



WHAT UKRAINIANS
KNOW AND THINK OF

HUMAN RIGHTS

A PROGRESS STUDY (2016-2018-2020)
FINDINGS OF THIRD SOCIOLOGICAL SURVEY

What Ukrainians Know and Think of Human Rights: Third nationwide study (2016–2018–2020): short version / [A. Sukharina, V. Yavorskyi, S. Kolyshko, T. Pechonchyk, I. Hutsuliak, K. Semiorkina]; edited by T. Pechonchyk. – Kyiv, 2021. – 84 p.

This publication analyses perceptions and knowledge about aspects of human rights in Ukrainian society at large, and among specific target groups (politicians, civil servants, judges, police officers, journalists, human rights activists), based on a nationwide sociological survey and expert surveys. Data from the sociological survey for 2020 are compared with similar studies conducted in 2016 and 2018. The research will be an important resource in the following areas: more effectively developing strategies and plans for human rights protection at the state level; creating plans to raise legal awareness; developing formal and non-formal human rights educational programmes; and forming measurable approaches and priorities for human rights donor activities in Ukraine.



This publication is a short version. The full text of the research is available at: <https://zmina.ua/publication>

The research was conducted by the Ilko Kucheriv Democratic Initiatives Foundation and the ZMINA Human Rights Centre, with support from the United Nations Development Programme in Ukraine. The opinions, conclusions or recommendations are those of the authors and compilers of this study, and do not necessarily reflect the views of the Ministry of Foreign Affairs of Denmark, the United Nations Development Programme or other United Nations agenciesH.

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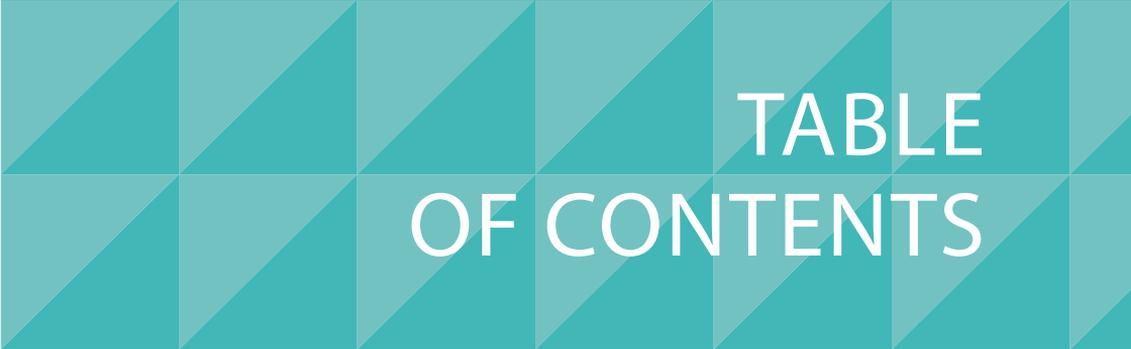


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INTRODUCTION

Ukraine approached the 30th anniversary of its independence as a partially free country, according to U.S. democracy and human rights non-government organization Freedom House. After the revolutionary events of the winter of 2013-2014, a number of positive reforms took place in the country. However, the effect of these has been undermined by the armed conflict in eastern Ukraine, the temporary occupation of Crimea, and internal corruption. However, Ukraine remains a democracy, with free elections, changes of government, and basic human rights – including freedom of speech, the right to peaceful assembly and association, and freedom of conscience.

Yet until recently there was a lack of reliable and detailed data for measuring and assessing Ukrainians' knowledge of human rights, their attitudes towards human rights values, their willingness to defend their rights and the most common ways they do so, as well as their sensitivity to discrimination and willingness to restrict the rights of vulnerable groups. Answers to these and many other questions were provided by the first basic study in the history of Ukraine of how Ukrainians understand human rights, which was conducted in 2016 by the Ilko Kucheriv Democratic Initiatives Foundation and the Human Rights Information Centre, with the support of the United Nations Development Programme in Ukraine. Since then, such studies have been conducted periodically, allowing developments in the field of human rights to be observed.

These data are an important resource for the authorities, allowing them to build thematic government strategies, programmes, action plans, develop formal human rights education programmes, and conduct education campaigns about the law. They are also a compass and a guide for NGOs, as they allow them to identify points of difficulty, and assess how much progress has been made. Even if the data change by just a few percent in a certain area, it can be very significant in the national dimension, indicating how gradual advances are occurring. In addition, the figures collected are important indicators for the work of international organizations and other development partners in Ukraine, as they reveal gaps, and allow priorities to be set.

In this publication, we offer readers the results of the sociological survey of 2020. The data are presented with the data of previous surveys (2016 and 2018) for comparison, and a human rights analysis, conclusions and recommendations are given.



METHODOLOGY

GORENDIGOR
GOR YANCHUK



This study is the third in a series conducted from 2016 to 2020 to examine the perceptions, ideas, and knowledge about human rights and fundamental freedoms in society at large, and among specific target groups. It was conducted by the Ilko Kucheriv Democratic Initiatives Foundation and the ZMINA Human Rights Centre, with support from the United Nations Development Programme in Ukraine, and financed by the Ministry of Internal Affairs of Denmark.

The first baseline study of “What Ukrainians know and think of human rights”¹ was conducted in 2016. It included a nationwide sociological survey and expert surveys of six groups (judges, police officers, civil servants, teachers, journalists, and human rights activists). In 2018, a second study² was conducted to assess changes in the perception and knowledge of human rights occurring between 2016 and 2018. In the analysis of the changes, the opinions of the general population of Ukraine and the opinions of representatives of four groups – judges, police officers, civil servants and human rights activists – were again studied.

Goal of the survey: To study trends in the perceptions, ideas and knowledge of human rights and fundamental freedoms in society at large and among specific target groups. This, in turn, will enable the more effective design and implementation of human rights education campaigns, enhance human rights advocacy, aid the development of formal and informal human rights education, and shape evidence-based approaches and priorities in donor-supported human rights activities.

Topics of the survey: Views on the values that serve as foundations for human rights; opinions on the most pressing human rights issues; the use of human rights protection mechanisms; the identification of effective channels for raising awareness of human rights; and mechanisms for human rights education.

NATIONWIDE SURVEYS

A nationwide survey on human rights in Ukraine was conducted on 6-19 October 2020 by the Ilko Kucheriv Democratic Initiatives Foundation at the request of the United Nations Development Programme in Ukraine, and in cooperation with the ZMINA Human Rights Centre. A total of 2,002 respondents, selected to be representative of the adult population of Ukraine (excluding the temporary occupied territories), were interviewed face-to-face. The sample represents the general population across such parameters as sex, age, type of settlement and region. The margin of error does not exceed 2.2 percent (taking into account a survey design effect of 3.3 percent). Data is presented in comparison with the findings of similar surveys conducted between 2016 and 2018.

1 What Ukrainians Know and Think of Human Rights: Nationwide study / UNDP in Ukraine <https://www.ua.undp.org/content/ukraine/uk/home/library/recovery-and-peacebuilding/humanrightsresearch.html>

2 What Ukrainians Know and Think of Human Rights: Progress Study / UNDP in Ukraine <https://www.ua.undp.org/content/ukraine/uk/home/library/democratic-governance/humanrightsresearch-2018.html>

Regional breakdown:

West: Lviv, Ivano-Frankivsk, Volyn, Zakarpattia, Khmelnytskyi, Rivne, Chernivtsi and Ternopil oblasts;

Centre: Vinnytsia, Zhytomyr, Chernihiv, Sumy, Cherkasy, Kirovohrad, Poltava, Kyiv oblasts and the city of Kyiv;

South: Odesa, Mykolaiv and Kherson oblasts;

East: Kharkiv, Dnipropetrovsk and Zaporizhzhia oblasts;

Donbas: the government-controlled areas of Donetsk and Luhansk oblasts.

Issues related to the Ukrainian public's attitude to various types of restrictions connected to the COVID-19 pandemic (see page 67) were included in the national survey "Opinions and Views of Ukraine's Population" (Omnibus), commissioned by the United Nations Development Programme in Ukraine and conducted by the Kyiv International Institute of Sociology in September 2020. The field phase of the study took place on 12-16 September 2020. A total of 2,001 interviews were conducted for the study. The survey was conducted by computer-assisted telephone interviews via all major mobile operators in Ukraine on a random sampling basis. During the study, the opinions and views of adult residents of Ukraine (aged 18 and older) were studied. The statistical sampling error (with a probability of 0.95 and a design effect of 1.1) does not exceed 2.4 percent.

GROUP SURVEYS

The survey of six target groups (judges, police officers, civil servants, journalists, human rights activists and politicians) took place in the period from autumn 2020 to February 2021. The survey was conducted remotely, through a structured questionnaire interview. The questionnaires included some questions common for all target groups, and specific questions for each group.

Judges and police officers were interviewed anonymously, and civil servants, politicians, human rights activists, and journalists were interviewed on a confidential basis, with no transfer of personal responses to third parties.

In this phase of the study, 64 politicians (including 21 People's Deputies of the Verkhovna Rada), 73 judges, 101 human rights activists, 102 journalists, 104 civil servants and 203 police officers were interviewed.

The results of this expert survey allows certain trends in groups of respondents to be identified, and for the responses of representatives of the various groups to be compared. At the same time, the results cannot be mapped onto the general public, since the format of the survey did not provide for the target groups to be made representative of the population as a whole.

A photograph of a public square. In the foreground, a person in traditional white attire with a red and gold trim is kneeling, holding a large wicker basket filled with colorful flowers. A pink leather bag and a colorful bag are on the ground next to them. In the background, several people in dark winter clothing and balaclavas are standing near a brick wall. A signpost with multiple directional arrows is visible. The scene is set in an urban environment with a large building and bare trees in the background.

SUMMARY



According to the 2020 survey, the human rights value priorities of Ukrainians continue to be freedom (84 percent of respondents mentioned it as a core value), justice (72 percent) and security (64 percent). However, compared to 2016, the importance of security for Ukrainians as a fundamental value decreased by 8 percent. Instead, compared to 2016, the number of citizens who consider tolerance to be a fundamental value increased by 6 percent, with a third of Ukrainians surveyed in 2020 choosing it. At the same time, on analysis of the responses of target groups (civil servants, police officers, judges, politicians, journalists and human rights activists) it can be said that the interviewed representatives of these target groups share similar value priorities to the general public.

As in previous years, values such as tolerance are low on the ranking lists, and correspondingly the public's readiness to restrict the rights of certain social groups vulnerable to discrimination remains at a rather high level. However, compared to the 2018 survey, the 2020 results show that the belief that the rights of certain social groups may need to be restricted has decreased somewhat. These social groups include former convicts (-3.8 percent), members of the LGBT community (-3.2 percent), drug addicts (-1.5 percent), the homeless (-1.8 percent), people with unpopular political views (-1.6 percent) and Roma people (-1.4 percent).

Ukrainians assessed the level of human rights observance in their country as below average. Thus, on a five-point scale, respect for cultural rights was assessed at 3.2 points, political rights (the right to elect and be elected, to form political parties and public associations, freedom of peaceful assembly, etc.) at 3.1 points, fundamental rights (right to life, personal freedom, freedom of speech, etc.) at 2.9 points, and environmental and socio-economic rights at 2.5 points. The analysis of the target groups' responses showed they assessed the dynamics of change in the human rights situation differently to the general public. Thus, while the data from the expert groups regarding the state of observance of various rights are very similar to those from national survey, there are significant differences between the expert groups in how they assess the human rights situation in Ukraine to have changed over the past year. The most optimistic about the situation are law enforcement officers: 26 percent speak of an improvement, and only 10 percent say there has been a deterioration. The worst assessments are observed among journalists: only 5 percent say the situation has improved, and 50 percent say it has worsened.

The crisis surrounding the COVID-19 pandemic has also forced Ukrainians to defend their rights more actively. The share of respondents who said they had attempted to protect their rights increased from 42 percent in 2016 to 60 percent at the end of 2020. In addition, the share of those who said they had successfully managed to defend their rights increased from 15 percent in 2016 to 19 percent in 2020. The study found that police officers and journalists successfully protected their rights more effectively than the general population, but the results were still mediocre: 44 percent and 41 percent respectively. At the same time, only a quarter of civil servants said they had managed to defend their rights. Meanwhile, judges (75 percent of cases successful), politicians (61 percent) and human rights activists (51 percent) are the groups that most effectively defended their rights if they were violated.

In addition to using legal mechanisms to protect their rights, such as going to court (16 percent), Ukrainians continue to use informal ways to resolve issues, including seeking help from relatives or finding influential contacts (15 percent). The survey showed that representatives of the target groups are more likely to seek protection from those structures to which they are directly related: police officers are more likely to turn to the police (32 percent; first-ranked position), judges turn to the courts (72 percent; first-ranked position), journalists to the media (54 percent; first-ranked position), and human rights activists to non-governmental human rights organizations (41 percent; third-ranked position).

In 2020, the attitude of Ukrainians to self-administered justice changed. Currently, 59 percent of respondents believe that self-administered justice is unacceptable under any circumstances, although in 2016 only 50 percent of respondents thought so. At the same time, since 2016, the share of respondents who are willing to justify self-administered justice under certain circumstances, as well as those who consider it the only possible way to protect their rights, has significantly decreased.

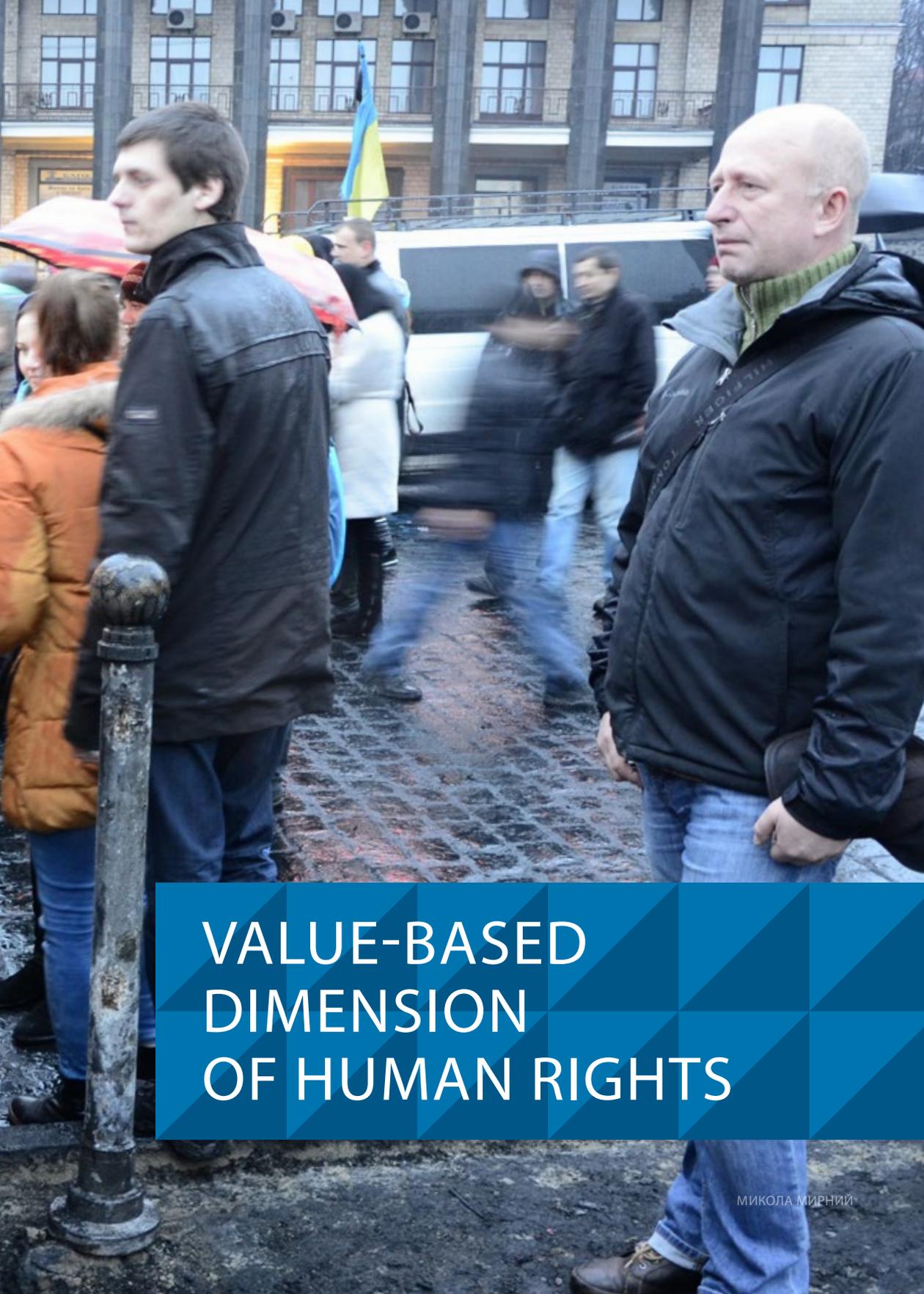
According to the survey, 86 percent of Ukrainians in the previous year did not take part in any protest, even on social networks. At the same time, 23 percent of respondents said the most effective means of protecting human rights is through publicity via the media, while 22 percent believe that no such means exist.

COVID-19 AND HUMAN RIGHTS

The survey showed that Ukrainians mostly support the quarantine measures imposed by the government in the spring of 2020. Thus, the majority of respondents agreed there was a need for the 14-day period of isolation for persons arriving from abroad or from territories not controlled by the government of Ukraine (73 percent), the ban on holding cultural, entertainment, or sports events attended by more than 10 people (63 percent) and the ban holding religious meetings in religious buildings (60 percent). More than half of the respondents agreed with the expediency of banning transport connections between countries, and 57 percent supported the requirement of self-isolation for people over 60 years of age. The ban on the operation of catering establishments was supported by 56 percent of the public.

At the same time, a number of restrictions were perceived by Ukrainians as unjustified. These included the ban on public transport within settlements (only 27 percent agreed, while 68 percent were against) and the ban on transport between settlements – 28 percent agreed, and 68 percent were against. In addition, only 32 percent supported the requirement to carry identity documents while outside the home. The ban on visiting parks, squares, recreation areas, sports and playgrounds was supported by 36 percent of respondents, and was not supported by 59 percent. Such data suggest that the restrictive measures are likely to be judged by the population in terms of their level of inconvenience, rather than in terms of their legality or necessity as measures to protect public health.





VALUE-BASED DIMENSION OF HUMAN RIGHTS

Many people have differing understandings of the concept of “human rights.” Human rights are a holistic concept, based on certain human values and needs. Familiarity with basic concepts and ideas can indicate whether a person really understands their rights and freedoms. Accordingly, we will first consider several issues that are key to the concept of human rights.

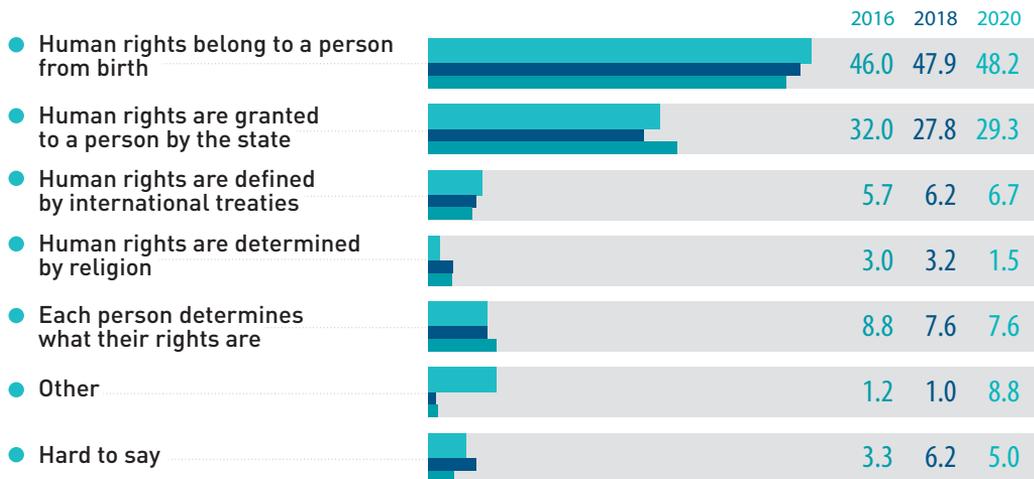
The study shows that Ukraine has a fairly strong human rights tradition, enshrined at the level of human values. Looking at the respondents’ answers, it cannot be said that human rights are an “artificial, foreign invention” or something that is not inherent to Ukrainian traditions, as often suggested by certain politicians. On the contrary, the survey data show that human rights values are shared by the majority of the population of Ukraine. And although not everyone understands what “human rights” are, or is familiar with the modern concept of human rights, the public has much more understanding of the term than might be expected for those living in a country that was formerly a part of the Soviet Union, where human rights activists were routinely imprisoned or sent into exile.

ORIGIN OF HUMAN RIGHTS AND THE IDEA OF THEIR UNIVERSALITY

According to the 2020 survey, about half of respondents agree with the thesis that human rights belong to them from birth. Another 30 percent say that human rights are granted to them by the state, and 7 percent that they are determined by international treaties. Another 9 percent also said that each person determines what their rights are. There was no significant change in these responses from 2016 to 2020.

BREAKDOWN OF OPINIONS ON THE SOURCES OF ORIGIN OF HUMAN RIGHTS

(ONLY ONE ANSWER OPTION COULD BE CHOSEN)



Target groups survey. Among the surveyed target groups, the position that human rights belong to a person from birth was the most popular. It has the greatest support among human rights activists (93 percent), while journalists and judges also mostly hold this opinion (85–86 percent). This position is least shared by civil servants and politicians – 67 percent and 64 percent respectively. Interestingly, among officials, the largest share (23 percent) of respondents believe that human rights are granted to them by the state.

These studies show that the majority of the population of Ukraine supports the idea of the universality of human rights. Thus, among the statements proposed for assessment, the majority of respondents agreed that human rights should be universal in all countries (68 percent). In contrast, only 33 percent of respondents agree with the statement that human rights should be different in each country.

Analysing data on the understanding of the origin and nature of human rights, the study also examined the relationship between human rights and responsibilities, which showed there were gaps in the understanding of human rights by Ukrainians. The majority of respondents support the thesis that the recognition of human rights by the state suggests that a person has certain responsibilities to the state (75 percent), although in reality these things are not related. However, support for the statement *“Recognition of human rights by the state suggests that a person has certain responsibilities to the state”* has fallen by 11 percent compared to 2016, which is a significant difference, and may be regarded as a positive development.

VALUES AS THE BASIS OF HUMAN RIGHTS

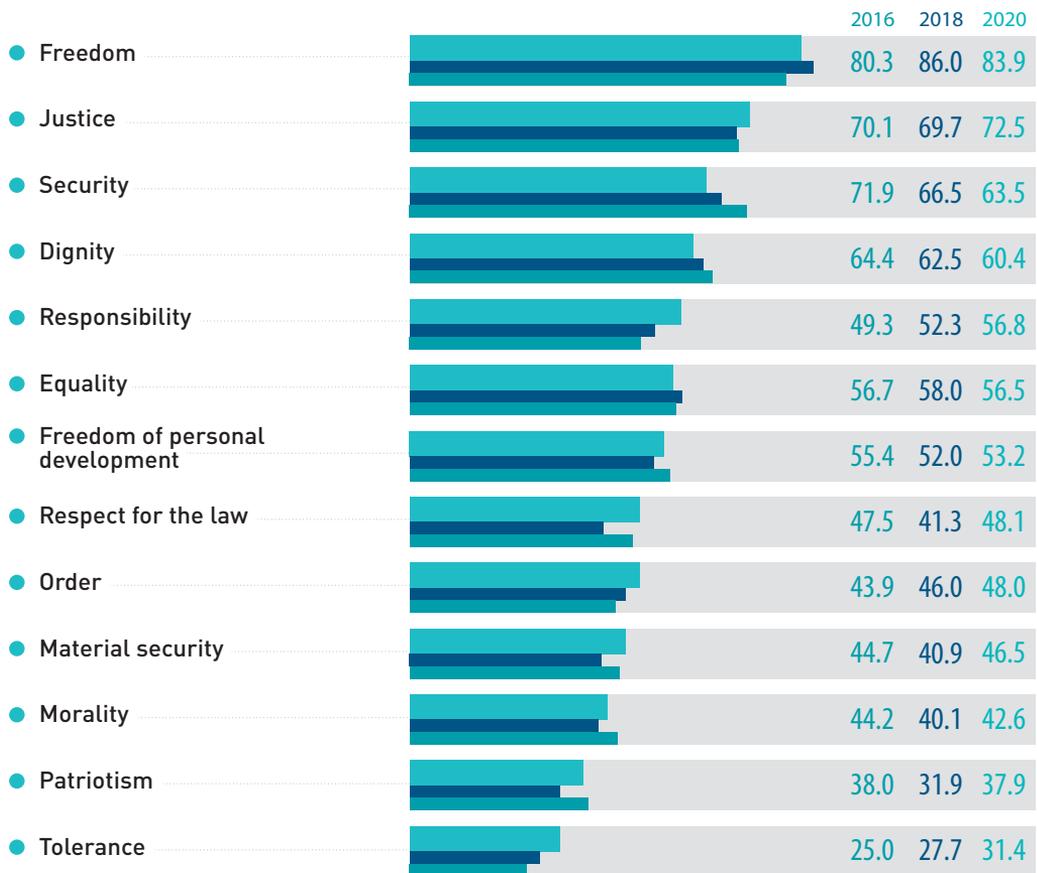
According to Ukrainians, the key values for human rights are first of all freedom (84 percent name this a basic value), justice (73 percent) and security (64 percent). The most important values also include dignity (60 percent), responsibility and equality (57 percent each), as well as freedom of personal development (53 percent). Such basic values as respect for the law (48 percent), order (48 percent) and material security (47 percent) are cited as core values less frequently. The values of morality (43 percent), patriotism (38 percent) and tolerance (31 percent) received less support from respondents.

Since 2016 there have been no radical changes in respondents’ perceptions of the values on which human rights are based. However, there have been some changes. First, the importance of security as a fundamental value is steadily declining for respondents. This may be due to the reduction in the intensity of the armed conflict in the Donbas, as a result of which the respondents place less emphasis on this value. In general, compared to 2016, the number times security was mentioned as a core value fell by more than 8 percent.

Other values have increased in importance. The value of “tolerance”, which is at the bottom of the list of important values, has been rising for two consecutive surveys. Compared to the 2016 survey, it has increased by more than 6 percent. In addition, the weight of the value of “responsibility” is steadily increasing, rising from 49 percent to 57 percent (more than 8 percent).

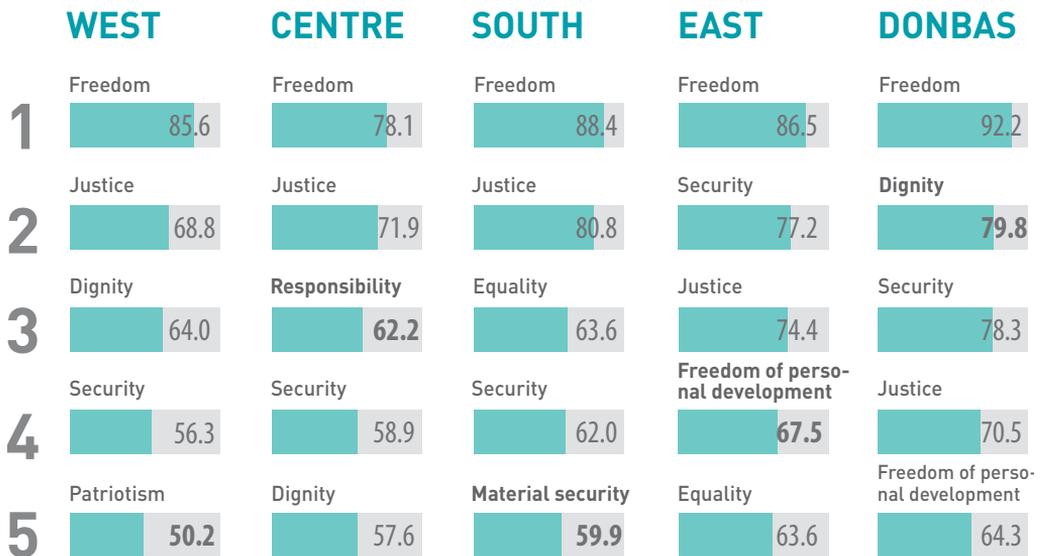
In general, the strength of support of Ukrainians for such values as freedom, justice and equality, as well as the events of Ukrainian history over the last 20 years, confirm that these views are entrenched, and Ukrainian society is naturally resistant to authoritarianism. On the other hand, the lack of progress in tolerance indicators is somewhat frustrating. It also explains why the state’s anti-discrimination policy is proving so difficult to advance.

WHICH OF THESE VALUES ARE FUNDAMENTAL TO A HUMAN? (PERCENTAGE OF RESPONDENTS WHO CHOSE “CORE VALUE”)



Regional differences. Some regional differences became apparent when assessing key values. The value of “freedom”, which took first place in all regions, was most supported in the Donbas (92 percent), and the least in the Centre – 78 percent. A greater weight is given to “dignity” as a core value in the West, and especially in the Donbas (80 percent). The value of “justice” is supported most in the South (81 percent). The issue of security is most acute in the Donbas (78 percent) and in the East (77 percent). The values of tolerance and patriotism are the most pronounced in the West, with there being about one-and-a-half times more support for patriotism here than in other regions.

TOP 5. ASSESSMENT OF VALUES AS THE MOST IMPORTANT FOR HUMAN RIGHTS (DEFINED AS CORE VALUE, REGIONAL DIMENSION)



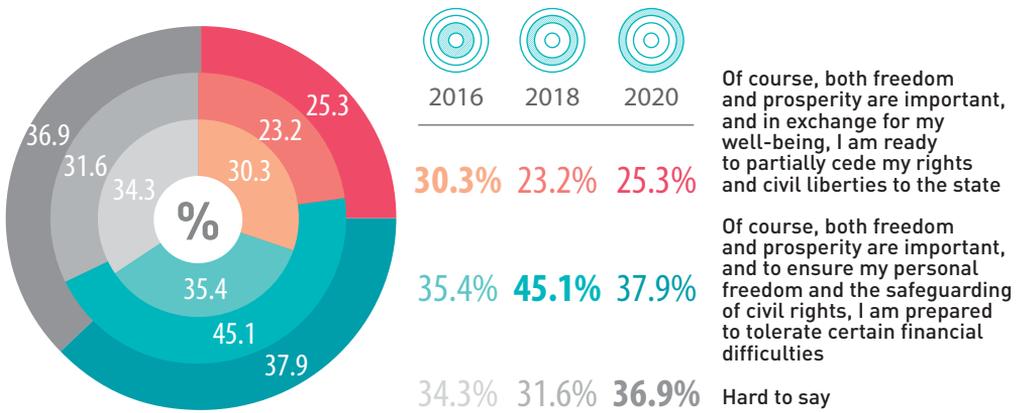
Target groups survey. The value priorities of the target groups are comparable with those in the general population survey. However, there are some differences in the values that group respondents declare to be fundamental to human rights. On the one hand, the value of freedom, as in the national survey, is in the first place for all groups of respondents, and the values of equality and dignity are in the top three for all of the groups surveyed. On the other hand, respect for the law is somewhat more important for police officers, and material security is more important for civil servants. Justice as a value of human rights is somewhat more pronounced for judges and human rights activists. Tolerance, although for most respondents last in the list of values, is placed higher by human rights activists and journalists, who place it in the middle of the list.

FREEDOM VERSUS WELL-BEING

Another indicator of the value of freedom with respect to human rights is the conditional dichotomy between freedom and prosperity. Respondents' opinions on what is more important – freedom or prosperity – were divided. Thus, 25 percent of the population of Ukraine are ready to partially cede their rights and civil liberties to the state in exchange for their own well-being, while 38 percent are prepared to tolerate certain financial difficulties to ensure their personal freedom and the safeguarding of their civil rights. Another 37 percent of respondents found it difficult to answer this question.

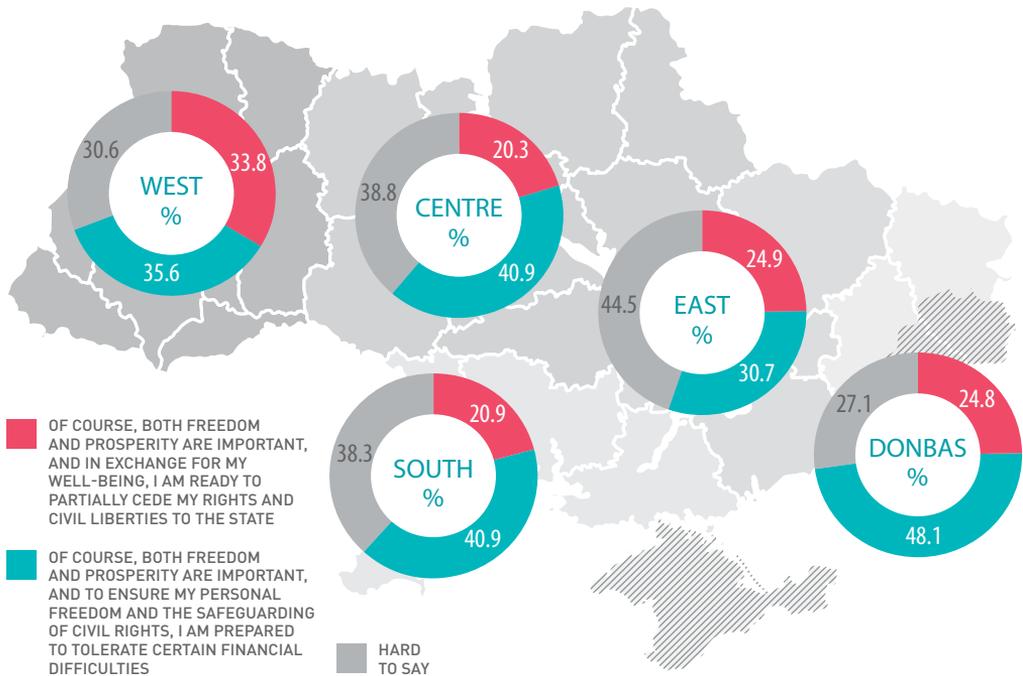
In general, the results compared to previous surveys show some slight fluctuations, but there have been no drastic changes. The focus on freedom and civil rights somewhat outweighs the demand for material prosperity, but the dynamics of these remain uncertain. It is also noteworthy that about a third of respondents in each of the surveys could not decide on their priorities.

WHICH OF THESE STATEMENTS COMES CLOSEST TO YOUR VIEW?



Regional differences. The answers to questions about paternalism and defining the role of the state show that there are slightly more respondents in western Ukraine who are willing to partially cede their rights and civil liberties to the state in exchange for their own well-being. At the same time, the Donbas has the highest share of respondents who are prepared to tolerate financial difficulties to ensure their personal freedom and the safeguarding of their civil rights. It is also noteworthy that in the eastern Ukraine almost half of the respondents found it difficult to answer this question.

WHICH OF THESE STATEMENTS COMES CLOSEST TO YOUR VIEW? (REGIONAL DIFFERENCES)



Target groups survey. In all group surveys, tangible assets occupied the lowest priority positions in the list of values. However, in answering a more specific test question about the possibility of exchanging their rights for certain material goods, certain patterns emerged that, in some groups, were very similar to those in the data from the national survey.

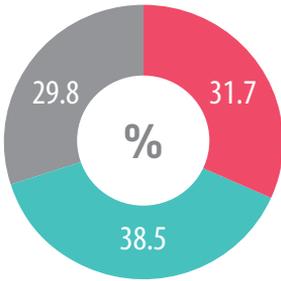
Thus, among human rights activists and journalists the highest shares of those who consider personal freedom a priority are 74 percent and 70 percent, respectively. The lowest shares are among police officers (36 percent), politicians and civil servants (39 percent). At the same time, high proportions of people in all groups are undecided on this issue (from 16 percent to 32 percent).

WHICH OF THESE STATEMENTS COMES CLOSER TO YOUR VIEW?

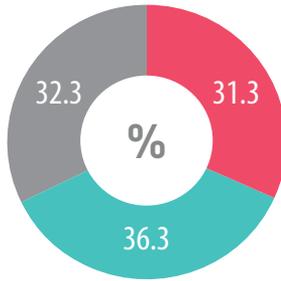
OF COURSE, BOTH FREEDOM AND PROSPERITY ARE IMPORTANT, AND IN EXCHANGE FOR MY WELL-BEING, I AM READY TO PARTIALLY CEDE MY RIGHTS AND CIVIL LIBERTIES TO THE STATE

OF COURSE, BOTH FREEDOM AND PROSPERITY ARE IMPORTANT, AND TO ENSURE MY PERSONAL FREEDOM AND THE SAFEGUARDING OF CIVIL RIGHTS, I AM PREPARED TO TOLERATE CERTAIN FINANCIAL DIFFICULTIES

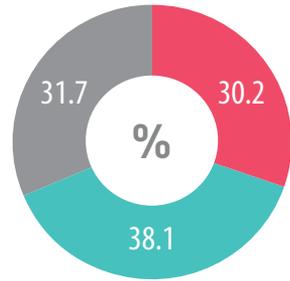
HARD TO SAY



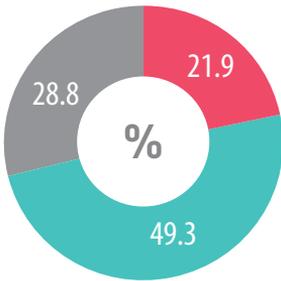
CIVIL SERVANTS



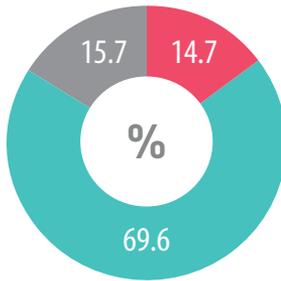
POLICE OFFICERS



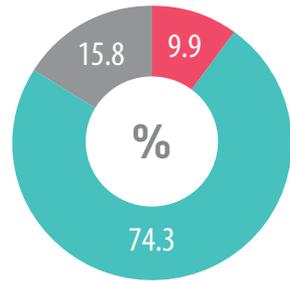
POLITICIANS



JUDGES



JOURNALISTS



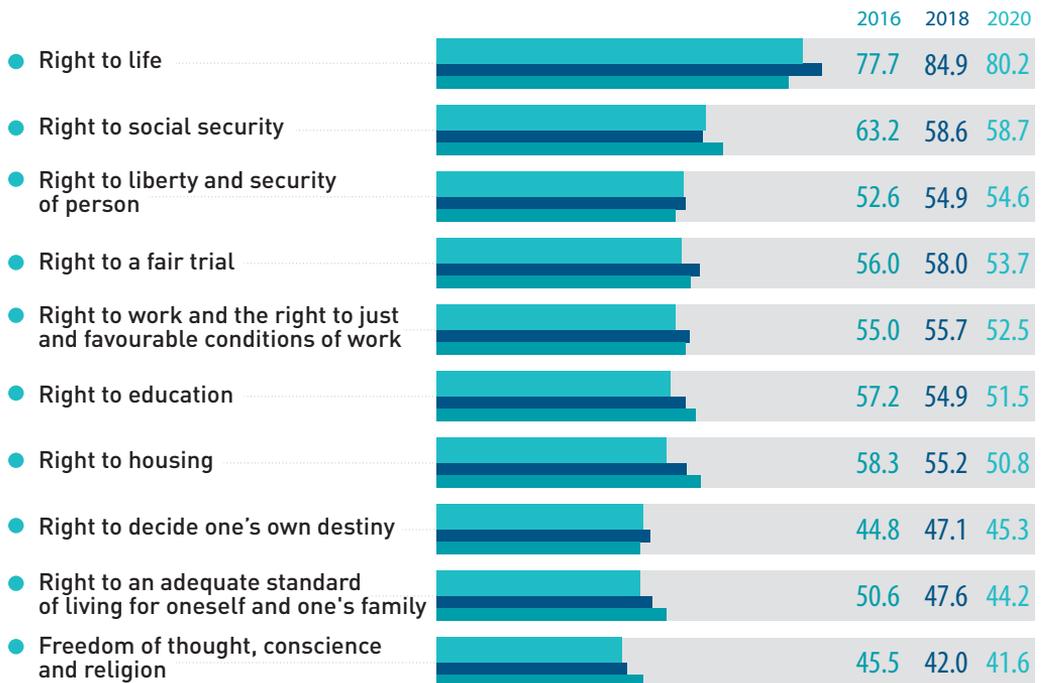
HUMAN RIGHT ACTIVISTS

PRIORITY OF VARIOUS HUMAN RIGHTS

The right to life has consistently been named as the most important right for Ukrainians in three consecutive surveys. It is the top value for four out of five respondents (80 percent of the population).

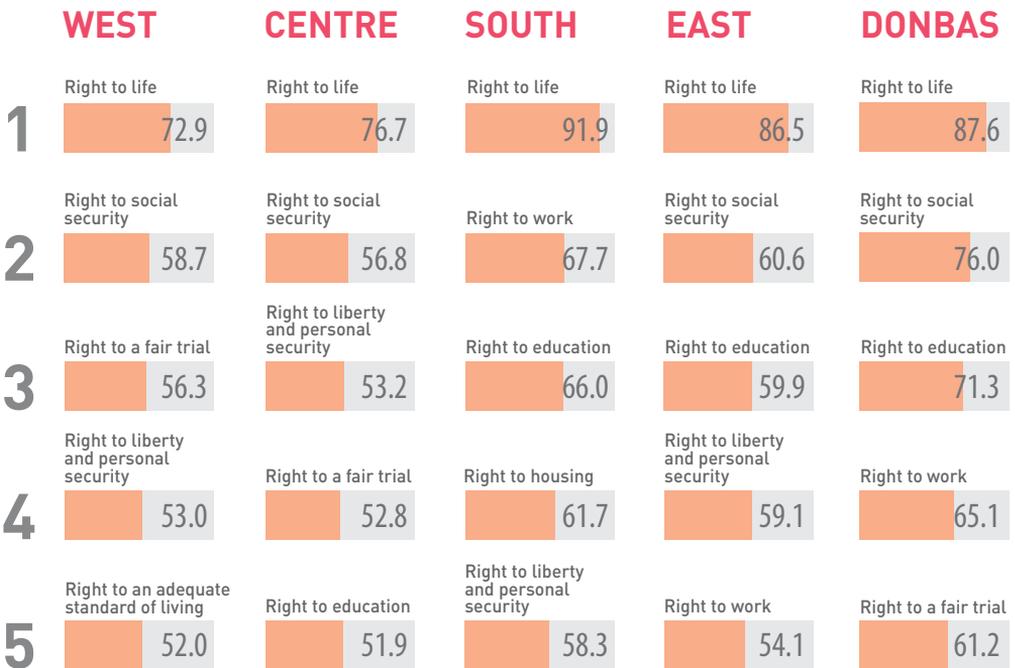
The other rights that are most important to respondents can be divided into two categories: social rights, and ensuring personal liberty and justice. Thus, the right to social security (59 percent), the right to work (53 percent), the right to education (52 percent), the right to housing (51 percent) and the right to a decent standard of living (44 percent) can be attributed to the social needs of individuals. The other category of rights includes a person's right to liberty and security (55 percent), the right to a fair trial (54 percent), the right to decide one's own destiny (45 percent), and freedom of thought, conscience and religion (42 percent).

TOP 10 MOST IMPORTANT RIGHTS



Regional breakdown. In all three surveys, the right to life ranks first among the priorities in all regions, but most respondents (almost 92 percent) put this right first in the South (Donbas – 88 percent, East – 87 percent). The right to social security took second place in all regions except the South, where it did not even make the top five. Instead, after the right to life, respondents in the South listed the right to work (68 percent), the right to education (66 percent), the right to housing (62 percent), and the right to liberty and personal security (58 percent) as most important.

TOP 5 MOST IMPORTANT HUMAN RIGHTS FOR RESPONDENTS
 (REGIONAL BREAKDOWN)





ASSESSMENT OF HUMAN RIGHTS SITUATION

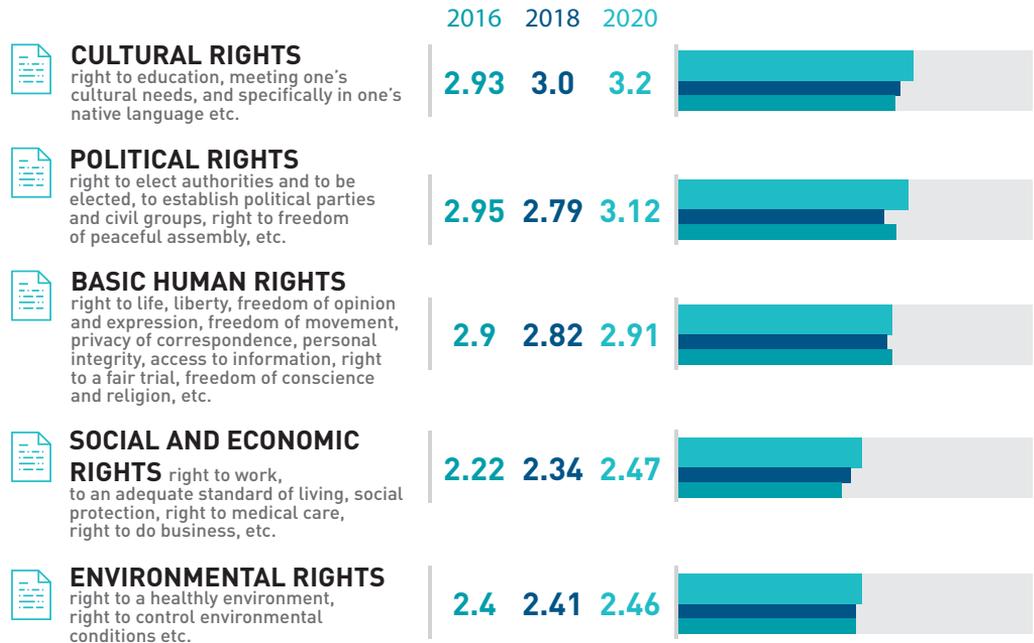
Analysing the assessments by the population of Ukraine of the country's human rights situation, it is important to understand that this is not so much an objective assessment of the situation as an assessment of people's perception of the observation of rights, and that this is often formed under the influence of the media and the Internet. However, people's perceptions are still extremely important, as they shape the political agenda and explain people's behaviour. A pessimistic person is less likely to defend their rights as they are convinced that the system is not working, or works poorly.

CURRENT ASSESSMENT OF OBSERVANCE OF HUMAN RIGHTS

The respondents' assessment is that the level of observance of human rights in Ukraine is rather mediocre. Only two categories of rights (cultural and political) were rated by respondents as being at a satisfactory level (above three points on a five-point scale). Other groups of rights received a score of less than three points: these are basic human rights, socio-economic rights, and environmental rights. The lowest ranked were socio-economic and environmental rights.

ASSESSMENT OF OBSERVANCE OF HUMAN RIGHTS IN UKRAINE

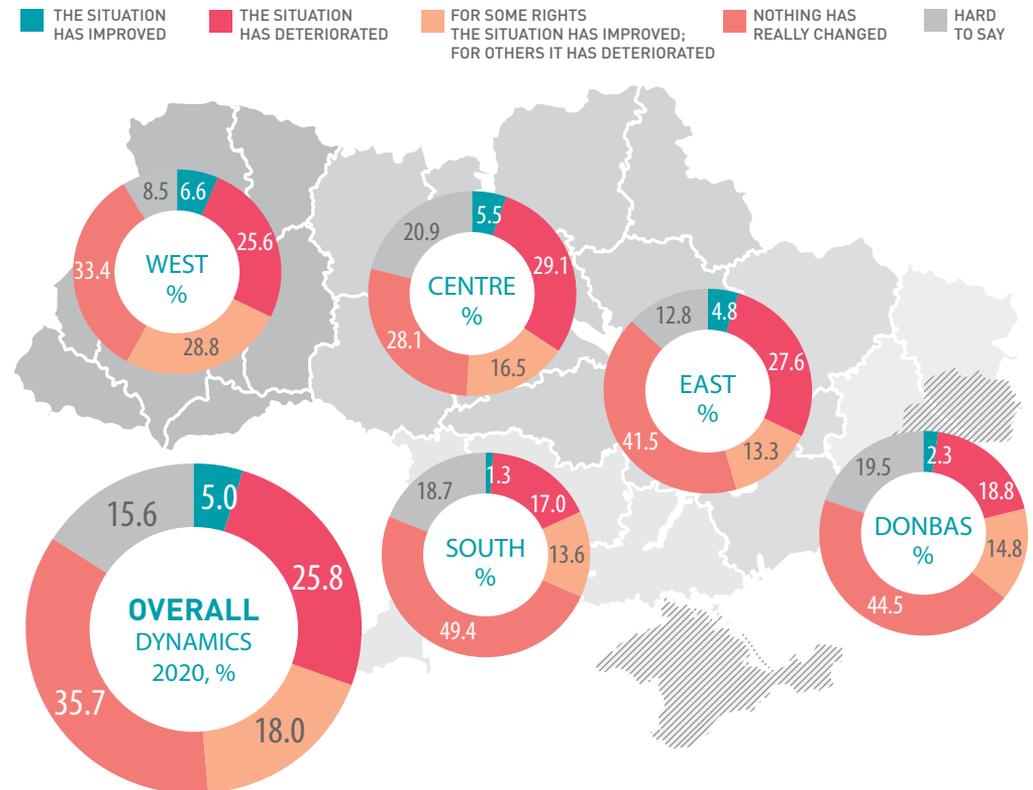
(SCORE ON A FIVE-POINT SCALE, WHERE "1" MEANS THAT RIGHTS ARE VERY POORLY RESPECTED, AND "5" – VERY WELL)



Target groups survey. Representatives of the surveyed target groups assessed the level of observance of human rights in the various categories rather similarly. Thus, political and cultural rights are rated the highest (from 3.2 to 3.6 points), and socio-economic and environmental rights are rated the worst (from 2.1 to 2.6 points). The observance of basic human rights was assessed somewhat better by law enforcement officers and judges (3.3 and 3.2 points, respectively), but worse by human rights activists, journalists and civil servants (2.8 points). The observance of political rights was given the best assessment by judges and human rights activists, at 3.6 points, while civil servants rated it the worst, at 3.2 points. Small differences are observed in the assessment of the observance of environmental rights: police officers assessed their observance status at 2.6 points, and journalists at 2.1.

DYNAMICS OF OBSERVANCE OF HUMAN RIGHTS

HOW HAS THE SITUATION IN UKRAINE REGARDING HUMAN RIGHTS AND FUNDAMENTAL FREEDOMS CHANGED OVER THE LAST YEAR?



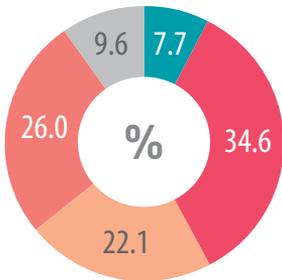
More than a quarter of Ukrainians (26 percent) believe that the situation in the country with regard to human rights and fundamental freedoms has deteriorated compared to the previous year. Another 36 percent believe that almost nothing has changed. Only one in twenty claims that the situation has changed for the better. Another 16 percent found it difficult to answer.

Regional differences. In the West region of Ukraine respondents are somewhat more optimistic, while the most pessimistic are in the East and Centre. Here, almost 30 percent of respondents believe that the situation has changed for the worse. In the South, half of the respondents believe that nothing has fundamentally changed in a year.

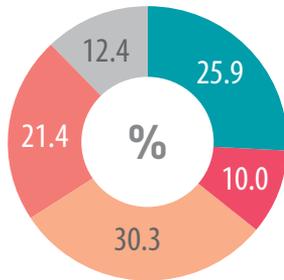
Target groups survey. There are significant differences among representatives of the various target groups regarding their assessments of how the human rights situation in Ukraine has changed over the past year. The most optimistic assessment is given by law enforcement officers: 26 percent say there has been an improvement, and only 10 percent say there has been a deterioration. The worst assessments are given by journalists: only 5 percent say the situation has improved and 50 percent say it has worsened.

HOW HAS THE SITUATION IN UKRAINE REGARDING HUMAN RIGHTS AND FUNDAMENTAL FREEDOMS CHANGED OVER THE LAST YEAR?

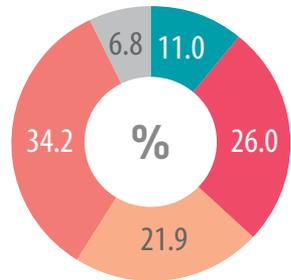
■ THE SITUATION HAS IMPROVED
 ■ THE SITUATION HAS DETERIORATED
 ■ FOR SOME RIGHTS THE SITUATION HAS IMPROVED; FOR OTHERS IT HAS DETERIORATED
 ■ NOTHING HAS REALLY CHANGED
 ■ HARD TO SAY



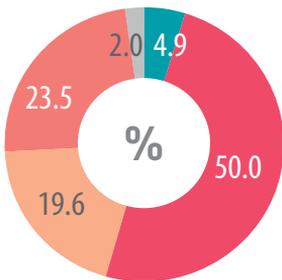
CIVIL SERVANTS



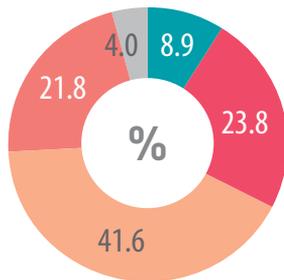
POLICE OFFICERS



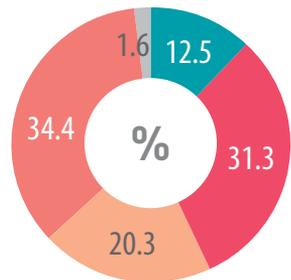
JUDGES



JOURNALISTS



HUMAN RIGHT ACTIVISTS



POLITICIANS

ASSESSMENT OF OBSERVANCE OF SPECIFIC RIGHTS

For the majority of the population of Ukraine (57 percent), it is difficult to determine in which areas the human rights situation has improved. However, improvements have been observed in the following rights: freedom of thought, conscience and religion (+9 percent); the right to participate in cultural life (+7 percent); freedom of expression and access to information (+6 percent); the right to education (+6 percent); and freedom of assembly and association (+5 percent).

Respondents found it somewhat easier to determine which rights were not as well observed as before, but even here 41 percent of respondents did not answer this question. If we separate the balance of assessments (the difference between positive and negative assessments), the assessments are mostly negative: Pessimistic assessments predominate among Ukrainians.

According to the survey, Ukrainians believe that the situation with social rights has deteriorated over the past year: 23 percent think the right to an adequate standard of living for oneself and one's family, including adequate food, clothing and housing, as well as a steady improvement in living conditions is less observed, 20 percent saw a decrease in the right to social security; and another 20 percent thought the rights to work and to just and favourable working conditions were less well-observed. Respondents also noted a significant regression in the right to a fair trial (right of access to the courts, procedural rights, the right to a lawyer and legal aid, the right to proceedings being conducted in one's own language or to use the services of an interpreter, the right to enforce a court decision, etc.)

Interestingly, among civil and political rights and freedoms, Ukrainians saw the greatest regressions in the exercising of the right to a fair trial and the right to the protection of personal data. While the former can be fully explained by the many problems and scandals in the judiciary, the latter is a new trend in Ukraine, as in the past most people did not pay much attention to this right. We assume that the latter was the result of the COVID-19 pandemic and quarantine, when many people first faced the issue of protecting private data during the digitalization of administrative and commercial services, while frequently needing to use online services in a wide range of fields.

This trend was also confirmed by the increase in the number of complaints about human rights violations concerning the protection of personal data to the Verkhovna Rada of Ukraine Commissioner for Human Rights (Ombudsperson). Thus, in 2020, the Ombudsperson received 2,031 reports of violations of human rights with respect to personal data protection, which is almost twice as many as in 2019 (1,061). An analysis of the reports received by the Ombudsperson shows that most of them (almost 1,500) concerned violations of the human right to non-interference in private and family life during the collection of debts of individuals (debt collection activities).

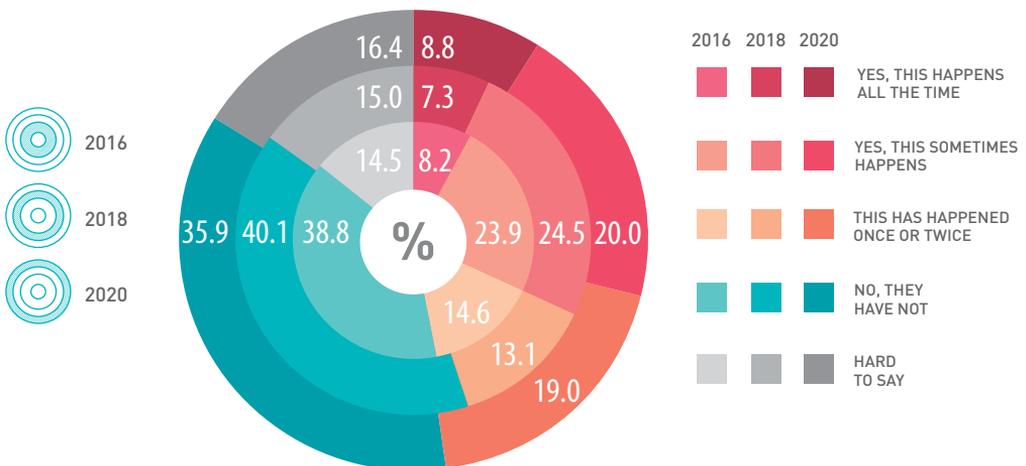
The received reports also concerned the illegal dissemination of personal data via the Internet, illegal requests for consent to personal data processing in cases when such processing is not required, illegal dissemination of personal data in messengers and social networks, and violations of the right to personal data protection when using electronic services.

Gender and age differences. The older age groups are much more sceptical about socio-economic rights, including the right to social security (26 percent felt there was a deterioration), the right to an adequate standard of living (25 percent felt there had been a deterioration) and the right to the highest attainable standard of physical and mental health (12 percent felt there was a deterioration). The age group of 30–54 years is significantly more pessimistic about the situation with respect to the right to work (23 percent felt there had been a deterioration).

ASSESSMENT OF ONE’S OWN EXPERIENCE OF RIGHTS VIOLATIONS

More than a third of Ukrainians said they had never faced a violation of their rights, while 16 percent found it difficult to answer this question. A further 9 percent said they constantly find themselves in situations where their rights are violated, and 20 percent claim that this sometimes happens. Approximately the same share (19 percent) indicated that this had happened to them once or twice.

HAVE YOUR RIGHTS (OR THE RIGHTS OF PEOPLE CLOSE TO YOU) BEEN VIOLATED?



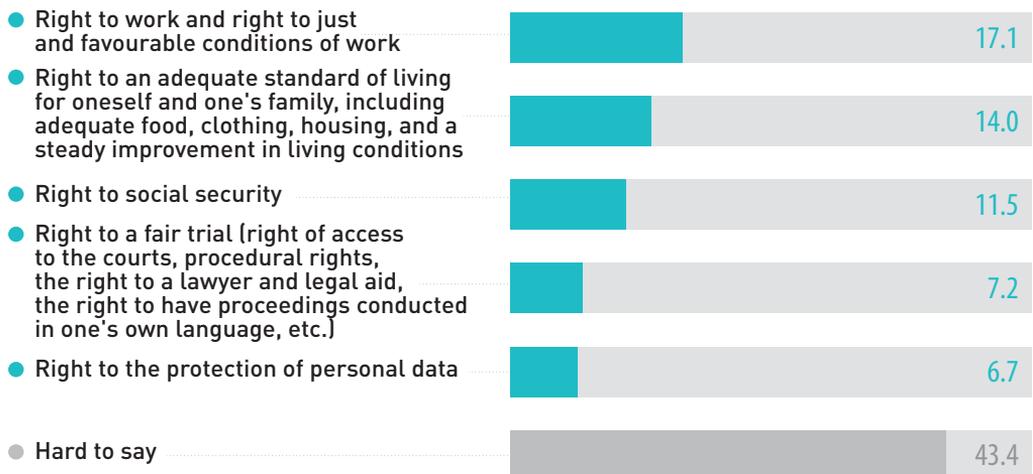
Respondents with a higher level of education are more likely to report that their rights have been violated. Among respondents with a secondary education, almost half (47 percent) indicated that they had not experienced a violation of their rights. Among respondents with higher or incomplete higher education, only 30–32 percent of respondents reported no violations.

At the same time, there is hardly a person in the world whose rights have not been violated at least once in a lifetime. Therefore, when a third of respondents state that their rights have never been violated, this cannot objectively be true, and shows that these citizens have weak ideas of their own rights and freedoms, and of the responsibilities of the state.

Among those respondents whose rights were violated, the majority involved social issues. Thus, 17 percent reported violations of the right to work, and to just and favourable working conditions, and 14 percent said they had been deprived of the right to an adequate standard of living for themselves and their family, including adequate food, clothing, housing, and a steady improvement in living conditions. Another 12 percent of respondents indicated that they had experienced a violation of their right to social security, 7 percent had encountered a violation of the right to a fair trial, and another 7 percent said their right to the protection of personal data had been violated.

WHICH OF YOUR RIGHTS HAVE BEEN VIOLATED IN THE LAST TWO YEARS?

TOP 5, %



Regarding certain actions that could be interpreted as human rights violations, 15 percent of respondents said that they had experienced the non-payment of wages; and 8 percent for each of unwarranted inspections, being stopped by a police patrol on the street, and discrimination. Another 6 percent said they had experienced illegal detention. Slightly more than 60 percent of respondents stated that they had not experienced any of the above.

Gender and age differences. Men were twice as likely as women to report illegal detention, searches without a court order, searches of possessions and personal inspections by street police patrols, unwarranted use of police violence, and prohibition of peaceful assembly. They also gave one-and-a-half times more reports of being threatened for criticising the authorities. Among all sex and age groups, young men most often reported cases of personal inspections by the police (18 percent) and police violence (6 percent), while middle-aged men were more likely to report situations of illegal detention (10 percent), searches without a court order (5 percent) and receiving threats for criticism of the authorities (4 percent).

At the same time, women were more than one-and-a-half times more likely than men to report violence in the home, twice as many the disclosure of private medical information, and were nine times more likely to report coercion to have sex. And although the percentage of serious human rights violations regarding coercion to have sexual intercourse is relatively small (1 percent), extrapolating it to the adult female population of Ukraine allows us to estimate the number of potential victims at 100,000 to 150,000 (taking into account the sampling error). Among young women under 30, this percentage reaches 3 percent, which is almost two thirds of the reported cases. In addition, the largest percentage of young women among all gender and age groups reported physical violence (4 percent) and the disclosure of private medical information (5 percent).



DISCRIMINATION CHALLENGE

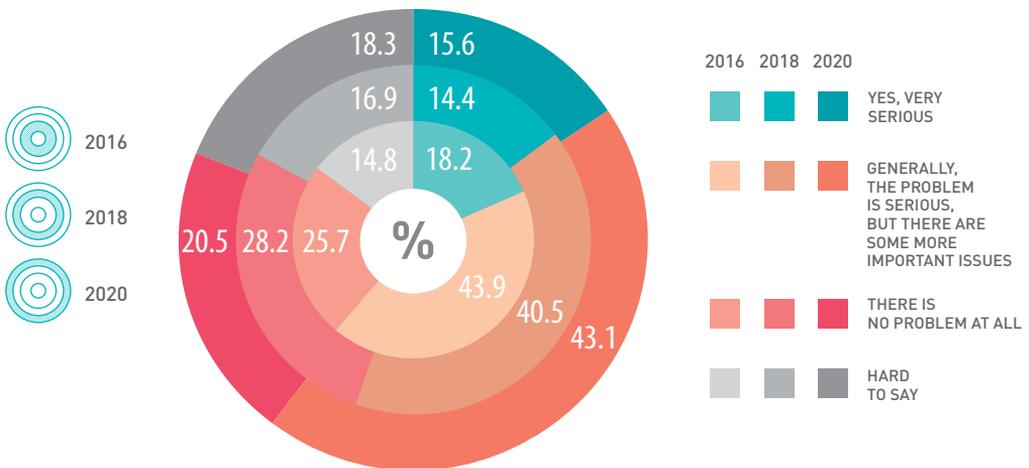
Discrimination has many dimensions and causes, some of which are embodied in patterns of behaviour that seem quite usual in society, which is why discrimination is not noticed or understood. Given this, cases of discrimination can be quite difficult to record.

THE PROBLEM OF DISCRIMINATION, AND ITS MOST COMMON MANIFESTATIONS

Eighteen percent of respondents (17 percent of men and 20 percent of women) consider discrimination in Ukrainian society to be a very serious problem. Another 43 percent consider it serious, but not fundamental (44 percent of men and 42 percent of women). Another fifth of respondents believe that it is not a problem at all (22 percent of men and 19 percent of women), and about the same number found it difficult to answer this question.

Compared to previous surveys, the number of respondents who do not consider discrimination to be a problem in Ukrainian society has slightly decreased. Meanwhile, the number of respondents who consider discrimination to be a really serious problem has slightly increased.

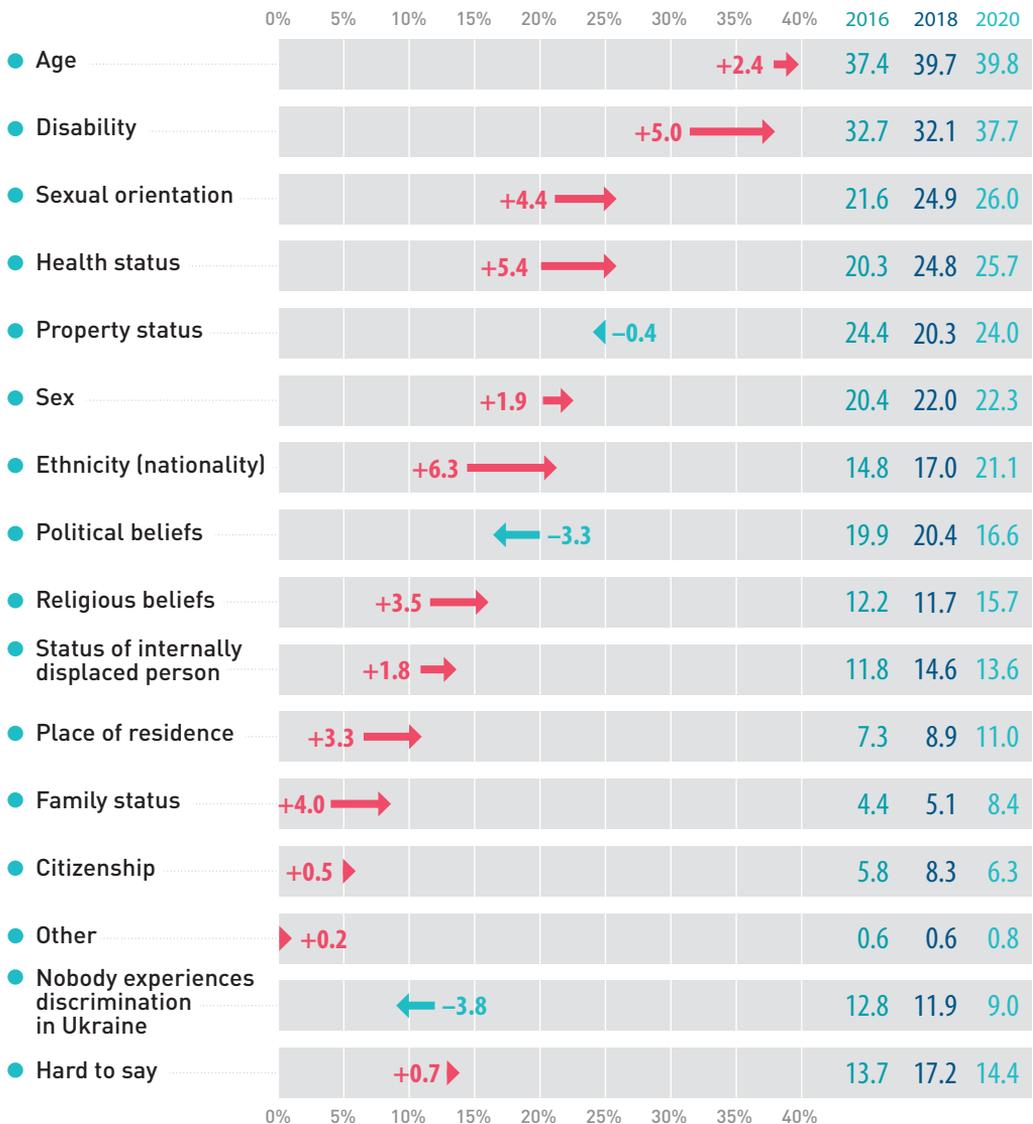
DO YOU CONSIDER DISCRIMINATION TO BE A SERIOUS PROBLEM IN THE UKRAINIAN SOCIETY?



One third of respondents stated that they had personally encountered discrimination. Another 14 percent could not answer this question. At the same time, more than half (54 percent) said they had never suffered from this problem. At first glance, this figure seems positive. However, it is most likely that in many cases a person does not even realize that certain treatment is discrimination, so the data do not actually indicate that there has been no discrimination.

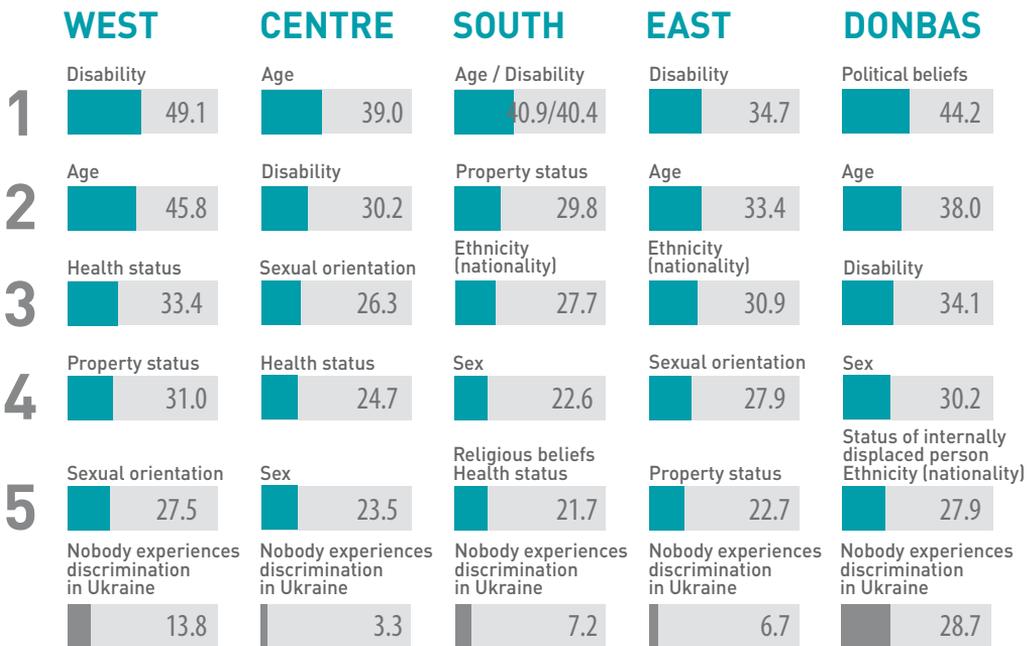
Comparing the opinions of respondents over the years of the survey, we see an increase in mentions of discrimination on almost all of the protected grounds. The only significant exceptions are political views and property status, where assessments of possible discrimination have decreased. However, as noted above, an increase in reports of discrimination does not mean that the actual level of discrimination has increased. In certain circumstances, this may simply mean there has been an increase in discourse on the topic, which leads to greater awareness and thus more reporting.

WHAT ARE THE MOST COMMON GROUNDS FOR DISCRIMINATION AGAINST PEOPLE IN UKRAINE? (INDICATE AS APPROPRIATE)



Regional differences. The ranking of the most frequently discriminated-against people in Ukraine shows regional variations, and only such categories as “age” and “disability” are in the top three in all regions. Categories such as health (data range from 19 percent to 33 percent), sex (20 percent to 30 percent) and sexual orientation (21 percent to 28 percent) were also cited as the most frequent grounds for discrimination in almost all regions. The Donbas is quite distinct from other regions in its diversity of responses. On the one hand, the largest number of respondents (more than a quarter) stated that nobody experiences discrimination in Ukraine at all, while on the other, respondents mentioned certain grounds for discrimination more than twice as often as in other regions, such as political views (44 percent, whereas in other regions it is from 9 percent to 21 percent of mentions), the status of internally displaced persons (28 percent, in other regions 10 percent to 15 percent), place of residence (26 percent, compared to 8 percent to 11 percent), and citizenship (16 percent, compared to 2 percent to 10 percent).

ASSESSMENT OF THE MOST COMMON GROUNDS FOR DISCRIMINATION AGAINST PEOPLE IN UKRAINE (REGIONAL PECULIARITIES, TOP 5)

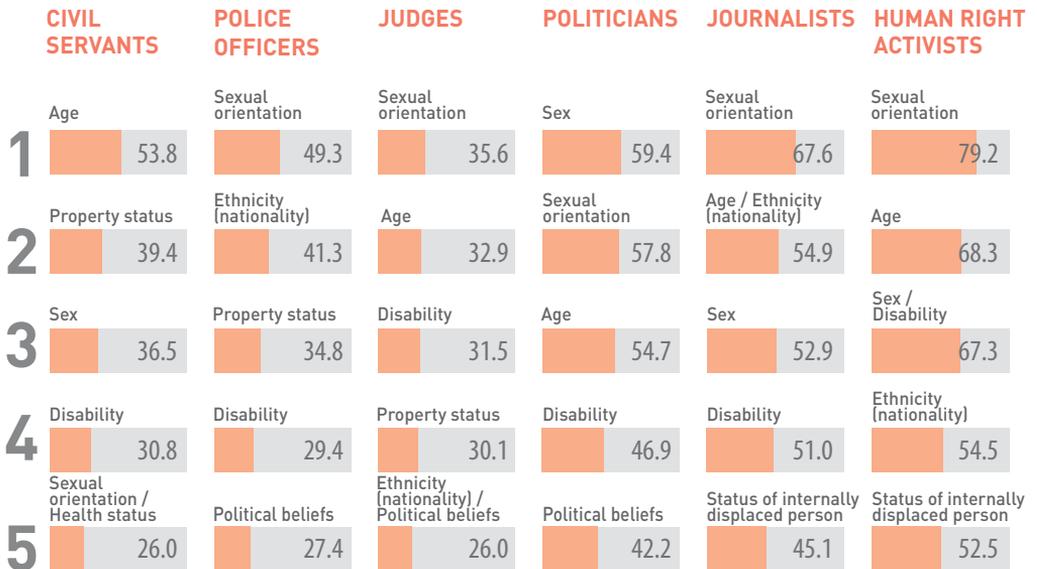


Gender and age differences. The biggest gender differences among respondents’ answers were seen in their assessment of the problem of gender discrimination: 20 percent of men and 24 percent of women reported this as being problem, and it is also more relevant for young people (26 percent). Young women (28 percent) reported the most problems, and middle-aged men (18 percent) reported the least.

Only age discrimination shows a clear tendency to increase in percentage with the increasing age of respondents: 37 percent among young people, 39 percent in the middle-aged group and 44 percent in the group older than 54 years. The assessment of discrimination on the grounds of sexual orientation showed the greatest differences between the generations of all issues: it was reported by 34 percent of young people (36 percent among young women and 33 percent among young men), 27 percent of the middle-aged group and 18 percent of the older group (18 percent among older women and 20 percent among older men).

Target groups survey. Among the grounds of discrimination, the target groups most often mentioned sexual orientation: it was most often referred to by police officers, judges, journalists and human rights activists, while politicians and civil servants included it in the top five. Age and disability are also among the five most commonly reported forms of discrimination in all groups. Discrimination on the basis of sex was often mentioned by human rights activists, and among politicians this principle generally topped the “discriminatory rating”. One interesting observation is that human rights activists, journalists and politicians in general are more critical about the issue of discrimination, and the ratings of discriminatory assessments in these groups are higher. On the other hand, among judges 11 percent believe that nobody experiences discrimination in Ukraine at all – this is the largest percentage of any of the target groups giving such a response.

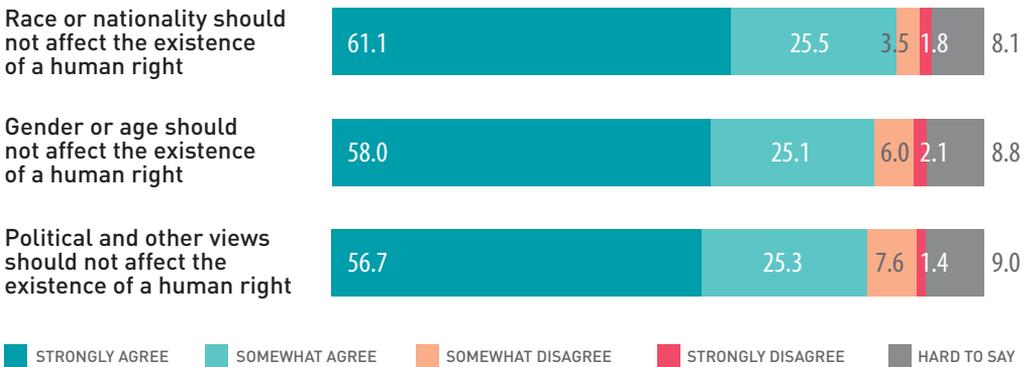
WHAT ARE THE MOST COMMON GROUNDS FOR DISCRIMINATION AGAINST PEOPLE IN UKRAINE? (TOP 5)



ASSESSMENT OF THE ADMISSIBILITY OF RESTRICTING THE RIGHTS OF CERTAIN GROUPS

The majority of the population of Ukraine declares support for the universality of human rights. Thus, the vast majority of respondents agreed that “race” or nationality / ethnicity should not affect the existence of a human right (87 percent). The situation is similar when respondents were asked whether sex or age (83 percent) or political views (82 percent) should influence the observance of human rights.

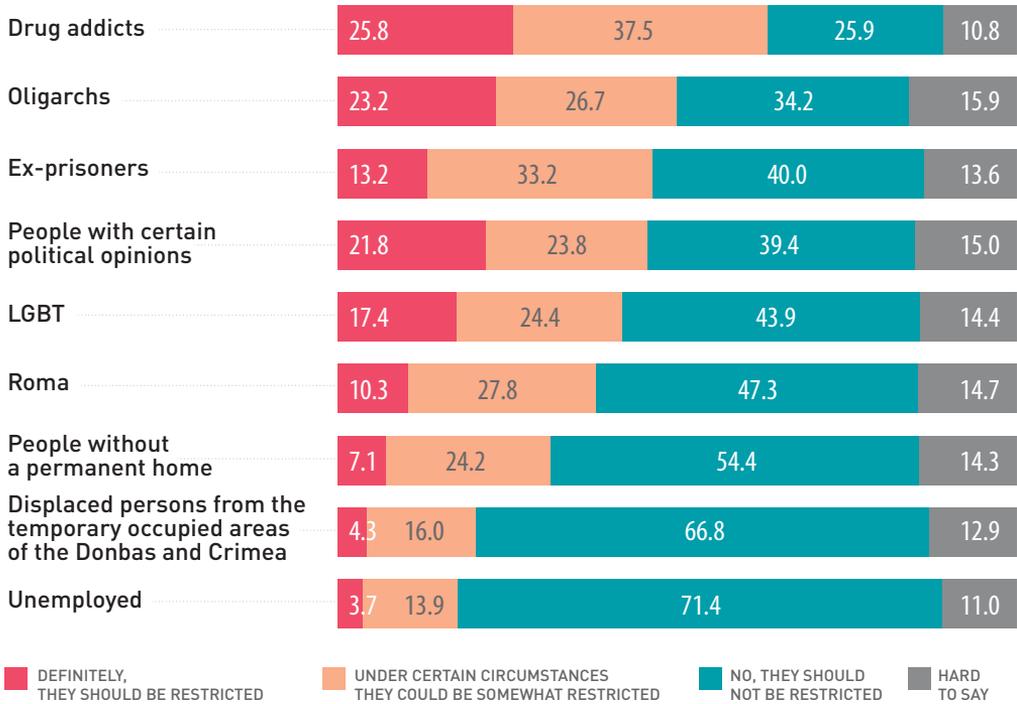
TO WHAT EXTENT DO YOU AGREE WITH THE FOLLOWING STATEMENTS?



However, the picture is somewhat different in the case of limiting the human rights of certain very specific social groups. Respondents say that under certain circumstances they would agree to restricting the rights of drug addicts (63 percent), oligarchs (50 percent), ex-convicts (46 percent), people with unpopular political views (such as those who support Russia, 46 percent) and representatives of the LGBT community (42 percent). An average level of support for the restriction of rights is observed for Roma (38 percent) and homeless people (31 percent). Respondents are less willing to restrict the rights of the unemployed (18 percent) and internally displaced persons (20 percent).

Compared to the previous survey in 2018, the willingness to unconditionally restrict the rights of certain social groups has slightly decreased. This applies to ex-convicts (-3.8 percent), LGBT (-3.2 percent), drug addicts (-1.5 percent), homeless people (-1.8 percent), people with unpopular political views (-1.6 percent) and Roma (-1.4 percent). The readiness to restrict the rights of the unemployed and internally displaced people was almost unchanged.

DO YOU THINK THAT CERTAIN SOCIAL GROUPS SHOULD HAVE THEIR RIGHTS RESTRICTED?



Target groups survey. When analysing the responses of the target groups, a fairly clear trend emerges: the overwhelming majority of human rights activists consider it inadmissible to restrict the rights of any of these social groups. In the case of drug addicts, former convicts, people with unpopular political views and oligarchs, while the share of responses favouring restrictions is relatively high in certain circumstances, the majority still take the position that their rights cannot be restricted. In the other groups the trends are similar to those seen in the national survey:

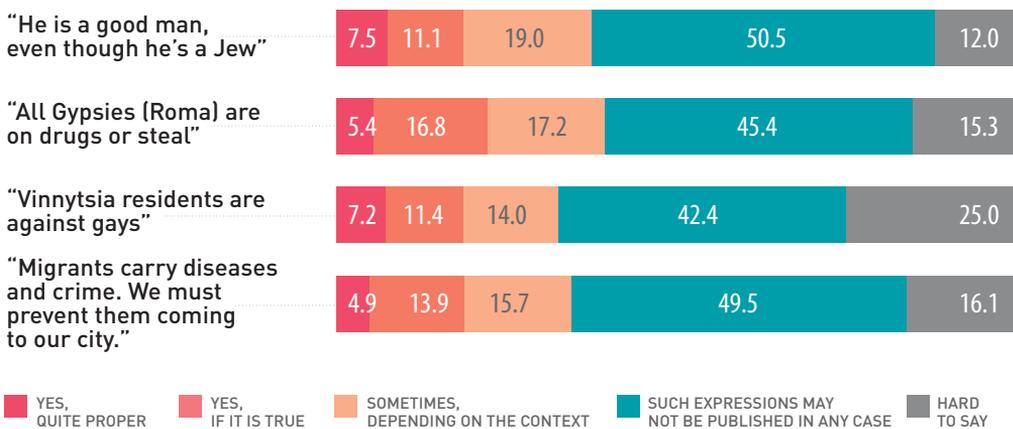
- drug addicts and ex-convicts are the social groups for which the vast majority of respondents are willing (unconditionally or under certain circumstances) to restrict rights;
- oligarchs and people with unpopular political views are also in the “risk zone”, as here the shares of “for” and “against” are almost equal, and the percentage of those who could not decide is higher than for other social groups;
- attitudes to Roma and members of the LGBT community are somewhat better, as most people agree that their rights should not be restricted;
- There is an unequivocally tolerant attitude towards homeless people, the unemployed, and internally displaced persons, where the vast majority of respondents in all target groups agree that their rights should not be restricted.

ATTITUDES TO HATE SPEECH

Given that the main source of information on human rights is the media, the media have the greatest influence on the formation of ideas about human rights – the media, including social networks, significantly affect the formation of a person’s values and ideas about what is acceptable, normal, and so on. When formulating their questions, the researchers had doubts as to how well the respondents would understand legal terminology. So to get a more realistic picture of the public’s attitude to the phenomenon of what is legally termed hate speech, specific examples of such statements were used.

Regarding examples of hate speech against different groups (for example, “He is a good man, even though he’s a Jew”, “All Gypsies (Roma) are on drugs or steal”, “Vinnytsia residents are against gays”, “Migrants carry diseases and crime”), then from 42 percent to 50 percent of Ukrainians believe that these should not be manifested in any case. For 12 percent to 25 percent of the population it is difficult to answer (depending on the expression), while the rest are prepared to justify the use of such expressions under various conditions. This indicates a lack of unanimity regarding hate speech: a large part of the population does not see a problem with its use, or does not even regard such examples as being hate speech, and being unacceptable.

DO YOU THINK IT IS PROPER TO PUBLISH THE FOLLOWING EXPRESSIONS IN THE MEDIA? (PLEASE GIVE ONE ANSWER IN EACH LINE)



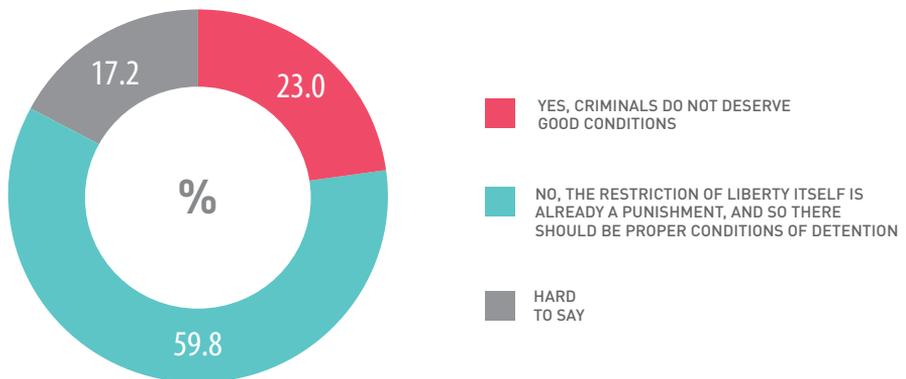
The respondents’ opinions on whether the state should respond to such discriminatory statements is also interesting – slightly more than a third (35-38 percent of men and 32 percent of women) believe that this is a freedom of speech issue, and the state cannot interfere in this area.

Some 45 percent of respondents (42 percent men and 48 percent women) hold the opposite opinion. They agree that the state should ban such statements and hold those that make them to account. In addition, one in five respondents found it difficult to answer this question.

ATTITUDE TO THE CONDITIONS OF DETENTION OF CONVICTS

Answering the question “Should it be possible to keep convicts in bad conditions in prisons?”, the majority of respondents (60 percent) said that imprisonment should be a punishment in itself, and there should be proper detention conditions. At the same time, almost a quarter of respondents (23 percent) believe that criminals do not deserve good conditions of detention, so convicts can be kept in poor conditions. Another 17 percent could not answer this question.

SHOULD IT BE POSSIBLE TO KEEP CONVICTS IN BAD CONDITIONS IN PRISONS?



Regional breakdown. An atypical breakdown of responses was observed in the Southern region. Here, the largest number of respondents (about 32 percent) believe that convicts can be kept in poor conditions in prisons, and the smallest number (less than 52 percent) agree that restriction of liberty is already a punishment, and convicts should have proper detention conditions. At the same time, most respondents in the Donbas believe that the restriction of liberty is already a punishment, and convicts should have proper detention conditions. In addition, it should be noted that these results for the South and the Donbas region are consistent with the 2016 and 2018 surveys.

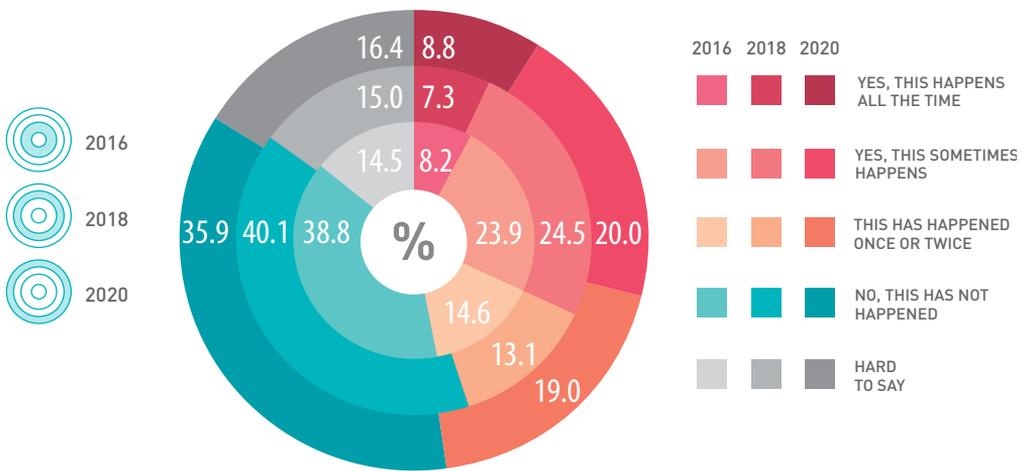




ACTIVITY REGARDING THE PROTECTION OF RIGHTS

More than a third of Ukrainians surveyed said they had never experienced a violation of their rights. Another 16 percent could not answer this question unequivocally. Another 9 percent reported persistent violations of their rights, and 20 percent said that they sometimes occurred. Approximately the same share (19 percent) said this had happened once or twice. At the same time, evidence indicates there is hardly a person in the world whose rights have not been violated, so these data indicate that a third of citizens have a weak idea of their rights and freedoms, and that these people are not even noticing when their rights are violated.

HAVE THERE BEEN SITUATIONS IN WHICH YOUR RIGHTS (OR THE RIGHTS OF THOSE CLOSE TO YOU) WERE VIOLATED?



IDEAS OF EFFECTIVE WAYS TO PROTECT RIGHTS

Ukrainians continue to consider appeals to the media to be the most effective way to protect human rights (23 percent). Appealing to the courts is in second place (21 percent). In the third place is appealing to the European Court of Human Rights (20 percent). Another 22 percent believe that there are no ways to protect their rights in Ukraine at all.

The public’s perception that appealing to journalists is the most effective way to assert their rights is a serious institutional problem. This situation means that the state’s law enforcement and judicial systems are not working properly, and people do not receive protection from them.

TOP 10 MOST EFFECTIVE WAYS TO PROTECT HUMAN RIGHTS

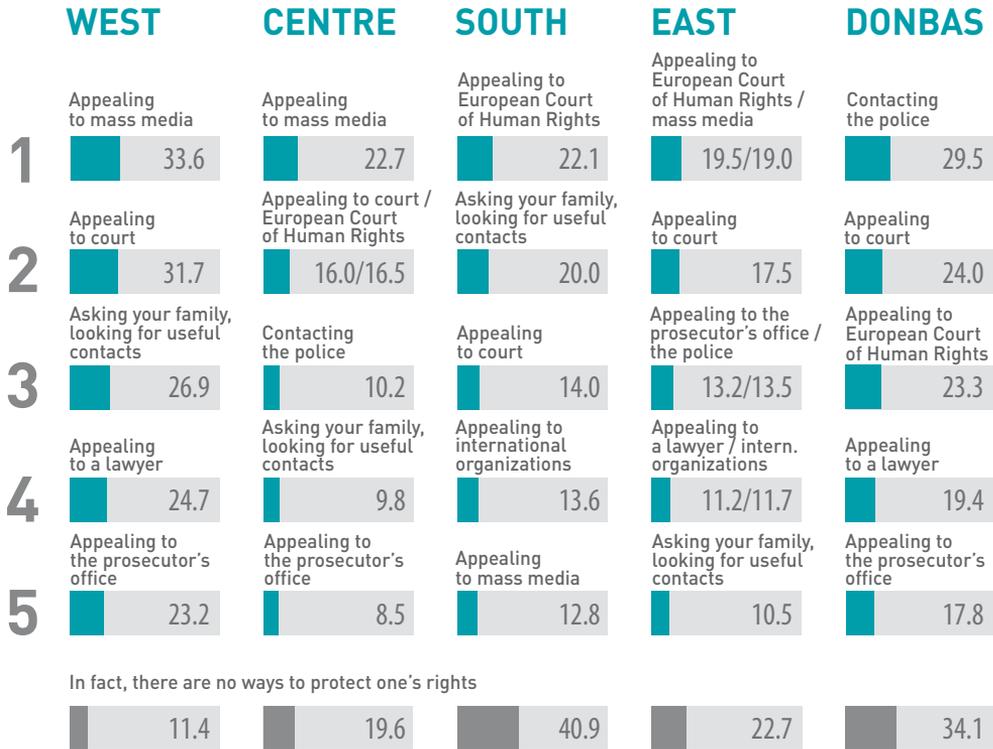


Regional breakdown. Regarding regional differences in people's perception of effective means to protect rights, it should be noted that in the South (41 percent), Donbas (34 percent) and East (23 percent) a relative majority of respondents believe that no such means exist at all.

Respondents from the West are less categorical on this issue (11 percent). It is also worth noting that in Donbas in first place is appealing to the police (30 percent), while in the West and South such a remedy is not even in the top five, and in the East and Centre it is in third place. In general, respondents from the West, the Centre and the East consider appealing to the media to be the most effective remedy, while in the South and East respondents saw appeals to the European Court of Human Rights as their best option.

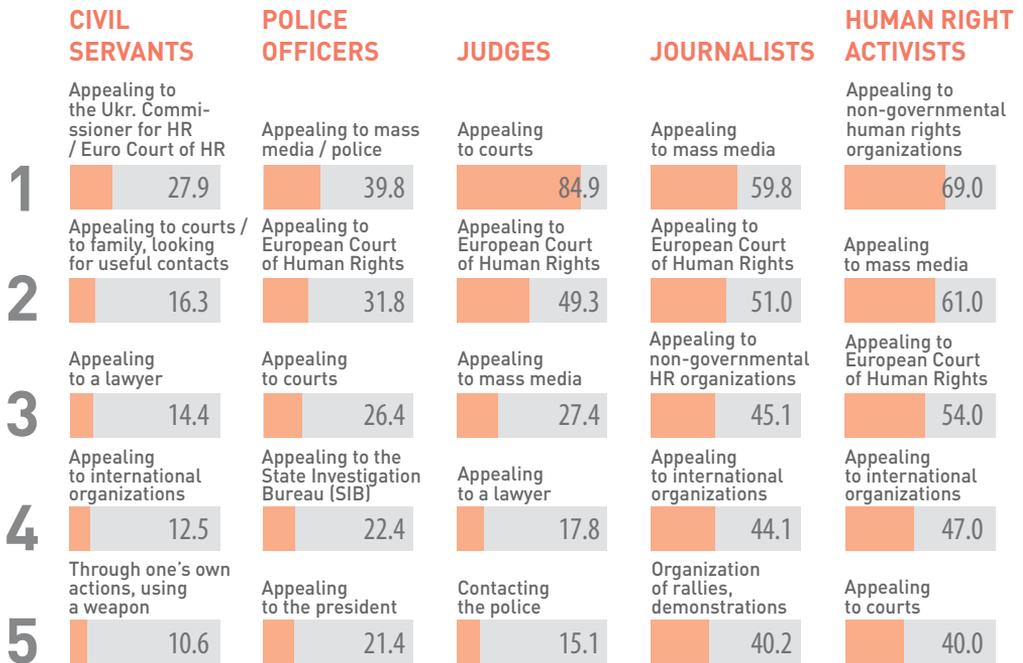
IDEAS OF EFFECTIVE WAYS TO PROTECT RIGHTS

(REGIONAL BREAKDOWN, TOP 5)



Target groups survey. There is a noticeable trend for respondents in the target groups to consider the most effective way to protect their rights to be to use the system they work for. Thus, police officers say appealing to the police is most effective, journalists say the media, judges say the courts, and human rights activists say non-governmental human rights organizations. Meanwhile, some civil servants say appealing to the Verkhovna Rada Commissioner for Human Rights is the most effective means. Incidentally, civil servants generally gave the lowest scores compared to other groups in their perceptions of the effectiveness of any human rights remedy. In addition, this group has the highest level of doubt that rights can be defended at all (18 percent compared to the next highest group – 8 percent of journalists).

WHAT IS THE MOST EFFECTIVE WAY TO PROTECT HUMAN RIGHTS IN UKRAINE NOW? (TOP 5)

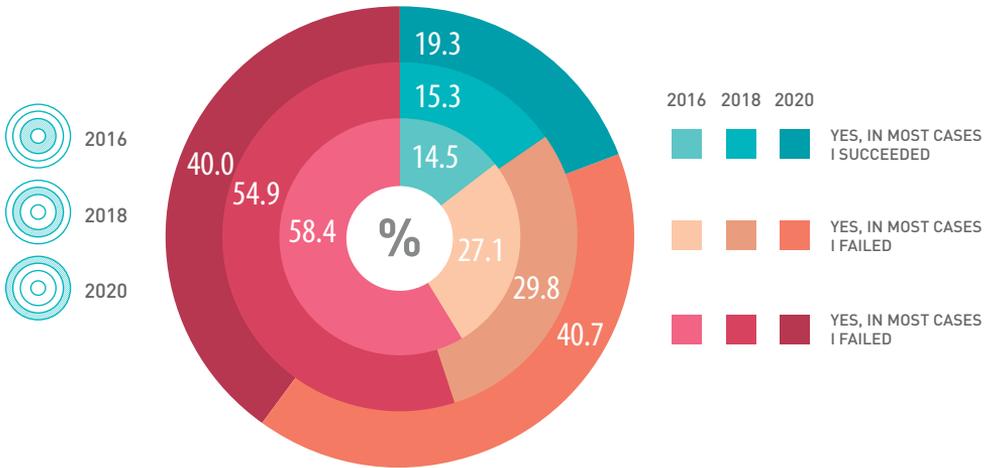


PERSONAL EXPERIENCE OF DEFENDING HUMAN RIGHTS

Only 20 percent of Ukrainians surveyed said they had successfully defended their rights. An approximately equal share of respondents (40 percent each) had either never tried to protect their rights, or tried and failed to protect them.

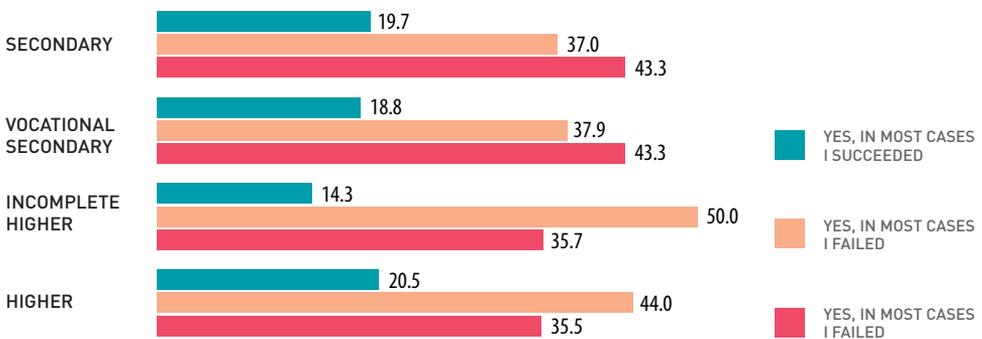
Nevertheless, these indicators are much better than those of previous studies. The share of respondents who had tried to defend their rights (successfully or not) increased from 42 percent in 2016 to 60 percent in 2020. And despite the fact that the majority of respondents in most cases failed to defend their rights, the number of those who successfully resolved these issues increased (from 15 percent in 2016 to 19 percent in 2020).

IF YOUR (OR YOUR RELATIVES') RIGHTS WERE VIOLATED, DID YOU TRY TO PROTECT THEM?



There is a relationship between willingness to defend rights and level of education. Thus, among people with secondary or secondary special education, about 43 percent of respondents did not try to defend their rights. Among people with a higher education, this fell to 35 percent.

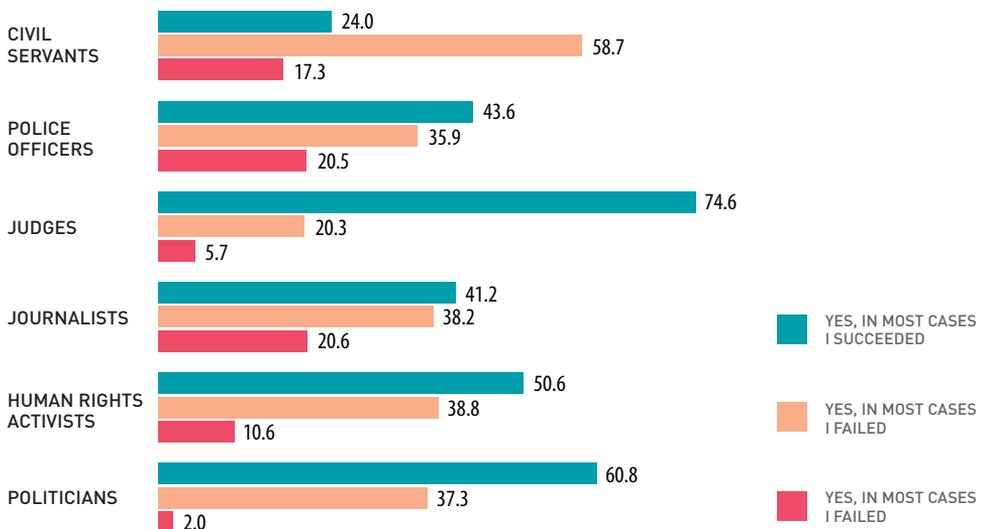
IF YOUR (OR YOUR RELATIVES') RIGHTS HAVE BEEN VIOLATED, HAVE YOU TRIED TO PROTECT YOUR RIGHTS? (EDUCATIONAL BREAKDOWN)



Target groups survey. With the exception of the police group, more than half of the other groups claim that their rights are constantly or occasionally violated. This was claimed by 56 percent of civil servants, 56 percent of judges, 56 percent of journalists, 69 percent of human rights activists and 64 percent of politicians. In contrast, only 44 percent of police officers stated this. It is noteworthy that only 9 percent of journalists and 12 percent of human rights activists say that there are no violations of human rights, while among police officers this number reaches 30 percent.

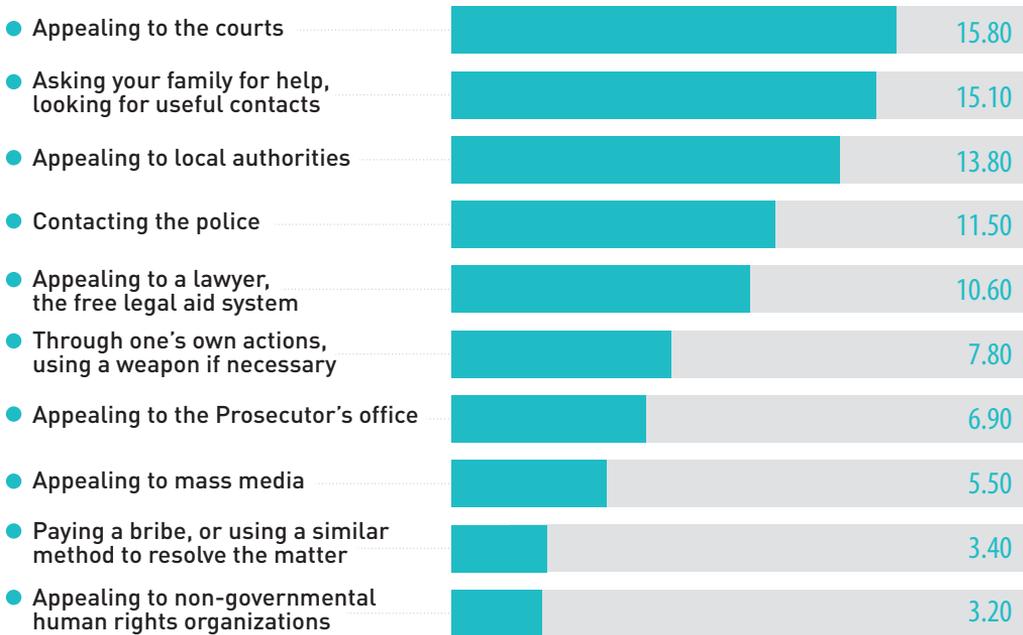
At the same time, the effectiveness of attempts by police and journalists to protect their rights is mediocre, and civil servants defended their rights even less effectively. Judges, politicians and human rights activists are the groups that most effectively defended their rights if they were violated.

IF YOUR (OR YOUR RELATIVES') RIGHTS WERE VIOLATED, DID YOU TRY TO PROTECT THEM?



For the third study in a row, there is a trend for there being a difference in the remedies that Ukrainians consider effective and those that they actually use. Thus, among the ways in which respondents tried to protect their rights were: appealing to the courts (16 percent), asking your family for help, looking for useful contacts (15 percent), appealing to local authorities (14 percent), appealing to the police (12 percent), and appealing to a lawyer and the free legal aid system).

IF YOU TRIED TO PROTECT YOUR RIGHTS, HOW DID YOU, EXACTLY? WHAT REMEDIES DID YOU USE?



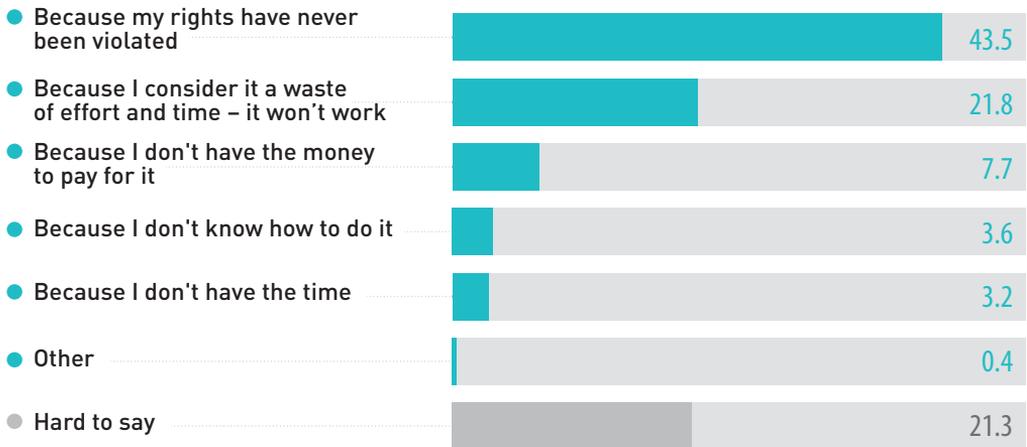
As we can see, even if people see a method of protecting their rights as effective, it does not mean that they will use it in practice. Thus, although appealing to the media is considered to be the most effective way to protect human rights, it was still used by only a small proportion of respondents. The situation is similar with appeals to the European Court of Human Rights or international organizations. This is partly due to the complexity of the appeals process. The opposite picture is seen with regard to appealing to local authorities. Despite this remedy being regarded as not very effective, it was used by a relatively large proportion of respondents.

The sad trend is that all of the informal ways of defending one's own human rights are in the top 10, including looking for contacts (15 percent), and none's own actions, including the use of weapons (8 percent), and bribery (3 percent).

Some 44 percent of respondents who said they have never defended their rights claim that their rights have never been violated. Another 22 percent consider defending their rights to be a waste of time ("It won't work"), and 8 percent have never defended their rights because they do not have the financial means to do so. Only in 4 percent of cases did people fail to defend their rights because they did not know how, while 3 percent said they lacked the time to do so.

IF YOU HAVE NEVER DEFENDED YOUR RIGHTS, THEN WHY?

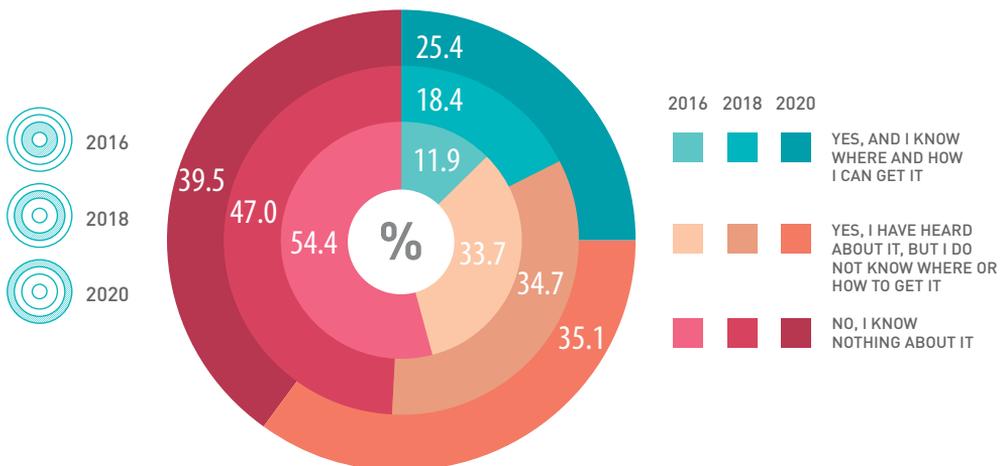
(INDICATE AS APPROPRIATE)



ACTIVITIES OF CERTAIN HUMAN RIGHTS PROTECTION MECHANISMS

According to the survey data, a quarter of Ukrainians know they can receive free legal aid (FLA) from the state, and know where it can be obtained. Another 35 percent of respondents have heard of FLA, but do not know where to get it, and 40 percent of respondents have not heard of FLA.

DO YOU KNOW YOU CAN RECEIVE FREE LEGAL AID FROM THE STATE?

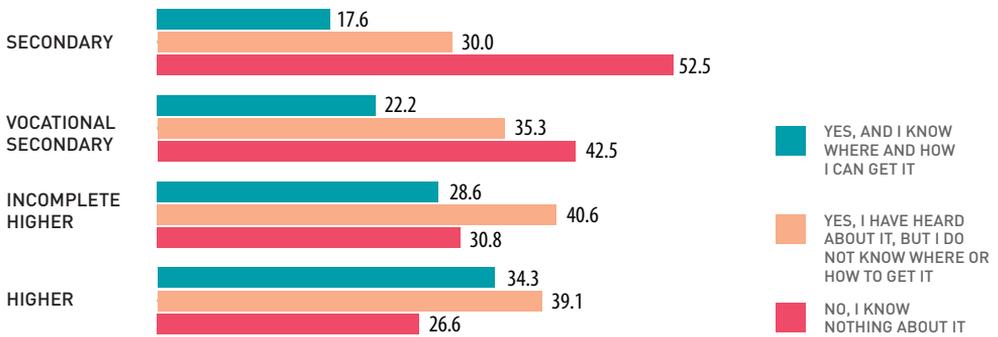


Since 2016, there has been a significant increase in the level of awareness of the population regarding the possibility of receiving free legal aid. Compared to 2016, the number of respondents who know where to get it has more than doubled – from 12 percent to 25 percent. At the same time, the share of respondents who know nothing about the FLA system decreased from 54 percent to 40 percent.

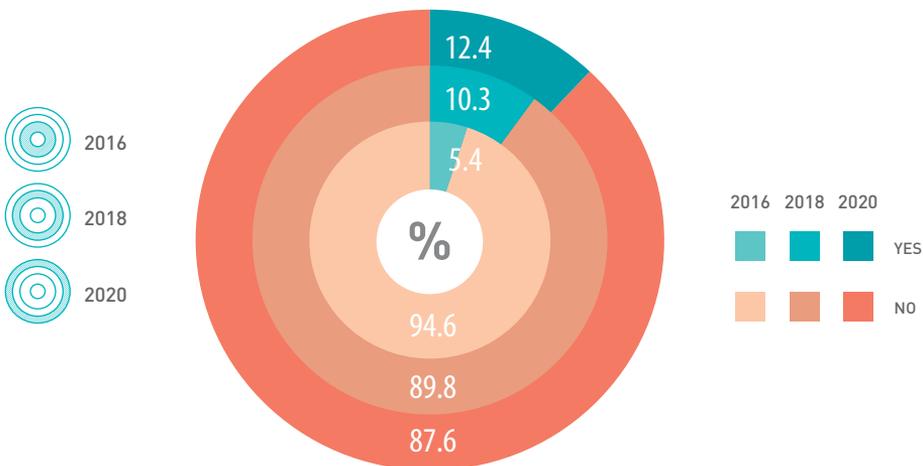
As the level of education increases, so does the number of respondents who know about free legal aid and where it can be obtained.

DO YOU KNOW YOU CAN RECEIVE FREE LEGAL AID FROM THE STATE?

(EDUCATIONAL BREAKDOWN)



HAVE YOU EVER CONTACTED A LAWYER FROM A FREE LEGAL AID CENTRE?

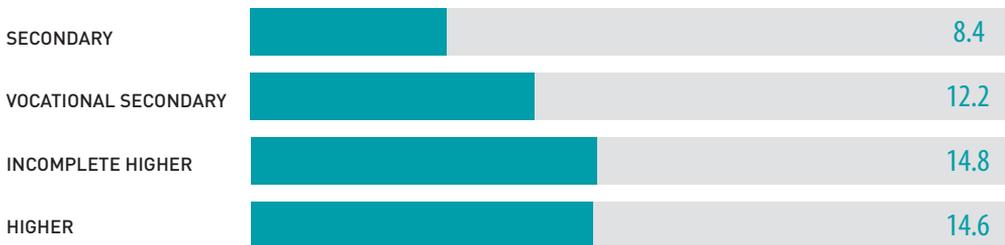


One in eight respondents had applied to the FLA system – quite a high figure. There has also been an increase in the number of respondents who have applied to the FLA system. This number has more than doubled since 2016 – from 5 percent to 12 percent.

As in the case of awareness of the FLA system, people with higher education were more likely to use free legal aid centres. Among respondents with secondary education, 8 percent had applied to such centres, while among people with a higher education it was 15 percent.

HAVE YOU EVER CONTACTED A LAWYER FROM A FREE LEGAL AID CENTRE?

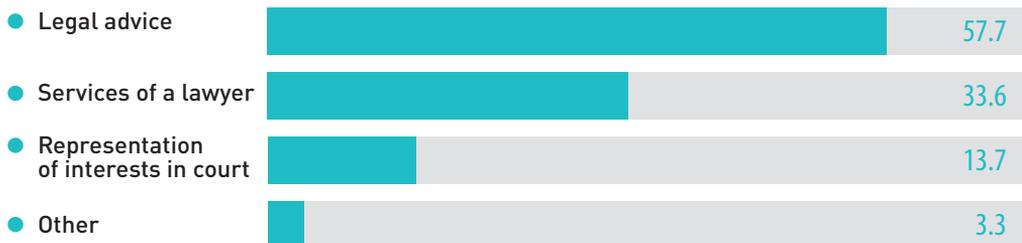
(EDUCATIONAL BREAKDOWN)



Respondents who used the FLA system most often used it to obtain legal advice (58 percent). This was followed by the services of a lawyer (34 percent) and representation of their interests in court (14 percent).

IF YOU HAVE USED A FREE LEGAL AID CENTRE, WHAT LEGAL SERVICES DID YOU OBTAIN?

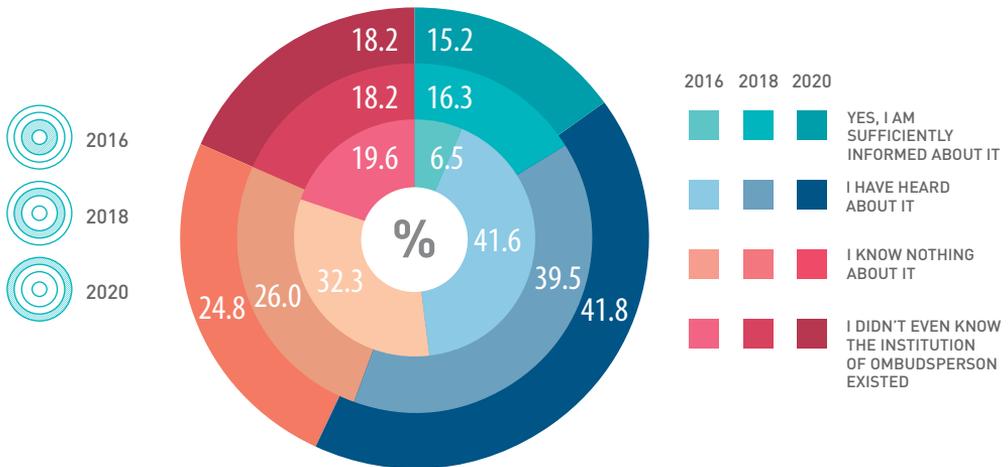
(YOU CAN CHOOSE ONE OR MORE OPTIONS)



UKRAINIAN PARLIAMENT COMMISSIONER FOR HUMAN RIGHTS (OMBUDSPERSON)

The level of awareness of the activities of the Parliament Commissioner for Human Rights has significantly increased compared to 2016, but remains stable compared to 2018. Approximately 15 percent of respondents stated that they were sufficiently informed about the activities of the Parliament Commissioner for Human Rights (Ombudsperson). Another 42 percent have heard about the activities of the Commissioner. A quarter of respondents still do not know anything about the activities of the Commissioner, and 18 percent have never heard of the institution.

DO YOU KNOW ANYTHING ABOUT THE WORK OF THE UKRAINIAN PARLIAMENT COMMISSIONER FOR HUMAN RIGHTS (OMBUDSPERSON)?

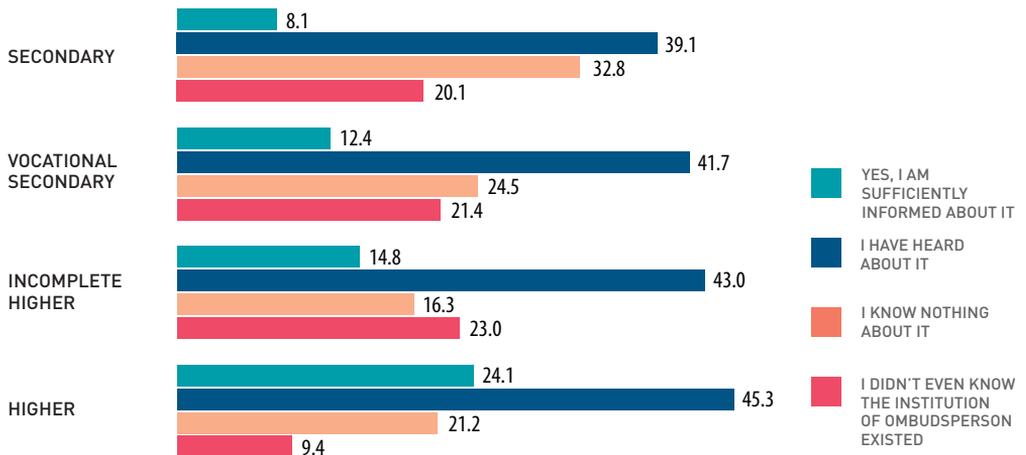


As the level of education increases, so does the level of awareness of the Ombudsperson’s work. Thus, among respondents with higher education, 24 percent of respondents are sufficiently informed about the activities of the Commissioner. This figure halves among respondents with a special secondary education (12 percent) and falls to 8 percent among those with only a secondary education. Interestingly, a quarter of respondents (23 percent of men and 26 percent of women) stated that they were unaware of both the institution and its activities, and the FLA system, indicating the existence of a significant segment of the population who do not have adequate knowledge of advocacy tools, or who are generally sceptical about legal protection instruments and their effectiveness.

The percentage reaches peak values in the over-54 age group (30 percent) and among women under 30 years (28 percent). In the regional context, the lowest level of awareness is seen in the Donbas (30 percent) and in the Centre (27 percent). This percentage decreases with increasing levels of education, but even in the group of people with higher education it is still 13 percent.

DO YOU KNOW ANYTHING ABOUT THE WORK OF THE UKRAINIAN PARLIAMENT COMMISSIONER FOR HUMAN RIGHTS (OMBUDSPERSON)?

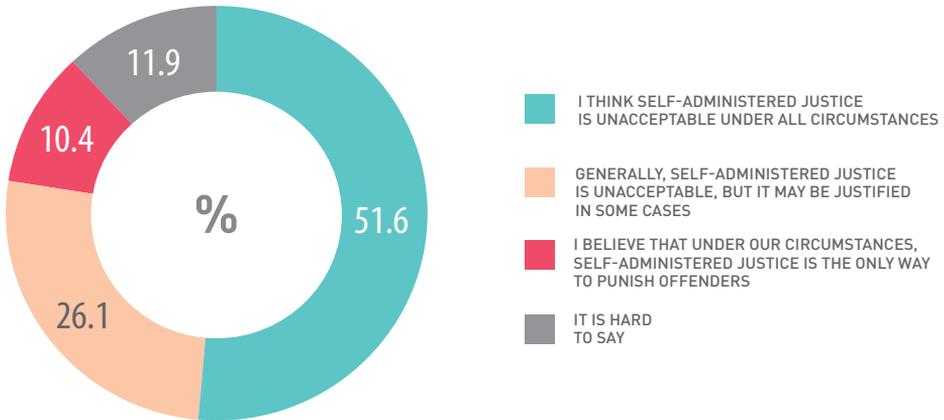
(EDUCATIONAL BREAKDOWN)



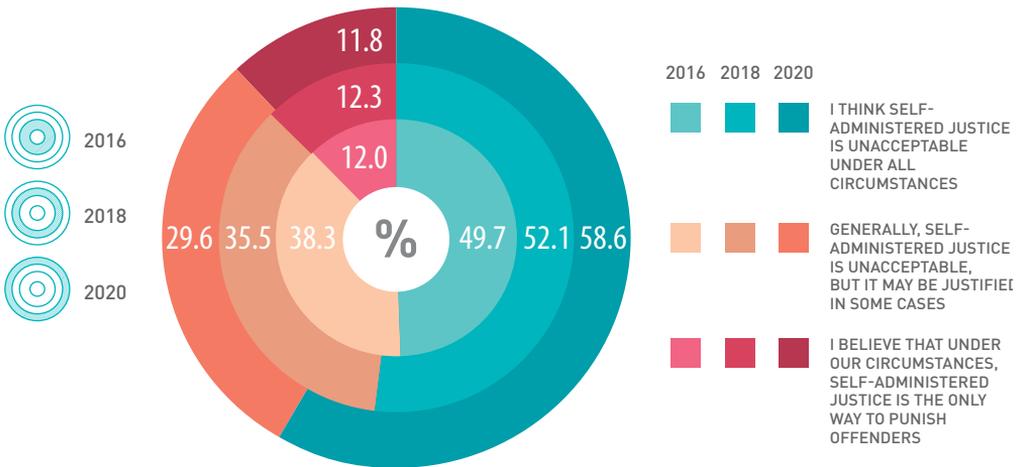
ATTITUDES TO SELF-ADMINISTERED JUSTICE

The attitude of Ukrainians to self-administered justice is an important issue. Questioned on the topic, 59 percent of respondents (among those who expressed an opinion) said that they consider self-administered justice to be inadmissible under any conditions. At the same time, since 2016, the share of respondents who are ready to support self-administered justice has significantly decreased – either under certain circumstances or unconditionally. While 50 percent of respondents in 2016 declared self-administered justice to be inadmissible, in the data from 2020 this rose to 59 percent.

WE CAN NOW HEAR CALLS FOR PEOPLE TO TAKE JUSTICE INTO THEIR OWN HANDS SO THAT CRIMINALS DO NOT GO UNPUNISHED. WHAT DO YOU THINK ABOUT THIS?



TREND (AMONG THOSE WHO EXPRESSED AN OPINION)

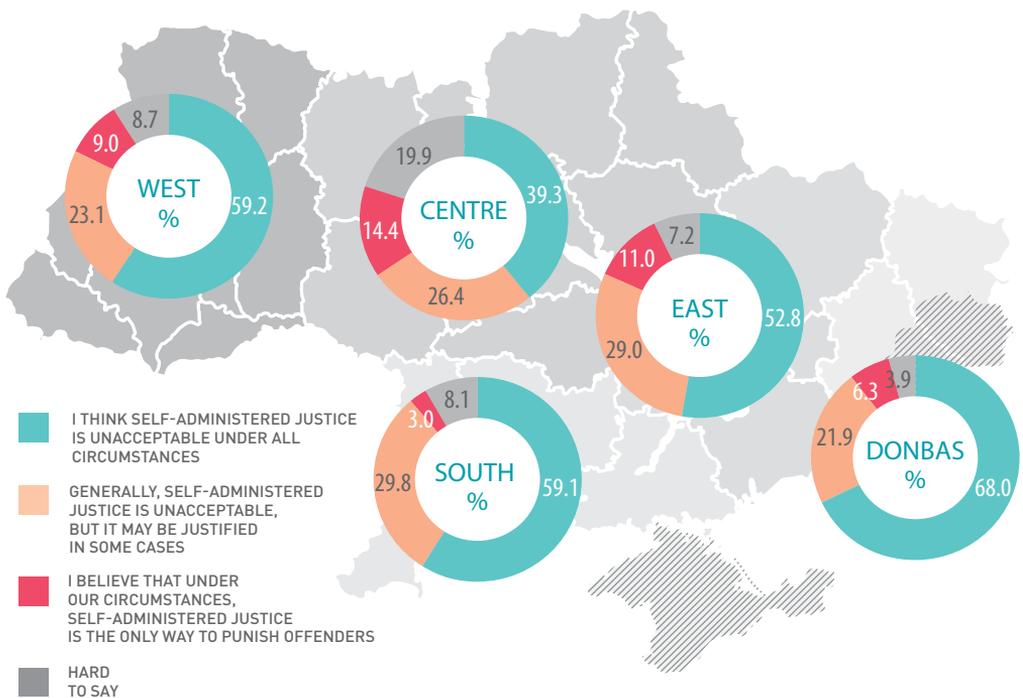


It is concerning that an extremely high percentage of the population of Ukraine still supports self-administered justice. This happens when certain conditions occur: on the one hand people do not trust the state protection mechanisms, and on the other hand these mechanisms do not work well.

Regional breakdown. As in previous surveys, in the Donbas a large majority of respondents believe that self-administered justice is inadmissible in any case. In the central region, the opinions of the respondents were more fragmented: a fifth (20 percent) could not answer this question, 39 percent said self-administered justice is inadmissible in any case, but just over 40 percent suggested either that it could be justified in some cases, or it is the only effective way to defend their rights.

WE CAN NOW HEAR CALLS FOR PEOPLE TO TAKE JUSTICE INTO THEIR OWN HANDS SO THAT CRIMINALS DO NOT GO UNPUNISHED. WHAT DO YOU THINK ABOUT THIS?

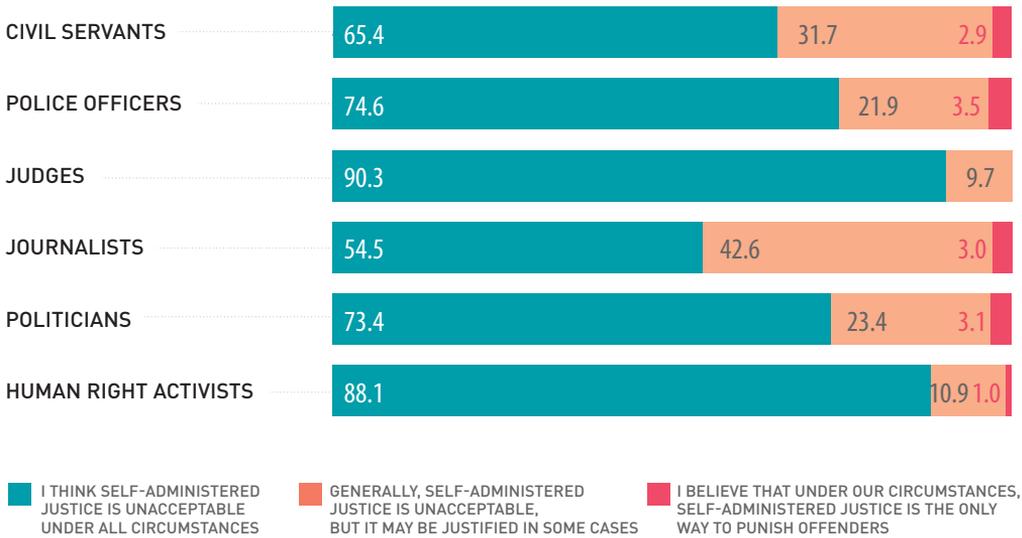
(REGIONAL BREAKDOWN)



Target groups survey. Representatives of the surveyed target groups assessed the acceptability of self-administered justice differently from the respondents in the general survey. Journalists were the most accepting of people taking justice into their own hands, with opinions being divided almost equally: 55 percent consider self-administered justice to be unacceptable in any case, while 43 percent say that it could be permissible in some cases, and another 3 percent say that it is currently the only way to defend their rights.

There is more doubt about the inadmissibility of self-administered justice among civil servants and police officers (65 percent of civil servants, and 75 percent of police officers and politicians share this opinion). Opposition to self-administered justice is highest among judges and human rights activists, with only 10 percent saying self-administered justice could ever be used.

WE CAN NOW HEAR CALLS FOR PEOPLE TO TAKE JUSTICE INTO THEIR OWN HANDS SO THAT CRIMINALS DO NOT GO UNPUNISHED. WHAT DO YOU THINK ABOUT THIS?





IMPACT OF THE CONFLICT
ON PERCEPTIONS,
TOLERANCE AND VALUES

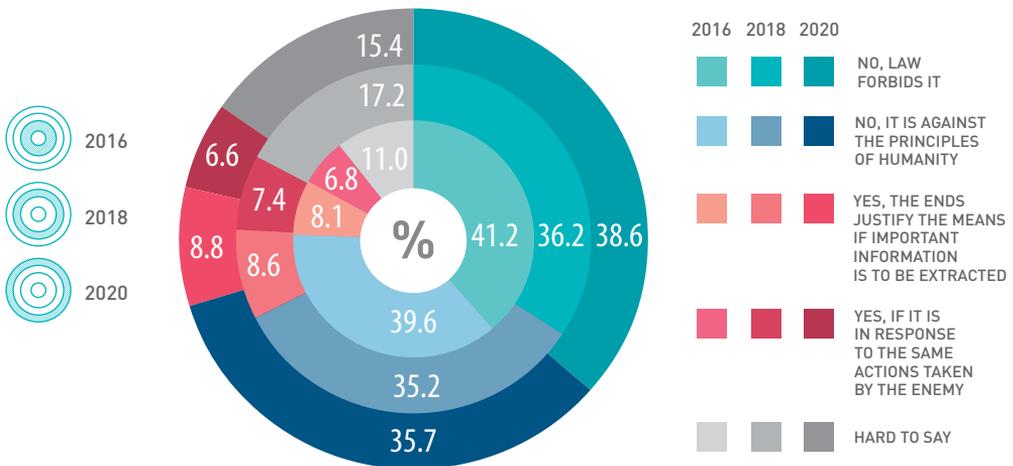


ATTITUDE TO USING TORTURE AGAINST ENEMIES

The vast majority of Ukrainians believe that the use of torture against enemies during hostilities cannot be justified. A legal motivation for not using it (that it is not allowed by law) is cited by 39 percent of respondents. A humanistic motivation was cited by a similar share – 36 percent. At the same time, 9 percent of respondents said that the ends justify the means, so torture could be used if you wanted to get important information. Another 7 percent believe it is a proper response to the same actions by the enemy. In addition, more than 15 percent could not answer this question. The views of the public nationally on this issue across the three studies (2016, 2018 and 2020) show little variation.

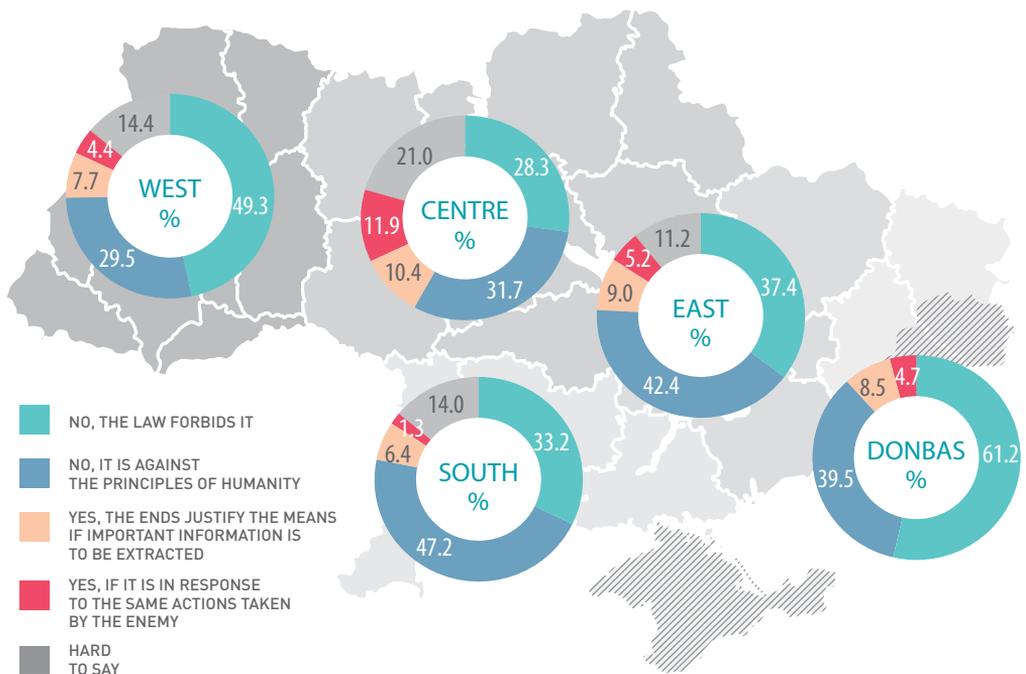
It is important to note that torture is strictly prohibited under international and national law. Since three quarters of the population does not support the use of torture, this is generally a very positive statistic, as the views of the vast majority of the general public are in line with European human rights standards.

DO YOU THINK THAT THE USE OF TORTURE AGAINST ENEMIES DURING HOSTILITIES CAN BE JUSTIFIED?



Regional breakdown. More variation is seen at the regional level. Respondents from the Centre and East regions were more willing to allow the use of torture, while the level of opposition to such practices is higher in the Donbas and the West. Compared to 2016, the position of respondents has changed somewhat in the West region, with the percentage of those justifying torture by saying it could yield important information decreasing by 10 percent. At the same time, the number of respondents who say torture should not be allowed because it is illegal has increased by more than 10 percent. In the East and South, opposition to the use of torture is based most on the principles of humanism.

CAN THE USE OF TORTURE AGAINST ENEMIES DURING HOSTILITIES BE JUSTIFIED? (YOU CAN CHOOSE SEVERAL ANSWERS, REGIONAL BREAKDOWN)



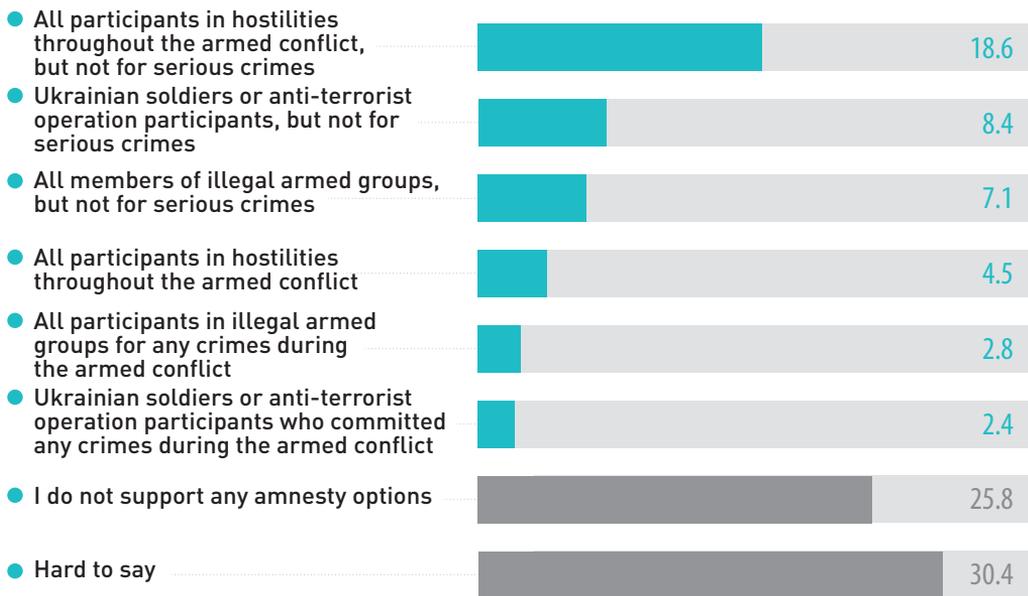
Target groups survey. The vast majority of respondents in all of the target groups said that torture during hostilities cannot be justified due to its illegality (from 42 percent to 66 percent) or inconsistency with the principles of humanism (from 31 percent to 86 percent). Among police officers, 5 percent would allow the use of torture if important information had to be obtained, and 2 percent would allow it in response to the same actions by the enemy. However, among police officers, this figure is concerning, because torture is in this case being supported by persons who could apply it in practice in their work.

SUPPORT FOR VARIOUS AMNESTY OPTIONS

The third national human rights survey in 2020 asked respondents about their support for various options of amnesties for crimes committed during the armed conflict. The largest share of respondents (26 percent) stated that they do not support any options of amnesty for crimes committed in eastern Ukraine. Another 19 percent of Ukrainians called for amnesties for all participants in hostilities throughout the armed conflict, but not for serious crimes (premeditated murder, torture, robbery and international crimes). However, 30 percent of respondents found it difficult to answer this question. An amnesty for all participants in hostilities throughout the armed conflict is supported only by a small proportion of the population (5 percent).

WHAT IS YOUR ATTITUDE TO AMNESTIES FOR CRIMES IN EASTERN UKRAINE, AND WHO SHOULD THEY APPLY TO?

(YOU CAN CHOOSE THE ONE OPTION THAT BEST SUITS THE VIEWS OF THE RESPONDENT)



If you look at the regional breakdown, the option of an amnesty for all participants in hostilities throughout the armed conflict, but not for serious crimes (premeditated murder, torture, robbery) gained most support in the Donbas (26 percent). An amnesty for Ukrainian servicemen or anti-terrorist operation participants, but not for serious crimes (premeditated murder, torture, robbery) is most supported in Western Ukraine (12 percent). The largest share of the population that does not support any amnesty options is in the East (32 percent).

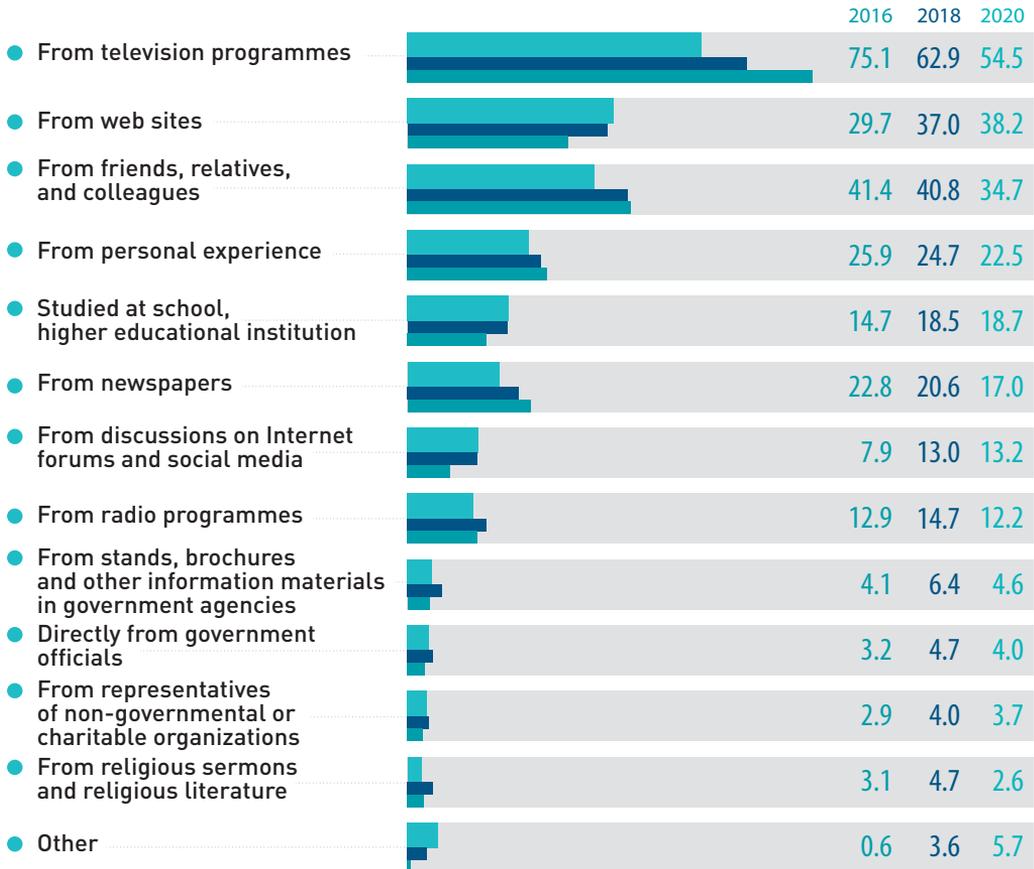
SOURCES OF INFORMATION ABOUT HUMAN RIGHTS, AND THEIR SIGNIFICANCE



According to the survey, the most popular way to obtain information about human rights is from television programmes (55 percent). The second most popular is the Internet (38 percent). Another 35 percent of respondents said they learn about human rights from friends, relatives and colleagues.

HOW DO YOU FIND INFORMATION ABOUT HUMAN RIGHTS, THE STATE OF THEIR OBSERVANCE, AND WAYS TO PROTECT THEM?

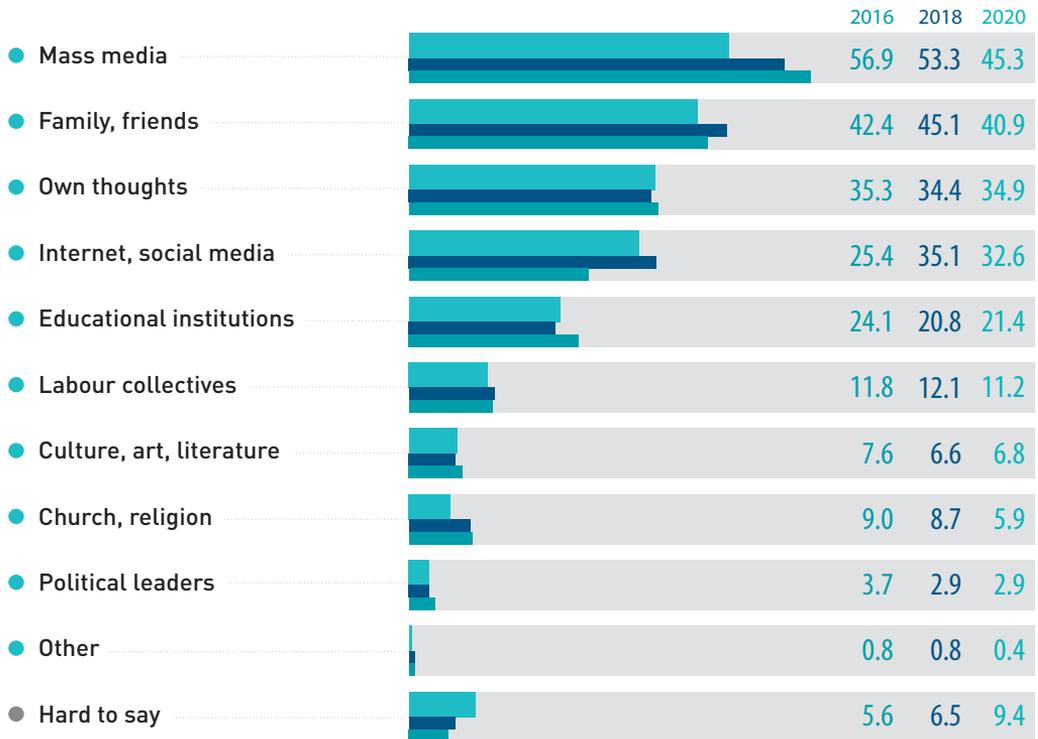
(YOU CAN CHOOSE ALL SUITABLE ANSWER OPTIONS)



The formation of respondents’ views on human rights was most influenced by: the media – 45 percent; family and friends – 41 percent; their own thoughts – 35 percent; and the Internet and social media – 33 percent. Only 21 percent said that their views on human rights were influenced by educational institutions.

WHAT DO YOU THINK HAS MOST INFLUENCED THE FORMATION OF YOUR VIEWS ON HUMAN RIGHTS?

(NAME THE THINGS THAT ARE MOST AUTHORITATIVE FOR YOU)

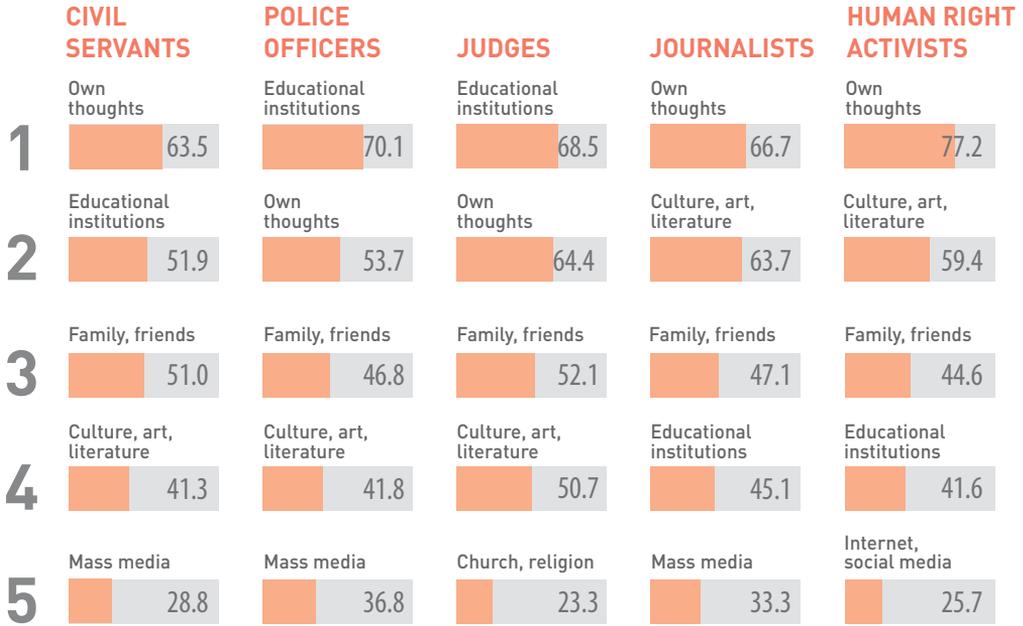


At the same time, it is worrying that none of the authorities are among the sources of information on human rights for the population, as is the fact that educational institutions account for only about 20 percent. It is obvious that the media cannot perform an educational function. Their main task is to inform and ensure there is public discussion about socially important issues.

Target groups survey. The target groups showed significant differences from the general public in the ranking of factors influencing their views on human rights. For representatives of the target groups, the first positions are taken by such factors as their own thoughts, studies, family and culture. There are some differences between the groups themselves as to what influences their views on human rights. Thus, educational institutions have had a greater influence on the opinions of law enforcement officers and judges, while this influence is much lower among human rights activists and journalists. On the other hand, the latter were most influenced by the cultural sphere. The influence of the church on the formation of the ideas of judges was higher than in other groups. What unites the surveyed groups is that all ranked their own thoughts as either the top or second-most-important influence on their views about human rights.

WHAT FACTORS DO YOU THINK HAVE MOST INFLUENCED THE FORMATION OF YOUR VIEWS ON HUMAN RIGHTS?

(NAME THOSE THAT HAVE SHAPED YOUR VIEWS SIGNIFICANTLY)





COVID-19 AND HUMAN RIGHTS

In 2020, Ukraine and the world faced unprecedented challenges due to the spread of the novel coronavirus SARS-CoV-2 (which causes the disease COVID-19), so the study also examines the attitude of the population to the quarantine restrictions the government imposed in the spring of 2020, as well as their views on how they conform with human rights standards.

As there is no consensus even in the expert community on the extent to which the imposed restrictions violate or conform with human rights, the questions put to the respondents were formulated in such a way as to assess the public's attitude to these restrictions. Thus, respondents were asked whether they considered certain restrictions necessary in the current COVID-19 pandemic. The list of restrictions was drawn from Resolution of the Cabinet of Ministers No. 211 of 11 March 2020 "On preventing the spread of COVID-19 acute respiratory disease caused by the SARS-CoV-2 coronavirus".

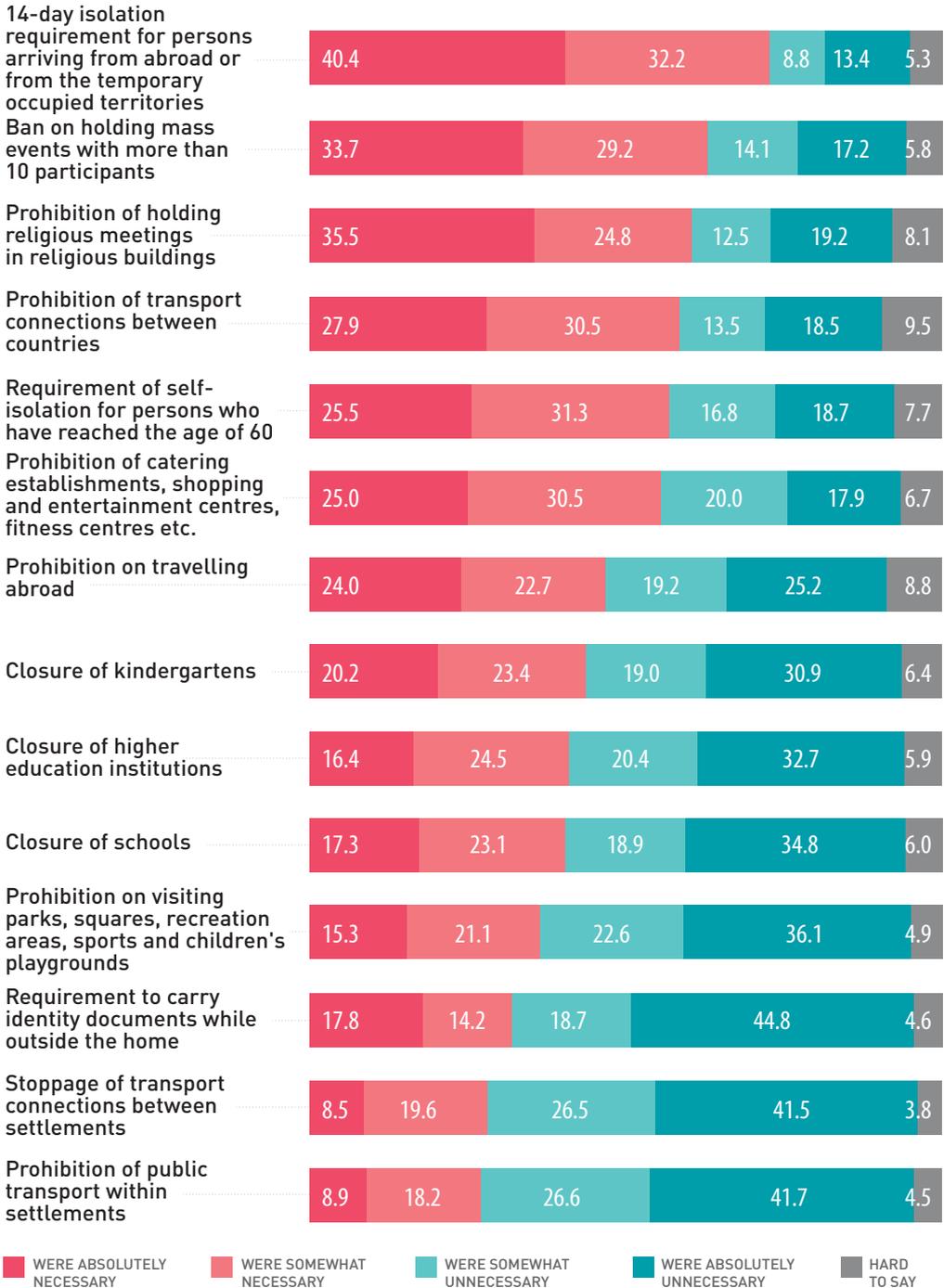
The survey showed that Ukrainians mostly support the quarantine measures imposed by the government in the spring of 2020. Thus, the majority of respondents agreed with the need for 14-day isolation for persons arriving from abroad or from territories not controlled by the Government of Ukraine (73 percent), and the bans on holding mass cultural, entertainment, and sports events with more than 10 people (63 percent) and religious meetings in religious buildings (60 percent).

More than half of the respondents supported banning transport connections between countries, and 57 percent agreed with the self-isolation order for people over 60 years of age. The ban on the operation of catering establishments was supported by 56 percent.

At the same time, a number of restrictions were perceived by Ukrainians as unjustified. These included the ban on public transport within settlements (only 27 percent were for, and 68 percent against) and the ban on transport between settlements – 28 percent for, 68 percent against. In addition, only 32 percent of respondents supported the requirement to carry identity documents while outside the home. The ban on visiting parks, squares, recreation areas, sports and playgrounds was supported by 36 percent of citizens, was not supported by 59 percent. Low support was expressed for the closure of schools – 40 percent, the closure of universities – 41 percent, and the closure of kindergartens – 44 percent. The ban on travel abroad was supported by 47 percent of respondents.

Most of the restrictions that respondents supported less are those that directly affected most people and created significant difficulties for them in going about their lives. The ban on public transport virtually paralysed those who did not have their own vehicles and who could not work remotely. The closure of kindergartens, schools and universities made life difficult for parents. Some of the bans were rather questionable: such as the ban on visiting recreation areas, parks and squares, or the ban on going abroad. The controversial nature of these restrictions is likely to have led to the low level of support for them.

ATTITUDES OF THE POPULATION TO QUARANTINE RESTRICTIONS IMPOSED DUE TO COVID-19



ATTITUDE OF TARGET GROUPS TO QUARANTINE RESTRICTIONS

Virtually all of the quarantine restrictions imposed by the government were supported by government officials, politicians, and police officers. Thus, most police officers supported all the restrictions. Among civil servants, less than 50 percent support was recorded only for long-distance transport (47 percent), the ban on visiting parks and squares (39 percent) and the requirement to carry identity documents while outside (33 percent). According to politicians, the absolutely necessary restrictions included a ban on holding mass events, religious gatherings, the 14-day isolation period for people arriving from abroad or the temporary occupied territories, and the ban on operating catering establishments. There was most disagreement among politicians over the need for restrictions on visiting parks, squares, and recreation areas, the requirement to carry identity documents while outside, and the ban on travel abroad.

In contrast to the above-mentioned groups, judges and human rights activists had a more critical attitude towards the quarantine restrictions, and not all restrictive measures were perceived by these groups as justified. Interestingly, the judges' overall support for the restrictions was the lowest, even compared to human rights activists. For example, the ban on public transport in cities and on long-distance transport services during quarantine were considered necessary by less than 32 percent of the judges surveyed, only 27 percent thought the ban on visiting parks and squares was necessary, and just 25 percent thought the requirement to carry identity documents while outside was justified. Human rights activists were also quite critical of the quarantine restrictions – the vast majority of them said there was no need to ban visits to parks, squares, recreation areas, sports grounds and children's playgrounds, and that the requirement to carry identity documents was unjustified. The only quarantine restriction that human rights activists said was absolutely necessary was the ban on religious gatherings in religious buildings.



CONCLUSIONS

IDEA OF HUMAN RIGHTS

The study shows that Ukraine has a fairly strong human rights tradition, built on core human rights values such as freedom, justice, dignity, responsibility, and equality. Also, security is among the top five human rights values in the country – not surprising for a country in which an armed conflict continues. Moreover, looking at the answers of the respondents, it is clear that human rights are not an artificial, imposed concept, but are something inherent to Ukrainian society.

As in previous surveys conducted in 2016 and 2018, the 2020 survey showed that about half of Ukrainians quite rightly believe that certain rights belong to a person from birth, and this opinion significantly prevails over other options. It is important that even across different age groups, religious views, levels of education and so on, the belief that certain human rights belong to people from birth significantly outweighs other views, including those that human rights are provided by the state, international treaties, religion, or are in general determined by humans on their own.

For the third consecutive study, there is a lack of a unanimous view on the place and role of the state with regards to human rights. As in 2016 and 2018, in 2020 the opinions of respondents were split into three large groups: some, in exchange for their own well-being, are ready to partially cede their rights and civil liberties to the state, others, to ensure their personal freedom and the safeguarding of human rights, are prepared to tolerate certain financial difficulties, but almost as many respondents find it difficult to give an answer. One positive trend is that the majority of the population now believes that human rights cannot be exchanged for things of material value, as in the end you might be left with neither.

ASSESSMENT OF THE HUMAN RIGHTS SITUATION

It is concerning that almost a third of Ukrainians report the regular violation of their rights, but more surprisingly, 36 percent of Ukrainians state that they have never encountered a violation of their rights, which is most likely evidence of low awareness of their rights under the law.

The vast majority of Ukrainians have not noticed any improvement in the human rights situation over the past year. A slight amount of progress has been observed in the situations with freedom of thought, conscience and religion, the right to participate in cultural life, and freedom of assembly and association.

The trend for a deterioration of rights in the socio-economic bloc – the right to an adequate standard of living for oneself and one's family, the right to social security, the right to work – which was observed in the 2016 and 2018 surveys, has continued in the 2020 survey.

Moreover, the greatest scepticism about the observance of these rights is shown by the older age group, which may indicate its pronounced socio-economic vulnerability.

Among civil and political rights and freedoms, Ukrainians reported the greatest regressions in the exercising of the right to a fair trial and the right to the protection of personal data. The assessment of Ukrainians' right to a fair trial had shown a steady decline for the third survey in a row. This can be explained by the many problems of long-lasting judicial reform and the crisis in the judiciary.

At the same time, the deterioration of assessments of the right to the protection of personal data is a new trend in Ukraine – previously few people paid attention to this right. To a large extent, this trend is a response to the process of mass digitalization of public services, and will require the active participation of the state to reverse. At the same time, the protection of personal data and access to information are perceived as essential by young people, especially when compared to the oldest age group. In some ways, these data may indicate a growing “digital gap” between generations due to different access to new technologies and a lack of relevant technological skills. Therefore, the development of digital literacy programmes, with special attention to the needs of the older age group, should be an important direction – as should be the implementation of policies to ensure digital accessibility for vulnerable groups and people in remote areas.

The study revealed a trend for clear gender differentiation in the human rights violations faced by women and men in Ukraine. Thus, men were twice as likely as women to report illegal detention, searches without a court order, searches of items and personal inspections by street police patrols, unwarranted use of police violence, prevention from holding peaceful assembly, and one-and-a-half-times more likely to report threats made against them for criticising the authorities. Of all sex and age groups, young men most often reported cases of being searched and police violence, and middle-aged men were more likely to report illegal detention, searches without a court warrant and receiving threats for criticism of the authorities.

Women were more than one-and-a-half times more likely than men to report domestic violence, twice likely as men to report the disclosure of private medical information, and nine times more likely to report coercion to have sex (of which almost two-thirds of those reporting were women under 30 years of age). In addition, the largest percentage of young women among all gender and age groups reported the use of violence against them and the disclosure of private medical information. These trends are a matter of concern, and require further in-depth research on gender aspects of human rights violations to develop further policies and measures.

DISCRIMINATION AND TOLERANCE

Respondents show serious concern about the problem of discrimination, as more than half of Ukrainians surveyed identify it as a problem. Age, disability, sexual orientation, health status, sex and ethnicity are again the predominant factors in discrimination against people in Ukraine, as in the 2016 and 2018 surveys. It is noteworthy that the representatives of the respective “risk group” for each discrimination factor report the most acute discrimination. Thus, gender discrimination is most often mentioned by young women, sexual discrimination by young people (a third of respondents in this group reported it), while the percentage of respondents reporting age discrimination shows a clear tendency to increase with the increasing age of respondents.

Although the vast majority of respondents believe that gender or age, “race” or nationality/ethnicity, political and other views should not affect the observance of a human right, while answering specific questions some respondents supported the restriction of rights of representatives of certain social groups only on the basis that they belonged to such groups. Ukrainians are thus most willing to restrict the rights of drug addicts, oligarchs, ex-convicts, people with unpopular political views, LGBT people and Roma. Similarly, compared to 2016 and 2018, respondents are less willing to restrict the rights of the unemployed and internally displaced persons.

At the same time, compared to the 2018 survey the results for 2020 show that the public’s belief in the need to restrict the rights of certain social groups has decreased somewhat. This includes former convicts (-3.8 percent), members of the LGBT community (-3.2 percent), drug addicts (-1.5 percent), the homeless (-1.8 percent), people with unpopular political views (-1.6 percent) and Roma (-1.4 percent). These data correlate with the 6 percent increase between 2016 and 2020 in tolerance being named as a fundamental human rights value.

Similarly to the findings of previous studies, it is important to emphasize the importance of applying an integrated approach to addressing discrimination. Moreover, this approach cannot be reduced to general information and educational campaigns, but should provide some targeting, as special attention should be paid to training those who directly influence the formation of public opinion. In addition, it is important to increase the effectiveness of the public authorities in terms of both preventing and combating discrimination offences, in order to prevent impunity and for the practical implementation of equality and non-discrimination policies.

HATE SPEECH

The analysis of the acceptability of using hate speech is a new element of the study. The data obtained show that about half of the respondents do not accept the use of hate speech, and do not support its dissemination. However, about a third of respondents would accept the use of such statements, or found excuses for certain statements, which indicates a lack of unanimity on the rejection of hate speech. It also indicates the prevalence of this phenomenon, and the existence in the public consciousness of ingrained negative stereotypes about certain groups.

Given that the fight against ingrained negative stereotypes is an extremely long process that requires a systematic approach and mass coverage, the role of formal education and awareness raising once again comes to the fore. However, this does not diminish the role of informal education and awareness raising, as it is obvious that explanatory work on the inadmissibility of hate speech should be done primarily among those who influence the formation of public opinion, namely: among politicians, journalists, educators, civil servants, other representatives of public services, and also among opinion leaders on social media (influencers).

ACTIVITIES IN THE PROTECTION OF VIOLATED RIGHTS, AND THEIR EFFECTIVENESS

While one in ten respondents reports that they constantly face violations of their rights, and one in five say that this sometimes happens, the survey found a positive trend in the number of people defending their rights. Compared to 2016, the number of those who tried to defend their rights has increased almost one-and-a-half times – from 42 percent in 2016 to 60 percent in 2020. Nevertheless, the percentage of successful attempts to defend rights is still quite modest, as only 19 percent of Ukrainians reported being able to defend their rights (a third of those who tried to do so).

Interestingly, for the third time in a row, citizens see appealing to the media as the most effective way to protect their human rights. It is a serious institutional problem when the public believes that obtaining publicity about an event is a better way to protect human rights than relying on any state institutions. This indicates that respondents do not believe in the effectiveness of law enforcement and the judiciary. Such disbelief in the effectiveness of government agencies is supported by the fact that more than 20 percent of respondents believe that there are no remedies for human rights violations in Ukraine. This is an extremely large number – one-fifth of the population feels completely vulnerable.

A disturbing trend is that the most commonly cited ways of defending one's rights include finding the necessary contacts and taking matters into one's own hands – including through the use of weapons and bribery.

The survey results are a convincing demonstration of the importance of reforming the judiciary and law enforcement systems, continuing decentralization, and building the state's institutional capacity to protect human rights at all levels.

At the same time, the study recorded a steady increase in people accessing the free legal aid or FLA system to protect their rights, an increase in the number of respondents who consider this system effective, and an increase in public awareness of it.

At the same time, exactly a quarter of respondents stated that they did not know about the existence or activities of the Parliament Commissioner for Human Rights (Ombudsman), or the FLA system. This indicates that a significant segment of the population do not have adequate knowledge of advocacy tools, or are generally sceptical about the available legal protection instruments and their effectiveness. It will be quite difficult to reach this category of desperate people – most of whom are among the older age group – with educational campaigns, as they already have long-held opinions. This once again testifies to the need to establish basic knowledge of human rights and protection mechanisms in the early stages of the formal education system.

IMPACT OF THE CONFLICT ON HUMAN RIGHTS VALUES

In the survey of the general public, the responses regarding possible options for an amnesty for crimes committed during the conflict showed there is a lack of a common vision, and interestingly, there is also no common vision on this question in the responses from the target groups. This ambiguity indicates there is a lack of dialogue on peacebuilding and transitional justice in society, and further research is required to better understand the problem and build effective policies on the issue in future.

COVID-19 AND HUMAN RIGHTS

The study did not aim to analyse the extent to which the imposed quarantine restrictions are perceived by people as a violation of their rights, but only to measure support for certain restrictive measures imposed by the government of Ukraine. It should be emphasized that international law allows for emergency measures in response to significant threats, but such measures must be proportionate to the risk assessed, necessary, and applied in a non-discriminatory manner. This means that special attention should be paid to the duration of restrictions, their necessity and justification in terms of public health protection, risk assessments, and effectiveness. They should also conform to the principle of openness of information, with both the nature of the restrictions and the reasons for their introduction being fully explained to the public.

The data obtained showed that, in general, Ukrainians supported the restrictions imposed, even those that were not necessary and are a violation of human rights (for example, the ban on travel abroad). This indicates the population has a fairly high degree of tolerance for the restriction of its own rights, as there is no majority against even obviously unjustified prohibitions.

Still, support for restrictions by the population was also not unanimous – even those restrictions that are legal and quite necessary (for example, the obligation of 14-day self-isolation, the requirement to limit the number of people in an enclosed space). These data indicate a low awareness of citizens about how the coronavirus infection spreads, or the main methods of preventing transmission of the disease. Restrictive measures are likely to be perceived in terms of how inconvenient they are, rather than in terms of their legality or effectiveness.

Therefore, it is important to take into account the importance of properly explaining to the population the need to apply certain measures, justifying the risks and consequences that must be faced.

FORMING VIEWS ON HUMAN RIGHTS

Television programmes continue to be the dominant source of human rights information. They are followed by the Internet, friends, relatives and colleagues, as well as personal experience. It is noteworthy that only one in five respondents reported that they received their knowledge of human rights in educational institutions, which is another indication of the lack of coverage of the relevant issues in the formal education system.

Respondents with a higher education demonstrated greater awareness of human rights issues in almost all survey questions. At the same time, having this knowledge is critical when it comes to defending one's rights, as it allows you to use the proper tools when needed, and get better results. These data suggest it is important that school curricula cover human rights issues and human rights mechanisms, as after graduation a person must have the necessary knowledge to protect their rights.

In general, the study reaffirms the need to increase the influence of formal education in shaping human rights views, as well as the importance of further training media staff in these issues.

RECOMMENDATIONS

In almost all of the areas studied, the data confirm Ukrainians' knowledge about human rights is inconsistent. This applies to human rights values, the practical realization of human rights, ideas about the role of the state, and ways to uphold justice. Therefore, one of the key conclusions of the study is that there is a need to introduce systematic and targeted human rights education. Moreover, this form of education should begin at the primary or preschool stages of education, when the foundations of a person's worldview and their values are formed. This should be achieved through the implementation of a systematic state educational policy in the field of human rights. Moreover, speculations about conflicts between human rights and traditions, religion, social customs and so on were not confirmed by the results of the study: On the contrary – the vast majority of respondents do not see any contradictions between these factors and human rights.

Human rights should be included as an integrated component of education at all levels of education. This is not only a matter of conducting specialized classes or preparing special courses, but also integrating human rights topics, such as anti-discrimination, the violation of the rights of vulnerable groups, and others, into the teaching of other disciplines.

Along with introducing human rights issues into the system of formal education, the data from the surveys of target groups indicates there is a need for educational programmes for those who influence people's perceptions (journalists, teachers, and public figures), and those who work in law enforcement and implement state functions. Training or retraining for these groups should be more targeted, and should provide not just an understanding of general ideas, but also include practical and applied elements.

It is also important to conduct educational work comprehensively: Human rights information campaigns should be systematic, interconnected, and have a clear understanding of the audience and dissemination channels. Otherwise, the effect obtained will be more fragmentary and formal, rather than one that produces clearly measurable results.

Despite the fact that from 2016 to 2020 the share of Ukrainians who tried to protect their rights increased (from 42 percent to 60 percent), and the share of those who managed to defend their rights successfully increased (from 15 percent to 19 percent), it is important that progress in this direction is maintained. Government authorities need to inform citizens more about the various ways they can protect their human rights, as well as the ways they can appeal against government decisions. It is advisable to increase spending on informing citizens about how their human rights can be protected, in particular, about which public authorities deal with certain issues, where these authorities are located, what are their working hours, what remedies they can offer, where to find more information about the work of these bodies, and so on.

According to the survey, 86 percent of Ukrainians did not take part in any protests last year, even on social networks. At the same time, 23 percent of respondents regard media publicity as the most effective means of protecting human rights, while another 22 percent believe that there are no means at all to protect their rights. With this in mind, NGOs, trade unions and informal human rights movements should support mechanisms for involving citizens in active advocacy for their rights, which would simultaneously increase their effectiveness and influence.

Although there has been a fall in the number of Ukrainians prepared to justify restrictions being placed on the rights of certain groups, the state should step up information campaigns to protect vulnerable groups, including ex-convicts, the homeless, members of national minorities, LGBT people, and so on.

With regard to the restrictions imposed in connection with the COVID-19 pandemic, Ukrainians generally supported restrictive measures during quarantines, but were categorically against some of them, including restrictions on public transport, restrictions on intercity travel, bans on visiting parks, squares, recreation areas, sports grounds and children's playgrounds, and the requirement to carry identity documents while outside. Not all of these restrictions are actually required or recommended by the World Health Organization (WHO). Therefore, in the possible event of new restrictive measures being imposed, we recommend that they be proportionate and genuinely necessary, in particular being in line with WHO recommendations, and be duly justified and accompanied by appropriate explanations as to why such restrictions are necessary, and how they will reduce the spread of the disease.

Government authorities also need to pay more attention to the protection of personal data. The introduction of digital technologies and lockdown have exacerbated privacy concerns. This requires the intervention of the Parliament Commissioner for Human Rights of Ukraine, as the legislation currently entrusts the Ombudsman with the function of overseeing the protection of personal data. In addition, given the intensification of the state's movement towards digitalization, the improvement of national legislation on personal data protection should be accelerated in order to bring it in line with EU and Council of Europe standards. Government authorities should also pay attention to what information they collect about citizens, how it is protected, and what information they make freely accessible – in particular through government press services.

The study clearly showed the public perceived a regression in the implementation of socio-economic rights. During the quarantine, this had a negative impact on the lives of most people, and the compensatory measures proposed by the government were clearly insufficient. Therefore, if introducing new quarantine restrictions, it will also be necessary to increase compensatory measures for citizens in order to protect their socio-economic rights.

In recent years, Ukrainians have been most concerned about violations of the right to work, and the right to just and favourable working conditions. A number of problems are evident here, including the lack of effectiveness of public employment policy, outdated legislation inherited from the Soviet era, and the problem of monitoring mechanisms for protecting labour rights. The trade union movement remains rather weak, and workers are often left on their own when negotiating with employers. Progressive legislative changes, including the renewal or adoption of a new Labour Code and the development of independent trade unions, are important for the protection of the right to work.

The survey found a large number of women who reported domestic violence and coercion into having sexual intercourse. This may indicate that a large number of such cases remain hidden and get no appropriate response from society and the state. With this in mind, government authorities and NGOs need to step up information campaigns against domestic violence and coercion to have sex, and also provide a clear explanation of the mechanisms for protecting victims in such situations. It is also necessary to constantly improve the response of various government agencies and institutions to reports by people of such cases.

Only half of the respondents said hate speech was inadmissible, which indicates a lack of information among the population about this problem and the ineffectiveness of current mechanisms to counter hate speech. Government authorities should develop and use more effective tools of influence in hate speech cases, and conduct targeted campaigns against this phenomenon. There should be no cases of government officials using hate speech.

As the media remain a key mechanism in Ukrainians' perceptions of effective ways to protect human rights, we encourage journalists to highlight human rights success stories. This encourages citizens to more actively protect their rights, and also provides a more balanced picture of what is happening in the country.

The study found that the proportion of people who know about the free legal aid system is growing steadily, but 70 percent of the population still does not know where and how to get it. Therefore, it is necessary to expand the channels of communication about using FLA to protect human rights.

More than 42 percent of citizens are unaware of the existence of the Ukraine's Parliament Commissioner for Human Rights. This is an extremely high indicator, which clearly shows that it is necessary to expand the channels of communication and information about the Ombudsperson's activities, and specific cases in which the commissioner can help citizens to protect their rights.

Citizens themselves should provide more support to non-governmental human rights organizations. Volunteering, financial support, dissemination of information or participating in the activities of non-governmental organizations enhances the overall impact of their activities and will lead to more lasting changes in the field of human rights.



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