



# NATIONAL MONITORING SYSTEM REPORT

ON THE SITUATION OF INTERNALLY  
DISPLACED PERSONS

September 2017



*Cover and internal cover page photos:*

*Displaced children in Zhytomyr, north-western Ukraine*

*© Ben Robinson / IOM*

*This publication was produced with funding from the European Union.  
The views and opinions contained in this publication do not necessarily reflect  
the position of the EU and the International Organization for Migration (IOM).*



# CONTENTS

OVERVIEW OF METHODOLOGY .....	4
OVERALL SUMMARY .....	5
1. CHARACTERISTICS OF IDPs AND THEIR HOUSEHOLDS .....	7
• IDP household members	
• Gender and age structure	
• IDPs with disabilities	
• Education	
2. EMPLOYMENT OF IDPs .....	9
• Employment rates .....	9
• Unemployment rates .....	11
3. WELL-BEING OF IDPs .....	13
• Livelihood opportunities .....	13
• Living conditions and types of accommodation .....	16
• Suspension of social payments .....	18
• Loans and debt obligations .....	19
4. ACCESS TO SOCIAL SERVICES .....	20
5. IDP MOBILITY .....	21
• Displacement .....	21
• Intentions on return .....	21
• Intentions to move abroad .....	23
• Visits to places of residence before displacement .....	23
6. INTEGRATION IN LOCAL COMMUNITIES .....	25
• Integration rates .....	25
• Discrimination .....	27
• Electoral rights .....	29
7. RETURNEES TO THE NON-GOVERNMENT-CONTROLLED AREAS .....	30
8. ANNEXES .....	34



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

# OVERVIEW OF METHODOLOGY

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

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

## **Main information sources used for NMS:**

- i) Data of sample surveys of IDPs via face-to-face interviews;
- ii) Data of sample surveys of IDPs via telephone interviews;
- iii) Data of sample surveys of key informants via face-to-face interviews;
- iv) Focus group discussions (FGDs);
- v) Administrative data and relevant data available from other sources.

## **Face-to-face interviews with IDPs**

One thousand and twenty-five (1,025) IDPs were interviewed with this method in cooperation with the Ukrainian Centre of Social Reforms in 205 territorial units across the country during August 2017. The sampling of territorial units was devised for all government-controlled oblasts of Ukraine and distributed in proportion to the number of registered IDPs.

## **Telephone interviews with IDPs**

Four thousand two hundred and four IDPs (4,204) were interviewed with this method by IOM in June-September 2017. Out of the total, 3,545 interviews were with IDPs from the government-controlled area (GCA) and 659 interviews were with returnees to the non-government controlled area (NGCA). The sampling was derived from the IDP registration database maintained by the Ministry of Social Policy of Ukraine.

In this round data from telephone interviews was combined with data from face-to-face interviews. The combining of these two data sets was produced with the assistance of a statistical weighting tool. Both data sets were weighted according to the regional distribution of registered IDPs. Telephone data was also weighted according to the socio-demographic characteristics of IDPs interviewed face-to-face.

## **Face-to-face interviews with key informants**

Four hundred and ten (410) key informants (KIs) were interviewed with this method. They were identified, in cooperation with the Ukrainian Centre of Social Reforms, across the country and were engaged to monitor the developments of the situation with IDPs in the oblasts. Most of the key informants worked in non-governmental organizations (48%), and a significant share of key informants represented institutions of social protection (23%). In addition, 13% were employed as local authorities, 4% were engaged in educational institutions, 1% in health care establishments, while 11% worked in other organizations.

## **Focus group discussions**

Two focus group discussions (FGDs) with key informants, two FGDs with IDPs and one FGD with returnees to the NGCA, were conducted in cooperation with the Ukrainian Centre of Social Reforms during August 2017. The FGD with returnees took place in Mariupol (Donetsk oblast, government-controlled area).

Please see Annex 1 for more details on methodology.



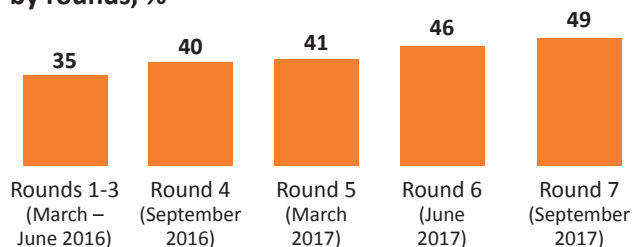
# OVERALL SUMMARY

## 1. Characteristics of IDPs and their households.

Average size of household	Age distribution of household members	Gender distribution of household members	Households with children	Households with persons with disabilities
2.41 persons	60 and over – 19% 18–59 years – 58% Under 18 years – 23%	Female – 58% Male – 42%	39% of IDP households	9% of IDP households

**2. Employment of IDPs.** The rate of employment amongst IDPs increased from 35% to 49% since March 2016.

### Employment of IDPs after displacement by rounds, %

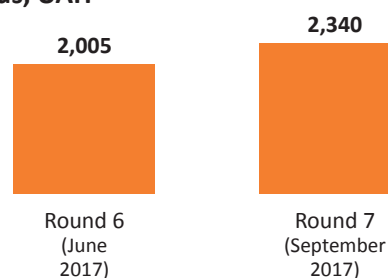


Furthermore, positive trends in the employment of IDPs include the increase in the share of long-term employment, the increase in the share of IDPs who are working full time, the increase in the share of IDPs who are working in the same sector of employment as before displacement, and the increase in the share of IDPs who found a job corresponding to their qualifications.

**3. Well-being of IDPs.** The well-being of IDPs slightly improved compared to the previous round, as demonstrated by an increase in the average monthly income per IDP household member as well as IDPs' self-assessment of their financial situation. The increase in monthly income could be related to the increase in IDPs who reported 'salary' as their main source of income.

Despite this positive trend, the share of IDP households with 'enough funds to cover only their food needs' remained high, at 40% in September 2017. Moreover, IDPs continue to rely heavily on government support which is the third most frequently mentioned source of income.

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



**4. Access to social services.** IDPs showed a high level (74% or higher) of satisfaction with the accessibility of all basic social services. Respondents were least satisfied with the accessibility of employment opportunities (66%).

**5. IDP mobility.** The numbers of the IDPs remaining in the same place, and not engaging in further movement, is increasing. In September 2017, 49% of the interviewed IDPs reported that they have been staying in their current place of residence for 31-36 months and 15% – more than 36 months.

The proportion of those intending on returning to their place of origin after the end of conflict grew to 32%. Twenty-nine (29%) percent of the respondents expressed their intention not to return, even after the end of the conflict. This intention differs across geographic zones, with the share of IDPs who reported their intention not to return increasing as the distance from the NGCA increased.

The intention to look for a job abroad remained low, although 14% of IDPs reported that there are opportunities to travel abroad offered in their settlements.

Fifty-four (54%) percent of IDPs reported that they had visited their place of residence in the conflict



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

zone after displacement and ‘maintaining housing’ remained the main reason to travel to the NGCA.

**6. Integration in local communities.** In Round 7, the share of IDPs who reported that they had integrated into the local community decreased by 9% from the previous round. The main conditions for successful integration indicated by the IDPs were housing, regular income, and employment.

There was a spike in the share of IDPs who reported being discriminated based on IDP status in Round 7 and Round 5, which could be explained by the suspension of social payments, as IDPs who experienced discrimination more frequently reported facing suspension of social payments.

The data showed a general connection between IDPs’ self-assessment of their integration in the local community and reported cases of discrimination based on IDP status. In general, IDPs who faced discrimination based on IDP status more frequently reported a lack of integration.

**7. Returnees to the NGCA.** When conducting the telephone survey, 16% of respondents were identified as IDPs who returned to the NGCA and currently live there.

About a half of them were older than 60 years and for 61%, retirement pension is their main source of income.

Seventy (70%) per cent of respondents in the NGCA reported that their reason to return was the possession of private property, resulting in them not having to pay rent.

One major difference noted between IDPs in GCA and returnees to the NGCA is how they assess their safety. Only 30% of surveyed returnees to the NGCA reported that they felt safe in comparison with 82% of IDPs in GCA.

Eighty-five per cent (85%) of the returnees plan to stay in the NGCA during the next three months.



# 1. CHARACTERISTICS OF IDPs AND THEIR HOUSEHOLDS

## IDP (female, 60) from Luhansk Oblast:

*“It was difficult... First, they have been exploding warehouses... debris was flying from everywhere... my grandchildren have been hiding in the cellar...we did not have the strength to endure, we packed and left. I still jump when I hear something rumbling...”*

Source: FGDs with IDPs

## IDP (female, 34) from Donetsk Oblast:

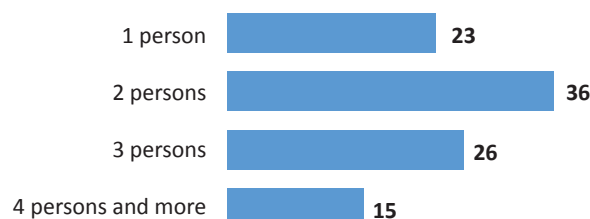
*“My husband has a disability and has trouble walking on his own, I literally had to pull him out by myself. When they blew up the whole neighbourhood near the school, we did not know where our children were for the entire day, where to look for them, whom to call. And when I was coming back from work, and the projectile exploded in my path... I froze, I stood in the middle of the road and did not know where to run. Then I understood its either we get out or we will perish here”.*

Source: FGDs with IDPs

not register are those who are not in need of government support. However, occasionally the lack of registration is connected to bureaucratic barriers (Source: Focus groups with IDPs; Focus groups with key informants).

During the interviews, the respondents were asked about the composition of their households. The average household size was identified as 2.41 persons, which is a bit smaller than the average household size amongst the total population Ukraine (2.58 persons), according to 2017 data<sup>1</sup> (Figure 1.2).

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



Source: Interviews with IDPs (combined data)

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

During the focus group discussions, the IDPs and key informants noted that typically, persons that do

Households with children made up 39% of all IDP households, which is similar than the average Ukrai-

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

	Rounds 1-3 (March-June 2016)	Round 4 (September 2016)	Round 5 (March 2017)	Round 6 (June 2017)	Round 7 (September 2017)
Yes	92.7	92.1	96.5	94.4	94.5
No	7.0	7.6	3.5	5.4	5.3
Do not know	0.3	0.3	0.0	0.2	0.2

Source: Face-to-face interviews with IDPs

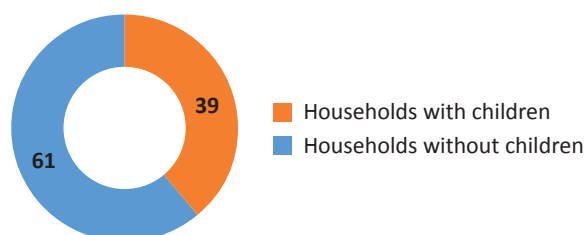
1 Socio-demographic characteristics of households in Ukraine in 2017 (according to a sample survey of living conditions of households). Statistical Bulletin. State Statistics Service of Ukraine. – K., 2017.



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

nian household (38%)<sup>2</sup> (Figure 1.3). At the same time, IDP households with one child constitute two-thirds of the total number of households with children.

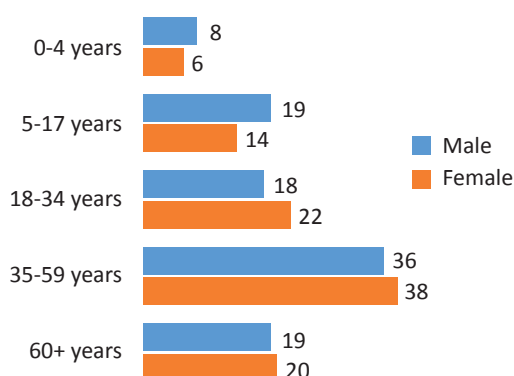
**Figure 1.3. Distribution of households with or without children, %**



Source: Interviews with IDPs (combined data)

Women represent 58% of surveyed IDP household members, which is slightly higher than the proportion of women among the total population of Ukraine (54% as of 1 January 2017<sup>3</sup>). The larger share of women among IDPs was observed in all age groups 18 years and older and is consistent with the results of previous surveys (Figure 1.4).

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



Source: Interviews with IDPs (combined data)

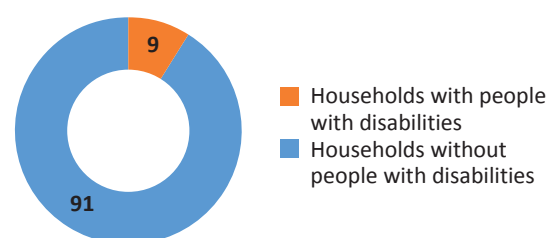
2 Social and Demographic Characteristics of Households of Ukraine. Statistical Bulletin. State Statistics Service of Ukraine. – K., 2017.

3 Distribution of the permanent population of Ukraine by gender and age as of January 1, 2017. Statistical Bulletin. State Statistics Service of Ukraine. – K., 2017.

The share of IDPs aged 60 and over is almost 1.2 times lower compared to the general population. Whereas the share of IDPs aged under 18 is almost 1.3 times higher<sup>4</sup>.

Nine (9%) per cent of IDP households reported having a family member with a disability (Figure 1.5).

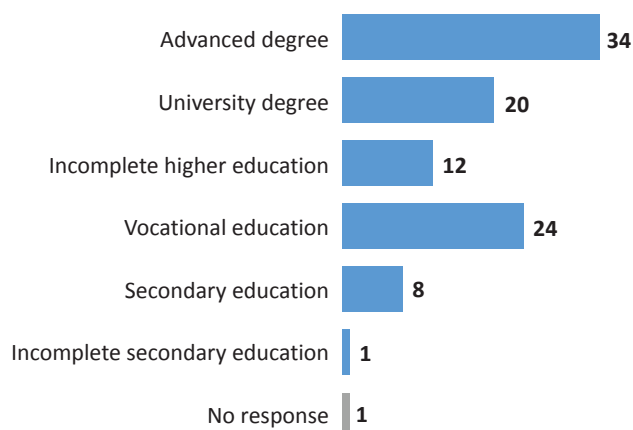
**Figure 1.5. Distribution of IDP households with people with disabilities (I-III disability groups, children with disabilities), %**



Source: Interviews with IDPs (combined data)

The level of education among IDP heads of households is high, among which 66% have some form of higher education (Figure 1.6).

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



Source: Interviews with IDPs (combined data)

4 Distribution of the permanent population of Ukraine by gender and age as of January 1, 2017. Statistical Bulletin. State Statistics Service of Ukraine. – K., 2017.

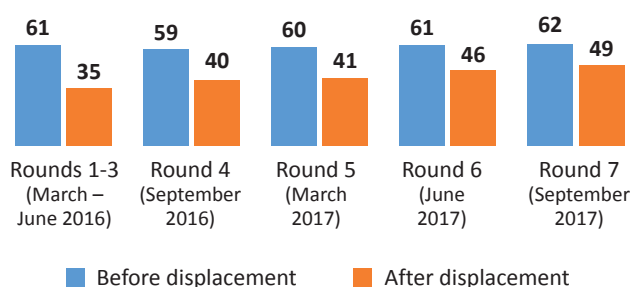


## 2. EMPLOYMENT OF IDPs

### Employment rates

Although employment remained one of the key challenges identified by IDPs, data continues to indicate a trend towards improvement of the economic situation of IDP households. The share of employed IDPs increased from 35% in Round 1-3 to 49% in Round 7, and the difference between IDP employment rates from before (62%) and after (49%) displacement decreased to 13% in Round 7 (Figure 2.1).

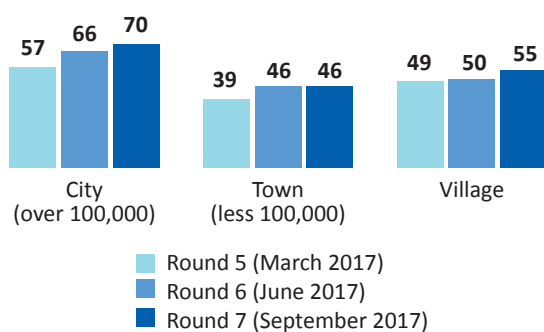
**Figure 2.1. Employment of IDPs before and after displacement by rounds, %**



Source: Face-to-face interviews with IDPs

The level of employment is varied across different types of settlements as well as geographic zones. The largest share of employed IDPs reside in large cities, while in small towns and villages the level of employment is significantly lower (Figure 2.2).

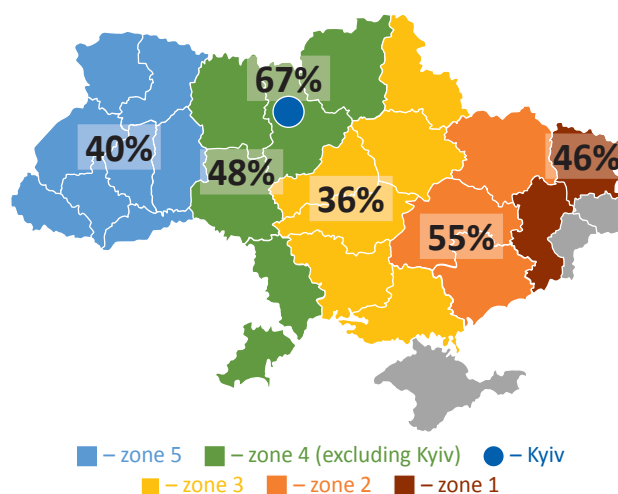
**Figure 2.2. Employment of IDPs after displacement by type of settlement and by rounds, % of IDPs 18-59 years old**



Source: Face-to-face interviews with IDPs

Kyiv and the second geographic zone is where the largest proportion of employed IDPs reside (Figure 2.3).

**Figure 2.3. IDPs employment after displacement, by geographic zones, %<sup>5</sup>**



Source: Face-to-face interviews with IDPs

Compared to recent general trends in Ukraine<sup>6</sup>, the share of employed men aged 18-59 years among IDPs (78%) is significantly higher than in the general population in Ukraine (68%).

One positive employment trend observed is the increase in the share of long-term employment (of more than 12 months) in their current job from 33% in Round 1-3 to 71% in Round 7 (Figure 2.4). There is also an increase in the share of IDPs who work full-time from 44% to 57%.

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

<sup>6</sup> Economic activity of the population in the 1st quarter of 2017. Statistical Bulletin / State Statistics Service of Ukraine, 2017.



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

**Figure 2.4. Distribution of IDPs by duration of employment in current job by rounds, % of employed respondents**

	Round 1-3 (March – June 2016)	Round 4 (September 2016)	Round 5 (March 2017)	Round 6 (June 2017)	Round 7 (September 2017)
Less than a month	6	5	3	1	2
1- 6 months	27	23	10	12	12
7-12 months	33	30	23	19	14
More than 12 months	33	41	62	67	71
No response	1	1	2	1	1

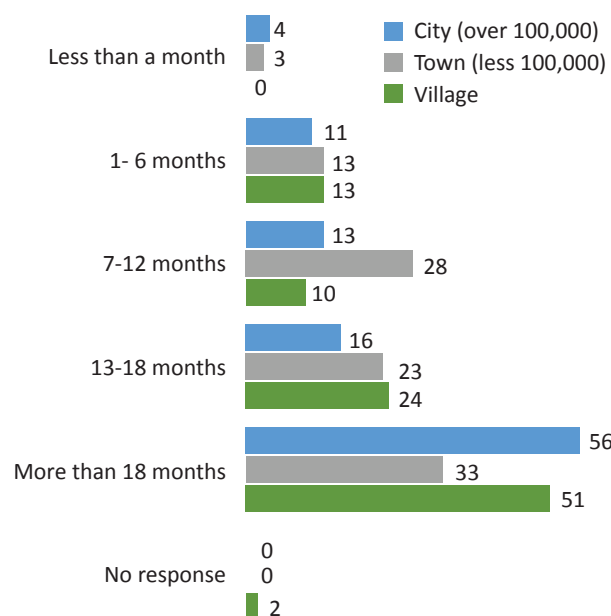
Source: Face-to-face interviews with IDPs

The duration of employment is varied across different types of settlements. IDPs with long-term employment more frequently reside in large cities, reported by 56%, while in small towns the share of IDPs with long-term employment is significantly lower – 33% (Figure 2.5).

Over all seven rounds of NMS, a positive trend emerged regarding the increase in the share of IDPs whose current employment corresponds to their qualifications, increasing from 59% to 75% (Figure 2.6). The largest share (82%) of IDPs whose current employment corresponds to their qualifications reside in the first geographic zone (Donetsk and Luhansk oblasts in GCA). In addition, 77% of IDPs in Round 7 are working in the same sector of employment as before displacement, a 17% increase in comparison to 60% in Round 1-3.

The differences between employment rates before and after displacement are the largest in the ‘industrial’ and ‘service’ sectors. In particular, there is a 6% decrease in the number of IDPs working in the ‘industrial’ sector, while there is a 5% increase of IDPs working in the ‘service’ sector (Figure 2.7).

**Figure 2.5. Distribution of IDPs by duration of employment in current job by type of settlement, % of employed respondents**



Source: Face-to-face interviews with IDPs

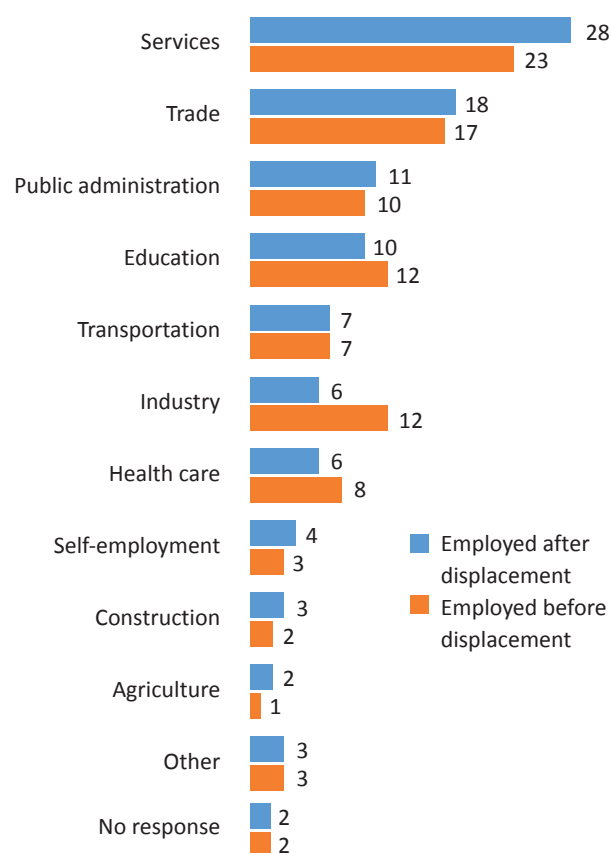
**Figure 2.6. Correspondence of IDPs’ current job with their qualification by rounds, % of employed respondents**

	Round 4 (September 2016)	Round 5 (March 2017)	Round 6 (June 2017)	Round 7 (September 2017)
Corresponds	59	67	74	75
Does not correspond	41	33	26	25

Source: Face-to-face interviews with IDPs



**Figure 2.7 Changes in sectors of employment before and after displacement, % of IDPs 18-59 years old**



Source: Face-to-face interviews with IDPs

## Unemployment rates

There is a decrease in the share of unemployed IDPs since September 2016 (Figure 2.8). The share of pensioners, persons with disabilities, and persons on maternity leave is 28% in Round 7.

Most frequently, 'looking for work' is reported by unemployed IDPs who reside in villages in the first geographic zone (Donetsk and Luhansk oblasts – GCA). Direct employment was recognized as the most effective means of support among unemployed IDPs, reported by 49% (Figure 2.9). Among IDPs who are looking for a job, 52% search via the Internet, 44% through friends or relatives, and 36% through the State Employment Centre (Figure 2.10).

### IDP (female, 36) from Luhansk Oblast:

*"I have several diplomas, but what is the point? After displacement I re-qualified to become a florist within two weeks. Although I knew nothing about the floral business before, I was doing well and liked the job. But I had to quit, as my salary was not enough for food and paying rent."*

Source: FGDs with IDPs

**Figure 2.8. Employment of IDPs after displacement by rounds, %**

	Round 1-3 (March – June 2016)	Round 4 (September 2016)	Round 5 (March 2017)	Round 6 (June 2017)	Round 7 (September 2016)
Yes	35	40	41	46	49
No	26	38	28	19	23
Pensioners, persons with disabilities, maternity leave	39	22	31	35	28

Source: Face-to-face interviews with IDPs



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

**Figure 2.9. Distribution of unemployed IDPs in need of a job, by type of preferred support by rounds, %**

	Round 4 (September 2016)	Round 5 (March 2017)	Round 6 (June 2017)	Round 7 (September 2017)
Direct employment	43	46	63	49
Start-up of own business	10	10	10	10
Retraining	13	13	8	8
Consultation in employment centre	5	4	6	5
Education	10	2	5	4
Other	4	3	0	2
No response	15	22	8	22

Source: Face-to-face interviews with IDPs

**IDP (female, 46) from Donetsk Oblast:**

*“In the Employment Centre they told me that there was no job for someone with my qualification. Currently I am working as a tailor in a workshop without official employment.”*

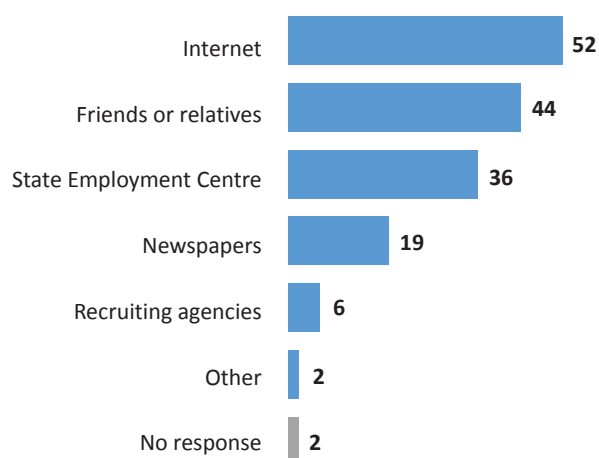
Source: FGDs with IDPs

**IDP (female, 34) from Donetsk Oblast:**

*“I had been working as a baker for 12 years when I was promoted to production manager. After displacement, the only job I was offered was a job as a cleaning lady. The salary of 900 hryvnias won’t sustain many people. Currently I am on maternity leave and I am self-employed as a tailor”*

Source: FGDs with IDPs

**Figure 2.10. Distribution of unemployed IDPs by channels they are using to look for a job, % of unemployed IDPs, currently searching for a job**



Note: Respondents could choose more than one option

Source: Face-to-face interviews with IDPs



## 3. WELL-BEING OF IDPs

### Livelihood opportunities

The well-being of IDPs slightly improved compared to the previous round (Figure 3.1). The largest share of IDPs (48%) assessed their financial situation as ‘enough funds for basic needs’. The share of households who reported that they have enough funds for basic needs slightly increased, while the share of households that had to ‘limit expenses even for food’ slightly decreased. However, the portion of households who assess their financial situation as ‘enough funds only for food’ still remains high, at 40% in Round 7.

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

	Round 6 (June 2017)	Round 7 (September 2017)
Have to limit expenses even for food	10	7
Enough funds only for food	37	40
Enough funds for food, necessary clothing, footwear, basic needs	44	48
Enough funds for basic and other needs. Have savings	5	5
No response	4	0

Source: Interviews with IDPs (combined data)

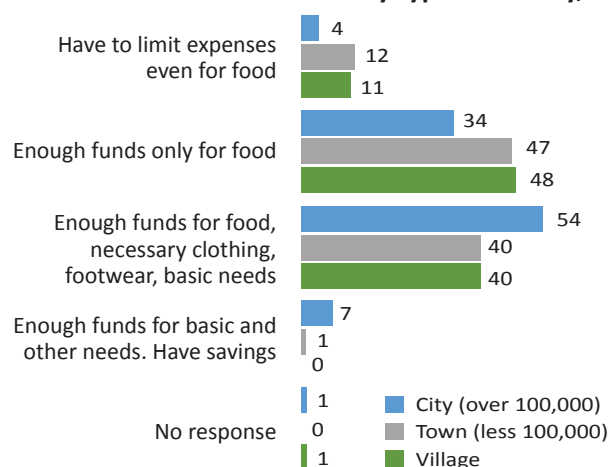
**IDP (male, 37) from Donetsk Oblast:**

“If you compare salary and necessary expenses then everything is on the edge. Even though I work and my wife works, a broken washing machine becomes a big problem.”

Source: FGDs with IDPs

The largest share of households (54%) that have enough funds for basic needs reside in cities, while the largest share of households who assessed their financial situation as ‘enough funds only for food’ reside in towns and villages – 48% and 47% respectively (Figure 3.2).

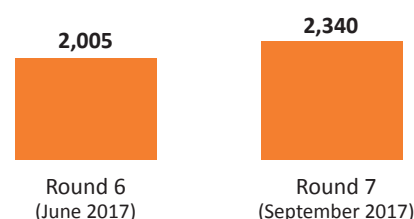
**Figure 3.2. IDPs self-assessment of the financial situation of their households by type of locality, %**



Source: Interviews with IDPs (combined data)

The average monthly income per IDP household member showed a small improvement, increasing from UAH 2,005 to UAH 2,340 since June 2017 (Figure 3.3). There was also a slight increase reported in the share of households who indicated their average monthly income exceeded UAH 7,000 for the past six months (Figure 3.4). However, the average monthly income level of IDPs was still low compared with the actual subsistence level calculated by the Ministry of Social Policy of Ukraine, which published rates in July 2017 at UAH 3,035<sup>7</sup>.

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



Source: Interviews with IDPs (combined data)

7 The actual subsistence minimum in 2015-2017. Ministry of Social Policy of Ukraine / <http://www.msp.gov.ua/news/12286.html>



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

**Figure 3.4. Distribution of IDP households by monthly income by rounds, %**

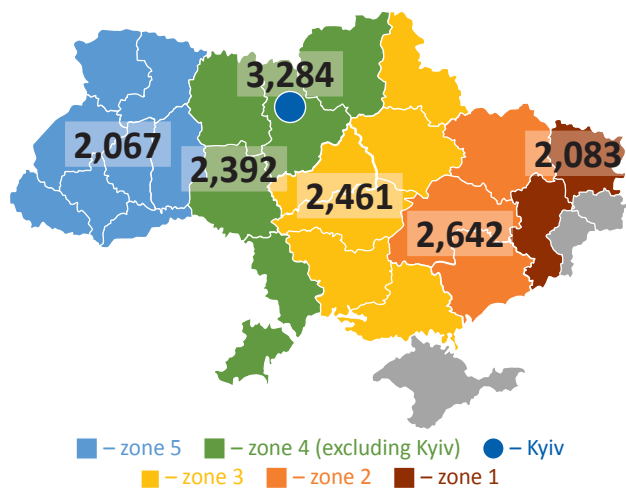
	Round 6 (June 2017)	Round 7 (September 2017)
Up to UAH 1,500	6	5
UAH 1,500–3,000	27	22
UAH 3,001–5,000	30	28
UAH 5,001–7,000	21	21
UAH 7,001–11,000	12	16
Over UAH 11,000	4	8

Source: Interviews with IDPs (combined data)

However, the level of the average monthly income is uneven among geographic zones<sup>8</sup> and settlement types. The average monthly income is highest in Kyiv at UAH 3,284 and the lowest in the fifth zone at UAH 2,067 and in the first zone at UAH 2,083 (Figure 3.5).

The level of the average monthly income in cities (UAH 2,560) is higher compared to income in towns (UAH 1,794) and rural areas (UAH 1,825).

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



Source: Interviews with IDPs (combined data)

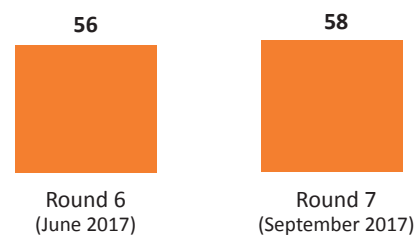
8 Grouping of oblasts into zones is by distance from the NGCA of Donetsk and Luhansk oblasts. Zone 1 – Donetsk (GCA) and Luhansk (GCA) oblasts; zone 2 – Dnipropetrovsk, Kharkiv, and Zaporizhia oblasts; zone 3 – Kirovohrad, Mykolaiv, Poltava, Sumy, Kherson, and Cherkasy oblasts; zone 4 – Chernihiv, Kyiv,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

**IDP (male, 67) from Donetsk Oblast:**  
*“Within two years after our arrival, the landlord raised the rent prices, while pensions and social payments stayed the same. It is getting harder to survive”*

Source: FGDs with IDPs

Another positive trend is that 58% indicated salary as their main source of income (Figure 3.6). IDPs who indicated salary as their main source of income more frequently assessed their financial situation as ‘enough funds for food, necessary clothing, footwear, basic needs’ compared to all survey participants.

**Figure 3.6. Salary as the main source of income in IDP households, by rounds, %**



Source: Interviews with IDPs (combined data)

Retirement or long service pension is the second most frequently mentioned source of income, of which the share is 38% (Figure 3.7). The third one is Government IDP support, reported by 34% and there is a 9% decrease compared to the previous round. At the same time, the share of respondents receiving support from the Government is still large, which demonstrates that the substantial share of IDPs still strongly require government assistance.

Social assistance is the main source of income for 26% of IDPs and 10% received financial support from relatives (Figure 3.7). The share of IDPs, who reported humanitarian assistance, is minor at 6%.



**Figure 3.7. Main sources of income in IDP surveyed households in the past 12 months, %**

	Round 6 (June 2017)	Round 7 (September 2017)
Salary	56	58
Retirement or long service pension	37	38
Government IDP support	43	34
Social assistance	23	26
Financial support from relatives residing in Ukraine	9	10
Irregular earnings	11	9
Humanitarian assistance	7	6
Disability pension	4	4
Social pension	4	3
Other incomes	2	4

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

The most problematic issues identified by IDPs are payment for rent (22%), payment for utilities (15%), and living conditions (12%) and the situation remains unchanged during the past two rounds (Figure 3.8).

**Figure 3.8. The most problematic issues for IDP households by rounds, %**

	Round 6 (June 2017)	Round 7 (September 2017)
Payment for rent	18	22
Payment for utilities	20	15
Living conditions	18	12
Lack of opportunity to return to the place of permanent residence	9	8
Unemployment	7	6
Suspension of social payments	4	4
Access to medicines	3	4
Other	3	8
None of the above	17	20
No response	1	1

Source: Interviews with IDPs (combined data)

**Key informant (female, 51):**

*“In the dormitories there can be as many as seven people in one room. And in some rooms people who are completely unfamiliar with each other live together. They simply separate their living space with sheets. And they store their belongings in bags and hang them on the wall close to their bed, because there are no other places for storage. This is how people who escaped the conflict live together.”*

Source: FGDs with KI

Key informants view IDP problems a bit differently in terms of their severity. According to the key informants, living conditions are also considered the most problematic issue (31%), followed by unemployment (25%), payment for rent (10%), payment for utilities (8%) and lack of opportunity to return to the place of permanent residence (9%) (Source: Face-to-face interviews with key informants).

According to key informants, the most important types of IDP support include housing (77%), decent jobs (65%), and the provision of monetary assistance from the State (63%). Also mentioned as important are humanitarian assistance (42%), obtaining new qualifications through additional training (39%), monetary assistance from non-governmental organizations (35%) and provision of psychological support (34%) (Source: Face-to-face interviews with key informants; respondents could choose more than one option).



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

## Living conditions and types of accommodation

Most IDPs live in rented housing and the situation remains relatively unchanged during the current survey period. In particular, 49% live in rented apartments, 6% in rented houses, and 4% in rented rooms. A substantial share of IDPs continued to reside with relatives or host families – 25% in Round 7. Ten (10%) percent of IDPs live in own housing, 3% continued to reside in dormitories and 1% in collective centres (Figure 3.9).

**Figure 3.9. IDP accommodation types by rounds, %**

	Round 6 (June 2017)	Round 7 (September 2017)
Rented apartment	46	49
Host family / relatives	26	25
Own housing	9	10
Rented house	8	6
Rented room in an apartment	4	4
Dormitory	3	3
Collective centres for IDPs	2	1
Other	2	2

Source: Interviews with IDPs (combined data)

In general, the level of satisfaction with the basic characteristics of housing was high. More than 90% of IDPs reported satisfaction with electricity; more than 85% – with sewerage, safety and water supply. Relatively smaller share of IDPs reported satisfaction with heating (85%), insulation (85%), and living space (81%) (Figure 3.10).

**Figure 3.10. IDPs' satisfaction with living conditions by rounds, % of satisfied**

	Round 6 (June 2017)	Round 7 (September 2017)
Electricity	96	92
Sewerage	91	89
Safety	93	88
Water supply	91	86
Heating	87	85
Insulation	86	85
Living space	84	81

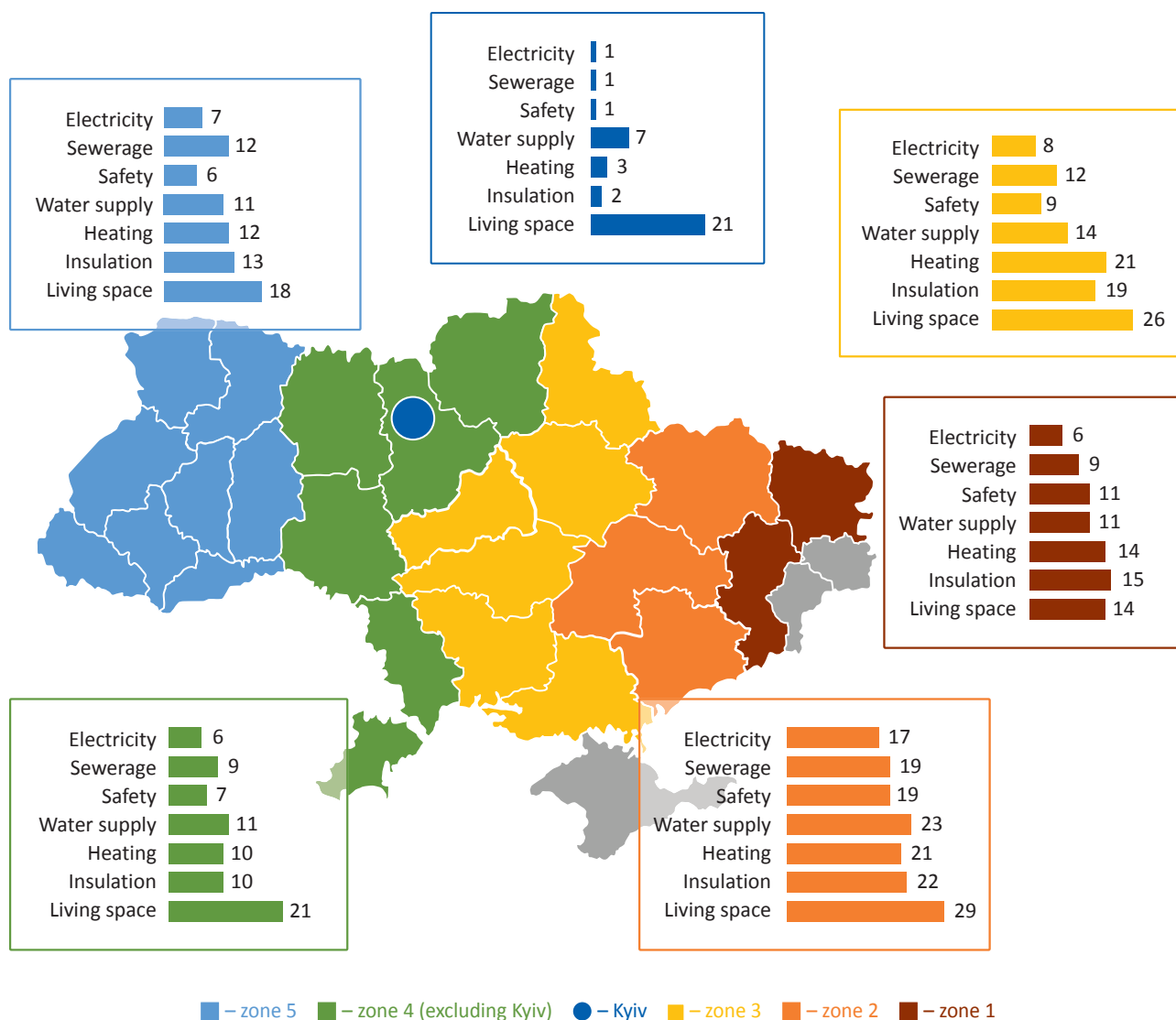
Note: Respondents could choose more than one option  
Source: Interviews with IDPs (combined data)

In more detail, dissatisfaction with living conditions is expressed with different frequencies across geographic zones (Figure 3.11)<sup>9</sup>. In the second zone, the dissatisfaction was reported the most frequently, in particular more than 17% of IDPs reported dissatisfaction with electricity, sewerage, safety, water supply, heating, insulation and 29% – with living space. In the first and the third zones, IDPs most frequently reported dissatisfaction with heating, insulation, and living space. In the fourth, the fifth zones and Kyiv, dissatisfaction with living space was reported the most frequently.

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



**Figure 3.11. IDPs' dissatisfaction with living conditions by geographic zones, %**



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

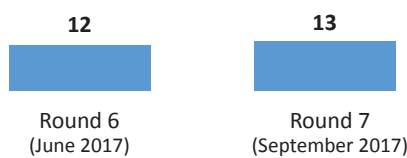


The project is funded by the European Union and implemented by the International Organization for Migration (IOM)

## Suspension of social payments

In September 2017, 13% of respondents or their families faced suspension of social payments (Figure 3.12).

**Figure 3.12. IDPs who have had social payments suspended, %**



Source: Interviews with IDPs (combined data)

The largest number of cases of suspension of social assistance was in relation to retirement or long service pension (48%) and monthly housing assistance for IDPs (46%) (Figure 3.13).

**Figure 3.13. Distribution by types of suspended social payments, % respondents who have had social payments suspended**

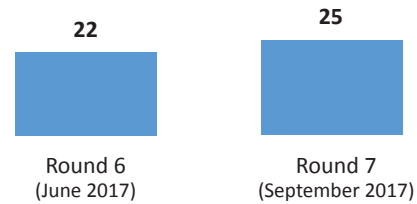
Retirement or long service pension	48
IDP support (monthly housing support for IDPs)	46
Allowance for families with children	4
Disability pension	3
Other pensions (in connection with the loss of breadwinner, social pension)	1

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

Among those IDPs who faced suspension of social assistance, only 25% received suspension notifications (Figure 3.14), and 37% were aware of the reasons behind the suspension of social payments (Figure 3.15).

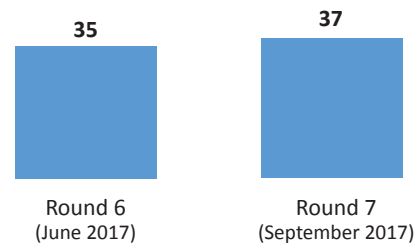
Forty two (42%) per cent of IDPs who faced the suspension reported that are familiar with the procedure to renew their social payments and there is a 6% decrease compared to the previous round (Figure 3.16).

**Figure 3.14. IDPs who received suspension notification, % respondents who have had social payments suspended**



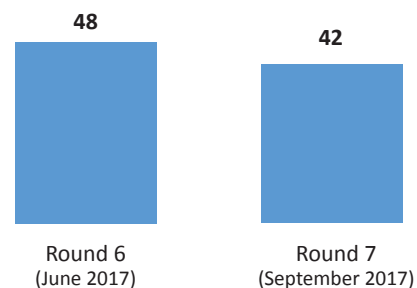
Source: Interviews with IDPs (combined data)

**Figure 3.15. IDPs, who were aware of the reasons behind suspension of social payments, % respondents who have had social payments suspended**



Source: Interviews with IDPs (combined data)

**Figure 3.16. IDPs, who were aware about the procedure on how to renew social payments, % respondents who have had social payments suspended**



Source: Interviews with IDPs (combined data)



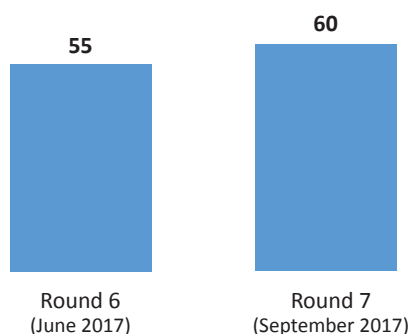
**IDP (female, 36) from Luhansk Oblast:**

“The procedure to apply for any social payments as an IDP is a bit more complicated than for the rest of the community. First, you register in one office of the social security service, then you have to go to another with the same certificate, and register again. And that’s all to get one kind of social assistance. Queues make the process even more complicated.”

Source: FGDs with IDPs

Among the respondents who faced suspension of social payments in Round 7, 60% addressed the Ministry of Social Policy of Ukraine on the issue (Figure 3.17) and payments were reinstated for 38% (Figure 3.18).

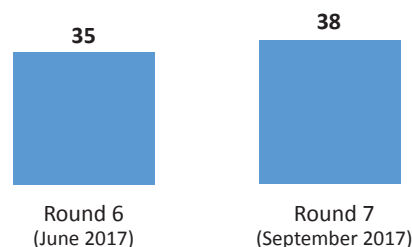
**Figure 3.17. Distribution of IDPs addressing the suspension issue to the the social protection structural unit on the renewal of social payments, % respondents who have had social payments suspended**



Source: Interviews with IDPs (combined data)

According to the focus group discussions, the suspension of social payments had extremely negative consequences for the well-being of certain IDPs, as they lost their main source of income for a period of two to six months (Source: Focus group discussions with IDPs).

**Figure 3.18. Distribution of IDPs who have had social payments renewed, % respondents who have had social payments suspended**



Source: Interviews with IDPs (combined data)

## Loans and debt obligations

Only 3% of IDPs reported to have loans or debt obligations (Figure 3.19). The vast majority (72%) of those IDPs who have loans or debt obligations used bank funds and 24% borrowed from an individual (friends, acquaintances, among others).

**Figure 3.19. IDP households with loans or debts by rounds, %**

	Round 6 (June 2017)	Round 7 (September 2017)
Had loans or debts	5	3
Did not have	94	97
No response	1	0

Source: Interviews with IDPs (combined data)



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

## 4. ACCESS TO SOCIAL SERVICES

**IDP (female, 36) from Luhansk Oblast:**

*“We did not have any problems enrolling our younger child into kindergarten. Moreover, we managed to enrol our older child in a school that was located near our dormitory, even though the enrolment list was already full.”*

*Source: FGDs with IDPs*

**IDP (female, 36) from Luhansk Oblast:**

*“Due to my health condition I had to spend a certain amount of time in the local hospital. I have to note that the treatment I’ve received was in no way different from what locals received. Just like everyone else, I had to pay for analyses and medications. Of course, I want our medical system to be better, but this is a common problem.”*

*Source: FGDs with IDPs*

IDPs generally showed a high level of satisfaction with the accessibility of all basic social services. Education remained the category with the most satisfaction, while IDPs are least satisfied with employment opportunities (Figure 4.1).

**Figure 4.1. IDP satisfaction with social services, % of satisfied**

	Round 6 (June 2017)	Round 7 (September 2017)
Possibilities to obtain education and enrol children in schools/ kindergartens	84	89
Accessibility of administrative services	84	81
Accessibility of health care services	88	84
Possibility of receiving pension or social assistance	79	74
Employment opportunities	69	66

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

Key informants assess IDPs’ access to housing and employment as restricted, while other areas such as health care services, education, social protection, and social services were assessed as more accessible (percentages are higher than 80%) (Source: Face-to-face interviews with key informants).

According to the focus group discussions with IDPs, the respondents were dissatisfied with the inaccessibility of healthcare facilities in rural areas. Specifically, in some villages, there is a necessity to travel to another locality in order to buy medicine or to pay for petrol in order to get an ambulance to come to rural settlements (Source: Focus group discussions with IDPs).

The vast majority of IDPs feel safe at their current place of residence (Figure 4.2).

**Figure 4.2. IDPs assessment on the safety of the environment and infrastructure of the settlement, %**

	Round 6 (June 2017)	Round 7 (September 2017)
I feel safe	91	83
I feel unsafe in the evenings and in remote areas of the settlement	8	14
I feel unsafe most of the time	1	3
Other	0	0

*Source: Interviews with IDPs (combined data)*



## 5. IDP MOBILITY

### Displacement

**IDP (female, 36) from Luhansk Oblast:**

*“I like this town and I dream of buying a house here. If there was a programme for housing, with a fixed installment or a partial payment for IDPs, I would apply for that.”*

*Source: FGDs with IDPs*

The number of IDPs who are staying in their current place of residence is increasing each round (Figure 5.1). For the majority of the interviewed IDPs, their current place of residence was also their first location after displacement.

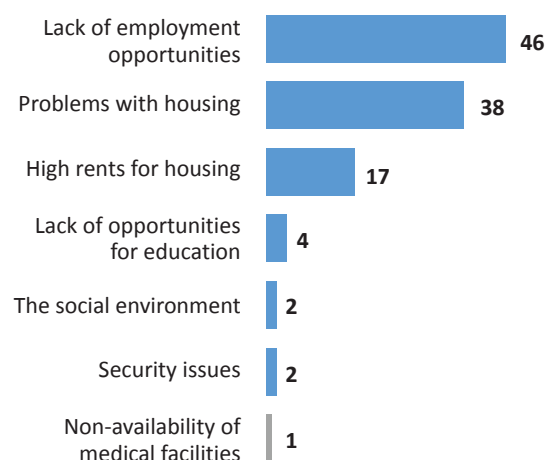
**Figure 5.1. How long have you been staying in the current place of residence?, %**

	Round 6 (June 2017)	Round 7 (September 2017)
Up to 6 months	5	3
7-12 months	10	6
13-18 months	4	4
19-24 months	13	10
25-30 months	28	11
31-36 months	36	49
More than 36 months	1	15
No response	3	2

*Source: Interviews with IDPs (combined data)*

For IDPs who changed their place of residence more than once, the main reasons cited for relocation were lack of employment opportunities (46%), problems with housing (38%) and high rent (17%) (Figure 5.2).

**Figure 5.2. Reasons given for changing the previous residence, % of those who changed residence**

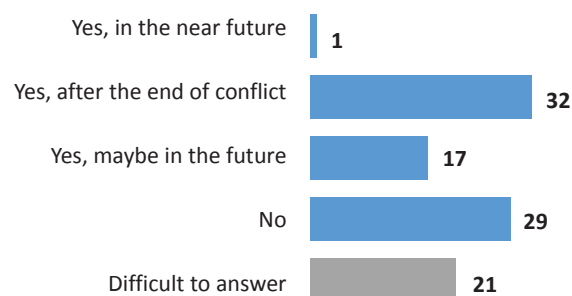


*Note: Respondents could choose more than one option  
Source: Interviews with IDPs (combined data)*

### Intentions on return

The share of IDPs that reported their intention to return to their places of residence before displacement after the end of conflict increased (Figure 5.3). At the same time, 29% of IDPs firmly expressed their intention not to return even after the end of the conflict. When asked about their plans for the next three months, the vast majority of IDPs (81%) plan to stay in their current place of residence.

**Figure 5.3. General IDP intentions on returning to live in the place of residence before displacement, %**



*Source: Interviews with IDPs (combined data)*

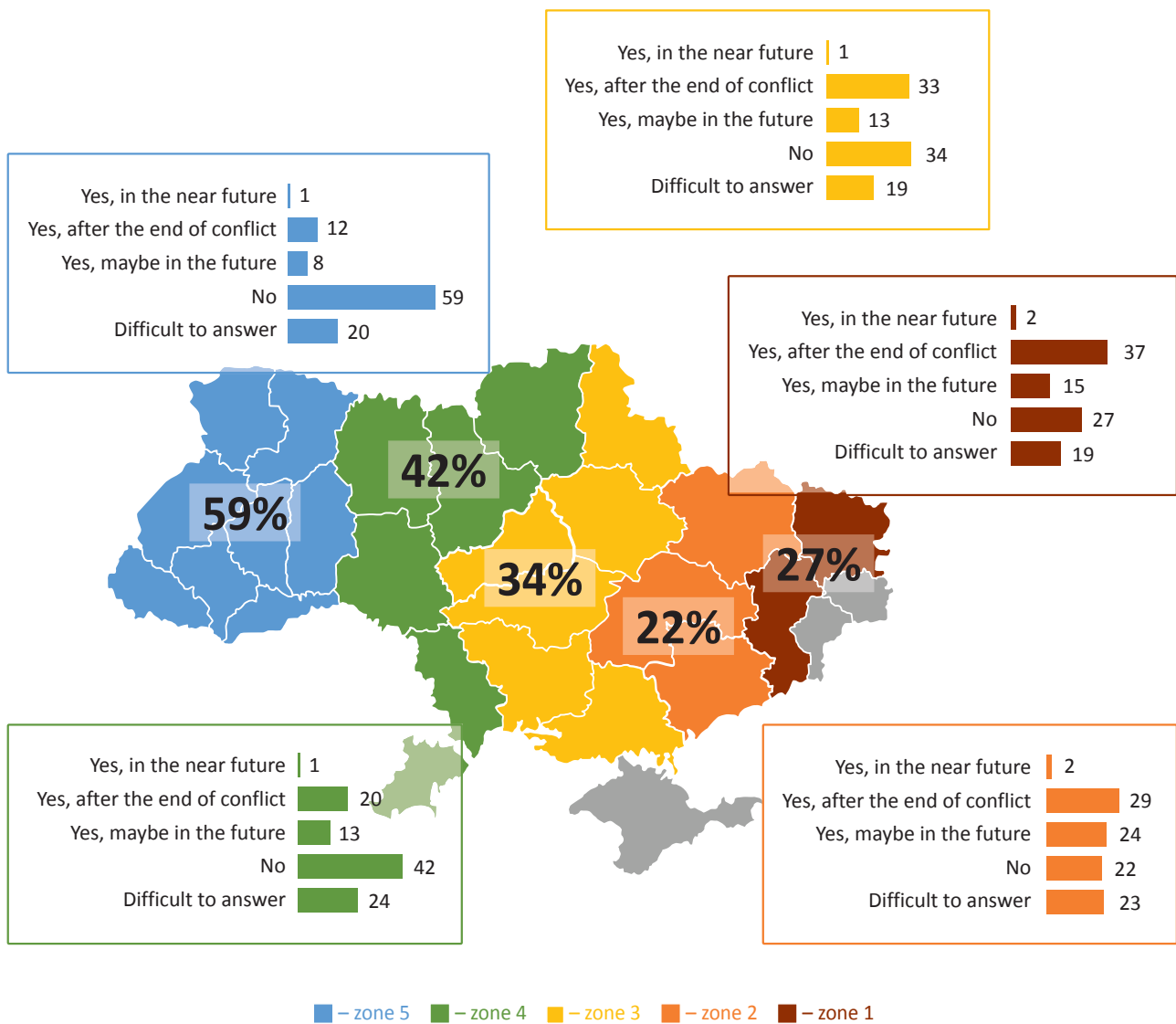


The project is funded by the European Union and implemented by the International Organization for Migration (IOM)

The intention to stay increased dramatically the further the IDP was located from the NGCA (Figure 5.4). Still, the share of IDPs who chose the re-

sponse 'Difficult to answer' is high – 21% among all surveyed IDPs.

**Figure 5.4. IDPs, who do not plan to return to live in place of residence before displacement, %**



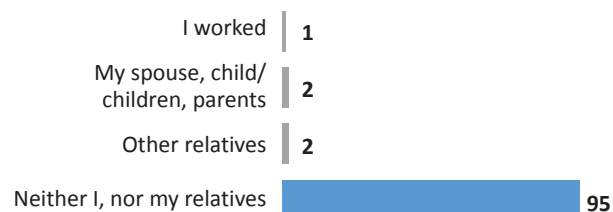
Source: Interviews with IDPs (combined data)



## Intentions to move abroad

In general, intentions to find a job abroad were low; 1% of IDPs reported planning to migrate abroad for work. Even so, 14% of IDPs reported that there are opportunities to travel abroad offered in their settlements through the Internet, booklets, and from friends or acquaintances. In addition, 1% of IDPs reported working abroad in the past three years and 4% reported that their relatives (spouses, children, parents or other relatives) had worked abroad (Figure 5.5).

**Figure 5.5. Distribution of IDPs by experience of work abroad during the last three years, %**



Source: Interviews with IDPs (combined data)

Only 3% of key informants reported that IDPs from their oblast had gone to other countries for work within the past three months. A total of 30% of key informants indicated that opportunities are advertised in their settlements to go abroad (Source: Face-to-face interviews with key informants).

Poland, Canada, and the USA were the most desirable countries for IDPs to work abroad (Figure 5.6).

**Figure 5.6. Distribution of IDPs by country they would prefer to look for a job (top 10 countries), %**

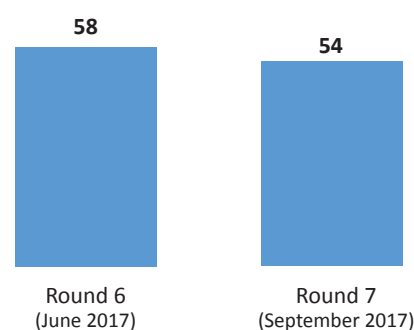
	Round 6 (June 2017)	Round 7 (September 2017)
Poland	32	29
USA	16	15
Canada	12	14
Czech Republic	7	8
Italy	5	7
Belarus	5	5
Spain	2	4
Russian Federation	3	4
Germany	3	2
Portugal	2	2

Source: Interviews with IDPs (combined data)

## Visits to the former places of residence

The share of IDPs who visited their place of residence in the conflict zone after becoming displaced slightly decreased (Figure 5.7).

**Figure 5.7. Distribution of IDPs by the visits to their places of living before displacement, %**



Source: Interviews with IDPs (combined data)

The main reasons to travel to the NGCA were visiting and maintaining housing (75%), visiting friends or family (54%) and transportation of belongings (25%) (Figure 5.8).

**Figure 5.8. Reasons for IDPs to visit NGCA since displacement, % of respondents who are visiting NGCA**

	Round 6 (June 2017)	Round 7 (September 2017)
Visiting and/or maintaining housing	75	75
Visiting friends and/or family	53	54
Transportation of belongings	26	25
Special occasions, such as weddings or funerals	6	7
Research of return opportunities	5	7
Operations with property (sale, rent)	2	2
Other	1	1

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



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

For IDPs that did not visit the NGCA since displacement, their main reason was the perception that it was ‘life-threatening’, as reported by 33% of respondents in Round 7 and there is a decrease compared to the previous round (Figure 5.9).

**Figure 5.9. Reasons for IDPs not to visit the NGCA after displacement among IDPs that did not visit the NGCA, %**

	Round 6 (June 2017)	Round 7 (September 2017)
Life-threatening	44	33
Because of political reasons	16	20
Because of the lack of financial possibilities	11	13
Because of health reasons	9	13
No property remains and/or no relatives or friends remain	10	10
Other	7	9
No response	3	2

Source: Interviews with IDPs (combined data)

The major barriers identified by IDPs visiting the NGCA were queues at the check points along the contact line and lack of transportation (Figure 5.10). The portion of individuals citing lack of transportation and fear for life decreased, while the share of IDPs who reported problems with registration crossing documents increased.

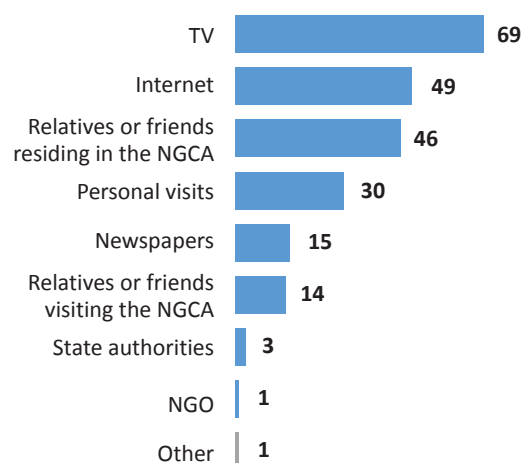
**Figure 5.10. Most significant barriers to visit the NGCA as reported by respondents who visited the NGCA since displacement, %**

	Round 6 (June 2017)	Round 7 (September 2017)
Queues on the contact line	55	55
Availability of transportation	30	26
Fear for life	21	13
Problems with registration crossing documents	6	11
Health status	13	10
Fear of robbery	3	3
Fear of violence	2	2
Other	2	2

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

The main sources of information for IDPs on the situation in the NGCA were television (69%), Internet (49%) and information from their relatives or friends (46%) who continued to reside in the NGCA (Figure 5.11).

**Figure 5.11. Sources of information regarding NGCA used by IDPs, %**



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





## 6. INTEGRATION IN LOCAL COMMUNITIES

### IDP (female, 55) from Donetsk Oblast:

*“You don’t know who you are, and where you belong. You are not accepted here, nor do you have a life there. You’ve lost yourself because you are neither this one nor that one.”*

Source: FGDs with IDPs

### IDP (male, 44) from Donetsk Oblast:

*“I do not feel part of the local community. At the very least, we have very different needs and problems. They do not understand us, we do not understand them. They can plan their future, while we do not know how we are going to pay for rent this month.”*

Source: FGDs with IDPs

### IDP (female, 34) from Donetsk Oblast:

*“We have been living here for two years and did not notice how we have become a part of the whole. The whole neighbourhood knows us, neighbours always come for a visit, asking if we need anything. That is when the understanding comes, that there are people out there with their own lives, who do not fail to remember about our existence. Our family has never encountered negative attitudes.”*

Source: FGDs with IDPs

### Integration rates

In Round 7, the share of IDPs who reported that they had integrated into the local community decreased by 9% from the previous round (Figure 6.1). Besides that 27% reported that they had partly integrated and 13% that they had not integrate.

**Figure 6.1. IDP self-assessment of their integration in the local community, %**

	Round 5 (March 2017)	Round 6 (June 2017)	Round 7 (September 2017)
Yes	56	68	59
Partly	32	25	27
No	11	6	13
No response	1	1	1

Source: Face-to-face interviews with IDPs

Data from key informants indicated that the majority (58%) positively assessed the integration of IDPs into the life of the local communities, which is a 13% increase from the previous round (Figure 6.2).

**Figure 6.2. Key Informants’ assessment of IDPs integration in the local community, %**

	Round 6 (June 2017)	Round 7 (September 2017)
Yes	45	58
Partly	46	37
No	4	2
No response	5	3

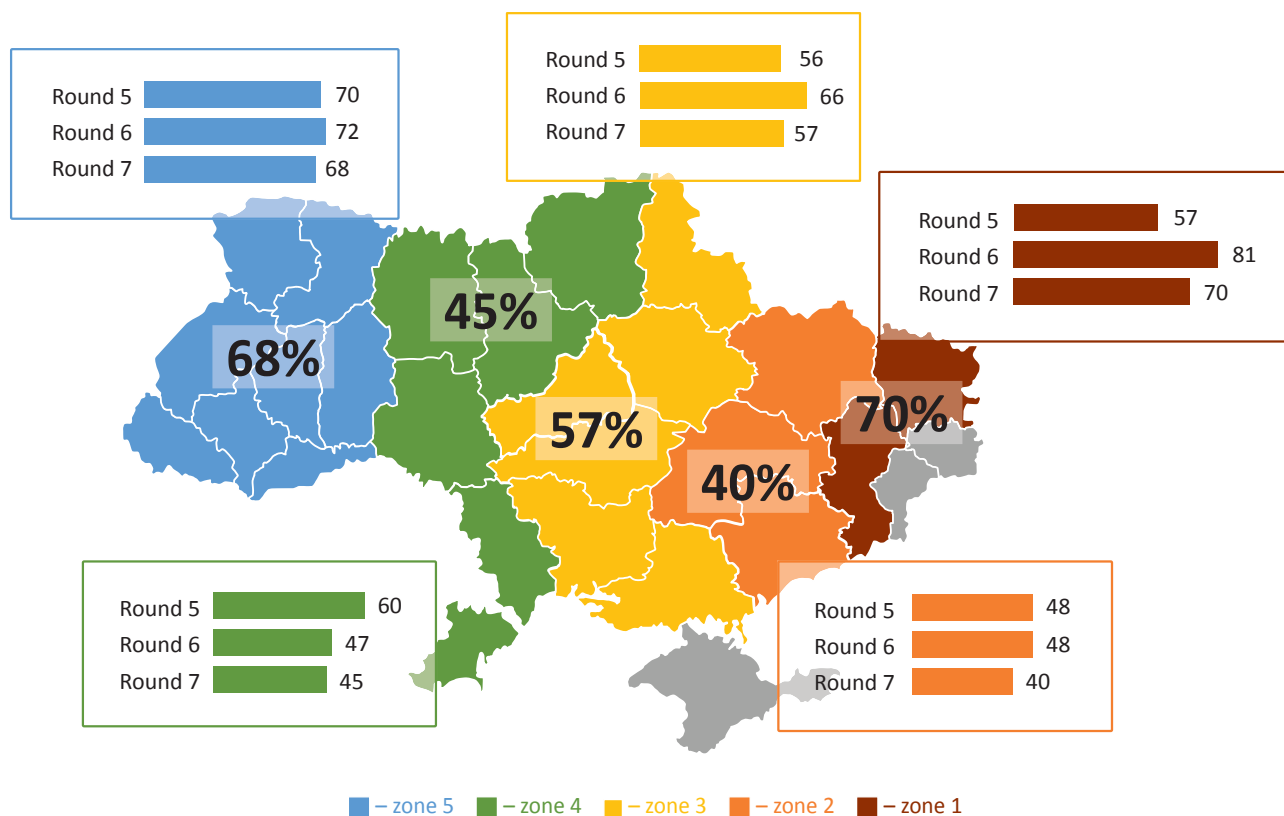
Source: Face-to-face interviews with key informants

As in previous rounds, integration is more frequently reported by IDPs who reside in the first geographic zone (Donetsk and Luhansk oblasts – GCA) and rural areas, while lack of integration is more frequently reported by IDPs who reside in large cities (more than 100,000 inhabitants).



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

**Figure 6.3. IDP self-assessment of their integration in the local community by geographic zones and by rounds, %**

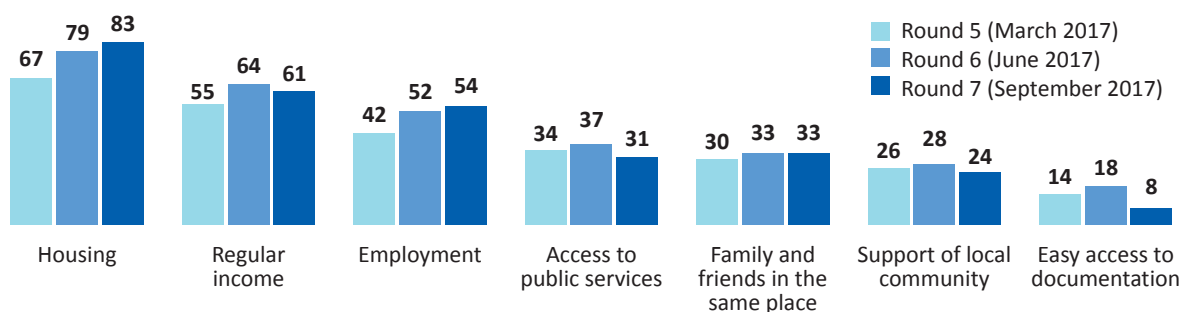


Source: Face-to-face interviews with IDPs

The main conditions for successful integration indicated by IDPs were housing, regular income, and employment (Figure 6.4). Housing remains the key condition for 83% of IDPs, an increase from 67% in

March 2017. It is even more important for IDPs who reside in towns and rural areas, as reported by 88% and 87% respectively which is an increase from 65% and 57% in March 2017.

**Figure 6.4. IDP conditions for integration in the current local community by round, %**



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



Regular income and employment remain important for 61% and 54% of IDPs and more frequently, employment is reported by IDPs who reside in towns and rural areas.

The importance of housing and employment is also reflected below:

- The most problematic issues identified by IDPs were living conditions (21%), payment for rent (20%), payment for utilities (18%), and unemployment (7%);
- The reasons for relocation for IDPs who engaged in secondary displacement were housing issues (41%), high rent (18%), and the lack of employment opportunities (55%);
- The main reason for IDPs, who had returned to live in NGCA was the possession of private property not requiring them to pay rent (70%).

Moreover, more frequently, integration is reported by people who have jobs and assess their financial situation as ‘enough funds for food, necessary clothing, footwear, basic needs’. On the contrary, the lack of integration is more frequently reported by IDPs who are not employed and have to ‘limit their expenses even for food’.

## Discrimination

There was a spike in the share of IDPs who reported perceptions of feeling discriminated against based on their IDP status in Round 5 and Round 7 (Figure 6.5). The data showed a general trend suggesting that when the share of IDPs who reported perceived discrimination increases, the share of IDPs who reported that they had integrated decreases. In general, IDPs who faced discrimination based on IDP status more frequently reported their lack of integration.

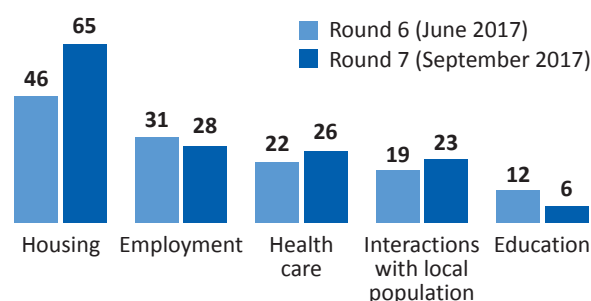
Perceptions of discrimination noted by IDPs concerned housing (65%), employment (28%), and healthcare (26%) (Figure 6.6). Compared to the previous round, there is a substantial rise in the share of IDPs who felt discriminated against based on their status in relation to housing (from 46% to 65%).

**Figure 6.5. Distribution of IDPs by discrimination experienced directly by respondents or by their household members by rounds, %**

	Round 4 (September 2016)	Round 5 (March 2017)	Round 6 (June 2017)	Round 7 (September 2017)
Yes	9	18	10	15
No	90	77	86	84
No response	1	5	4	1

Source: Face-to-face interviews with IDPs

**Figure 6.6. Spheres of discrimination, % of IDPs who experienced perceived discrimination**



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

### IDP (male, 44) from Donetsk Oblast:

“We are not renting our apartment to people from Donetsk” – this is what we hear the most. Initially, we seemed to be on good terms, the landlord had a positive attitude, but that always changed when they found out about our registration, it always follows with a refusal.”

Source: FGDs with IDPs

The increase could be explained by the suspension of social payments, as IDPs who reported perceived discrimination more frequently, also reported facing suspension of social payments. In particular, among IDPs who noted instances of feeling discriminated against, 42% reported that they had faced suspension of social payments, while among all surveyed



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

IDPs 19% reported that they faced suspension of social payments. Data from Round 5 demonstrated the same pattern – 45% compared to 24% respectively. The suspension of social payments might lead to difficulties with housing, for instance, payment of rent and utilities. The increase in perceived discrimination could also be a result of the necessity to comply with challenging requirements for the IDP verification procedure held every six months as identified by participants of the focus group discussions<sup>10</sup>.

**Key informant (female, 43):**

*“We went to the cinema with our children, while a social worker called to my friend and asked her to be at home within 15 minutes for the monitoring. The issue was not that we need at least 40 minutes to get home, but that I had to abandon what I was doing and rush there, because if not, then we would be removed from the list.”*

Source: FGDs with KI

**IDP (female, 55) from Luhansk Oblast:**

*“These checks are difficult for me, as I have a problem with my leg. Another problem is my sick husband, who just had a massive heart attack. And I have to rent a car for UAH 250 to go to the village council only to get a stamp. It all is on permanent base, and it costs money and my health, where shall I take it all from?”*

Source: FGDs with IDPs

**IDP (male, 23) from Donetsk Oblast:**

*“My family has changed apartments four times. The reasons have to do with high rent, once we were evicted because we did not agree with the new fees. One contract had a fee, but then they wanted more from us, so we had to leave. At the moment, we live in an apartment with not the best conditions, but it is cheap. When you urgently need to look for a new home, you are not particularly picky.”*

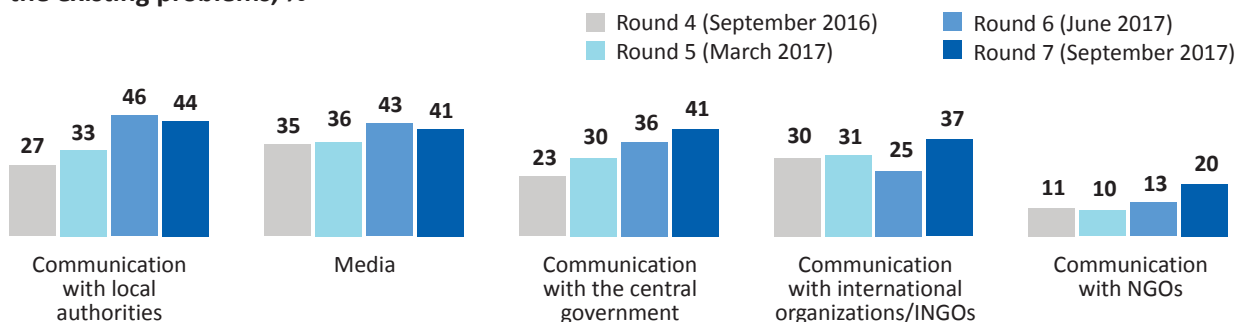
Source: FGDs with IDPs

According to key informants, known cases of discrimination were reported by 9% and mainly concerned housing, employment, and healthcare.

Only 2% of key informants reported known cases of tension between IDPs and the host community and 1% noted tensions between IDPs and combatants who returned from the conflict zone (Source: Face-to-face interviews key informants).

According to IDPs, the most effective channels for sharing existing issues faced by IDPs with the public were communication with local authorities (44%), with the central government (41%), and informing the media (41%) (Figure 6.7).

**Figure 6.7. The best way for the voice of IDPs to be heard to find appropriate solutions to the existing problems, %**



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

10 Resolution of the Government of Ukraine #365 of June 8, 2016 ‘Some issues of social payments to IDPs’ <http://www.kmu.gov.ua/control/uk/cardnpd?docid=249110200>



## Electoral rights

The Constitution of Ukraine grants equal rights for all citizens, including electoral rights. However, in accordance with the Central Election Commission, IDPs are not eligible to vote in elections (which are held in the place of their actual residence) as they do not belong to the territorial community they have been displaced to.

For local elections the electoral address of the voter is determined by the registered place of residence. Thus, IDPs will be able to vote in local elections if they become members of the territorial community, i.e. register in a new place of residence in accordance with the Law of Ukraine 'On freedom of movement and free choice of place of residence in Ukraine'. However, the majority of IDPs do not have their own housing and opportunity to register.

According to the results of interviews with IDPs, only 5% of the respondents said that they voted at the place of IDP registration during the local elections in 2015 (Figure 6.8). Ninety-five (95%) per cent reported that they did not vote and 96% reported that they did not apply to change their electoral address.

According to IDPs, the main reasons they did not vote were lack of time (31%), lack of information on how to vote at the place of displacement (23%), and were not interested in participating in elections (20%).

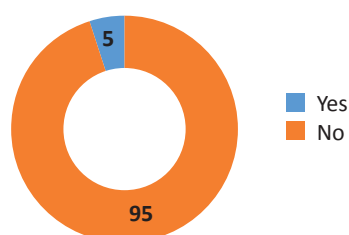
However, 67% of IDPs reported that the transfer of information on IDP registration to the State Register of Voters would enable them to exercise their right to vote.

### **IDP (female, 63) from Luhansk Oblast:**

*"When I arrived, I thought that I should not vote. I did not know anyone, and my voice would do harm. Now that I have become used to this place, I think I should have the right to vote in the subsequent elections."*

*Source: FGDs with IDPs*

**Figure 6.8. Distribution of IDPs' responses to the question "Did you vote at the place of IDP registration at the local elections in 2015?", %**



*Source: Interviews with IDPs (combined data)*



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

## 7. RETURNEES TO THE NON-GOVERNMENT-CONTROLLED AREAS

When conducting the telephone survey, which included 4,204 interviews in all oblasts of Ukraine, 659 respondents (16%) were identified as IDPs who returned and are currently living in the NGCA.

**Returnee (female, 55):**

*“Bombing in Putlivka started in June, and I decided to move my son and myself to Mariupol. But I could not find a job, so I returned back to Donetsk. There is simply no work because when you’re 55 years old, nobody wants to hire you.”*

Source: FGDs with returnees

**Returnee (female, 67):**

*“I felt I was unwelcome in my sister’s home and in Donetsk I have my own flat. I’ve returned and I will not move anywhere else.”*

Source: FGDs with returnees

**Returnee (female, 39):**

*“Mostly due to financial reasons. I could not find the job I wanted and the salaries offered were barely enough to pay the rent, we could not afford anything. In Donetsk we have a flat and that makes our lives easier.”*

Source: FGDs with returnees

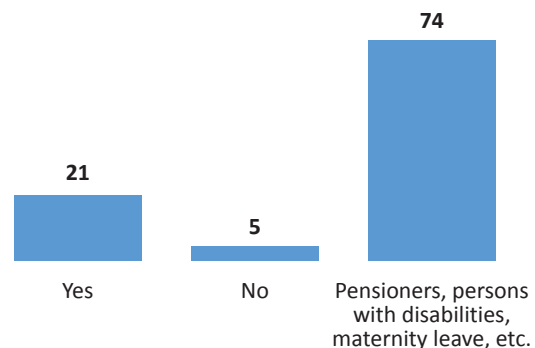
**Returnee (male, 52):**

*“Family circumstances forced us to return – my father-in-law died. He left a large farm there, which was not damaged. We decided to return, because the property needed to be taken care of and we have engaged in agriculture. The land needs owner.”*

Source: FGDs with returnees

Women accounted for a large percentage (60%) among surveyed returnee households to the NGCA. Pensioners make up the largest proportion of surveyed returnees to the NGCA – 74% (Figure 7.1), while the proportion of pensioners in the GCA is 46%<sup>11</sup>. The share of employed returnees is 21%, which is significantly lower than the level of employment in the GCA – 40%. At the same time, the share of working-age IDPs in GCA is larger (58%) than among surveyed returnees to the NGCA (37%). The share of unemployed IDPs in the GCA (14%) is significantly larger than among surveyed returnees to the NGCA (5%).

**Figure 7.1. Employment of returnees to the NGCA after displacement, %**



Source: Telephone interviews with returnees to the NGCA

According to the respondents’ self-assessment of their financial situation, 8% reported that they had to ‘limit expenses for food’, 60% assess their financial situation as ‘enough funds only for food’, which is significantly larger than in the GCA (38%). The difference between NGCA and GCA in the share of respondents who assess their financial situation as ‘enough funds for basic needs’ is also substantial, 29% and 52% respectively (Figure 7.2).

11 The comparison is based on telephone survey data



**Figure 7.2. IDPs' self-assessment of the financial situation of their households by NGCA and GCA, %**

	NGCA	GCA
Have to limit expenses even for food	8	3
Enough funds only for food	60	38
Enough funds for food, necessary clothing, footwear, basic needs	29	52
Enough funds for basic and other needs. Have savings	1	7
No response	2	0

Source: Telephone interviews with IDPs and returnees to the NGCA

The data for Round 7 showed that the monthly income of most returnee households did not exceed UAH 5,000 – 65% (Figure 7.3). The average monthly income per individual returnee was UAH 2,196. Furthermore, focus group participants noted that food prices in the NGCA were higher than in the GCA, which exacerbated the issue of well-being (Source: Focus group with returnees).

**Figure 7.3. Distribution of households of returnees to the NGCA by monthly income, %**

Up to UAH 1,500	8
UAH 1,500–3,000	31
UAH 3,001–5,000	26
UAH 5,001–7,000	8
UAH 7,001–11,000	4
Over UAH 11,000	3
Difficult to answer or no response	20

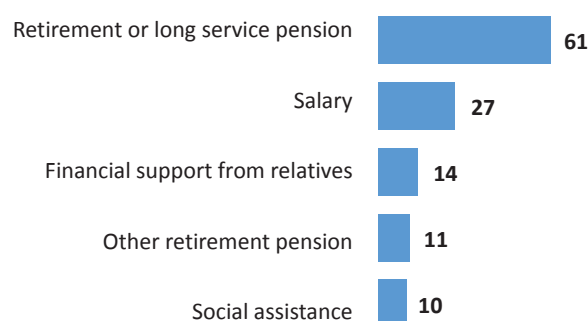
Source: Telephone interviews with returnees to the NGCA

About 35% of returnees were aware of the trade blockade between Ukraine and Donbas and 65% of them mentioned, that with the onset of the blockade there was an increase in prices. Some of them specified that the increase was especially noticeable in food and medicine prices.

The main source of income for the largest share of surveyed returnees to the NGCA was retirement pension (61%). The second main source of income

was salary at 27%, which is much lower than the 56% in the GCA. Other frequently mentioned sources were financial support from relatives (14%), social assistance (10%) and specific for the returnee category – other retirement pensions (11%), which included (according to respondents) pensions paid by the self-proclaimed Donetsk People's Republic, by Luhansk People's Republic and/or by the Russian Federation (Figure 7.4).

**Figure 7.4. Main sources of income in households of surveyed returnees to the NGCA in the past 12 months (five most frequently mentioned), %**



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

In comparison to the GCA where the majority of IDPs live in rented housing, in the NGCA 98% of the returnees live in their own apartments or houses. The remaining 2% of surveyed returnees reported their houses were destroyed or damaged as a result of the conflict and therefore they live with relatives/host family or in a rented house.

Safety remained the main problem for returnees to the NGCA as reported by 17% of respondents. The second and third most frequently mentioned issues were social payment suspensions (14%) and access to medicines (9%), that are more acute for the population over 60 years old, than for the population aged 18-59 years (Figure 7.5). The level of satisfaction with the basic characteristics of housing (living space, sewerage, insulation, and heating) was high – around 90%. Satisfaction was lower with electricity and water supply – 85% and 72% respectively.



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

**Figure 7.5. The most problematic issues for households of returnees to the NGCA, %**

Safety	17
Suspension in social payments/ pensions	14
Access to medicines	9
Payment for utilities	4
Unemployment	3
Other	10
None of the above mentioned issues are of concern to us	43

Source: Telephone interviews with returnees to the NGCA

One of the major difference between IDPs in GCA and returnees to the NGCA is how they assess their safety. Only 30% of surveyed returnees to the NGCA reported that they felt safe in comparison to 83% of IDPs in GCA (Figure 7.6).

**Figure 7.6. Assessment of the safety of the environment and infrastructure of the settlement, %**

	NGCA	GCA
I feel safe	30	82
I feel unsafe in the evenings and in remote areas of the settlement	50	14
I feel unsafe most of the time	17	4
Other	1	0
No response	2	0

Source: Telephone interviews with IDPs and returnees to the NGCA

Most respondents in the NGCA (70%) indicated that the reason behind their return was the possession of private property and that they did not need to pay rent. The second factor was family reasons (51%), which became stronger over the last two rounds of NMS. The reasons for return remained consistent across the monitoring periods (Figure 7.7).

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

There is private property and we do not have to pay for rent	70
Family reasons	51
Lack of employment opportunities	16
Failure to integrate to local community at the previous place of residence	4
Limited access to social services – health care, education etc.	5
Other	5
No response	2

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

The majority of returnees (70%) stated that they did not visit the areas under government control in order to receive support (Figure 7.8). ‘Once a month’ or more was reported only by 8%.

**Figure 7.8. Returnees’ to the NGCA frequency of coming to the areas under government control for support, %**

Once a week	0
2-3 times a month	2
Once a month	6
Once in two months	3
Once in three months	4
Less than once in three months	9
I do not come to the areas under government control	70
No response	6

Source: Telephone interviews with returnees to the NGCA

Eighty-five per cent (85%) of the returnees plan to stay in the NGCA during the next three months (Figure 7.9). Compared with the data of the previous rounds, the number of those who are planning to stay in the NGCA increased, while the share of those wanting to return to the GCA declined.





**Figure 7.9. Returnees' to the NGCA plans  
for the next three months, %**

I plan to stay in the NGCA	85
I plan to move to the GCA	4
I plan to move abroad	0
Other	0
Difficult to answer	10
No response	1

*Source: Telephone interviews with returnees to the NGCA*



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

## 8. ANNEXES

ANNEX 1. Methodology

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

ANNEX 3. Statistics of calls from telephone survey



## ANNEX 1. Methodology

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

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

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

The sample size of IDP households in 205 randomly selected territorial units selected for face-to-face interviews totalled 1,025 IDP households (sample distribution by oblast is provided in Figure 1 and Figure 3). The sampling of territorial units was devised for all oblasts of Ukraine and distributed in proportion to the number of registered IDPs in each oblast. It should be noted that about 50% of this round's

face-to face IDP sample were surveyed in the previous round. The purpose of preservation of IDP households in the sample was to ensure a more accurate assessment of changes in the indicators between adjacent rounds.

Included in each territorial unit selected for monitoring were, 5 IDP households and 2 key informants (representatives of the local community, IDPs, local authorities, as well as NGOs addressing the issues faced by IDPs). The distribution of the number of interviewed key informants by oblasts is presented in Figure 2.

The sampling for the telephone survey was derived from the IDP registration database maintained by the Ministry of Social Policy of Ukraine. Between June-September 2017, 4,204 IDP households were interviewed with this method in 24 oblasts of Ukraine. Out of them, 659 interviews were conducted with returnees to the non-government controlled area. The distribution of the number of interviewed households by oblasts is presented in Figure 4.

During the survey period there were 5 focus groups with representatives from: IDP population (2 FGDs in Rivne and Korsun-Shevchenkivsky, Cherkasy Oblast), key informants (2 FGDs in Kyiv and Zaporizhzhia) and those who had IDP status but returned to the non-government controlled areas (1 FGD in Mariupol, Donetsk Oblast, government-controlled area).



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

**Figure 1. Distribution of the sample for territorial units within oblasts of Ukraine**

Oblast	Number of territorial units selected
Total	205
Vinnitsia	4
Volyn	4
Dnipropetrovsk	15
Donetsk	47
Zhytomyr	4
Zakarpattia	4
Zaporizhia	14
Ivano-Frankivsk	4
Kyiv oblast (without Kyiv city)	6
Kirovohrad	4
Luhansk	24
Lviv	4
Mykolaiv	4
Odesa	5
Poltava	4
Rivne	4
Sumy	4
Ternopil	4
Kharkiv	14
Kherson	4
Khmelnysky	4
Cherkasy	4
Chernivtsi	4
Chernihiv	4
Kyiv city	12

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

Oblast	Number of key informants
Total	410
Vinnitsia	8
Volyn	8
Dnipropetrovsk	30
Donetsk	94
Zhytomyr	8
Zakarpattia	8
Zaporizhia	28
Ivano-Frankivsk	8
Kyiv oblast (without Kyiv city)	12
Kirovohrad	8
Luhansk	48
Lviv	8
Mykolaiv	8
Odesa	10
Poltava	8
Rivne	8
Sumy	8
Ternopil	8
Kharkiv	28
Kherson	8
Khmelnysky	8
Cherkasy	8
Chernivtsi	8
Chernihiv	8
Kyiv city	24



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

Oblast	Number
Total	1,025
Vinnitsia	20
Volyn	20
Dnipropetrovsk	75
Donetsk	235
Zhytomyr	20
Zakarpattia	20
Zaporizhia	70
Ivano-Frankivsk	20
Kyiv oblast (without Kyiv city)	30
Kirovohrad	20
Luhansk	120
Lviv	20
Mykolaiv	20
Odesa	25
Poltava	20
Rivne	20
Sumy	20
Ternopil	20
Kharkiv	70
Kherson	20
Khmelnitsky	20
Cherkasy	20
Chernivtsi	20
Chernihiv	20
Kyiv city	60

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

Oblast	Number
Total	4,204
Vinnitsia	77
Volyn	78
Dnipropetrovsk	271
Donetsk GCA	539
Zhytomyr	77
Zakarpattia	78
Zaporizhia	272
Ivano-Frankivsk	77
Kyiv oblast (without Kyiv city)	135
Kirovohrad	77
Luhansk GCA	382
Lviv	76
Mykolaiv	78
Odesa	105
Poltava	78
Rivne	78
Sumy	79
Ternopil	78
Kharkiv	273
Kherson	78
Khmelnitsky	78
Cherkasy	85
Chernivtsi	78
Chernihiv	78
Kyiv city	240
Donetsk NGCA	490
Luhansk NGCA	169



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

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

Zone	Oblast
1	Donetsk Oblast (GCA)
	Luhansk Oblast (GCA)
2	Dnipropetrovsk Oblast
	Kharkiv Oblast
	Zaporizhia Oblast
3	Kirovohrad Oblast
	Mykolaiv Oblast
	Poltava Oblast
	Sumy Oblast
	Kherson Oblast
	Cherkasy Oblast
4	Vinnytsia Oblast
	Zhytomyr Oblast
	Kyiv Oblast
	Kyiv city
	Odesa Oblast
	Chernihiv Oblast
5	Volyn Oblast
	Zakarpattia Oblast
	Ivano-Frankivsk Oblast
	Lviv Oblast
	Rivne Oblast
	Ternopil Oblast
	Khmelnysky Oblast
	Chernivtsi Oblast



## ANNEX 3. Statistics of calls from telephone survey

### Summary of calls

Total	11,071	
Complete interviews (GCA)	3,545	32%
Complete interviews (NGCA)	659	6%
No answer/nobody picked up the phone (after three attempts)	1,587	14%
No connection	2,365	21%
Out of service	1,275	12%
Not IDPs	410	4%
Refusal to take part in the survey	1,230	11%

### No connection

Total	2,365	
Vodafone	1,606	68%
Kyivstar	534	23%
lifecell	220	9%
Other	5	0%

### Out of service

Total	1,275	
Vodafone	883	69%
Kyivstar	225	18%
lifecell	153	12%
Other	14	1%

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



International Organization for Migration (IOM)  
The UN Migration Agency

**For more information please contact**  
**International Organization for Migration (IOM) Mission in Ukraine:**  
**8 Mykhailivska Street, Kyiv, Ukraine, 01001**  
**Tel: (044) 568-50-15 • Fax: (044) 568-50-16**  
**E-mail: [nmsukraine@iom.int](mailto:nmsukraine@iom.int)**