

# NATIONAL MONITORING SYSTEM OF THE SITUATION WITH INTERNALLY DISPLACED PERSONS

September 2016, Ukraine

## CONTENT

### OVERVIEW OF METHODOLOGY

#### 1. CHARACTERISTICS OF IDPs AND THEIR HOUSEHOLDS

- gender and age structure
- IDP household members
- IDPs with special needs
- education

#### 2. EMPLOYMENT OF IDPs

- employment rate and status
- employment before and after displacement
- causes of unemployment

#### 3. WELL-BEING OF IDPs

- general situation
- livelihood opportunities
- living conditions and types of accommodation

#### 4. ACCESS TO SOCIAL SERVICES

- education
- health care
- social support of IDPs
- IDP needs and their satisfaction

#### 5. LOANS AND LOAN COMMITMENTS

#### 6. IDP MOBILITY

- migration experience after displacement
- visits to NGCA

#### 7. INTEGRATION IN LOCAL COMMUNITIES

### ANNEXES



Photo: IOM 2016

*IDPs receiving cash assistance in a bank branch in Kramatorsk, Donetsk Oblast, October 2016. The project is funded by the Government of Germany and implemented by IOM.*

## OVERVIEW OF METHODOLOGY

The monitoring of displacement requires a flexible information management system and adaptable methodologies with the capacity to regularly provide adequate information to facilitate the delivery of services and target responses in line with needs in a timely manner. IOM has gradually improved the Displacement Tracking Matrix (DTM), a system designed to regularly capture, process and disseminate information to provide a better understanding of the evolving movements and locations, numbers, vulnerabilities and needs of displaced populations.

The objective of the NMS in Ukraine, based on DTM approaches, is to support the Government of Ukraine in collecting and analyzing information on socioeconomic characteristics of IDPs and IDP households and on challenges that IDPs are facing.

### *Main information sources used for the NMS:*

- administrative data;
- data from key informant interviews;
- focus group discussions;
- data of sample surveys of IDPs and the local population via face-to-face interviews;
- data of sample surveys of IDPs via telephone interviews;

- relevant available data from other sources.

### *Face-to-face interviews*

Two thousand (2,000) IDPs were interviewed with this method in cooperation with the Ukrainian Center of Social Reforms in 400 territorial units across the country during September 2016. The sampling of territorial units was devised for all government-controlled oblasts of Ukraine and distributed in proportion to the number of IDPs registered there. Please see Annex 1 Methodology for more details.

### *Telephone survey*

Two thousand five hundred and thirty two IDPs (2,532) were interviewed by IOM staff in September 2016 with this method. The sampling was derived from the IDP registration database maintained by the Ministry of Social Policy of Ukraine. Please see Annex 1 for information on sampling distribution and more details.

### *Data from key informants*

A list of 792 key informants with their contact information has been formed across the country to monitor the developments of the situation with IDPs in the regions (the information on distribution of key informants by oblast may be found in Table 3 of Annex 1).

Within the monitoring of the situation with IDPs in September 2016, 792 key informants were interviewed, and 480 of them had participated in previous rounds of the survey.

Most of the key informants work in non-governmental organizations (48.8%), and a significant share work in institutions of social protection (18.3%). Nearly eight per cent (7.7%) are employed in health care establishments, while 7.2% of key informants represent local authorities, 4% are engaged in educational institutions, and 14% work in other organizations. The bulk of the issues that IDPs address to key informants concern searching for jobs and housing for rent, renewal and issuance of documents, registration for social benefits and pensions, need for financial, humanitarian and psychological assistance, and health care.

### *Focus group discussions*

Six (6) focus groups were conducted in September 2016 in six locations (Kyiv, Sievierodonetsk, Kropyvnytskyi (Kirovohrad), Vinnytsia, Kharkiv, Rivne) with 87 IDPs (between 12 to 16 people in each group).



# SOCIAL AND DEMOGRAPHIC CHARACTERISTICS

During the survey, respondents were asked about all household members who live with them, thus information on age, sex and social status of household members of 2,000 IDPs surveyed face-to-face and 2,532 surveyed by telephone was collected.

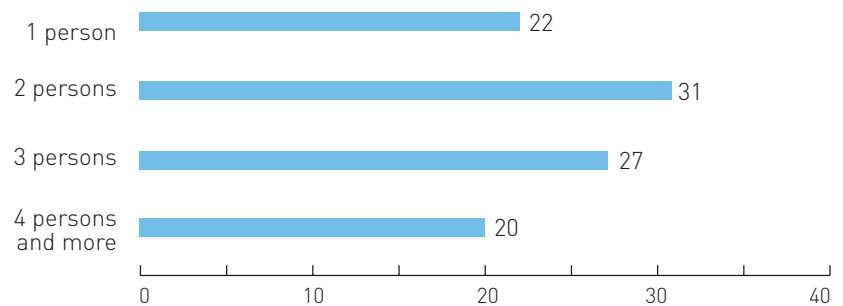
Almost all IDPs interviewed face-to-face (92.1% out of 2,000 IDPs) stated that they registered with the bodies of social protection (Table 1).

The average size of households was 2.58 persons according to face-to-face interviews. Most of the IDP households (31%) are composed of two people (Figure 1).

**Table 1. IDPs Registration in the Ministry of Social Policy, %**

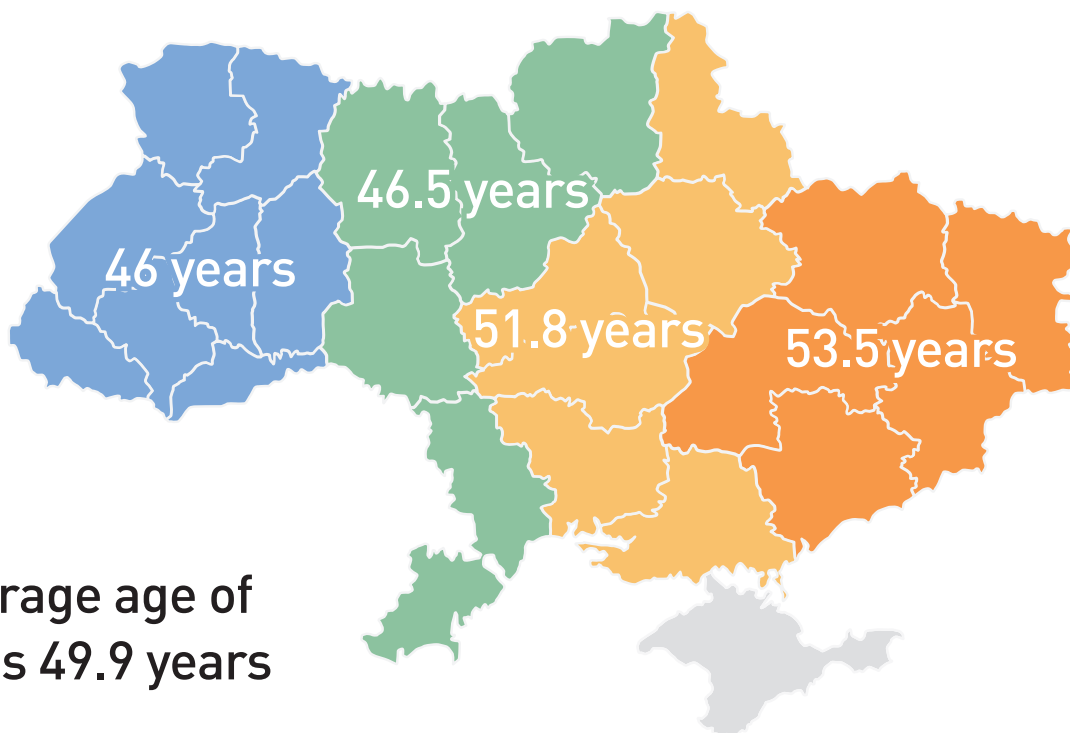
	Rounds 1-3	Round 4
Yes	92.7	92.1
No	7.0	7.5
Do not know	0.3	0.4

**Figure 1. Distribution of IDP households in Ukraine by number of members, %**



Source: Face-to-face interviews

**Figure 2. Average age of IDPs by areas**



Source: Telephone interviews



The project is implemented by IOM



The project is funded by the U.S. Department of State Bureau of Population, Refugees, and Migration

According to the survey, 46% of IDP households are families with children, and most families have one child (Figure 3).

The data collected through telephone interviews reveal that the average age of IDPs decreases the further one moves from the contact line (Figure 2.).

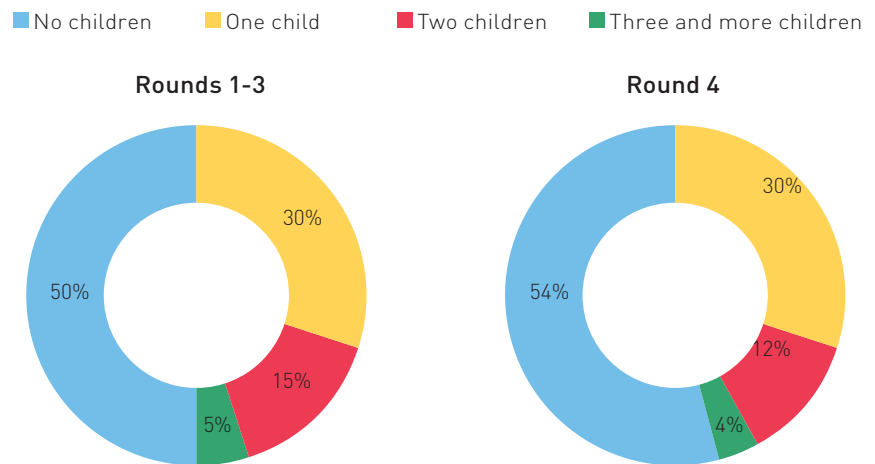
In 0.8% of the surveyed IDP households who have children, the respondents admitted that their children do not attend school (18 households in absolute terms).

Almost six-and-a-half per cent (6.4%) of IDP households state that they have people with special needs as household members (Table 3).

Thirty-four per cent (34%) of IDPs state that they have pensioners in their household.

Women dominate by number among surveyed IDP household members reaching the 58%. The prevalence of women is observed in all age groups older than 18 years old (Figure 4).

Figure 3. Distribution of households with or without children

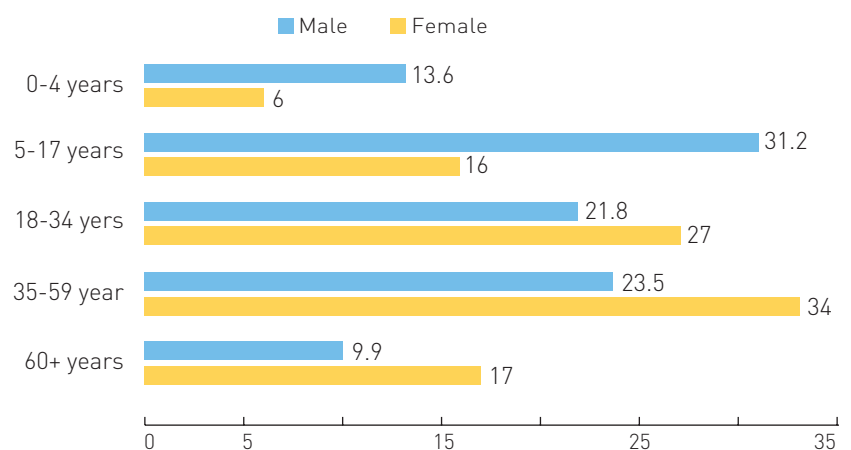


Source: Face-to-face interviews

Table 3. Distribution of IDP households with people with special needs (I-III disability groups, disabled children, people with chronic diseases), %

	Round 4
Households without people with special needs	93.6
Households with people with special needs	6.4
Including:	
I disability group	0.9
II disability group	1.3
III disability group	1.4
Disabled children	0.4
People who suffer from chronic diseases that affect the quality of life	1.8
Elderly people or people who suffer from chronic diseases and require special care	0.6

Figure 4. Gender and age distribution of IDP household members, %



Source: Face-to-face interviews



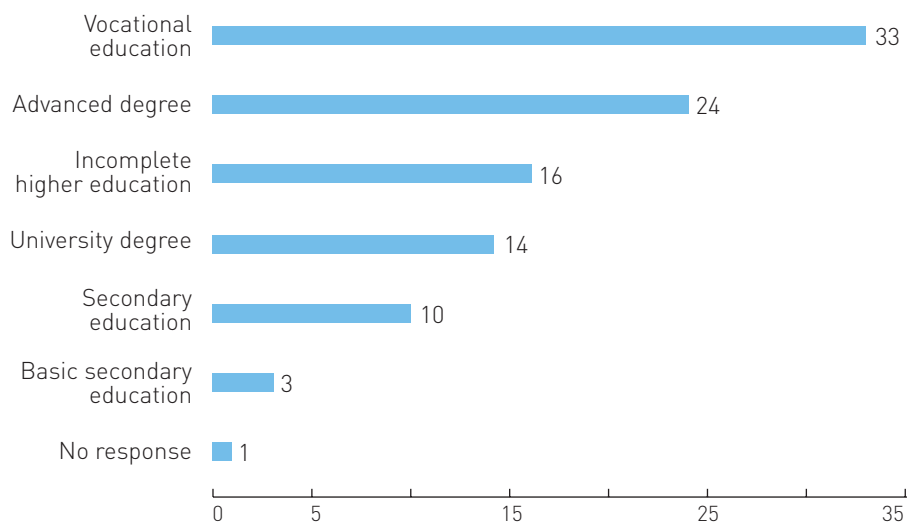
People with full-time jobs comprise the largest group of IDPs amongst different social status groups, namely 36% (Table 4). There is an increase by 9% observed in this category as compared to the relevant data consolidated during the period of March-June 2016. At the same time, the share of unemployed who do not receive unemployment benefits slid down by 4% and the share of people who do not work and receive benefits (disabled persons, persons on maternity leave) decreased by 6%.

The level of education among the surveyed IDPs is quite high, namely 53.5% of them have higher or incomplete higher education, 33% possess vocational education and 13% completed secondary education (Figure 5).

**Table 4. Distribution of IDP household members by social status, % of household members older than 18 y.o.**

	Rounds 1-3	Round 4
In full-time employment	27	36
In part-time employment	8	9
Working in retirement	1	2
Self-employed	1	1.6
Non-working in retirement	20	23
Unemployed without unemployment benefits	11	7
Unemployed with unemployment benefits	7	3
Unemployed receiving other pension or benefits (disabled persons, persons on maternity leave)	16	10
Unemployed (householder)	8	4
Students	—	4
Other	1	0.4

**Figure 5. Distribution of IDP household members by educational attainment, % of household members older than 18**



Source: Face-to-face interviews

## EMPLOYMENT OF IDPs

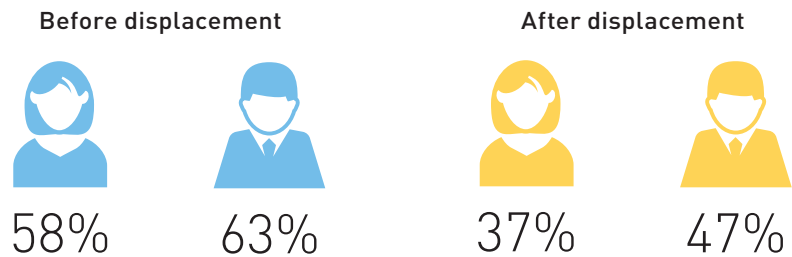
The employment of IDPs at the new places of residence is quite low; 40% of IDPs have managed to find a job at their new location, while 38% consider themselves unemployed. Twenty-two per cent [22%] of IDPs state that they do not need a job, as they receive disability or retirement pensions or are currently on maternity leave.

The number of men employed eclipses the number of women employed both before and after displacement, by 5% at places of origin and by 10% in the new locations. Sixty-three per cent (63%) of men and 58% of women reveal that they were employed before displacement. Forty-seven per cent (47%) of men and 37% of women consider themselves employed after the move (Figure 6).

The trend of higher employment rates in cities is valid for the situation of employment after displacement, with 47% of people confirming employment in cities (population of more than 100,000).

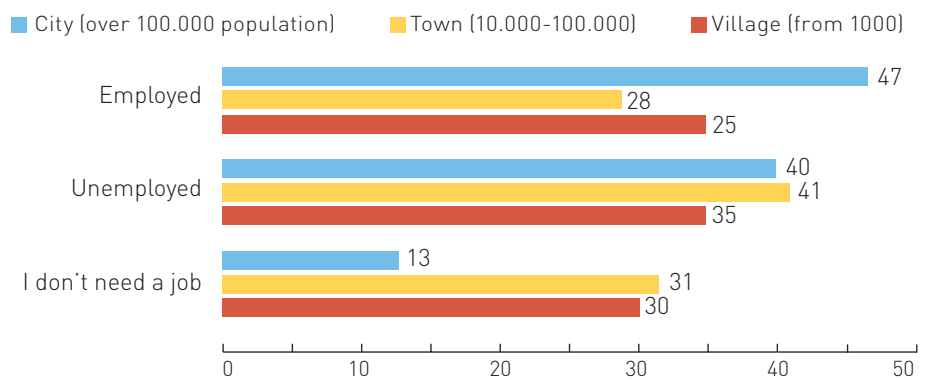
The employment situation after displacement is worse for IDPs in towns (population from 10,001 to 100,000 inhabitants) and villages (population from 1,000 to 10,000 inhabitants) with 28% and 35% are employed respectively (Figure 7).

**Figure 6. Employment of IDPs before and after displacement, by gender of respondents**



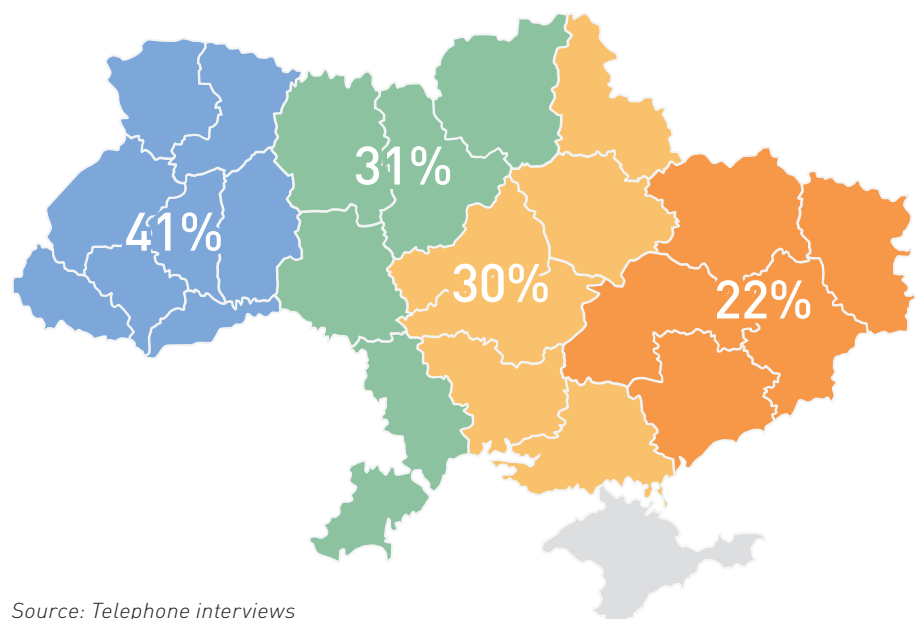
Source: Face-to-face interviews

**Figure 7. Employment of IDPs after displacement, by type of settlements in %**



Source: Face-to-face interviews

**Figure 8. Employment of IDPs after displacement, by geographical zones**



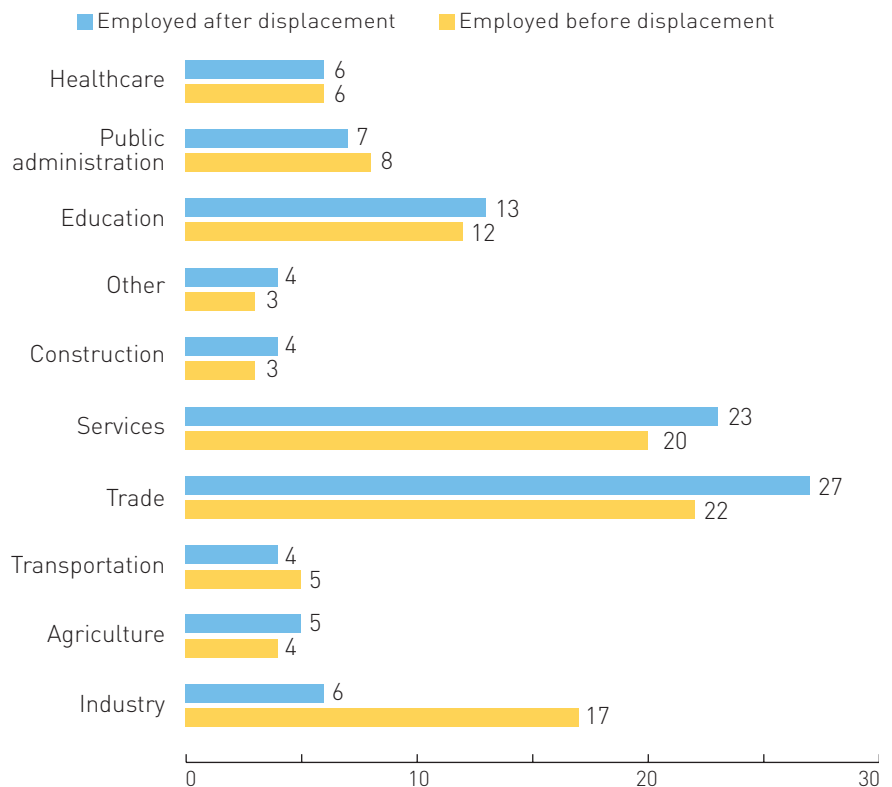
Source: Telephone interviews



The structure of IDP employment before displacement by sector of activity is similar to the structure of employment after displacement, though a significant difference is observed in two activities: there was a reduction in the share of those employed in industry and an increase of employment in the trade sector after displacement (Figure 9).

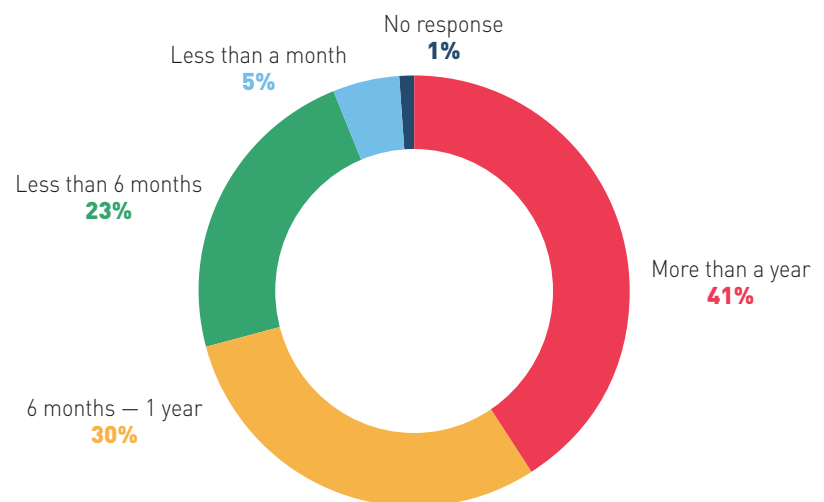
Five per cent (5%) of IDPs who managed to find a job after displacement have been employed for less than a month (versus the 6% in March-June 2016), while about 41% have worked for more than a year (versus the 33% in March-June 2016) (Figure 10).

**Figure 9. Changes in structure of employed IDPs by type of activity before and after displacement, %**



Source: Face-to-face interviews

**Figure 10. Distribution of IDPs by duration of employment in current job, % of employed respondents**



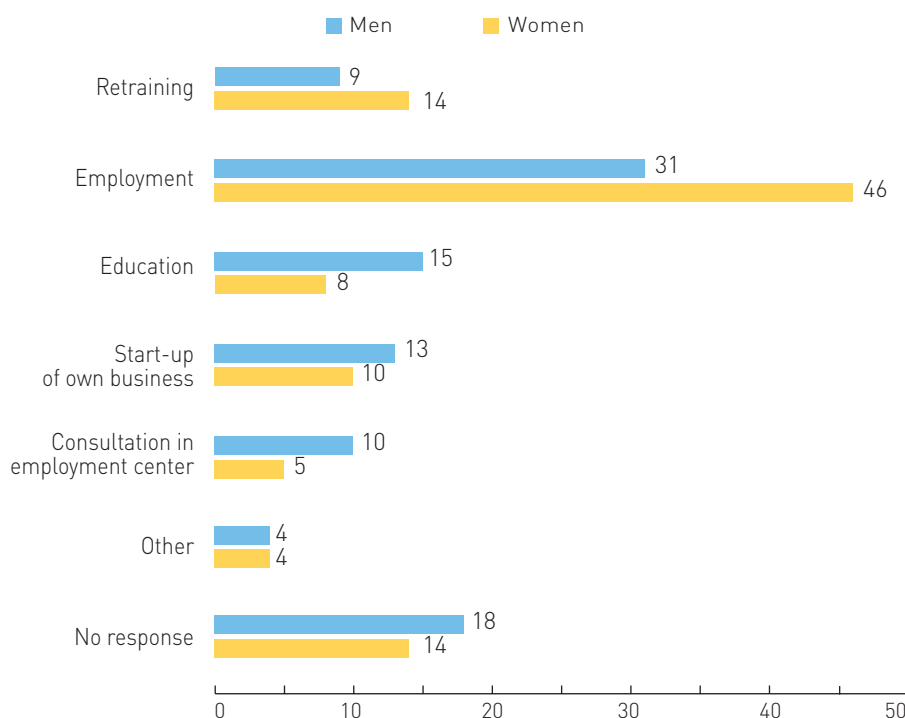
Source: Face-to-face interviews

The main possible solution that unemployed IDPs prefer is the direct provision of a job (43%). Direct assistance in employment is preferred by 46% of women and by 31% of men. This type of support is the most preferred in towns with a population of up to 100,000 (54%), less preferred in cities with population of over 100,000 residents (44%) and the least considered in villages (31%). An important share of rural residents, especially compared with the shares of people residing in cities and towns, would prefer to have consultations in state employment centres — 10% in villages and respectively 2% and 1% in cities and towns. Fourteen per cent (14%) of IDPs living in cities are interested in starting up their own business, while the same share is by 5% smaller for the rural population (9%) and 11% lower for residents of towns (3%) (Figures 11 and 12).

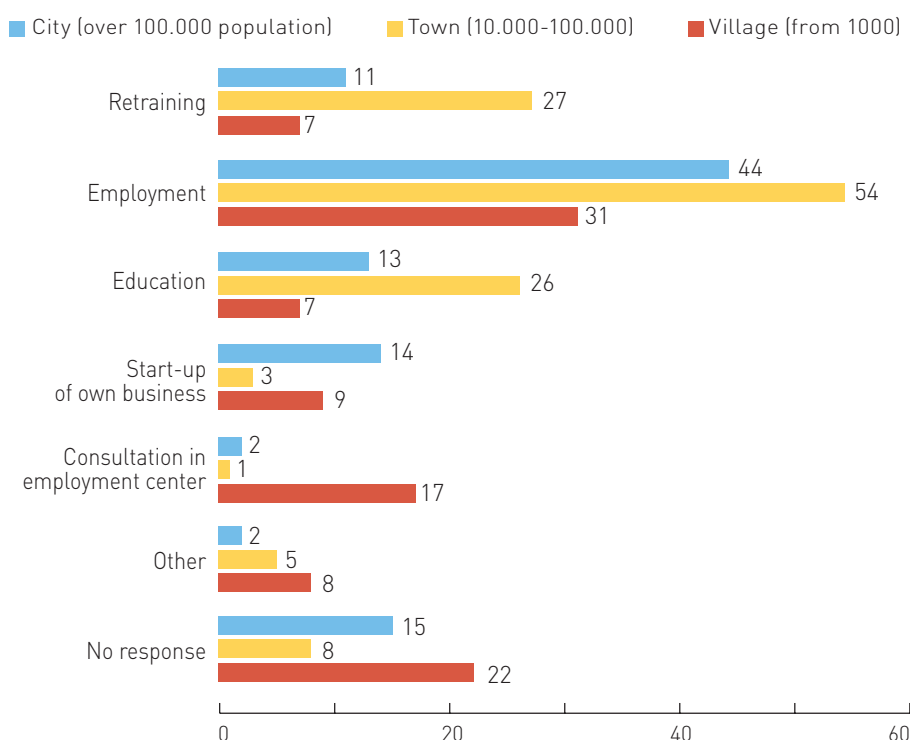
According to focus group discussions, the best employment conditions are experienced by IDPs who work for companies and institutions that managed to transfer their business to the government-controlled areas, although such organizations face certain financial difficulties that lead to staff reductions — focus group discussion (FGD) in Kyiv, 9 September 2016.

Most of the focus group participants complain about the lack of jobs, low salaries and positions that do not correspond to the qualifications of IDPs — FGDs in Rivne and Kropyvnytskyi (Kirovohrad), 11 September 2016.

**Figure 11. IDPs who need jobs by type of preferred support and gender, %**



**Figure 12. IDPs who need jobs by type of preferred support and type of settlement, %**

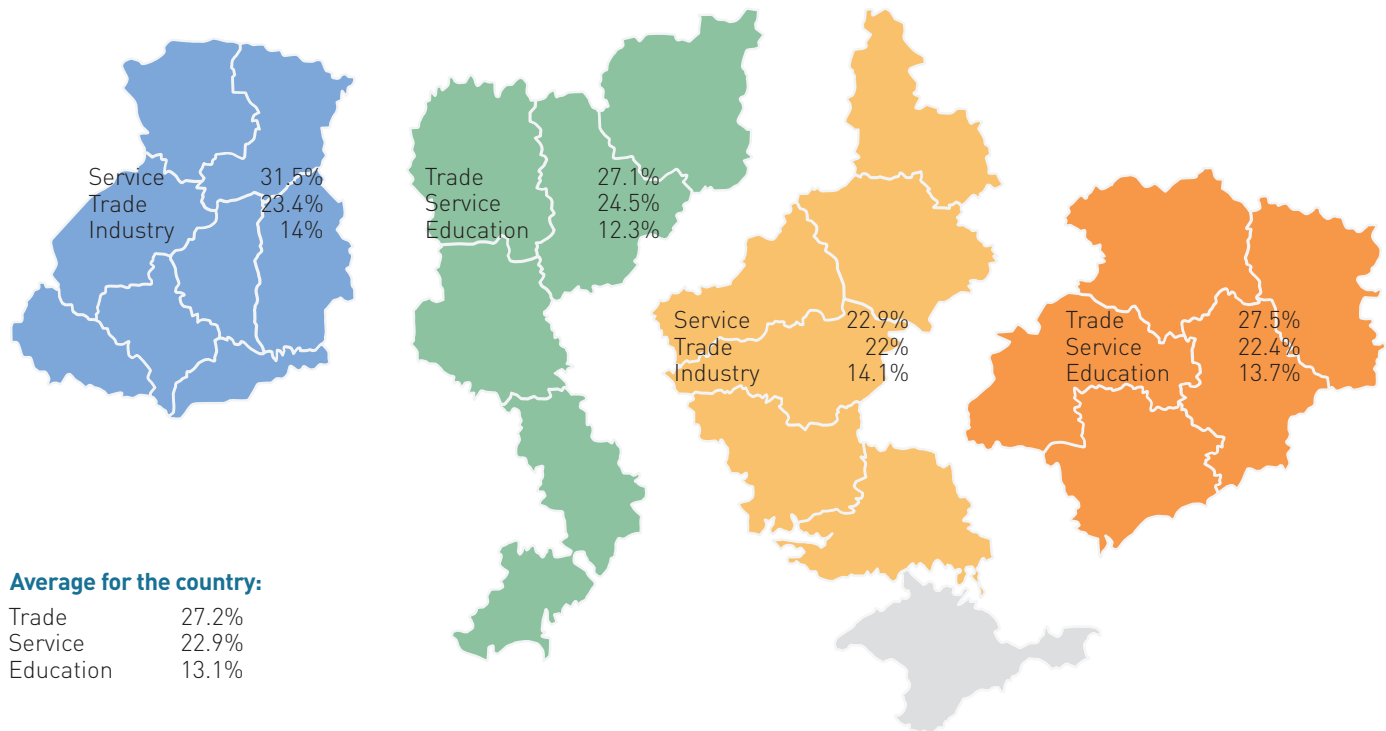


Source: Face-to-face interviews





Figure 13. Number of IDPs employed and top three sectors of employment by oblast



Source: Telephone interviews

FGD participants gave mostly negative assessments of job opportunities through state employment centres (FGD in Kyiv, 9 September 2016), indicating that this service is hardly effective and special employment programmes for IDPs would help to increase the effectiveness of job placement — FGD in Rivne, 11 September 2016. Those IDPs who addressed employment centres also note the very low salaries, so they were more successful in independent job search — FGDs in Rivne and Kyiv, 9-11 September 2016.

Among the reasons that complicate the employment of IDPs at the new places of residence, the FGD participants mentioned the industrial slant of the pre-conflict in Donetsk and Luhansk oblasts (FGD in Vinnytsia, 10 September 2016) and refusals to hire or discrimination based on IDP status — FGD in Kharkiv, 11 September 2016.

Table 5. Coping strategies in case of no job and livelihood opportunities, % of respondents

	Rounds 1-3	Round 4
Reduce household expenditures	55	55
Will agree to unsafe or illegal job	6	10
Will sell things	5	10
Receive support from relatives and friends	23	31
Try to address state authorities	31	23
Try to access NGO or international organization	26	24
Return to place of living before displacement	1	5

Note: Respondents could choose several relevant options

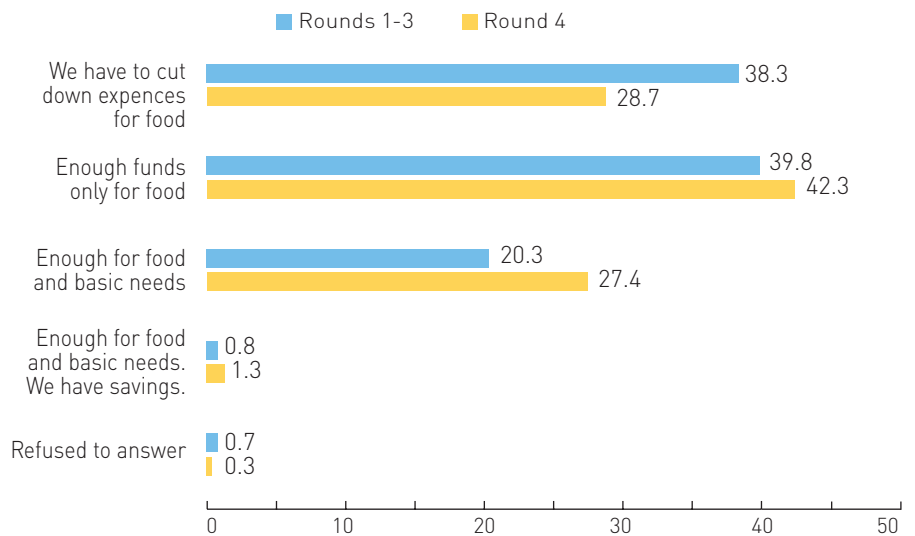
Respondents who do not have a job or livelihood opportunities intend to satisfy their basic household needs by reducing expenditures (55% in March-June and September 2016), addressing the state authorities (from 31% in March-June to 23% in

September), NGOs or international organizations (from 26 % in March-June to 24% in September), and through the support of relatives and friends (from 23% in March-June to 31% in September) (Table 5).

## WELLBEING OF IDPs

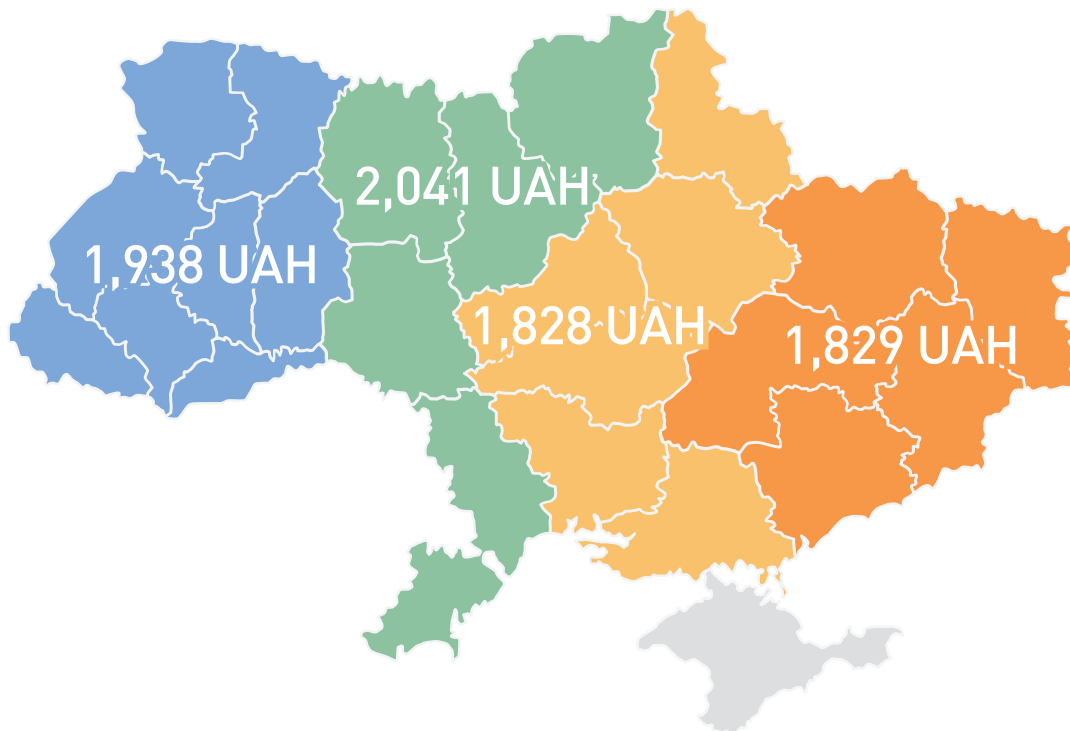
The general level of well-being of most IDPs is still low. Twenty-nine per cent (29%) of IDPs have to cut down expenses even for food, 42% of IDPs are able to buy only food, 27% satisfy only essential needs, and only 1% of the surveyed IDPs have savings (Figure 14).

Figure 14. IDP self-assessment of the financial standing of their households, %



Source: Face-to-face interviews

Figure 15. Average income per household member, by geographical zones



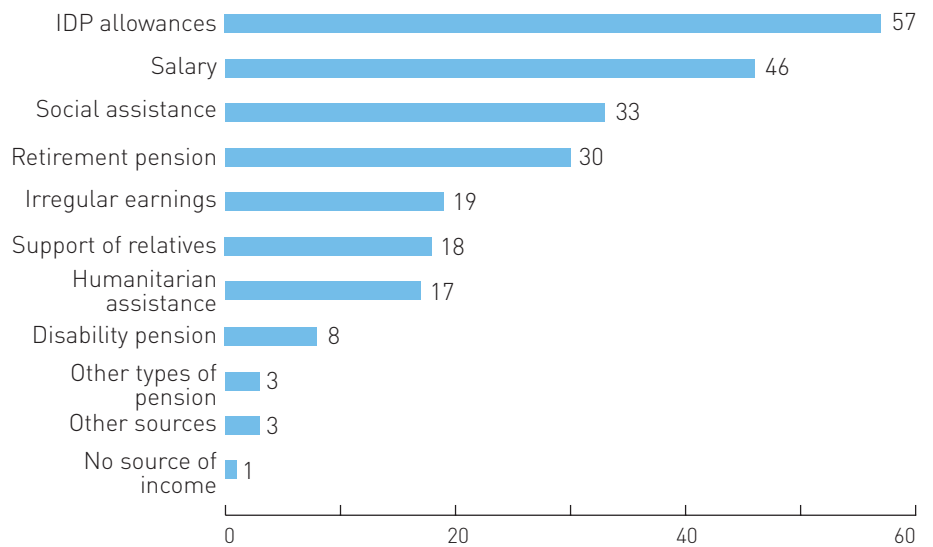
Source: Telephone interviews



## LIVELIHOODS

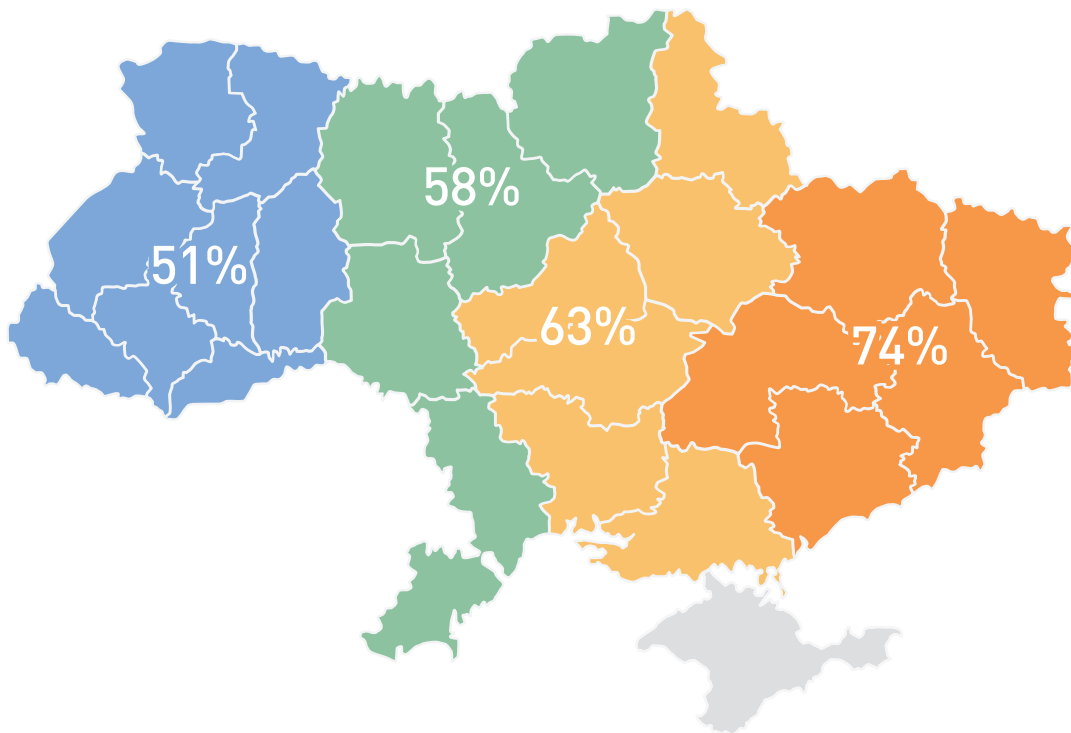
The most important sources of income for IDPs are allowances and salaries (57% and 46% respectively). For 17% of respondents, humanitarian aid is an important source of subsistence. Irregular earnings and family support are the main sources of income for 19% and 18% of respondents, respectively (Figure 16).

Figure 16. Main sources of income in IDP household, %



Note: respondents could choose several options

Figure 17. IDPs who stated salary as source of income, by geographic zones



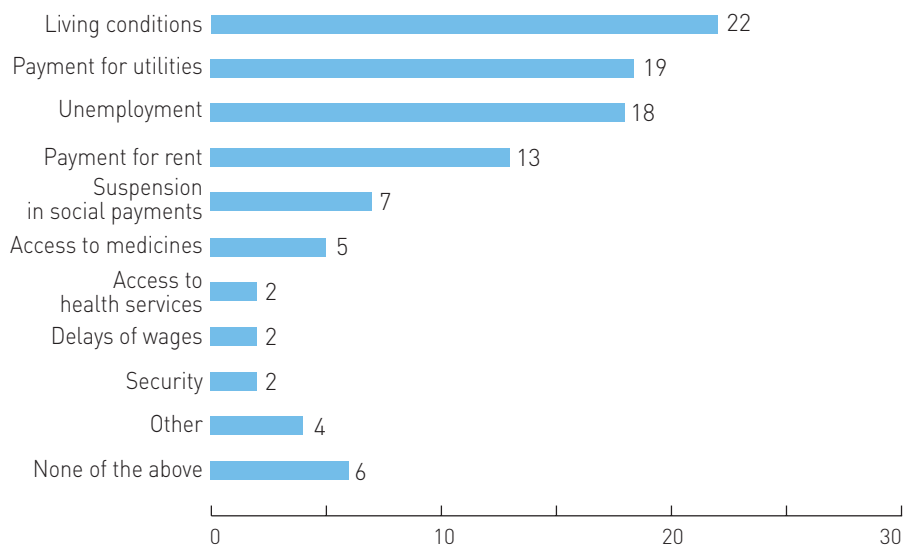
Source: Telephone interviews

Key informants were also interviewed on problems of the displaced population. According to them, the main problems of IDPs are unemployment, housing, suspension of social benefits, as well as payments for rent and utilities.

The most pressing issue is the unemployment (indicated by 28% of key informants), especially in the first and second zones by distance from the conflict line. This was mentioned by 30.7% and 29.3% of key informants, respectively. The housing conditions also emerged as pressing issue (as reported by 26.8% of key informants). The relevance of this issue was highlighted by key informants of the fourth zone (46.4% of key informants). The issue of rental payments is especially important for residents of the third zone (indicated by 17.2% of key informants) and the payments for utilities is particularly acute for residents of the fourth zone (indicated by 15.5% of key informants).

The suspension of social benefits is the most relevant for residents of settlements in the first zone by distance from the conflict line, and was indicated by 12.5% of respondents. Access to medicines is also critical for the residents of the first zone – 6.8% of key informants mentioned the issue as the most problematic issue (Table 1 of Annex 4 Results of Interviews with Key Informants by Zone).

**Figure 18. Problematic Issue for IDP household, %**



Source: Face-to-face interviews

*IDP receiving cash assistance in a bank branch in Kramatorsk, Donetsk Oblast, October 2016. The project is funded by the Government of Germany and implemented by IOM.*



Photo: IOM 2016



## SUSPENSION OF SOCIAL PAYMENTS

Fifty seven per cent (57%) of surveyed IDPs mentioned IDP allowances (monthly targeted assistance for accommodation) as a source of income (Figure 16); out of them, 23.7% respondents reported that they faced suspension of IDP allowances (Table 6).

Twenty-seven per cent (27%) of IDP respondents reveal that they have had their social payments suspended (Figure 20). Out of them, 82% specified that they faced the suspension of IDP allowances (Figure 21).

The issue is currently the most pressing one for seven (7%) per cent of IDP households (Figure 18).

Figure 20. IDPs who have had social payments suspended, %

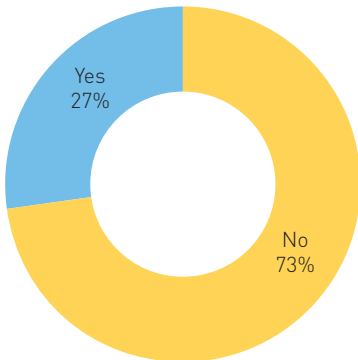
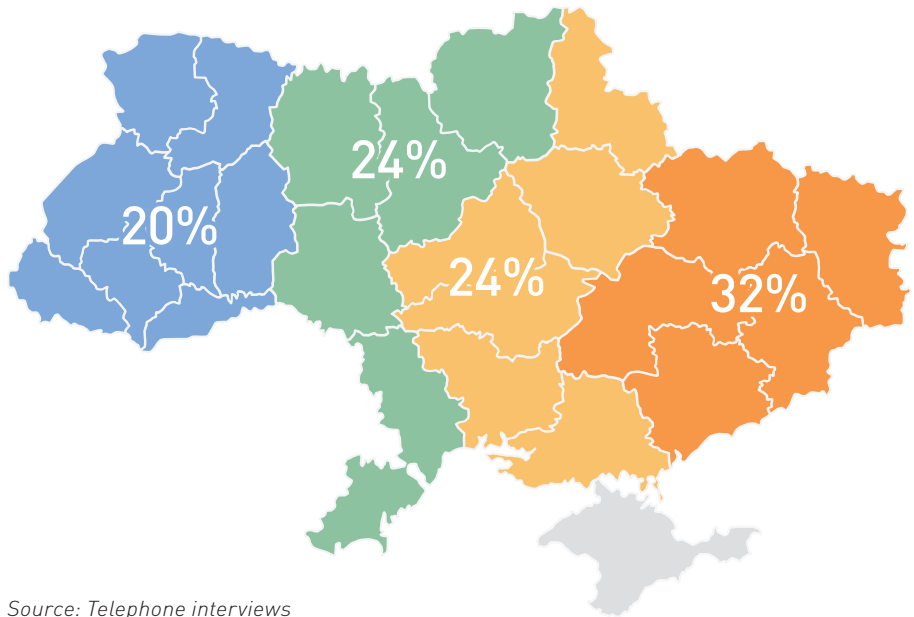


Table 6. IDP source of income through allowances and respective suspension

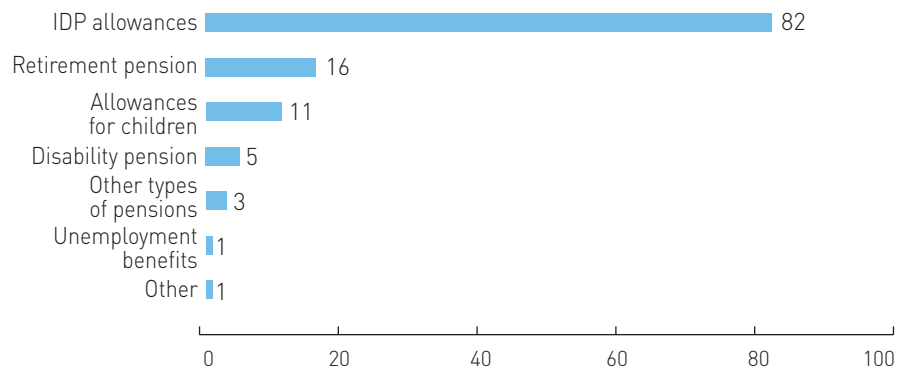
	% households that mentioned the relevant source of income	% households that faced the suspension of benefits out of all households that receive this type of assistance
Retirement pension	30	11.7
Social assistance	33	6.5
IDP allowances	57	23.7

Figure 19. Distribution of IDPs who have had social payments suspended, by geographical zones



Source: Telephone interviews

Figure 21. Distribution of IDPs by type of suspended social payments, % of respondents who have had social payments suspended



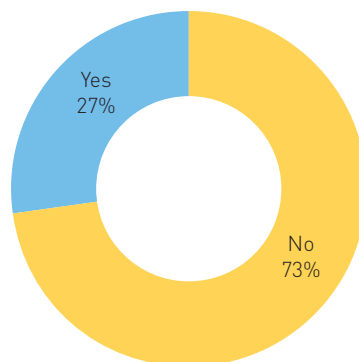
Source: Face-to-face interviews

Note: the respondents could select several options

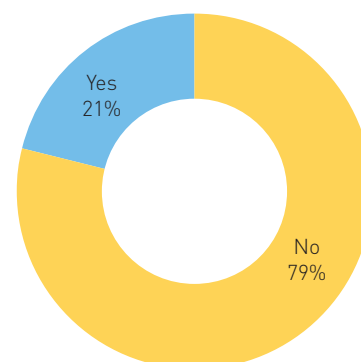
Seventy-three per cent (73%) of IDPs who experienced the suspension of social payments did not receive any official notification of the suspension and procedures to renew the payments (Figure 18).

Twenty one per cent (21%) of IDPs know about the reasons behind the suspension (Figure 20).

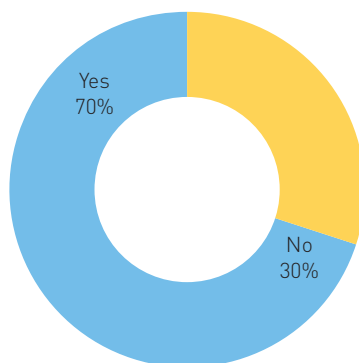
**Figure 22. Distribution of IDPs by receipt of suspension notification, %**



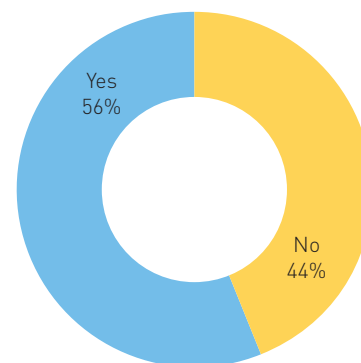
**Figure 23. Distribution of IDPs aware of the reasons behind suspension, %**



**Figure 24. Distribution of IDPs by activity in addressing the suspension issue to the Ministry of Social Policy, %**



**Figure 25. Distribution of IDPs by awareness about the procedure on how to renew the payments, %**



*IDPs receiving cash assistance in a bank branch in Kramatorsk, Donetsk Oblast, October 2016. The project is funded by the Government of Germany and implemented by IOM.*



Photo: IOM 2016



The project is funded by the U.S. Department of State Bureau of Population, Refugees, and Migration



The project is implemented by IOM

## LOAN AND DEBT OBLIGATIONS

Nine per cent (9%) of IDP households revealed having loans that were taken before displacement (Table 7).

Most of the loans (83.4%) were taken in banks, while 14.3% of obligations related to funds borrowed from individuals such as relatives, friends and acquaintances (Table 8).

Most of the respondents who have loan or debt obligations used these financial resources for health care (17.9%), renovation of their dwelling (17.5%) and business start-ups (13.3%) (Table 9).

IDP households with loan or debt obligations (35.5%) need to repay loans or debt obligations up to 1,000 UAH (Figure 26).

**Table 7. IDP households with loans or debts, %**

Households that have loan or debt obligations	9
Households that do not have loan or debt obligations	90
No response	1

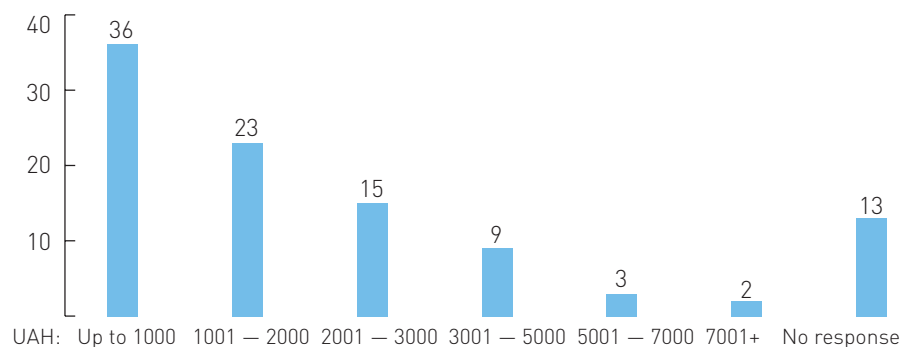
**Table 8. Sources of loans or debts in IDP household, %**

Bank	83.4
Specialized credit and financial institution (credit unions, sales finance company, investment funds, etc.)	2.3
Individual	14.3

**Table 9. Purposes for taking loans or debts by IDP household before displacement, %**

Purchase of accommodation	11.6
Land acquisition	0.7
Start-up of business	13.3
Renovation of the dwelling	17.5
Education	3.2
Health care	17.9
Purchase of clothing	9.9
Other	22.2
No response	3.8

**Figure 26. Loan amount that IDP households need to repay, % of respondents who have loan or debt obligations**



Source: Face-to-face interviews

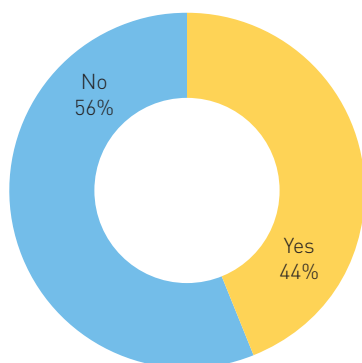


The majority of IDPs (55.7%) who have loan or debt obligations state that they make payments according to schedule. At the same time, a significant share of IDPs (44.3%) reveals that they do not have the capacity to fully meet their loan or debt obligations taken before displacement (Table 10).

A significant share of IDPs (44%) has experienced threats from the lending party (Table 6). Most cases refer to psychological pressure exerted via telephone calls (80%) or threats of property alienation (17%) (Figure 27).

FGD participants in Vinnytsia and Kharkiv received threats from collection companies who had purchased the IDPs' loan obligations from the banks.

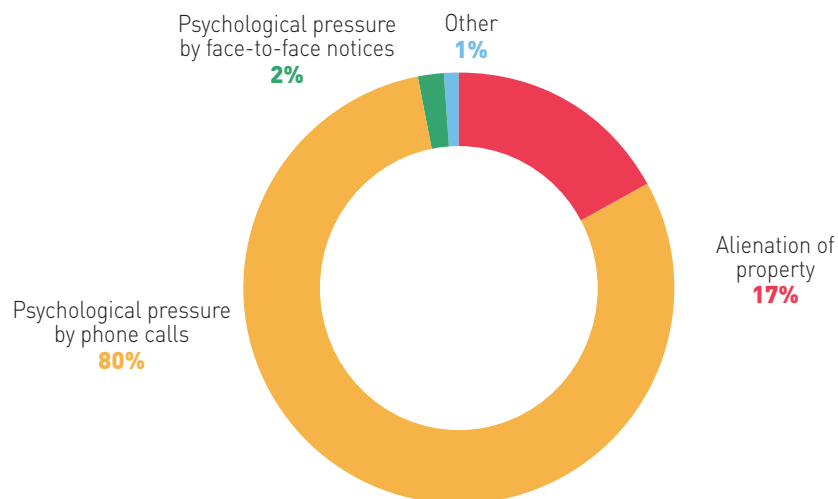
**Figure 27. IDPs experiencing threats from the lending party, % of respondents who do not fully meet loan or debt obligations**



**Table 10. Distribution of IDP households by fulfillment of loan or debt obligations, %**

IDP households that fully meet loan or debt obligations	55.7
IDP households that do not fully meet loan or debt obligations	44.3
including those who are able to repay certain amount on a monthly basis:	
Up to 1,000 UAH	10.8
1,001-2,000 UAH	1.0
I am not able to repay anything	30.7
Other	0.4
No response	1.4

**Figure 28. Type of threats experienced by IDPs from the lending party, % of respondents who do not fully meet loan or debt obligations**



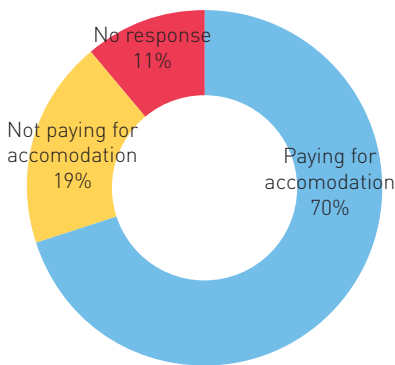
Source: Face-to-face interviews



## LIVING CONDITIONS AND TYPES OF ACCOMMODATION

Most IDPs pay for their own accommodation, namely 62.1% rent different types of accommodation, such as a rented apartment (40.4%), rented house (14.6%), rented room in apartment (7.1%). A significant share of IDPs (24.7%) lives with relatives or hosting families (Figure 29).

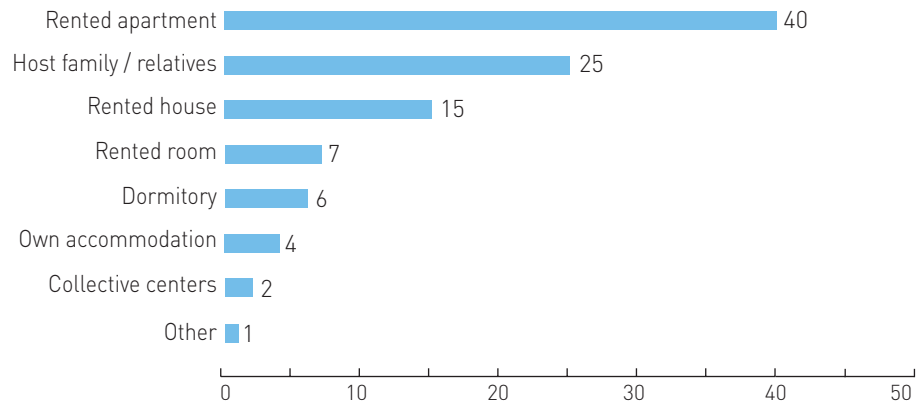
**Figure 30. Distribution of IDPs by accommodation payment, %**



IDP households pay an average of 1,500UAH per month.

High payments for housing greatly affect the overall IDP well-being and generate a feeling of insecurity. Many IDPs speak of psychological trauma due to the loss of their homes and property and a significant deterioration in living conditions in comparison with their former residence. IDPs feel their vulnerability and even social exclusion (FGDs in Vinnytsia, Kyiv, Kropyvnytskyi (Kirovohrad), 9-10 September 2016).

**Figure 29. IDP accommodation types, %**

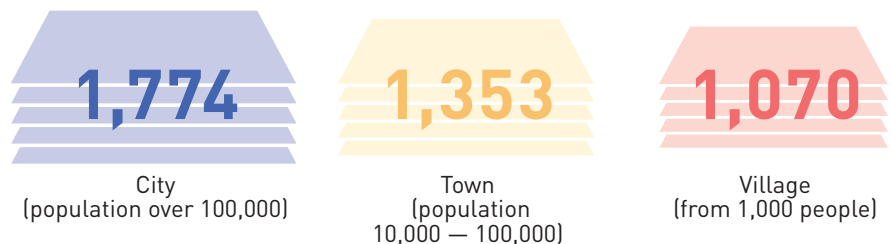


Source: Face-to-face interviews

**Table 11. Average amounts paid by IDPs for accommodation by type of accommodation, UAH**

Rented apartment	1,985
Rented room in apartment	1,141
Rented house	1,191
Host family / relatives	772
Own accommodation	1,085
Dormitory	687
Collective centers	759
Hotels	1,874
Other	1,454

**Figure 31. Average amounts paid by IDPs for accommodation by type of settlement, UAH**



**Table 12. Distribution of IDPs by accommodation space and type of settlement, %**

		Up to 20 m <sup>2</sup>	20-40 m <sup>2</sup>	40-60 m <sup>2</sup>	Over 60 m <sup>2</sup>
Type of settlement	Total	29.5	43.4	24.3	2.8
	City	36.7	40.7	19.8	2.8
	Town	24.0	48.1	27.0	0.9
	Village	19.4	44.7	31.2	4.7

Most IDPs are satisfied with their living conditions. Major complaints relate to insulation and living space as well as to sewerage and heating (Figure 36). Fewer concerns relate to safety and availability of electricity.

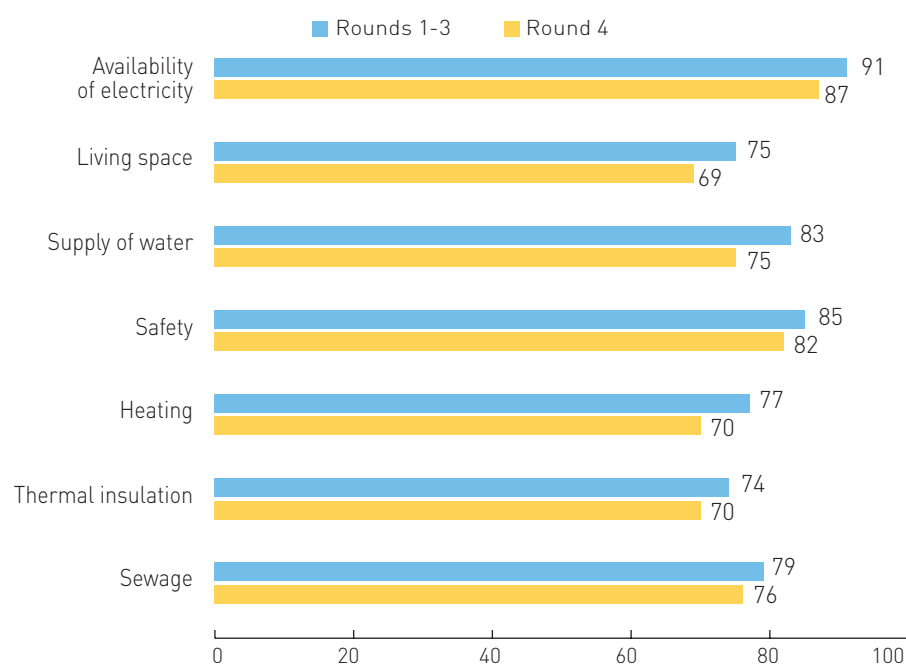
**Table 13. Average amounts paid by IDPs by accommodation space, UAH**

Up to 20 m <sup>2</sup>	1,069
20-40 m <sup>2</sup>	1,630
40-60 m <sup>2</sup>	1,779
Over 60 m <sup>2</sup>	1,974

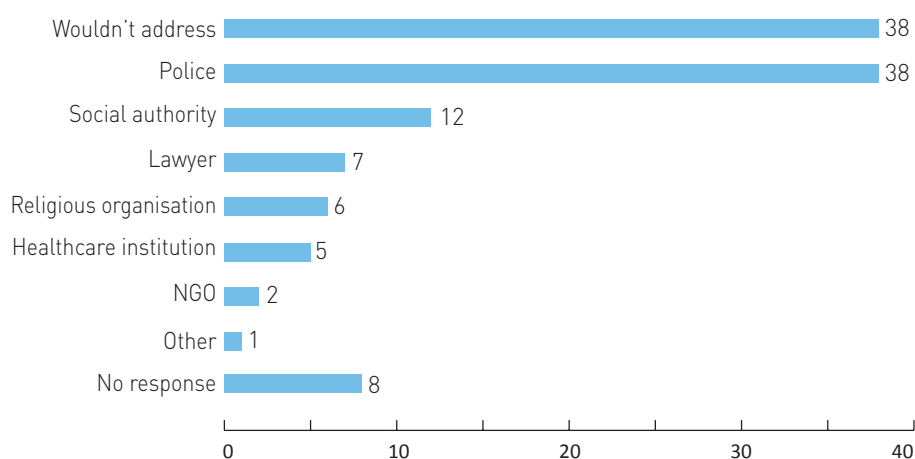
**Table 14. Average number of HH members by accommodation space**

Up to 20 m <sup>2</sup>	2.2
20-40 m <sup>2</sup>	2.7
40-60 m <sup>2</sup>	3.1
Over 60 m <sup>2</sup>	3.4

**Figure 32. IDP self-assessment of living conditions, % of respondents**



**Figure 33. Institutions to be addressed by IDPs, % of respondents who are concerned about safety**



Source: Face-to-face interviews

Note: respondents could choose several options

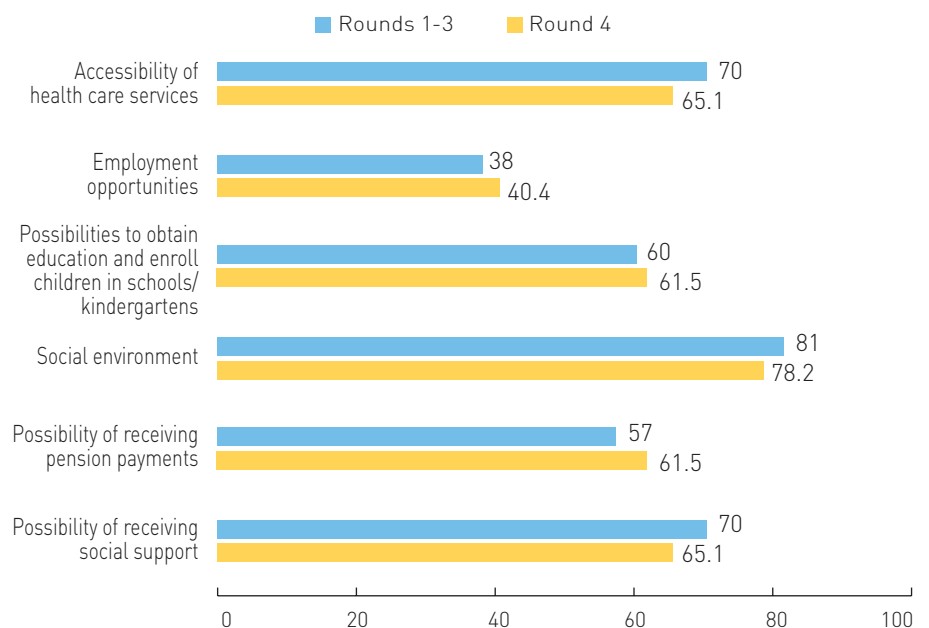


## ACCESS TO SOCIAL SERVICES

The main respondents' concern is the lack of employment opportunities (Figure 33). Most of the respondents (81% in March-June 2016 and 78% in September) are satisfied with the social environment of their current place of residence.

The most important reasons for dissatisfaction with public services is the lack of jobs (57%), followed by lack of funds (48% of respondents in September 2016 as compared to 30% in March-June 2016) and lack of information (24%). A brusque attitude towards IDPs and corruption were mentioned in September respectively by 9% of IDP respondents during face-to-face interviews (20% in March-June 2016) and 12% of IDPs (22% in March-June 2016) (Table 15).

**Figure 33. IDPs satisfaction with public services and environment, % of respondents**



**Table 15. Reasons for IDPs' dissatisfaction with public services, % of respondents for whom relevant**

	Rounds 1-4	Round 4
Lack of job vacancies	48	57
Lack of necessary documents	9	8
Lack of funds	31	48
Lack of information	27	24
Corruption	20	12
Brusque treatment	22	9
Transport accessibility	8	12
Other	17	3

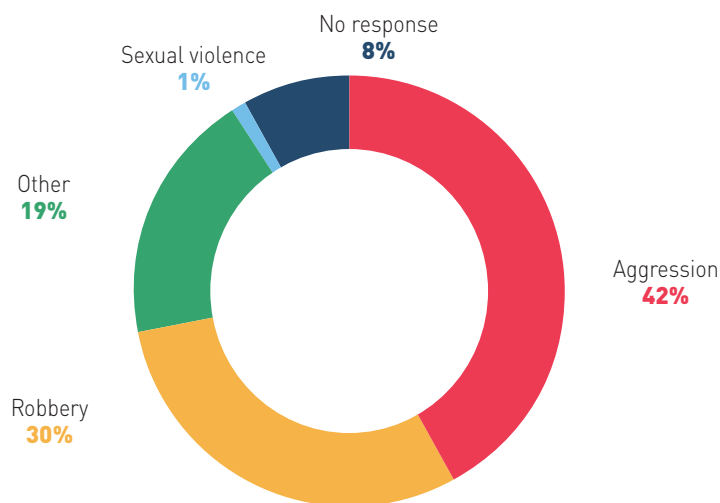
Almost 78% of key informants stated they were able to satisfy the needs of IDPs to certain extent, 16.4% of key informants are able to fully satisfy the needs of IDPs, inability to address IDP requests was revealed by 5.7% of key informants. The main reasons that key informants state as grounds for failing to satisfy requests of IDPs are shortage or lack of financial resources and lack of government support (Please see Annex 4 for further information on the interviews with key informants).

FGD participants mentioned examples that revealed serious problems regarding access to social services. According to them, IDPs most often encountered difficulties with access to health services due to their formally unconfirmed place of residence and difficult financial situation — FGDs in Vinnytsia, Rivne and Kharkiv, 10-11 September 2016. However, the participants of the FGD in Kropyvnytskyi (Kirovohrad) denied difficulties to access health services and mentioned relevant IDP benefits put in place.

**Table 16. IDP assessment on the safety of the environment and infrastructure of the settlement, %**

I feel safe	93.2
I feel unsafe in the evenings and in remote areas of the settlement	4.4
I feel unsafe most of the time	0.7
Other	0.1
No response	1.4

**Figure 34. IDP reasons for concerns on the safety of the environment and infrastructure of the settlement, %**



Source: Face-to-face interviews

*IDPs receiving cash assistance in a bank branch in Kramatorsk, Donetsk Oblast, October 2016. The project is funded by the Government of Germany and implemented by IOM.*



Photo: IOM 2016

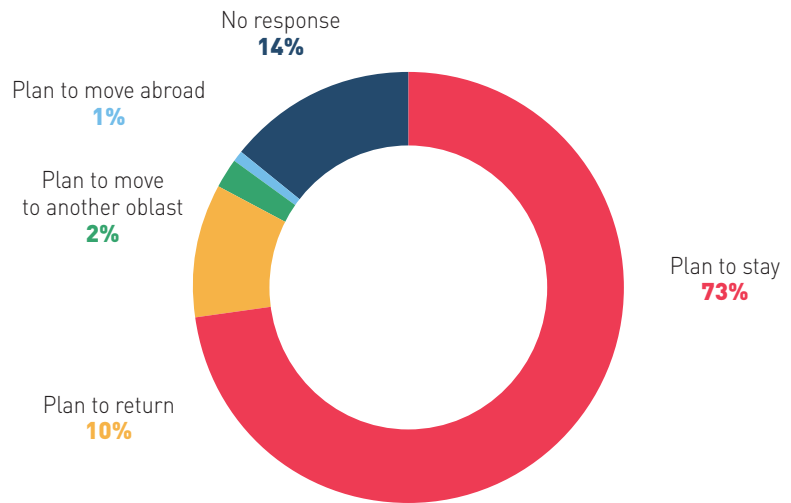


## MOBILITY AND INTEGRATION

Despite the relative stabilization of IDP movement, key informants confirmed that displacement (initial, secondary and tertiary) still occurs, though on a smaller scale. More than a third of them reported arrivals of IDPs to the known settlements. While nearly the same share of informants does not know whether there were new arrivals of IDPs to their settlements, in general the number of those who observed the arrivals is 1.4 times higher than the number of informants who denied it. The number of key informants who reported the departures of IDPs from the known settlements is 1.8 times higher than the number of informants who denied the fact.

According to key informants, IDPs who left the settlement moved to another region of the country (observed by 3/5 of informants), and only 3% reported IDPs leaving to other countries. More than a third of informants are not aware of the directions of movement of IDP households. Key informants singled out that the reasons of the IDPs movement are prominently related to search for better employment opportunities and problems with housing, while only one-sixth reported family reunification as the main reason for the movement.

Figure 35. Distribution of IDPs by future plans, %

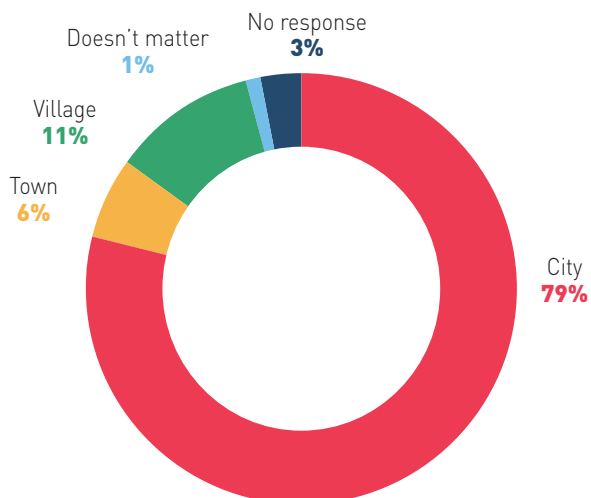


Source: Face-to-face interviews

Table 17. Distribution of IDPs by reasons to return to their place of origin, % of respondents who revealed the return plans

There is a private property and we do not have to pay rent	58.7
Family reasons	24.0
Lack of employment opportunities at the current place of residence	3.7
Failure to integrate at the current place of residence	8.4
Other	3.9
No response	1.3

Figure 36. Distribution of IDPs by type of settlement they would prefer for further relocation, % of respondents who revealed the plan to leave for other oblast

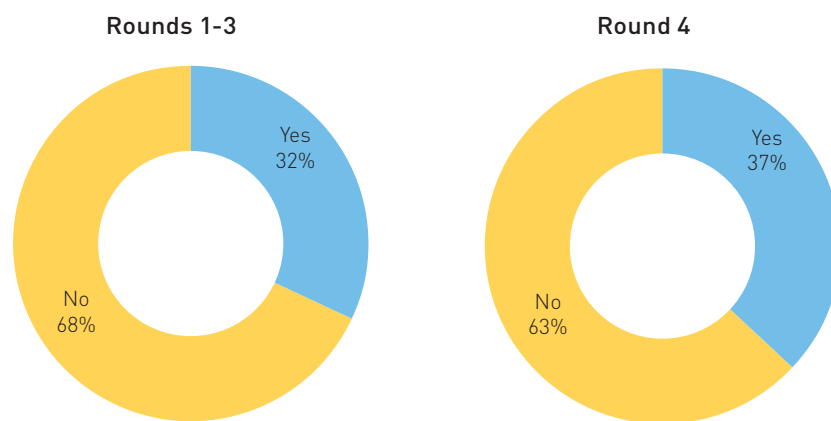


Source: Face-to-face interviews

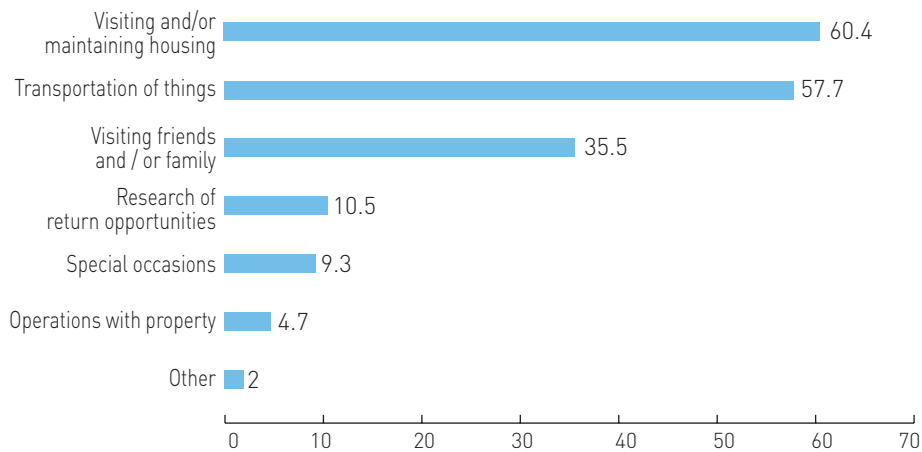
**Table 18. Distribution of IDPs by country they would prefer for further relocation, % of respondents who revealed the plan to leave for country**

Poland	52
Russia	13
Slovakia	0.5
Other EU country	17.5
Other	7
Do not know yet	10

**Figure 37. Distribution of IDPs by the visits to their places of living before displacement, %**



**Figure 38. Reasons for IDP visits to NGCA after first displacement, %**

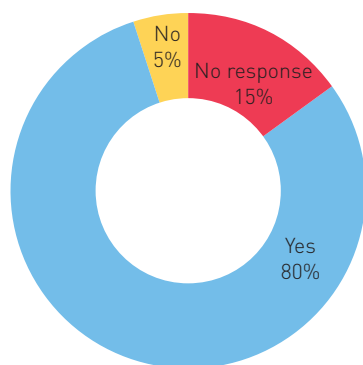


Source: Face-to-face interviews

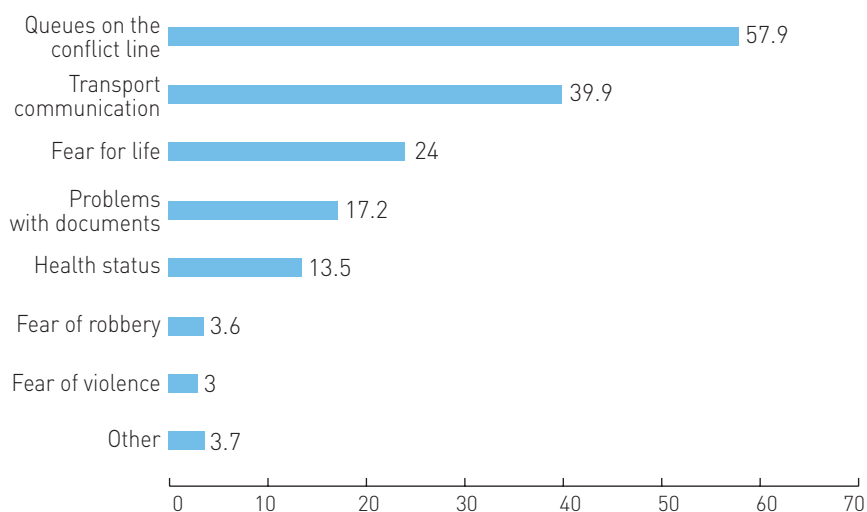


The majority of households of the surveyed IDPs reported that they have no members who returned for permanent residence to the NGCA (Figure 40).

**Figure 40. Distribution of IDPs by availability of HH members who return to NGCA for permanent living, %**



**Figure 39. Most important barriers for the visits to NGCA, % of respondents who visited NGCA after displacement**



Source: Face-to-face interviews

Note: Respondents could select several options.

**Table 19. General plans of IDPs on return for living to the place of residence before displacement, % of respondents**

Yes, in the nearest time	1.9
Yes, when the conflict ends	32.9
Yes, possibly in future	17.8
No	27.1
Difficult to respond	16.2
No response	4.1

**Table 20. Distribution of IDPs by source of information on NGCA, %**

TV	70.1
Internet	53.7
Newspapers	11.2
State authorities	4.0
NGO	1.0
Personal visits	7.1
Relatives or friends residing in the NGCA	41.8
Relatives or friends visiting the NGCA	13.4
Other	1.6

Note: Respondents could select several options.

## INTEGRATION IN LOCAL COMMUNITIES

Figure 41. IDP self-assessment of their integration in the local community, %

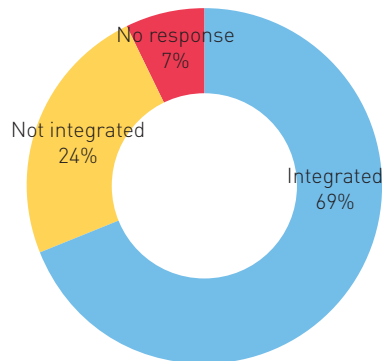
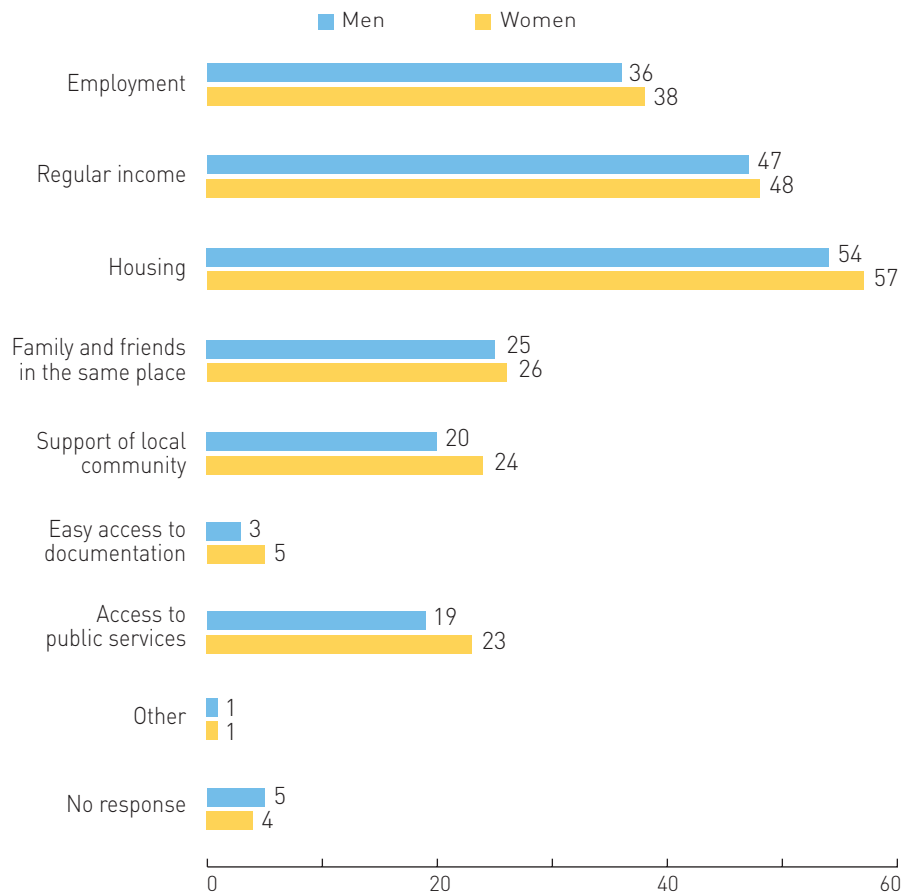


Figure 42. IDP conditions for integration in the current local community by gender, %



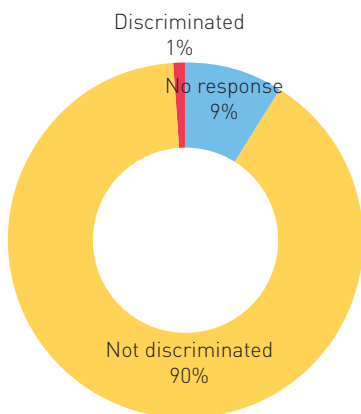
Source: Face-to-face interviews



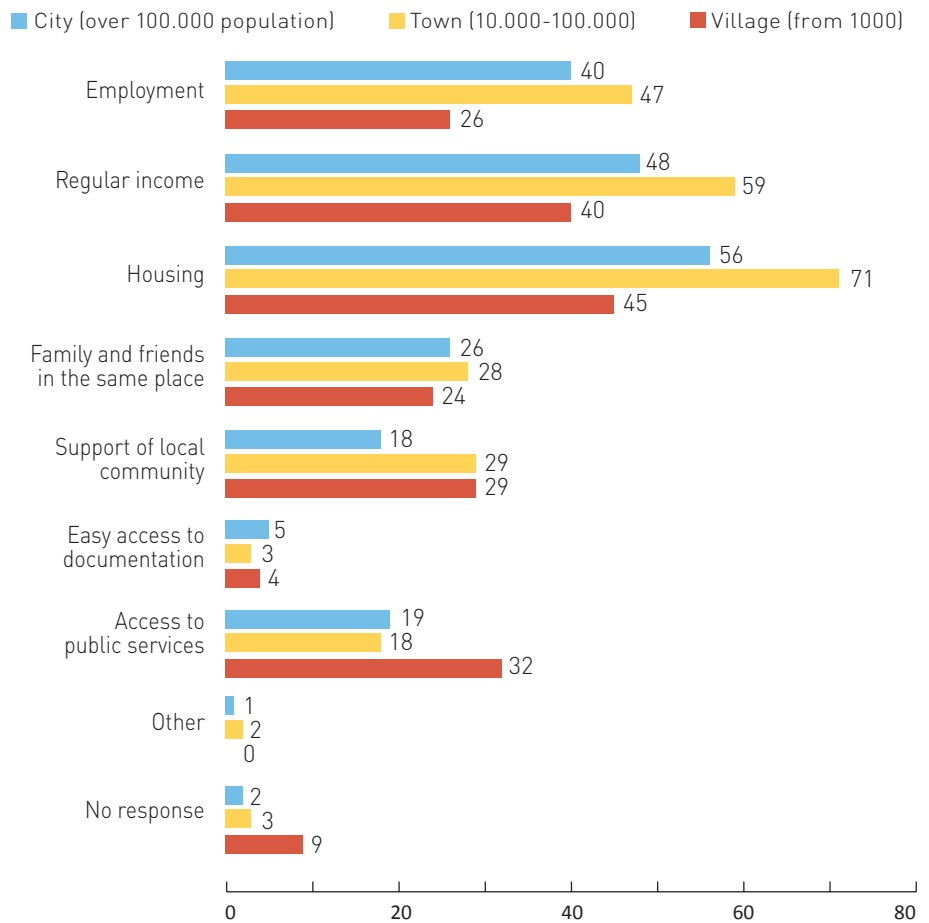


Discrimination based on the IDP status was experienced by 9.4% of respondents. The vast majority of these cases (60%) concerned communicating with the local population (hostile, brusque, aggressive attitude), employment (denial of employment due to IDP status) and finding housing. About one-tenth of those who felt discriminated due to their IDP status confirmed that such cases were related to the social services sphere (refusal to pay pensions and social assistance). Respondents mentioned cases of discrimination against children in schools (the negative attitude of teachers and pupils to IDP children), when receiving medical care and while restoring their documents.

**Figure 44. Distribution of IDPs by discrimination experienced directly or by their household members, %**

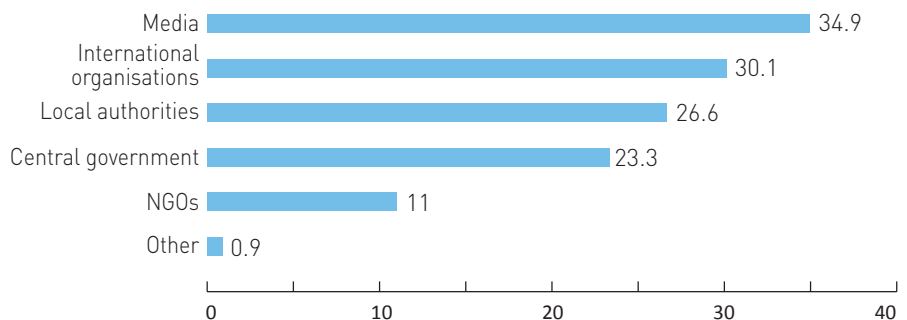


**Figure 43. IDP conditions for integration in the current local community by type of settlement, %**



Source: Face-to-face interviews

**Figure 33. Institutions to be addressed by IDPs, % of respondents who are concerned about safety**



Source: Face-to-face interviews

# ANNEXES

## ANNEX 1. METHODOLOGY

The NMS is performed by combining data obtained from multiple sources, namely:

- administrative data;
- data from key informant interviews and focus group discussions;
- data of sample surveys of IDP households and the local population;
- telephone interviews with IDPs by the registration data of the Ministry of Social Policy (MoSP) of Ukraine;
- relevant available data from other sources.

The target of the NMS is the IDP population at their place of settlement in 24

oblasts of Ukraine and the city of Kyiv.

The main objective of the survey is to analyze the situation and problems related to IDPs' location, their movements or intentions to move further, return intentions, and local communities' perception of the IDPs' situation in 24 oblasts of Ukraine and the city of Kyiv.

### Target groups:

- Key informants – representatives of local communities, local authorities, IDP communities, non-governmental organizations (NGOs),

educational and healthcare facilities;

- IDP individuals and households;
- Local population.

The survey collects information on: socioeconomic characteristics of IDPs and IDP households, IDP trends and movement intentions, employment and livelihood of IDPs, IDP access to social services, preferred durable solutions and assistance needs as well as analysis and recommendations on the ways to solve the problems.

*IDPs receiving cash assistance in a bank branch in Kramatorsk, Donetsk Oblast, October 2016. The project is funded by the Government of Germany and implemented by IOM.*



Photo: IOM 2016



The project is funded by the U.S. Department of State Bureau of Population, Refugees, and Migration



The project is implemented by IOM

With the purpose to conduct face-to-face interviews with key informants and IDP households, a territorial sample comprising 400 units was devised (sample distribution by oblasts is provided in Table 1 below). The general population of IDPs registered by MoSP was stratified by oblast.

The selection of territorial units was carried out with the probability proportional to the number of registered IDPs in each of them. In each territorial unit, two key informants and two IDP households were selected for the first round of the NMS.

A list of key informants with their contact information has been formed across the country to monitor the development of the situation with internally displaced persons in the regions. The information on distribution of key informants by oblast may be found in table 2 below.

**Table 1. Distribution of the sample for territorial units within oblasts of Ukraine**

Oblast	Number of territorial units selected
Total	400
Vinnitsia	7
Volyn	7
Dnipropetrovsk	19
Donetsk	106
Zhytomyr	7
Zakarpattia	7
Zaporizhia	26
Ivano-Frankivsk	7
Kyiv city	26
Kyiv oblast (excluding Kyiv)	9
Kropyvnytskyi (Kirovohrad)	7
Luhansk	45
Lviv	7
Mykolaiv	7
Odesa	8
Poltava	7
Rivne	7
Sumy	7
Ternopil	7
Kharkiv	42
Kherson	7
Khmelnysky	7
Cherkasy	7
Chernivtsi	7
Chernihiv	7

**Table 2. Distribution of key informants**

Oblast	Number of key informants
Total	792
Vinnitsia	14
Volyn	14
Dnipropetrovsk	38
Donetsk	212
Zhytomyr	14
Zakarpattia	14
Zaporizhia	50
Ivano-Frankivsk	14
Kyiv city	49
Kyiv (excluding Kyiv)	18
Kropyvnytskyi (Kirovohrad)	14
Luhansk	86
Lviv	14
Mykolaiv	14
Odesa	16
Poltava	14
Rivne	14
Sumy	14
Ternopil	12
Kharkiv	86
Kherson	14
Khmelnysky	14
Cherkasy	12
Chernivtsi	14
Chernihiv	17

The sample survey of IDP households for face-to-face interviews envisages the formation of a stratified multistage probability sample of households. The sample size amounts to 2,000 households interviewed in September 2016. The dis-

tribution of IDP households for face-to-face interviews within the NMS is provided in Table 3 below.

The sample survey of IDPs conducted via telephone interviews envisages the formation of a simple prob-

ability sample of households. The sample size for telephone interviews amounts to 2,532 households polled in September 2016. The distribution of IDP households for telephone interviews within the NMS is provided in Table 4 below.

**Table 3. Distribution of IDP households for face-to-face interviews**

Oblast	Number
Total	2,000
Vinnitsia	35
Volyn	35
Dnipropetrovsk	95
Donetsk	530
Zhytomyr	35
Zakarpattia	35
Zaporizhia	130
Ivano-Frankivsk	35
Kyiv city	130
Kyiv (excluding Kyiv)	45
Kropyvnytskyi (Kirovohrad)	35
Luhansk	225
Lviv	35
Mykolaiv	35
Odesa	40
Poltava	35
Rivne	35
Sumy	35
Ternopil	35
Kharkiv	210
Kherson	35
Khmelnysky	35
Cherkasy	35
Chernivtsi	35
Chernihiv	35

**Table 4. Distribution of IDP households for telephone interviews**

Oblast	Number
Total	2,532
Vinnitsia	100
Volyn	60
Dnipropetrovsk	150
Donetsk	150
Zhytomyr	100
Zakarpattia	60
Zaporizhia	151
Ivano-Frankivsk	60
Kyiv city	150
Kyiv (excluding Kyiv)	100
Kropyvnytskyi (Kirovohrad)	100
Luhansk	150
Lviv	61
Mykolaiv	100
Odesa	100
Poltava	150
Rivne	60
Sumy	100
Ternopil	60
Kharkiv	150
Kherson	100
Khmelnysky	60
Cherkasy	100
Chernivtsi	60
Chernihiv	100



## ANNEX 2. ADMINISTRATIVE DATA

Internally displaced persons are registered by several state institutions, in particular the Ministry of Social Policy (MoSP) and the Interdepartmental Coordination Headquarters on Social Security Services for Citizens of Ukraine Displaced from Temporary Occupied Territory

and Anti-terrorist Operation Area (ICH) that operates within the State Emergency Service of Ukraine. The ICH registers people that approach them with requests for support in resettlement and accommodation. The MoSP registers people who apply for payments of pension and

social benefits at their new place of stay. The MoSP's IDP figures are 1.6 times larger than those of the ICH as of the end of September 2016 (1,701,571 and 1,051,753 people respectively).

**Table 1. Number of IDPs registered by the Ministry of Social Policy of Ukraine as of 22 September 2016**

	Number of IDPs	%	Share of pensioners and disabled persons
Total for Ukraine	1,701,571	100	57.2
Vinnitsia	14,014	0.8	33.9
Volyn	4,565	0.3	28.9
Dnipropetrovsk	75,551	4.4	45.0
Donetsk	621,076	36.5	62.9
Zhytomyr	11,651	0.7	39.0
Zakarpattia	3,447	0.2	28.0
Zaporizhia	107,016	6.3	66.4
Ivano-Frankivsk	4,580	0.3	26.1
Kyiv oblast (excluding Kyiv)	54,306	3.2	37.5
Kropyvnytskyi (Kirovohrad)	14,487	0.9	44.0
Luhansk	288,819	17.0	75.6
Lviv	11,942	0.7	22.9
Mykolaiv	8,452	0.5	31.6
Odesa	40,415	2.4	29.8
Poltava	29,427	1.7	46.6
Rivne	3,208	0.2	29.2
Sumy	15,997	0.9	47.1
Ternopil	2,478	0.1	33.7
Kharkiv	192,989	11.3	58.2
Kherson	16,001	0.9	37.3
Khmelnysky	6,715	0.4	37.4
Cherkasy	14,213	0.8	37.4
Chernivtsi	3,323	0.2	26.1
Chernihiv	9,454	0.6	45.2
Kyiv city	147,445	8.7	31.9

Source: Registration data of the Ministry of the Social Policy of Ukraine

## ANNEX 3. GROUPING OF OBLASTS INTO AREAS FOR PROCESSING OF KEY INFORMANTS FINDINGS AND FACE-TO-FACE INTERVIEWS BY DISTANCE FROM THE NGCA OF DONETSK AND LUHANSK OBLASTS

1	2	3	4
Donetsk Oblast (GCA)	Cherkasy Oblast	Chernihiv Oblast	Chernivtsi Oblast
Luhansk Oblast (GCA)	Kherson Oblast	Kyiv city	Ivano-Frankivsk Oblast
Dnipropetrovsk Oblast	Kropyvnytskyi (Kirovohrad) Oblast	Kyiv Oblast	Khmelnytsky Oblast
Kharkiv Oblast	Mykolaiv Oblast	Odesa Oblast	Lviv Oblast
Zaporizhia Oblast	Poltava Oblast	Vinnytsia Oblast	Rivne Oblast
			Ternopil Oblast
	Sumy Oblast	Zhytomyr Oblast	Volyn Oblast
			Zakarpattia Oblast

## ANNEX 4. RESULTS OF INTERVIEWS WITH KEY INFORMANTS BY ZONE

**Table 1. The most pressing problem for residents of the settlements by zone, %**

	Total	Area			
		1	2	3	4
Unemployment	30.0	32.5	36.3	12.4	27.7
Delays in payment of wages	0.4	—	—	3.0	—
Suspension in social payments	11.4	12.0	9.6	9.6	2.5
Living conditions	21.4	18.2	31.8	35.1	34.0
Payment for utilities	8.9	8.8	8.5	8.2	18.8
Payment for rent	10.5	8.8	9.3	21.0	12.4
Malnutrition	1.4	1.8	—	—	—
Access to medicines	6.3	7.3	1.1	2.8	—
Access to health services	2.5	2.9	0.6	1.0	—
Security	1.6	1.8	1.1	0.9	—
Access to education	0.5	0.5	—	1.1	—
Payment of bank loans	0.2	0.3	—	—	—
Vacation/relaxation	0.6	0.8	—	—	—
Other	2.5	2.4	0.6	3.7	3.9
None of the above mentioned issues are of concern to us	0.9	0.8	1.0	1.2	0.8
No response	0.9	1.1	—	—	—



**Table 2. The most relevant problems for residents of the settlements by zone, %**

	Total	Area			
		1	2	3	4
Unemployment	56.8	60.1	40.9	43.3	50.0
Delays in payment of wages	10.4	10.3	12.9	11.4	1.5
Suspension in social payments	39.4	41.2	28.6	36.5	10.4
Living conditions	50.8	52.3	51.0	40.9	55.1
Payment for utilities	53.8	53.6	51.6	54.3	63.1
Payment for rent	42.2	38.4	42.6	61.9	63.3
Malnutrition	11.7	12.1	2.0	14.1	1.0
Access to medicines	28.9	29.8	15.7	30.3	15.4
Access to health services	23.6	25.5	16.2	17.3	3.1
Security	7.0	7.9	1.1	4.2	0.0
Access to education	5.8	5.8	4.7	6.6	1.9
Payment of bank loans	6.7	6.9	3.5	6.4	9.1
Vacation/relaxation	5.0	5.1	2.1	5.8	2.6
Other	1.7	1.6	2.4	1.9	1.5

**Table 3. Do IDPs address any of the abovementioned issues to your organization, %**

Area	%
Total	64.5
1	62.5
2	70.5
3	71.4
4	85.9

**Table 4. Awareness of key informants on regional or national programmes to support IDPs, %**

Area	%
Total	30.0
1	23.2
2	69.3
3	54.6
4	48.7

**Table 5. Support needed by IDPs, by zone and ranking**

	Total	Area			
		1	2	3	4
Monetary assistance	3	3	3	3	2
Housing	1	2	1	1	1
Getting a new profession	5	5	8	6	8
Promoting employment	2	1	2	2	3
Help in starting own business	8	9	10	8	5
Placement of children in kindergartens and schools	10	11	11	7	11
Document restoration	9	8	6	11	9
Support in interaction with locals	11	10	9	10	10
Psychological support	4	4	4	4	6
Health care	7	7	7	9	7
Legal support	6	6	5	5	4
Other	12	12	12	12	12

*This table provides a ranking of the support needed by IDPs according to key informants in their locality where 1 denotes the support which IDPs need the most, and 12 denotes the support which IDPs require the least.*

**Table 6. Evaluation of IDPs access to some spheres, % of respondents**

		Total	Area			
			1	2	3	4
Employment	Fully available	19.3	17.2	36.5	21.8	46.0
	Available with complications	67.1	67.1	63.5	70.5	49.6
	Fully unavailable	5.9	6.6	—	4.3	2.7
	No response	7.7	9.0	—	3.4	1.7
Housing	Fully available	19.9	21.4	27.7	5.9	32.4
	Available with complications	65.2	64.2	67.2	73.4	47.1
	Fully unavailable	7.5	5.4	2.9	20.7	17.2
	No response	7.4	9.1	2.2	—	3.4
Health care	Fully available	53.6	50.1	89.7	58.1	75.5
	Available with complications	36.8	38.1	10.3	40.8	21.0
	Fully unavailable	1.6	2.0	—	—	1.0
	No response	8.0	9.8	—	1.1	2.5
Education	Fully available	75.2	73.8	95.3	73.7	93.9
	Available with complications	15.1	15.0	2.4	21.5	3.2
	Fully unavailable	1.5	1.3	—	3.0	0.8
	No response	8.3	9.9	2.4	1.8	2.2
Social protection	Fully available	60.6	56.9	93.3	67.1	93.7
	Available with complications	27.1	30.4	6.7	17.4	2.4
	Fully unavailable	3.6	2.2	—	13.6	2.6
	No response	8.7	10.5	—	1.9	1.3
Public services	Fully available	57.7	53.4	88.5	69.2	79.3
	Available with complications	29.2	31.1	11.5	25.9	15.3
	Fully unavailable	2.8	3.1	—	1.9	2.2
	No response	10.4	12.4	—	3.0	3.2

**Table 7. Degree of integration of the majority of IDPs into local communities, %**

	Sufficiently inte- grated	Partly integrated	Poorly integrated	Not integrated	Difficult to answer
Total	32.8	31.7	19.4	10.3	5.7
1	33.3	27.5	20.1	12.5	6.6
2	38.0	47.9	8.8	2.0	3.2
3	26.3	49.4	20.9	1.3	2.0
4	44.0	44.0	6.5	3.2	2.4





**Table 8. Three most important factors that contribute to the integration of IDPs, by zone and ranking**

	Total	Area			
		1	2	3	4
Employment opportunities	1	1	2	2	1
Affordable housing	2	2	1	1	2
Education	7	7	7	7	7
Social environment	6	5	5	6	5
Social protection	3	3	3	4	3
Medical and psychological support	4	4	5	3	6
Community support	5	6	4	4	4
Other	8	8	8	8	8

*This table provides a ranking of the support needed by IDPs according to key informants in their locality where 1 denotes the most important factors that would contribute to the integration of IDPs, and 8 denotes the least important factors that would contribute to the integration of IDPs.*

**Table 9. Three most important factors that contribute to the integration of IDPs, %**

	Total	Area			
		1	2	3	4
Employment opportunities	86.9	91.9	86.6	72.7	81.8
Affordable housing	85.1	85.0	90.2	86.7	80.0
Education	7.4	9.1	7.3	3.9	4.5
Medical and psychological support	21.2	19.9	18.3	24.2	25.5
Community support	35.5	36.7	35.4	29.7	37.3
Social Protection	28.4	29.9	18.3	39.1	17.3
Other (specify please)	21.8	17.4	26.8	29.7	28.2

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