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

Donetsk and Luhansk oblasts, 2019

Funded by the USAID, implemented by the Centre for Sustainable Peace and Democratic Development (SeeD), and in partnership with the UN Recovery and Peacebuilding Programme.
PARTICIPATORY
Multi-stakeholder collaboration for continuous improvement

MULTIDISCIPLINARY
Inspired by numerous disciplines

TREND REVEALING
Longitudinal analysis to track societal changes

SCORE

PREDICTIVE
Advanced analysis to test theories of change

ADAPTIVE
Reflects local needs and phenomena
AGENDA

METHODOLOGY

CHANGES IN CITIZENS’ SATISFACTION

Human security
Service delivery
Support for reforms
Trust in authorities

REINTEGRATION OF THE NGCA

Future visions
Openness to dialogue
HOW DO WE MEASURE PHENOMENA?

CIVIC DUTY

• What happens to Ukraine in the future is not my problem

• There is no point in voting in elections

• I believe that ordinary people like me cannot change anything

• I believe politics is for politicians
9,055 RESPONDENTS:

3,325 respondents from Luhansk and Donetsk oblasts

1,811 contact line

3,000 city booster from 15 cities

619 non-governmental controlled area

300 ATO veterans

* For more information on the methodology, please visit: https://scoreforpeace.org/en/use/methodology
How secure do residents of Donetsk & Luhansk oblasts feel?
HUMAN SECURITY

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

48% feel they can’t meet their family’s nutritional needs

70% think public authorities are not open to hear points of view different from their own

Almost 65% do not feel confident about police protection

GCA 2018 | GCA 2019 | NGCA 2019
---|---|---
Economic security | 4.3 | 4.9 | 4.3
Political security | 3.8 | 4.8 | 3.5
Personal security | 4.3 | 4.3 | 3.0
HUMAN SECURITY

66% think they do not have sufficient access to specialized medical services.

49% are not satisfied with the quality of air and 63% are concerned about environmental risks.

Health security: 4.1 (GCA 2018) vs. 4.6 (GCA 2019)

Environmental security: 4.4 (GCA 2018) vs. 4.3 (GCA 2019)
To what extent are residents of Donetsk & Luhansk oblasts satisfied with services?
Satisfaction with most public services is growing

- Welfare payments (6.8) +1.6
- Basic schooling (6.7) +1.0
- Administrative services (6.4) +0.3
- Health care (5.4) +1.1
- Justice services (5.2) +0.8
- Higher education (4.7) -0.8
The extent to which one is satisfied with the provision of higher education services.
Satisfaction with infrastructure services & internet access is increasing

- Internet access (7.4)
  +0.5
- Provision of utilities (6.2)
  +0.6
- Quality of public transport (6.2)
  +0.6
- Quality of roads (4.8)
  +1.5
SATISFACTION WITH PUBLIC SERVICES

<table>
<thead>
<tr>
<th>Service</th>
<th>GCA 2018</th>
<th>GCA 2019</th>
<th>NGCA 2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quality of roads</td>
<td>3.3</td>
<td>4.8</td>
<td>5.1</td>
</tr>
<tr>
<td>Quality of public transport</td>
<td>5.6</td>
<td>6.2</td>
<td>6.3</td>
</tr>
<tr>
<td>Provision of utilities</td>
<td>5.7</td>
<td>6.2</td>
<td>5.0</td>
</tr>
<tr>
<td>Internet access</td>
<td>7.4</td>
<td>7.4</td>
<td>7.7</td>
</tr>
</tbody>
</table>
SIGNIFICANT CHANGES IN SATISFACTION WITH ALL SERVICES IN GCA

**Increasing satisfaction with...**

- Welfare payments 6.8 (+1.6)
- Quality of roads 4.8 (+1.5)
- Health care 5.4 (+1.1)
- Basic schooling 6.7 (+1)

**Decreasing satisfaction with...**

- Higher education 4.7 (-0.8)
Do residents of Donetsk & Luhansk oblasts support reforms?
SCEPTICISM ABOUT REFORMS

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

People between 18–35 years old are less sceptical and show higher support for reforms.
The extent to which one believes that decentralization reform is viable, will lead to positive changes and improve accountability.
The extent to which one believes that health reform is viable, effective and improves the quality of medical services.
HEALTH REFORM AWARENESS

• You can freely choose a family doctor
  TRUE

• There is a list of medication that you can get for free
  TRUE

• Not all primary medical services are free for patients
  FALSE

• You can change a family doctor if central hospitals approve request
  FALSE

• Emergency care is 50% financed by the state and 50% by the patient
  FALSE
Do residents of Donetsk & Luhansk oblasts trust institutions?
TRUST IN INSTITUTIONS IS GROWING

<table>
<thead>
<tr>
<th>Institution Type</th>
<th>GCA 2018</th>
<th>GCA 2019</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Non-governmental organizations</td>
<td>4.5</td>
<td>5.4</td>
<td>+0.9</td>
</tr>
<tr>
<td>Military</td>
<td>3.8</td>
<td>5.0</td>
<td>+1.2</td>
</tr>
<tr>
<td>Local institutions</td>
<td>4.0</td>
<td>4.2</td>
<td>+0.2</td>
</tr>
<tr>
<td>Central institutions</td>
<td>1.7</td>
<td>4.2</td>
<td>+2.5</td>
</tr>
</tbody>
</table>

DONETSK & LUHANSK OBLASTS
TRUST IN CENTRAL INSTITUTIONS

- Fully trust + Somewhat trust
  - **President**: 61%
  - **Verkhovna Rada**: 34%
  - **Cabinet of Ministers**: 33%
  - **Courts**: 25%

Approx. 10% in 2018
TRUST IN LOCAL INSTITUTIONS

- Fully trust + Somewhat trust

- Mayor or/and village/town head: 47%
- The village/town administration: 43%
- Oblast state administration: 31%

RANGE OF SCORES

0 1 2 3 4 5 6 7 8 9 10

SEA OF AZOV

TRUST IN MAYOR

- Starobilsk: 4.3
- Sievierodonetsk: 2.5
- Lysychansk: 4.7
- Popasna: 3.4
- Stanytsia Luhanska: 1.6
- Sloviansk: 5.0
- Kramatorsk: 4.5
- Druzhkivka: 5.2
- Pokrovsk: 5.3
- Mariinka: 3.8
- Mariupol: 5.1
- Melitopol: 4.0
- Berdiansk: 4.0

DONETSK OBLAST

LUHANSK OBLAST
The degree to which one feels that Ukrainian authorities care for the well-being of all Ukrainian citizens and are open to hear different views.
Future visions of Donetsk & Luhansk oblasts
The extent to which people want the NGCA to remain a part of Ukraine either with the same status as all other oblasts or with a special autonomy status.
The extent to which people want the NGCA to separate from Ukraine to become a part of Russia or internationally recognized independent countries.
DIFFERENT VISIONS FOR THE FUTURE OF THE NGCA

- **Remain part of Ukraine, with the same legal status like all other oblasts**: 7.3 (GCA 2019), 3.8 (NGCA 2019)
- **Remain part of Ukraine, with special autonomy status**: 5.0 (GCA 2019), 5.1 (NGCA 2019)
- **Become internationally recognized independent countries**: 2.2 (GCA 2019), 4.8 (NGCA 2019)
- **Become part of the Russian Federation**: 2.0 (GCA 2019), 5.5 (NGCA 2019)
- **Just maintain the current situation**: 1.1 (GCA 2019), 1.2 (NGCA 2019)
HOW UKRAINIANS GROUP OTHERS

People from Western Ukraine

Pro-Russia oriented people

Ukrainian nationalists

People from Eastern Ukraine

Pro-EU oriented people

People who support the NGCA separation

People living in the NGCA
DO YOU THINK THAT MEMBERS OF THE FOLLOWING GROUPS WOULD HEAR YOUR ARGUMENTS AND BE READY TO DISCUSS?

<table>
<thead>
<tr>
<th>Group</th>
<th>GCA 2019</th>
<th>NGCA 2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ukrainian nationalists</td>
<td>61%</td>
<td>81%</td>
</tr>
<tr>
<td>People who support separation of the NGCA</td>
<td>47%</td>
<td>33%</td>
</tr>
<tr>
<td>Pro-Russia oriented people</td>
<td>40%</td>
<td>40%</td>
</tr>
<tr>
<td>People from Western Ukraine</td>
<td>39%</td>
<td>71%</td>
</tr>
<tr>
<td>Pro-EU oriented people</td>
<td>37%</td>
<td>52%</td>
</tr>
<tr>
<td>People living in the NGCA</td>
<td>35%</td>
<td>52%</td>
</tr>
<tr>
<td>People from Eastern Ukraine</td>
<td>23%</td>
<td>40%</td>
</tr>
</tbody>
</table>
Thank you for your attention

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