SCORE UKRAINE: TRACKING TRENDS

SELECTED INDICATORS: Trust in Local Authorities, Support for Health Reform & Decentralization Reform, Pro-EU Orientation, Civic Optimism, Pluralistic Ukrainian Identity, Negative Stereotypes, Infrastructure Services

Based on the Social Cohesion Index (SCORE)
2016-2018
INTRODUCTION

Democratic Governance East Activity (DG East) is a five-year programme supported by USAID and implemented by Chemonics that aims to strengthen the connection and trust between citizens and their government in eastern Ukraine by promoting good governance, accelerating economic growth, advancing anti-corruption efforts, and strengthening an inclusive civic identity.

In partnership with the Centre for Sustainable Peace and Democratic Development (SeeD), DG East relies on SCORE methodology to assess Ukraine's societal trends and dynamics. In this booklet we present in greater detail SCORE indicators that most relate to the DG East aims and activities.

Information provided here is based on the two Ukraine national SCORE surveys with over 18,350 respondents across 2 waves. The analysis covers national trends, with the focus on the East of Ukraine, Donetska and Luhanska oblasts in particular (all charts % are for Donetska and Luhanska oblasts, unless specified otherwise).

All policy suggestions in this booklet are based on SCORE findings, using robust data analysis methodologies (e.g., cluster analysis, modeling).

Publication date: July 2019
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Published by the Centre for Sustainable Peace and Democratic Development for the Democratic Governance East Activity with USAID funding.

The opinions, ideas and comments therein are entirely the responsibility of its author(s) and do not necessarily represent or reflect donors’ policies.

1. Trust in Local Authorities
2. Support for Health Reform & Decentralization Reform
3. Civic Optimism
4. Pluralistic Ukrainian Identity
5. Infrastructure Services
6. Pro-EU Orientation
7. Negative Stereotypes
TRUST IN LOCAL AUTHORITIES

To what extent do you trust each of these persons or institutions?

- The city/town prosecutor: 24% Trust, 76% Mistrust
- The city/town police office: 31% Trust, 69% Mistrust
- The local administrations (mayor, council etc.): 35% Trust, 65% Mistrust

Mistrust towards national authorities is stronger compared to local authorities. 86% of Ukrainians do not trust national authorities.

How to improve trust in local authorities?

- Improve delivery of services and communication about their availability;
- Strengthen civic optimism and encourage culture of civic responsibility;
- Develop social skills and community cooperation;
- Communicate successes of authorities, so people feel that the government cares.

35% of people in Donetsk and Luhansk oblasts do not believe local authorities improve the wellbeing of people in their community/locality.

Trust in Local Authorities

*This section advises which indicators can be taken into account when working with a MEL indicator*
A healthy amount of trust in authorities should be combined with civic responsibility

Groups of citizens in Eastern Ukraine

- **Change makers**
  - Role models: 9%
  - High Trust, High Responsibility

- **Blind Active**
  - Lack criticism: 16%
  - High Trust, High Responsibility

- **Passives**
  - Lack social skills: 39%
  - Moderate Trust, Moderate Responsibility

- **Left out**
  - Easiest to motivate: 19%
  - Low Trust, Moderate Responsibility

- **Pessimists**
  - Hardest to reach: 17%
  - Low Trust, Low Responsibility

Regional distribution of the groups in society based on their trust in institutions and feeling of sense of civic responsibility

In Luhansk oblast campaigns targeting blind trust to authorities should be prioritized.
Decentralization Reform

Decentralization reform is one of the most supported reforms across the country.

How to increase support for reforms?
- Building culture of human rights and social tolerance;
- Strengthening civic optimism;
- Campaigns developing intolerance of corruption.

Health Reform

Khmelnytsk and Volynsk oblasts stand out as front runners of support for health reform. Explore how they can be used as examples for success.

Other relevant indicators:
- Skepticism about reforms
- Trust in authorities
- Knowledge about reforms (future indicator)
- Civic optimism

SUPPORT FOR HEALTH REFORM

<table>
<thead>
<tr>
<th>Region</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Donetsk</td>
<td>4.2</td>
</tr>
<tr>
<td>Luhansk</td>
<td>3.8</td>
</tr>
</tbody>
</table>

DECENTRALIZATION REFORM

<table>
<thead>
<tr>
<th>Region</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Donetsk</td>
<td>4.7</td>
</tr>
<tr>
<td>Luhansk</td>
<td>5.4</td>
</tr>
</tbody>
</table>
Which of the following policy reforms would you support and which you oppose?

Health Reform

Health reform that allows the patients to choose their own family doctor and introduces citizens' financial contribution towards some health care services.

Such reform is highly desirable and I strongly support it

28%

Decentralization Reform

Assigning more responsibility to local governance bodies will make them more efficient and accountable.

Lack of control of regional\oblast governance bodies by the state will lead to bigger corruption and neglect of community needs.

Effective implementation of decentralization reform is impossible under the current conditions.

72%

57%

55%

Skepticism about Reforms

People in Ukraine may support specific policy or reform, but they are often skeptical about their implementation.

7 in 10 Ukrainians think reforms are publicity stunts and will only benefit the elite.
CIVIC OPTIMISM

The extent to which the present generation is believed to be in a better or worse position compared to past or future generations.

In Luhansk and Donetsk oblasts more than 50% think the previous generation lived better.

Other relevant indicators:
- Human security
- Sense of agency
- Civic responsibility

How to improve civic optimism?
Being optimistic about country's future directly depends on the personal feelings of food security, personal safety and freedom to express political views.

People who are optimistic about Ukraine’s future are bigger supporters of the reforms and European direction of the country.

Support for Reforms

Progressive EU Orientation
In Ukraine, we have always been one people, despite all wars, conflicts and historic divisions. All people living in Ukraine can be Ukrainians no matter their ethnic/racial/religious backgrounds, geography of origin and/or language they speak.

8 out of 10 Ukrainians believe that:
- In Ukraine, we have always been one people, despite all wars, conflicts and historic divisions.
- All people living in Ukraine can be Ukrainians no matter their ethnic/racial/religious backgrounds, geography of origin and/or language they speak.

What drives pluralism in Ukraine?
High levels of empathy, strong social skills and strong family bonds nurture pluralistic mindset of Ukrainians.

Pluralistic Ukrainian Identity

Other relevant indicators:
- Social tolerance
- Intergroup harmony
- Family coherence
- Social skills

Western oblasts should be prioritized when fostering pluralism.
How efficient do you consider the provision of the following services, as experienced in your daily life?

- **Ensuring quality of road network**: 30% Inefficient, 70% Efficient
- **Ensuring communal services (e.g. water, heating, waste disposal)**: 61% Inefficient, 39% Efficient
- **Provision of public transport infrastructure**: 63% Inefficient, 37% Efficient

**Provision of Infrastructure Services**

Other relevant indicators:
- Accountability of authorities
- State services
- Social services

Important to remember
Poorly developed areas report higher satisfaction with infrastructure even after slight improvements. Experiencing progress is crucial for satisfaction.
Around 66% of Ukrainians think the EU is getting more unstable each day. This can explain the decline in EU-orientation.

Pro-EU Orientation

Vote yes at EU referendum + Perceived EU benefit + Support for EU integration

2016
National average score 6.5

2018
National average score 5.9

EU Vote

National average score 4.6

EU Benefit

National average score 4.5

This sector will lose out if Ukraine joins the EU

<table>
<thead>
<tr>
<th>Sector</th>
<th>Proportion</th>
</tr>
</thead>
<tbody>
<tr>
<td>State enterprise</td>
<td>43%</td>
</tr>
<tr>
<td>Farmers</td>
<td>39%</td>
</tr>
<tr>
<td>Private business</td>
<td>36%</td>
</tr>
<tr>
<td>Manual workers</td>
<td>32%</td>
</tr>
<tr>
<td>Educational system</td>
<td>31%</td>
</tr>
</tbody>
</table>

EU benefit campaigns should be prioritized around most ‘red’ sectors.
**PRO-EU ORIENTATION**

**What influences the EU orientation in the East?**

- **Undermines**
  - **Soviet Nostalgia**
    - Life was better before the collapse of Soviet Union

- **Drives**
  - **Trust in Institutions**
    - Trust in central and local institutions

**SCORE shows that trust in institutions in Ukraine is undermined by Russian propaganda.**

Ukrainians nostalgic of soviet times are convinced that current authorities do not care about ordinary people.

**How to increase support for the EU orientation in the East?**

- Information campaigns connecting positive changes in community to governmental policies and actions;
- Communicating that family and community values are also part of the EU;
- Transparent communication of the EU integration benefits and challenges for specific sectors.
The degree to which one has negative stereotypes (e.g. aggressive, narrow-minded) towards different groups.

**NEGATIVE STEREOTYPES**

*People in the West of Ukraine have the highest negative stereotypes towards people from the East. It mostly comes from the fear to lose economic stability and country’s progressive orientation.*

**Negative Stereotypes towards...**

<table>
<thead>
<tr>
<th></th>
<th>Luhansk</th>
<th>Donetsk</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pro-Russian</td>
<td>3.3</td>
<td>2.8</td>
</tr>
<tr>
<td>Russians</td>
<td>3.2</td>
<td>2.8</td>
</tr>
<tr>
<td>Pro-Europe</td>
<td>3</td>
<td>2</td>
</tr>
<tr>
<td>IDPs</td>
<td>1.8</td>
<td>1.2</td>
</tr>
<tr>
<td>People from Western Ukraine</td>
<td>2.7</td>
<td>2</td>
</tr>
<tr>
<td>People from Eastern Ukraine</td>
<td>2.3</td>
<td>1.2</td>
</tr>
</tbody>
</table>

Interventions should target different groups in society.
Drivers of Intergroup Harmony

**Belief in Human Rights**
- National average score: 6.5

**Social Tolerance**
- National average score: 4.9

**Pluralistic Ukrainian Identity**
- National average score: 6.8

**Donetsk** 5.8
**Luhansk** 5.5

Drivers of Intergroup Harmony
- Meaningful contact between different groups in Ukraine breaks stereotypes and leads to cooperation and harmony;
- Improving personal well-being of citizens helps intergroup relations. It is often negative personal economic and psychosocial challenges that stay in the way of accepting 'the other';
- Campaigns targeting support for human rights and social tolerance nurture cooperative and open mindset, and enhance an ethos of pluralism.

Other relevant indicators:
- Openness to dialogue
- Social proximity
- Social threat
- Intergroup tension
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