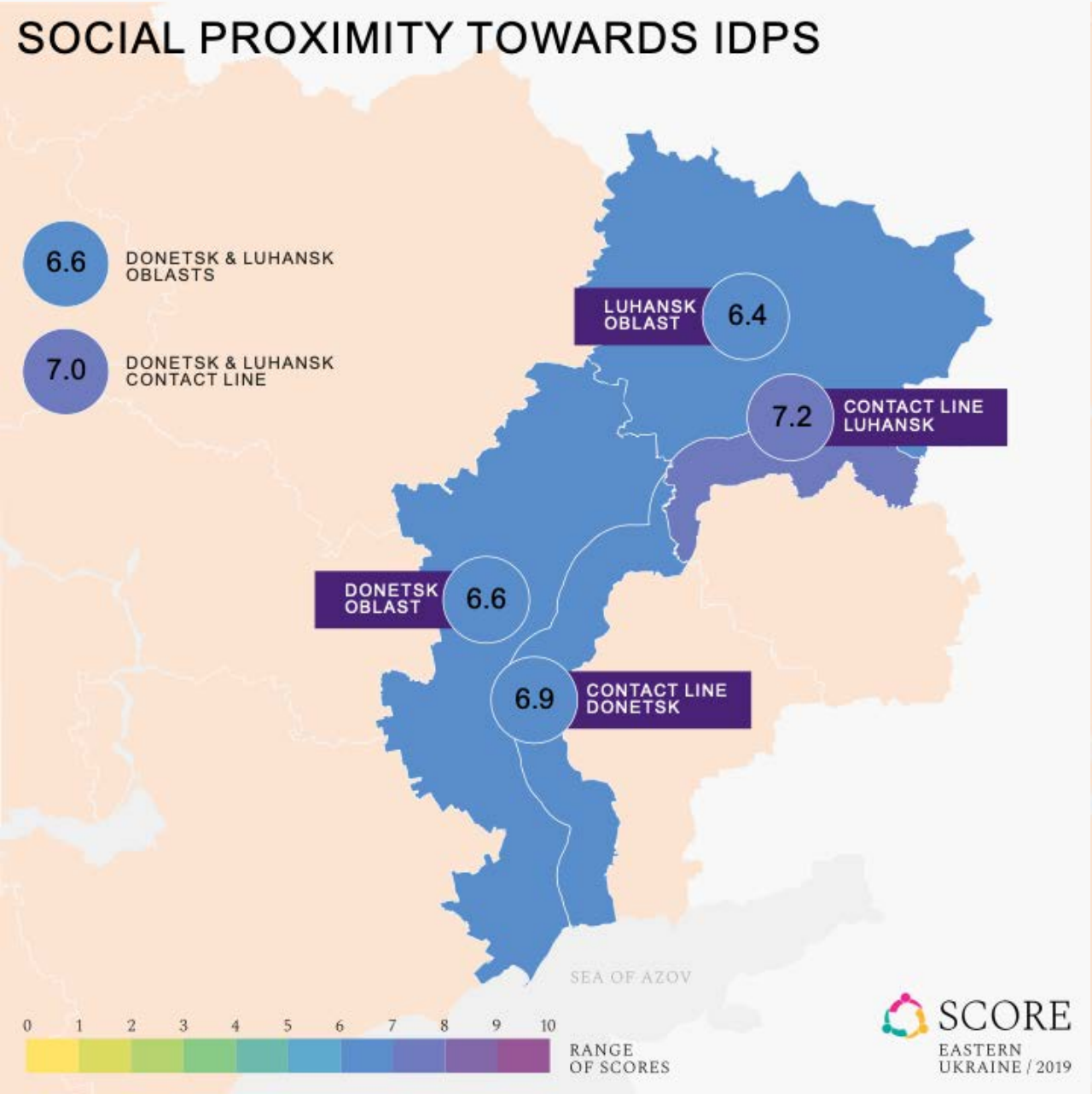


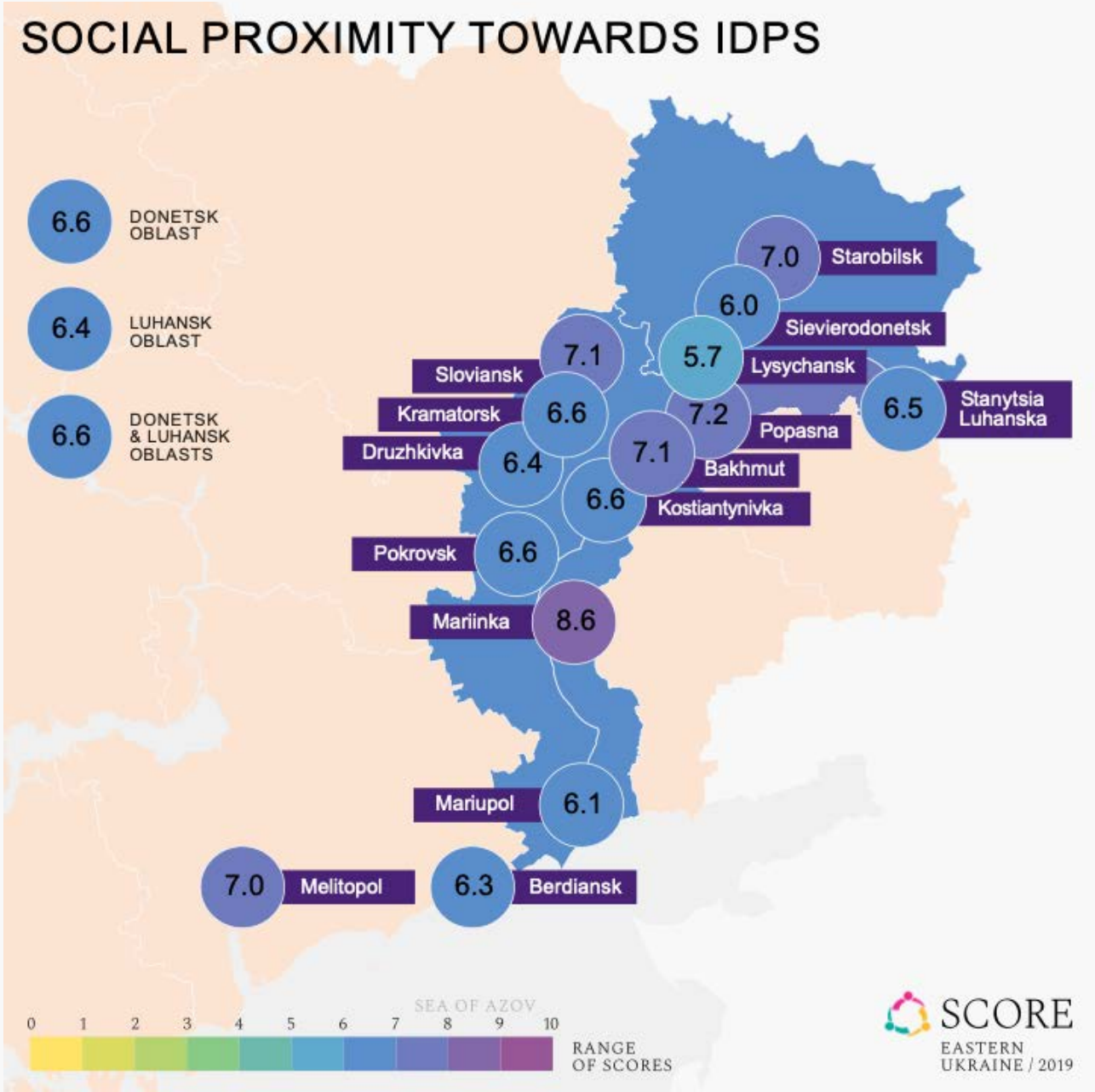
Social proximity towards ATO/JFO military personnel



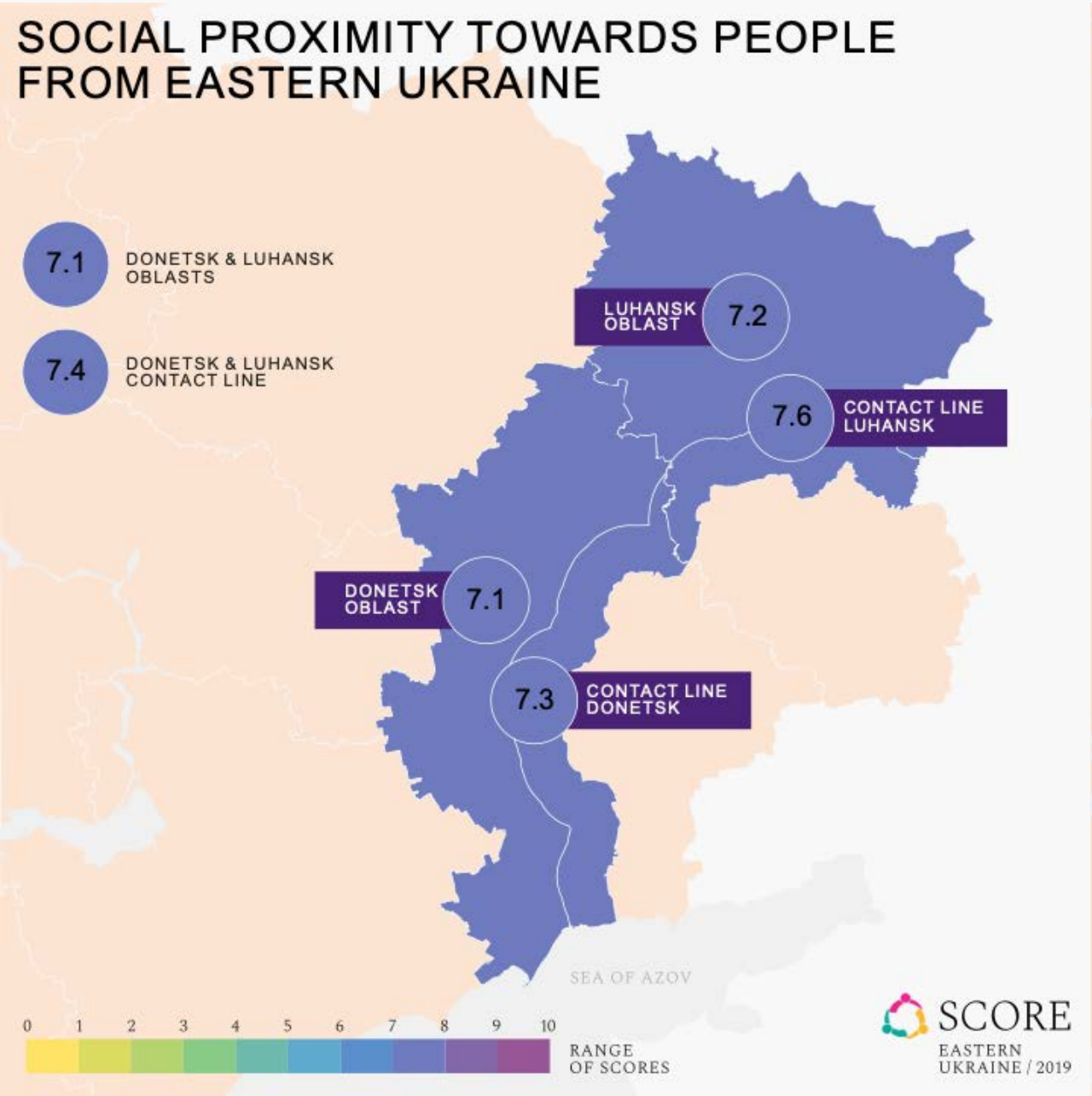


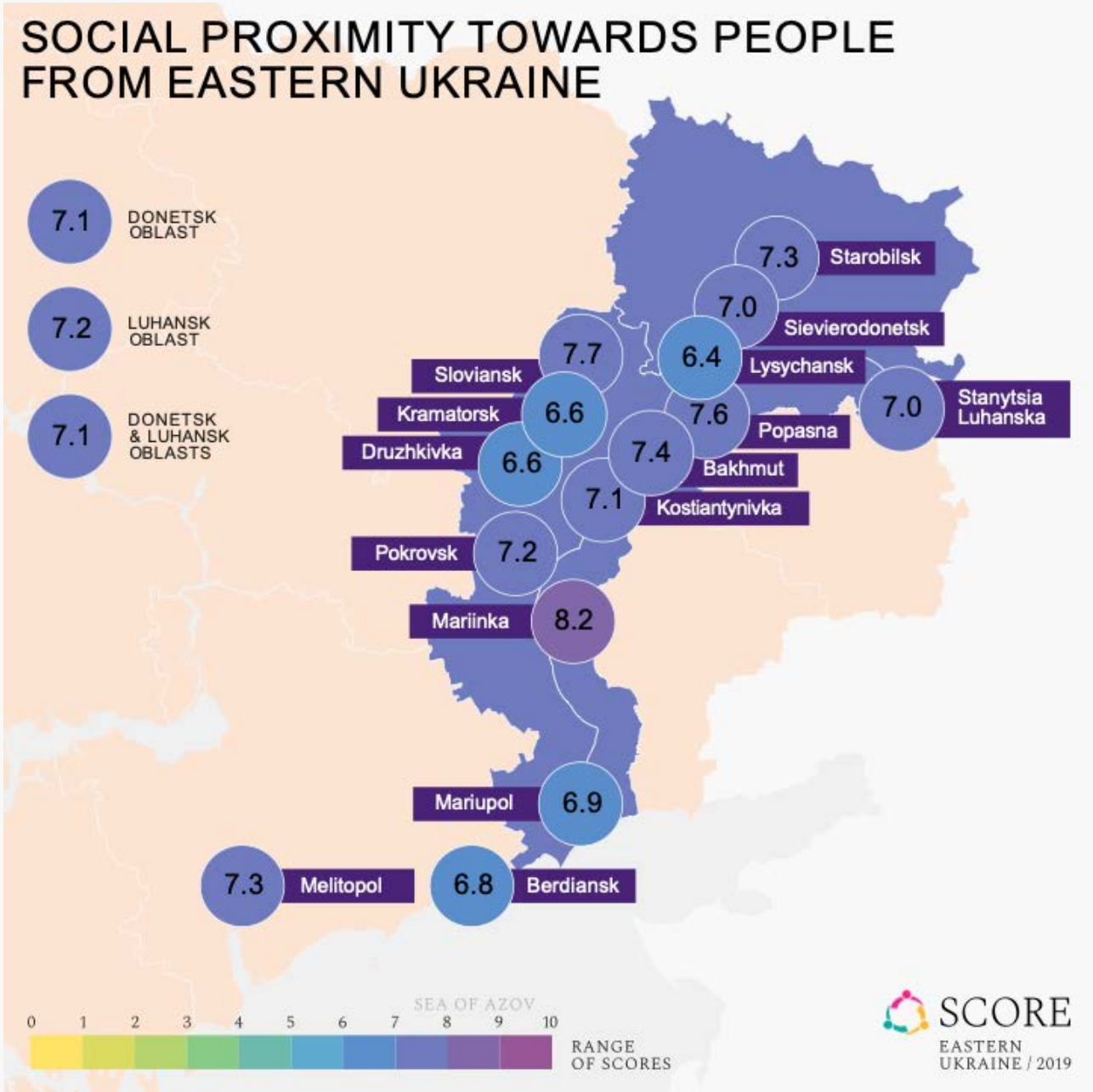
Social proximity towards IDPs



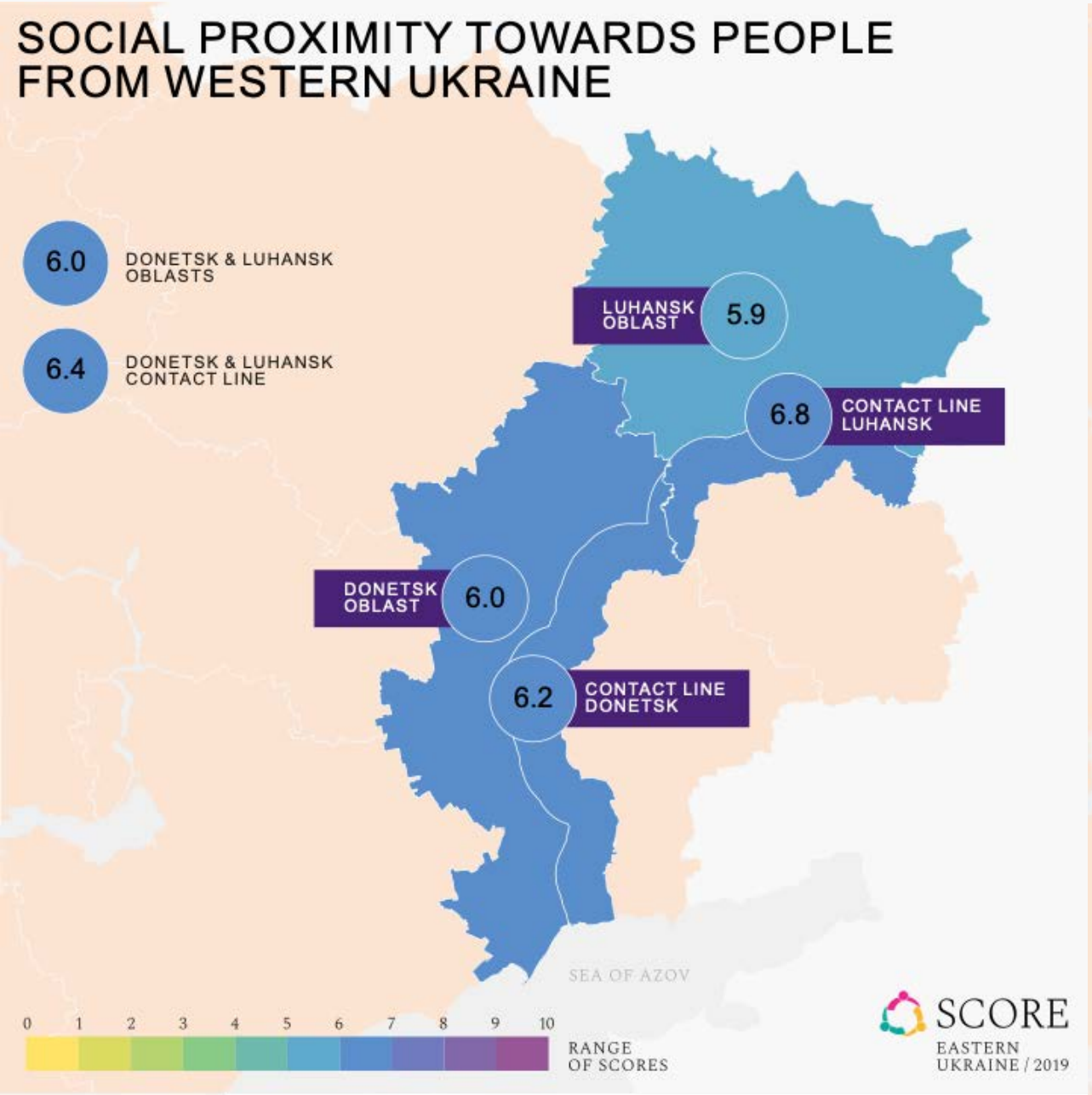


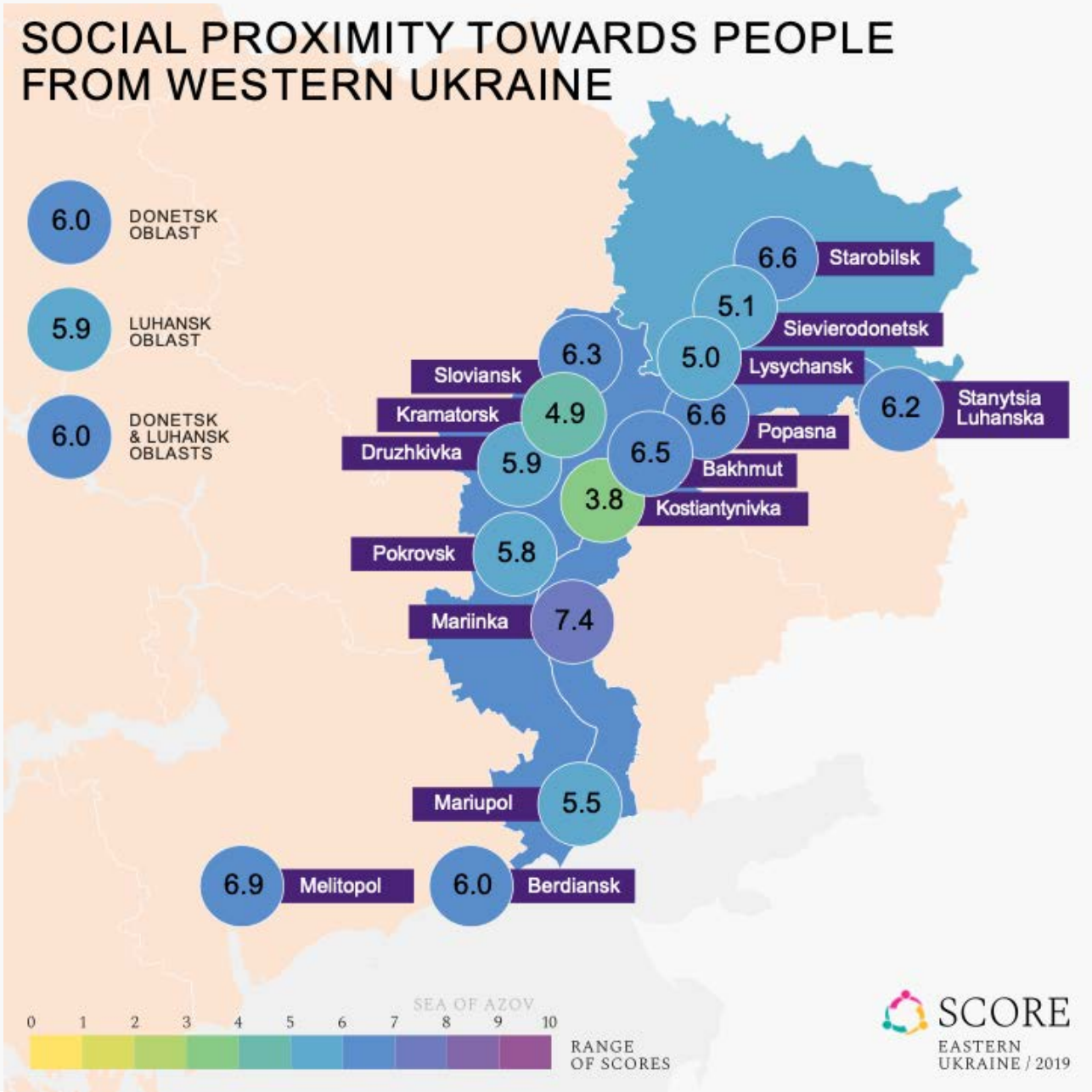
Social proximity towards people from eastern Ukraine



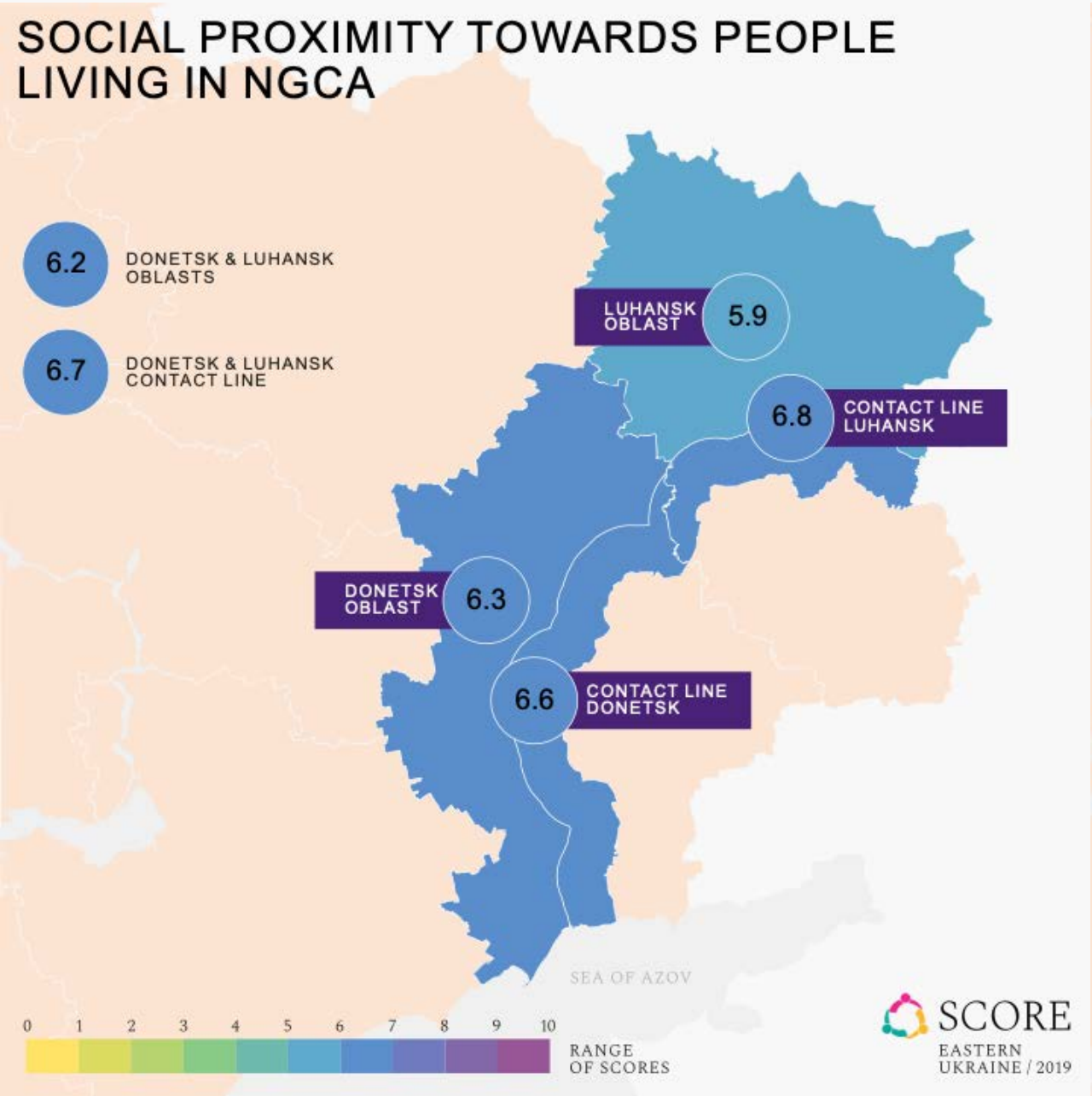


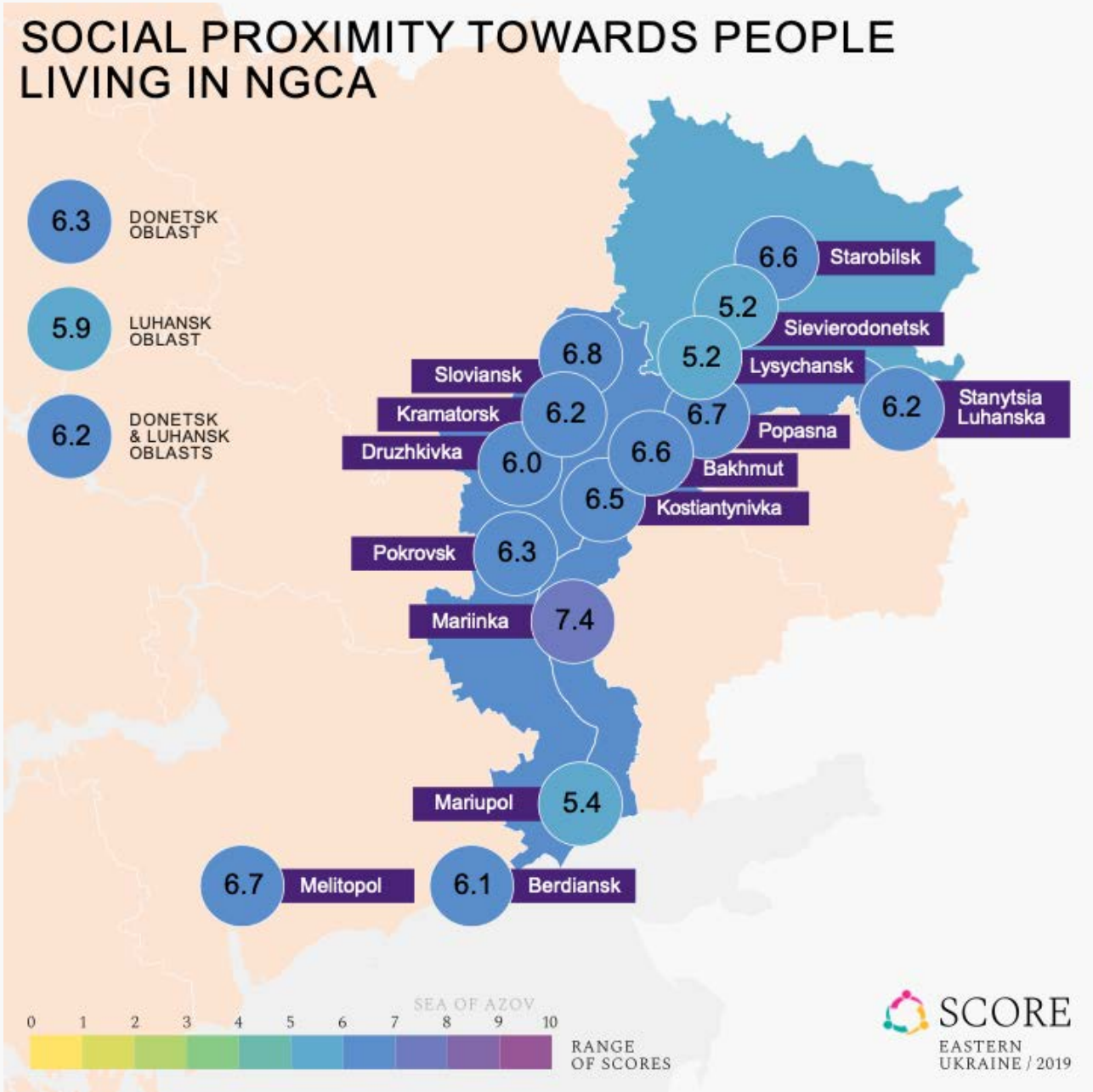
Social proximity towards people from western Ukraine



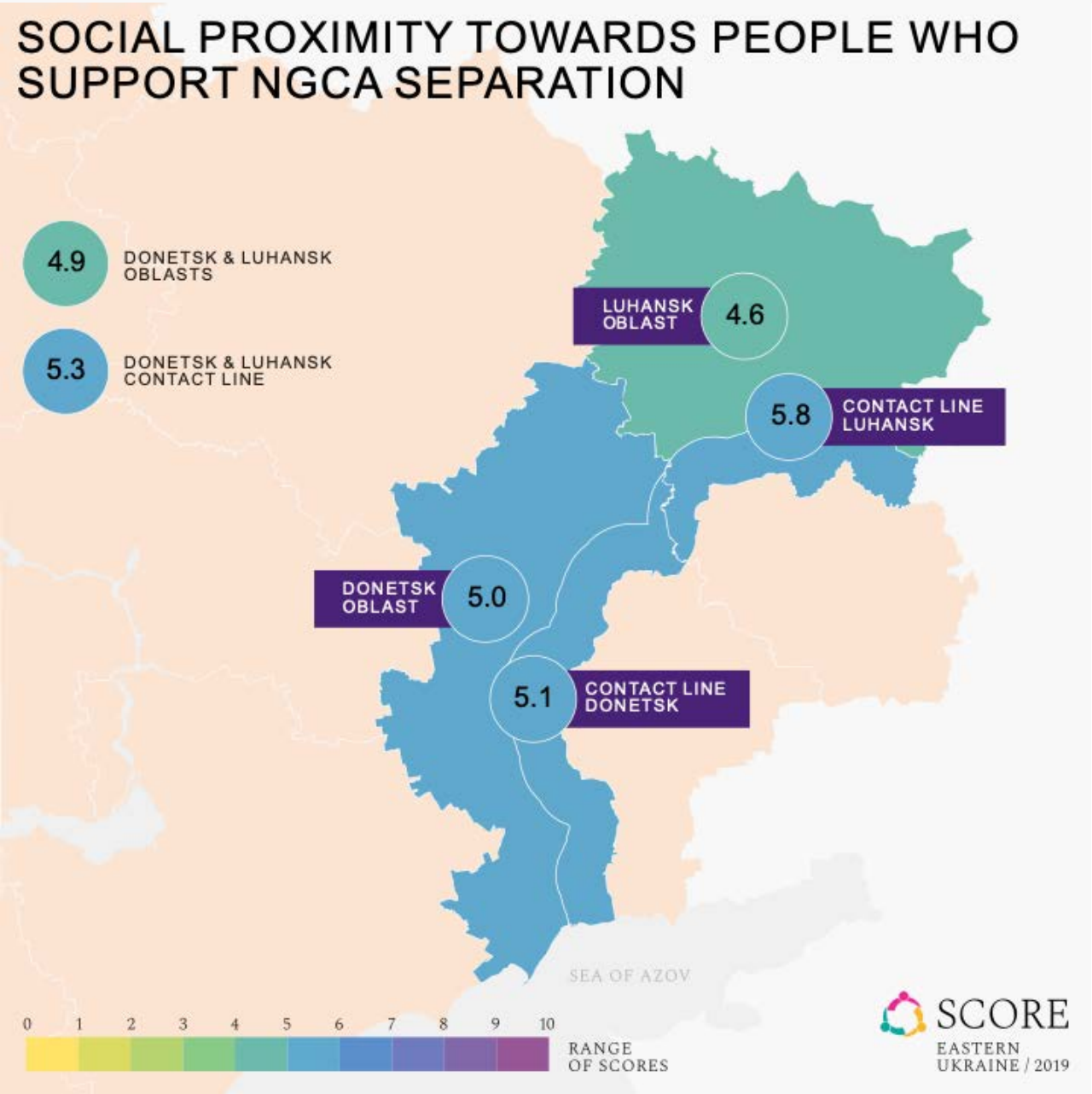


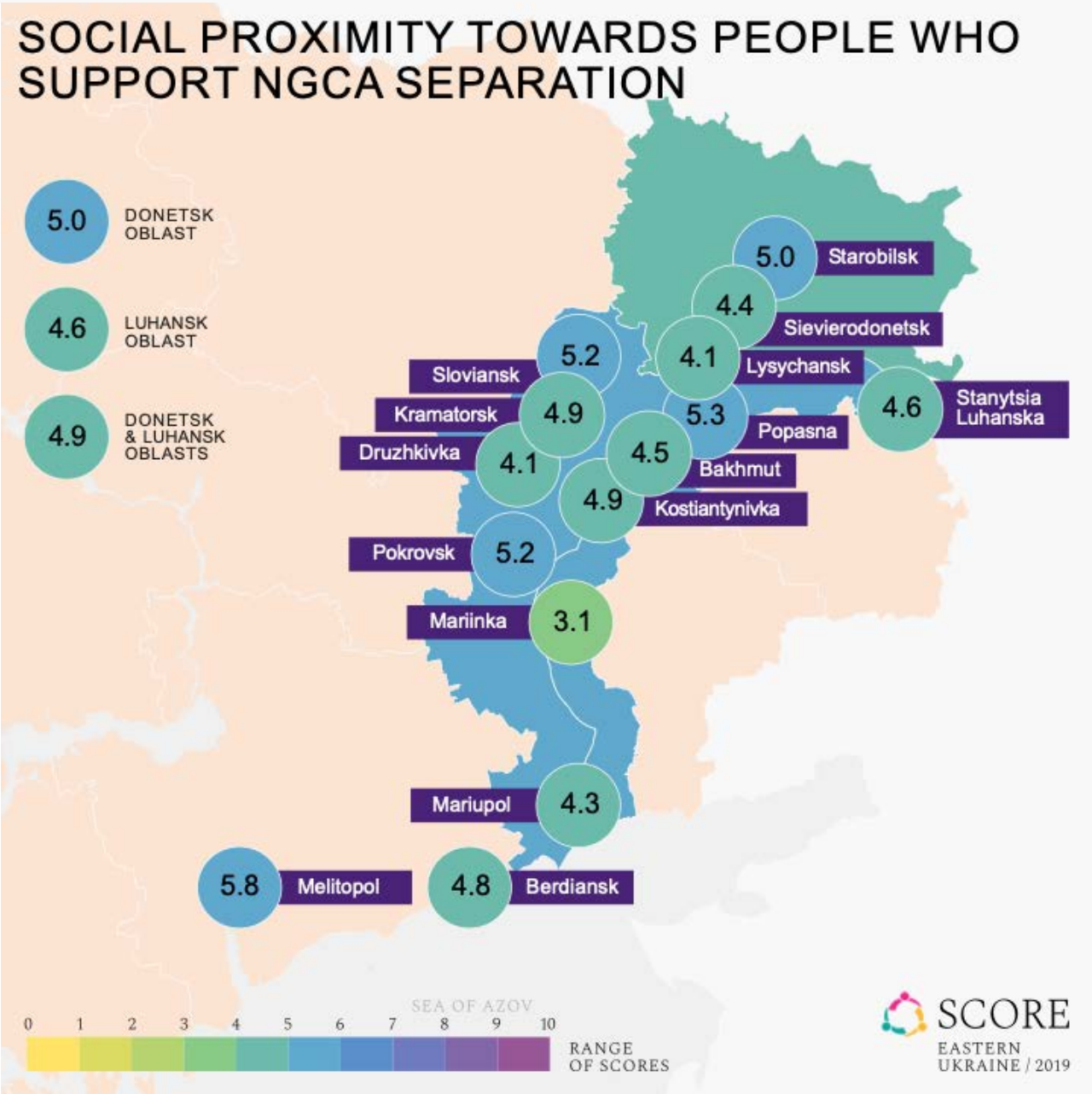
Social proximity towards people living in the NGCA



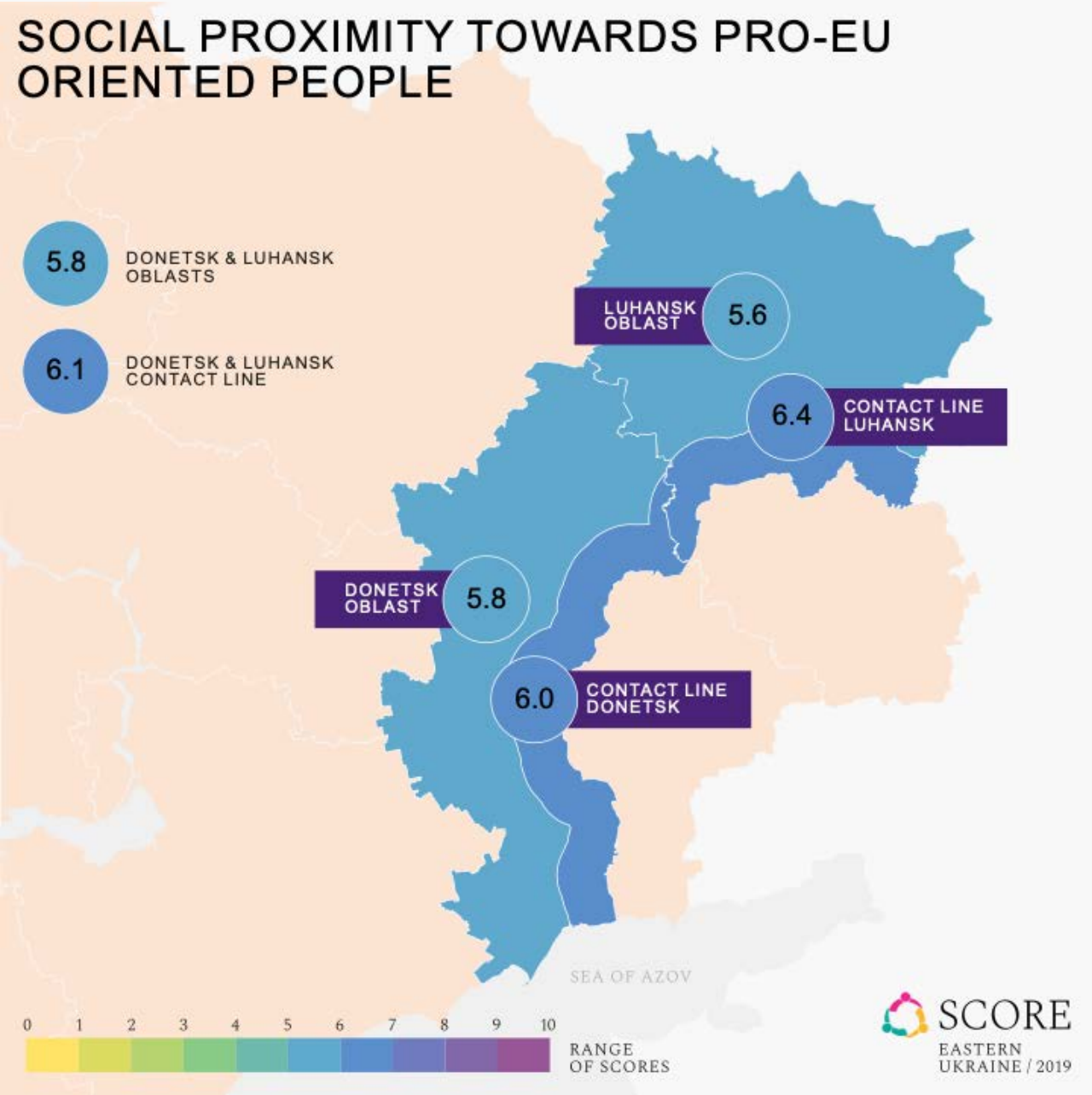


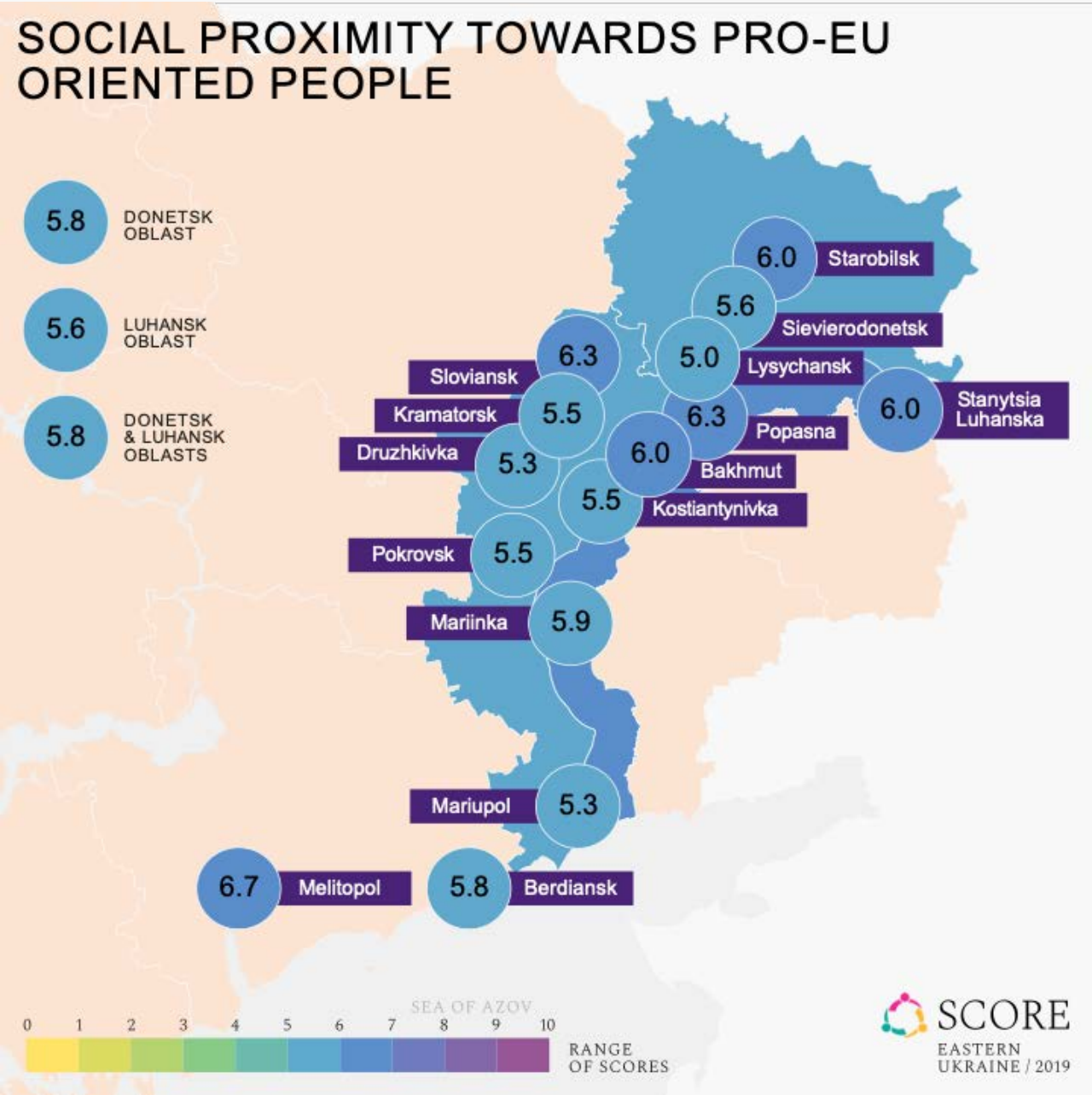
Social proximity towards people supporting NGCA separation



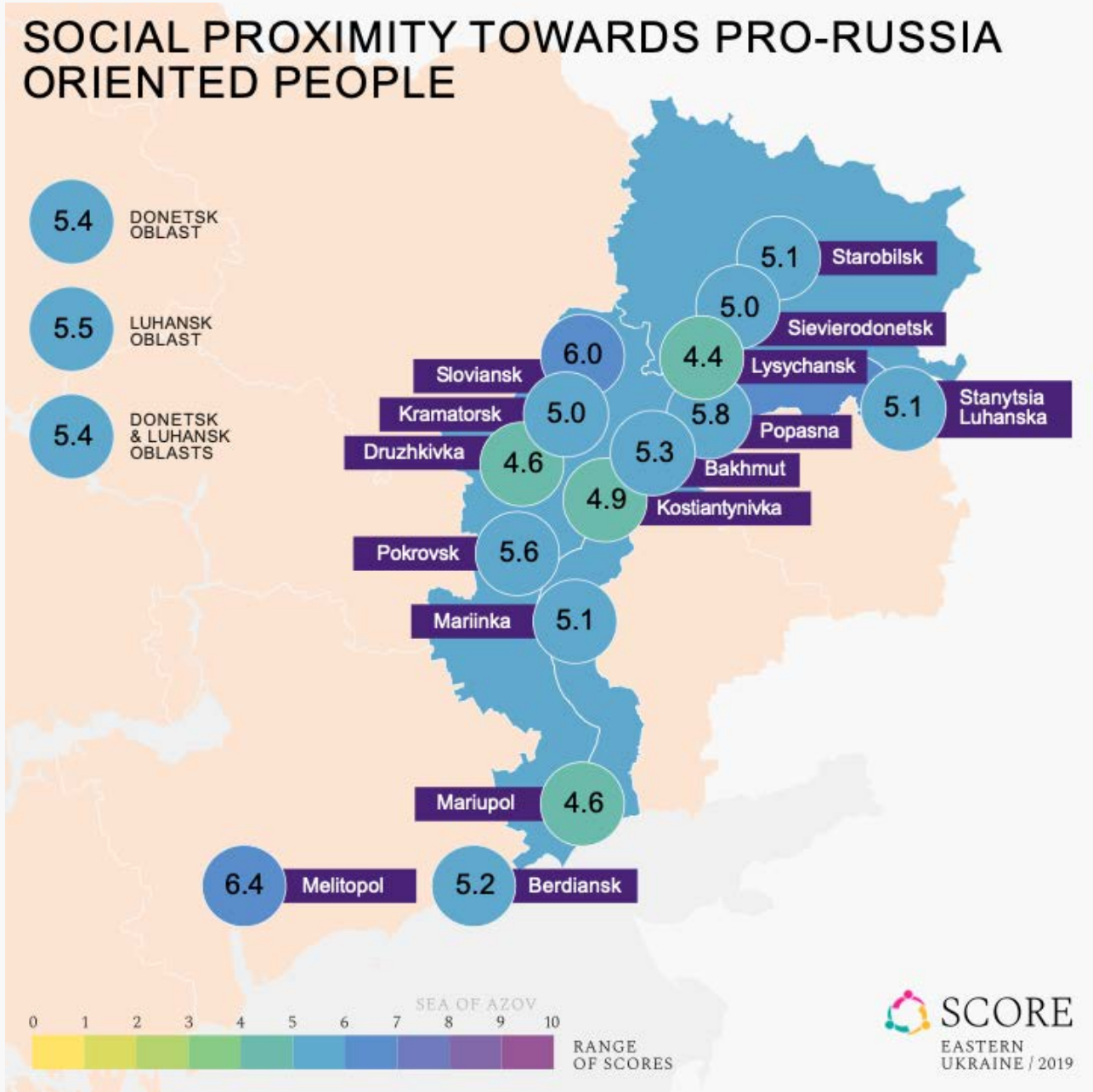


Social proximity towards pro-EU oriented people

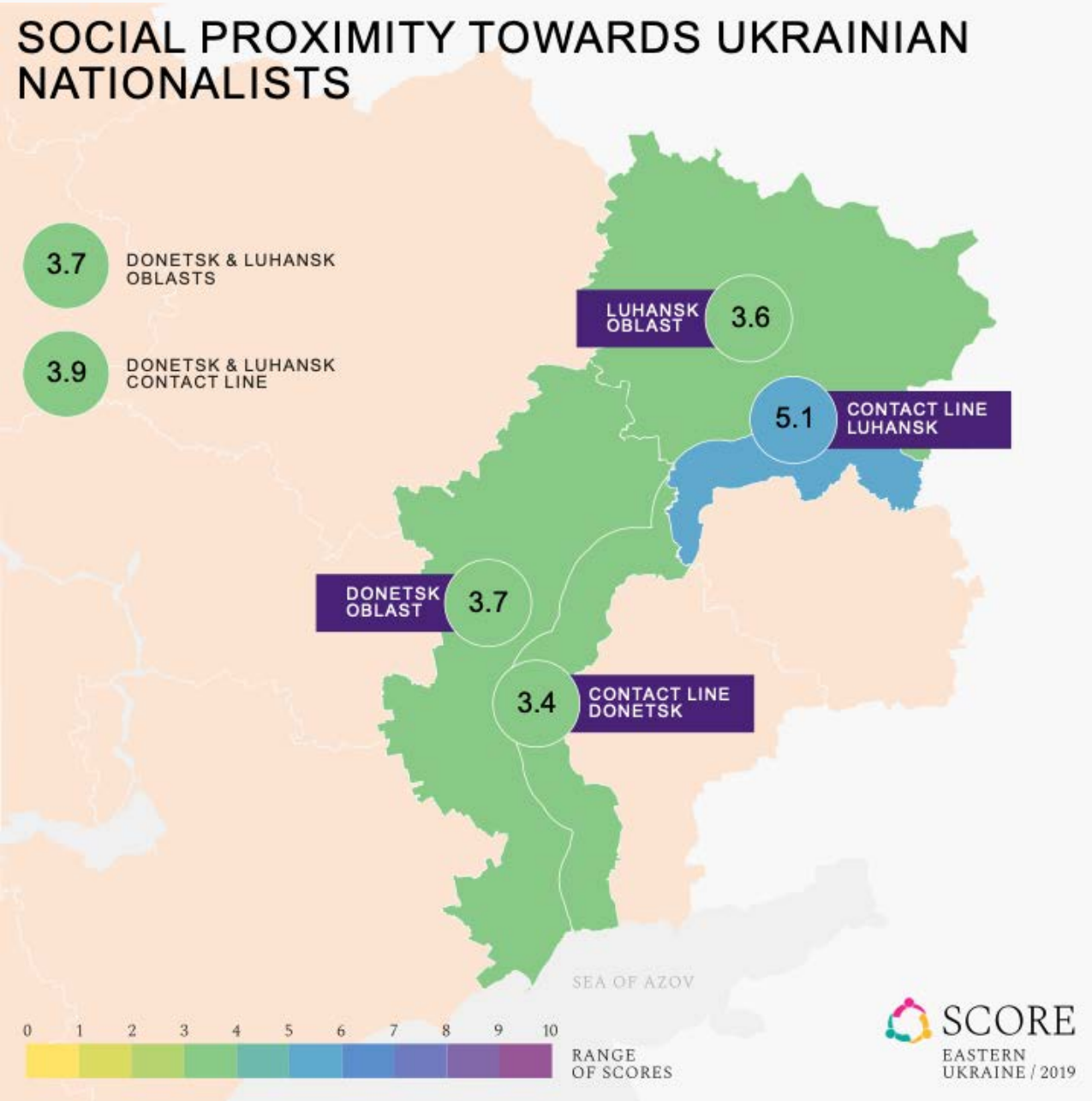


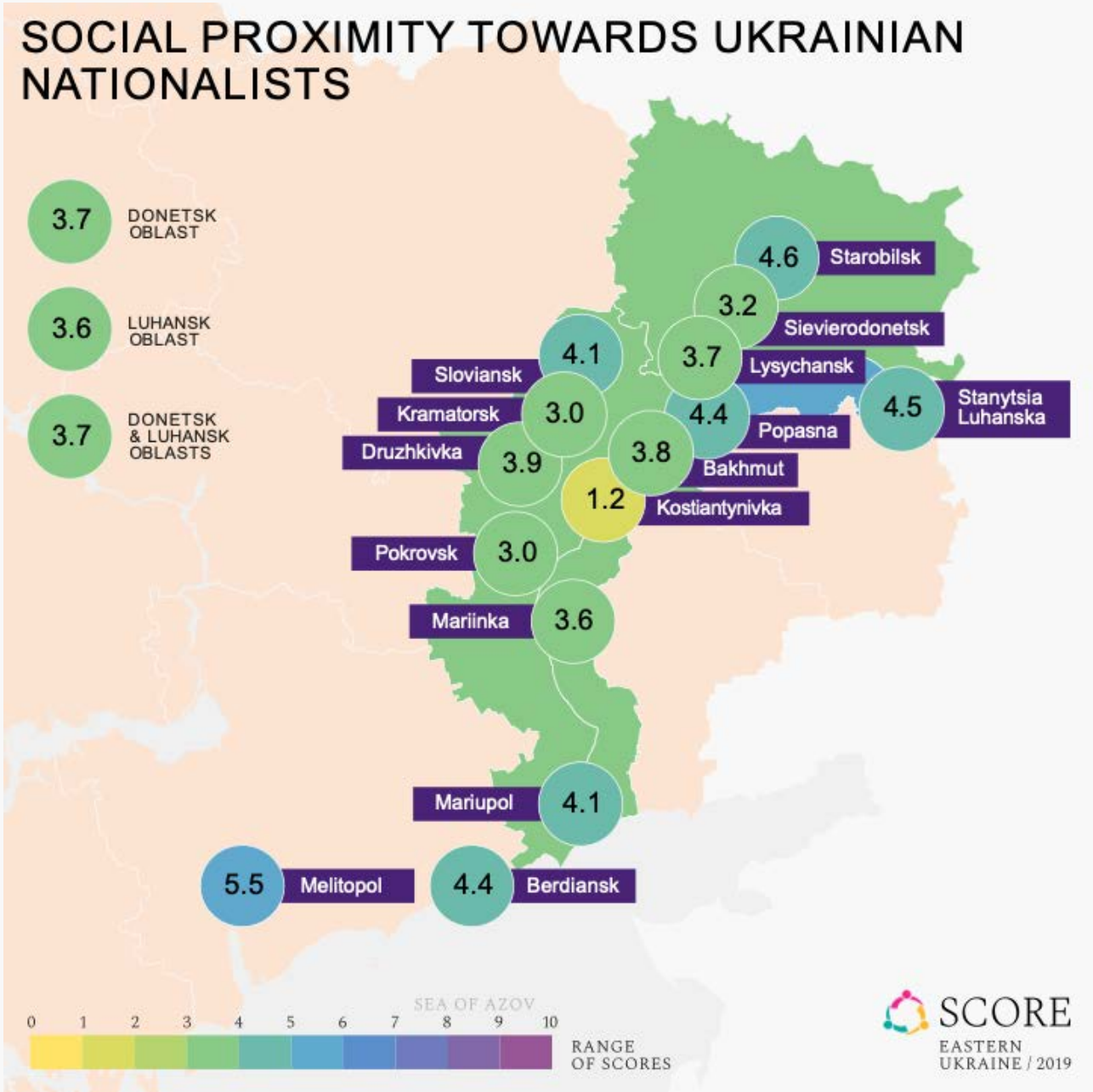


Social proximity towards pro-Russia oriented people



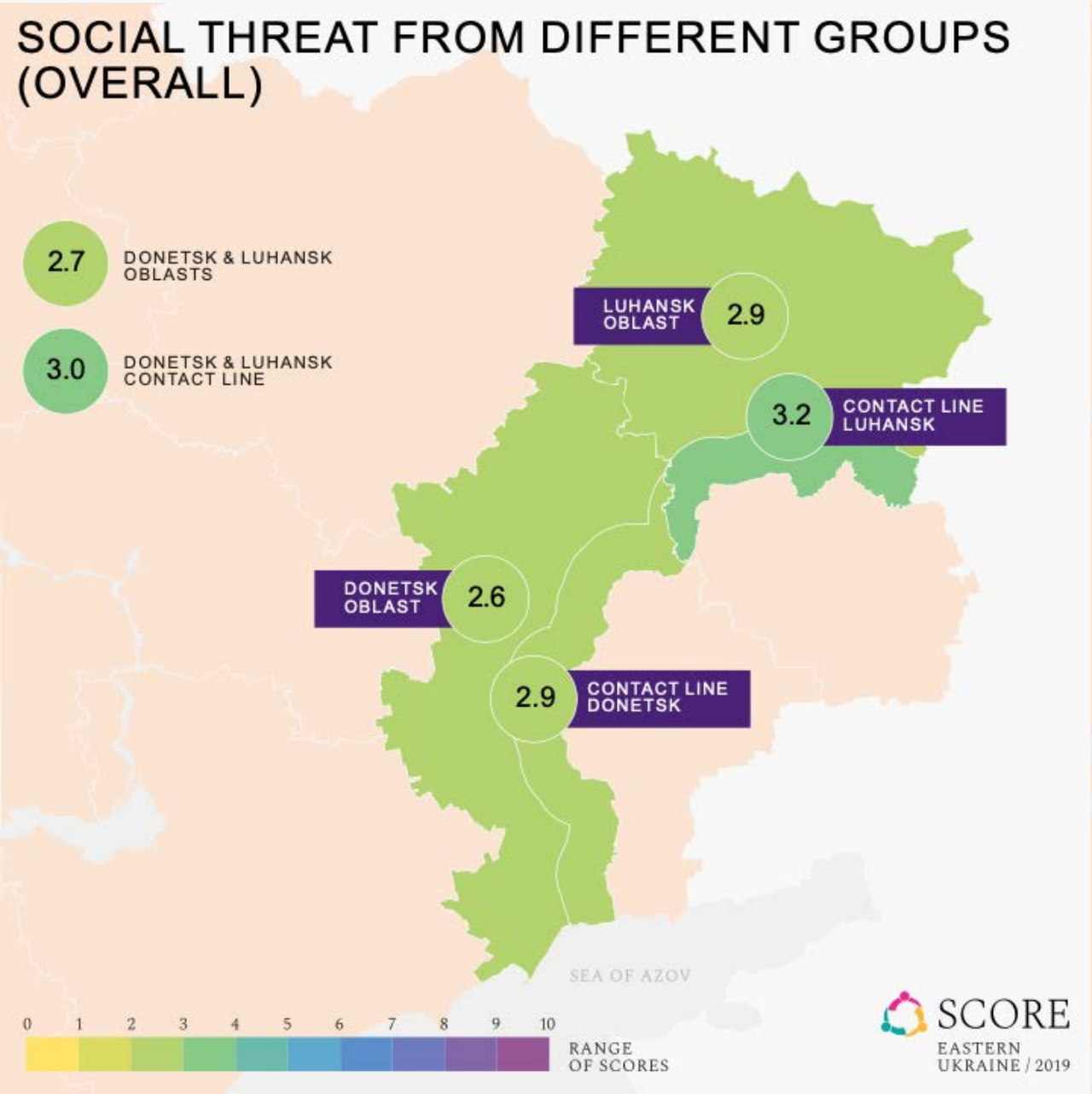
Social proximity towards Ukrainian nationalists

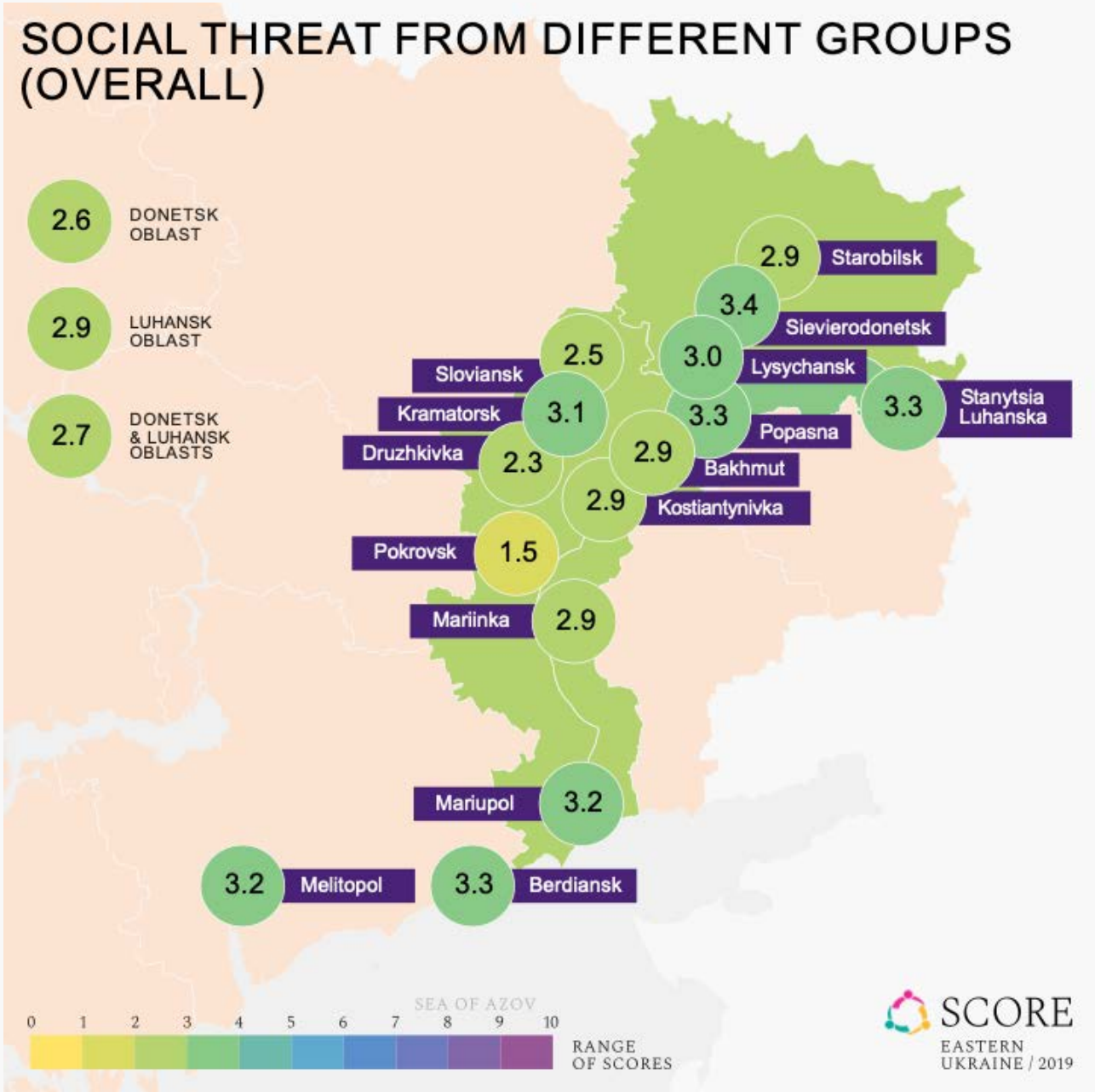




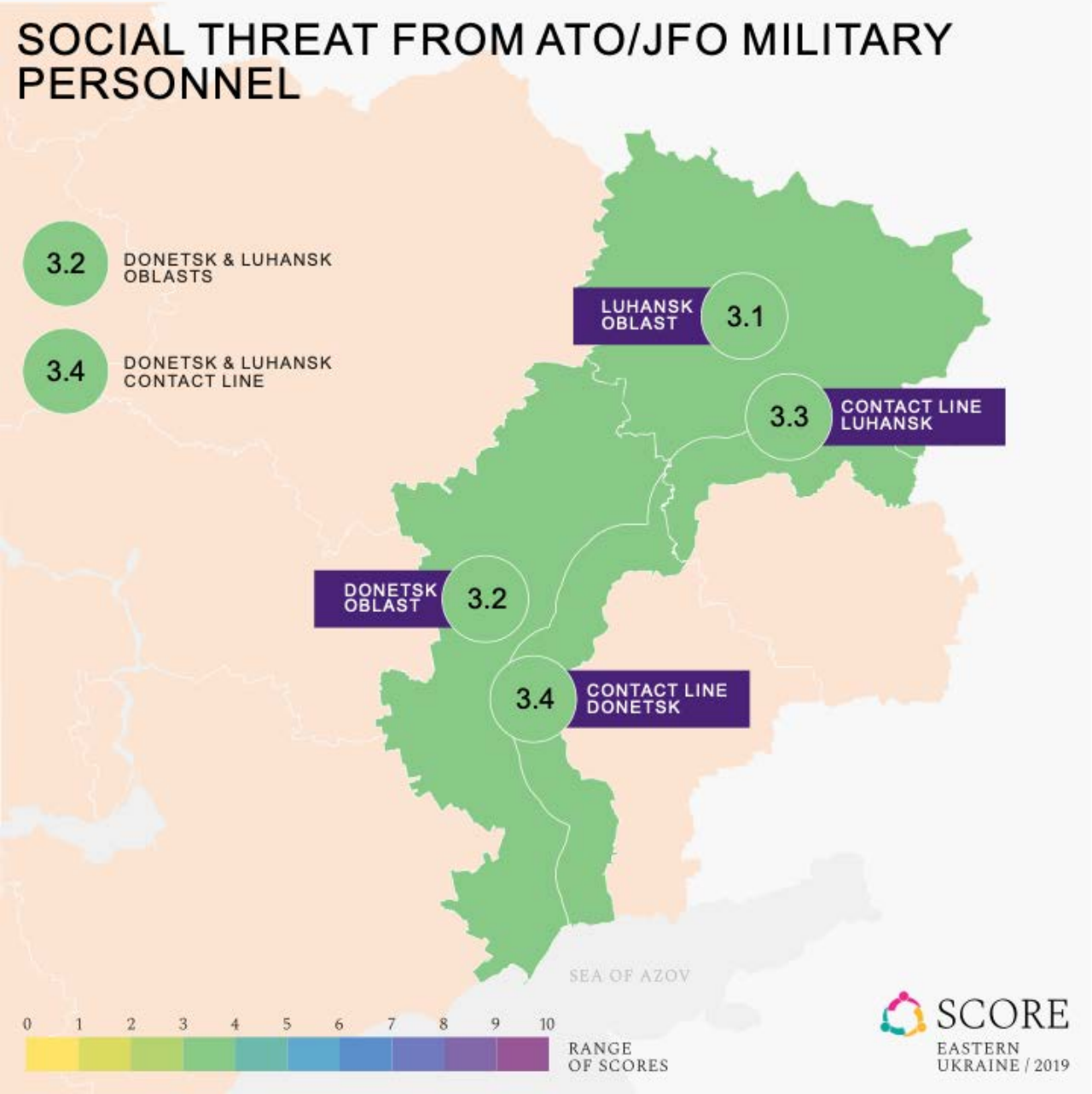
Social threat towards people from different groups (overall)

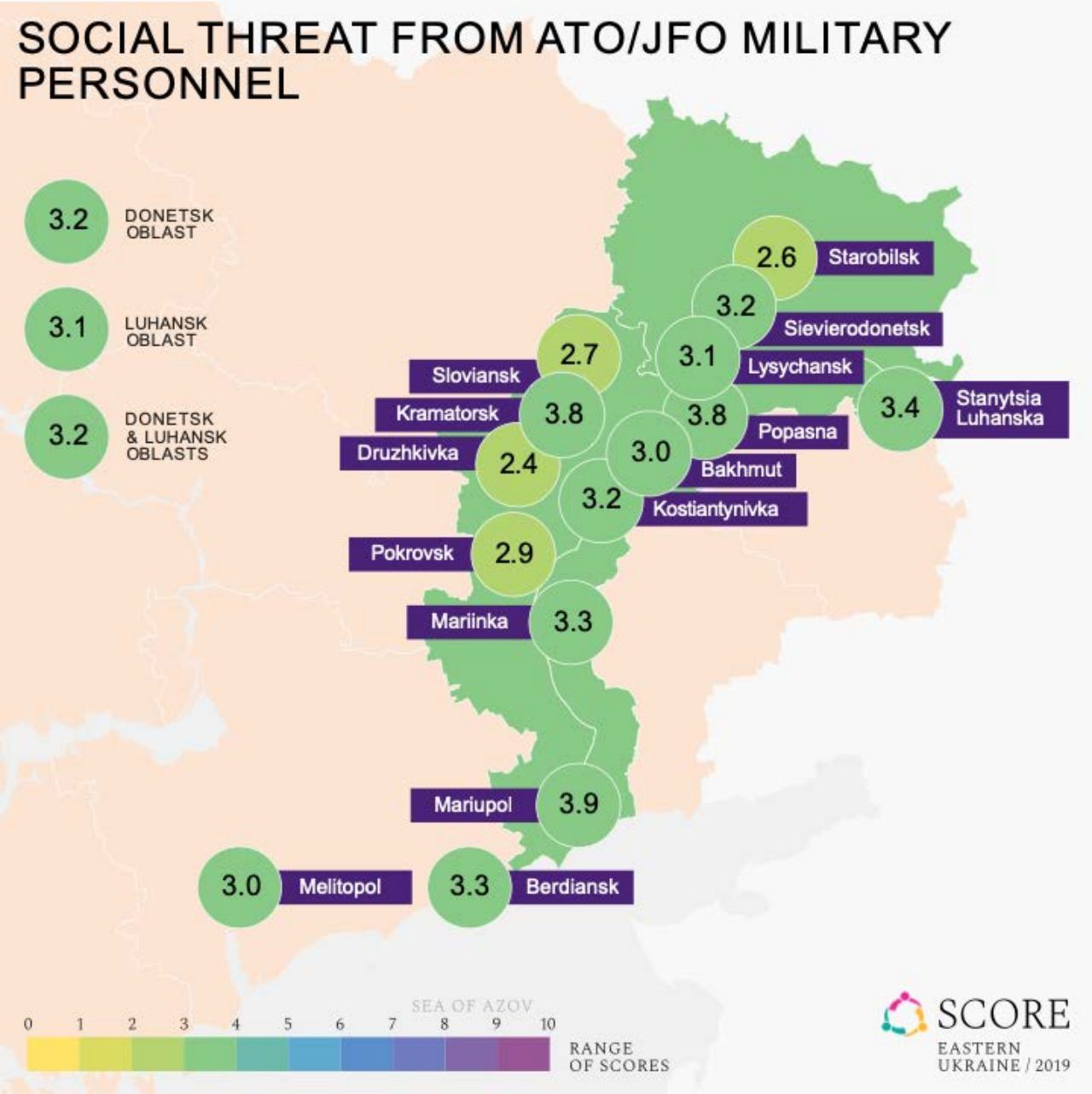
The degree to which one feels that different socio-demographic groups may undermine the unity of their community



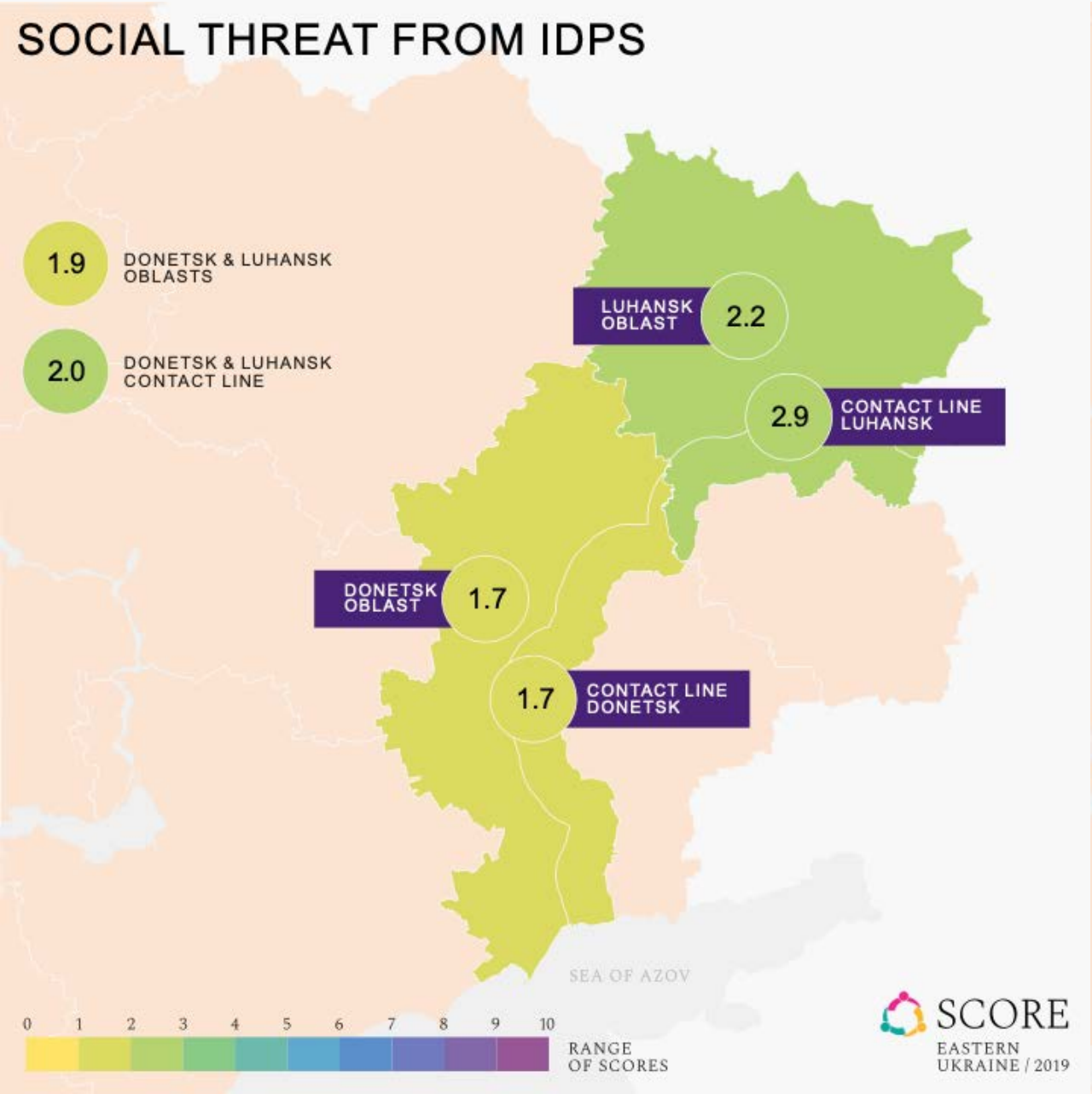


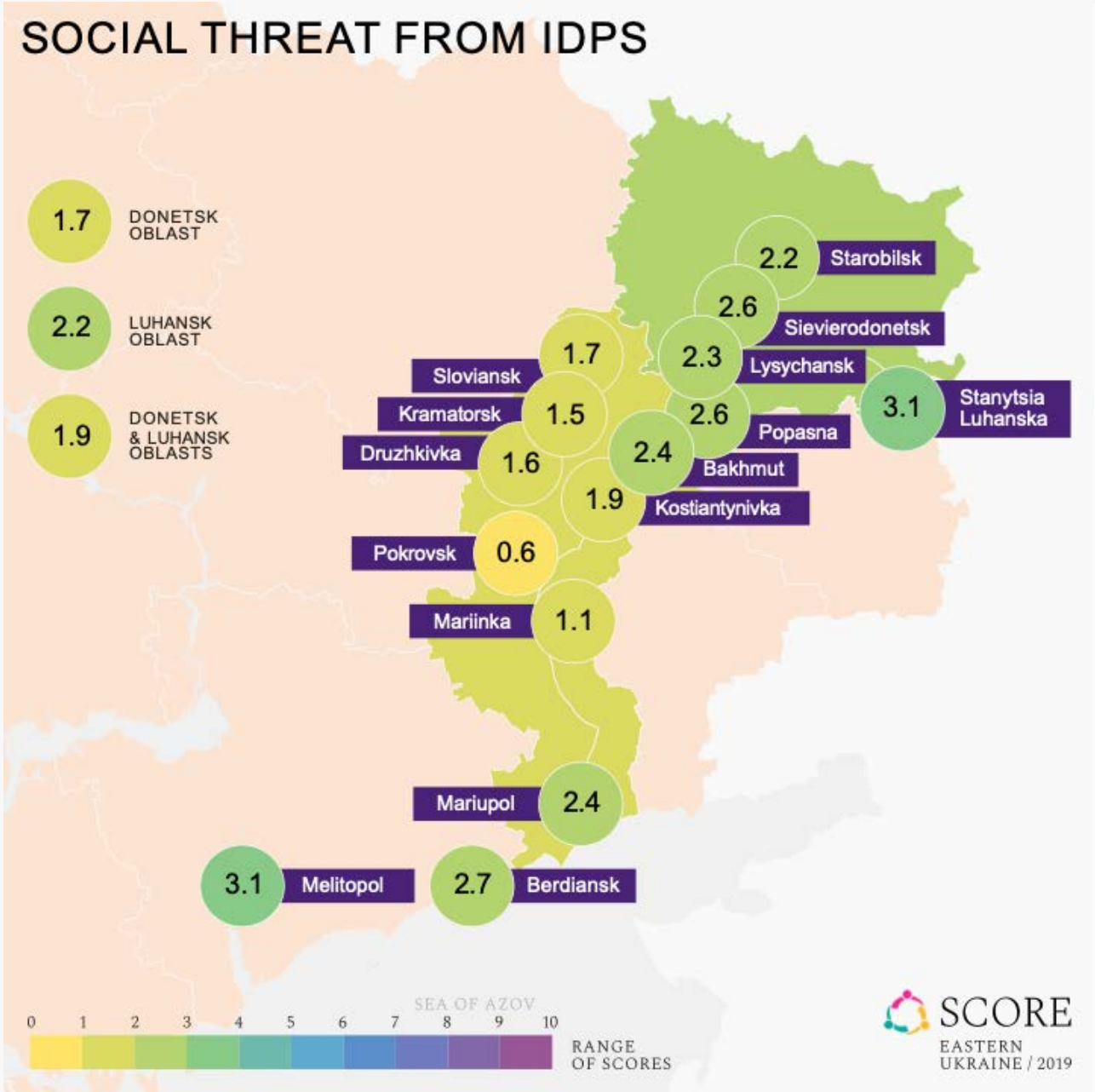
Social threat towards ATO/JFO military personnel





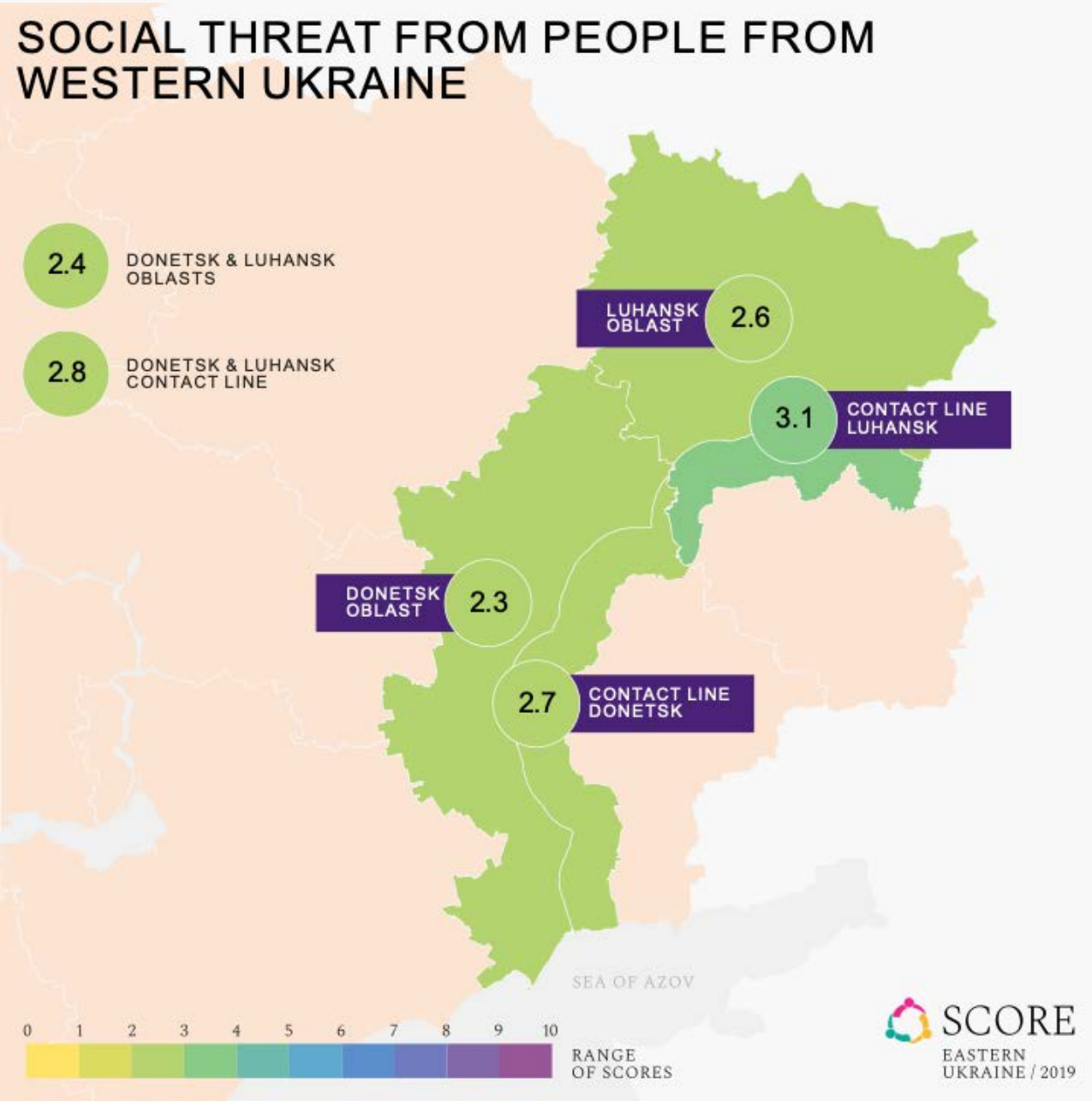
Social threat towards IDPs





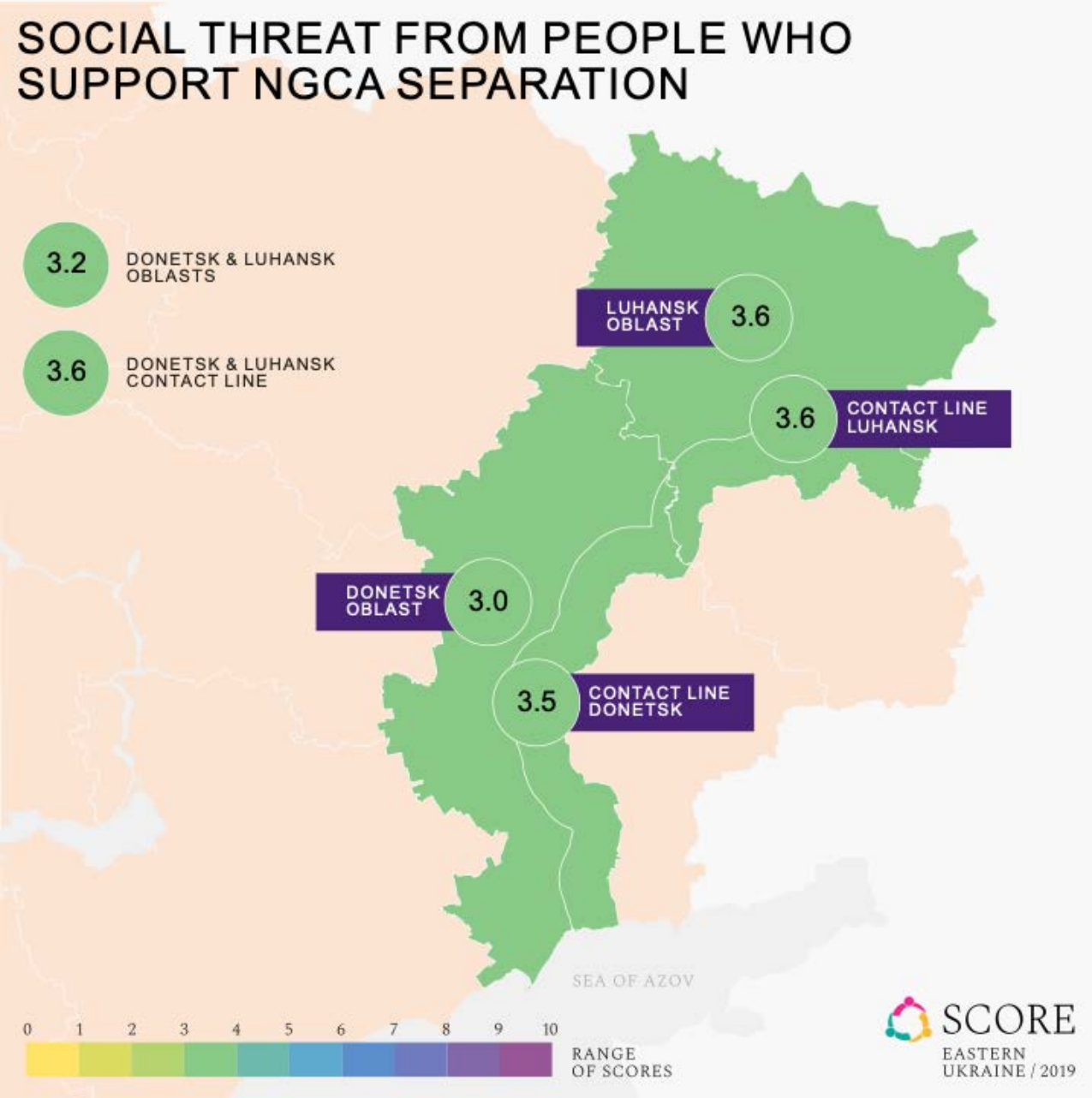
Social threat towards people from eastern Ukraine

Social threat towards people from western Ukraine

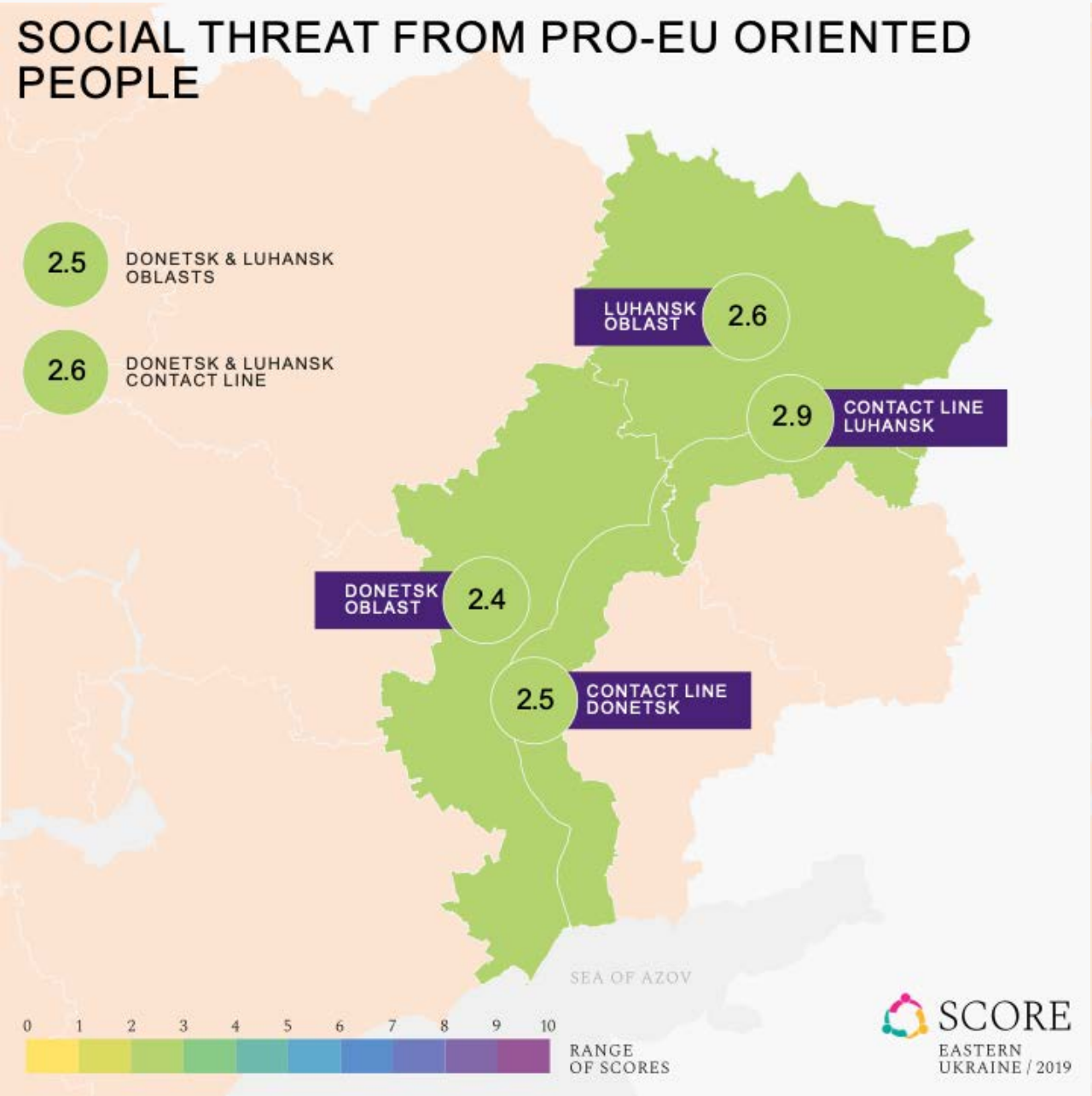


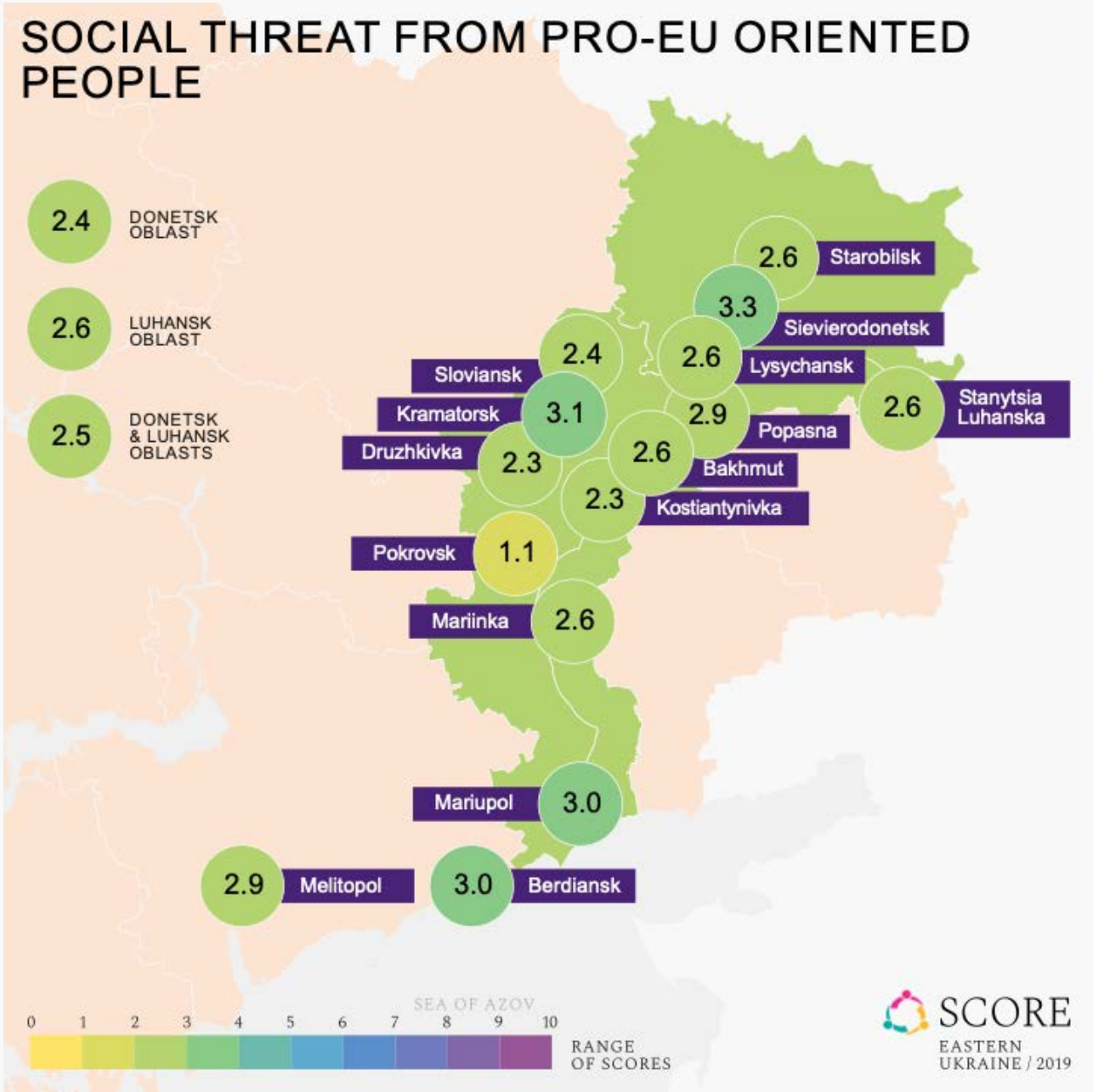
Social threat towards people living in the NGCA

Social threat towards people supporting NGCA separation



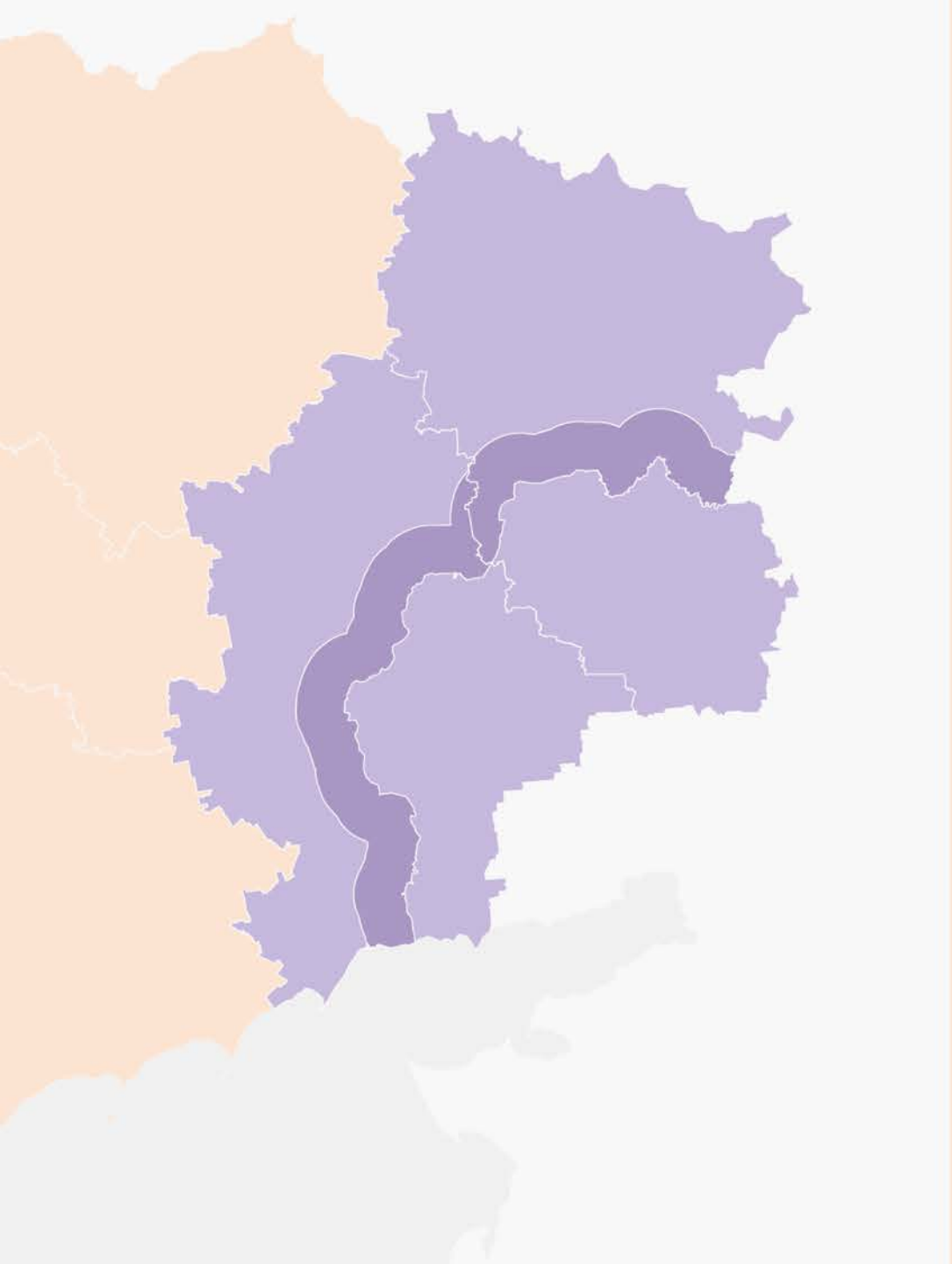
Social threat towards pro-EU oriented people





Social threat towards pro-Russia oriented people

Social threat towards Ukrainian nationalists



Media and information consumption

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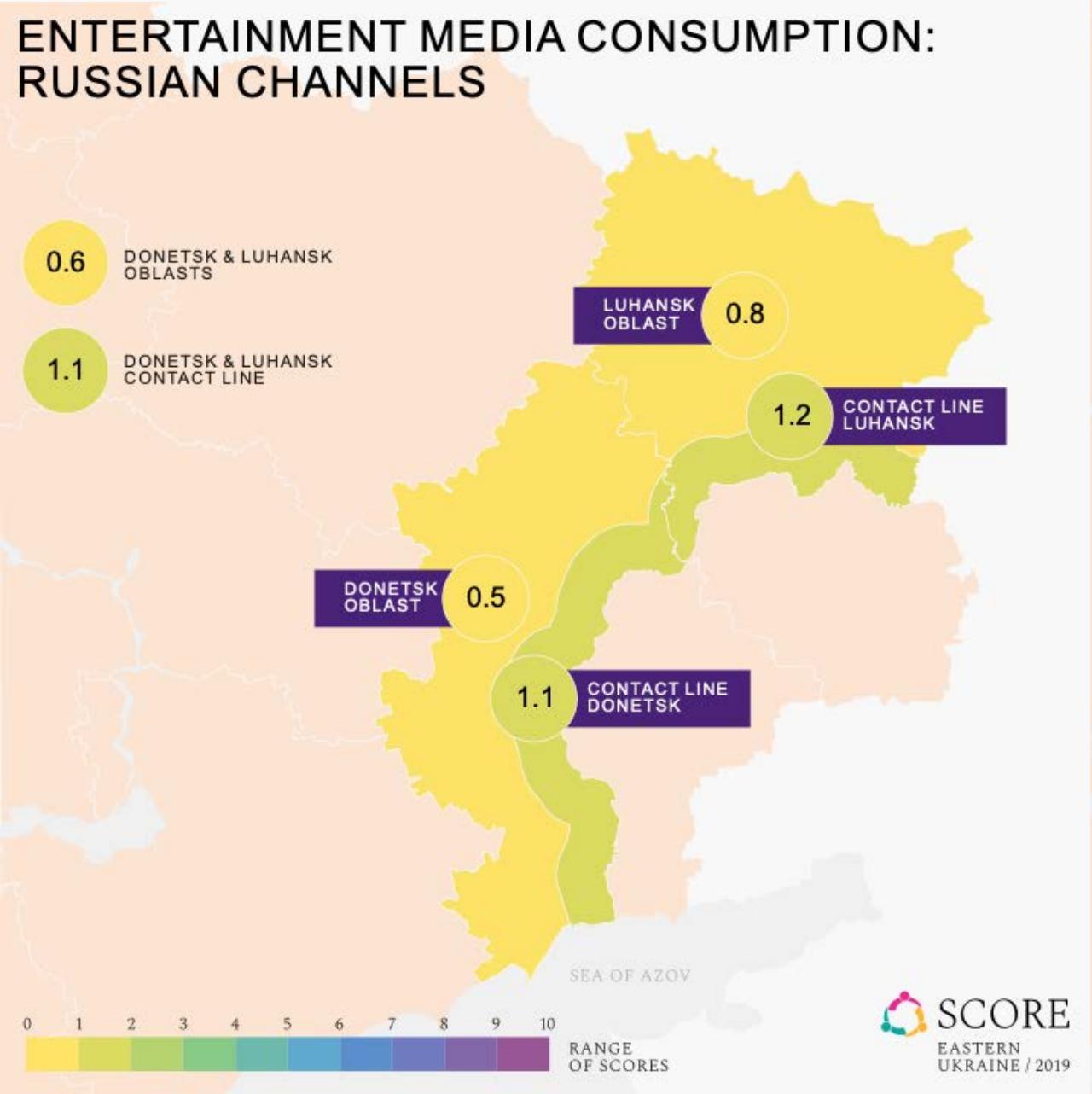
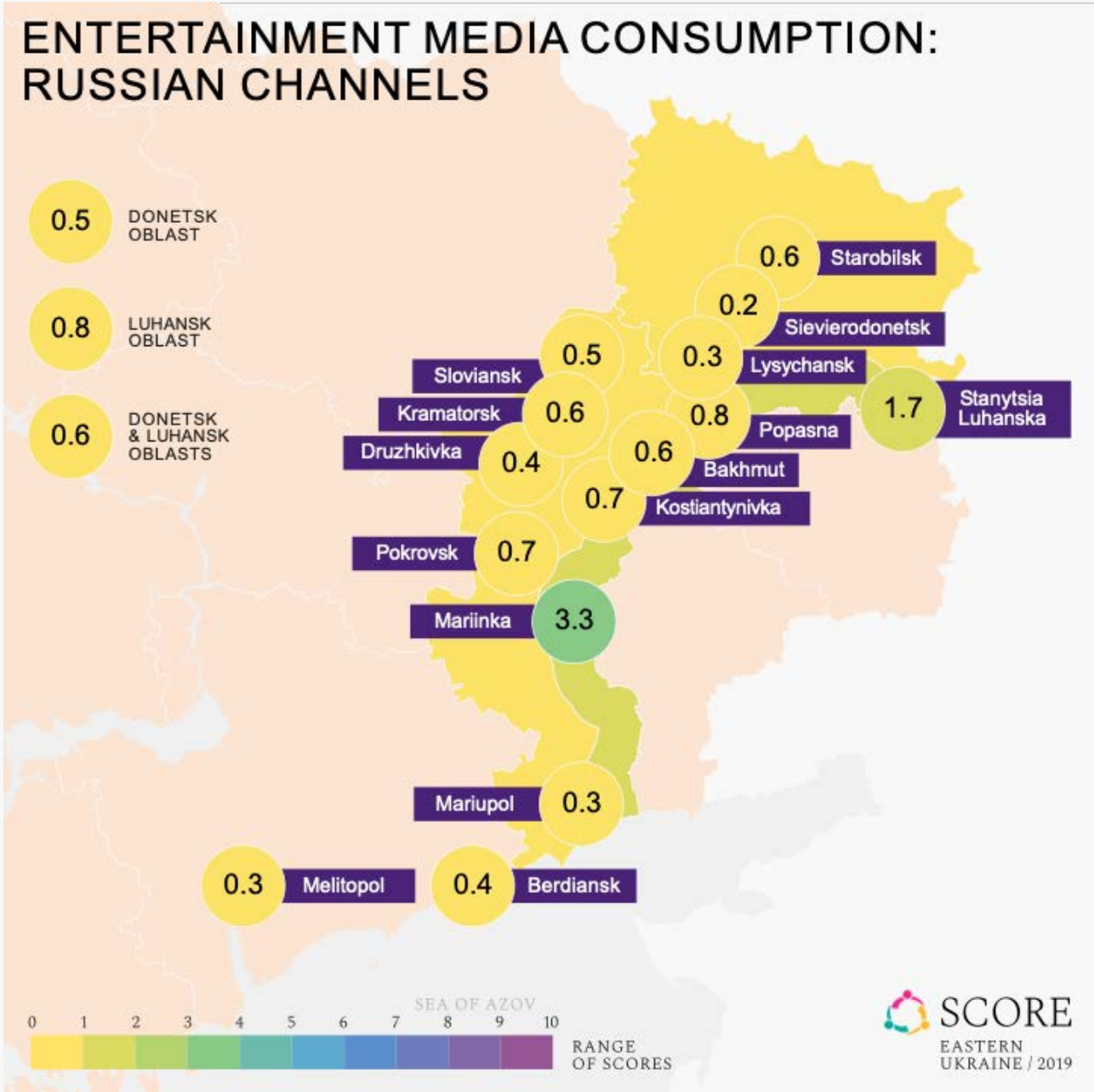
Entertainment media consumption: Russian channels

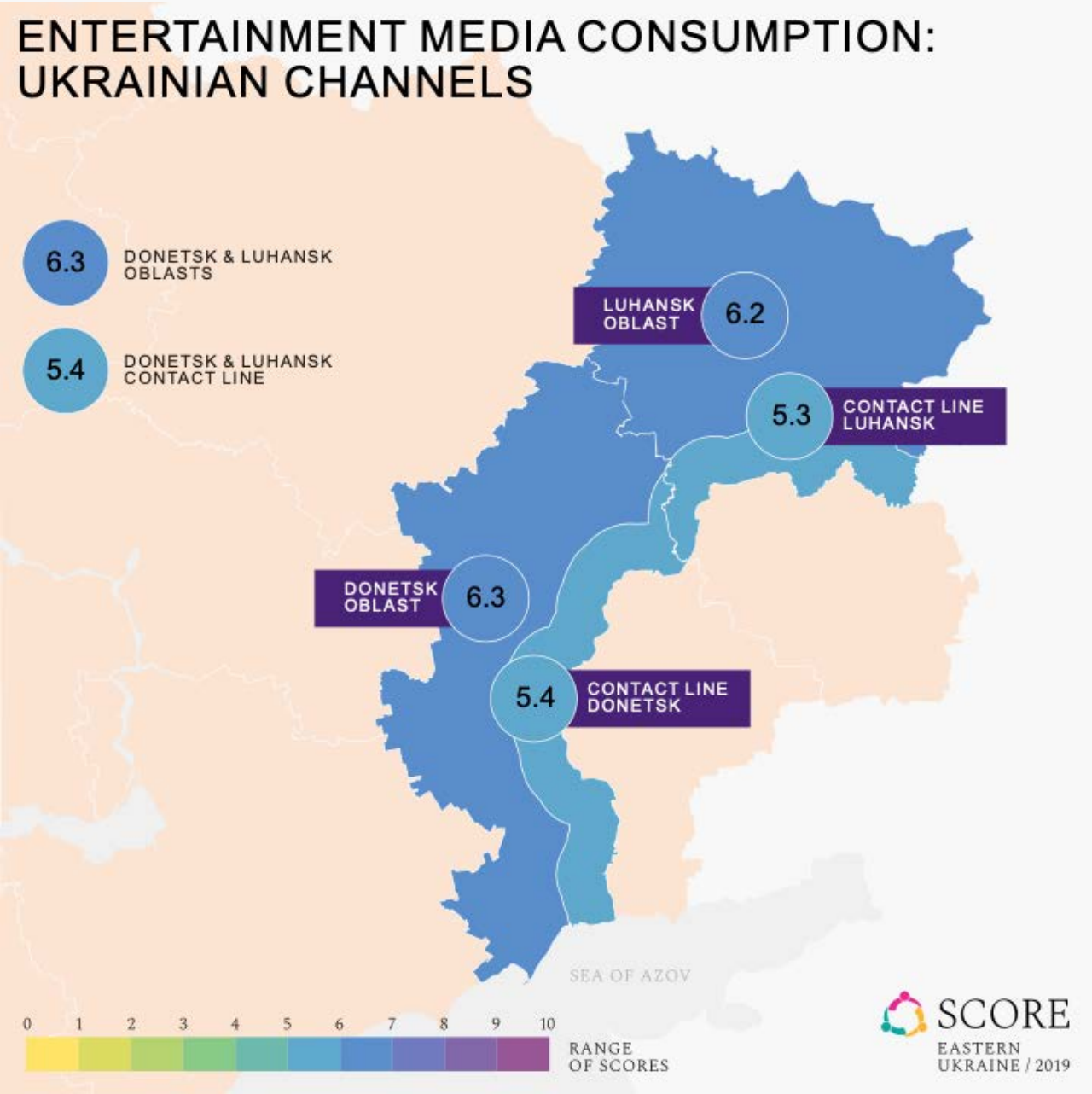
The degree to which one watches Russian TV channels for entertainment purposes

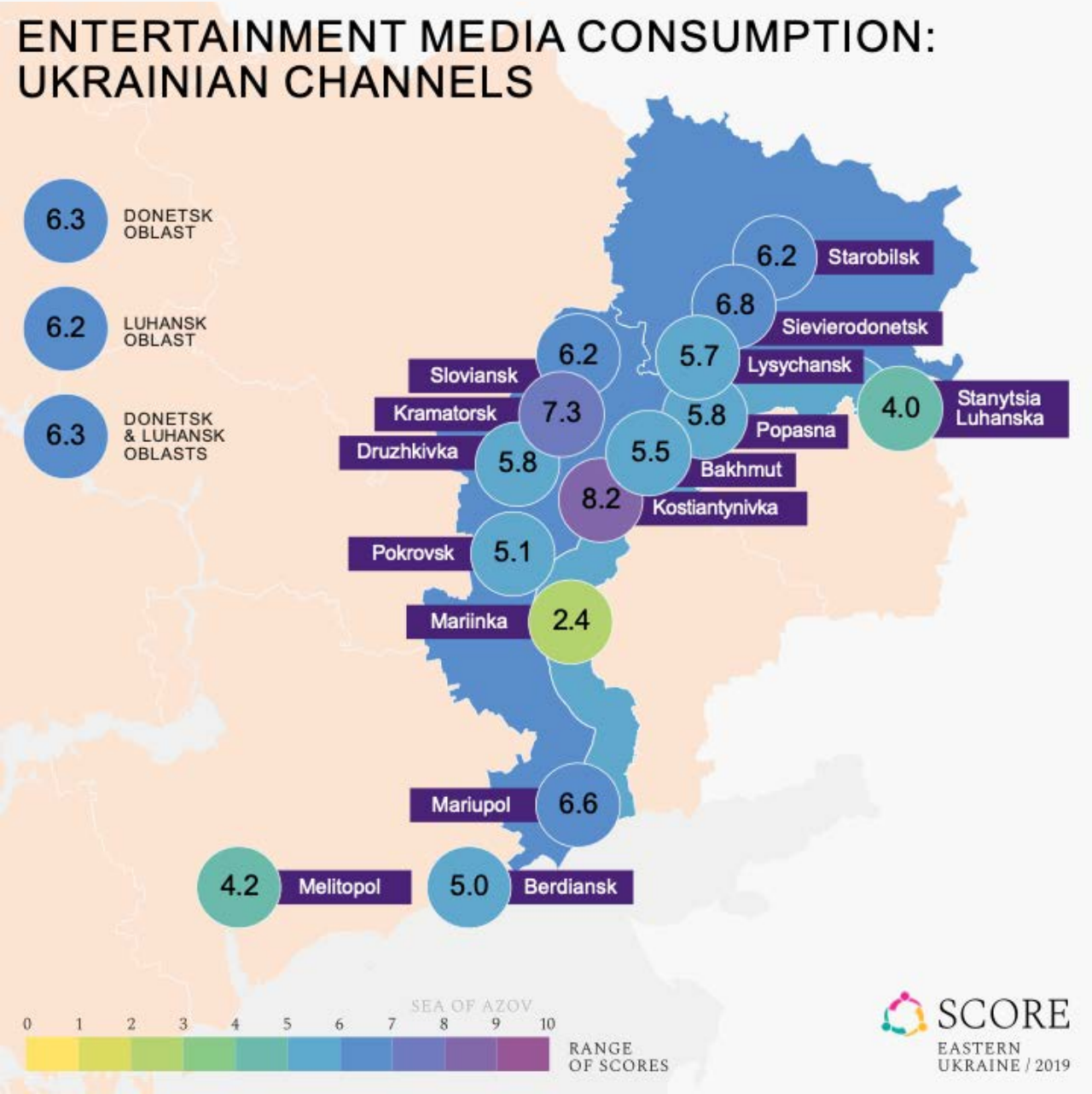




Entertainment media consumption: Ukrainian channels

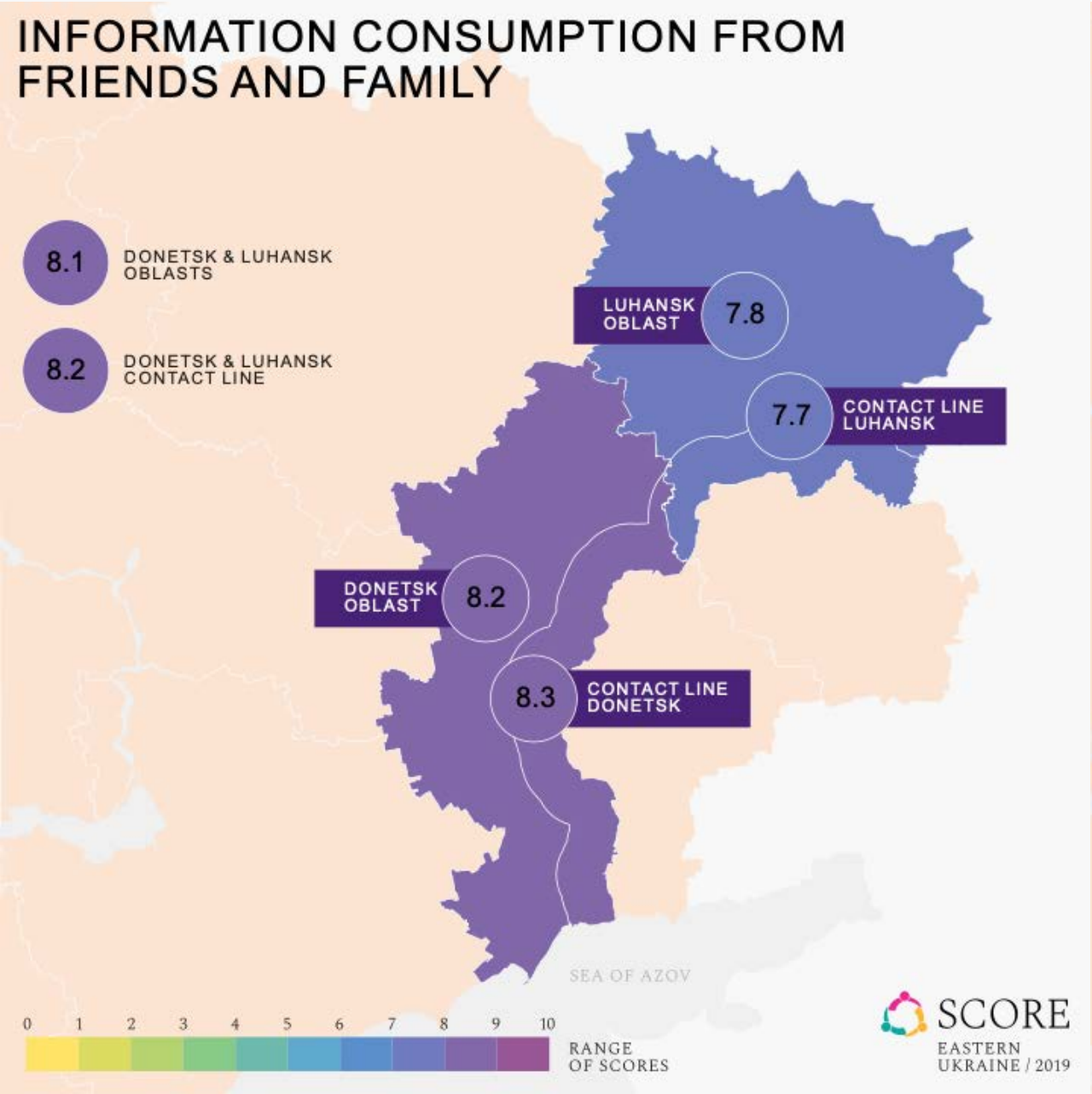
The degree to which one watches Ukrainian TV channels for entertainment purposes

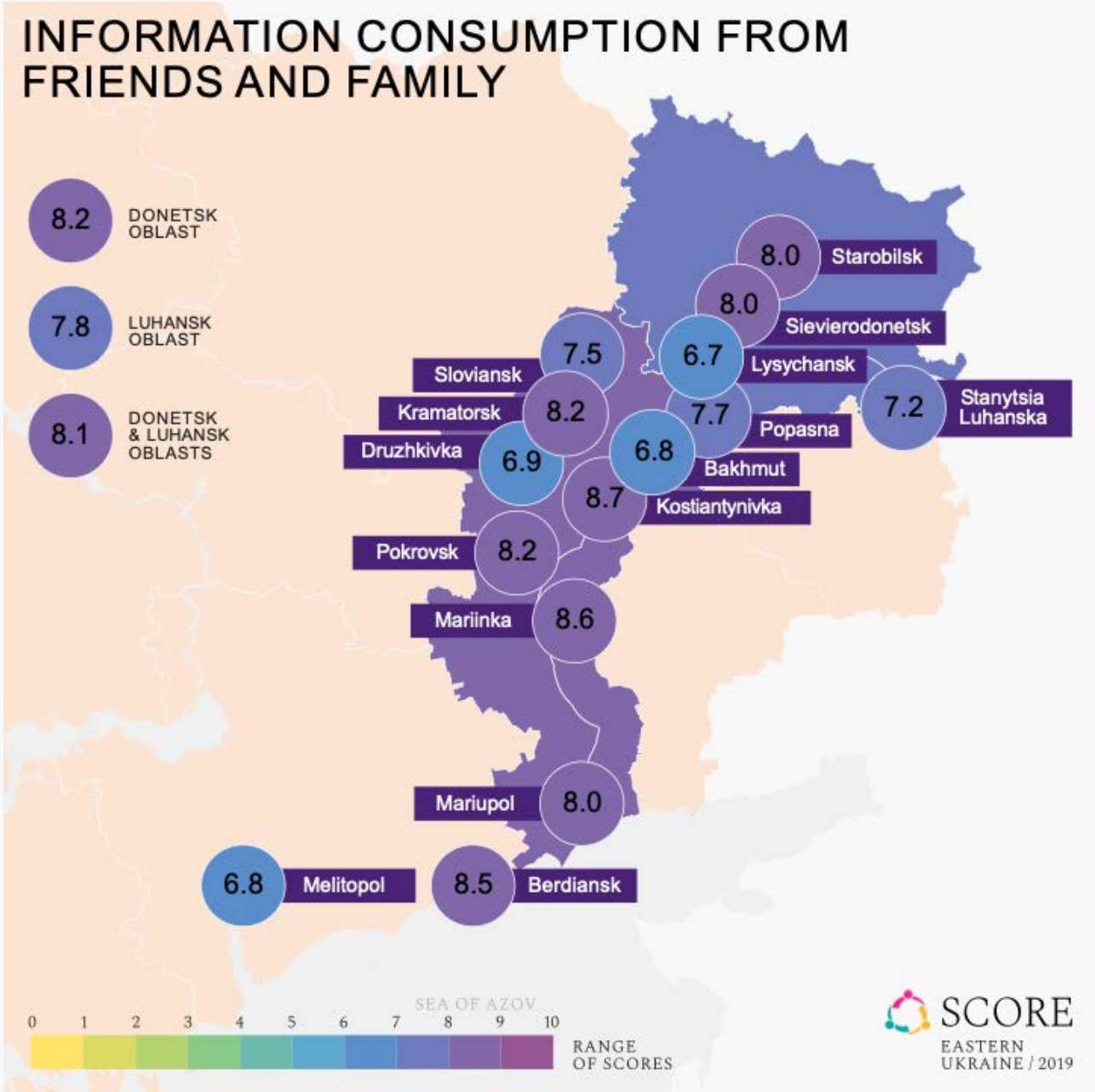




Information consumption from friends and family

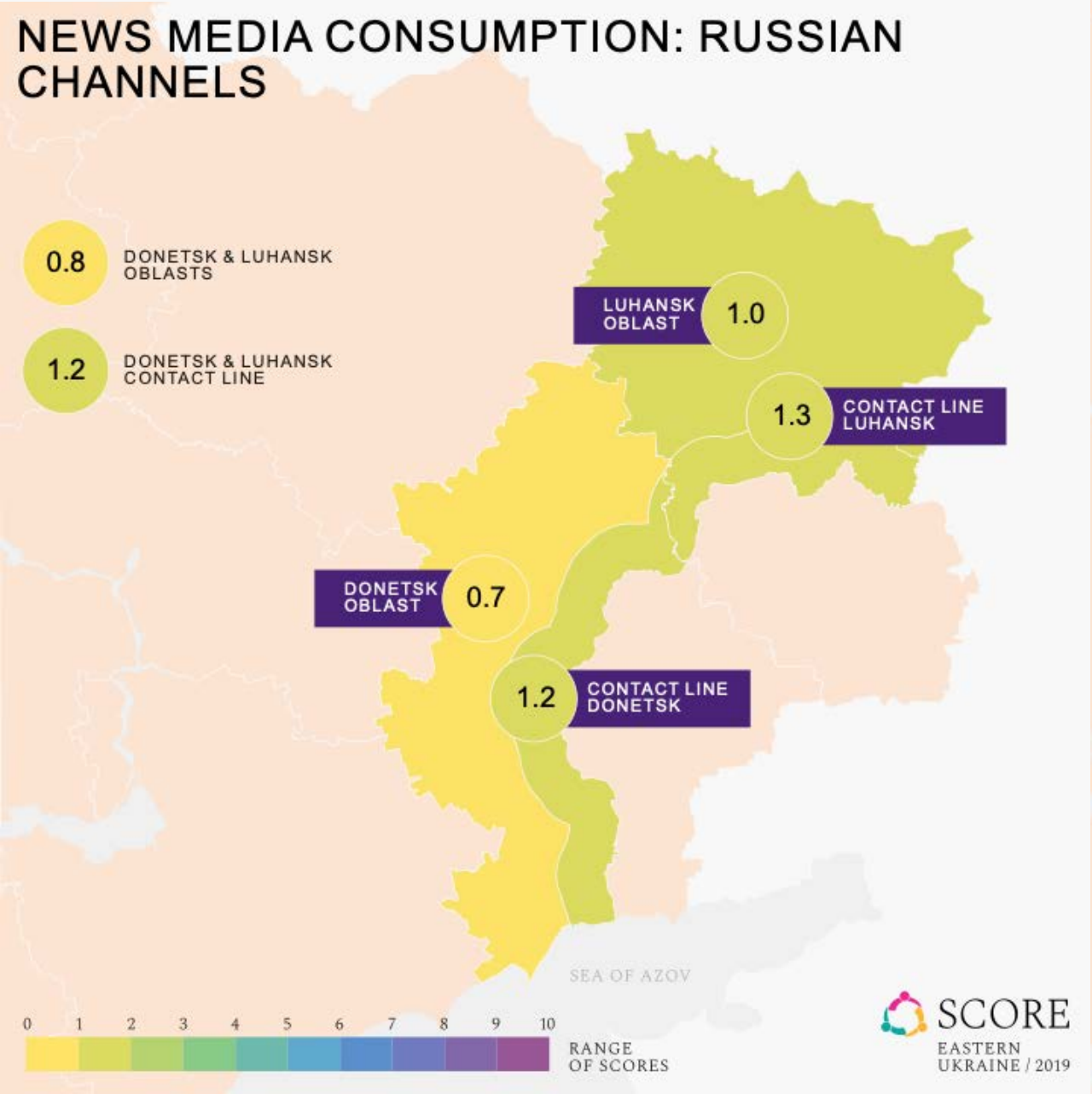
The degree to which one keeps up with current affairs primarily from family and friends

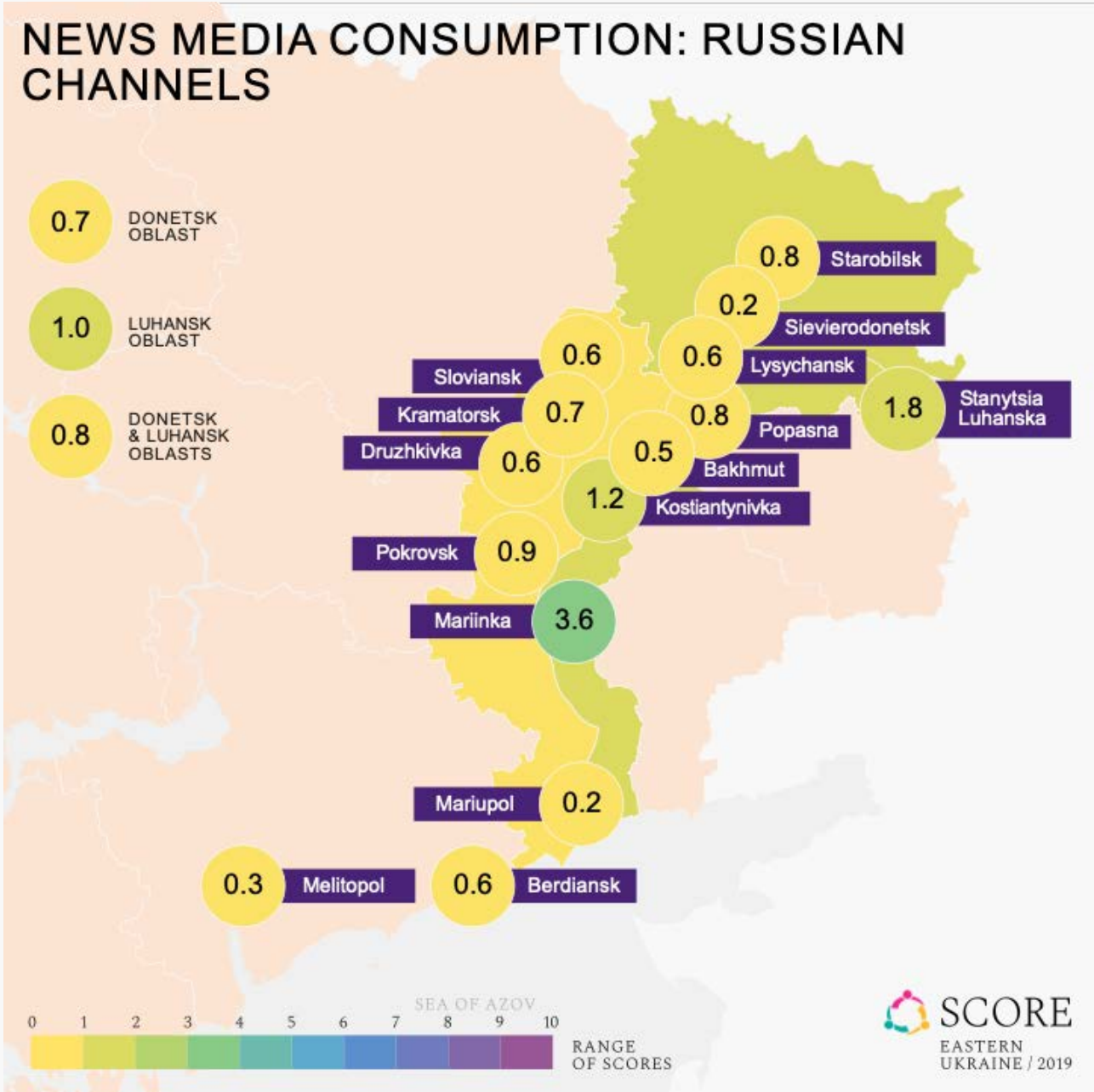




News media consumption: Russian channels

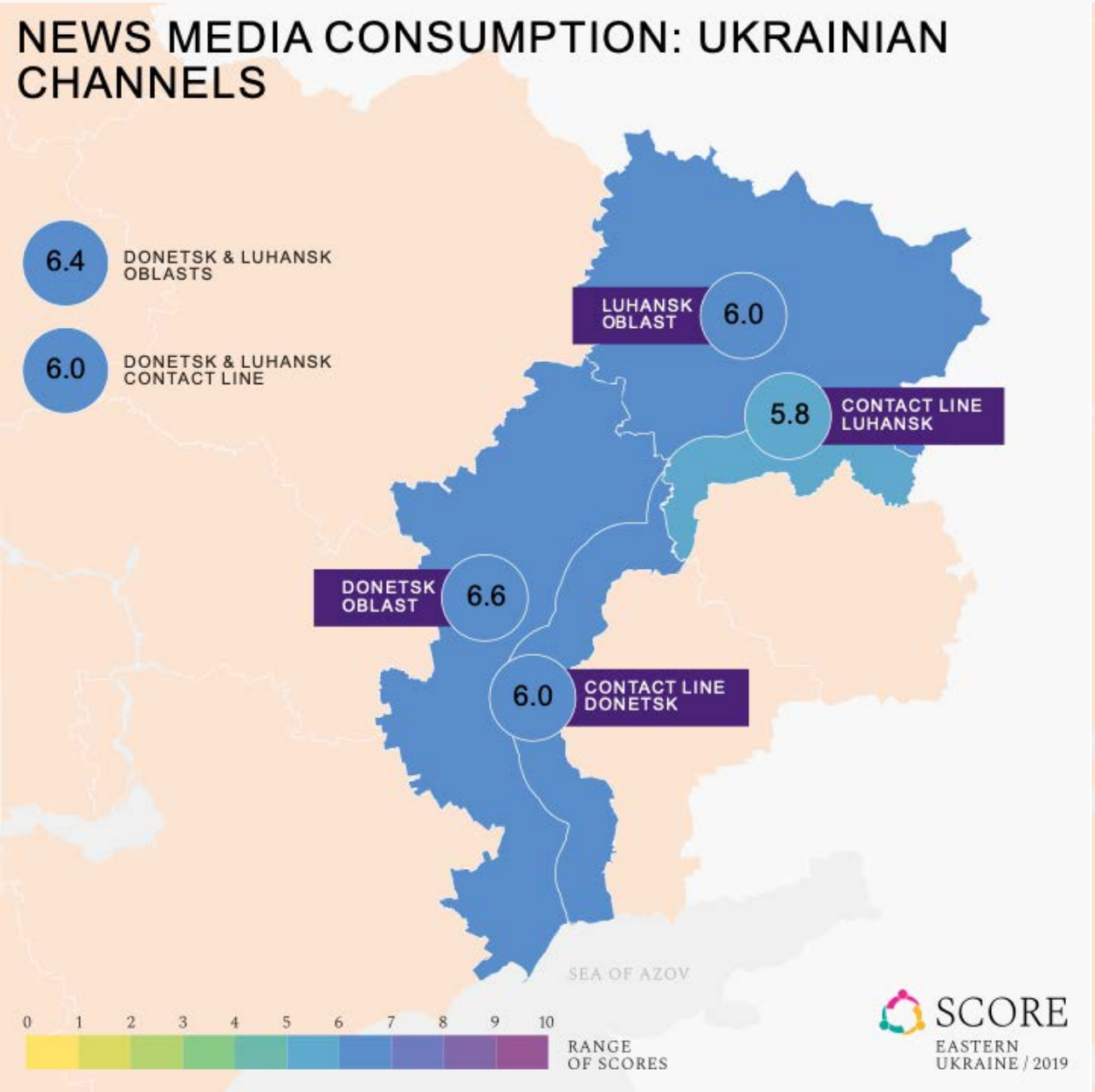
The degree to which one watches Russian TV channels for news and current affairs

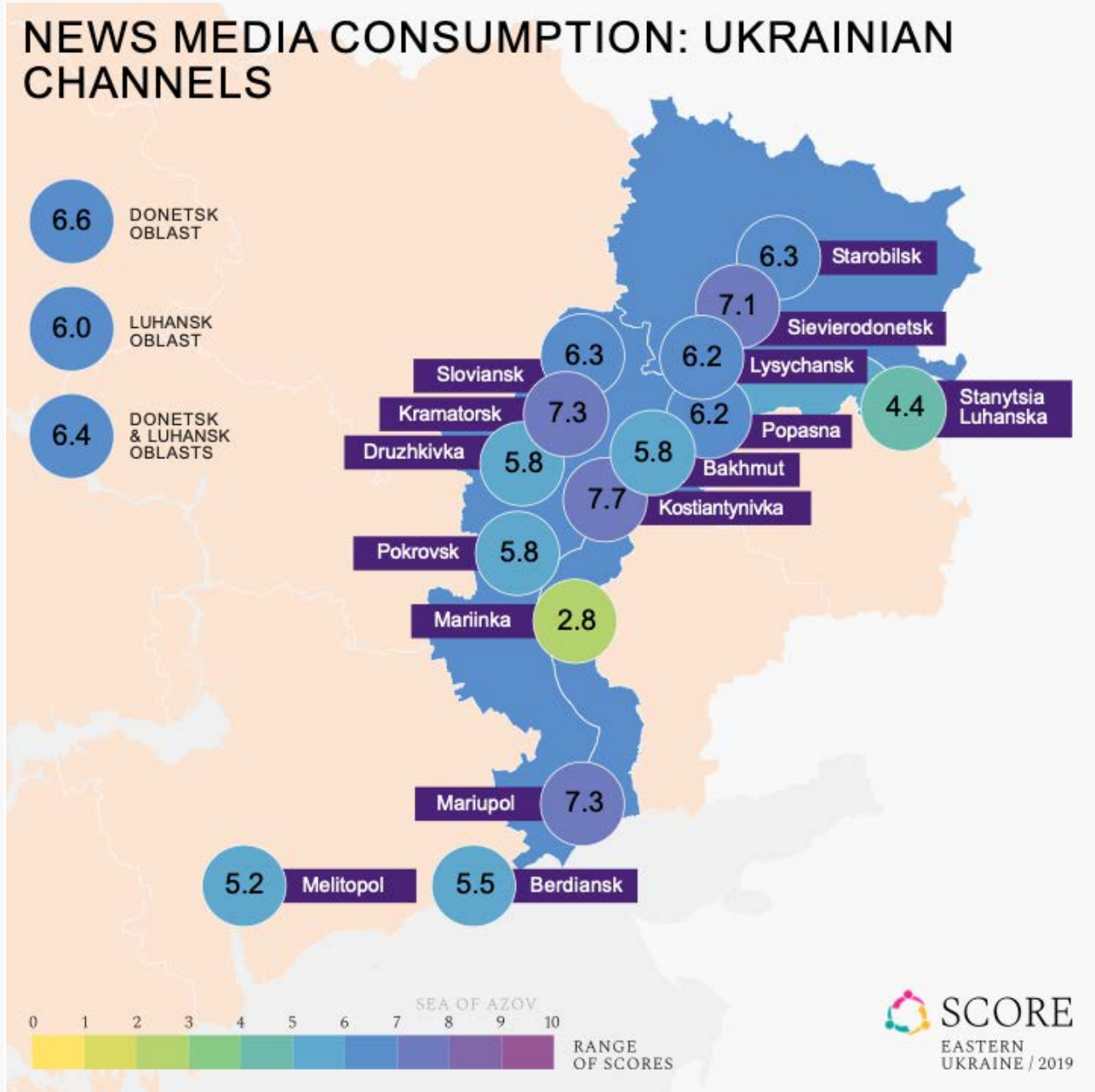




News media consumption: Ukrainian channels

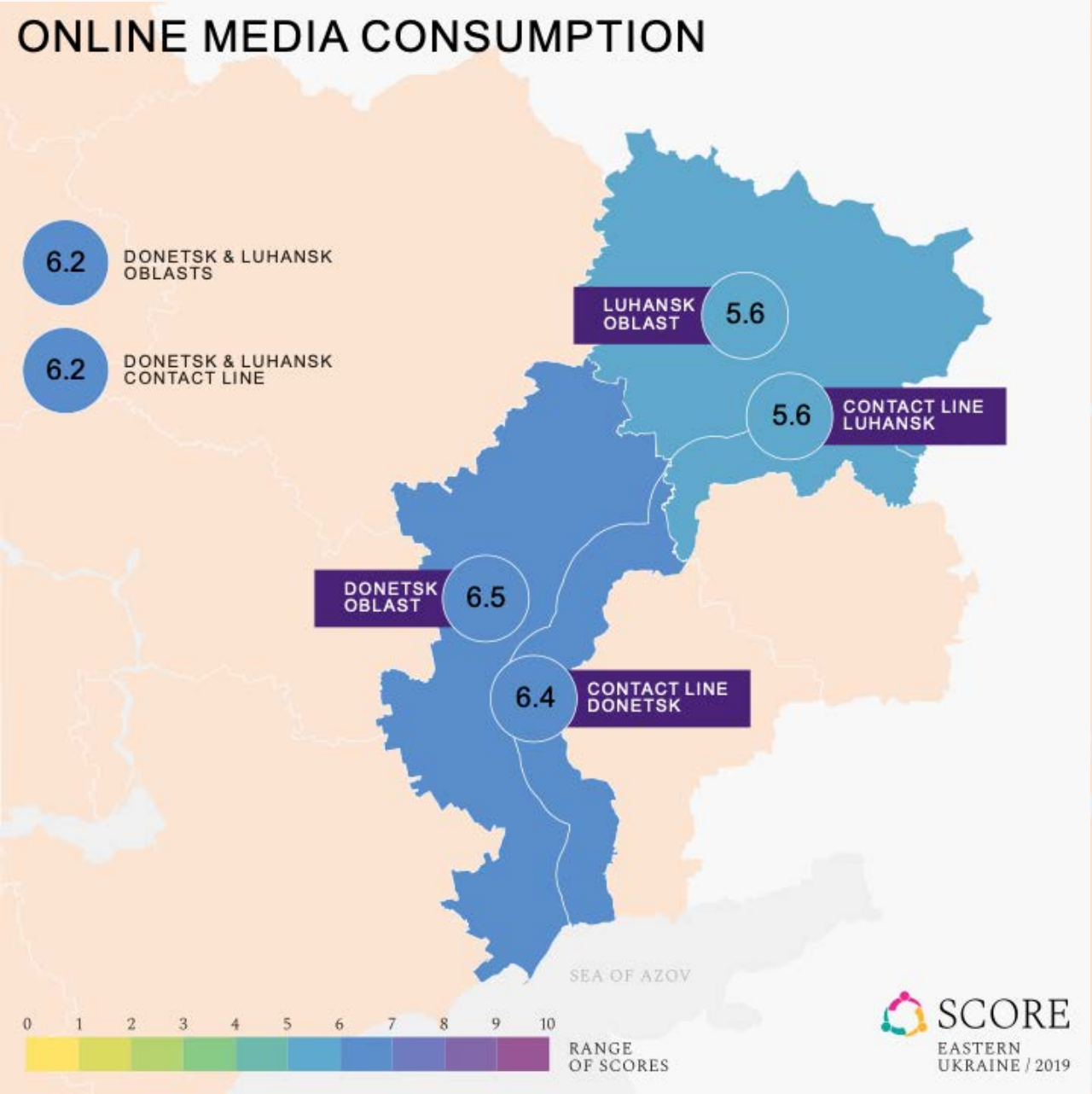
The degree to which one watches Ukrainian TV channels for news and current affairs

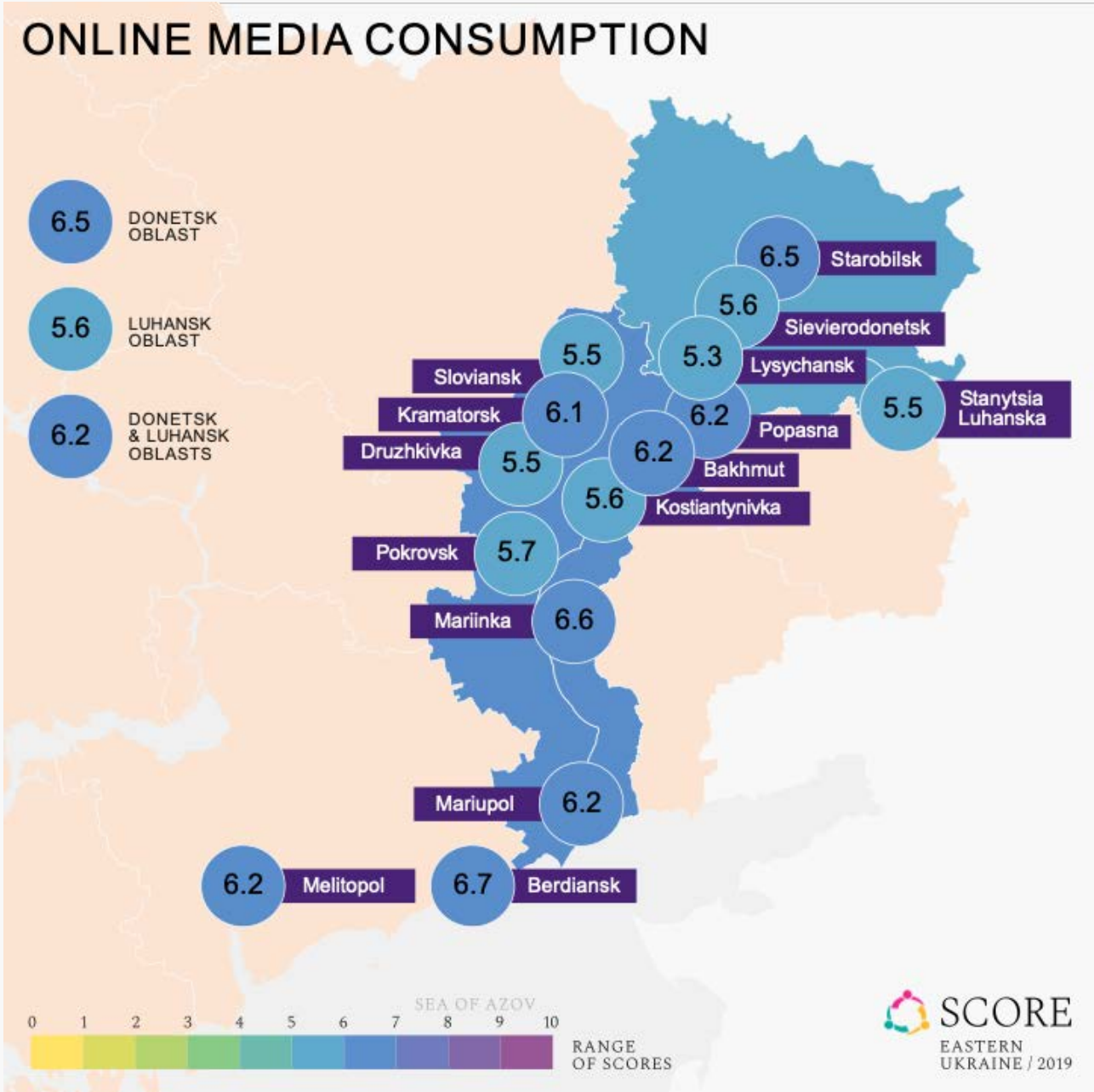




Online media consumption

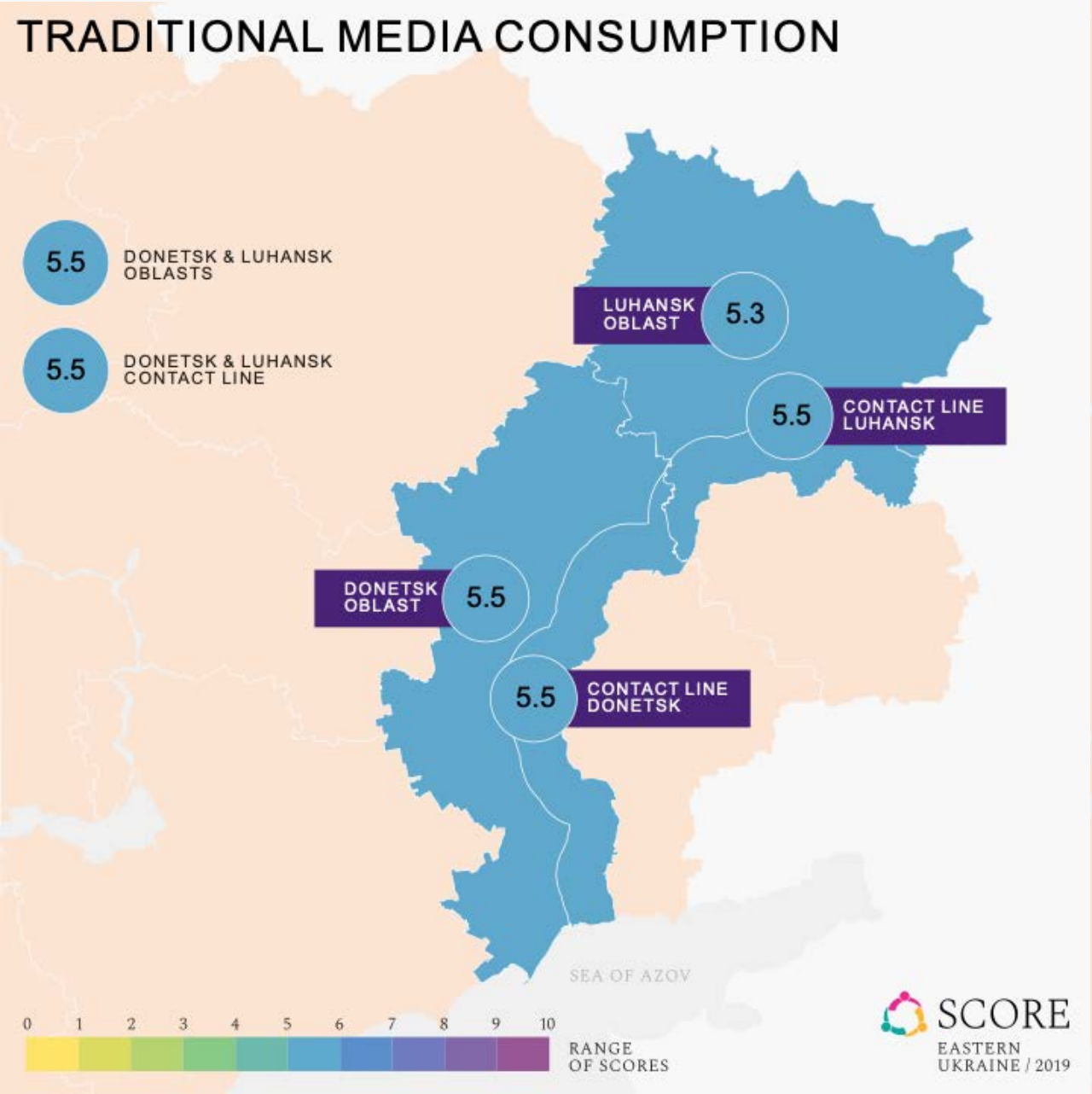
The degree to which one uses online media sources of information such as social media to keep up with current affairs

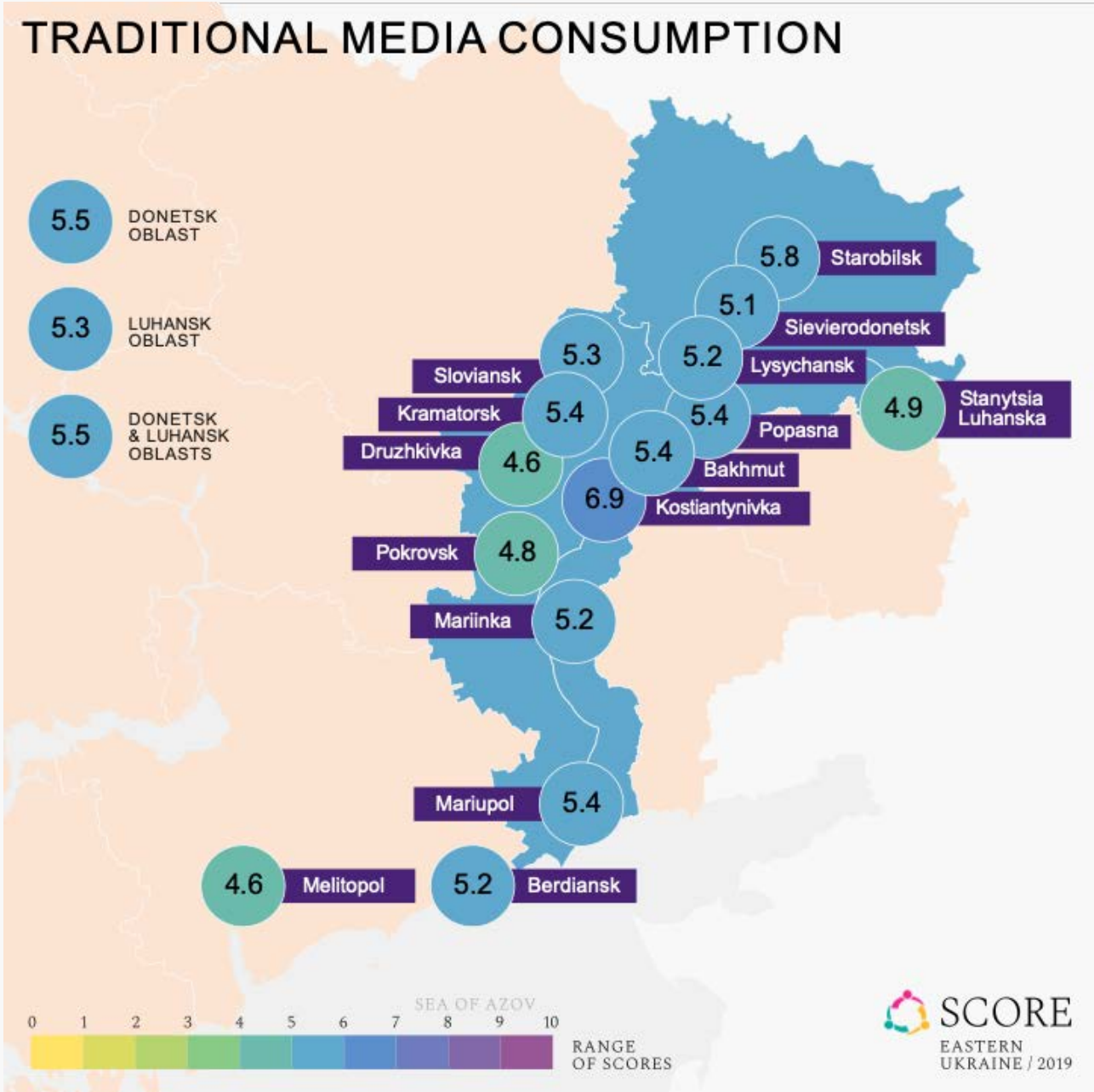


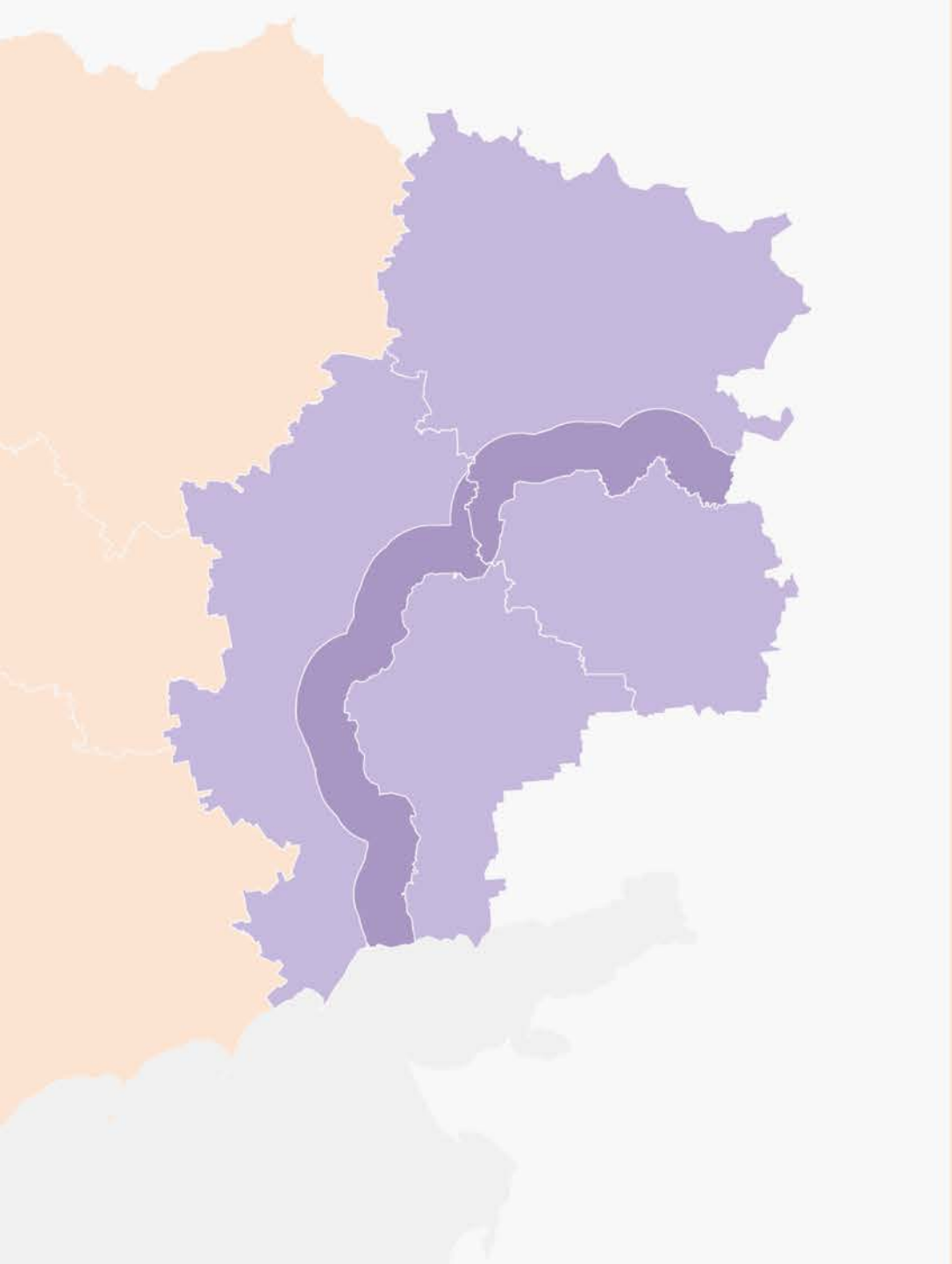


Traditional media consumption

The degree to which one uses traditional media sources of information such as radio, TV and newspapers to keep up with current affairs







Political orientations and attitudes

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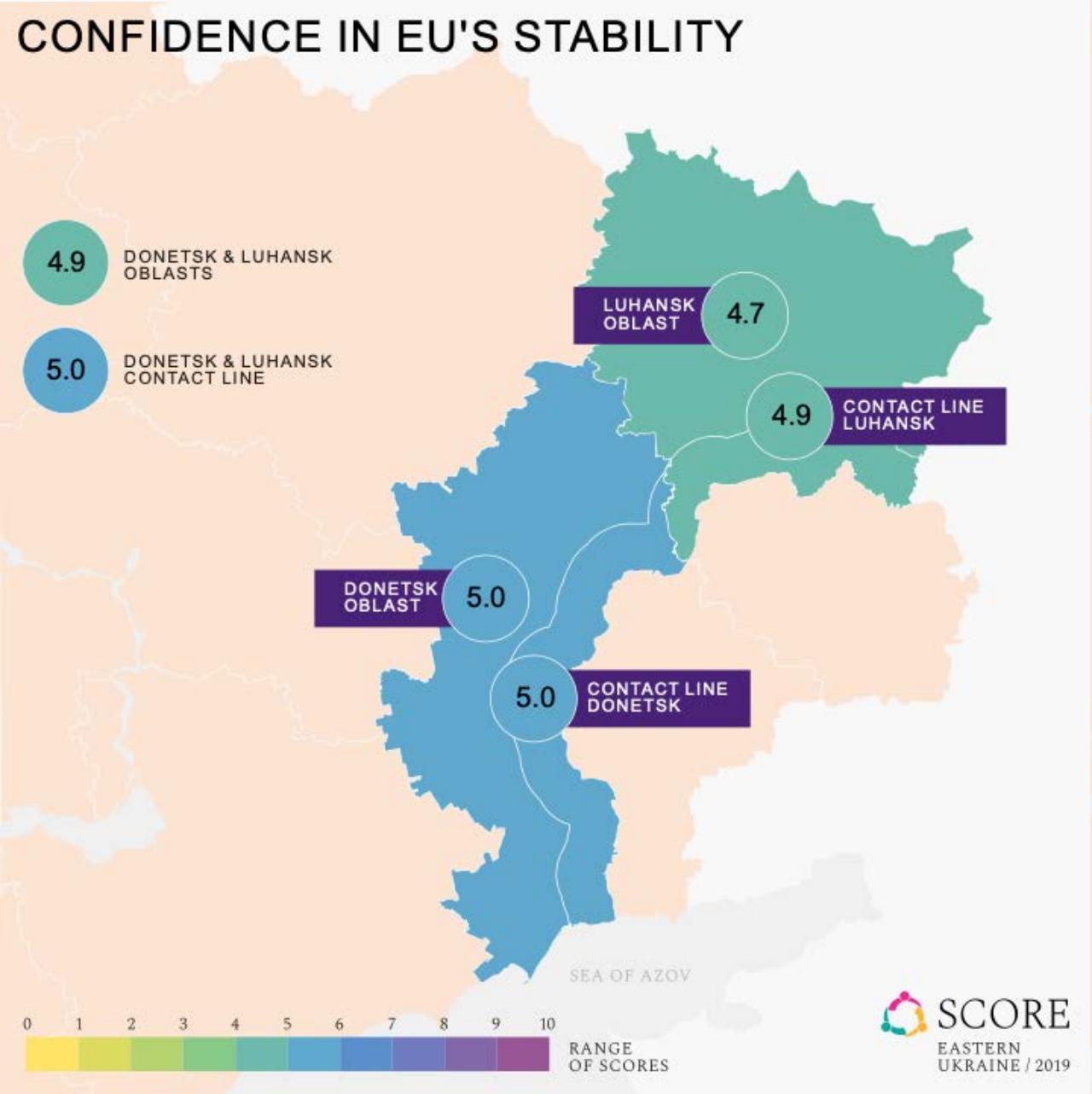
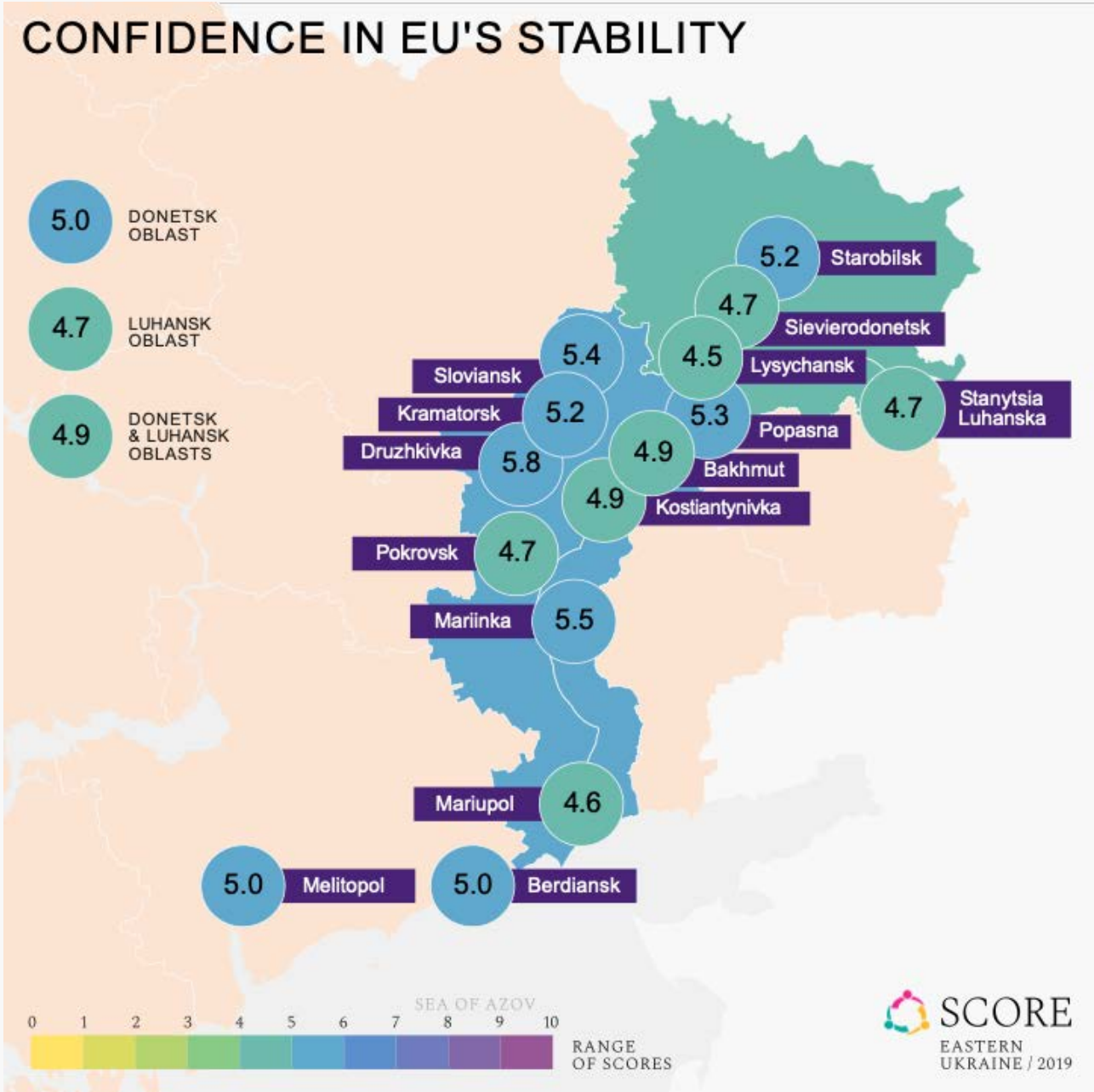
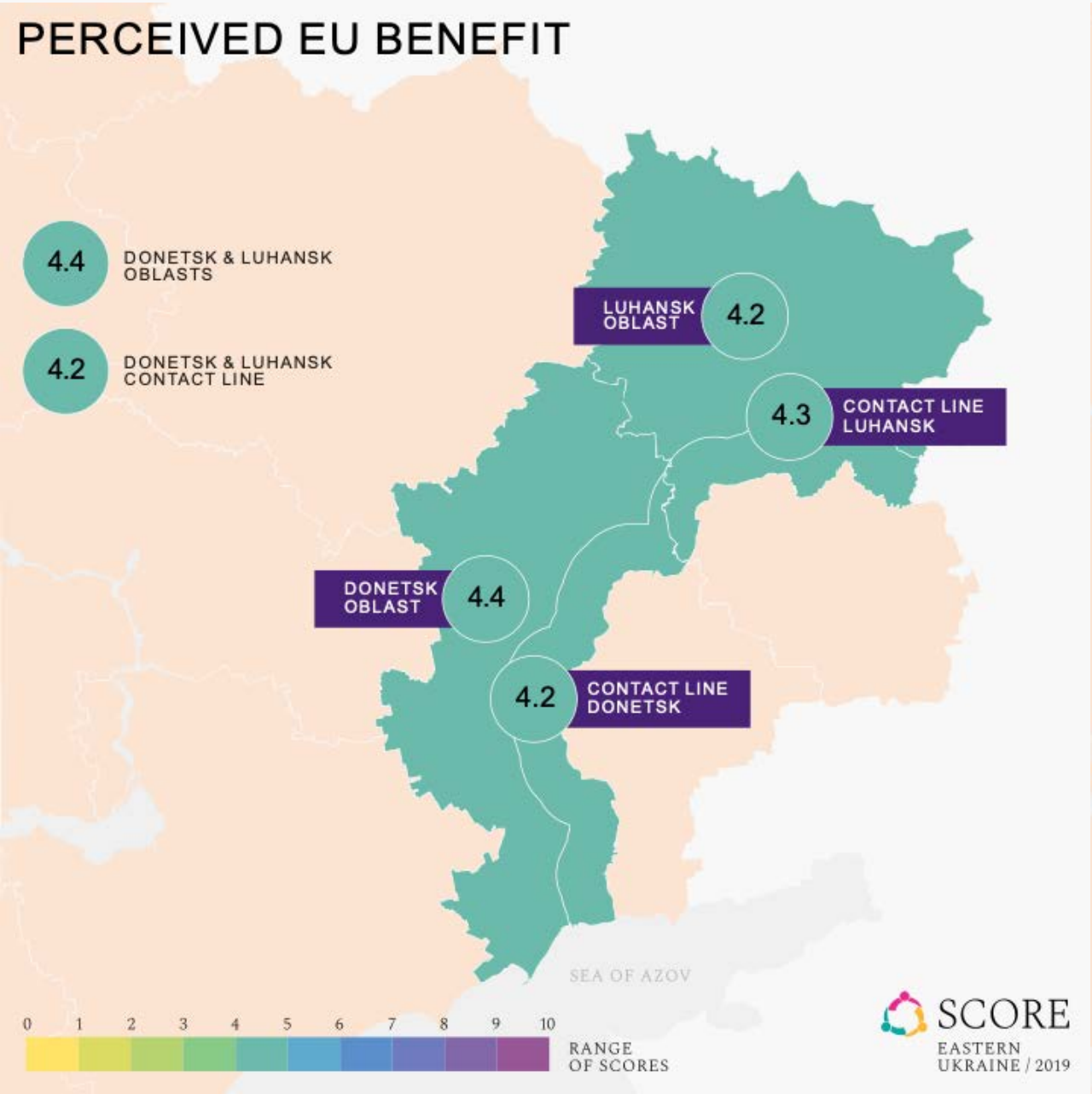
Confidence in EU's stability

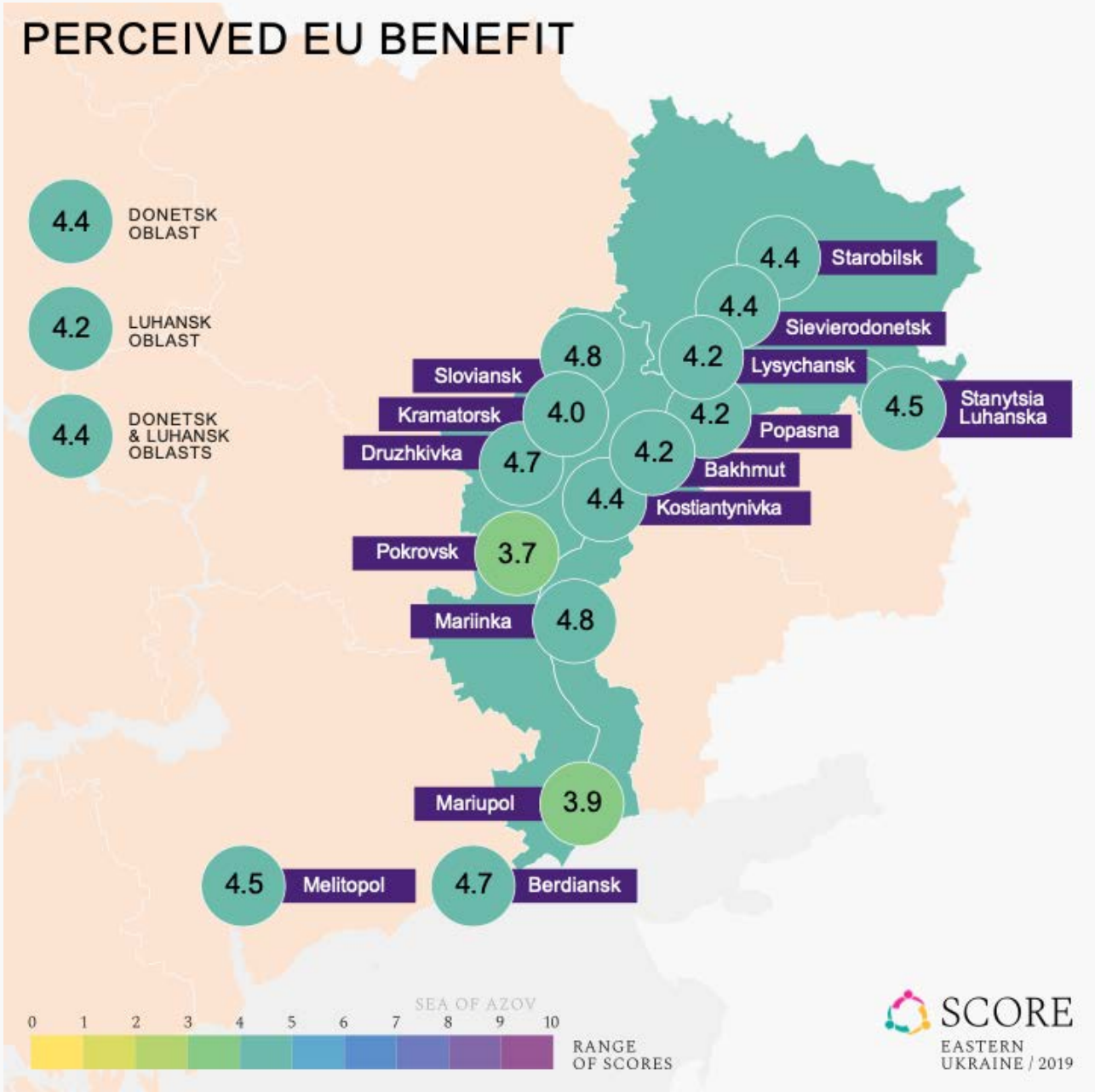
The degree to which one believes that the EU is thriving and growing stronger





Perceived EU benefit *The degree to which one believes EU membership brings benefits to all countries who join and will benefit different sectors in Ukraine (e.g. manufacturing, farming, education, services)*

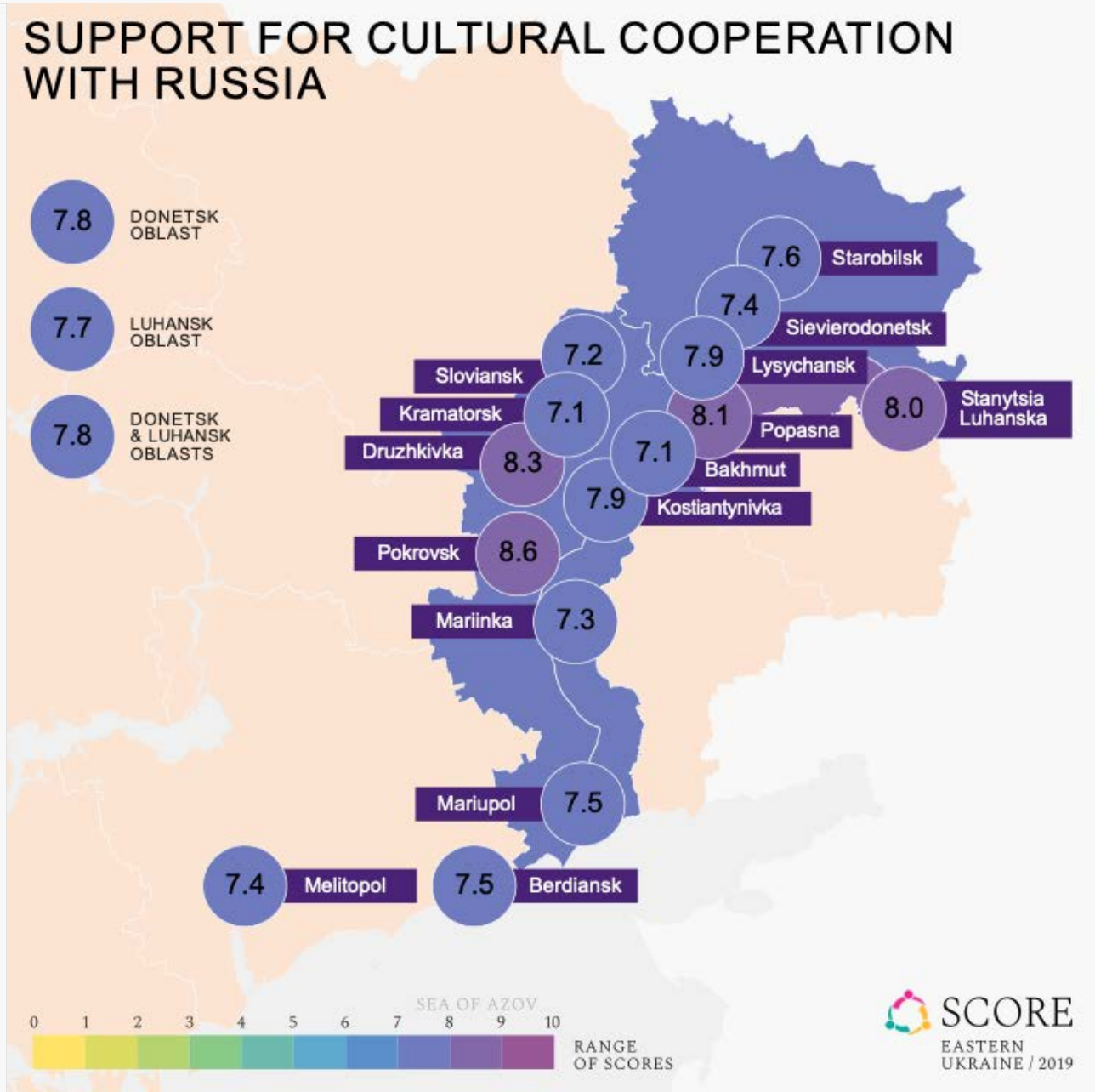




Pro-Russia orientation *The degree to which one supports Eurasian Economic Union with Russia, Belarus, Armenia, Kyrgyzstan and Kazakhstan, and believes that Ukrainians and Russians are one people and that Ukraine cannot thrive without Russia*

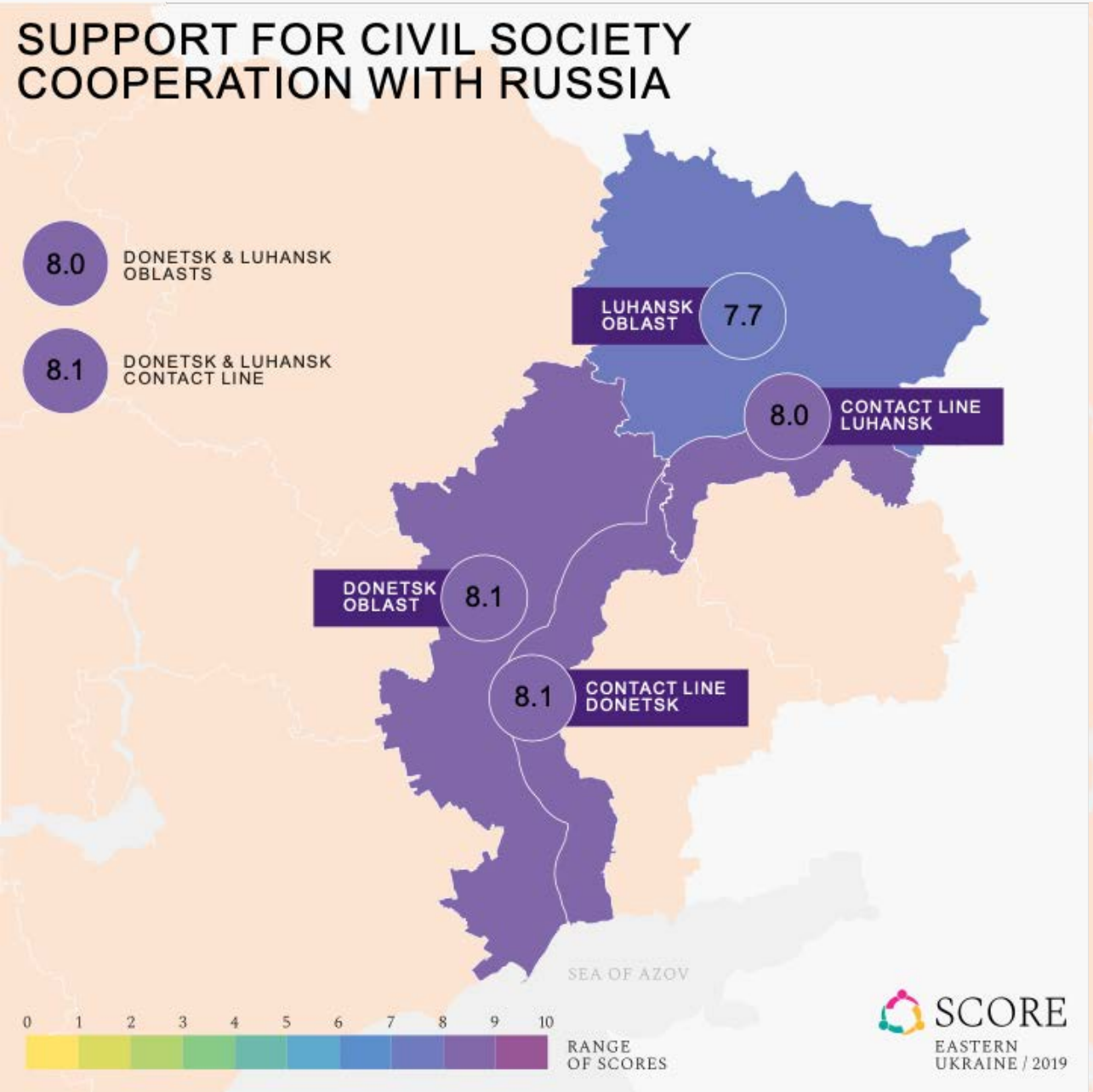
Support for cooperation with Russia (overall)

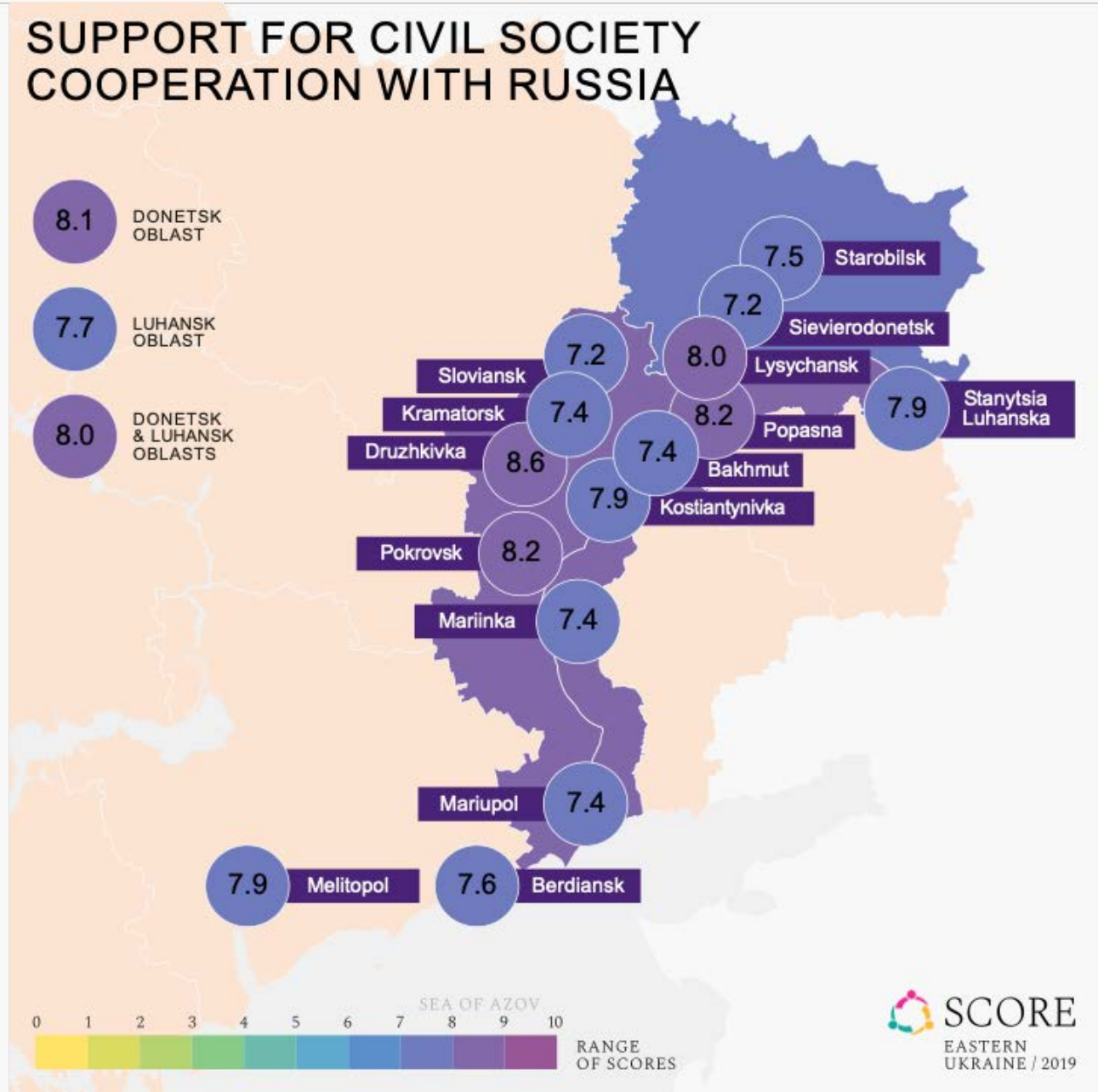
The combined level of support for necessity to maintain and develop economic, civic, political, cultural and family ties with Russia



Support for civil society cooperation with Russia

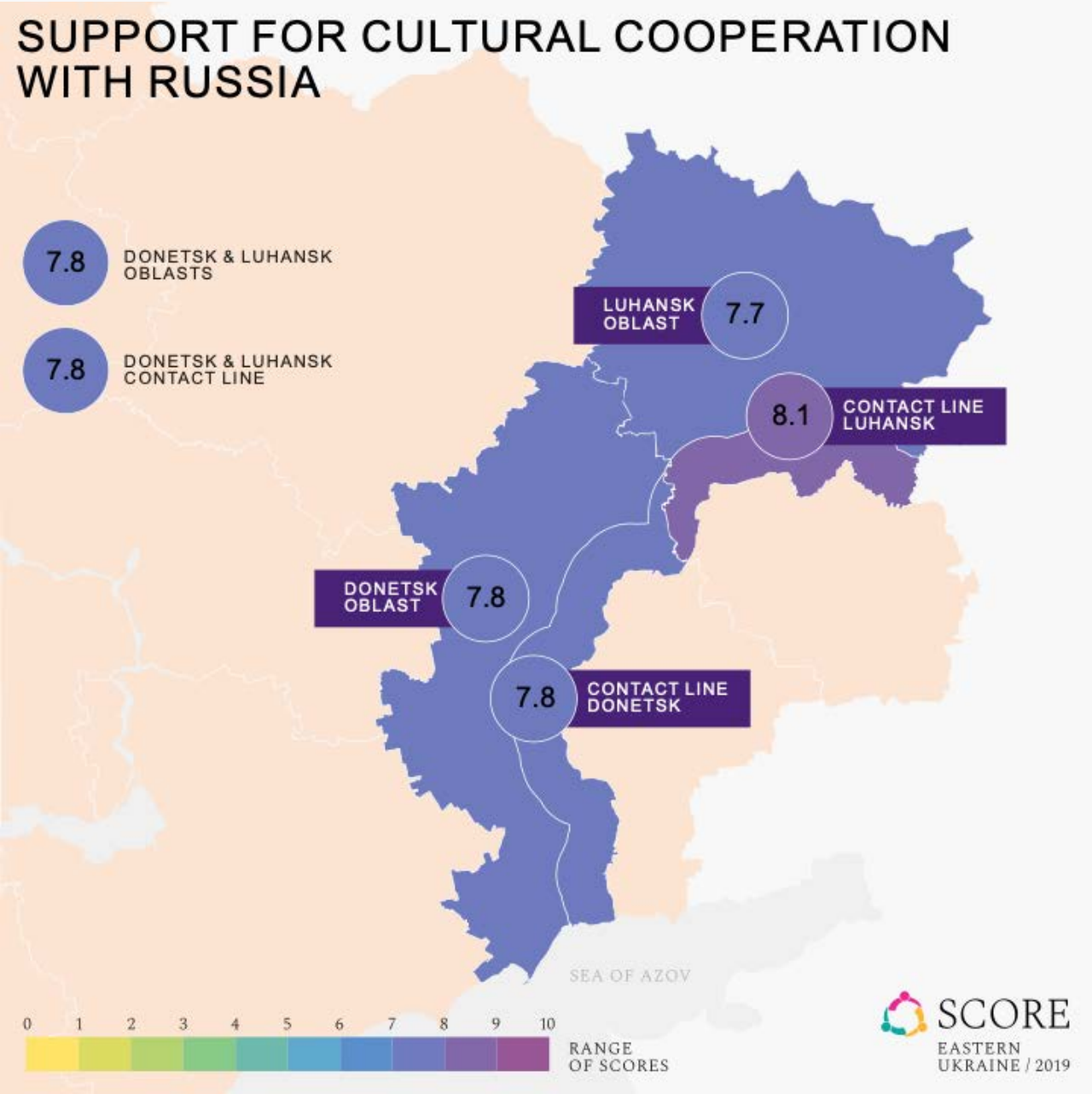
The degree to which one finds maintaining and developing cooperation ties with civil society in Russia necessary

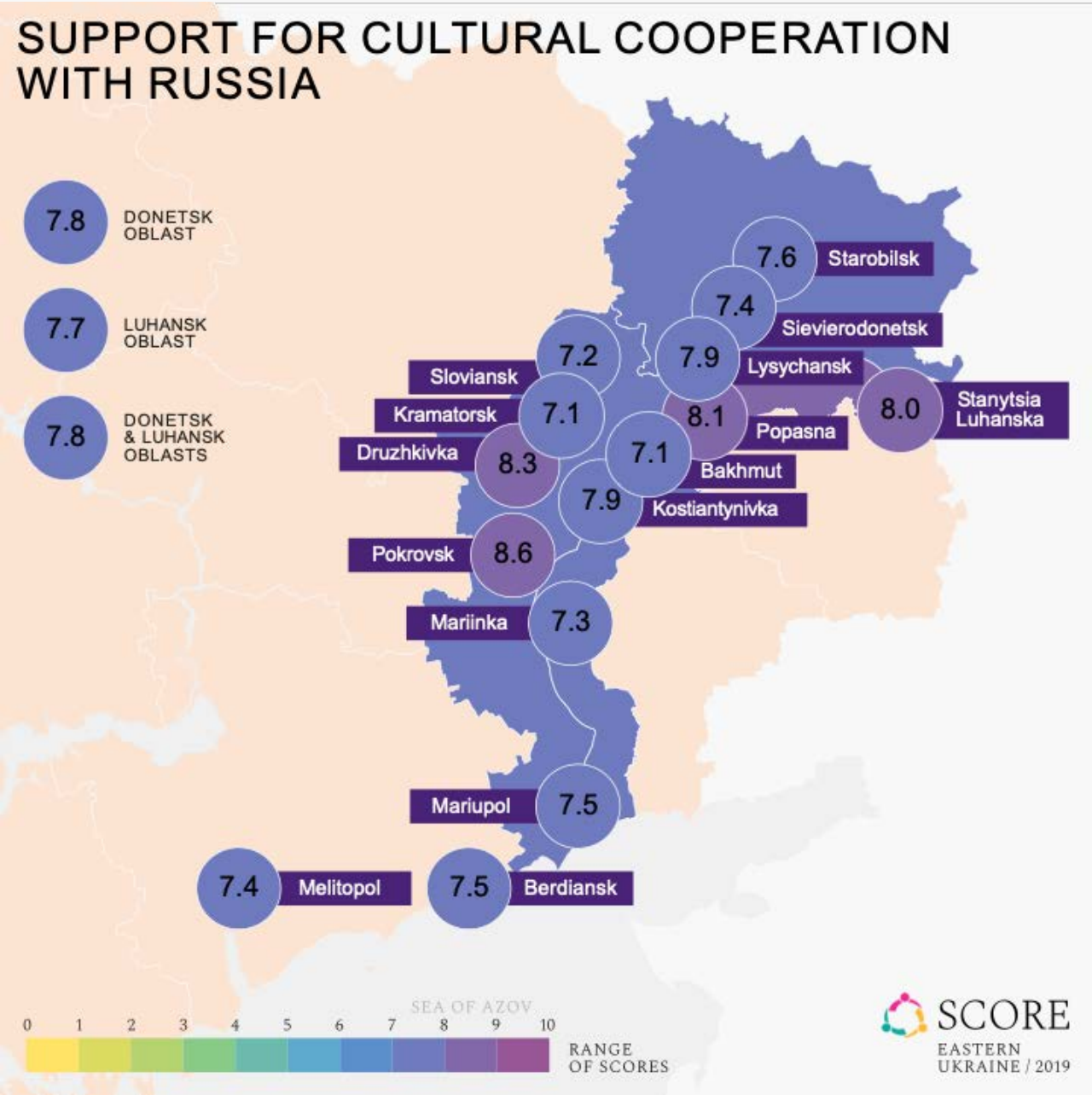




Support for cultural cooperation with Russia

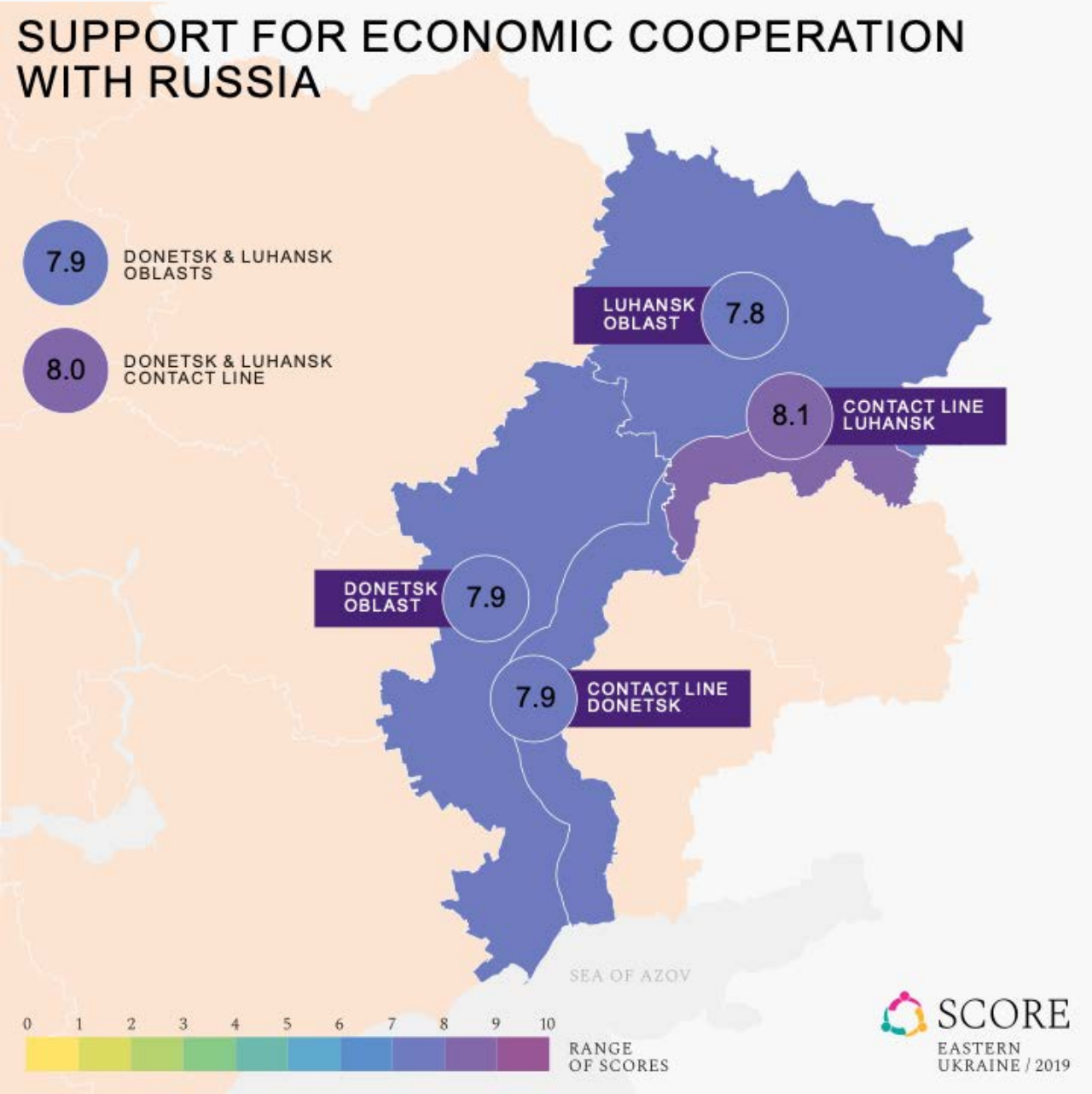
The degree to which one finds maintaining and developing cultural cooperation with Russia necessary

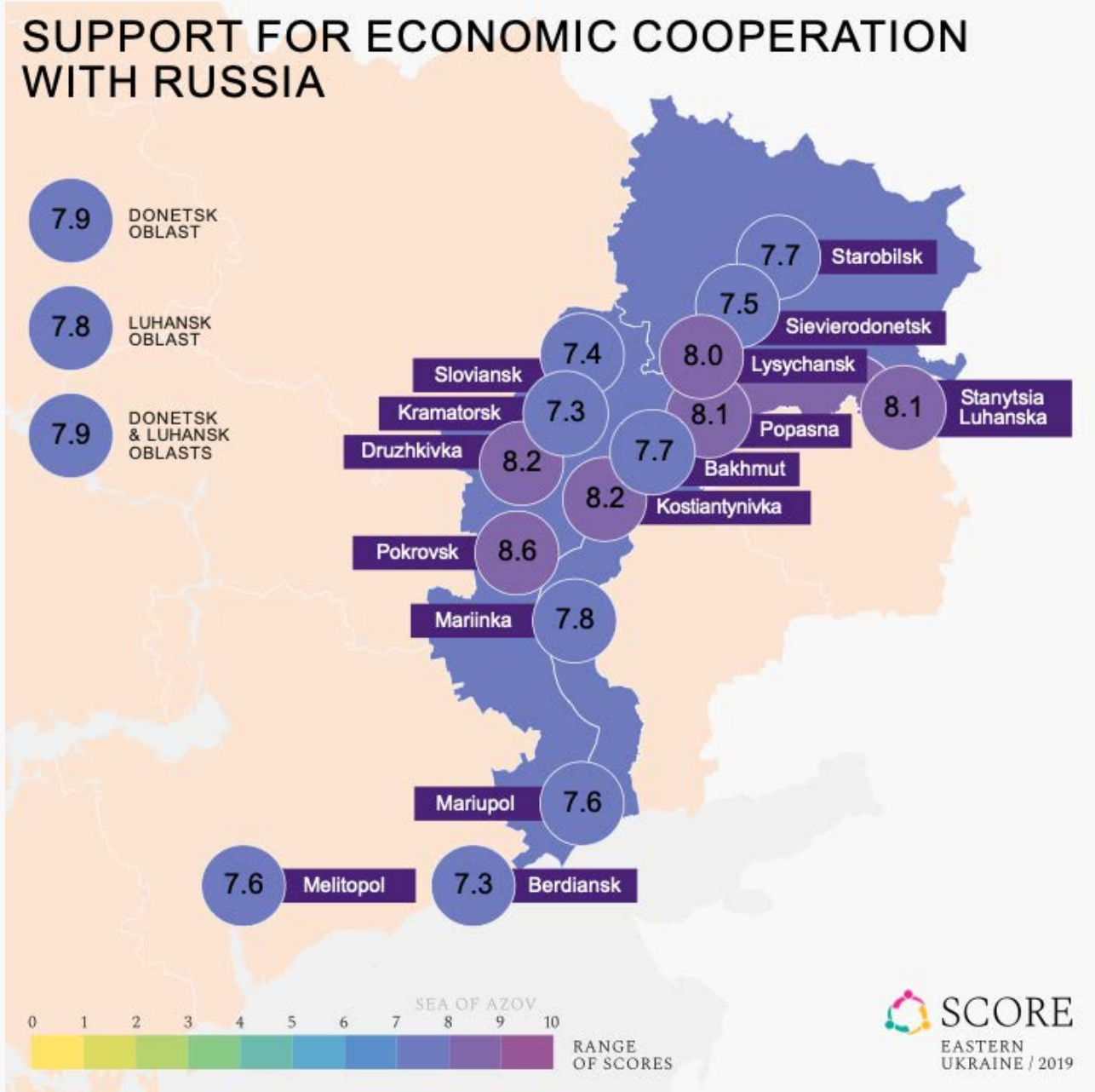




Support for economic cooperation with Russia

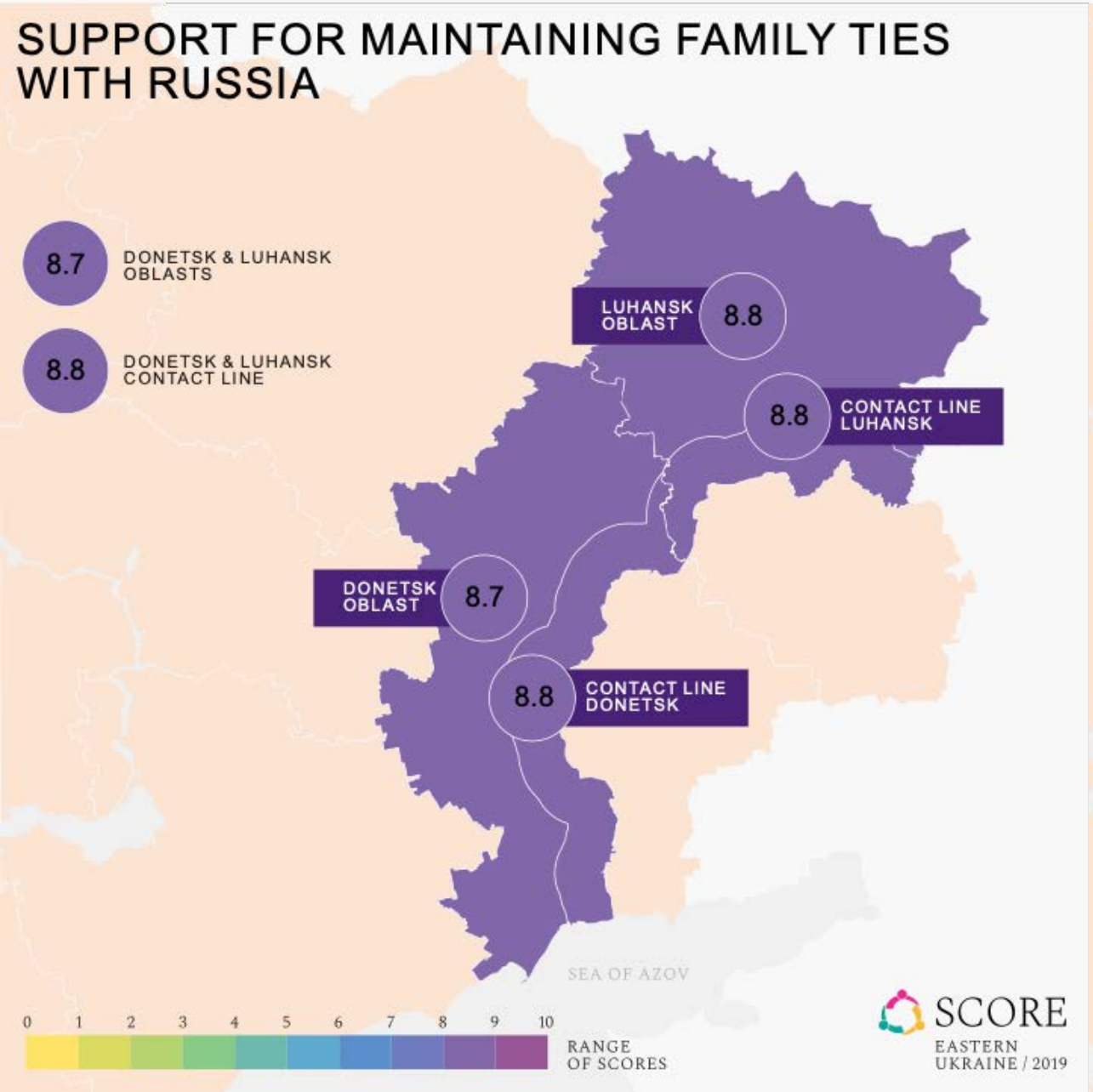
The degree to which one finds maintaining and developing economic cooperation with Russia necessary

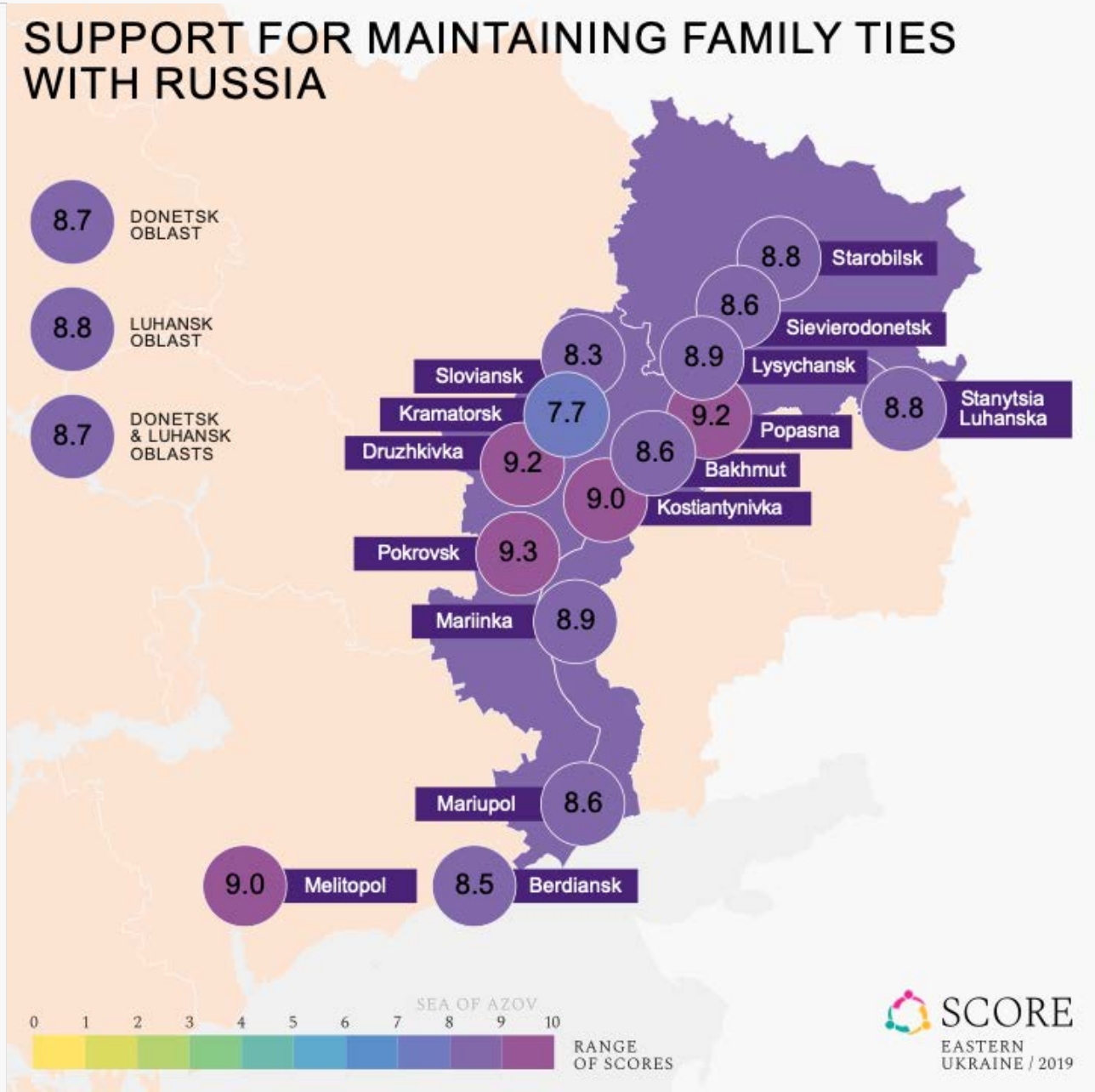




Support for maintaining family ties with Russia

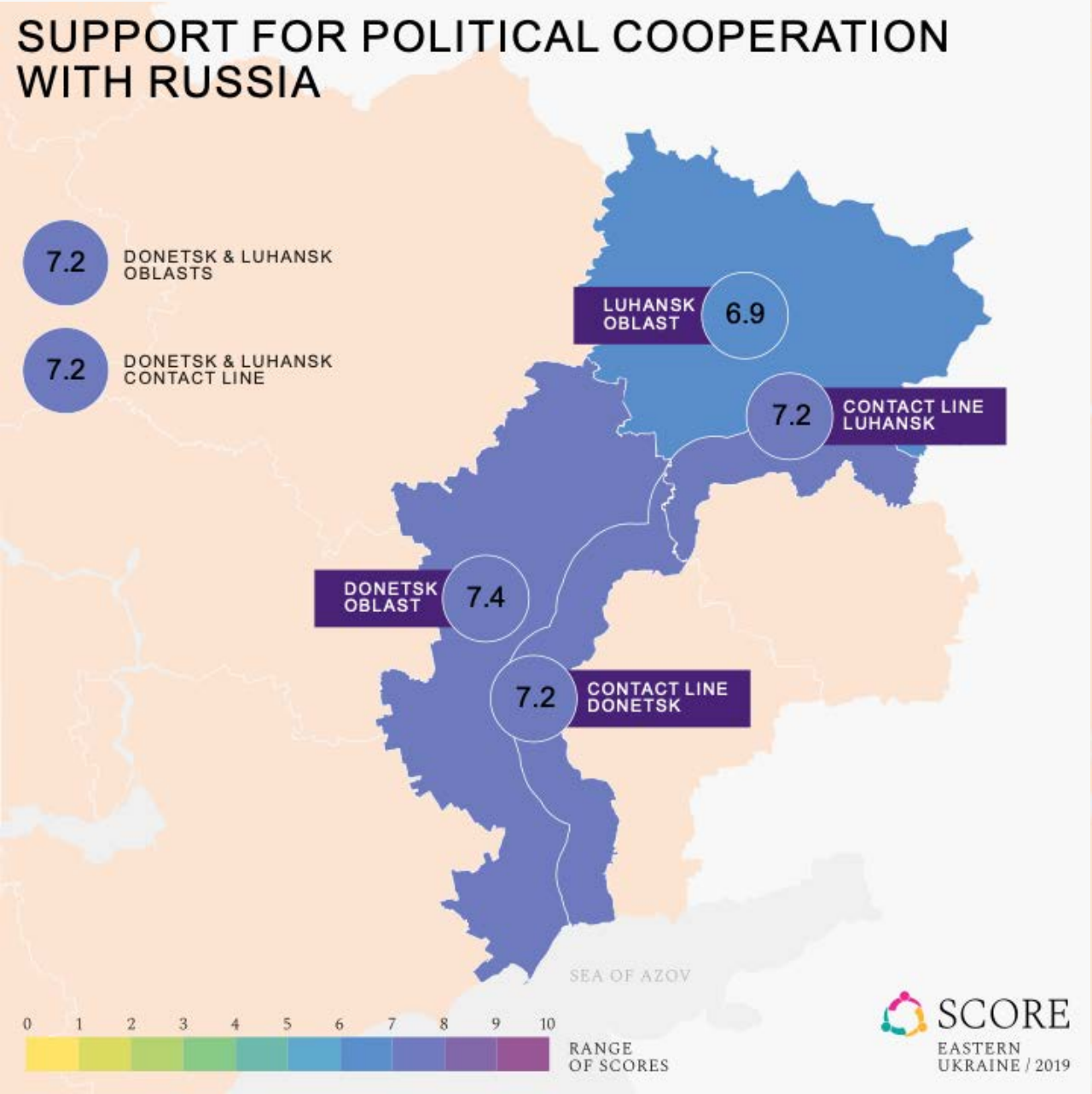
The degree to which one finds maintaining and developing family ties with Russia necessary

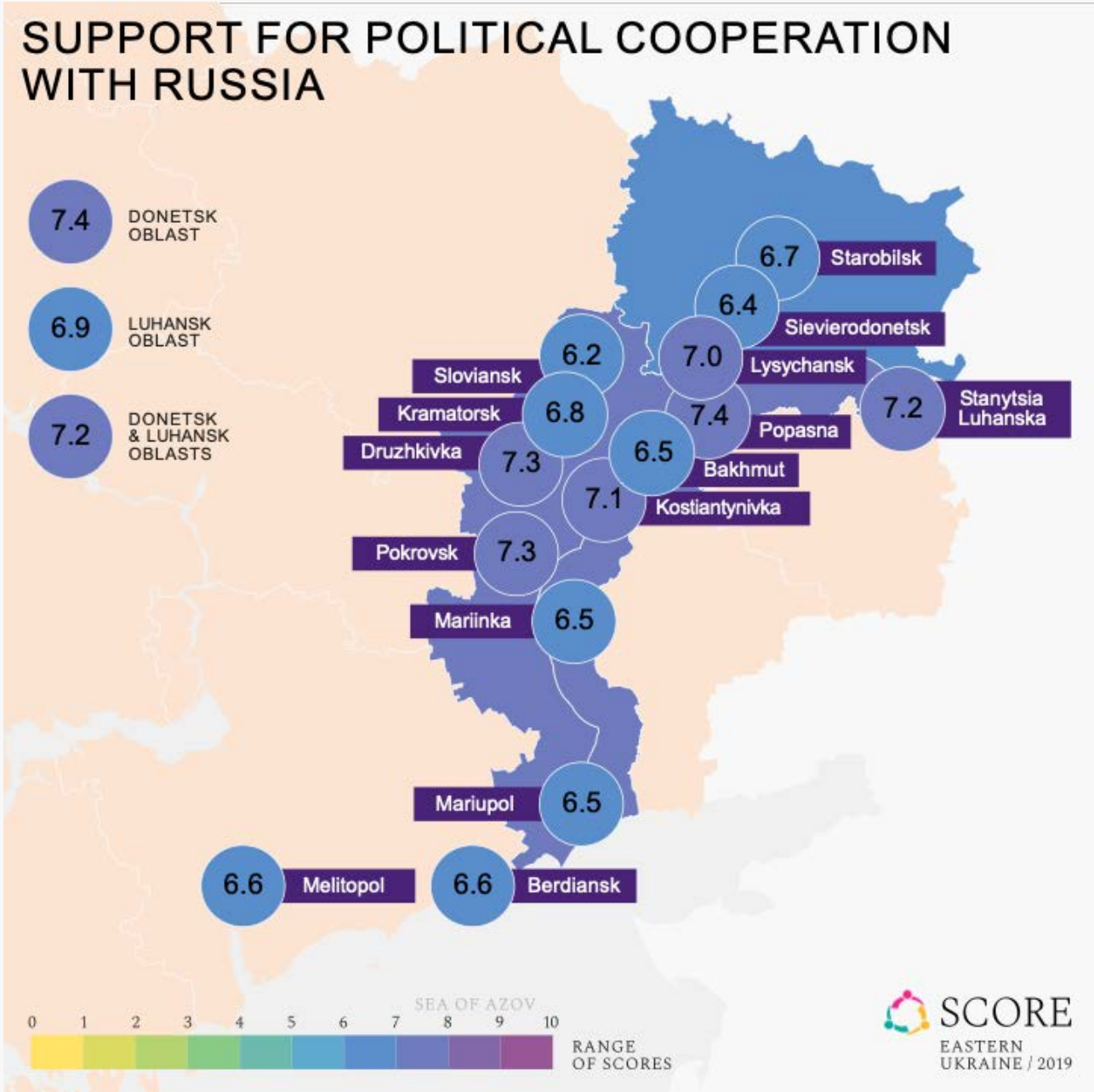




Support for political cooperation with Russia

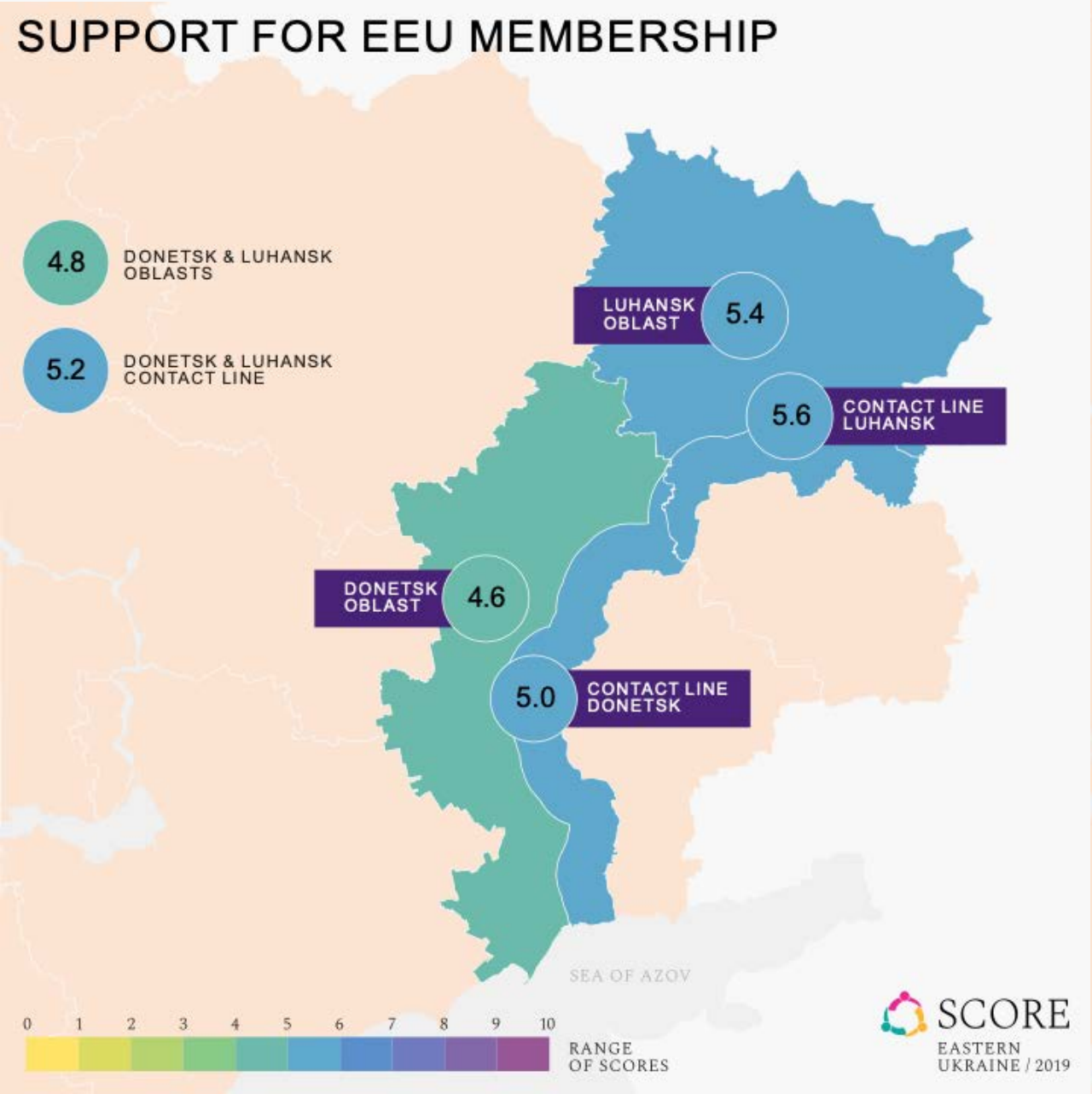
The degree to which one finds maintaining and developing political cooperation with Russia necessary

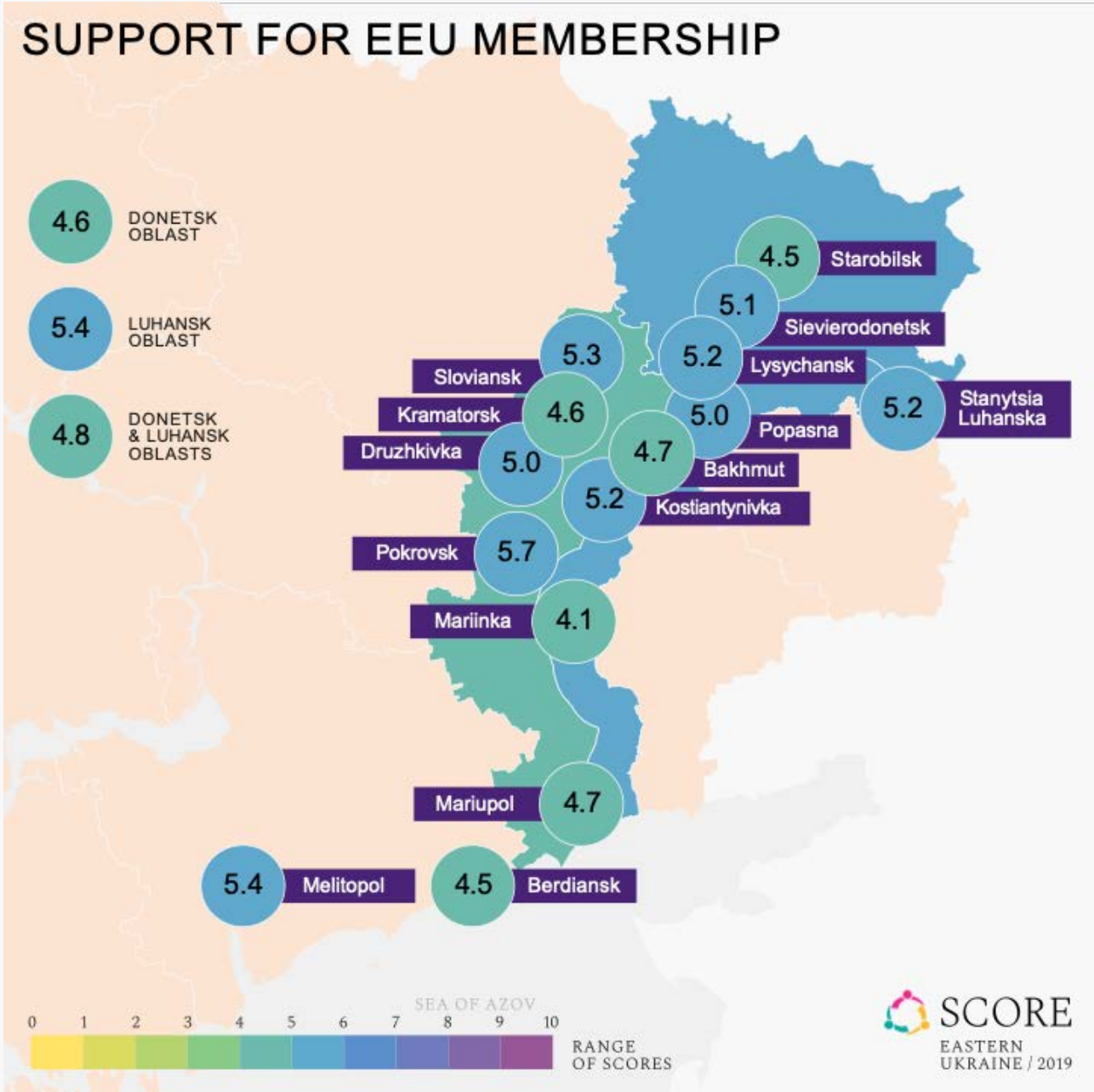




Support for EEU membership

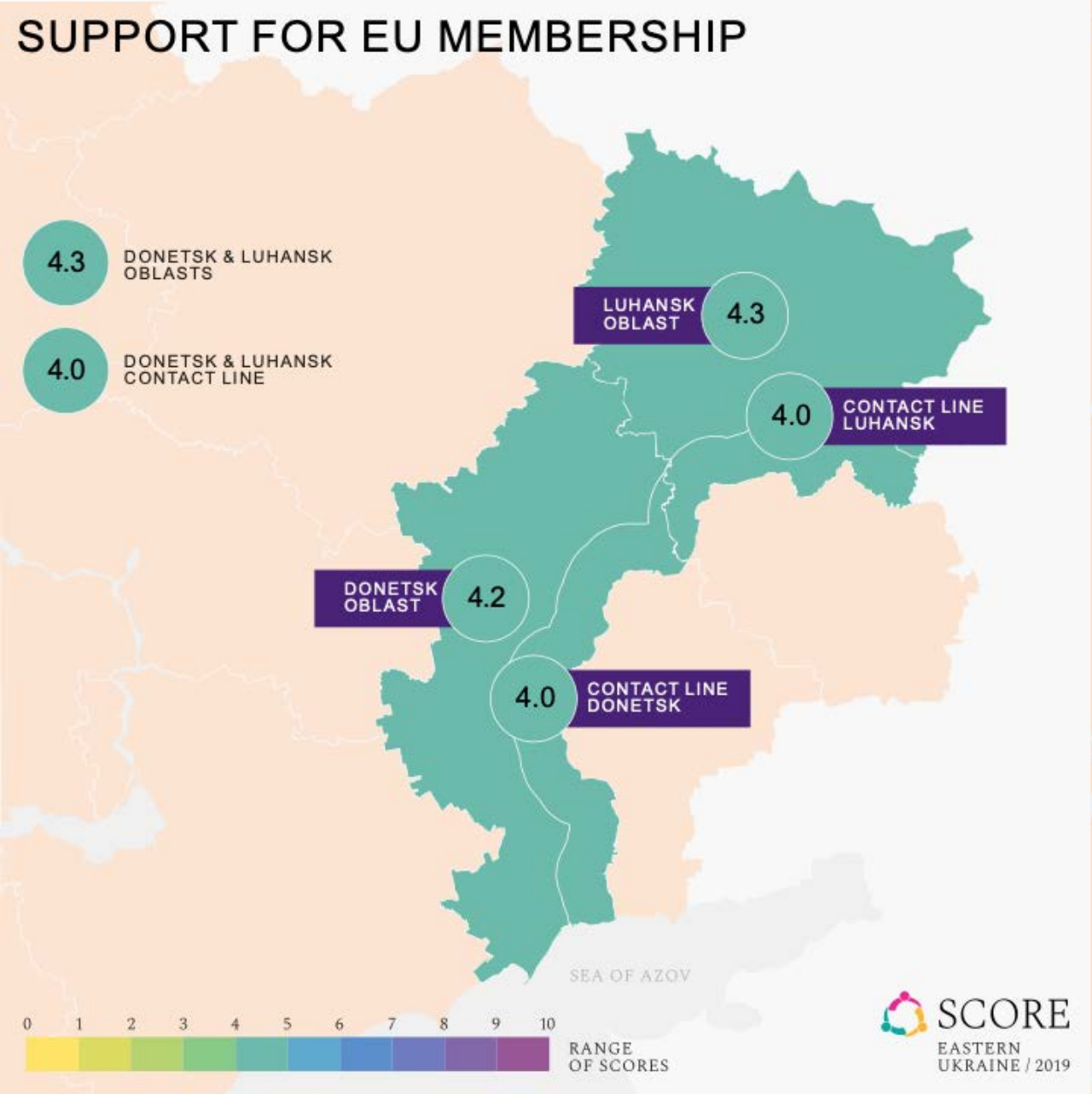
The level of support for Ukraine to become a member of the Eurasian Economic Union with Russia, Belarus, Armenia, Kyrgyzstan and Kazakhstan

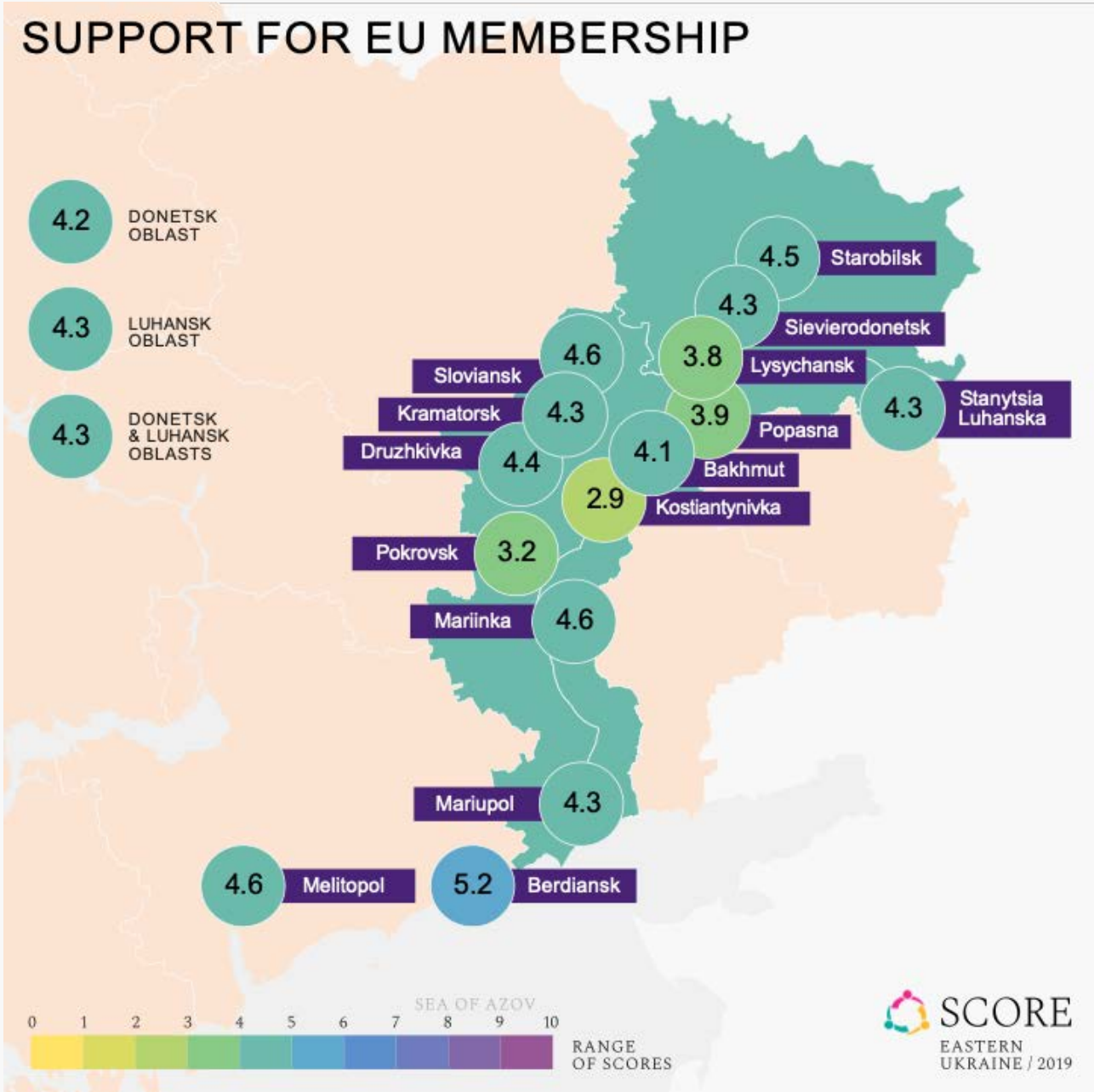




Support for EU membership

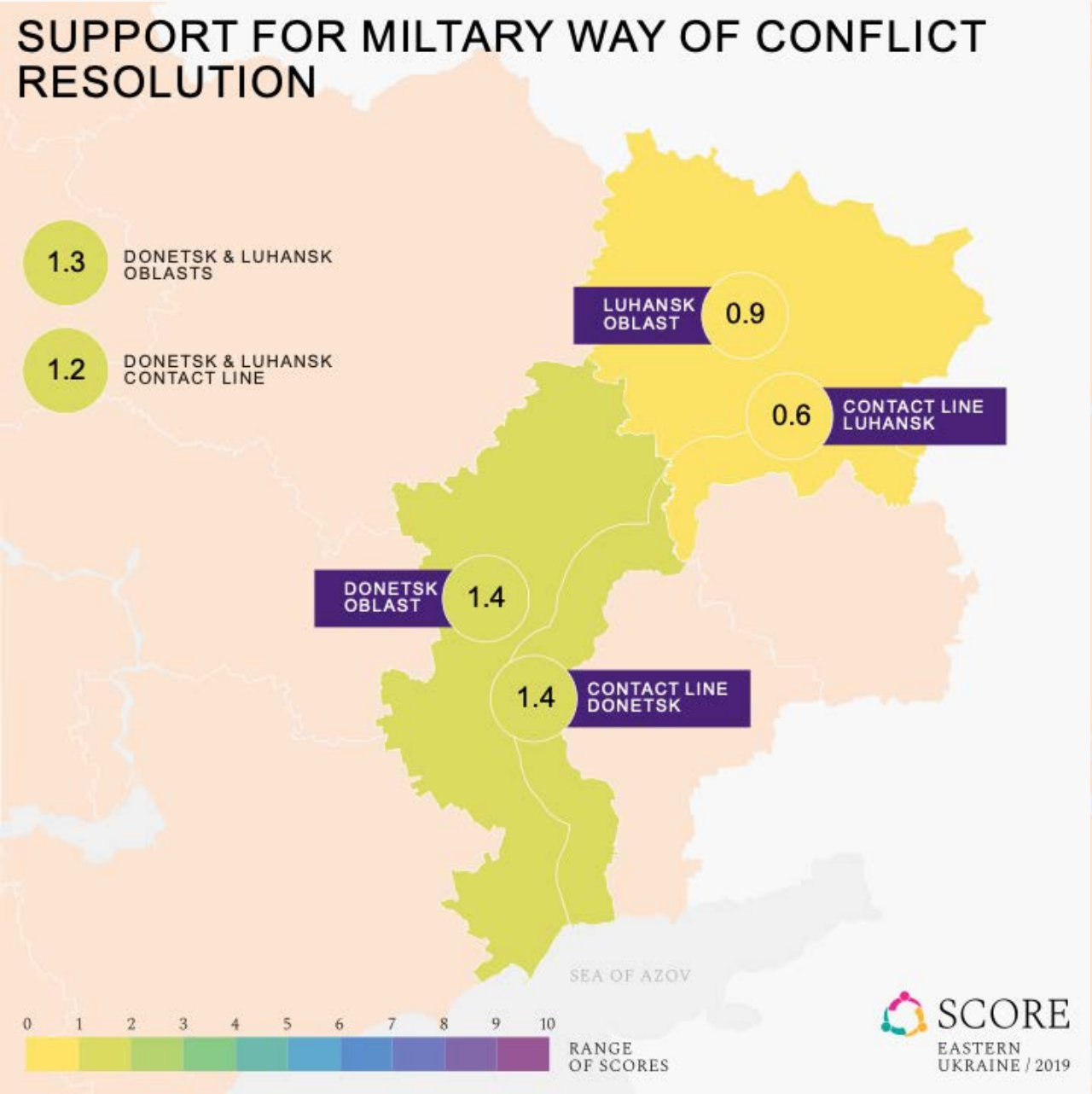
The level of support for Ukraine to become a member of the EU

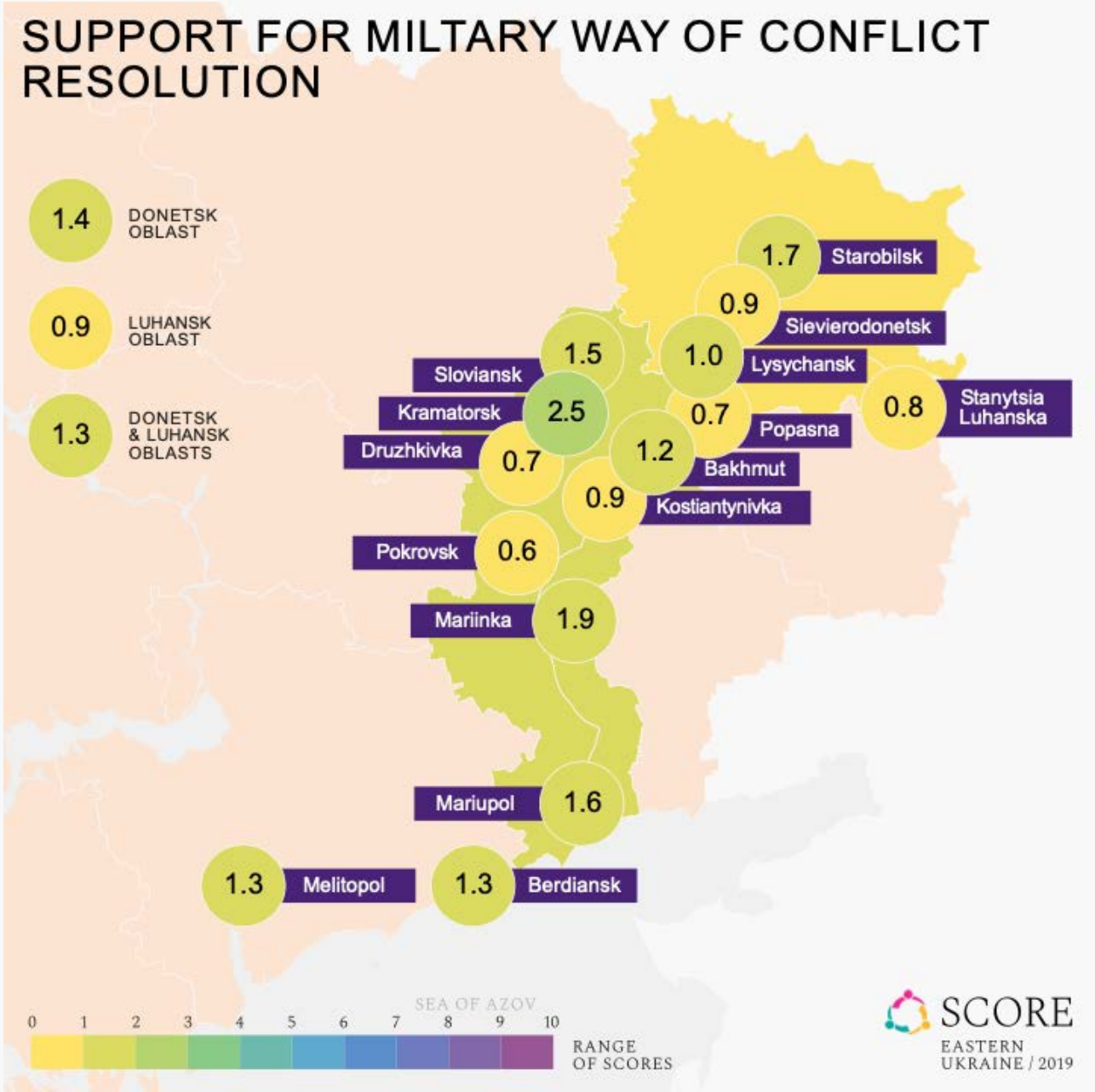




Support for military way of conflict resolution

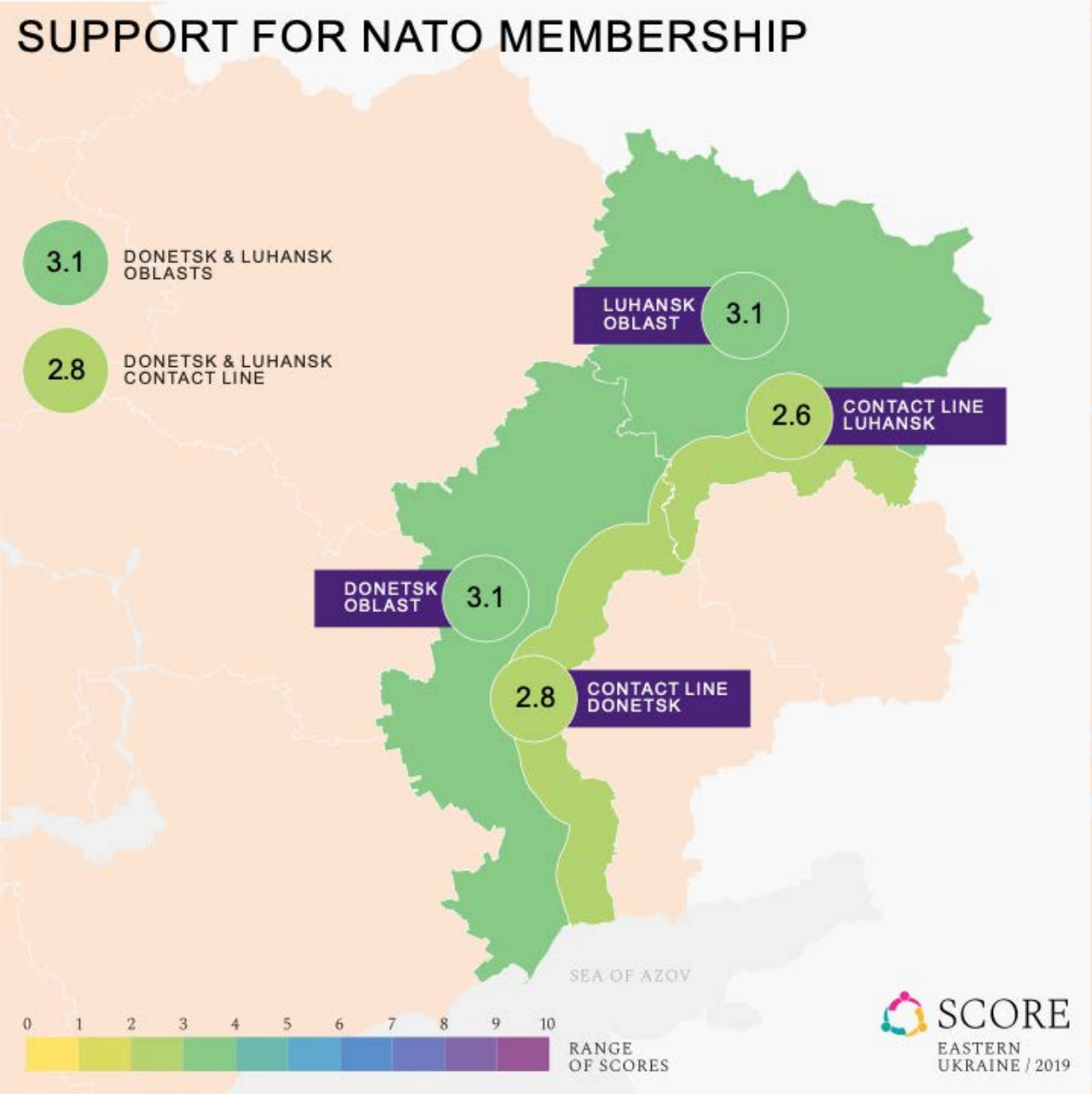
The level of support for exclusive focus on military operations as opposed to dialogue to end the conflict in eastern Ukraine

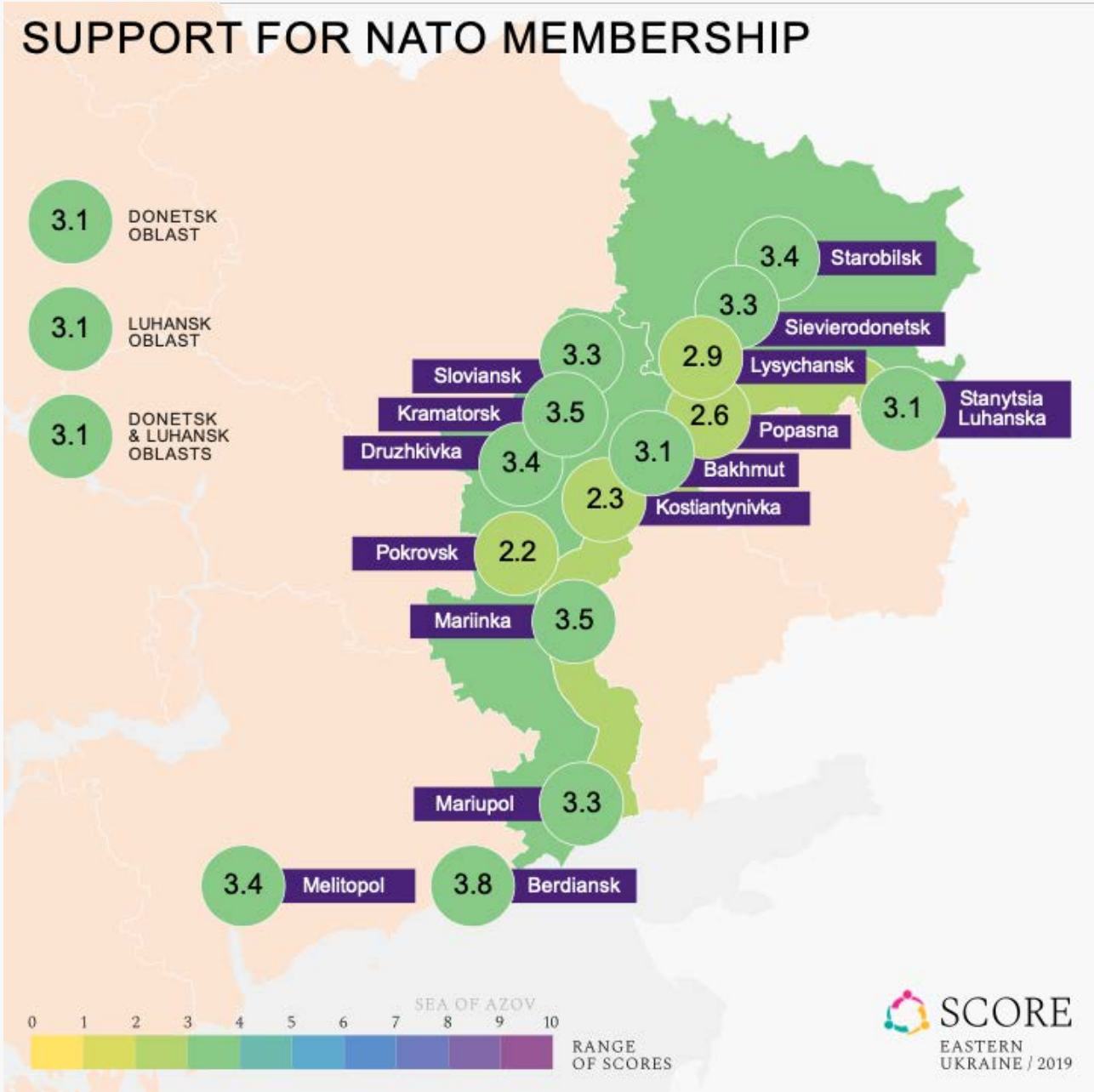




Support for NATO membership

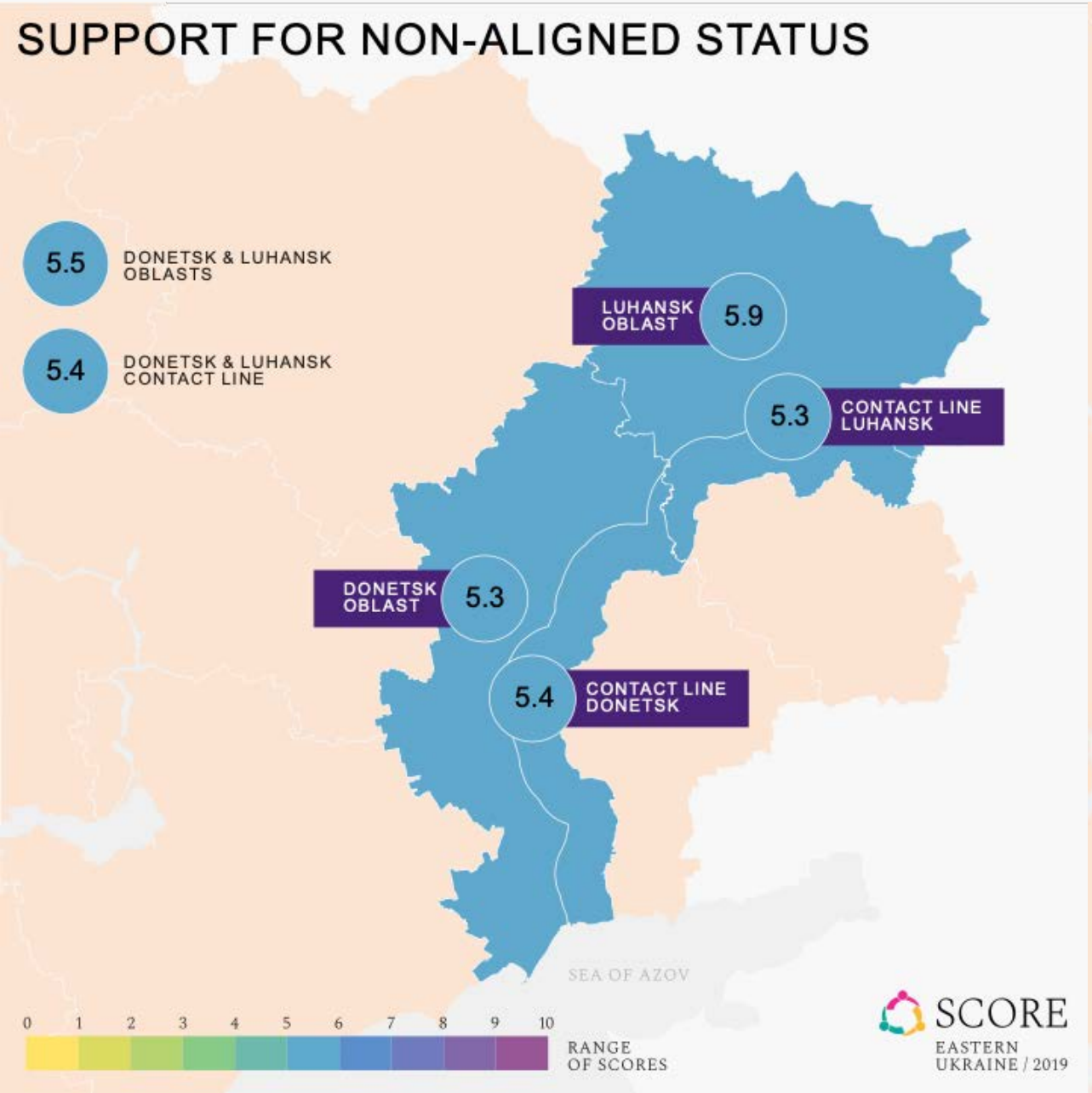
The level of support for Ukraine to become a member of NATO

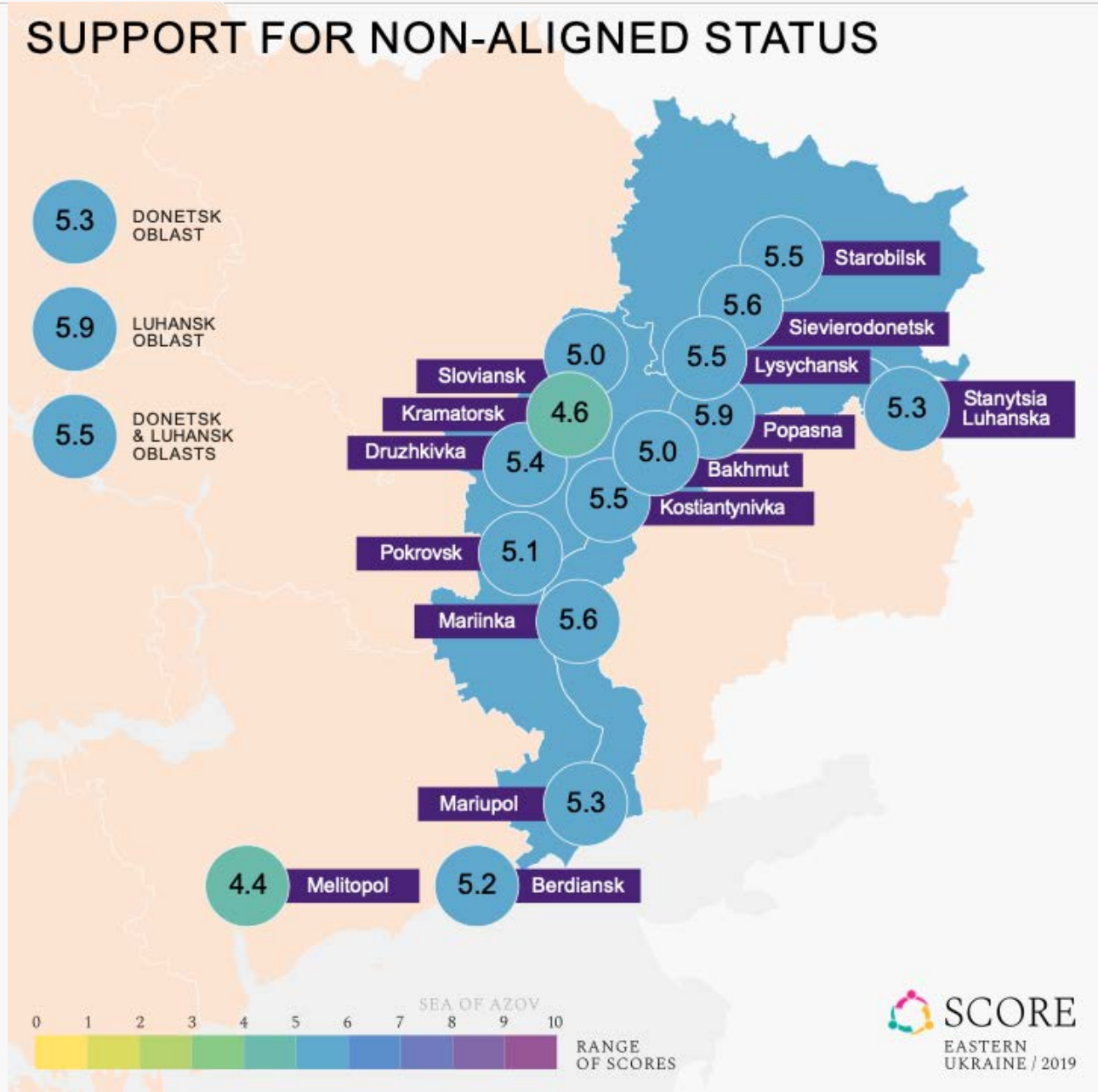


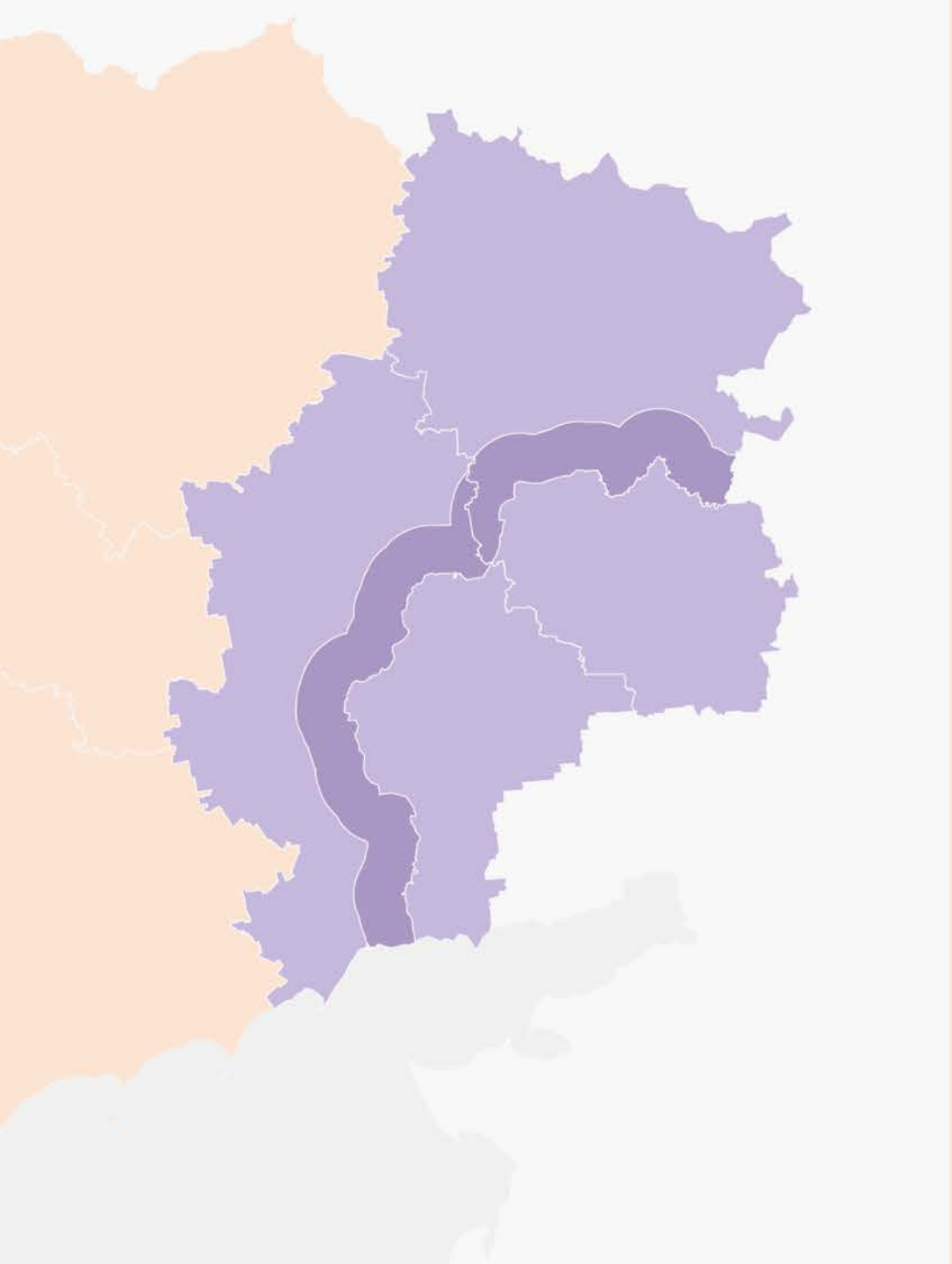


Support for non-aligned status

The degree to which one thinks that Ukraine should be strictly non-aligned and not join either pro-Western or pro-Russian entities







Psychosocial assets and skills

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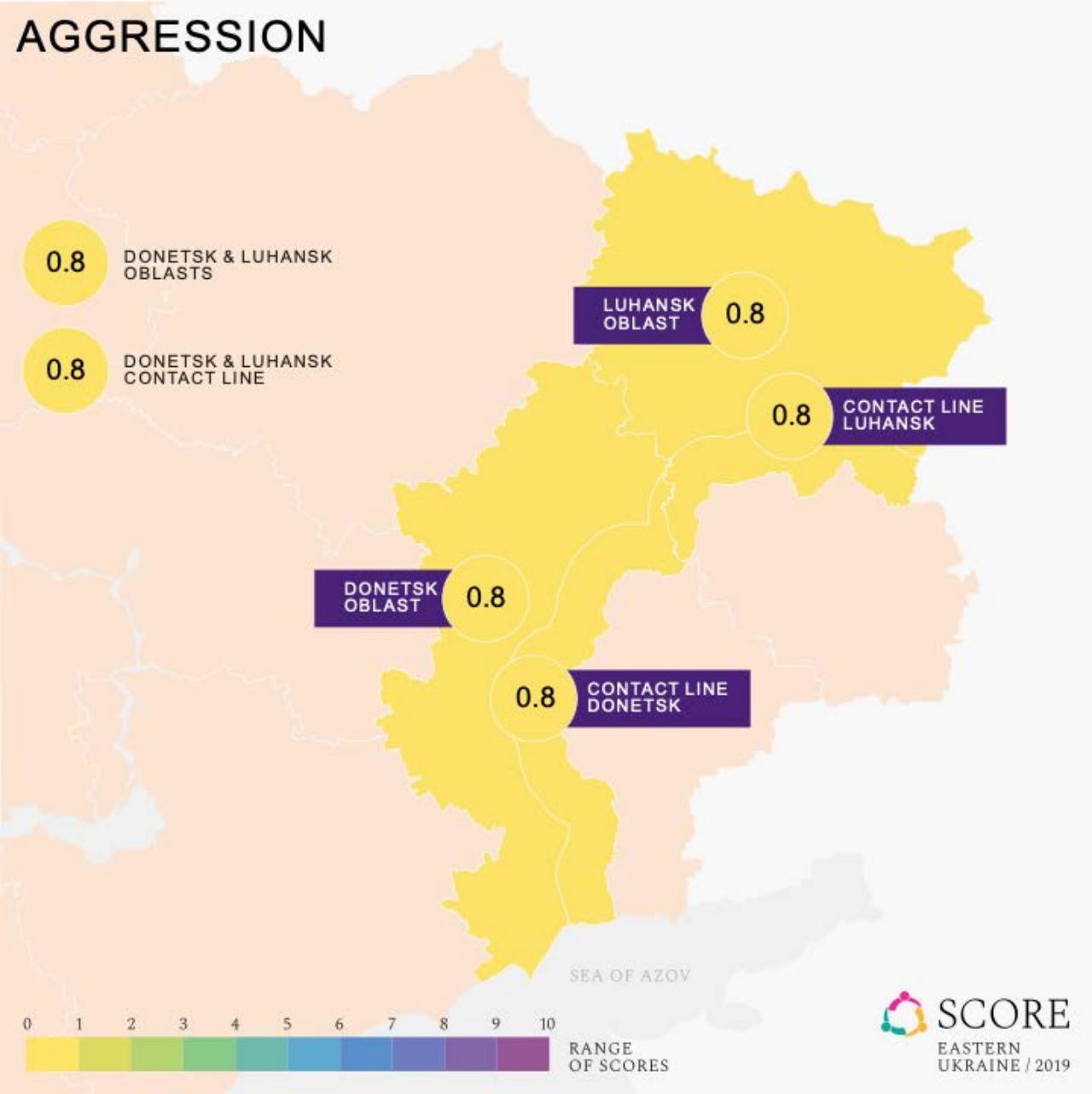
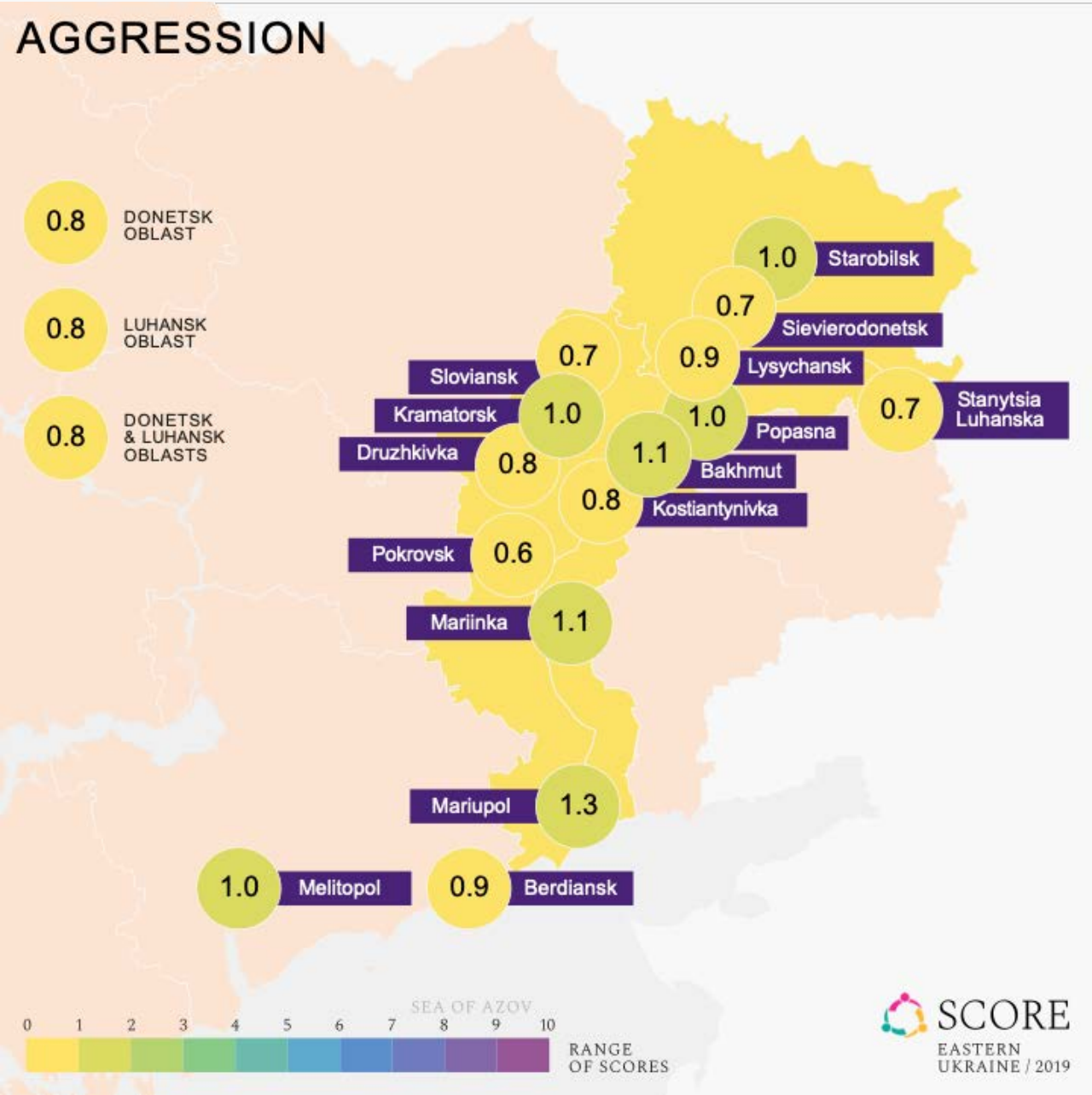
Aggression

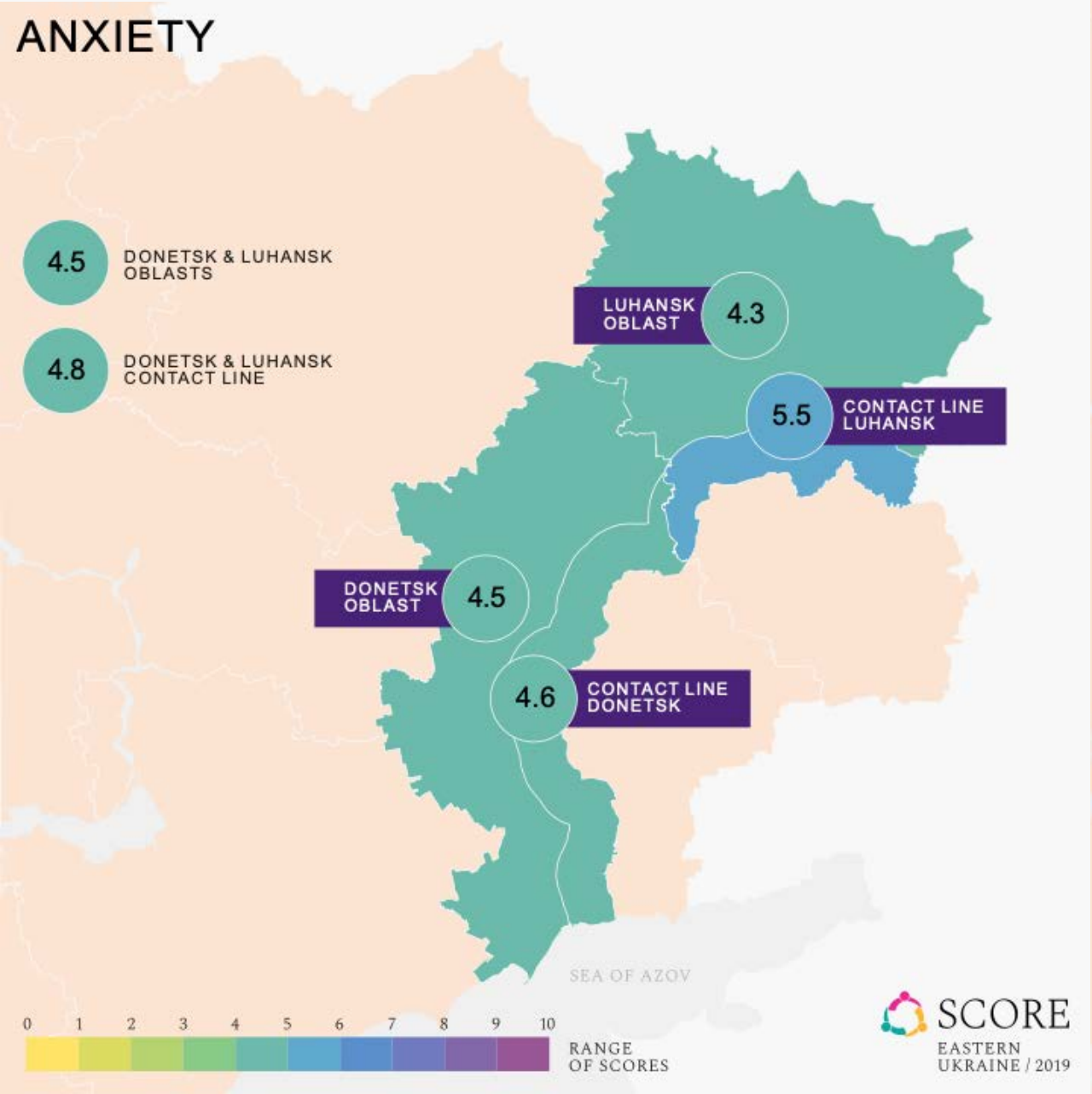
The degree to which one is aggressive in daily life, such as frequently getting into fights and confrontations

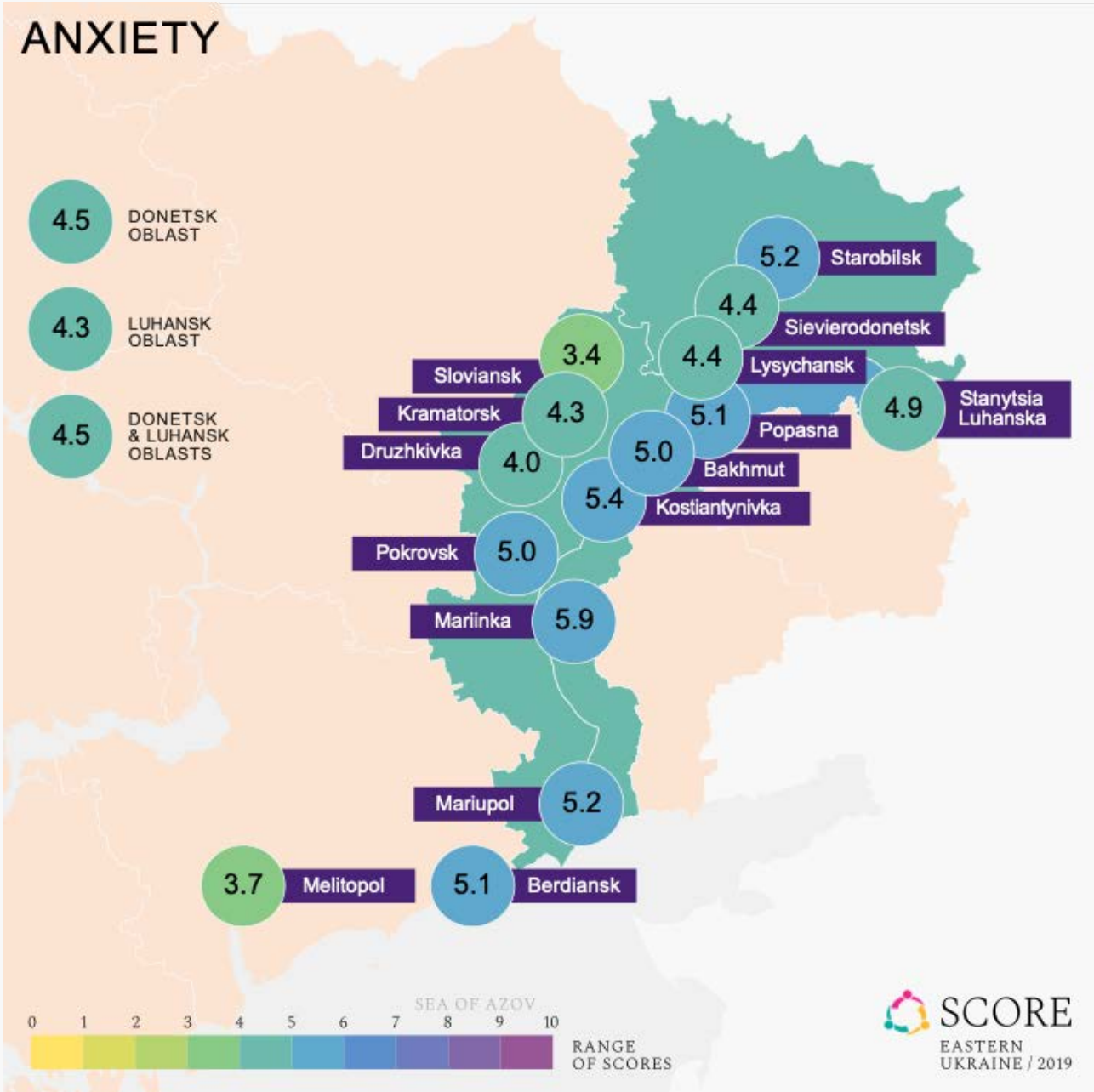




Anxiety

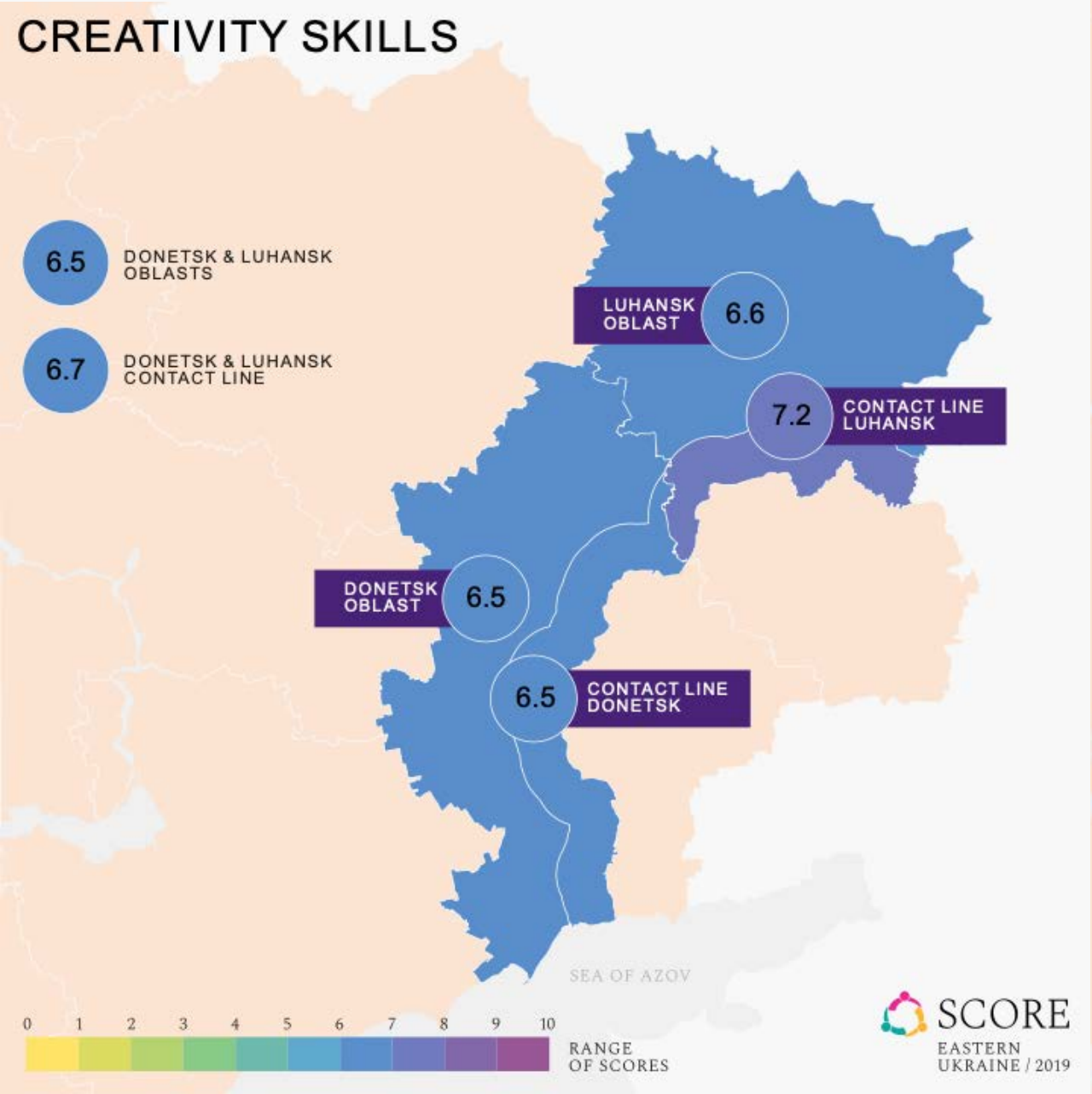
The degree to which one feels anxious and insecure, to the extent that they find it difficult to stop worrying and to relax

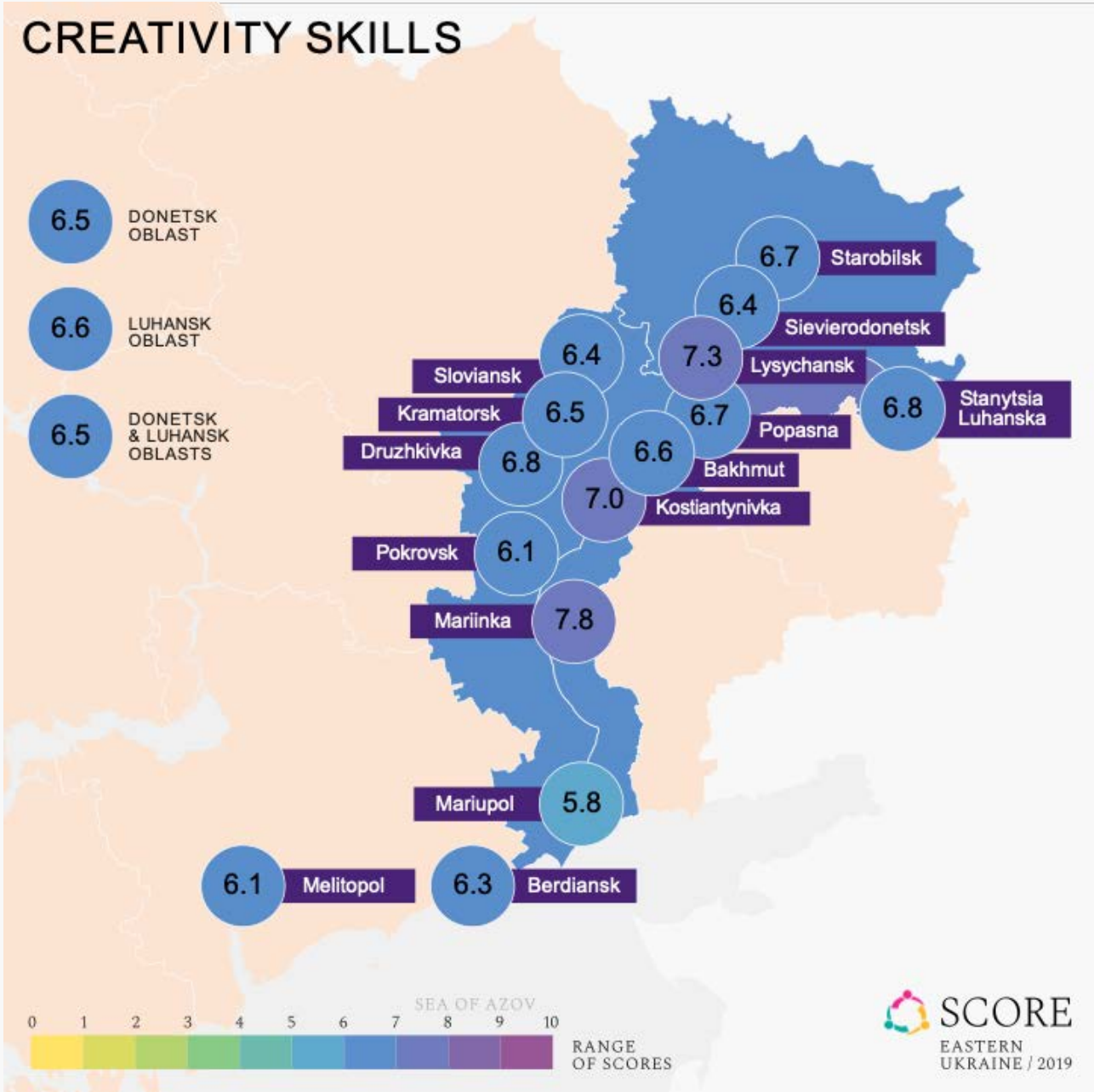




Creativity skills

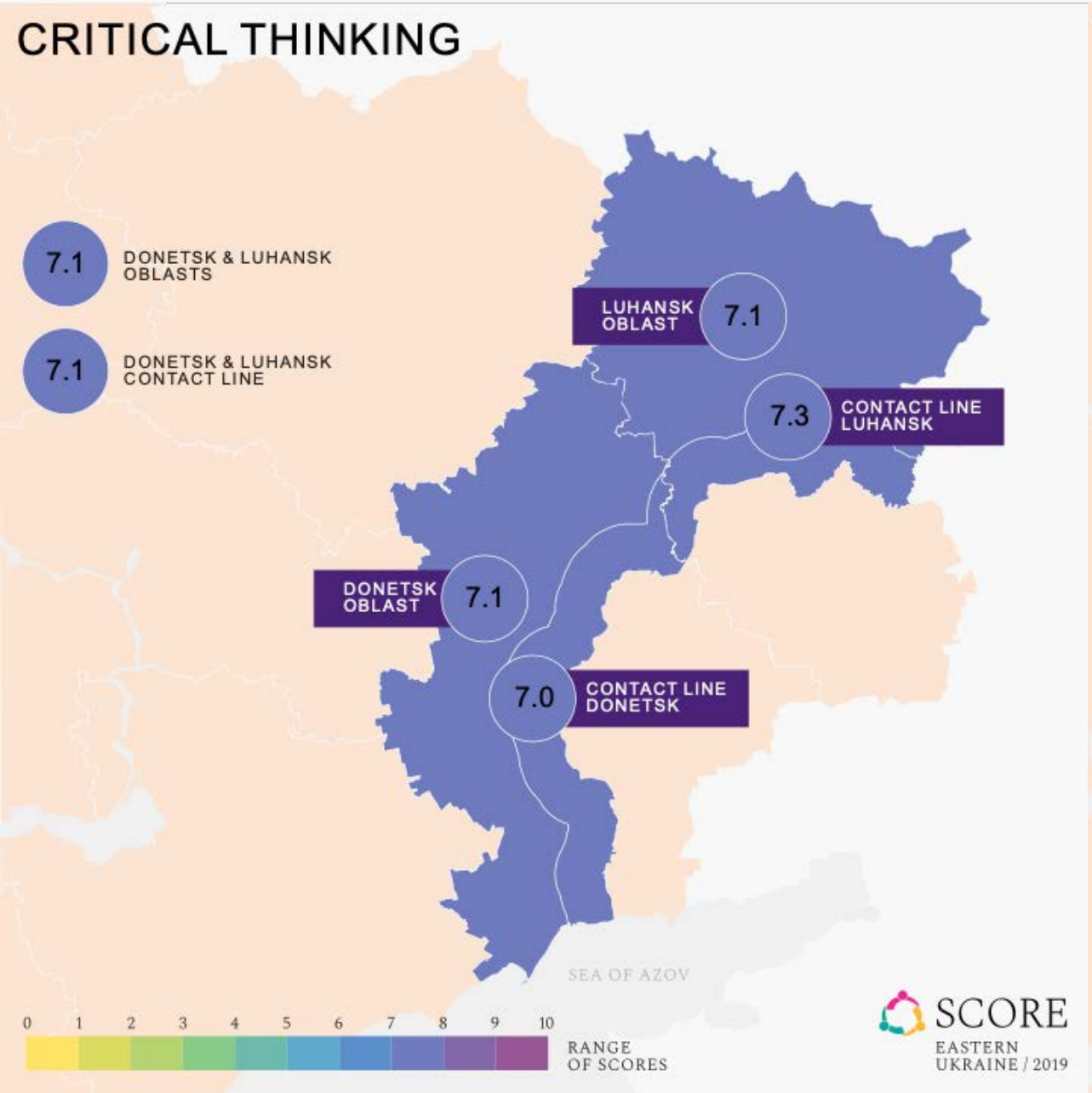
The ability to create something new and different

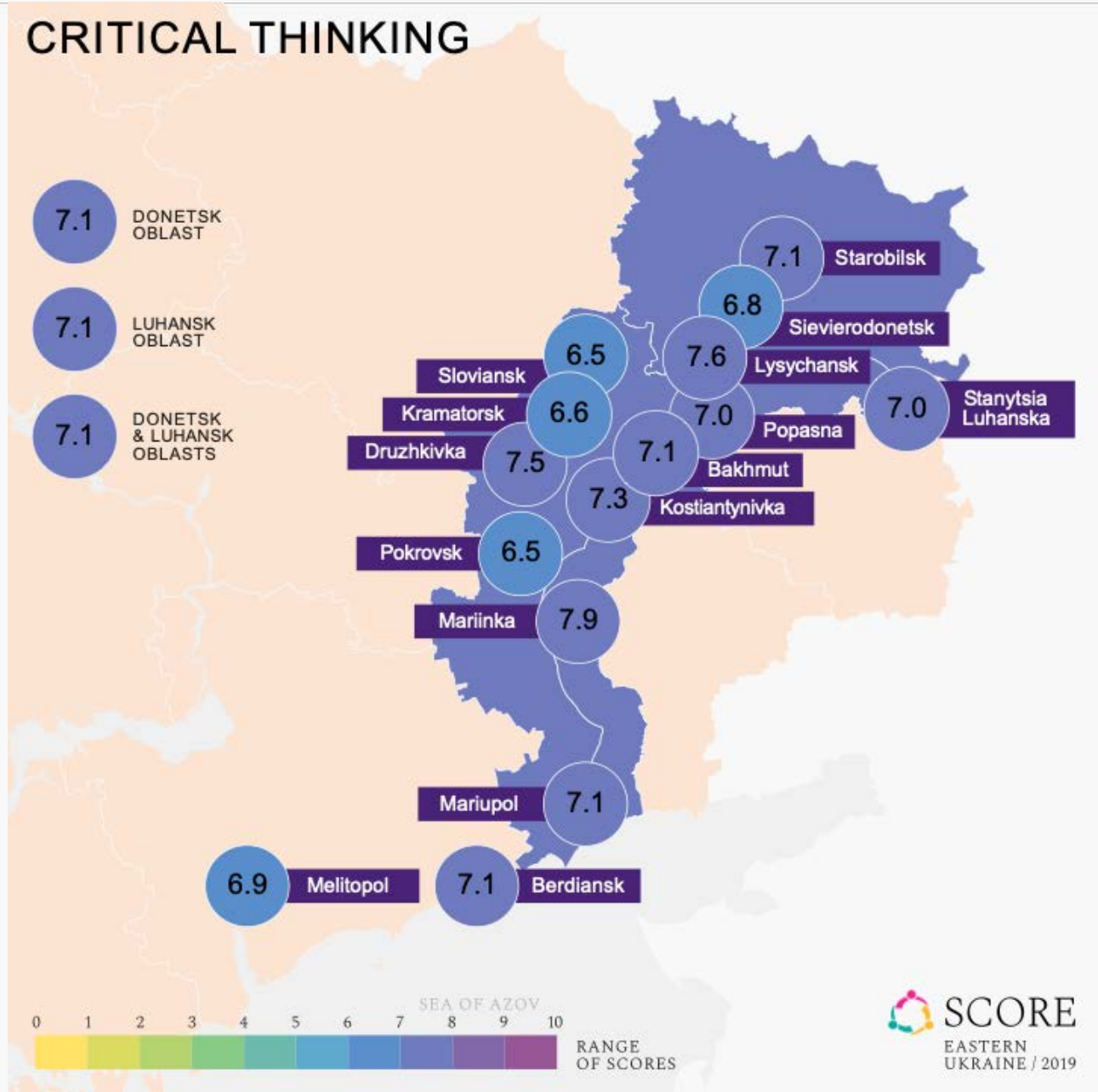




Critical thinking

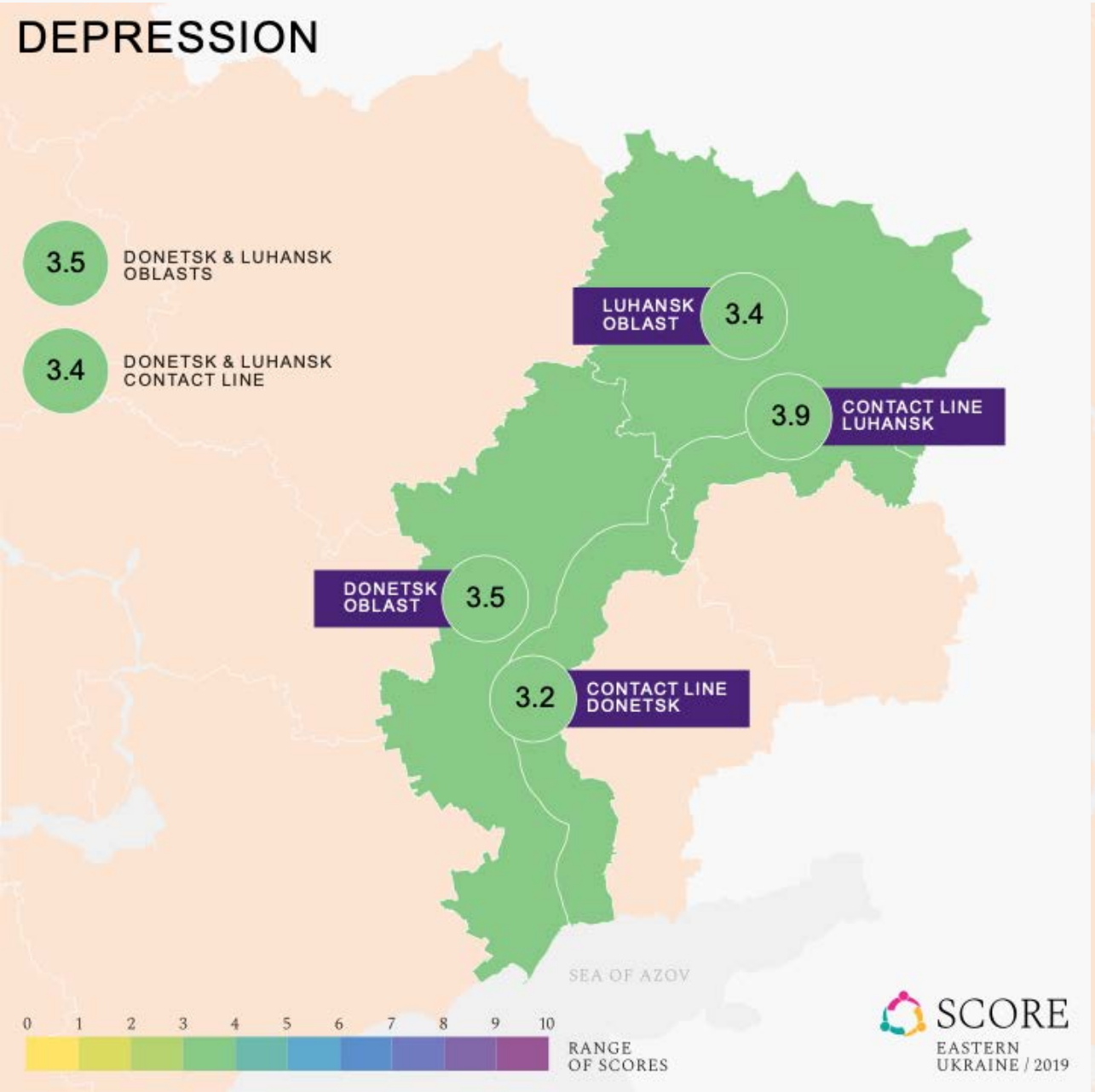
The ability to critically engage with information by corroborating, questioning and identifying potential biases

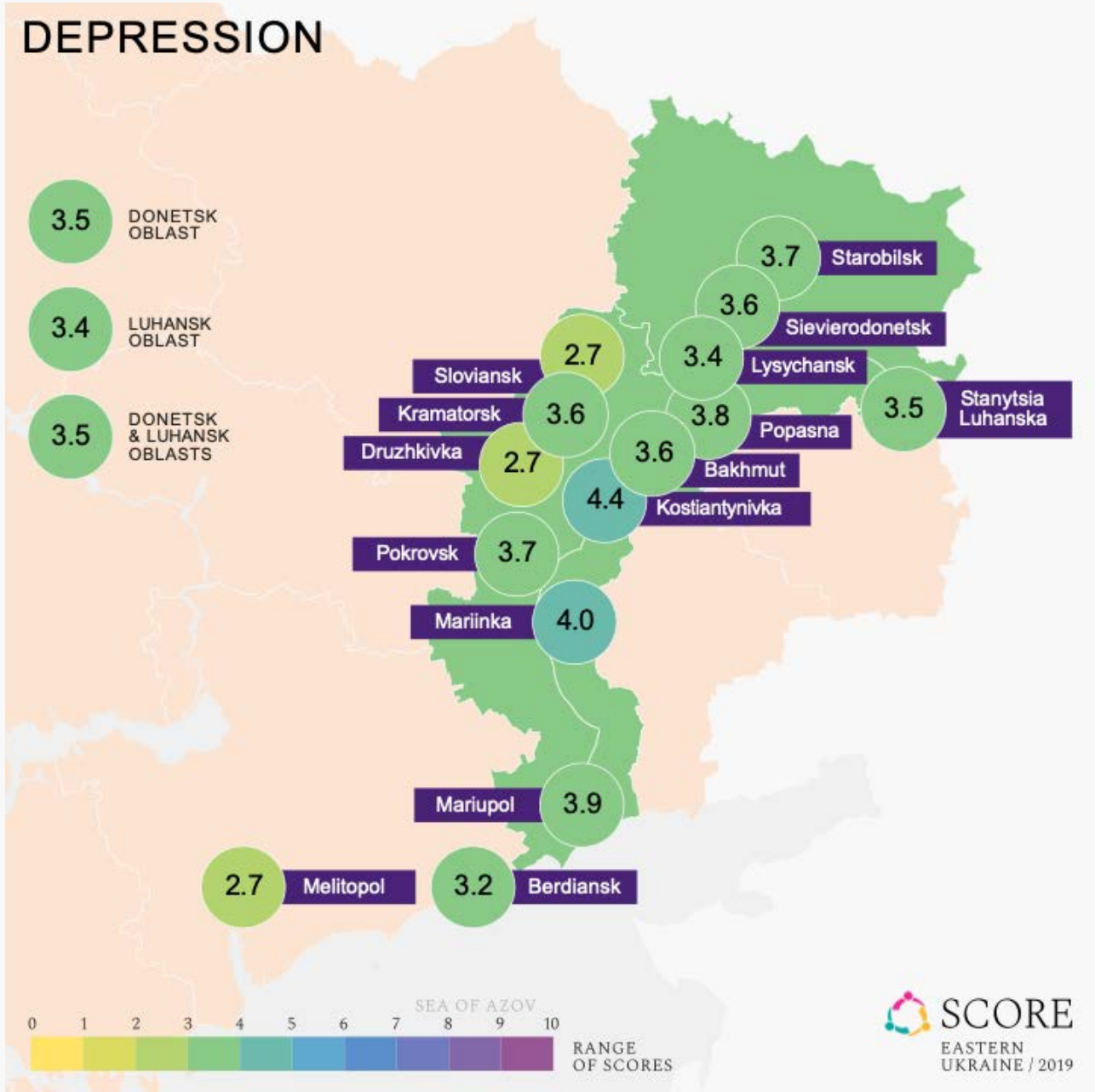




Depression

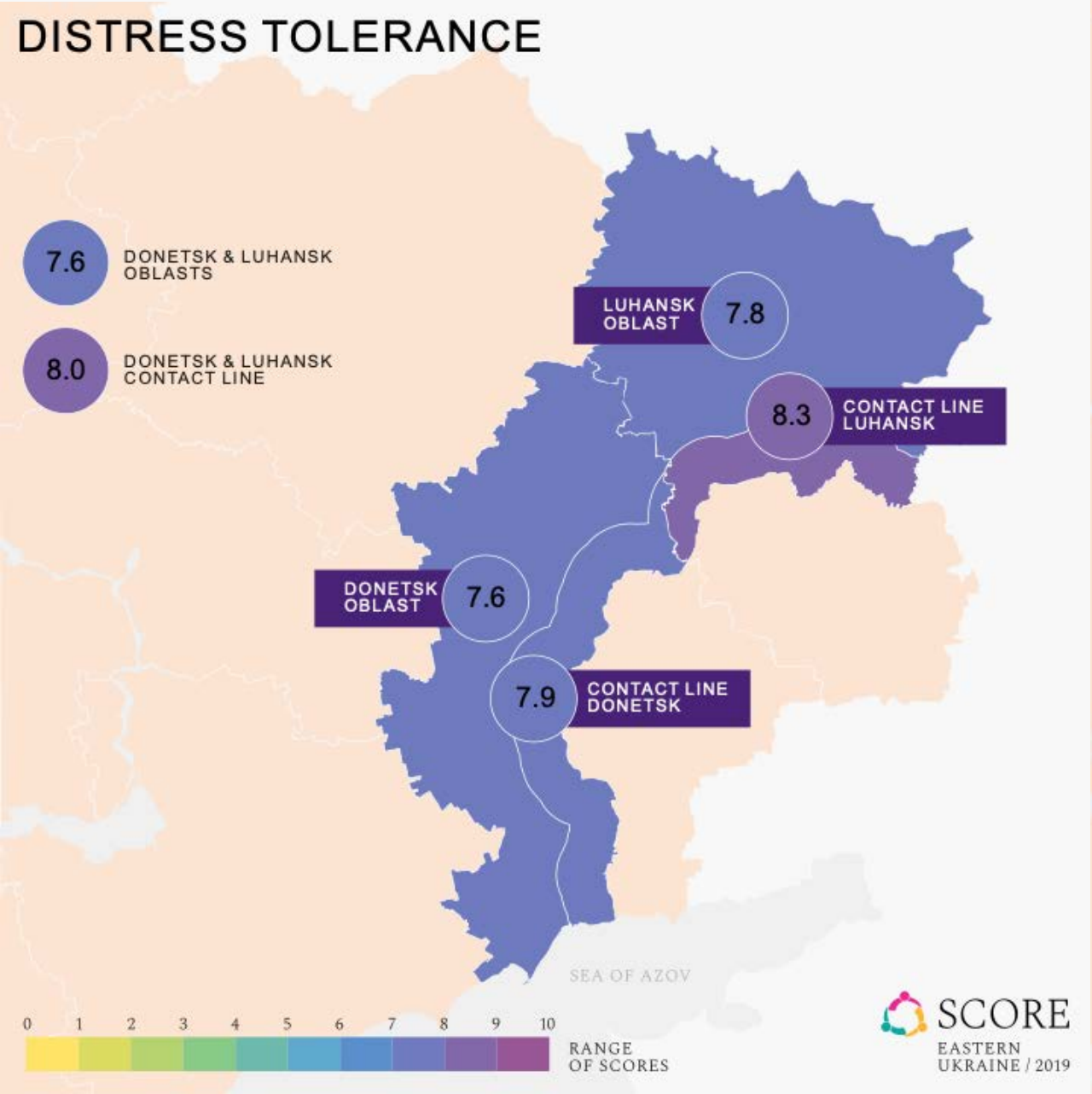
The degree to which one feels depressed or very sad

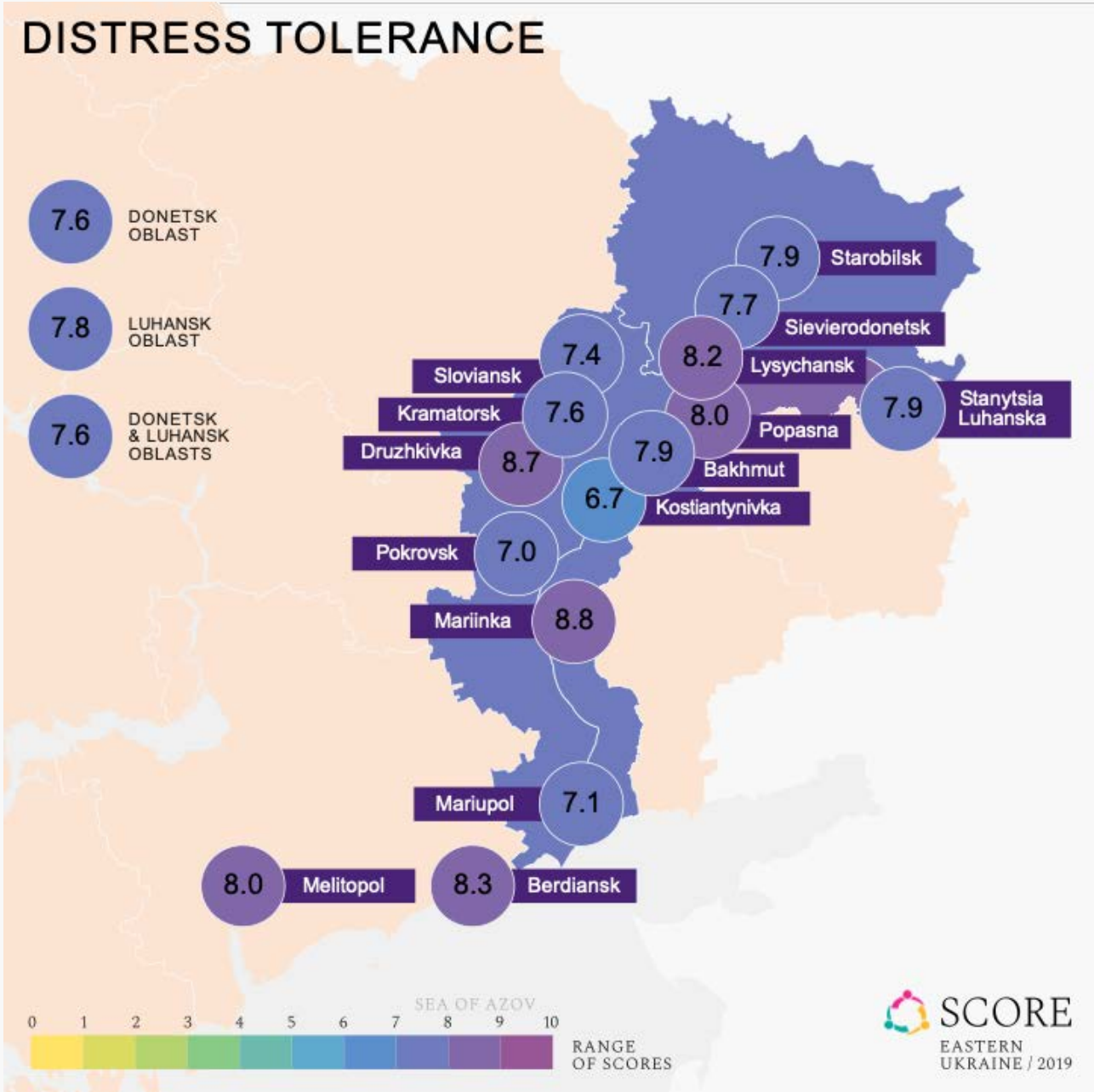




Distress tolerance

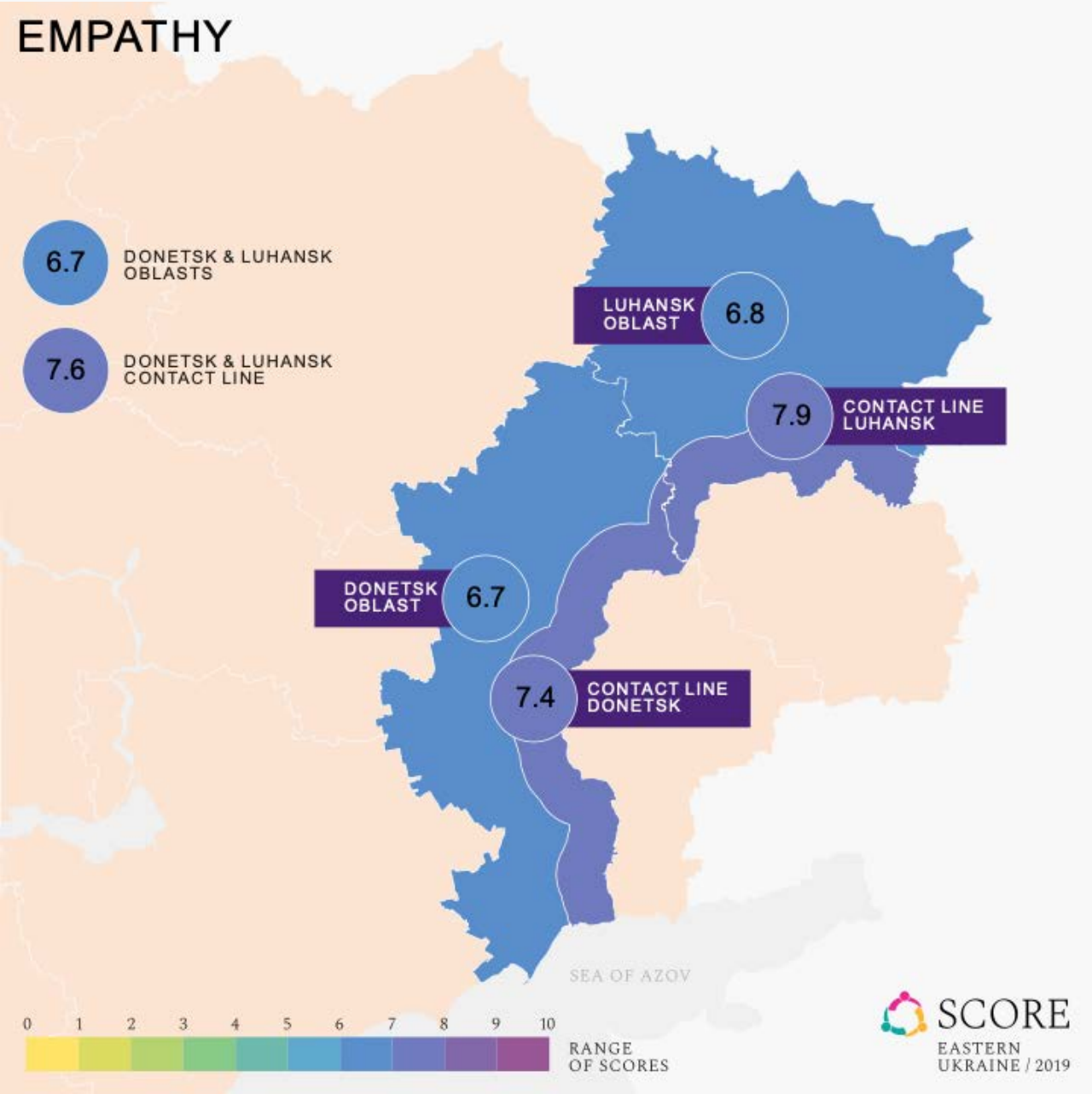
The ability to cope with challenging life events and unpleasant feelings constructively

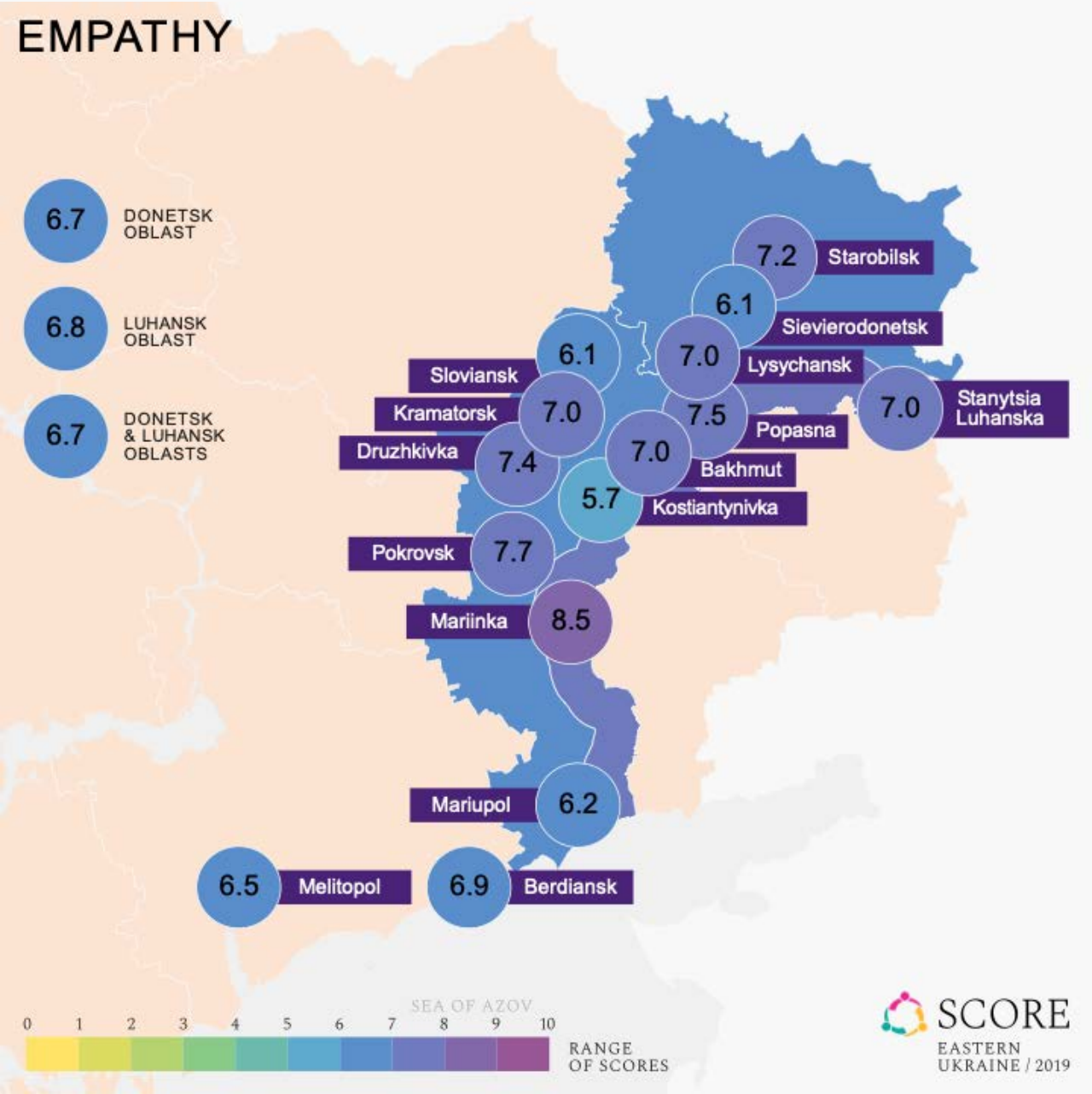




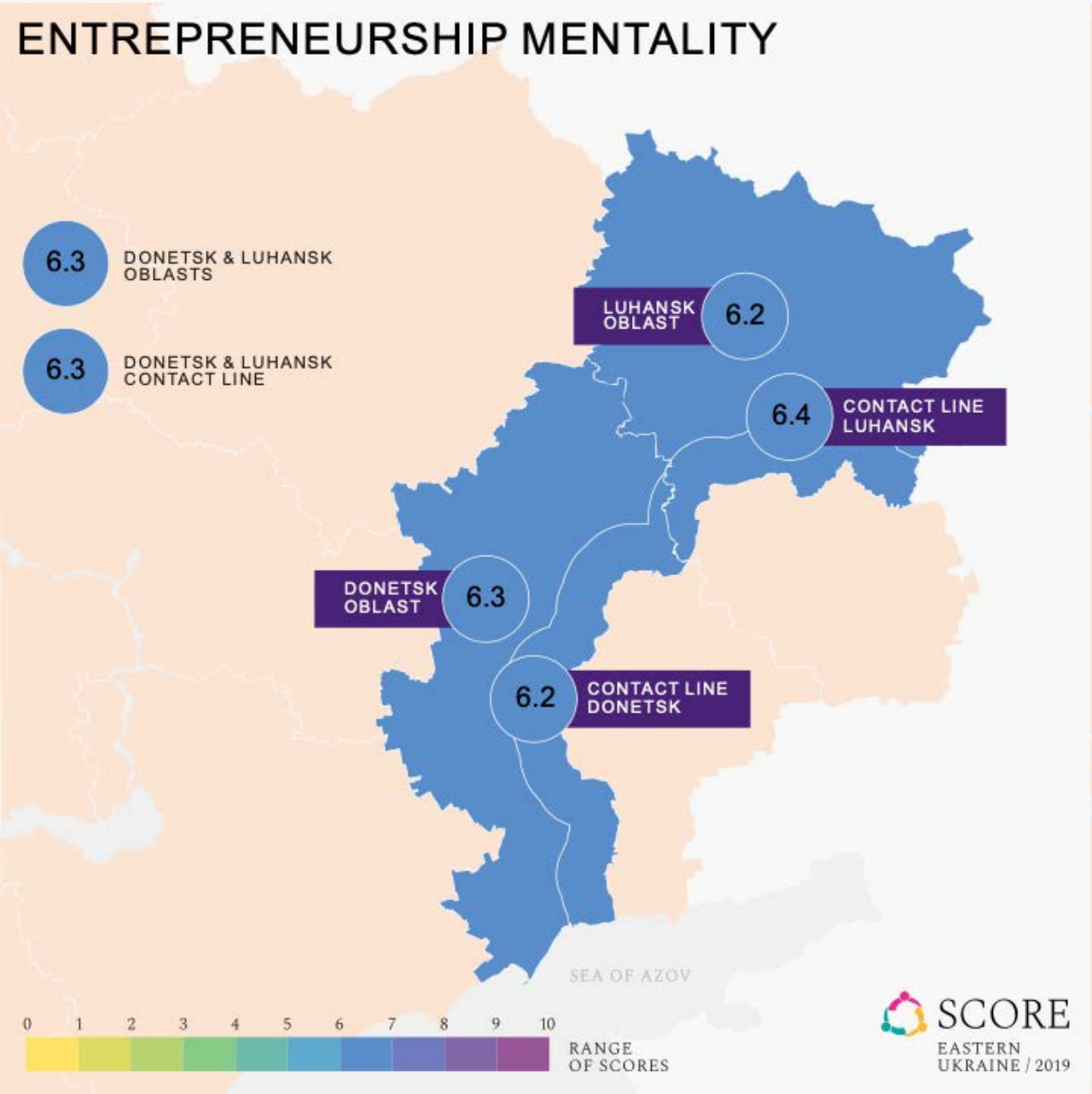
Empathy

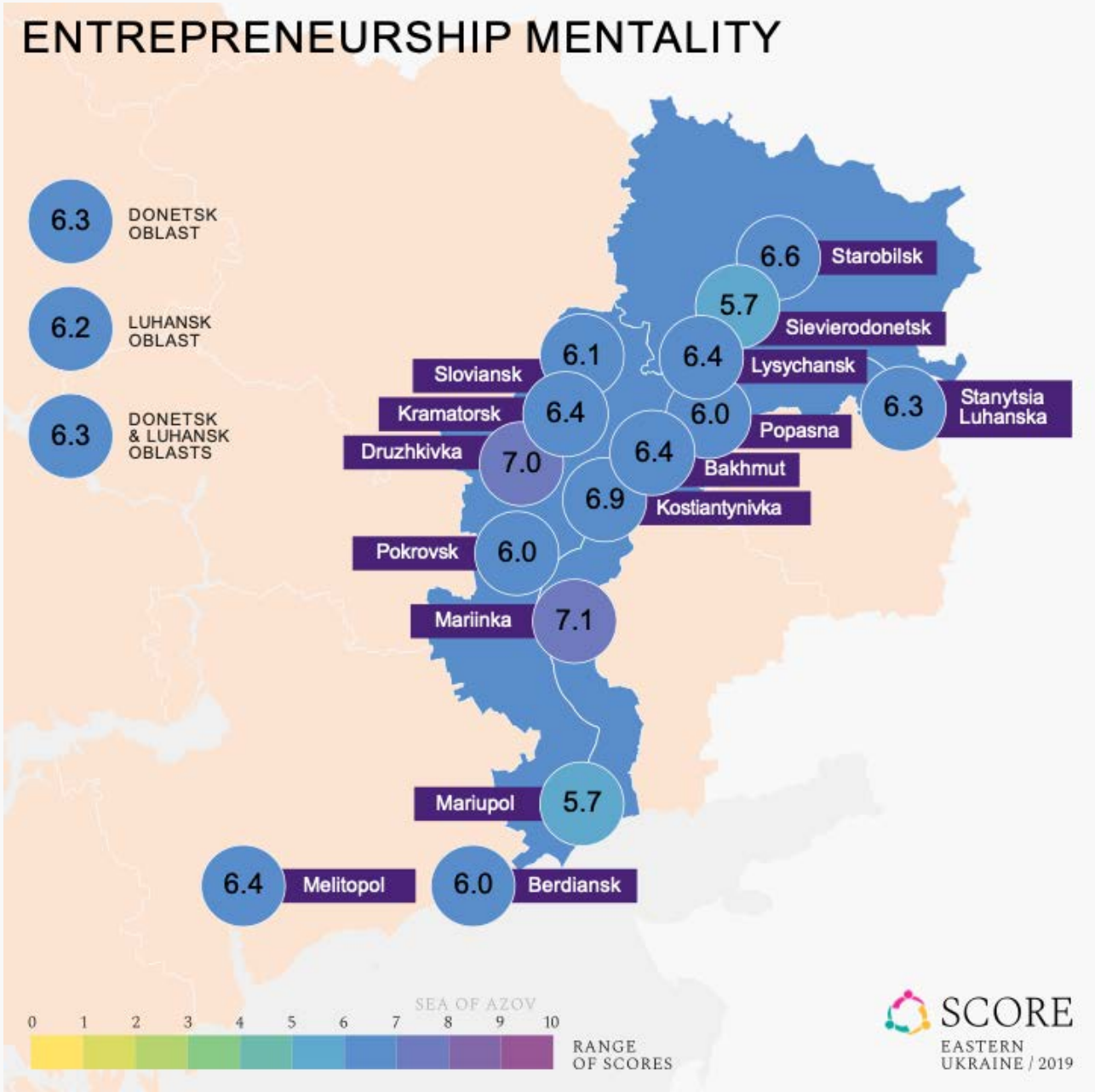
The degree to which one feels empathetic toward others, and is able to share the feelings of others





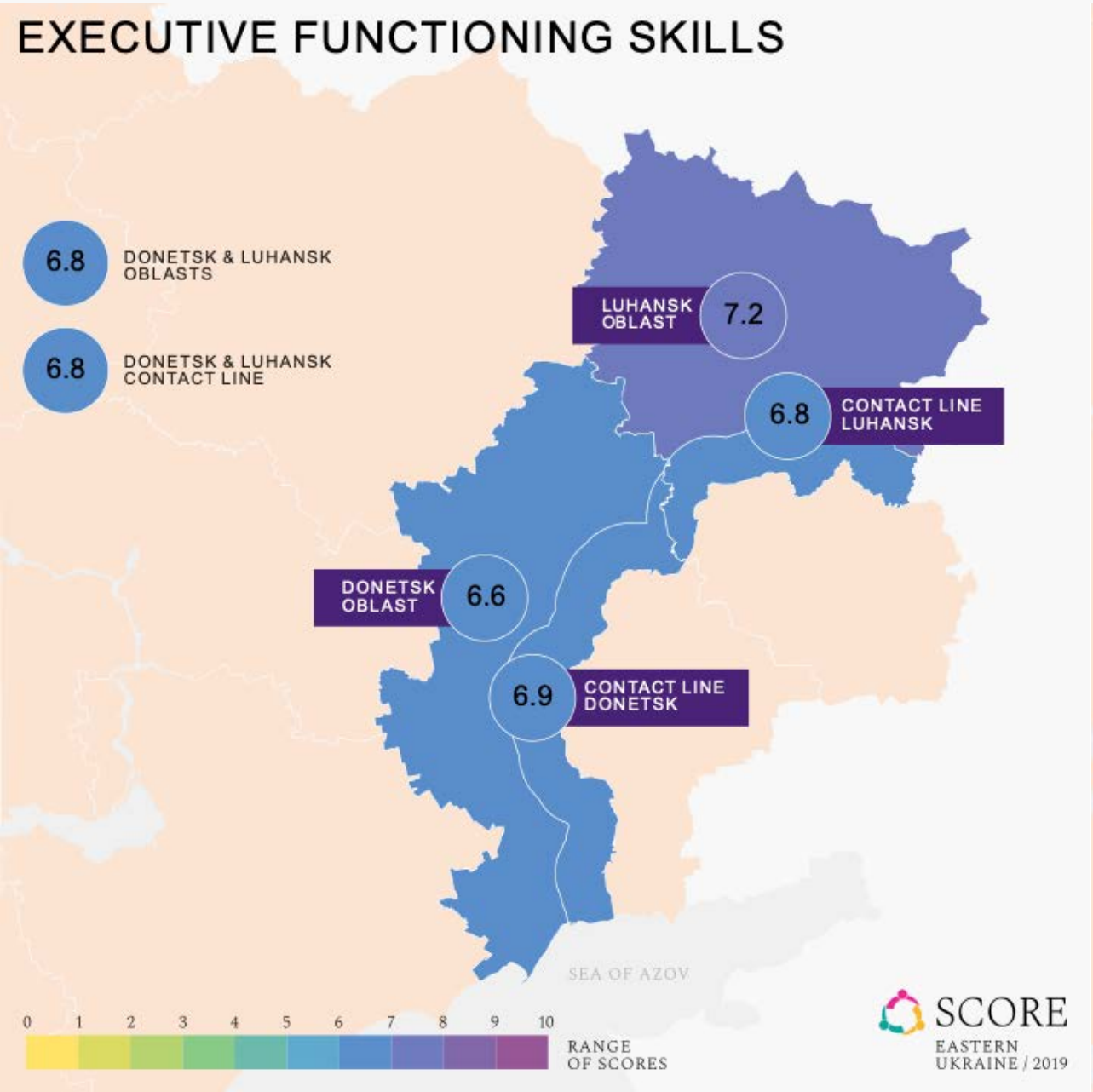
Entrepreneurship mentality *The extent to which one possess a set of skills necessary for entrepreneurship such as risks taking, motivation, success orientation, innovative thinking and financial literacy*

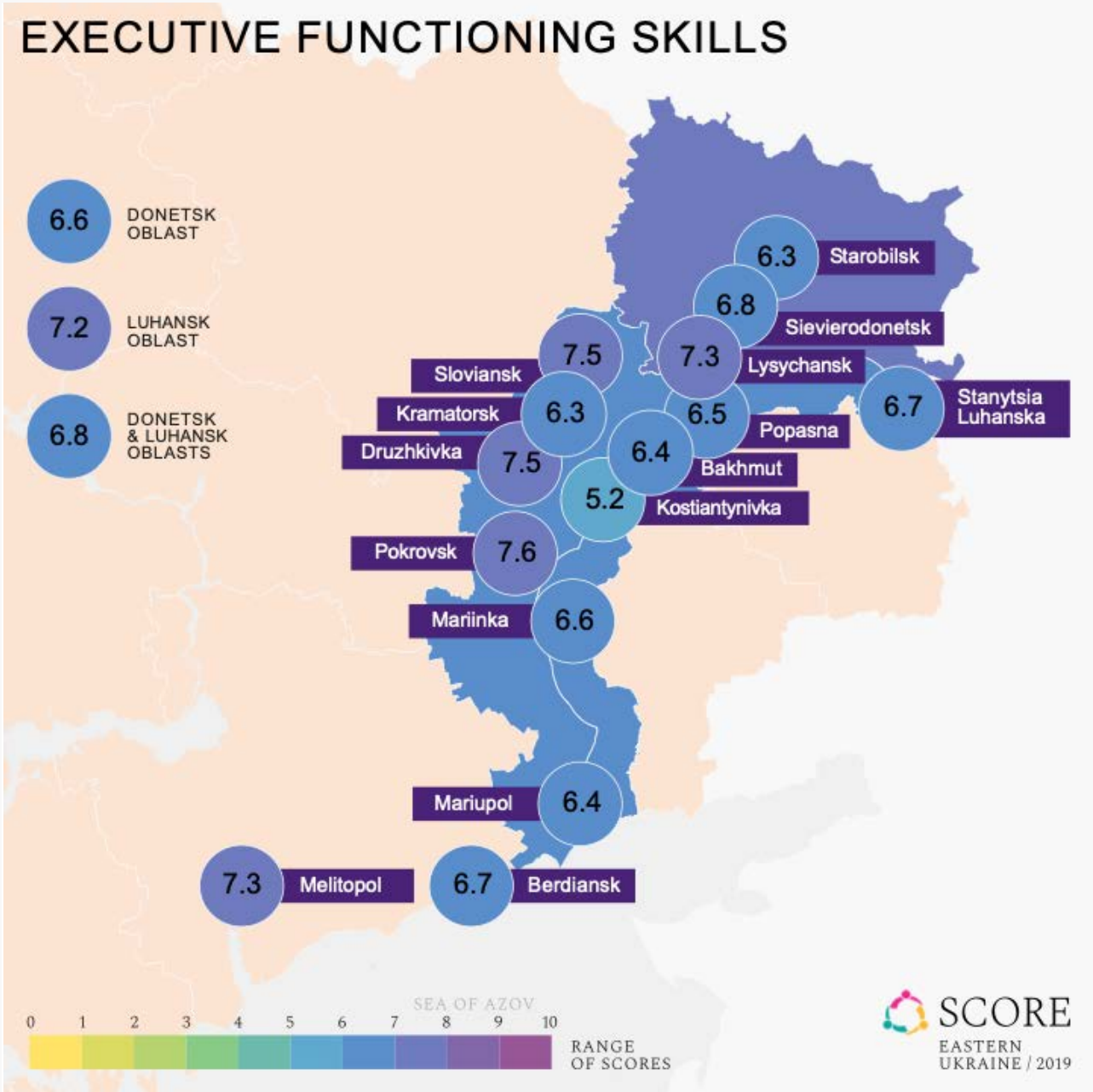




Executive functioning skills

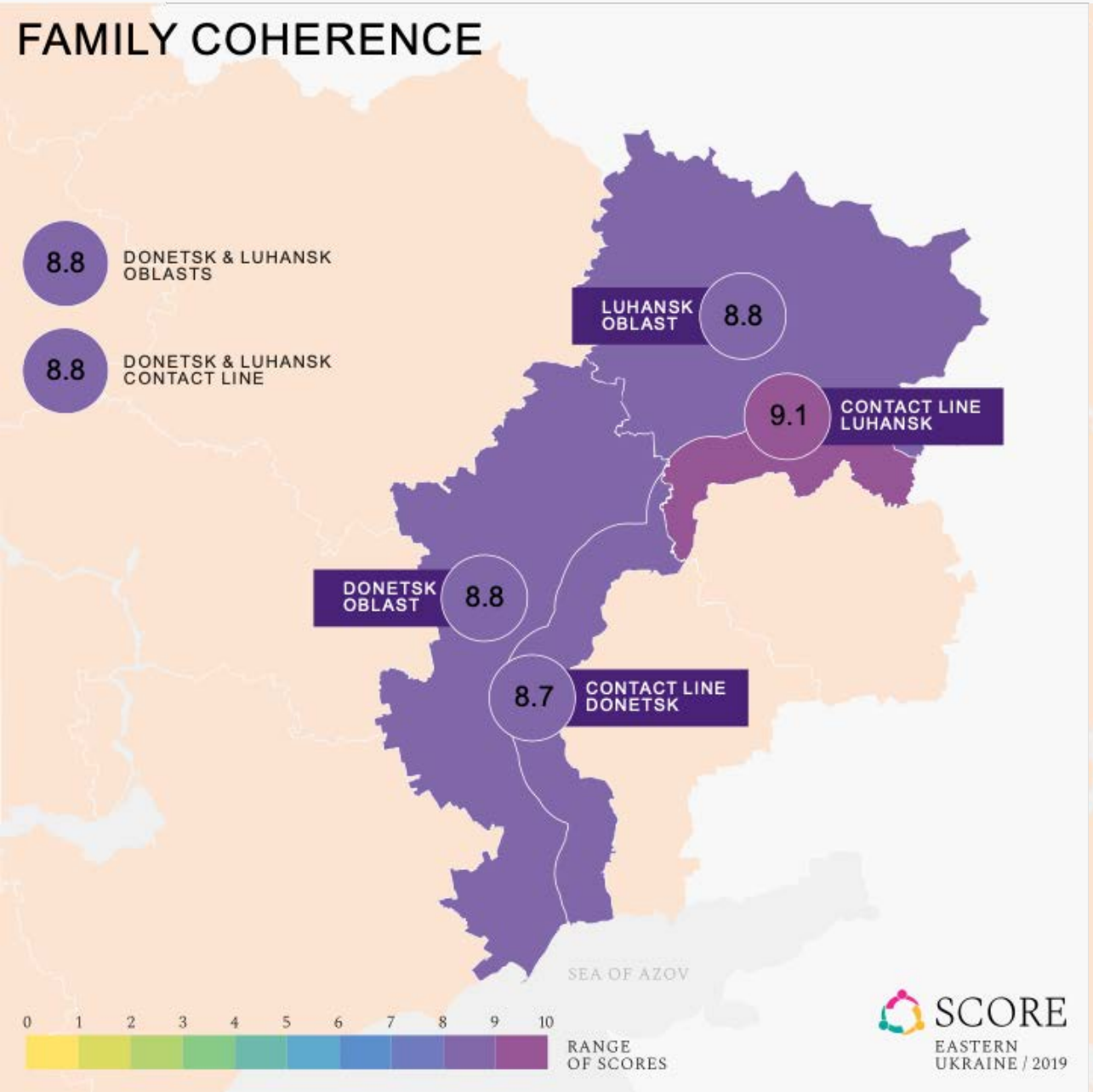
The ability to control impulses, learn new activities, plan tasks, focus attention and multi-task

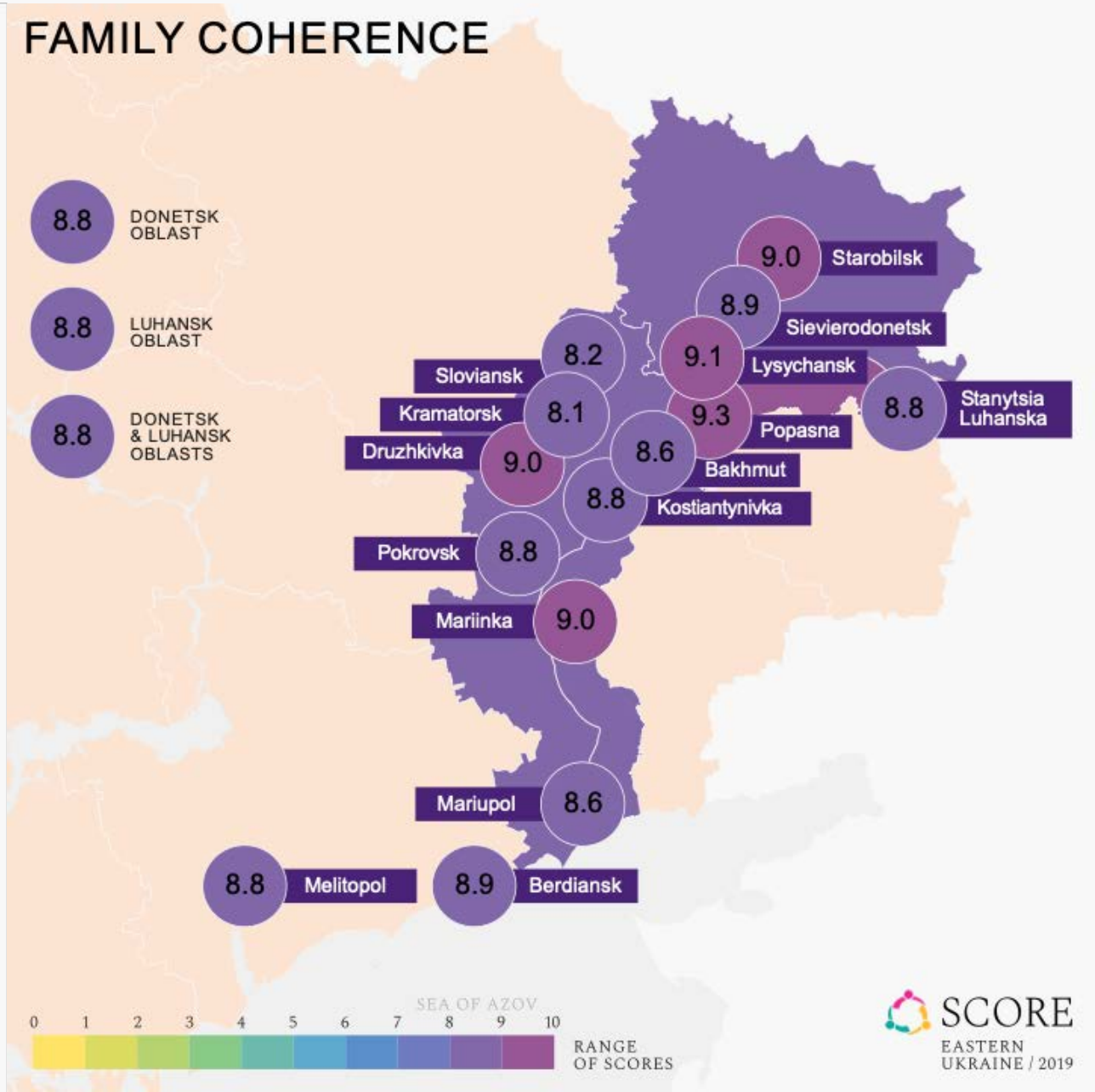




Family coherence

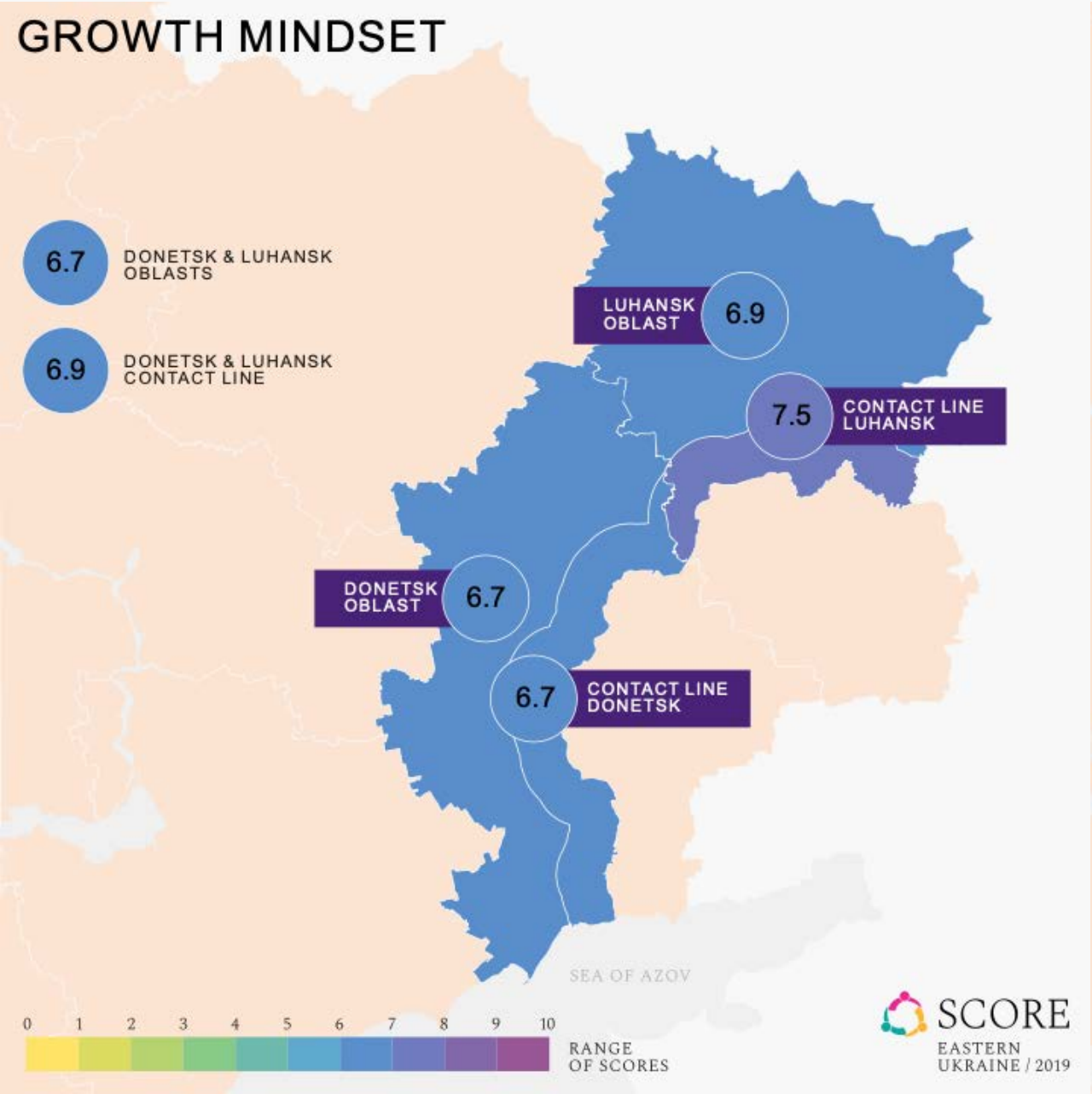
Strength of familial ties and relations with family members

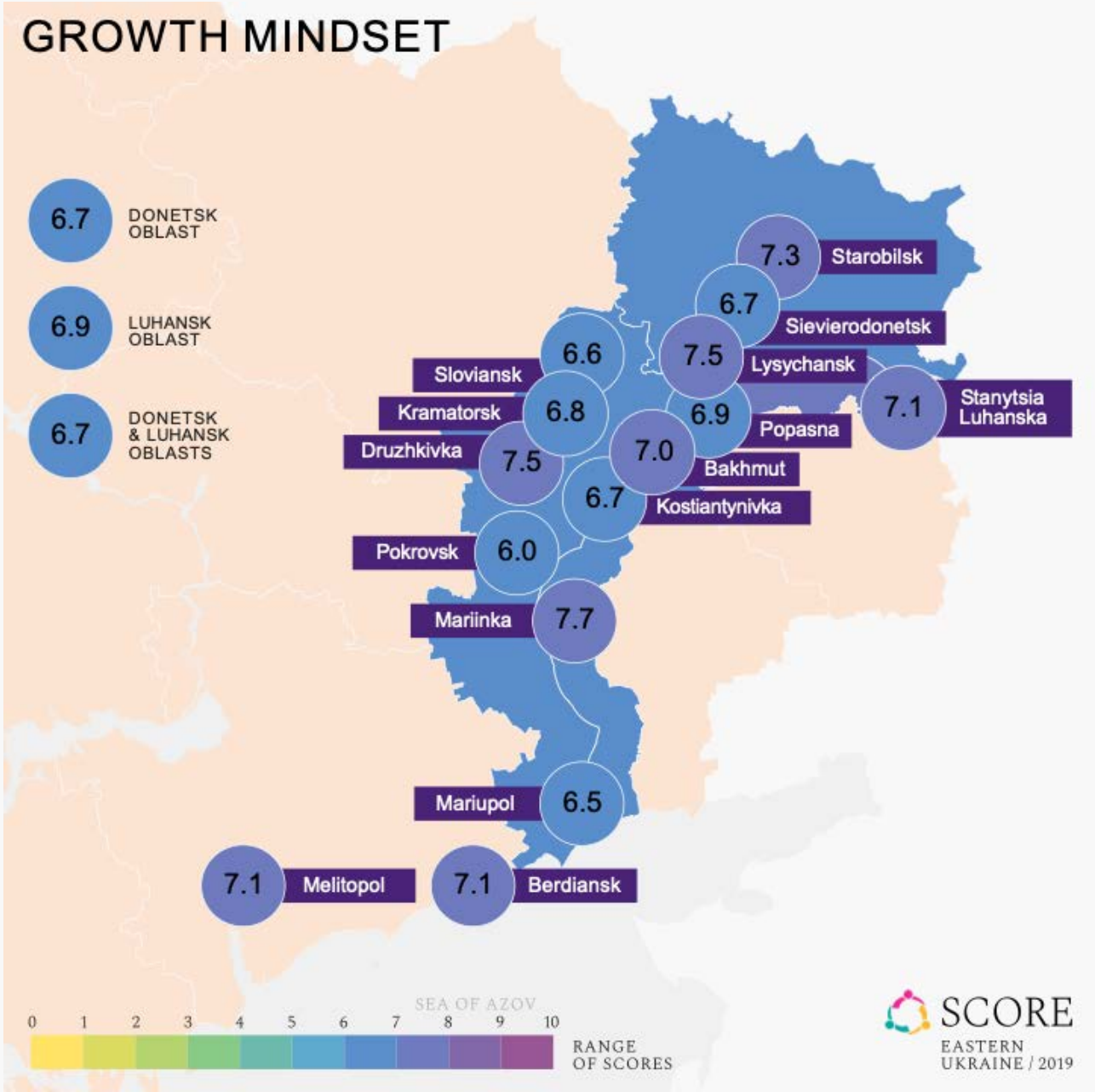




Growth mindset

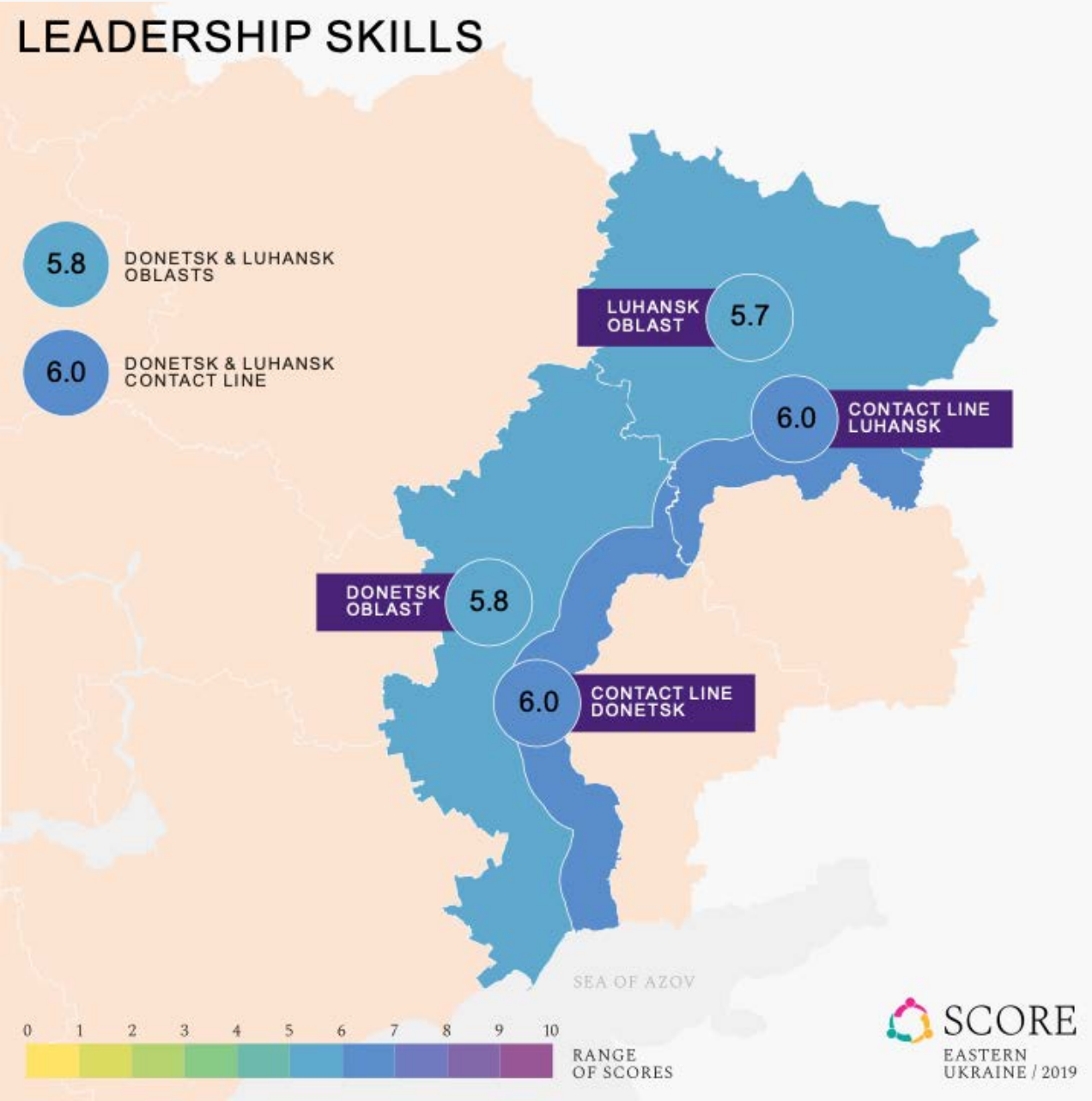
The belief that abilities, intellect and talents can be developed through dedication and hard work, rather than being inborn





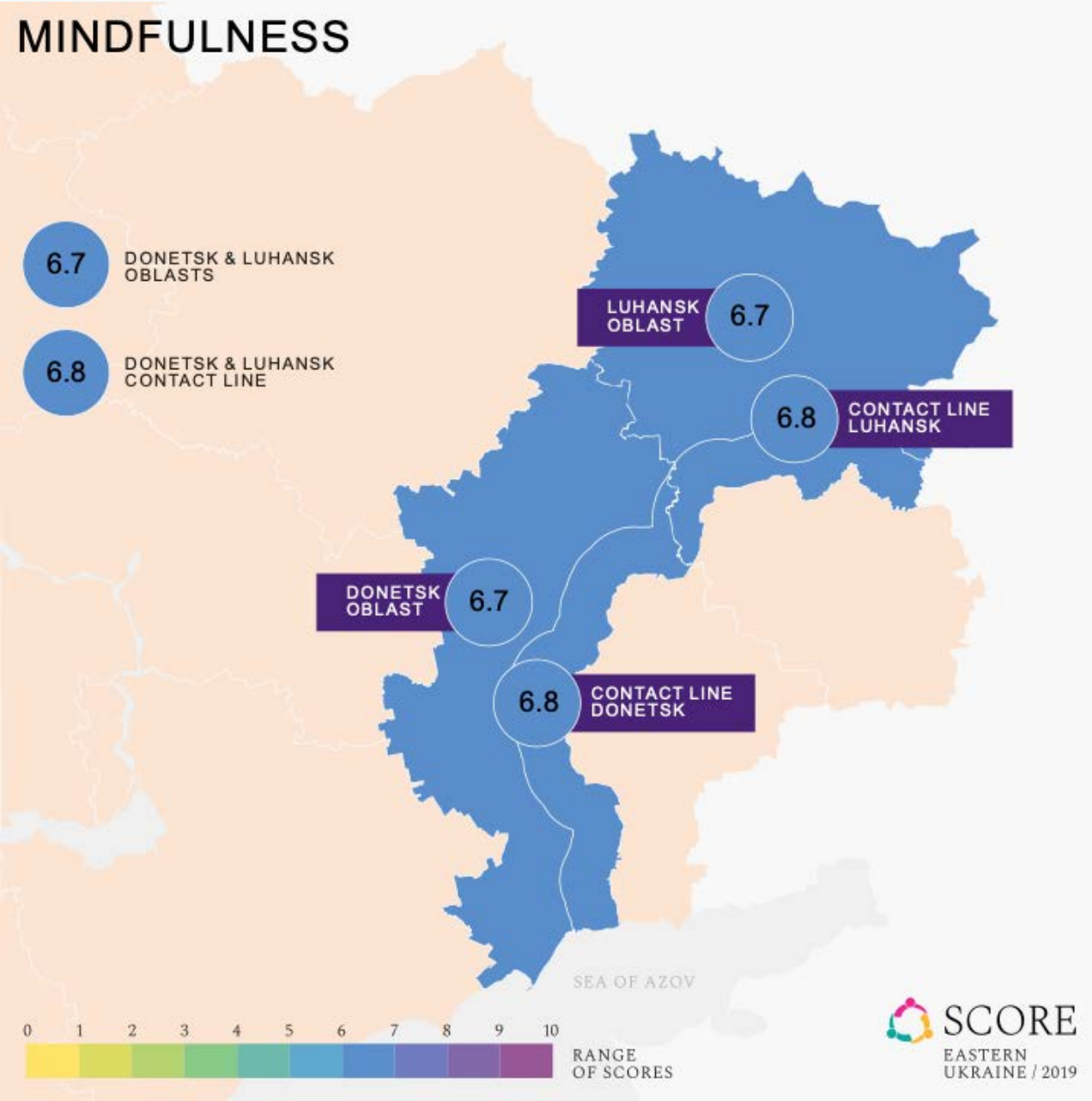
Leadership skills

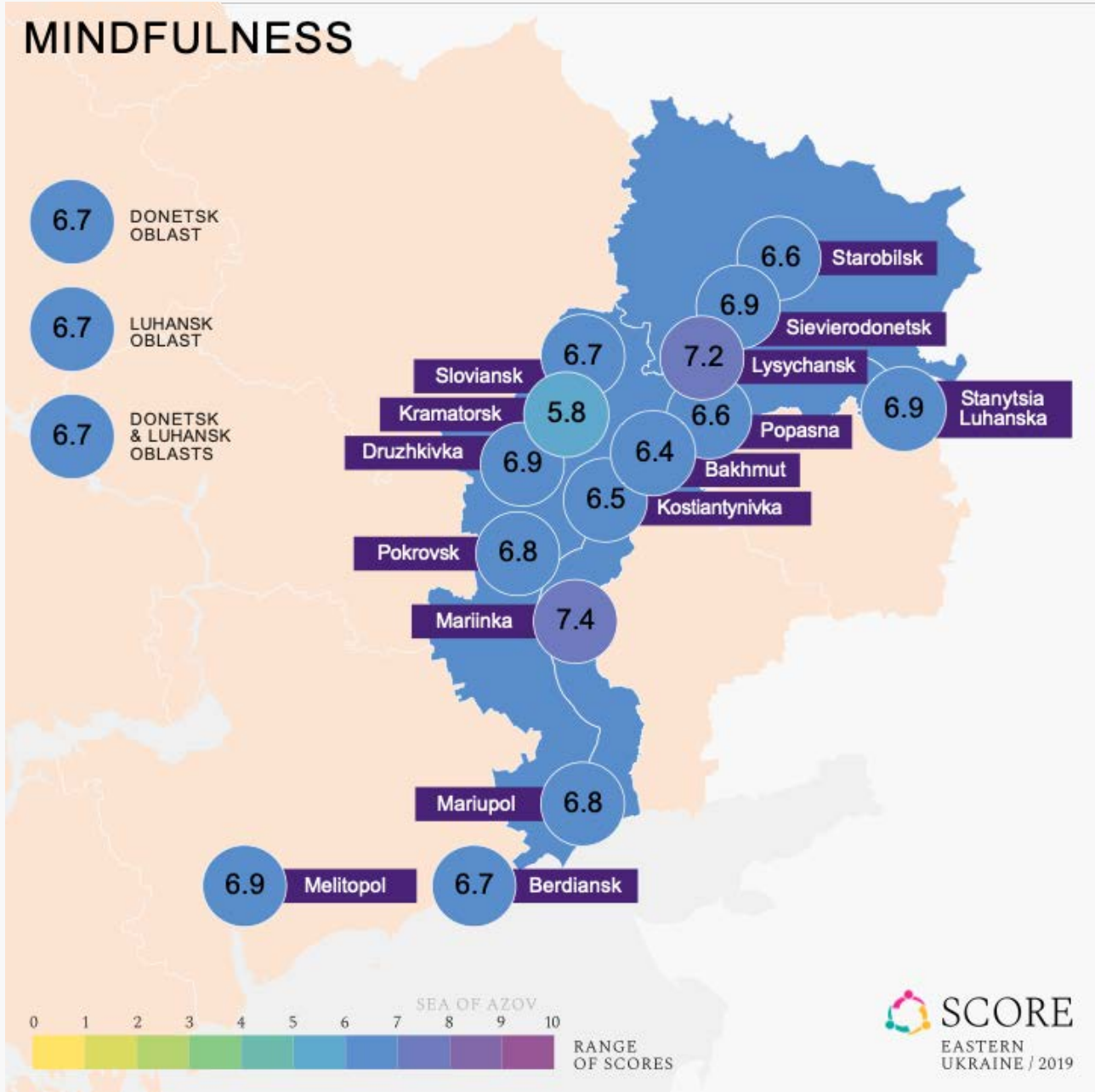
The ability to understand the strengths of group members and motivate them to work together towards achieving a common goal



Mindfulness

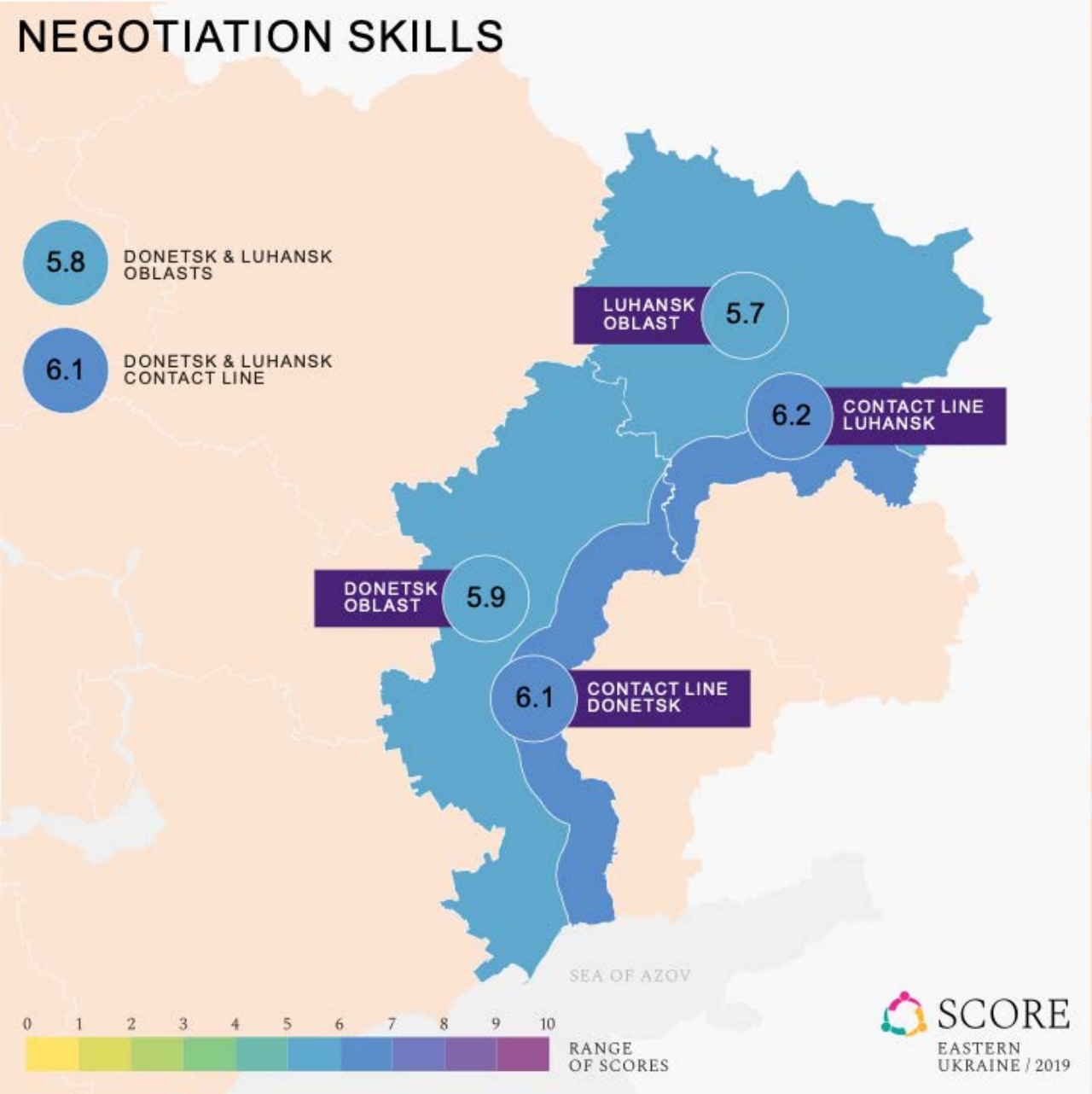
The ability to focus on the present moment and acknowledge emotions, feelings and thoughts





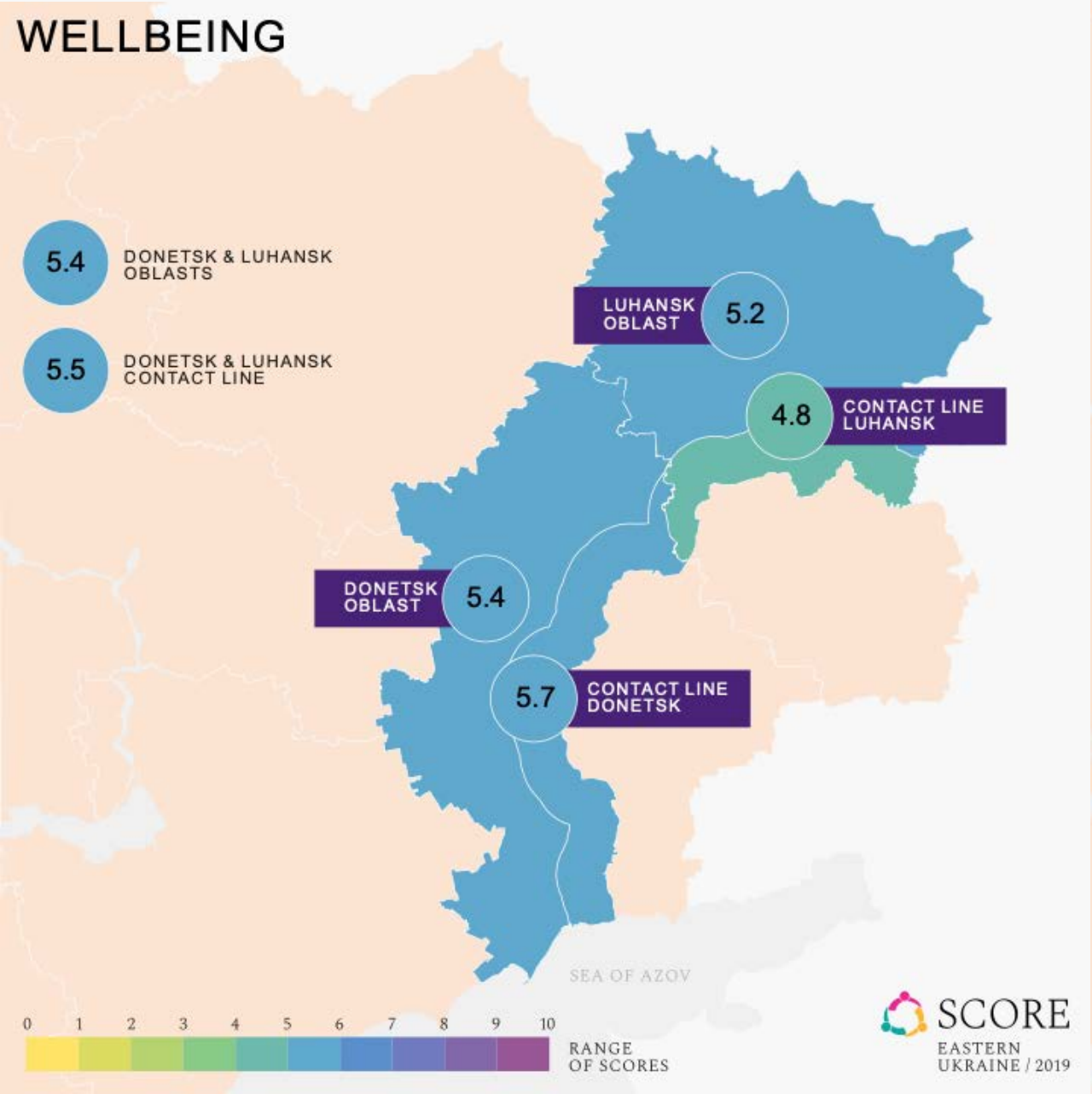
Negotiation skills

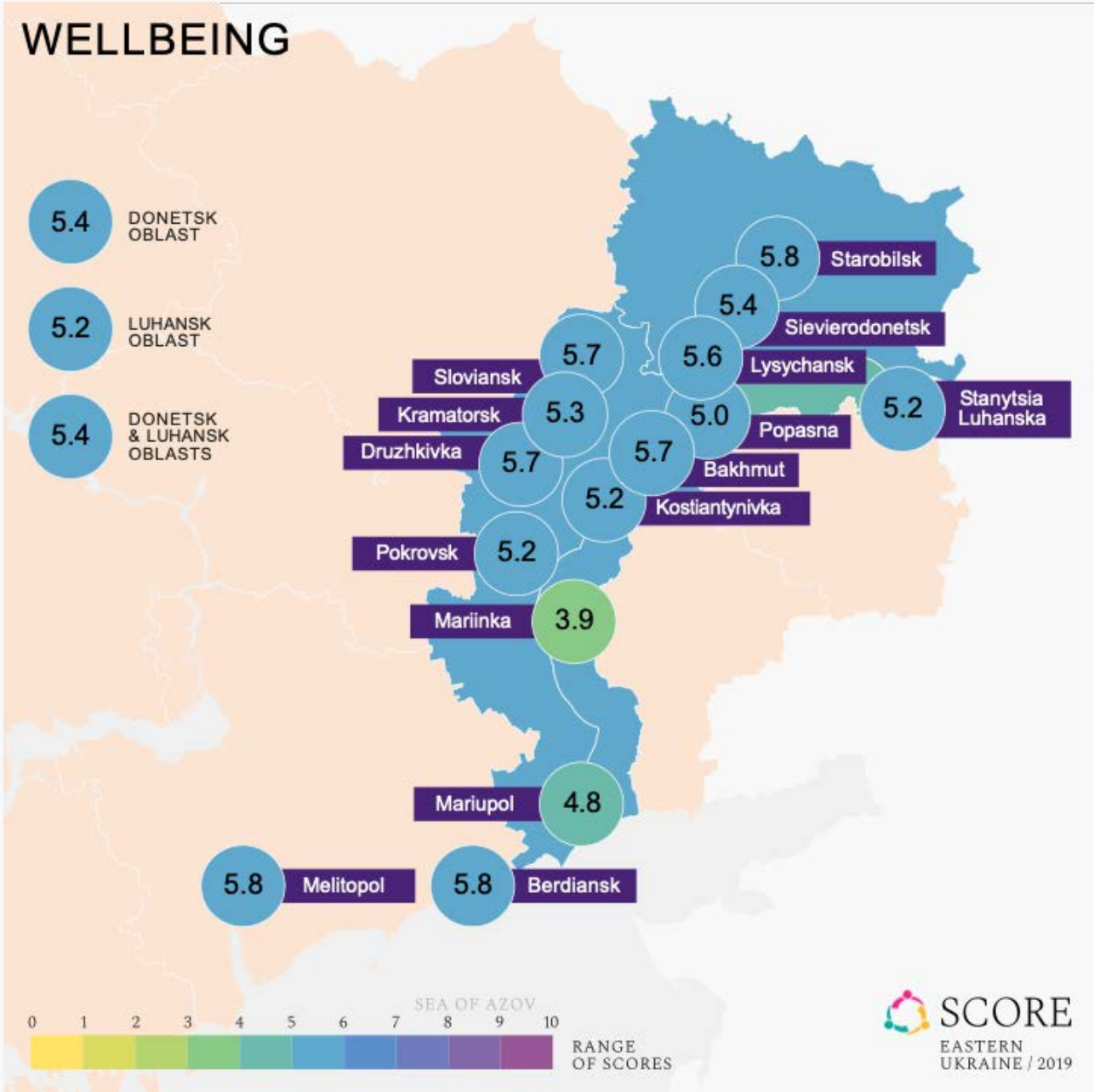
The ability to understand different positions and find common ground for agreement

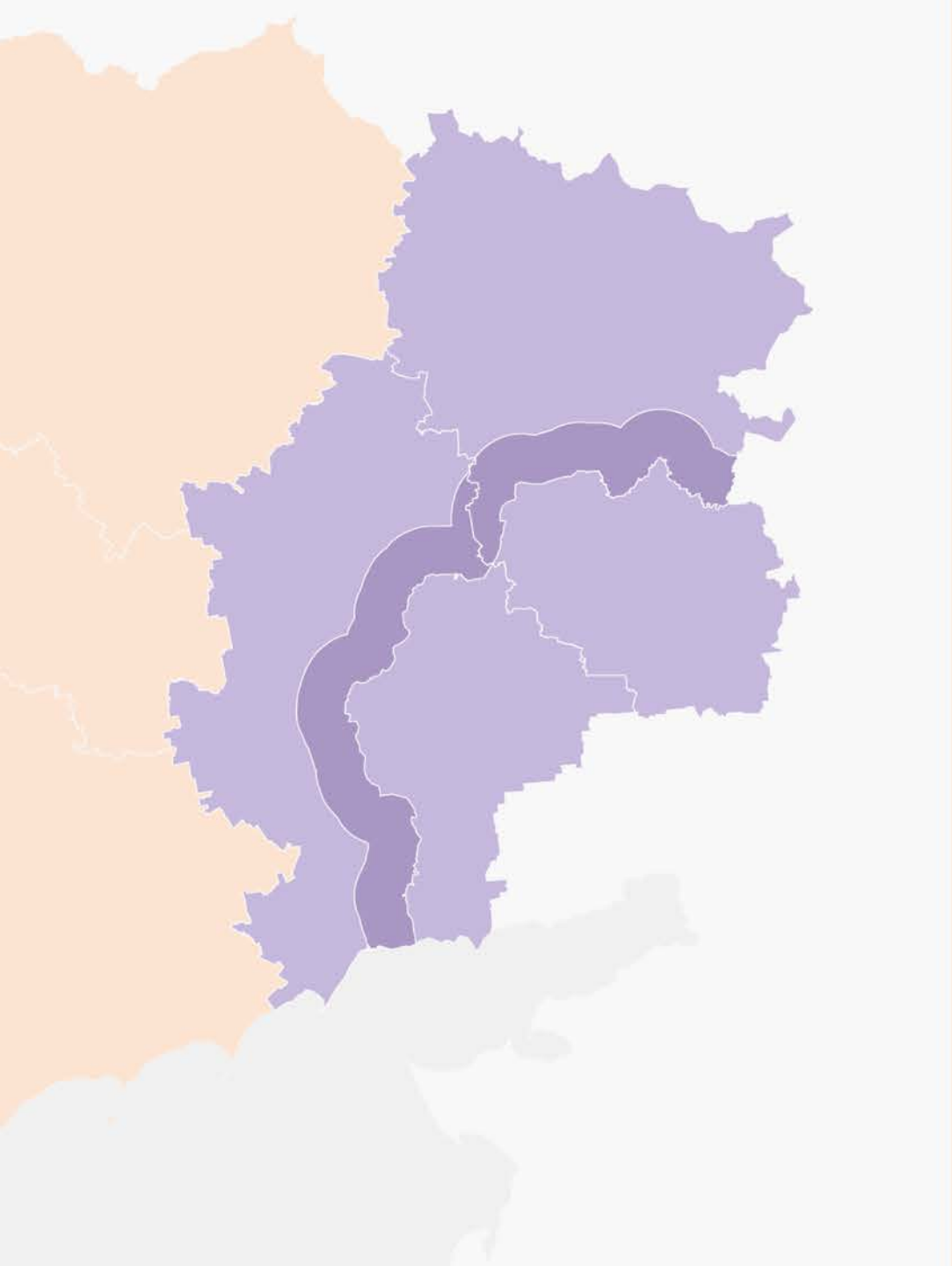


Wellbeing

The degree to which one feels positive, cheerful, calm and motivated to do things of interest







End

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