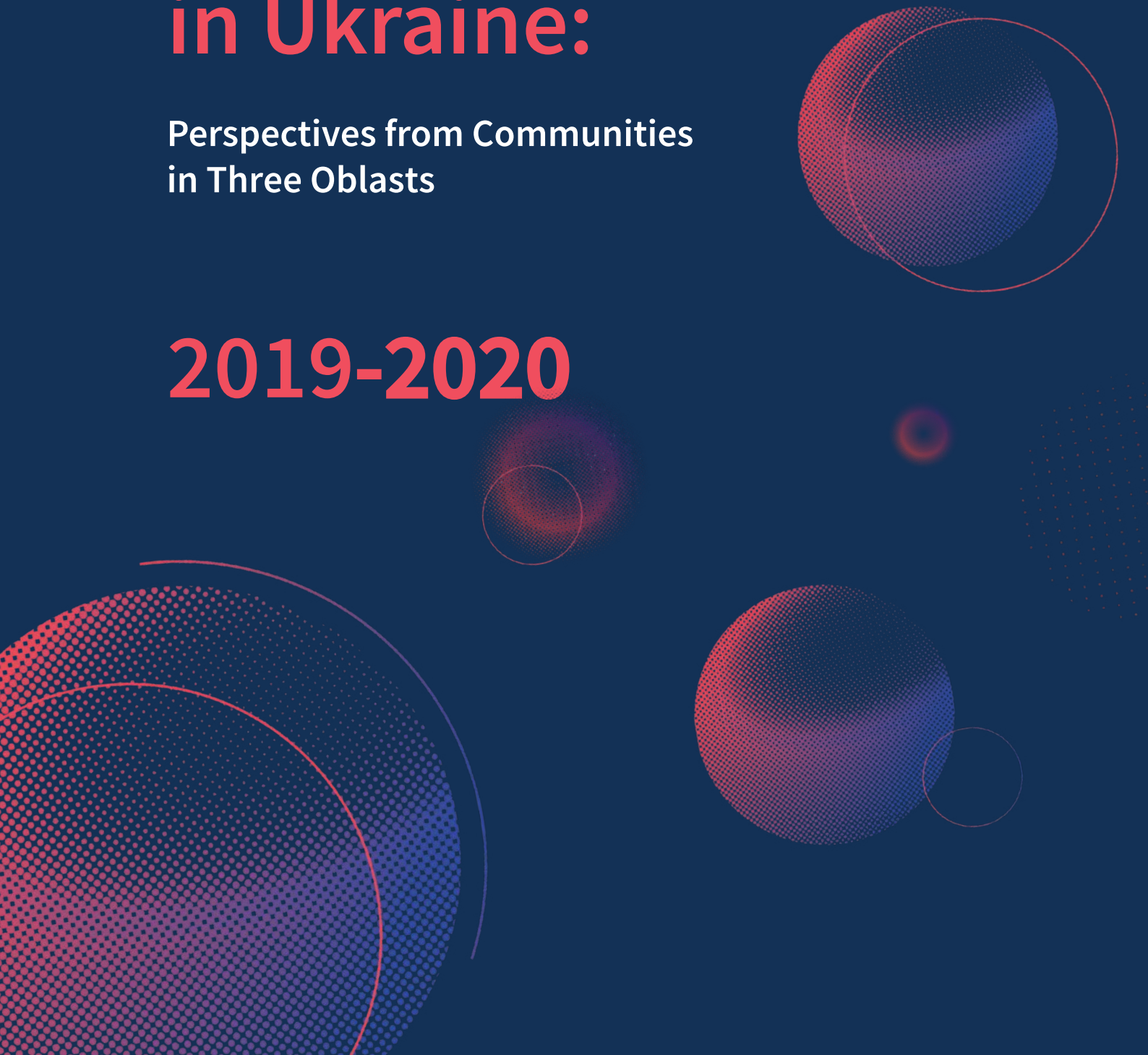


Security and Justice in Ukraine:

Perspectives from Communities
in Three Oblasts

2019-2020



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Above all, the survey would not have been possible without the participation of 3,907 respondents from the selected oblasts who have taken their time to give us an in-depth insight and their perception of the justice and security situation in their communities.

Disclaimer

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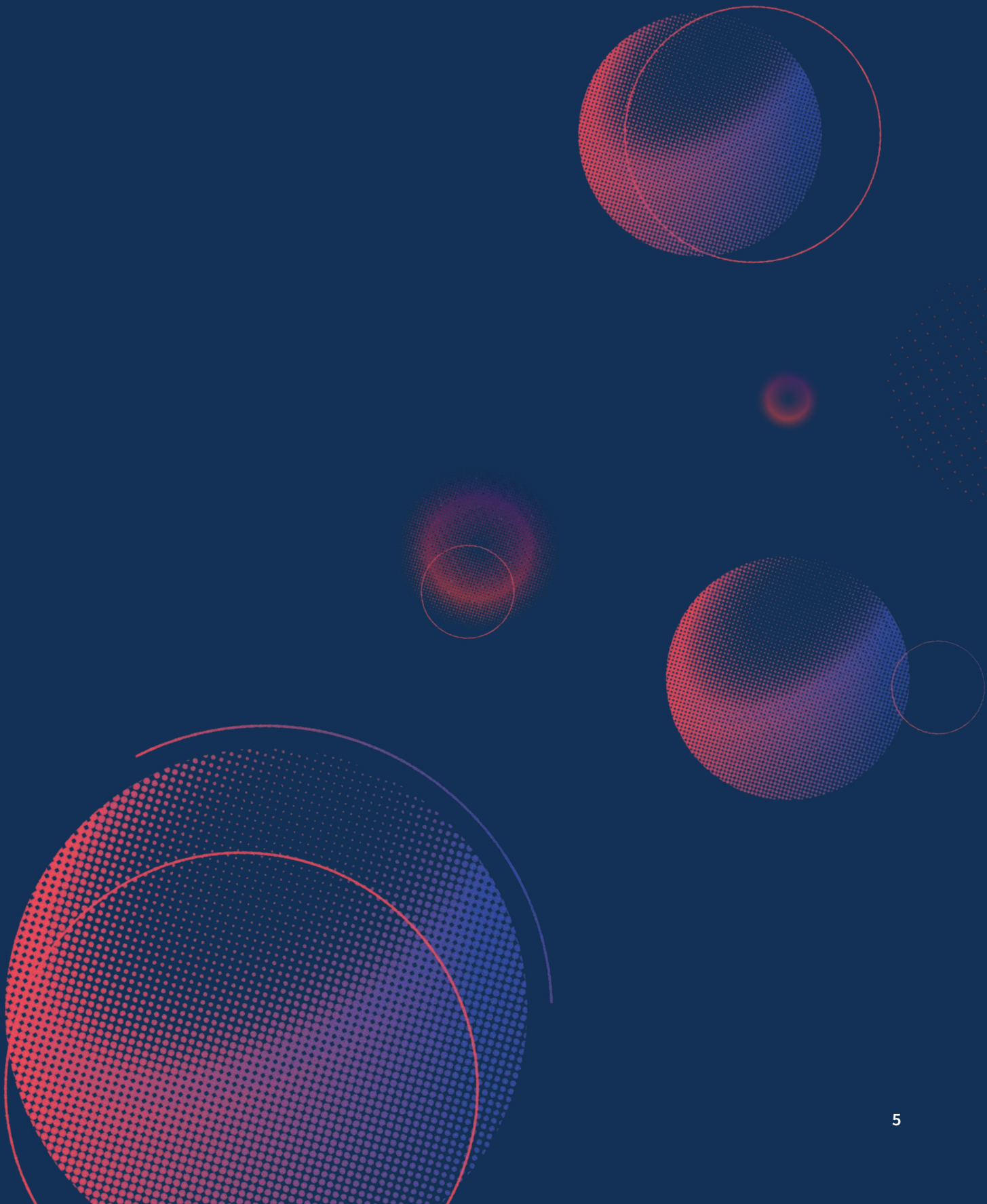
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Abbreviations

HIV	Human Immunodeficiency Virus
IDP	Internally Displaced Person
LGBTIQ+	Lesbian, Gay, Bisexual, Transgender, Intersex and Queer
NABU	National Anti-corruption Bureau of Ukraine
NACP	National Agency on Corruption Prevention
NGO	Non-Governmental Organization
SAPO	Specialised Anti-corruption Prosecutor's Office
SBI	State Bureau of Investigation
UN RPP	United Nations Recovery and Peacebuilding Programme
UNDP	United Nations Development Programme
UXO	Unexploded Ordinances

Introduction



Introduction

This **report presents the findings of a survey conducted in 2019 to examine citizens' knowledge and attitudes of, and experiences with, justice and security issues.** It was carried out under the comprehensive United Nations Recovery and Peacebuilding Programme (UN RPP), with a particular geographic focus on conflict-affected areas in Donetsk and Luhansk regions (oblasts), as well as on Zaporizhzhia Oblast.

The UN RPP is a continuation of a programme that commenced in late 2014, with the aim of strengthening the resilience of conflict-affected communities, including displaced populations and their host communities, in these three oblasts. Aside from the rehabilitation of infrastructure, economic recovery and governance reform, the programme also focuses on the promotion of reconciliation and social cohesion, as well as on strengthening community security and justice. In doing so, it seeks to ensure that human rights and the rule of law are enjoyed at the community level.

This survey is the third of its kind carried out as part of the programme. It is a follow-up to the 2017 and 2018 Security and Justice Surveys, and it also seeks to **explore and measure the needs and experiences of Ukrainians in obtaining security and accessing justice.** The survey also aims to measure the changes that occurred since 2018 and to identify trends in this regard.

The survey focused on **six crucial aspects** of security and justice in the three oblasts in Ukraine where the UN RPP is active: government-controlled areas of Donetsk and Luhansk oblasts, and Zaporizhzhia Oblast.

The **first aspect is the population's security needs and experiences.** The populace was surveyed on the security issues that cause people to feel insecure and on their experiences in resolving these issues. This data is to be used by the programme and by policymakers in determining which security issues are the most pressing, including by geographical location and by particular sub-group, such as women, economically disadvantaged persons, internally displaced persons (IDPs), and so on.

The **second aspect is the population's perceptions of justice and security services.** The population at large (including the large percentage that did not have experiences with these institutions) was surveyed on their perceptions of justice and security services, the police, prosecution offices, the courts, local administrations and legal aid offices.

The **third aspect is the population's experiences in accessing justice.** The survey ascertains the disputes on justice of the Ukrainian population and broke them down by subject matter and adversary. The survey also examines the decision-making processes of ordinary citizens in resolving disputes and legal issues.

These experiences may consist of filing a request to the local government to issue a construction licence, filing a criminal complaint to the police for harassment, seeking advice from a friend or a lawyer on labour rights, or suing one's neighbour in court. The survey focuses on how fair, respectful and transparent such experiences with institutions and persons in the justice system were. It also examines how much these efforts cost, how long they lasted and how efficient they were.

The **fourth aspect is the population's experiences in resolving administrative issues.** The survey examines how straightforward it is for residents of the three oblasts to address their administrative issues, such as obtaining a birth or death certificate or a residence registration, or accessing welfare payments that they are entitled to.

The **fifth aspect is the population's experiences with legal and security services.** The assessment casts a closer look at the level of satisfaction of respondents using legal and security services, as well as at the perceptions of the populace at large about the performance of these services.

The **sixth aspect is the population's awareness of anti-corruption mechanisms.** The survey gauged the extent to which the population of the three oblasts is familiar with the key national anti-corruption institutions (including NABU, NACP, SAPO, etc.) and tools (e-declaration system and Prozorro).

Finally, an additional **(seventh) aspect is the particular experiences of certain disadvantaged groups, such as persons with disabilities, minority groups, and others.** The identities of members of these groups and their living conditions or circumstances mean they have different sets of constraints in attempting to access justice than the remainder of the population. Consequently, the survey devoted additional attention to their experiences. In order to do so, it employed different research methods, such as in-depth interviews and focus groups. Particular attention was paid to the experiences of women in accessing justice; thus, the survey conducted focus groups with women, as well as sub-groups including the victims of sexual and gender-based violence.

The assessment consisted of:

1. a quantitative household survey;
2. a quantitative court user/observer survey; and
3. qualitative interviews with traditionally underrepresented groups.

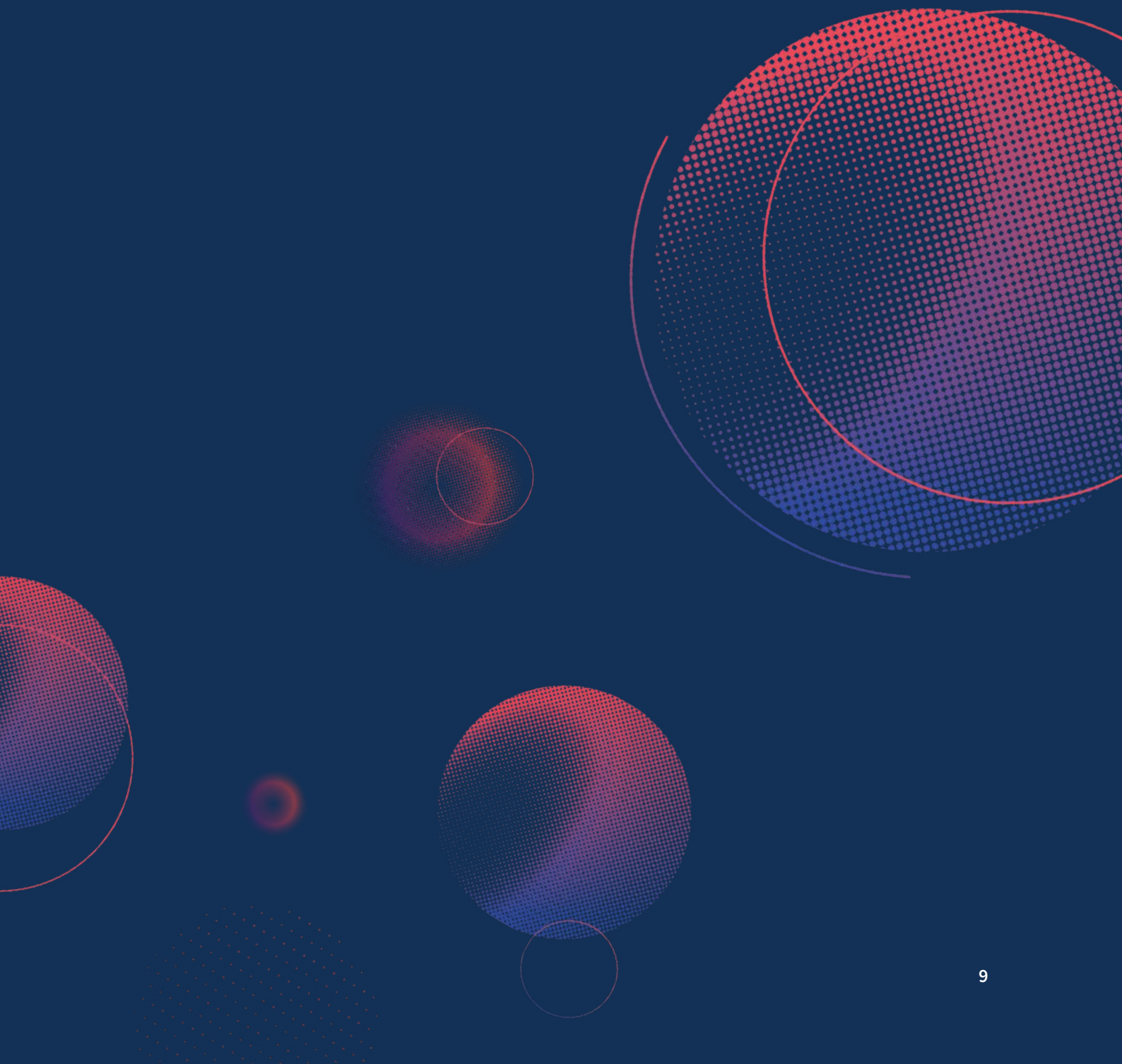
The survey sought to ask detailed questions within the framework of a representative, and statistically robust household survey which covers a broad range of interlinked issues including security, justice and administrative services. The survey has been designed to show any significant differences in attitudes based on: levels of wealth; gender; educational attainment; age; and geographical location (rural vs urban; between oblasts; and according to proximity to the 'contact line').

The information in this report summarises the key findings of the assessment.

The report is intended to provide evidence for government, civil society and international partners to:

1. Identify priority areas where reform and recovery interventions are required;
2. Determine how institutions and processes can be strengthened to better resolve their security issues;
3. Determine how to increase the public's trust in justice and security institutions;
4. Tailor future interventions aimed at strengthening the justice sector and fulfilling the justice needs of the residents of the three oblasts surveyed;
5. Provide a measurement against the baseline for the population's awareness of legal and security services and for the quality of their service, and determine what trends can be shown in this regard;
6. Monitor and evaluate the effectiveness of reforms in the justice and security sectors;
7. Advocate for policy and legislative changes at the regional and national levels.

Demographics

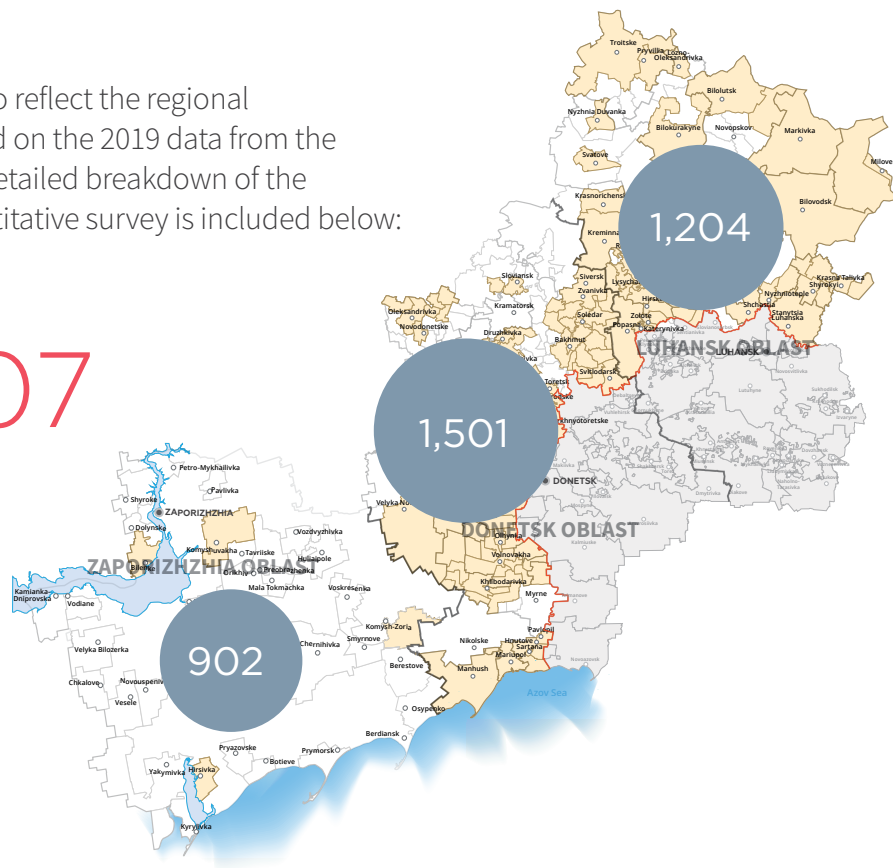


Demographics

The survey was designed to reflect the regional demographic profile, based on the 2019 data from the State Statistics Service. A detailed breakdown of the demographics of the quantitative survey is included below:

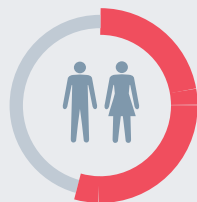
 3,607

individuals aged 18 and over were interviewed in the period between November 2019 and January 2020 in government-controlled areas of Donetsk and Luhansk oblasts, and in Zaporizhzhia Oblast.



44.7%

1,613 interviewees were men



55.3%

1,994 interviewees were women

 300

48.5%

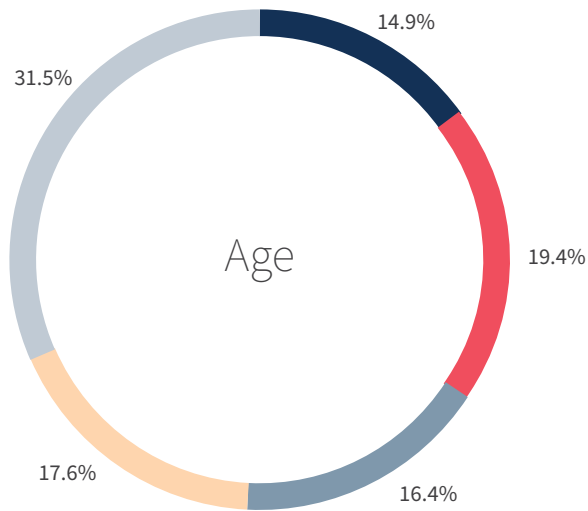
1,748 interviewees were from urban areas



51.5%

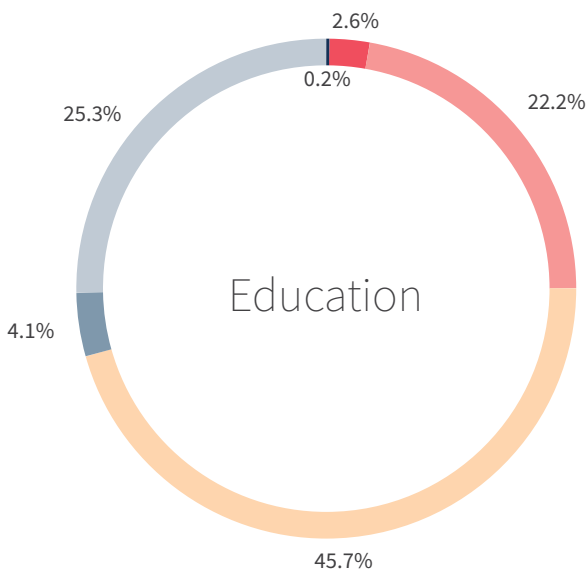
1,859 were from rural areas

In addition, 300 court users aged 18 and over were interviewed in the same period in the three oblasts separately, of which 135 (45%) were male and 165 (55%) were female. One hundred respondents were interviewed in each oblast.



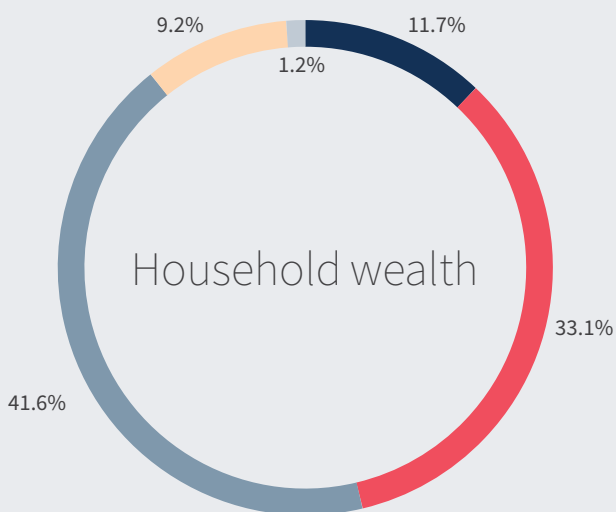
Age of respondents – sample breakdown

- 18-29
- 30-39
- 40-49
- 50-59
- 60+



Education of respondents – sample breakdown

- No formal schooling
- Primary/unfinished secondary
- Secondary Academic
- Secondary Vocational
- Unfinished higher
- Higher



Household wealth

- We lack money even for food
- We have money for food, but are not always able to buy clothes
- We always have money for food and clothes, but we cannot always afford household electronics or other goods of similar cost
- We have enough money for household electronics or other goods of similar cost, but we cannot afford a car or other goods of similar costs
- We can afford a car or other goods of similar cost, when needed

Demographics

Respondents were asked about their age, gender, economic status, level of education, and other personal characteristics that were deemed potentially relevant. Nearly half (47.7%) of the respondents were in some form of employment, while the remaining populace was either unemployed (11%) or inactive (41.3%). Almost three in five (58.8%) of the respondents were married. The population surveyed was fairly well educated, with only 2.6% not having finished a secondary school and over a quarter having

attained a degree from a higher education institution. However, respondents' economic status was fairly precarious – 11.7% lack money even for food, while only 1.2% can “afford a car or other goods of similar cost”.

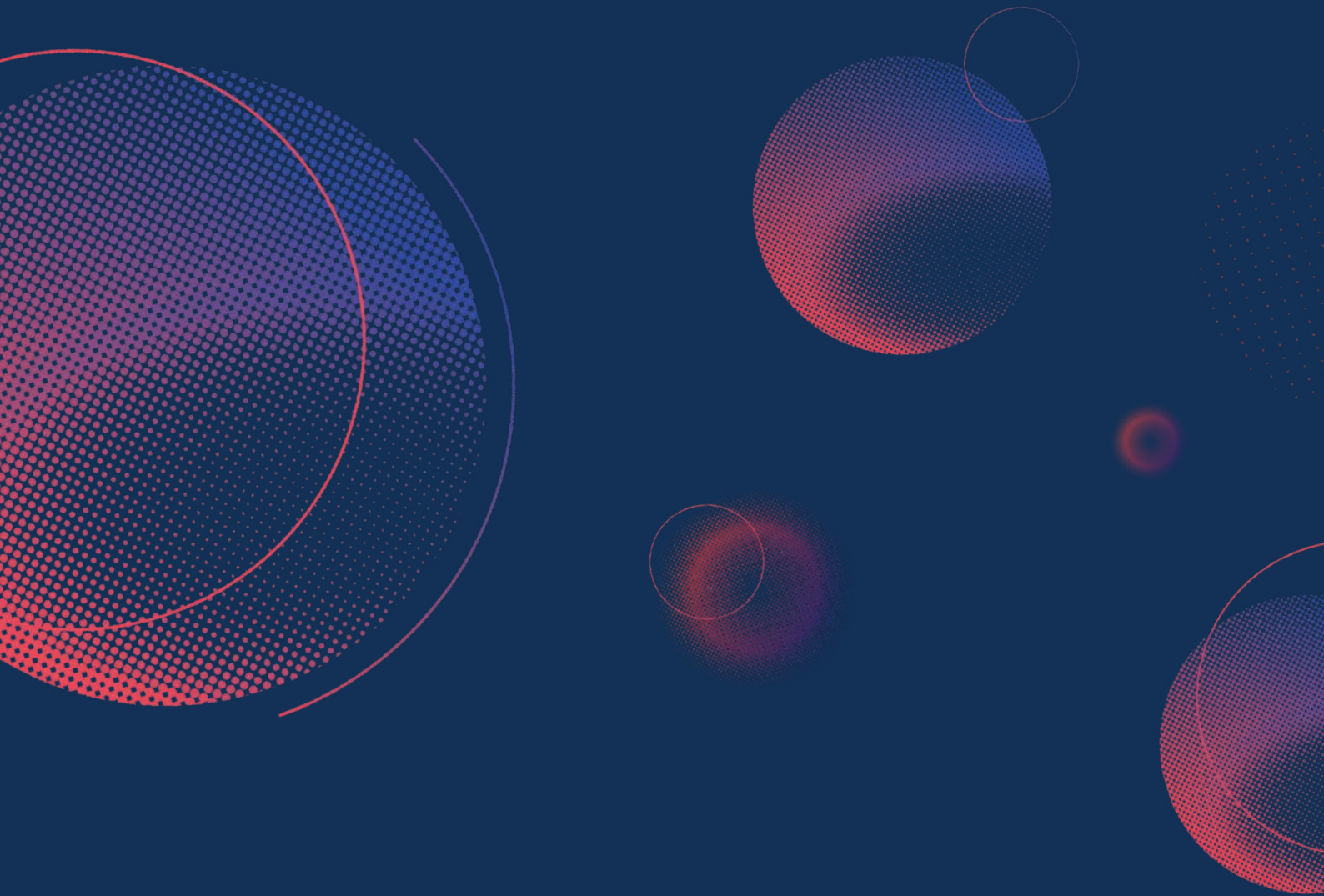
Just over 1.1% of the respondents said that they had personally been a combatant during the conflict in eastern Ukraine, while 3.2% of the respondents consider themselves to be internally displaced (IDPs).

Regional differences:

- The population of Zaporizhzhia Oblast appears to be better off. Namely, more than half of the respondents in Zaporizhzhia Oblast (54.3%) stated they had enough money for food and clothes. In Donetsk Oblast, this figure was 36.0%, while in Luhansk Oblast 34.8% claimed they have enough money for food and clothes. A cursory analysis would attribute this disparity, in large measure, to the economic impact of the armed conflict in eastern Ukraine on the population of Donetsk and Luhansk oblasts; however, it is beyond the remit of this study to test the validity of this hypothesis.
- There are significantly more former combatants in Luhansk Oblast (2.1%) than in the other two oblasts. In Donetsk Oblast, just 0.9% of the respondents stated they had taken part in the armed conflict, while in Zaporizhzhia Oblast only 0.3% declared as former combatants. Moreover, 3.6% of respondents in Luhansk Oblast stated that an immediate family member had been a combatant, as compared to 2.4% in Donetsk Oblast and 4.2% in Zaporizhzhia Oblast.
- IDPs are less likely to reside in Zaporizhzhia Oblast than in the two conflict-affected oblasts. Namely, while 4.5% of respondents in Donetsk Oblast and 3.3% in Luhansk claimed they were internally displaced, just 0.8% in Zaporizhzhia Oblast came from the ranks of IDPs.

For a full overview of the methodology, please see appendix 1.

Key Findings



Key Findings

This chapter presents an outline of the key findings of the survey. It discusses the main themes that emerged from the research on security and justice in the three selected oblasts (Donetsk, Luhansk and Zaporizhzhia) in Ukraine. The key findings are expounded upon in the main part of the report.

Security concerns

The great majority of respondents feel safe in their homes and in the community during the daytime - 91.3% and 85.0%, respectively. However, **notably fewer respondents feel safe at night**; namely, 77.8% of respondents feel safe at night in their homes, while only 54.7% of those surveyed feel safe outside their homes at night.

There was a significant gender discrepancy in the degree of insecurity at night, both at home and in the community. Women feel far less secure outside their homes at night (42.4%) than men (70.0%). The same pattern is noticeable, albeit to a lesser degree, when it comes to security at home at night - **72.4% of women feel safe at home at night, as opposed to 84.5% of the men surveyed.**

Those living close to the 'contact line' are likelier to feel unsafe at night, both at home and outside. For instance, 63.8% of the residents of Luhansk Oblast from communities further than 20km away from the 'contact line' feel safe at home at night, compared to only 33.2% of those living in communities within 20km of the 'contact line'. The same trend is apparent outside, in the community at night. However, there is an evident **trend of an increase in the levels of safety in communities**

close to the 'contact line' in Luhansk and Donetsk oblasts from 2018 to 2019. Namely, while only 9.7% of respondents in the 2018 survey from communities close to the 'contact line' in Donetsk Oblast strongly agreed they feel safe outside after dark, that number rose to 23.1% in 2019. Moreover, 52.8% of Donetsk Oblast residents and 54.8% of Luhansk Oblast residents felt safe outside during the day in 2019, compared to 30.9% and 49.6% respectively in 2018.

The survey found that the most pressing issues for respondents in the three oblasts are unemployment (78.5%) and poverty (77.5%), followed by corruption, health issues such as alcoholism and drug abuse, and pedestrian traffic accidents. The respondents' foremost concerns - unemployment and poverty - remained the same as in the previous year, and are seen as most pressing in Luhansk Oblast (where unemployment concerns 90.3%, and poverty 84.6%, of the population). Unemployment is also the most pressing issue for the residents of communities close to the 'contact line', with 83.0% of the population stating they are concerned by it.

Residents of communities in close proximity to the 'contact line' also stressed their concern about 'hard' security issues more frequently than those living

in communities further away. Notably, residents of communities in close proximity to the 'contact line' are more concerned about mines and shelling – the figures increased by an average of 10 percentage points in 2019 compared to 2018 survey results. Likewise, they are more concerned about 'people traumatised by the conflict' in 2019: in Donetsk Oblast, concerns about people traumatised by the conflict doubled in 2019, while in Luhansk Oblast they increased by 10 percentage points compared to 2018. Namely, 32% of residents of the communities close to the 'contact line' in Donetsk Oblast consider 'people traumatised by conflict' to be a major issue in 2019, compared to only 15.9% in 2018. Similarly, while in 2018 'people traumatised by the conflict' was a major issue for 55.9% of residents of communities close to the contact line in Luhansk Oblast, in 2019 that share rose to 65.9%.

Residents of the three oblasts believe economic and property crimes are the most frequently occurring types of crimes. Moreover, crimes connected to violent acts were believed to occur less than in 2018 in Donetsk and Luhansk oblasts. From a regional perspective,

residents of Zaporizhzhia Oblast believe economic and property crimes occur more frequently than in the other two oblasts. For instance, nearly three in five (59.9%) people from Zaporizhzhia Oblast indicated that private residences are regularly or occasionally broken into, compared to 41.8% of Donetsk and 41.2% of Luhansk oblasts residents who agreed with the same statement. In addition to their perceptions of the frequency of certain crimes, **respondents were also surveyed on which of these was of greatest concern to them.** Despite its perceived low rate of occurrence (12.9%), it is a murder that is of the greatest concern to respondents, followed by the burglaries into private residences (10.8%).

Women are more concerned about crime in the community than men. In particular, women are more anxious about street harassment and burglaries into private residences. Still, there is a fair share of men (28.3%) and women (21.8%) who are not concerned about any disputes or crimes. In addition, residents of rural areas are less concerned about crime than those of urban areas.

Access to justice

Respondents were surveyed on their approaches to resolving disputes, perceptions of justice sector institutions and experiences with disputes.

Access to justice - Perceptions

All respondents, irrespective of whether they have had experiences in the justice sector, were surveyed about their perceptions of justice disputes and institutions.

Slightly over half of those surveyed from all three oblasts (53.8%) stated that they would get justice if they were victims of a crime. The percentage is similar for respondents from Donetsk and Luhansk oblasts only (52.6%), which represents a moderate increase from 2018 (48.5%).

Respondents that have had experiences in court

(66.6%) expressed more confidence in being able to obtain justice than those that have not (53.8%). On the other hand, those that are financially deprived, less educated and older are the most distrustful towards justice sector institutions.

The most prominent reasons respondents cited for believing they would not be able to obtain justice are that they were not powerful enough (90.9%) or rich enough (90.9%). Additional reasons include the lack of efficiency of the justice system (87.8%) and fear for their safety (64.2%), which is much more pronounced in Donetsk and Luhansk oblasts than in Zaporizhzhia Oblast.

The vast majority of respondents overall (as well as the vast majority of respondents with disputes)

Key Findings

thought that the police, the prosecutor's office and courts would be easy to contact, respectful and that they could be approached without fear, while also indicating those institutions lack integrity and efficiency. Approximately three quarters stated that police (74.8%), prosecutor's offices (78.5%) and courts (73.9%) would definitely or likely side with the most powerful person in a dispute. Perceptions of the police, prosecution, courts, and local administrations are held fairly uniformly across the three oblasts, as well as between persons from different socio-economic groups, and they have not changed substantively in Donetsk and Luhansk oblasts since 2018. **Experience in, and exposure to, the court tends to affect respondents' perceptions of these institutions positively** – court users have better opinions of justice institutions and trust the justice system more than the general population.

Lawyers are believed to have more integrity than justice sector institutions, but are seen, along with courts, as unaffordable by the majority of respondents. Yet, there was a slight increase since 2018 among those who feel lawyers and court proceedings are affordable to them – while 36.9% of residents of Donetsk and Luhansk oblasts felt in 2018 they could afford a lawyer, in 2019 that figure rose to 41.1%. The disparity is bigger when it comes to the affordability of court proceedings, with 35.9% of respondents in Donetsk and Luhansk oblasts feeling they could afford them, up more than 10% from the previous survey (25.1%).

Respondents are mostly aware of the availability of government-appointed (free legal aid) lawyers. Almost four-fifths (79.3%) of the population believe that the government would definitely or likely step in to assign a lawyer to those that cannot afford one, with a further 72.1% believing that this lawyer would be free of charge.

The most trusted institutions by respondents are their local administrations. They are seen as having more integrity compared to the police, prosecutor's offices

and courts. Namely, 50.4% of respondents believe local administrations would side with powerful persons in a dispute, compared with approximately three quarters for the police, prosecution offices, and the courts; similarly, while 35.2% believe local administrations would side with those that pay the most in a dispute, around two-thirds believe the same for the police, prosecution offices, and courts.

Access to justice - experiences

Over the previous four years, **14.9% of those surveyed had a legal dispute in the three oblasts, which approximately equates to 150,000 persons annually.**¹ The younger, wealthier and more educated a person is, the likelier they are to have had a dispute. It is possible to hypothesise that wealthier persons have more disputes due to a higher volume of transactions and business relationships, or that they are more likely to be the victims of petty property crimes, or that better educated persons are more aware that they had a legal dispute than less educated and poorer persons and are better informed about their rights under the law. It is more difficult to conceive of why younger persons have more disputes. Regardless, further qualitative research would be required to determine the causes behind this finding.

Respondents with disputes fell into two broad categories: those that were wronged (referred to as "victims") and those accused of wronging someone along with those that declared they were 'neither' (referred to as "alleged perpetrators/others"). Slightly less than a third (32.7%) of disputants that believe they were victims in disputes feel like they got justice. Of those that committed a wrong or that do not fit neatly into these two categories (termed "alleged perpetrators/others" in the remainder of this report), less than half (46.3%) feel like they got justice.

Further, while victims were content with most aspects of their experiences in court, they see courts as inefficient and unaffordable. Courts in

1. It should be noted that, unlike the previous surveys, which asked respondents about their experiences with disputes over the previous 12 months, this year's survey quizzed respondents about experiences with disputes over the previous four years (in order to have more positive responses that can be analysed). Findings on people's experiences in accessing justice could not, therefore, be compared to those from previous surveys.

Donetsk Oblast scored worse than their counterparts in the other two oblasts in many respects, including a lack of transparency, respect and fairness.

Slightly more than a fifth (20.1%) of the victims had a lawyer involved in their disputes. Just over three quarters had an NGO lawyer (76.5%), a further 13.7% had assistance from a ‘government lawyer’ (i.e. a lawyer under the free legal aid scheme), while only 5.9% had a private lawyer. In Donetsk and Luhansk oblasts, 8.8% of respondents stated they were assisted by a private lawyer, while 73.5% received legal services from NGO lawyers, and 14.7% from government lawyers.

The experiences of victims differed somewhat from the experiences of alleged perpetrators and others. Most notably, **22.3% of alleged perpetrators/others that dealt with the police were asked by the police to pay them, compared to 9% of the victims.**

The experiences of alleged perpetrators/others with the prosecutor’s office correspond to those with

the police, while experiences with courts are mostly positive, highlighting the affordability and efficiency as key features of courts. The poorer and less educated an alleged perpetrator/other is, the less fairly and respectfully they believe they are treated by the justice sector institutions.

While victims most in need were fairly well supported by free legal aid services and NGOs, this was not the case for financially deprived alleged perpetrators/others.

Members of vulnerable groups, including LGBTIQ+ persons, IDPs, sex workers, persons with disabilities, and others, have a low level of trust in the justice system. The factors undermining the level of trust of these population groups in the justice system include corruptive practices, a lack of affordability and the slow pace of court proceedings. Nonetheless, despite their lack of trust, some members of vulnerable groups are actively engaged in justice processes; for instance, some LGBTIQ+ persons, actively seek to increase their legal literacy, while others, such as sex workers, avail themselves of services of NGOs to help address their legal problems.

Experiences with administrative issues

Respondents were surveyed on their experiences in resolving administrative issues in the past four-year period.

Experiences of respondents with obtaining birth or death certificates, registering land and their residences were overwhelmingly positive across the three oblasts surveyed, with residents of

Zaporizhzhia Oblast showing slightly less satisfaction with the abovementioned administrative processes compared to the other two oblasts. However, **63.8% of those who attempted to obtain benefits (such as a pension, IDP benefits or disability benefits) owed to them were dissatisfied with the entire administrative process.**

Available legal services

The survey examined the respondents' knowledge of legal services available from a variety of providers: the legal aid hotline, legal aid offices, local administration bodies and NGOs. **On average, one-fifth of the population surveyed in the three oblasts was aware of the legal aid hotline and legal aid offices, while only 17.9% and 15.8% of the population were aware of local administrations and NGOs, respectively, as legal service providers.** Among the three oblasts, **residents of Zaporizhzhia Oblast showed the highest degree of awareness** of the legal services examined.

Population groups that have the highest need for legal services, such as IDPs and court users, showed a higher degree of awareness of available options than other citizens.

However, residents in close proximity to the 'contact line' were less aware of legal service providers than those from communities further away. For instance, only 16.3% of residents of communities close to the 'contact line' in Donetsk and Luhansk oblasts were aware of legal aid offices, compared to 20.2% of those living further away. This is even more pronounced among Donetsk Oblast residents from communities close to the 'contact line', where only 10.6% knew of legal aid offices as service providers.

There has been a downturn in awareness, and consequentially in the use of legal aid services, in 2019 compared to 2018, as indicated by survey results. Namely, while 30.8% and 28.4% of respondents

from the 2018 survey in Donetsk and Luhansk oblasts, respectively, were aware of the legal aid hotline, in 2019 that share plummeted – only 16.8% and 20.3% of the population from the two oblasts were aware of this service. The decline is even steeper when it comes to (the lack of) awareness of legal aid offices in Donetsk and Luhansk oblasts in 2019 compared to 2018. Namely, whereas in 2018 almost two-fifths of the population of Donetsk and Luhansk oblasts were aware of legal aid offices, in 2019 these figures dropped by more than half - 15.1% and 17.7% of Donetsk and Luhansk oblasts population, respectively, were aware of legal aid offices.

Those that are the worse off financially and those with lower levels of formal education tend to be less aware of the providers of legal services, as do the residents of rural communities, with an important exception: 33.3% of those without formal education are aware of legal aid offices, compared to 28.1% of higher education degrees offices. In addition, residents of rural areas relied more on local administrations rather than legal aid offices and other legal service providers, as they have fewer options than urban residents when it comes to seeking legal advice.

Respondents are very satisfied with the quality of assistance provided by all legal service providers. Namely, the great majority of those that have used services such as the legal aid hotline or legal aid offices, said that quality of services and the manner in which they were treated, irrespective of their personal characteristics or place of residence, was impeccable.

Anti-corruption mechanisms

Respondents across the three oblasts were surveyed on their perceptions of anti-corruption institutions and mechanisms, and relevant aspects of anti-corruption reform in Ukraine.

Approximately two-fifths of respondents are aware of the mandates of the National Anti-Corruption Bureau of Ukraine (NABU) (43.1%), the High Anti-Corruption Court of Ukraine (40.8%), and newly

introduced mechanisms such as Prozorro (the national public procurement system) (37.0%) and the income e-declaration system for civil servants (43.6%), while on average three in ten respondents were familiar with the mandates of National Agency on Corruption Prevention (NACP), State Bureau of Investigation and the Specialised Anti-Corruption Prosecutor's Office (SAPO).

From a regional perspective, the **residents of Luhansk Oblast were the least informed of anti-corruption institutional mandates and relevant reforms while**

residents of Zaporizhzhia Oblast scored considerably higher.

Respondents that are the least well off and that have the lowest levels of formal education tend to be the least aware of anti-corruption mechanisms and institutions. For example, 57.9% of those with higher education were aware of NABU's mandate, compared to 16.7% of those with no formal education or 18.5% of those with primary education and 30.5% of those with secondary academic education.

Security services

The survey also explored the ways in which security and justice issues are addressed in the community by local administration bodies and the police.

The police and local administration bodies are considered by respondents as being fairly efficient in preventing, solving and responding to citizens' security and justice concerns. Namely, two-thirds of the population surveyed said that the police regularly or occasionally solve problems in the community, while almost two-fifths of the population surveyed thought the same of local administration bodies.

The police and local administration bodies could do more to open up channels of communication with local communities to discuss pressing security and justice issues. The great majority of respondents indicated that local administration bodies (78.3%) and the police (76.2%) rarely or never hold meetings with community members about their security issues. The residents of Zaporizhzhia Oblast were the most strident in confirming this was the case. In addition, the poorer and less educated a person is, the less informed they are likely to be efforts by local administration bodies and the police to communicate with local communities about security issues.

The presence of the police in communities close to the 'contact line' was perceived to have plummeted in 2019 compared to the previous survey. Namely, 76.2% of respondents based in communities close to the 'contact line' stated that the police are present in their communities, contrasted with 90.1% of residents that believed the same in the 2018 survey.

Respondents believe the authorities (most commonly the State Emergency Service and the police) were highly efficient in removing mines or unexploded ordinances (UXO) – 83.3% of respondents confirmed they were removed, of which 90% stated they were removed quickly. However, only 27.9% of those that had seen a mine or UXO decided to contact relevant institutions responsible for their removal. This represents a considerable fall compared to survey results from the previous year when half of those that have seen mines or UXO in Donetsk and Luhansk oblasts reached out to the relevant bodies. It is difficult to determine what the reasons are for this drop off; if the security services were seen as inefficient in disposing of mines and UXO, this would make sense, but – as the results show – this is not the case. Another possibility is that residents have become inured to the threat posed by such devices, leading to 'reporting fatigue'. UN RPP will employ further research to determine the reasons behind this shift.



Security Concerns

Security Concerns

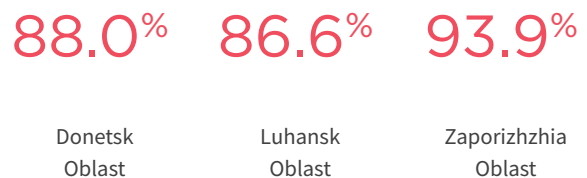
4.1 Safety at home and in the community

Respondents from Donetsk, Luhansk and Zaporizhzhia oblasts were surveyed on their security concerns in different locations and at different times of the day – **at home** and **in the community** during the **day** and at **night**. The great majority of respondents (89.0%) feel safe in their homes. The results were fairly uniform across all three oblasts and between the genders, with **91.3% of men and 87.0% of women surveyed feel safe at their homes**. In addition, the population of Donetsk and Luhansk

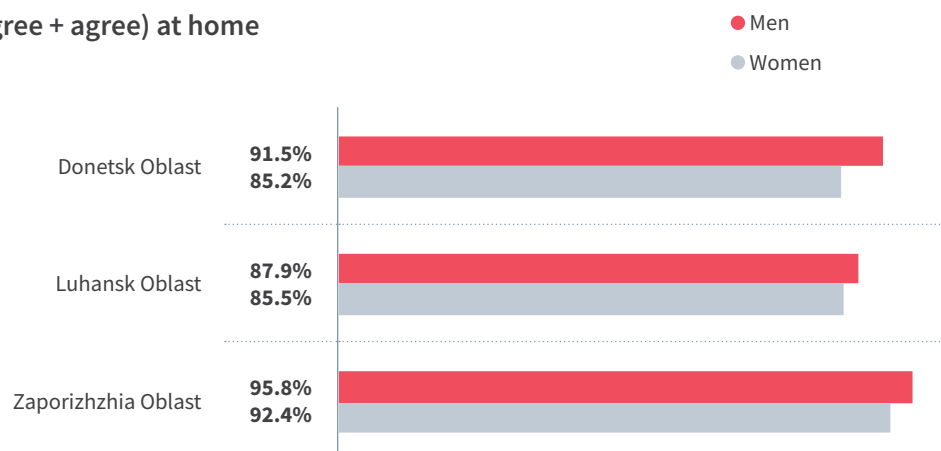
oblasts only felt almost equally as safe in their homes in 2019 (87.4%) as in 2018 (88.2%), a comparison of this survey with the one in 2018 showed.

The results show that both women and men overwhelmingly feel safe at home in the three oblasts, with **men feeling slightly safer**. In addition, of the three oblasts, both women and men in Zaporizhzhia Oblast emerged as those feeling the safest inside their homes.

I feel safe (strongly agree + agree) at home – by oblasts



I feel safe (strongly agree + agree) at home

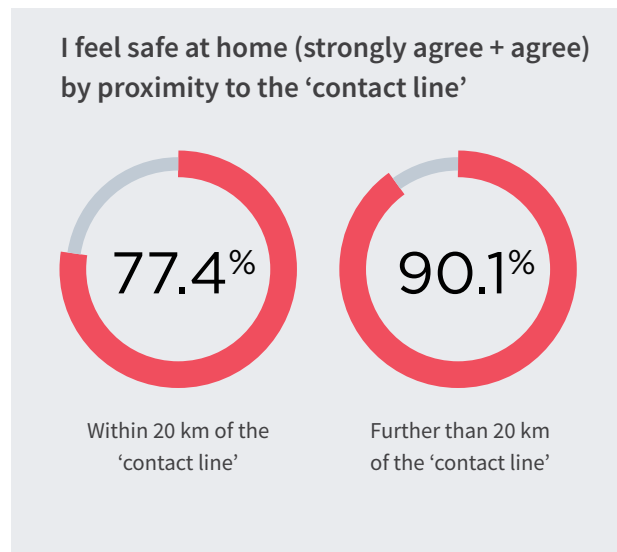


Security Concerns

However, the residents of communities within **20 kilometres of the ‘contact line’ clearly feel less safe in their homes** than citizens living in other areas covered by the survey. This is to indicate that only **77.4% of those living in the communities within 20km from the ‘contact line’ reported that they felt safe at home, comparing to 90.1% of residents of the communities further than 20km from the ‘contact line’** who felt the same.

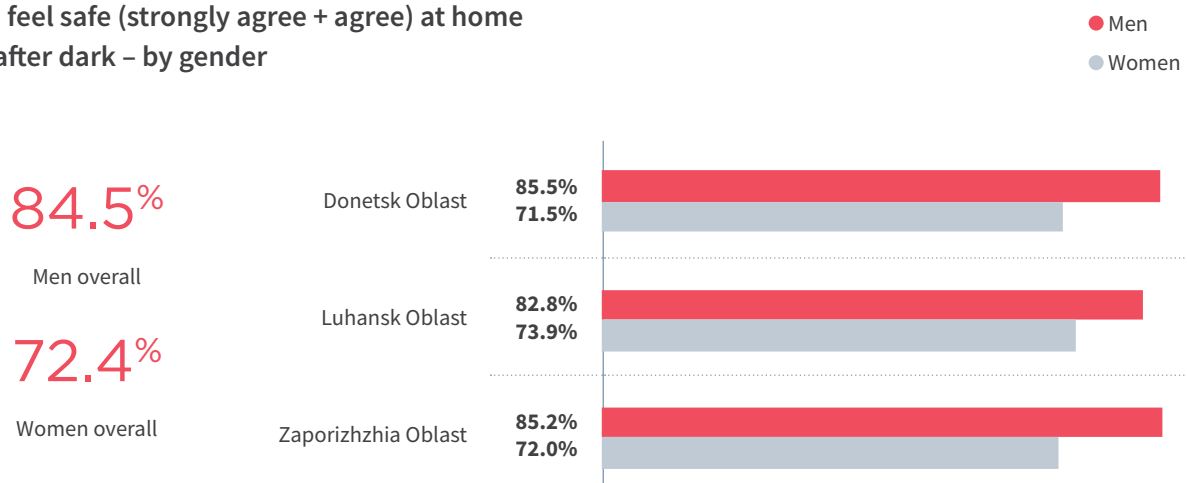
It is also notable that the **younger the respondent, the more secure they feel at home**. For instance, 95.7% of those between 18 and 29 years old reported that they felt safe at home, as opposed to 88.8% of respondents aged 60 and over.

Respondents’ fears for their safety increase at night. Namely, while **91.3% of the persons surveyed in the three oblasts feel safe during the day in their homes, 77.8% of respondents feel the same at night**. Although there were no significant regional disparities in this regard, there was a notable gender discrepancy of 12.1 percentage points - **72.4% of**



women felt safe at home at night, as opposed to 84.5% of the men surveyed. A plethora of reasons may be behind this result; further examination through both qualitative and quantitative research is required to identify the causes on women’s insecurities feelings of vulnerability. This gender disparity holds across three oblasts researched.

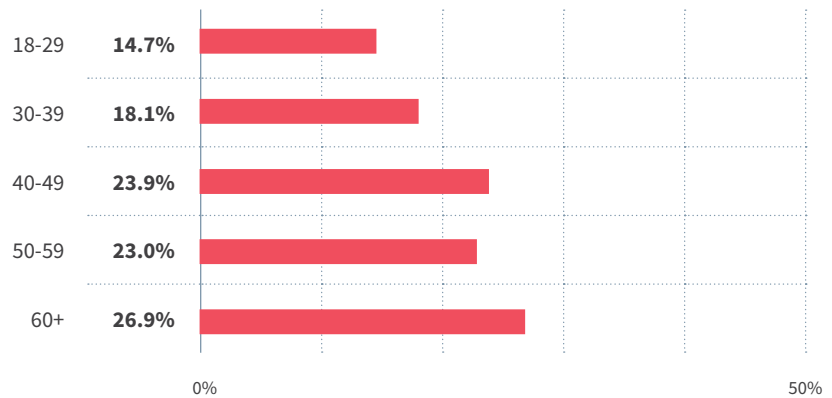
I feel safe (strongly agree + agree) at home after dark – by gender



A disparity emerged between age groups as well, with the likelihood of a person feeling unsafe in their home after dark increasing with age. Namely, **only 4.3% of 18-29 year olds felt unsafe at home after dark, while 11.2% of those of 60+ year olds reported a strong feeling of insecurity at home at night**.

There is also a significant difference between how safe residents of areas in close proximity to the ‘contact line’, and those further away, feel at home after dark. Unsurprisingly, perhaps, proximity to the ‘contact line’ makes it likelier that a person will feel unsafe at home at night.

I feel safe (disagree + strongly disagree) at home after dark – by age groups

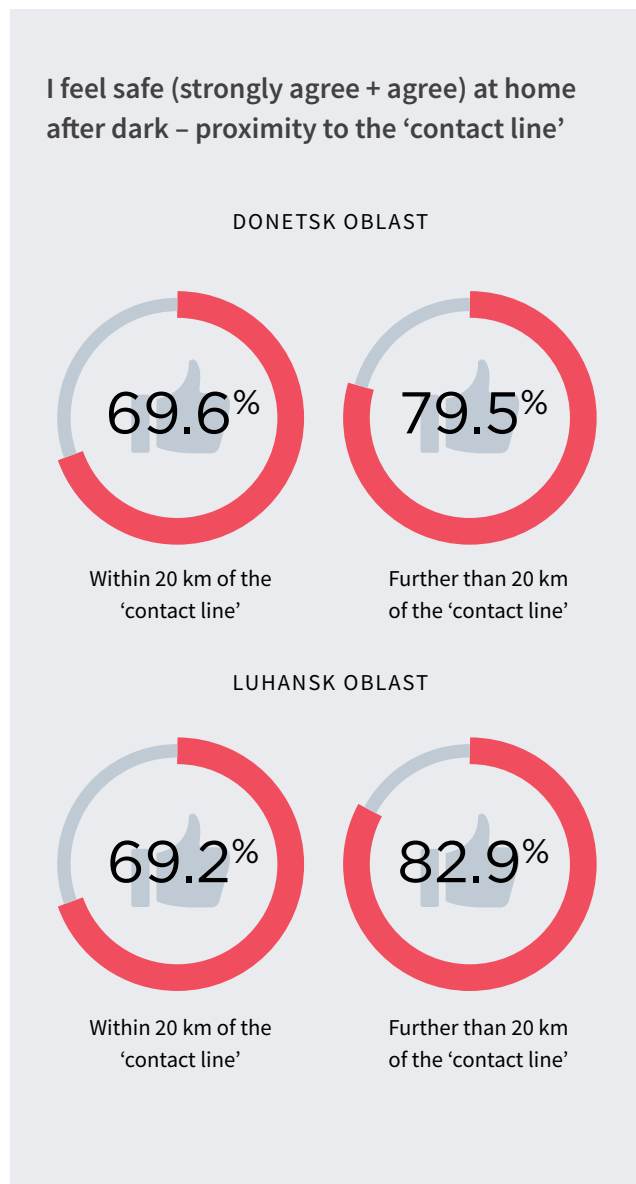


These trends are similar to those generated by the 2018 survey; analysis shows that the perception of safety in the home during the night did not change between 2018 and 2019 for residents of Donetsk and Luhansk oblasts.

In addition to inquiring about their feelings of safety at home, respondents in the three oblasts were also quizzed about their perceptions of security in their communities. **Overall, 81% of the population of the three oblasts feel safe (outside of their homes) in their communities,** with 49.2% strongly agreeing and 31.8% agreeing.

Once again, as in 2018, results show a large disparity between daytime and nighttime security: while 85% of those surveyed feel safe in their communities during the day, that percentage drops precipitously to 54.7% at night.

There was no meaningful disparity between the oblasts, including between urban and rural areas, in feeling safe in the community during the day. For instance, 84.4% and 84.7% of respondents from Luhansk and Donetsk oblasts, respectively, confirmed that they feel safe in their communities during the day, while 86.3% of the population from Zaporizhzhia Oblast stated the same.



Security Concerns

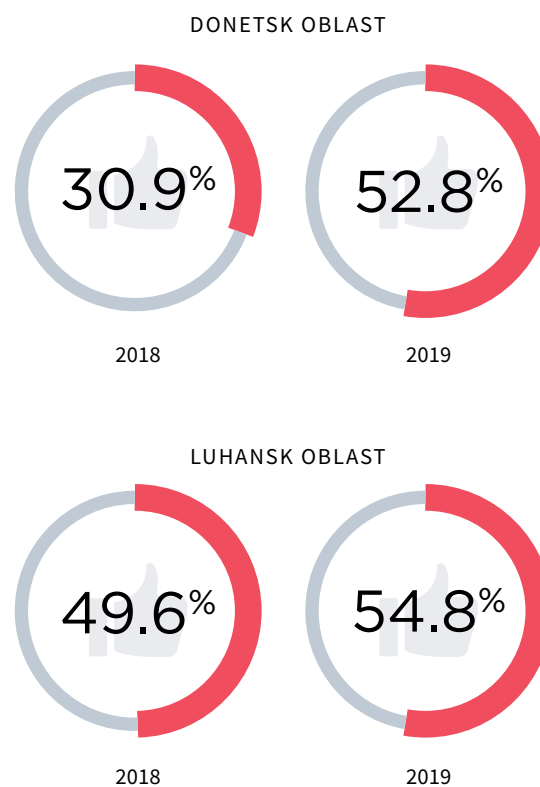
Yet, the survey results show that there was a positive change in how respondents perceived their security **during the day in the communities of Donetsk and Luhansk oblasts** in 2019 compared to previous survey results in these two oblasts. Namely, while 52.8% and 54.8% of respondents from Donetsk and Luhansk oblasts, respectively, strongly agreed with the statement “I feel safe in my community during the day” in 2019, results from the 2018 survey showed that this was true for only 30.9% of respondents from Donetsk and 49.6% from Luhansk oblasts.

Respondents who live in the communities within 20km of the ‘contact line’ both in Donetsk and Luhansk oblasts felt less safe in their communities than those living further away. This is particularly characteristic for interviewees from Luhansk Oblast where only a third (38.4%) strongly agreed that they felt safe in their communities during the day, comparing to almost two-thirds of those living further than 20km from the ‘contact line’ in this Oblast.

However, a close comparison of results for Donetsk and Luhansk oblasts from this survey and its predecessor shows that the only considerable increase in respondents’ perceptions of security in communities within 20km of the ‘contact line’ comes from those that strongly feel safe outside during the day. Namely, while in 2018 only 18.2% of the population of Donetsk Oblast strongly agreed that they feel safe in their communities during the day, in 2019 that percentage rose up to 43.6%. Nevertheless, the overall feeling of safety during the day in communities close to the ‘contact line’ in Donetsk Oblast actually decreased in 2019 (while increasing in Luhansk Oblast).

Members of some vulnerable groups, as confirmed during in-depth interviews, do not feel particularly safe walking in the community even during the day. Most of the women participating in in-depth interviews feel particularly unsafe. They complained of often encountering sexual harassment, and even robberies, on the street during the day. For elderly people the most notable fear is related to the unavailability of health services, including occasional verbal harassment by the youth. Persons with disabilities generally feel safe, but do not feel

I feel safe (strongly agree) in the community during the day – by oblasts in 2018 and 2019

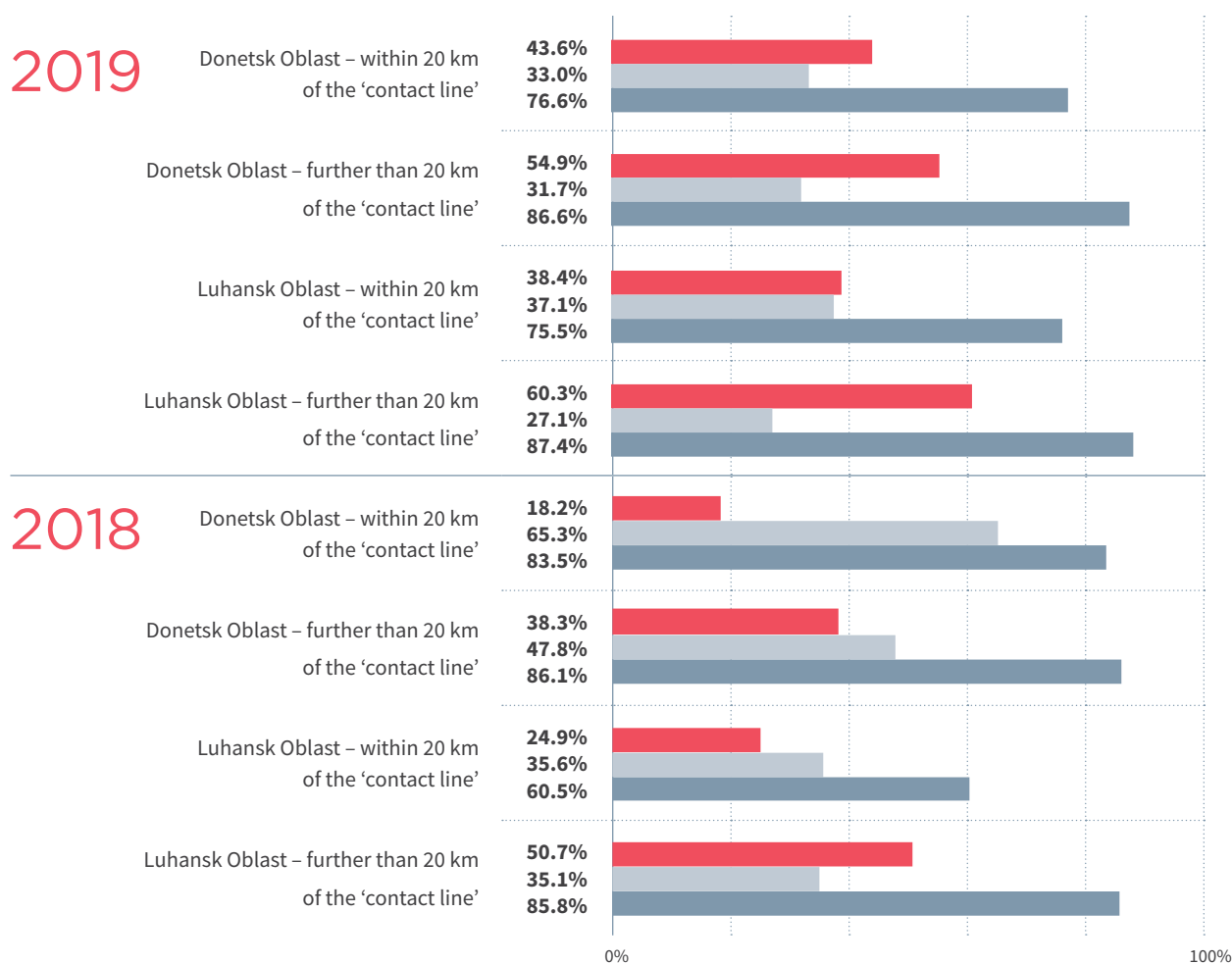


protected by the state. In addition, they highlighted a huge need to adapt public places for their needs. The LGBTIQ+ population feels particularly unsafe outside their homes. This applies even to familiar places they visit frequently in their communities. This is why LGBTIQ+ people appear to keep a rather low profile while venturing outside. For sex workers, there was a gradual feeling of insecurity in general, mainly as a consequence of their illegal activity.

Feelings of security outside the home decrease considerably at night. Namely, slightly more than half of the respondents (54.7%) felt safe in their communities after dark. Although differences in the levels of safety across the three oblasts are not extensive, residents of Zaporizhzhia Oblast (53.2%) feel slightly less safe than those from Donetsk (55.0%) and Luhansk (55.5%) oblasts. In addition, the rural

I feel safe (strongly agree + agree) outside during the day – proximity to the ‘contact line’

● Strongly agree
● Agree
● Overall



population believe their communities are safer at night (59.9%) than those coming from urban areas (49.2%).

When comparing 2019 survey results from Donetsk and Luhansk oblasts only with previous results, it is evident that Donetsk Oblast residents feel more secure after dark in their communities in 2019 (55.0%) than in 2018 (46.0%), while there was no significant disparity in that regard in Luhansk Oblast.

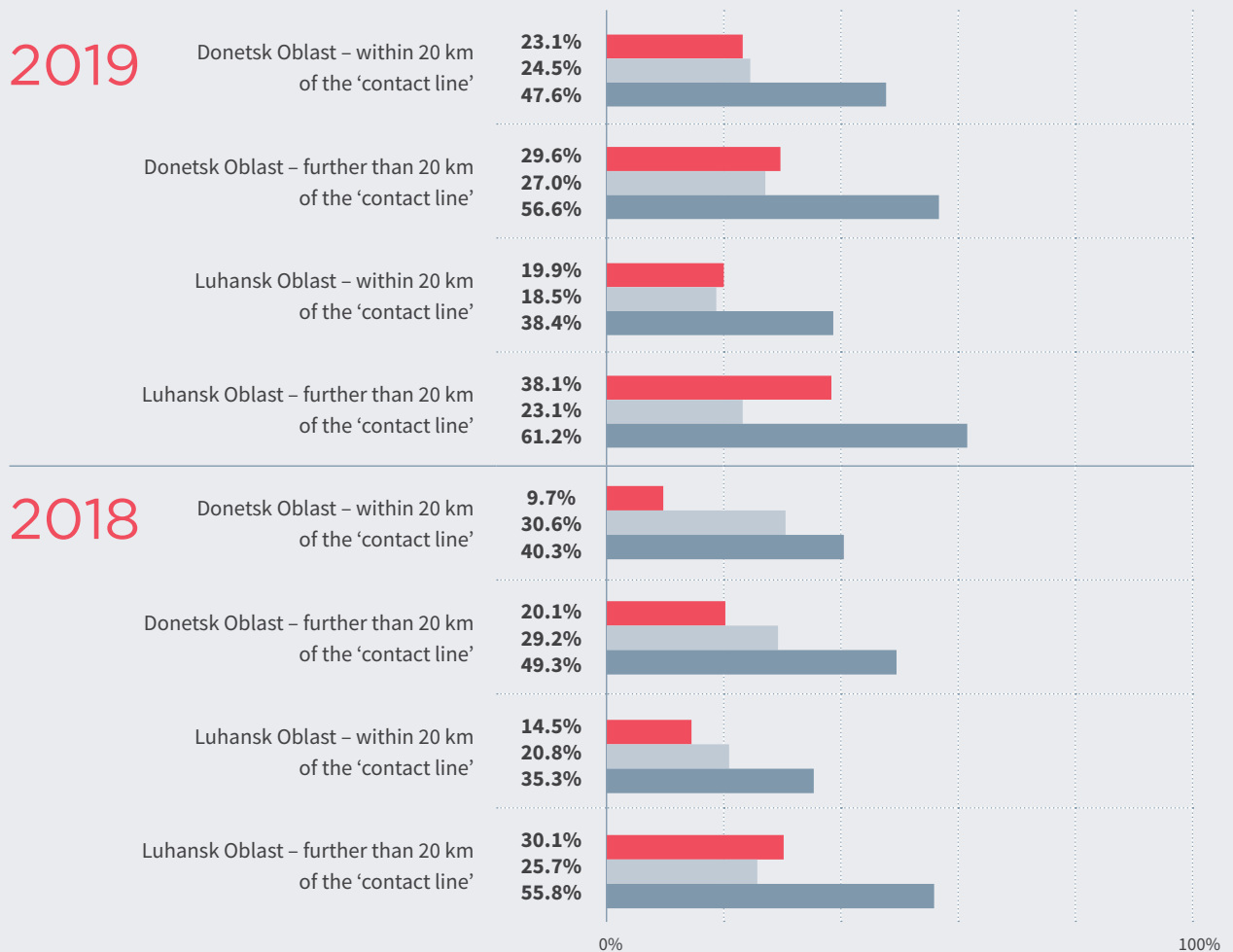
However, **residents of communities close to the ‘contact line’ feel far less safe outside at night,**

compared to those living further than 20km from the ‘contact line’. This is particularly true for residents of **Luhansk** communities close to the ‘contact line’, as **only 38.4% felt safe at night outside of their homes.** Still, there is an evident **trend of an increase of levels of safety in these communities of Luhansk and Donetsk oblasts in 2019 during night comparing to those from 2018,** as results of two surveys showed. For instance, while only 9.7% of respondents in the 2018 survey from communities close to the ‘contact line’ in Donetsk Oblast strongly agreed they feel safe outside after dark, that number rose to 23.1% in 2019.

Security Concerns

I feel safe (strongly agree + agree) outside after dark – proximity to the ‘contact line’

● Strongly agree
● Agree
● Overall



There are also **significant differences between how safe men and women feel outside after dark in their communities. Namely, while 70% of men stated they feel safe walking in their communities at night, only 42.4% of women confirmed they feel safe in this environment.** Women in all three oblasts where the survey was conducted are more likely to feel unsafe at night, with the women from Donetsk Oblast feeling the least safe (only 41.2% reported they felt safe).

In addition, elderly persons are more afraid to be outside of their homes after dark. While 62.9% of the youngest age group felt safe walking in the community

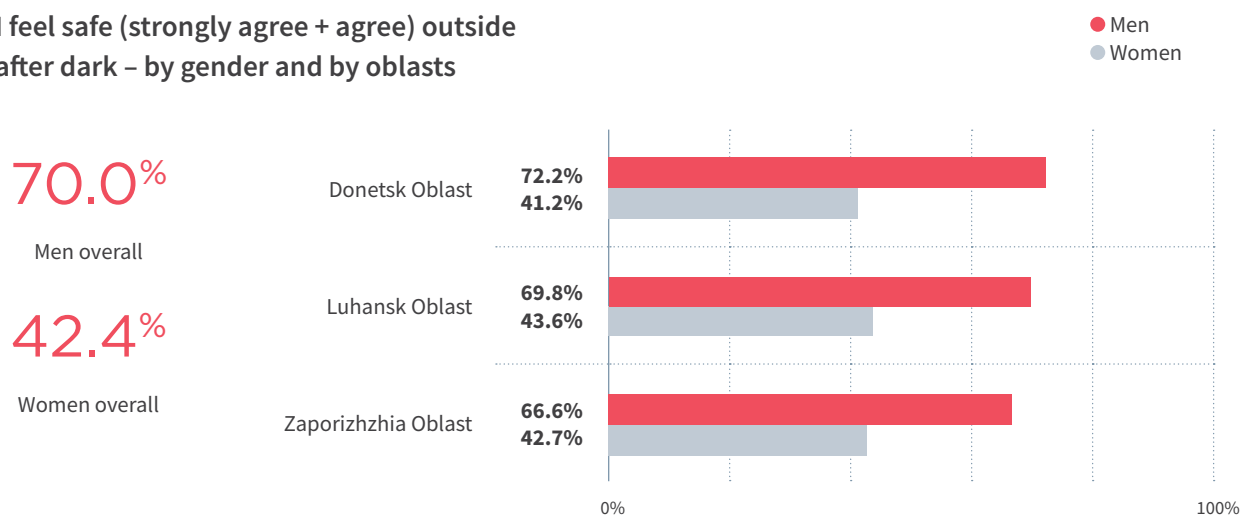
after dark, only half of those 60 years old and over felt the same (50.3%).

The survey results show that respondents across the three oblasts feel rather safe in their homes and in the community during the day. However, at night the feeling of safety decreases considerably, both at home and outside. When disaggregating data by specific personal and spatial characteristics the most prominent, yet unsurprising, finding is that those living in close proximity to the ‘contact line’ in Donetsk and Luhansk oblasts feel the most threatened. In addition, again expectedly, the residents of Zaporizhzhia Oblast

felt safer than those from the other two oblasts surveyed. When it comes to the perception of safety in communities in Donetsk and Luhansk oblasts only, residents feel safer now than they did in 2018. This includes women in the two oblasts; namely, although

they feel particularly unsafe after dark, both in their home and in the community, they did state they felt safer in 2019 than in 2018. In addition, elderly people emerged as a group that feels particularly unsafe at night in their homes and when venturing outside.

I feel safe (strongly agree + agree) outside after dark – by gender and by oblasts



4.2 Perceptions of others' safety

The survey examined the perceptions of respondents about the levels of safety of different social groups including women, men, children, elderly, IDPs, ethnic minorities and others. Respondents were asked to indicate whether the aforementioned groups were more, less, or equally safe as the rest of the community's population. The results show that **certain groups are perceived as particularly vulnerable, including women, children, persons with disabilities and the elderly.**

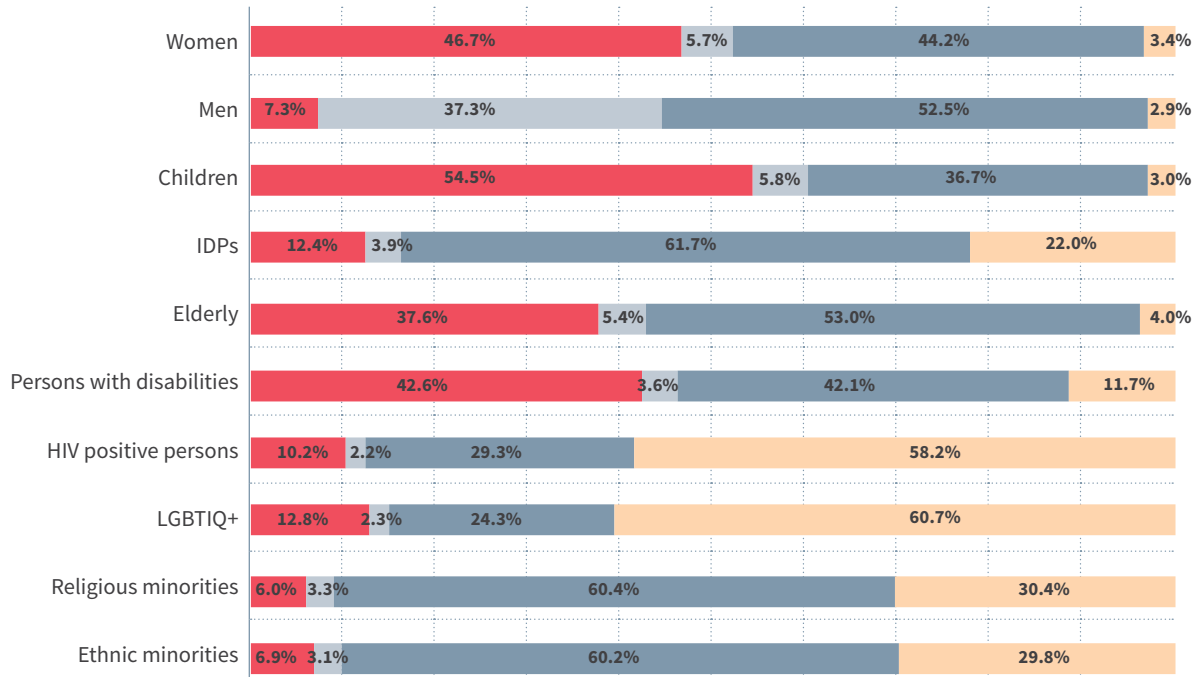
When disaggregating survey data by gender, it is clear that both men and women consider that **women**

are less safe than the rest of the community. This applies to children as well: both men and women believe children to be very vulnerable in the community. The results further show consistency among all groups of respondents in evaluating the degree of security of certain population categories such as the elderly, persons with disabilities, religious and ethnic minorities. When it comes to the LGBTIQ+ population and HIV-positive persons, many respondents felt unable to comment (for instance, 60.7% of respondents stated that they did not have the experience on which to base their opinions about how safe the LGBTIQ+ population is).

Security Concerns

Are the following groups less safe, safer, or about the same as the general community?

- Less safe
- Safer
- The same
- I have no experience on which to base my opinion

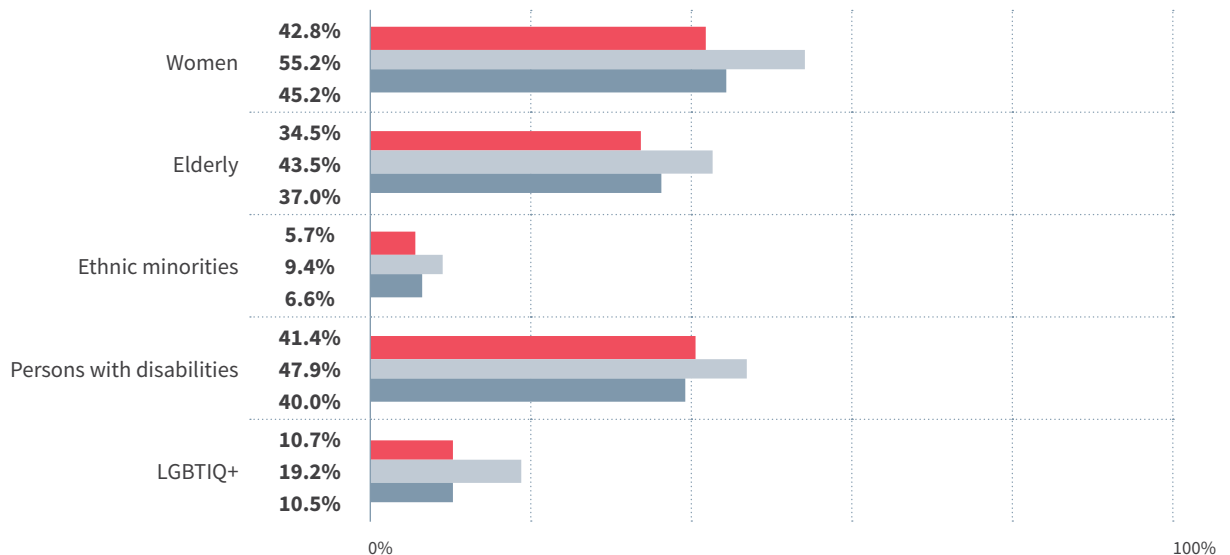


Moreover, the figures show that women, the elderly, ethnic minorities, persons with disabilities and the LGBTIQ+ population were perceived to be less safe in Zaporizhzhia Oblast than in Donetsk and Luhansk oblasts.

Results of the current survey results for Donetsk and Luhansk oblasts only, greatly correspond to those from 2018. A sole discrepancy did emerge: in 2018 women from Donetsk Oblast were considered less safe than the remainder of the population by 54% of respondents, as compared to 42% in 2019.

Population categories evaluated as less safe by oblasts

- Donetsk Oblast
- Zaporizhzhia Oblast
- Luhansk Oblast

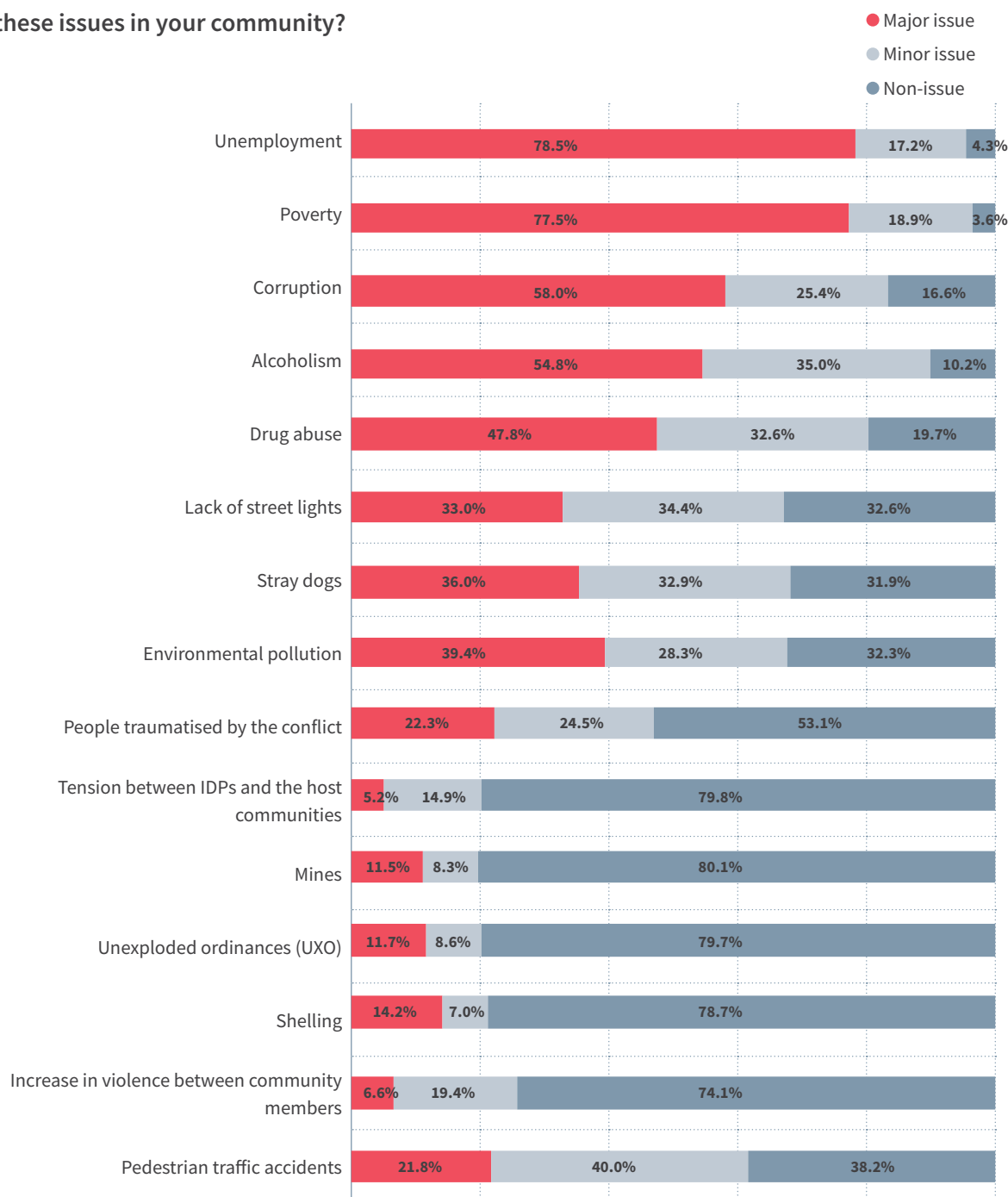


4.3 Pressing issues

The survey also investigated the most pressing issues in the communities of three oblasts. Respondents were presented with a list of fourteen issues possibly facing their communities and asked to rate them as a major, minor or a non-issue. The results indicate that

the most pressing issues concern unemployment and poverty, followed by corruption, alcoholism, drug abuse and environmental pollution – mirroring the findings from 2018.

Are these issues in your community?



Security Concerns

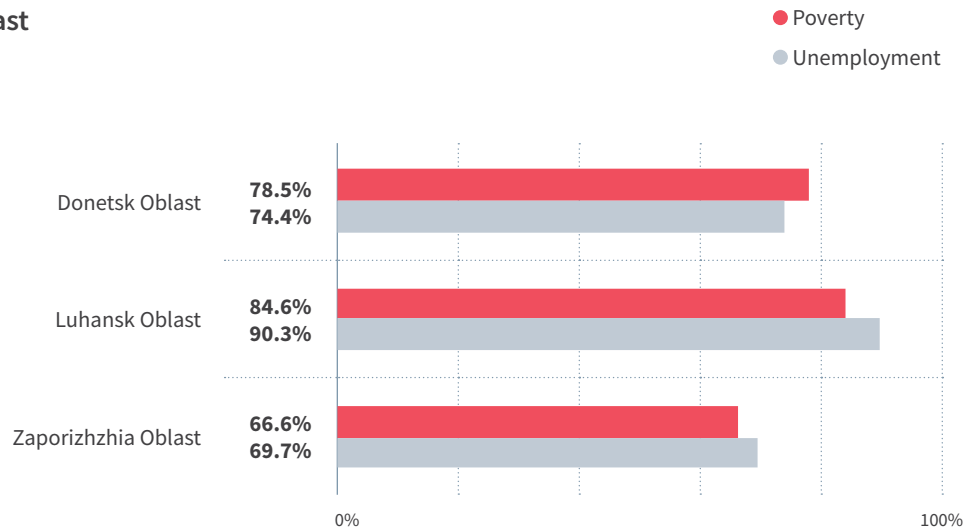
Major issues – by Oblast

77.5%

Poverty overall

78.5%

Unemployment overall



Concerns about **unemployment and poverty are especially pronounced in Luhansk Oblast, where 90.3% and 84.6%** of respondents, respectively, believe these are major issues, compared to 74.4% and 78.5% of respondents in Donetsk Oblast and 69.7% and 66.6% in Zaporizhzhia Oblast.

The levels of concern about unemployment and poverty in Donetsk and Luhansk oblasts only in 2019 were essentially unchanged from 2018. In addition, and perhaps somewhat surprisingly to

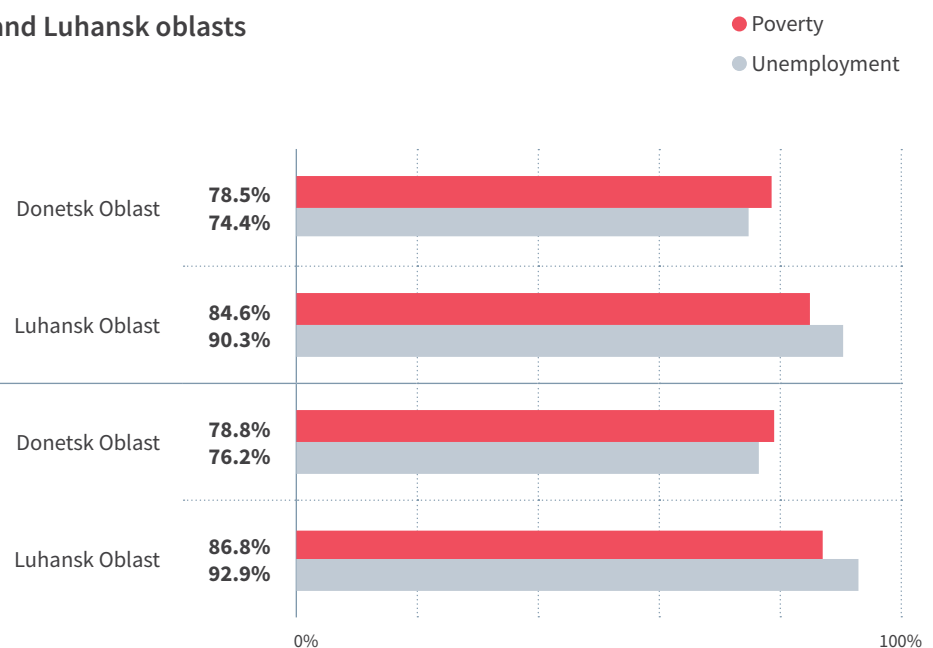
outside observers, unemployment (rather than a lack of security) is also the most pressing issue for residents of communities within 20km from the ‘contact line’ in Donetsk and Luhansk oblasts, with 83.0% of population confirming this was their first choice issue.

As would be expected, a respondent’s economic position is inversely proportional to their level of concern about poverty and unemployment, with the least well off being the most concerned about these issues.

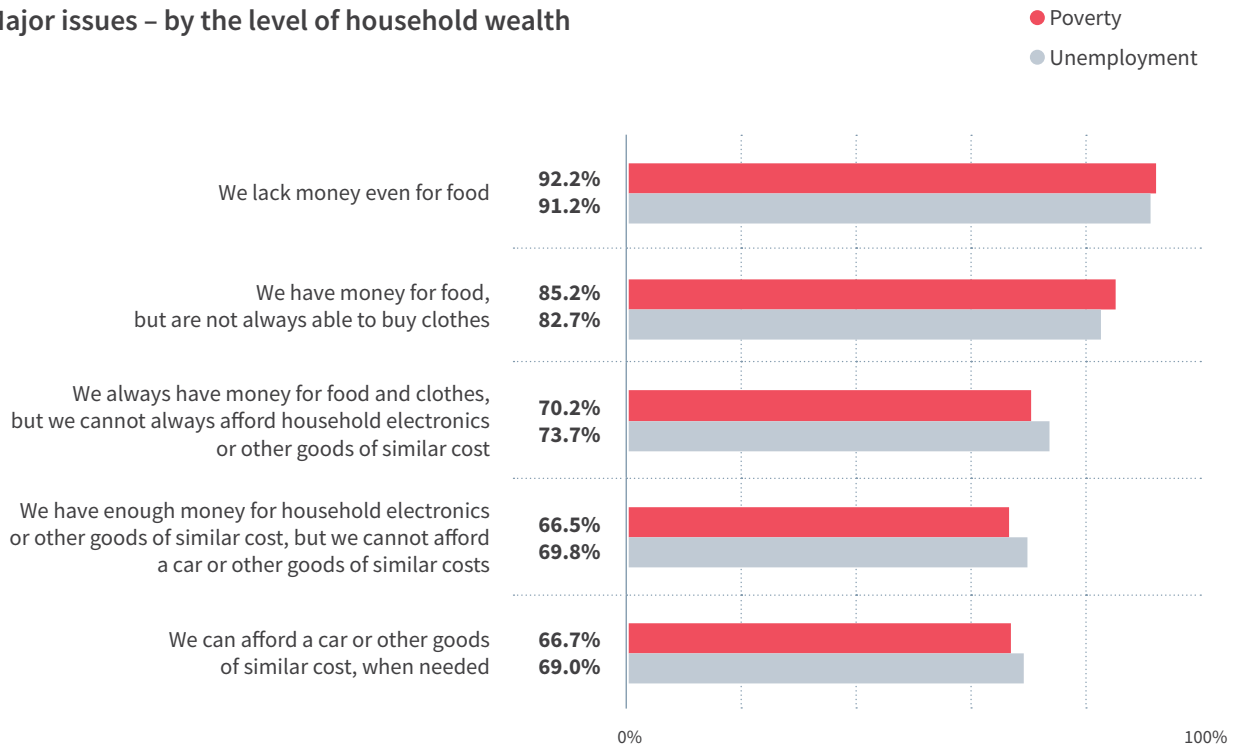
Major issues in Donetsk and Luhansk oblasts in 2019 and 2018

2019

2018



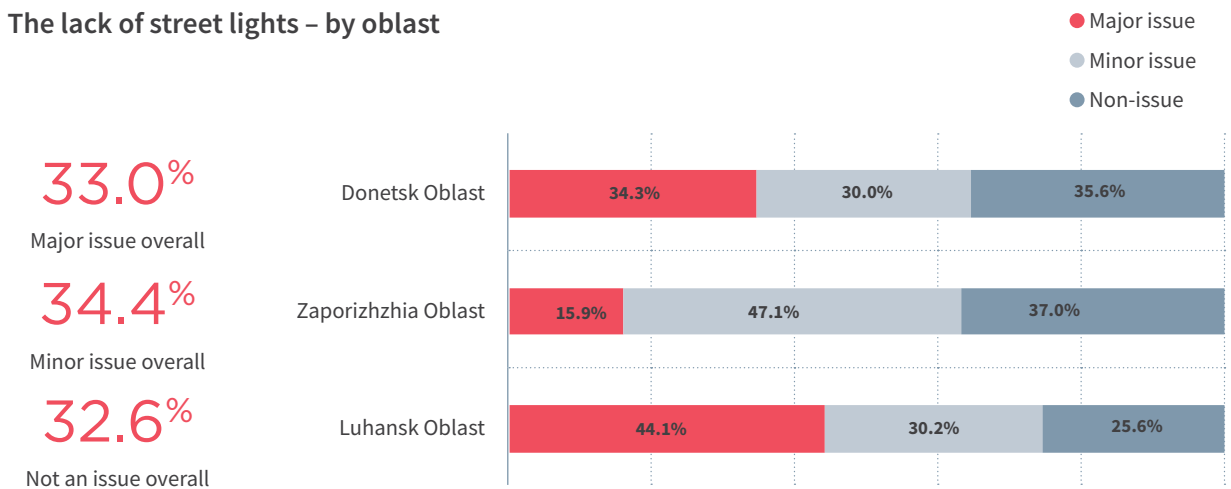
Major issues – by the level of household wealth



Disparities between urban and rural populations in selected oblasts are evident when it comes to the issue of unemployment. Namely, unemployment represents a major issue for 74.4% of the urban population, while this is true for 82.4% of the rural population in the three oblasts, indicating that the **rural population suffers more from a lack of employment opportunities.**

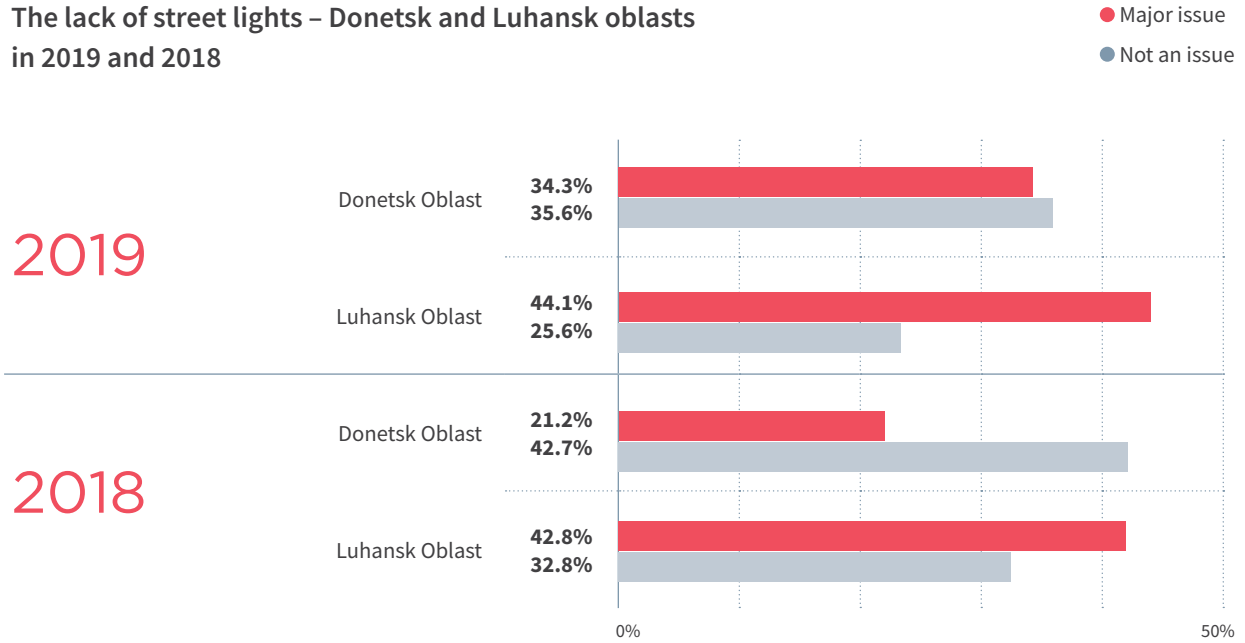
The lack of street lights (33.0%) and the presence of stray dogs (36.0%) emerged as major issues relevant for a sizeable chunk of the population. It should be noted that residents of rural areas (37.1%) were more disturbed by the lack of street lights than those coming from urban areas (28.6%).

The lack of street lights – by oblast

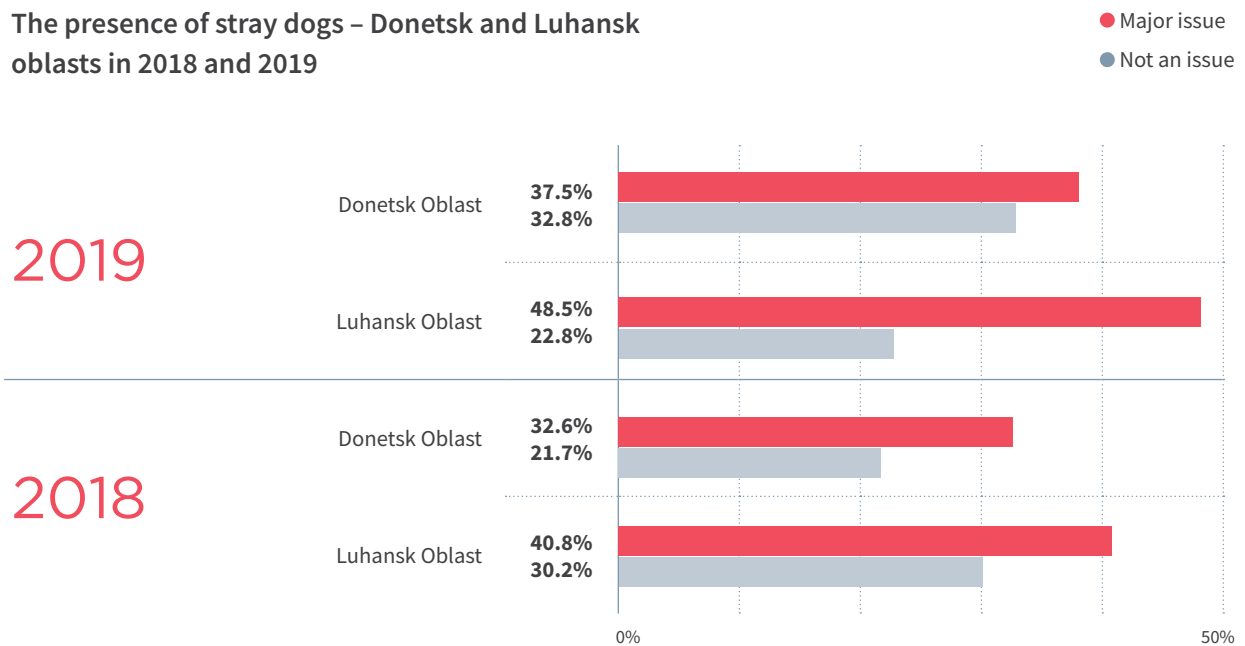


Security Concerns

The lack of street lights – Donetsk and Luhansk oblasts in 2019 and 2018



The presence of stray dogs – Donetsk and Luhansk oblasts in 2018 and 2019



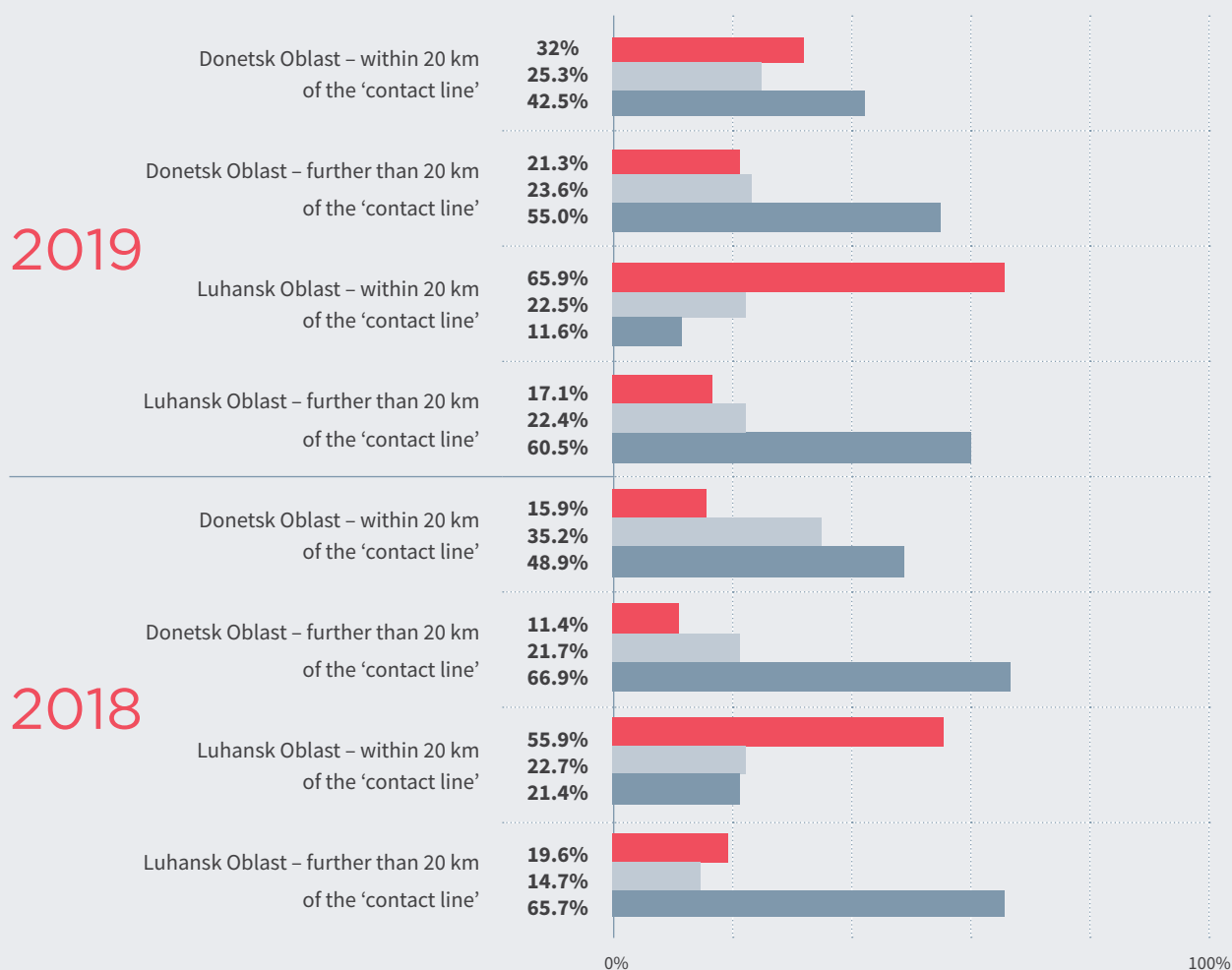
The lack of street lights and the presence of the stray dogs in Donetsk and Luhansk oblasts only was even more prominent in 2019 than in 2018.

While residents of the three oblasts did not flag ‘hard’ security issues as critical, for those living in proximity of the ‘contact line’ these issues were higher on the

priority list. Nearly **two-thirds of the respondents from Luhansk Oblast living within 20km from the ‘contact line’ confirmed that ‘people traumatised by conflict’ represents a major issue in their community, while this is true for only 17.1% of those living further away.** It should be noted that there was a rise among those living in proximity to

People traumatised by the conflict – by proximity to the ‘contact line’

- Major issue
- Minor issue
- Non-issue



the ‘contact line’ that rated the latter issue as critical in 2019 compared to 2018. This would indicate that **further resources should be dedicated by the authorities, civil society, and development actors, to combating this phenomenon.**

Moreover, **residents in areas in close proximity to the ‘contact line’ were also far more concerned about**

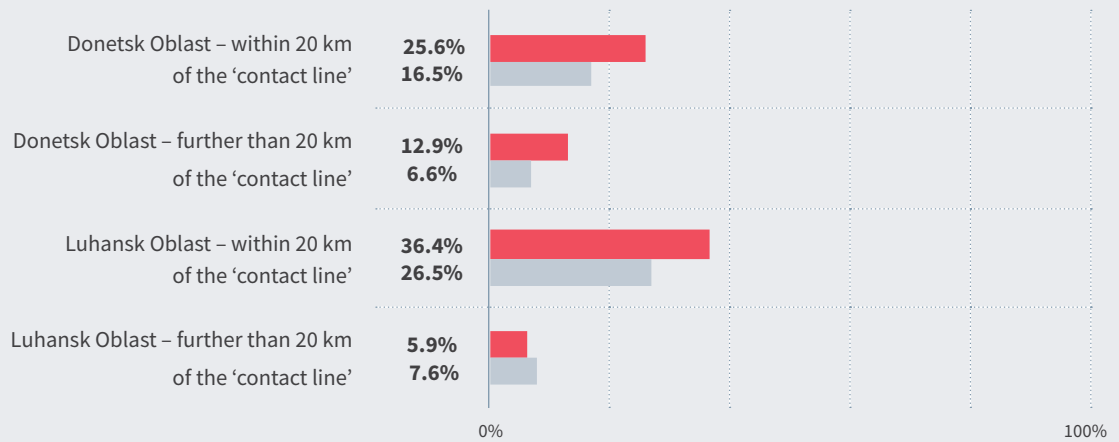
the presence of mines, UXO and about shelling than those of the communities further from the ‘contact line’. This is particularly true of residents of Luhansk Oblast living near the ‘contact line’ comparing to those living in communities further away. For instance, shelling is a major issue for half of Luhansk Oblast residents living close to the ‘contact line’, while UXO and mines are a major issue for more than one-third of them.

Security Concerns

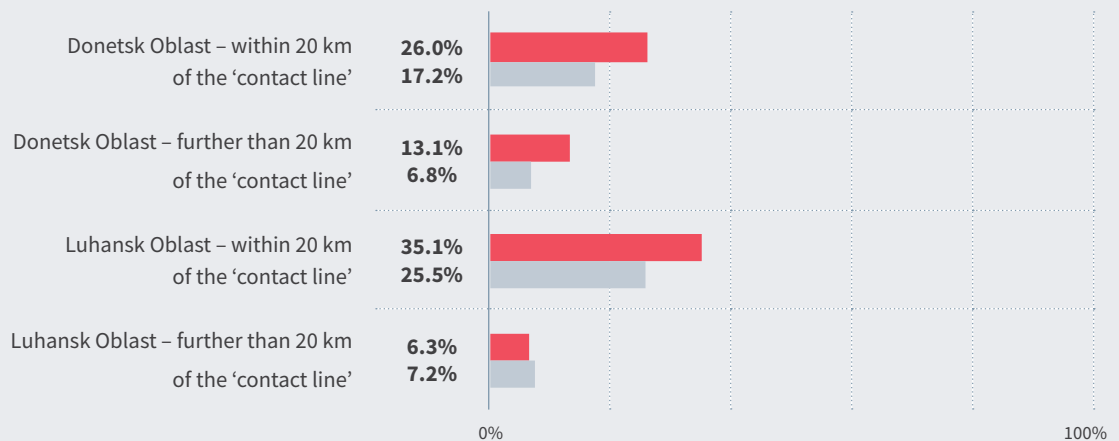
Mines – by proximity to the ‘contact line’

● Major issue
● Minor issue

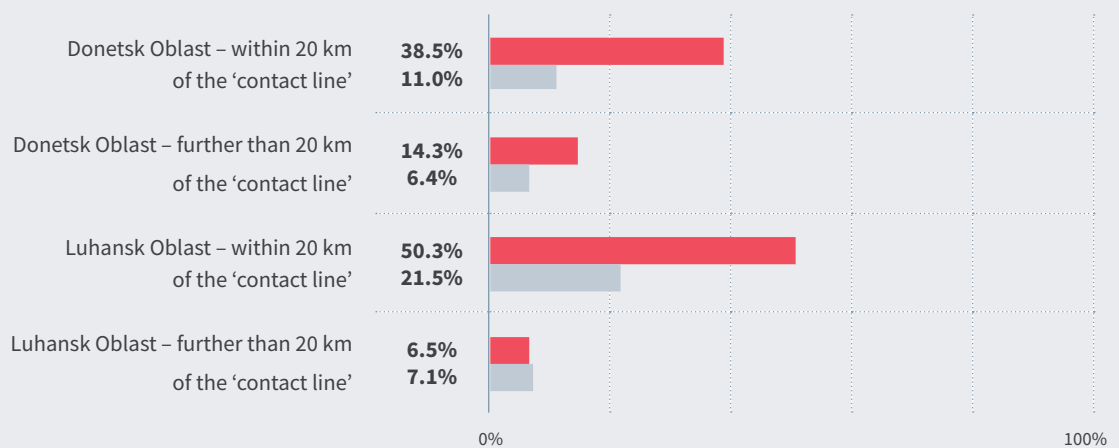
MINES



UNEXPLODED ORDINANCES (UXO)



SHELLINGS



Survey results show that **there was an increase in the importance of ‘hard’ security issues to communities close to the ‘contact line’ in Donetsk and Luhansk oblasts compared to the 2018 survey results.** Namely, more than a quarter of residents of communities close to the ‘contact line’ in Donetsk Oblast, and more than a third of those in Luhansk Oblast stated mines were a major issue, compared to 10.8% and 22.6% in 2018, respectively. Similarly, **concerns about shelling significantly increased in Donetsk Oblast for residents living in close proximity to the ‘contact line’ – from 11.6% in 2018 to 38.5% in 2019.**

While vulnerable groups share all of the same problems of the population at large, they also face other sets of issues related to their status in society. For LGBTIQ+ persons, the most pressing issues range from exclusion from employment and other social spheres to lack of protection from the police and other law enforcement bodies when facing violent encounters in the community. As it was indicated during interviews by a LGBTIQ+ respondent:

‘When calling the police, the police does not want to record that something was committed on grounds of hate. Because they don’t know how to process such cases (...) Most often it is recorded as ruffian behaviour or something like that, without mentioning this point of hate.’²

For a majority of IDPs interviewed, the regulation of their legal status represented a considerable issue. They highlighted the burden of lengthy and complicated procedures in accessing personal documentation, particularly because it prevents them from duly regulating their status. Moreover, they reported corrupt practices within law enforcement as another factor that hampers them in exercising their rights.

Persons with disabilities reported during the interviews that they face barriers to employment. They added that they are often prevented from safely using public transport and from accessing institutions as a consequence of the infrastructure being inadequate to support their needs.

The survey results indicate that the greatest source of anxiety for the majority of the residents of the three oblasts was their economic position more broadly, including, specifically, a lack of employment opportunities and resulting economic deprivation. While characteristic for all three oblasts, this was particularly pronounced in Luhansk Oblast. The results for Luhansk and Donetsk oblasts essentially correspond to those from the 2018 survey as the most pronounced pressing issues remained the same, with insignificant variations in the figures representing the level of concern. The abovementioned issues were also highlighted as pressing for those residing in communities in Donetsk and Luhansk oblasts in close proximity to the ‘contact line’. However, the residents of these communities were far more concerned than those living further from the ‘contact line’ with ‘hard’ security issues such as mines, UXO and shelling, as well as with the consequences of the conflict (such as the increasing number of those severely traumatised by the conflict). Significantly, the share of those traumatised by the conflict increased in 2019 in communities close to the ‘contact line’ in Donetsk and Luhansk oblasts from 2018. This trend also applies to ‘pure’ security issues in the same communities; in 2019, respondents’ fears of mines, UXO and shelling increased in average by more than 20 percentage points compared to 2018.

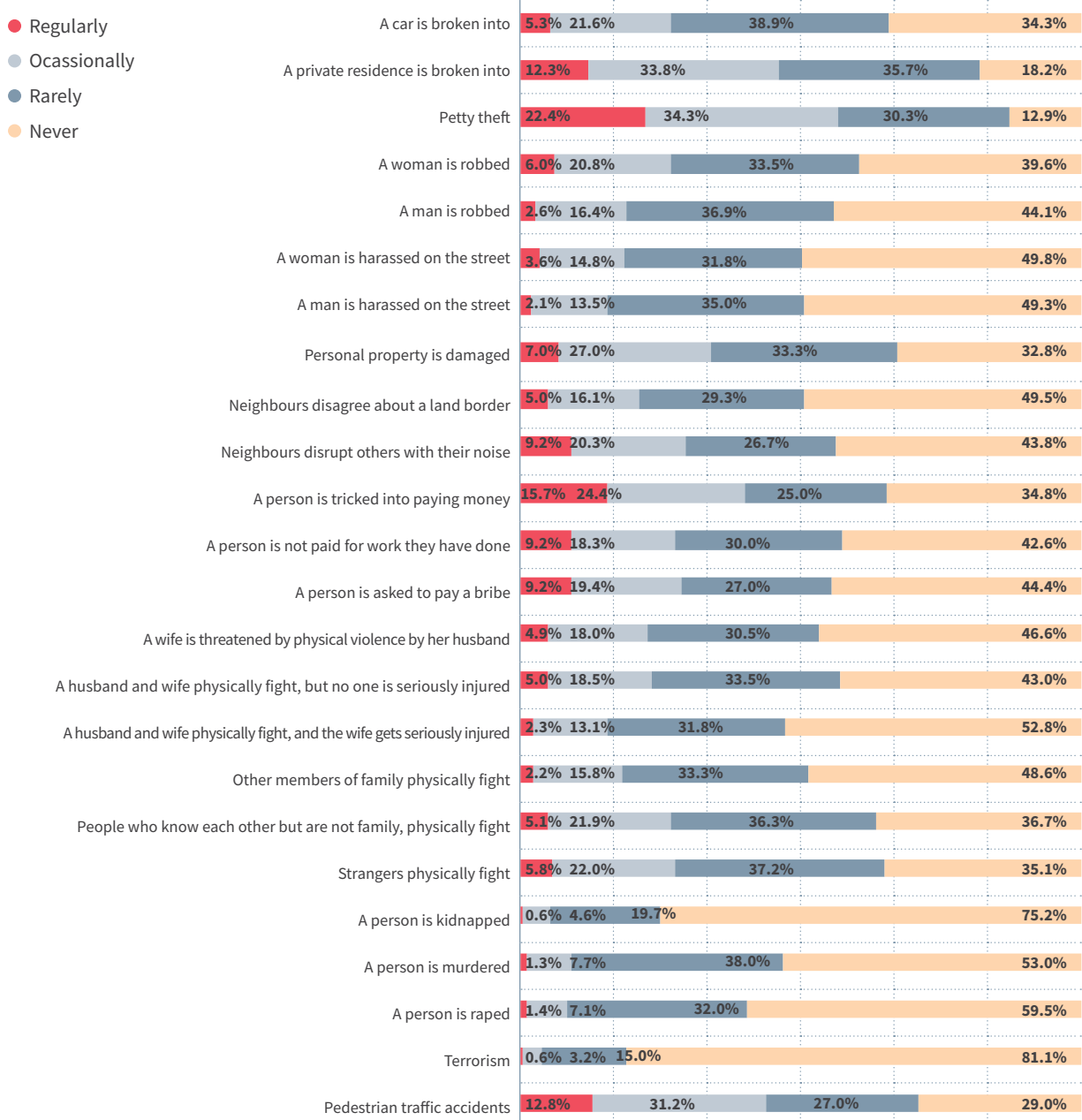
2. Interview with a representative of LGBTIQ+ community in Donetsk Oblast.

4.4 Perceptions of crimes and disputes

The survey was focused on gathering data about respondents' perceptions of the types of criminal offences and disputes that most frequently occur in their communities. It offered 24 types of disputes and crimes ranging from petty theft to terrorism, and asked

whether they take place regularly, occasionally, rarely or never. In addition, the respondents were surveyed on their greatest concern in relation to the type of offence and dispute they face.

How frequently do you think these crimes and disputes occur in your community?



The respondents indicated that they believe that the most common crimes and disputes occurring in their communities are economic and property crimes such as burglaries of private properties, petty theft, frauds and scams. Moreover, pedestrian traffic accidents emerged as a considerable source of anxiety in the communities in three oblasts. These are followed by robberies, acts of physical violence, including domestic violence and fighting among strangers. As perceived by the selected respondents, the most grievous crimes connected to violence, including kidnaping, murder and terrorism, were thought to occur much less frequently.

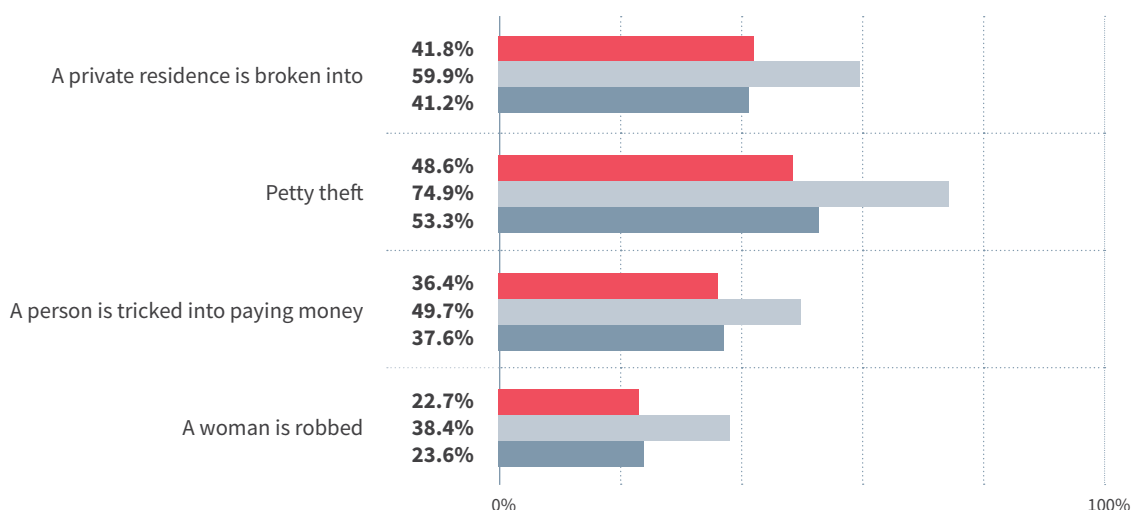
Moreover, women were more inclined than men to believe that in the occurrence of domestic violence. For instance, just over a quarter of female respondents (25.5%) claimed that women are commonly threatened with physical violence by their husbands, compared to 19.7% of men who said the same. Moreover, 17% of female respondents indicated that women regularly or occasionally get seriously injured as a consequence

of physical violence committed by their husbands compared to 13.4% of men confirming this was the case.

It is indicative that there are notable differences between Zaporizhzhia Oblast, on the one hand, and Donetsk and Luhansk oblasts, on the other, when examining the levels of incidence of economic and property crimes and acts of physical violence, including traffic accidents. For instance, almost two thirds (59.9%) of people from Zaporizhzhia Oblast indicated that private residences are regularly or occasionally broken into compared to 41.8% of Donetsk and 41.2% of Luhansk oblasts residents who agreed with the same statement. The issue of petty theft is even more prominent for Zaporizhzhia Oblast residents compared to residents of the other two oblasts; namely, while 74.9% of Zaporizhzhia Oblast residents opined that petty theft happens regularly or occasionally, around half of Donetsk (48.6%) and Luhansk (53.3%) oblasts residents believe the same.

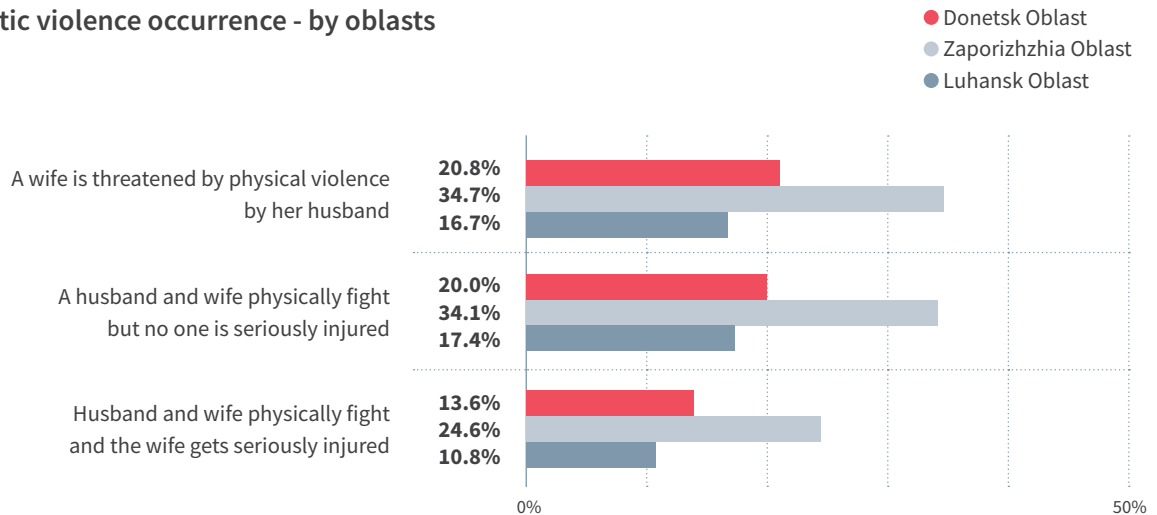
The most common economic, property crimes and frauds by oblasts with Zaporizhzhia Oblast taking the lead (regularly + occasionally)

- Donetsk Oblast
- Zaporizhzhia Oblast
- Luhansk Oblast



Security Concerns

Domestic violence occurrence - by oblasts



Acts of physical violence are also more of a concern for residents of Zaporizhzhia Oblast than for those of Donetsk and Luhansk oblasts. For instance, twice as many residents of Zaporizhzhia Oblast believe domestic violence is likely to occur as residents of Luhansk Oblast.

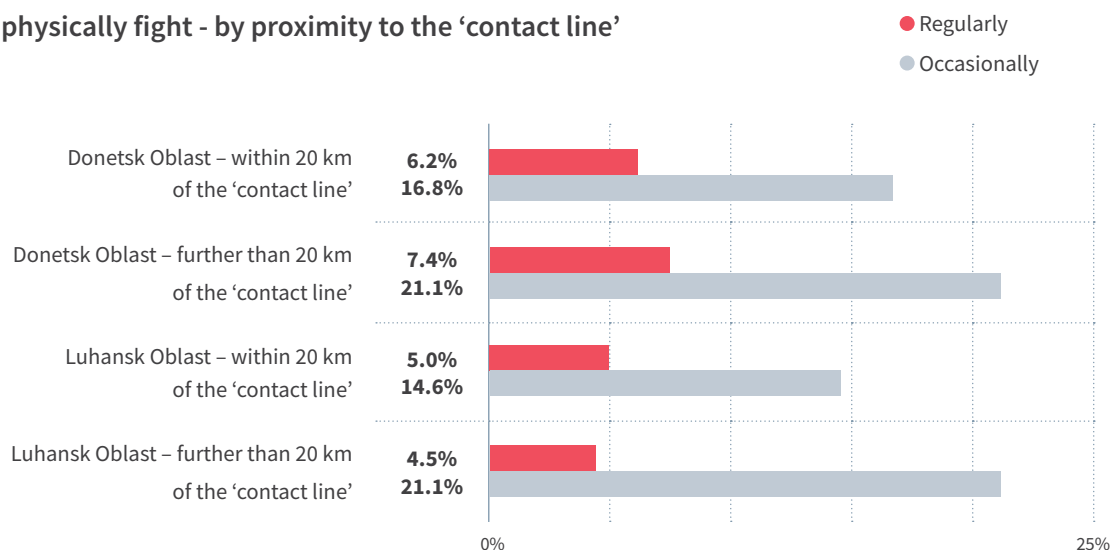
In addition, the residents of Zaporizhzhia Oblast indicated that pedestrian traffic accidents represent an issue that requires more attention. Namely, 63.6% of residents of Zaporizhzhia Oblast indicated that traffic accidents happen frequently (regularly or occasionally), while 40.2% and 34.1% of Donetsk and Luhansk oblasts residents respectively stated the same.

Respondents from rural areas appear far less affected by the economic and property crimes, including fraud, compared to the urban population. This trend equally applies to all of the violent acts respondents were surveyed.

Residents of communities close to the ‘contact line’ in Donetsk and Luhansk oblasts believe that economic and property crimes, domestic violence and violent acts, in general, occur less frequently than residents living further afield, which is a particularly surprising finding.

In addition to their perception of the frequency of certain crimes, **respondents were also surveyed on which of these was of greatest concern to them.**

Strangers physically fight - by proximity to the ‘contact line’



Which crimes and disputes are of greatest concern to you?



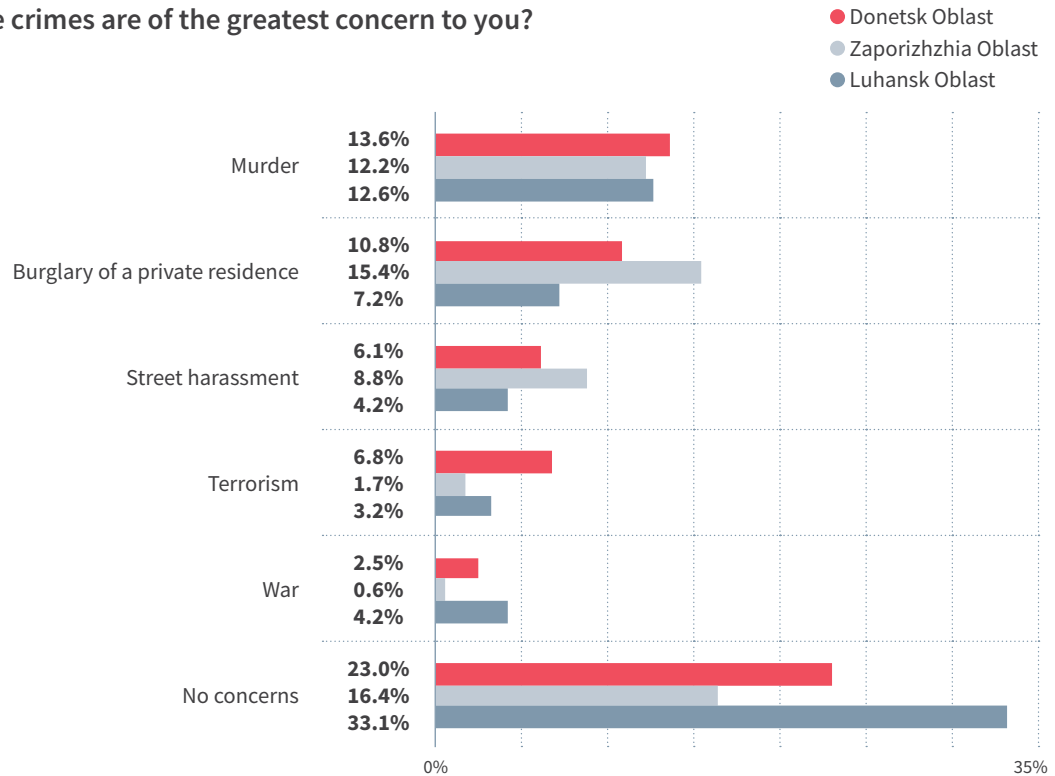
0% 25%

Security Concerns

Despite its perceived low rate of occurrence, **murder, almost equally across the three oblasts, is of greatest concern to respondents - 13.6% in Donetsk Oblast, 12.2% in Zaporizhzhia Oblast, and 12.6% in**

Luhansk Oblast. In addition, while burglary into private residences is of considerable concern for the residents of Zaporizhzhia Oblast (15.4%), it is half as likely to be a concern for those from Luhansk Oblast (7.2%).

Which of these crimes are of the greatest concern to you?

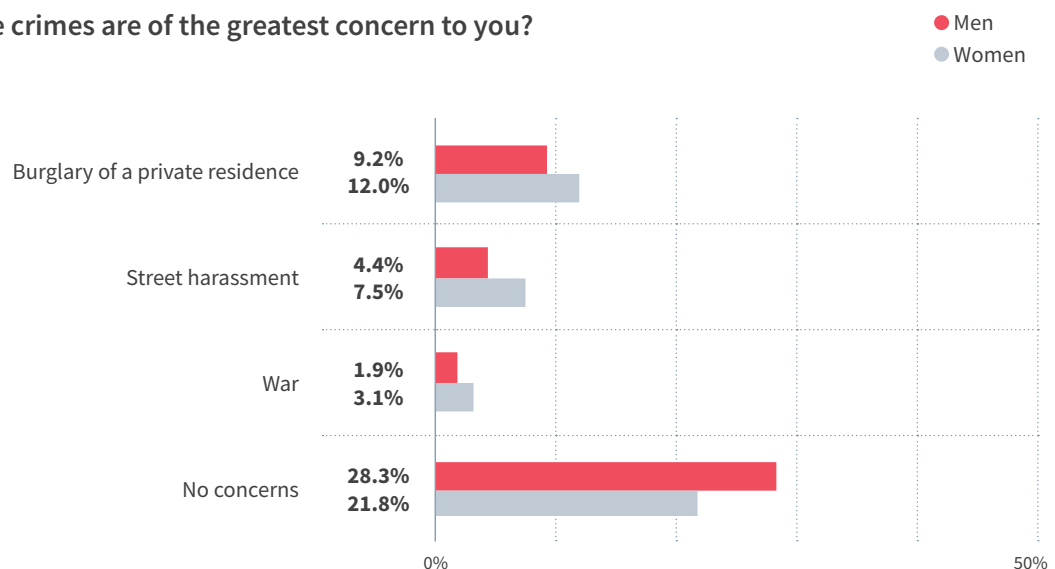


There has been a decrease in certain security concerns in Donetsk and Luhansk oblasts since 2018.

For instance, while 21.7% of Donetsk Oblast residents considered murder a major concern in 2018, in 2019 that figure dropped to 13.6%.

An analysis of results from a gender perspective reveals that there is a slight disparity between men and women in how they rate their primary concerns in the community. In particular, women are concerned more with street harassment and burglaries into private

Which of these crimes are of the greatest concern to you?



residences. In addition, more men (28.3%) than women (21.8%) stated that there were no disputes and crimes that primarily concerned them.

Finally, rural areas are considered safer than urban areas according to all of the variables examined in the survey. This is not surprising as rural areas feature stronger personal connections, close-knit networks, as well as less population in general, which directly affects crime rates and the types of crimes perpetrated. On the other hand, some rural areas may be socially more isolated, which leads to their residents being less informed about

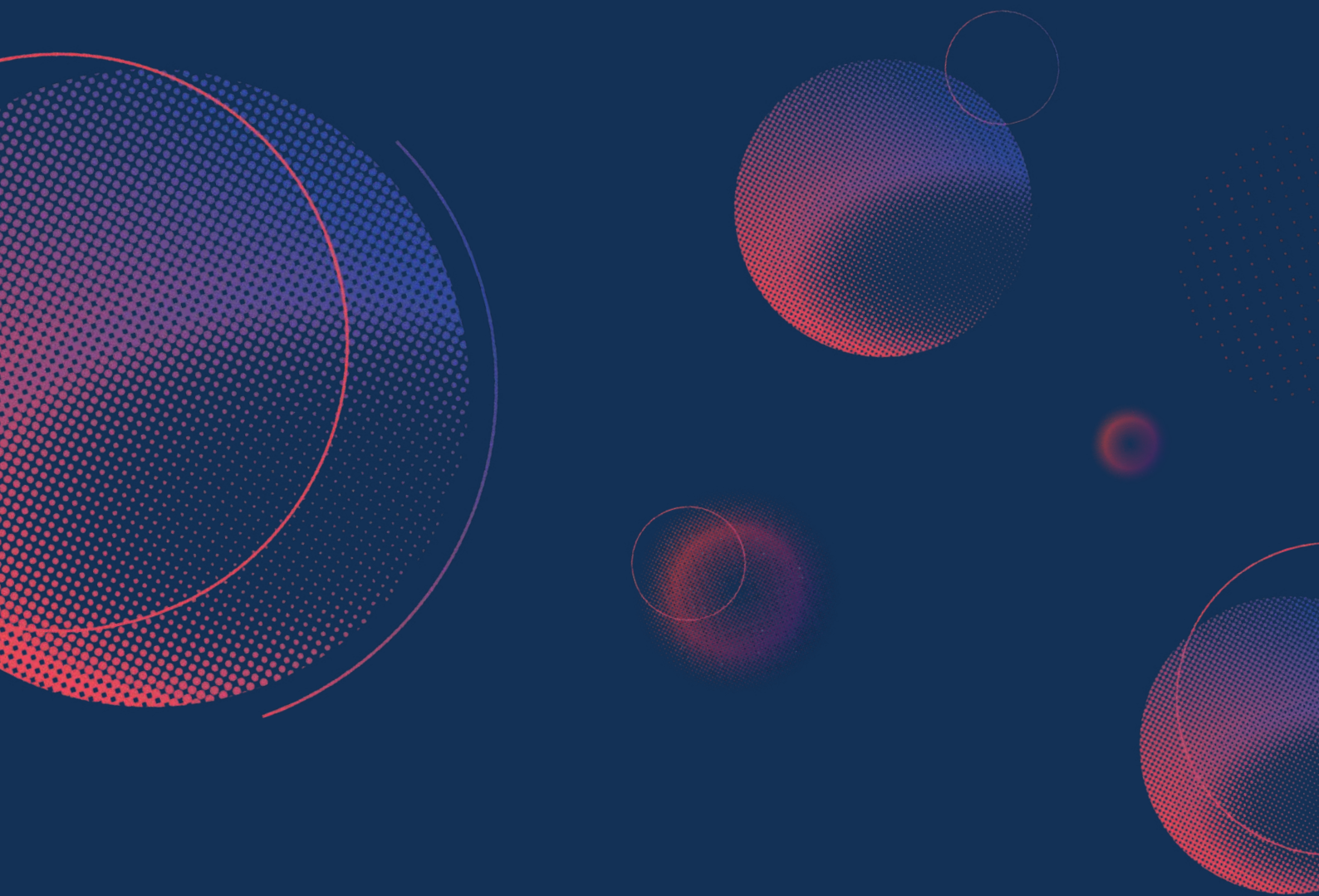
crime occurrence rates and about the types of offences committed. Moreover, the same offences may be experienced very differently in different cultural, social and demographic contexts. For instance, there may be a higher degree of tolerance towards domestic violence crimes in close-knit communities due to a cultural tendency for communities in rural areas to keep one's own counsel, accompanied by rooted cultural practices of obedience to the male family members. Nonetheless, the only way to determine whether these hypotheses are accurate would be to carry out further qualitative research.

Key findings

The following themes emerged from the discussion of the multifaceted security context in Ukraine in this chapter:

- Residents of the three oblasts surveyed feel fairly safe in their homes and in the community during the day, while they feel considerably less safe at night.
- Proximity to the 'contact line' negatively affects the feeling of safety at home and in the community during the day and after dark, with residents of Luhansk Oblast showing the highest degree of anxiety when walking outside their homes at night.
- Women feel particularly unsafe at night, both in, but especially outside, their homes.
- The results indicate that women, children, the elderly and persons with disabilities are the most vulnerable when it comes to their safety at home and, most notably, in the community.
- Respondents' primary issues of concern are unemployment and poverty, followed by corruption, alcoholism, drug abuse and pedestrian traffic accidents. Residents of communities in close proximity to the 'contact line' stressed 'hard' security issues, including the traumatisation of people by the conflict, as more prominent compared to those living in communities further away. This issue was more prominent in 2019 than in 2018.
- Lack of street lights and stray dogs proved to be a rising concern for residents of Donetsk and Luhansk oblasts.
- Economic and property crimes were thought of by residents as most frequently occurring in the oblasts surveyed, while crimes connected to violent acts are believed to occur less. Women are more concerned about crime in the community than men.
- Rural areas were identified as a significantly safer environment than urban areas according to all types and degrees of security threats.

Access to Justice



Access to Justice

Respondents across the three oblasts were surveyed on their approaches to resolving disputes, perceptions of justice sector institutions and experiences with disputes.

5.1 Perceptions of justice and security services

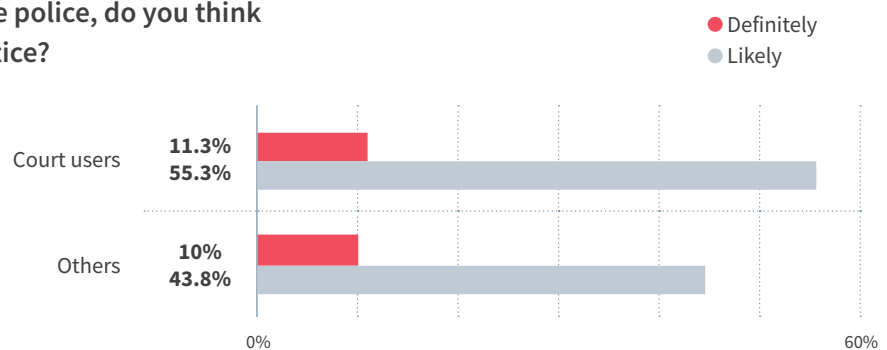
Security services and justice sector institutions are thought of as the primary address for getting justice for victims of crimes. **Nearly nine in ten (88.6%) of respondents stated that if they were a victim of a crime they would report it to the police or the prosecution. Over half of all those surveyed from all three oblasts (53.8%) said they believed they would definitely (10%) or likely (43.8%) get justice.** That percentage is similar for respondents from Donetsk and Luhansk oblasts only (52.6%), which represents a slight increase from 2018 (when a total of 48.5% professed the same belief); however, it should also be noted that slightly more respondents in the two oblasts said they would definitely not get justice than in 2018 (16.9% in the current survey versus 14.8% in the previous survey).

Hearteningly, respondents that have had experiences in court expressed more confidence in being able to obtain justice than those that had not. This could

indicate that the justice system functions better up close than is perceived 'from the outside'.

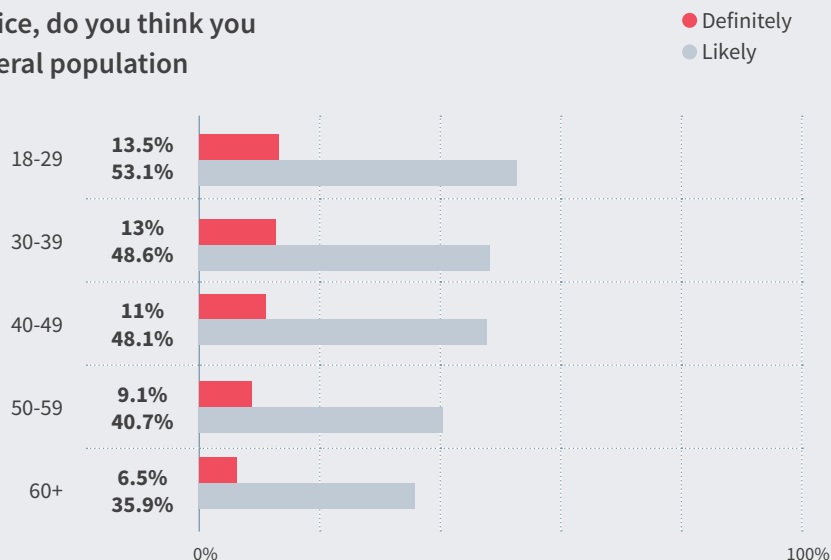
The belief in obtaining justice after reporting a crime is closely correlated with: age (the older a person is the less likely they are to believe in obtaining justice after a crime; whereas 66.6% of those aged 18-29 believe they would be able to obtain justice after reporting a crime to the police or prosecution, that percentage drops as respondents age, with only 42.4% of those 60 years and older believe the same); **economic status** (with the poorest respondents believing in the justice system the least (only 36% of those that described themselves as lacking money even for food stated they would probably obtain justice)); and **education** (while just 37% of those with primary or unfinished secondary think they would be able to obtain justice if they reported a crime, that number rises to 62.8% of those with unfinished higher education and 60.3% of those with a completed higher

If you reported a crime to the police, do you think you would be able to get justice?

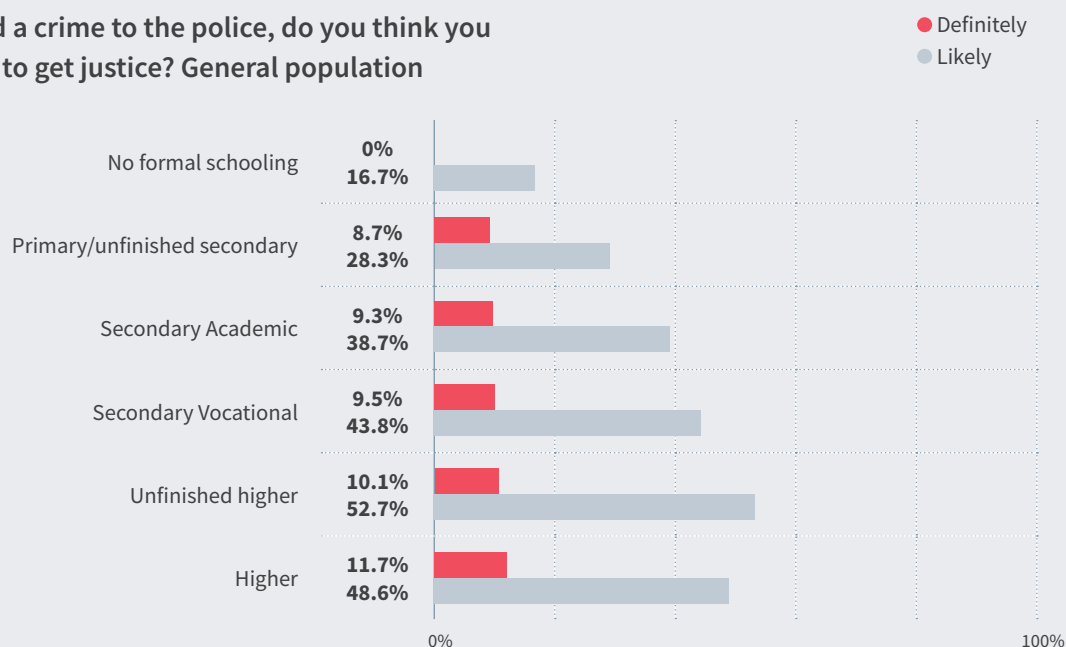


Access to Justice

If you reported a crime to the police, do you think you would be able to get justice? General population



If you reported a crime to the police, do you think you would be able to get justice? General population



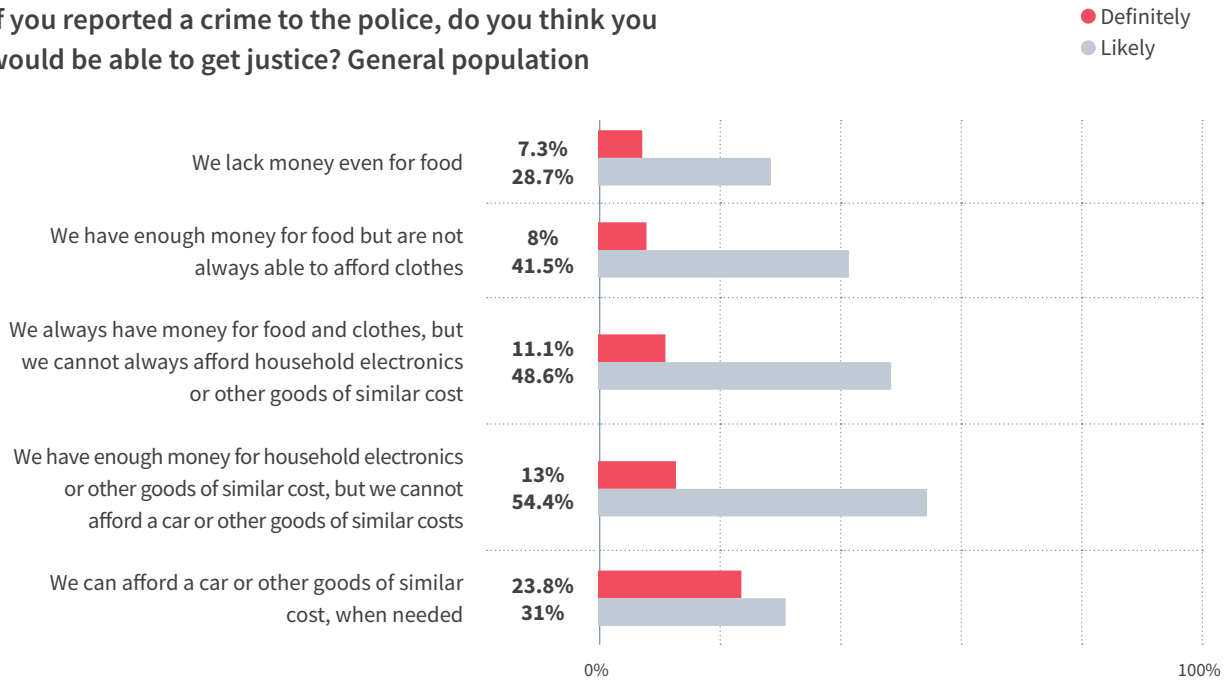
education). It is interesting to note, however, that the most educated and best-off respondents are more slightly more sceptical than those slightly worse off and less educated.

As was noted above, court users are more trusting of the justice system delivering justice for victims of a crime than the remainder of the population. However, the same dynamics are present among court users as they are among the population at large, with age, economic status, and education influencing how someone views their prospects of obtaining justice as a victim reporting the crime to the police

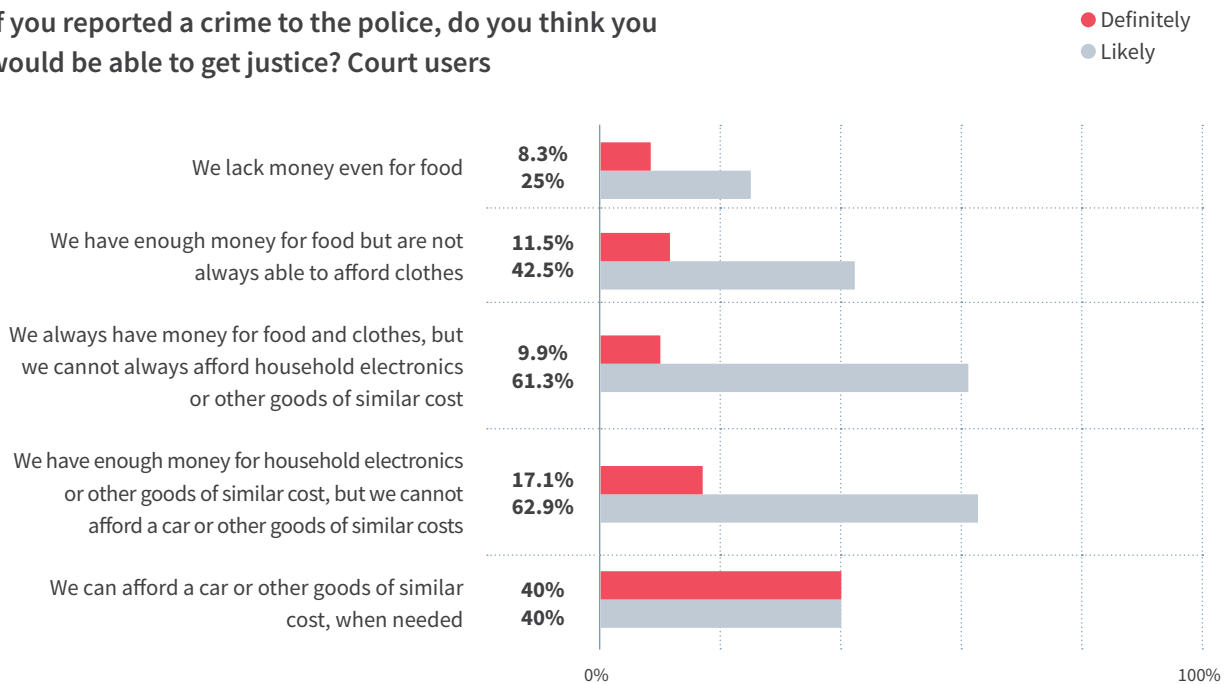
or prosecution. Thus, only 33.3% of court users that describe themselves as lacking money even for food believe they would be able to obtain justice, while 80% of those in the wealthiest categories believe the same.

Thus, as in the previous survey published in 2018, age, education and – particularly - economic status of respondents are still key determinants in how much faith respondents have in obtaining justice, with poorer, less educated, and older persons being more sceptical and alienated from the justice system.

If you reported a crime to the police, do you think you would be able to get justice? General population



If you reported a crime to the police, do you think you would be able to get justice? Court users

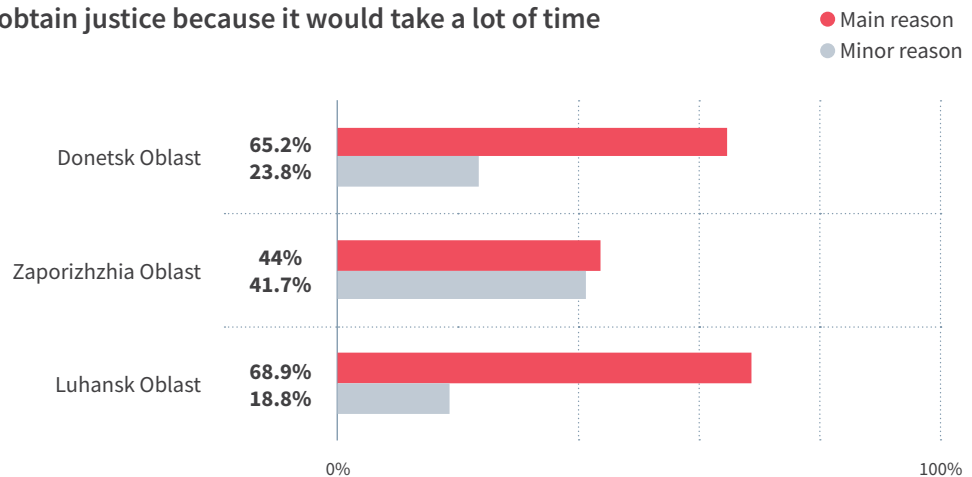


When asked why they believed they would not be able to obtain justice, respondents provided a number of reasons. Much like in 2018 most prominent among these is that they were not powerful enough (90.9%) or rich enough (90.9%). Although the less educated and poorer a person is, the more likely they are to believe that these would be the

reasons for being unable to obtain justice, these are beliefs held to a large degree across all socio-economic groups. Respondents also stated that the justice system does not help “people like them” (84.6%) and that it was too slow (87.8%) – which respondents in Donetsk and Luhansk oblasts feel much more strongly than those in Zaporizhzhia Oblast.

Access to Justice

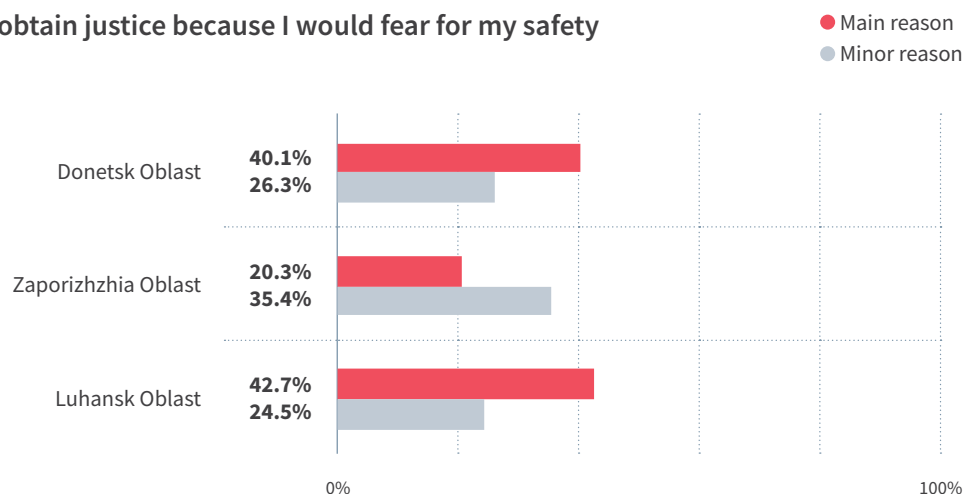
I would not be able to obtain justice because it would take a lot of time



Respondents' additional reasons for not believing in obtaining justice as victims of crime include fear for their safety: 64.2% stated that fear for their safety would be either a major or minor reason. **This fear is much more pronounced in Donetsk and Luhansk oblasts**

than in Zaporizhzhia Oblast, as approximately twice as many residents of the first two oblasts say being afraid for their safety is the main reason they would not be able to obtain justice.

I would not be able to obtain justice because I would fear for my safety



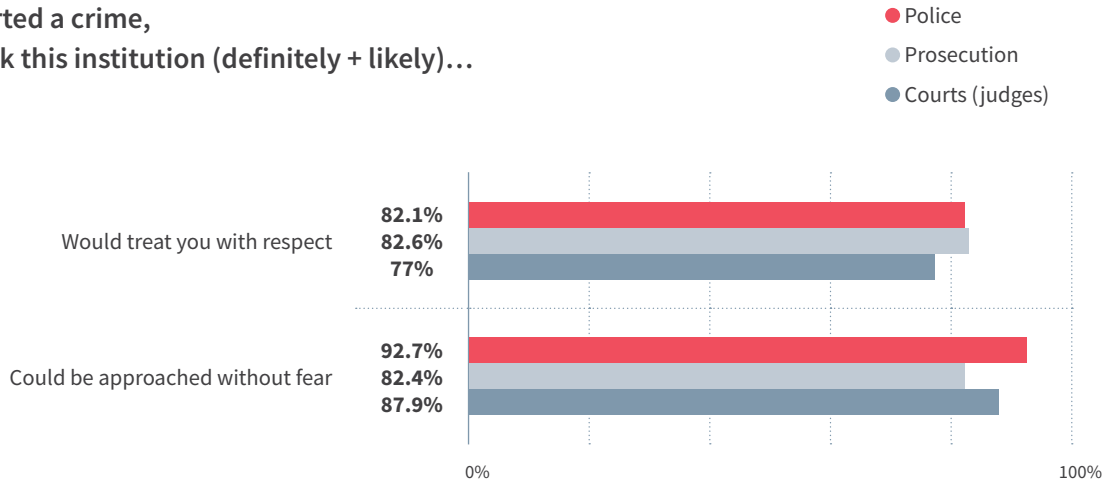
Further, a lack of information was cited by more than a third (38.7%) as an important reason for why they would fail to obtain justice.

Respondents were then asked to share their opinions on what would happen if they brought a problem to a variety of justice sector institutions and actors, including the police, the prosecution service, lawyers, courts and the local administration. They were presented with a range of possibilities on whether these actors would be easy to contact, responsive, respectful, fair, expedient and honest.

With regard to the police, the prosecutor's office and courts, respondents mostly thought that all three institutions would be easy to contact, respectful and that they could be approached without fear.

All three institutions score higher than 75% among the overall sample of respondents interviewed with regard to these barometers. **The feeling that justice sector institutions would treat respondents with respect has essentially remained unchanged from 2018.**

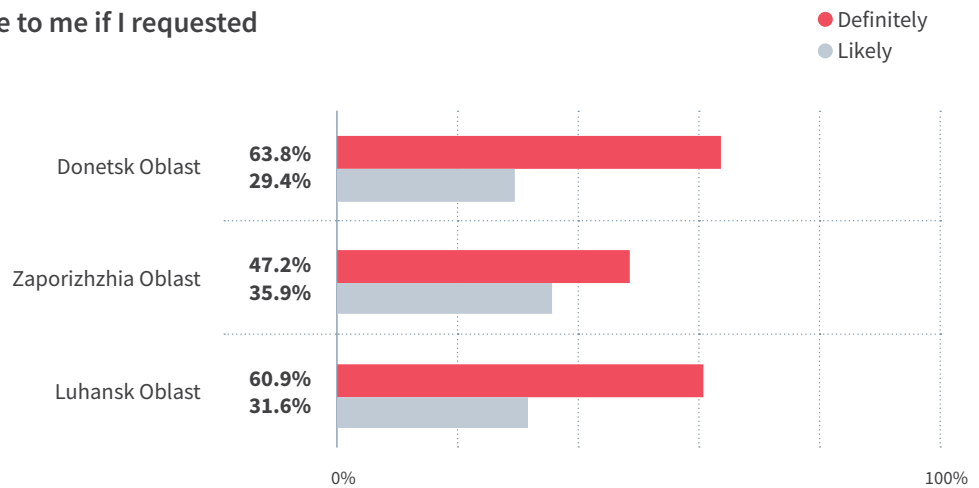
If you reported a crime, do you think this institution (definitely + likely)...



However, it should be noted that, despite the overall high marks for the responsiveness and approachability of the three institutions, residents of Zaporizhzhia Oblast are slightly less enthused about their police than those in Donetsk and Luhansk oblasts. Thus, for instance, the residents of Zaporizhzhia Oblast are notably less likely to believe the police would come to help them if requested than the residents of the other two oblasts surveyed. This is partially attributed to the ongoing work implemented by

the UN RPP in creating groups that provide space for structured discussions between communities and law enforcement agents, information sharing, raising security issues and concerns among the local authorities, the police and community members. As of December 2019, thirty community security working groups were fully operational in Donetsk and Luhansk oblasts (15 in each Oblast). This experience will be further replicated in eight communities along the Sea of Azov coastline in Zaporizhzhia Oblast.

The police would come to me if I requested



Although the police, prosecution offices and the courts score well when it comes to their approachability, these three institutions are also seen by the respondents as lacking in integrity and efficiency. Roughly three quarters stated that police (74.8%), prosecution (78.5%) and courts (73.9%) would

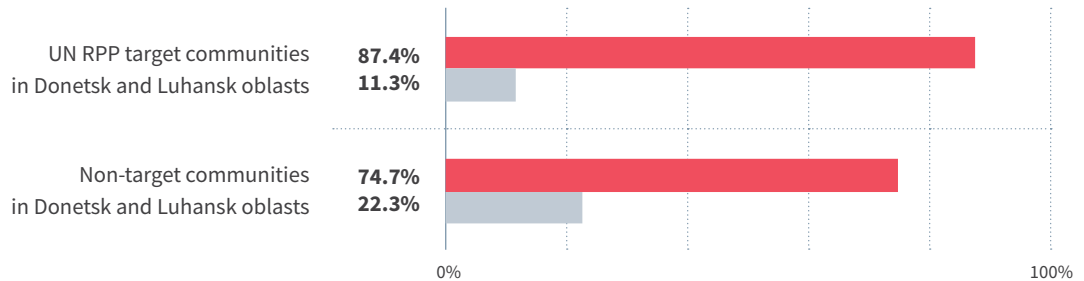
definitely or likely side with the most powerful person in a dispute. In addition, approximately two-thirds stated that the police (63%), prosecution service (68.1%), and the courts (64.9%) would definitely or likely side with the side that paid the most, while a similar percentage stated that the police (63.4%), prosecution service

Access to Justice

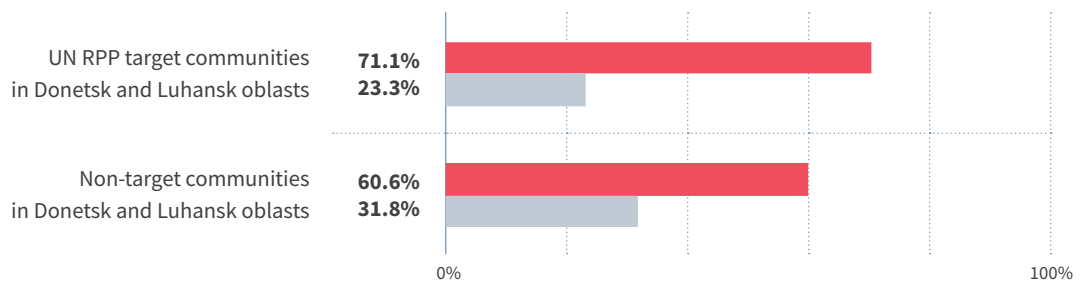
If you reported a crime, do you think the local administration would (definitely + likely)...General population

● Definitely
● Likely

BE EASY TO CONTACT



BE WILLING TO HELP ME



(64%) and courts (67%) would probably or definitely not resolve the problem quickly. The similar answers given by respondents in regard to all three institutions (police, prosecution offices, and courts) appear to indicate that respondents have shared perceptions of them. In other words, **it appears that respondents' perceptions are of the justice sector as a whole, rather than of the police, prosecution service, and the courts as distinct entities.**

Local administration units are held in better esteem than the three aforementioned pillars of the justice system. For instance, while circa two-thirds of respondents believe the police, prosecution and courts side with those who pay the most, almost half as many (35.2%) believe the same is true of their local administration units. This is particularly true among residents of communities where UN RPP is implementing its projects, who express more confidence in their local administrations than residents of other communities.

The perceptions of the police, prosecution, courts, and local administrations are held fairly uniformly across the three oblasts, as well as between persons from

different socio-economic groups and they have not changed substantively since the last survey in 2018.

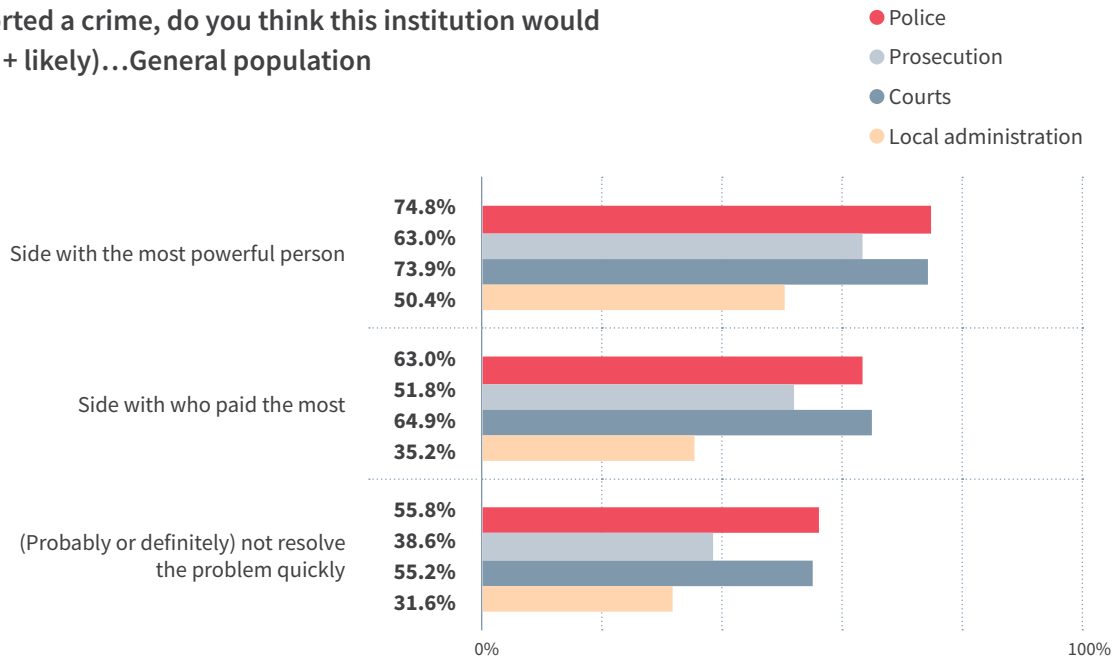
Experience in, and exposure to, the court tends to affect respondents' perceptions of these institutions positively.

Thus, while – as was mentioned above – approximately three-quarters of persons believe the courts would side with the most powerful person, a smaller ratio – 59.7% - of court users do. Similarly, while 64.9% of persons believe the courts side with those that pay the most, 'only' 41% of court users do. Court users also have better opinions of the police than the average person, with, for instance, 49% stating the police would side with the party that pays the most, as opposed to 63% of the general population.

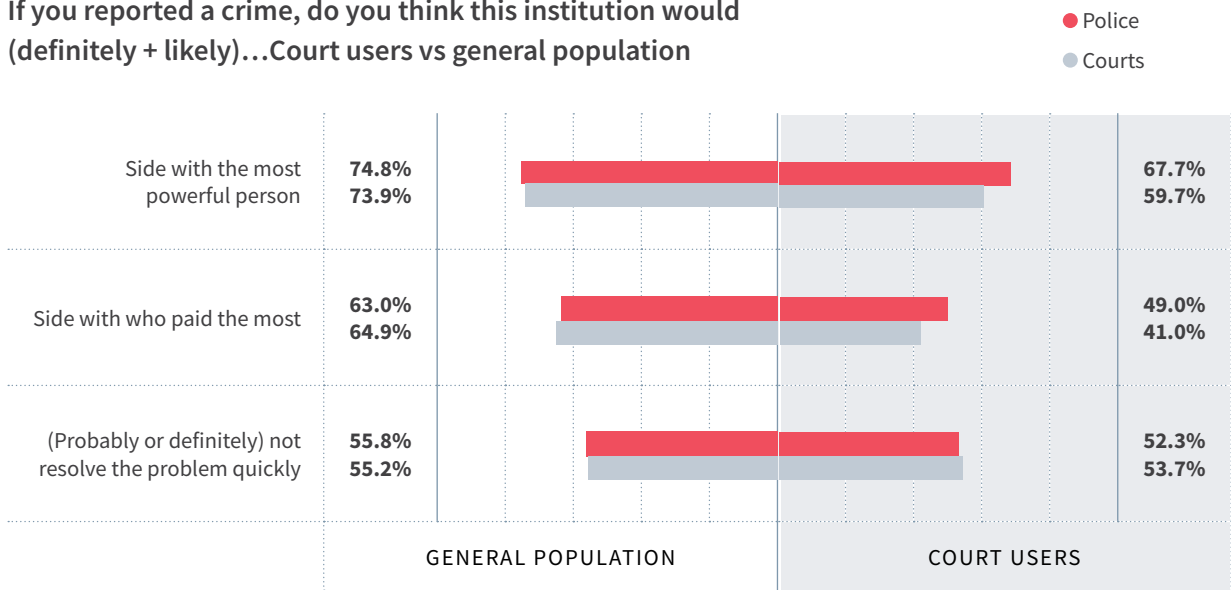
Lawyers are judged positively in terms of their attitude.

Whereas most respondents believe that justice sector institutions would side with the most powerful person and the person that would pay the most, they have no such doubts about the integrity of lawyers – 95% say lawyers would definitely or likely represent their best interests.

If you reported a crime, do you think this institution would (definitely + likely)...General population



If you reported a crime, do you think this institution would (definitely + likely)...Court users vs general population



Lawyers – and courts - are seen as unaffordable for the majority of respondents. Slightly over two in five persons surveyed (42.5%) stated that it would be likely or certain that they could afford a lawyer, while even less (37.5%) believe court proceedings would be affordable to them. This is important, as a person that believes they cannot afford a lawyer or go to court is likely to be discouraged from attempting to access justice and obtain redress for the damage or injury they have incurred.

Notably, however, court users (59.7%) are far likelier to think court proceedings are affordable than other respondents. Thus, this appears to be another instance where the population’s perceptions of the courts are more positive if they have had experiences with the courts.

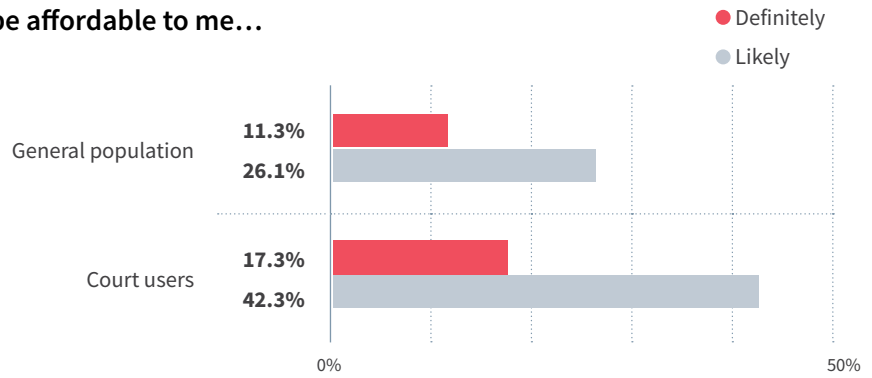
There has been a slight increase since 2018 among those who feel lawyers and court proceedings are affordable to them. Namely, while 36.9% of residents of Donetsk and Luhansk oblasts only felt in 2018 they could afford lawyers, in 2019 that figure has

Access to Justice

The court proceedings would be affordable to me...

37.4%
General population, total

59.6%
Court users, total



risen to 41.1%. The disparity is bigger when it comes to affordability of court proceedings, with 35.9% of respondents in Donetsk and Luhansk oblasts only feeling they could afford them, up more than 10 percentage points from 2018 (25.1%).

Unsurprisingly, views on affordability would appear to correlate with economic indicators and level of education: 20.7% of those from the ranks of poorest respondents state they would (definitely or likely) be able to afford a lawyer, going up to 80.9% of

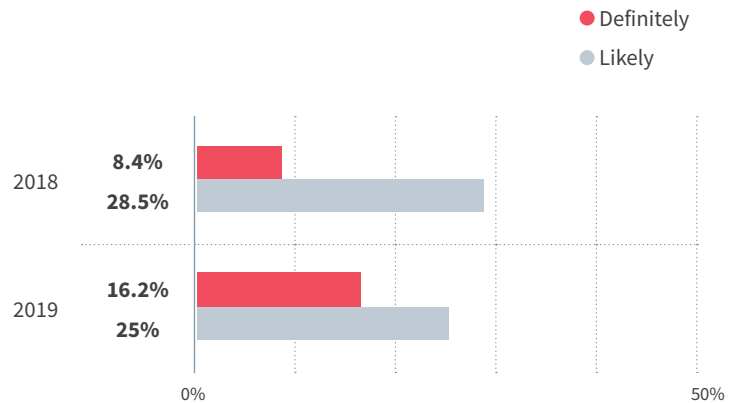
respondents with a higher degree. Similarly, 10.2% of the respondents with no formal schooling stated they would be able to afford court proceedings, compared to 41.1% with a completed higher education.

Women are particularly unlikely to be able to afford services provided by the justice system. While 36.9% of women said they would be able to afford a lawyer (compared to 49.3% of men), while even fewer (32.7%) thought they would be able to afford court proceedings (compared to 43.4% of men).

Lawyers would be affordable to me... Donetsk and Luhansk oblasts only

36.9%
2018, Total

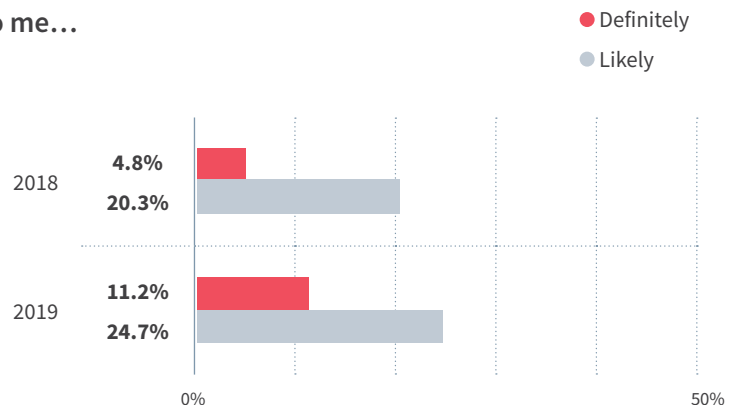
41.1%
2019, Total



Court proceedings would be affordable to me... Donetsk and Luhansk oblasts only

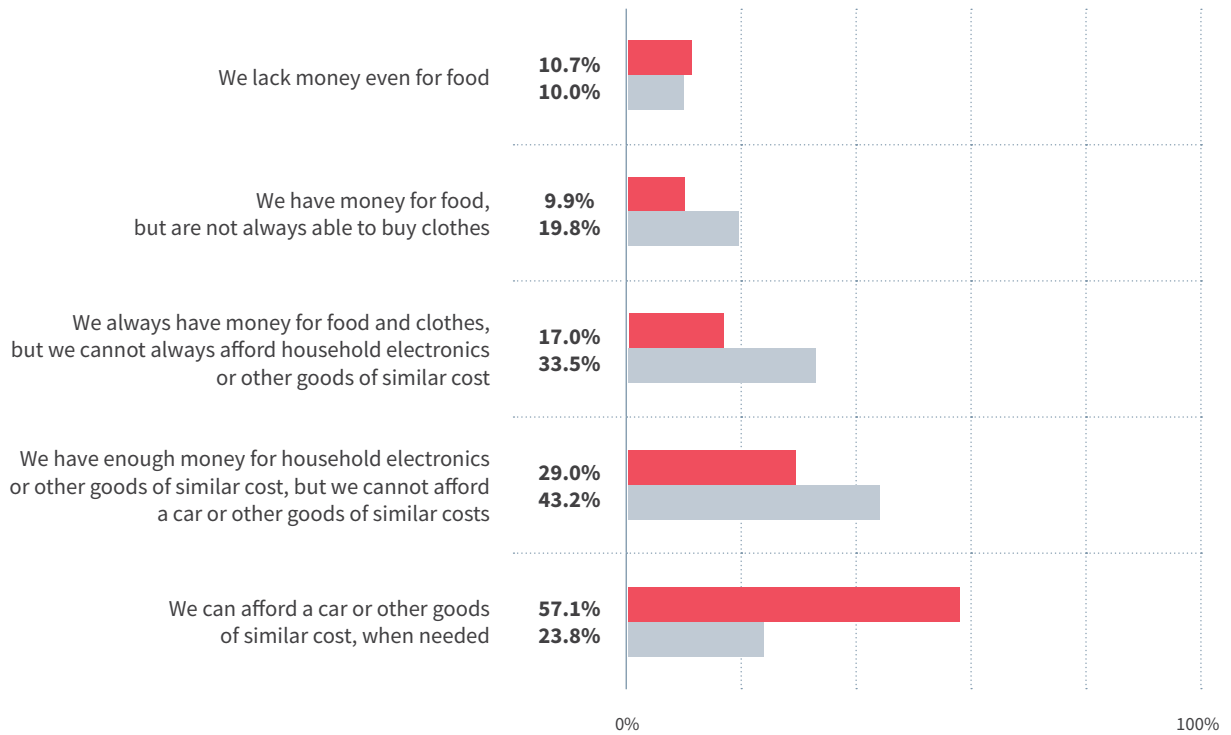
25.1%
2018, Total

35.9%
2019, Total



If you brought a problem to a lawyer, do you think you would be able to afford one?

● Definitely
● Likely



If you take your dispute to court, do you think you would be able to afford court proceedings?

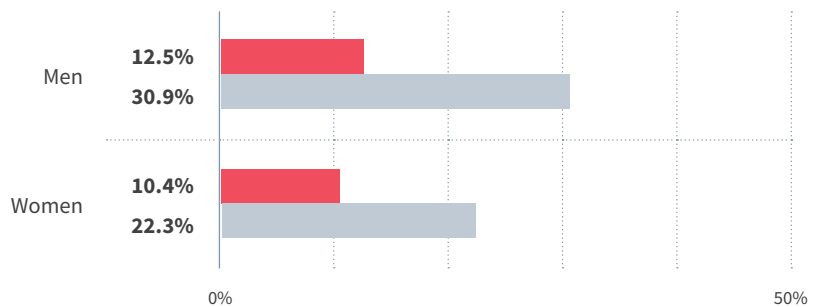
● Definitely
● Likely

43.4%

Men, Total

32.7%

Women, Total



If you brought a problem to a lawyer, do you think you would be able to afford one?

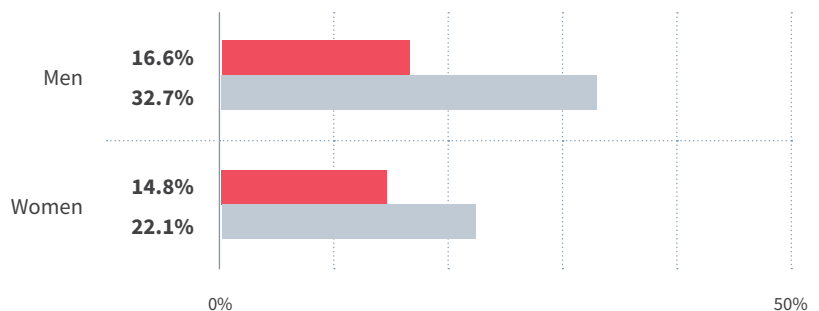
● Definitely
● Likely

49.3%

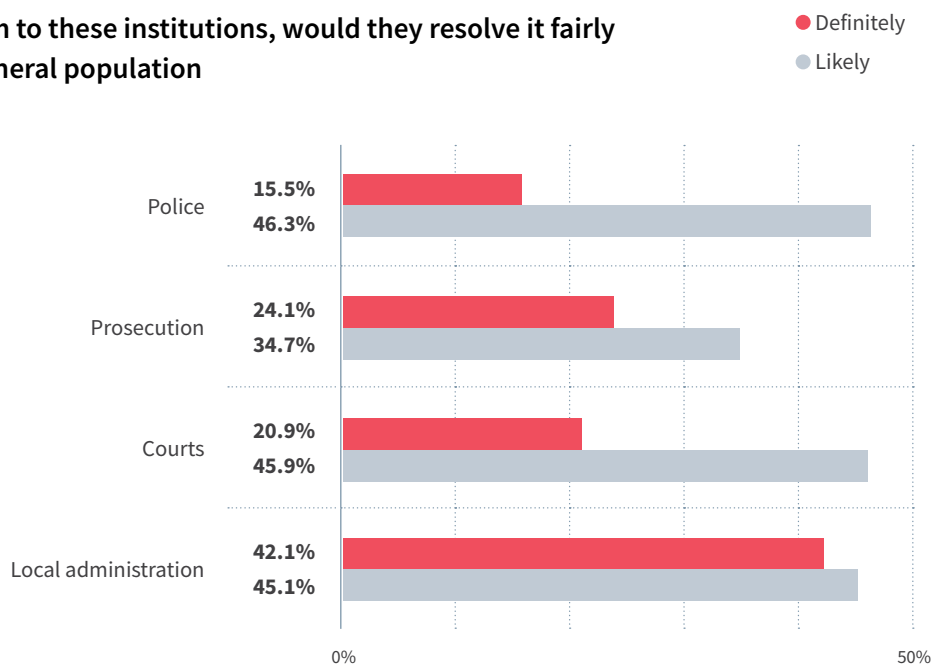
Men, Total

36.9%

Women, Total



If you brought a problem to these institutions, would they resolve it fairly (definitely + likely)...General population



Respondents are mostly aware of the availability of government-appointed (free legal aid) lawyers. There is the belief by 79.3% of the population that the government would definitely or likely step in to assign a lawyer to those that cannot afford one, with a further 72.1% that this lawyer would be free of charge. Only 43.4%, however, believe that a state-appointed lawyer would represent them as well as a private lawyer.

The most trusted institutions by respondents are their local administrations. They are seen as having more integrity (50.4% of respondents believe local governments side with powerful persons, compared with approximately three quarters for police, prosecution offices, and the courts; additionally, 35.2% believe the local administrations would side with those that pay the most, compared to around two thirds for police, prosecution offices, and courts). Local governments are also seen as fairer and quicker; while 66.8% of respondents believe courts would definitely or likely resolve their problems fairly, and 61.8% believe the same is true of the police, nearly nine in ten (87.2%) stated the same is true of their local administrations.

Worryingly, although respondents are not well informed on the exact mandate of local administrations (56.9% all respondents do not know if local administrations play any role in resolving disputes), these are the institutions that are the most trusted by respondents in resolving problems brought to them by citizens.

Things appear to have changed little from 2018. As was the case then, it appears that the principal justice sector institutions – the police, prosecution offices and courts – are largely believed to be approachable, but also dishonest, inefficient and unaffordable. The negative opinions are most pronounced among those that are older, those with lowest levels of formal education, those that are poorest, and women. Despite some differences with regard to particular subjects, these opinions are mostly uniformly held across the three oblasts surveyed, including Zaporizhzhia, included in the survey for the first time. Encouragingly, however, respondents with experiences in court are more likely to have a positive opinion of justice sector institutions in general – and courts in particular – and of their prospects of getting justice than other respondents.

5.2 Experiences with disputes

Respondents in the three oblasts were asked to describe their experiences with the disputes they have had. Over the previous four years, 14.9% of the population of Donetsk, Luhansk and Zaporizhzhia oblasts had disputes of a legal character. This means that, according to projections, almost 150,000 persons have legal disputes each year in Donetsk, Luhansk and Zaporizhzhia oblasts.

Respondents with disputes fell into two broad categories: those that believe they were wronged (hereafter referred to, for the sake of shorthand, as “victims”) and those accused of wronging someone along with those that declared they were ‘neither’ (hereafter referred to, for the sake of shorthand, as “alleged perpetrators/others”).

Of the 331 persons that believe they were victims, slightly less than a third (32.7%) feel like they got justice (including 36.8% of the residents of Donetsk and Luhansk oblasts).

Of those that committed a wrong or that do not fit neatly into these two categories (termed “alleged perpetrators/others” in the remainder of this report), less than half (46.6%) feel like they got justice (including 44.3% from Donetsk and Luhansk oblasts). Most justice sector institutions are seen as treating respondents

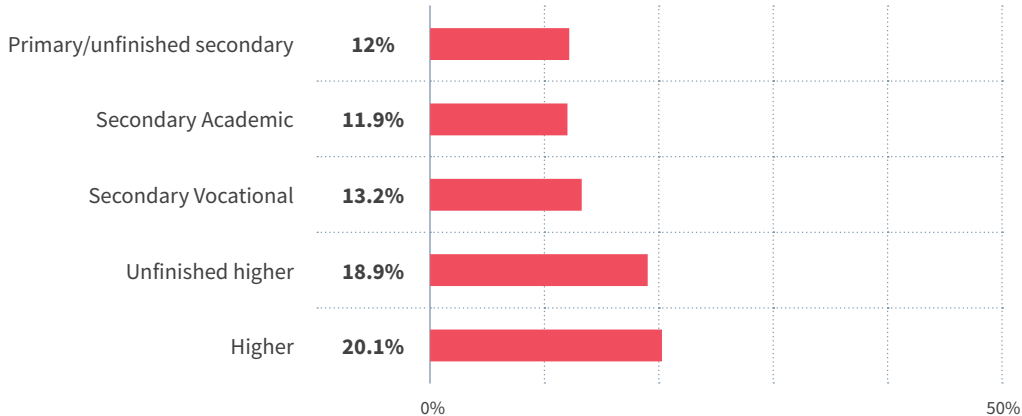
with respect. However, respondents’ experiences with them paint a picture of slow institutions that are sometimes prone to taking the sides of the powerful and that are occasionally corrupt.

There is no significant regional variation in the frequency with which persons had disputes (ranging from 14.5% in Luhansk Oblast to 14.7% in Donetsk Oblast to 15.9% in Zaporizhzhia Oblast). Men are slightly likelier than women to have legal disputes, but this difference is too small to be meaningful – 16.3% of men to 13.8% of women.

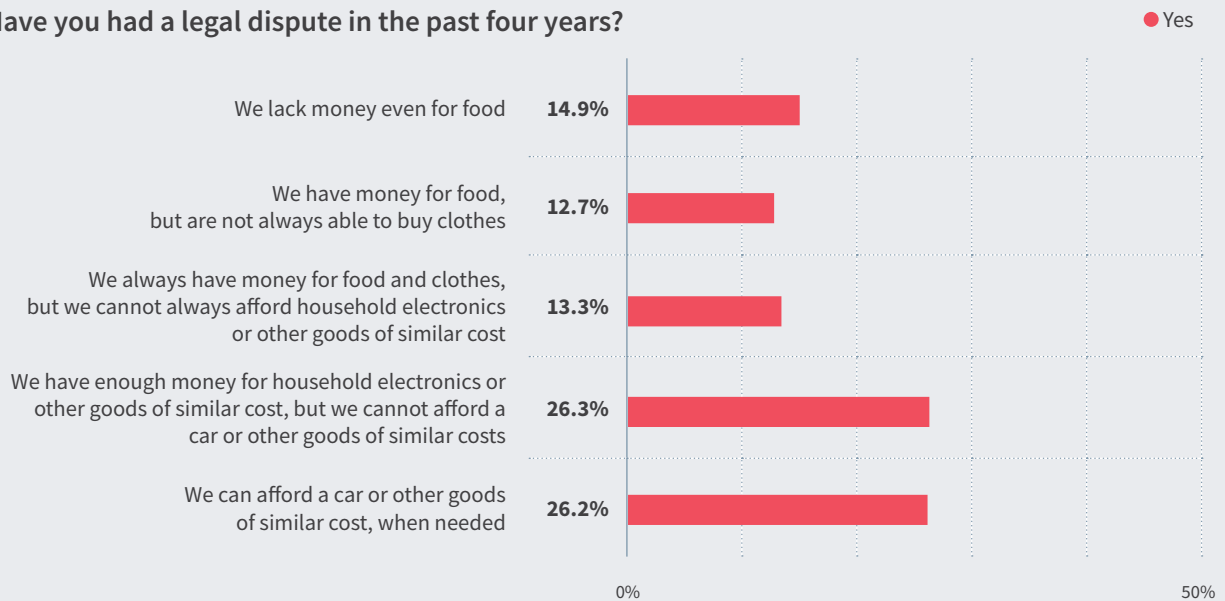
However, age, wealth and level of education are good predictors of how frequently a person will have a legal dispute. Specifically, the younger, wealthier and more formally educated a person is, the likelier they are to have had a dispute. It is possible to hypothesise that wealthier persons have more disputes due to a higher volume of transactions and business relationships, or that they are more likely to be the victims of petty property crimes, or that better educated persons are more aware that they had a legal dispute than less educated and poorer persons and are better informed about their rights under the law. It is more difficult to conceive of why younger persons have more disputes. Regardless, further qualitative research would be required to determine the causes behind this finding.

Have you had a legal dispute in the past four years?

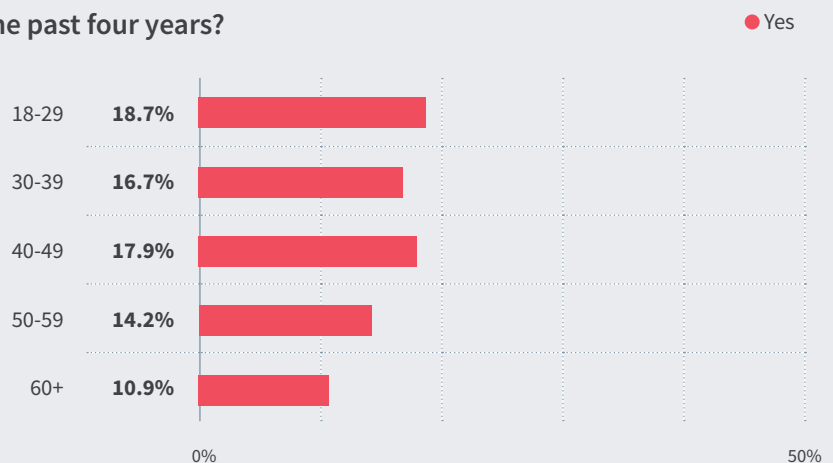
● Yes



Have you had a legal dispute in the past four years?



Have you had a legal dispute in the past four years?



Among all disputants, of the disputes surveyed, the most frequent types were theft, traffic violations, contract disputes and legal disputes in the family (excluding domestic violence). Perhaps unsurprisingly, the wealthier a person is, the more likely they are to have a dispute over theft.⁴

Experiences of victims

Nearly three quarters (74.2%) of victims had to deal with the police in the course of trying to get

justice. The victims surveyed had decidedly mixed experiences with the police. Just about all of the victims (96.8%) felt the police was easy to find, and nearly four in five (78.8%) stated that the police treated them with respect.

On the other hand, nearly two in five (39.7%) said the police was not willing to help them, while a similar percentage felt it did not respond quickly (35.4%) and that it had not acted fairly (32.8%). Further, 9% of those that interacted with the police were asked by the police

4. It should be noted that domestic violence is underreported in surveys such as this (as not many respondents want to tell complete strangers at their doorstep (the enumerators) they had this issue). It should also be noted that the disputes presented were issues that the survey was particularly interested in and that, as a result of some options not being offered (on a showcard), it's possible that some disputes – such as labour disputes – are underreported).

Type of dispute	Relative frequency (percentage of all disputes)	Overall frequency (percentage of disputes in the entire population)
Theft	32%	4.8%
Traffic violations and violations of rules of travelling motion	22.9%	3.4%
Land	11.5%	1.7%
Contract disputes	5.8%	0.9%
Legal disputes in the family	5.6%	0.8%
Domestic violence	3.3%	0.5%
Sexual violence	0.1%	0.1%
Don't know	9.1%	1.4%
Other (including labour disputes, loans/credits, banditry, fraud, utility issues, separatism, taxation, recovery of documents, drugs and unclassified)	9.3%	1.4%

to pay them, and nearly all of them did (82% of this group). The corruption is even more drastic in Donetsk and Luhansk oblasts, as the police asked 11.8% of persons in those two oblasts to pay something.

In fact, police in Donetsk and Luhansk oblasts were seemingly more avaricious than their counterparts on Zaporizhzhia Oblast; while 12.9% of disputants interacting with police in Donetsk Oblast were asked to pay for services, and 10.2% in Luhansk Oblast that was the case for only 4.3% in Zaporizhzhia Oblast. The same is true when it comes to male victims, who were asked to pay something to police at twice the rate as female ones (12.3% to 6.5%).

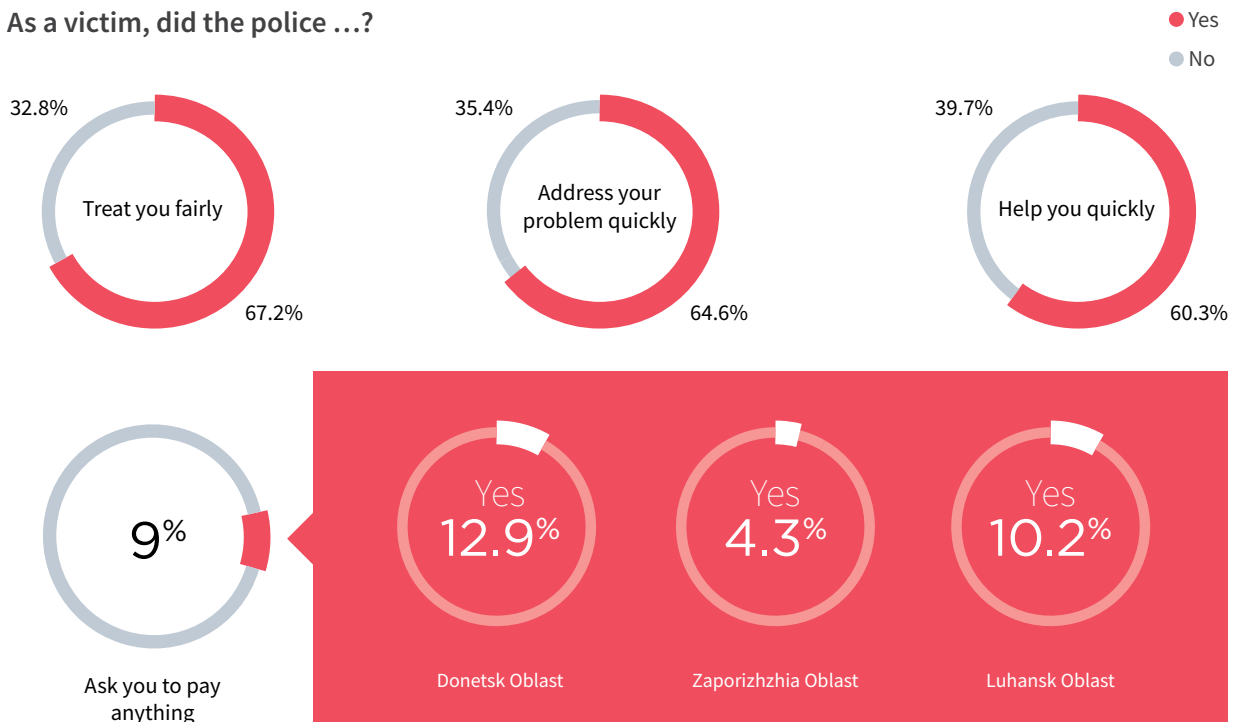
There was little disparity when it comes to interactions with the police according to other characteristics of the respondents, such as gender, levels of wealth or levels of education. Ultimately, approximately two thirds (65.1%) stated they understood how the police decided to proceed in their case, and 70.9% said they would go back to the police on another similar matter.

Victims in the three oblasts had interactions on 48 occasions with prosecutors' offices.⁵ Moreover, their experiences of the respondents are similar, but noticeably less favourable, than those with the police. The great majority (87.5%) stated that the prosecutor's office treated them with respect, and three quarters said

5. This is a fairly small sample which leaves a large margin of error. The results reported herein should, therefore, be treated cautiously.

Access to Justice

As a victim, did the police ...?



the prosecutor's office was willing to help them (75%). More than a third (35.4%) stated that the prosecutor's office did not treat them fairly (similarly to the 32.8% who believed the same of the police).

As with the police, the prosecutor's service was also shown to have corrupt elements. Namely, 8.3% of the disputants that had dealings with it stated that the prosecutor's office asked them to pay something – all of which did pay. Despite its willingness to take payments, 64.6% of the respondents stated that the prosecutor's office did not address their problem quickly. Still, 75% would go back to the prosecutor's service if they were faced with a similar problem.

Just under three in ten (27.2%) of the cases of victims went to court (or 29.2% in Donetsk and Luhansk oblasts only). These respondents were content with most aspects of their experiences in court, as nearly all said the courts were easy to reach (86%), knew the days on which hearings were held (92%), understood the procedures of the court (76%), and were treated respectfully by court staff (82%) and the judge (78%). A surprisingly high amount (66%) found the court proceedings – including court fees, lawyers' fees, and so on – affordable (although it should be noted that still leaves a third of victims being unable to afford court

proceedings). The same amount felt the court was fair, while nearly one in four (24%) feel courts side with the most powerful persons.

Despite these positives, victims also felt that courts were not particularly efficient. Less than half believe that the court worked quickly (48%). Further, nearly one in four (24%) believe the courts sided with the most powerful person. The overall figures are closely matched by another sample of interviews carried out with court users only.

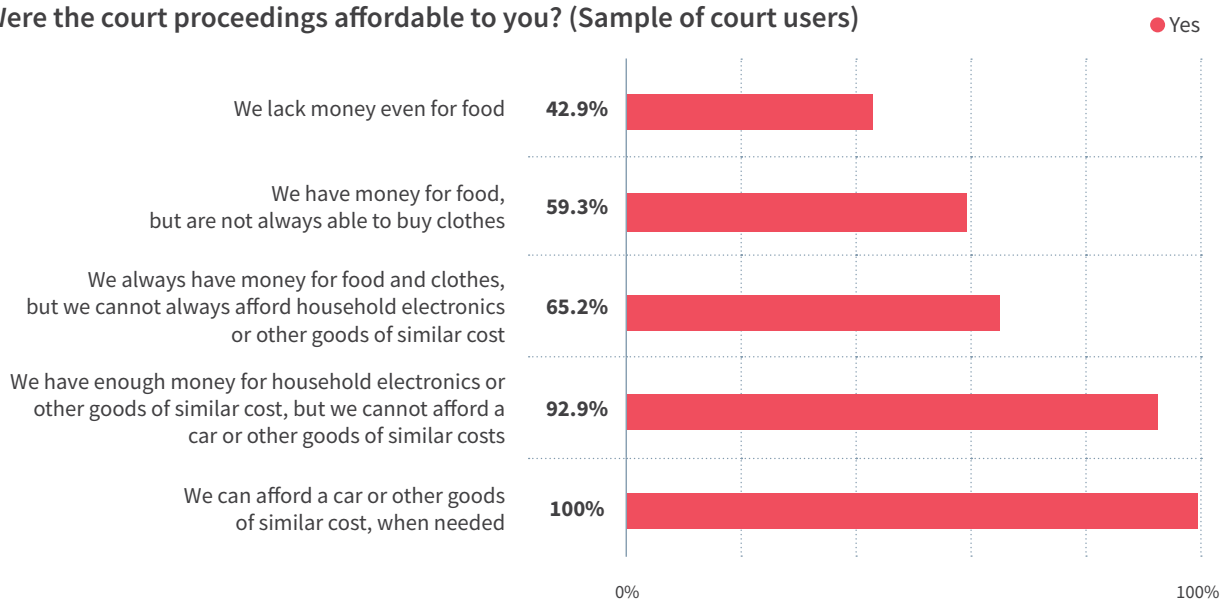
The poorest respondents were least likely to find court proceedings affordable. This is unsurprising given the costs involved with going to court (including court fees, lawyers' fees, and others), which did not apply for respondents that addressed the police and the prosecution (as a result, the respondents' wealth made little difference in how affordable they found those institutions). The poorest respondents were also the most likely to believe that the court sided with the most powerful person. Thus, while wealth was not an important factor in victim's experiences with the police or the prosecution, it has some influence on how affordable and unbiased the courts are perceived to be, with the poorer respondents being less likely to find

courts affordable and more likely to believe they side with the powerful.

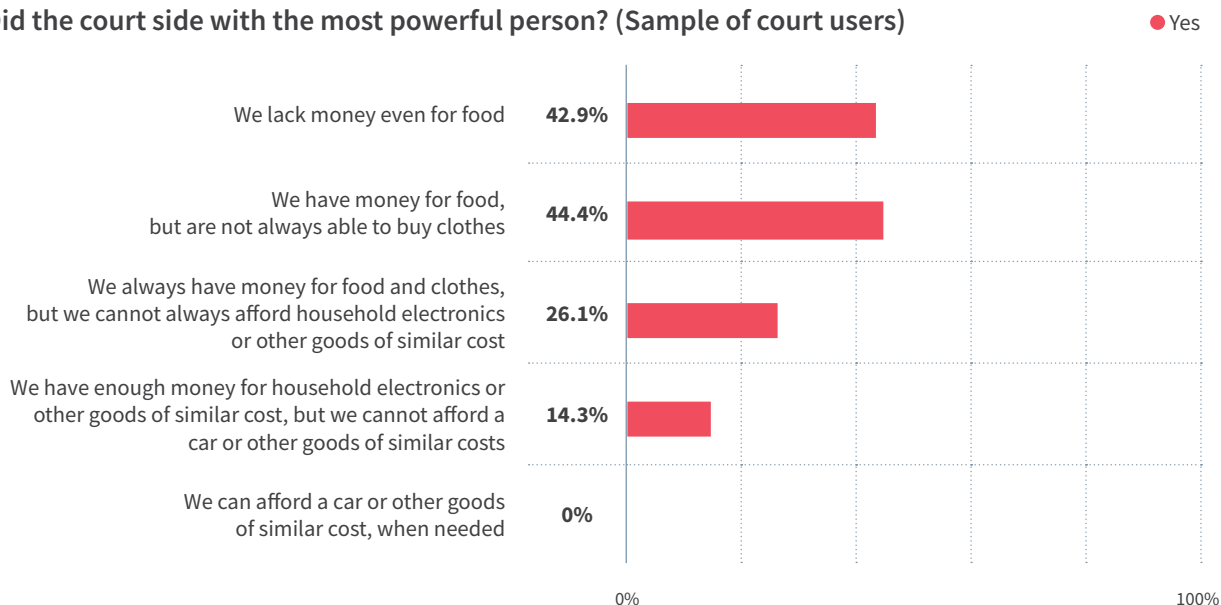
The courts in Donetsk Oblast scored worse than their counterparts in the other two oblasts surveyed in many respects. The users believe them thought to be less transparent, less respectful, less fair, slower, less affordable, and more likely to side with the most powerful person than in the other two oblasts (Zaporizhzhia and Luhansk).

Respondents felt the above-mentioned institutions – the police, prosecution service, and the court – tended to address male and female victims in a similar fashion, except in one important respect: women were far likelier to believe that these institutions favoured the more powerful parties. Thus, for instance, while 18.2% of men believe the prosecution service sides with the most powerful person in a dispute, more

Were the court proceedings affordable to you? (Sample of court users)



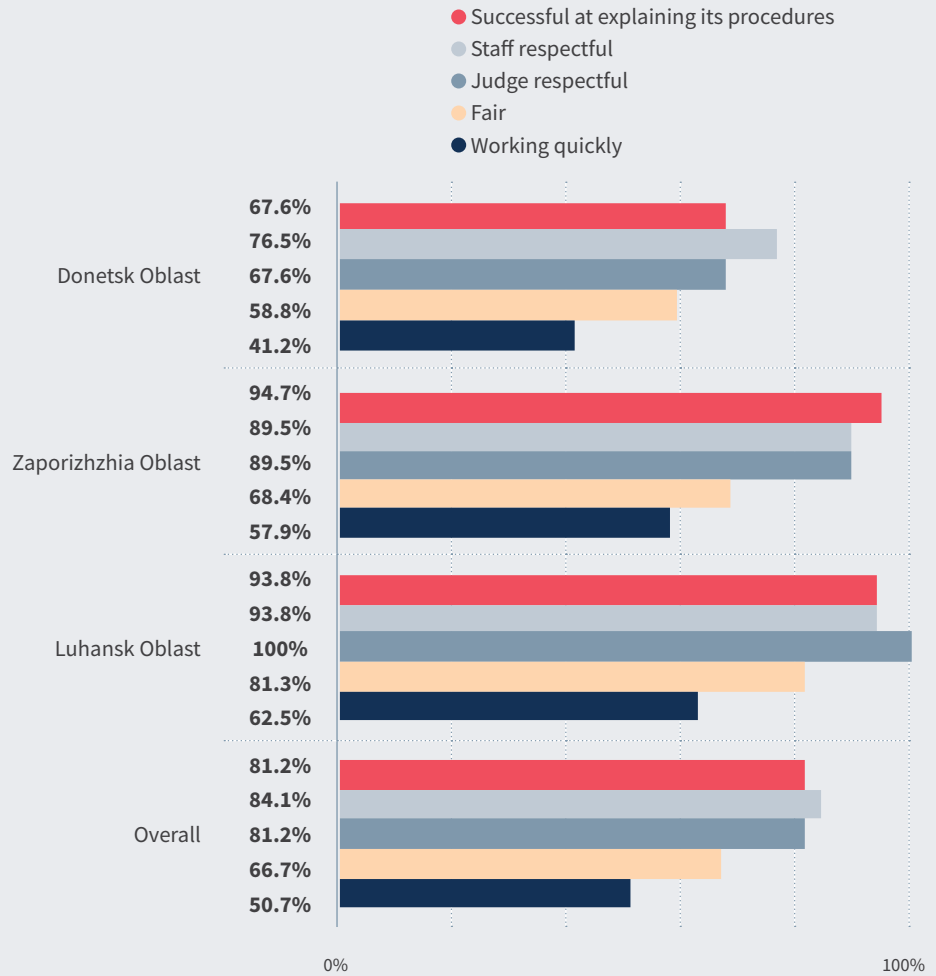
Did the court side with the most powerful person? (Sample of court users)



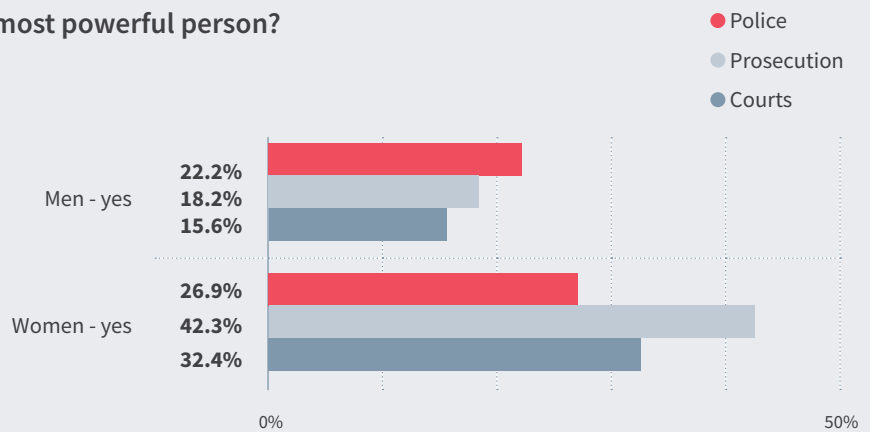
than twice as many women (42.3%) were of the same opinion. Slightly more than a fifth (20.1%) of the victims had

a lawyer involved in their disputes. Lawyers scored well on responsiveness and approachability: 82.3% of victims found them easily, 96.1% said they were treated

Was the court...?



Did the _____ side with the most powerful person?



with respect, 90.2% said the lawyers represented their best interests and 86.3% understood the advice given by their lawyers. Just over three quarters had an NGO lawyer (76.5%), a further 13.7% had assistance from a ‘government lawyer’ (i.e. a lawyer under the free legal aid scheme), while only 5.9% had a private lawyer.

Just over three in five of the overall sample (62.7%) were asked by the lawyer to “pay something”, while more – 76.5% – did end up paying. **The provision of free legal aid and NGO assistance appears to have been fairly well targeted to those most at need, with only 10% of the victims from the two poorest brackets hiring a private lawyer (70% of these victims had assistance from an NGO lawyer, and 15% from a government lawyer) and 95% stating their lawyer was affordable.**

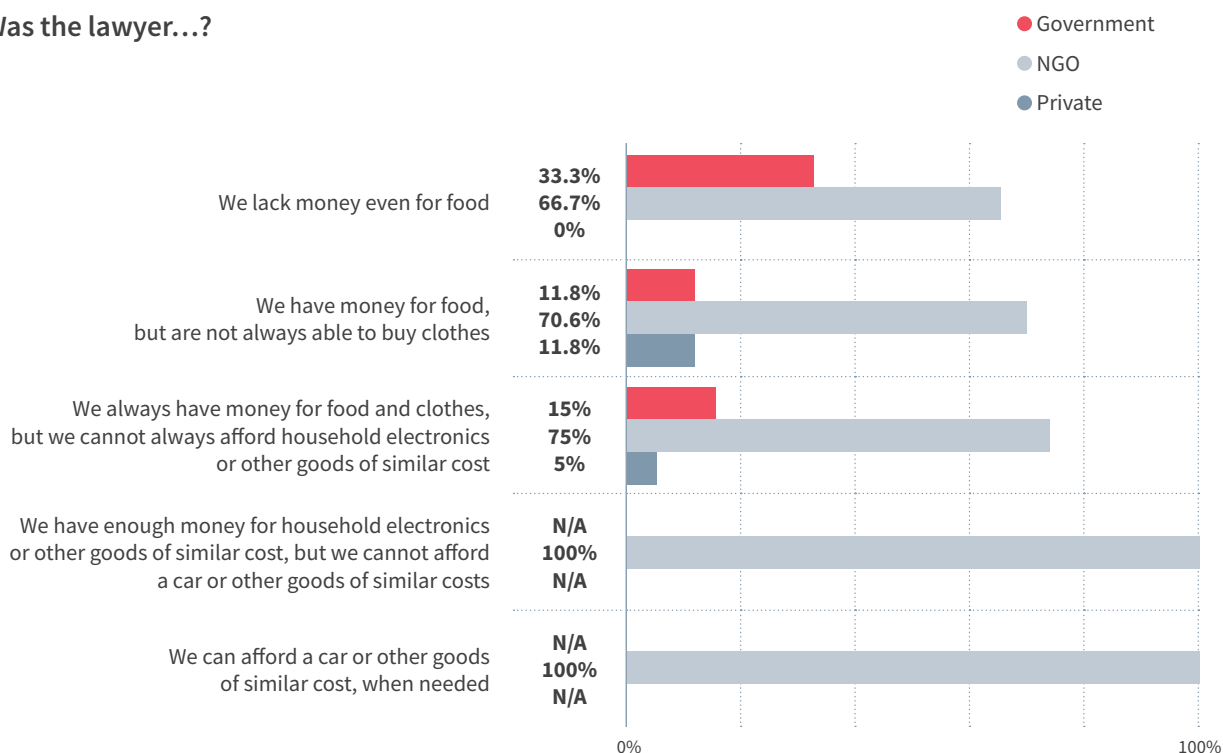
The survey also sought to measure the experiences of victims with their local administrations. These institutions were not very involved in resolving disputes; only 15 (5.9%) of the victims surveyed said the local administration was involved in their dispute

or in the crime they were a victim of. Of these, 13 (86.7%) felt they were treated with respect by their local administration, and 10 (66.7%) stated it was willing to help. Local administrations also scored relatively well with regard to their affordability and effectiveness.

Members of vulnerable groups have a low level of trust in the justice system. The foremost reason appears to be that they believe the system to be undermined by corruption, as a consequence of which they rarely rely on the justice system institutions to protect their rights. Moreover, the lack of affordability of legal services to many members of vulnerable groups, along with the slow pace of court proceedings, dissuade or prevent them from using the justice system to resolve their disputes.

Nonetheless, some of those interviewed, such as some IDPs, stated they were fairly treated by lawyers, who took their position into consideration when charging services provided. While a considerable majority of vulnerable groups lacks awareness of their rights, representatives of the LGBTIQ+ community, as well

Was the lawyer...?



as persons with disabilities, stressed they actively seek information and invest time in increasing their knowledge of legal provisions concerning their rights. In addition, sex workers and HIV-positive persons often turn to NGOs active in protecting vulnerable groups' rights. Other groups of vulnerable persons often turn to their personal networks, including family and friends, when seeking information on their rights and/or when attempting to resolve disputes.

Ultimately, **less than a third of the victims surveyed (32.7%) felt like they “got justice”, while more than two thirds (67.3%) believe they were not successful in this regard.** Despite this, less than a seventh (13.4%) of the victims addressed another person or institution (more than half addressed government providers, while others spoke to friends and family, NGOs, and others) in an attempt to obtain justice. This may well indicate that the victims surveyed had lost faith in their ability to obtain justice, resulting in them consequently giving up.

Experiences of alleged perpetrators/others

The police were involved in just over half of the disputes that alleged perpetrators/others (54%) were embroiled in. **Their experiences with the police were mixed, although they were worse than victims' experiences in some important respects – such as corruption.** On the one hand, just over three-quarters of those surveyed (76.6%) stated that the police treated them with respect, while 85.5% felt that the police listened to their side of the story. Slightly less positively, only 63.8% felt the police were fair (i.e. 36.2% felt they were not) and less than six in ten (59.6%) believe the police addressed their problem quickly – with more than two in five feeling their problem was not handled quickly. In addition, 21 of the 94 alleged perpetrators/others that dealt with the police (22.3%) were asked by the police to pay them; this means the police requested alleged perpetrators/others to pay something for their services two and a half times as frequently as they asked victims (9%).

As is the case when dealing with victims, the police in Donetsk Oblast were the likeliest to ask respondents alleged perpetrators/others to pay something; more

than a quarter alleged perpetrators and others report being asked by the police – and 12.8% agreed to pay the police. In fact, the police in Donetsk Oblast was graded worse by alleged perpetrators/others according to a range of other measures as well; it addressed their problems more slowly and was thought of as less fair and as siding with the most powerful person in the dispute more often than were police forces in Zaporizhzhia and Luhansk oblasts.

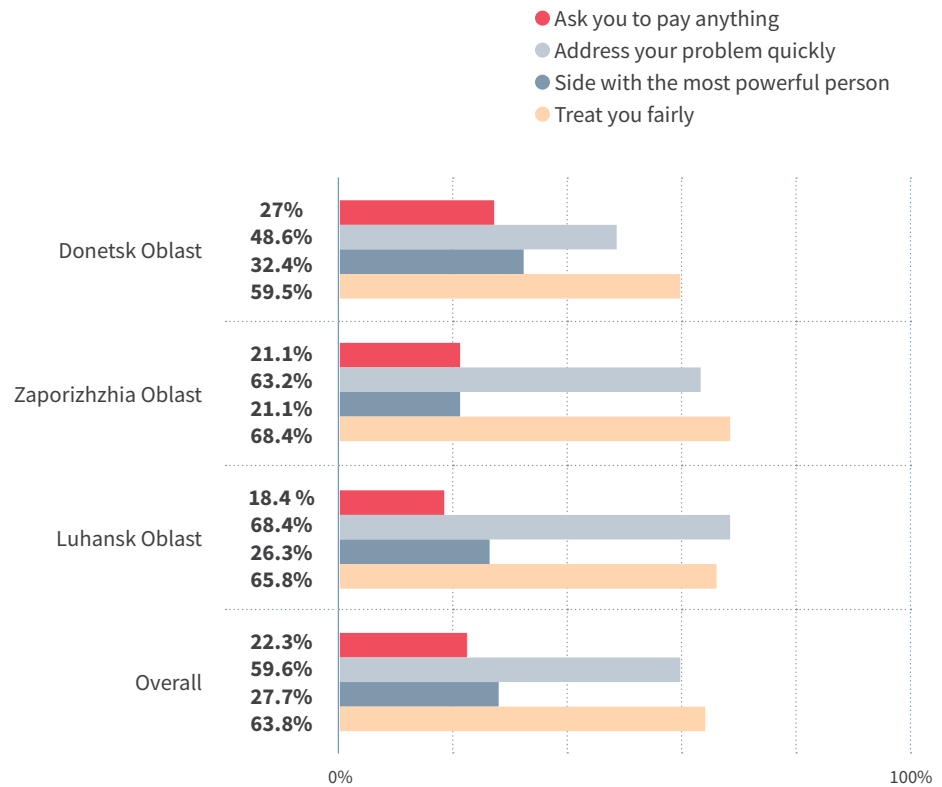
There were no meaningful differences in how the police treated alleged perpetrators/ others from different socio-economic backgrounds.

Overall, the results show that the police are perceived by respondents to treat alleged perpetrators/others in a worse manner than they treat victims. Most notably, a whopping 22.3% of alleged perpetrators/others claim they were asked by the police to pay something, two and a half times more than the (already sizeable) 9% of victims who claim they were asked the same thing by the police. In addition, fewer alleged perpetrators/others (63.8%) stated they were treated fairly than victims (67.2%), while fewer said the police addressed their problem quickly (64.6% of victims compared to 59.6% of alleged perpetrators/others).

The poorer and less formally educated alleged perpetrators/others were treated less fairly and less respectfully than those that are wealthier and better educated.

Alleged perpetrators/others in the three oblasts surveyed had interactions on 25 occasions with prosecutors' offices.6 Their experiences are fairly similar to those they had with the police. Just under seven in ten (68%) stated that the prosecutor's office treated them with respect, while eight in ten (80%) stated that they the prosecutor's office listened to their side of the story and over half (56%) stated that the prosecutor's office addressed their problem quickly. And yet, 56% said the office sided with the most powerful person, while over two in five (44%) stated that the prosecutor's office did not treat them fairly. Due to the sample of alleged perpetrators/others that had prosecutors involved in their disputes, it is

Did the police ...?



difficult to draw definitive conclusions or to compare sub-groups by region or by personal characteristics.

The courts were involved in 29.9% of the disputes concerning alleged perpetrators/others. Respondents' experiences in court are mostly positive: they felt respected (80.8%) by the judge and by the court staff (86.5%), understood the procedures of the court (80.8%), found the court easy to reach (86.5%), and felt their story was heard (90.2%). Approximately seven in ten (69.2%) perpetrators/others felt that the court was fair.

Alleged perpetrators/others also had relatively positive impressions of the affordability and efficiency of courts. Almost two thirds (65.3%) felt the court proceedings were affordable, but only half believe the court worked quickly. More than a third (34%) stated courts sided with the most powerful person – slightly more than the 24% of victims who felt the same way.

The poorest respondents were least likely to believe they were treated respectfully and to find court proceedings affordable. Less than half (42.9%) of those that classify themselves as “lacking money even for food” or those that “have money for food, but are not always able to buy clothes” (46.2%) found the court proceedings affordable – circa four in five of wealthier respondents had the same feeling.

There is no clear pattern regarding the performance of courts by region. While, for instance, courts were notably perceived as being quicker in Zaporizhzhia Oblast, they were also seen as possibly more corrupt in that region. At the same time, courts in Luhansk Oblast were seen as the fairest, and most affordable.

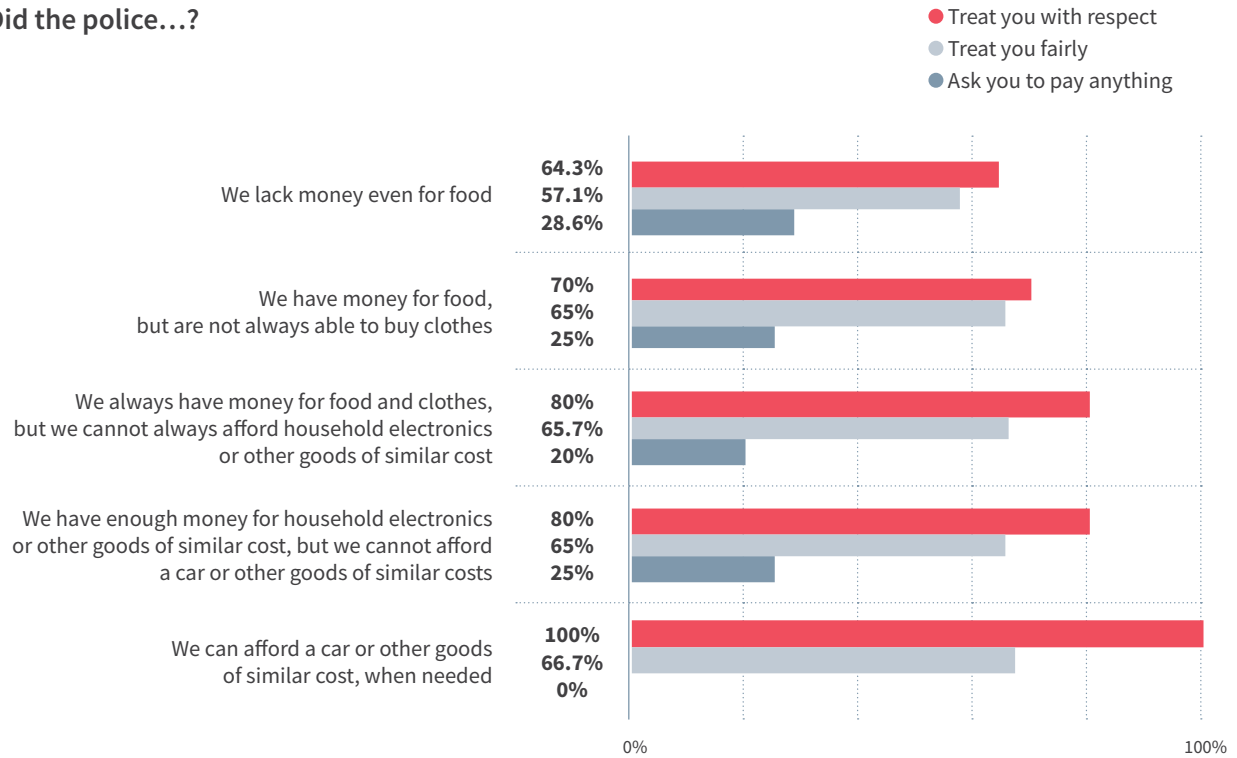
Just under a quarter (23.6%) of the alleged perpetrators/others had a lawyer involved in their disputes.

Respondents have a high opinion of their lawyers: 95.1% believed that lawyers treated them with respect

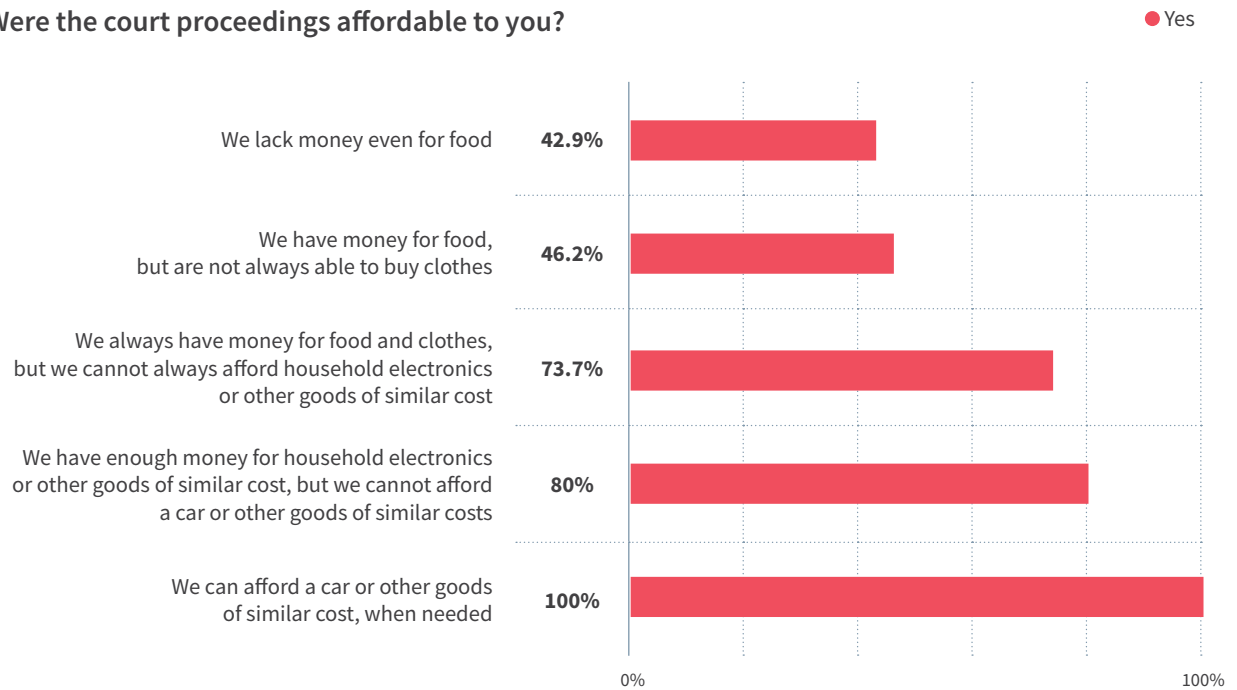
6. This is a fairly small sample which leaves a large margin of error. The results reported herein should, therefore, be treated cautiously. However, it should be noted that the experiences of a further 21 respondents from the court users' survey were strikingly similar, lending further confidence to the results presented here.

Access to Justice

Did the police...?



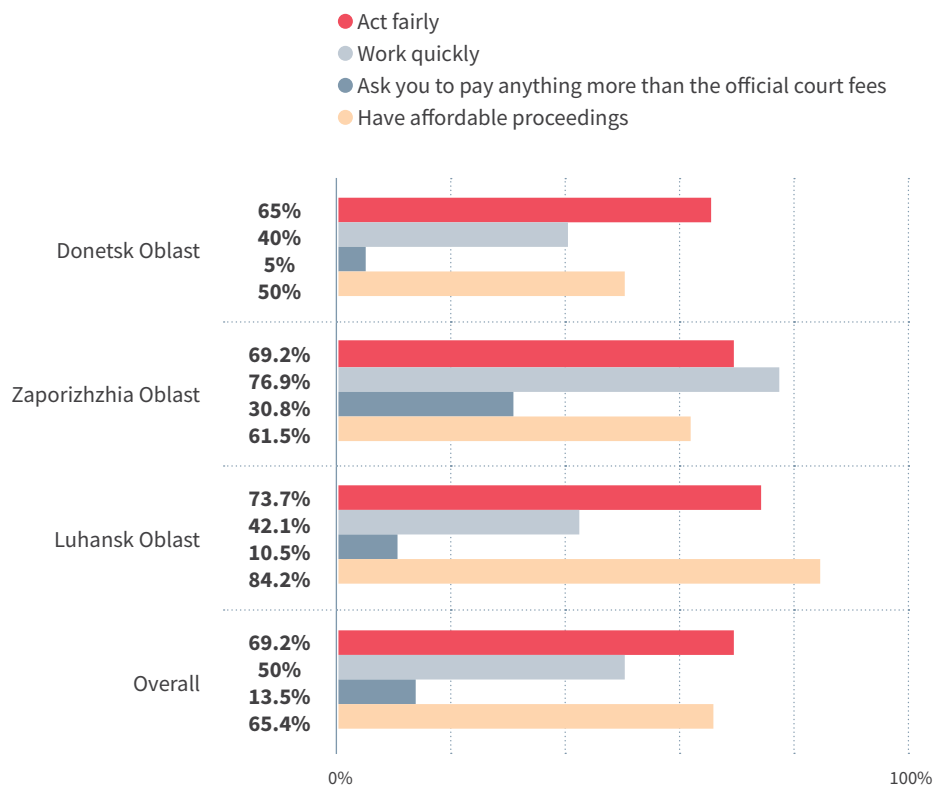
Were the court proceedings affordable to you?



and listened to their side of the story, 92.7% stated their lawyer was fair, while 97.6% understood the advice given by their lawyers. Nearly three quarters (73.2%) paid something to their lawyer, with a similar percentage feeling a lawyer was affordable to them (68.3%).

The legal aid provided by the state was not very well targeted; namely, while some wealthier alleged perpetrators/others reported receiving government-funded legal assistance, only 33.3% of the poorest respondents stated a lawyer was affordable to them.

Did the court...?



Local administration bodies were involved in the disputes of only eight alleged perpetrators/others and a further six alleged perpetrators/others from the ranks of court users. Their experiences with their local administration bodies were very positive, as local administrations were seen as responsive and affordable, but the sample is too small to draw significant conclusions about the usefulness and integrity of local administration bodies in disputes involving alleged perpetrators/others.

Less than half (46.9%) of all the alleged perpetrators/others, including 44.3% from Donetsk and Luhansk

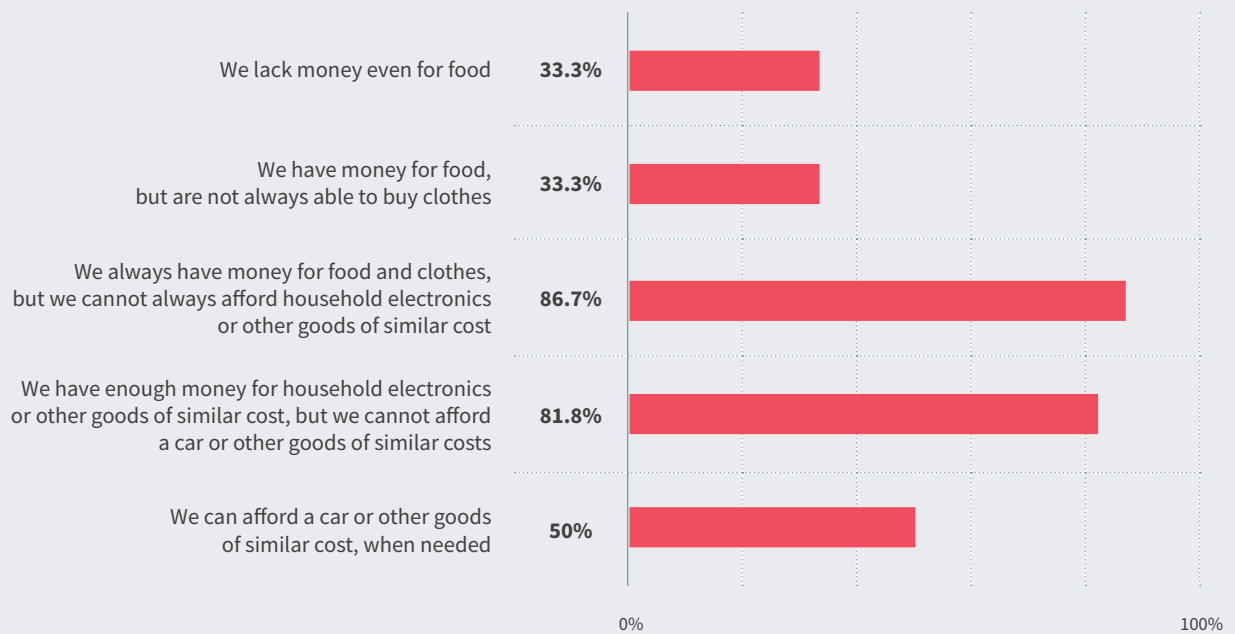
oblasts only, felt like they “got justice” in resolving their disputes.

Finally, 14.3% did not attempt to “get justice” for their disputes, be they victims or alleged perpetrators/others. These respondents had a variety of reasons for doing nothing, including: futility (37.7% feel the “justice system does not help people like me”, and 36.4% feel they are not “powerful enough to get justice”), lack of financial resources (48.1% said “it would cost a lot to get justice” and 42.9% believe they are not “rich enough” to get justice), and potential risks (55.1% stated “it would only create more problems”).

Access to Justice

Was the lawyer affordable to you?

● Yes



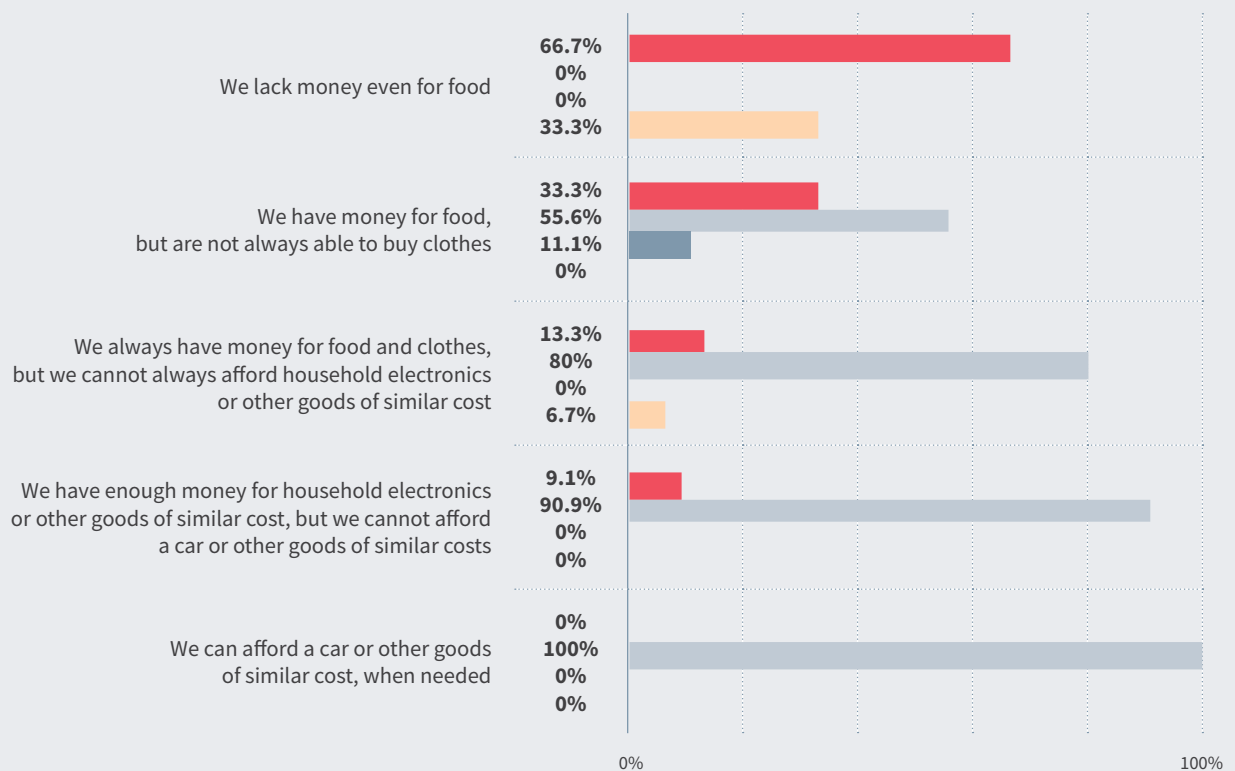
Was the lawyer...?

● Government

● NGO

● Private

● I don't know



Key findings

This chapter portrays respondents' perceptions of, and experiences with, justice disputes and institutions. **The common themes and most important results on respondents' perceptions** of the justice system and its institutions are:

- Slightly over half of all respondents stated they would get justice if they were victims of a crime.
- Age, education and – particularly - economic status of respondents are still key determinants in how much faith respondents have in obtaining justice, with poorer, less educated, and older persons being more sceptical and alienated from the justice system.
- Hearteningly, respondents that have had experiences in court expressed more confidence in being able to obtain justice than those that had not. This could indicate that the justice system functions better up close than is perceived 'from the outside'.
- The most prominent reasons respondents cited for believing they would not be able to obtain justice are that they were not powerful enough (90.9%) or rich enough (90.9%). Respondents' additional reasons for not believing in obtaining justice as victims of crime include fear for their safety: 64.2% stated that a fear for their safety would be either a major or minor reason. This fear is much more pronounced in Donetsk and Luhansk oblasts than in Zaporizhzhia Oblast.
- Respondents mostly thought police, the prosecutor's office and courts would be easy to contact, respectful and that they could be approached without fear – while also lacking in integrity and efficiency. Experience in, and exposure to, the court tends to affect respondents' perceptions of these institutions positively – court users trust justice sector institutions more than the general population.
- Lawyers (although generally trusted) and courts are seen as unaffordable for the majority of respondents. The negative opinions are most pronounced among those with lowest levels of formal education, those that are financially among the worst off in society, and women.
- Respondents are mostly aware of the availability of government-appointed (free legal aid) lawyers.
- The most trusted institutions by respondents are their local administrations, particularly by the least educated and poorest persons (in contrast to the police, prosecution offices, and courts, which are least trusted by these persons).

The common themes and most important results on respondents' experiences with the justice system and its institutions are:

- Over the previous four years, 14.9% of the population of Donetsk, Luhansk and Zaporizhzhia oblasts had disputes of a legal character. This means that, according to projections, almost 150,000 persons have legal disputes each year in Donetsk, Luhansk and Zaporizhzhia oblasts.
- The younger, wealthier and more formally educated a person is, the likelier they are to have had a dispute.

- Slightly less than a third (32.7%) of disputants that believe they were victims in disputes feel like they got justice, including 36.8% of those in Donetsk and Luhansk oblasts only. Of those that committed a wrong or that do not fit neatly into these two categories (termed “alleged perpetrators/others” in the remainder of this report), less than half (46.3%) feel like they got justice.
- While the courts are seen as unaffordable by the population at large, respondents that experiences disputes were likelier to see them as affordable.
- Victims were content with most aspects of their experiences in court, but saw courts as inefficient.
- Only 8.8% of persons from Donetsk and Luhansk oblasts stated they were assisted by a private lawyer, while 73.5% received legal services from NGOs and 14.7% from government lawyers.
- The experiences of victims differed somewhat from the experiences of alleged perpetrators and others. Most notably, 22.3% of alleged perpetrators/others that dealt with the police were asked by the police to pay them, compared to 9% of the victims.
- The poorer and less formally educated alleged perpetrators/others were, the worse they were likely to be treated by the police.
- The provision of free legal aid and NGO assistance appears to have been fairly well targeted to victims that were most in need, but not to the poorest alleged perpetrators.
- Members of vulnerable groups, including LGBTIQ+ persons, IDPs, sex workers, persons with disabilities, and others, have a low level of trust in the justice system. The foremost reason appears to be that they believe the system to be undermined by corruption, as a consequence of which they rarely rely on the justice system institutions to protect their rights. Moreover, the lack of affordability of legal services to many members of vulnerable groups, along with the slow pace of court proceedings, dissuade or prevent them from using the justice system to resolve their disputes. Nonetheless, members of some vulnerable groups, such as LGBTIQ+ persons, do actively seek to increase their legal literacy, while others, such as sex workers, avail themselves of services of NGOs to help address their legal problems.



Experiences with Administrative Issues

Experiences with Administrative Issues

The respondents were surveyed on their experiences with administrative processes and relevant issues in the past four-year period. A fifth of the overall sample (20%) tried to register a birth or death certificate over the four years preceding their interview. Of these, 91.8% were very satisfied or satisfied with the process, almost equally across the three oblasts, though the residents of Zaporizhzhia Oblast (89%) were slightly less satisfied than the residents of Donetsk (92.7%) and Luhansk (92.4%) oblasts.

Respondents were also quizzed about their experiences in registering their residence. Of the 424 persons (13.6% of the overall sample) that tried to register their residence, 84.3% were very satisfied or satisfied with the process. Once again, the disparities between the oblasts were not particularly significant (81.6% of residents of Zaporizhzhia Oblast were satisfied with the process, compared to 84.7% from Donetsk Oblast and 85.3% from Luhansk Oblast).

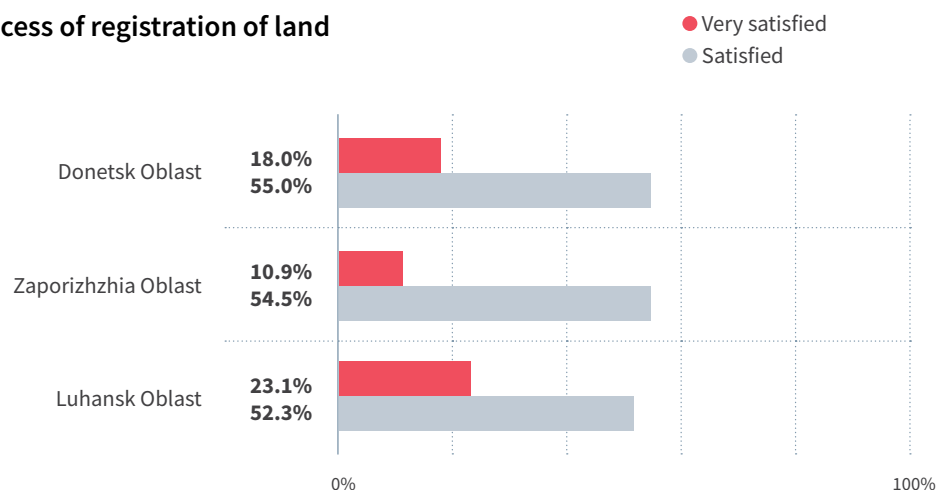
Another common administrative issue is registering land, either through owning or renting. Of the 285 persons (7.9% of the overall sample) that attempted to do this, 72.6% were very satisfied or satisfied with the process. Once again, the residents of Zaporizhzhia Oblast were the least satisfied with the process of land

registration (65.5%), this time more notably than their counterparts in Donetsk (73.0%) and Luhansk (75.4%) oblasts.

However, the experiences of respondents were overwhelmingly negative when it comes to a slew of other administrative issues, including receiving a pension, IDP benefits or disability benefits. Of the 160 persons (4.4% of the total sample) who attempted to obtain benefits owed to them, 63.8% were dissatisfied or very dissatisfied with the entire administrative process. This feeling was the most pronounced in Luhansk Oblast with 75.0% of those trying to solve the abovementioned problem being dissatisfied or very dissatisfied with the administrative process, while in Donetsk (59.3%) and Zaporizhzhia (52.2%) oblasts slightly over half of the respondents showed the same level of dissatisfaction.

Moreover, some differences between various groups were noted when evaluating the level of satisfaction with administrative processes. For instance, urban populations were almost uniformly more dissatisfied with administrative processes than rural populations (it is only in the domain of unpaid state benefits that the rural population (68.4%) scored higher on the dissatisfaction scale compared to the urban population (59.3%)).

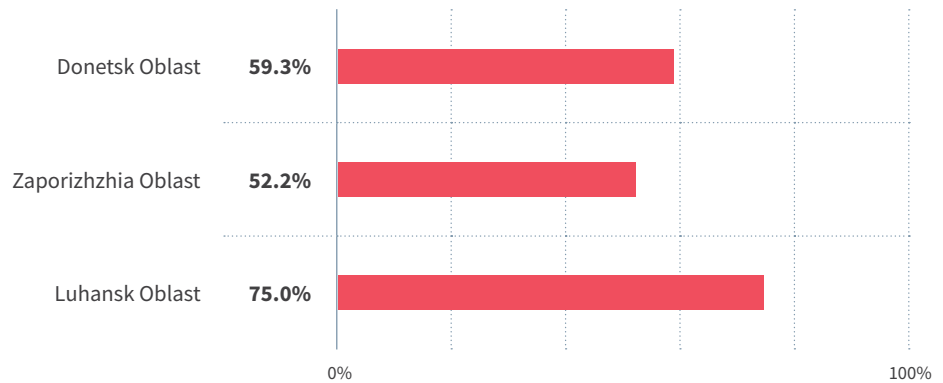
Satisfaction with the process of registration of land



Experiences with the Administrative Issues

Were you satisfied (dissatisfied + very dissatisfied) when you tried to obtain benefits you believe were owed to you?

● Dissatisfied or very dissatisfied



Key findings

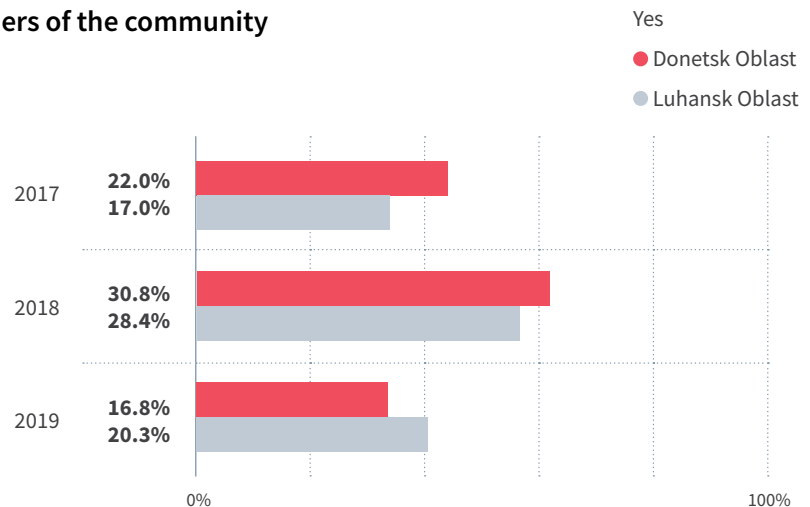
- Respondents showed high levels of satisfaction with administrative processes for obtaining birth or death certificates, registering their residences and registering land. Among the three oblasts surveyed, the residents of Zaporizhzhia Oblast showed the least degree of satisfaction with the above administrative processes, though not by a significant margin.
- However, when it comes to administrative processes for receiving benefits such as pensions, IDP benefits or disability benefits, respondents' experiences were decidedly more negative. This feeling was the most pronounced in Luhansk Oblast and the least pronounced in Zaporizhzhia Oblast.



Legal Services

Legal Services

Is there a phone number that members of the community can call if they need legal advice?



The survey inquired about the respondents' knowledge of legal services available from a variety of providers: the legal aid hotline, legal aid offices, local administration bodies and NGOs. In addition, respondents were surveyed about their awareness of anti-corruption mechanisms, as well as about the availability of services for particular security issues, such as mines/UXO.

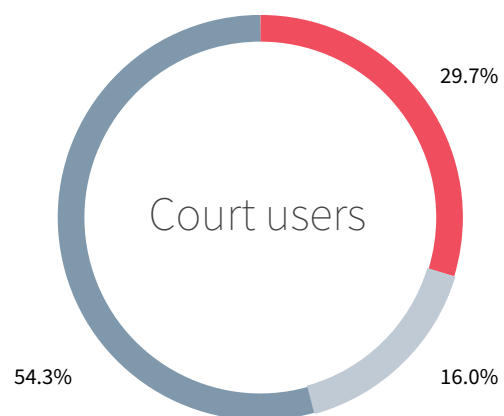
Respondents were first surveyed about their awareness of the availability of legal assistance via telephone. The results show that only a fifth of the respondents (20.5%) were aware that there is a phone number they can call when legal advice is needed (a legal aid hotline). Among those aware of this service, residents of Zaporizhzhia Oblast showed the highest degree of awareness (27.2%), compared to those from Donetsk and Luhansk oblasts – 16.8% and 20.3%, respectively.

However, while the 2018 survey showed considerable progress in the level of awareness of residents of Donetsk and Luhansk oblasts about this legal service compared to the 2017 survey, the current survey indicates a downturn in awareness, most notably in Donetsk Oblast (from 30.8% in 2018 to 16.8% in 2019).

Of those who were aware of a phone number, 53.2% stated they knew of it, while 16 persons (2.2%) could identify the correct number off by heart.

Is there a phone number that members of the community can call if they need legal advice?

- Yes
- No
- I don't know



Moreover, **29.7% of the court users' sample confirmed that they were aware of this legal service**, while 54.3% did not know of its existence and 16% of court users stated affirmatively that there was no such service available, meaning that a total of 70.3% of court users were unaware of the legal aid hotline.

The more educated a person is, the more likely they are to be aware of the existence of a legal aid hotline number: while none of the respondents without formal schooling were aware of a legal aid hotline,

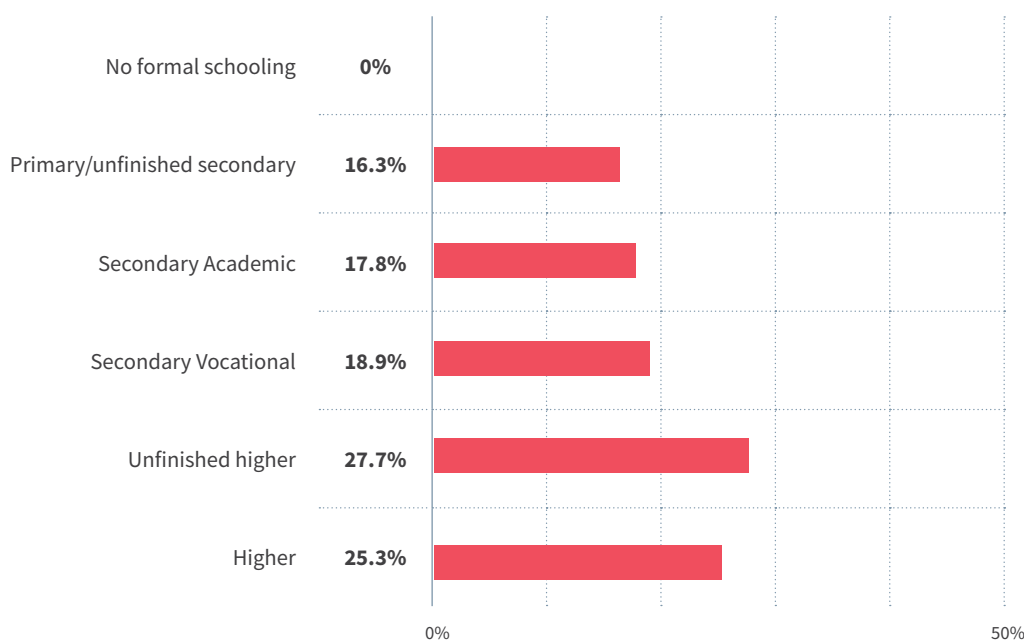
approximately a quarter of those with unfinished (27.7%) and completed (25.3%) higher education were aware of it.

Besides, IDPs as a group with a special set of legal needs showed a higher level of awareness about this legal service – 34.2% of this group were aware of this service versus 20.1% of the remainder of the populace.

Aside from their awareness of this legal service, respondents were also interrogated about its frequency of use. Thus, of those who knew the telephone number of the legal aid hotline,⁷ 27.3% indicated they had called it at least once. In addition, 31.6% of the court users surveyed who claimed they knew the telephone number actually used it.

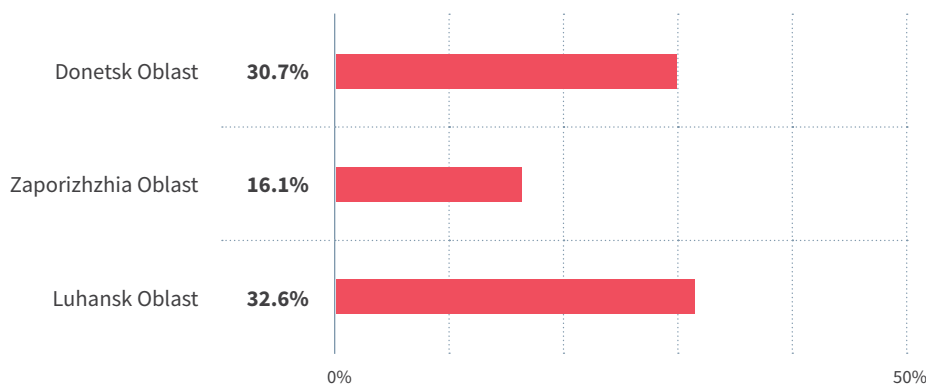
Is there a phone number that members of the community can call if they need legal advice?

● Yes



You know the legal aid hotline number. Did you ever call the legal aid hotline?

● Yes



⁷ This includes those who knew the legal aid hotline phone number either off by heart or that had it saved. This group was interrogated on the frequency of use of, and experiences with, this service.

Legal Services

Likewise, population groups with increased legal demands, such as IDPs, were likelier to use this service than the remaining population. It is nearly twice as likely that an IDP will use the legal aid hotline (46.4%) as those outside of this population group (25.9%).

Of those who knew the legal aid hotline phone number, residents of Zaporizhzhia Oblast used the hotline the least (16.1%), while those from Donetsk (30.7%) and Luhansk (32.6%) oblasts were almost twice as likely to use this service.

When evaluating the level of satisfaction with the service provision, the results show that **respondents were very satisfied with the quality of the service provided by the legal aid hotline, and that this perception is shared by the all respondent groups, irrespective of personal characteristics or place of residence.**

The experiences and opinions of those who called the legal aid hotline were almost exclusively positive: 97.3% reported it was easy to use, all users confirmed that they were treated with respect, 94.6% understood the advice given, while 93.8% claimed they would use this service again. In addition, 10.7% of users paid the service provided, less than the 13.4% who were asked by the

legal aid hotline staff to pay something.

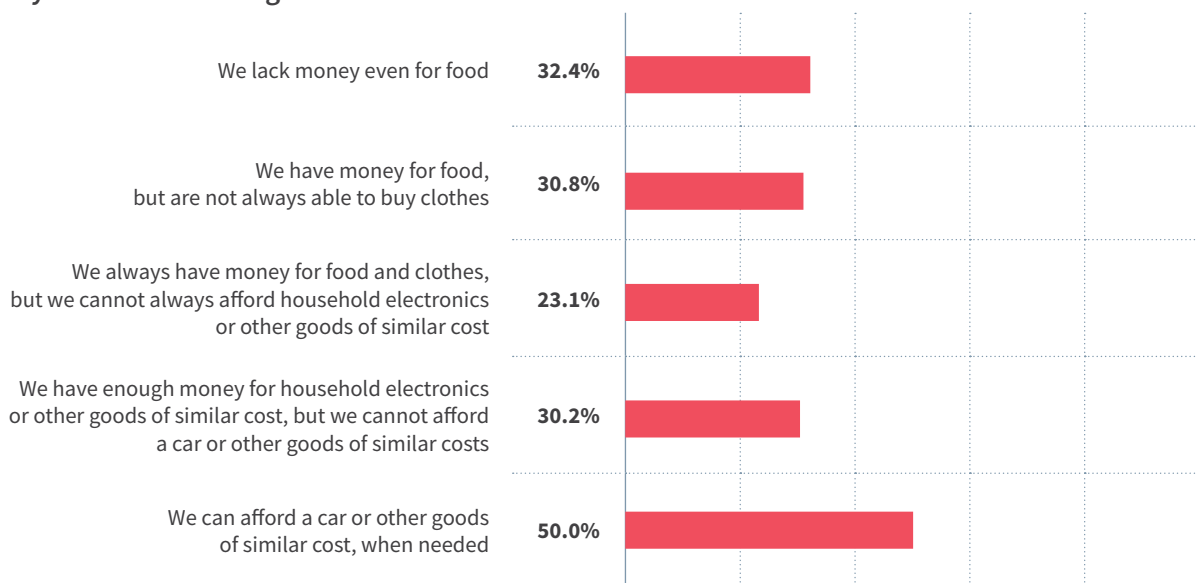
In a similar vein, respondents who have never used the legal aid hotline, but were aware of it, also have overwhelmingly positive opinions of it. They agreed (or strongly agreed) that, were they to address it, the legal aid hotline would treat them with respect (97.5%), that they would understand the advice given (95.1%), that the advice would be useful (94.9%) and that the service would be free of charge (93.2%).

Respondents were also questioned on their opinions about legal aid offices. Surprisingly, less than a fifth of the surveyed sample was aware of this service (19.6%) while more than half the population did not know whether legal aid offices have been established in their community (57.6%).

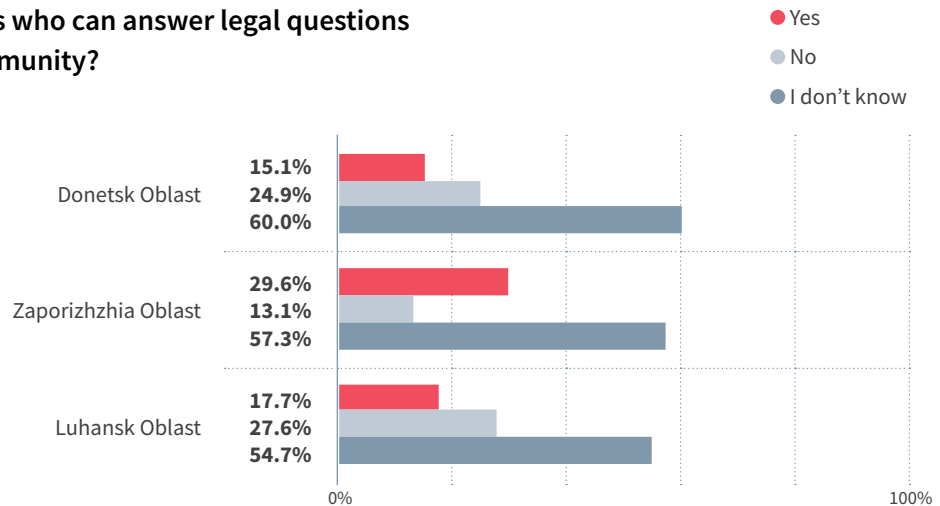
The disaggregation of survey data by regions shows that residents of Zaporizhzhia Oblast (29.6%) were almost twice as likely to know about this legal service in comparison with those from Donetsk (15.1%) and Luhansk (17.7%) oblasts. This shows the need to support the outreach activities of legal aid offices in order to raise awareness among the population at large of this important service.

You know the legal aid hotline number. Did you ever call the legal aid hotline?

● Yes



Are there legal aid offices who can answer legal questions for members of this community?



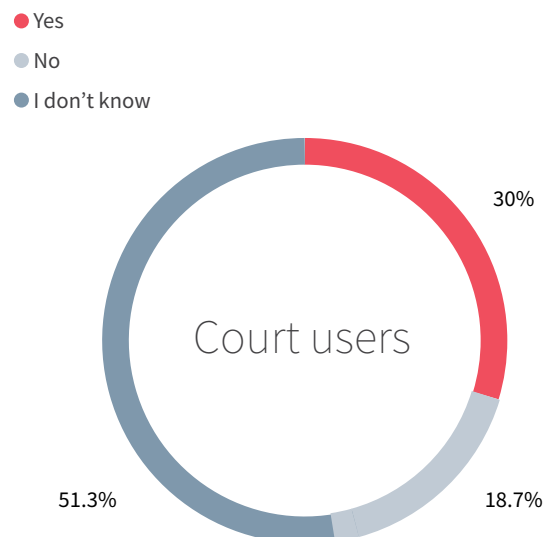
On the other hand, court users showed a greater awareness of legal aid offices compared to the general household sample surveyed, with 30% being familiar with this service.

There was no clear pattern when it comes to awareness of legal aid offices. For instance, those with no formal education and those with a completed higher education were the most aware of legal aid offices. At the same time, middle to upper scale earners showed higher levels of awareness of this legal service than those that are financially deprived. Namely, 33.3% of those with no formal education and 28.1% of those with higher degrees knew of legal aid offices. In addition, while 28.1% of those in the middle of the financial ladder were aware of this legal service, the same was true for only 15.4% of the poorest respondents.

Moreover, a moderate disparity was found between urban and rural population. A quarter of the urban population (24.5%) was aware of legal aid offices, compared to 15% of the rural population. This result may be a consequence of legal aid offices being more concentrated within urban areas.

The results of the survey show that **residents of communities in close proximity to the 'contact line' in Donetsk and Luhansk oblasts in total (16.3%) are less aware of legal aid offices than those further away (20.2%)**. This result is primarily due to residents in Donetsk Oblast close to the 'contact line' having a

Are there legal aid offices who can answer legal questions for members of this community?



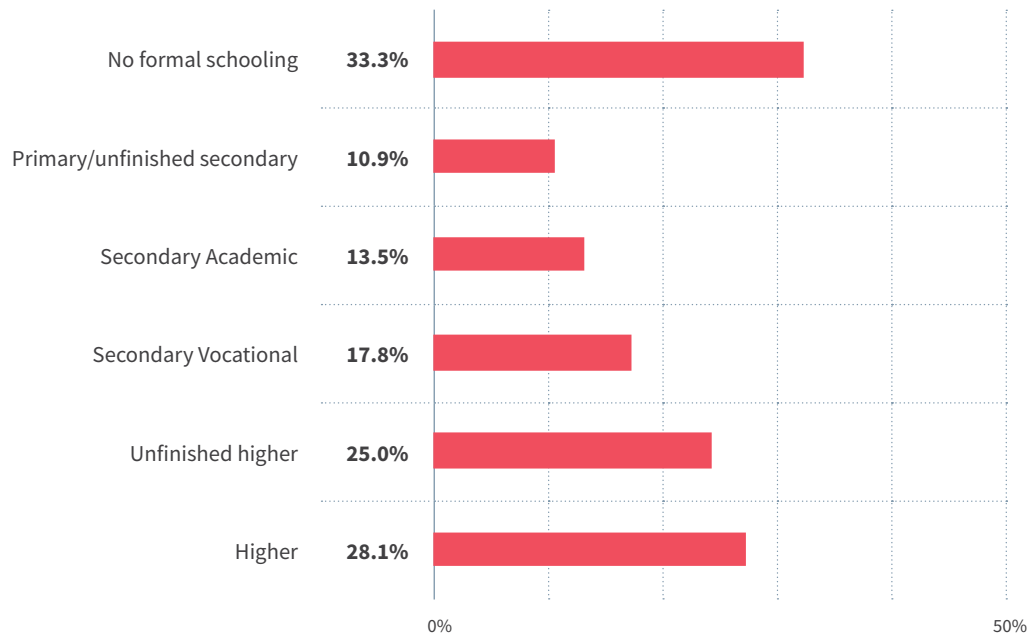
very low level of awareness of legal aid offices (10.6%), while residents of communities close to the 'contact line' in Luhansk Oblast were more than twice as likely to know about legal aid offices (21.5%).

The survey was further focused on the extent to which legal aid offices were used by respondents who claimed to be familiar with it, and on how satisfied these respondents were with the quality of the service provided. Just under a fifth of those aware

Legal Services

Are there legal aid offices who can answer legal questions for members of this community?

● Yes

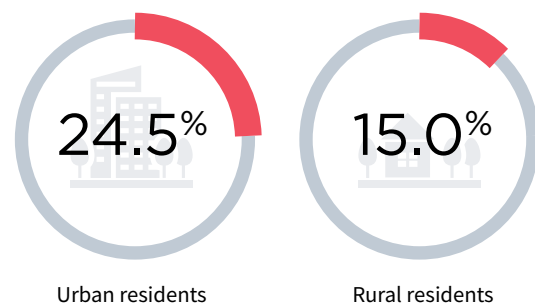


of the existence of legal aid offices (18%) or 3.5% of the total sample utilised the services of legal aid offices. In addition, 37 court users (or 41.1% of those who knew about the service among this sample) actually availed themselves of the service. **The poorer a person is the likelier they are to use legal aid offices (with the exception of the absolute wealthiest category of respondents; however, they were a very small sample and it is thus possible that the findings are skewed in this regard). In addition, persons from rural areas (21.6%) and IDPs (40.6%) were also likelier to use the service than the average respondent.**

As with the legal aid hotline, a significant majority of respondents who used legal aid offices were very satisfied with the service.

Those that sought legal advice from legal aid offices were, to a great extent, satisfied with the quality of the service provided. Namely, 96.9% confirmed that they were treated with respect, 91.3% said they understood the advice given, 91.3% indicated that the legal aid offices were easy to find, 89.8% said they

Are there legal aid offices who can answer legal questions for members of this community?

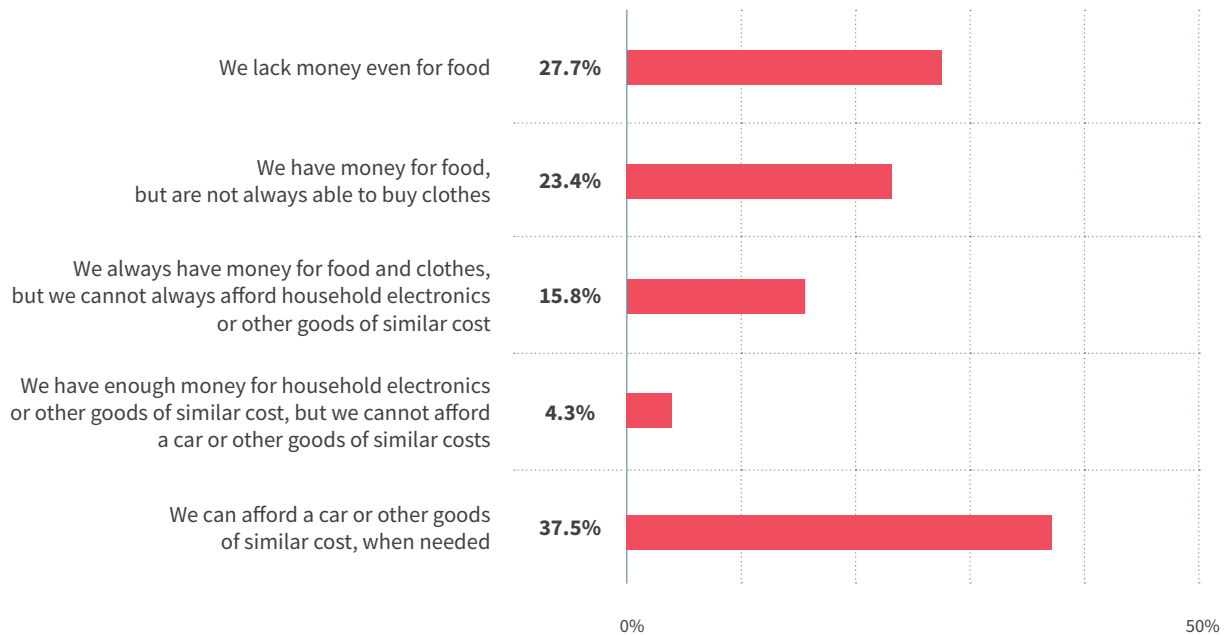


would use the service again if need be, while 78.0% confirmed that the lawyers represented their best interests. Only 8.7% of users of the service were asked to pay for the service, with 54% of those asked to pay did so.

Respondents that have not received assistance from legal aid offices, but have heard of them, expressed

Have you ever gone to a legal aid office to ask a legal question (% of the overall sample)? – by the household financial situation

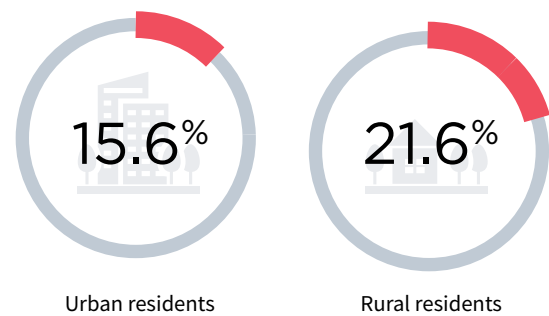
● Yes



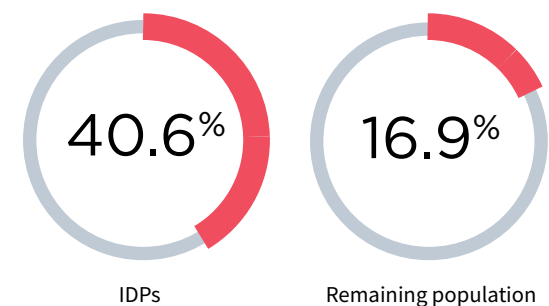
a similar level of confidence in the performance of legal aid offices as those who have used their services. Namely, 96.0% of respondents thought they would be treated with respect, 94.0% believed they would understand the advice given, 94.1% that the given advice would be useful, and 95.0% considered that the service provided would be free.

Respondents were also questioned about the role of their local administrations in providing legal services. Less than one in five respondents (17.9%) stated that their local administrations provide answers to legal questions in their communities. The residents of Zaporizhzhia Oblast (20.1%) are slightly likelier to believe this to be true compared to residents of Donetsk (15.9%) and Luhansk (18.8%) oblasts. There has been a decrease among those who believe local administrations provide legal services to respondents from 2018 to this year.

Have you ever gone to a legal aid office to ask a legal question (% of the overall sample)?

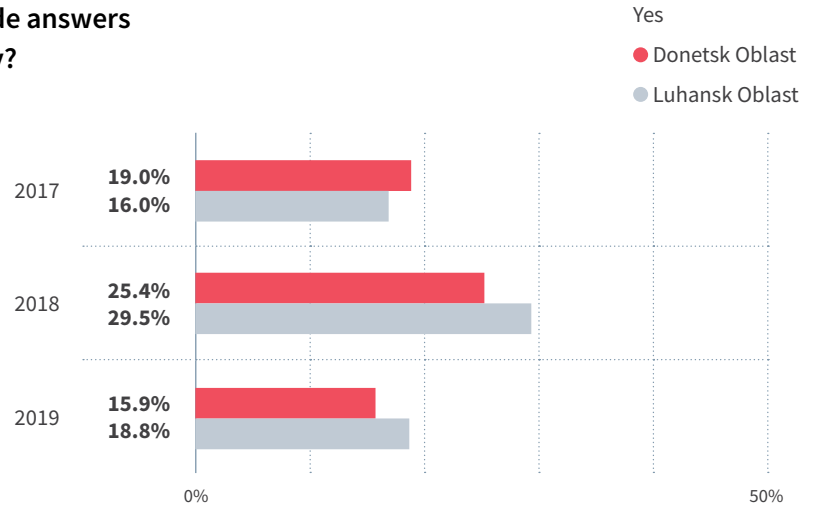


Have you ever gone to a legal aid office to ask a legal question (% of the overall sample)?



Legal Services

Does the local administration provide answers to legal questions in this community?

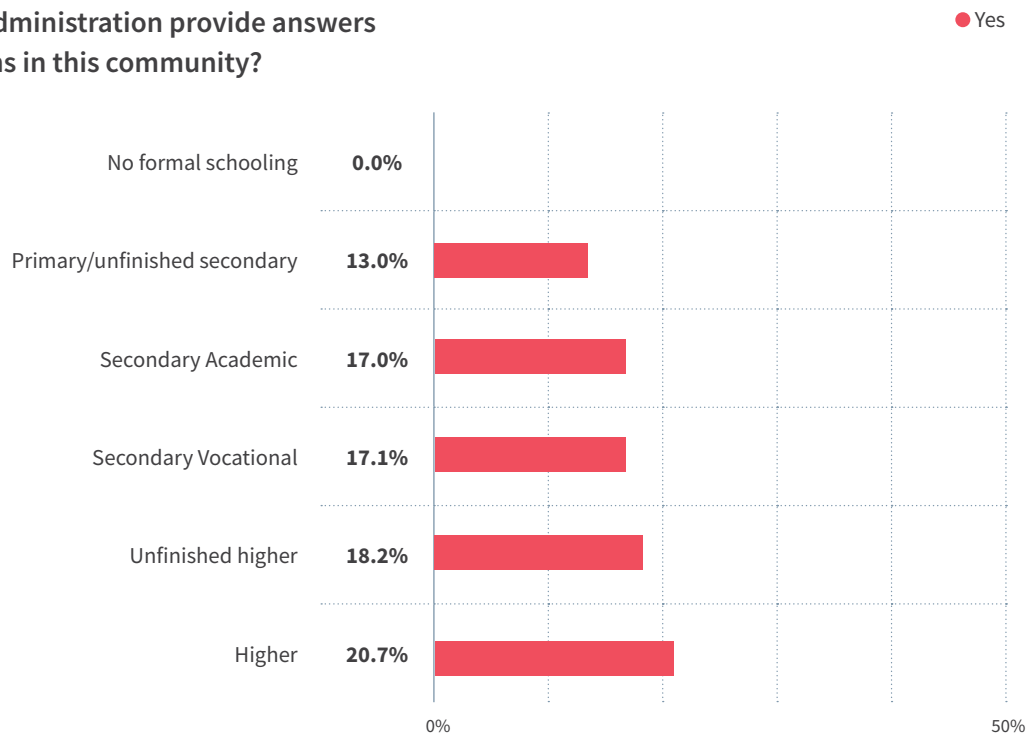


Residents of rural areas were likelier (20.5%) to see local administrations as providers of legal advice than residents of urban areas (15.2%).

In addition, the wealthier a person is the likelier they are to believe local administrations provide legal advice.

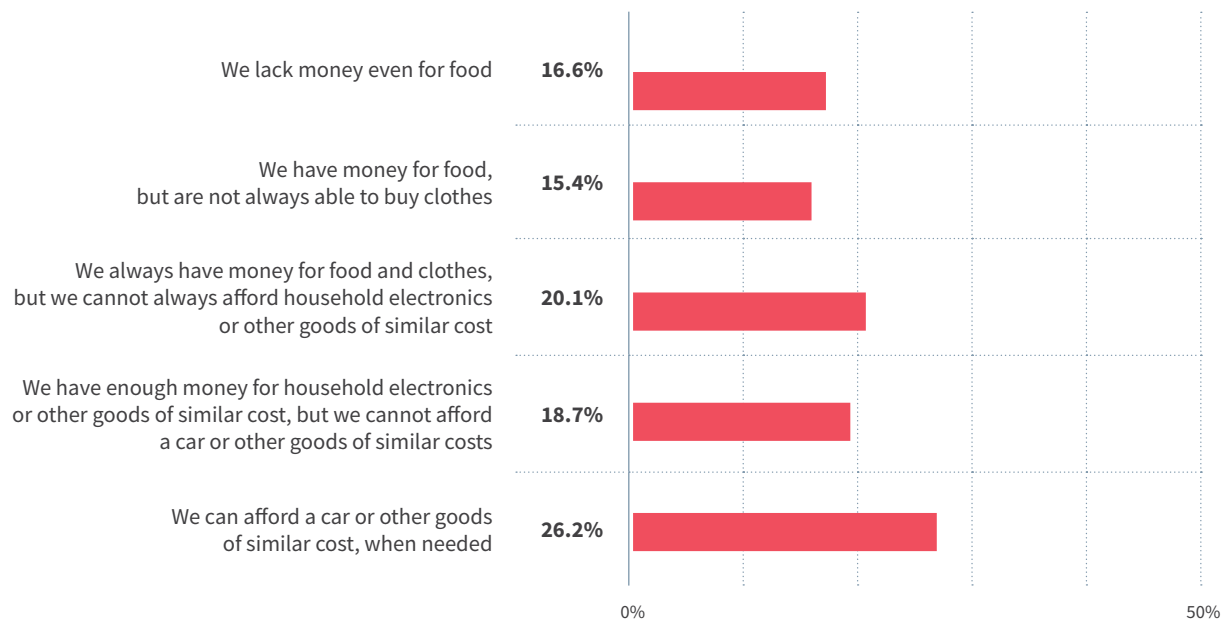
The more educated a person is the likelier they are to believe their local administration is a provider of legal advice.

Does the local administration provide answers to legal questions in this community?



Does the local administration provide answers to legal questions in this community?

● Yes



However, **only 22.8% of those who considered local administration as a legal service provider sought advice from it (4.1% of the total sample surveyed)**. There is no significant disparity in this regard - no particular groups were likelier to seek advice than others.

The impressions of those that had sought legal advice from local administration bodies were overwhelmingly positive, irrespective of the personal characteristics or place of residence. Nearly nine in ten respondents who sought advice from local administration bodies (89.8%) indicated they were willing to help, 96.6% said they were treated with respect and 90.5% understood the advice given. Moreover, 84.4% found local administration was fair, 74.1% confirmed it acted quickly, while 86.4% would ask the advice again if needed. A small percentage (6.1%) was asked to pay for services, while nearly the same percentage (6.8%) actually paid for them.

The impressions of the population at large about local administrations' capacities to provide legal assistance are as positive as those of users of

these services. Namely, 95.8% of those that were aware of, but did not use, the legal services of local administrations believe that if they were to address their local administration with a legal problem, they would be treated with respect, 95.6% believe that they would understand the advice given, 94.4% that the advice would be useful and 95% that the service would be free.

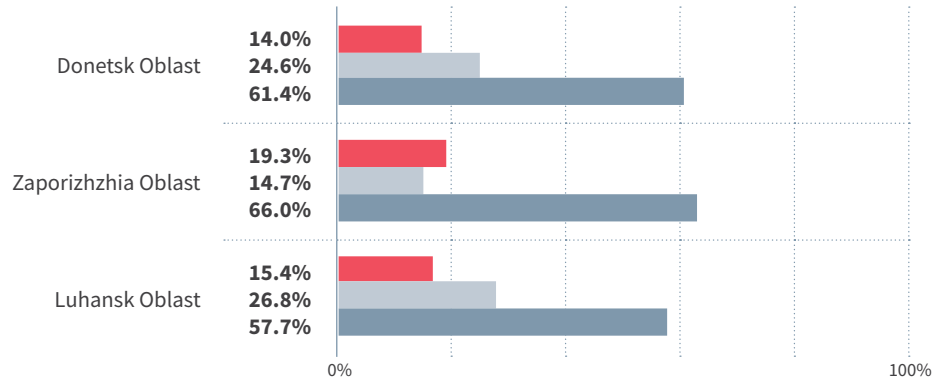
The survey was also focused on interrogating respondents' perceptions of, and experiences with, NGOs/CSOs providing legal services. According to the results, only 15.8% of respondents are aware of the existence of NGOs providing legal advice. Respondents from Zaporizhzhia Oblast (19.3%) were slightly more aware of NGOs providing legal advice than those from Donetsk (14%) and Luhansk (15.4%) oblasts.

Those with primary/unfinished secondary schooling showed significantly lower levels of awareness of NGOs as legal service providers (8.3%) than those with higher levels of education (more than one in five of whom are aware of NGOs that provide such services).

Legal Services

Are there NGOs who can answer legal questions for members of this community?

● Yes
● No
● I don't know



The wealthier the respondent is the more likely they are to be aware of legal service providers, which, again, holds true in the case of NGOs as a source of legal advice. Similarly, the wealthier respondents, the likelier they are to be aware of NGOs providing legal advice.

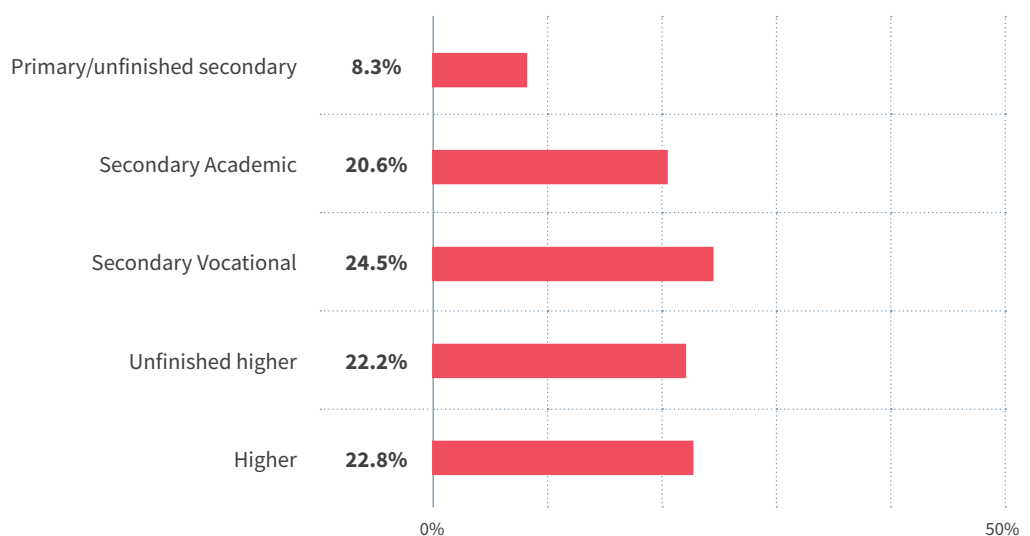
Unsurprisingly, only 11.5% of the rural population confirmed they have heard of NGOs that provide legal services, while the number of urban residents who were

aware of such NGOs was almost twice as high (20.4%). Still, it should be noted that even this number is slightly low considering the increased concentration of NGOs in urban areas.

In addition, IDPs and those living in close proximity to the 'contact line' are disproportionately likely to be aware of NGOs as providers of legal advice - 23.7% and 18.8%, respectively.

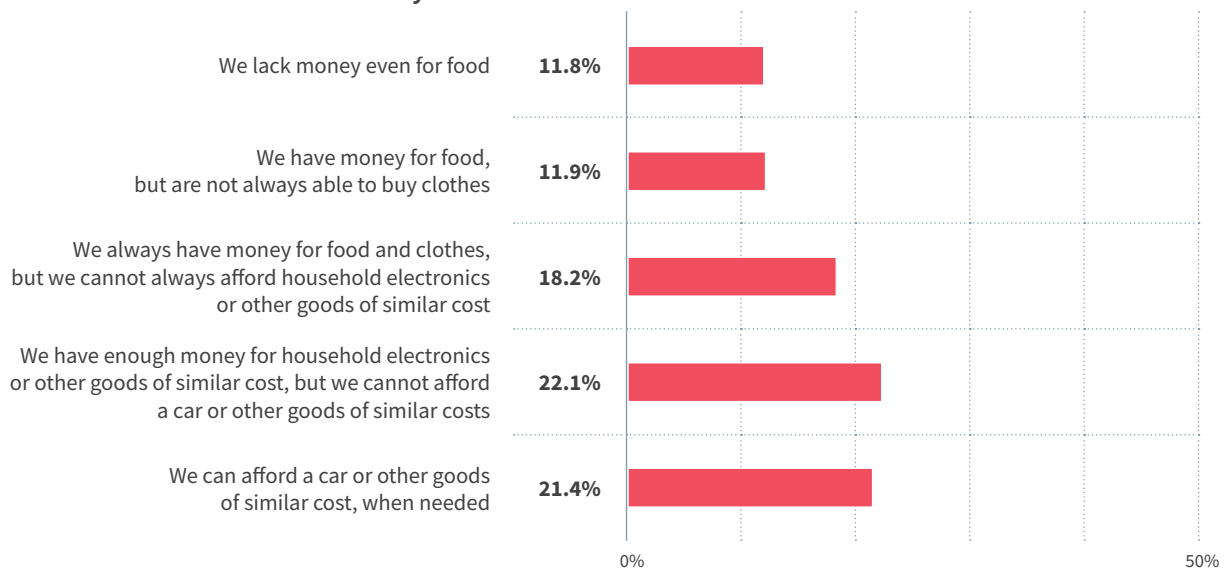
Are the NGOs who can answer legal questions for the members of this community?

● Yes



Are the NGOs who can answer legal questions for the members of this community?

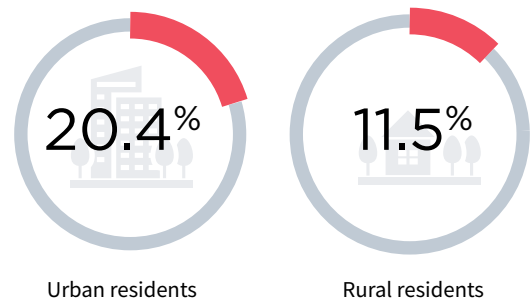
● Yes



However, only 15.6% (or 2.5% of the total sample) of those that believe NGOs provide legal advice had actually got in touch with NGOs for help with a particular legal issue. Their experiences with NGOs were overwhelmingly positive, irrespective of personal characteristics or their place of residence. Namely, 97.8% of respondents said they were treated with respect, 89.9% stated that the NGO in question was easy to find, 93.3% that they understood the advice given and 89.9% stated that they would return for advice again if needed. Additionally, 18% of respondents were asked to pay for the service provided, while 11.2% actually paid for it.

NGOs enjoy similar levels of confidence among respondents that are aware of them but that have not used their services: 97.1% believe that if they were to demand legal assistance from NGOs, they would be treated with respect, 96.5% that they would understand the advice given, 95% that the advice would be useful and 91.7% that it would be free.

Are there NGOs that can answer legal questions for members of this community?



Key findings

The survey generated the following key findings of respondents' perceptions and experiences with legal service providers:

- Approximately one-fifth of the population in the three oblasts is aware of the legal aid hotline and legal aid offices, while less than one in five respondents are aware of local administrations and NGOs as legal service providers. In the three oblasts, the residents of Zaporizhzhia Oblast showed the highest degree of awareness of all legal service providers.
- Residents of the communities in close proximity to the 'contact line' in Donetsk and Luhansk oblasts were less aware of legal service providers than those residing in the remaining communities.
- However, population groups that have a higher demand for legal services, such as IDPs and court users, showed elevated levels of awareness of available options when seeking legal service. Likewise, they were more eager to use the services of the legal aid hotline, legal aid offices and NGOs.
- The degree of awareness of legal service providers' rises with the level of education and economic well-being of respondents. However, an exception to the above rule is that those with no formal education showed fairly high awareness of legal aid offices as a legal service provider.
- Both those that have used legal services and those that are aware of them but have not used them have overwhelmingly positive experiences with, and attitudes towards, the quality of legal services provided. This applies to all groups of service providers the respondents were surveyed on: the legal aid hotline, legal aid offices, local administrations, and NGOs.

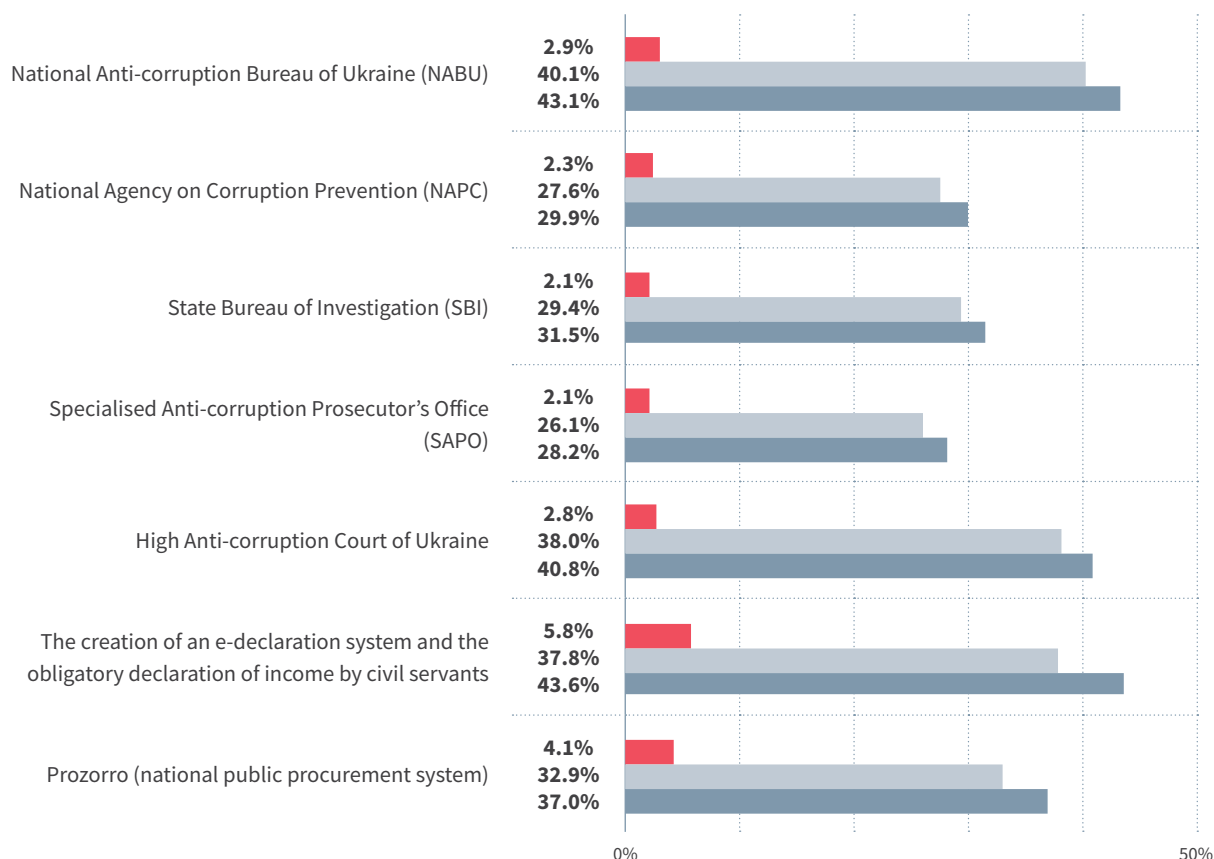


Anti-corruption Mechanisms

Anti-corruption Mechanisms

The extent of familiarity with aspects of anti-corruption reform – relevant institutions and their mandates in combating corruption

- Fully familiar
- Partially familiar
- Fully + partially familiar

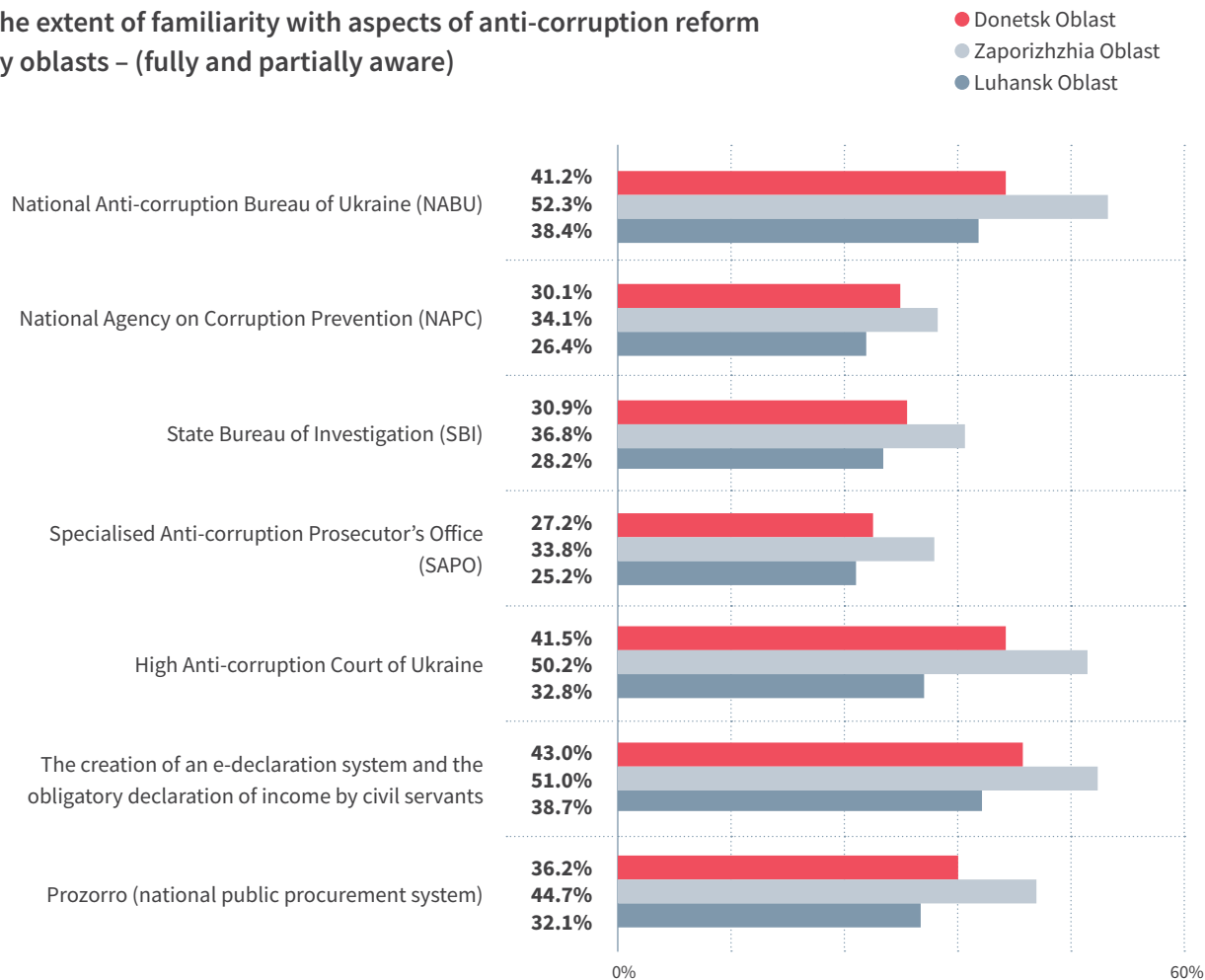


Respondents across the three oblasts were surveyed on their perceptions about the mechanisms developed to combat corruption and the aspects of anti-corruption reform in Ukraine. Specifically, respondents were quizzed about their degree of awareness of particular mechanisms and institutional mandates in combating corruption.

Slightly more than two-fifths of respondents (43.1%) were aware (fully or partially) of the mandates of National Anti-corruption Bureau of Ukraine (NABU) and High Anti-corruption Court of Ukraine (40.8%), while somewhat fewer, nearly three in ten respondents, were familiar with the National Agency on Corruption

Prevention (NACP) (29.9%), State Bureau of Investigation (31.5%), and the Specialised Anti-corruption Prosecutor's Office (SAPO) (28.2%). There are similar levels of awareness of other corruption mechanisms – 37.0% of respondents are aware of national public procurement system (Prozorro), while 43.6% are familiar with the e-system developed for declaration of income by public servants. However, it is worrisome that the great majority of these are only partially familiar with these anti-corruption mechanisms and mandates of different institutions created to tackle corruption in Ukraine, and that only a few of those interviewed were fully aware of them, which would indicate a need for their further promotion.

The extent of familiarity with aspects of anti-corruption reform by oblasts – (fully and partially aware)



The residents of Luhansk Oblast were the least informed about anti-corruption institutions' mandates and relevant mechanisms (without exception), while those of Zaporizhzhia Oblast showed the most awareness across the three oblasts.

In addition, although there is not a significant disparity spotted between rural and urban populations when it comes to their awareness of anti-corruption institutional mandates, rural populations are less informed of the e-declaration system and the national public procurement system than those living in urban areas.

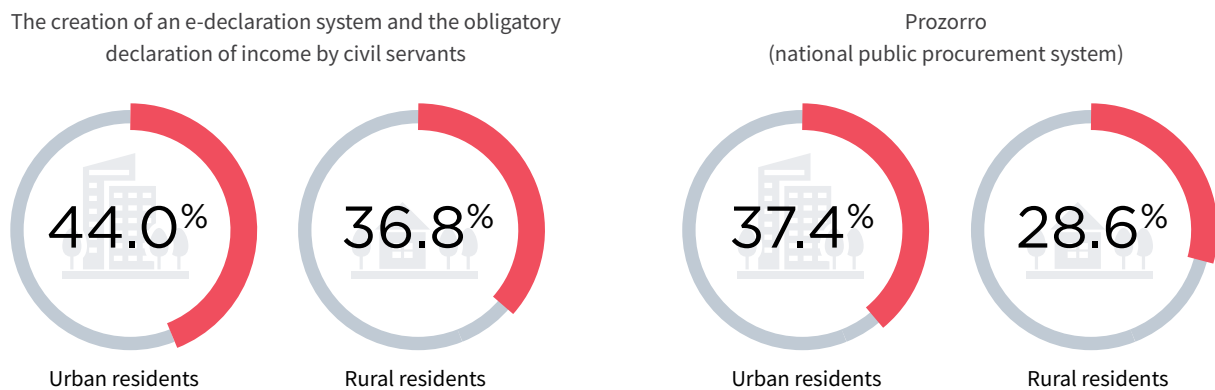
Finally, the level of awareness of anti-corruption reform proportionally rises with the respondent's level

of education and financial status. As an illustration, 57.9% of those with higher education were aware of the mandate of National Anti-Corruption Bureau of Ukraine (NABU), while only 16.7% of those with no formal education knew of this institution and its mandate. Similar proportions are true for the remaining institutions surveyed.

The survey also included an examination of the respondents' perceptions of whether local authorities are engaged in anti-corruption reforms. More than half of the respondents said that public authorities do not act in line with the public interest (56.7%). There were no significant differences in this regard between the oblasts, or between rural and urban populations.

Anti-corruption Mechanisms

The extent of familiarity with anti-corruption mechanisms – urban vs. rural (fully and partially aware)



Key findings

The most significant findings that emerged from the survey of respondents' perceptions of selected anti-corruption mechanisms are as follows:

- On average, slightly more than one third of respondents surveyed are aware of anti-corruption bodies' mandates, with the highest share of those being aware of National Anti-Corruption Bureau of Ukraine (NABU) and the High Anti-corruption Court of Ukraine. Of the three oblasts surveyed, Zaporizhzhia Oblast residents are the most informed of anti-corruption institutions' mandates.
- Awareness of anti-corruption mechanisms particularly needs to be improved among the least educated and the poorest, as they showed modest levels of familiarity with these mechanisms.
- However, the findings on the perceptions of representation of public interest by relevant bodies suggest that there is a strong demand for establishing firm principles for representing public interests, as a majority of respondents felt that local administrations do not represent the voices of the citizens and common interests.



Security Services

Security Services

The survey included an examination of how security and justice issues are addressed in the community by the local administration and the police.

Approximately two-thirds of the population surveyed stated that the police regularly or occasionally solve problems in their communities (64.7%). A closer look at the results across the selected oblasts reveals that there were no significant disparities between the oblasts – around two-thirds of respondents in each region claimed that the police regularly or occasionally solve problems that occur in their communities.

Those most likely to believe that the police regularly or occasionally solve problems in their communities are respondents with no formal education, while there were no notable disparities between other groups of the population surveyed according to levels of education.

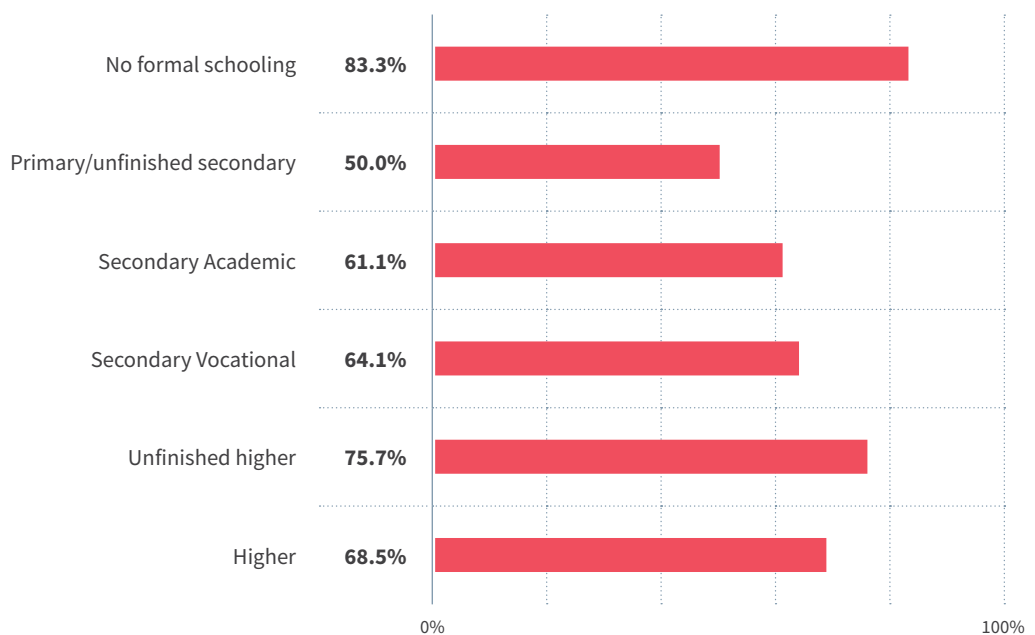
The great majority of respondents further indicated that the police is regularly or occasionally present in their

communities (77.8%). Residents of urban areas and better educated respondents were more prone to state that the police has a presence in their communities. In addition, those living in the communities of along the Sea of Azov coastline in Zaporizhzhia Oblast were less prone to report the presence of the police (57.6%), compared to those living in the remaining communities in the region (75.9%).

Residents of the communities in close proximity to the ‘contact line’ believe the police is slightly less present in their communities (76.2%) compared to those living further away (78.1%). This finding considerably changed from last year’s survey in Donetsk and Luhansk oblasts; in the 2018 survey 90.1% of those living within 20km from the ‘contact line’ reported the regular or occasional presence of the police, compared to 72.4% of the residents of the communities further away from the ‘contact line’. This could suggest that the security situation in 2019 has increasingly improved and that requirements for the police’s presence have thus

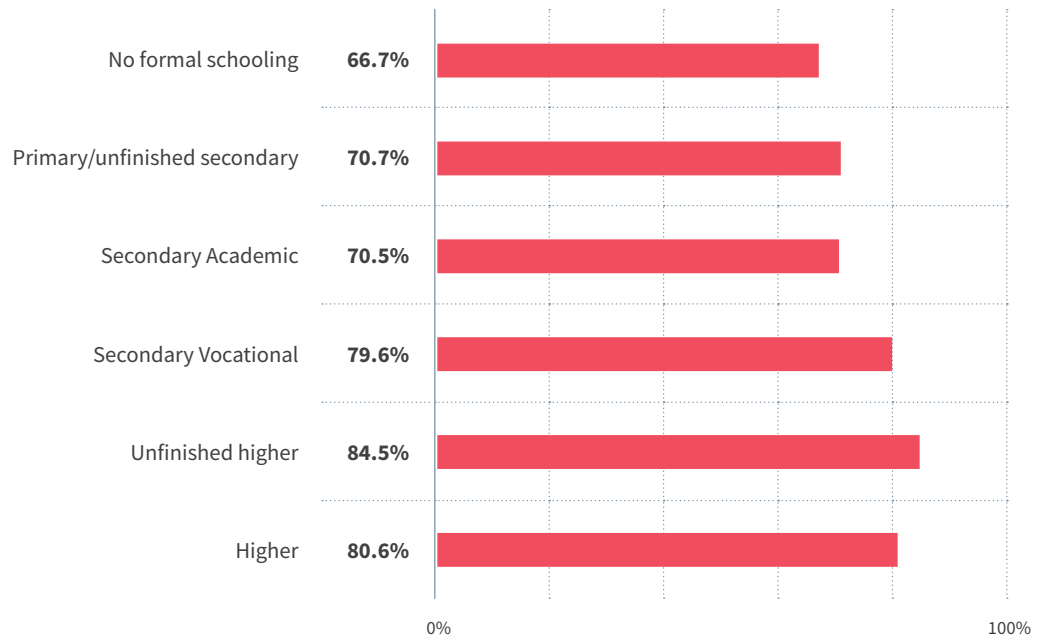
The police solve problems that occur in the community (regularly and occasionally) – by the level of education

● Yes (regularly + occasionally)



Is the police present in your community? – by the level of education

● Yes (regularly + occasionally)

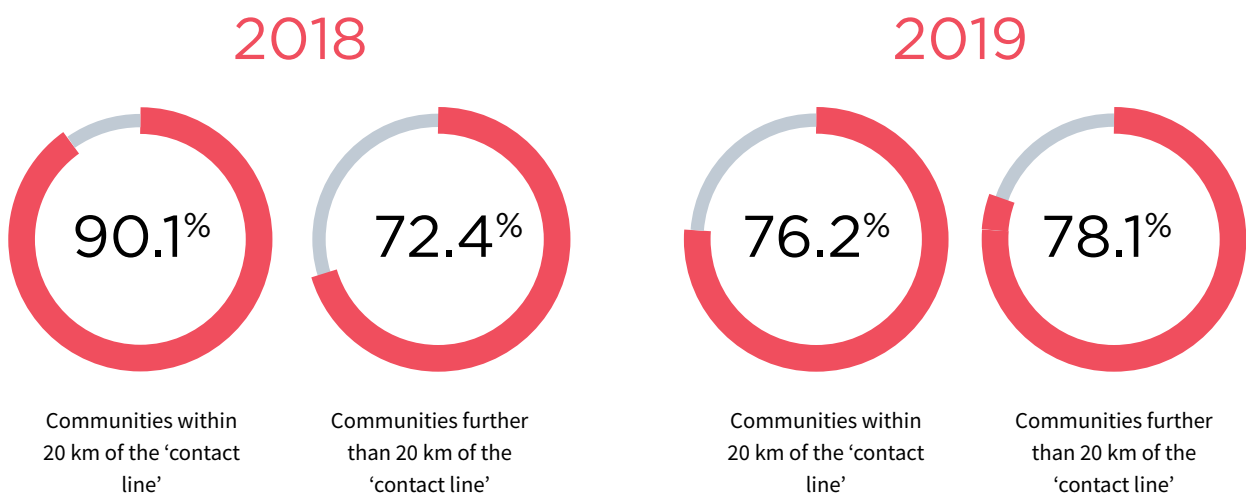


changed comparing to 2018. However, at the same time (as has already been mentioned above), residents are now more concerned with ‘hard’ security issues, such as the presence of mines and UXO, as well as shelling.

The respondents were also surveyed on the degree of prevention measures undertaken by the police. Slightly over three-fifths of the population (61%) said that the

police regularly or occasionally acts preventively. The residents of Luhansk Oblast are slightly more prone to assess the police’s actions as preventive (65.6%) compared to the population of Donetsk (58.9%) and Zaporizhzhia (58.2%) oblasts. Moreover, there were no significant disparities between answers of those living in close proximity to the ‘contact line’ (63.7%) and those residing further away (60.5%).

Is the police present in your community? – by proximity to the ‘contact line’ in 2018 and 2019



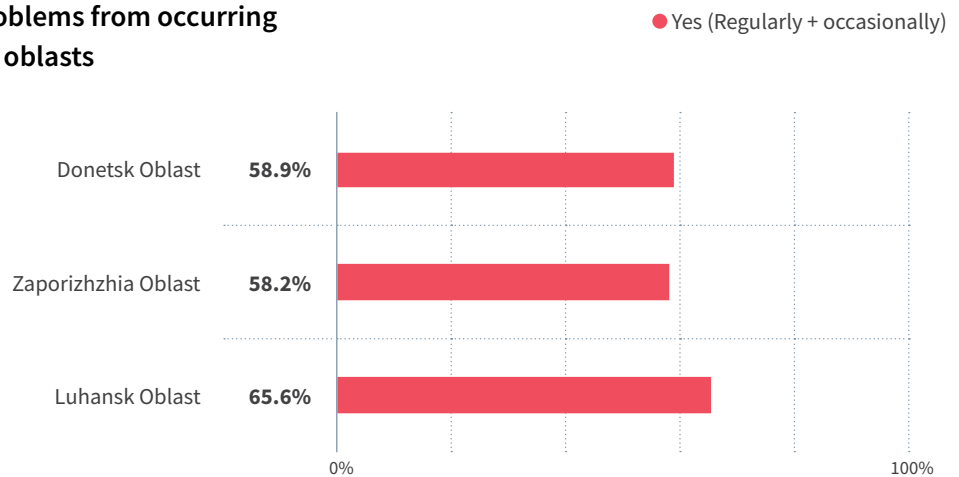
Security Services

The level of the police's responsiveness to citizens' concerns has been also investigated. Almost six in ten (59.4%) respondents stated that the police regularly reacted in order to address their problems, while 25.1% of respondents confirmed this happened occasionally. The police are seen as the most responsive in Donetsk Oblast (64.5% confirmed the police reacted regularly), followed by Luhansk Oblast (63.5%), while in Zaporizhzhia Oblast the police are seen as least regularly responsive (45.2%) of the three oblasts.

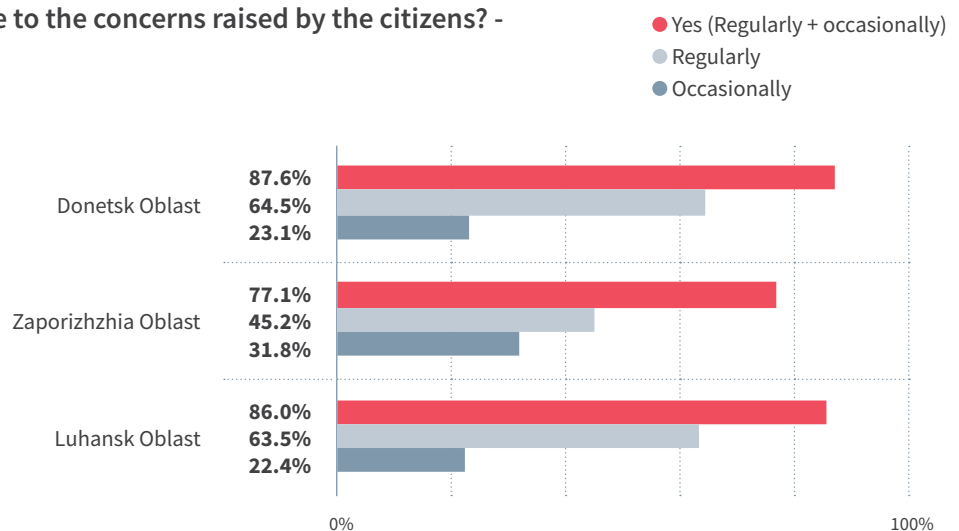
The level of education, economic status, rural and urban belonging were not decisive factors in evaluating the police differently as responsive to citizens' concerns.

The role of local administration bodies was also recognised as being involved in solving community problems, yet not to the same degree as the police, which is to be expected given their different mandates. Slightly over one-third of the respondents (37.9%) said their local administration regularly or occasionally solves community problems. The residents of Zaporizhzhia Oblast (41.1%) region are slightly more likely to believe local administration is efficient in solving community problems than those from Donetsk (36.8%) and Luhansk (36.9%) oblasts. Half of those with no formal schooling (50.0%) and those with unfinished higher (52.7%) and with completed higher degrees (40.9%) were prone to believe that local administration bodies are very active in solving community problems.

Do the police prevent problems from occurring in your community? – by oblasts



Are the police responsive to the concerns raised by the citizens? - by oblasts

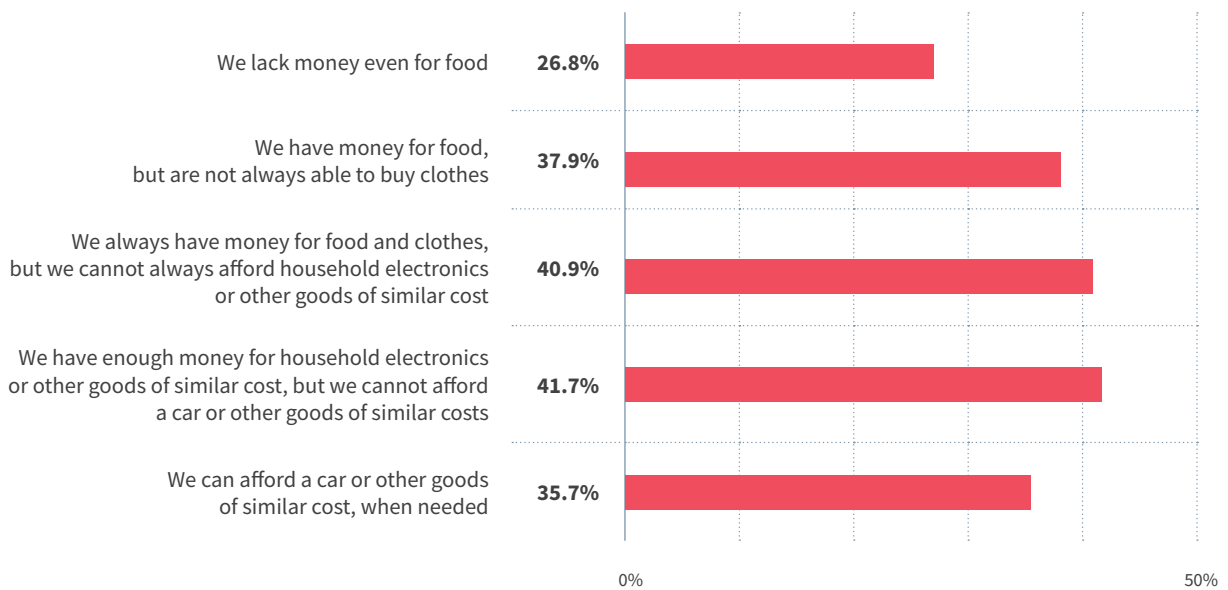


Exactly a third of the sample surveyed said that local administration bodies prevent problems from happening in their communities (33.9%), with residents of Zaporizhzhia Oblast (37.5%) being the most convinced this was the case, and residents of Donetsk (31.4%) and Luhansk (34.3%) oblasts less so. In addition, the least and best well off agreed that local administration bodies should be more proactive in preventing problems from happening in their communities.

However, both local administration bodies and the police lack mechanisms for sharing information and for regularly communicating with community representatives about their security concerns. The great majority of respondents indicated that the local administration bodies (78.3%) and the police (76.2%) rarely or never hold meetings with the community members about their security issues. The residents of Zaporizhzhia Oblast were the most strident in confirming this was the case.

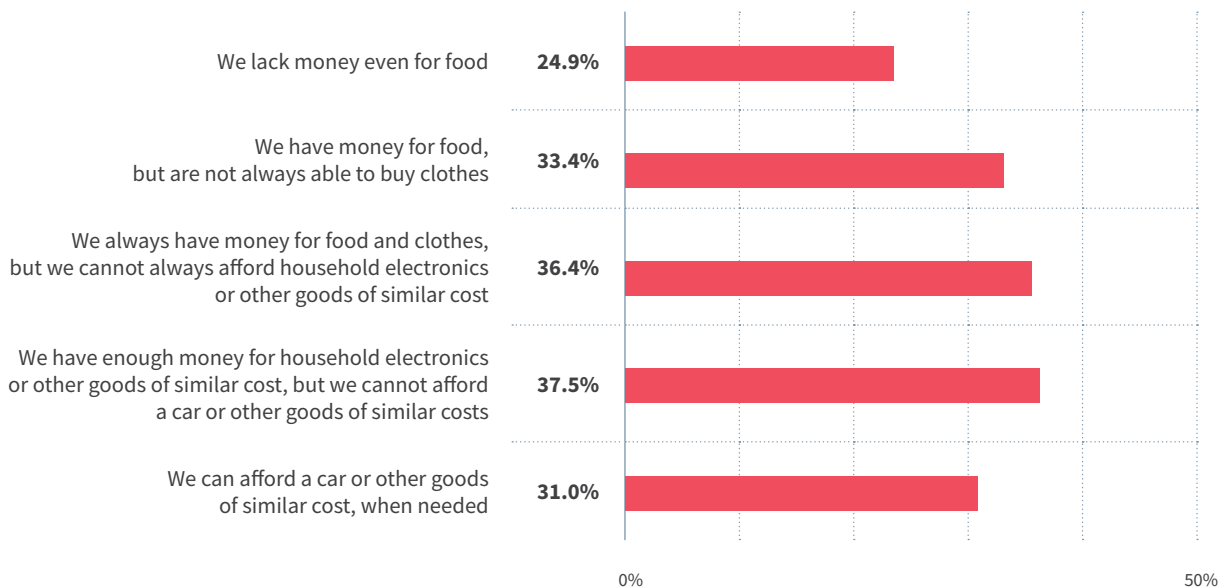
Do the local authorities solve problems in your community? – by household’s financial situation

● Yes (regularly + occasionally)



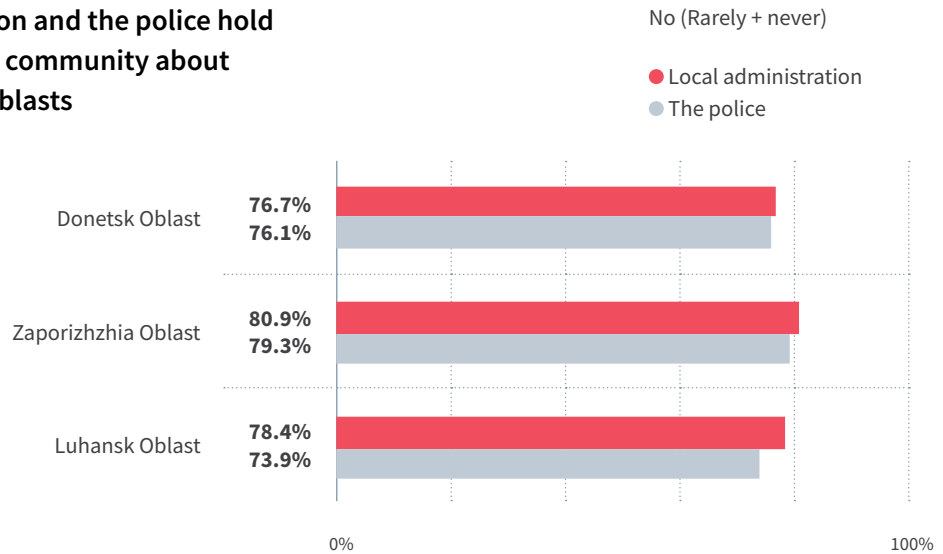
Does the local administration prevent problems from happening in your community? - by household’s financial situation

● Yes (regularly + occasionally)



Security Services

Do the local administration and the police hold open meetings with your community about security concerns? – by oblasts

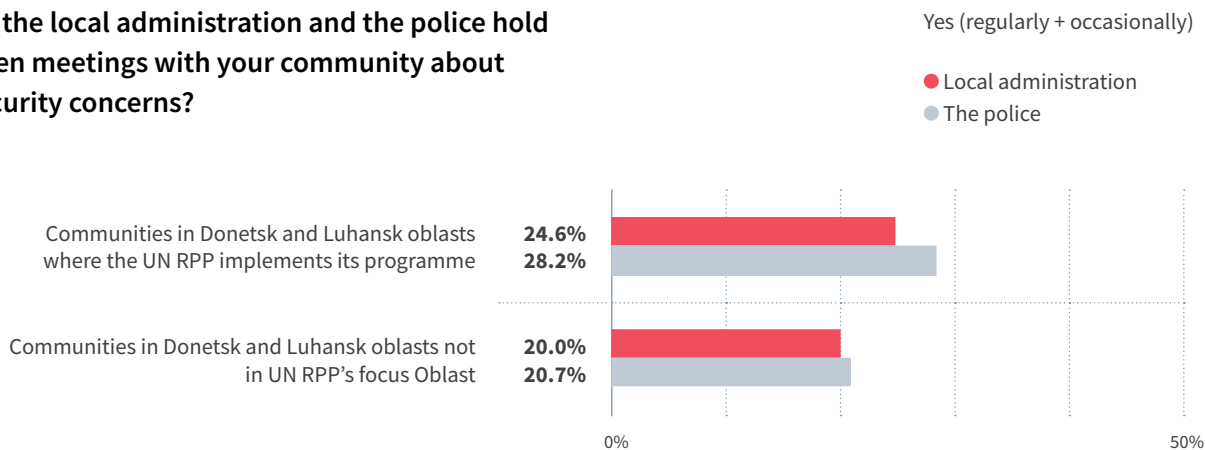


A higher proportion of residents from communities in Donetsk and Luhansk oblasts that UN RPP is active in reported that local administration bodies and the police hold meetings with the community members than residents from the remaining communities. This is attributed to the community security working groups that are functioning in all target communities of the programme, providing space for structured discussions between communities

and law enforcement agents, information sharing, raising security issues and concerns among the local authorities, the police and community members.

Finally, the less educated and the less wealthy a person is, the less informed they are likely to be on the communication established by the local government and the police about security issues in the community.

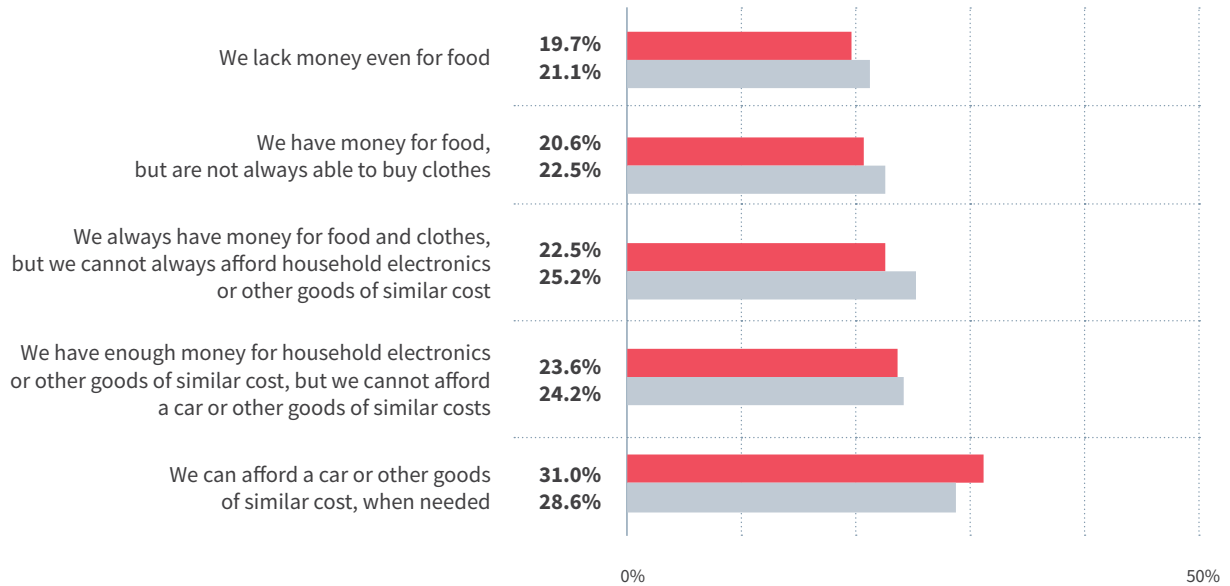
Do the local administration and the police hold open meetings with your community about security concerns?



Do the local administration and the police hold open meetings with your community about security concerns? - by households' financial situation

Yes (regularly + occasionally)

● Local administration
● The police



In wrapping up the security issues and the concerns of the citizens in that regard, the survey in its final iteration focused on how the threats of mines and UXO are treated in the respondents' communities. Mines and UXO are a safety concern for 14.5% of respondents of the survey, including 17.3% of those from Donetsk Oblast, 18.4% of those from Luhansk Oblast, and only 4.8% of those from Zaporizhzhia Oblast. Unsurprisingly, this concern is the most frequently expressed by those living in close proximity to the 'contact line' (41.6%), compared to those from remaining communities in Donetsk and Luhansk oblasts (9.4%).

Of those who confirmed that mines and UXO are a menace, 24.6% (or 3.6% of the total sample) had seen the mine or UXO, while less than a third of them (27.9% or 36 persons in total – 12 from Donetsk Oblast and 24 from Luhansk Oblast) reached out to the relevant bodies responsible for the removal of mines and UXO.

The authorities contacted by the citizens who saw mines or UXO (mostly the state emergency service

(47.2%), the police and local administrations (both at 13.9%)) were highly efficient in removing them, as 83.3% of respondents confirmed they were removed, while 90.0 % stated they were removed quickly. In addition, the survey considered why more people who saw the mines/UXO did not contact the relevant authorities. For instance, the main reason for 28% of those who did not contact anyone was the lack of knowledge whom to contact, for 33.3% the main reason was a lack of trust that it would do any good, for 31.5% the main reason was that it would take a lot of time, and 9.7% confirmed that they were afraid to contact authorities.

While the respondents confirmed to a great extent that adults are well informed on the steps needed to be undertaken when they see a mine or UXO (84% of respondents strongly agreed or agreed this was true), efforts should be invested in further educating children in that respect (31.9% of respondents disagreed or strongly disagreed that children were well prepared for such situations).

Key findings

This survey on the police's and local administration's practices in addressing security and justice issues in the community yielded a set of the following emerging findings and themes:

- The police and local administration bodies are both seen as fairly efficient in preventing, solving, and responding to citizens' security and justice concerns. However, further efforts should be made in to open up channels of communication between these bodies and local communities to discuss security issues, such as community security working groups.
- The presence of the police in communities close to the 'contact line' fell considerably in 2019 compared to the results from the precedent survey, suggesting that security issues changed in character and, possibly indicating, that they decreased overall.
- Citizens of communities in close proximity to the 'contact line' were the most likely to be concerned with the issues of mines and UXO. However, few of those that spotted the mine or UXO reached out to relevant authorities for their removal – less than a third that encountered these devices actually reported them. In addition, respondents were happy with the high level of efficiency of the authorities in charge of removing mines and UXO.

Appendix 1

Methodology of the Study

The study was conducted by Kantar Ukraine from December 06, 2019 to January 14, 2020 in three oblasts of Ukraine: Donetsk, Luhansk and Zaporizhzhia. The study consisted of two parts: a population survey and a survey of court users.

The population survey was conducted on the basis of a quota sample stratified by the type and size of the settlement, as well as by the proximity to the 'contact line' with non-governmental controlled areas (NGCA) of Donetsk & Luhansk oblasts.

The sample represents the population of each oblast over the age of 18. The sample formation is based on official data of the State Statistics Service of Ukraine as of August 2019 (www.ukrstat.gov.ua), taking into account the data on the total number of internally displaced persons, as provided by the State Migration Service of Ukraine and the Ministry of Social Policy.

Data were collected through tablets (F2F, CAPI) at the place of residence of the respondents. Interviewees were selected randomly, according to the planned itinerary. The total number of interviewed persons is 3,607 (Donetsk Oblast – 1,501, Luhansk Oblast – 1,204, Zaporizhzhia Oblast – 902).

Court users were interviewed to ensure the inclusion of respondents with recent exposure to the formal justice system. The total number of respondents is 300 (100 in each Oblast).

Selection was made among all court visitors on the basis of a screening question and survey quotas for gender and age. The quotas were formed according to the distribution in the general survey. The screening question was asked to determine whether the person being interviewed actually participated in court proceedings.

Both the Russian and Ukrainian versions of the survey tool were piloted between 15 and 20 November 2019 in the three oblasts. Thirty pilot interviews were conducted

overall (10 in each Oblast). Based on the results of the pilot study, the survey tools were updated and approved prior to the fieldwork phase.

Three field managers, 71 enumerators and 7 supervisors were involved in the fieldwork to carry out surveys of the general population and court users. All of them have been trained and certified in ethics and research methodology. Interviews were conducted in the language of the respondent's choice (Russian or Ukrainian).

The Kantar team conducted a total of 720 back-checks in all areas and types of settlements (20% of the total sample). All of the approved interviews had an error rate of less than 10%. UN RPP also conducted independent verification of the data collection process. All respondents were at least eighteen years of age and gave informed consent.

The analysis was performed using SPSS statistical software.

Key informant interviews were conducted with traditionally under-represented groups whose voices were likely to not be captured through a quantitative study, such as members of the LGBTIQ+ community, persons with disabilities, sex workers, IDPs and others. These interviews were all semi-structured. The duration of the interviews ranged from one to two hours.

