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SURVEY ON ATTITUDES OF THE RESIDENTS OF LIBERATED AND FRONTLINE COMMUNITIES IN UKRAINE: *ZELENODOLSK COMMUNITY OF DNIPRO OBLAST*

**is supported by the Ukraine Confidence Building Initiative (UCBI),
implemented with the support of the
United States Agency for International Development (USAID)**

Kyiv International Institute of Sociology

January 2024



INFORMATION ABOUT THE SURVEY

Target audience

Adult residents (18+) of Zelenodolsk community (Kryvyi Rih district, Dnipro oblast)

Sample size

406 respondents

Method

Computer-assisted personal interview (CAPI)

Fieldwork

December 12 – 21, 2023

Weighting

Data have been weighted in order to correspond to the gender structure of the permanent residents according to the data of the State Statistics Service of Ukraine as of 1 January, 2021

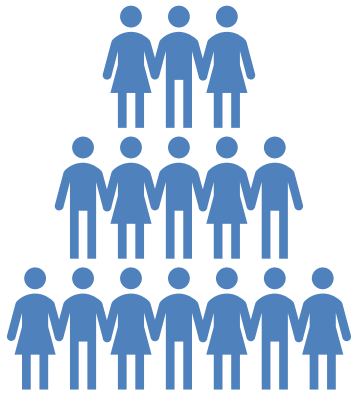
Sample error
(with 0.95
probability and
without design
effect)

5,0% for indicators close to 50%;
4,3% for indicators close to 25 or 75%;
3,0% for indicators close to 10 or 90%;
2,2% for indicators close to 5 or 95%.

IN ADDITION:
4 online focus-
group discussions

youth aged 18-29;
working population aged 30-59;
active population (volunteers, business, activists);
residents, internally displaced persons living in the community.





MAIN CHARACTERISTICS OF RESPONDENTS



SOCIO-DEMOGRAPHIC CHARACTERISTICS OF SURVEY PARTICIPANTS

**BY QUANTITATIVE SURVEY DATA*

Gender:

55% female,
45% male.

Age:

8% – aged 18-29,
21% – aged 30 to 44,
35% – aged 45 to 59,
37% – aged 60 and older.

Education level:

26% have higher education (bachelor, specialist, master, degree),
36% – secondary specialized (technical school, college),
38% – professional (vocational school, lyceum), complete secondary or lower education.

Occupation:

34% are employed
66% are not occupied

Self-evaluation of the family's financial situation:

9% lack money for food,
28% have enough for food but cannot buy clothes,
55% have enough money for food, clothes and some savings,
7% – can afford buying some expensive things or make significant savings.

SATISFACTION WITH LIFE IN THE COMMUNITY



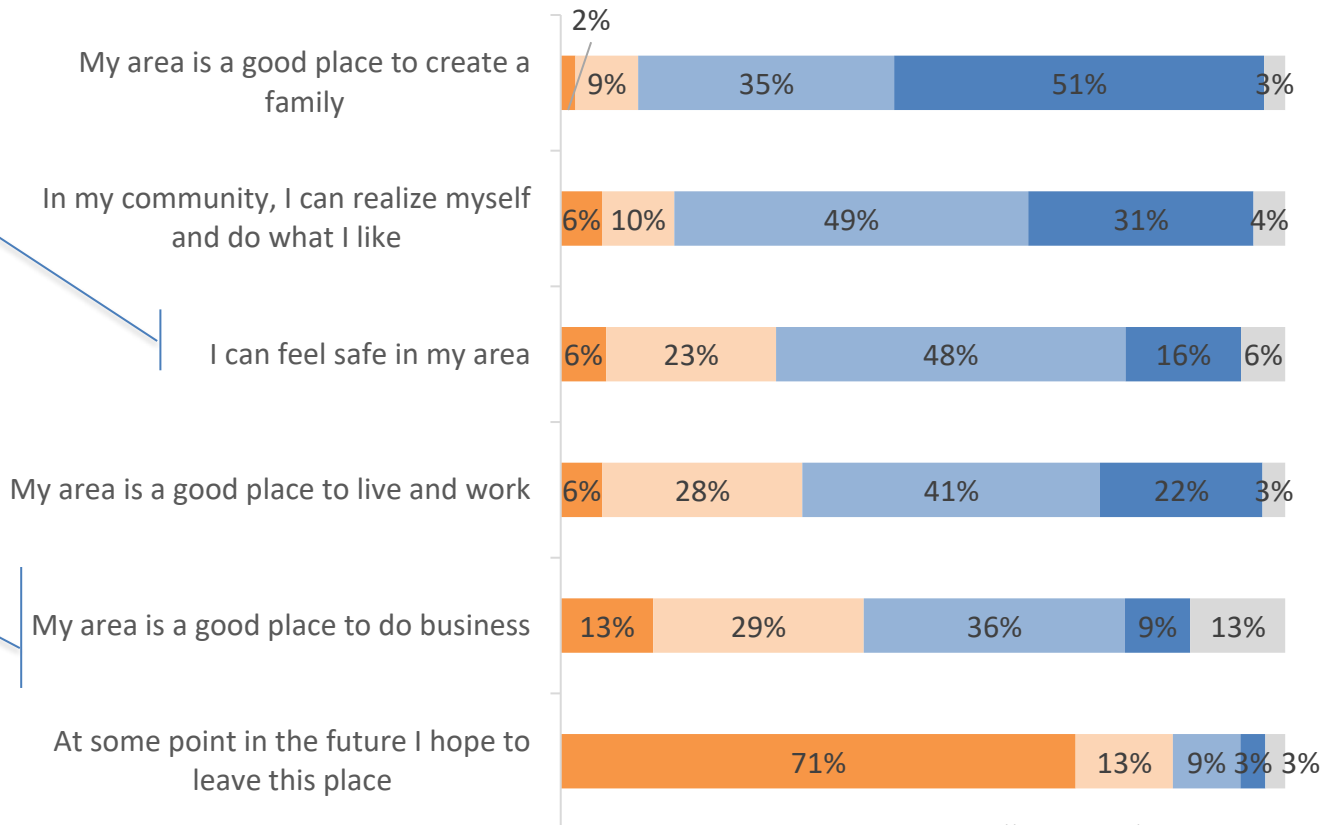
SATISFACTION WITH DIFFERENT ASPECTS OF LIFE IN THE COMMUNITY

To what extent do you agree or disagree with the following statements about your current place of residence:

■ Completely disagree ■ Rather disagree ■ Rather agree
■ Completely agree ■ Difficult to say

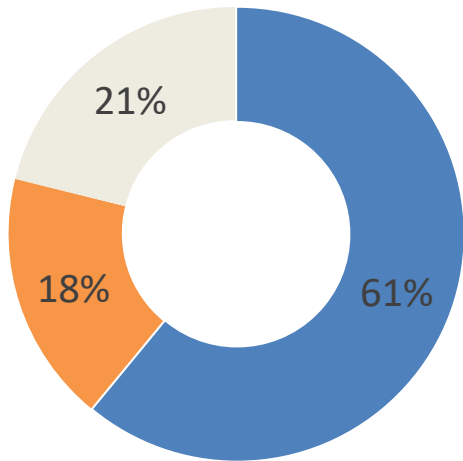
FGD: In particular, the lack of proper bomb shelters and mined areas have been mentioned as safety problems.

FGD: Entrepreneurship has some problematic aspects, for example, due to the war it is difficult to determine which business will be profitable and safe.



Base: all respondents (n=406)

Do you think, in general, things in your community are going in the right or wrong direction?



- In the right direction
- In the wrong direction
- Difficult to say

FGD: Residents of Zelenodolsk community describe the region of their residence positively, stating that it has agricultural and industrial capacities, good supply infrastructure (they mention a water reservoir, but unfortunately, it was damaged as a result of the war), well-greened cities (respondents mention city parks in a positive context) and friendly and hardworking people. Both residents and IDPs also note the work of the authorities in a positive context, especially in terms of supporting IDPs, maintaining urban infrastructure, and cooperation with civil society (with charitable foundations and civil society organizations (CSOs)).



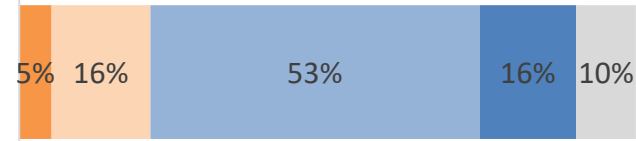
TRUST AND COOPERATION

FGD: Both community residents and internally displaced persons (IDP) say that people in the community are friendly, responsive, demonstrate social solidarity, and are always ready to help.

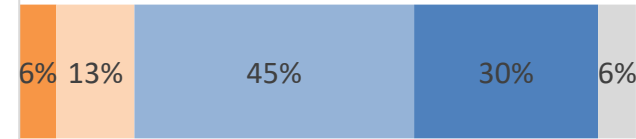
To what extent do you agree or disagree with the following statements about your community and neighbors:

■ Completely disagree ■ Rather disagree ■ Rather agree

Most people in my community can be trusted



During the last year, people from our community actively solved common problems together (for example, cleaning the territory or planting trees)



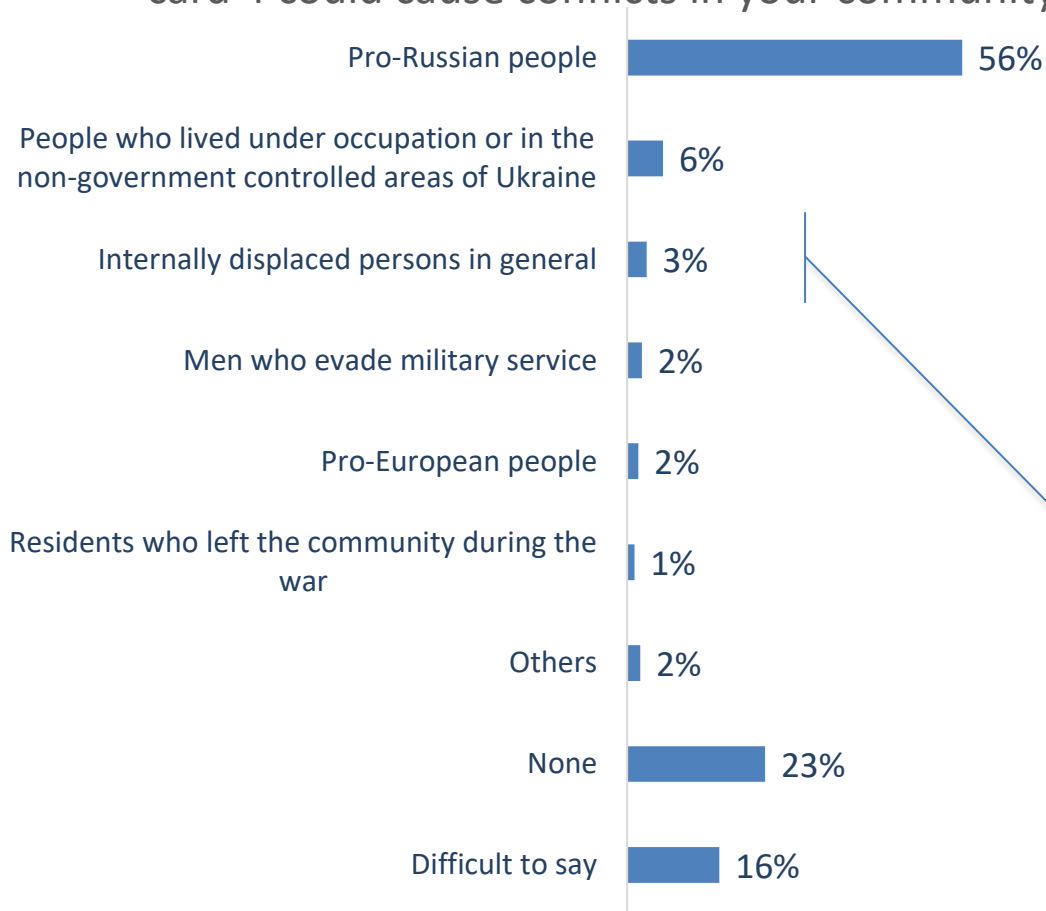
FGD: The war has become a unifying factor, with people constantly demonstrating a sense of civic duty and patriotism, supporting each other, and solving problems mostly together.

Base: all respondents (n=406)



GROUPS THAT MAY BECOME A SOURCE OF CONFLICT IN THE COMMUNITY

In your opinion, an increase in the number of representatives of which of the groups listed on card 4 could cause conflicts in your community?

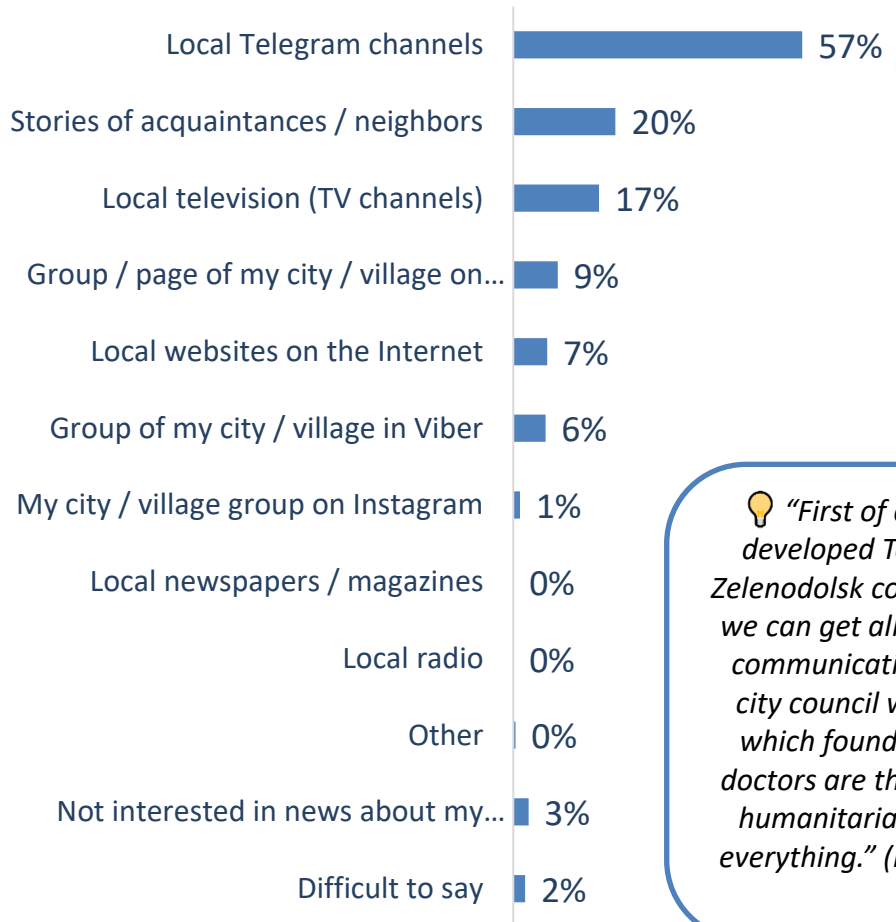


FGD: The community is characterized by a positive attitude towards IDPs, in particular, community residents are always ready to help and support IDPs, moreover, they consider IDPs to be full-fledged members of the community who also develop it.

SOURCES OF LOCAL NEWS

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What sources do you use to get local news?



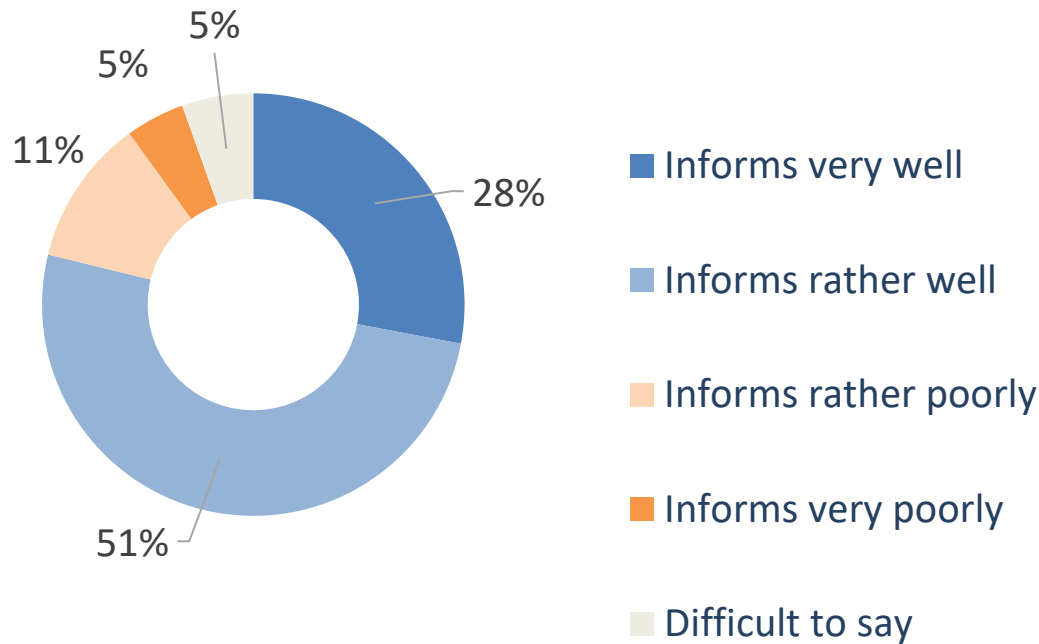
FGD: According to the focus group results, in addition to the most frequently mentioned sources (Telegram, Facebook, and Instagram), the specialized websites of local government institutions and educational institutions were also mentioned. The word of mouth is also traditional for rural areas and small towns, and is widespread among people of retirement age.

💡 *"First of all, we have a well-developed Telegram channel of Zelenodolsk community itself where we can get all the information and communication. That is, how the city council works, where, what, which foundations come, which doctors are there. Even in terms of humanitarian aid, volunteering, everything." (F, young person aged 18-29)*

💡 *"I'd also like to say that word of mouth exists in our village. Of course, it has its own nuances — one hears something or doesn't hear right. But this applies more to people of retirement age. And young people, mostly middle-aged, use social media, of course." (F, active population)*

INTERACTION BETWEEN LOCAL AUTHORITIES AND COMMUNITY

How would you rate how well the local government informs the residents of the community about its activities?



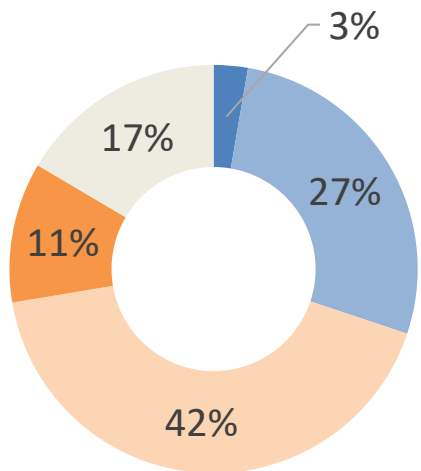
Base: all respondents (n=406)

FGD: The most popular sources of information used by the local authorities are Telegram and Facebook, mainly through the official pages of government representatives or specialized local government institutions.

Although the authorities create communication platforms to discuss problems and action plans with community residents, according to the focus group participants, attendance at such events by the local population is low.

COMMUNITY INFLUENCE ON DECISION-MAKING

In your opinion, to what extent do the residents of your community influence important decisions of the local government?



- Influence very much
- Somewhat influence
- Influence quite little
- Have no influence
- Difficult to say

FGD: Examples of successful cases when community residents managed to influence the authorities' decisions. These were the decisions on land tax, restructuring of educational institutions, and renaming of settlements.

FGD: However, it should be noted that although such platforms are organized, public participation in such events is low.

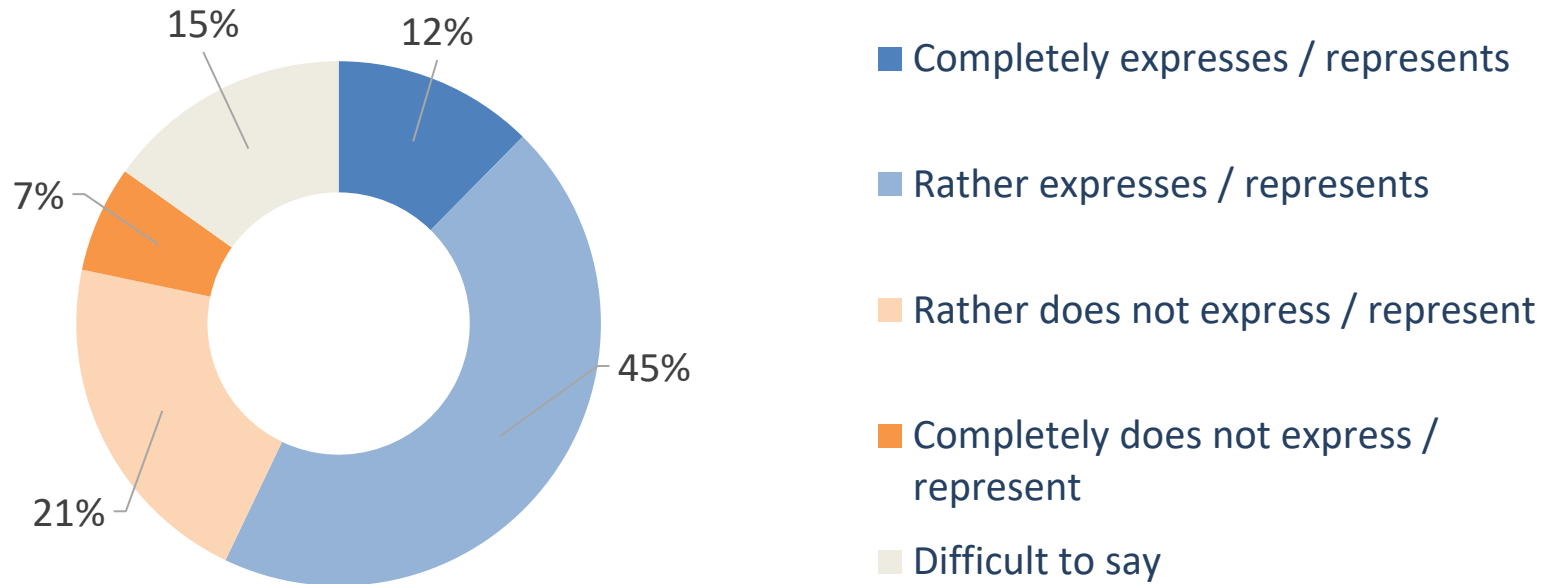
💡 *"Well, in Zelenodolsk, people have the possibilities. And there is a possibility to come to various meetings of the city council, everyone has this possibility. Everyone has this possibility, but who comes? Nobody comes." (M, active population)*

💡 *"The issue with our public hearings is that we can't even do this for the general public right now, because we are in a war zone. And if it is a public hearing, it is with a limited number of people." (F, young person aged 18-29)*



EXPRESSION OF COMMUNITY INTERESTS

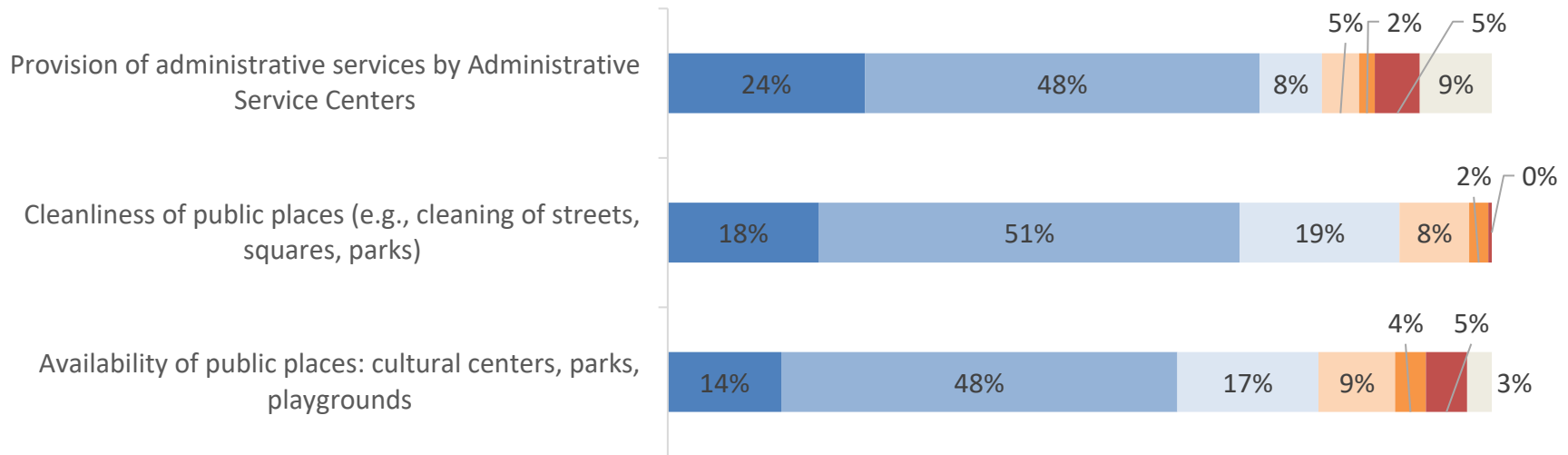
To what extent do you think the local government expresses or represents the interests and point of view of the residents of the community?



EVALUATION OF SERVICE DELIVERY

Please rate the provision of the following services in your community:

■ Very good
 ■ Good
 ■ Neither good nor bad
 ■ Bad
 ■ Very bad
 ■ No service
 ■ Difficult to say



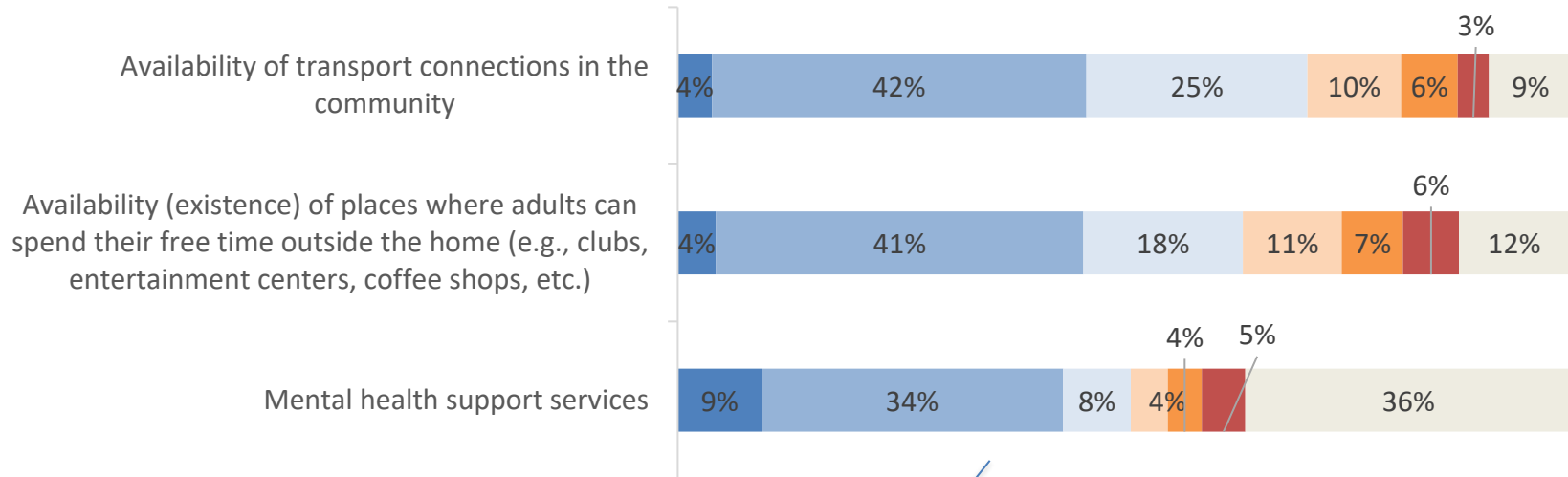
Base: all respondents (n=406)

💡 *“As for administrative services, for example, in Maryanske, there is none of this. And to do all this, people from Maryanske, Velyka Kostromka have to go to Zelenodolsk. Our community goes to Zelenodolsk. But there is a problem with transportation. There is no transportation to get there.” (M, young person aged 18-29)*

💡 *“How to exercise the right of inheritance when a relative died in a completely different region. That is, access to notaries, access to legislation. There is very little of this information. And wherever you go, it's war, everything is suspended, we don't know anything, we can't do anything, registers don't work.” (F, IDP)*

Please rate the provision of the following services in your community:

■ Very good
 ■ Good
 ■ Neither good nor bad
 ■ Bad
 ■ Very bad
 ■ No service
 ■ Difficult to say



Base: all respondents (n=406)

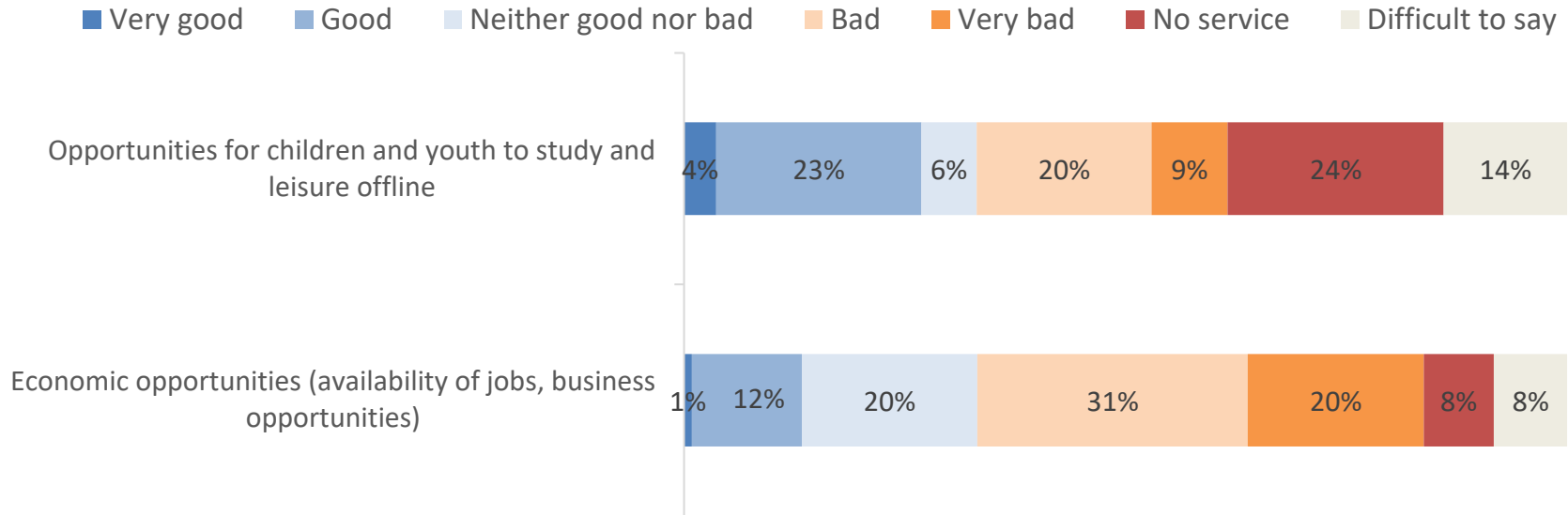
FGD: The problem of the lack of some specialized medical services (they mentioned the problem with ultrasound in local hospitals), so residents have to travel either to large cities or to neighboring communities.

💡 [In Russian] "To see specialized doctors you have to go to Kryvyi Rih in any case. Because we don't have ultrasound here. In principle, we don't have any ultrasound, as far as I know. Yes, we have X-rays, fluorography, I don't know, but we don't have elementary ultrasound of anything. So, you have to go, maybe to Apostolove, I don't know, but to Kryvyi Rih for sure." (F, IDP)



EVALUATION OF SERVICE DELIVERY (cont.)

Please rate the provision of the following services in your community:



Base: all respondents (n=406)

FGD: problems with the quality of service delivery in ASCs have been reported, in particular, the problems are related to quality employment and recommendations for work in their speciality (this is especially an acute problem for IDPs).

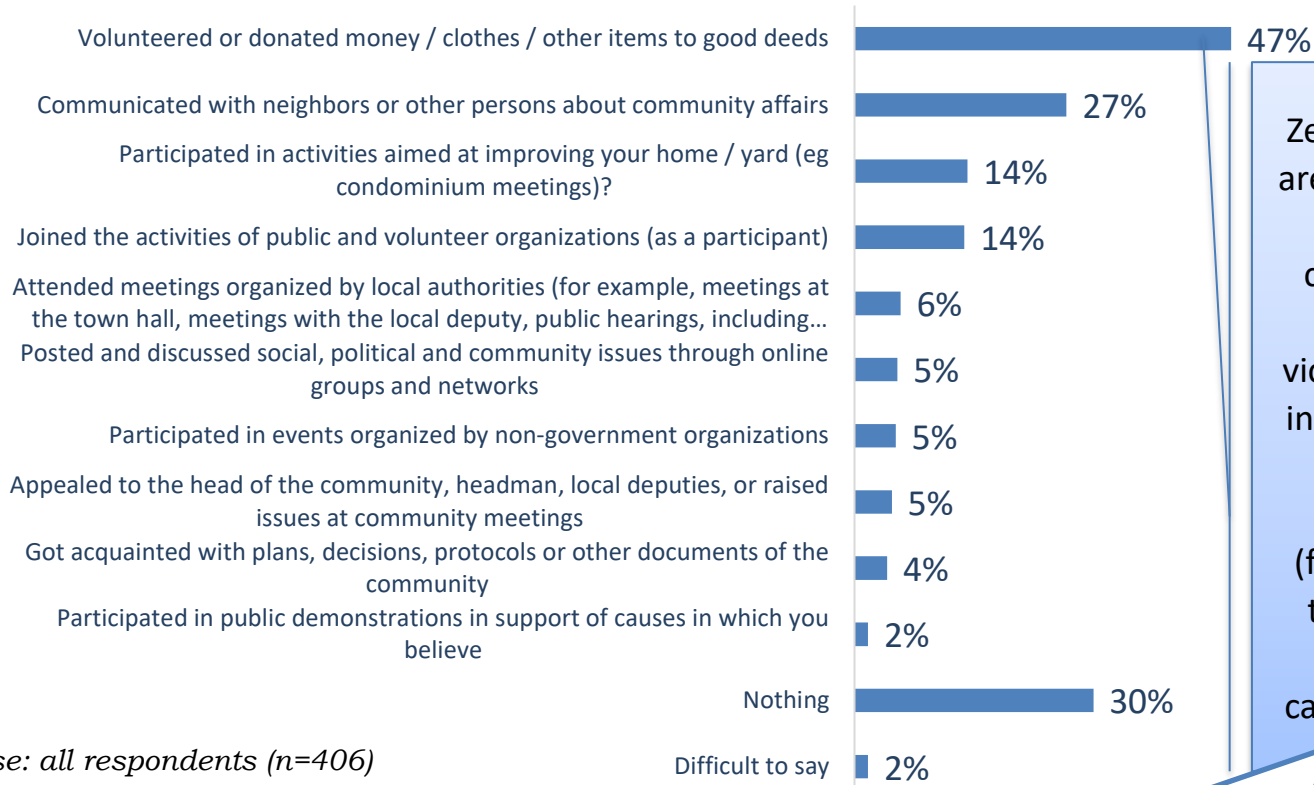
FGD: The community has a large number of spaces for self-development and leisure activities for school-age children: educational, sports, and cultural clubs. However, it should be noted that there is a lack of space for self-realization and leisure activities for older people.

CIVIC ACTIVITY



PARTICIPATION IN COMMUNITY LIFE

Which of the following have you done in the past 12 months?



Base: all respondents (n=406)

FGD: Residents of Zelenodolsk community are also actively involved in volunteer and community initiatives that bring Ukraine's victory in the war closer, in particular, in terms of helping the Armed Forces of Ukraine (fundraising, preparing things needed by the military: food, camouflage nets, trench candles, etc.)

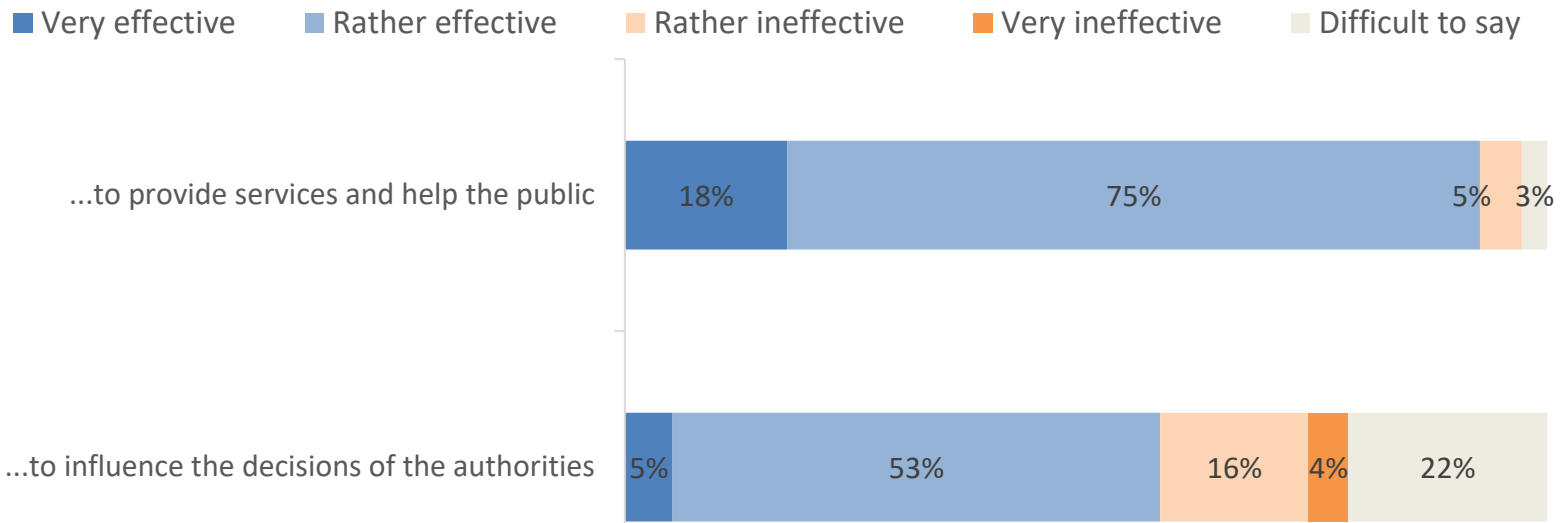
FGD: The youth council in the community is responsible for various activities aimed at supporting young people: monitoring the problems of the community youth, raising funds for community initiatives through grant applications, development of youth spaces within the community, and other activities in the field of education and cultural leisure.

💡 "I know that they weave nets for the boys. They collect different things, warm clothes. Well, we often bring medicines and warm clothes for our military. We understand that if we sit around and do nothing, nothing good will happen." (F, IDP)



AWARENESS AND EVALUATION OF THE ACTIVITIES OF CIVIL SOCIETY ORGANIZATIONS

How would you rate the activities of civil society (non-governmental) organizations in your community from the point of view of their ability...



Base: the respondents who are aware of the activities of civil society (non-governmental) organizations and associations in their community (n=99).

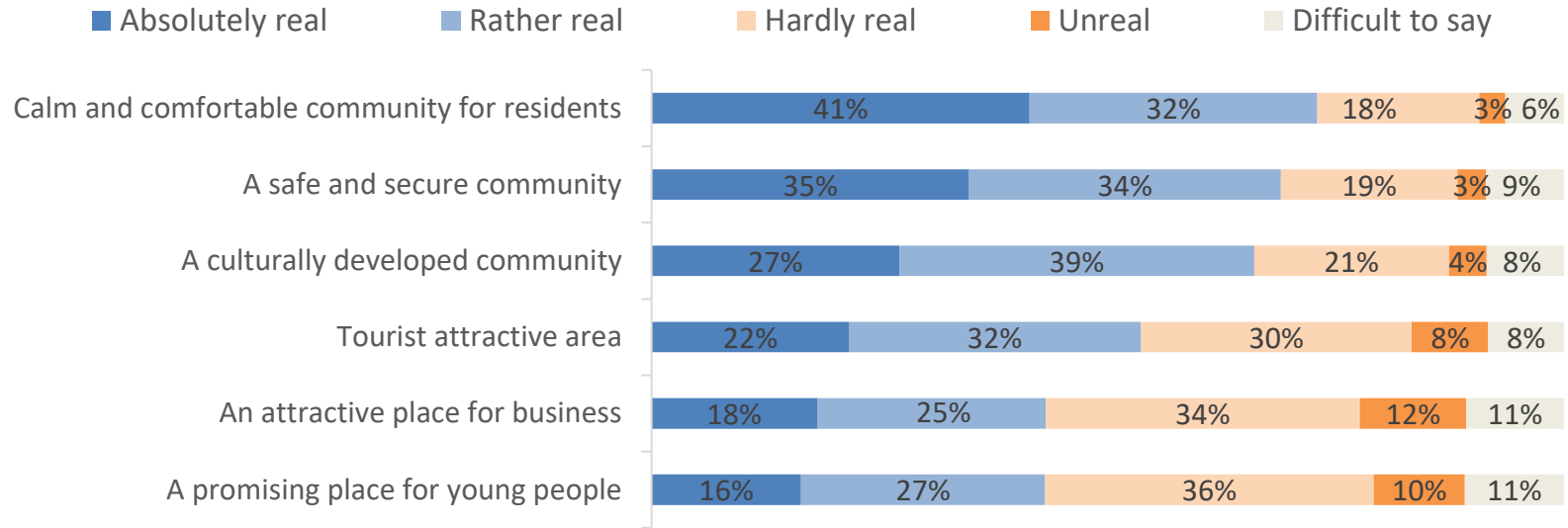
FGD: CSOs and charitable foundations are quite active, offering a variety of programs and grant funding, in particular in the areas of humanitarian aid and volunteer activities; support for entrepreneurs and businesses; and psychosocial support for the population.

PROSPECTS FOR COMMUNITY DEVELOPMENT



PROSPECTS FOR COMMUNITY DEVELOPMENT

How real do you think the following prospects for the development of your community are:



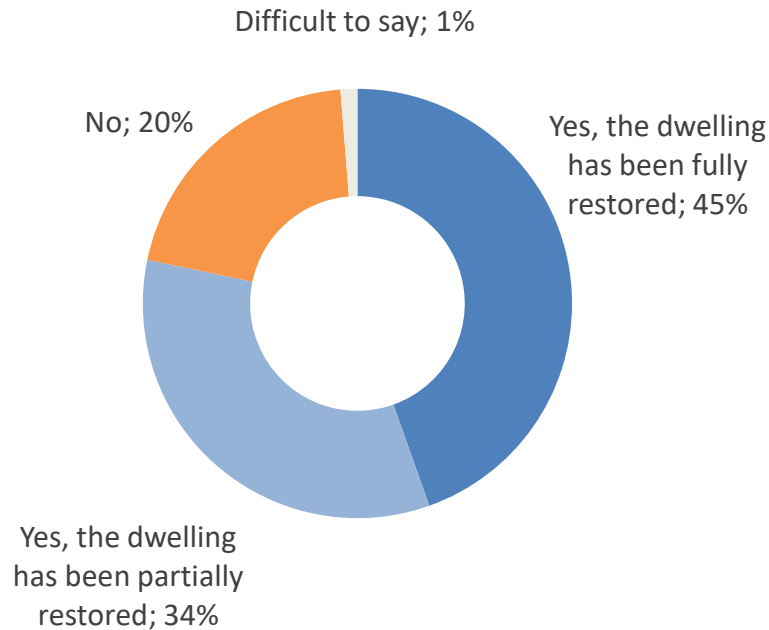
Base: all respondents (n=406)

FGD: The following areas of reconstruction are identified:

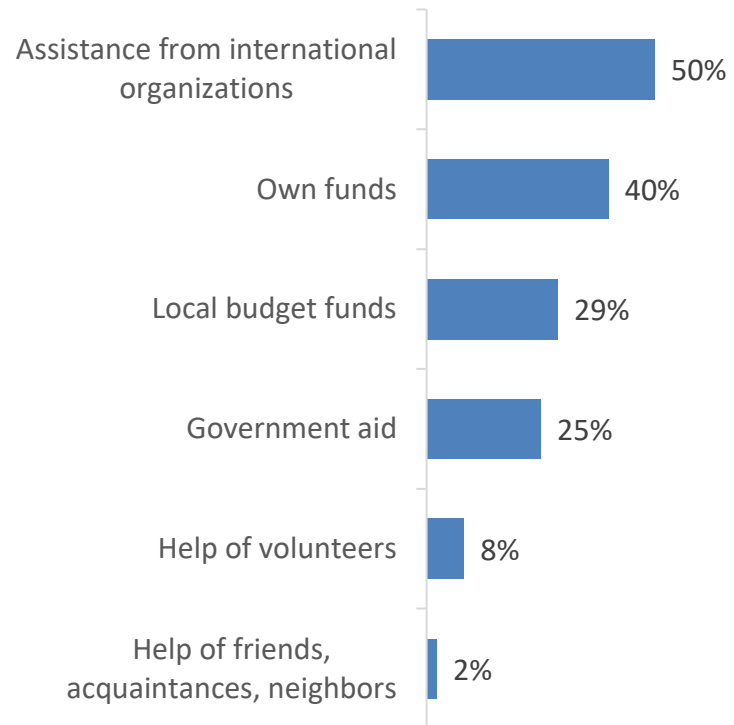
- Restoring the housing stock;
- Recovery of business and community economy;
- Restoring logistics infrastructure;
- Restoring educational institutions (schools, kindergartens);
- Mental recovery and psychological assistance;
- Work towards the return of community members from abroad;
- Rehabilitation and reintegration of military personnel and war veterans into community life;
- Implementation of steps to retain and return young people to the community.

RECOVERY

Has your dwelling been restored?



At whose expense were these restoration works carried out?



Base: respondents whose homes were damaged as a result of war (n = 165).

Base: respondents whose dwellings were fully or partially restored (n=129).



SOURCES OF HOPE FOR RECOVERY

Which of the following gives you hope that the recovery of your community is possible?

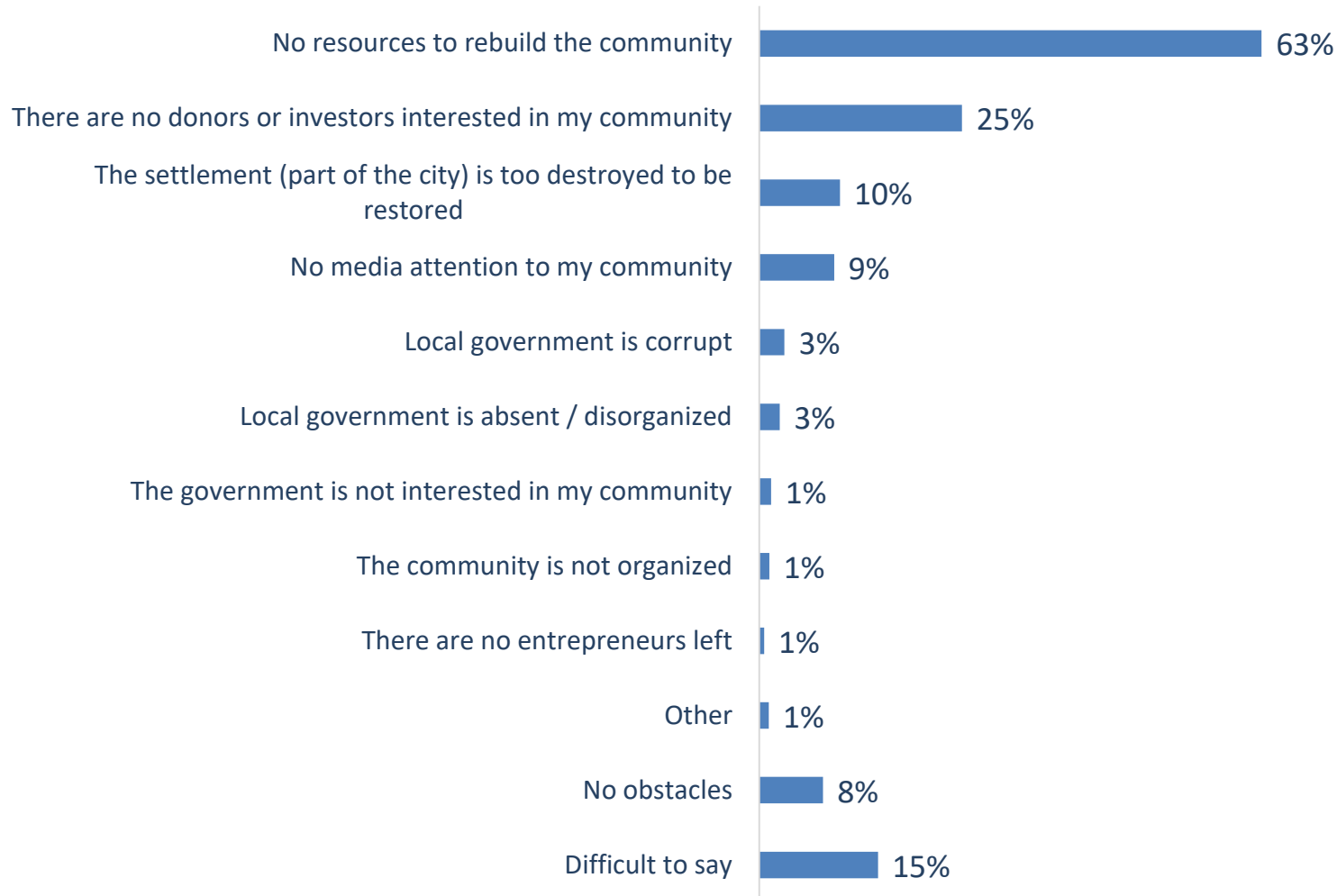


💡 *“Well, for example, I think the first thing to do is to make a long-term plan. For example, the long-term plan for Maryanske is drawn up by the people of Maryanske. They understand that, as they say, they need more for their lives there. They made their own plan, and this is taken into account later, Kostromka has its own. And we are taking it into account in Zelenodolsk in the overall recovery plan. And then we will say what is a priority, what needs to be done first, and so on. We will spread it, as they say, over the years.” (F, employed person aged 30-59)*



BARRIERS FOR RECOVERY

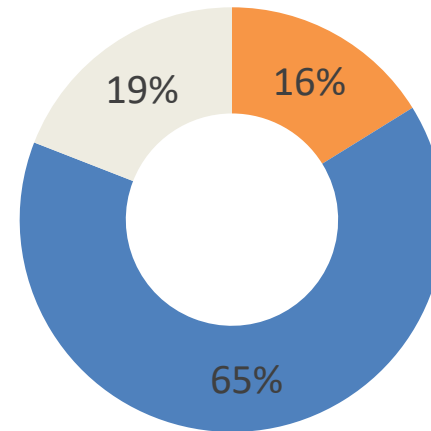
What obstacles to recovery in your community do you see?



POSITION ON RESTORATION OF DAMAGED INFRASTRUCTURE

Which of the following points of view on the restoration of damaged infrastructure is closer to you:

FGD: Community residents are more inclined to the second option, explaining that a more developed community in the long term will demonstrate better economic potential (through creation of new jobs), provide incentives for return of community residents from abroad, and that rapid reconstruction will not guarantee quality and potential for further development.

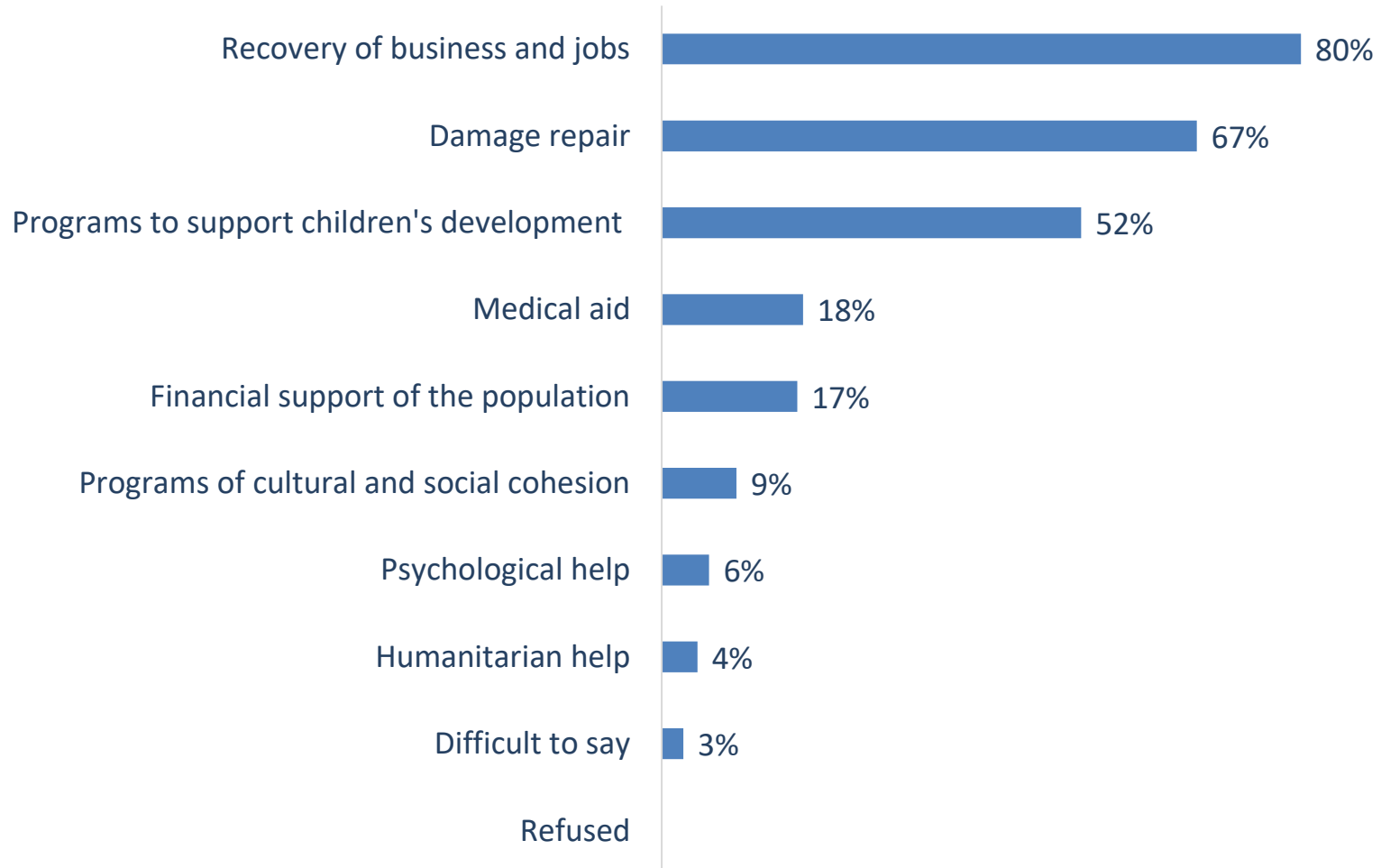


- Restoration of the community should take place quickly and be aimed at restoring the level that existed before the start of the war
- Restoration may take longer, but should include the implementation of green, energy-saving technologies and modernization
- Other / Difficult to say



PRIORITY RECONSTRUCTION PROGRAMS

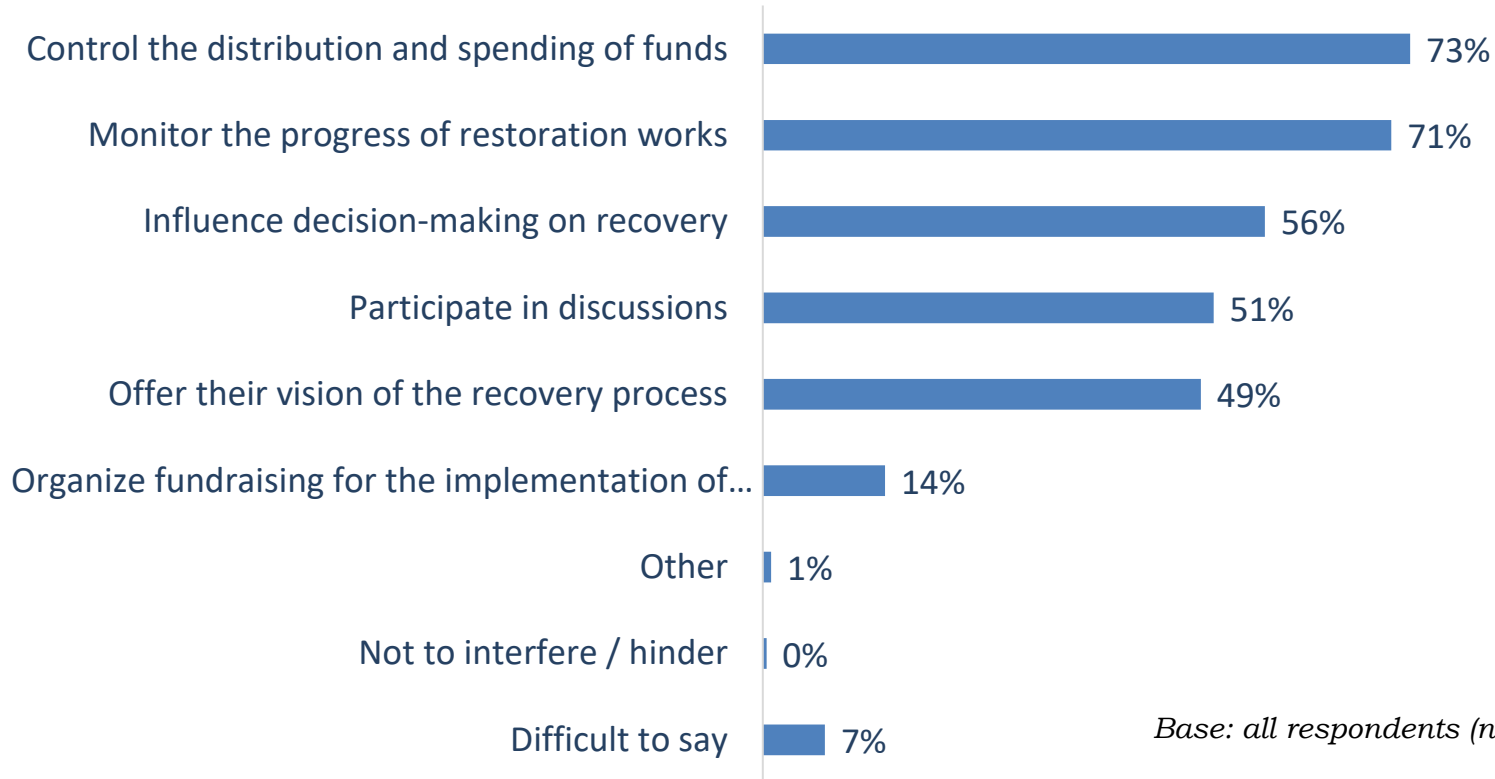
Which of the listed programs should be implemented in your community as a priority?





THE ROLE OF COMMUNITY RESIDENTS IN THE RECOVERY PROCESS

What should ordinary residents of the community do in the process of recovery?



Base: all respondents (n=406)

FGD: CSOs representing some of the community residents can also be involved in the recovery process, in particular, CSOs can raise funds for the community for various reconstruction projects, submit grant applications and monitor use of funds, preventing their misuse.



READINESS TO JOIN RECOVERY INITIATIVES

Are you ready to personally join recovery initiatives?

