**GOOD GOVERNANCE**

- **Mariupol**
  - Trust in Mayor or Head of the Town: 5.1
  - Trust in Town Administration: 4.4
  - Trust in Police: 3.9
  - Trust in Non-Governmental Organisations: 5.0
  - Trust in Courts: 2.6

- **15 cities**
  - Trust in Mayor or Head of the Town: 3.3
  - Trust in Town Administration: 3.7

- **Prioritize anti-corruption initiatives, especially among doctors and judges/prosecutors. Building trust in courts could strengthen feeling of justice and safety.**

- **Communicate the effectiveness of NGO activities to increase citizens’ trust and thus their engagement.**

**COMMUNITY BONDS**

- **Mariupol**
  - Community Cooperation: 4.5
  - Confidence that people from different groups will listen: 5.9
  - Social Threat from different groups: 3.2

- **15 cities**
  - Community Cooperation: 5.9 on average
  - Confidence that people from different groups will listen: 6.2 on average
  - Social Threat from different groups: 4.7 on average

- **Support community/neighbourhood initiatives to jointly define and solve common problems. This way people will feel they can rely on each other.**

**SOCIAL TOLERANCE**

- **Mariupol citizens feel the highest social threat towards ATO/JFO military (3.9) out of all 15 cities (3.2 on average).**

- **Support community/neighbourhood initiatives to jointly define and solve common problems. This way people will feel they can rely on each other.**

**Develop a culture of dialogue through meaningful contact between people with different political views and from different regions.**

---

*CITIES WERE SELECTED BASED ON THE DG EAST PROGRAMMATIC INTEREST:
Mariupol, Kramatorsk, Lysychansk, Sloviansk, Bakhmut, Kostiantynivka, Pokrovsk, Druzhkivka, Starobilsk, Popasna, Stanytsia Luhanska, Mariinka, Sievierodonetsk, Melitopol, Berdyansk.
A total of 3000 respondents were sampled in 15 cities (200 per city).*
SATISFACTION WITH CITY LIFE

SAFETY & SECURITY

- **Political Security**: Freedom to express political opinions (4.7)
- **Economic Security**: Being able to provide for your family (4.6)
- **Personal Security**: Feeling safe on the streets and protected by the police (4.2)
- **Environmental Security**: Satisfied with the state of environment and air quality (2.1)

SERVICES & EMPLOYMENT

- **Provision of Public Services**: 5.9
- **Provision of Infrastructure**: 5.8
- **Employment Opportunities**: 4.4

PRIDE IN YOUR LOCALITY

When you think about your locality, to what extent are you proud of the following?

- **Cuisine**: 7.3
- **Hospitality**: 7.2
- **Famous People**: 6.7
- **Creativity**: 6.5
- **Traditions**: 6.4
- **Nature**: 6.2
- **Cultural Heritage**: 6.2
- **Industry and Production**: 5.2
- **Community Bonds**: 4.8
- **Safety and Security**: 4.1

Prioritise development and communication of environmental initiatives.

Interventions in the industry and production sector of Mariupol can be met with resistance. Make sure to discuss them with the community to generate support.

CIVIC BEHAVIOUR

- 41% **Active**: Willing to use political and social means of action without violence
- 4% **Violent**: Willing to use violence
- 55% **Passive**: Not willing to do anything

To motivate passive citizens, concentrate on small scale civic initiatives relevant to their sense of pride that bring immediate benefit to the community.

* CITIES WERE SELECTED BASED ON THE DG EAST PROGRAMMATIC INTEREST:
Mariupol, Kramatorsk, Lysychansk, Sloviansk, Bakhmut, Kostiantynivka, Pokrovsk, Druzhkovka, Starobilsk, Popasna, Stanytsia Luhanska, Mariinka, Sievierodonetsk, Melitopol, Berdyansk.

A total of 3,000 respondents were sampled in 15 cities (200 per city).

City profiles are part of the SCORE for Eastern Ukraine 2019 project 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. The contents of this research do not necessarily reflect the views of USAID, the United States Government or UN. For more information, please visit www.scoreforpeace.org