SCORE Heatmaps 2019
Overview

Donetsk and Luhansk oblasts including scores for 15 cities in the region
1. Sample strategy
2. How to read SCORE?
3. Belonging and identity
4. Civic attitudes and behaviour
5. Demographics
6. Economic environment
7. Exposure to adversities and marginalisation
8. Future visions for the NGCA*
9. Governance and services
10. Human security
11. Intergroup relations
12. Media and information consumption
13. Political orientations and attitudes
14. Psychosocial assets and skills

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

* Non-government-controlled areas
The data was collected from September to November 2019 through face-to-face interviews.

9,054 respondents:

3,325 respondents from Luhansk and Donetsk oblasts

1,810 contact line

3,000 city booster from 15 cities

619 non-government-controlled area

300 ATO/JFO military personnel
HOW TO READ SCORE HEATMAPS

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

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

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

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

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

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

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

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

The degree to which one self-identifies as ‘Ukrainian’.
Identity: Russian
The degree to which one self-identifies as ‘Russian’.
Identity: European

The degree to which one self-identifies as ‘European’.

IDENTITY: EUROPEAN

IDENTITY: EUROPEAN
Locality satisfaction

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

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

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

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

PRIDE IN LOCAL CREATIVITY
Pride in local cuisine

The degree to which one feels proud of their local cuisine

PRIDE IN LOCAL CUISINE
Pride in local cultural heritage

The degree to which one feels proud of cultural heritage
Pride in local famous people

The degree to which one feels proud of people from their locality who became famous
Pride in local hospitality

The degree to which one feels proud of the hospitality of their locality
Pride in local industry and production

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

The degree to which one feels proud of the natural beauty of their locality
Pride in local safety

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

PRIDE IN LOCAL SAFETY

- Donetsk & Luhansk Oblasts
  - Donetsk Oblast: 4.1
  - Luhansk Oblast: 3.5
  - Donetsko-Luhanska kontaktna linia: 3.1

- Donetsk & Luhansk Oblasts
  - Donetsk Oblast: 3.9
  - Luhansk Oblast: 4.1

- PRIDE IN LOCAL SAFETY
  - Starobilsk: 4.8
  - Svetlodonsk: 2.8
  - Sloviansk: 3.3
  - Kramatorsk: 5.0
  - Druzhkivka: 4.6
  - Bakhmut: 2.0
  - Popasna: 3.6
  - Starotseredynka: 3.1
  - Mariinka: 0.7
  - Melitopol: 4.7
  - Berdyansk: 5.0
Pride in local traditions

The degree to which one feels proud of the local traditions
Sense of belonging (overall)

The combined degree of attachment to one’s place of living (country, region, settlement)
Sense of belonging to the country

The degree of attachment to one’s country

SENSE OF BELONGING TO THE COUNTRY

SENE OF BELONGING TO THE COUNTRY

8.0
DONETSK & LUHANSK OBLASTS

8.4
DONETSK & LUHANSK CONTACT LINE

8.1
DONETSK OBLAST

7.7
LUHANSK OBLAST

8.0
DONETSK & LUHANSK OBLASTS

7.7
LUHANSK OBLAST

8.1
DONETSK OBLAST

7.7
LUHANSK OBLAST

8.0
DONETSK & LUHANSK OBLASTS

8.5
Starobilsk

8.2
Starytsia Luhanska

8.2
Lysychansk

6.5
Sievlerodonetsk

8.2
Popasna

8.3
Druzhkivka

8.3
Kramatorsk

8.2
Lyubomyr

7.7
Bakhmut

7.7
Kostiantynivka

8.2
Pokrovsk

7.7
Dnipropetrovsk

8.3
Marinka

7.7
Pokrovsk

7.9
Berdiansk

7.5
Mariupol

7.8
Melitopol

RANGE OF SCORES
Sense of belonging to the region

The degree of attachment to one’s region

SENSE OF BELONGING TO THE REGION

SENSE OF BELONGING TO THE REGION
Sense of belonging to the settlement

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

**SENSE OF BELONGING TO THE SETTLEMENT**
Strength of feeling European

The degree to which one feels European

STRENGTH OF FEELING EUROPEAN

STRENGTH OF FEELING EUROPEAN
Support for European values

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

SUPPORT FOR EUROPEAN VALUES

Scores range from 0 to 10, with higher scores indicating stronger support for European values.
Civic attitudes and behaviour
Social tolerance (overall) The combined level of social tolerance towards different minority and marginalized groups (e.g. immigrants, Roma) in terms of personal interaction and/or acceptance in the community.
Social tolerance towards drug addicts

SOCIAL TOLERANCE TOWARDS DRUG ADDICTS

DONETSK & LUHANSK OBLASTS

DONETSK & LUHANSK CONTACT LINE

LUHANSK OBLAST

CONTACT LINE LUHANSK

DONETSK OBLAST

3.0

3.0

3.2

2.9

2.5

3.3

2.1

1.1

0.8

DONETSK OBLAST

LUHANSK OBLAST

DONETSK OBLAST

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LUHANSK OBLAST
Social tolerance towards IDPs

SOCIAL TOLERANCE TOWARDS IDPS

SCORE EASTERN UKRAINE / 2019

RANGE OF SCORES

SEA OF AZOV

DONETSK & LUHANSK OBLASTS

LUHANSK OBLAST

CONTACT LINE LUHANSK

CONTACT LINE DONETSK

DONETSK OBLAST

SCORE EASTERN UKRAINE / 2019

RANGE OF SCORES

SEA OF AZOV
Social tolerance towards immigrants

SOCIAL TOLERANCE TOWARDS IMMIGRANTS

7.5 DONETSK & LUHANSK OBLASTS
7.3 DONETSK & LUHANSK CONTACT LINE
7.4 DONETSK OBLAST
7.2 CONTACT LINE DONETSK
7.6 LUHANSK OBLAST
7.5 CONTACT LINE LUHANSK

SOCIAL TOLERANCE TOWARDS IMMIGRANTS

7.4 DONETSK OBLAST
7.6 LUHANSK OBLAST
7.5 DONETSK & LUHANSK OBLASTS
7.9 Sloviansk
8.1 Kramatorsk
6.8 Druzhkivka
4.7 Bakhmut
7.5 Popasna
7.8 Koziatynivka
7.7 Lysychansk
7.5 Starobilske
7.4 Starytsia Luhanska
7.7 Sievierodonetsk
6.2 Mariupol
6.9 Marinka
7.1 Pokrovsk
7.3 Melitopol
8.0 Berdiansk
Social tolerance towards Jews
Social tolerance towards Muslims

SOCIAL TOLERANCE TOWARDS MUSLIMS

7.1 DONETSK & LUHANSK OBLASTS

7.1 DONETSK & LUHANSK CONTACT LINE

7.1 DONETSK OBLAST

7.0 CONTACT LINE DONETSK

7.1 LUHANSK OBLAST

7.3 CONTACT LINE LUHANSK

SEA OF AZOV

SCORE EASTERN UKRAINE / 2019

RANGE OF SCORES

0 1 2 3 4 5 6 7 8 9 10
Social tolerance towards people with a different colour of skin

SOCIAL TOLERANCE TOWARDS PEOPLE WITH A DIFFERENT COLOUR OF SKIN

0 1 2 3 4 5 6 7 8 9 10
RANGE OF SCORES

SCORE
EASTERN UKRAINE / 2019

DONETSK & LUHANSK OBLASTS
DONETSK OBLAST
CONTACT LINE
LUHANSK OBLAST
CONTACT LINE
DONETSK OBLAST

7.6
DONETSK OBLAST
7.8
LUHANSK OBLAST
7.8
DONETSK & LUHANSK CONTACT LINE

7.8
DONETSK OBLAST
7.8
LUHANSK OBLAST
7.8
DONETSK & LUHANSK OBLASTS

7.7
Starobils'k
7.7
Sievlerodonetsk
7.5
Lysychansk
7.9
Popasna
8.2
Stanytsia Luhanska
8.3
Sloviansk
7.8
Kramatorsk
6.8
Dronskivka
5.2
Kosiantynivka
8.5
Bakhmut
8.2
Pokrovsk
7.8
Marinka
8.2
Berdiansk
8.0
Melitopol

SEA OF AZOV
Social tolerance towards Roma

SOCIAL TOLERANCE TOWARDS ROMA

SCORE
EASTERN UKRAINE / 2019

RANGE OF SCORES
Acceptance of manipulative narratives

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

The degree to which one is willing to engage in civic and political matters to improve the current conditions in their community using non-violent means.
Belief in human rights
The degree to which one recognizes human and civil rights are essential for Ukrainian society.
Civic engagement The degree to which one participates in formal and informal civic, social and political matters such as voting in elections, attending events organized by local authorities, volunteering, participating in activities aimed at improving one’s neighborhood, etc.
Civic optimism  The degree to which one believes that the present generation is in a better position than the past and that the future generation will be in a better position compared to the current one.
Community cooperation

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

The degree to which one agrees that people lacked basic goods and freedoms, and many innocent people were persecuted during Soviet times.
Gender stereotypes  The degree to which someone supports traditional roles and responsibilities assigned to women and men such as believing that men should not cry and women are too emotional to think rationally.
Migration tendency

The degree to which one is inclined to leave one’s region in search for more or better opportunities elsewhere.
Normalisation of domestic violence against women

The degree to which one thinks women should tolerate domestic violence to keep the family together.
Passive citizenship orientation  The degree to which one is unwilling to engage in civic and political matters to improve the current conditions of their community and prefers to focus only on personal affairs.
Pluralistic Ukrainian identity

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

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

POLITICAL VIOLENCE

1.8 DONETSK & LUHANSK OBLASTS
1.7 DONETSK & LUHANSK CONTACT LINE
1.5 LUHANSK OBLAST
1.3 CONTACT LINE LUHANSK
1.9 DONETSK OBLAST
1.8 CONTACT LINE DONETSK
1.9 DONETSK OBLAST
1.5 LUHANSK OBLAST
1.8 DONETSK & LUHANSK OBLASTS
1.8 LUHANSK OBLAST
1.5 LUHANSK OBLAST
1.7 LYSYANCHIK
1.7 KRAMATORSK
1.6 DRUZHKIVKA
1.3 POKROVSK
1.3 MARINKA
1.8 SLOVIANSK
2.4 STAROBILSK
2.3 MARIPOL
1.5 BERDIANSK
1.7 KOSIANTYNIVKA
1.0 STARYTSYA LUHANSKA
1.5 MELITOPOL
1.7 BAKHMUT
1.7 BUKAK
1.7 POGONSK
1.0 POPASNA
1.0 STAROBILSK
1.0 LYSYANCHIK
1.0 KRAMATORSK
1.0 DRUZHKIVKA
1.0 DONETSK OBLAST
1.0 LUHANSK OBLAST
1.0 DONETSK & LUHANSK OBLASTS
1.0 CONTACT LINE LUHANSK
1.0 CONTACT LINE DONETSK
1.0 SEA OF AZOV
1.0 RANGE OF SCORES
Sense of agency

The degree to which one feels that ordinary people can change things in their community
Sense of civic responsibility
The degree to which one feels responsible for the future and well-being of their society and country.
Soviet nostalgia
The degree to which one regrets the collapse of the Soviet Union and believes that life was better before 1991
Support for linguistic diversity

The degree to which one is confident that linguistic differences enrich national identity
Support for preservation of Soviet monuments

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

The degree to which one feels that corruption is part of daily life and can not be avoided
Ukrainian nationalism  The degree to which one believes that only ethnic Ukrainians should have a say in political affairs, only those who speak Ukrainian could be called true Ukrainians and that Ukrainians are superior to other nationalities.
Violent citizenship orientation  The degree to which one is willing to engage in civic and political matters to improve things in their community and society, using all means of change including violence if necessary
Demographics
Education level

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

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

Map showing employment status in Eastern Ukraine with varying scores across different regions.
ENGLISH LANGUAGE KNOWLEDGE

Self-evaluation of one’s knowledge of the English language
Family and friends in the NGCA

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

FAMILY AND FRIENDS IN NGCA
**Income level** The level of household income based on one’s purchasing power, where 0 means it does not have enough money for food, and 10 means it has enough for expensive items.
Relationship to conflict: Family member or friend

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

RELATIONSHIP TO CONFLICT: FAMILY MEMBER OR FRIEND
Relationship to conflict: Personal

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

RELATIONSHIP TO CONFLICT: PERSONAL

[Map showing the degree of participation in the conflict in different regions of eastern Ukraine, with scores ranging from 0.1 to 0.4.]
Russian language knowledge

Self-evaluation of their knowledge of the Russian language
Travel to a foreign country

The degree to which one has travelled to a foreign country in the past three years for holiday, work or for studying.
Ukrainian language knowledge
Self-evaluation of their knowledge of the Ukrainian language

UKRAINIAN LANGUAGE KNOWLEDGE

DONETSK & LUHANSK OBLASTS

LUHANSK OBLAST

CONTACT LINE LUHANSK

DONETSK OBLAST

CONTACT LINE DONETSK

DONETSK & LUHANSK CONTACT LINE

SCORE
EASTERN UKRAINE / 2019

RANGE OF SCORES

SEA OF AZOV
Economic environment
Employment opportunities

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

EMployment Opportunities

DONETSK & LUHANSK OBLASTS

DONETSK & LUHANSK CONTACT LINE

LUHANSK OBLAST

CONTACT LINE LUHANSK

DONETSK OBLAST

CONTACT LINE DONETSK

SIEVIERODONETSK

LYSCHANSK

POPOVSTAN

DNR

SCORE EASTERN UKRAINE / 2019

SEA OF AZOV
Fear of economic instability

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

The degree to which one would like to start their own business in the next two years
Exposure to adversities and marginalization
Exposure to adversity (overall) The combined degree to which one has been exposed to adversity (personally or a family member), violence or trauma (e.g. property violation, physical attack, torture etc.)
Exposure to adversity of a family member or a friend

The degree to which one has family members or close friends who have been exposed to adversity, violence or trauma (e.g. property violation, physical attack, torture, etc.)
Exposure to adversity personal  The degree to which one has been personally exposed to adversity, violence or trauma (e.g. property violation, physical attack, torture etc)
Marginalization (overall)

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

MARGINALIZATION BECAUSE OF THE AGE

- Donetsk & Luhansk Oblasts
- Donetsk Oblast
- Luhansk Oblast
- Contact Line

Scores: 1.0, 0.7, 0.4, 0.6, 0.2, 0.8, 0.3, 0.5, 0.1, 0.3

Locations: Starobils'k, Sievierodonetsk, Lysychansk, Popasna, Stanytsia Luhanska, Slovians'k, Kramators'k, Bakhmut, Kostiantyniv'ka, Pokrov'k, Mariinka, Mariupol, Berdyansk, Melitopol, Druzhkivka, Starobils'k.
Marginalization because of the gender
Marginalization because of the level of education
Marginalization because of the level of income
Marginalization because of the political opinions
Marginalization because of the nationality/ethnicity

MARGINALIZATION BECAUSE OF THE NATIONALITY/ETHNICITY

DONETSK & LUHANSK OBLASTS

0.4 DONETSK & LUHANSK CONTACT LINE

0.3 DONETSK & LUHANSK OBLASTS

LUHANSK OBLAST

0.6 CONTACT LINE LUHANSK

0.3 CONTACT LINE DONETSK

DONETSK OBLAST

MARGINALIZATION BECAUSE OF THE NATIONALITY/ETHNICITY

DONETSK OBLAST

0.3 DONETSK OBLAST

0.6 LUHANSK OBLAST

0.4 DONETSK OBLASTS

LUHANSK OBLAST

0.6 CONTACT LINE LUHANSK

0.3 CONTACT LINE DONETSK

DONETSK OBLAST

0.6 Starobilsk

0.6 Sievierodonetsk

0.5 Lysychansk

0.2 Donetsk

0.2 Kramatorsk

0.2 Popasna

0.0 Druzhkivka

0.6 Bakmut

0.6 Koziattyivka

0.2 Pokrovsk

0.2 Mariinka

0.1 Marinka

1.1 Severnaya

0.4 Mariupol

0.4 Berdiansk

0.1 Melitopol

SEA OF AZOV

EASTERN UKRAINE / 2019

SCORE RANGE OF SCORES
Marginalization because of the native language
Marginalization because of the religious beliefs and opinions
Marginalization because of the sexual orientation

MARGINALIZATION BECAUSE OF THE SEXUAL ORIENTATION

- Donetsk & Luhansk Oblasts
- Donetsk Oblast
- Luhansk Oblast
- Donetsk & Luhansk Contact Line

SCORE EASTERN UKRAINE / 2019

RANGE OF SCORES

SEA OF AZOV
Future vision for the NGCA
Future vision for the NGCA: Independent countries

The level of support for the future status of the non-government controlled areas of Donetsk and Luhansk oblasts to become internationally recognized independent countries.
The level of support for the future status of the non-government controlled areas of Donetsk and Luhansk oblasts to become part of the Russian Federation.
Future vision for the NGCA: Part of Ukraine

The level of support for the future status of the non-government controlled areas of Donetsk and Luhansk oblasts to remain part of Ukraine
Future vision for the NGCA: Special status  
The level of support for the future status of the non-government controlled areas of Donetsk and Luhansk oblasts to remain part of Ukraine, but with special autonomy.
Future vision for the NGCA: Status quo

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

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

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

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

INTERNET ACCESS

Donetsk & Luhansk Oblasts

7.4

Donetsk Oblast

7.5

Luhansk Oblast

7.4

Contact Line Donetsk

7.3

Contact Line Luhansk

7.1

Dnipropetrovsk

7.9

Kiev

7.8

Odessa

7.6

Ukraine
Perceived level of corruption (overall)

Perceived level of corruption as measured by the frequency of informal payments in various sectors.
Perception that doctors are willing to provide higher quality assistance if they receive additional payments
Perception that judges and prosecutors can be bought

PERCEPTION THAT JUDGES AND PROSECUTORS CAN BE BOUGHT

SCORE EASTERN UKRAINE / 2019

SEA OF AZOV

RANGE OF SCORES
Perception that local authorities ask for additional payments to provide services
Perception that parliamentarians can be bribed to propose and vote laws

PERCEPTION THAT PARLIAMENTARIANS CAN BE BRIBED TO PROPOSE AND VOTE LAWS

DONETSK & LUHANSK OBLASTS

7.6

7.7

7.9

DONETSK OBLAST

7.6

LUHANSK OBLAST

7.7

DONETSK & LUHANSK CONTACT LINE

8.1

7.7

CONTACT LINE LUHANSK

7.9

SEA OF AZOV

SCORE EASTERN UKRAINE / 2019
Perception that police are covering up organised crime

Perception that police are covering up organised crime in Eastern Ukraine

- Donetsk & Luhansk Oblasts
- Luhansk Oblast
- Donetsk Oblast

Scores range from 6.2 to 7.9, with the highest scores in Donetsk Oblast and the lowest in Luhansk Oblast.

Maps show the distribution of scores across different regions, with contact lines and scores indicated for each area.
Perception that police will not register traffic violations if paid

PERCEPTION THAT POLICE WONT REGISTER TRAFFIC VIOLATIONS IF PAID

DONETSK & LUHANSK OBLASTS

DONETSK OBLAST

LUHANSK OBLAST

CONTACT LINE LUHANSK

CONTACT LINE DONETSK

PERCEPTION THAT POLICE WONT REGISTER TRAFFIC VIOLATIONS IF PAID

DONETSK OBLAST

LUHANSK OBLAST

DONETSK & LUHANSK OBLASTS

Sirodonske

Kramatorsk

Druzhkivka

Pokrovsk

Marinka

Mariupol

Melitopol

Berdiansk

Starobesheve

Sviatohirsk

Lysychansk

Popasna

Starytsia Luhanska

Bakhmut

Kostenlyivka

SCORE EASTERN UKRAINE / 2019

RANGE OF SCORES
Perception that teachers give higher marks if one pays
Provision of public services (overall)

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

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

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

The degree to which one is satisfied with the health services in their locality
Provision of higher education

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

PROVISION OF HIGHER EDUCATION

SCORE EASTERN UKRAINE / 2019
Provision of justice services

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

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

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

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

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

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

The degree to which one feels sceptical about the reform process and believes that they will only benefit the elite
The degree to which one believes that decentralization reform will increase accountability of authorities, lead to positive changes in society and can be implemented effectively under current conditions.
Support for health reform  The degree to which one believes that health reform will increase the quality of medical services, gradually improve healthcare in Ukraine and can be implemented effectively under current conditions.
Ukrainian authorities care

The degree to which one feels that Ukrainian authorities represent their concerns and views, equally care about all parts of Ukraine and are ready to listen.
Trust in central institutions (overall)

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

TRUST IN CENTRAL INSTITUTIONS

DONETSK & LUHANSK OBLASTS

LUHANSK OBLAST

DONETSK OBLAST

CONTACT LINE LUHANSK

CONTACT LINE DONETSK

SEA OF AZOV

SCORE

EASTERN UKRAINE / 2019

RANGE OF SCORES

4.2

4.3

4.1

4.3

4.0

4.5

3.7

4.7

4.8

4.2

3.8

3.5

4.1

4.7

4.3

4.5

3.8

4.0
Trust in the Cabinet of Ministers

Trust in the Cabinet of Ministers

TRUST IN THE CABINET OF MINISTERS

TRUST IN THE CABINET OF MINISTERS

Donetsk & Luhansk Oblasts

Donetsk & Luhansk Oblasts

Contact Line

Contact Line

Donetsk Oblast

Donetsk Oblast

Luhansk Oblast

Luhansk Oblast

Score Eastern Ukraine / 2019

Score Eastern Ukraine / 2019

Range of scores

Range of scores

Sea of Azov

Sea of Azov

Areas with high trust in the Cabinet of Ministers include Donetsk Oblast and Luhansk Oblast.
Trust in the President

TRUST IN THE PRESIDENT

DONETSK & LUHANSK OBLASTS

DONETSK & LUHANSK CONTACT LINE

DONETSK OBLAST

LUHANSK OBLAST

CONTACT LINE LUHANSK

5.7

5.2

5.1

5.3

5.7

5.7

5.7

5.7

DONETSK OBLAST

LUHANSK OBLAST

CONTACT LINE LUHANSK

DONETSK & LUHANSK OBLASTS

DONETSK OBLAST

LUHANSK OBLAST

CONTACT LINE LUHANSK

DONETSK & LUHANSK OBLASTS

SCORE EASTERN UKRAINE / 2019

RANGE OF SCORES

5.9

Starobiisk

5.7

Sievlerodonetsk

5.9

LUHANSK OBLAST

5.7

Lysychansk

5.7

Popasna

5.3

Starysta Luhoiskaha

5.8

Sloviisk

5.8

Kramatorsk

5.7

Dzhukivka

5.9

Bakhmut

5.9

Kosliantynivka

5.8

Pokrovsk

5.8

Marinka

5.3

Meliopol

5.8

Berdiisk

5.7

Meliopol

5.8

Berdiansk

5.7

5.7

6.1

6.2

6.0

4.8

6.6
Trust in local institutions (overall)
The combined level of trust in local administrations and village or town heads

TRUST IN LOCAL INSTITUTIONS
Trust in oblast state administration

TRUST IN OBLAST STATE ADMINISTRATION

- Donetsk & Luhansk Oblas
- Donetsk & Luhansk Contact Line

TRUST IN OBLAST STATE ADMINISTRATION

- Donetsk Oblast
- Luhansk Oblast
- Donetsk & Luhansk Oblas

Locations with Trust Scores:
- Donetsk: 4.1
- Luhansk: 3.5
- Donetsk & Luhansk: 3.3
- Contact Line: 3.7

Scores range from 0 to 10, with higher scores indicating higher trust.

Municipalities with specific trust scores include:
- Starobiilsk: 3.8
- Slaviansk: 4.3
- Kramatorsk: 4.6
- Druzhkivka: 4.4
- Bakhm: 3.9
- Popasna: 3.5
- Stanytsia Luhanska: 3.5
- Bakhmut: 3.9
- Veslrodonetsk: 3.4
- Lysychansk: 3.9
- Starobiilsk: 3.8
- Stanytsia Luhanska: 3.5

Contact information for Donetsk & Luhansk:
- Donetsk: 4.0
- Luhansk: 3.6
Trust in police
Trust in town or village administration
Trust in non-governmental organisations

The level of trust in non-governmental organisations

TRUST IN NON-GOVERNMENTAL ORGANISATIONS

DONETSK & LUHANSK OBLASTS

5.3

DONETSK OBLAST

5.4

LUHANSK OBLAST

5.3

CONTACT LINE Luhansk

5.3

CONTACT LINE Donetsk

5.6

DONETSK OBLAST

5.7

DONETSK & LUHANSK CONTACT LINE

5.7

TRUST IN NON-GOVERNMENTAL ORGANISATIONS
Trust in Ukrainian Army

The level of trust in Ukrainian Army

TRUST IN UKRAINIAN ARMY
Human security
Economic security

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

The degree to which one is satisfied with the quality of air and overall environmental health in their locality
Health security
The level of access to and affordability of both basic and specialized medical services
Personal security

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

PERSONAL SECURITY

DONETSK & LUHANSK OBLASTS

DONETSK OBLAST

LUHANSK OBLAST

CONTACT LINE LUHANSK

CONTACT LINE DONETSK

DONETSK & LUHANSK OBLASTS

DONETSK OBLAST

LUHANSK OBLAST

RANGE OF SCORES

0 1 2 3 4 5 6 7 8 9 10

SEA OF AZOV

SCORE EASTERN UKRAINE / 2019
Political security

The degree to which one feels comfortable expressing their political views both collectively and individually without fearing consequences.
Intergroup relations
Confidence that people from different groups will listen (overall)

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

CONFIDENCE THAT PEOPLE FROM DIFFERENT GROUPS WILL LISTEN (OVERALL)

- DONETSK & LUHANSK OBLASTS
- DONETSK & LUHANSK CONTACT LINE
- LUHANSK OBLAST
- CONTACT LINE LUHANSK
- DONETSK OBLAST

CONFIDENCE THAT PEOPLE FROM DIFFERENT GROUPS WILL LISTEN (OVERALL)

- DONETSK OBLAST
- LUHANSK OBLAST
- DONETSK & LUHANSK OBLASTS

Scores:
- 6.1
- 6.0
- 6.3
- 5.7
- 6.7
- 5.5
- 6.6
Confidence that ATO/JFO military personnel will listen
Confidence that IDPS will listen
Confidence that people from eastern Ukraine will listen
Confidence that people from western Ukraine will listen

CONFIDENCE THAT PEOPLE FROM WESTERN UKRAINE WILL LISTEN

CONFIDENCE THAT PEOPLE FROM WESTERN UKRAINE WILL LISTEN

SCORE UKRAINE / 2019

DONETSK & LUHANSK OBLASTS

DONETSK & LUHANSK CONTACT LINE

DONETSK OBLAST

LUHANSK OBLAST

CONTACT LINE LUHANSK

CONTACT LINE DONETSK

SEA OF AZOV

RANGE OF SCORES

6.1

6.3

5.6

5.5

6.3

5.6

6.1

5.5

5.6

5.5

5.9

6.0

6.1

6.0

6.1

6.0

6.1

6.0

5.9

5.9

5.8

5.7

5.7

5.7

5.7

5.7
Confidence that people living in the NGCA will listen
Confidence that people who support NGCA separation will listen
Confidence that pro-EU oriented people will listen
Confidence that pro-Russia oriented people will listen
Confidence that Ukrainian nationalists will listen
Contact with people from different groups (overall)

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

CONTACT WITH DIFFERENT GROUPS (OVERALL)
Contact with people from eastern Ukraine
Contact with people from western Ukraine

CONTACT WITH PEOPLE FROM WESTERN UKRAINE

CONTACT LINE DONETSK

CONTACT LINE LUHANSK

DONETSK & LUHANSK OBLASTS

DONETSK OBLAST

LUHANSK OBLAST

DONETSK & LUHANSK CONTACT LINE

CONTACT WITH PEOPLE FROM WESTERN UKRAINE

DONETSK OBLAST

LUHANSK OBLAST

DONETSK & LUHANSK OBLASTS

Sievierodonetsk

Starobilsk

Lysychansk

Stanytsia Luhanska

Kostiantynivka

Bakhmut

Popasna

Druzhivka

Kramatorsk

Sloviansk

Marinka

Petrovsk

Mariupol

Berdiansk

Melitopol

SEA OF AZOV
Contact with people living in the NGCA

CONTACT WITH PEOPLE LIVING IN NGCA

DONETSK & LUHANSK OBLASTS

3.2
DONETSK & LUHANSK CONTACT LINE

2.7
DONETSK OBLAST

2.5
LUHANSK OBLAST

3.3
CONTACT LINE LUHANSK

2.8
DONETSK OBLAST

3.2
CONTACT LINE DONETSK

SCORE
EASTERN UKRAINE / 2019

RANGE OF SCORES

SEA OF AZOV

1.9
2.1

1.8
2.2

3.4
2.4

4.3
3.4

Starobilsk
Sievierodonetsk
Lysychansk
Popasna
Stanytsia Luhanska
Sloviansk
Kramatorsk
Druzhkivka
Bakhmut
Kostiantynivka
Pokrovsk
Marinka
Mariupol
Berdiansk

DONETSK OBLAST

LUHANSK OBLAST

DONETSK & LUHANSK OBLASTS

RANGE OF SCORES

SEA OF AZOV
Contact with people supporting NGCA separation

CONTACT WITH PEOPLE WHO SUPPORT NGCA SEPARATION

DONETSK & LUHANSK OBLASTS

1.8

DONETSK & LUHANSK CONTACT LINE

2.2

LUHANSK OBLAST

1.6

CONTACT LINE LUHANSK

2.0

DONETSK OBLAST

1.8

CONTACT LINE DONETSK

2.2

SEA OF AZOV

RANGE OF SCORES

SCORE EASTERN UKRAINE / 2019
Contact with pro-EU oriented people
Contact with pro-Russia oriented people
Contact with Ukrainian nationalists

CONTACT WITH UKRAINIAN NATIONALISTS

DONETSK & LUHANSK OBLASTS

DONETSK OBLAST

LUHANSK OBLAST

CONTACT LINE LUHANSK

DONETSK & LUHANSK CONTACT LINE

SCORE EASTERN UKRAINE / 2019

RANGE OF SCORES

0 1 2 3 4 5 6 7 8 9 10
Social proximity towards people from different groups (overall)

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

Social Proximity Towards Different Groups (Overall)
Social proximity towards ATO/JFO military personnel
Social proximity towards IDPs
Social proximity towards people from eastern Ukraine

SOCIAL PROXIMITY TOWARDS PEOPLE FROM EASTERN UKRAINE

DONETSK & LUHANSK OBLASTS

DONETSK & LUHANSK CONTACT LINE

DONETSK OBLAST

LUHANSK OBLAST

CONTACT LINE LUHANSK

SCORE EASTERN UKRAINE / 2019

RANGE OF SCORES
Social proximity towards people from western Ukraine
Social proximity towards people living in the NGCA
Social proximity towards people supporting NGCA separation

**SOCIAL PROXIMITY TOWARDS PEOPLE WHO SUPPORT NGCA SEPARATION**

- **DONETSK & LUHANSK OBLASTS**
  - Donetsk Oblast: 5.0
  - Luhansk Oblast: 4.6
  - Contact Line: 5.8

**SCORE EASTERN UKRAINE / 2019**

- **Range of scores:** 0 to 10

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**SCORE EASTERN UKRAINE / 2019**

- **Range of scores:** 0 to 10

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- **Scores:**
  - 5.8: Melitopol
  - 4.8: Berdiansk
  - 4.3: Mariupol
  - 3.1: Mariinka
Social proximity towards pro-EU oriented people

SOCIAL PROXIMITY TOWARDS PRO-EU ORIENTED PEOPLE

DONETSK & LUHANSK OBLASTS

DONETSK OBLAST

LUHANSK OBLAST

CONTACT LINE

SCORE EASTERN UKRAINE / 2019

RANGE OF SCORES

0 1 2 3 4 5 6 7 8 9 10
Social proximity towards pro-Russia oriented people

Social Proximity Towards Pro-Russia Oriented People
Social proximity towards Ukrainian nationalists

Social Proximity Towards Ukrainian Nationalists

Scores are represented on a scale from 0 to 10.

Key Locations:
- Donetsk Oblast
- Luhansk Oblast
- Contact Line

Cities with noted scores include:
- Mariupol
- Berdiansk
- Melitopol
- Starobilsk
- Lysychansk

Additional locations are shown with varied scores.

Map data and visualization by SCORE Eastern Ukraine 2019.
Social threat towards people from different groups (overall)

The degree to which one feels that different socio-demographic groups may undermine the unity of their community
Social threat towards ATO/JFO military personnel
Social threat towards people from eastern Ukraine

SOCIAL THREAT FROM PEOPLE FROM EASTERN UKRAINE

1.6 DONETSK & LUHANSK OBLASTS

1.8 DONETSK & LUHANSK CONTACT LINE

1.7 LUHANSK OBLAST

2.3 CONTACT LINE LUHANSK

1.5 DONETSK OBLAST

1.6 CONTACT LINE DONETSK

SOCIAL THREAT FROM PEOPLE FROM EASTERN UKRAINE

1.5 DONETSK OBLAST

1.7 LUHANSK OBLAST

1.6 DONETSK & LUHANSK OBLASTS

1.7 SIEVLERODONETSK

1.9 LYSYCHANSK

2.1 POPASNA

2.1 LYSKYNSKA

0.8 SLOVIANSK

1.7 KRAMATORSK

1.9 DRUZHIKIVKA

2.2 BAKHMUT

1.9 KOSELIANTYNYKIVKA

0.5 PLETENSK

1.0 MARINKA

2.2 MARIPOL

2.4 MELITOPOL

2.3 BEREZIANY

2.3 BEREZIANY

SEA OF AZOV

SCORE EASTERN UKRAINE / 2019

RANGE OF SCORES

SEA OF AZOV

SCORE EASTERN UKRAINE / 2019

RANGE OF SCORES
Social threat towards people from western Ukraine
Social threat towards people living in the NGCA
Social threat towards people supporting NGCA separation
Social threat towards pro-EU oriented people
Social threat towards pro-Russia oriented people

Social threat from pro-Russia oriented people

Scores range from 0 to 10, with higher scores indicating greater threat.

Key locations and scores:
- Donetsk Oblast: 2.8
- Luhansk Oblast: 2.9
- Donetsk & Luhansk Contact Line: 3.1
- Contact Line: 3.5
- Donetsk Oblast: 2.8
- Luhansk Oblast: 2.9
- Donetsk & Luhansk Oblasts: 3.2
- Score ranges for various cities and towns.

Legend:
- Scores range from 0 to 10, with higher scores indicating greater threat.
- Cities and towns are marked with their respective scores.
Social threat towards Ukrainian nationalists
Media and information consumption
Entertainment media consumption: Russian channels

The degree to which one watches Russian TV channels for entertainment purposes
Entertainment media consumption: Ukrainian channels

The degree to which one watches Ukrainian TV channels for entertainment purposes.
Information consumption from friends and family

The degree to which one keeps up with current affairs primarily from family and friends
News media consumption: Russian channels

The degree to which one watches Russian TV channels for news and current affairs
News media consumption: Ukrainian channels

The degree to which one watches Ukrainian TV channels for news and current affairs
Online media consumption
The degree to which one uses online media sources of information such as social media to keep up with current affairs
Traditional media consumption

The degree to which one uses traditional media sources of information such as radio, TV and newspapers to keep up with current affairs
Political orientations and attitudes
Confidence in EU’s stability

The degree to which one believes that the EU is thriving and growing stronger.
Perceived EU benefit  The degree to which one believes EU membership brings benefits to all countries who join and will benefit different sectors in Ukraine (e.g. manufacturing, farming, education, services)
Pro-Russia orientation  The degree to which one supports Eurasian Economic Union with Russia, Belarus, Armenia, Kyrgyzstan and Kazakhstan, and believes that Ukrainians and Russians are one people and that Ukraine cannot thrive without Russia
Support for cooperation with Russia (overall)
The combined level of support for necessity to maintain and develop economic, civic, political, cultural and family ties with Russia
Support for civil society cooperation with Russia

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

The degree to which one finds maintaining and developing economic cooperation with Russia necessary
Support for maintaining family ties with Russia

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

SUPPORT FOR MAINTAINING FAMILY TIES WITH RUSSIA

DONETSK & LUHANSK OBLASTS

8.7

DONETSK LUHANSK CONTACT LINE

8.8

DONETSK OBLAST

8.7

LUHANSK OBLAST

8.8

CONTACT LINE LUHANSK

8.8

SCORE EASTERN UKRAINE / 2019

RANGE OF SCORES

0 1 2 3 4 5 6 7 8 9 10

SUPPORT FOR MAINTAINING FAMILY TIES WITH RUSSIA

DONETSK OBLAST

8.7

LUHANSK OBLAST

8.8

CONTACT LINE LUHANSK

8.8

SCORE EASTERN UKRAINE / 2019

RANGE OF SCORES

0 1 2 3 4 5 6 7 8 9 10
Support for political cooperation with Russia
The degree to which one finds maintaining and developing political cooperation with Russia necessary
Support for EEU membership

The level of support for Ukraine to become a member of the Eurasian Economic Union with Russia, Belarus, Armenia, Kyrgyzstan and Kazakhstan.
Support for EU membership
The level of support for Ukraine to become a member of the EU
Support for military way of conflict resolution

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

SUPPORT FOR MILITARY WAY OF CONFLICT RESOLUTION

DONETSK & LUHANSK OBLASTS
DONETSK & LUHANSK CONTACT LINE
LUHANSK OBLAST
CONTACT LINE LUKHANSK
DONETSK OBLAST
CONTACT LINE DONETSK

SUPPORT FOR MILITARY WAY OF CONFLICT RESOLUTION

DONETSK OBLAST
LUHANSK OBLAST
DONETSK & LUHANSK OBLASTS
Sloviansk
Kramatorsk
Druzhkivka
Pokrovsk
Marinka
Marupol
Melitopol
Starobilske
Sievhorodonske
Lysychansk
Papaske
Stanytsia Luhanska
Bakhmut
Kostiantynivka

RANGE OF SCORES
0 1 2 3 4 5 6 7 8 9 10

SEA OF AZOV
Support for NATO membership

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

SUPPORT FOR NATO MEMBERSHIP
Support for non-aligned status

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

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

The degree to which one feels anxious and insecure, to the extent that they find it difficult to stop worrying and to relax
Creativity skills
The ability to create something new and different
Critical thinking
The ability to critically engage with information by corroborating, questioning and identifying potential biases

CRITICAL THINKING

DONETSK & LUHANSK OBLASTS

LUHANSK OBLAST

CONTACT LINE LUHANSK

DONETSK OBLAST

CONTACT LINE DONETSK

7.1

7.0

7.1

7.1

DONETSK OBLAST & LUHANSK OBLASTS

CRITICAL THINKING

DONETSK OBLAST

LUHANSK OBLAST

CONTACT LINE LUHANSK

DONETSK OBLAST & LUHANSK OBLASTS

SCORE EASTERN UKRAINE / 2019

RANGE OF SCORES

0 1 2 3 4 5 6 7 8 9 10

SCORE EASTERN UKRAINE / 2019

RANGE OF SCORES

0 1 2 3 4 5 6 7 8 9 10

SCORE EASTERN UKRAINE / 2019

RANGE OF SCORES

0 1 2 3 4 5 6 7 8 9 10

SCORE EASTERN UKRAINE / 2019

RANGE OF SCORES

0 1 2 3 4 5 6 7 8 9 10
Depression
The degree to which one feels depressed or very sad
Distress tolerance

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

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

Entrepreneurship mentality: The extent to which one possesses a set of skills necessary for entrepreneurship such as risk-taking, motivation, success orientation, innovative thinking, and financial literacy.
Executive functioning skills
The ability to control impulses, learn new activities, plan tasks, focus attention and multi-task.
Family coherence

Strength of familial ties and relations with family members
Growth mindset

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

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

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

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

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