TRUST IN AUTHORITIES IN THE EAST

UASCORE 2018

Variables from Phase 2
Sample size: 9018
Trust in local authorities
Level of trust in key local institutions in society such as the Oblast State Administration, local civil society organizations, etc.
Trust in national authorities
Level of trust in key national institutions such as the President, Parliament, Cabinet of Ministers and courts.

Trust in local authorities
Level of trust in key local institutions in society such as the Oblast State Administration, local civil society organizations, etc.

TRUST IN AUTHORITIES:
TRUST IN LOCAL AUTHORITIES 2018
Trust in national authorities

Level of trust in key national institutions such as the President, Parliament, Cabinet of Ministers and courts.
Trust in national authorities
Level of trust in key national institutions such as the President, Parliament, Cabinet of Ministers and courts.
Civic responsibility
The extent to which one feels responsible for the future and well-being of their society and country.
What is the relation between Trust in Authorities and Civic Responsibility in Eastern Ukraine?

Trust in National and Local Authorities

<table>
<thead>
<tr>
<th>Trust in National Authorities:</th>
<th>Trust in Local Authorities:</th>
</tr>
</thead>
<tbody>
<tr>
<td>President</td>
<td>City/town Police Office</td>
</tr>
<tr>
<td>Verkhovna Rada</td>
<td>City/town Prosecutor</td>
</tr>
<tr>
<td>Cabinet of Ministers</td>
<td>Local Administrations</td>
</tr>
<tr>
<td>Courts</td>
<td>(mayor, council, etc.)</td>
</tr>
</tbody>
</table>

Civic Responsibility

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

To what extent do you agree with the following?

- We should all be trying to do what will benefit Ukraine as a whole, more than what would benefit us personally;
- I gladly put aside my own private pursuits for an opportunity to serve the common good in my country;
- What happens to Ukraine in the future is not my problem. I let others worry about this kind of thing.
<table>
<thead>
<tr>
<th>Trust in National and Local Authorities</th>
<th>Low - Low</th>
<th>Low – Moderate</th>
<th>Moderate – Moderate</th>
<th>High - Moderate</th>
<th>Moderate - High</th>
</tr>
</thead>
<tbody>
<tr>
<td>Low</td>
<td>1.5</td>
<td>0.3</td>
<td>2.7</td>
<td>5.8</td>
<td>2.5</td>
</tr>
<tr>
<td>Moderate</td>
<td>3.5</td>
<td>6.4</td>
<td>5.9</td>
<td>6.3</td>
<td>High</td>
</tr>
<tr>
<td>Civic Responsibility</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Low</td>
<td>3.5</td>
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<td>2.5</td>
</tr>
</tbody>
</table>

**TRUST IN AUTHORITIES:**
**OVERVIEW OF CLUSTERS: POPULATION SEGMENTATION**
<table>
<thead>
<tr>
<th>Trust Level</th>
<th>Responsibility Level</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Moderate</td>
<td>High</td>
<td>This group has all the qualities for becoming Change Makers. With highest education level, this group relies on community work and have strong sense of agency. They are optimistic about the country’s future and most supportive of reforms. They also share a more critical perspective and have strong intolerance to corruption. This group can lead pave the way for constructive public debate and civic engagement.</td>
</tr>
<tr>
<td>High</td>
<td>High</td>
<td>This group trusts authorities blindly, border-lining strong nationalism that lacks critical perspective. They have the highest income level and highest human security; in other words, they are the most privileged. They are more pro-EU compared to other groups, least sceptical of reforms. This group has strong sense of agency and civic optimism. This group can trigger constructive dialogue and public debate on the benefits of the EU if they can engage beyond an exclusive nationalistic framework in a more open and critical way.</td>
</tr>
<tr>
<td>Moderate</td>
<td>Moderate</td>
<td>This group shares lowest education level and social competence, such as self-esteem and social skills. They have express lowest levels of Ukrainian nationalism compared to other groups, and share more pro-Russia attitudes compared to pro-EU attitudes. They do not trust security services but express the strongest trust in local administrations compared to other groups. This group tend to be more passive and disconnected civic and political life.</td>
</tr>
</tbody>
</table>
This group is mistrusting, with lowest income and challenged feeling of human security. They also report very low access to services. Unsurprisingly, they are sceptical about the implementation of reforms and perceive corruption as very high.

They express pro-Russian attitudes and feel very fatigued by the conflict compared to other groups. However, they share highest executive skills and strong mental well-being.

This group can be engaged and included constructively by enhancing their human security and access to services.

This group is also nostalgic about the Soviet Union, and express pro-Russian attitudes. Unsurprisingly, they do not support pro-EU orientation, and blame Ukraine and the West for the conflict in Ukraine. They express very low sense of agency, they do not believe community and ordinary people can achieve positive change and they are pessimistic about the future.

This group is very hard to reach but improved security can help enhance their sense of responsibility and agency.
TRUST IN AUTHORITIES: REGIONAL DISTRIBUTION OF CLUSTERS

- **All Ukraine**: 36% Moderate Trust, 17% High Trust, 20% Low Trust
- **North Ukraine**: 19% Moderate Trust, 32% High Trust, 16% Low Trust
- **West Ukraine**: 17% Moderate Trust, 36% High Trust, 9% Low Trust
- **Central Ukraine**: 22% Moderate Trust, 32% High Trust, 17% Low Trust
- **East Ukraine**: 19% Moderate Trust, 39% High Trust, 16% Low Trust
- **South Ukraine**: 19% Moderate Trust, 42% High Trust, 6% Low Trust

Legend:
- Moderate Trust
- High Trust
- Low Trust

- Moderate Civic Responsibility
- Low Civic Responsibility

- USAID logo on the top right corner
TRUST IN AUTHORITIES: REGIONAL DISTRIBUTION OF CLUSTERS IN EASTERN UKRAINE

- **All Ukraine**
  - Moderate Trust: 36%
  - Low Trust: 20%
  - High Trust: 13%
  - Mixed Trust: 14%
  - Mixed Responsibility: 17%

- **Dnipropetrovska**
  - Moderate Trust: 17%
  - Low Trust: 33%
  - High Trust: 47%

- **Kharkivska**
  - Moderate Trust: 17%
  - Low Trust: 21%
  - High Trust: 47%

- **Luganska**
  - Moderate Trust: 17%
  - Low Trust: 29%
  - High Trust: 33%

- **Donetska**
  - Moderate Trust: 17%
  - Low Trust: 22%
  - High Trust: 29%

- **Zaporiz'ska**
  - Moderate Trust: 17%
  - Low Trust: 22%
  - High Trust: 41%

- **East Ukraine**
  - Moderate Trust: 39%
  - Low Trust: 19%
  - High Trust: 17%
  - Mixed Trust: 14%
  - Mixed Responsibility: 16%
What can be done?

- Constructive dialogue and information on EU benefits; and reform packages
- Improved access to and effective delivery of services
- Enhanced civic optimism and sense of agency through communication of local success stories
- Personal security via neighborhood watch & policing; economic security via social welfare benefits; political security via safe spaces for dialogue
TRUST IN
LOCAL ADMINISTRATIONS
IN EASTERN UKRAINE

UASCORE 2018
## Trust in Local Administrations: Significance Compared to Trust in Authorities

<table>
<thead>
<tr>
<th>Cluster group:</th>
<th>Moderate Trust</th>
<th>High Trust</th>
<th>Moderate Trust</th>
<th>Low Trust</th>
<th>Low Trust</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>High Civic</td>
<td>Moderate Civic</td>
<td>Moderate Civic</td>
<td>Moderate Civic</td>
<td>Moderate Civic</td>
</tr>
<tr>
<td>Trust in Local Administrations</td>
<td>Highest (2.3)</td>
<td>Highest (2.35)</td>
<td>Highest (2.41)</td>
<td>Lowest (1.69)</td>
<td>2.05</td>
</tr>
<tr>
<td>Trust in National and Local Authorities</td>
<td>2.52</td>
<td>5.82</td>
<td>2.74</td>
<td>0.25</td>
<td>1.45</td>
</tr>
<tr>
<td>Trust in Security Services</td>
<td>4.25</td>
<td>Highest (6.26)</td>
<td>3.78</td>
<td>Lowest (1.77)</td>
<td>Lowest (2.13)</td>
</tr>
<tr>
<td>Trust in Media</td>
<td>4.56</td>
<td>Highest (5.72)</td>
<td>4.16</td>
<td>Lowest (2.75)</td>
<td>Lowest (2.92)</td>
</tr>
<tr>
<td>Trust in Community</td>
<td>5.72</td>
<td>Highest (6.34)</td>
<td>5.22</td>
<td>Lowest (4.0)</td>
<td>Lowest (3.95)</td>
</tr>
</tbody>
</table>

Local administrations (mayor, council, etc.) work differently to trust for national and local authorities and other bodies (e.g. security services, community, media).
<table>
<thead>
<tr>
<th>FULLY MISTRUST</th>
<th>SOMEWHAT MISTRUST</th>
<th>SOMEWHAT TRUST</th>
<th>FULLY TRUST</th>
</tr>
</thead>
<tbody>
<tr>
<td>Low services and low human security.</td>
<td>Highest human security. Strong support for reforms, and strong belief in human rights. Lowest support for Ukrainian army. High civic responsibility and community cooperation, high optimism about the future; Strongest psychosocial wellbeing.</td>
<td>High economic security BUT low political security. Sceptical about effective implementation of reforms. High tolerance to corruption and nepotism. High pro-Russian media consumption and support for Russian military operations; Pessimistic about the future, weak social connectedness and challenges regarding psychosocial wellbeing.</td>
<td>Highest access to services and strong human security. Strong support for reforms and Ukrainian military operations. Strong civic responsible, and shares strong social harmony and sense of belonging with other groups in society. Strong psychosocial wellbeing.</td>
</tr>
</tbody>
</table>
Local administrations (mayor, council, etc.) work differently to trust for national and local authorities and other bodies (e.g. security services, community, media).
Local officials improve the wellbeing of people in our community/locality

TRUST IN LOCAL ADMINISTRATIONS: LOOKING DEEPER

- **Strongly agree**
- **Somewhat agree**
- **Somewhat disagree**
- **Strongly disagree**

**All East Oblasts**
- 6.60% Strongly agree
- 29.30% Somewhat agree
- 38.40% Somewhat disagree
- 25.70% Strongly disagree

**Kharkivska**
- 2.20% Strongly agree
- 23.10% Somewhat agree
- 42.20% Somewhat disagree
- 44.00% Strongly disagree

**Luganska**
- 3.40% Strongly agree
- 24.10% Somewhat agree
- 31.40% Somewhat disagree
- 41.10% Strongly disagree

**Donetska**
- 7.40% Strongly agree
- 29.90% Somewhat agree
- 22.30% Somewhat disagree
- 40.40% Strongly disagree

**Zaporiz'ska**
- 5.20% Strongly agree
- 35.60% Somewhat agree
- 38.60% Somewhat disagree
- 20.60% Strongly disagree

**Dnipropetrovska**
- 15.40% Strongly agree
- 35.50% Somewhat agree
- 32.50% Somewhat disagree
- 16.70% Strongly disagree