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SURVEY ON ATTITUDES OF THE RESIDENTS OF LIBERATED AND FRONTLINE COMMUNITIES IN UKRAINE: *SHYROKE COMMUNITY OF ZAPORIZHZHYA REGION*

**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 Shyroke community of Zaporizhzhya oblast

Sample size

414 respondents

Method

Computer-assisted personal interview (CAPI)

Fieldwork

December 16 – 26, 2023

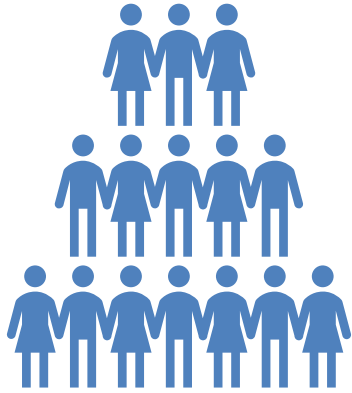
Sample error
(with 0.95
probability and
without design
effect)

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);
internally displaced persons (IDP).





MAIN CHARACTERISTICS OF THE RESPONDENTS



SOCIO-DEMOGRAPHIC CHARACTERISTICS OF SURVEY PARTICIPANTS

**BY QUANTITATIVE SURVEY DATA*

Gender:

57% women,
43% men.

Age:

14% – 18-29 years old,
29% – from 30 to 44 years old,
31% – from 45 to 59 years old,
27% – 60 years and older.

Educational level:

27% - have a higher education (bachelor, specialist, master, scientific degree),
27% – special secondary school (technical school, college),
46% – vocational and technical (VET, lyceum), full secondary general or lower.

Статус зайнятості:

52% have jobs
48% do not have jobs

Self-assessment of the family's financial situation :

14% don't have enough money even for food,
33% have enough for food, but they find it difficult to buy clothes,
40% have enough for food, clothes and small savings, but not enough to buy expensive things,
11% – can afford to buy some expensive things or everything they want.

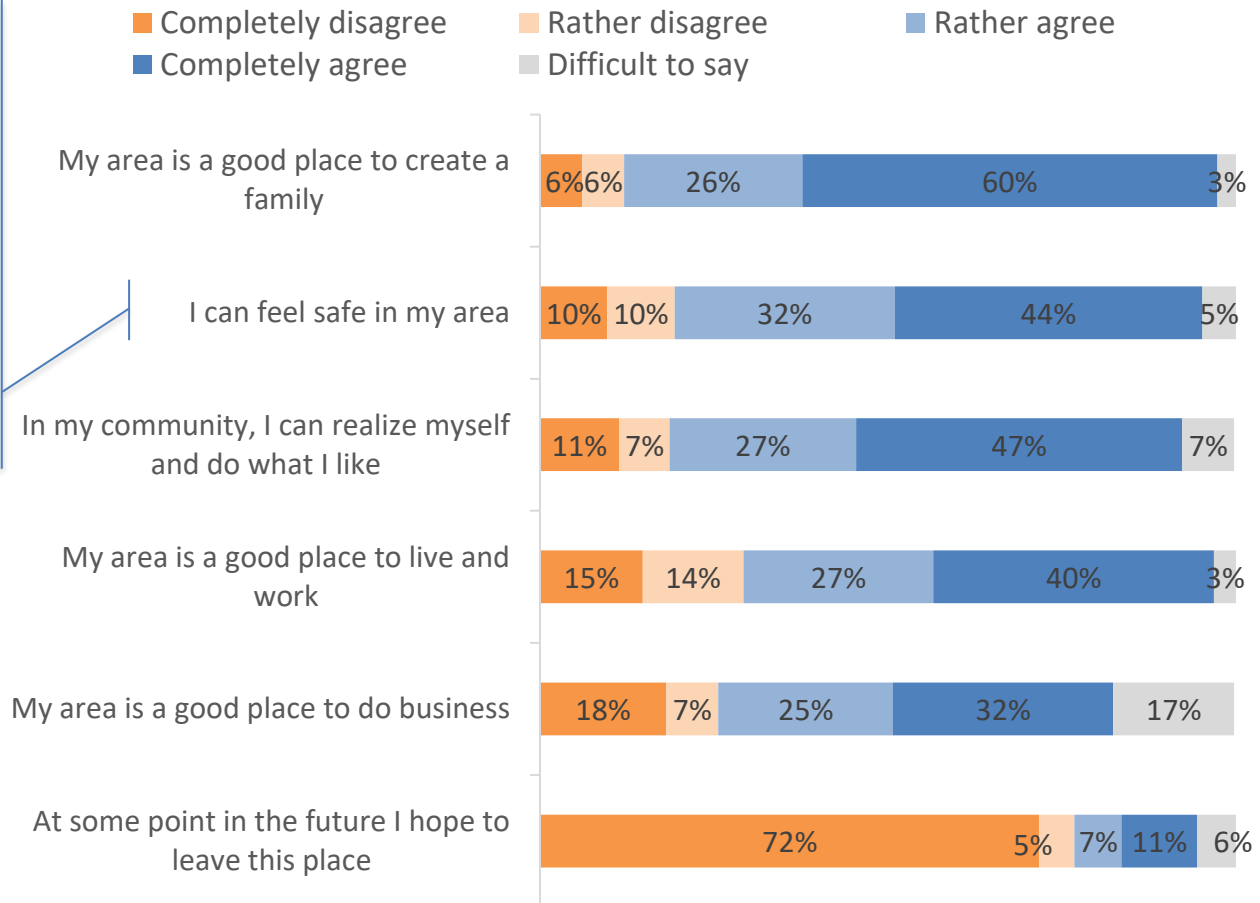
SATISFACTION WITH LIFE IN THE COMMUNITY



SATISFACTION WITH DIFFERENT ASPECTS OF LIFE IN THE COMMUNITY

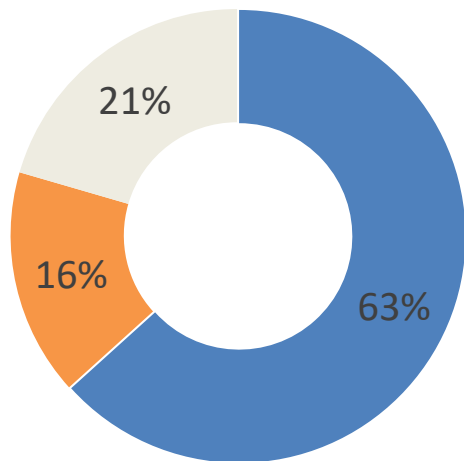
To what extent do you agree or disagree with the following statements about your current place of residence:

FGD: Problems with ensuring security, namely the lack of bomb shelters in the community and massive shelling of the region - one of the main reasons for the departure of residents.



Base: all respondents (n=414)

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

The focus group participants highlighted the following among the strengths of the community:

- Location (close to the oblast centre);
- Availability of educational institutions;
- Location of large enterprises in the community;
- Availability of everything necessary for comfortable living, public and other institutions are conveniently located in the centre of the community (rural health post, leisure centre, etc.);
- Good transport links to Zaporizhzhya city;
- The community is developing — works on infrastructure improvement and development are carried out even in wartime.

Base: all respondents (n=414)



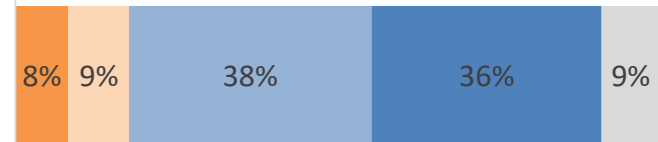
TRUST AND COOPERATION

FGD: participants described the community residents as friendly, responsive, hospitable, sincere, and open-hearted. However, it should be noted that some respondents also pointed to the presence of conflicting people and those with pro-Russian views.

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

- Completely disagree
- Rather disagree
- Rather agree
- Completely agree
- Difficult to say

Most people in my community can be trusted



FGD: participants noted that since the start of the full-scale invasion one of the changes in people's behavior had been an increase in cohesion and social solidarity.

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

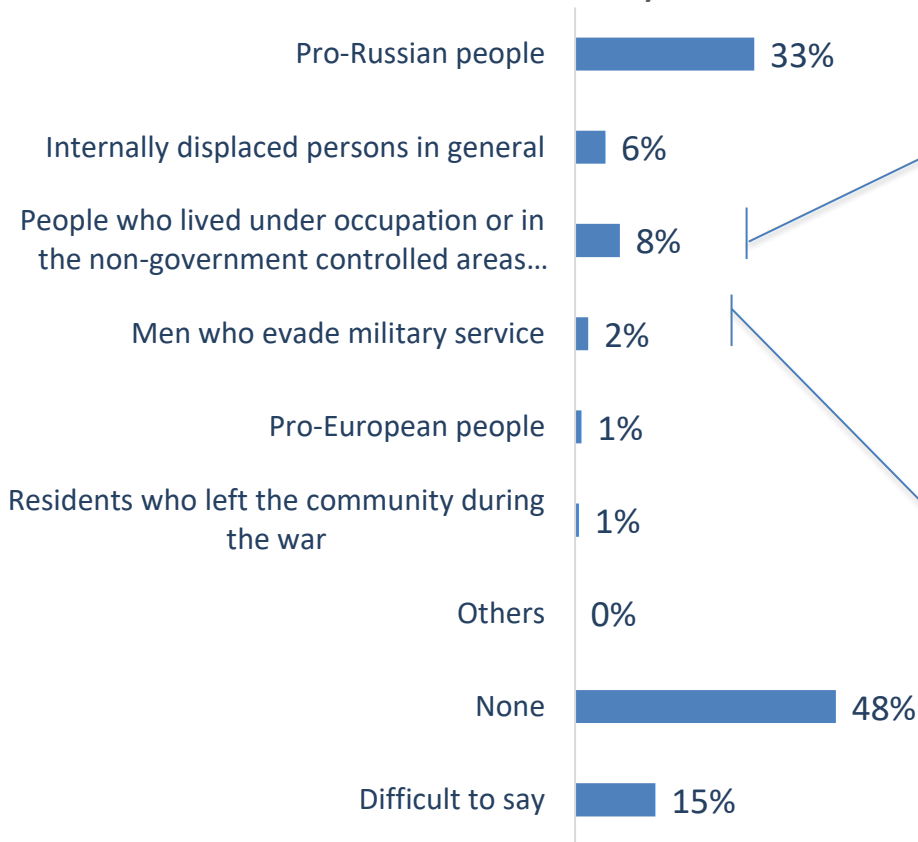


Base: all respondents (n=414)



GROUPS THAT CAN BECOME A SOURCE OF CONFLICTS 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?



Base: all respondents (n=414)

FGD: In terms of attitudes towards internally displaced persons (IDPs), community members demonstrate loyalty, care, and support. It was noted that there are no conflicts between IDPs and local residents. Although there are differences in attitudes towards those who came from the occupied and destroyed territories and those who moved from Zaporizhzhya, the community residents are more loyal to the former category.

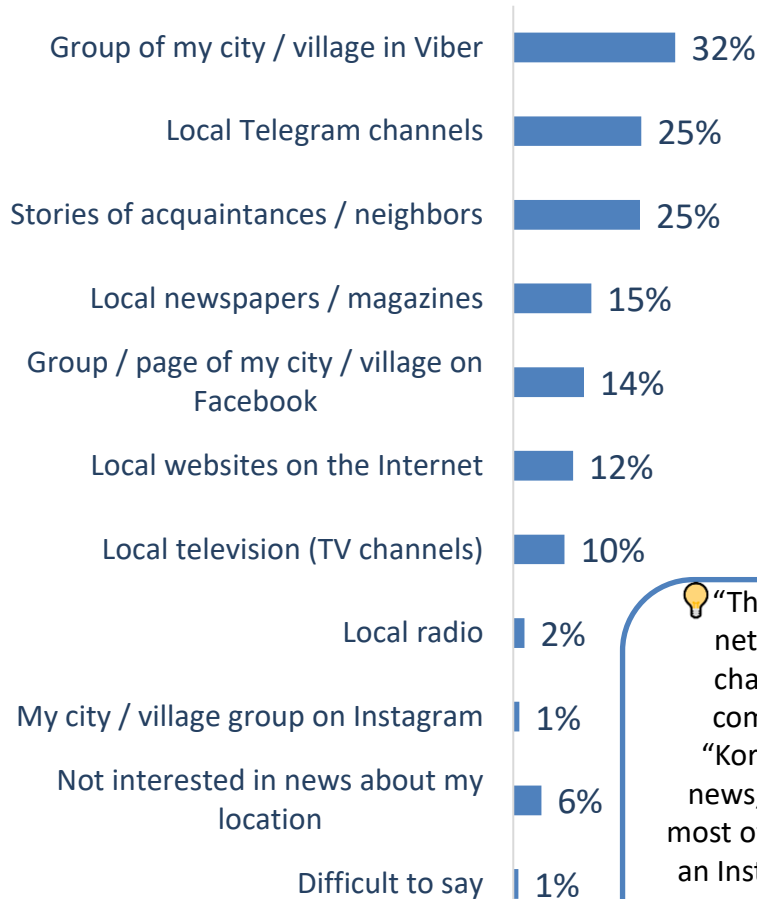
FGD: the full-scale invasion has an impact on people's psychological and emotional state, sometimes people are irritable and angry, which can create conflictual atmosphere (in particular, the attitude of relatives of military personnel to those men who are not fighting and their families).

SOURCES OF LOCAL NEWS



SOURCES OF LOCAL NEWS

What sources do you use to get local news?



Base: all respondents (n=414)

FGD:

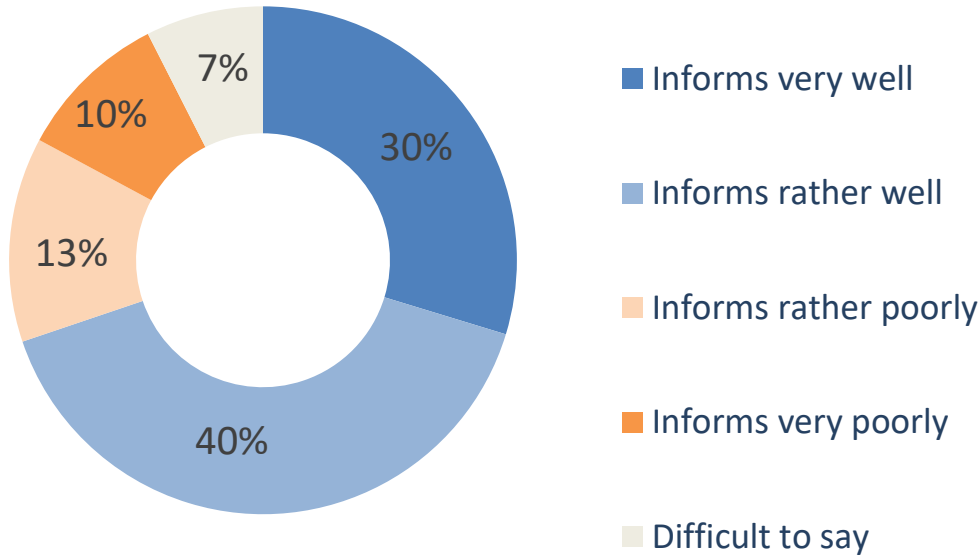
- the level of public awareness of events in the community is sufficient. Respondents do not need any additional information.
- the most convenient way to receive news about events taking place in the community is the Internet, namely Viber or Telegram messengers.
- respondents emphasized the absence of community meetings during martial law, but at the same time mentioned that the ATC head periodically meets with residents in each community settlement. On-site consultations with local authorities are also sometimes held.

💡 "The Shyroke community is on all social networks, even the same TG, several channels. And "Safety of the Shyroke community", and the page itself. And "Korotenko" has a page. That is, all the news, like... Well, that's where people sit most of all. Anyone who is on Instagram has an Instagram page. Who sits in the TG - TG page. Who is on FB - on FB page. That is, everything is everywhere" (M, a young person aged 22)

💡 "We have a hotline of the Shyroke community, there is a Viber, you can call by phone. Facebook displays all the events that take place in the Shyroke community" (female, 35, 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?



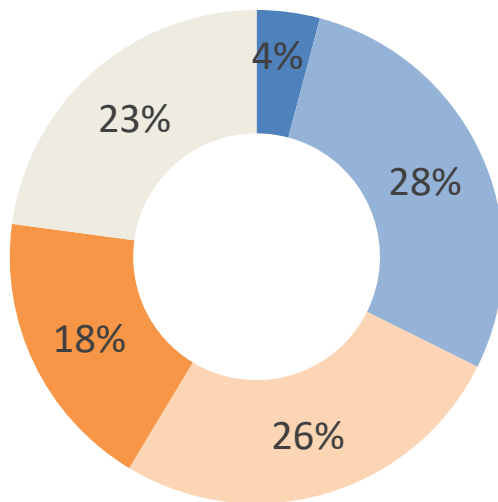
Base: all respondents (n=414)

FGD: the most effective methods of communication with the authorities are a hotline, official appeals to the head of the community, including collective official appeals.

💡 "...most often, residents call the hotline, and all issues are resolved either directly with the hotline or directly with specialists. Well, people are redirected to specialists in a particular field. And people solve their issues directly with them" (F, young person aged 21)

COMMUNITY INFLUENCE ON DECISION-MAKING

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



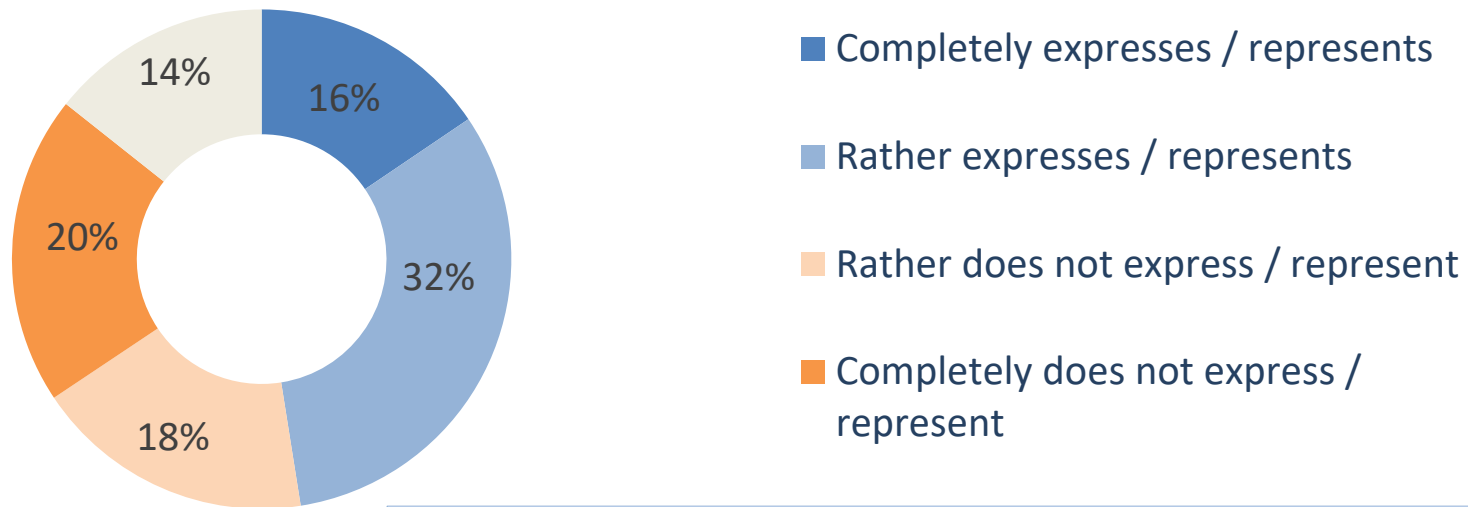
- Influence very much
- Somewhat influence
- Influence quite little
- Have no influence
- Difficult to say

FGD: participants gave examples of successful cases of communication when community residents managed to influence the authorities' decisions. These were installation of swings and benches in the park, as well as replacing old and installing new garbage cans.

FGD: revealed the low level of public engagement in the interaction between local authorities and community residents, in particular, low participation in planning and discussing community life. The focus group participants explained this by the lack of support for initiatives from the population and low level of organization on the part of the authorities.

💡 "...if a person had an initiative and raised an issue several times, then perhaps the third or fourth time they will simply have no desire to raise the same issue again. That is, they see by their own example that the community is incompetent and unwilling to change anything, and we can get low participation of the population as a result." (F, aged 21, active population)

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



The focus group participants identified the following activities and events in the community that bring Ukraine's victory closer:

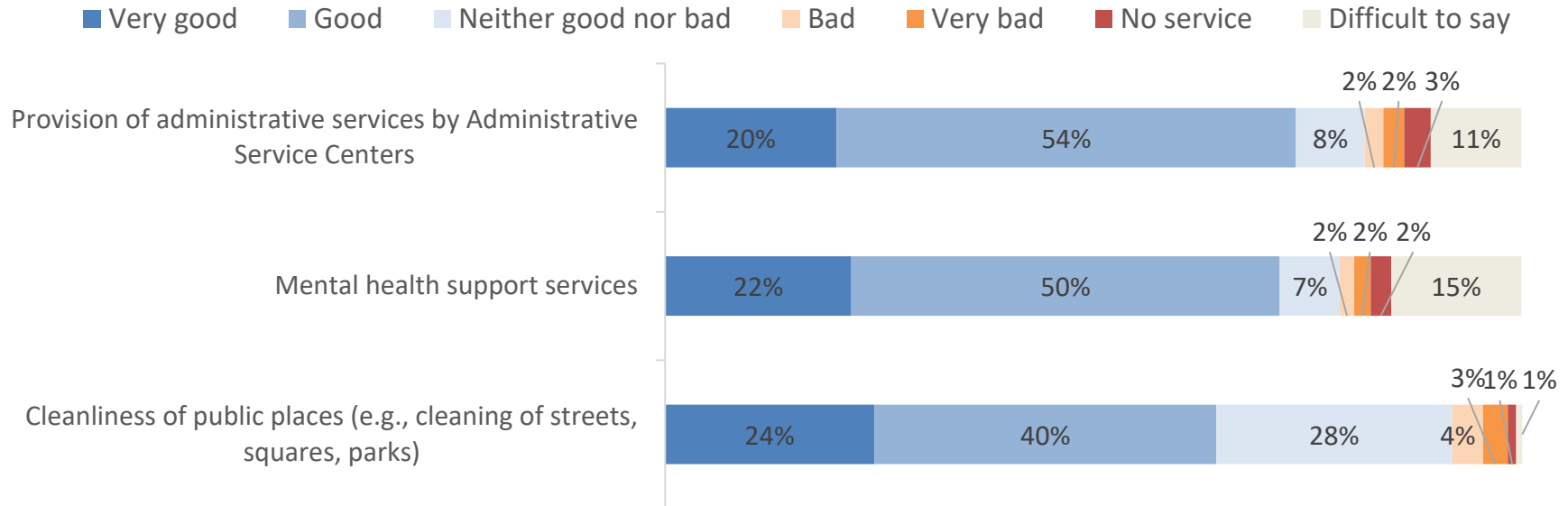
- Fundraising to help the military (schoolteachers and individual community activists). All community members and IDPs are involved.
- Collecting food and vegetables and fruits in season. Activists then preserve and deliver them to the Armed Forces (AFU). Every member of the community can participate.
- Weaving camouflage nets. Women are mostly engaged in weaving, but the elderly and children are also involved.
- Cooking and baking for the AFU. This is done by women in the community.
- Donations to help the AFU.

EVALUATION OF SERVICE DELIVERY



EVALUATION OF SERVICE DELIVERY

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



Base: all respondents (n=414)

FGD: One of the advantages of the community was noted by the participants - the ease of processing documents and certain administrative services, as well as the opportunity to contact local authorities without hindrance.

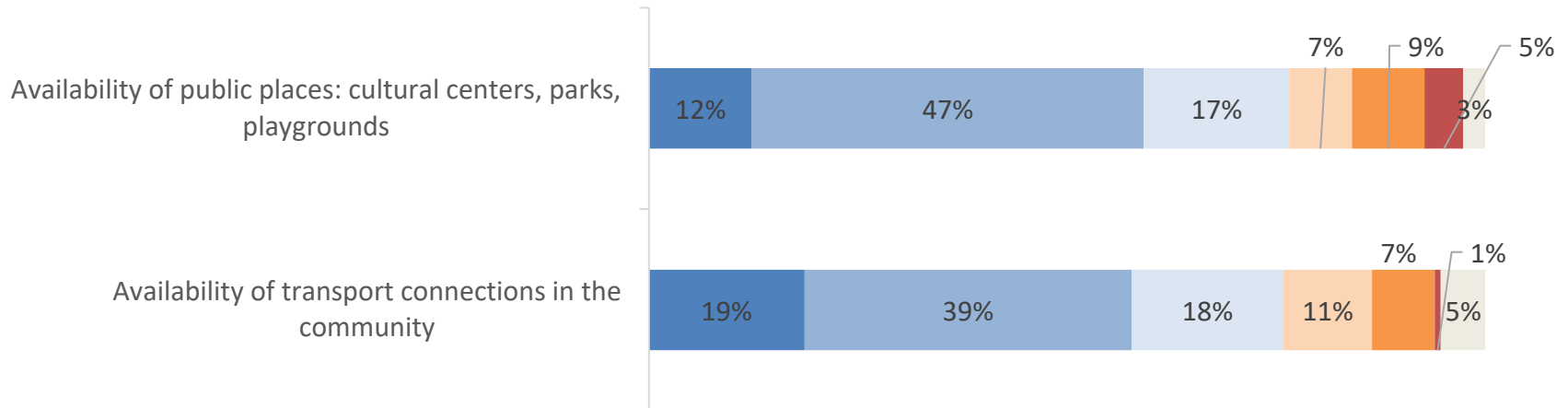
FGD: High-quality medical care, professional medical staff and affordable dental services are also an advantage of Shyroke community.



EVALUATION OF SERVICE DELIVERY (cont.)

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

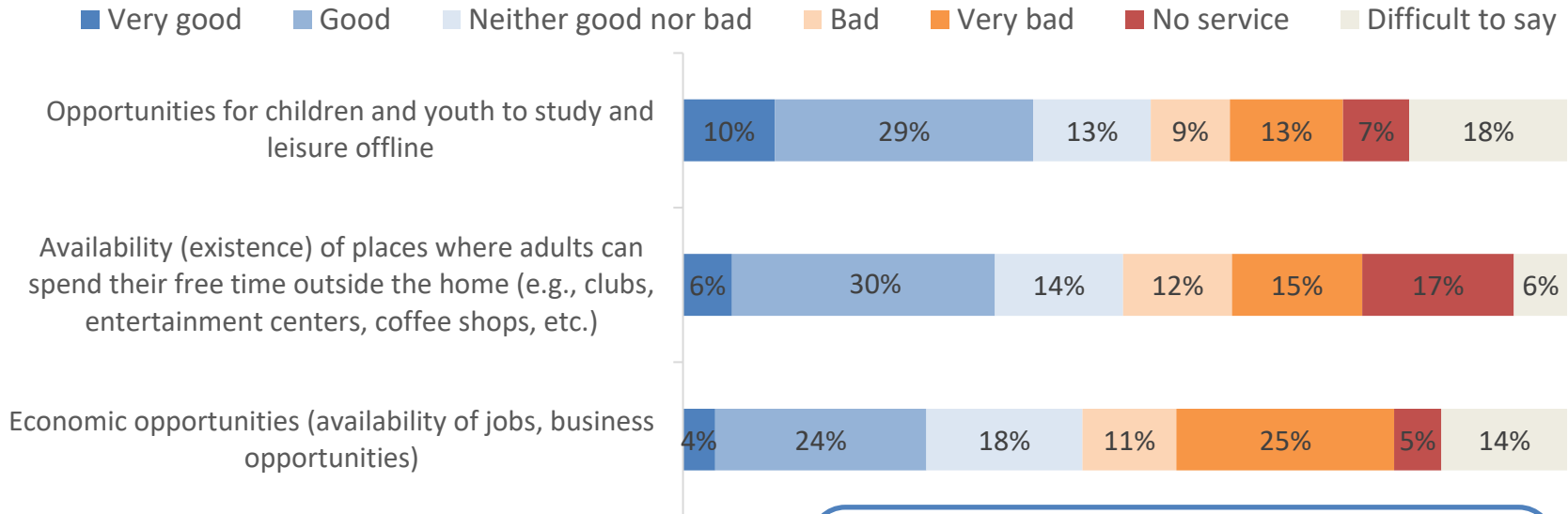


Base: all respondents (n=414)

FGD: The poor quality of roads is one of the disadvantages of the Shyroke community.

FGD: participants indicated the absence of supermarkets. Therefore, there is a smaller selection of goods in the community, as well as higher prices;

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



Base: all respondents (n=414)

FGD: The lack of a sufficient number of places and opportunities for organizing leisure activities is noted as one of the shortcomings of the community.

💡 "Well, where else do you have to do something with the children. Maybe some circles, maybe some holidays. Something where children can be involved. Master classes are kind of interesting, more like these events" (female, 42, working population)

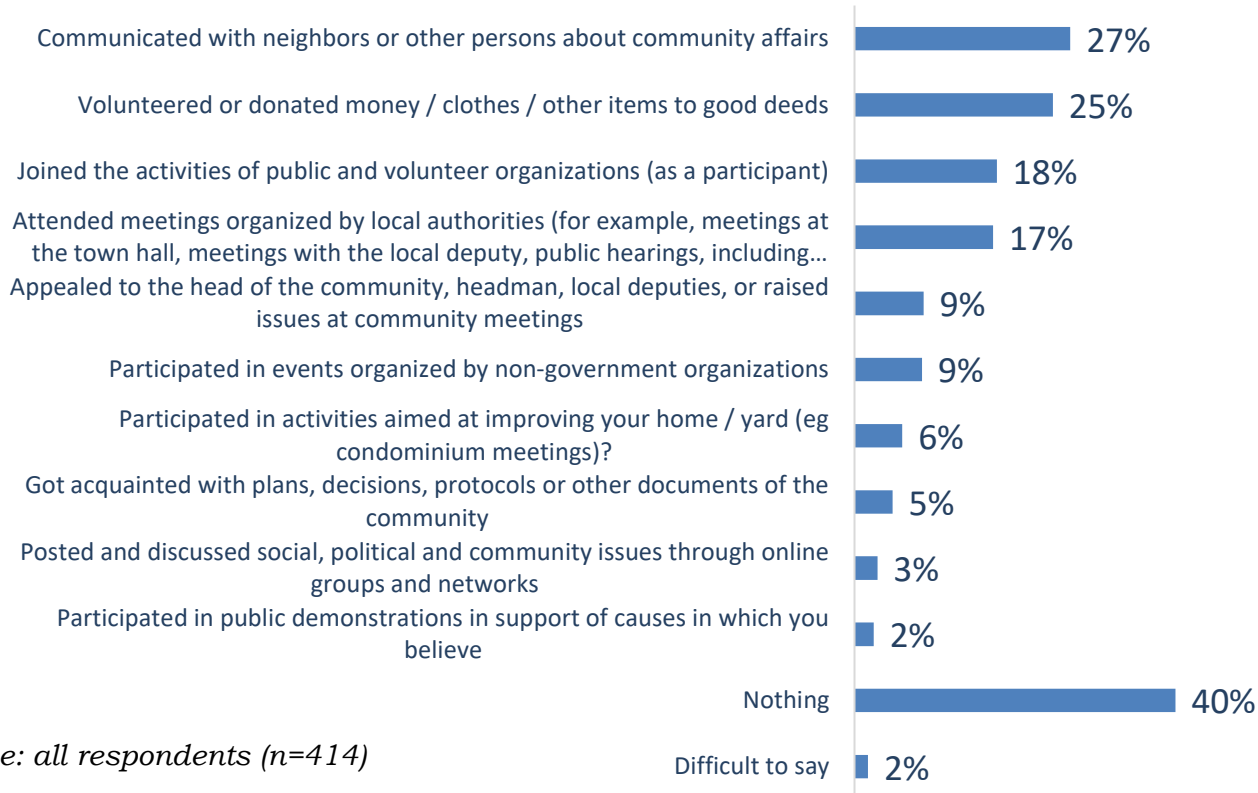
💡 "Before the war you could go to the cinema... there was a lot of entertainment for children, i.e., all kinds of entertainment centres like Volkland, where children could run, play, socialize. Lots of toys... Well, there is no such thing here and maybe it is not enough." (F, 35, IDP)

CIVIC ACTIVITY



PARTICIPATION IN COMMUNITY LIFE

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



Base: all respondents (n=414)

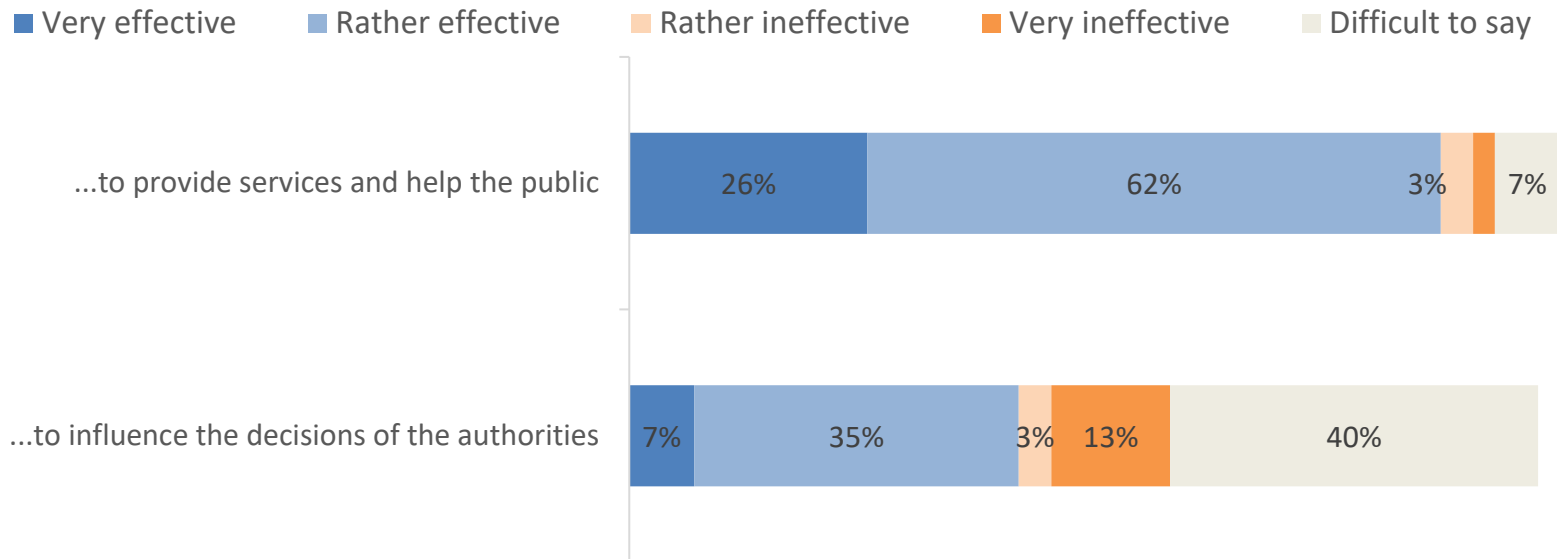
The focus group participants indicated that they would like to participate in the following activities and initiatives:

- Creation and management of community recovery projects;
- Development of the education sector, implementation of educational activities;
- Participation in community meetings;
- Entertainment activities, especially for children;
- Trainings;
- Assistance to the Armed Forces of Ukraine.



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=86).

FGD: various institutions and organizations within the community that stimulate civic engagement both for the entire population (leisure center) and for specific social groups (women, elderly women, youth, children). Civil society organizations and charitable foundations also operate within the community.

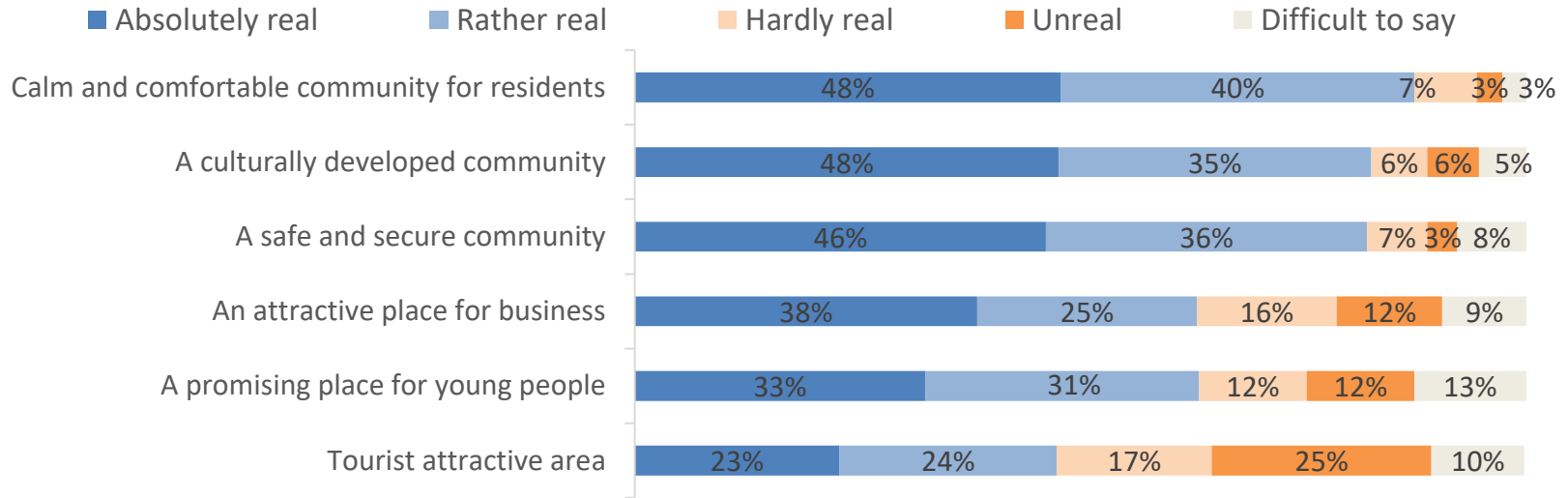
FGD: participants did not mention the existence of associations of entrepreneurs and businesses in the community. Instead, it should be noted that businesses help the community, its residents and IDPs, but they do so mainly on a spot basis upon request.

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=414)

The focus group participants also emphasized that they see Shyroke community in the future as a comfortable place to live, with a developed infrastructure and improved services in all areas of life. In particular, in 5 years, the community will have good roads, water supply problems will be resolved, and educational institutions and leisure centres will operate within each starostat (administrative unit within a community).

FGD: participants noted that post-war recovery processes should take into account the development of the community at a higher level than before the war, even if these processes take longer.

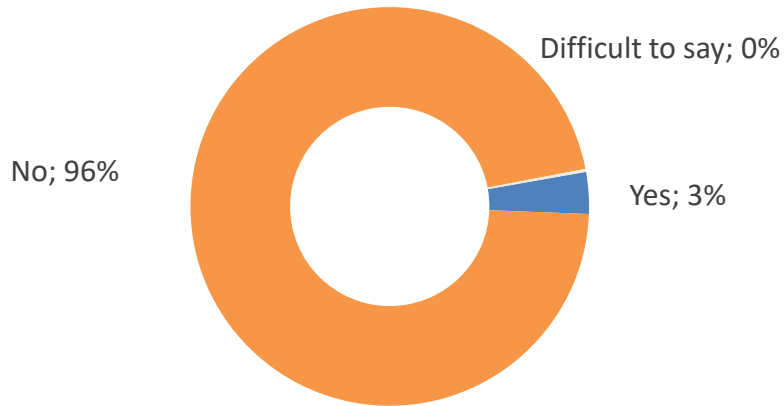
FGD: One of the most important tasks within the framework of community development, according to the focus group participants, is the return of young people and families with children, as well as creation of all comfortable conditions for the development and living of young people.

RECOVERY



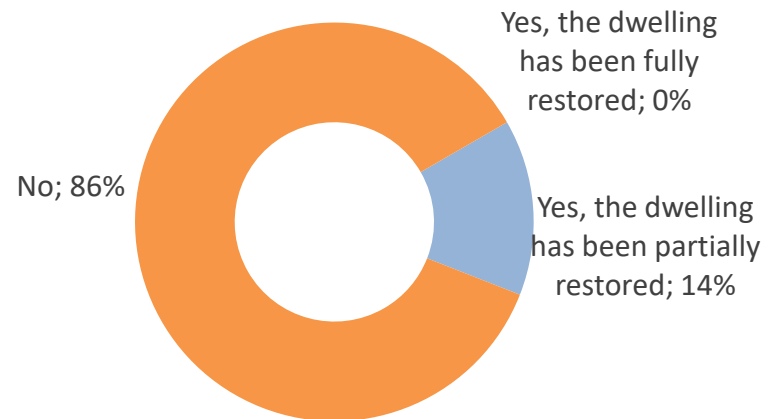
RESTORATION OF DAMAGED HOUSING

Has your home been damaged by war?



Base: all respondents (n=414)

Has your dwelling been restored?

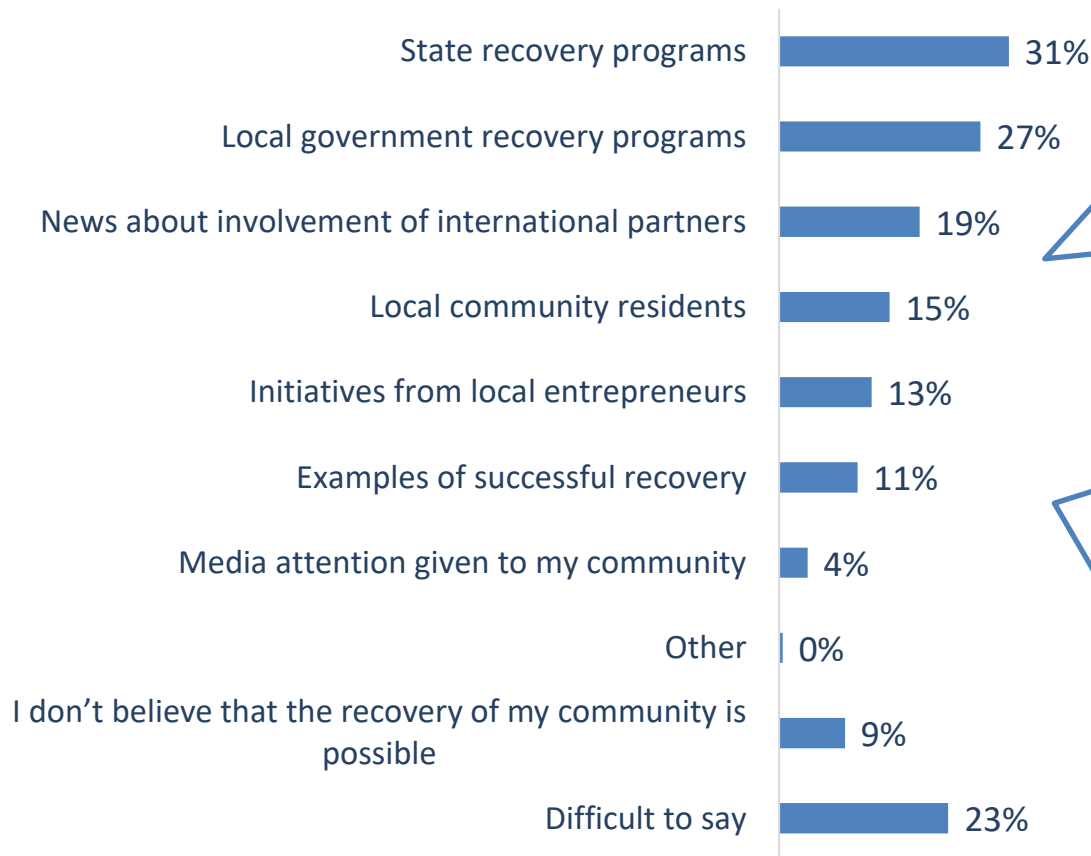


Base: respondents whose homes were damaged as a result of war (n = 14).



SOURCES OF HOPE FOR RECOVERY

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



💡 "If you create the right leadership, so that there is a person who will organize activities in each village, in each area, then I think that the majority of the population would be actively involved" (W, aged 21, active population)

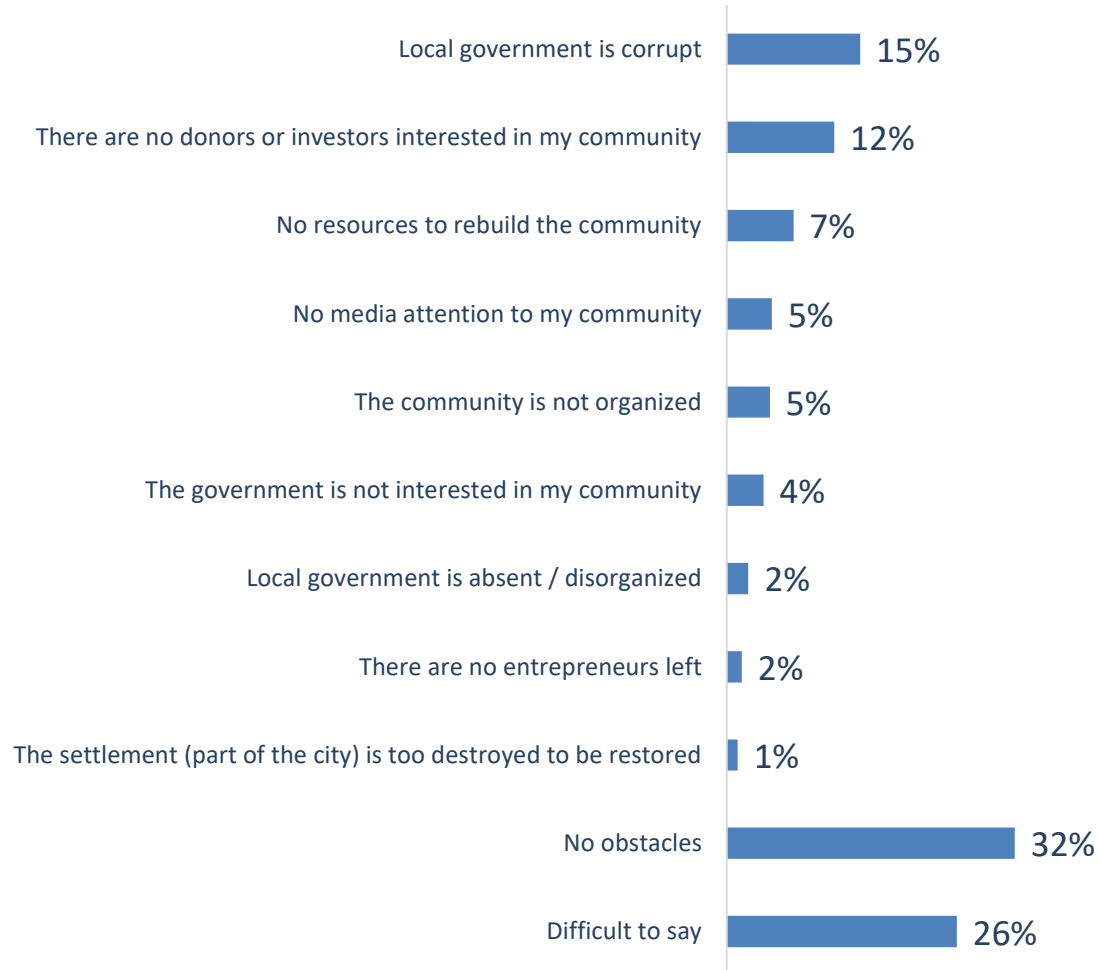
💡 "So that there was work, so that the children had a place to go to school, to kindergarten. Some courses on how to live are possible for young people. Maybe for some profession that they didn't even consider. Well, yes, I think, everything so that... there was a victory, and that everything was as good as possible. So that the villages also live and prosper. And our youth, our young children, to live here, they were comfortable, and they had no desire to leave here" (female, 30, working population)

Base: all respondents (n=414)



BARRIERS FOR RECOVERY

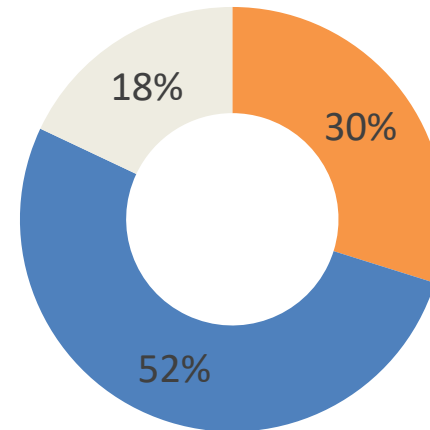
What obstacles to recovery in your community do you see?



Base: all respondents (n=414)

POSITION ON RESTORATION OF DAMAGED INFRASTRUCTURE

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



- 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

FGD: Most of the focus group participants chose the option of recovery in which the process will take a long period of time, but the result will be better. The respondents noted that restoration to pre-war conditions is a thing of the past. The participants believe that a community cannot live in the past but must develop.

In addition, quick recovery is associated with poor quality of work and the need to redo the work in the near future.

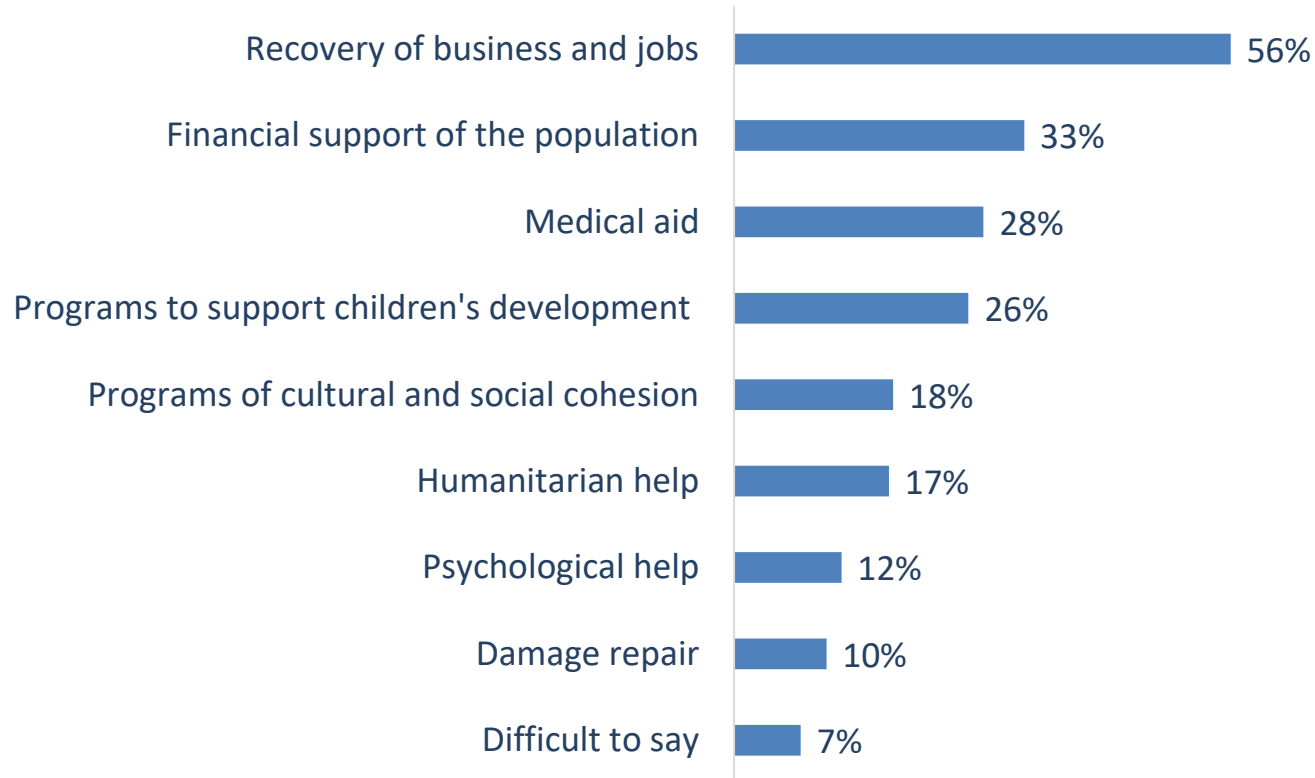
💡 "...we should strive for the future, not the past. We already had the way it was before the war. We should strive for better. Let it take a little longer, but it will be better than to do it fast and bring back what was in the past" (M, aged 25, active population)

Base: all respondents (n=414)



PRIORITY RECONSTRUCTION PROGRAMS

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



Base: all respondents (n=414)

FGD: Among the representatives of the active population who participated in the focus group discussions, none had heard information about the recovery plan for Shyroke community.



THE ROLE OF COMMUNITY RESIDENTS IN THE RECOVERY PROCESS

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



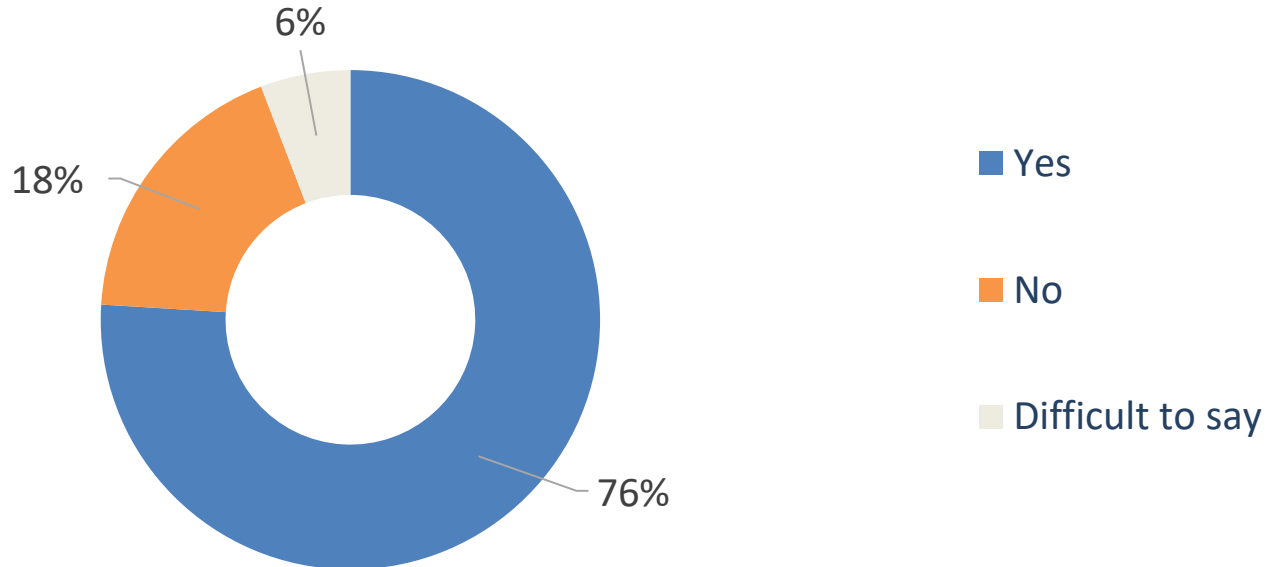
Base: all respondents (n=414)

FGD: The focus group participants were unable to provide specific proposals for engaging the public in the recovery process, focusing on the need to offer activities for the population. Among the options for involving community residents in the recovery process were the following: the opportunity to share problems and needs of living in the community; presentation of their own ideas for development. In addition, residents with qualifications and relevant skills could be involved in construction works.



READINESS TO JOIN RECOVERY INITIATIVES

Are you ready to personally join recovery initiatives?



Among the activities that can be performed by focus group participants in the process of community recovery, the following were mentioned:

- Cleaning the territory;
- Restoring the signs with the names of settlements and streets;
- Assistance in setting up an outpatient clinic;
- Restoring and painting the fence at the stadium;
- Providing psychological support to those who need it;
- Maintaining order in the adjacent territories, landscaping the community;
- Unloading humanitarian aid.